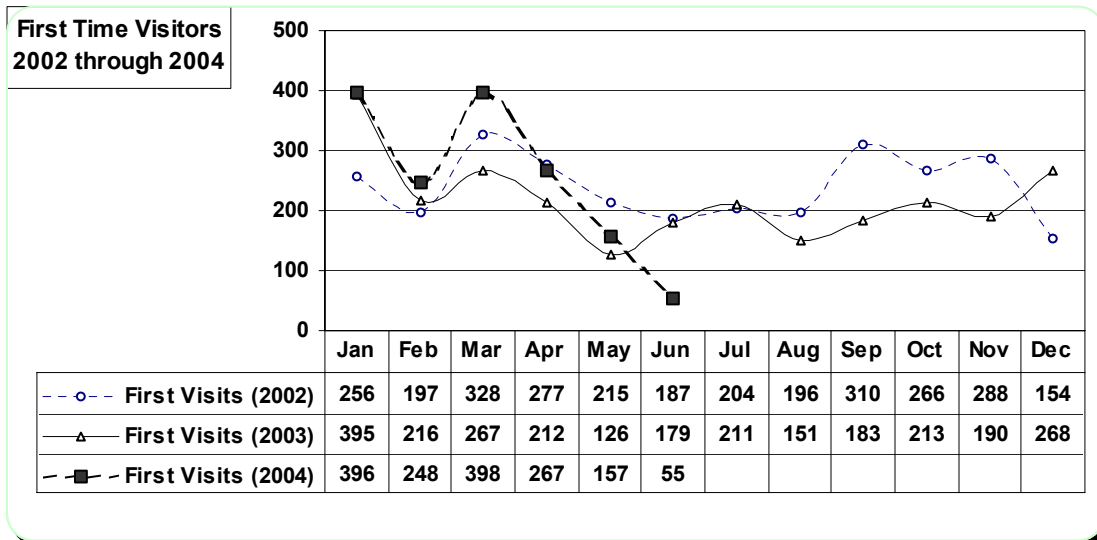


# WorkNet Customer Service Data for June 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of June 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 June 2004, all locations recorded 4,060 sign-ins with 1,507 customers returning the Day Pass and 55 first time visitors. Afternoon was the most popular time for customers to use our services, with 501 customers. Morning received 357 responses from our customers. Six hundred forty-nine did not respond to this question.

### Customer Employment Status

Of the 1,507 customers that returned the day pass, 2 said they are employed full-time; 4 responded with part-time employment; and 11 responded with temporary employment. Three hundred forty-five customers responded with not employed. One thousand one hundred forty-five customers did not respond to this question.

### How did you hear about us?

Returning customers complete this question during the first full week of June and then receive a shorten version of the Day Pass which excludes this question. Eighteen returning customers responded to this question with 11 responses of walk-in. The next most frequent response was Family/Friend with 6 responses. Of the 55 first time visitors, 32 responded to this question. Friend/Family was the most frequent response with 13 responses.

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Walk-in with 7 responses was the next most frequent response.

### Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.64 and 9.91 with "Time it took for staff to assist you" receiving the highest rating of 9.91. For customers that rated our services with a five or less, "Courtesy of Staff", "Did you get the information you needed?", "Were you satisfied with the services?", and "Did we help you today?" each received one response.

### How do our customers use our services?

In the month of June, our customers report using the computer most often with 983 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (475); Resume/Cover Letter was second with 235 responses.

For non-computer related services, the Plato Lab was the most often used service by our customers, with 394 responses. Job Listings was the next most often used service with 262 responses.

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

Fax (142)	Telephone (128)	Copier (108)	Workshop (27)
Orientation (12)	Resource Library (6)	Skills Certificate (5)	
Typewriter (1)			

Have questions, comments, or suggestions about this monthly report, please email them to [pitd26@co.merced.ca.us](mailto:pitd26@co.merced.ca.us).

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

	<b>Jun 03</b>	<b>Apr 04</b>	<b>May 04</b>	<b>Jun 04</b>
<b>Daily Sign-ins</b>	4,536	4,277	3,927	4,060
<b>Daily Questionnaires</b>	2,460	1,640	1,458	1,507
<b>First Visit</b>	179	267	157	55

**Customer Satisfaction**

Courtesy of Staff	9.60	9.42	9.73	9.64
Time it took for staff to assist you	9.64	9.31	9.77	9.91
Did you get the information you needed	9.62	9.40	9.71	9.70
Were you satisfied with the services?	9.67	9.49	9.79	9.73
Did we help you today?	9.62	9.42	9.79	9.79

**What did our customer use?**

Computer	1,761	1,247	1,144	983
CalJobs/Internet Job Search	706	561	513	475
Resume/Cover Letter	215	146	160	235
Typing Practice	77	89	63	35
Typing Certificate	30	13	4	5
Career Exploration	53	31	37	67
Job Listing	561	182	191	262
Fax	266	191	175	142
Copier	231	155	112	108
Telephone	229	174	145	128
Typewriter	17	18	7	1
Resource Library	23	11	19	6
Skills Certificate	15	12	4	5
Plato Lab	326	300	224	394
Workshop	21	17	17	27
Orientation	20	5	10	12

**How did you hear about us?**

Newspaper ad	4	19	25	0
Radio ad	1	2	1	0
Flyer/Brochure	2	5	5	0
Friend/Family	5	15	16	6
EDD	1	7	8	0
Merced Mall	1	3	0	0
Billboard	2	1	1	0
TV ad	0	1	0	0
Internet	1	5	8	0
Walk-in	10	52	20	11
CalWORKs	3	20	16	1
Phonebook	1	4	1	0

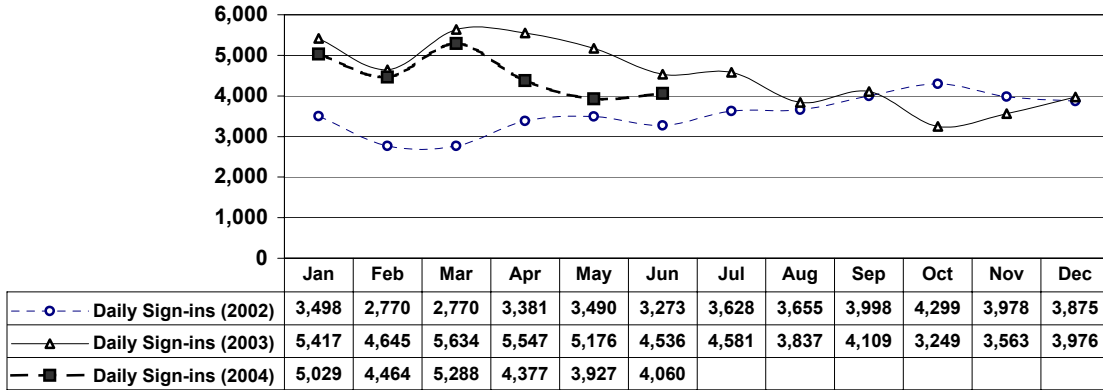
Marketing advertisements for June 2004.

06/1-5, 8-12, 15-19, 22-26, 29,30/2004: Various Newspaper Ads

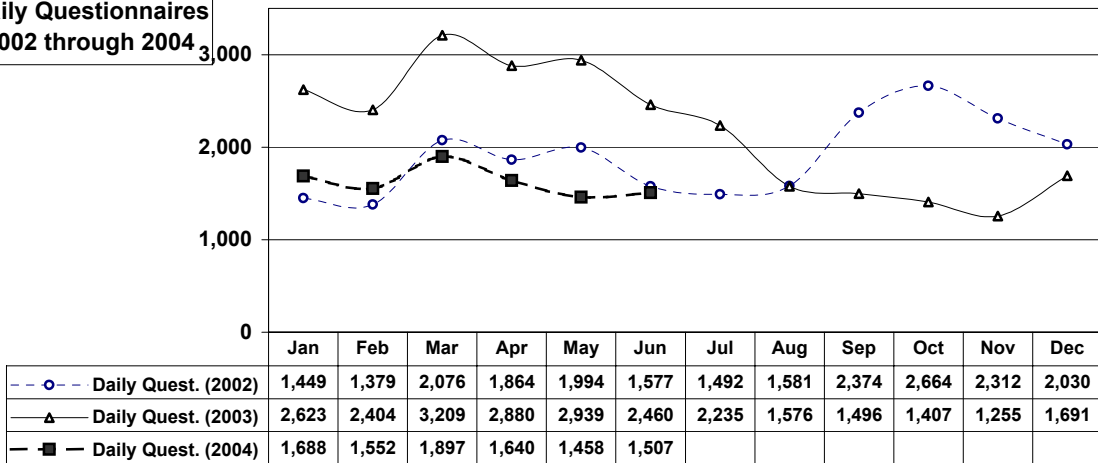
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison  
2002 through 2004**

**Daily Sign-ins  
2002 through 2004**



**Daily Questionnaires  
2002 through 2004**



**First Time Visitors  
2002 through 2004**

