



Worknet Customer Service & Satisfaction Report For All Locations

MAY 2005

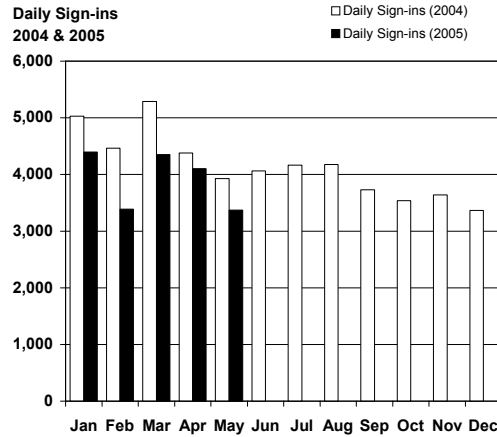
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-in for May totaled 3,373. Down 726 from the previous month and down 554 from May 2004. Daily sign-ins for the month of May is below the 5 year average.

May 5 year average: 3,939

2004 annual average: 4,146

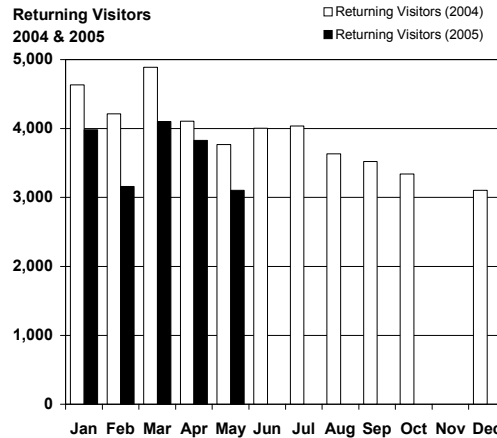


Return Visits

Return visits for May totaled 3,106. Down 725 from the previous month and down 664 from May 2004. Return visits for the month of May is below the 5 year average.

May 5 year average: 3,120

2004 annual average: 3,605

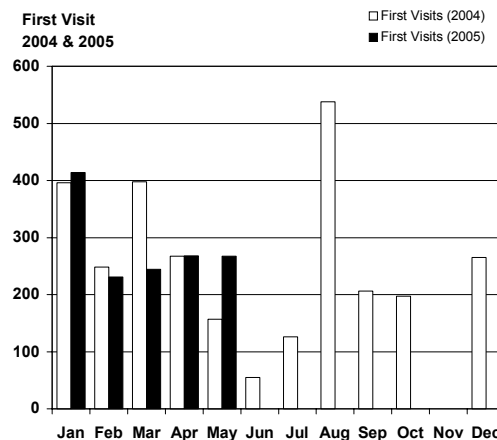


First Visits

First Visits for May totaled 267. Down 1 from the previous month and up 110 from May 2004. First visits for the month of May exceeds the 5 year average.

May 5 year average: 269

2004 annual average: 232



Contents

<i>How did you hear about us?</i>	2
<i>Would you refer our services to others?</i>	2
<i>Customer Satisfaction</i>	3
<i>How our customers used our services</i>	3
<i>Summary Data - All Locations</i>	4
<i>Summary Data - Individual Locations</i>	5

Customer Flow for May 2005

All Locations

- On average, Monday was the busiest days of the week. Averaging 184 clients per day. (Average: 790 customers/week)

Merced

- Mondays were the busiest day of the week, with an average of 124 clients per/day. (Average: 487 customers/week).

Los Banos

- Thursday was the busiest day of the week, with an average of 73 clients per day (Average: 287 customers/week).

Livingston

- Monday was the busiest day of the week, with an average of 5 clients per day. (Average: 17 customers/week).



**Marketing advertisements for
May 2005**

** News Papers Ads:
Merced Sun-Star
Atwater Signal
Livingston Chronicle
Los Banos Enterprise
Chowchilla
Big Valley Direct
Vida
05/3-7, 10-14, 24-28, 31/2005*

** Valley Values
05/12, 26/2005*

** The Bus
Worknet signs inside buses*

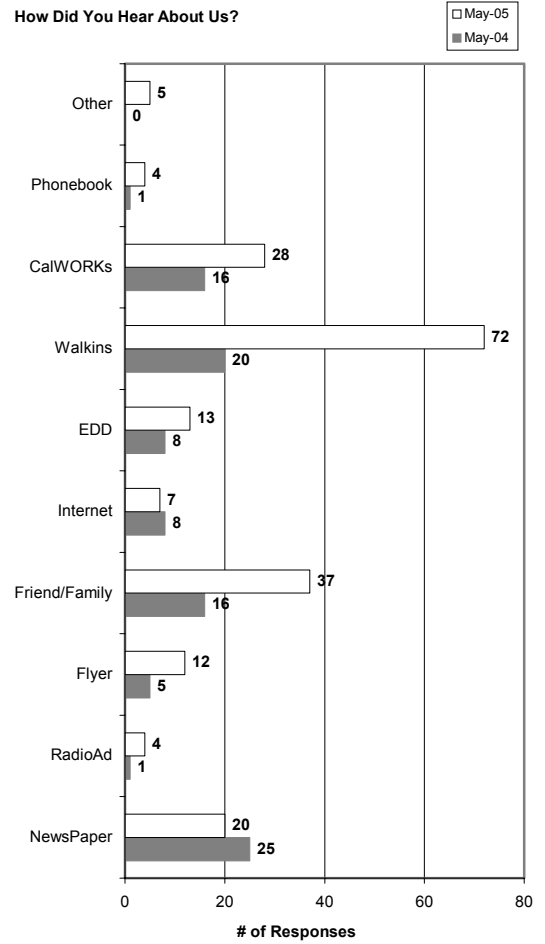
How did you hear about us?

Two hundred two customers responded to this question in May.

Seventy-two customers responded with Walk-in as the most frequent response. Friend or Family was the next most frequent response.

We change the method of collecting the data in November 2004 to capture more responses. Due to this change, prior year data is not directly comparable. When comparing current data with prior year data, compare only the rank of the response.

How Did You Hear About Us?



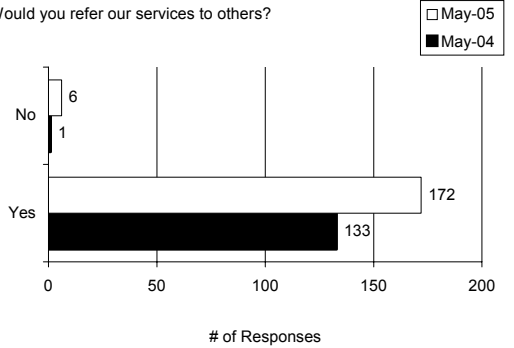
96.6 percent of our customer would refer our services to others

Would you refer our services to others?

Of those responding to this question, 96.6 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%
PY 04/05 ten month average: 96.8%

Would you refer our services to others?



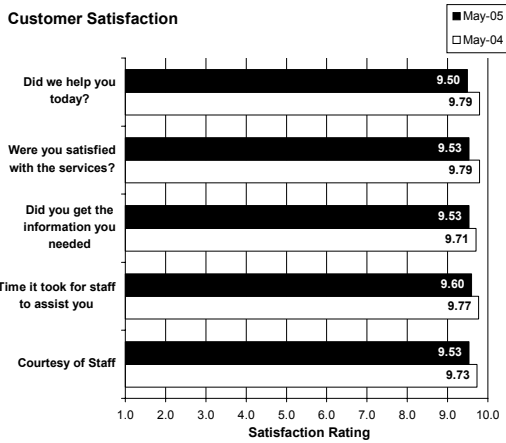


**Worknet
Customer Service & Satisfaction Report
For All Locations**

MAY 2005

Merced County Department of Workforce Investment

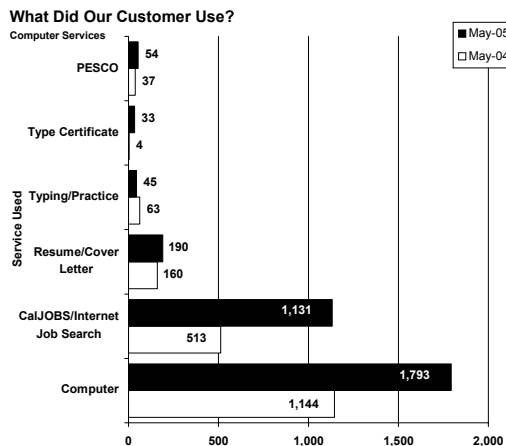
Page 3



Customer Satisfaction Ratings

Customer satisfaction questions received 204 responses from our customers in May 2005. These questions received ratings between 9.53 and 9.60, with “Time it took for staff to assist you?” receiving the highest rating. There were 7 customer that rated “Did we help you today?” with a 5 or less, representing 3.4 percent of our customers.

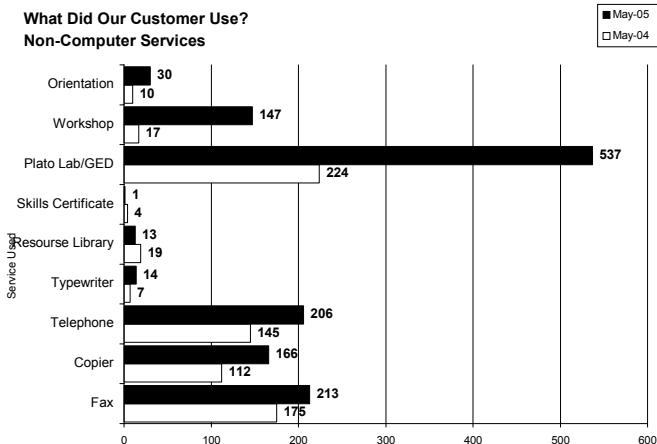
‘Time it took staff to help you today’ received the highest rating.



How our customers use our services?

Computer related services are always the most used service by our customers, with 1,793 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘1,131 customers used Cal JOBS/Internet Job Search services in the month of May.’



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



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

MAY 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

Number of Sign-ins																						
Day of the Week	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	T	Total
Date	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	31	
Livingston	13	0	0	0	0	0	0	1	9	9	7	9	6	7	5	0	0	0	0	0	0	66
Los Banos	64	53	54	64	54	72	68	80	78	62	85	73	70	84	62	0	0	11	64	51	61	1,034
Merced	120	82	77	86	80	128	110	87	108	79	120	110	103	90	75	126	88	91	84	102	151	1,760
Total	197	135	131	150	134	200	178	168	195	150	212	192	179	181	142	126	88	102	148	153	212	2,860

	May-04	Mar-05	Apr-05	May-05
Daily Sign-ins				
Return Visit	3,770	4,146	3,831	3,106
First Visit	157	244	268	267
Total	3,927	4,390	4,099	3,373
How did you hear about us?				
News Paper	25	37	33	20
Radio Ad	1	0	6	4
Flyer	5	15	18	12
Friend/Family	16	49	57	37
Internet	8	5	7	7
EDD	8	34	36	13
Walk-ins	20	148	122	72
CalWORKs	16	50	52	28
Phonebook	1	3	6	4
Other	NA	22	16	5
What did our customer use?				
Computer	1,144	2,245	2,063	1,793
CalJOBS/Internet Job Search	513	1,293	1,342	1,131
Resume/Cover Letter	160	185	339	190
Typing/Practice	63	26	25	45
Type Certificate	4	21	13	33
PESCO	37	127	107	54
Job Listing	191	600	512	403
Fax	175	298	299	213
Copier	112	163	168	166
Telephone	145	263	256	206
Typewriter	7	11	5	14
Resource Library	19	9	16	13
Skills Certificate	4	3	1	1
Plato Lab/GED	224	698	601	537
Workshop	17	250	184	147
Orientation	10	53	41	30
Customer Satisfaction				
Courtesy of Staff	9.73	9.41	9.35	9.53
Time it took for staff to assist you	9.77	9.38	9.35	9.60
Did you get the information you needed	9.71	9.39	9.35	9.53
Were you satisfied with the services?	9.79	9.38	9.37	9.53
Did we help you today?	9.79	9.36	9.36	9.50
Would you refer our services to others?				
Yes	133	307	283	172
No	1	15	21	6



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

MAY 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

Who were are visitors	Merced	Los Banos	Livingston	All Locations
First Visit	181	86	0	267
Return Visit	1,916	1124	66	3106
How did you hear about us?				
Newspaper	0	20	0	20
Radio Ad	1	3	0	4
Flyer	1	11	0	12
Friend	18	17	2	37
Internet	2	3	2	7
EDD	8	5	0	13
Walk-ins	20	51	1	72
CalWORKs	1	25	2	28
Phone Book	1	3	0	4
Other	2	3	0	5
What did our customers use?				
Computer	1,242	551	0	1,793
CalJOBS/Internet Job Search	866	265	0	1,131
Resume	132	58	0	190
Typing	37	8	0	45
Typing Certificate	29	4	0	33
Career	10	44	0	54
Job Listing	196	207	0	403
Fax	136	77	0	213
Copier	117	49	0	166
Telephone	147	59	0	206
Typewriter	3	11	0	14
Resource Library	3	10	0	13
Skills Certificate	1	0	0	1
Plato Lab	135	402	0	537
Workshop	1	146	0	147
Orientation	17	13	0	30
Customer Satisfaction				
Courtesy of Staff	9.40	9.58	9.60	9.53
Time it took for staff to assist you	9.63	9.58	9.60	9.60
Did you get the information you needed?	9.40	9.58	9.60	9.53
Were you satisfied with the services?	9.49	9.58	8.40	9.53
Did we help you today?	9.25	9.58	9.80	9.50