

# Worknet

## Customer Service Report

September 2010

	Sep-09	Sep-10	Aug-10	Jul-10
<b>All Locations Combined</b>				
<b>Visits</b>				
Return Visits (Total Core Svcs - First Visit Registrations)	4711	10101	11280	10999
First Visits (New Registrations)	443	502	596	687
Total Visits (Core Svcs Used)	5154	10603	11876	11686
Total Visitors (Unique Visitors)	2255	1787	2087	2085
<b>What did our customers use?</b>				
Career Assessment	221	99	163	150
Certificate Test	59	134	111	158
Copier	409	364	374	394
EDD/Unemployment	120	57	61	46
External Web Site Job Referral	0	2627	2565	2349
Fax	1451	198	244	260
Internet Job Search	2418	3175	3577	3418
Job Wall	388	730	798	858
Local Office Orientation - JTA 18	242	99	123	92
Other VOS Internet Services	0	311	484	599
PLATO Lab	872	722	854	717
Resume/Cover Letter/Application JTA 15	841	943	1137	1230
Special Class	159	62	105	25
Staff Appointment	502	156	290	305
Summer Jobs for Youth	233	13	11	23
Telephone	104	215	190	174
Typing Practice	192	113	122	140
Workshop	59	83	71	61

### Results By Location - September 2010

	Merced	Los Banos	Wardrobe	All Locations
<b>Visits</b>				
Return Visits	6176	3761	164	10101
First Visits	319	163	20	502
Total Visits	6495	3924	184	10603
Total Visitors*	1191	598	92	1787
<b>What did our customers use?</b>				
Career Assessment	82	16	1	99
Certificate Test	109	24	1	134
Copier	306	58	0	364
EDD/Unemployment	33	24	0	57
External Web Site Job Referral	1266	1302	59	2627
Fax	152	46	0	198
Internet Job Search	2048	1095	32	3175
Job Wall	618	112	0	730
Local Office Orientation - JTA 18	27	14	58	99
Other VOS Internet Services	185	121	5	311
PLATO Lab	286	435	1	722
Resume/Cover Letter/Application JTA 15	638	300	5	943
Special Class	27	35	0	62
Staff Appointment	83	71	2	156
Summer Jobs for Youth	12	1	0	13
Telephone	184	31	0	215
Typing Practice	68	45	0	113
Workshop	52	31	0	83

\*Total visitors count for all locations may be different than the total for each location combined as one person may have visited more than one location during the month.