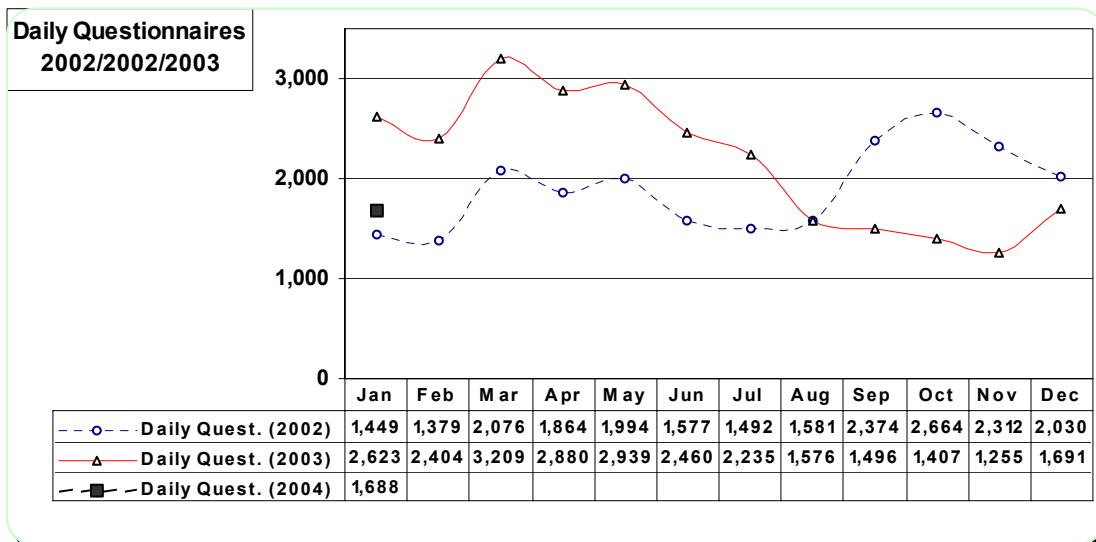


WorkNet Customer Service Data for January 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of January 2004. 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 January 2004, all locations recorded 5,029 sign-ins with 1,688 customers returning the Day Pass and 396 first time visitors. Afternoon was the most popular time for customers to use our services, with 921 customers. Morning received 739 responses from our customers. We have discontinued our extended hours (after 5:00pm) as of the first of July (Although one participant was serviced after 5pm this month).

Customer Employment Status

Of the 1,688 customers that returned the day pass, 27 said they are employed full-time; 25 responded with part-time employment; and 21 responded with temporary employment. Nine hundred twelve customers responded with not employed. Seven hundred three customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of January and then receive a shorten version of the Day Pass which excludes this question. Two hundred six returning customers responded to this question with 62 responses of Walk-in. The next most frequent response was newspaper ads with 36 responses. Of the 396 first time visitors, 250 responded to this question. Friend/Family was the most frequent response

Customer Service Data for January 2004

with 81 responses. Walk-in with 43 responses, is the next most frequent response. EDD was the 3rd most frequent response with 53 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.51 and 9.55 with "Time it took staff to assist you" receiving the highest rating of 9.55. For customers that rated our services with a five or less, "Were you satisfied with the services?" and "Did we help you today?" had the highest dissatisfaction with 7 responses each.

How do our customers use our services?

In the month of January, our customers report using the computer most often with 1.262 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (636); Resume/Cover Letter was second with 191 responses.

For non-computer related services, Job Listing was the most often used service by our customers, with 265 responses. Plato lab was the next most often used service with 262 responses.

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

Telephone (247)	Fax (229)	Copier (195)	Resource Library (36)
Workshop (22)	Orientation (22)	Typewriter (20)	Skills Certificate (17)

First Impressions (First Time Customers)

For the month of January, all locations recorded 396 first time customers. Three hundred forty-one of our first time customers would refer our services to others (3 participants would not refer our services to others). Customers Satisfaction questions received ratings from 9.52 to 9.55 with "Courtesy of Staff" 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 January 2004
(Day Pass Information)**

	Jan 03	Nov-03	Dec-03	Jan-04
Daily Sign-ins	5,417	3,563	3,976	5,029
Daily Questionnaires	2,623	1,225	1,691	1,688
First Visit	395	190	268	396

Customer Satisfaction

Courtesy of Staff	9.46	9.73	9.67	9.52
Time it took for staff to assist you	9.41	9.68	9.61	9.55
Did you get the information you needed	9.45	9.72	9.66	9.54
Were you satisfied with the services?	9.47	9.69	9.61	9.51
Did we help you today?	9.42	9.69	9.64	9.51

What did our customer use?

Computer	1,490	915	1,244	1,262
CalJobs/Internet Job Search	662	357	555	636
Resume/Cover Letter	214	133	172	191
Typing Practice	73	67	54	84
Typing Certificate	13	17	22	27
Career Exploration	71	52	42	57
Job Listing	426	175	257	265
Fax	299	173	206	229
Copier	234	117	154	195
Telephone	330	142	193	247
Typewriter	31	13	18	20
Resource Library	37	26	27	36
Skills Certificate	15	9	21	17
Plato Lab	499	189	181	262
Workshop	29	28	57	22
Orientation	25	13	13	22

How did you hear about us?

Newspaper ad	7	24	10	36
Radio ad	0	4	1	6
Flyer/Brochure	0	5	2	7
Friend/Family	4	35	9	27
EDD	0	28	14	29
Merced Mall	13	4	0	2
Billboard	0	5	0	0
TV ad	0	4	0	0
Internet	0	8	10	8
Walk-in	0	55	31	62
CalWORKs	3	30	11	25
Phonebook	1	8	4	4

Na = Not Asked

Marketing advertisements for January 2004.

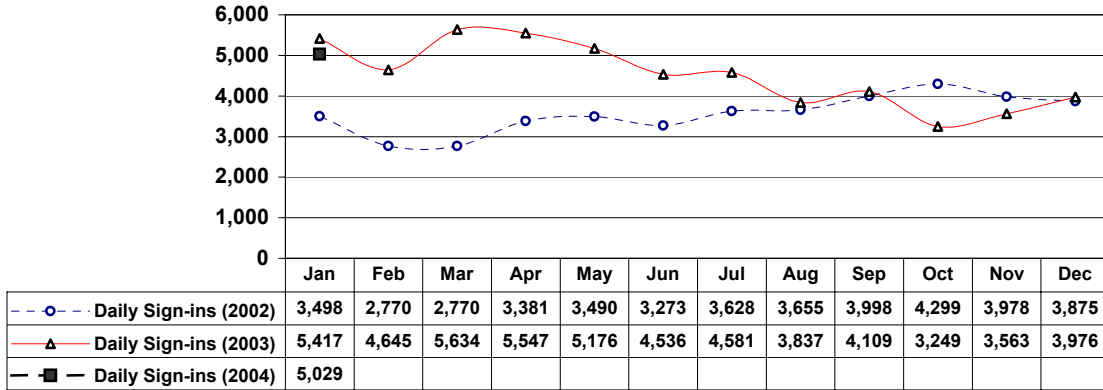
01/6-10, 13-17, 20-24, 27-31/2004: Various Newspaper Ads

01/1-31/2004: Radio Advertisements with KABX, KIBG, KBRE, and KYOS

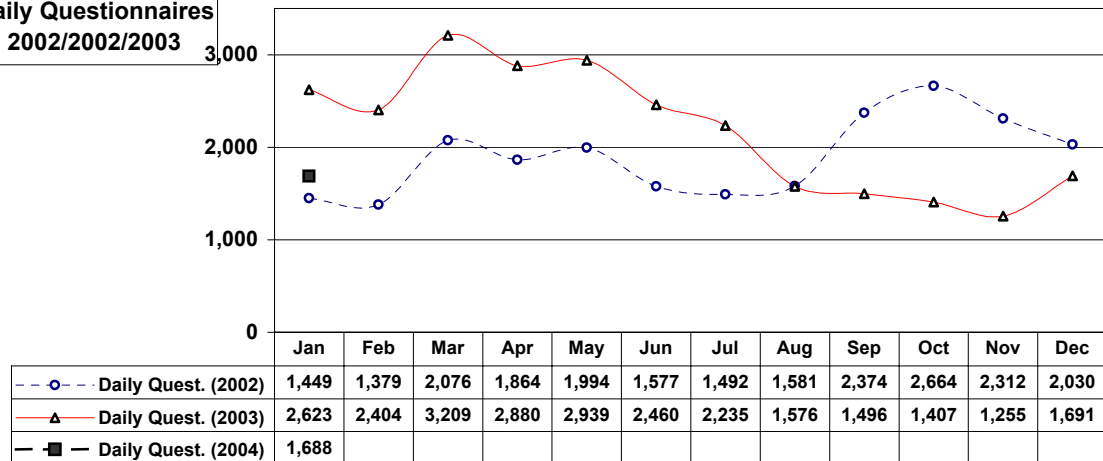
Worknet Signs placed inside all Merced "The Bus" buses.

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

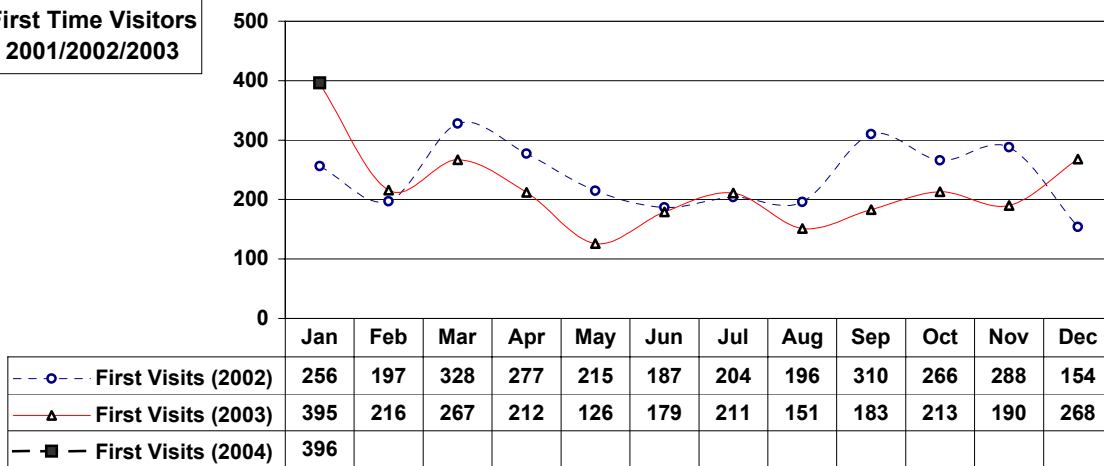
**Daily Sign-ins
2002/2003/2004**



**Daily Questionnaires
2002/2002/2003**



**First Time Visitors
2001/2002/2003**



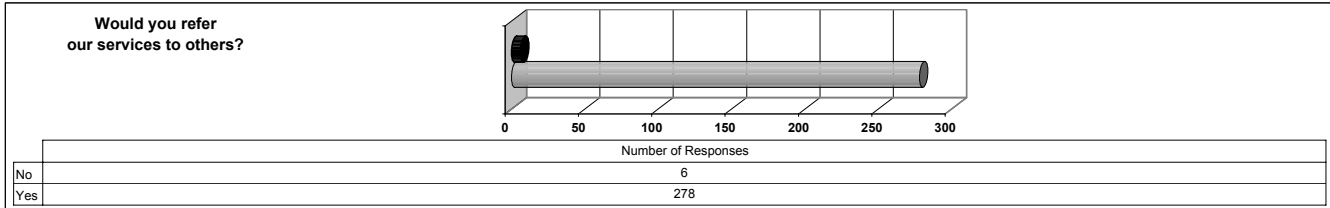
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
All Locations - January 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	5,029
Number of questionnaires	1,688
Number of First Visitors*	396
*Merced	291
*Los Banos	98
*Livingston	7

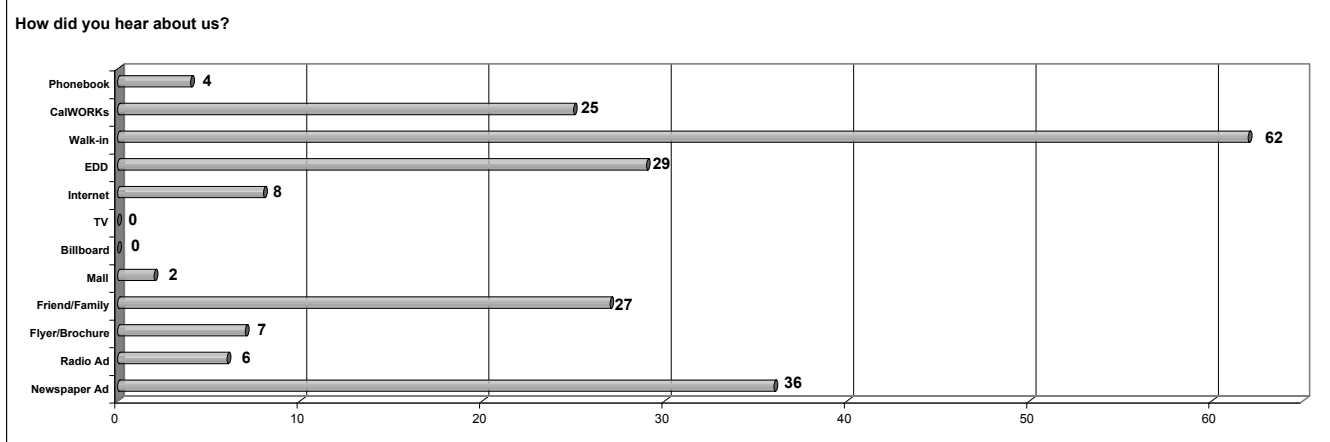
34%

Employed?	#	%
Full-time	27	1.6%
Part-time	25	1.5%
Temporary	21	1.2%
Not Employed	912	54.0%
No Answer	703	41.6%

Time of Visit	#
Morning	739
Afternoon	921
After 5	1
No Answer	27



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,399	3	0	0	2	1	6	10	8	25	234	9.52
Time it took for staff to assist you	1,398	2	1	0	2	1	5	8	13	18	240	9.55
Did you get the information you needed?	1,398	4	0	0	1	2	4	4	17	19	239	9.54
Were you satisfied with the services?	1,397	2	0	1	2	2	4	7	19	21	233	9.51
Did we help you today?	1,397	3	1	0	1	2	5	5	16	24	234	9.51



Service Data

	January																														Total
	TH	F	M	T	W	TH	F	M	T	W	TH	F	T	W	TH	F	S	M	T	W	TH	F									
Number of Questionnaires	1	51	98	85	73	82	95	85	62	64	87	55	105	98	92	71	1	88	121	108	76	90								1,688	
Computer		42	77	71	53	68	69	65	45	45	66	36	75	80	66	47	1	64	90	78	52	72								1,262	
CalJobs/Internet Job Search		19	40	36	26	42	36	43	28	25	23	20	30	40	39	21	1	29	38	38	20	42								636	
Resume/Cover Letter		5	13	13	6	11	16	13	6	4	12	9	11	11	7	12		8	13	11	3	7								191	
Typing Practice		1	3	6	5	4	5	3	2	1	2	1	3	4	4	4		7	7	9		13								84	
Typing Certificate		1	2	2	1	3	2	2						3	2		1		2	1			5							27	
Career Exploration		1	1	3		2	1	2	3	4	3	4	2	6	2			4	10	2	1	6								57	
Job Listing		9	15	17	7	9	18	12	9	9	7	11	19	16	13	6	1	15	19	13	10	30								265	
Fax		8	15	11	11	17	18	15	7	6	10	13	16	12	6	12		11	13	14	5	9								229	
Copier		5	13	11	12	9	14	8	6	5	10	8	12	12	7	10		8	9	17	9	10								195	
Telephone		8	16	7	11	13	16	11	12	8	13	12	13	12	9	10		12	15	17	9	23								247	
Typewriter		2	1	2		2	2	1			1			1	1	1		1	2	1		2								20	
Resource Library		2	2	3	1	1	3	2		1	2		1	3	2	3			6	2		2								36	
Skills Certificate		1		1			3		1		1		2	2		1		1	1	1		2								17	
Plato Lab		7	11	8	10	10	15	11	12	16	11	10	19	13	25	13		11	22	16	10	12								262	
Workshop		1				1	1	1	1	1	1		1					1	4	2	2	6								22	
Orientation		1	2						1		1	1	4					1		2	6	2								22	

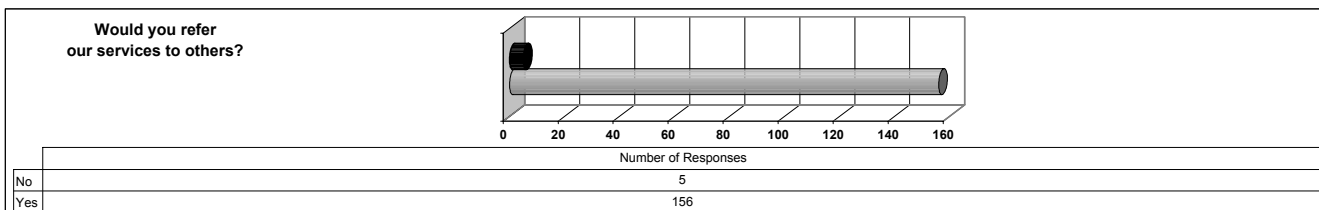
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Merced - January 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	3,026
Number of questionnaires	896
Number of First Visitors*	291

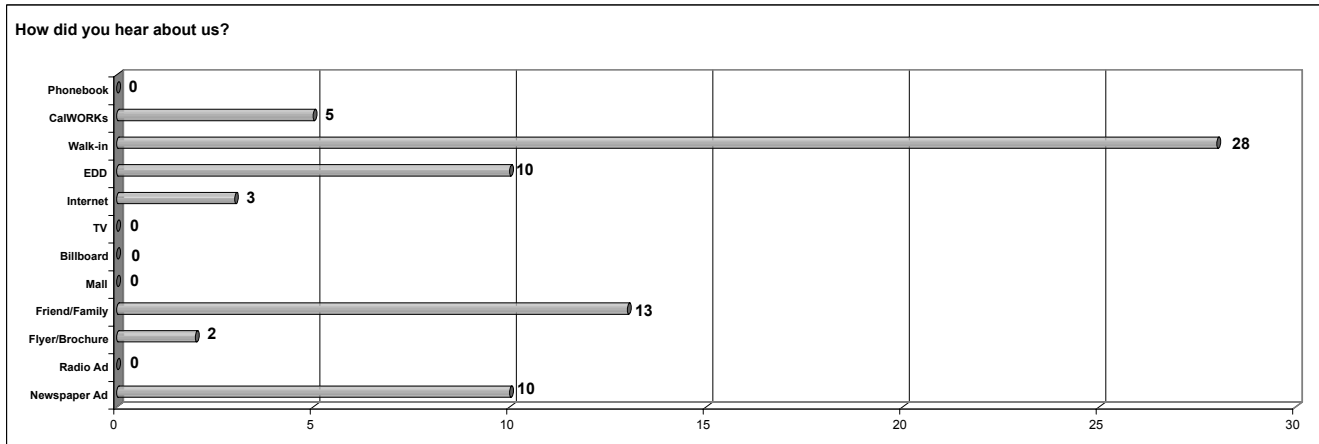
30%

Employed?	#	%
Full-time	15	1.7%
Part-time	16	1.8%
Temporary	21	2.3%
Not Employed	830	92.6%
No Answer	14	1.6%

Time of Visit	#
Morning	299
Afternoon	583
After 5	0
No Answer	14



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	731	3	0	0	1	0	4	6	4	21	126	9.42
Time it took for staff to assist you	731	2	1	0	1	0	4	5	7	14	131	9.45
Did you get the information you needed?	731	2	0	0	1	1	3	3	8	18	129	9.49
Were you satisfied with the services?	730	1	0	1	2	0	4	6	9	17	126	9.42
Did we help you today?	730	2	1	0	1	1	4	3	8	18	128	9.42



Service Data

	January														Total					
	2	5	6	7	8	9	12	13	14	15	16	20	21	22		23	26	27	28	29
Day of Week	F	M	T	W	TH	F	M	T	W	TH	F	T	W	TH	F	M	T	W	TH	F
Number of Questionnaires	31	56	49	43	48	50	39	28	18	54	16	61	62	49	31	42	67	56	53	43
Computer	28	47	43	34	40	41	33	23	15	43	12	50	56	44	26	36	57	47	42	38
CalJobs/Internet Job Search	8	17	19	8	18	11	15	9	7	10	5	16	26	24	7	14	19	18	13	18
Resume/Cover Letter	2	6	9	2	7	4	4	3	2	7	3	9	7	5	5	3	7	8	1	3
Typing Practice	1	2	3	4	2	2	1						1	4	2	3	6	2		3
Typing Certificate	1	2		1			2					1	2		1	1	1			4
Career Exploration	1	1	1			1	2	2		1	1	1	2				6			3
Job Listing	5	8	11	5	4	4	7	6	5	3	5	14	10	9	2	8	14	5	8	15
Fax	4	8	7	3	7	4	5	2	5	6	5	11	9	3	6	3	8	7	4	5
Copier	4	7	7	9	5	4	4	3	3	7	2	10	9	2	5	3	6	9	9	6
Telephone	3	9	2	7	5	4	4	4	4	8	4	5	5	5	5	5	5	6	7	11
Typewriter	1	1												1	1	1	1			
Resource Library	1	1	1	1			1							1	1		3	1		
Skills Certificate	1		1									1	1				1			
Plato Lab	1	3	1	1	1	2	4			2		1		1			5	2	5	1
Workshop	1					1											3	1		1
Orientation	1	2					1										1			1

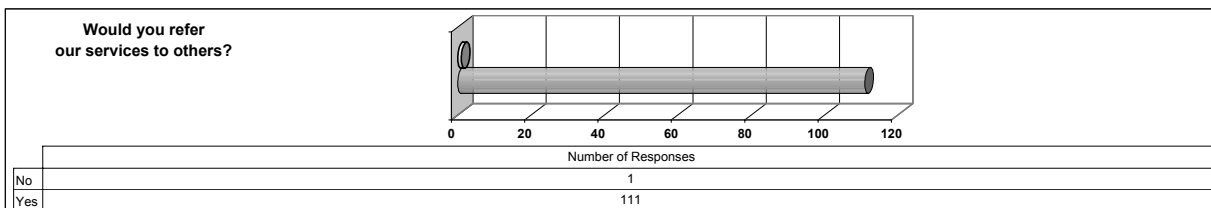
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Los Banos - January 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	1,897
Number of questionnaires	766
Number of First Visitors*	98

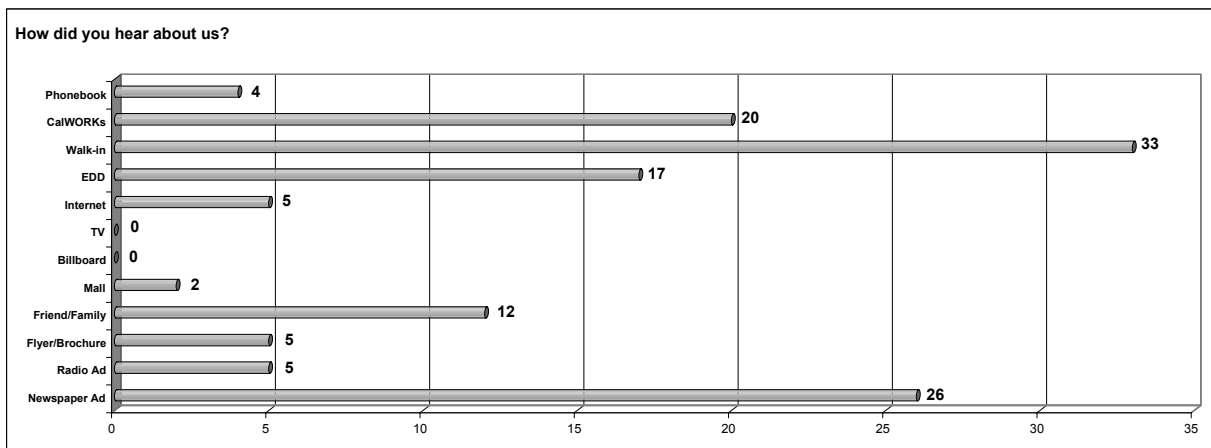
40%

Employed?	#	%
Full-time	12	1.6%
Part-time	9	1.2%
Temporary	0	0.0%
Not Employed	82	10.7%
No Answer	663	86.6%

Time of Visit	#
Morning	430
Afternoon	327
After 5	1
No Answer	8



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	653	0	0	0	1	1	2	4	3	4	98	9.64
Time it took for staff to assist you	653	0	0	0	1	1	1	3	4	4	99	9.68
Did you get the information you needed?	653	2	0	0	0	1	1	1	7	1	100	9.60
Were you satisfied with the services?	653	1	0	0	0	2	0	1	8	4	97	9.63
Did we help you today?	653	1	0	0	0	1	1	2	6	6	96	9.63



Service Data

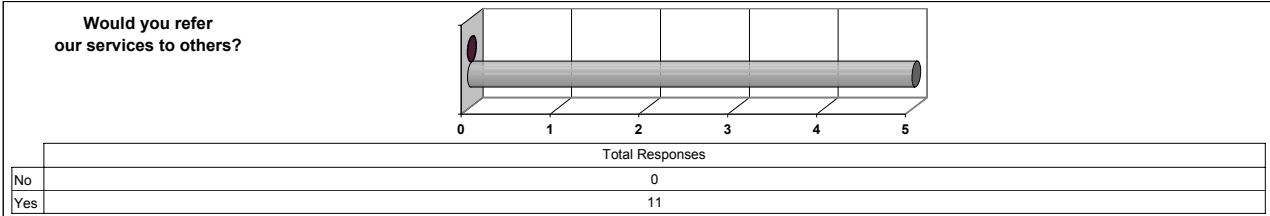
	January												Total								
	1	2	5	6	7	8	9	12	13	14	15	16		20	21	22	23	26	27	28	29
Day of Week	TH	F	M	T	W	TH	F	M	T	W	TH	F	T	W	TH	F	M	T	W	TH	F
Number of Questionnaires	1	18	42	34	29	33	44	44	34	45	33	36	44	36	39	39	43	53	50	23	46
Computer		13	30	26	18	27	27	30	22	29	23	21	25	24	19	20	25	33	30	10	33
CalJobs/Internet Job Search		11	23	17	17	24	24	27	19	18	13	14	14	14	13	14	15	19	19	7	23
Resume/Cover Letter		3	7	4	4	4	12	8	3	2	5	5	2	4	1	7	4	6	3	2	4
Typing Practice			1	3	1	2	3	2	2	1	2	1	3	3		2	4	1	7		10
Typing Certificate				2		3	2						2				1				1
Career Exploration				2		3			1	4	2	3	1	4	2		4	4	2	1	3
Job Listing		4	7	5	2	4	13	5	3	4	4	5	5	6	3	4	7	5	7	2	15
Fax		4	7	4	7	10	14	9	5	1	4	8	5	3	2	5	8	5	7	1	4
Copier		1	6	4	3	4	10	4	3	2	3	6	2	3	5	5	5	3	8		4
Telephone		4	7	5	3	8	12	7	8	4	5	7	8	7	4	5	5	10	11	2	12
Typewriter				2		1	1	1						1				1	1		2
Resource Library		1	1	2		1	3	1		1	2		1	3	1	2		3	1		2
Skills Certificate							3		1		1		1	1		1	1		1		2
Plato Lab		6	8	7	9	9	13	7	12	16	9	10	18	13	24	13	11	17	14	5	11
Workshop						1		1	1	1	1	1				1	1	1	1	2	5
Orientation										1	1	4				1			2	6	1

WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Livingston - January 2004
Excludes First Time Visitors - See First Impressions

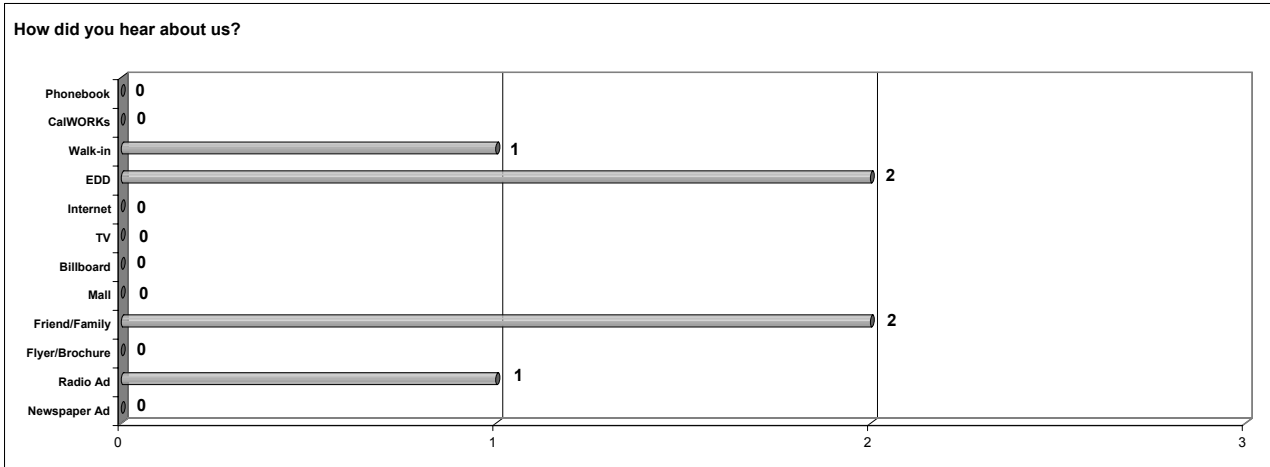
Number of sign-ins	106	
Number of questionnaires	26	25%
Number of First Visitors*	7	

Employed?	#	%
Full-time	0	0.0%
Part-time	0	0.0%
Temporary	0	0.0%
Not Employed	0	0.0%
No Answer	26	100.0%

Time of Visit	#
Morning	10
Afternoon	11
After 5	0
No Answer	5



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	15	0	0	0	0	0	0	0	1	0	10	9.82
Time it took for staff to assist you	14	0	0	0	0	0	0	0	2	0	10	9.67
Did you get the information you needed?	14	0	0	0	0	0	0	0	2	0	10	9.67
Were you satisfied with the services?	14	0	0	0	0	0	0	0	2	0	10	9.67
Did we help you today?	14	0	0	0	0	0	0	0	2	0	10	9.67



Service Data

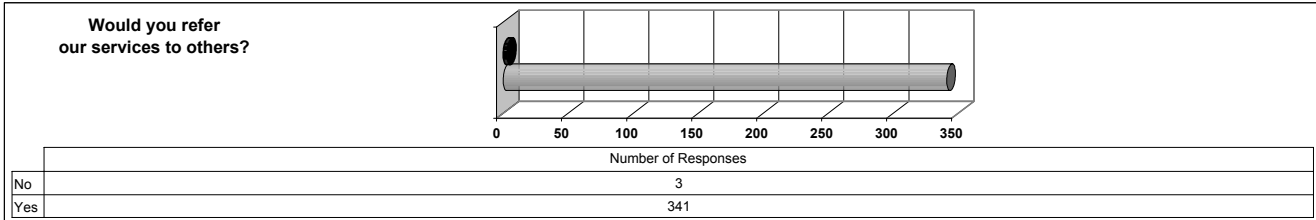
	January														Total	
	2	6	7	8	9	12	14	16	22	23	24	26	27	28		30
Day of Week	F	T	W	TH	F	M	W	F	TH	F	S	M	T	W	F	
Number of Questionnaires	2	2	1	1	1	2	1	3	4	1	1	3	1	2	1	26
Computer	1	2	1	1	1	2	1	3	3	1	1	3		1	1	22
CalJobs/Internet Job Search			1		1	1		1	2		1			1	1	9
Resume/Cover Letter						1		1	1			1				4
Typing Practice																0
Typing Certificate																0
Career Exploration																0
Job Listing		1		1	1			1	1		1			1		7
Fax			1			1			1	1						4
Copier																0
Telephone	1		1					1				2				5
Typewriter	1															1
Resource Library																0
Skills Certificate																0
Plato Lab																0
Workshop																0
Orientation																0

WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
First Impressions (First Time Visitors) - January 2004

Number of First Visitors*	396
*Merced	291
*Los Banos	98
*Livingston	7

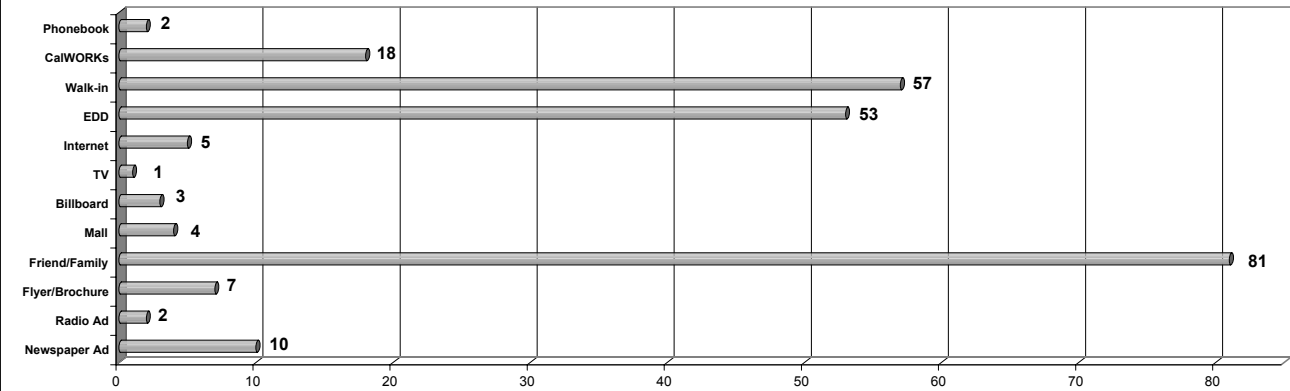
Employed?	#	%
Full-time	21	5.5%
Part-time	12	3.1%
Temporary	2	0.5%
Not Employed	325	84.6%
No Answer	24	6.3%

Time of Visit	#
Morning	189
Afternoon	199
After 5	0
No Answer	8



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	42	1	1	0	2	5	8	3	16	33	285	9.55
Time it took for staff to assist you	42	2	2	1	2	3	6	3	16	29	290	9.54
Did you get the information you needed?	42	2	2	0	1	4	9	3	18	24	291	9.53
Were you satisfied with the services?	44	1	1	0	1	4	8	11	14	32	280	9.52
Did we help you today?	42	3	1	1	0	4	6	5	18	28	288	9.53

How did you hear about us?



Service Data

	January														Total						
	F		M	T	W	TH	F	M	T	W	TH	F	M	T		W	TH	F			
Number of Questionnaires	20	36	30	4	15	5	63	53	31	12	35	20	6	7	2	16	20	6	6	9	396
Computer	15	26	22	4	11	5	51	41	25	10	22	16	5	2		12	5	4	5	5	286
CalJobs/Internet Job Search	5	5	7	3	2	2	21	12	6	1	8	5	1			6	1		4	4	93
Resume/Cover Letter	1	4	2	1	2		3	2	1	1	2	1	1			3	1		1		26
Typing Practice							1	2		1						2					6
Typing Certificate		1						1			1					2	1				6
Career Exploration				1		1	1	2		1		1		2		1		1	1		12
Job Listing	4	4	3	2	3	1	5	3	1	1	3	3	1	1		2	2	1	1	2	43
Fax		5					3	3	1	1	3	3				1	2				22
Copier		3					2	1	2		2					1	1		1		13
Telephone			1		1		6	6	2		5	1				1		1	1		25
Typewriter		2						1	1		1					2					7
Resource Library											1			2							3
Skills Certificate								1	1				1							1	4
Plato Lab		3	3				1				2	1						1	1		12
Workshop		1					1		1							2				1	6
Orientation			1			1	1	2		1	1			4		1		1	2		15