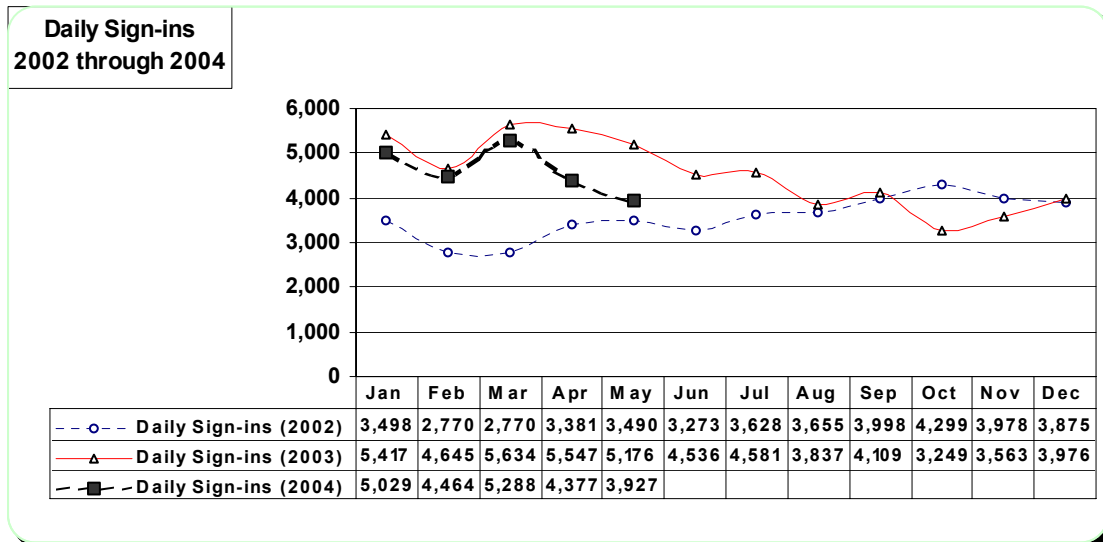


WorkNet Customer Service Data for May 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of May 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 May 2004, all locations recorded 3,927 sign-ins with 1,458 customers returning the Day Pass and 157 first time visitors. Afternoon was the most popular time for customers to use our services, with 907 customers. Morning received 509 responses from our customers.

Customer Employment Status

Of the 1,458 customers that returned the day pass, 20 said they are employed full-time; 21 responded with part-time employment; and 16 responded with temporary employment. Seven hundred ninety-five customers responded with not employed. Six hundred six customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of May and then receive a shorten version of the Day Pass which excludes this question. One hundred one returning customers responded to this question with 25 responses of newspaper ad. The next most frequent response was walk-in with 20 responses. Of the 157 first time visitors, 68 responded to this question. Friend/Family was the most frequent response

Customer Service Data for May 2004

with 25 responses. Walk-in with 21 responses was the next most frequent response. EDD was the 3rd most frequent response with 11 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.71 and 9.79 with "Were you satisfied with the services?" and "Did we help you today?" receiving the highest rating of 9.79. For customers that rated our services with a five or less, "Did you get the information you needed?" had the highest dissatisfaction with 2 responses.

How do our customers use our services?

In the month of May, our customers report using the computer most often with 1,144 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (513); Resume/Cover Letter was second with 160 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 224 responses. Job Listings was the next most often used service with 191 responses.

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

Fax (175)	Telephone (145)	Copier (112)	Resource Library (19)
Workshop (17)	Orientation (10)	Typewriter (7)	Skills Certificate (4)

Have questions, comments, or suggestions about this monthly report, please email them to pitd26@co.merced.ca.us.

**Summary Data for Customer Service for May 2004
(Day Pass Information)**

	May 03	Mar 04	Apr 04	May 04
Daily Sign-ins	5,176	5,288	4,277	3,927
Daily Questionnaires	2,939	1,897	1,640	1,458
First Visit	126	398	267	157

Customer Satisfaction

Courtesy of Staff	9.66	9.53	9.42	9.73
Time it took for staff to assist you	9.61	9.57	9.31	9.77
Did you get the information you needed	9.61	9.60	9.40	9.71
Were you satisfied with the services?	9.68	9.56	9.49	9.79
Did we help you today?	9.61	9.61	9.42	9.79

What did our customer use?

Computer	2,018	1,333	1,247	1,144
CalJobs/Internet Job Search	915	614	561	513
Resume/Cover Letter	271	200	146	160
Typing Practice	85	86	89	63
Typing Certificate	18	38	13	4
Career Exploration	103	67	31	37
Job Listing	676	251	182	191
Fax	290	278	191	175
Copier	239	193	155	112
Telephone	239	228	174	145
Typewriter	26	20	18	7
Resource Library	34	29	11	19
Skills Certificate	25	23	12	4
Plato Lab	406	344	300	224
Workshop	30	26	17	17
Orientation	33	16	5	10

How did you hear about us?

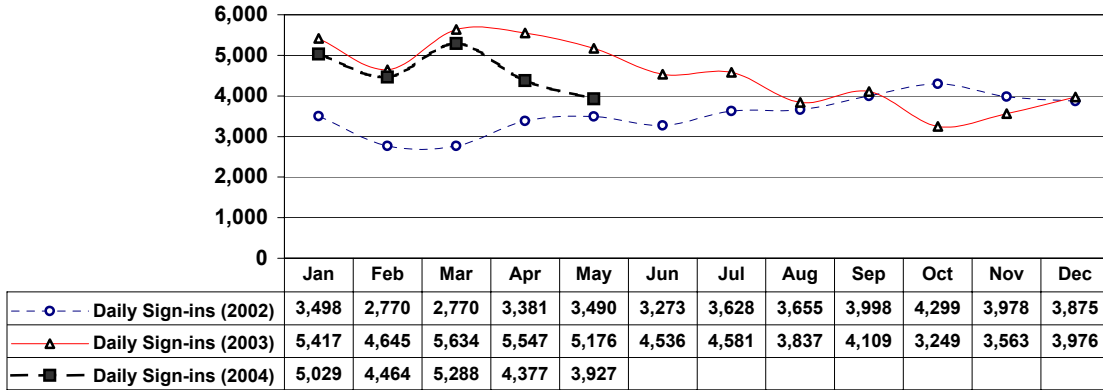
Newspaper ad	6	24	19	25
Radio ad	0	2	2	1
Flyer/Brochure	0	7	5	5
Friend/Family	8	31	15	16
EDD	1	25	7	8
Merced Mall	0	1	3	0
Billboard	1	0	1	1
TV ad	0	0	1	0
Internet	0	8	5	8
Walk-in	10	47	52	20
CalWORKs	5	20	20	16
Phonebook	1	7	4	1

Na = Not Asked

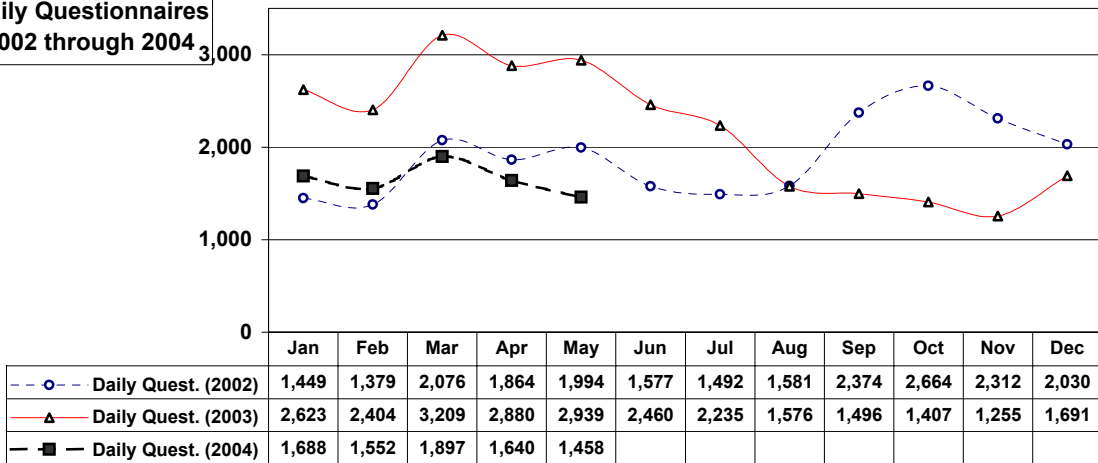
Marketing advertisements for May 2004.
05/1, 4-8, 18-22, 25-29/2004: Various Newspaper Ads
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**



**First Time Visitors
2002 through 2004**

