



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

June 2006

Merced County Department of Workforce Investment

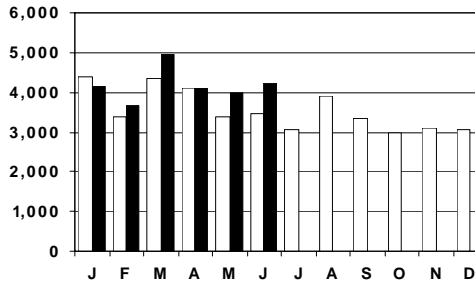
#### Daily Sign-ins

Daily sign-ins for June totaled 4,248, up 261 from the previous month and up 791 from June 2005. Daily sign-ins for the month of June is above the 6 year average.

June's 6 year average: 3,849  
2005 annual average: 3,539

**Daily Sign-ins  
2005 & 2006**

□ Daily Sign-ins (2005)  
■ Daily Sign-ins (2006)



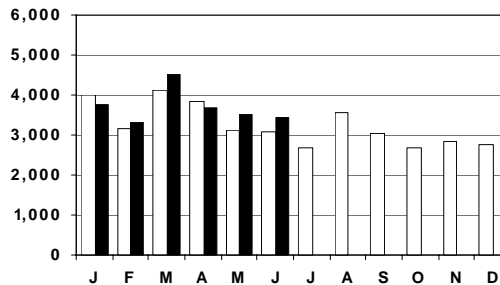
#### Return Visits

Return visits for June totaled 3,596, down 85 from the previous month and up 360 from June 2005. Return visits for the month of June is above the 6 year average.

June's 6 year average: 3,501  
2005 annual average: 3,233

**Returning Visitors  
2005 & 2006**

□ Returning Visitors (2005)  
■ Returning Visitors (2006)



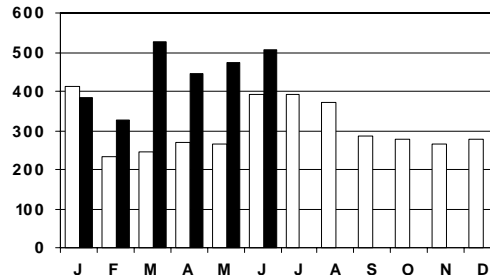
#### First Visits

First Visits for June totaled 505, up 30 from the previous month and up 115 from June 2005. First visits for the month of June is above the 6 year average.

June's 6 year average: 295  
2005 annual average: 307

**First Visit  
2005 & 2006**

□ First Visits (2005)  
■ First Visits (2006)



#### 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
<i>Write-in Responses</i>	6
<i>Comments</i>	6

#### Customer Flow for June 2006

##### All Locations

- On average, Mondays were the busiest days of the week. Averaging 217 customers per day. (Weekly Average: 939 customers)

##### Merced

- Mondays were the busiest day of the week, with an average of 143 customers per day. (Weekly Average: 580 customers).

##### Los Banos

- Thursdays were the busiest day of the week, with an average of 78 customers per day (Weekly Average: 332 customers).

##### Livingston

- Wednesdays were the busiest days of the week, with an average of 7 customers per day. (Weekly Average: 28 customers).



**Marketing advertisements for June 2006**

*\*Various Local Newspapers  
06/1-3, 7-10, 14-17, 21-24, 31/2006*

*\*Radio Stations: KABX, KHPO,  
KYOS, KBRE  
06/1-30/2006*

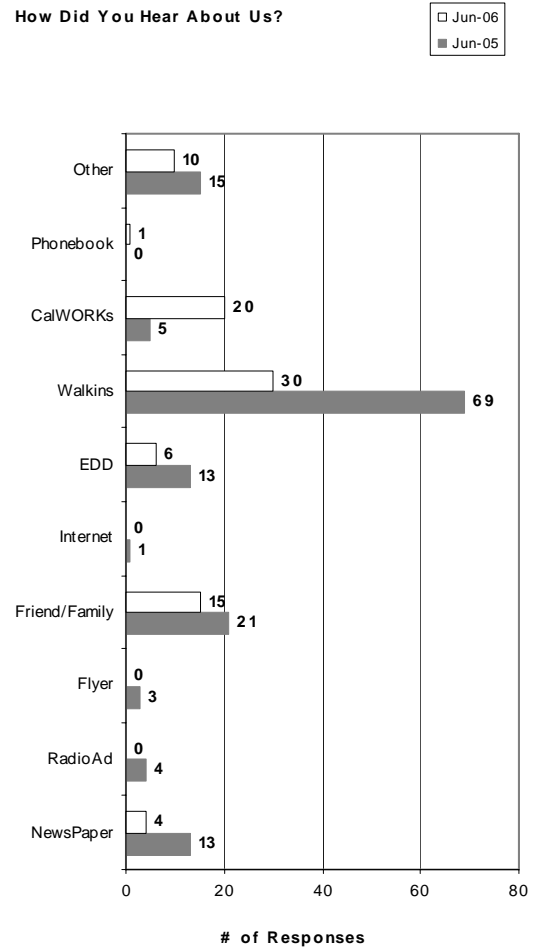
*\* **The Bus**  
Worknet signs inside buses*

**How did you hear about us?**

Eighty-six customers responded to this question in June.

Thirty customers responded with Walk-in as the most frequent response. CalWORKs was the next most frequent response.

How Did You Hear About Us?



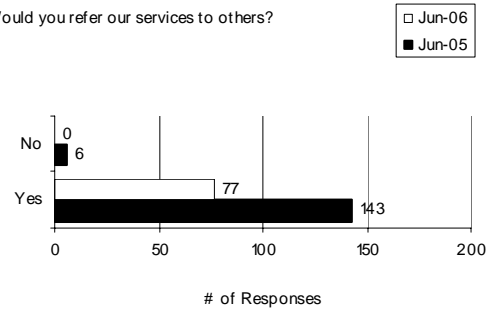
*100.0 percent of our customer would refer our services to others*

**Would you refer our services to others?**

Of those responding to this question, 100 percent of our customers would refer our services to others.

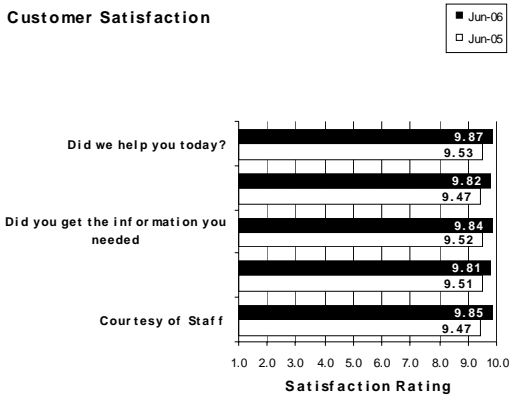
PY 03/04 annual average: 98.6%  
PY 04/05 annual average: 97.3%

Would you refer our services to others?





**Customer Satisfaction**



**Customer Satisfaction Ratings**

Customer satisfaction questions received 85 responses from our customers in June. These questions received ratings between 9.81 and 9.87, with “Did we help you today?” receiving the highest rating.

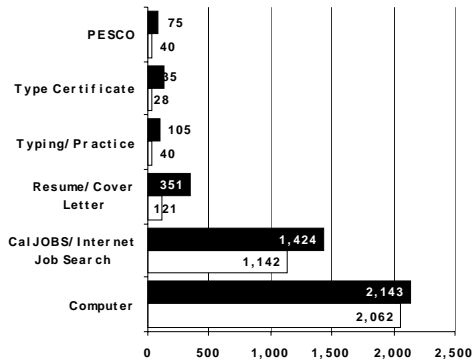
*‘Did we help you today?’ received the highest rating with a 9.87 on a scale of 1 to 10.’*

**‘Return Rate For Customer**

**Satisfaction Survey**  
 All Locations: 2.00%  
 Merced: 1.07%  
 Los Banos: 3.24%  
 Livingston: 4.70%’

**What Did Our Customer Use?**

Computer Services



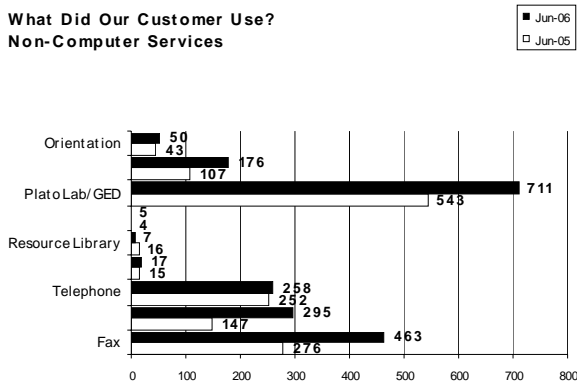
**How our customers use our services?**

Computer related services are always the most used service by our customers, with 2,143 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

*‘711 customers used the “Plato Lab/GED” at WorkNet in the month of April.’*

**What Did Our Customer Use?**

Non-Computer Services



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



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**For All Locations**  
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**Customer Service/Satisfaction Summary Data - All Locations**

	<b>Jun-05</b>	<b>Apr-06</b>	<b>May-06</b>	<b>Jun-06</b>
Return Visit	3,067	3,678	3,512	3,596
First Visit	390	443	475	505
Total Visits	3,457	4,121	3,987	4,101
Number of Sign-ins				4,248
<b>How did you hear about us?</b>				
NewsPaper	13	7	5	4
RadioAd	4	0	0	0
Flyer	3	0	1	0
Friend/Family	21	9	5	15
Internet	1	0	5	0
EDD	13	2	1	6
Walkins	69	23	23	30
CalWORKs	5	11	14	20
Phonebook	0	0	4	1
Other	15	16	6	10
<b>What did our customer use?</b>				
Computer	2,062	2,054	2,150	2,143
CalJOBS/Internet Job Search	1,142	1,486	1,493	1,424
Resume/Cover Letter	121	510	364	351
Typing/Practice	40	44	61	105
Type Certificate	28	15	34	135
PESCO	40	59	55	75
Job Listing	460	1,251	1,395	1,147
Fax	276	413	362	463
Copier	147	218	226	295
Telephone	252	200	234	258
Typewriter	15	13	18	17
Resource Library	16	10	14	7
Skills Certificate	4	7	4	5
Plato Lab/GED	543	763	639	711
Workshop	107	231	219	176
Orientation	43	40	69	50
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.47	9.45	9.88	9.85
Time it took for staff to assist you	9.51	9.53	9.76	9.81
Did you get the information you needed	9.52	9.48	9.85	9.84
Were you satisfied with the services?	9.47	9.45	9.73	9.82
Did we help you today?	9.53	9.58	9.85	9.87
<b>Would you refer our services to others?</b>				
Yes	143	64	60	77
No	6	1	0	0



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**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Number of Sign-ins</b>																							
<b>Day of the Week</b>	<b>Th</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	
<b>Date</b>	<b>01</b>	<b>02</b>	<b>05</b>	<b>06</b>	<b>07</b>	<b>08</b>	<b>09</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>Total</b>
<b>Livingston</b>	6	7	11	7	4	8	10	5	4	4	2	3	5	4	11	2	3	2	5	8	3	7	121
<b>Los Banos</b>	81	58	76	71	82	65	50	66	83	67	53	48	73	84	65	61	41	69	72	61	67	55	1,448
<b>Merced</b>	108	96	154	108	116	125	96	171	143	85	67	87	136	105	116	103	99	145	135	123	106	108	2,532
<b>Grand Total</b>	195	161	241	186	202	198	156	242	230	156	122	138	214	193	192	166	143	216	212	192	176	170	4,101
<b>Who were our visitors</b>				<b>Merced</b>				<b>Los Banos</b>				<b>Livingston</b>				<b>All Locations</b>							
Return Visits					2,168				1,257				2				3,427						
First Visits					364				191				119				674						
Total Visits					2,532				1,448				121				4,101						
Number of Sign-ins					2,517				1,604				127				4,248						
<b>How did you hear about us?</b>																							
Newspaper					1				3				0				4						
Radio Ad					0				0				0				0						
Flyer					0				0				0				0						
Friend					8				6				1				15						
Internet					0				0				0				0						
EDD					5				1				0				6						
Walk-ins					9				17				4				30						
CalWORKs					1				17				2				20						
Phone Book					0				1				0				1						
Other					8				2				0				10						
<b>What did our customers use?</b>																							
Computer					1,413				628				102				2,143						
CalJOBS/Internet Job Search					988				409				27				1,424						
Resume					245				95				11				351						
Typing					61				42				2				105						
Typing Certificate					61				73				1				135						
Career					52				23				0				75						
Job Listing					729				403				15				1,147						
Fax					278				173				12				463						
Copier					220				75				0				295						
Telephone					192				63				3				258						
Typewriter					8				9				0				17						
Resource Library					2				3				2				7						
Skills Certificate					2				3				0				5						
Plato Lab					192				519				0				711						
Workshop					13				163				0				176						
Orientation					36				13				1				50						
<b>Customer Satisfaction</b>																							
Courtesy of Staff					9.67				9.92				10.00				9.85						
Time it took for staff to assist you					9.67				9.87				10.00				9.81						
Did you get the information you needed?					9.70				9.88				10.00				9.84						
Were you satisfied with the services?					9.67				9.88				10.00				9.82						
Did we help you today?					9.70				9.94				10.00				9.87						
<b>Would you refer our services to others?</b>																							
Yes					26				45				6				77						
No					0				0				0				0						



**Write-in Responses**

<b>COMMENTS</b>	<b># OF RESPONSES</b>
none/no	23
Doing great	1
Keep it like it is.	1
"more bilingual staff"	1
"Need to explain the card game more"	1
"None - excellent job/services"	1
Rachel & Liz are great!	1