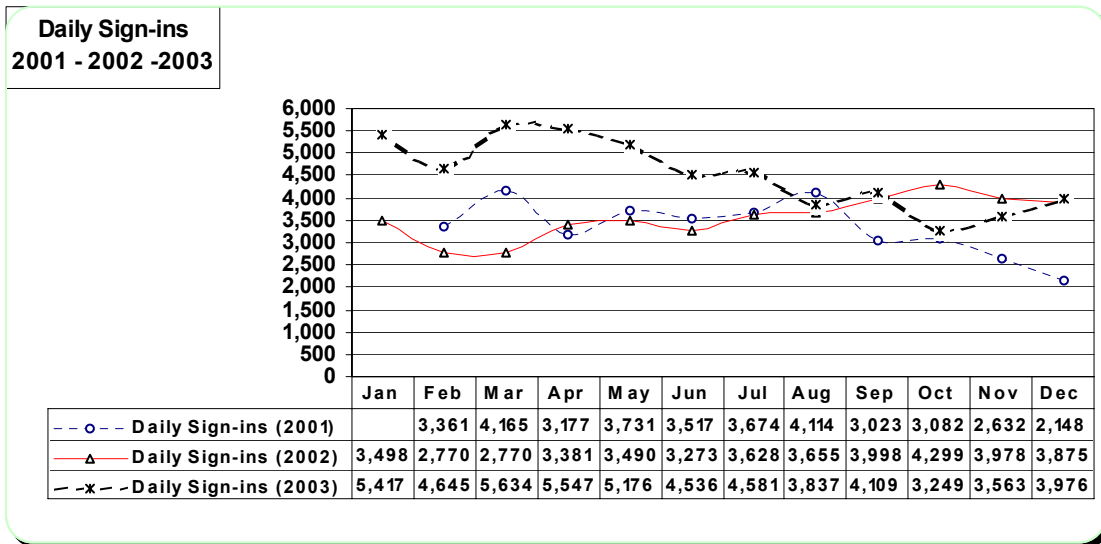


WorkNet Customer Service Data for December 2003



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of December 2003. The data presented in this report are by all locations and then by individual location (Merced, Livingston, and Los Banos). The following text is for all Locations.

Customers

In the month of December 2003, all locations recorded 3,976 sign-ins with 1,691 customers returning the Day Pass and 268 first time visitors. Morning was the most popular time for customers to use our services, with 831 customers. Afternoon received 813 responses from our customers. We have discontinued our extended hours (after 5:00pm) as of the first of July (Although two participants were serviced after 5pm this month).

Customer Employment Status

Of the 1,691 customers that returned the day pass, 20 said they are employed full-time; 13 responded with part-time employment; and 34 responded with temporary employment. One thousand fifty-eight customers responded with not employed. Five hundred sixty-six customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of December and then receive a shorten version of the Day Pass which excludes this question. Ninety-two returning customers responded to this question with 31 responses of Walk-in. The next most frequent response was EDD with 14 responses. Of the 268 first time visitors, 204 responded to this question. Friend/Family was the most frequent response

Customer Service Data for December 2003 - Page 2

with 102 responses. EDD, with 43 responses, is the next most frequent response. Walk-in was the 3rd most frequent response with 23 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.61 and 9.67 with "Courtesy of Staff" receiving the highest rating of 9.67. For customers that rated our services with a five or less, "Time it took staff to assist you" had the highest dissatisfaction with 4 responses.

How do our customers use our services?

In the month of December, our customers report using the computer most often with 1,244 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (555); Resume/Cover Letter was second with 172 responses.

For non-computer related services, Job Listing was the most often used service by our customers, with 257 responses. Fax was the next most often used service with 206 responses.

The following list of remaining services is in the order most used by our customers:

Telephone (193)	Plato Lab (181)	Copier (154)	Workshop (57)
Resource Library (27)	Skills Certificate (21)	Typewriter (18)	Orientation (13)

First Impressions (First Time Customers)

For the month of December 2003, all locations recorded 268 first time customers. Two hundred thirty-six of our first time customers would refer our services to others (One participants would not refer our services to others). Customers Satisfaction questions received ratings from 9.54 to 9.62 with "Time it took staff to assist you" having the highest rating.

Have questions, comments, or suggestions about this monthly report, please email them to pitd26@co.merced.ca.us.

**Summary Data for Customer Service for December 2003
(Day Pass Information)**

	Dec 2002	Oct-03	Nov-03	Dec-03
Daily Sign-ins	3,875	3,249	3,563	3,976
Daily Questionnaires	2,030	1,407	1,225	1,691
First Visit	154	213	190	268

Customer Satisfaction

Courtesy of Staff	9.59	9.65	9.73	9.67
Time it took for staff to assist you	9.55	9.66	9.68	9.61
Did you get the information you needed	9.46	9.63	9.72	9.66
Were you satisfied with the services?	9.55	9.68	9.69	9.61
Did we help you today?	9.54	9.61	9.69	9.64

What did our customer use?

Computer	1,098	988	915	1,244
CalJobs/Internet Job Search	545	401	357	555
Resume/Cover Letter	171	184	133	172
Typing Practice	76	51	67	54
Typing Certificate	14	23	17	22
Career Exploration	64	67	52	42
Job Listing	319	234	175	257
Fax	261	221	173	206
Copier	182	139	117	154
Telephone	285	175	142	193
Typewriter	24	19	13	18
Resource Library	60	21	26	27
Skills Certificate	16	9	9	21
Plato Lab	364	205	189	181
Workshop	34	16	28	57
Orientation	Na	14	13	13

How did you hear about us?

Newspaper ad	10	13	24	10
Radio ad	1	0	4	1
Flyer/Brochure	0	0	5	2
Friend/Family	49	6	35	9
EDD	15	11	28	14
Merced Mall	0	1	4	0
Billboard	7	2	5	0
TV ad	0	0	4	0
Internet	6	1	8	10
Walk-in	Na	23	55	31
CalWORKs	Na	19	30	11
Phonebook	Na	2	8	4

Na = Not Asked

Marketing advertisements for December 2003.

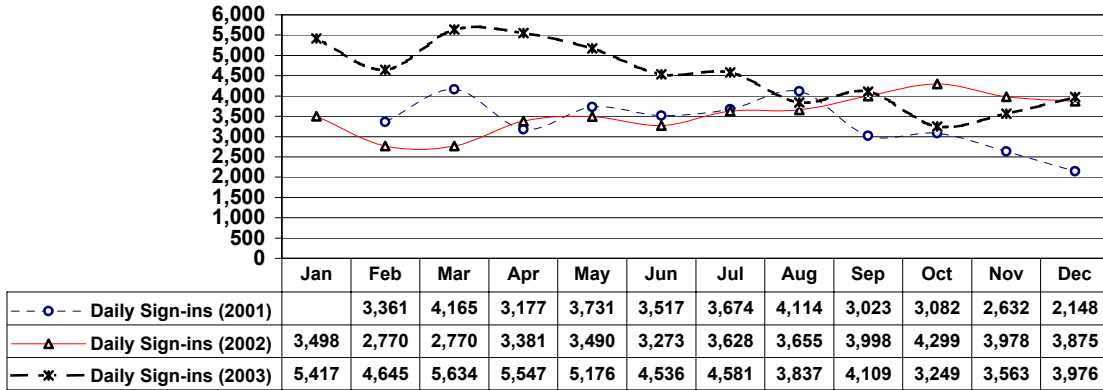
12/2-6, 9-13, 16-20/2003: Various Newspaper Ads

12/1-30/2003: Radio Advertisements with KABX, KIBG, KBRE, and KYOS

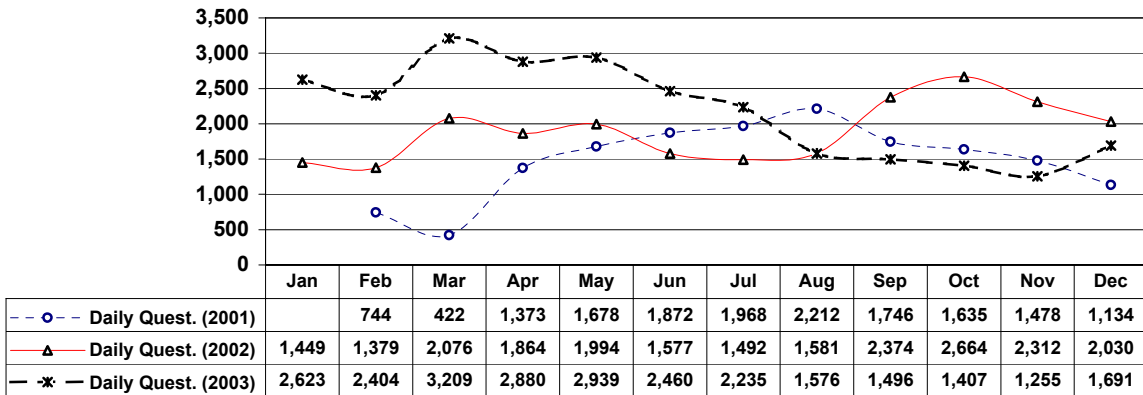
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2001 - 2002 - 2003YTD**

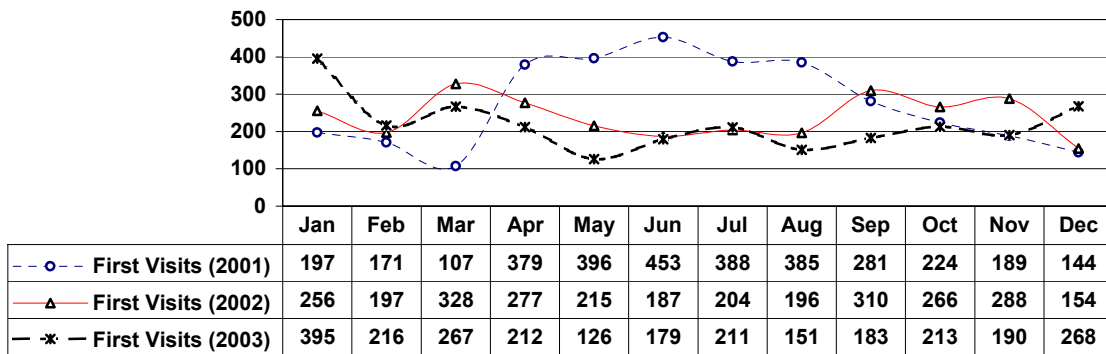
**Daily Sign-ins
2001 - 2002 - 2003**



**Daily Questionnaires
2001 - 2002 - 2003**



**First Time Visitors
2001 - 2002 - 2003**



WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)

All Locations - December 2003

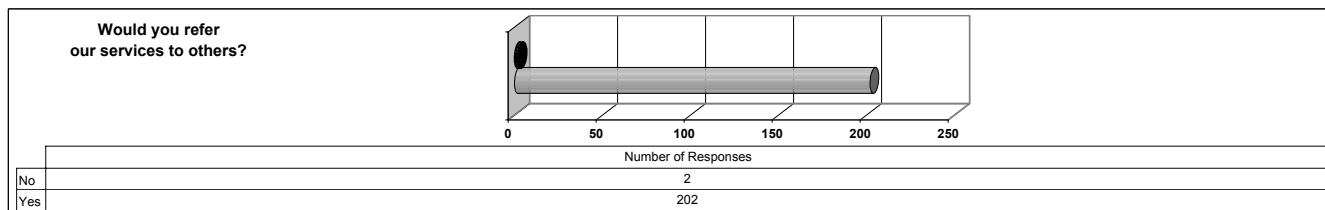
Excludes First Time Visitors - See First Impressions

Number of sign-ins	3,976
Number of questionnaires	1,691
Number of First Visitors*	268
*Merced	208
*Los Banos	60
*Livingston	0

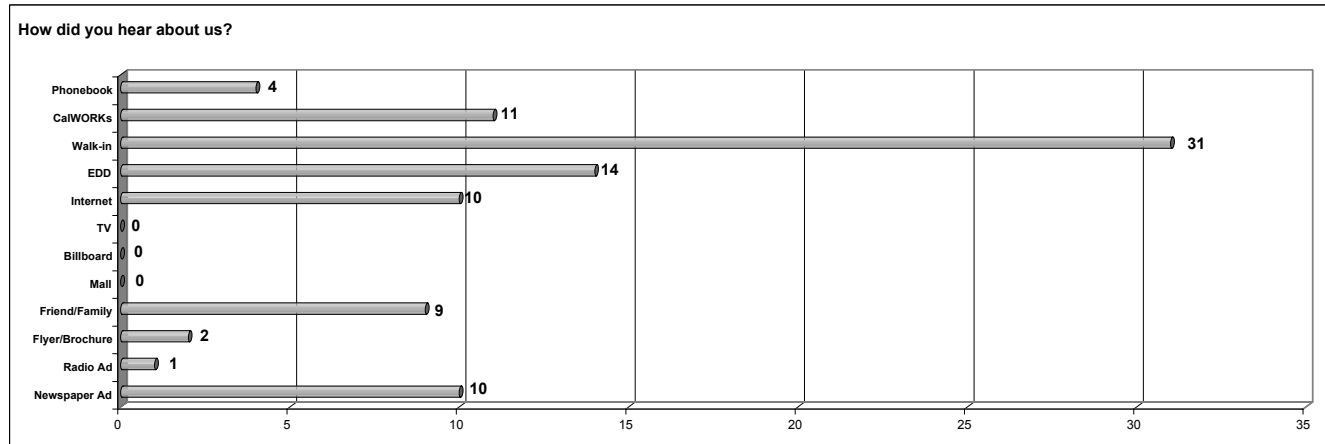
43%

Employed?	#	%
Full-time	20	1.2%
Part-time	13	0.8%
Temporary	34	2.0%
Not Employed	1058	62.6%
No Answer	566	33.5%

Time of Visit	#
Morning	831
Afternoon	813
After 5	2
No Answer	45



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,480	0	0	0	1	1	2	6	8	17	176	9.67
Time it took for staff to assist you	1,481	0	0	1	0	3	2	5	9	18	172	9.61
Did you get the information you needed?	1,481	0	0	1	0	1	2	6	8	18	174	9.66
Were you satisfied with the services?	1,482	0	0	1	0	0	5	5	9	21	168	9.61
Did we help you today?	1,481	0	0	1	0	2	2	5	10	16	174	9.64



Service Data

	December												Total										
	1	2	3	4	5	8	9	10	11	12	15	16		17	18	19	22	23	24	25	26	29	30
Day of Week	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W
Number of Questionnaires	67	51	49	66	27	117	86	106	103	58	78	106	102	70	76	86	71	55	33	43	95	93	53
Computer	54	37	32	45	19	82	67	75	70	45	55	73	78	54	55	59	54	50	23	33	71	73	40
CalJobs/Internet Job Search	26	24	13	19	9	39	28	34	31	17	30	32	39	30	27	33	20	13	9	7	27	30	18
Resume/Cover Letter	6	10	6	8	2	7	15	14	7	8	13	8	9	13	8	7	5	6	1	2	7	7	3
Typing Practice	1	3		4		4	5	8	1	1	1		2	1	2		3	2		3	3	9	1
Typing Certificate	1	1	2	2			2	3	1			1		2	2	1		1		1	1	1	
Career Exploration	1	2	1	2	1	2	2	6	3	2	3		3		1				2	3	3	3	2
Job Listing	10	8	10	7	2	17	19	21	13	10	13	10	8	13	11	7	15	10	13	5	11	18	6
Fax	6	10	7	10	3	5	16	18	18	7	13	9	17	9	4	9	8	5	9	3	6	11	3
Copier	4	7	2	12	1	13	15	14	16	7	5	9	5	3	6	6	2	3		6	8	5	5
Telephone	8	4	3	9	2	6	6	18	13	10	9	9	10	11	10	12	9	5	3	4	14	12	6
Typewriter			2		1	1		3	1	1	1	2	1			1	1				1	1	1
Resource Library			2	1	2	2	2	4	1		1	1			2	1			1		4	3	
Skills Certificate		1	1	2				2	1		2	7	1		2						1	1	
Plato Lab	10	10	8	11	4	19	10	14	11	8	7	10	3	3	7	8	5	3		3	15	8	4
Workshop	1	1	1		1	1		4	1		9	9	6	6	4	3	2				3	4	1
Orientation				2				2	1				1	5	1						1		

WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)

Los Banos - December 2003

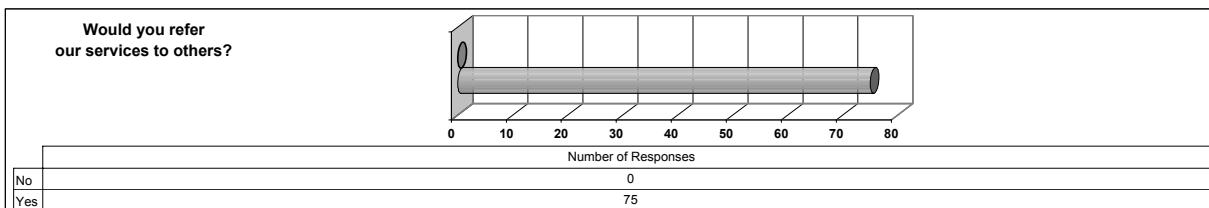
Excludes First Time Visitors - See First Impressions

Number of sign-ins	1,448
Number of questionnaires	576
Number of First Visitors*	60

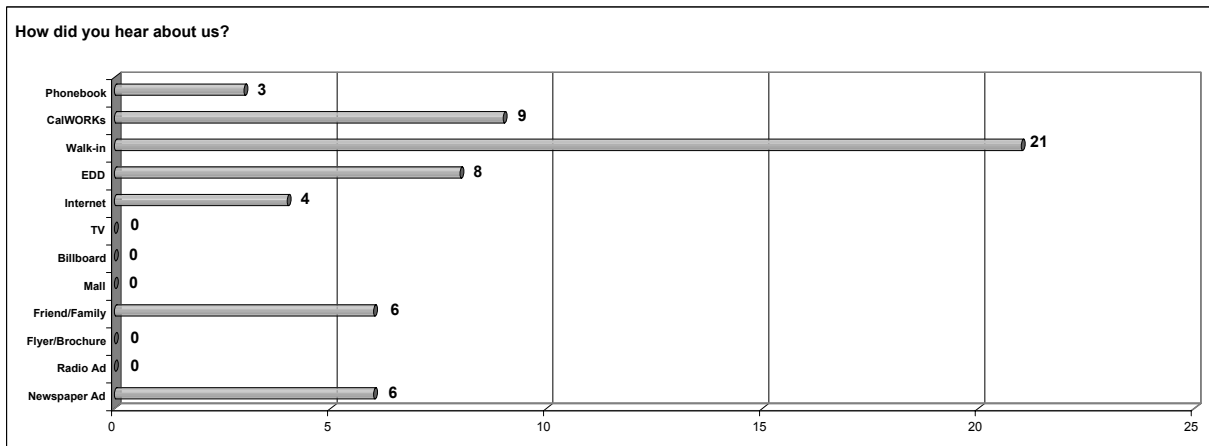
40%

Employed?	#	%
Full-time	11	1.9%
Part-time	7	1.2%
Temporary	2	0.3%
Not Employed	49	8.5%
No Answer	507	88.0%

Time of Visit	#
Morning	317
Afternoon	233
After 5	1
No Answer	25



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	496	0	0	0	1	0	2	3	8	7	59	9.43
Time it took for staff to assist you	496	0	0	1	0	1	1	4	6	7	60	9.41
Did you get the information you needed?	496	0	0	1	0	1	2	3	6	7	60	9.40
Were you satisfied with the services?	496	0	0	1	0	0	3	4	5	6	61	9.41
Did we help you today?	496	0	0	1	0	1	2	3	7	4	62	9.41



Service Data

	December																												Total
	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	26	29	30	31							
Day of Week	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	F	M	T	W							
Number of Questionnaires	27	25	23	38	18	48	21	32	34	23	30	34	22	19	26	30	16	7	10	40	29	24							
Computer	17	18	9	23	13	27	16	21	24	19	14	17	15	11	13	16	8	6	8	23	19	17							
CalJobs/Internet Job Search	16	16	5	11	5	20	8	12	16	9	11	13	12	7	8	12	5	4	4	12	17	14							
Resume/Cover Letter	4	4	3	2	2	2	4	6	1	7	4	3	1	5	1	3		1	1	4	2	1							
Typing Practice			1					2													1	2							
Typing Certificate				1																									
Career Exploration			1		1	1	2	2	3	1	1		1						1	1	2	1							
Job Listing	3	3	2	2		3	2	5	1	3	2	5	1	4		2	4		1	4	5	5							
Fax	1	1	2	2	1	1	4	7	5	5	5	4	1	4		5	2	1		2	3	3							
Copier		2		3	1	4	2	4	4	2	1	1	1	1	2	2	1		2	4	3	3							
Telephone	3	3	1	4	1	2	4	10	3	5	8	7	2	7	2	4	4	3	2	7	5	3							
Typewriter																					1								
Resource Library				1	1	2	1	1	3							2	1				2	1							
Skills Certificate			1		1					1		1									1								
Plato Lab	8	8	8	9	3	16	7	9	6	5	6	5	1	3	6	7	4	1	2	13	7	4							
Workshop					1			2			8	9	5	5	4	3	2			2	4	1							
Orientation				2					1												1	1							

