

Customer Service Data March 2001 through February 2002



The following pages show charts and graphs of data collected from our Day Passes received from our customers for the period March 2001 through February 2002. The data presented is from all One-Stop locations and then broken out by individual locations (ERC, Los Banos, and Livingston).

Customers

During this 12 month period, all locations recorded 39,531 sign-ins with a monthly average of 3,294. Of the 39,531 sign-ins, customers answered 18,357 day passes and 3,404 were first time visitors (18.5%).

- The ERC received 20,825 sign-ins during this period, with a monthly average of 1,735. Customers returned 9,838 day passes and 1,947 were first time visitors (14.7%).
- Los Banos gathered 17,411 sign-ins, with a monthly average of 1,451. Customers returned 7,843 day passes and 1,259 were first time visitors (18.5%).
- Livingston collected 1,295 sign-ins, with a monthly average of 108. Customers returned 676 day passes and 198 were first time visitors (29.3%).

How did you hear about us?

About 25% (all locations) of our customers answer the "How did you hear about us?" question on our Day Pass. The most frequently answered is "Other", with 1,704 customers. The following list is the top write in responses to this question:

- Welfare, Social Services, or HSA



How did you hear about us? (Continued)

- Walk in/Drive by
- CalWorks
- Sign/Billboard
- Mall Representative
- Federal Bureau of Prisons
- Reapplying

Friend/family is the second most frequent response to this question, with 1,353 responses. EDD with 1,040 responses is the third most frequent response. Newspaper ads are fourth on the list with 228 responses. Flyer/brochure and radio ads complete the list with 58 and 40 responses, respectively.

Customer Satisfaction Questions

The customer satisfaction questions received ratings from 9.40 to 9.50 (scale from 1 to 10) for all locations, indicating satisfied customers. Customer satisfaction question, "Time it took to see a counselor (changed to "Time it took for staff to assist you" [11/01]) had the lowest rating of 9.40, although still a high rating. Next on the list is "Did you get the information you needed?", 9.43. "Were you satisfied with the services?" received a 9.48 rating. "Did we help you today?" received a 9.49 rating. Respondents gave "Courtesy of Staff" a rating of 9.50. Overall, we have very high ratings for customer satisfaction!

How do they use our services?

Over this 12 months period, our customers report using the computer most often with 7,205 responding to this question. The computer response is broken into five categories and listed below with total customer response:

- | | |
|---------------------------|-------|
| ▪ CalJobs/Internet Search | 5,385 |
| ▪ Resume/Cover Letter | 1,754 |
| ▪ Career Exploration | 698 |
| ▪ Typing Certificate | 649 |
| ▪ Typing Practice | 576 |

Aside from computers, Plato Lab was the second most used service by our customers with 3,725 responses. Job Listing, Telephone, Fax, and Copier received more than 2,000 responses for use of these services by customers. Refer to the attached data charts for the remainder of services used.

The attached charts are for all locations and a breakout for the ERC, Los Banos, and Livingston. Headers for the Charts are as follows: Customer Satisfaction Questions, How did you hear about us, and Service Data.

One Stop Day Pass Data - All Locations - March 2001 through February 2002

Customer Satisfaction Questions													
All Locations	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	12 Month Average
Did we help you today?	9.35	9.48	9.50	9.37	9.44	9.35	9.51	9.63	9.61	9.51	9.49	9.60	9.49
Were you satisfied with the services?	9.16	9.46	9.54	9.39	9.44	9.32	9.56	9.62	9.60	9.55	9.54	9.60	9.48
Did you get the information you needed?	9.15	9.31	9.48	9.29	9.34	9.38	9.52	9.61	9.57	9.50	9.48	9.57	9.43
Time it took to see a counselor	9.15	9.06	9.38	9.32	9.34	9.31	9.58	9.53	9.52	9.50	9.53	9.59	9.40
Courtesy of staff	9.29	9.41	9.50	9.43	9.51	9.35	9.61	9.63	9.59	9.52	9.51	9.62	9.50

How did you hear about us?														
All Locations	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average
EDD	95	150	194	134	90	53	55	79	134	40	2	14	1,040	87
Friend/Family	40	167	198	217	116	66	115	104	152	103	8	67	1,353	113
Flyer/Brochure	0	4	8	9	2	5	11	8	5	4	0	2	58	5
Radio Ad	1	2	4	4	3	3	3	3	13	3	0	1	40	3
Newspaper Ad	10	18	52	43	15	14	25	20	20	5	2	4	228	19
Other	84	143	270	190	245	126	166	148	172	97	3	60	1,704	142

Service Data														
All Locations	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average***
Daily Sign-ins	4,165	3,177	3,731	3,517	3,674	4,114	3,023	3,082	2,632	2,148	3,498	2,770	39,531	3,294
Daily Number of Questionnaires	422	1,373	1,678	1,872	1,968	2,212	1,746	1,635	1,478	1,145	1,449	1,379	18,357	1,530
First Visit														
First Visit - Yes	107	379	396	453	388	385	281	231	187	144	256	197	3,404	284
Computer	224	370	564	532	567	579	525	555	534	1,184	800	771	7,205	600
CalJobs/Internet Job Search	147	308	516	445	520	510	378	441	414	857	452	397	5,385	449
Resume/Cover Letter	60	185	182	138	196	167	129	129	133	191	122	122	1,754	146
Typing Practice	18	43	52	64	57	53	44	46	16	118	31	34	576	48
Typing Certificate	7	360	25	44	19	23	40	24	4	71	12	20	649	54
Career Exploration	32	74	86	73	78	72	42	35	39	53	64	50	698	58
Job Listing	67	236	280	225	274	273	192	241	238	363	204	174	2,767	231
Fax	43	161	237	204	217	189	168	175	160	315	173	115	2,157	180
Copier	69	202	233	187	185	211	142	148	128	279	140	135	2,059	172
Telephone	65	163	261	220	222	225	220	246	201	334	200	226	2,583	215
Typewriter	11	34	34	37	33	28	18	22	11	33	24	22	307	26
Resource Library	6	35	32	16	26	20	28	12	10	32	35	20	272	23
Skills Certificate	4	15	29	11	15	13	8	4	9	15	15	10	148	12
Plato Lab	232	283	285	287	330	411	327	360	342	316	260	292	3,725	310
Workshop	*	*	135	185	234	324	250	21	12	14	16	15	1,206	121
Information	32	283	216	205	201	182	115	110	134	257	0	0	1,755	146
Agency Referral To:	43	25	167	77	33	45	35	5	6	1	9	3	299	25
Appointment with:	136	145	188	345	407	423	253	**	**	**	**	**	2,059	294
Other	99	198	311	277	211	271	157	199	131	178	0	0	1,848	154

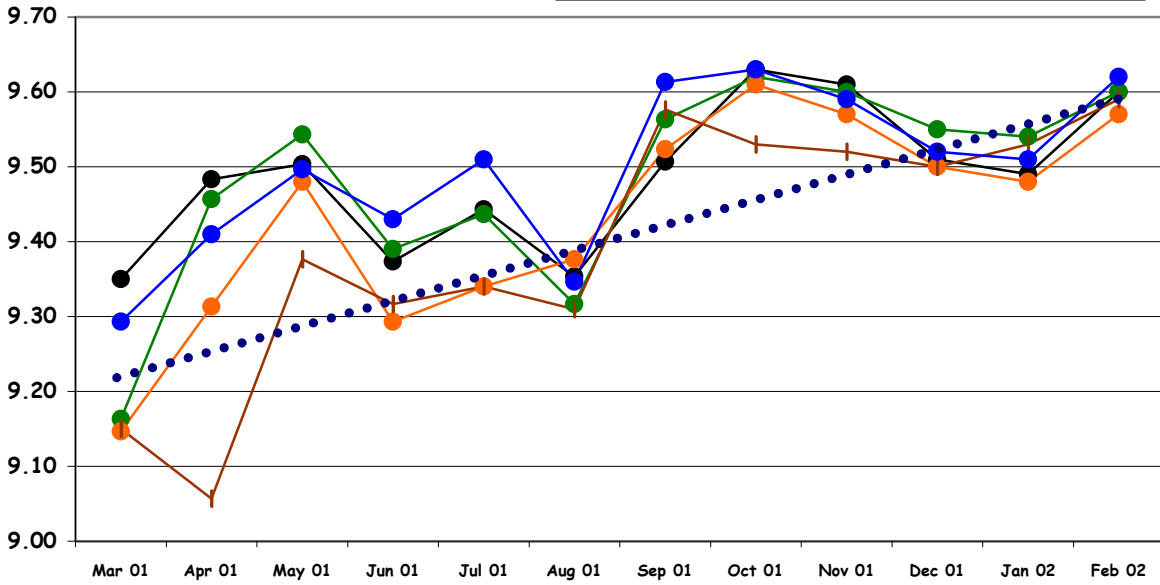
* Workshop question added May 2001

** Appointment with: was removed in October 2001

*** Workshop (10 month average) and Appointment with: (7 month average) are less than 12 month average due to additions and deletions of questions.

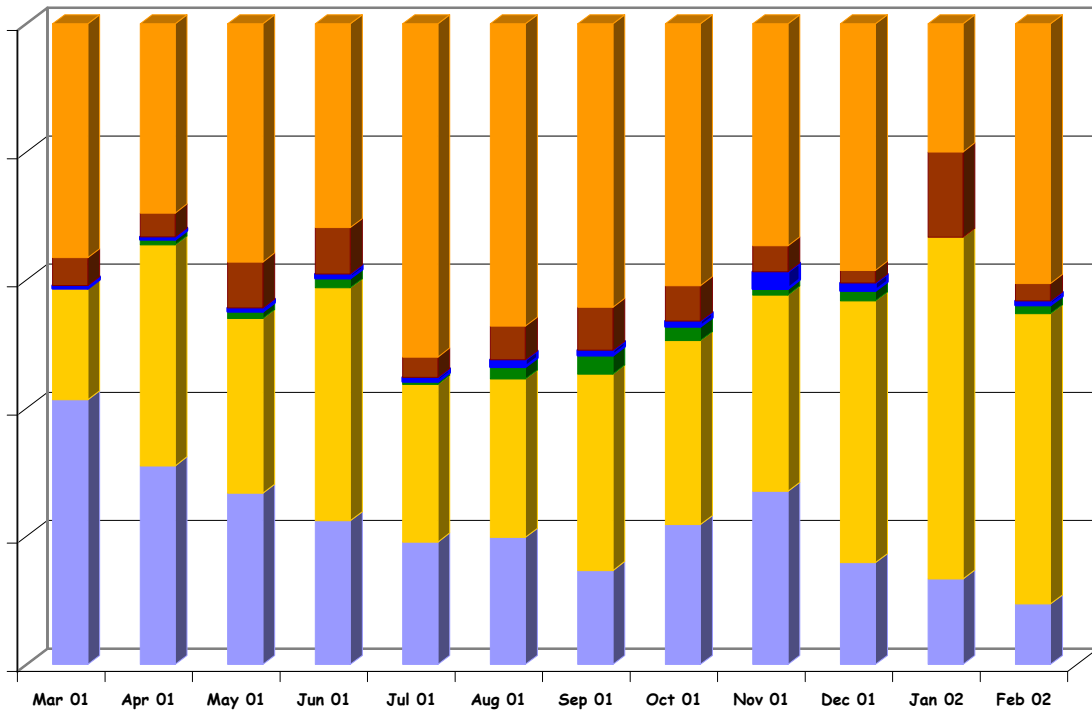
Customer Satisfaction Questions
March 2001 through February 2002
All Locations

- Did we help you today?
- Were you satisfied with the services?
- Did you get the information you needed?
- Time it took to see a counselor
- Courtesy of staff



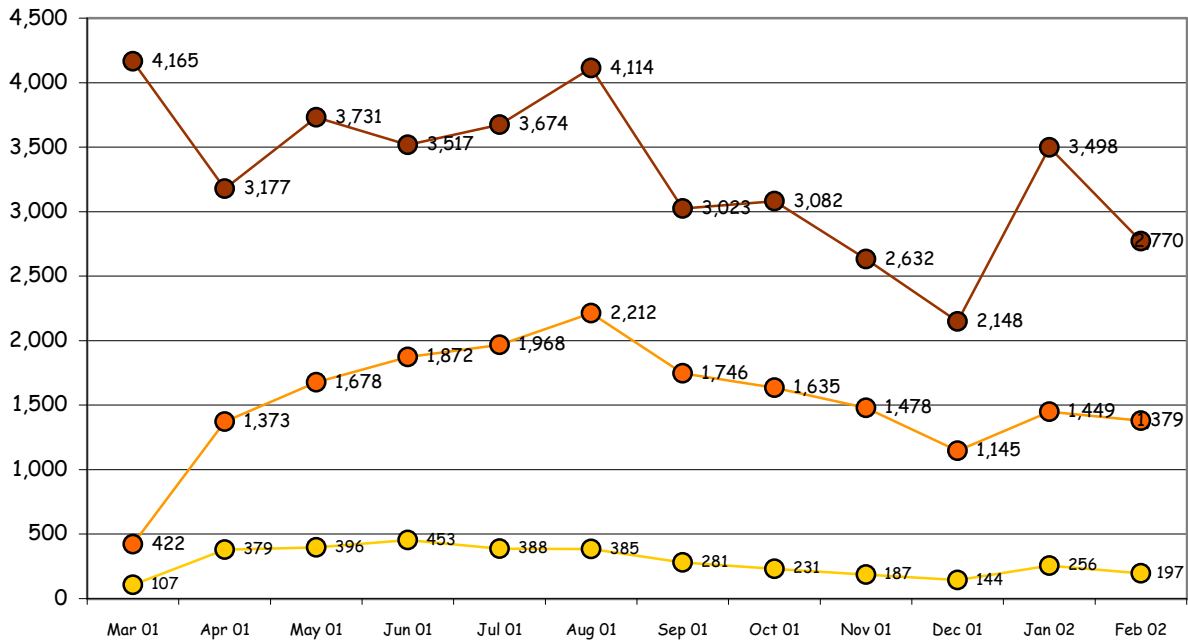
How did you hear about us?
March 2001 through February 2002
All Locations

- EDD
- Friend/Family
- Flyer/Brochure
- Radio Ad
- Newspaper Ad
- Other



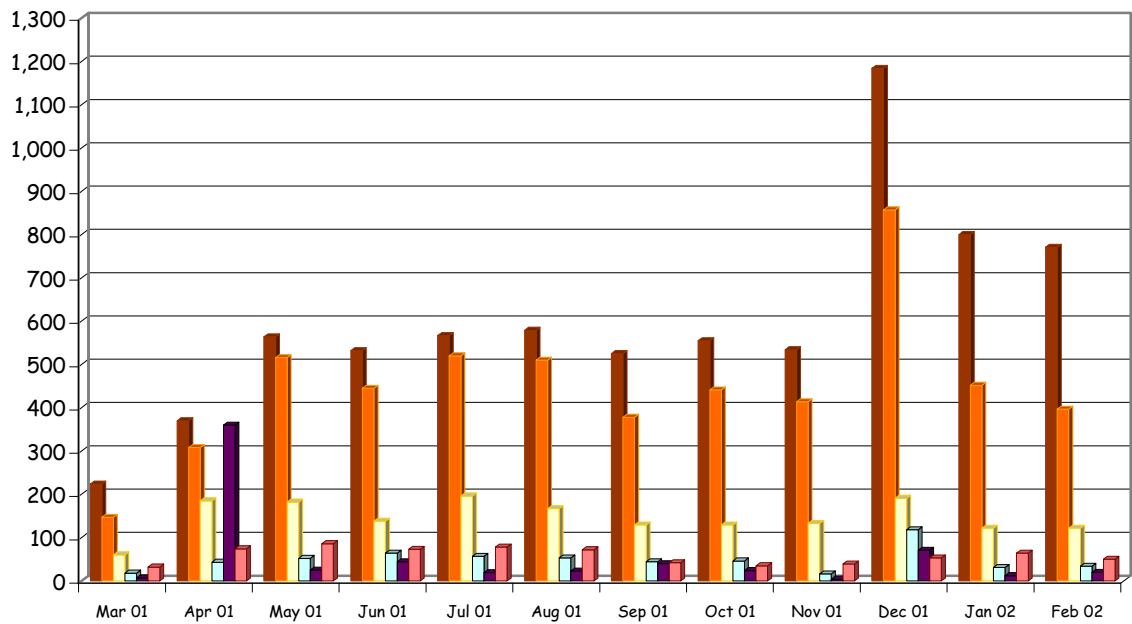
**Daily Sign-ins
and Number of Questionnaires Received
March 2001 through February 2002
All Locations**

- Daily Sign-ins
- Daily Number of Questionnaires
- First Visit - Yes

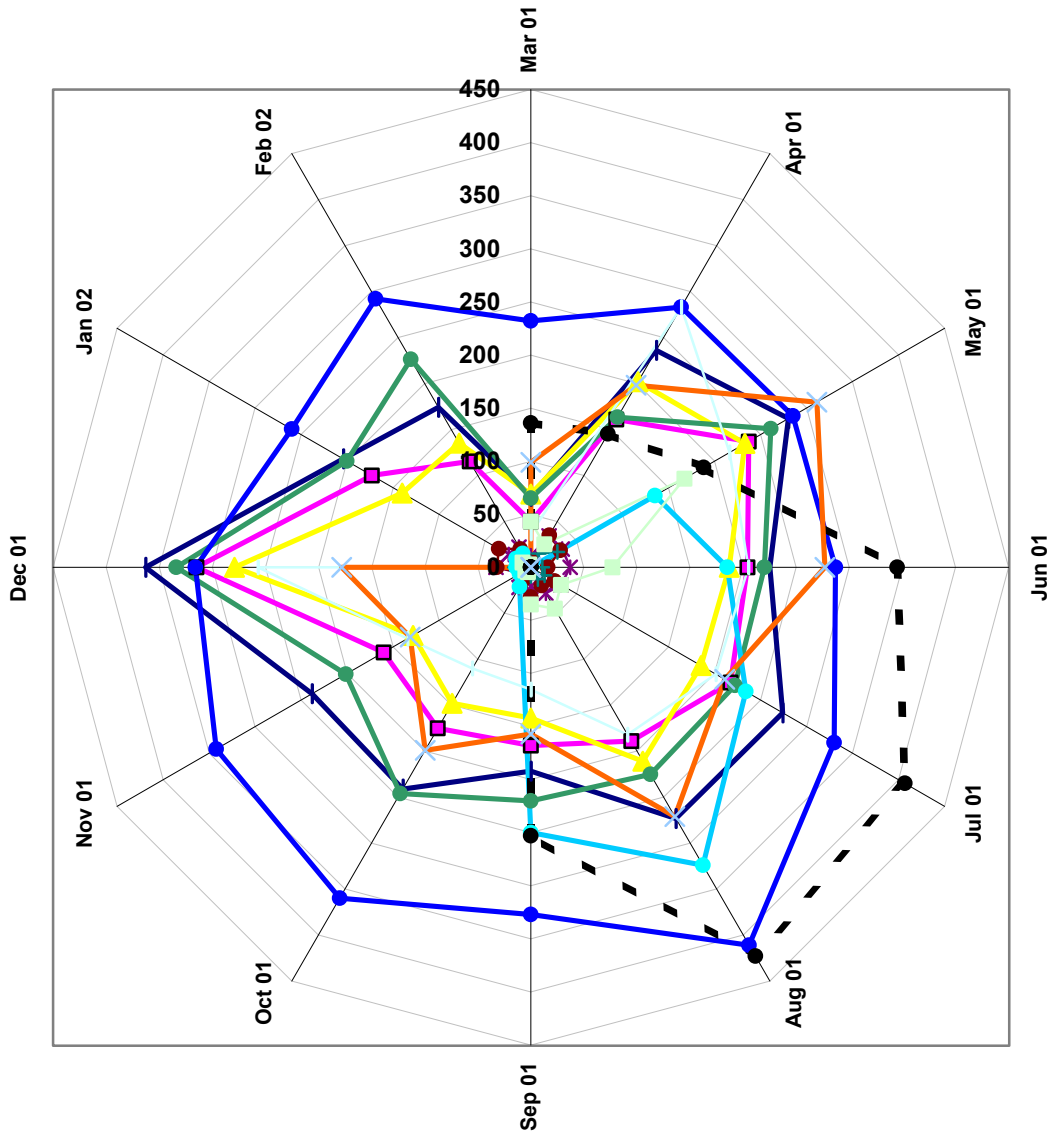
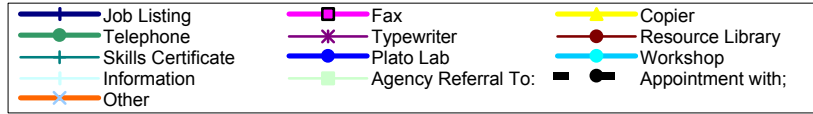


**Computer Use with Subcategories
March 2001 through February 2002
All Locations**

- Computer
- CalJobs/Internet Job Search
- Resume/Cover Letter
- Typing Practice
- Typing Certificate
- Career Exploration



Service Data
March 2001 through
February 2002
All Locations



One Stop Day Pass Data - ERC - March 2001 through February 2002

Customer Satisfaction Questions													
ERC	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	12 Month Average
Did we help you today?	9.51	9.39	9.44	9.28	9.49	9.27	9.53	9.74	9.66	9.63	9.51	9.53	9.50
Were you satisfied with the services?	9.51	9.43	9.44	9.31	9.45	9.25	9.53	9.74	9.63	9.69	9.56	9.56	9.51
Did you get the information you needed?	9.45	9.40	9.43	9.26	9.40	9.32	9.51	9.68	9.60	9.63	9.50	9.51	9.47
Time it took to see a counselor	9.49	9.68	9.48	9.32	9.39	9.36	9.62	9.64	9.52	9.64	9.60	9.53	9.52
Courtesy of staff	9.47	9.39	9.45	9.26	9.50	9.38	9.53	9.80	9.66	9.69	9.58	9.54	9.52

How did you hear about us?														
ERC	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average
EDD	74	101	121	76	57	37	42	58	58	32	2	6	664	55
Friend/Family	21	115	105	123	69	50	78	71	58	69	8	42	809	67
Flyer/Brochure	0	3	8	3	1	3	4	5	2	3	0	2	34	3
Radio Ad	1	2	3	3	3	2	1	3	5	3	0	0	26	2
Newspaper Ad	4	11	32	23	9	9	19	17	9	5	2	3	143	12
Other	35	75	131	46	142	87	80	95	65	74	3	27	860	72

Service Data														
ERC	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average***
Daily Sign-ins	1,872	1,572	1,698	1,702	1,764	1,947	1,569	1,800	1,652	1,389	2,168	1,692	20,825	1,735
Daily Number of Questionnaires	330	1,057	1,019	1,033	994	992	886	807	737	594	776	613	9,838	820
First Visit - Yes	48	298	215	265	205	195	147	135	105	83	146	105	1,947	162
Computer	195	316	406	371	396	348	345	321	332	966	489	440	4,925	410
CalJobs/Internet Job Search	112	230	340	284	350	304	301	268	254	689	288	237	3,657	305
Resume/Cover Letter	43	148	106	66	80	96	86	55	74	144	63	71	1,032	86
Typing Practice	11	33	36	35	36	34	28	20	13	110	19	18	393	33
Typing Certificate	6	359	19	40	15	16	17	14	3	65	9	17	580	48
Career Exploration	23	43	30	29	28	34	24	21	21	36	35	27	351	29
Job Listing	48	178	159	127	162	145	125	145	142	267	137	107	1,742	145
Fax	38	127	177	160	150	119	131	119	111	264	125	56	1,577	131
Copier	66	180	175	148	146	154	108	113	98	259	114	98	1,659	138
Telephone	59	133	185	151	137	116	151	151	94	269	130	130	1,706	142
Typewriter	8	27	24	22	26	22	15	11	5	27	19	19	225	19
Resource Library	3	27	14	6	11	8	19	4	2	24	7	4	129	11
Skills Certificate	2	10	12	7	6	6	4	4	4	12	6	7	80	7
Plato Lab	213	227	182	140	119	119	90	115	99	181	54	22	1,561	130
Workshop	*	*	128	90	127	165	158	4	8	6	8	5	699	70
Information	29	242	150	146	106	94	89	102	102	228	0	0	1,288	107
Agency Referral To:	4	16	36	69	23	24	28	3	1	0	1	2	207	17
Appointment with:	103	51	192	207	192	221	154	**	**	**	**	**	1,120	160
Other	66	147	8	110	57	83	53	53	37	107	0	0	721	60

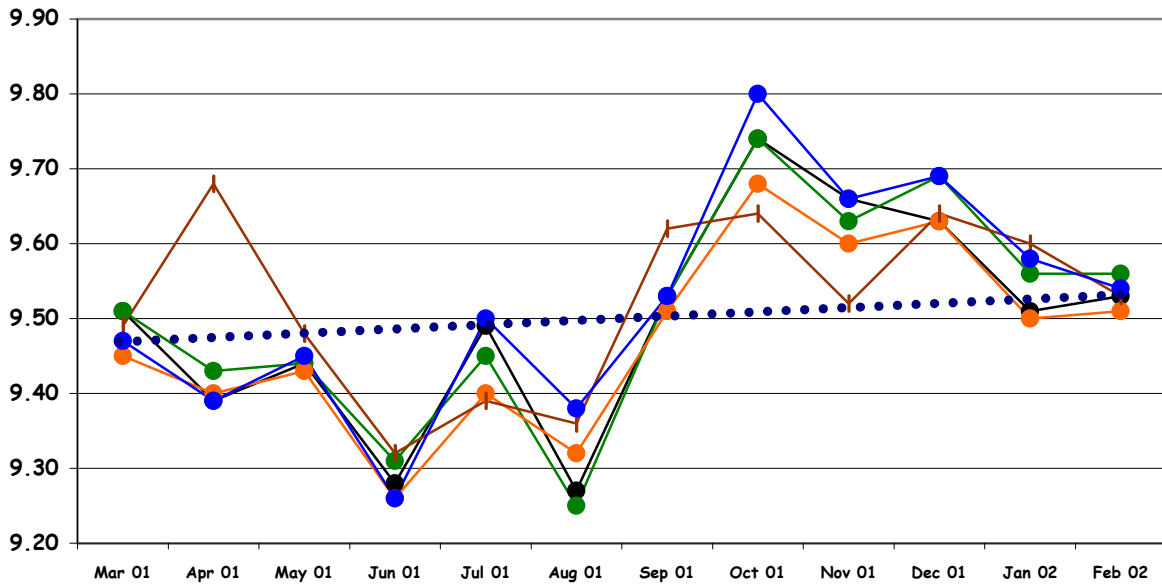
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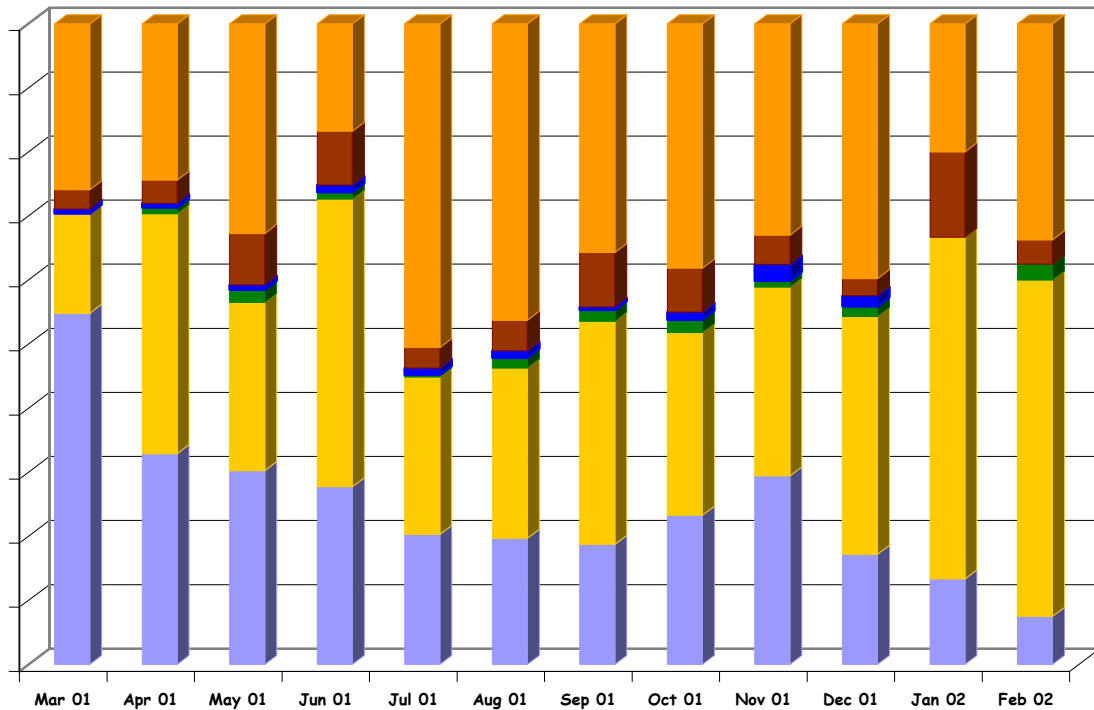
Customer Satisfaction Questions
March 2001 through February 2002
ERC

- Did we help you today?
- Were you satisfied with the services?
- Did you get the information you needed?
- Time it took to see a counselor
- Courtesy of staff



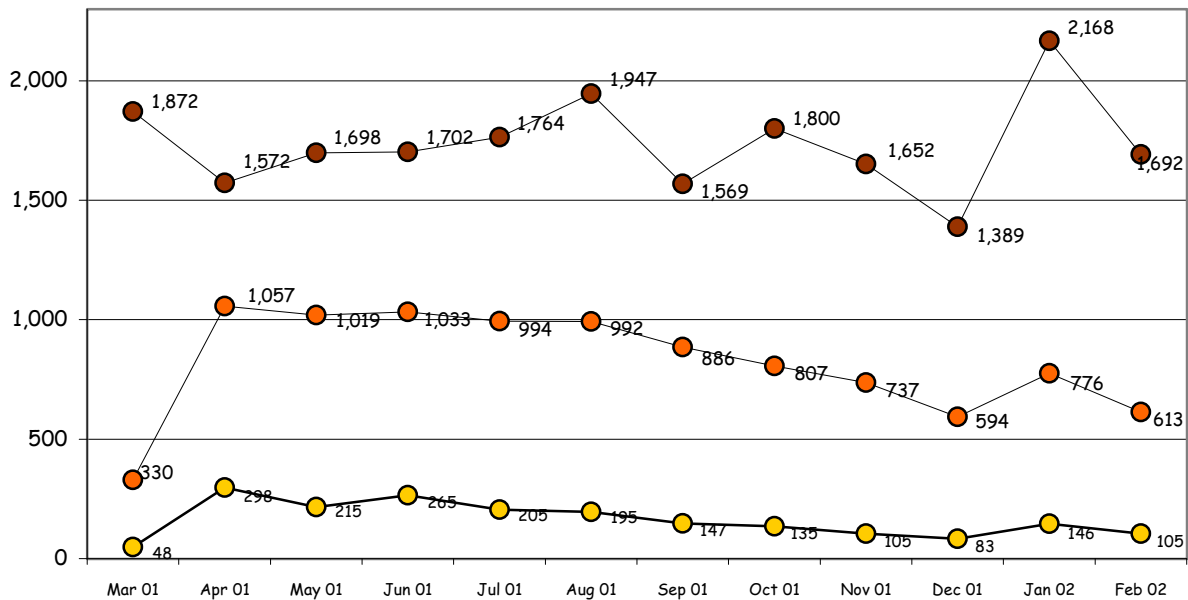
How did you hear about us?
March 2001 through February 2002
ERC

- EDD
- Friend/Family
- Flyer/Brochure
- Radio Ad
- Newspaper Ad
- Other



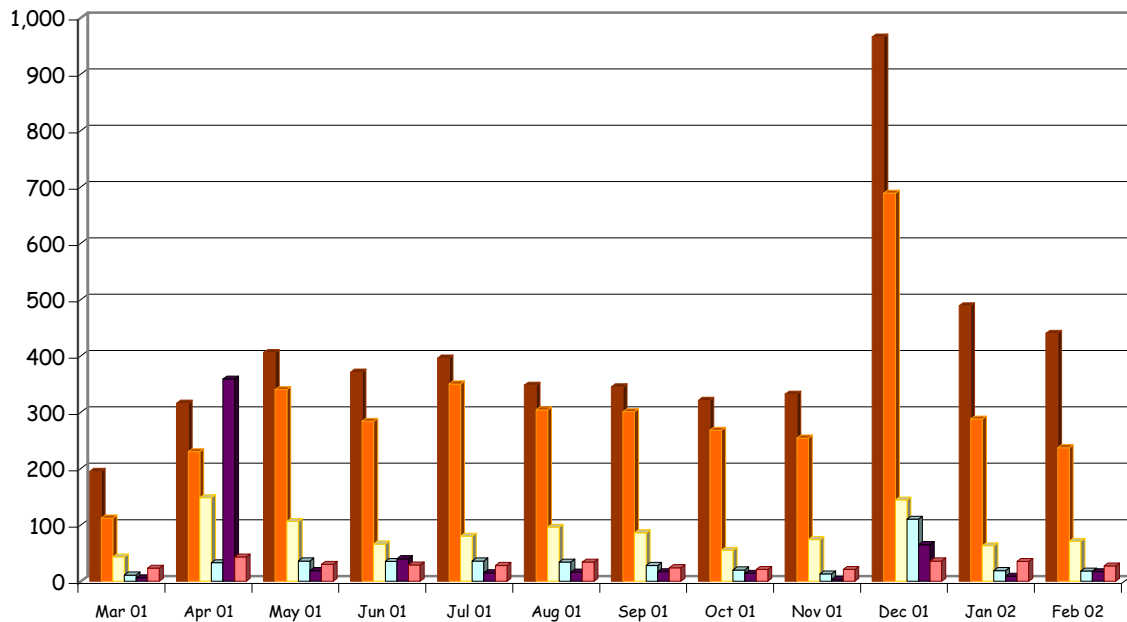
**Daily Sign-ins
and Number of Questionnaires Received
March 2001 through February 2002
ERC**

- Daily Sign-ins
- Daily Number of Questionnaires
- First Visit - Yes



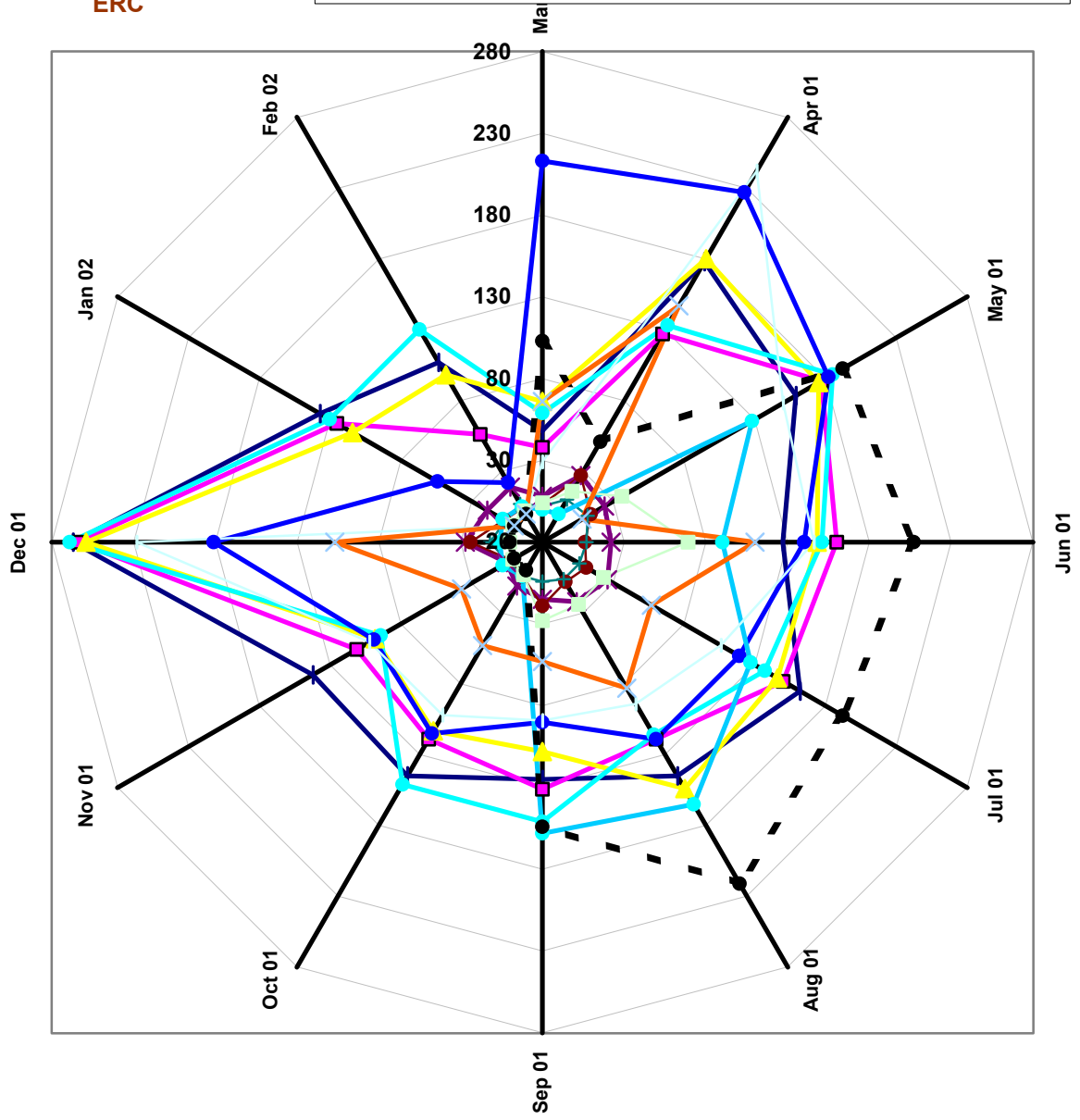
**Computer Use with Subcategories
March 2001 through February 2002
ERC**

- Computer
- CalJobs/Internet Job Search
- Resume/Cover Letter
- Typing Practice
- Typing Certificate
- Career Exploration



**Service Data
March 2001 through
February 2002
ERC**

- Job Listing
- Telephone
- Skills Certificate
- Information
- Other
- Fax
- Typewriter
- Plato Lab
- Agency Referral To:
- Copier
- Resource Library
- Workshop
- Appointment with;



One Stop Day Pass Data - Los Banos - March 2001 through February 2002

Customer Satisfaction Questions													
Los Banos	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	12 Month Average
Did we help you today?	9.16	9.20	9.29	9.49	9.49	9.43	9.61	9.55	9.54	9.41	9.50	9.67	9.45
Were you satisfied with the services?	9.06	9.18	9.36	9.45	9.45	9.43	9.53	9.55	9.54	9.44	9.54	9.65	9.43
Did you get the information you needed?	8.91	9.06	9.24	9.40	9.40	9.45	9.56	9.56	9.51	9.41	9.51	9.65	9.39
Time it took to see a counselor	8.79	9.05	9.27	9.39	9.39	9.47	9.55	9.54	9.50	9.41	9.48	9.66	9.38
Courtesy of staff	9.10	9.22	9.41	9.50	9.50	9.48	9.56	9.60	9.49	9.37	9.49	9.69	9.45

How did you hear about us?														
Los Banos	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average
EDD	20	47	67	53	32	16	10	16	76	7	0	7	351	29
Friend/Family	17	45	82	80	38	13	25	17	82	23	0	22	444	37
Flyer/Brochure	0	1	0	5	1	2	7	2	3	1	0	0	22	2
Radio Ad	0	0	1	1	0	0	0	0	7	0	0	1	10	1
Newspaper Ad	5	6	19	17	5	2	2	3	10	0	0	1	70	6
Other	38	64	124	127	95	36	74	44	97	14	0	30	743	62

Service Data														
Los Banos	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average***
Daily Sign-ins	2,293	1,605	1,854	1,724	1,805	2,009	1,327	1,079	856	675	1,190	994	17,411	1,451
Daily Number of Questionnaires	92	316	605	777	934	1,146	810	703	658	494	589	719	7,843	654
First Visit - Yes	48	74	159	170	170	172	119	70	63	44	90	80	1,259	105
Computer	14	35	111	111	137	172	142	140	142	142	243	293	1,682	140
CalJobs/Internet Job Search	24	60	138	126	150	167	55	117	124	126	130	145	1,362	114
Resume/Cover Letter	14	35	68	65	111	57	38	56	35	30	40	43	592	49
Typing Practice	2	9	10	18	12	14	13	13	2	8	10	12	123	10
Typing Certificate	1	1	6	4	4	7	23	9	1	6	2	2	66	6
Career Exploration	9	31	53	43	49	34	16	10	15	17	26	23	326	27
Job Listing	15	54	105	86	101	103	46	63	84	55	49	53	814	68
Fax	4	31	53	40	64	65	37	50	43	43	44	54	528	44
Copier	2	18	53	33	36	49	33	22	25	12	23	36	342	29
Telephone	2	26	72	57	77	95	57	73	83	44	61	91	738	62
Typewriter	3	6	10	12	7	5	3	6	5	2	3	2	64	5
Resource Library	3	6	18	9	15	11	7	4	3	2	26	14	118	10
Skills Certificate	2	5	17	2	8	7	2	0	4	0	6	3	56	5
Plato Lab	19	55	99	142	209	289	236	240	242	135	206	270	2,142	179
Workshop	*	*	7	90	107	157	90	3	3	5	7	10	479	48
Information	17	41	65	58	94	84	22	6	25	18	0	0	430	36
Agency Referral To:	3	9	17	8	9	21	6	1	5	1	7	1	88	7
Appointment with;	39	94	152	138	215	202	99	**	**	**	**	**	939	134
Other	30	50	118	167	154	185	101	140	92	71	0	0	1,108	92

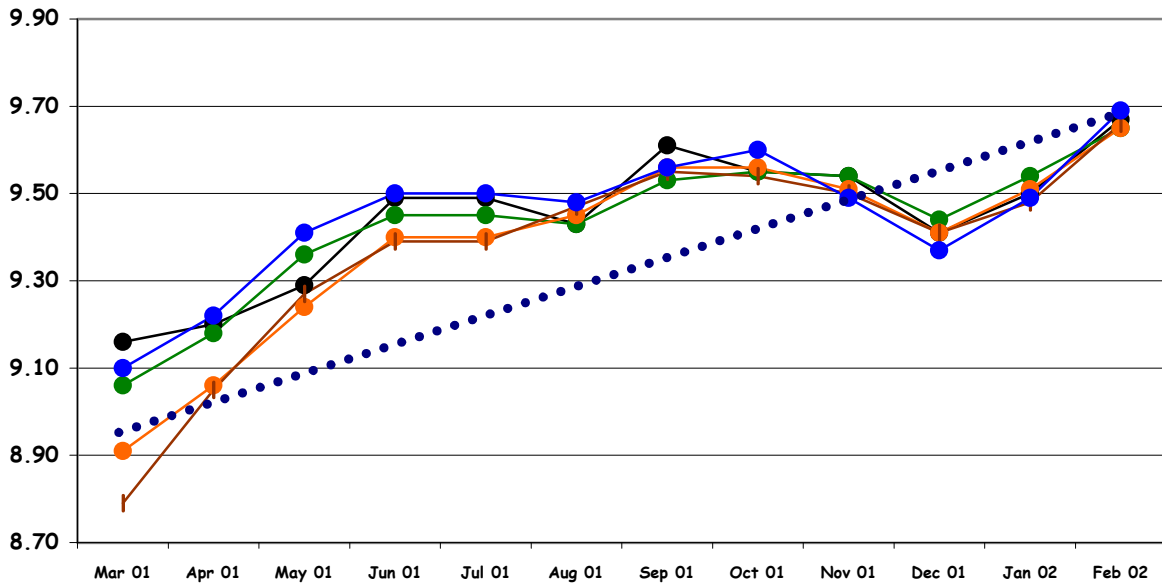
* Workshop question added May 2001

** Appointment with: was removed in October 2001

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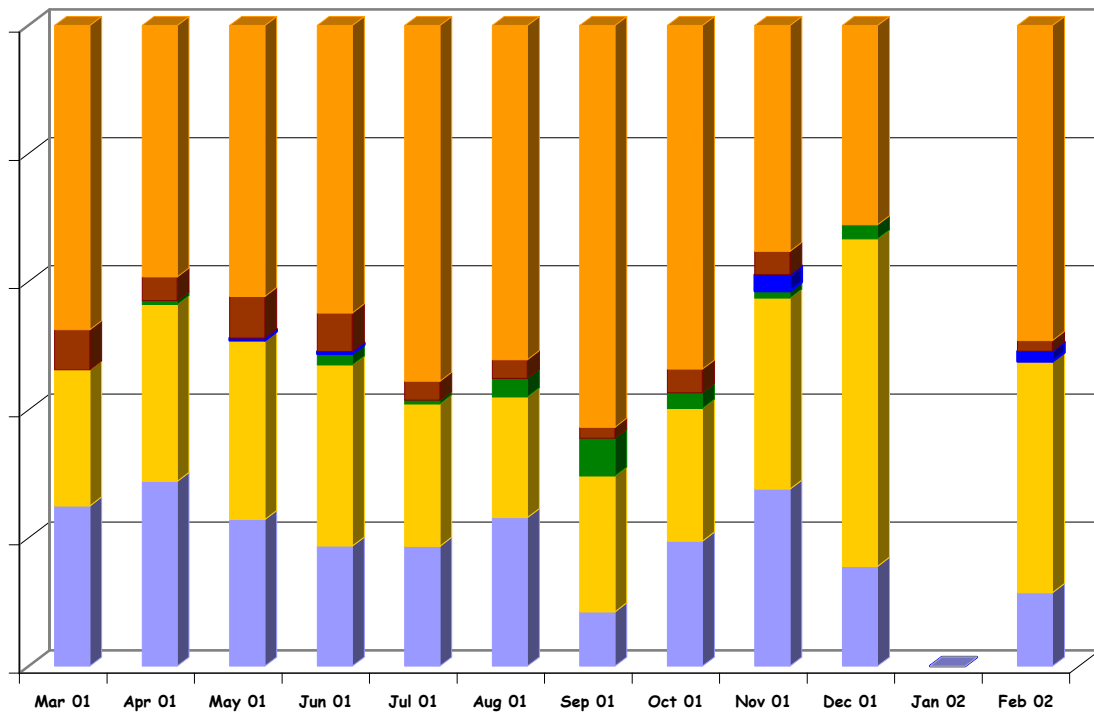
Customer Satisfaction Questions
March 2001 through February 2002
Los Banos

- Did we help you today?
- Were you satisfied with the services?
- Did you get the information you needed?
- Time it took to see a counselor
- Courtesy of staff



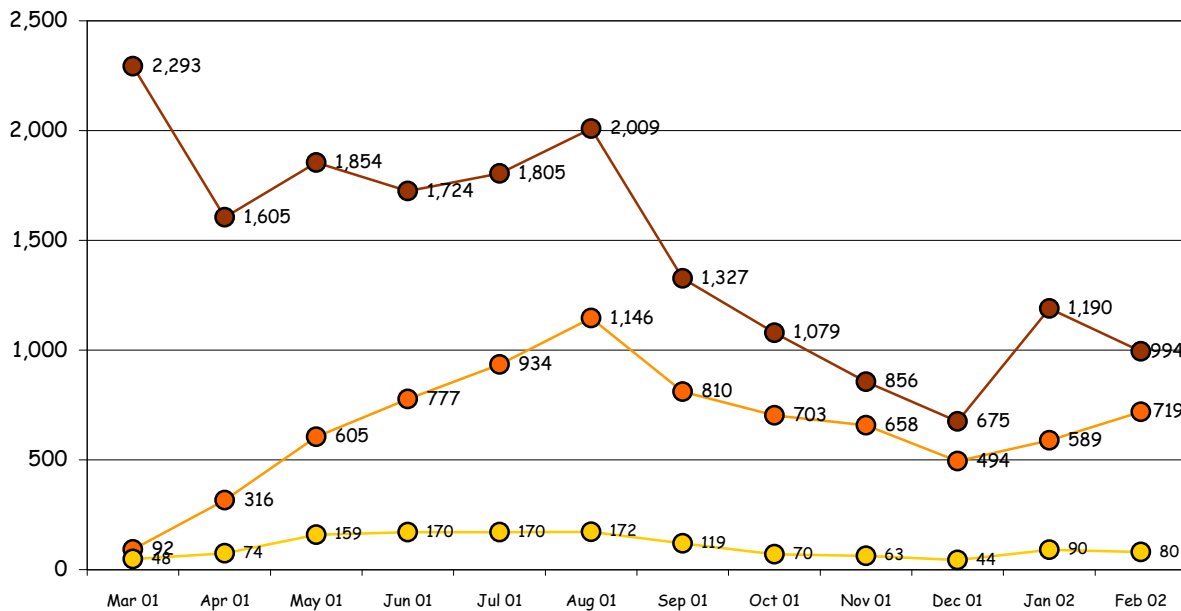
How did you hear about us?
March 2001 through February 2002
Los Banos

- EDD
- Friend/Family
- Flyer/Brochure
- Radio Ad
- Newspaper Ad
- Other



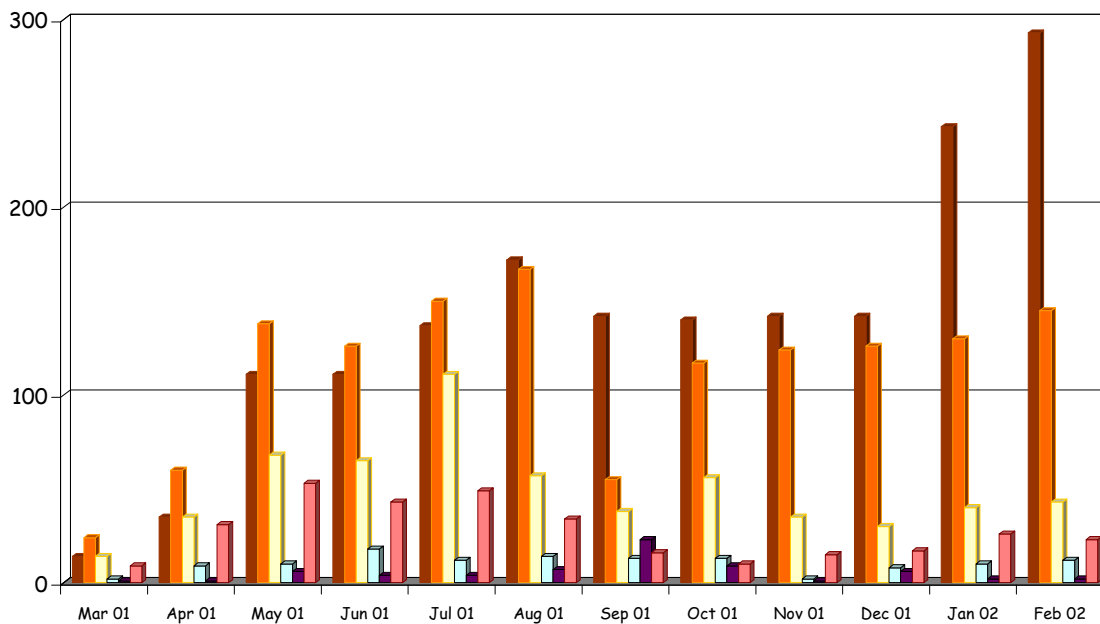
**Daily Sign-ins
and Number of Questionnaires Received
March 2001 through February 2002
Los Banos**

- Daily Sign-ins
- Daily Number of Questionnaires
- First Visit - Yes

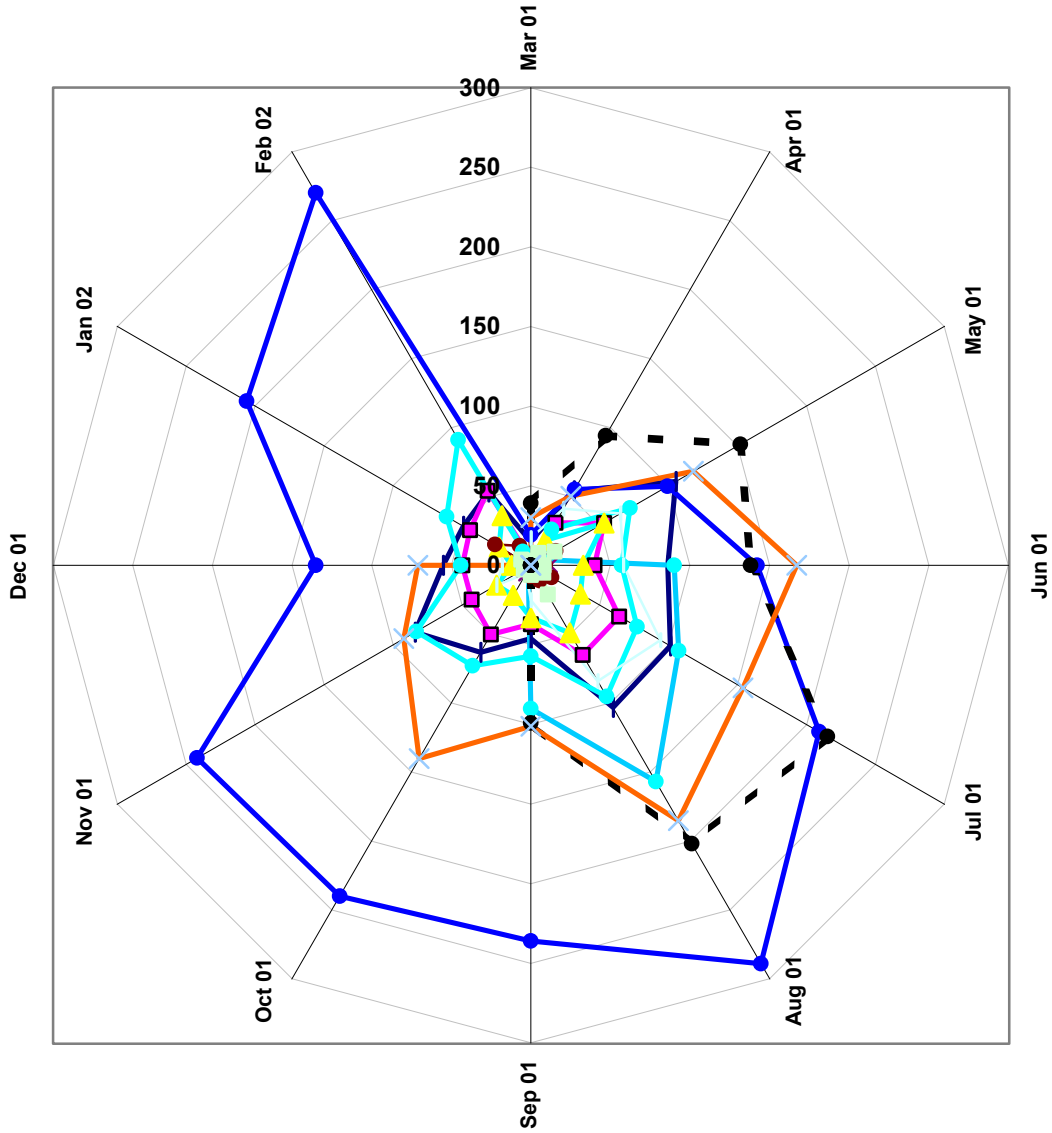
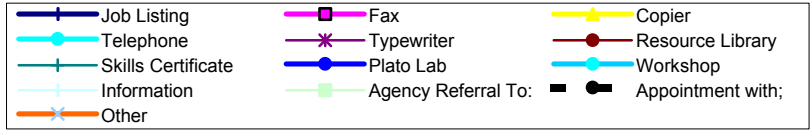


**Computer Use with Subcategories
March 2001 through February 2002
Los Banos**

- Computer
- CalJobs/Internet Job Search
- Resume/Cover Letter
- Typing Practice
- Typing Certificate
- Career Exploration



**Service Data
March 2001 through
February 2002
Los Banos**



One Stop Day Pass Data - Livingston - March 2001 through February 2002

Customer Satisfaction Questions													
Livingston	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	12 Month Average
Did we help you today?	9.38	9.86	9.78	9.35	9.35	9.36	9.38	9.43	9.28	9.35	9.35	9.41	9.44
Were you satisfied with the services?	8.92	9.76	9.83	9.41	9.41	9.27	9.63	9.39	9.57	9.23	9.47	9.39	9.44
Did you get the information you needed?	9.08	9.48	9.77	9.22	9.22	9.36	9.50	9.41	9.63	9.11	9.17	9.20	9.35
Time it took to see a counselor	9.17	8.44	9.38	9.24	9.24	9.10	9.56	9.11	8.77	8.91	9.39	9.32	9.14
Courtesy of staff	9.31	9.62	9.63	9.53	9.53	9.18	9.75	9.47	9.55	9.25	9.18	9.58	9.47

How did you hear about us?															
Livingston	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average	
EDB	1	2	6	5	1	0	3	5	0	1	0	1	25	2	
Friend/Family	2	7	11	14	9	3	12	16	12	11	0	3	100	8	
Flyer/Brochure	0	0	0	1	0	0	0	1	0	0	0	0	2	0	
Radio Ad	0	0	0	0	0	1	2	0	1	0	0	0	4	0	
Newspaper Ad	1	1	1	3	1	3	4	0	1	0	0	0	15	1	
Other	11	4	15	17	8	3	12	9	10	9	0	3	101	8	

Service Data															
Livingston	Mar 01	Apr 01	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Total	12 Month Average***	
Daily Sign-ins	0	0	179	91	105	158	127	203	124	84	140	84	1,295	108	
Daily Number of Questionnaires	0	0	54	62	40	74	50	125	83	57	84	47	676	56	
First Visit															
First Visit - Yes	11	7	22	18	13	18	15	26	19	17	20	12	198	17	
Computer	15	19	47	50	34	59	38	94	60	76	68	38	598	50	
CalJobs/Internet Job Search	11	18	38	35	20	39	22	56	36	42	34	15	366	31	
Resume/Cover Letter	3	2	8	7	5	14	5	18	24	17	19	8	130	11	
Typing Practice	5	1	6	11	9	5	3	13	1	0	2	4	60	5	
Typing Certificate	0	0	0	0	0	0	0	1	0	0	1	1	3	0	
Career Exploration	0	0	3	1	1	4	2	4	3	0	3	0	21	2	
Job Listing	4	4	16	12	11	25	21	33	12	41	18	14	211	18	
Fax	1	3	7	4	3	5	0	6	6	8	4	5	52	4	
Copier	1	4	5	6	3	8	1	13	5	8	3	1	58	5	
Telephone	4	4	4	12	8	14	12	22	24	21	9	5	139	12	
Typewriter	0	1	0	3	0	1	0	5	1	4	2	1	18	2	
Resource Library	0	2	0	1	0	1	2	4	5	6	2	2	25	2	
Skills Certificate	0	0	0	2	1	0	2	0	1	3	3	0	12	1	
Plato Lab	0	1	4	5	2	3	1	5	1	0	0	0	22	2	
Workshop	*	*	0	5	0	2	2	14	1	3	1	0	28	3	
Information	6	0	1	1	1	4	4	2	7	11	0	0	37	3	
Agency Referral To:	0	0	0	0	1	0	1	1	0	0	1	0	4	0	
Appointment with:	0	0	0	0	0	0	0	**	**	**	**	**	0	0	
Other	3	1	1	0	0	3	3	6	2	0	0	0	19	2	

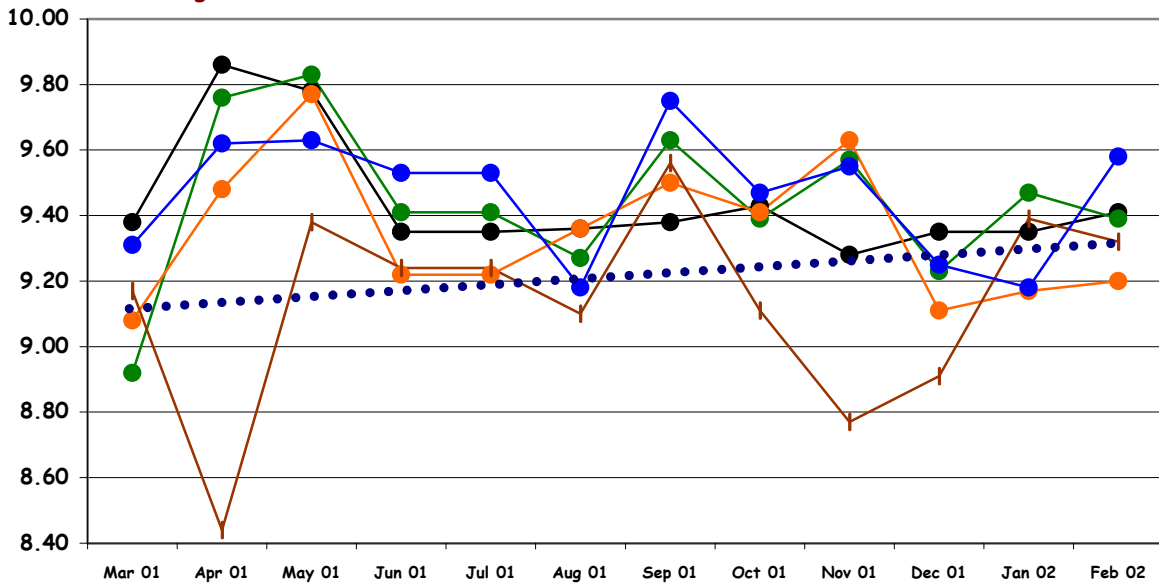
* Workshop question added May 2001

** Appointment with: was removed in October 2001

*** Workshop (10 month average) and Appointment with: (7 month average) are less than 12 month average due to additions and deletions of questions.

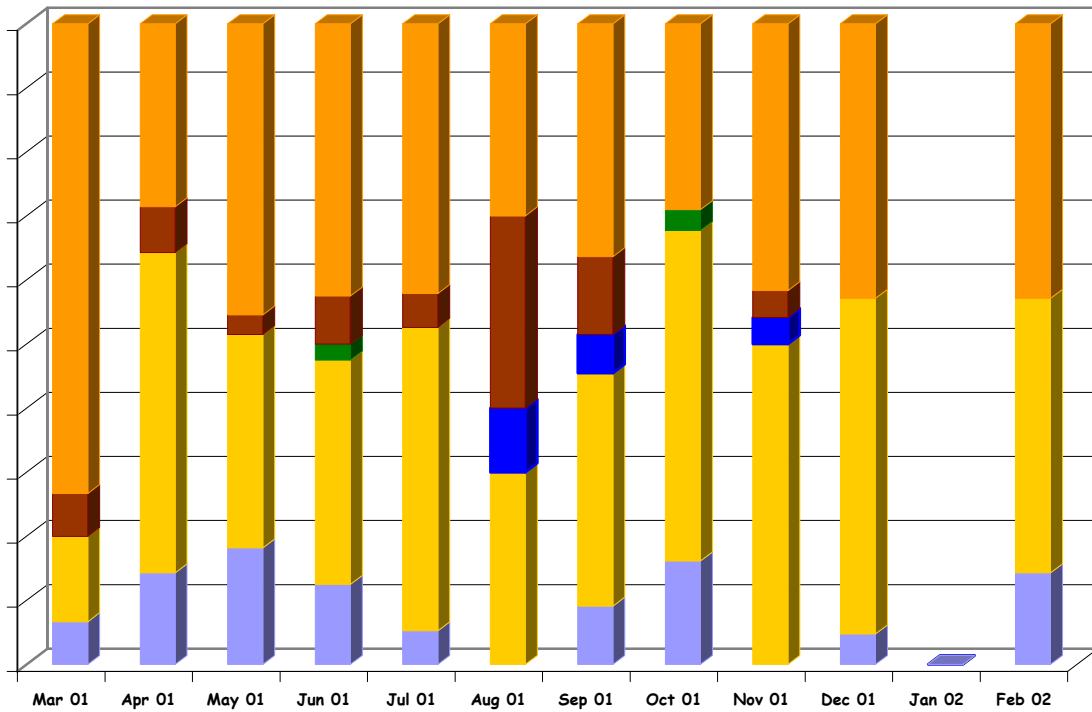
Customer Satisfaction Questions
March 2001 through February 2002
Livingston

- Did we help you today?
- Were you satisfied with the services?
- Did you get the information you needed?
- Time it took to see a counselor
- Courtesy of staff

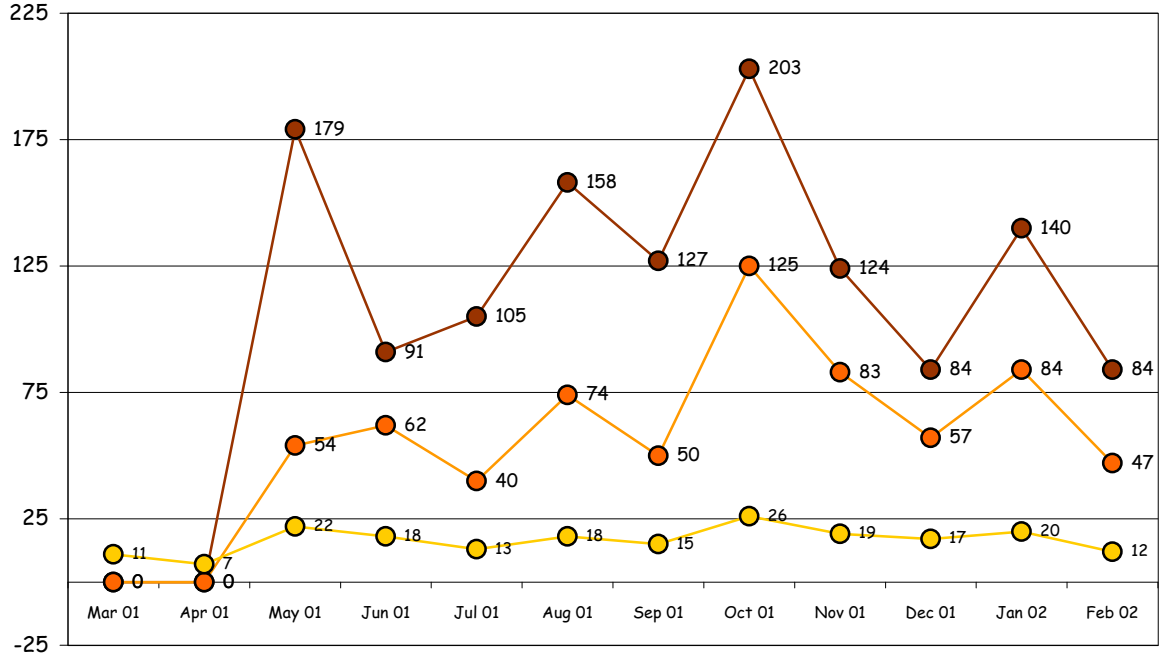


How did you hear about us?
March 2001 through February 2002
Livingston

- EDD
- Flyer/Brochure
- Newspaper Ad
- Friend/Family
- Radio Ad
- Other



**Daily Sign-ins
and Number of Questionnaires Received
March 2001 through February 2002
Livingston**



**Computer Use with Subcategories
March 2001 through February 2002
Livingston**

