



July 2019

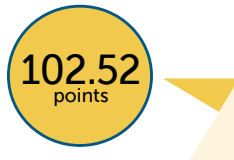
Index Points to Steady Customer Service Growth at a Good Rate

The Customer Service & Support Service Index (CSSSI) was virtually unchanged during July, finishing the month at 102.52. This is off only 5 basis points from June's 102.57 reading, and it is inside the target 100.0 to 110.0 range that indicates meaningful growth. Further evidence of consistent customer service delivery is found in the more stable 3-month moving average (CSSSI-MA3), which flattens month-over-month fluctuations. The CSSSI-MA3 finished July at 103.84. This is in the center of the target range, indicating that staff is consistently providing quality service. As a group, all 10 of the department's monthly customer service indicators reached 95% of their respective goals or better for the month.

June 2019: 102.57

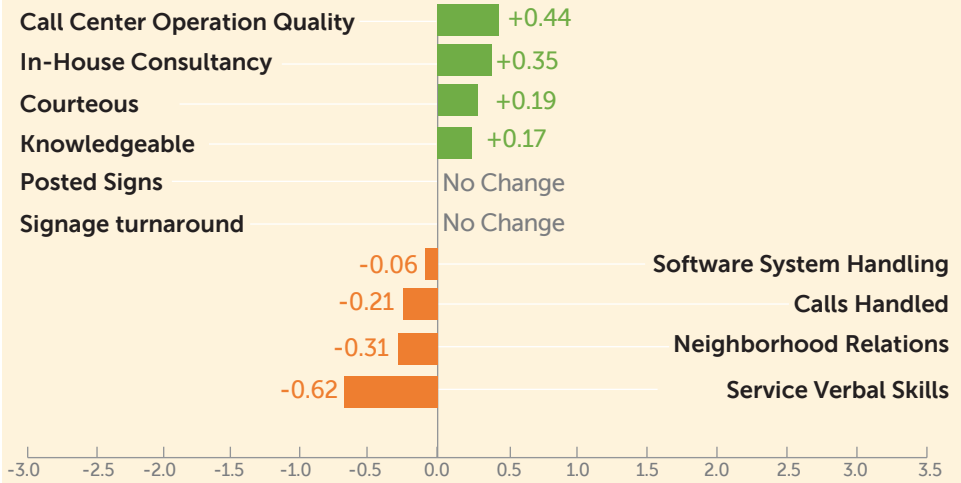
July 2019: 102.52

(Monthly change of -5 basis points)



What impacted the index?

*One (1) basis point = 1/100 of a percent.



In this latest period, the CSSSI decreased -5 basis points to finish at 102.52 for the month. The chart illustrates the net effect each of the 10 service indicators had on the index from one month to the next. While some indicators had a negative impact on the month, this does not necessarily mean that they finished below goal; it simply indicates that their performance was less so in the most recent month.

In the Spotlight

James Martin, Customer Service Representative

James Martin began working for the County's Customer Service Center in June 2016. Of the four different phone lines James answers, the main customer service line is his favorite. He enjoys the variety of questions he receives – particularly the unusual ones that really make him think. He also likes helping people who are not technologically savvy, and customers who are unable to look up information on their own. When he's not assisting callers or making his coworkers laugh, James can be found singing karaoke, salsa dancing with his wife, travelling, swimming, working out – and maybe binge-watching his latest favorite show on Netflix.



CSS Senior Leadership Team

Gema Alvaré
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Components of the CSSI

	Latest Date	Goal	Latest Data	Preceding Period	Year Ago	Year-Over-Year % Change	
EFFICIENCY INDICATORS	Citizen Engagement: Signage Turnaround Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	July	100%	100.0%	100.0%	100.0%	0.0%
	Citizen Engagement: Signs Posted Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). a) <i>Source: José Tejada – Senior Supervisor</i>	July	N/A	152	127	79	92.4%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	July	94%	91.0%	95.0%	93.0%	-2.2%
CUSTOMER FEEDBACK INDICATORS	Quality Assurance: Courtesy Percentage of online survey respondents rating customer service call takers as 'very courteous'. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	July	82.0%	80.0%	88.9%	-7.8%	-12.0%
	Quality Assurance: Knowledge Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	July	64.0%	60.0%	65.4%	-2.1%	-17.5%
	Neighborhood Relations Survey feedback from a recent Neighborhood Relations event or activity on a 1 to 5 scale with 5 being highest. <i>Source: Wanda Sloan and Stephanie Agliano – Neighborhood Liaisons</i>	July	4.51	4.65	4.75	-5.1%	-6.6%
QUALITY INDICATORS	Call Center: Operational/Procedural Performance Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i>	July	4.50	4.41	4.31	4.55	-3.1%
	Call Center: Verbal Skills Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i>	July	4.25	4.04	4.17	4.18	-3.3%
	Call Center: Software System-Handling Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i>	July	4.75	4.88	4.94	4.85	0.6%
	Quality Assurance: In-House Consultancy Customer service training or consultative services provided to County departments. Ratio of total hours provided to total hours available. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	July	85.0%	88.0%	86.0%	90.0%	-2.2%
Composite Indexes							
CSSI b)	July	≥ 100.0	102.52	102.57	100.38	2.1%	
CSSI-MA3 c)	July	≥ 100.0	103.84	103.72	103.29	0.5%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	June	≥ 100.0	101.97	100.86	102.78	-0.8%	

a) The average number of signs posted per-person per-month over the latest three months (three-month moving average) is used to smooth out month-to-month aberrations, since the quantity of signs that must be posted is set by factors outside the sign crew's control.

b) A figure that collapses into a single value the most recent monthly results from the department's 10 measures (indicators) of customer service delivery, using relative weights of importance for each indicator.

c) Month-to-month activities are influenced by many factors both within and beyond staff

members' control, and this can cause volatility in scores. The index's three-month moving average is used to reveal the trend in customer service performance over the latest 3-month period.

d) A figure that collapses into a single value the most recent results from several key county (3), state (1), and national (1) economic statistics, using relative weights of importance for each. The HCMI is used to compare the growth of Hillsborough County business and economic activity with the Customer Service & Support department's customer service progress. Details can be provided a separate report.

“ Neighborhood Relations

The Office of Neighborhood Relations recently kicked off the new class of its popular Hillsborough Backstage Pass program with an orientation session. Here's what some of the participants said about the orientation.

- The energy and enthusiasm the Liaisons have for the program was contagious.
- I enjoyed the video and the clear expectations about the program.
- The variety of the County's different areas that we will be visiting and learning more about, in a behind the scene view, is impressive. Can't wait to get started.
- Solid overview. Emphasis on importance of trying to attend all 12 sessions. Plenty of time for Q&A.
- Great value for the amount of time.... to the point and answered any questions.