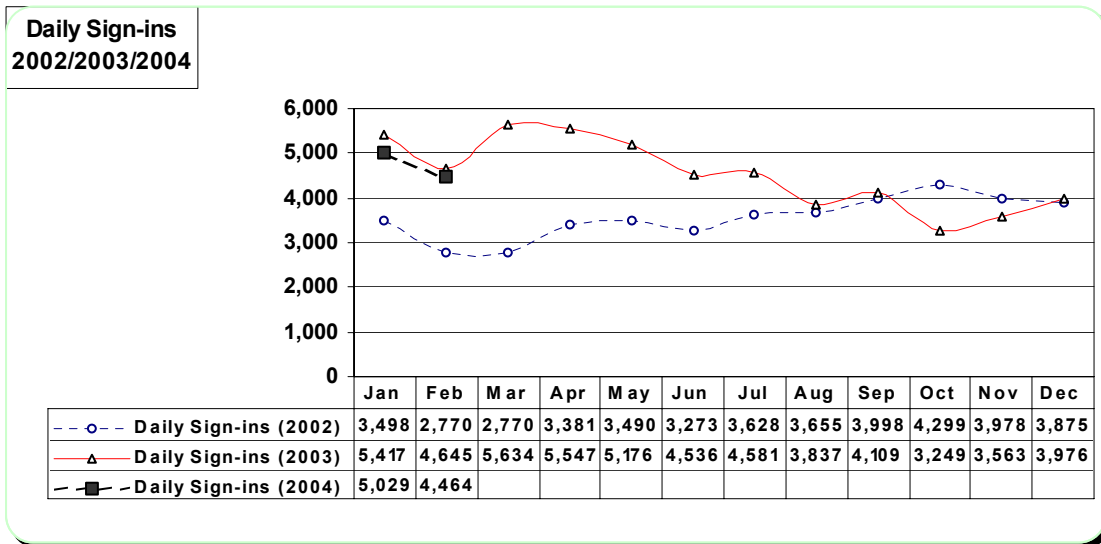


WorkNet Customer Service Data for February 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of February 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 February 2004, all locations recorded 4,464 sign-ins with 1,552 customers returning the Day Pass and 248 first time visitors. Afternoon was the most popular time for customers to use our services, with 859 customers. Morning received 642 responses from our customers.

Customer Employment Status

Of the 1,552 customers that returned the day pass, 18 said they are employed full-time; 24 responded with part-time employment; and 25 responded with temporary employment. Eight hundred thirty-six customers responded with not employed. Six hundred forty-nine customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of February and then receive a shorten version of the Day Pass which excludes this question. One hundred ninety-six returning customers responded to this question with 58 responses of newspaper ads. The next most frequent response was walk-in with 45 responses. Of the 248 first time visitors, 175 responded to this question. Walk-in was the most frequent response

Customer Service Data for February 2004

with 46 responses. Family/Friend with 43 responses, was the next most frequent response. EDD was the 3rd most frequent response with 30 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.59 and 9.65 with "Were you satisfied with the services?" receiving the highest rating of 9.65. For customers that rated our services with a five or less, "Did we help you today?" had the highest dissatisfaction with 9 responses.

How do our customers use our services?

In the month of February, our customers report using the computer most often with 1.060 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (536); Resume/Cover Letter was second with 170 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 224 responses. Job Listing was the next most often used service with 212 responses.

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

Telephone (198)	Copier (159)	Resource Library (32)	Typewriter (17)
Skills Certificate (14)	Workshop (12)	Orientation (12)	

First Impressions (First Time Customers)

For the month of February, all locations recorded 248 first time customers. One hundred ninety 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 9.27 to 9.40 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 February 2004
(Day Pass Information)**

	Feb 03	Dec 03	Jan 04	Feb 04
Daily Sign-ins	4,645	3,976	5,029	4,464
Daily Questionnaires	2,404	1,691	1,688	1,552
First Visit	216	268	396	248

Customer Satisfaction

Courtesy of Staff	9.52	9.67	9.52	9.61
Time it took for staff to assist you	9.48	9.61	9.55	9.59
Did you get the information you needed	9.44	9.66	9.54	9.62
Were you satisfied with the services?	9.53	9.61	9.51	9.65
Did we help you today?	9.55	9.64	9.51	9.64

What did our customer use?

Computer	2,404	1,244	1,262	1,060
CalJobs/Internet Job Search	1,457	555	636	536
Resume/Cover Letter	828	172	191	170
Typing Practice	252	54	84	62
Typing Certificate	90	22	27	22
Career Exploration	23	42	57	48
Job Listing	82	257	265	212
Fax	479	206	229	201
Copier	287	154	195	159
Telephone	222	193	247	198
Typewriter	386	18	20	17
Resource Library	31	27	36	32
Skills Certificate	20	21	17	14
Plato Lab	17	181	262	224
Workshop	437	57	22	12
Orientation	27	13	22	12

How did you hear about us?

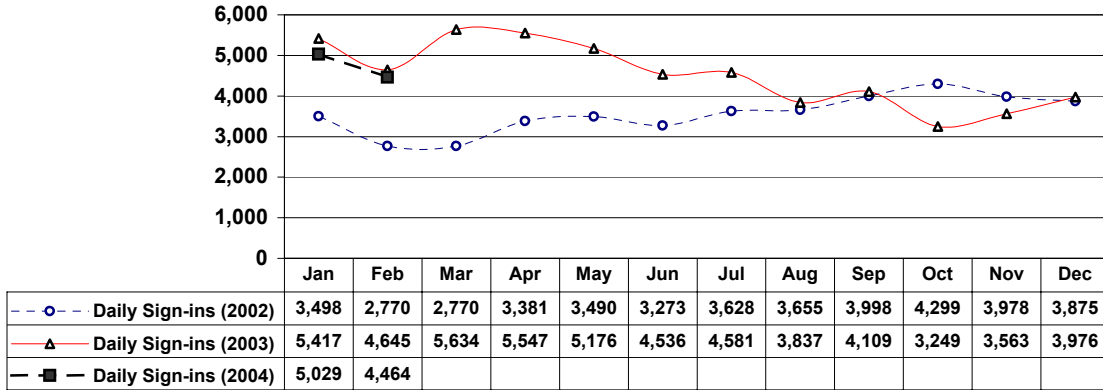
Newspaper ad	21	10	36	58
Radio ad	0	1	6	6
Flyer/Brochure	5	2	7	1
Friend/Family	25	9	27	19
EDD	13	14	29	22
Merced Mall	1	0	2	1
Billboard	5	0	0	1
TV ad	0	0	0	1
Internet	3	10	8	5
Walk-in	7	31	62	48
CalWORKs	6	11	25	30
Phonebook	0	4	4	7

Na = Not Asked

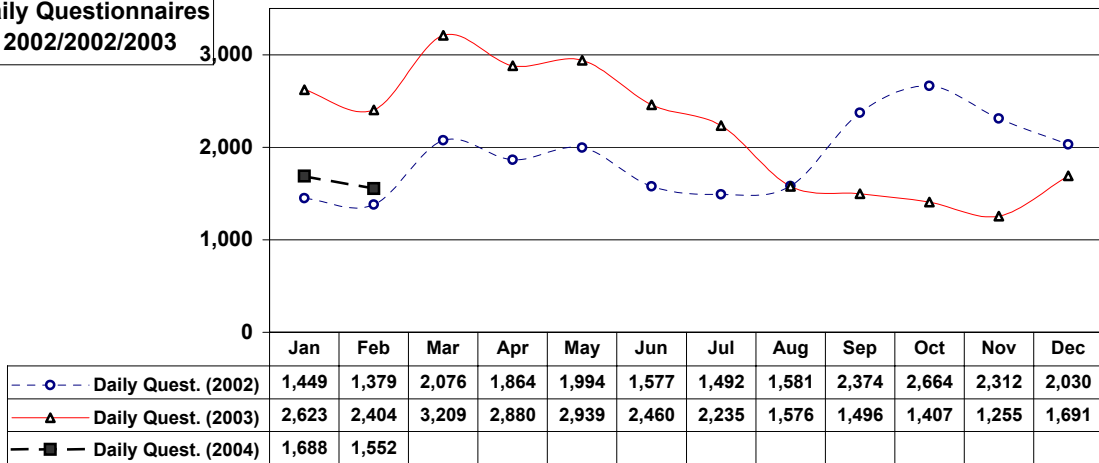
Marketing advertisements for February 2004.
 02/3-7, 10-14, 17-21, 24-28/2004: Various Newspaper Ads
 02/1-31/2004: Radio Advertisements with KABX, KIBG, KBRE, and KYOS
 Worknet Signs placed inside all Merced "The Bus" buses.

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

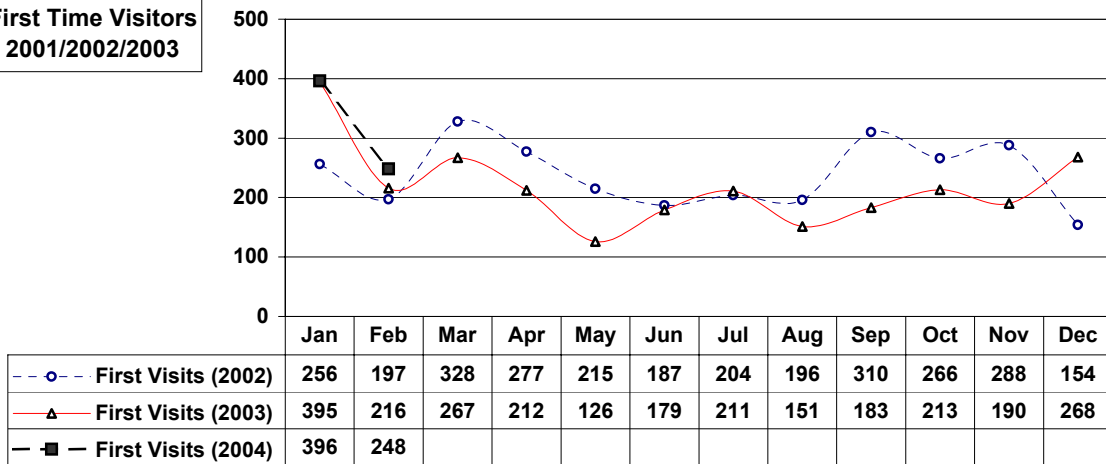
**Daily Sign-ins
2002/2003/2004**



**Daily Questionnaires
2002/2002/2003**



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



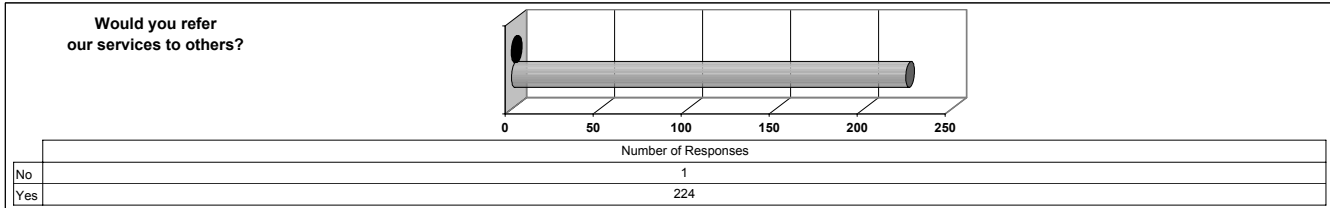
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
All Locations - February 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	4,464
Number of questionnaires	1,552
Number of First Visitors*	248
*Merced	172
*Los Banos	69
*Livingston	7

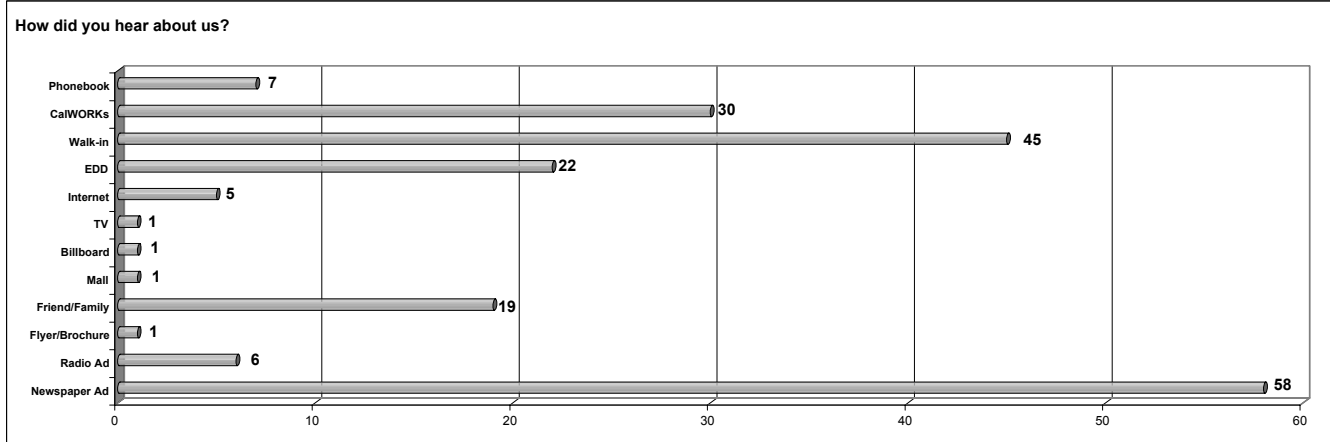
35%

Employed?	#	%
Full-time	18	1.2%
Part-time	24	1.5%
Temporary	25	1.6%
Not Employed	836	53.9%
No Answer	649	41.8%

Time of Visit	#
Morning	642
Afternoon	859
After 5	0
No Answer	51



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,316	0	0	1	2	0	4	5	8	25	191	9.61
Time it took for staff to assist you	1,318	1	1	0	2	0	5	3	12	15	195	9.59
Did you get the information you needed?	1,317	1	0	1	1	0	6	2	12	14	198	9.62
Were you satisfied with the services?	1,318	0	0	2	1	0	2	5	9	22	193	9.65
Did we help you today?	1,318	0	0	2	1	1	5	2	6	22	195	9.64



Service Data

February		2	3	4	5	6	9	10	11	13	17	18	19	20	23	24	25	26	27	29	Total
Day of Week		M	T	W	TH	F	M	T	W	F	T	W	TH	F	M	T	W	TH	F	S	
Number of Questionnaires		1	51	98	85	73	82	95	85	62	64	87	55	105	98	92	71	1	88	121	1,414
Computer			42	77	71	53	68	69	65	45	45	66	36	75	80	66	47	1	64	90	1,060
CalJobs/Internet Job Search			19	40	36	26	42	36	43	28	25	23	20	30	40	39	21	1	29	38	536
Resume/Cover Letter			5	13	13	6	11	16	13	6	4	12	9	11	11	7	12		8	13	170
Typing Practice			1	3	6	5	4	5	3	2	1	2	1	3	4	4	4		7	7	62
Typing Certificate			1	2	2	1	3	2	2					3	2		1		2	1	22
Career Exploration			1	1	3		2	1	2	3	4	3	4	2	6	2			4	10	48
Job Listing			9	15	17	7	9	18	12	9	9	7	11	19	16	13	6	1	15	19	212
Fax			8	15	11	11	17	18	15	7	6	10	13	16	12	6	12		11	13	201
Copier			5	13	11	12	9	14	8	6	5	10	8	12	12	7	10		8	9	159
Telephone			8	16	7	11	13	16	11	12	8	13	12	13	12	9	10		12	15	198
Typewriter			2	1	2		2	2	1			1			1	1	1		1	2	17
Resource Library			2	2	3	1	1	3	2		1	2		1	3	2	3			6	32
Skills Certificate			1		1			3		1		1		2	2		1		1	1	14
Plato Lab			7	11	8	10	10	15	11	12	16	11	10	19	13	25	13		11	22	224
Workshop			1				1	1	1	1	1	1	1						1	4	12
Orientation			1	2					1		1	1	4				1			1	12

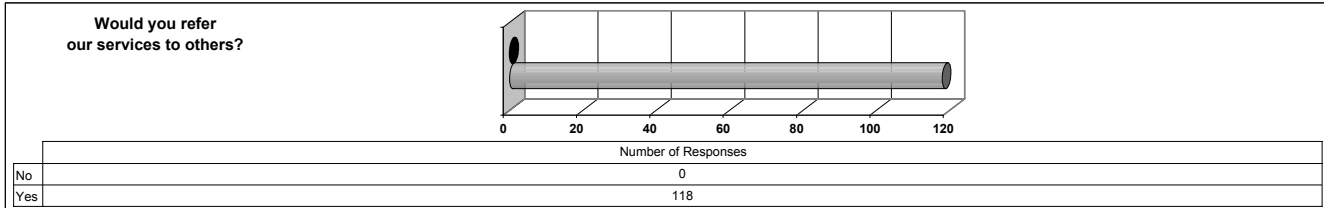
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Merced - February 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	2,539
Number of questionnaires	817
Number of First Visitors*	172

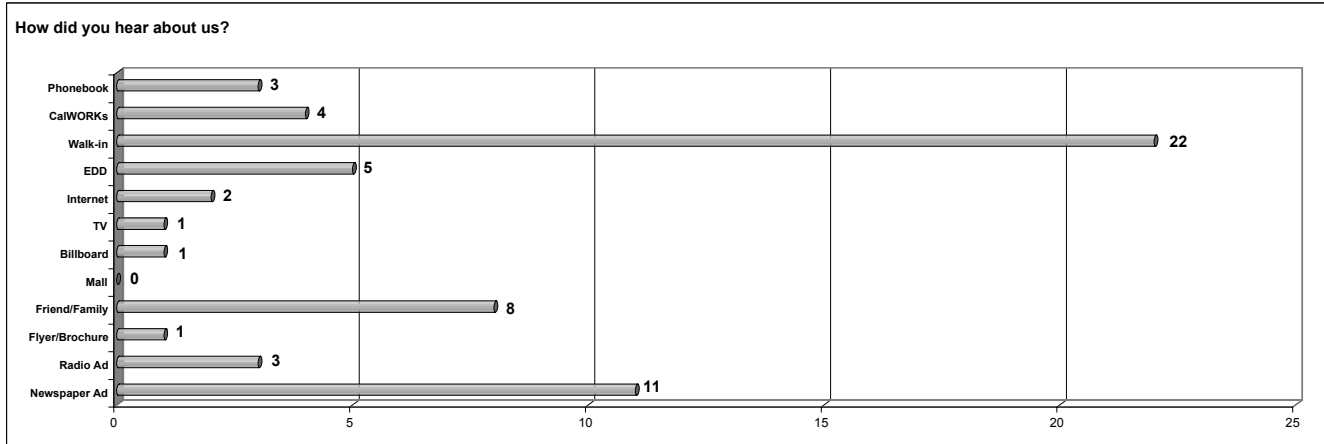
32%

Employed?	#	%
Full-time	12	1.5%
Part-time	10	1.2%
Temporary	21	2.6%
Not Employed	758	92.8%
No Answer	16	2.0%

Time of Visit	#
Morning	216
Afternoon	568
After 5	0
No Answer	33



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	691	0	0	0	1	0	3	2	7	18	95	9.56
Time it took for staff to assist you	693	0	0	0	1	0	3	1	6	13	100	9.63
Did you get the information you needed?	693	0	0	0	1	0	3	1	4	12	103	9.67
Were you satisfied with the services?	694	0	0	0	1	0	2	3	3	17	97	9.63
Did we help you today?	693	0	0	0	1	1	2	1	3	17	99	9.64



Service Data

	February														Total			
	2	3	4	5	6	9	10	11	13	17	18	19	20	23		24	25	26
Day of Week	M	T	W	TH	F	M	T	W	F	T	W	TH	F	M	T	W	TH	
Number of Questionnaires	85	45	64	42	59	49	53	66	59	56	32	43	42	38	34	28	22	817
Computer	66	31	55	39	52	35	46	53	52	47	26	33	36	31	24	22	16	664
CalJobs/Internet Job Search	31	13	13	10	17	19	16	12	23	19	9	13	10	9	11	9	7	241
Resume/Cover Letter	7	5	13	2	8	3	4	5	14	9	3	6	4	3	5	7	3	101
Typing Practice		1	5	4	8	4	1	2	3	5	3	1	3			1	1	42
Typing Certificate		1	1	1	2	1		1	3	1		1	2					14
Career Exploration	3	1	2	1	3	1	6	2	1	3	1	2			3	2		31
Job Listing	15	14	4	3	6	6	7	14	13	14	8	13	7	3	5	8	3	143
Fax	8	8	11	4	9	9	2	8	11	9	5	6	8	6	4	5	6	119
Copier	11	12	9	2	9	3	5	6	9	11	4	4	6	2	2	3	7	105
Telephone	8	11	6	7	8	7	2	8	12	9	7	6	3	2	4	1	5	106
Typewriter	3	2		1					2	1		1	1			1	2	14
Resource Library		5		1	1	1		1		2	2		1					14
Skills Certificate	1	3		1						1		1		1		1		9
Plato Lab	3	5	1	2		2	4	2	3	4	1	2	1	2	3	2	2	39
Workshop	1	3	1	1			4			1	1	1			2	1		16
Orientation	4	1		1	1					2		1	1	1		1		12

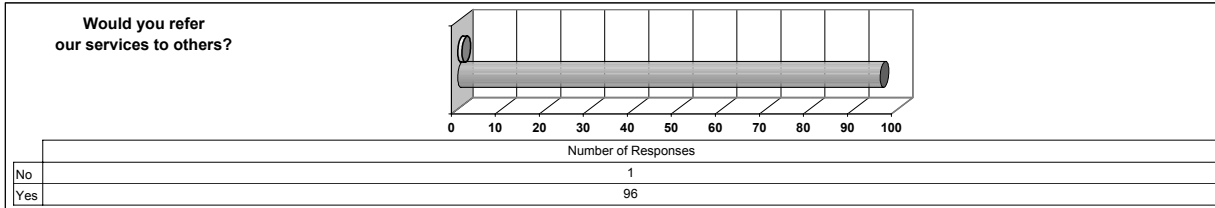
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Los Banos - February 2004
Excludes First Time Visitors - See First Impressions

Number of sign-ins	1,802
Number of questionnaires	711
Number of First Visitors*	69

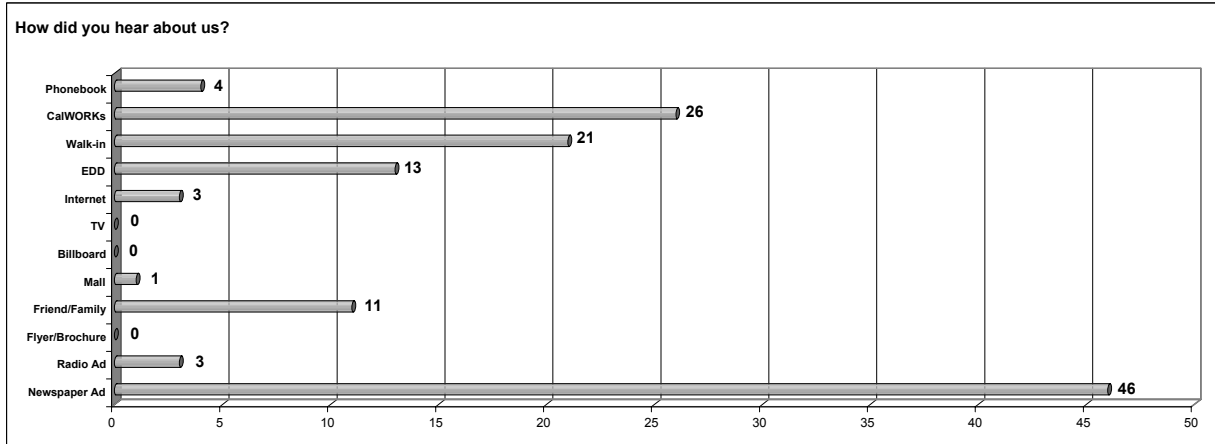
39%

Employed?	#	%
Full-time	4	0.6%
Part-time	13	1.8%
Temporary	4	0.6%
Not Employed	76	10.7%
No Answer	614	86.4%

Time of Visit	#
Morning	419
Afternoon	283
After 5	0
No Answer	9



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	610	0	0	0	1	0	0	3	1	7	89	9.76
Time it took for staff to assist you	610	0	0	0	1	0	2	2	6	2	88	9.66
Did you get the information you needed?	610	0	0	0	0	0	3	1	8	2	87	9.67
Were you satisfied with the services?	610	0	0	1	0	0	0	2	6	5	87	9.70
Did we help you today?	611	0	0	1	0	0	2	1	3	5	88	9.71



Service Data

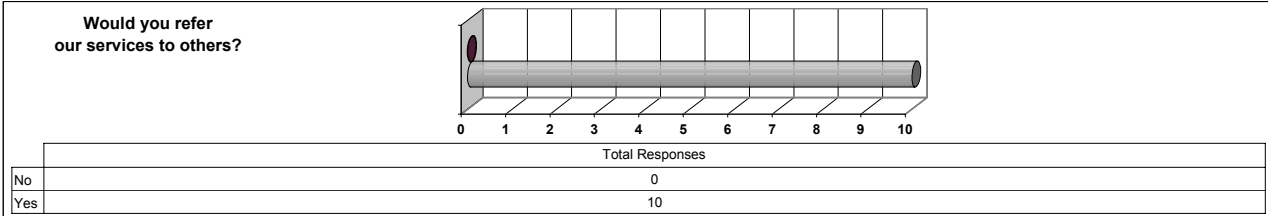
	February														Total				
	2	3	4	5	6	9	10	11	13	17	18	19	20	23		24	25	26	27
Day of Week	M	T	W	TH	F	M	T	W	F	T	W	TH	F	M	T	W	TH	F	
Number of Questionnaires	68	46	36	40	33	31	32	30	30	42	39	44	34	38	47	38	40	43	711
Computer	46	30	21	25	19	23	18	19	14	24	20	19	19	24	25	23	20	26	415
CalJobs/Internet Job Search	28	21	17	19	14	17	11	9	11	15	15	10	13	16	17	15	14	22	284
Resume/Cover Letter	3	4	2	5	2	3	4	7	3	3	4	3	2	2	3	5	3	7	65
Typing Practice	6	5		1		2	1				2	1		1	3		2	1	25
Typing Certificate			1		1	1					1				1				5
Career Exploration	1		2		1	1	1	1			2	1	2	2	3	1			18
Job Listing	5	5	4	5	3	1	2	2	4	6	8	3	3	6	6	6	2	12	83
Fax	10	3	2	7	1	4	1	5	6	5	6	4	5	3	9	5	2	11	89
Copier	9	5	3	4	5	4		5	1	3	3		4	1	8	4	4	8	71
Telephone	20	10	3	4	6	5	1	2	8	7	5	3	6	4	12	6	6	11	119
Typewriter	1				1										1				3
Resource Library	1		1	2	2	1	1		3		1		1	1	1	1	1	3	20
Skills Certificate	2							1	1		1		1	1	2	1	2	2	14
Plato Lab	17	16	16	11	11	12	15	12	7	16	16	20	12	10	17	11	12	10	241
Workshop	3	4	2		2	1			1	1			1	1			1	5	22
Orientation					1							3				1	3		8

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

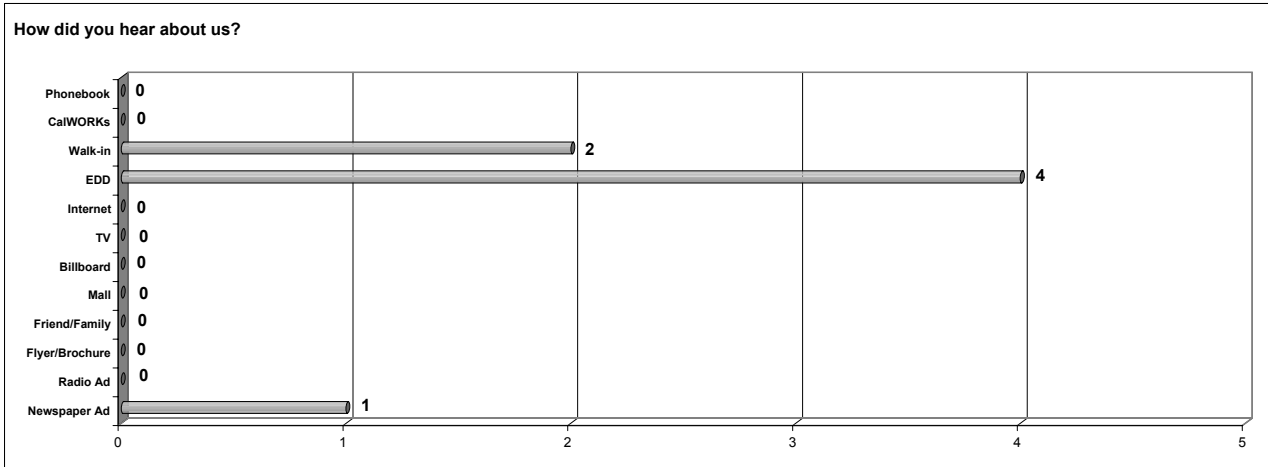
Number of sign-ins	123	
Number of questionnaires	24	20%
Number of First Visitors*	7	

Employed?	#	%
Full-time	2	8.3%
Part-time	1	4.2%
Temporary	0	0.0%
Not Employed	2	8.3%
No Answer	19	79.2%

Time of Visit	#
Morning	7
Afternoon	8
After 5	0
No Answer	9



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	15	0	0	1	0	0	1	0	0	0	7	8.78
Time it took for staff to assist you	15	1	1	0	0	0	0	0	0	0	7	8.11
Did you get the information you needed?	14	1	0	1	0	0	0	0	0	0	8	8.40
Were you satisfied with the services?	14	0	0	1	0	0	0	0	0	0	9	9.30
Did we help you today?	14	0	0	1	0	0	1	0	0	0	8	8.90



Service Data

	February														Total
	4	6	10	11	13	18	20	23	24	25	26	27	29		
Day of Week	W	F	T	W	F	W	F	M	T	W	TH	F	S		
Number of Questionnaires	3	3	1	1	1	5	1	1	1	2	1	3	1		
Computer	1	2	1	1	1	2	1	1	1	2		3	1		
CalJobs/Internet Job Search	1	1	1	1	1		1	1	1			1	1		
Resume/Cover Letter			1	1		2									
Typing Practice				1											
Typing Certificate															
Career Exploration				1						1					
Job Listing	1	2	1			1	1			1					
Fax			1										1		
Copier												1			
Telephone			1			2					1				
Typewriter															
Resource Library															
Skills Certificate															
Plato Lab															
Workshop											1				
Orientation														0	

