



Worknet Customer Service & Satisfaction Report For All Locations May 2009

Volume 10
No. 5

Merced County Department of Workforce Investment

Daily Sign-ins

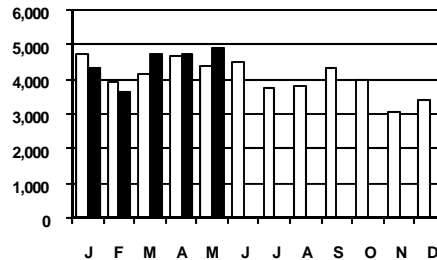
Daily sign-ins for May totaled 4,894, up 182 from the previous month and up 511 from May 2008. Daily sign-ins for the month of May are above the 6 year average.

May's 6 year average: 4,138

2008 annual average: 4,058

Daily Sign-ins
2008 & 2009

□ Daily Sign-ins (2008)
■ Daily Sign-ins (2009)



Return Visits

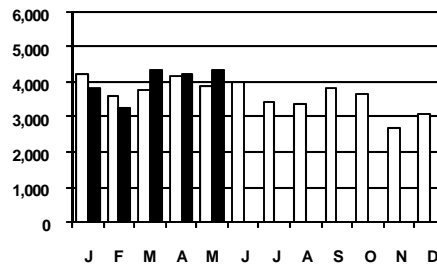
Return visits for May totaled 4,347, up 101 from the previous month and up 469 from May 2008. Return visits for the month of May are above the 6 year average.

May's 6 year average: 3,831

2008 annual average: 3,647

Returning Visitors
2008 & 2009

□ Returning Visitors (2008)
■ Returning Visitors (2009)



First Visits

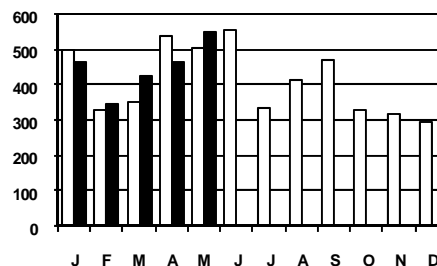
First Visits for May totaled 547, up 81 from the previous month and up 42 from May 2008. First Visits for the month of May are above the 6 year average.

May's 6 year average: 307

2008 annual average: 411

First Visits
2008 & 2009

□ First Visits (2008)
■ First Visits (2009)



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Customer Flow for May 2009

All Locations

- On average, Thursdays were the busiest days of the week, averaging 263 customers per day. (Weekly Average: 1,202 customers)

Merced (including Wardrobe Avenue Office)

- Tuesdays were the busiest day of the week, with an average of 156 customers per day. (Weekly Average: 689 customers).

Los Banos

- Thursdays were the busiest day of the week, with an average of 119 customers per day (Weekly Average: 513 customers).

Notes:

- As of May, 2009, Merced Customer Flow includes visitors at the Wardrobe Avenue Office, and we are tracking a new metric: Summer Employment visits.
- A single Saturday event serving 84 summer youth customers at the Wardrobe office is not included in the customer flow data above, but does appear in all other visit totals.



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**Marketing advertisements for
May 2009**

** The Bus*

Worknet signs inside buses

** Merced Sun-Star*

*Worknet Ads in Wednesday, Friday,
and Saturday editions*

How did you hear about us?

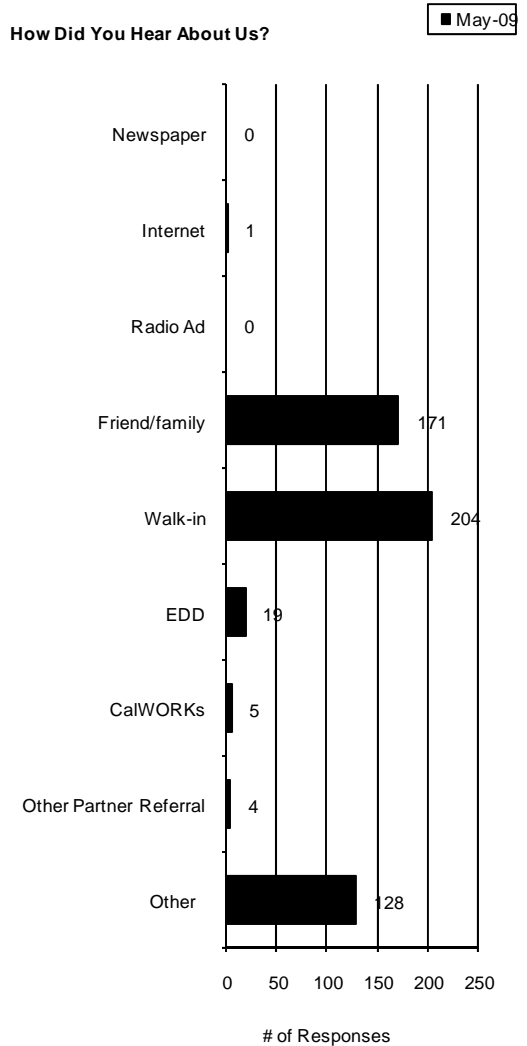
Responses from first-time visitors

In May, our first time visitors responded most often that they were walk-in visitors to Worknet offices., with 204 customers providing this response.

An additional 171 visitors responded that they heard about Worknet from friends or family

Of the 128 visitors whose responses were classed as "Other," all who were visiting the Los Banos Worknet Offices wrote "City of Los Banos" on the response form. Most visiting the Merced Worknet Offices wrote "Summer Youth" on the response form. Other Merced visitors wrote "TSC", "Merced College", "Yosemite", or "Central Coast Alliance" on the response form.

How Did You Hear About Us?



*In May, 100.00 percent of our
customers responding would refer
our services to others*

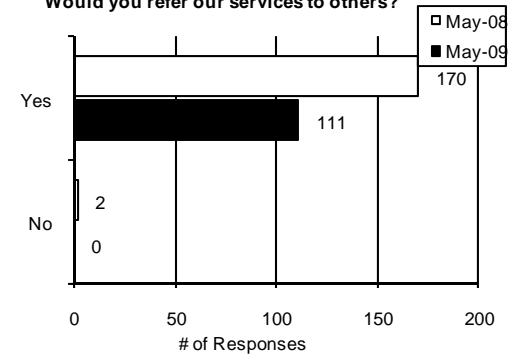
Would you refer our services to others?

Of those responding to this question, 100.00 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.79%

Would you refer our services to others?



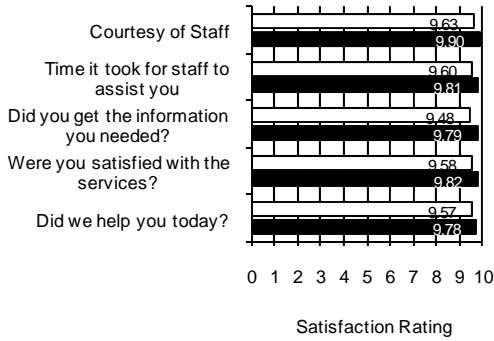


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Customer Satisfaction

□ May-08
■ May-09



Customer Satisfaction Ratings

We received 120 surveys with responses to customer satisfaction questions in the month of May.

Consistently we see overall ratings for all questions in this category to be greater than 9.78 out of 10.

One questionnaire contained a response of 5 or less.

“Consistently we see overall ratings for all questions in this category to be greater than 9.78 out of 10.”

Return Rate For Customer Satisfaction Survey

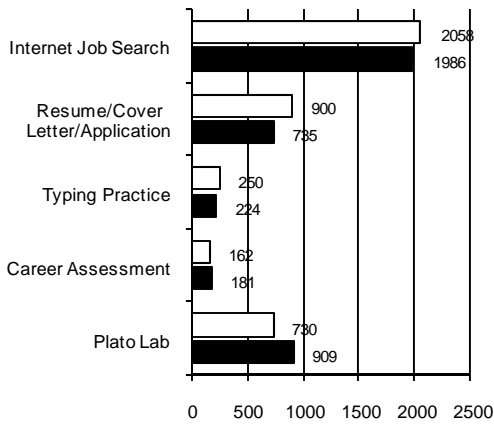
Both Locations: 2.45%

Merced: 1.94%

Los Banos: 3.46%

What Did Our Customer Use? Computer Services

□ May-08
■ May-09



How our customers use our services

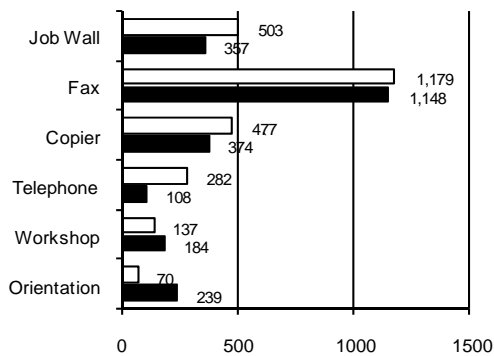
Computer related services are always the ones most used by our customers, with customers using one or more such services 4,035 times in May.

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

1,148 customers used our Fax service at Worknet in the month of May.

What Did Our Customer Use? Non-Computer Services

□ May-08
■ May-09



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



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Customer Service/Satisfaction Summary Data - All Locations

	May-08	Mar-09	Apr-09	May-09
Return Visits	3,878	4,320	4,246	4,347
First Visits	505	423	466	547
Total Visits	4,383	4,743	4,712	4,894
Total Visitors	2,066	1,923	1,988	2,213
How did you hear about us?				
Newspaper	0	1	1	0
Internet	1	2	0	1
Radio Ad	0	0	0	0
Friend/family	93	192	122	171
Walk-in	193	153	154	204
EDD	13	24	21	19
CalWORKs	14	21	5	5
Other Partner Referral	20	3	2	4
Other	172	37	51	128
What did our customers use?				
Internet Job Search	2,058	2,377	2,107	1,986
Resume/Cover Letter/Application	900	840	661	735
Typing Practice	250	190	199	224
Career Assessment	162	151	136	181
Job Wall	503	442	400	357
Fax	1,179	1,355	1,025	1,148
Copier	477	457	385	374
Telephone	282	105	92	108
Plato Lab	730	959	1,016	909
Workshop	137	212	153	184
Orientation	70	128	119	239
Staff Appointment	354	328	292	297
Special Class	75	107	297	146
EDD/Unemployment	133	143	112	109
Certificate Test	106	51	52	81
Summer Employment			33	518
Customer Satisfaction				
Courtesy of Staff	9.63	9.82	9.90	9.90
Time it took for staff to assist you	9.60	9.81	9.88	9.81
Did you get the information you needed?	9.48	9.75	9.94	9.79
Were you satisfied with the services?	9.58	9.80	9.97	9.82
Did we help you today?	9.57	9.79	9.94	9.78
Would you refer our services to others?				
Yes	170	215	125	111
No	2	0	2	0



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Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Wardrobe	All Locations
Return Visits	2,272	1,874	201	4,347
First Visits	251	179	117	547
Total Visits	2,523	2,053	318	4,894
Total Visitors	1,198	759	256	2,213
How did you hear about us?				
Newspaper	0	0	0	0
Internet	1	0	0	1
Radio Ad	0	0	0	0
Friend/family	20	150	1	171
Walk-in	135	0	69	204
EDD	8	9	2	19
CalWORKs	2	0	3	5
Other Partner Referral	0	0	4	4
Other	76	22	30	128
What did our customers use?				
Internet Job Search	1,166	743	77	1,986
Resume / Cover Letter / Application	397	338	0	735
Typing Practice	95	126	3	224
Career Assessment	114	61	6	181
Job Wall	254	101	2	357
Fax	713	423	12	1,148
Copier	274	100	0	374
Telephone	14	93	1	108
Plato Lab	266	638	5	909
Workshop	137	47	0	184
Orientation	85	72	82	239
Staff Appointment	123	174	0	297
Special Class	15	131	0	146
EDD/Unemployment	68	41	0	109
Certificate Test	30	45	6	81
Summer Employment	93	217	208	518
Customer Satisfaction				
Courtesy of Staff	9.84	9.94	0.00	9.90
Time it took for staff to assist you	9.69	9.89	0.00	9.81
Did you get the information you needed?	9.53	9.97	0.00	9.79
Were you satisfied with the services?	9.63	9.96	0.00	9.82
Did we help you today?	9.59	9.91	0.00	9.78
Would you refer our services to others?				
Yes	45	66	0	111
No	0	0	0	0



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Suggestions

More brochures for information
You are great!
it is already very good!
you are a big help!
so far so good!
it is great!
over all awesome!
I am learning a lot!!!
Yes i think it would benefit worknet and clients if you offered a "money Management" workshop especially if you offer Financial Aid to them.
Very good service.
Add more languages to computer at sign in.
Have a few computers with flash drive accessibility.
No your services is excellent.
At the computers you have a sign in sheet. It would be better to have a PC displaying available PCS. I feel peoples privacy could be better kept by PC instead of sign in sheet.
Too new to know.
Excellent info very helpful services.
Have at least 1 person to help lab from 12-1p
Longer hours
great services
doing a great job
Staff was great i am no longer confused.
No, you guys are doing great.
to have more resume and interview workshop classes available.



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Concerns

get me a job!
You have done so much already!
Keep it up.
My wife is Korean and there is no one here to help her in Korean like there is for Spanish.
No you all cover everything that employment concern.
Too new to know.
Job search.
So far, so good!
Only one succeeding in getting me a job.