



Worknet Customer Service & Satisfaction Report For All Locations

Merced County Department of Workforce Investment

We've add our Universal Services (or Core A Services) count to the report this month. Look for this count on our Summary Data page.

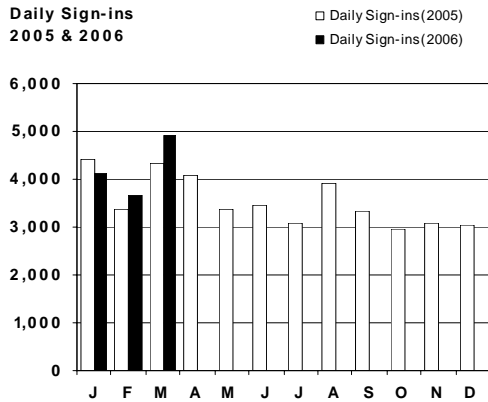
NEW

"Five hundred four new customers used our Universal Service in the Month of March."

Daily Sign-ins

Daily sign-ins for March totaled 4,937. Up 1,280 from the previous month and up 588 from March 2005. Daily sign-ins for the month of March is above the 6 year average.

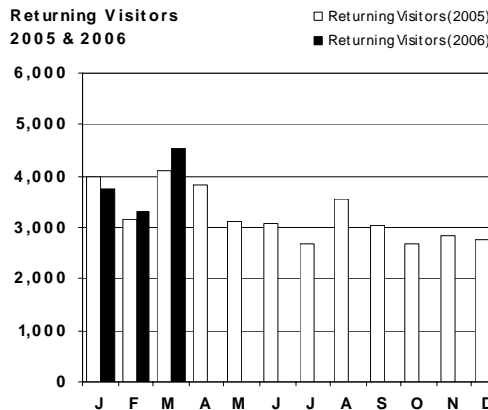
March's 6 year average: 4,596
2005 annual average: 3,539



Return Visits

Return visits for March totaled 4,522. Up 1,190 from the previous month and up 417 from March 2005. Return visits for the month of March is above the 6 year average.

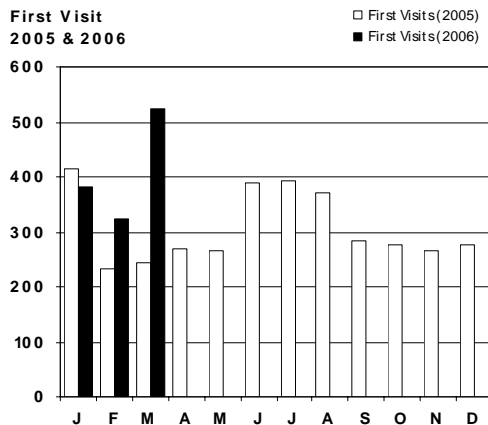
March's 6 year average: 4,265
2005 annual average: 3,233



First Visits

First Visits for March totaled 525. Up 200 from the previous month and up 281 from March 2005. First visits for the month of March is above the 5 year average.

March's 6 year average: 352
2005 annual average: 307



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Customer Flow for March 2006

All Locations

- On average, Mondays were the busiest days of the week. Averaging 249 customers per day. (Weekly Average: 1,087 customers)

Merced

- Mondays were the busiest day of the week, with an average of 166 customers per day. (Weekly Average: 680 customers).

Los Banos

- Wednesdays were the busiest day of the week, with an average of 78 customers per day (Weekly Average: 365 customers).

Livingston

- Tuesdays and Thursdays were the busiest days of the week, with an average of 9 customers per day. (Weekly Average: 42 customers).



**Marketing advertisements for
March 2006**

**Various Newspapers
03/1-4, 8-11, 15-18, 22-25, 29-31/2006*

**Radio Stations: KABX, KHPO,
KYOS, KBRE
3/1-31/2006*

*Valley Values
02/16/2006*

** The Bus*

Worknet signs inside buses

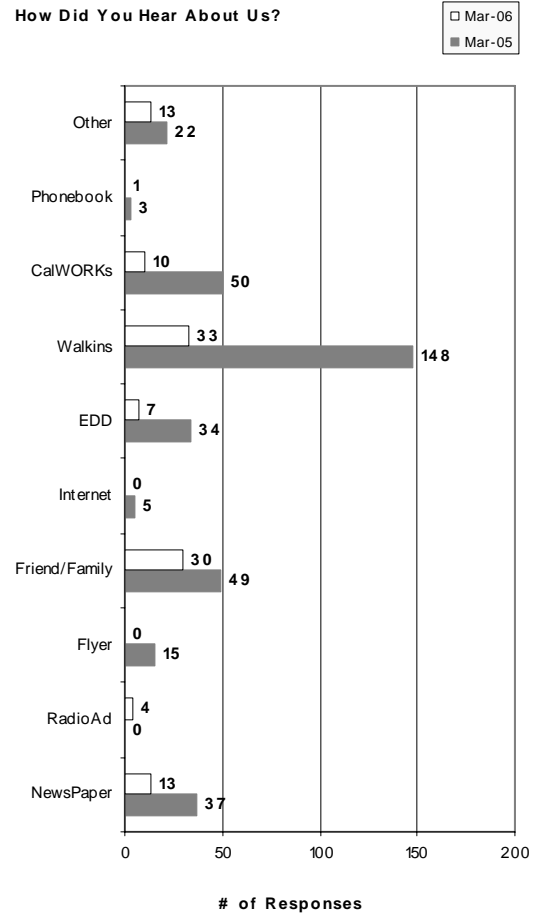
*999.0 percent of our customer would
refer our services to others*

How did you hear about us?

One hundred eleven customers responded to this question in March.

One hundred forty-eight customers responded with Walk-in as the most frequent response. CalWORKs was the next most frequent response.

How Did You Hear About Us?



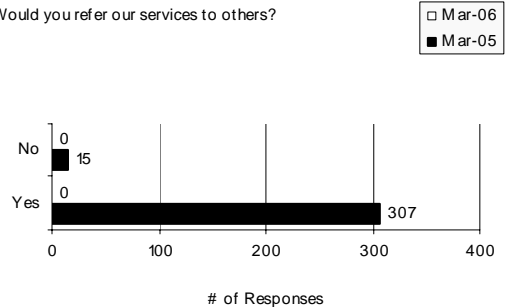
Would you refer our services to others?

Of those responding to this question, 99.0 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?

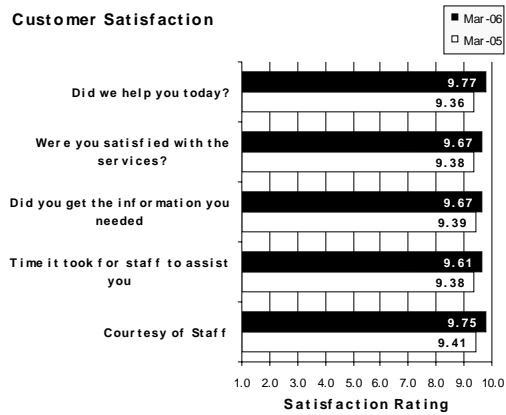




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Customer Satisfaction



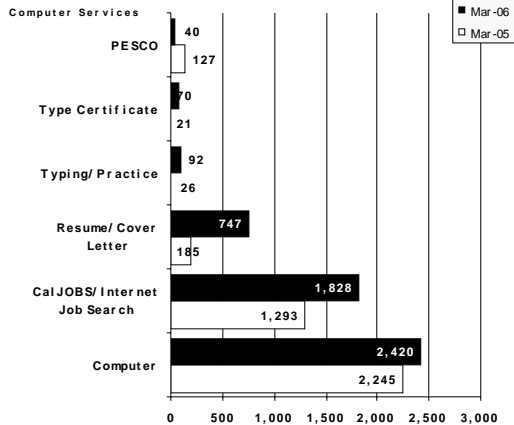
Customer Satisfaction Ratings

Customer satisfaction questions received 115 responses from our customers in March. These questions received ratings between 9.61 and 9.77, with “Did we help you today?” receiving the highest rating.

Three questionnaires had one responses of 5 or less.

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

What Did Our Customer Use?

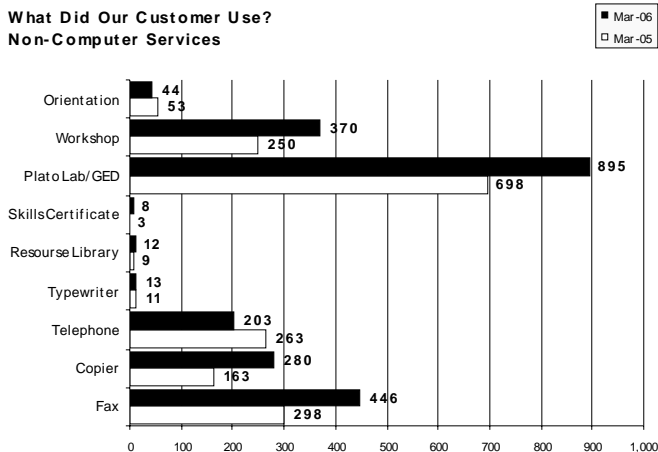


How our customers use our services?

Computer related services are always the most used service by our customers, with 2,420 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘895 customers used the “Plato Lab/GED” at WorkNet in the month of March.’

What Did Our Customer Use?
Non-Computer Services



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



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Customer Service/Satisfaction Summary Data - All Locations

	Mar-05	Jan-06	Feb-06	Mar-06
Core A Services	486	578	513	504
Return Visit	4,146	3,760	3,332	4,522
First Visit	244	383	325	525
Total Visits	4,390	4,143	3,657	5,047
Number of Sign-ins	4,349	4,143	3,657	4,937
How did you hear about us?				
NewsPaper	37	11	14	13
RadioAd	0	2	2	4
Flyer	15	1	1	0
Friend/Family	49	24	11	30
Internet	5	1	0	0
EDD	34	10	8	7
Walkins	148	42	21	33
CalWORKs	50	5	3	10
Phonebook	3	1	1	1
Other	22	14	13	13
What did our customer use?				
Computer	2,245	2,220	1,631	2,420
CalJOBS/Internet Job Search	1,293	1,534	1,123	1,828
Resume/Cover Letter	185	461	309	747
Typing/Practice	26	50	37	92
Type Certificate	21	40	37	70
PESCO	127	54	45	40
Job Listing	600	883	602	1,373
Fax	298	459	328	446
Copier	163	295	187	280
Telephone	263	252	154	203
Typewriter	11	35	21	13
Resource Library	9	21	13	12
Skills Certificate	3	7	2	8
Plato Lab/GED	698	557	606	895
Workshop	250	202	280	370
Orientation	53	57	50	44
Customer Satisfaction				
Courtesy of Staff	9.41	9.58	9.75	9.75
Time it took for staff to assist you	9.38	9.60	9.72	9.61
Did you get the information you needed	9.39	9.63	9.78	9.67
Were you satisfied with the services?	9.38	9.61	9.82	9.67
Did we help you today?	9.36	9.71	9.79	9.77
Would you refer our services to others?				
Yes	89	66	101	101
No	1	2	1	1



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Customer Service/Satisfaction Summary Data - Individual Locations

Number of Sign-ins																								
Day of the Week	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	
Date	01	02	03	06	07	08	09	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	31	Total
Livingston	8	2	11	10	8	7	11	4	4	10	4	13	12	6	15	12	11	5	6	3	9	7	9	187
Los Banos	79	76	54	63	62	65	52	53	70	78	68	68	49	91	83	88	87	68	82	83	89	87	74	1,669
Merced	123	125	113	165	142	134	134	125	177	120	132	128	79	152	149	137	119	124	168	122	148	125	140	3,081
Total	210	203	178	238	212	206	197	182	251	208	204	209	140	249	247	237	217	197	256	208	246	219	223	4,937
Who were are visitors																								
	Merced					Los Banos					Livingston					All Locations								
Return Visits	2627					1724					171					4522								
First Visits	384					125					16					525								
Total Visits	3011					1849					187					5047								
Number of Sign-ins	3,081					1,669					187					4,937								
How did you hear about us?																								
Newspaper	2					11					0					13								
Radio Ad	1					2					1					4								
Flyer	0					0					0					0								
Friend	13					15					2					30								
Internet	0					0					0					0								
EDD	6					0					1					7								
Walk-ins	19					9					5					33								
CalWORKs	1					8					1					10								
Phone Book	0					1					0					1								
Other	8					5					0					13								
What did our customers use?																								
Computer	1,703					578					139					2,420								
CalJOBS/Internet Job Search	1,364					393					71					1,828								
Resume	631					103					13					747								
Typing	58					32					2					92								
Typing Certificate	55					14					1					70								
Career	3					37					0					40								
Job Listing	945					392					36					1,373								
Fax	292					125					29					446								
Copier	191					88					1					280								
Telephone	142					53					8					203								
Typewriter	10					3					0					13								
Resource Library	3					8					1					12								
Skills Certificate	7					1					0					8								
Plato Lab	209					686					0					895								
Workshop	9					359					2					370								
Orientation	28					15					1					44								
Customer Satisfaction																								
Courtesy of Staff	9.67					9.80					9.87					9.75								
Time it took for staff to assist you	9.40					9.69					9.93					9.61								
Did you get the information you needed?	9.40					9.80					10.00					9.67								
Were you satisfied with the services?	9.42					9.82					9.87					9.67								
Did we help you today?	9.58					9.85					10.00					9.77								
Would you refer our services to others?																								
Yes	42					49					10					101								
No	1					0					0					1								