



Worknet Customer Service & Satisfaction Report For All Locations

January 2005

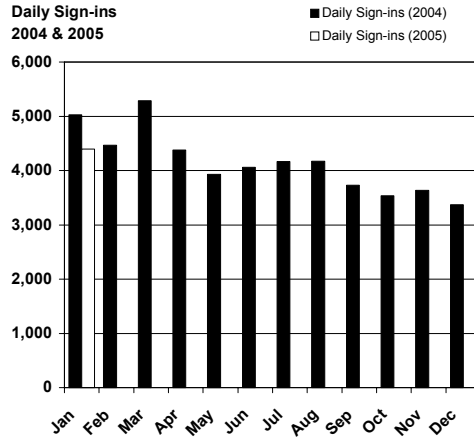
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-in for January totaled 4,397. Up 1,027 from the previous month and down 632 from the previous year. Daily sign-ins for the month of January is 188 below the 4 year average.

January's 4 year average: 4,585

2004 annual average: 4,146

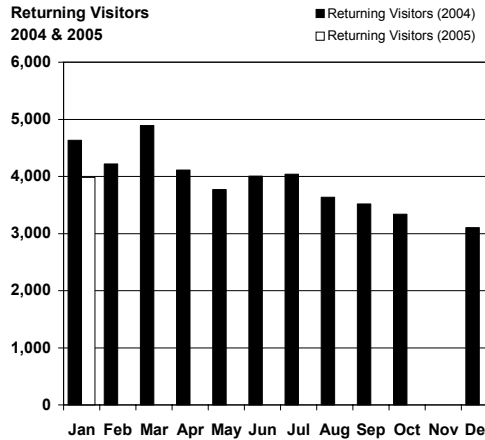


Return Visits

Return visits for January totaled 3,983. Up 878 from the previous month and down 650 from the previous year. Return visits for the month of January exceeds the 4 year average.

January's 4 year average: 3,772

2004 annual average: 3,933

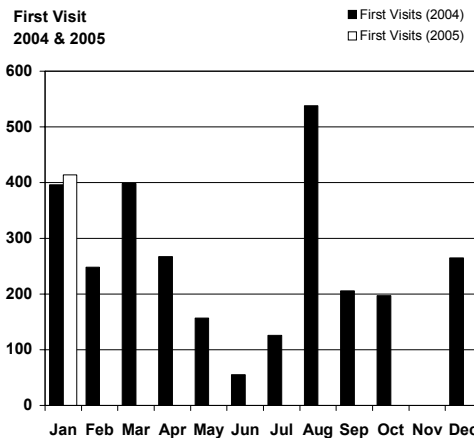


First Visits

First Visits for January totaled 414. Up 149 from the previous month and up 18 from the previous year. First visits for the month of January exceeds the 5 year average.

January's 5 year average: 332

2004 annual average: 259



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Customer Flow for December 2004

All Locations

- On average, Mondays were the busiest day for all locations.
- Then gradually tapering off to Friday, our slowest day with 173 customers. (Average: 1,032 customers/week)

Merced

- Follows the same pattern as all locations (Average: 632 customers/week).

Los Banos

- Follows the same pattern as all locations (Average: 378 customers/week).

Livingston

- Thursday's were the busiest day of the week with the remaining days consistent throughout the week. (Average: 28 customers/week).



**Marketing advertisements for
January 2005**

Various News Papers:
01/4-8,11-15,18-22,25-29/2005

FOX radio - KBKY

All month

The Bus

Worknet signs inside buses

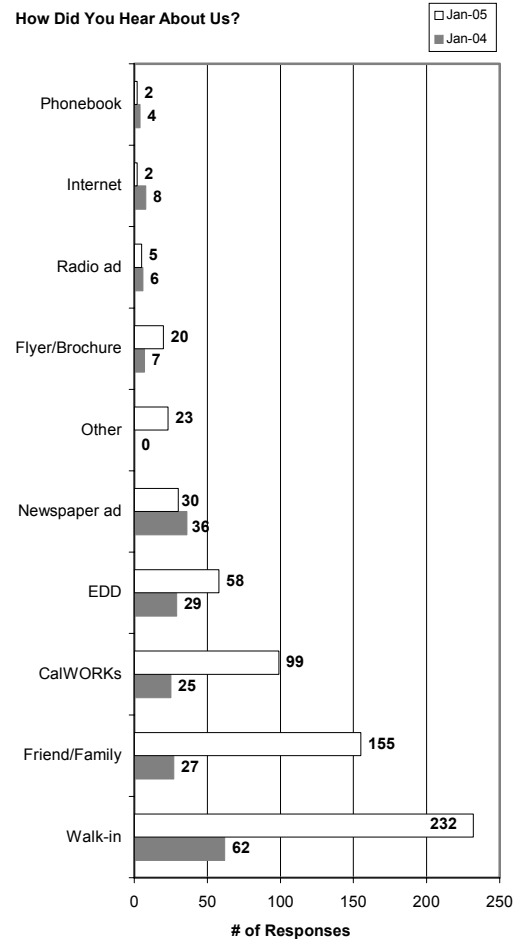
How did you hear about us?

Six hundred twenty-six customers responded to this question in January.

Two hundred thirty-two customers responded with Walk-in as the most frequent response. Family or Friend and CalWORKs were 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 (e.g. Walk-in responses in January 2005 received the most responses, just as it did in January 2004).

How Did You Hear About Us?



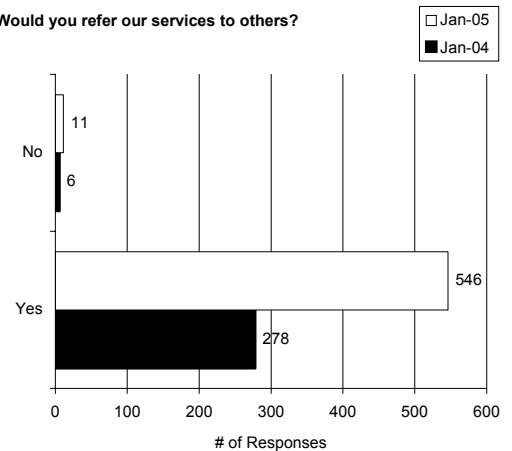
98 percent of our customer would refer our services to others

Would you refer our services to others?

Of those responding to this question, 98 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.8%
PY 04/05 seven month average: 98.0%

Would you refer our services to others?





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Customer Satisfaction

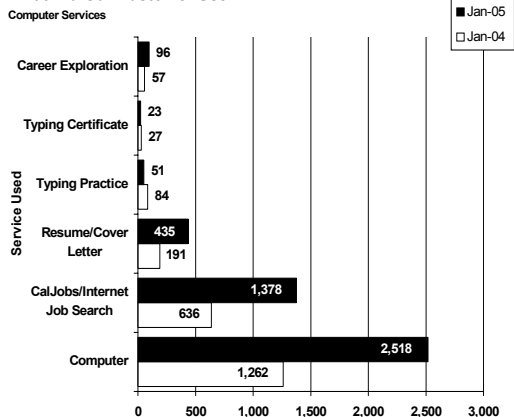


Customer Satisfaction Ratings

The five customer satisfaction questions received 692 responses from our customers in January 2005. These questions received ratings between 9.52 and 9.55, with “Were you satisfied with the services?” and “Courtesy of Staff” receiving the highest rating. There were 19 customer that rated “Time it took for staff to assist you?” and “Did you get the information you needed?” with a 5 or less, representing 2.8 percent of our customers.

‘Were you satisfied with the services? And Courtesy of Staff received the highest rating with 9.55’

What Did Our Customer Use?

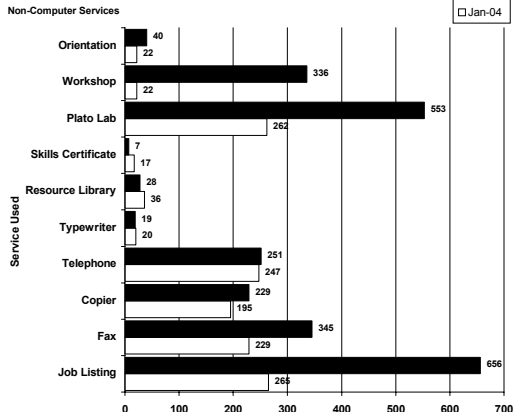


How our customers use our services?

Computer related services are always the most used service by our customers, with 2,518 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage.

‘2,518 customers used computer services in the month of January, with 1,378 using CalJobs/Internet Job Search’

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

	Jan-04	Nov-04	Dec-04	Jan-05
Daily Sign-ins				
Returning Visit	4,633	NA	3,105	3,983
First Visit	396	NA	265	414
Total	5,029	3,636	3,370	4,397
How did you hear about us?				
Newspaper ad	36	45	38	30
Radio ad	6	10	12	5
Flyer/Brochure	7	13	14	20
Friend/Family	27	180	137	155
Internet	8	5	8	2
EDD	29	69	84	58
Walk-in	62	265	251	232
CalWORKs	25	117	142	99
Phonebook	4	11	10	2
Other	NA	57	22	23
What did our customer use?				
Computer	1,262	1,414	1,837	2,518
CalJobs/Internet Job Search	636	641	873	1,378
Resume/Cover Letter	191	216	171	435
Typing Practice	84	60	43	51
Typing Certificate	27	29	21	23
Career Exploration	57	58	64	96
Job Listing	265	330	503	656
Fax	229	214	253	345
Copier	195	171	195	229
Telephone	247	222	298	251
Typewriter	20	18	13	19
Resource Library	36	39	30	28
Skills Certificate	17	16	4	7
Plato Lab	262	325	483	553
Workshop	22	105	130	336
Orientation	22	40	46	40
Customer Satisfaction				
Courtesy of Staff	9.52	9.27	9.58	9.55
Time it took for staff to assist you	9.55	9.26	9.60	9.53
Did you get the information you needed	9.54	9.28	9.56	9.52
Were you satisfied with the services?	9.51	9.27	9.62	9.55
Did we help you today?	9.51	9.29	9.58	9.54
Would you refer our services to others?				
Yes	278	716	595	546
No	6	27	16	11

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Customer Service/Satisfaction Summary Data - Individual Locations

NUMBER OF SIGN-INS																						
Day of the Week	M	T	W	TH	F	M	T	W	TH	F	S	T	W	TH	F	M	T	W	TH	F	M	
Date	3	4	5	6	7	10	11	12	13	14	15	18	19	20	21	24	25	26	27	28	31	Total
Livingston	7	7	2	5	5	0	7	4	5	8	0	3	9	11	6	3	9	7	8	6	8	120
Los Banos	95	81	77	73	49	81	78	73	75	55	3	95	107	80	77	105	85	81	84	62	81	1,597
Merced	143	136	125	120	100	179	111	141	153	119	0	186	154	137	111	176	116	114	111	96	152	2,680
Total	245	224	204	198	154	260	196	218	233	182	3	284	270	228	194	284	210	202	203	164	241	4,397
WHO WERE ARE VISITORS					Merced					Los Banos					Livingston					All Locations		
First Visit						248					166					0					414	
Return Visit						2,432					1,431					120					3,983	
HOW DID YOU HEAR ABOUT US?																						
NewsPaper						18					11					1					30	
RadioAd						3					1					1					5	
Flyer						7					12					1					20	
Friend						74					77					4					155	
Internet						2					0					0					2	
EDD						22					35					1					58	
Walkins						93					132					7					232	
CalWORKs						10					84					5					99	
Phonebook						0					2					0					2	
Other						8					15					0					23	
WHAT DID OUR CUSTOMERS USE?																						
Computer						1,616					902					0					2,518	
CalJOBS/Internet Job Search						1,103					275					0					1,378	
Resume						323					112					0					435	
Typing						18					33					0					51	
Typing Certificate						15					8					0					23	
Career						25					71					0					96	
Job Listing						271					385					0					656	
Fax						210					135					0					345	
Copier						142					87					0					229	
Telephone						167					84					0					251	
Typewriter						12					7					0					19	
Resource Library						8					20					0					28	
Skills Certificate						3					4					0					7	
Plato						155					398					0					553	
Workshop						4					332					0					336	
Orientation						26					14					0					40	
CUSTOMER SATISFACTION																						
Courtesy Of Staff						9.41					9.60					9.93					9.55	
Time it took for staff to assist you						9.51					9.55					9.21					9.53	
Did you get the information you needed?						9.44					9.56					9.86					9.52	
Were you satisfied with the services?						9.42					9.60					9.93					9.55	
Did we help you today?						9.37					9.62					9.93					9.54	