



Worknet

Customer Service & Satisfaction Report

For All Locations

September 2008

Merced County Department of Workforce Investment

Daily Sign-ins

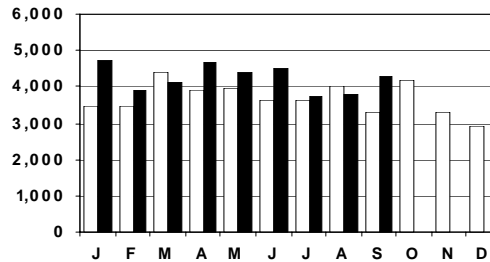
Daily sign-ins for September totaled 4,320, up 513 from the previous month and up 1,027 from September 2007. Daily sign-ins for the month of September are above the 6 year average.

September's 6 year average: 3,740

2007 annual average: 3,685

**Daily Sign-ins
2007 & 2008**

□ Daily Sign-ins(2007)
■ Daily Sign-ins(2008)



Return Visits

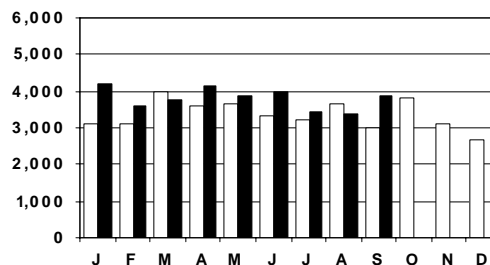
Return visits for September totaled 3,848, up 452 from the previous month and up 839 from September 2007. Return visits for the month of September are above the 6 year average.

September's 6 year average: 3,446

2007 annual average: 3,353

**Returning Visitors
2007 & 2008**

□ Returning Visitors(2007)
■ Returning Visitors(2008)



First Visits

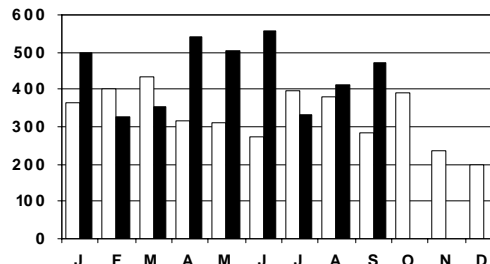
First Visits for September totaled 472, up 61 from the previous month and up 188 from September 2007. First Visits for the month of September are above the 6 year average.

September's 6 year average: 294

2007 annual average: 332

**First Visits
2007 & 2008**

□ First Visits(2007)
■ First Visits(2008)



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Customer Flow for September 2008

Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 224 customers per day. (Weekly Average: 1,029 customers)

Merced

- Mondays were the busiest day of the week, with an average of 143 customers per day. (Weekly Average: 640 customers).

Los Banos

- Thursdays were the busiest day of the week, with an average of 83 customers per day (Weekly Average: 389 customers).

Note:

- As of March, 2008, we are tracking new metrics: Total Visitors, Staff Appointment, EDD/Unemployment visits, Special Classes and Certificate Tests.



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**Marketing advertisements for
September 2008**
* The Bus
Worknet signs inside buses

How did you hear about us?

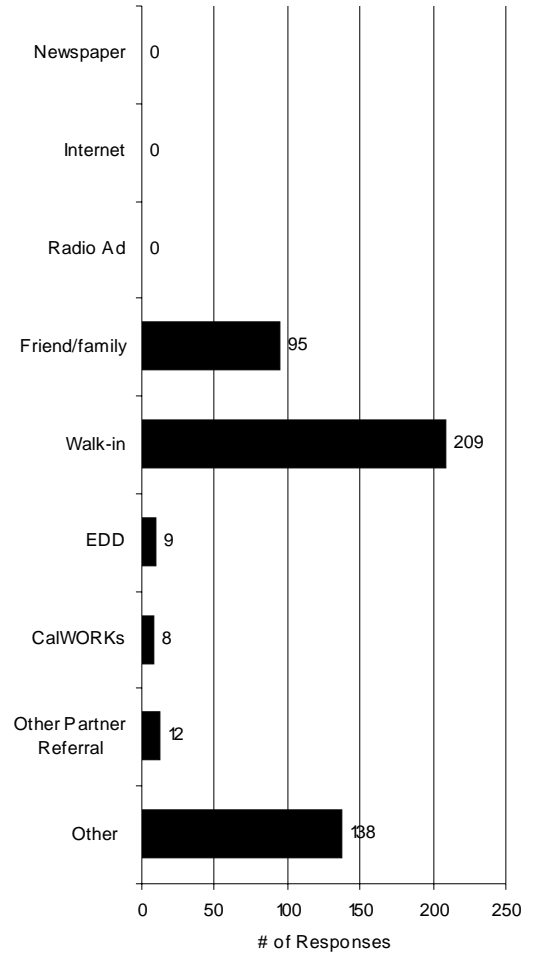
Responses from first-time visitors

In September, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 209 customers providing this response.

An additional 95 visitors responded that they heard about us from friends or family.

Of the 138 visitors whose responses were classed as "Other," most visiting the Merced Worknet Office wrote in "Job Fair" on the response form. Most visiting the Los Banos Worknet Office wrote "ASVAB" on the response form.

How Did You Hear About Us? ■ Sep-08



In September, 99.02 percent of our customers responding would refer our services to others

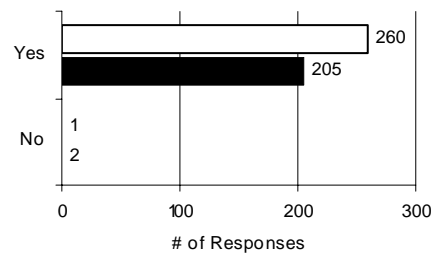
Would you refer our services to others?

Of those responding to this question, 99.02 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

Would you refer our services to others? □ Sep-07
■ Sep-08



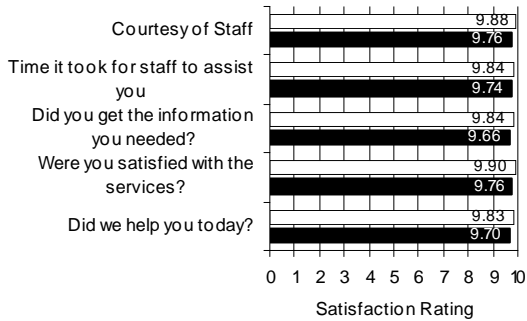


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Customer Satisfaction

□ Sep-07
 ■ Sep-08



Customer Satisfaction Ratings

We received 210 surveys with responses to customer satisfaction questions in the month of September.

Consistently we see overall ratings for all questions in this category to be greater than 9.66 out of 10.

Three questionnaire contained a response of 5 or less.

“Consistently we see overall ratings for all questions in this category to be greater than 9.66 out of 10.”

Return Rate For Customer Satisfaction Survey

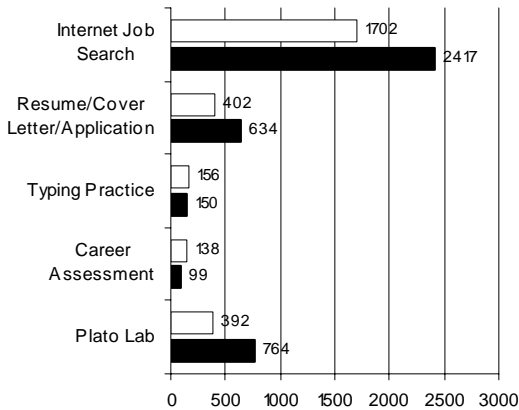
Both Locations: 4.86%

Merced: 4.17%

Los Banos: 6.00%

What Did Our Customer Use? Computer Services

□ Sep-07
 ■ Sep-08



How our customers use our services

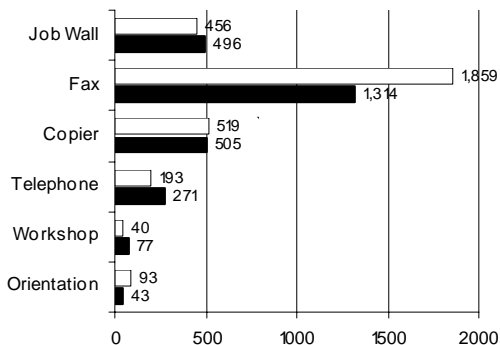
Computer related services are always the ones most used by our customers, with customers using one or more such services 4,064 times in September.

Internet Job Search and the PLATO Lab were our most accessed computer services.

1,314 customers used our Fax service at Worknet in the month of September.

What Did Our Customer Use? Non-Computer Services

□ Sep-07
 ■ Sep-08



Fax and Copier were the most used non-computer related services. Job Wall and Telephone were the next most used services under this category.



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Customer Service/Satisfaction Summary Data - Both Locations

	Sep-07	Jul-08	Aug-08	Sep-08
Return Visits	3,009	3,433	3,396	3,848
First Visits	284	333	411	472
Total Visits	3,293	3,766	3,807	4,320
Total Visitors		1,716	1,739	1,925
How did you hear about us?				
Newspaper	2	0	1	0
Internet	0	0	1	0
Radio Ad	2	0	0	0
Friend/family	138	130	109	95
Walk-in	63	178	195	209
EDD	16	12	16	9
CalWORKs	34	1	1	8
Other Partner Referral	8	9	7	12
Other	21	9	83	138
What did our customers use?				
Internet Job Search	1,702	2,086	2,032	2,417
Resume/Cover Letter/Application	402	523	527	634
Typing Practice	156	115	183	150
Career Assessment	138	74	92	99
Job Wall	456	485	401	496
Fax	1,859	1,253	1,133	1,314
Copier	519	472	476	505
Telephone	193	301	300	271
Plato Lab	392	653	700	764
Workshop	40	136	75	77
Orientation	93	32	45	43
Staff Appointment		162	119	198
Special Class		44	178	128
EDD/Unemployment		129	135	180
Certificate Test		34	107	86
Customer Satisfaction				
Courtesy of Staff	9.88	9.72	9.78	9.76
Time it took for staff to assist you	9.84	9.80	9.76	9.74
Did you get the information you needed?	9.84	9.75	9.76	9.66
Were you satisfied with the services?	9.90	9.74	9.79	9.76
Did we help you today?	9.83	9.76	9.84	9.70
Would you refer our services to others?				
Yes	260	197	289	205
No	1	2	2	2



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Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Both Locations
Return Visits	2,326	1,522	3,848
First Visits	362	110	472
Total Visits	2,688	1,632	4,320
Total Visitors	1,363	562	1,925
How did you hear about us?			
Newspaper	0	0	0
Internet	0	0	0
Radio Ad	0	0	0
Friend/family	13	82	95
Walk-in	209	0	209
EDD	3	6	9
CalWORKs	8	0	8
Other Partner Referral	12	0	12
Other	121	17	138
What did our customers use?			
Internet Job Search	1,800	617	2,417
Resume / Cover Letter / Application	485	149	634
Typing Practice	107	43	150
Career Assessment	71	28	99
Job Wall	403	93	496
Fax	978	336	1,314
Copier	422	83	505
Telephone	202	69	271
Plato Lab	112	652	764
Workshop	24	53	77
Orientation	22	21	43
Staff Appointment	75	123	198
Special Class	106	22	128
EDD/Unemployment	126	54	180
Certificate Test	64	22	86
Customer Satisfaction			
Courtesy of Staff	9.60	9.94	9.76
Time it took for staff to assist you	9.56	9.95	9.74
Did you get the information you needed?	9.44	9.90	9.66
Were you satisfied with the services?	9.59	9.95	9.76
Did we help you today?	9.46	9.97	9.70
Would you refer our services to others?			
Yes	108	97	205
No	2	0	2



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Suggestions

I think everythings was done good.
None as of yet.
You're doing an excellent job
Volunteer Information
Everything is great
Excellent!
Satisfied, not really hve any suggestions
One more plato evening class.
Thank you.
Have a select all on the sign in screen
no, maybe one more copier
Keep up the great ob your doing
Put up a no profanity sign and enforce it. It is distracting and unprofessional, was a problem yestereday.
Take turns passing by every ones desk and seing if they need help.
Job listings for money.
Have training in microsoft office programs as needed.
Your services is pretty good.
Typing test font should be a 12 or 14 - It seem so tiny on the test.
None at this time.
Maybe using cell phones outside computrer area
Help people (some help-ohter don't) in comuter lab-not everyone is computer literate.
Everyone has always gone the extra mile to help me. thank you
Coffee & donuts b - 4 10 on Monday mornings.
Get outlook upgrade to MS Office 07, Word, Excel
No, everything seems good.
... sub sandwiches and a barber would be nice
Have another service working there to assist when the other goes to lunch
No, I think you guys do a wonderful job.
Ask araound does anyone need help, or are they ok.
Help in CPU room between 12:00 to 1:00
To communicate all the things that are available in this facility to the people.
NO, everything good.
GED
one more evening class at night for plato
offer clerical training
No its perfect



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Concerns

Get me a job fast!
Interview process.
Job
Not at this moment
findign a job.
Jobs in Merced area.
Get a job
Homelessness
I have been looking for a good job for 4 months, I need assistance, futhermore, I finished mony of Worknet classes and received many certificates.
any you hve done your job very satisfied.
Work and motivate people on all the options and chances we have to get a job. what;s out there for us. More info.
Just need to find a job.
No dont' change a thing