

Worknet Customer Service & Satisfaction Report For All Locations July 2009

Merced County Department of Workforce Investment

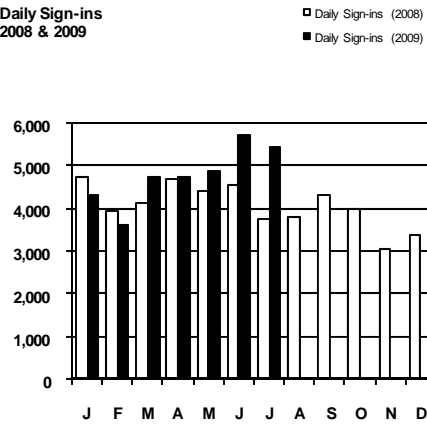
Daily Sign-ins

Daily sign-ins for July totaled 5,454, down 266 from the previous month and up 1,688 from July 2008. Daily sign-ins for the month of July are above the 6 year average.

July's 6 year average: 3,851

2008 annual average: 4,058

Daily Sign-ins
2008 & 2009



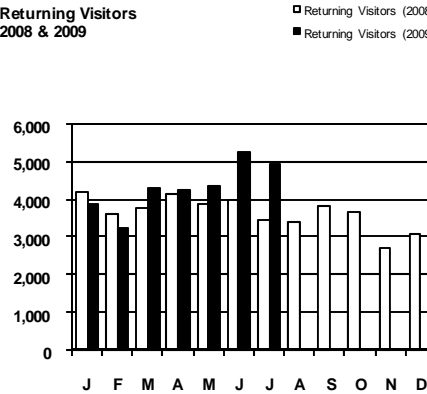
Return Visits

Return visits for July totaled 4,923, down 321 from the previous month and up 1,490 from July 2008. Return visits for the month of July are above the 6 year average.

July's 6 year average: 3,543

2008 annual average: 3,647

Returning Visitors
2008 & 2009



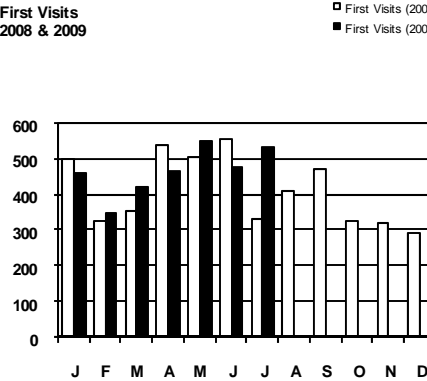
First Visits

First Visits for July totaled 531, up 55 from the previous month and up 198 from July 2008. First Visits for the month of July are above the 6 year average.

July's 6 year average: 308

2008 annual average: 411

First Visits
2008 & 2009



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Customer Flow for July 2009

All Locations

- On average, Mondays were the busiest days of the week, averaging 277 customers per day. (Weekly Average: 1,185 customers).

Merced (including Wardrobe Avenue Office)

- Mondays were the busiest day of the week, with an average of 173 customers per day. (Weekly Average: 713 customers).

Los Banos

- Wednesdays were the busiest day of the week, averaging 106 customers per day. (Weekly Average: 472 customers).

Note:

- As of May, 2009, Merced Customer flow includes visitors at the Wardrobe Avenue Office, and we are tracking a new metric: Summer Employment visits.



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Marketing advertisements for July 2009

* *The Bus*

Worknet signs outside buses

How did you hear about us?

Responses from first-time visitors

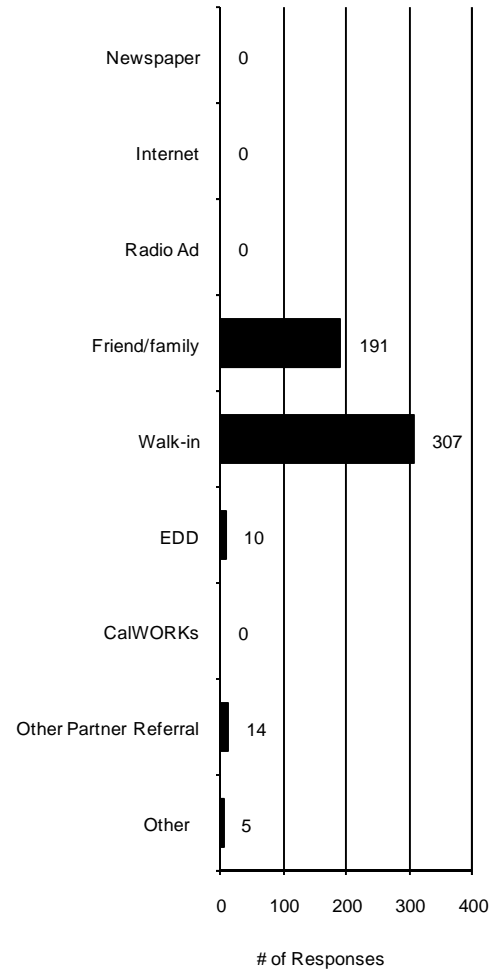
In July, our first time visitors responded most often that they were walk-in visitors to Worknet offices, with 307 customers providing this response.

An additional 191 visitors responded that they heard about Worknet from friends or family.

All 5 visitors whose responses were classed as "Other" were visiting the Merced Worknet Offices. Of these, two wrote "Dept. of Rehab.", two wrote "Medical", and the last wrote "Summer Youth Referral" on the response form.

How Did You Hear About Us?

■ Jul-09



In July, 98.23 percent of our customers responding would refer our services to others

Would you refer our services to others?

Of those responding to this question, 98.23 percent of our customers would refer our services to others.

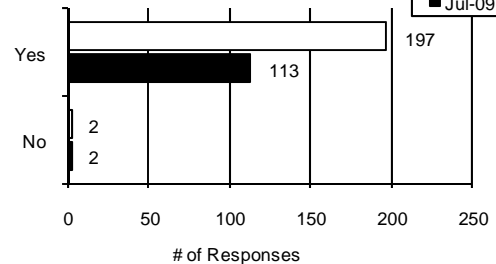
PY 06/07 annual average: 98.36%

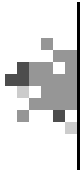
PY 07/08 annual average: 98.79%

PY 08/09 annual average: 99.35%

Would you refer our services to others?

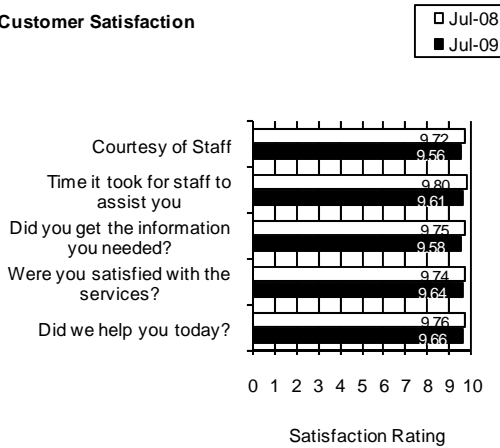
□ Jul-08
■ Jul-09





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Customer Satisfaction



Customer Satisfaction Ratings

We received 119 surveys with responses to customer satisfaction questions in the month of July.

Consistently, we see overall ratings for all questions in this category to be greater than 9.56 out of 10.

Two questionnaires contained responses in any category of 5 or less.

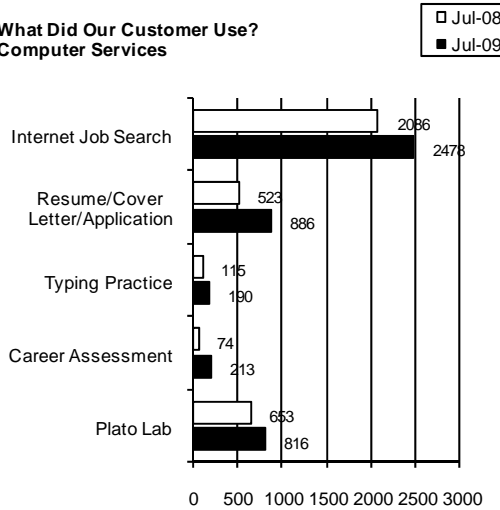
“Consistently, we see overall ratings for all questions in this category to be greater than 9.56 out of 10.”

Return Rate For Customer Satisfaction Survey

*Both Locations: 2.18%
Merced: 2.06%
Los Banos: 2.76%*

How our customers use our services

What Did Our Customer Use? Computer Services

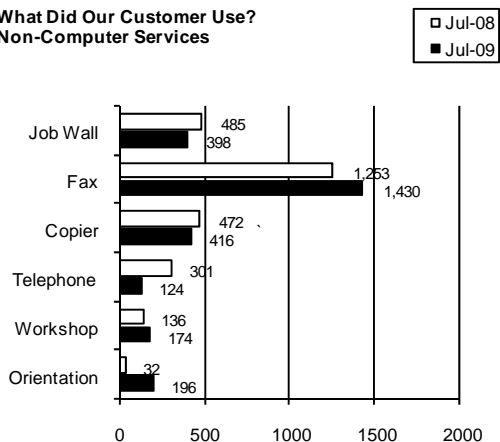


Computer related services are always the ones most used by our customers, with customers using one or more such services 4,583 times in July.

Internet Job Search and the Resume/Cover Letter/Application were our most accessed computer services.

1,430 customers used our Fax service at Worknet in the Month of July.

What Did Our Customer Use? Non-Computer Services



Fax and Copier were the most used non-computer related services. Job Wall, Orientation, and Workshop were the next most used services under this category.



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Customer Service/Satisfaction Summary Data - All Locations

	Jul-08	May-09	Jun-09	Jul-09
Return Visits	3,433	4,246	4,347	4,923
First Visits	333	466	547	531
Total Visits	3,766	4,712	4,894	5,454
Total Visitors	1,716	1,988	2,213	2,532
How did you hear about us?				
Newspaper	0	1	0	0
Internet	0	0	1	0
Radio Ad	0	0	0	0
Friend/family	130	122	171	191
Walk-in	178	154	204	307
EDD	12	21	19	10
CalWORKs	1	5	5	0
Other Partner Referral	9	2	4	14
Other	9	51	128	5
What did our customers use?				
Internet Job Search	2,086	2,107	1,986	2,478
Resume/Cover Letter/Application	523	661	735	886
Typing Practice	115	199	224	190
Career Assessment	74	136	181	213
Job Wall	485	400	357	398
Fax	1,253	1,025	1,148	1,430
Copier	472	385	374	416
Telephone	301	92	108	124
Plato Lab	653	1,016	909	816
Workshop	136	153	184	174
Orientation	32	119	239	196
Staff Appointment	162	292	297	439
Special Class	44	297	146	84
EDD/Unemployment	129	112	109	90
Certificate Test	34	52	81	47
Summer Employment		33	518	628
Customer Satisfaction				
Courtesy of Staff	9.72	9.90	9.90	9.56
Time it took for staff to assist you	9.80	9.88	9.81	9.61
Did you get the information you needed?	9.75	9.94	9.79	9.58
Were you satisfied with the services?	9.74	9.97	9.82	9.64
Did we help you today?	9.76	9.94	9.78	9.66
Would you refer our services to others?				
Yes	197	125	111	113
No	2	0	2	2



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Customer Service/Satisfaction Summary Data - Individual Locations

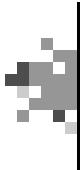
Who were our visitors	Merced	Los Banos	Wardrobe	All Locations
Return Visits	2,508	1,993	422	4,923
First Visits	351	180	0	531
Total Visits	2,859	2,173	422	5,454
Total Visitors	1,390	849	293	2,532
How did you hear about us?				
Newspaper	0	0	0	0
Internet	0	0	0	0
Radio Ad	0	0	0	0
Friend/family	16	175	0	191
Walk-in	307	0	0	307
EDD	10	0	0	10
CalWORKs	0	0	0	0
Other Partner Referral	14	0	0	14
Other	5	0	0	5
What did our customers use?				
Internet Job Search	1,516	961	1	2,478
Resume / Cover Letter / Application	390	496	0	886
Typing Practice	88	101	1	190
Career Assessment	135	68	10	213
Job Wall	254	144	0	398
Fax	842	588	0	1,430
Copier	279	136	1	416
Telephone	4	120	0	124
Plato Lab	252	564	0	816
Workshop	140	34	0	174
Orientation	113	83	0	196
Staff Appointment	182	257	0	439
Special Class	48	36	0	84
EDD/Unemployment	58	32	0	90
Certificate Test	24	22	1	47
Summer Employment	46	174	408	628
Customer Satisfaction				
Courtesy of Staff	9.36	9.77	0.00	9.56
Time it took for staff to assist you	9.44	9.77	0.00	9.61
Did you get the information you needed?	9.27	9.88	0.00	9.58
Were you satisfied with the services?	9.39	9.88	0.00	9.64
Did we help you today?	9.37	9.93	0.00	9.66
Would you refer our services to others?				
Yes	55	58	0	113
No	2	0	0	2



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Suggestions

Add computers.
Issue phones
Have not used services yet.
Be more vocal to everyone.
obviously job searching and training.
services are very good!
no, I think you guys are doing a great job.
keep doing a good job!
It was a great experience!
Everything is great!
Don't know what I would do with out you guys, you're great!
Keep doing a great job!
more computers available
Great job! Thank you for everything!
Tell students not to type so hard on the keyboards in plato.
We need more help in Spanish.
You are on the right track.
No, not yet everything was fine.
The receptionist is excellent!!
Keep up the good job.
snack machine
Everything was very good.
I love the services you provide.
Have a tour-walk-thru.



Concerns

Easier access to job listing for me.
interviews.
no you did well
No, all bases were covered well.
Finding Employment
Help filling out resumes and write cover letters.
I need a job.
The ones who speak English don't need you.
Helping get UI
How about some gas money (smile). "Joke"
Help in asking client if they are any classes available they would like to attend.
No, I'm very pleased.
Help w/focusing.