

# Worknet Customer Service Report

August 2010

	Aug-09	Aug-10	Jul-10	Jun-10
<b>All Locations Combined</b>				
<b>Visits</b>				
Return Visits (Total Core Svcs - First Visit Registrations)	4917	11279	10999	10868
First Visits (New Registrations)	391	596	687	704
Total Visits (Core Svcs Used)	5308	11875	11686	11572
Total Visitors (Unique Visitors)	2441	2087	2085	2042
<b>What did our customers use?</b>				
Career Assessment	244	163	150	144
Certificate Test	36	111	158	130
Copier	515	374	394	377
EDD/Unemployment	108	61	46	55
External Web Site Job Referral	0	2565	2349	2349
Fax	1588	244	260	297
Internet Job Search	2651	3577	3418	3189
Job Wall	450	798	858	815
Local Office Orientation - JTA 18	191	123	92	119
Other VOS Internet Services	0	483	599	427
PLATO Lab	755	854	717	814
Resume/Cover Letter/Application JTA 15	997	1137	1230	1427
Special Class	69	105	25	25
Staff Appointment	489	290	305	310
Summer Jobs for Youth	349	11	23	30
Telephone	138	190	174	155
Typing Practice	170	122	140	111
Workshop	149	71	61	94

## Results By Location - August 2010

	Merced	Los Banos	Wardrobe	All Locations
<b>Visits</b>				
Return Visits	7120	3967	189	11279
First Visits	369	201	26	596
Total Visits	7489	4168	215	11875
Total Visitors*	1359	728	104	2087
<b>What did our customers use?</b>				
Career Assessment	118	44	1	163
Certificate Test	98	13	0	111
Copier	306	68	0	374
EDD/Unemployment	37	24	0	61
External Web Site Job Referral	1399	1099	67	2565
Fax	189	55	0	244
Internet Job Search	2392	1147	37	3577
Job Wall	664	132	2	798
Local Office Orientation - JTA 18	15	45	63	123
Other VOS Internet Services	306	168	8	483
PLATO Lab	306	546	2	854
Resume/Cover Letter/Application JTA 15	848	282	6	1137
Special Class	33	72	0	105
Staff Appointment	141	147	2	290
Summer Jobs for Youth	8	3	0	11
Telephone	151	39	0	190
Typing Practice	71	51	0	122
Workshop	38	32	1	71

\*Total visitors count for all locations may be different than the total for each location combined as one person may have visited more than one location during the month.