



Worknet

Customer Service & Satisfaction Report

For All Locations

December 2004

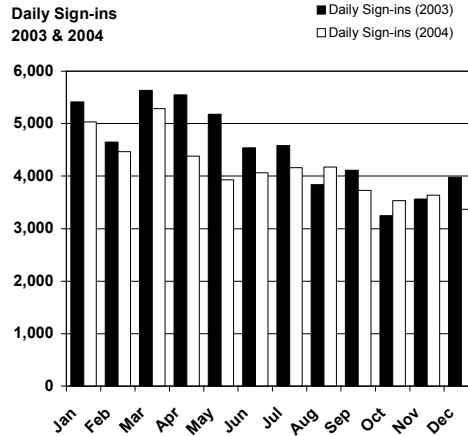
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-in for December totaled 3,370. Down 266 from the previous month and down 606 from the previous year. Daily sign-ins for the month of December exceeds the 4 year average for the month.

December's 4 year average: 3,342

2004 annual average: 4,146

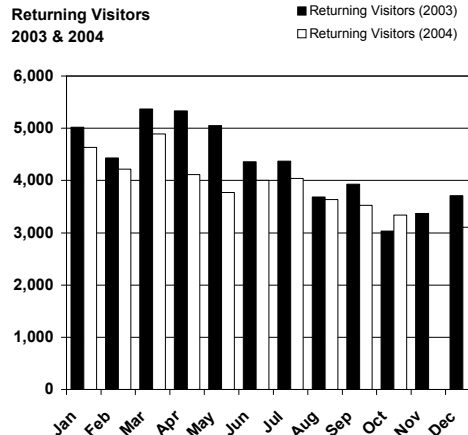


Return Visits

Return visits for December totaled 3,105. Down 234 from the October's figure (November's figures are unavailable) and down 603 from the previous year. Return visits for the month of December exceeds the 4 year average for the month.

December's 4 year average: 2,494

2004 annual average: 3,933

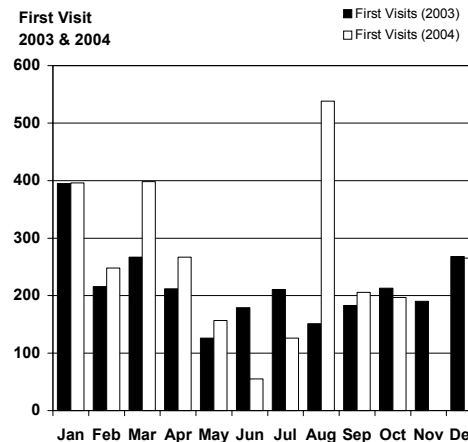


First Visits

First Visits for December totaled 265. Up 68 from October's figures (November figures are unavailable) and down 3 from the previous year. First visits for the month of December exceeds the 4 year average for the month.

December's 4 year average: 208

2004 annual average: 259



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Customer Flow for December 2004

All Locations

- On average, Mondays and Tuesdays were the busiest day for all locations
- Then gradually tapering off to Friday, our slowest day.

Merced

- Follows the same pattern as all locations (Average: 97/week).

Los Banos

- Client flow is consistent throughout the week with the exception of Fridays where they see fewer customers (Average: 59/week).

Livingston

- Client flow is consistent throughout the week (Average: 5/week).



**Marketing advertisements for
 December 2004**

Various News Papers:
 12/1-2, 7-11, 21-23/2003

FOX radio - KBKY

All month

The Bus

Worknet signs inside buses

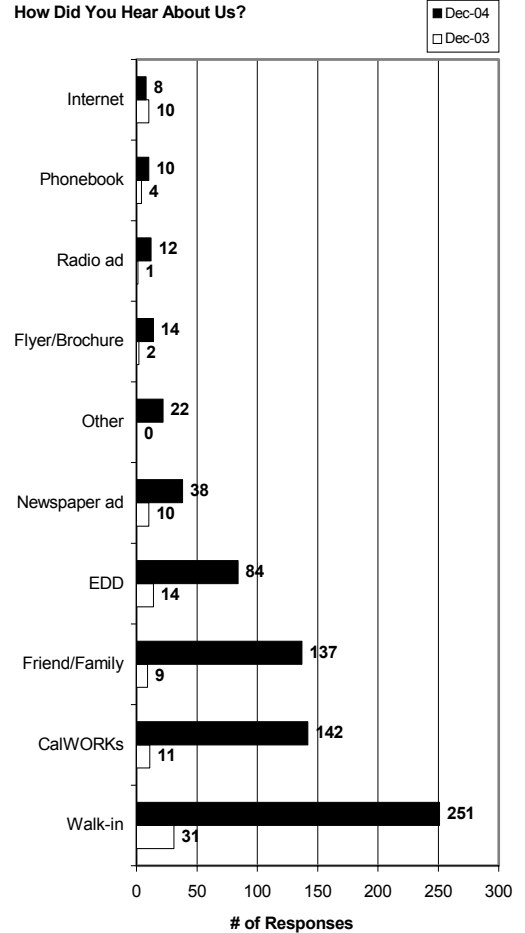
How did you hear about us?

Seven hundred sixteen customers responded to this question in December.

Two hundred fifty-one customers responded with Walk-in as the most frequent response. CalWORKs and Family or Friend were the next most frequent response, both with over 100 responses.

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 (e.g. Walk-in responses in December 2003 received the most responses, just as it did in December 2004).

How Did You Hear About Us?



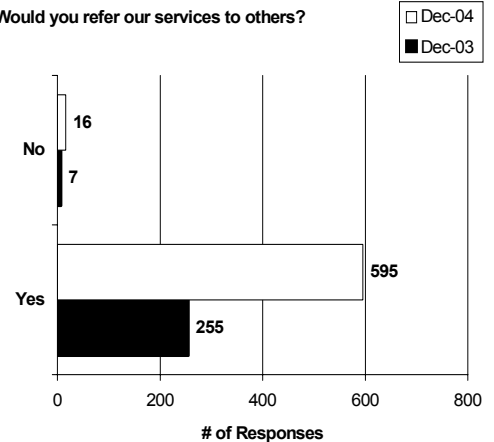
97 Percent of our customer would refer our services to others

Would you refer our services to others?

Of those responding to this question, 97 percent of our customers would refer our services to others. December 2004 figure is comparable to December 2003.

2003 annual average: 98.8%
 2004 six month average: 98.4%

Would you refer our services to others?





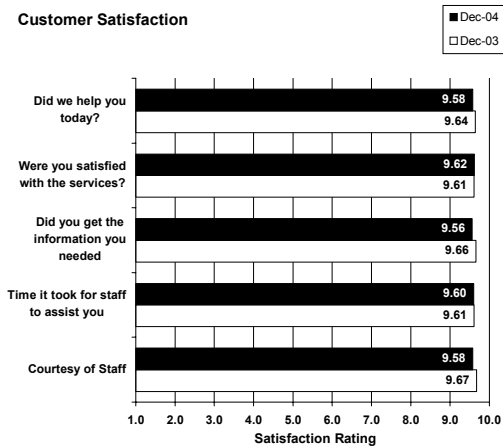
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Customer Satisfaction

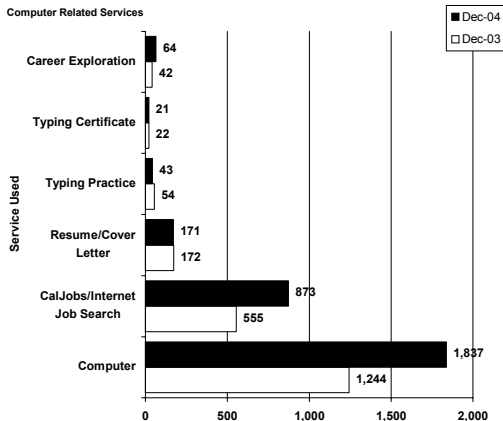


Customer Satisfaction Ratings

The five customer satisfaction questions received 713 responses from our customers in December 2004. These questions received ratings between 9.56 and 9.62, with “Were you satisfied with the services?” receiving the highest rating. There were 10 customer that rated “Did you get the information you needed?” with a 5 or less, representing 1.4% of our customers.

‘Were you satisfied with the services? received the highest rating with 9.62 percent’

What Did Our Customer Use?

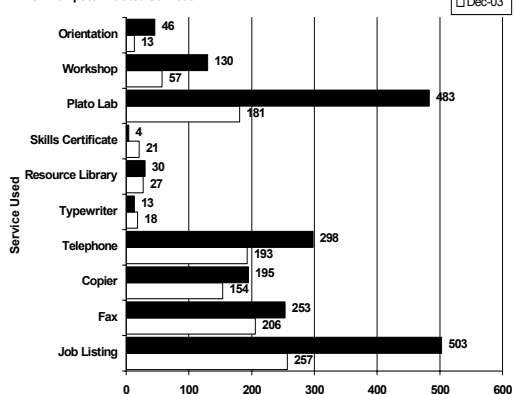


How our customers use our services?

Computer related services are always the most use service by our customers, with 1,837 customers responding to this question. Of those 1,837 customers, CalJobs/Internet Job Search and Resume/Cover Letter are the most used services.

1,837 customers used computer services in the month of December 2004

What Did Our Customer Use?



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



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Customer Service/Satisfaction Summary Data - All Locations

	Dec-03	Oct-04	Nov-04	Dec-04
Daily Sign-ins				
Returning Visit	3,708	3,339	NA	3,105
First Visit	268	197	NA	265
Total	3,976	3,536	3,636	3,370
How did you hear about us?				
Newspaper ad	10	14	45	38
Radio ad	1	3	10	12
Flyer/Brochure	2	1	13	14
Friend/Family	9	13	180	137
Internet	10	1	5	8
EDD	14	2	69	84
Walk-in	31	15	265	251
CalWORKs	11	3	117	142
Phonebook	4	4	11	10
Other	NA	NA	57	22
What did our customer use?				
Computer	1,244	598	1,414	1,837
CalJobs/Internet Job Search	555	363	641	873
Resume/Cover Letter	172	134	216	171
Typing Practice	54	42	60	43
Typing Certificate	22	9	29	21
Career Exploration	42	21	58	64
Job Listing	257	344	330	503
Fax	206	149	214	253
Copier	154	72	171	195
Telephone	193	269	222	298
Typewriter	18	8	18	13
Resource Library	27	8	39	30
Skills Certificate	21	8	16	4
Plato Lab	181	167	325	483
Workshop	57	26	105	130
Orientation	13	5	40	46
Customer Satisfaction				
Courtesy of Staff	9.67	9.36	9.27	9.58
Time it took for staff to assist you	9.61	9.32	9.26	9.60
Did you get the information you needed	9.66	9.46	9.28	9.56
Were you satisfied with the services?	9.61	9.33	9.27	9.62
Did we help you today?	9.64	9.35	9.29	9.58
Would you refer our services to others?				
Yes	255	45	716	595
No	7	0	27	16
Marketing advertisements for December 2004.				
12/1-2, 7-11, 14-18, 21-23/2004: Various Newspaper Ads				
All month: Fox Radio: KBKY				
Worknet Signs placed inside all Merced "The Bus" buses.				



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Customer Service/Satisfaction Summary Data - Individual Locations

NUMBER OF SIGN-INS																												
Day of the Week	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	M	T	W	TH							
Date	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	27	28	29	30							Total
Livingston	4	8	6	9	9	5	3	3	4	4	6	6	2	3	4	7	0	2	6	2	8							101
Los Banos	69	72	46	54	68	71	86	56	71	85	80	64	20	43	58	40	32	50	61	72	44						1,242	
Merced	89	84	73	128	102	94	108	78	118	135	94	99	30	127	100	98	65	127	114	99	65						2,027	
Total	162	164	125	191	179	170	197	137	193	224	180	169	52	173	162	145	97	179	181	173	117						3,370	
	Merced					Los Banos					Livingston					All Locations												
First Visit	176					89					0					265												
Return Visit	1,851					1,153					101					3,105												
NewsPaper	17					20					1					38												
RadioAd	5					6					1					12												
Flyer	0					14					0					14												
Friend	41					93					3					137												
Internet	6					2					0					8												
EDD	22					60					2					84												
Walkins	73					169					9					251												
CalWORKs	14					125					3					142												
Phonebook	4					5					1					10												
Other	10					12					0					22												
Computer	1,167					670					0					1,837												
CalJOBS/Internet Job Search	632					241					0					873												
Resume	74					97					0					171												
Typing	17					26					0					43												
TypCer	18					3					0					21												
Career	29					35					0					64												
JobList	187					316					0					503												
Fax	143					110					0					253												
Copier	121					74					0					195												
Telephone	196					102					0					298												
Typewriter	9					4					0					13												
ResLibrary	4					26					0					30												
SkillsCert	2					2					0					4												
Plato	144					339					0					483												
Workshop	2					128					0					130												
Orientation	25					21					0					46												
Courtesy Of Staff	9.53					9.61					9.45					9.58												
Time it took for staff to assist you	9.60					9.60					9.40					9.60												
Did you get the information you needed?	9.45					9.59					9.65					9.56												
Were you satisfied with the services?	9.60					9.63					9.65					9.62												
Did we help you today?	9.51					9.60					9.75					9.58												