



November 2019

# Index Suggests Customer Service Growth Slowed in November

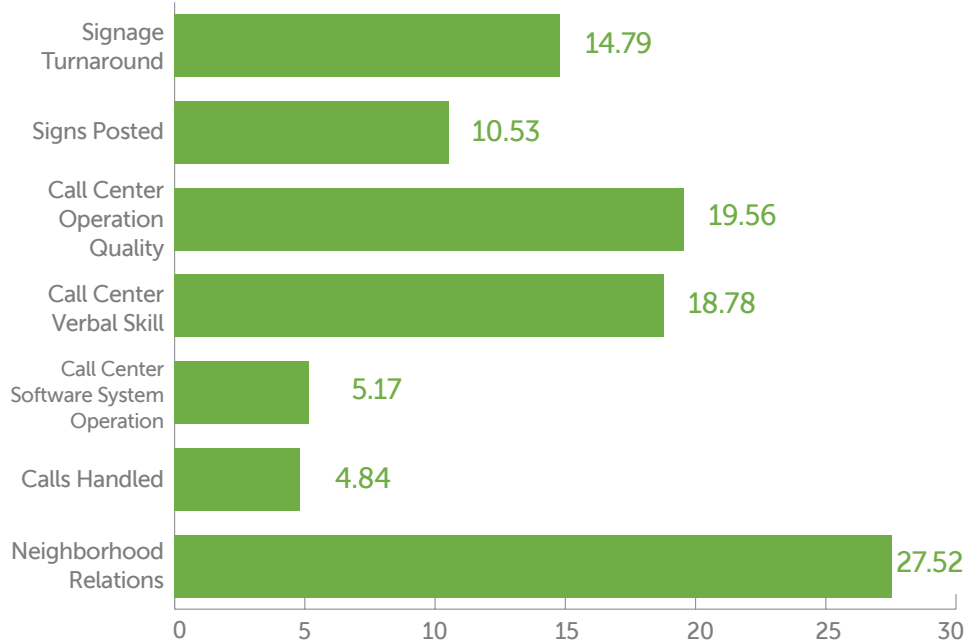
The Customer Service & Support Service Index (CSSSI) decreased 502 points from October to November, closing the month at 101.19. This infers that, collectively, the department's seven customer service measurements ran +1.19% better than expected for the month. The more stable three-month moving average (CSSSI-MA3), which flattens out large month-over-month ups and downs, finished November at 104.45. The CSSSI was modified during November to account for the loss of two customer service indicators derived from online survey results. Their contributing weights to the CSSSI were added to the Neighborhood Relations indicator. This customer service indicator now accounts for 30% of the overall monthly score.

October 2019: 106.21

November 2019: 101.19

(Monthly change of -502 basis points)

101.19 points



In this latest period, the CSSSI's composition changed as two customer service indicators were eliminated from the mix. They will likely be replaced in 2020. The nearby chart shows the point contributions for each of the remaining seven customer service indicators towards November's overall 101.19 score.

## In the Spotlight

### Jose Estrada, Customer Service Representative



Jose Estrada joined the Call Center team in October 2019. Originally from Puerto Rico, Jose has lived in Florida for 5 years, and had most recently worked as a Spanish/English interpreter. Outside of work, Jose is a self-taught and growing musician; he especially loves drums and practices every day. Jose is also a local tourist who loves to see the landmarks, meet the people, and enjoy the mix of cultures that make Hillsborough County. He also loves to kayak and enjoys the local mix of wildlife and city life. Over time, Jose would like to expand his curiosity to learn and discover new destinations across the country.

## CSS Senior Leadership Team

**Steve Valdez**

Customer Engagement Division Director

Components of the CSSSI						
	Latest Date	Goal	Latest Data	Preceding Period	Year Ago	Year-Over-Year % Change
<b>EFFICIENCY INDICATORS</b>						
<b>Citizen Engagement: Signage Turnaround</b> Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Nov	100%	100.0%	100.0%	100.0%	0.0%
<b>Citizen Engagement: Signs Posted</b> 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>	Nov	N/A	124	150	84	47.6%
<b>Call Center: Calls Handled</b> Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Nov	94%	91.0%	91.0%	97.0%	-6.2%
<b>CUSTOMER FEEDBACK INDICATOR</b>						
<b>Neighborhood Relations</b> 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>	Nov	4.51	4.13	4.61	4.56	-9.4%
<b>QUALITY INDICATORS</b>						
<b>Call Center: Operational/Procedural Performance</b> 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>	Nov	4.50	4.40	4.61	4.63	-5.0%
<b>Call Center: Verbal Skills</b> 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>	Nov	4.25	3.99	4.17	4.20	-5.0%
<b>Call Center: Software System-Handling</b> Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i>	Nov	4.75	4.91	4.98	4.90	0.2%
<b>Composite Indexes</b>						
<b>CSSSI b)</b>	Nov	≥ 100.0	101.19	106.21	105.38	-4.0%
<b>CSSSI-MA3 c)</b>	Nov	≥ 100.0	104.45	106.72	101.74	2.7%
<b>Hillsborough County Market Index (HCMI) – Group of local business &amp; economic indicators for comparative purposes d)</b>	Oct	≥ 100.0	100.13	104.32	103.44	-3.2%

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 held its annual Neighborhoods Conference on Saturday, November 2. The event attracts residents representing neighborhood organizations, HOAs, civic groups, local governments, and businesses. With the theme Reimagining Neighborhoods, this year's conference aimed to help residents envision new possibilities and plan for the future of their communities. Participants commented:

- *What I enjoyed most about the event was the conversation with the attendees, the workshops, and meeting & learning about other HC Depts.*
- *Each department had employees that were knowledgeable and forthcoming with information.*
- *As for any improvements, you did a great job of setting things up. It's up to the people to come out and participate and there were a lot of people there. I think you did a great job.*
- *The best part was all the great information, knowledgeable staff, awesome booths with even more information.*
- *The knowledgeable presenters was the aspect I like the most.*