

# Worknet Customer Service Report

October 2010

	Oct-09	Oct-10	Sep-10	Aug-10
<b>All Locations Combined</b>				
<b>Visits</b>				
Return Visits (Total Core Svcs - First Visit Registrations)	4521	9653	10102	11280
First Visits (New Registrations)	322	410	502	596
Total Visits (Core Svcs Used)	4843	10063	10604	11876
Total Visitors (Unique Visitors)	2176	1738	1787	2087
<b>What did our customers use?</b>				
Career Assessment	237	88	99	163
Certificate Test	57	143	134	111
Copier	404	300	364	374
EDD/Unemployment	101	71	57	61
External Web Site Job Referral	0	2312	2627	2565
Fax	1239	195	198	244
Internet Job Search	2282	3101	3175	3577
Job Wall	353	739	730	798
Local Office Orientation - JTA 18	230	63	99	123
Other VOS Internet Services	0	396	312	484
PLATO Lab	917	644	722	854
Resume/Cover Letter/Application JTA 15	727	959	943	1137
Special Class	50	86	62	105
Staff Appointment	408	153	156	290
Summer Jobs for Youth	158	15	13	11
Telephone	94	174	215	190
Typing Practice	162	150	113	122
Workshop	54	64	83	71

## Results By Location - October 2010

	Merced	Los Banos	Wardrobe	All Locations
<b>Visits</b>				
Return Visits	6189	3361	103	9653
First Visits	257	132	21	410
Total Visits	6446	3493	124	10063
Total Visitors*	1188	551	72	1738
<b>What did our customers use?</b>				
Career Assessment	62	24	2	88
Certificate Test	116	27	0	143
Copier	242	57	1	300
EDD/Unemployment	37	34	0	71
External Web Site Job Referral	1229	1059	24	2312
Fax	148	46	1	195
Internet Job Search	2108	971	22	3101
Job Wall	640	98	1	739
Local Office Orientation - JTA 18	11	30	22	63
Other VOS Internet Services	275	107	14	396
PLATO Lab	239	401	4	644
Resume/Cover Letter/Application JTA 15	678	275	6	959
Special Class	36	47	3	86
Staff Appointment	87	64	2	153
Summer Jobs for Youth	11	4	0	15
Telephone	128	46	0	174
Typing Practice	100	50	0	150
Workshop	42	21	1	64

\*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.