

TO: Workforce Investment Board

DATE: 05/13/04

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Fiscal Report for FY2003/04 – 3rd Quarter

PROPOSED MOTION(S): None. Information Only.

DISCUSSION: Attached is the Fiscal Report through the third quarter of fiscal year 2003/04 (March 31, 2004). Staff will be present at your meeting to answer questions.

ATTACHMENT(S): Fiscal Report

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT
FISCAL REPORT FOR FINANCE COMMITTEE
For Fiscal Year 2003/04
July 1, 2003 - June 30, 2004
Through 3/31/04**

Target 75.00%

| | | BUDGET | | | | | ACTUAL | | | OBLIGATIONS | AVAILABLE | |
|---------------------------|---------------------|--|---------------------|--------------------------|---------------------|------------------------|----------------------------|---------------------|---------------------|----------------------|---------------------|---------------------|
| | | Planned for New Funds | Carryover | ****Adjust | Additional | Budget | Accrued | Percent | Total | Available | | |
| | | Based on Plan Mod 7/1/03 to 6/30/04 | Funds From 02/03 | to Carryover FY 02/03 | Funds | for Available Funds | Expenditures FY to Date | Expended to Date | Committed Funds | after Obligations | | |
| ADULT | | Core A | \$ 395,760 | \$ 148,748 | \$ 17,620 | \$ 562,128 | \$ 456,392 | \$ 105,736 | 81.19% | \$ 73,033 | \$ 32,703 | |
| 03/04 Allocation | \$ 1,712,311 | Core B | \$ 322,884 | \$ 120,142 | \$ 14,231 | \$ 457,257 | \$ 403,213 | \$ 54,044 | 88.18% | \$ 52,475 | \$ 1,569 | |
| 02/03 Carryover | \$ 635,662 | Intensive | \$ 163,297 | \$ 62,931 | \$ 7,455 | \$ 233,683 | \$ 97,630 | \$ 136,053 | 41.78% | \$ 12,543 | \$ 123,510 | |
| Incentive Funds | \$ 10,006 | Training | \$ 659,139 | \$ 240,285 | \$ 28,463 | \$ 927,887 | \$ 370,588 | \$ 557,299 | 39.94% | \$ 113,612 | \$ 443,687 | |
| | | Admin | \$ 171,231 | \$ 63,556 | \$ 7,530 | \$ 242,317 | \$ 71,753 | \$ 170,564 | 29.61% | \$ 13,574 | \$ 156,990 | |
| | | Other | | | | \$ 10,006 | \$ - | \$ 10,006 | 0.00% | \$ - | \$ 10,006 | |
| | | Total | \$ 1,712,311 | \$ 635,662 | \$ 75,299 | \$ 2,433,278 | \$ 1,399,576 | \$ 1,033,702 | 57.52% | \$ 265,237 | \$ 768,465 | |
| DISPLACED WORKER | | Core A | \$ 416,806 | \$ 42,927 | \$ 22,325 | \$ 486,056 | \$ 353,322 | \$ 132,734 | 72.69% | \$ 60,157 | \$ 72,577 | |
| 03/04 Allocation | \$ 1,653,263 | Core B | \$ 443,981 | \$ 45,993 | \$ 23,918 | \$ 517,890 | \$ 324,316 | \$ 193,574 | 62.62% | \$ 43,858 | \$ 149,716 | |
| 02/03 Carryover | \$ 170,344 | Intensive | \$ 252,582 | \$ 26,063 | \$ 13,553 | \$ 292,198 | \$ 146,800 | \$ 145,398 | 50.24% | \$ 19,103 | \$ 126,295 | |
| DW Recapitulation Funding | \$ 7,996 | Training | \$ 374,568 | \$ 38,327 | \$ 19,932 | \$ 432,827 | \$ 177,518 | \$ 255,309 | 41.01% | \$ 61,606 | \$ 193,703 | |
| | | Admin | \$ 165,326 | \$ 17,034 | \$ 8,859 | \$ 191,219 | \$ 64,330 | \$ 126,889 | 33.64% | \$ 11,130 | \$ 115,759 | |
| | | Total | \$ 1,653,263 | \$ 170,344 | \$ 88,587 | \$ 1,920,190 | \$ 1,066,286 | \$ 853,904 | 55.53% | \$ 195,854 | \$ 658,050 | |
| YOUTH | | * In School | \$ 1,271,075 | \$ 219,165 | \$ 311,108 | \$ 1,801,348 | \$ 1,183,987 | \$ 617,361 | 65.73% | \$ 387,273 | \$ 230,088 | |
| 03/04 Allocation | \$ 2,017,580 | * Out of School | \$ 544,747 | \$ 511,383 | \$ 725,920 | \$ 1,785,269 | \$ 654,920 | \$ 1,130,349 | 36.68% | \$ 469,205 | \$ 661,144 | |
| 02/03 Carryover | \$ 811,720 | Admin | \$ 201,758 | \$ 81,172 | \$ 115,225 | \$ 398,155 | \$ 103,036 | \$ 295,119 | 25.88% | \$ 17,127 | \$ 277,992 | |
| Youth Recapture Funding | \$ 3,219 | | | | | | | | | \$ - | \$ - | |
| | | Total | \$ 2,017,580 | \$ 811,720 | \$ 1,152,253 | \$ 3,219 | \$ 3,984,772 | \$ 1,941,943 | \$ 2,042,829 | 48.73% | \$ 873,605 | \$ 1,169,224 |
| *** RAPID RESPONSE | | | | | | | | \$ - | | | | |
| 03/04 Allocation | \$ 375,000 | | \$ 375,000 | | | \$ 375,000 | \$ 193,081 | \$ 181,919 | 51.49% | \$ 43,093 | \$ 138,826 | |
| 02/03 Supplemental | \$ 100,000 | | \$ 100,000 | | | \$ 100,000 | \$ 75,206 | \$ 24,794 | 75.21% | \$ 3,295 | \$ 21,499 | |
| | | | \$ 475,000 | \$ - | \$ - | \$ 475,000 | \$ 268,287 | \$ 206,713 | 56.48% | \$ 46,388 | \$ 160,325 | |
| All Programs | \$ 7,497,101 | | \$ 5,858,154 | \$ 1,617,726 | \$ 1,316,139 | \$ 21,221 | \$ 8,813,240 | \$ 4,676,092 | \$ 4,137,148 | 53.06% | \$ 1,381,084 | \$ 2,756,064 |

BUDGET:

Includes all funds available for fiscal year based on Plan submitted to EDD

Youth Expenditures %'s

* In School and Out of School Plan Mods were based on 30/70 split, prior to actual contracts being set for FY 2003/04. Costs include contracts and Department of WI costs.

In-School Youth 51.3%

** Budget Adjustments are based on participants' current usage of the One Stop. There has been an increased demand for Core A & B services.

Out-of-School Youth 39.7%

*** 03/04 Rapid Response Funds are available for use through 9/30/04

**** Adjustments to carryover for 2002/03 after all contracts have been paid and funds unencumbered

OBLIGATIONS:

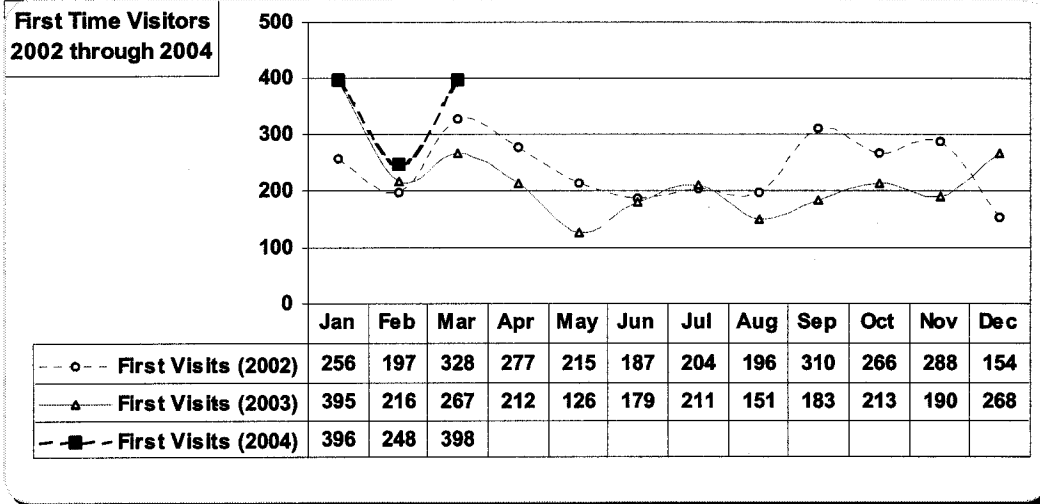
Includes funds obligated in contracts and ITA's

Includes funds committed for One Stop Operations and Administration

AVAILABLE:

Balance after expenditures and obligations

WorkNet Customer Service Data for March 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of March 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 March 2004, all locations recorded 5,288 sign-ins with 1,897 customers returning the Day Pass and 398 first time visitors. Afternoon was the most popular time for customers to use our services, with 1,046 customers. Morning received 778 responses from our customers.

Customer Employment Status

Of the 1,897 customers that returned the day pass, 30 said they are employed full-time; 23 responded with part-time employment; and 40 responded with temporary employment. One thousand seven customers responded with not employed. Seven hundred ninety-seven customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of March and then receive a shorten version of the Day Pass which excludes this question. One hundred seventy-two returning customers responded to this question with 47 responses of walk-in. The next most frequent response was Family/Friend with 31 responses. Of the 398 first time visitors, 216 responded to this question. EDD was the most frequent response

Customer Service Data for March 2004

with 58 responses. Family/Friend with 50 responses, was the next most frequent response. Walk-in was the 3rd most frequent response with 48 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.53 and 9.61 with "Did we help you today?" receiving the highest rating of 9.61. For customers that rated our services with a five or less, "Were you satisfied with the services?" had the highest dissatisfaction with 9 responses.

How do our customers use our services?

In the month of March, our customers report using the computer most often with 1,333 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (614); Resume/Cover Letter was second with 200 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 344 responses. Fax was the next most often used service with 278 responses.

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

Job Listings (251) Telephone (228) Copier (193) Resource Library (29)
Workshop (28) Skills Certificate (23) Typewriter (20)
Orientation (16)

First Impressions (First Time Customers)

For the month of March, all locations recorded 398 first time customers. Three hundred thirty-three 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 9.67 to 9.74 with "Did you get the information you needed" and "Were you satisfied with the services?" 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 March 2004
(Day Pass Information)**

| | Mar 03 | Jan 04 | Feb 04 | Mar 04 |
|-----------------------------|--------|--------|--------|--------|
| Daily Sign-ins | 5,634 | 5,029 | 4,464 | 5,288 |
| Daily Questionnaires | 3,209 | 1,688 | 1,552 | 1,897 |
| First Visit | 267 | 396 | 248 | 398 |

Customer Satisfaction

| | | | | |
|--|------|------|------|------|
| Courtesy of Staff | 9.49 | 9.52 | 9.61 | 9.53 |
| Time it took for staff to assist you | 9.51 | 9.55 | 9.59 | 9.57 |
| Did you get the information you needed | 9.50 | 9.54 | 9.62 | 9.60 |
| Were you satisfied with the services? | 9.48 | 9.51 | 9.65 | 9.56 |
| Did we help you today? | 9.46 | 9.51 | 9.64 | 9.61 |

What did our customer use?

| | | | | |
|-----------------------------|-------|-------|-------|-------|
| Computer | 2,038 | 1,262 | 1,060 | 1,333 |
| CalJobs/Internet Job Search | 1,001 | 636 | 536 | 614 |
| Resume/Cover Letter | 351 | 191 | 170 | 200 |
| Typing Practice | 174 | 84 | 62 | 86 |
| Typing Certificate | 63 | 27 | 22 | 38 |
| Career Exploration | 108 | 57 | 48 | 67 |
| Job Listing | 668 | 265 | 212 | 251 |
| Fax | 364 | 229 | 201 | 278 |
| Copier | 296 | 195 | 159 | 193 |
| Telephone | 449 | 247 | 198 | 228 |
| Typewriter | 54 | 20 | 17 | 20 |
| Resource Library | 67 | 36 | 32 | 29 |
| Skills Certificate | 41 | 17 | 14 | 23 |
| Plato Lab | 573 | 262 | 224 | 344 |
| Workshop | 69 | 22 | 12 | 26 |
| Orientation | 32 | 22 | 12 | 16 |

How did you hear about us?

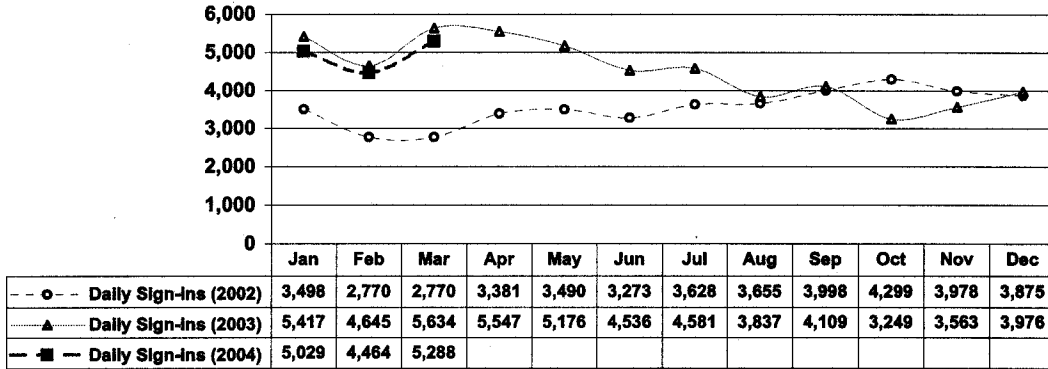
| | | | | |
|----------------|----|----|----|----|
| Newspaper ad | 18 | 36 | 58 | 24 |
| Radio ad | 5 | 6 | 6 | 2 |
| Flyer/Brochure | 3 | 7 | 1 | 7 |
| Friend/Family | 36 | 27 | 19 | 31 |
| EDD | 26 | 29 | 22 | 25 |
| Merced Mall | 2 | 2 | 1 | 1 |
| Billboard | 5 | 0 | 1 | 0 |
| TV ad | 1 | 0 | 1 | 0 |
| Internet | 2 | 8 | 5 | 8 |
| Walk-in | 27 | 62 | 48 | 47 |
| CalWORKs | 7 | 25 | 30 | 20 |
| Phonebook | 4 | 4 | 7 | 7 |

Na = Not Asked

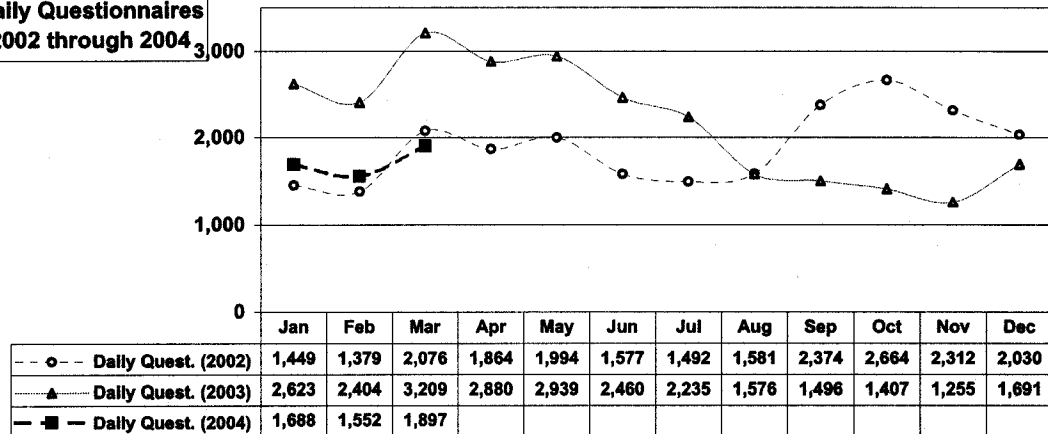
Marketing advertisements for March 2004.
03/9-13, 16-20, 23-27, 30, 31/2004: Various Newspaper Ads
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

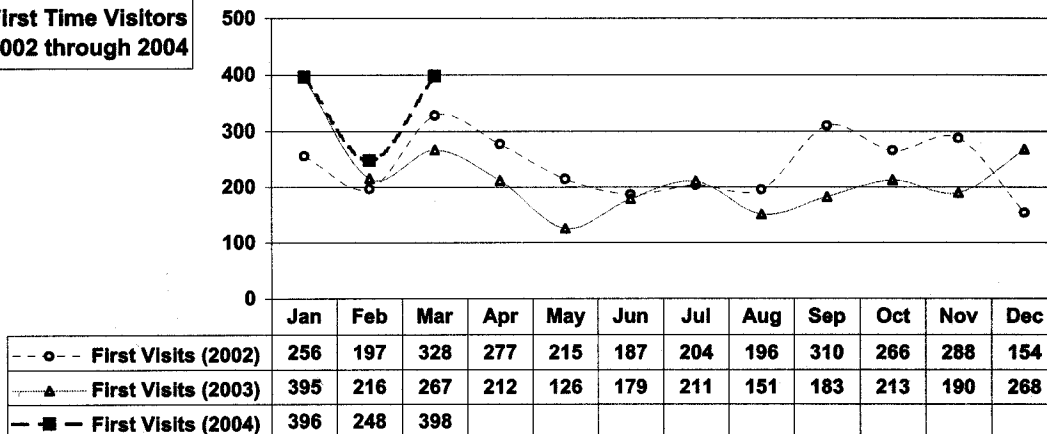
**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**

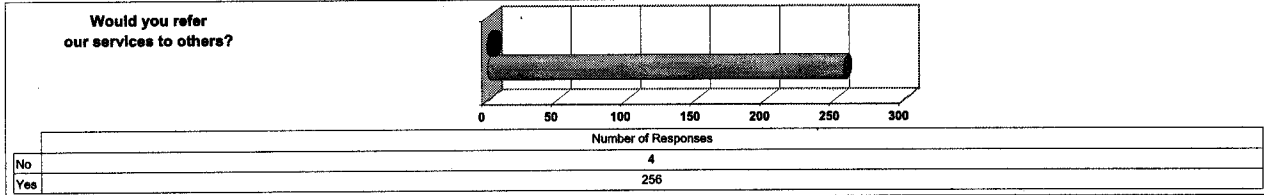


**First Time Visitors
2002 through 2004**

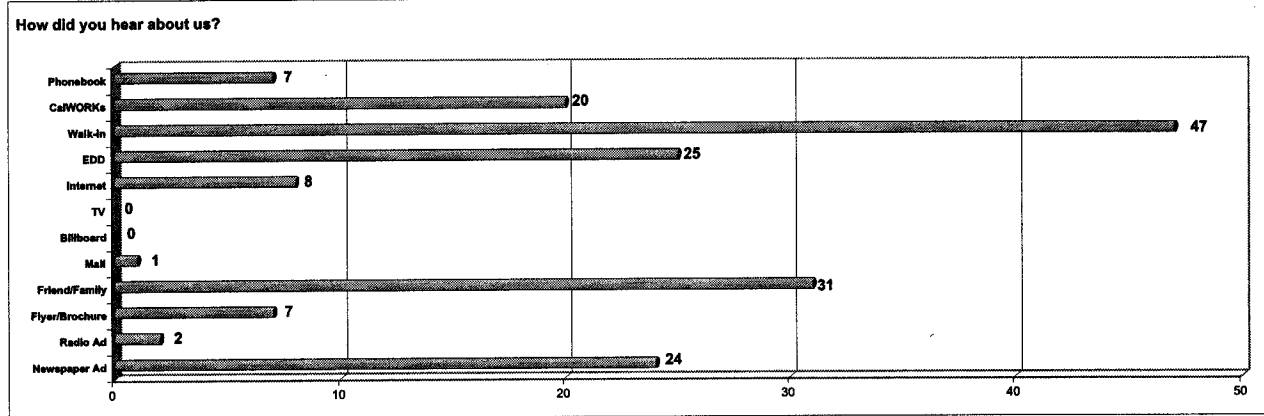


WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
All Locations - March 2004
Excludes First Time Visitors - See First Impressions

| | | | | | | | |
|---------------------------|-------|-----|--------------|------|-------|---------------|-------|
| Number of sign-ins | 5,288 | | Employed? | # | % | Time of Visit | # |
| Number of questionnaires | 1,897 | 36% | Full-time | 30 | 1.6% | Morning | 778 |
| Number of First Visitors* | 398 | | Part-time | 23 | 1.2% | Afternoon | 1,046 |
| *Merced | 324 | | Temporary | 40 | 2.1% | After 5 | 2 |
| *Los Banos | 73 | | Not Employed | 1007 | 53.1% | No Answer | 71 |
| *Livingston | 1 | | No Answer | 797 | 42.0% | | |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|----|----|-----|--------|
| Courtesy of Staff | 1,614 | 4 | 0 | 2 | 0 | 2 | 2 | 5 | 11 | 27 | 230 | 9.53 |
| Time it took for staff to assist you | 1,615 | 4 | 0 | 1 | 0 | 2 | 1 | 7 | 12 | 20 | 235 | 9.57 |
| Did you get the information you needed? | 1,613 | 4 | 0 | 1 | 0 | 3 | 2 | 3 | 10 | 19 | 242 | 9.60 |
| Were you satisfied with the services? | 1,613 | 2 | 1 | 1 | 0 | 5 | 1 | 3 | 14 | 26 | 231 | 9.56 |
| Did we help you today? | 1,615 | 2 | 1 | 1 | 1 | 2 | 0 | 3 | 9 | 33 | 230 | 9.61 |



Service Data

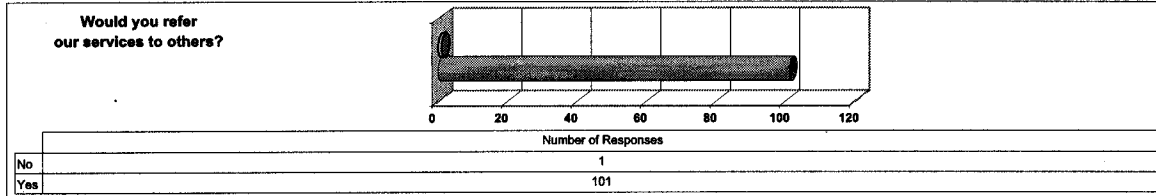
| Day of Week | March | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Total |
|-----------------------------|-------|----|----|----|----|----|----|----|----|----|----|-----|----|-----|----|----|----|----|----|----|----|----|----|----|----|-----|-------|----|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | |
| Number of Questionnaires | 85 | 63 | 66 | 51 | 49 | 99 | 88 | 98 | 86 | 95 | 1 | 104 | 79 | 102 | 84 | 67 | 5 | 80 | 78 | 63 | 95 | 69 | 30 | 82 | 68 | 112 | 1,897 | | | | | |
| Computer | 54 | 46 | 47 | 34 | 32 | 67 | 63 | 67 | 51 | 68 | 1 | 76 | 61 | 79 | 51 | 54 | 5 | 57 | 45 | 44 | 66 | 54 | 28 | 60 | 42 | 81 | 1,333 | | | | | |
| CalJobs/Internet Job Search | 26 | 31 | 23 | 15 | 11 | 21 | 31 | 35 | 24 | 35 | 1 | 40 | 22 | 31 | 23 | 18 | | 30 | 29 | 25 | 23 | 29 | 11 | 29 | 13 | 38 | 614 | | | | | |
| Resume/Cover Letter | 13 | 7 | 6 | 7 | 4 | 6 | 8 | 8 | 6 | 15 | | 8 | 5 | 10 | 4 | 11 | | 9 | 5 | 4 | 10 | 11 | 7 | 12 | 8 | 16 | 200 | | | | | |
| Typing Practice | 5 | 4 | 4 | | 5 | 4 | 5 | 5 | 2 | 4 | | 6 | 3 | 5 | | 5 | | 1 | 4 | 4 | 2 | 3 | 2 | 3 | 3 | 7 | 86 | | | | | |
| Typing Certificate | 1 | | 1 | 1 | 4 | 5 | 5 | 4 | | 4 | | 1 | | 1 | 2 | 3 | | | | 1 | 3 | | | 1 | | 1 | 38 | | | | | |
| Career Exploration | 4 | 3 | 4 | 2 | 4 | 2 | 4 | 1 | 1 | 4 | | 1 | 2 | 3 | 2 | 2 | 5 | 3 | 2 | 1 | 3 | 2 | | 4 | 2 | 6 | 67 | | | | | |
| Job Listing | 17 | 13 | 7 | 8 | 9 | 13 | 13 | 4 | 10 | 14 | | 16 | 7 | 9 | 6 | 8 | | 10 | 11 | 8 | 10 | 10 | 6 | 14 | 11 | 17 | 251 | | | | | |
| Fax | 20 | 8 | 9 | 10 | 8 | 11 | 17 | 9 | 15 | 22 | | 13 | 15 | 6 | 9 | 11 | | 12 | 13 | 12 | 11 | 9 | 3 | 14 | 9 | 12 | 278 | | | | | |
| Copier | 13 | 6 | 7 | 7 | 8 | 7 | 4 | 7 | 9 | 12 | | 7 | 7 | 6 | 9 | 6 | | 6 | 7 | 8 | 10 | 7 | 2 | 8 | 10 | 20 | 193 | | | | | |
| Telephone | 16 | 13 | 4 | 4 | 7 | 4 | 11 | 6 | 6 | 10 | | 17 | 7 | 12 | 9 | 7 | | 5 | 12 | 8 | 15 | 12 | 2 | 12 | 8 | 21 | 228 | | | | | |
| Typewriter | 1 | 2 | 1 | | 3 | 4 | | | 2 | 1 | | | | 1 | | | | | | 1 | 1 | | | | | 1 | 2 | 20 | | | | |
| Resource Library | 2 | 1 | | 1 | 3 | 3 | 2 | | | 1 | | 2 | 1 | 4 | 2 | 1 | | | 2 | | 2 | 1 | | 1 | | | 29 | | | | | |
| Skills Certificate | | | 1 | | 1 | 1 | | 1 | 2 | | | 3 | 1 | 2 | 5 | 2 | | | | | 1 | | | 1 | | 2 | 23 | | | | | |
| Plato Lab | 13 | 10 | 15 | 12 | 11 | 26 | 13 | 21 | 16 | 12 | | 23 | 14 | 15 | 19 | 7 | | 12 | 21 | 5 | 12 | 11 | 2 | 14 | 19 | 21 | 344 | | | | | |
| Workshop | 2 | 4 | 2 | | 2 | | 1 | 1 | | 1 | | | 1 | 2 | | | | | 2 | 1 | 2 | 3 | | 1 | | 3 | 28 | | | | | |
| Orientation | 2 | 1 | | 1 | | | | | 4 | | | 1 | 1 | 1 | 2 | | | 1 | | 1 | | | | | | 1 | 16 | | | | | |

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

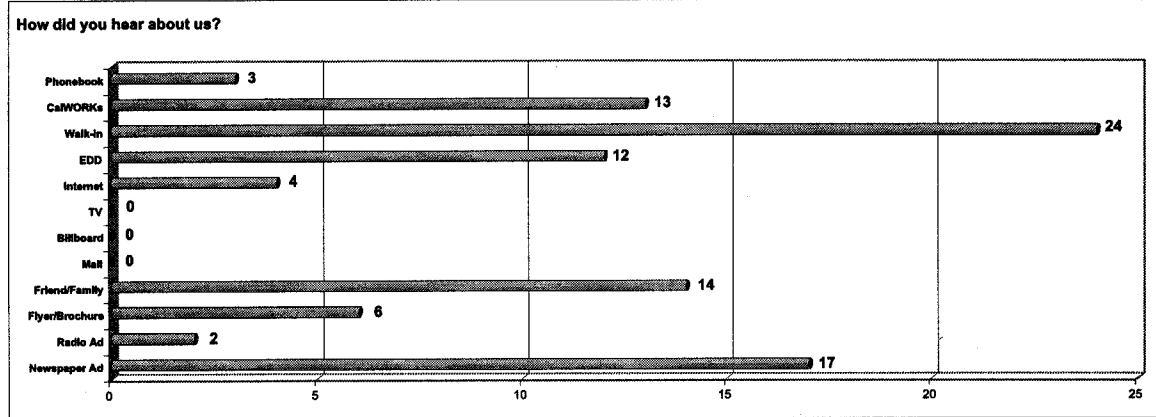
| | | |
|---------------------------|-------|-----|
| Number of sign-ins | 2,257 | |
| Number of questionnaires | 881 | 39% |
| Number of First Visitors* | 73 | |

| Employed? | # | % |
|--------------|-----|-------|
| Full-time | 10 | 1.1% |
| Part-time | 13 | 1.5% |
| Temporary | 3 | 0.3% |
| Not Employed | 69 | 7.8% |
| No Answer | 786 | 89.2% |

| Time of Visit | # |
|---------------|-----|
| Morning | 529 |
| Afternoon | 321 |
| After 5 | 1 |
| No Answer | 30 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|----|----|--------|
| Courtesy of Staff | 778 | 3 | 0 | 2 | 0 | 0 | 1 | 1 | 5 | 6 | 85 | 9.38 |
| Time it took for staff to assist you | 780 | 3 | 0 | 3 | 0 | 0 | 0 | 3 | 3 | 5 | 86 | 9.34 |
| Did you get the information you needed? | 777 | 3 | 0 | 1 | 0 | 1 | 1 | 1 | 4 | 4 | 89 | 9.44 |
| Were you satisfied with the services? | 778 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 5 | 7 | 85 | 9.48 |
| Did we help you today? | 779 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 2 | 11 | 84 | 9.53 |



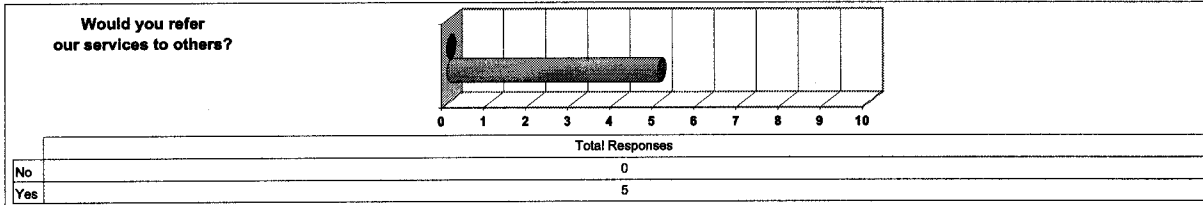
| Service Data | March | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Total |
|-----------------------------|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|-----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 8 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | |
| Day of Week | M | T | W | TH | F | S | M | T | W | TH | F | S | M | T | W | TH | F | S | M | T | W | TH | F | S | M | T | W | TH | F | S | | |
| Number of Questionnaires | 54 | 44 | 36 | 23 | 20 | 39 | 33 | 41 | 42 | 31 | 53 | 40 | 38 | 45 | 22 | 5 | 39 | 50 | 32 | 46 | 24 | 40 | 19 | 65 | | | | | | | 881 | |
| Computer | 29 | 31 | 22 | 14 | 9 | 18 | 20 | 26 | 22 | 19 | 34 | 25 | 22 | 20 | 13 | 5 | 27 | 24 | 19 | 22 | 14 | 25 | 7 | 39 | | | | | | 506 | | |
| CalJobs/Internet Job Search | 20 | 24 | 14 | 9 | 3 | 9 | 15 | 16 | 16 | 16 | 25 | 18 | 18 | 12 | 8 | | 22 | 17 | 15 | 14 | 10 | 19 | 6 | 26 | | | | | | 352 | | |
| Resume/Cover Letter | 7 | 6 | 3 | 2 | 2 | 4 | 3 | 4 | 3 | 5 | 5 | 3 | 3 | 2 | 3 | | 6 | 1 | 4 | 5 | 2 | 6 | | 8 | | | | | | 87 | | |
| Typing Practice | 4 | 2 | 1 | | 2 | 2 | 2 | 2 | 2 | | | | 1 | 2 | | 1 | | 1 | 2 | 1 | 1 | 2 | | 3 | | | | | | 31 | | |
| Typing Certificate | 1 | | 1 | | 1 | 1 | 1 | 1 | | | | | | | | | | | | | | | 1 | | 7 | | | | | | 7 | |
| Career Exploration | 1 | 2 | 3 | 2 | | | | 1 | 1 | 2 | | | 1 | 1 | 1 | | 5 | | | 1 | 2 | 1 | 2 | | 5 | | | | | 31 | | |
| Job Listing | 9 | 8 | 2 | 3 | 1 | 3 | 5 | 1 | 4 | 4 | 9 | 4 | 3 | 4 | | | | 4 | 5 | 4 | 5 | 5 | 5 | | 8 | | | | | 96 | | |
| Fax | 14 | 6 | 2 | 3 | 3 | 3 | 7 | 5 | 8 | 6 | 7 | 9 | 5 | 5 | 5 | | 6 | 10 | 7 | 6 | 4 | 8 | 1 | 11 | | | | | | 141 | | |
| Copier | 9 | 4 | 4 | 2 | 4 | 4 | 2 | | 3 | 4 | 6 | 6 | 2 | 5 | 3 | | 3 | 3 | 2 | 4 | 2 | 4 | 1 | 11 | | | | | | 88 | | |
| Telephone | 9 | 11 | 4 | 2 | 2 | 1 | 6 | 5 | 5 | 4 | 10 | 7 | 6 | 7 | 3 | | 2 | 8 | 6 | 9 | 4 | 9 | 1 | 15 | | | | | | 136 | | |
| Typewriter | | 2 | | | 2 | 3 | | | 1 | | | | | 1 | | | | | | | | | | | 9 | | | | | | 9 | |
| Resource Library | 2 | 1 | | 1 | | 1 | | | | | 2 | 1 | 1 | 1 | | | | | 2 | | 2 | 1 | 1 | | 16 | | | | | | 16 | |
| Skills Certificate | | | 1 | | | | | 1 | 1 | | 2 | 1 | | 3 | | | | | 1 | | | | | | 10 | | | | | | 10 | |
| Plato Lab | 11 | 8 | 10 | 8 | 7 | 22 | 11 | 17 | 13 | 10 | 21 | 13 | 13 | 17 | 6 | | 9 | 20 | 4 | 11 | 9 | 14 | 13 | 19 | | | | | | 286 | | |
| Workshop | 2 | 4 | 1 | | | | | 1 | | | | 1 | 1 | | | | | | | 2 | 2 | 1 | | 3 | | | | | | 18 | | |
| Orientation | | | 1 | 1 | | | | | 4 | | 1 | | | 2 | | | | | | 1 | | | | | 11 | | | | | | 11 | |

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

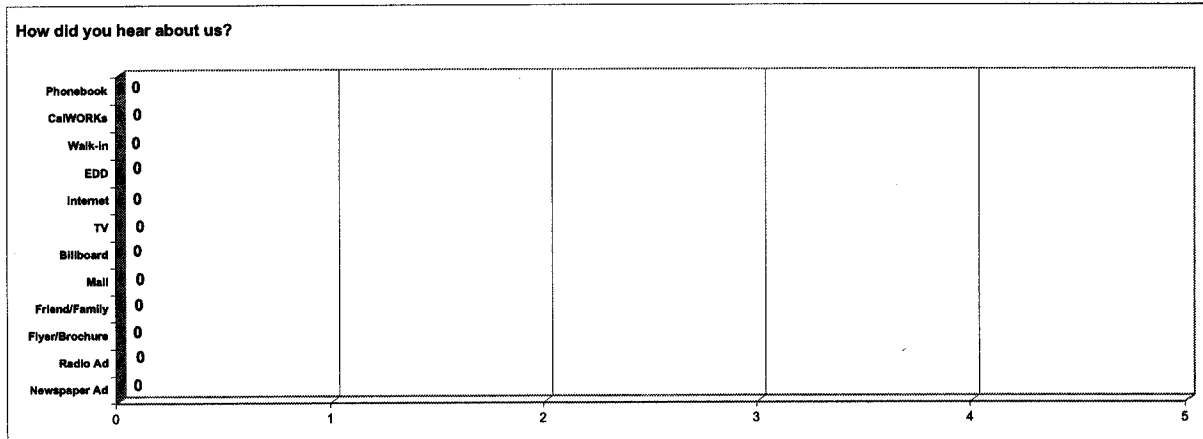
| | | |
|---------------------------|----|-----|
| Number of sign-ins | 16 | |
| Number of questionnaires | 6 | 38% |
| Number of First Visitors* | 1 | |

| Employed? | # | % |
|--------------|---|--------|
| Full-time | 0 | 0.0% |
| Part-time | 0 | 0.0% |
| Temporary | 0 | 0.0% |
| Not Employed | 6 | 100.0% |
| No Answer | 0 | 0.0% |

| Time of Visit | # |
|---------------|---|
| Morning | 3 |
| Afternoon | 3 |
| After 5 | 0 |
| No Answer | 0 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|---|----|--------|
| Courtesy of Staff | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 9.60 |
| Time it took for staff to assist you | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 9.60 |
| Did you get the information you needed? | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 9.60 |
| Were you satisfied with the services? | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 9.60 |
| Did we help you today? | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 9.60 |



| | March | | | | | Total |
|-------------------------------|-------|---|---|----|----|-------|
| | 1 | 3 | 5 | 11 | 13 | |
| Day of Week | M | W | F | TH | S | |
| Number of Questionnaires | 2 | 1 | 1 | 1 | 1 | 6 |
| Computer | 1 | 1 | 1 | 1 | 1 | 5 |
| Call Jobs/Internet Job Search | | 1 | 1 | 1 | 1 | 4 |
| Resume/Cover Letter | 1 | 1 | 1 | | | 3 |
| Typing Practice | | 1 | | | | 1 |
| Typing Certificate | | | | | | 0 |
| Career Exploration | | | | | | 0 |
| Job Listing | | | 1 | | | 1 |
| Fax | 1 | 1 | 1 | | | 3 |
| Copier | | 1 | | | | 1 |
| Telephone | | | | | | 0 |
| Typewriter | | | | | | 0 |
| Resource Library | | | | | | 0 |
| Skills Certificate | | | | | | 0 |
| Plato Lab | | | | | | 0 |
| Workshop | | | | | | 0 |
| Orientation | | | | | | 0 |

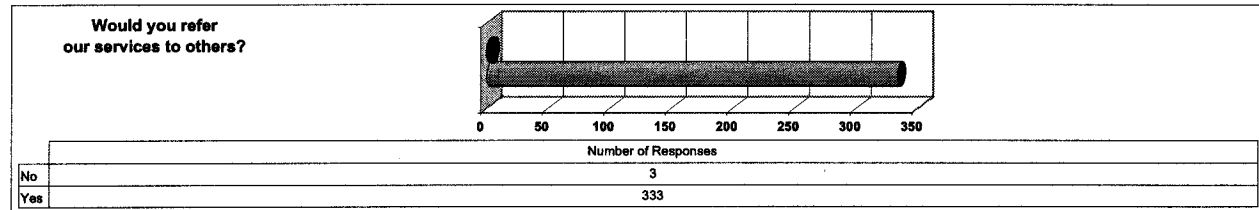
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
First Impressions (First Time Visitors) - March 2004

Number of First Visitors*

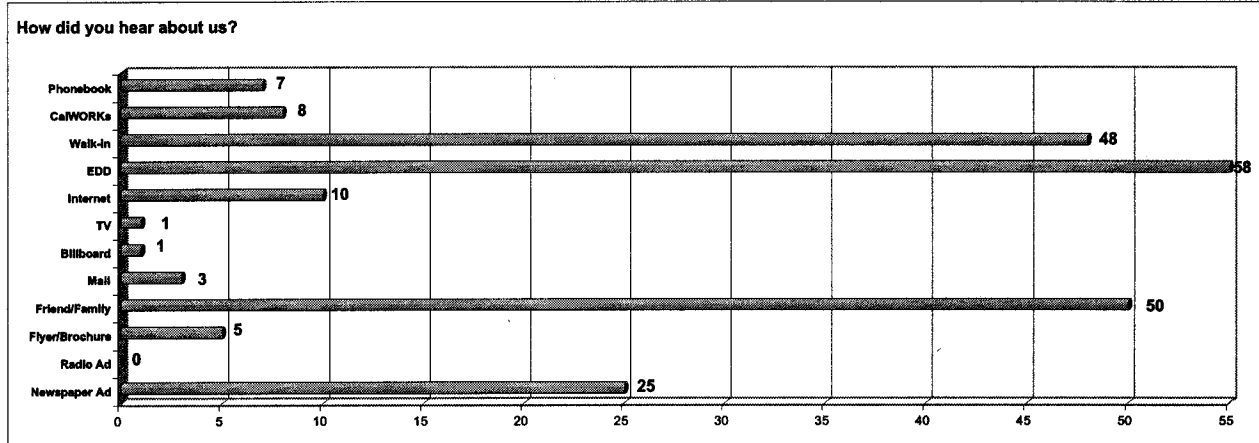
| | |
|-------------|-----|
| *Merced | 398 |
| *Los Banos | 324 |
| *Livingston | 73 |
| | 1 |

| Employed? | # | % |
|--------------|-----|-------|
| Full-time | 29 | 7.6% |
| Part-time | 14 | 3.6% |
| Temporary | 2 | 0.5% |
| Not Employed | 327 | 85.2% |
| No Answer | 12 | 3.1% |

| Time of Visit | # |
|---------------|-----|
| Morning | 158 |
| Afternoon | 213 |
| After 5 | 0 |
| No Answer | 27 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|----|----|-----|--------|
| Courtesy of Staff | 27 | 1 | 2 | 0 | 2 | 1 | 0 | 3 | 11 | 36 | 315 | 9.71 |
| Time it took for staff to assist you | 28 | 1 | 1 | 1 | 0 | 2 | 5 | 2 | 5 | 29 | 324 | 9.73 |
| Did you get the information you needed? | 28 | 0 | 1 | 2 | 0 | 1 | 1 | 4 | 11 | 30 | 320 | 9.74 |
| Were you satisfied with the services? | 30 | 0 | 0 | 1 | 0 | 2 | 2 | 3 | 12 | 36 | 312 | 9.74 |
| Did we help you today? | 31 | 2 | 1 | 0 | 0 | 2 | 2 | 3 | 13 | 43 | 301 | 9.67 |



Service Data

| | March | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Total |
|------------------------------|-------|----|----|----|----|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|--|--|--|--|--|--|-------|
| | 1 | 2 | 3 | 4 | 5 | 8 | 9 | 10 | 11 | 12 | 15 | 16 | 17 | 18 | 19 | 22 | 23 | 24 | 25 | 26 | 27 | 29 | 30 | 31 | | | | | | | | |
| Day of Week | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | M | T | W | TH | F | S | M | T | W | | | | | | | | |
| Number of Questionnaires | 47 | 38 | 41 | 42 | 28 | 8 | 10 | 8 | 3 | 1 | 15 | 10 | 9 | 17 | 9 | 7 | 6 | 5 | 7 | 14 | 29 | 21 | 12 | 11 | 398 | | | | | | | |
| Computer | 40 | 32 | 34 | 34 | 21 | 4 | 8 | 6 | 3 | 1 | 10 | 9 | 8 | 13 | 5 | 4 | 4 | 3 | 3 | 8 | 23 | 12 | 10 | 7 | 302 | | | | | | | |
| Cal Jobs/Internet Job Search | 9 | 6 | 12 | 12 | 2 | | 2 | 2 | 1 | | 3 | 5 | 2 | 5 | 2 | 2 | 1 | 1 | 1 | 1 | 5 | 8 | 3 | 5 | 91 | | | | | | | |
| Resume/Cover Letter | 1 | 3 | 2 | 1 | | | | | | | 1 | 1 | 1 | | | | | 1 | | | 2 | | | | 13 | | | | | | | |
| Typing Practice | 1 | 1 | | 2 | | | | | | | 1 | 1 | | 1 | | | | 1 | | | | | | | 8 | | | | | | | |
| Typing Certificate | | 1 | | 5 | 1 | | | | 1 | | 1 | | | 2 | 4 | 3 | | | 1 | | | | | | 19 | | | | | | | |
| Career Exploration | | 1 | | | | | 2 | 2 | 2 | | 1 | 3 | 1 | | | | | | | 1 | | | | | 13 | | | | | | | |
| Job Using | | 5 | 3 | 4 | 2 | 1 | 3 | 3 | 2 | | 1 | 2 | 3 | | 3 | | 1 | 1 | 1 | 8 | | 9 | 3 | 2 | 57 | | | | | | | |
| Fax | 4 | 2 | 3 | 3 | 2 | | | | | | | | | 1 | | | | 1 | | | 3 | | | 1 | 20 | | | | | | | |
| Copier | 3 | 3 | 5 | 4 | 3 | | 1 | | 1 | | | 3 | | | | | | 1 | | | | | 1 | 1 | 26 | | | | | | | |
| Telephone | 2 | 4 | 5 | | 2 | | 1 | | | | | | | | | | | 1 | | | | 1 | | 2 | 18 | | | | | | | |
| Typewriter | | | | | | | | | | | | 1 | | | | | | | | | | | | | 2 | | | | | | | |
| Resource Library | 1 | 1 | | | | | 1 | | | | 1 | | | | | | | | | | | | | | 4 | | | | | | | |
| Skills Certificate | | | | | 1 | | | | | | | | | | | | | | | | | | | 1 | 2 | | | | | | | |
| Field Lab | | 1 | 1 | | 1 | 1 | | | | | 1 | 2 | | 1 | | 1 | | 1 | 1 | | 1 | | | | 12 | | | | | | | |
| Workshop | | 1 | | 1 | | | | | | | | | | | | | | 1 | | | | | | 1 | 4 | | | | | | | |
| Orientation | 2 | 1 | | 3 | | 1 | 1 | | | | | 1 | 1 | 4 | 1 | 1 | | | 2 | | 1 | | | | 19 | | | | | | | |