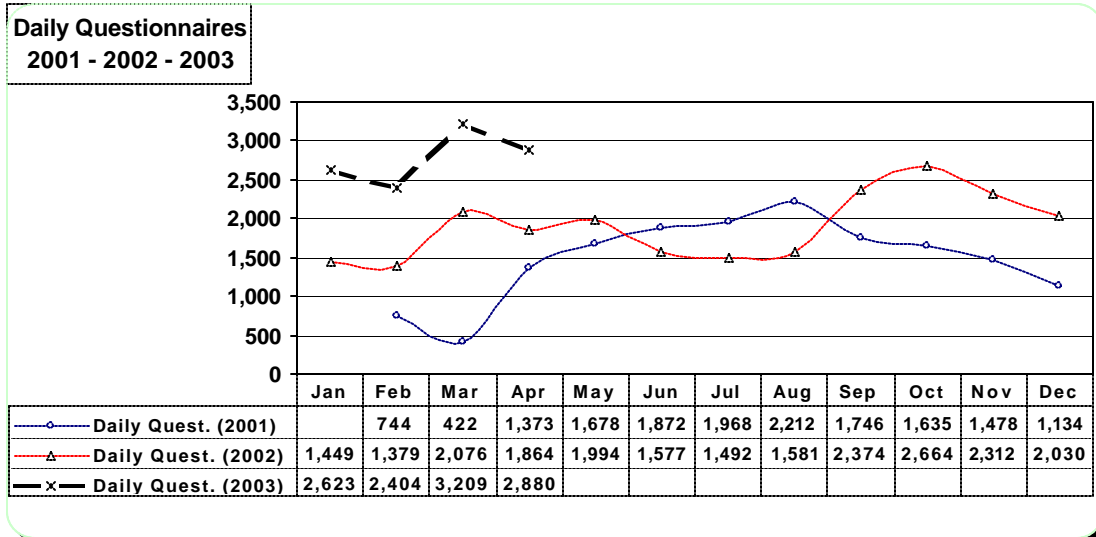


WorkNet Customer Service Data for April 2003



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of April 2003. The data presented in this report are by all locations and then by individual location (ERC, Livingston, and Los Banos). The following text is for all Locations.

Customers

In the month of April 2003, all locations recorded 5,547 sign-ins with 2,880 customers returning the Day Pass and 212 first time visitors. Morning was the most popular time for customers to use our services, with 1,713 customers showing up before noon. Nine hundred fifty-nine of our customers used our services in the afternoon and 130 came in after 5pm.

Customer Employment Status

Of the 2,880 customers that returned the day pass, 5 said they are employed full-time; 10 responded with part-time employment; and 0 responded with temporary employment. One hundred two responded with not employed. Two thousand seven hundred sixty-three did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of April and then receive a shorten version of the Day Pass which excludes this question. Eighty-three returning customers responded to this question with 26 responses of News paper ad. The next most frequent response was Walk-in with 20 responses. Of the 212 first time

Customer Service Data for April 2003 - Page 2

visitors, 152 responded to this question. Friend/Family was the most frequent response with 57 responses. Walk-in, with 33 responses, is the next most frequent response. Newspaper ad was the 3rd most frequent response with 17 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.64 and 9.55, with "Were you satisfied with the services?" receiving the highest rating of 9.64. For customers that rated our services with a five or less, "Time it took staff to assist you" had the highest dissatisfaction with 14 responses.

How do our customers use our services?

In the month of April, our customers report using the computer most often with 1,977 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (977); Resume/Cover Letter was second with 299 responses.

Aside from computers, Job Listings were the most used service by our customers, with 575 responses. The Plato Lab was the next most used service with 497 responses.

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

Fax (388)	Telephone (355)	Copier (271)	Resource Library (69)
Workshop (37)	Typewriter (36)	Skills Certificate (24)	Orientation (18)

First Impressions (First Time Customers)

For the month of April 2003, all locations recorded 212 first time customers. One hundred eighty-eight of our first time customers would refer our services to others. Customers Satisfaction questions received ratings from 9.42 to 9.22 with "Time it took for staff to assist you" 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 April 2003
(Day Pass Information)**

	Apr-02	Feb-03	Mar-03	Apr-03
Daily Sign-ins	3,381	4,645	5,634	5,547
Daily Questionnaires	1,864	2,404	3,209	2,880
First Visit	277	216	267	212

Customer Satisfaction

Courtesy of Staff	9.54	9.52	9.49	9.62
Time it took for staff to assist you	9.55	9.48	9.51	9.55
Did you get the information you needed	9.53	9.44	9.50	9.62
Were you satisfied with the services?	9.57	9.53	9.48	9.64
Did we help you today?	9.54	9.55	9.46	9.63

What did our customer use?

Computer	1,023	2,404	2,038	1,977
CalJobs/Internet Job Search	591	1,457	1,001	977
Resume/Cover Letter	181	828	351	299
Typing Practice	40	252	174	137
Typing Certificate	34	90	63	49
Career Exploration	57	23	108	98
Job Listing	287	82	668	575
Fax	202	479	364	388
Copier	147	287	296	271
Telephone	212	222	449	355
Typewriter	19	386	54	36
Resource Library	11	31	67	69
Skills Certificate	11	20	41	24
Plato Lab	414	437	573	497
Workshop	9	17	69	37
Orientation	Na	27	32	18

How did you hear about us?

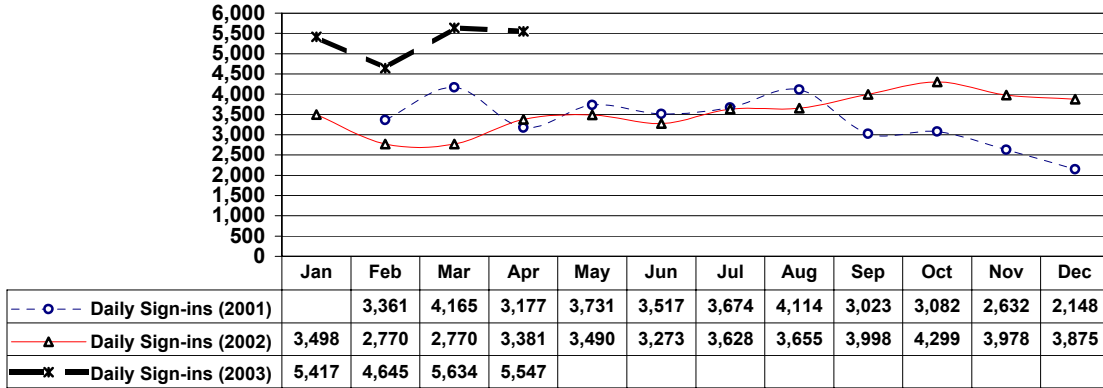
Newspaper ad	4	21	18	26
Radio ad	0	0	5	2
Flyer/Brochure	5	5	3	0
Friend/Family	97	25	36	9
EDD	37	13	26	4
Merced Mall	89	1	2	0
Billboard	5	5	5	0
TV ad	1	0	1	1
Internet	1	3	2	1
Walk-in	1	7	27	20
CalWORKs	Na	6	7	4
Phonebook	Na	0	4	0

Na = Not Asked

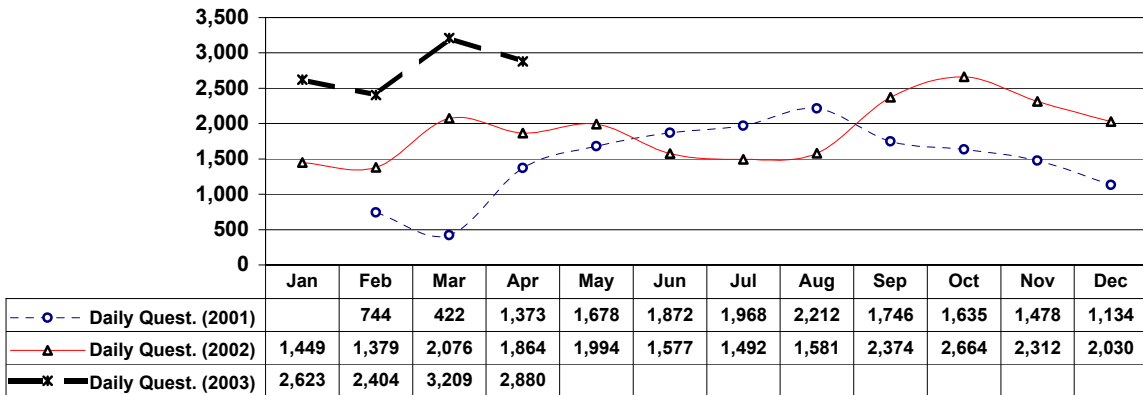
Marketing advertisements for April 2002.
04/1-4, 7-11,14-18, 21-25,28-30/2003: Various Radio Ads
04/2-3, 5, 22-24, 26, 29-30/2003: Various Newspaper Ads

**WorkNet - Annual Comparison
2001 - 2002 - 2003YTD**

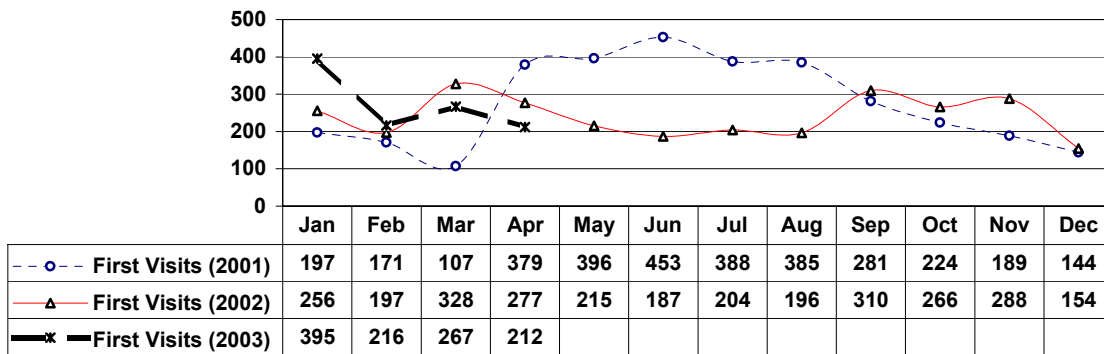
**Daily Sign-ins
2001 - 2002 - 2003**



**Daily Questionnaires
2001 - 2002 - 2003**



**First Time Visitors
2001 - 2002 - 2003**



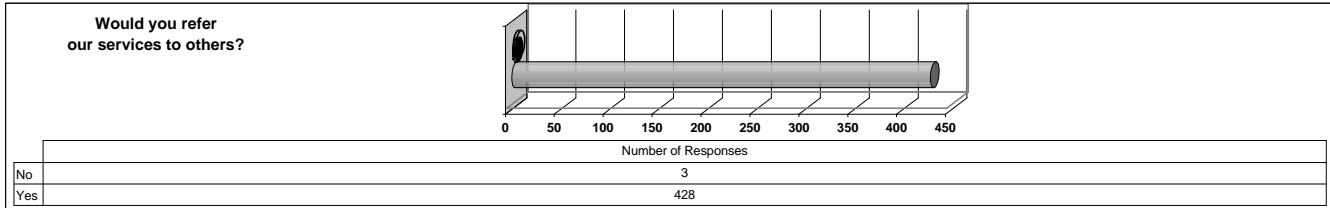
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
All Locations - April 2003
Excludes First Time Visitors - See First Impressions

Number of sign-ins	5,547
Number of questionnaires	2,880
Number of First Visitors*	212
*Merced	138
*Los Banos	73
*Livingston	1

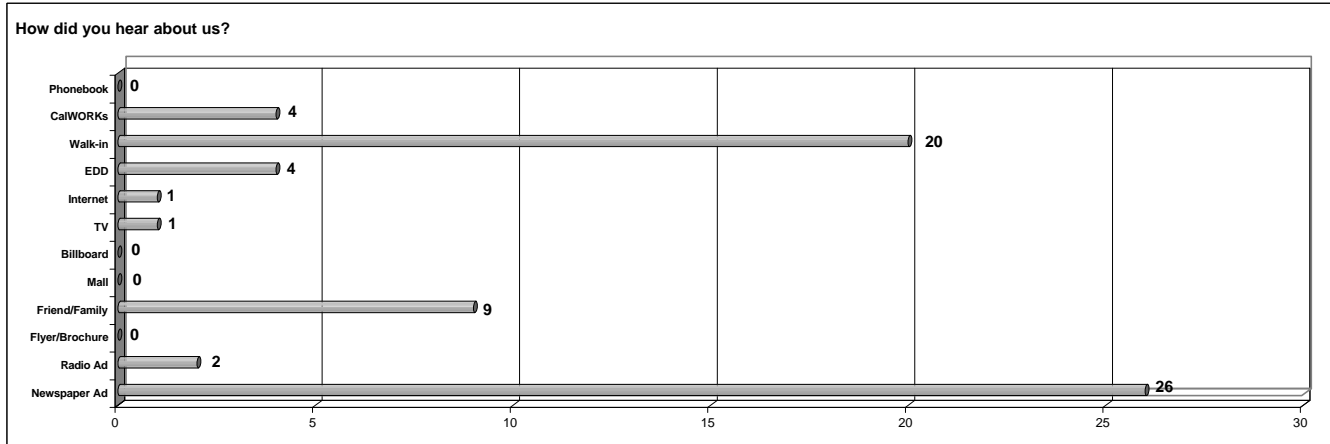
52%

Employed?	#	%
Full-time	5	0.2%
Part-time	10	0.3%
Temporary	0	0.0%
Not Employed	102	3.5%
No Answer	2,763	95.9%

Time of Visit	#
Morning	1,713
Afternoon	959
After 5	130
No Answer	78



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	2,430	3	0	0	2	2	8	8	23	20	384	9.62
Time it took for staff to assist you	2,430	4	2	0	3	5	5	5	21	29	376	9.55
Did you get the information you needed?	2,431	3	0	0	4	2	7	8	15	26	384	9.62
Were you satisfied with the services?	2,432	3	0	0	5	1	5	6	18	27	383	9.64
Did we help you today?	2,433	4	0	0	2	0	7	6	20	32	376	9.63



Service Data

	April																												Total
	1	2	3	4	5	7	8	9	10	11	13	14	15	16	17	18	21	22	23	24	25	26	28	29	30				
Day of Week	T	W	TH	F	S	M	T	W	TH	F	SU	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W				
Number of Questionnaires	205	144	112	94	18	108	143	72	119	84	26	160	182	131	126	86	147	145	209	141	77	21	147	141	42	2,880			
Computer	133	94	71	60	12	78	99	45	81	51	19	124	126	88	85	61	111	102	140	104	49	16	102	98	28	1,977			
CalJobs/Internet Job Search	58	45	30	30	4	42	48	28	31	30	11	62	86	34	41	27	49	40	67	49	27	7	59	47	25	977			
Resume/Cover Letter	16	13	12	13	3	7	16	3	10	10	1	19	18	9	21	13	11	18	30	8	8	5	17	17	1	299			
Typing Practice	15	8	10	6	6	5	5	1	6	3	4	5	14	3	3	4	5	6	9	5	7		3	4		137			
Typing Certificate	8	5		7	1	2	1		1	1		3	3	2	1	2	2		4		1		2	3		49			
Career Exploration	11	8	8	4	2	4		1	7	2		4	6	6	9	2	5	1	4	1	1		5	6	1	98			
Job Listing	32	28	22	31	1	24	26	27	9	21		33	52	26	25	23	16	16	31	27	21	5	37	20	22	575			
Fax	30	19	16	14	2	13	18	6	19	9	1	21	22	13	27	16	17	17	36	19	8	1	25	15	4	388			
Copier	26	19	10	14	2	12	6	6	12	8		13	13	13	18	9	12	9	25	10	6	1	13	12	2	271			
Telephone	15	18	12	11	2	13	16	4	21	14	1	16	16	21	17	16	17	14	30	18	11	5	18	24	5	355			
Typewriter	6	2	3	2	1	2	2		1	3						1	2	1	2	1	2		4	1		36			
Resource Library	2	7	2	8	1	2	3	1	4	1	1		2	2	4	2	4	1	6	3	1		6	6		69			
Skills Certificate	1	2		4	1	2				2					3	1	2	1	1				2	2		24			
Plato Lab	32	35	26	20	4	17	26	20	21	16	4	17	33	24	30	9	13	22	28	22	12	3	20	31	12	497			
Workshop	4	2	4	1	1	2	1		5			2	3				5	3	2				1	1		37			
Orientation		2		1	1	1	1		3	1		1		1	3				1				1	1		18			

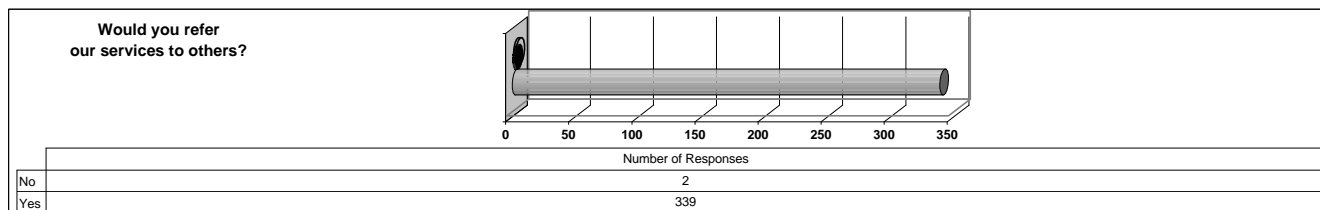
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Merced - April 2003
Excludes First Time Visitors - See First Impressions

Number of sign-ins	3,497
Number of questionnaires	1,882
Number of First Visitors*	138

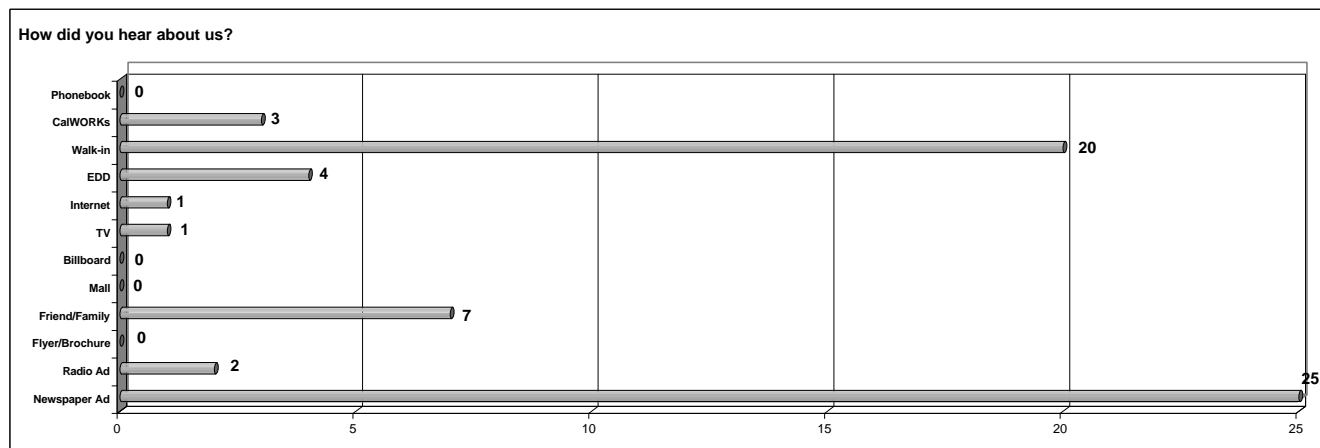
54%

Employed?	#	%
Full-time	2	0.1%
Part-time	1	0.1%
Temporary	0	0.0%
Not Employed	13	0.7%
No Answer	1,866	99.1%

Time of Visit	#
Morning	1,162
Afternoon	624
After 5	82
No Answer	14



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	1,536	3	0	0	2	1	7	3	13	15	302	9.65
Time it took for staff to assist you	1,536	4	2	0	3	5	3	4	9	18	299	9.55
Did you get the information you needed?	1,536	3	0	0	4	2	5	4	5	19	304	9.65
Were you satisfied with the services?	1,536	3	0	0	5	1	4	3	6	20	304	9.66
Did we help you today?	1,537	4	0	0	2	0	4	6	9	22	298	9.65



Service Data

	April																												Total
	1	2	3	4	5	7	8	9	10	11	13	14	15	16	17	18	21	22	23	24	25	26	28	29	30				
Day of Week	T	W	TH	F	S	M	T	W	TH	F	SU	M	T	W	TH	F	M	T	W	TH	F	S	M	T	W				
Number of Questionnaires	140	105	64	52	18	63	91	32	74	52	26	118	89	83	89	67	105	105	159	94	50	21	102	77	6	1,882			
Computer	92	74	45	33	12	46	73	21	53	33	19	94	64	55	66	48	82	75	108	74	33	16	72	63	4	1,355			
CalJobs/Internet Job Search	39	29	16	10	4	17	36	10	26	22	11	45	39	15	29	17	34	28	58	31	16	7	33	28	1	601			
Resume/Cover Letter	15	11	11	9	3	6	13	3	9	8	1	15	10	6	20	12	9	16	20	6	7	5	16	11	1	243			
Typing Practice	15	7	9	5	6	5	4	1	5	2	4	5	12	2	3	4	4	6	7	5	6		3	4		124			
Typing Certificate	8	5		6	1	2	1		1			3	3	2	1	2	2		3		1		2	2		45			
Career Exploration	7	5	6	2	2	3			6	2		4	2	2	9	2	5	1	2	1	1		3	4		69			
Job Listing	16	15	7	9	1	4	16	9	8	13		20	13	10	19	14	12	12	23	15	11	5	18	16		286			
Fax	25	15	12	12	2	5	15	5	13	5	1	17	11	11	20	13	13	15	27	11	7	1	17	11		284			
Copier	23	17	7	13	2	11	5	6	11	6		12	13	11	18	8	12	9	20	7	6	1	10	9		237			
Telephone	12	16	8	8	2	9	14	2	16	11	1	12	11	15	14	12	13	9	25	11	9	5	14	17	1	267			
Typewriter	6	2	3	2	1	1	1			2						1	1	2		2			4	1		29			
Resource Library	1	4		3	1	1	2	1	1		1		2	1	2	2	2	1	5	2			5	3		40			
Skills Certificate	1	2		4	1	2					1					3	1	1					2	2		20			
Plato Lab	13	16	9	13	4	5	6	3	6	6	4	8	6	10	12	5	5	9	14	10	4	3	14	9	1	195			
Workshop	4	2	4	1	1	1				1		2	2				1	1					1	1		22			
Orientation		2		1	1	1					1		1										1	1		9			

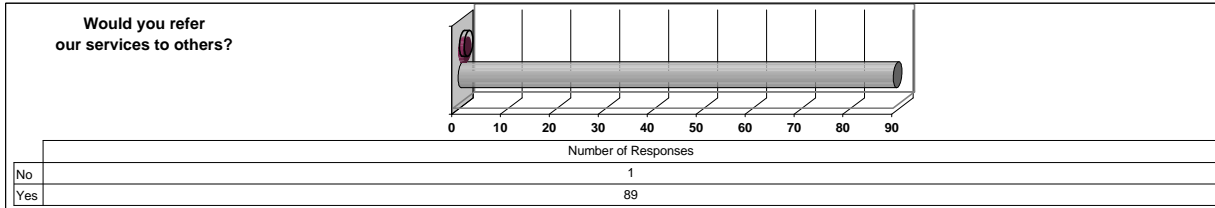
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Los Banos - April 2003
Excludes First Time Visitors - See First Impressions

Number of sign-ins	1,903
Number of questionnaires	958
Number of First Visitors*	73

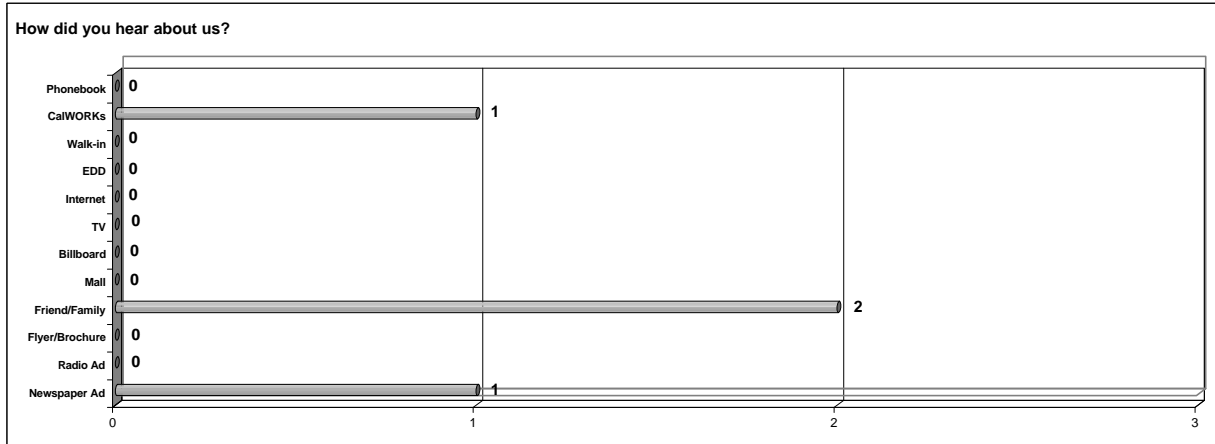
50%

Employed?	#	%
Full-time	3	0.3%
Part-time	9	0.9%
Temporary	0	0.0%
Not Employed	89	9.3%
No Answer	857	89.5%

Time of Visit	#
Morning	528
Afternoon	325
After 5	48
No Answer	57



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	854	0	0	0	0	1	1	5	10	5	82	9.53
Time it took for staff to assist you	854	0	0	0	0	1	2	1	12	11	77	9.51
Did you get the information you needed?	855	0	0	0	0	0	2	4	10	7	80	9.54
Were you satisfied with the services?	856	0	0	0	0	0	1	3	12	7	79	9.57
Did we help you today?	856	0	0	0	0	0	3	0	11	10	78	9.57



Service Data

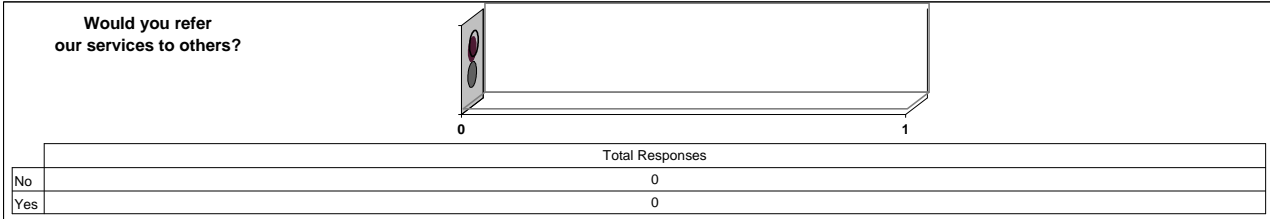
	April														Total						
	1	2	3	4	7	8	9	10	11	14	15	16	17	18		21	22	23	24	25	28
Day of Week	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	
Number of Questionnaires	63	36	47	40	42	48	40	44	31	40	90	46	34	18	40	39	48	46	26	5	823
Computer	39	19	25	25	29	22	24	27	17	29	60	31	16	12	27	26	30	29	15	2	504
CalJobs/Internet Job Search	17	15	14	20	23	10	18	5	8	16	45	17	10	9	13	11	7	17	10	2	287
Resume/Cover Letter	1	2	1	3		1			2	4	8	2	1	1	2	2	9	2	1		42
Typing Practice		1	1	1		1		1	1		2	1			1		1		1		12
Typing Certificate				1					1												2
Career Exploration	4	3	2	2	1		1	1			4	4					1				23
Job Listing	15	13	15	22	18	10	18	1	7	13	39	15	5	9	3	4	7	12	9	2	237
Fax	5	3	4	2	7	3	1	6	4	4	10	2	4	3	4	2	7	8	1		80
Copier	1	2	3	1	1	1		1	2	1		1		1			4	3			22
Telephone	3	2	4	3	4	2	2	5	3	4	4	5	3	4	4	5	4	7	2	1	71
Typewriter					1	1		1	1					1	1						6
Resource Library	1	3	2	5	1	1		3	1			1	2		2			1	1		24
Skills Certificate									1						1	1					3
Plato Lab	19	19	17	7	12	20	17	15	10	9	27	14	18	4	8	13	13	12	8		262
Workshop					1	1		4			1				4	2	1				14
Orientation						1		3				1	3								8

WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Livingston - April 2003
Excludes First Time Visitors - See First Impressions

Number of sign-ins	147	
Number of questionnaires	40	27%
Number of First Visitors*	1	

Employed?	#	%
Full-time	0	0.0%
Part-time	0	0.0%
Temporary	0	0.0%
Not Employed	0	0.0%
No Answer	40	100.0%

Time of Visit	#
Morning	23
Afternoon	10
After 5	0
No Answer	7



Customer Satisfaction Questions	No Answer	1	2	3	4	5	6	7	8	9	10	Rating
Courtesy of Staff	40	0	0	0	0	0	0	0	0	0	0	NA
Time it took for staff to assist you	40	0	0	0	0	0	0	0	0	0	0	NA
Did you get the information you needed?	40	0	0	0	0	0	0	0	0	0	0	NA
Were you satisfied with the services?	40	0	0	0	0	0	0	0	0	0	0	NA
Did we help you today?	40	0	0	0	0	0	0	0	0	0	0	NA



Service Data

	April														Total									
	1	2	3	4	7	8	10	11	14	15	16	17	18	21		22	23	24	25	28	29	30		
Day of Week	T	W	TH	F	M	T	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W			
Number of Questionnaires	2	3	1	2	3	4	1	1	2	3	2	3	1	2	1	2	1	1	2	2	1			40
Computer	2	1	1	2	3	4	1	1	1	2	2	3	1	2	1	2	1	1	1	2	1			35
CalJobs/Internet Job Search	2	1			2	2			1	2	2	2	1	2	1	2	1	1	1	2	1			26
Resume/Cover Letter					1	1	2	1				1					1							7
Typing Practice																	1							1
Typing Certificate																	1							1
Career Exploration																	1				1			2
Job Listing	1				2			1			1	1		1		1		1						9
Fax			1			1					1		3				2			2				10
Copier	2											1					1				1			5
Telephone										1	1						1				1			4
Typewriter																	1							1
Resource Library																	1							1
Skills Certificate																	1							1
Plato Lab																	1							1
Workshop																		1						1
Orientation																		1						1

