



# Worknet Customer Service & Satisfaction Report For All Locations

**OCTOBER 2005**

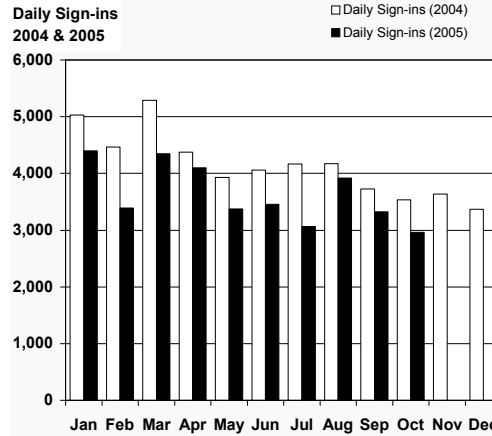
Merced County Department of Workforce Investment

## Daily Sign-ins

Daily sign-ins for October totaled 2,966. Down 358 from the previous month and down 570 from October 2004. Daily sign-ins for the month of October is below the 5 year average.

October's 5 year average: 3,426

2004 annual average: 4,146

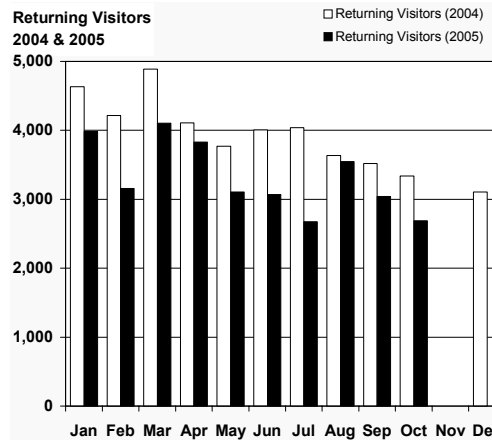


## Return Visits

Return visits for October totaled 2,966. Down 350 from the previous month and down 649 from October 2004. Return visits for the month of October is below the 5 year average.

October's 5 year average: 3191

2004 annual average: 3,605

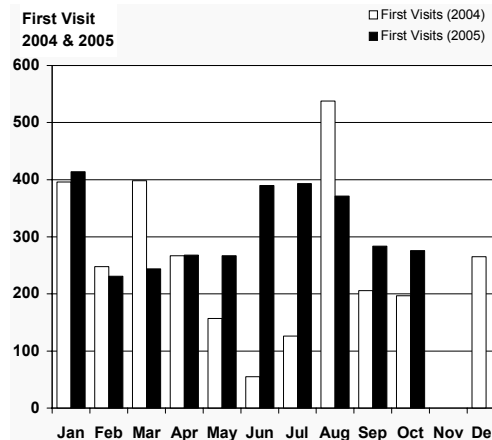


## First Visits

First Visits for October totaled 276. Down 8 from the previous month and up 79 from October 2004. First visits for the month of October exceeds the 5 year average.

October 5 year average: 235

2004 annual average: 238



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## Customer Flow for October 2005

### All Locations

- On average, Tuesdays were the busiest days of the week. Averaging 169 clients per day. (Weekly Average: 757 customers)

### Merced

- Tuesdays were the busiest day of the week, with an average of 107 clients per day. (Weekly Average: 443 customers).

### Los Banos

- Tuesdays were the busiest day of the week, with an average of 56 clients per day (Weekly Average: 284 customers).

### Livingston

- Mondays were the busiest day of the week, with an average of 9 per day (Weekly Average: 30 customers).



**Marketing advertisements for  
September 2005**

*\* Valley Values  
09/1, 15, 29/2005*

*\* The Bus  
Worknet signs inside buses*

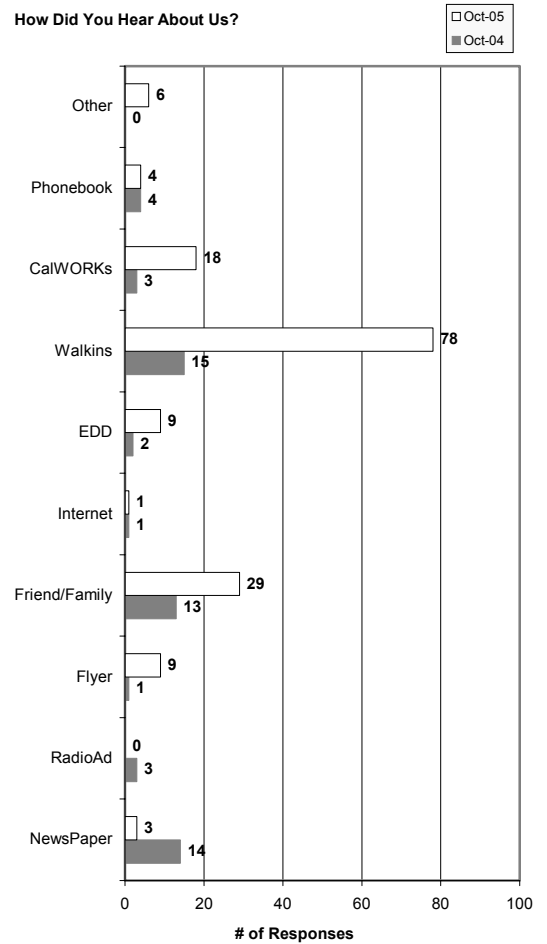
**How did you hear about us?**

One hundred fifty-seven customers responded to this question in October.

Seventy-eight customers responded with Walk-in as the most frequent response. Friend or Family was the next most frequent response.

We change the method of collecting the data in November 2004 to capture more responses. Due to this change, prior year data is not directly comparable. When comparing current data with prior year data, compare only the rank of the response.

How Did You Hear About Us?



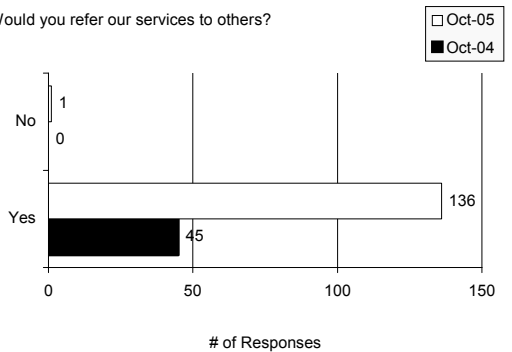
*99.3 percent of our customer would refer our services to others*

**Would you refer our services to others?**

Of those responding to this question, 99.3 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%  
PY 04/05 annual average: 97.3%

Would you refer our services to others?





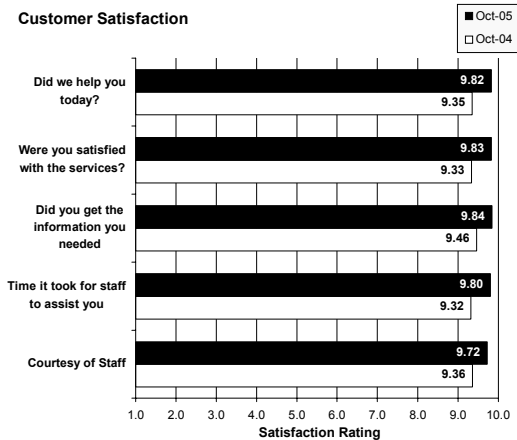
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**Customer Satisfaction**



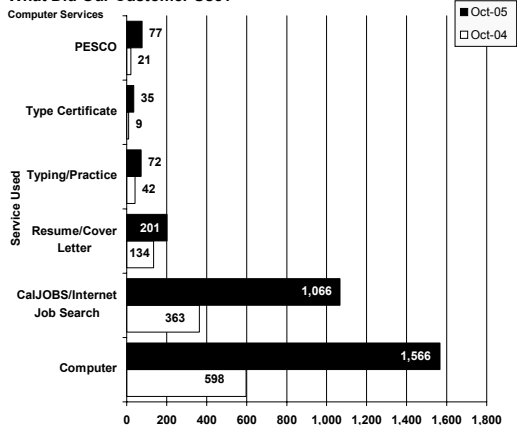
**Customer Satisfaction Ratings**

Customer satisfaction questions received 156 responses from our customers in October. These questions received ratings between 9.80 and 9.84, with “Did you get the information you needed?” receiving the highest rating.

There was 2 customer that rated “Courtesy of Staff”, with a 5 or less, representing 1.3 percent of our customers.

*‘Did you get the information you needed?’ received the highest rating with 9.84 on a scale of 1 to 10.*

**What Did Our Customer Use?**

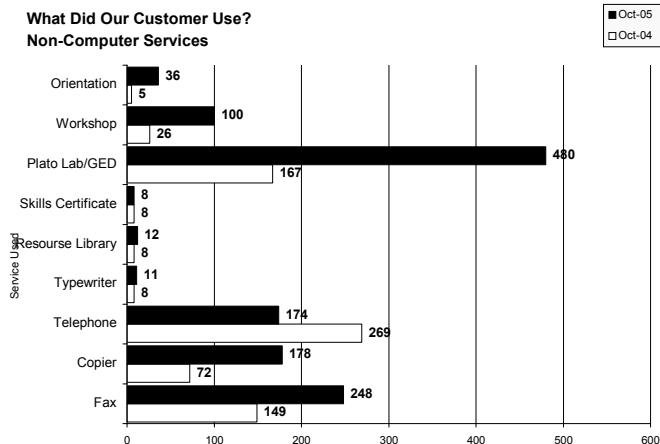


**How our customers use our services?**

Computer related services are always the most used service by our customers, with 2,744 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

*‘248 customers used the Fax Machine at WorkNet in the month of October.’*

**What Did Our Customer Use?  
Non-Computer Services**



Plato Lab/GED and Fax are the most used non-computer related services. Telephone Copier, and Workshop are the next most use services under this category.



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**Customer Service/Satisfaction Summary Data - All Locations**

	<b>Oct-04</b>	<b>Aug-05</b>	<b>Sep-05</b>	<b>Oct-05</b>
<b>Daily Sign-ins</b>				
Return Visit	<b>3,339</b>	<b>3,549</b>	<b>3,040</b>	<b>2,690</b>
First Visit	<b>197</b>	<b>371</b>	<b>284</b>	<b>276</b>
<b>Total</b>	<b>3,536</b>	<b>3,920</b>	<b>3,324</b>	<b>2,966</b>
<b>How did you hear about us?</b>				
NewsPaper	14	3	8	3
RadioAd	3	0	1	0
Flyer	1	1	11	9
Friend/Family	13	13	31	29
Internet	1	0	0	1
EDD	2	8	5	9
Walkins	15	73	94	78
CalWORKs	3	6	14	18
Phonebook	4	1	1	4
Other	NA	1	10	6
<b>What did our customer use?</b>				
Computer	598	2,056	1,903	1,566
CalJOBS/Internet Job Search	363	1,424	1,290	1,066
Resume/Cover Letter	134	485	264	201
Typing/Practice	42	126	90	72
Type Certificate	9	94	39	35
PESCO	21	42	34	77
Job Listing	344	803	543	516
Fax	149	423	321	248
Copier	72	487	229	178
Telephone	269	231	186	174
Typewriter	8	8	19	11
Resource Library	8	15	11	12
Skills Certificate	8	9	9	8
Plato Lab/GED	167	489	518	480
Workshop	26	121	122	100
Orientation	5	59	42	36
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.36	9.50	9.12	9.72
Time it took for staff to assist you	9.32	9.49	9.44	9.80
Did you get the information you needed	9.46	9.52	9.49	9.84
Were you satisfied with the services?	9.33	9.52	9.58	9.83
Did we help you today?	9.35	9.52	9.67	9.82
<b>Would you refer our services to others?</b>				
Yes	102	152	136	136
No	2	2	1	1



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**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Number of Sign-ins</b>																					
<b>Day of the Week</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>Total</b>
<b>Date</b>	<b>03</b>	<b>04</b>	<b>05</b>	<b>06</b>	<b>07</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>31</b>	
<b>Livingston</b>	12	6	6	8	5	9	7	5	7	8	5	4	2	4	8	3	8	3	7	6	123
<b>Los Banos</b>	43	53	59	130	70	67	47	53	49	54	46	51	44	45	54	58	59	50	37	49	1,118
<b>Merced</b>	105	88	73	76	81	92	110	110	0	108	119	83	67	80	94	128	75	80	72	84	1,725
<b>Total</b>	160	147	138	214	156	168	164	168	56	170	170	138	113	129	156	189	142	133	116	139	2,966

<b>Who were are visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Livingston</b>	<b>All Locations</b>
<b>First Visit</b>	143	101	32	276
<b>Return Visit</b>	1,582	1,017	91	2,690
<b>How did you hear about us?</b>				
Newspaper	0	3	0	3
Radio Ad	0	0	0	0
Flyer	1	8	0	9
Friend	4	15	10	29
Internet	1	0	0	1
EDD	1	5	3	9
Walk-ins	6	53	19	78
CalWORKs	2	14	2	18
Phone Book	3	1	0	4
Other	1	4	0	5
<b>What did our customers use?</b>				
Computer	1,020	437	109	1,566
CalJOBS/Internet Job Search	658	336	72	1,066
Resume	116	61	24	201
Typing	36	24	12	72
Typing Certificate	22	6	7	35
Career	45	31	1	77
Job Listing	170	272	74	516
Fax	131	100	17	248
Copier	132	40	6	178
Telephone	98	63	13	174
Typewriter	3	8	0	11
Resource Library	4	7	1	12
Skills Certificate	4	4	0	8
Plato Lab	110	370	0	480
Workshop	4	96	0	100
Orientation	28	8	0	36
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.37	9.84	9.60	9.72
Time it took for staff to assist you	9.79	9.79	9.83	9.80
Did you get the information you needed?	9.89	9.85	9.80	9.84
Were you satisfied with the services?	9.84	9.83	9.83	9.83
Did we help you today?	9.79	9.83	9.83	9.82



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**NOVEMBER 2005**

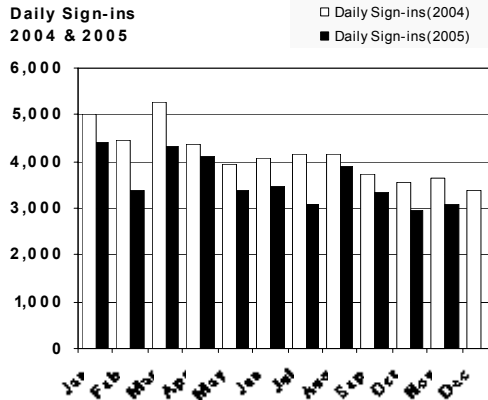
Merced County Department of Workforce Investment

## Daily Sign-ins

Daily sign-ins for November 3,088 totaled. Up 122 from the previous month and up 548 from November 2004. Daily sign-ins for the month of November is below the 5 year average.

November's 5 year average: 3,426

2004 annual average: 4,146

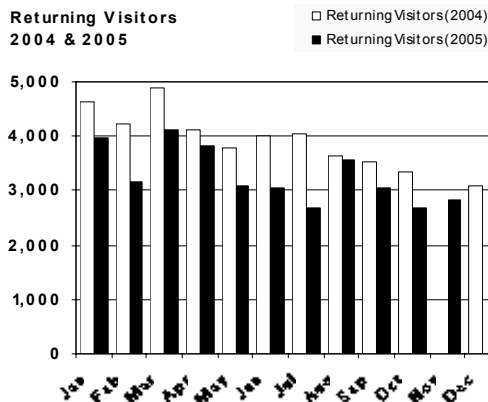


## Return Visits

Return visits for November totaled 2,823. Up 133 from the previous month. Due to a change in the method of data collection return visits can not be compared to last years data.

November's 5 year average: NA

2004 annual average: 3,605

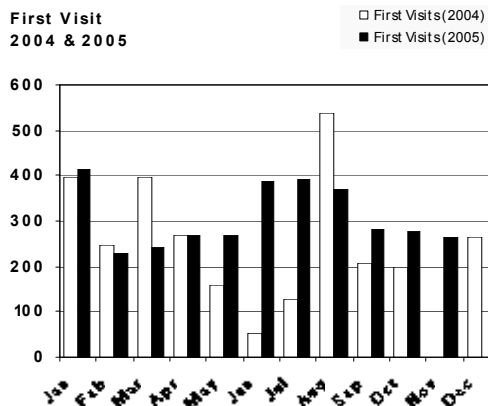


## First Visits

First Visits for November totaled 365. Down 11 from the previous month. Due to a change in the method of data collection return visits can not be compared to last years data.

November's 5 year average:

2004 annual average: 238



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## Customer Flow for November 2005

### All Locations

- On average, Mondays were the busiest days of the week. Averaging 181 clients per day. (Weekly Average: 618 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 105 clients per day. (Weekly Average: 397 customers).

### Los Banos

- Wednesdays were the busiest day of the week, with an average of 54 clients per day (Weekly Average: 350 customers).

### Livingston

- Mondays were the busiest day of the week, with an average of 9 per day (Weekly Average: 27 customers).