



Worknet Customer Service & Satisfaction Report For All Locations

JANUARY 2006

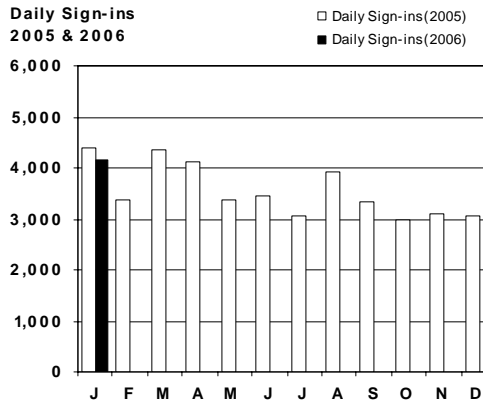
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-ins for January totaled 4,143. Up 1,100 from the previous month and down 254 from January 2005. Daily sign-ins for the month of January is below the 6 year average.

January's 6 year average: 4,497

2005 annual average: 3,539

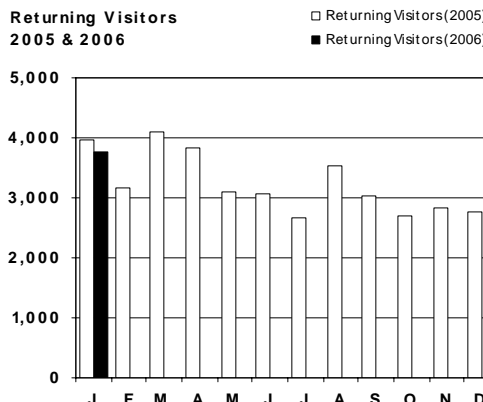


Return Visits

Return visits for January totaled 3,760. Up 994 from the previous month and down 223 from January 2005. Return visits for the month of January is below the 6 year average.

January's 6 year average: 4,128

2005 annual average: 3,233

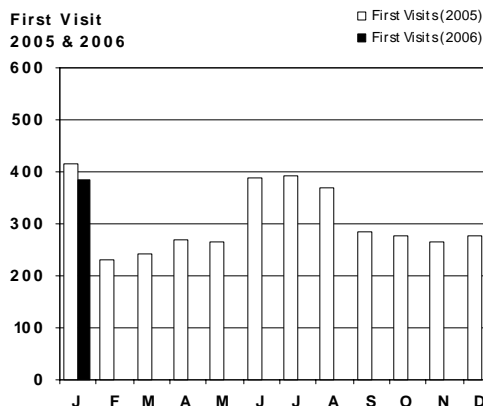


First Visits

First Visits for January totaled 307. Up 106 from the previous month and down 31 from January 2005. First visits for the month of January is below the 5 year average.

January's 6 year average: 369

2005 annual average: 307



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Customer Flow for January 2006

All Locations

- On average, Mondays were the busiest days of the week. Averaging 231 customers per day. (Weekly Average: 858 customers)

Merced

- Mondays were the busiest day of the week, with an average of 157 customers per day. (Weekly Average: 567 customers).

Los Banos

- Tuesdays were the busiest day of the week, with an average of 66 customers per day (Weekly Average: 244 customers).

Livingston

- Mondays were the busiest day of the week, with an average of 14 customers per day. (Weekly Average: 46 customers).



**Marketing advertisements for
January 2006**

***Various Newspapers**

01/4-7, 11-14, 18-21, 25-28/2006

***Radio Stations: KABX, KHPO,**

KYOS, KBRE

12/1-31/2006

***Valley Values**

01/12, 26/2006

***The Bus**

Worknet signs inside buses

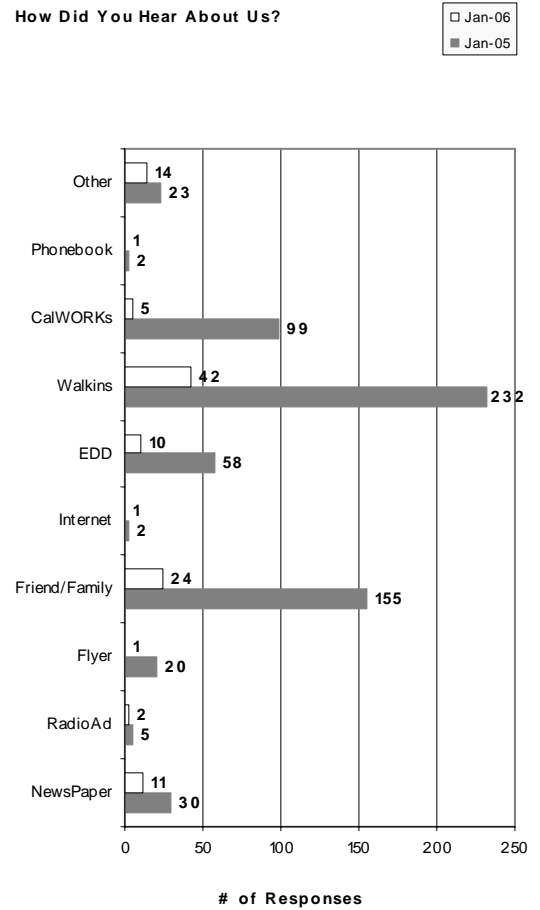
98.9 percent of our customer would
refer our services to others

How did you hear about us?

One hundred eleven customers responded to this question in January.

Forty-two customers responded with Walk-in as the most frequent response. Family or Friend and Other were the next most frequent response.

How Did You Hear About Us?

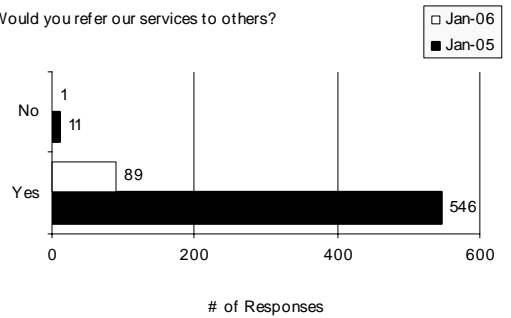


Would you refer our services to others?

Of those responding to this question, 98.9 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?



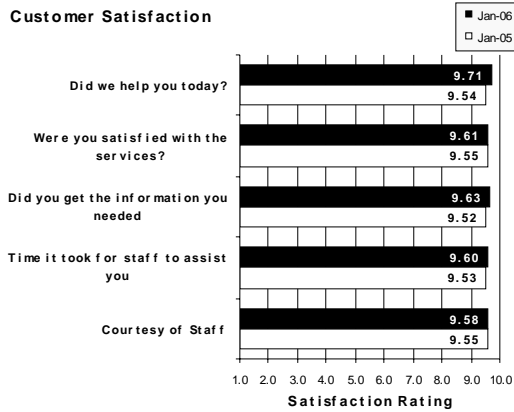


**Worknet
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JANUARY 2006

Merced County Department of Workforce Investment

Customer Satisfaction



Customer Satisfaction Ratings

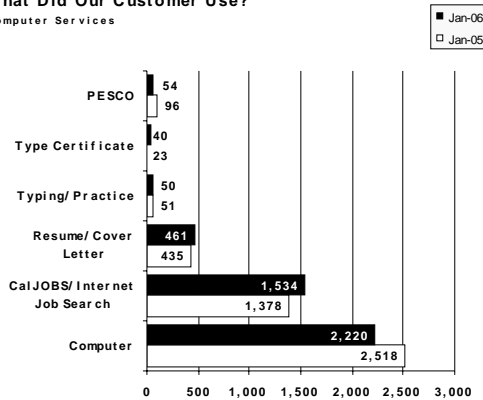
Customer satisfaction questions received 89 responses from our customers in January. These questions received ratings between 9.58 and 9.71, with “Did we help you today?” receiving the highest rating.

‘Did we help you today?’ received the highest rating with a 9.71 on a scale of 1 to 10.

There were 3 customer that rated “Were you satisfied with the services” with a 5 or less, representing 2.8 percent of our customers.

What Did Our Customer Use?

Computer Services



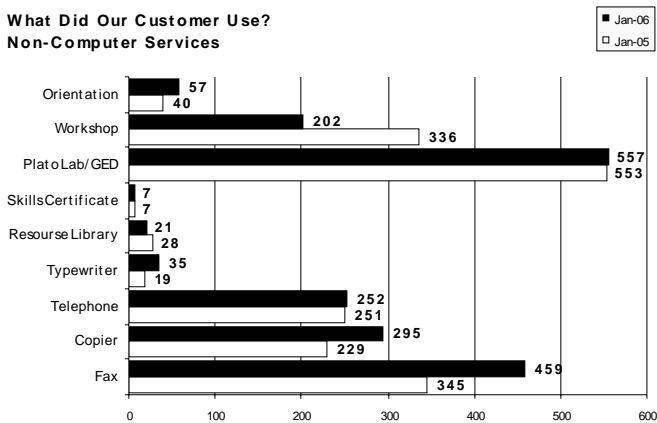
How our customers use our services?

Computer related services are always the most used service by our customers, with 2,220 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘557 customers used the Plato Lab/GED at WorkNet in the month of January.’

What Did Our Customer Use?

Non-Computer Services



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



**Worknet
Customer Service & Satisfaction Report
For All Locations**

JANUARY 2006

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

	Jan-05	Nov-05	Dec-05	Jan-06
Daily Sign-ins				
Return Visit	3,983	2,823	2,766	3,760
First Visit	414	265	277	383
Total	4,397	3,088	3,043	4,143
How did you hear about us?				
NewsPaper	30	6	5	11
RadioAd	5	7	4	2
Flyer	20	1	1	1
Friend/Family	155	35	11	24
Internet	2	3	4	1
EDD	58	15	15	10
Walkins	232	54	29	42
CalWORKs	99	16	15	5
Phonebook	2	0	1	1
Other	23	5	9	14
What did our customer use?				
Computer	2,518	1,533	1,611	2,220
CalJOBS/Internet Job Search	1,378	1,180	1,336	1,534
Resume/Cover Letter	435	322	263	461
Typing/Practice	51	55	39	50
Type Certificate	23	14	31	40
PESCO	96	41	40	54
Job Listing	656	518	542	883
Fax	345	253	300	459
Copier	229	196	151	295
Telephone	251	201	146	252
Typewriter	19	13	5	35
Resource Library	28	13	9	21
Skills Certificate	7	2	6	7
Plato Lab/GED	553	498	446	557
Workshop	336	186	362	202
Orientation	40	38	46	57
Customer Satisfaction				
Courtesy of Staff	9.55	9.77	9.73	9.58
Time it took for staff to assist you	9.53	9.81	9.77	9.60
Did you get the information you needed	9.52	9.84	9.70	9.63
Were you satisfied with the services?	9.55	9.86	9.77	9.61
Did we help you today?	9.54	9.83	9.40	9.71
Would you refer our services to others?				
Yes	130	75	89	89
No	2	1	1	1



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Customer Service & Satisfaction Report
For All Locations**

JANUARY 2006

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

Number of Sign-ins																					
Day of the Week	03	04	05	06	09	10	11	12	13	17	18	19	20	23	24	25	26	27	30	31	
Date	T	W	TH	F	M	T	W	TH	F	T	W	TH	F	M	T	W	TH	F	M	T	Total
Livingston	12	5	4	6	11	14	13	9	10	8	17	13	17	17	9	9	13	7	15	12	221
Los Banos	43	57	58	54	46	60	54	54	46	74	62	77	48	66	77	81	74	66	66	76	1,239
Merced	120	117	111	106	152	140	125	129	129	145	156	143	128	150	134	136	131	134	169	128	2,683
Total	175	179	173	166	209	214	192	192	185	227	235	233	193	233	220	226	218	207	250	216	4,143

Who were are visitors	Merced	Los Banos	Livingston	All Locations
First Visit	229	135	19	383
Return Visit	2,454	1,104	202	3,760

How did you hear about us?				
Newspaper	2	9	0	11
Radio Ad	2	0	0	2
Flyer	0	1	0	1
Friend	9	11	4	24
Internet	0	1	0	1
EDD	6	4	0	10
Walk-ins	19	17	6	42
CalWORKs	3	2	0	5
Phone Book	1	0	0	1
Other	2	10	0	12

What did our customers use?				
Computer	1,511	571	138	2,220
CalJOBS/Internet Job Search	991	479	64	1,534
Resume	357	85	19	461
Typing	30	10	10	50
Typing Certificate	25	9	6	40
Career	36	18	0	54
Job Listing	428	351	104	883
Fax	299	135	25	459
Copier	239	54	2	295
Telephone	182	59	11	252
Typewriter	24	10	1	35
Resource Library	2	11	8	21
Skills Certificate	5	2	0	7
Plato Lab	143	414	0	557
Workshop	9	189	4	202
Orientation	34	21	2	57

Customer Satisfaction				
Courtesy of Staff	9.31	9.71	9.77	9.58
Time it took for staff to assist you	9.47	9.60	9.92	9.60
Did you get the information you needed?	9.51	9.64	9.92	9.63
Were you satisfied with the services?	9.31	9.72	9.92	9.61
Did we help you today?	9.64	9.72	9.85	9.71



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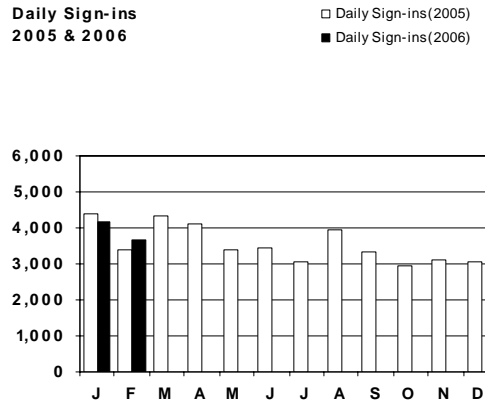
Daily Sign-ins

Daily sign-ins for February totaled 3,657. Down 486 from the previous month and up 267 from February 2005. Daily sign-ins for the month of February is below the 6 year average.

February's 6 year average: 3785

2005 annual average: 3,539

Daily Sign-ins
2005 & 2006



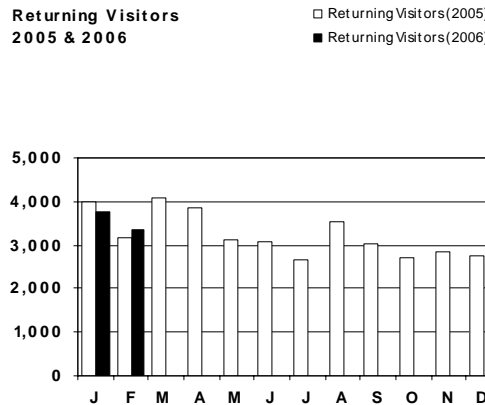
Return Visits

Return visits for February totaled 3,332. Down 428 from the previous month and up 173 from February 2005. Return visits for the month of February is below the 6 year average.

February's 6 year average: 3,542

2005 annual average: 3,233

Returning Visitors
2005 & 2006



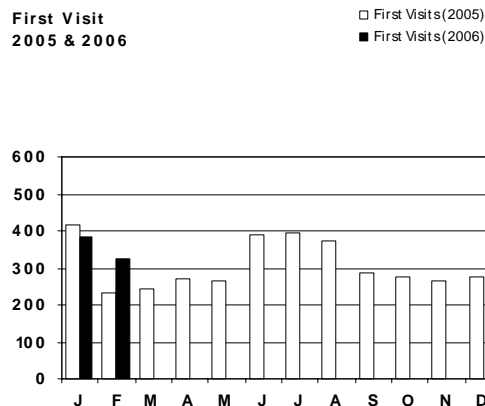
First Visits

First Visits for February totaled 325. Down 58 from the previous month and up 94 from February 2005. First visits for the month of February is below the 5 year average.

February's 6 year average: 369

2005 annual average: 307

First Visit
2005 & 2006



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Customer Flow for February 2006

All Locations

- On average, Tuesdays were the busiest days of the week. Averaging 240 customers per day. (Weekly Average: 871 customers)

Merced

- Tuesdays were the busiest day of the week, with an average of 146 customers per day. (Weekly Average: 532 customers).

Los Banos

- Tuesdays were the busiest day of the week, with an average of 81 customers per day (Weekly Average: 295 customers).

Livingston

- Tuesdays were the busiest day of the week, with an average of 13 customers per day. (Weekly Average: 43 customers).



**Worknet
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**Marketing advertisements for
February 2006**

**Various Newspapers*

02/1-4, 8-11, 15-18/2006

**Radio Stations: KABX, KHPO,*

KYOS, KBRE

2/1-28/2006

Valley Values

02/16/2006

** **The Bus***

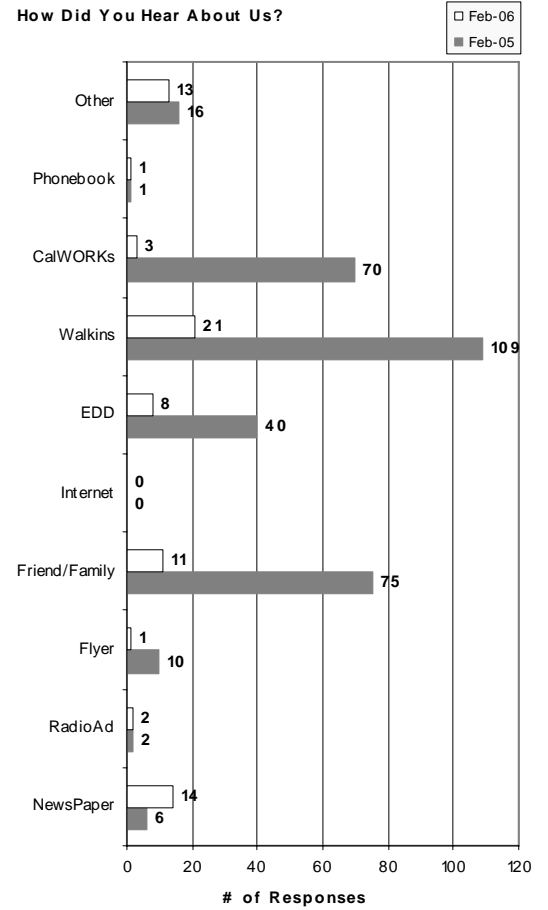
Worknet signs inside buses

How did you hear about us?

Seventy-four customers responded to this question in January.

Twenty-one customers responded with Walk-in as the most frequent response. Newspaper was the next most frequent response.

How Did You Hear About Us?



97.1 percent of our customer would refer our services to others

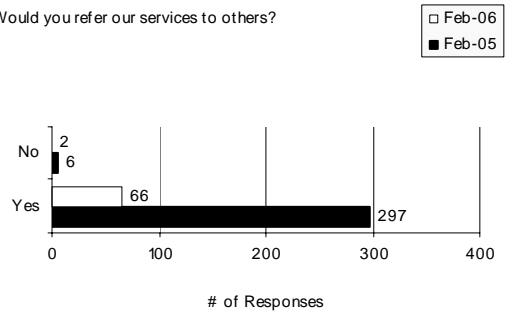
Would you refer our services to others?

Of those responding to this question, 97.1 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?

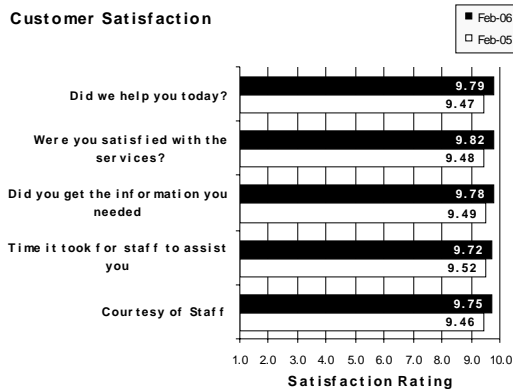




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Customer Satisfaction



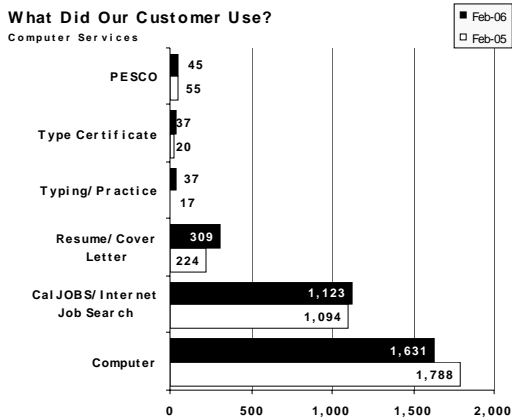
Customer Satisfaction Ratings

Customer satisfaction questions received 83 responses from our customers in February. These questions received ratings between 9.72 and 9.82, with “Were you satisfied with the services?” receiving the highest rating.

‘Did we help you today?’ received the highest rating with a 9.71 on a scale of 1 to 10.

Three questions had one responses of 5 or less.

What Did Our Customer Use?
Computer Services

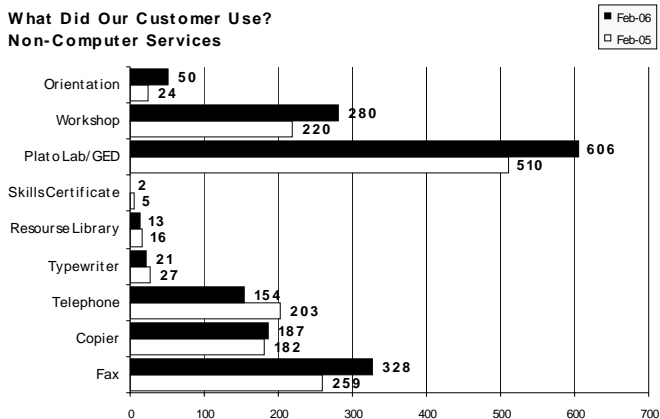


How our customers use our services?

Computer related services are always the most used service by our customers, with 1,631 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘2 customers used the “Skills Certificate” at WorkNet in the month of February.’

What Did Our Customer Use?
Non-Computer Services



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



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Customer Service/Satisfaction Summary Data - All Locations

	Feb-05	Dec-05	Jan-06	Feb-06
Daily Sign-ins				
Core A Services	426	338	547	321
Return Visit	3,159	2,766	3,760	3,332
First Visit	231	277	383	325
Total	3,390	3,043	4,143	3,657
How did you hear about us?				
NewsPaper	6	5	11	14
RadioAd	2	4	2	2
Flyer	10	1	1	1
Friend/Family	75	11	24	11
Internet	0	4	1	0
EDD	40	15	10	8
Walkins	109	29	42	21
CalWORKs	70	15	5	3
Phonebook	1	1	1	1
Other	16	9	14	13
What did our customer use?				
Computer	1,788	1,611	2,220	1,631
CalJOBS/Internet Job Search	1,094	1,336	1,534	1,123
Resume/Cover Letter	224	263	461	309
Typing/Practice	17	39	50	37
Type Certificate	20	31	40	37
PESCO	55	40	54	45
Job Listing	440	542	883	602
Fax	259	300	459	328
Copier	182	151	295	187
Telephone	203	146	252	154
Typewriter	27	5	35	21
Resource Library	16	9	21	13
Skills Certificate	5	6	7	2
Plato Lab/GED	510	446	557	606
Workshop	220	362	202	280
Orientation	24	46	57	50
Customer Satisfaction				
Courtesy of Staff	9.46	9.73	9.58	9.75
Time it took for staff to assist you	9.52	9.77	9.60	9.72
Did you get the information you needed	9.49	9.70	9.63	9.78
Were you satisfied with the services?	9.48	9.77	9.61	9.82
Did we help you today?	9.47	9.40	9.71	9.79
Would you refer our services to others?				
Yes	75	89	66	66
No	1	1	2	2



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Customer Service/Satisfaction Summary Data - Individual Locations

Number of Sign-ins																			
Day of the Week	01	02	03	06	07	08	09	10	14	15	16	17	21	22	23	24	27	28	
Date	W	T	F	M	T	W	TH	F	T	W	TH	F	T	W	TH	F	M	T	Total
Livingston	5	9	9	11	16	12	11	5	12	12	9	3	11	12	5	11	7	13	173
Los Banos	65	69	50	60	72	80	79	52	65	62	63	44	95	81	71	61	87	91	1,247
Merced	121	109	98	124	136	118	96	142	118	119	78	105	174	136	128	123	156	156	2,237
Total	191	187	157	195	224	210	186	199	195	193	150	152	280	229	204	195	250	260	3,657

Who were are visitors	Merced	Los Banos	Livingston	All Locations
First Visit	227	91	30	348
Return Visit	2,010	1,156	143	3,309

How did you hear about us?				
Newspaper	0	14	0	14
Radio Ad	2	0	0	2
Flyer	1	0	0	1
Friend	7	6	2	15
Internet	0	0	0	0
EDD	4	0	4	8
Walk-ins	11	7	4	22
CalWORKs	0	3	0	3
Phone Book	1	0	0	1
Other	1	12	0	13

What did our customers use?				
Computer	1,213	447	122	1,782
CalJOBS/Internet Job Search	826	315	72	1,213
Resume	262	57	22	341
Typing	25	18	0	43
Typing Certificate	28	14	0	42
Career	19	30	0	49
Job Listing	281	302	65	648
Fax	235	94	20	349
Copier	155	46	0	201
Telephone	111	37	11	159
Typewriter	17	4	0	21
Resource Library	2	11	1	14
Skills Certificate	0	2	0	2
Plato Lab	153	495	1	649
Workshop	3	294	0	297
Orientation	26	21	3	50

Customer Satisfaction				
Courtesy of Staff	9.46	9.84	10.00	9.75
Time it took for staff to assist you	9.38	9.84	10.00	9.72
Did you get the information you needed?	9.58	9.84	10.00	9.78
Were you satisfied with the services?	9.58	9.90	10.00	9.82
Did we help you today?	9.63	9.85	9.93	9.79



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Write-in Responses

HOW DID YOU HEAR ABOUT US? - OTHER	# OF RE-SPONSES
Vos Banos Enterprise	12
I have been here before	1

APPOINTMENT WITH:	# OF RE-SPONSES
ROSE RAMIREZ	13
ROERTO RIVER	11
Stacy Bronson	8
Johnny Valadez	4
Rachel Fields	3
CVOC	2
BILL ROBLES	1
Evelyn Montes	1
FRANCES RODRIGUEZ	1
SANDY RUBY	1

INFORMATION	# OF RE-SPONSES
Empower Program	1

AGENCY	# OF RE-SPONSES
CalWorks	16
EDD Julie O'Dell	11
California State Dept. of Rehab	6
STACY BRONSON	6
CVOC	4
MCOE Hellen Foster	3
ROSE	3
Hobby House	2
Family Support	1
Merced County HSA	1
ROBERTO RIVERA	1

OTHER	# OF RE-SPONSES
Tony Gallegos	28
WEX SETE	25
Eve Snelling	24
Landfill Maintenance assessment for the County	24
Helen Dunbar	23
TCIII assessment	22
PESCO	21
CalWorks	19
Elsa Sanchez	18
Anna Partida	16
Janie Melin	14
EDD Tour with Elsa Sanchez	9
Loretta Spence	9
Savina Buendia	7
Wendy Shaw	7
Dave Heyer	6
Ed Souza	6
Ida Johnson	6
Jeib Thianpimmai	6
Assessment for Quebecor	5
Judy Burnett	5
Quebecor- assessment	5
UC Merced Assessment	5
EDD Julie O'Dell	4
ERC tour from Tranquility	3
Paper work for Tony Gallegos	3
Client will come back with WIA completed	2
Jenie Melin	2
Paper work for Helen Dunbar	2
Referred to EDD	2
Turned in job application	2
Yang Her	2
Al Peterson	1
ASSESSMENT	1
Bus driver application	1
CA Dept. of Rehab	1



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Write-in Responses

OTHER (Continued)	# OF RESPONSES
County testing	1
CVOC	1
DMV question - Evelyn Montes	1
Ellen Foster	1
Evelyn Montes - re: Job Corps	1
Financial Aid Workshop	1
Gallegos	1
Judy Mounts	1
Paper work for Dave Heyer	1
Paper work for Eve Snelling	1
Paper work for Helen	1
Paper work for Jeib	1
Patric Farrar	1
Picked resume from Janie Melin	1
Picked up paper work fro Helen Dunbar	1
Picked up paper work from Tony Gallegos	1
Referred from CPS	1
Robin Redwine	1
Self directed	1
She was late for orientation	1
Specialist testing	1
TESTING	1
Testing with Yang	1
To see Julie O'Dell, but she was not in	1
Tony Gallegos - paper work	1
Tour from Tranquility	1
Valente Huitron	1
Will bring application tomorrow	1



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Comments

Not at this time.

Yes

The service was fast and thorough

Registration sign should be posted upon entrance, so those unaware, will know of procedures.

Los Banos Office was not helpful at all.

Why is it necessary to fill out so many forms and what exactly are you doing with the information you are receiving?

There were too many forms to fill out to get services, what's up with that?

Make me do fewer forms to get help.

Having more people up front and friendliness

Gov., rules and laws GED