

Worknet Customer Service & Satisfaction Report For All Locations February 2010

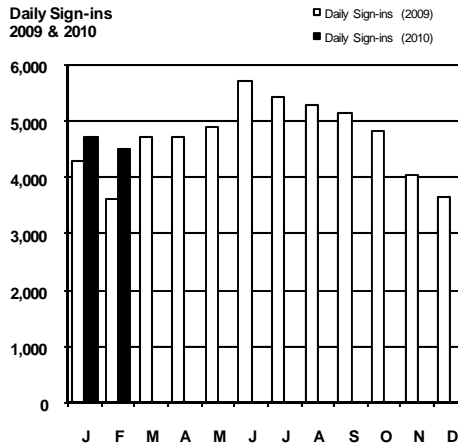
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-ins for February totaled 4,499, down 240 from the previous month and up 887 from February 2009. Daily sign-ins for the month of February are above the 6 year average.

February's 6 year average: 3,757

2009 annual average: 4,706

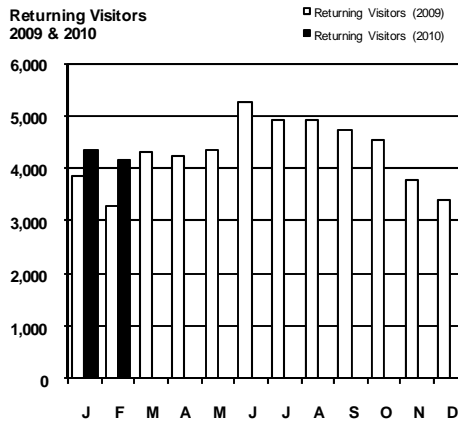


Return Visits

Return visits for February totaled 4,156, down 175 from the previous month and up 891 from February 2009. Return visits for the month of February are above the 6 year average.

February's 6 year average: 3,443

2009 annual average: 4,294

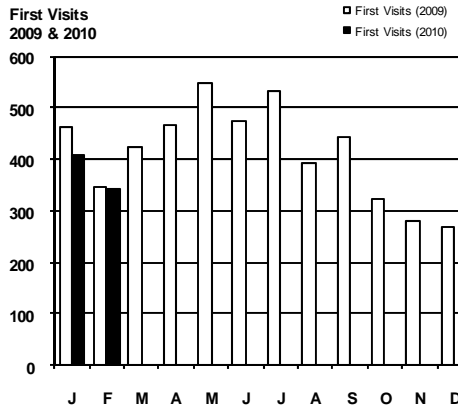


First Visits

First Visits for February totaled 343, down 65 from the previous month and down 4 from February 2009. First Visits for the month of February are above the 6 year average.

February's 6 year average: 313

2009 annual average: 413



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Customer Flow for February 2010

All Locations

- On average, Mondays were the busiest days of the week, averaging 304 customers per day. (Weekly Average: 1,249 customers).

Merced (including Wardrobe Avenue Office)

- Mondays were the busiest day of the week, with an average of 177 customers per day. (Weekly Average: 696 customers).

Los Banos

- Mondays were the busiest day of the week, averaging 127 customers per day. (Weekly Average: 553 customers).

Note:

- As of May, 2009, Merced Customer flow includes visitors at the Wardrobe Avenue Office, and we are tracking a new metric: Summer Employment visits.



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How did you hear about us?

Responses from first-time visitors

Marketing advertisements for February 2010

** The Bus*

Worknet signs outside buses

** Merced Sun Star and*

Affiliated County Newspapers

Programmable Logic

Controller (PLC) Training Ads

running in seven Tuesday,

Wednesday and Weekend

Editions

In February, our first time visitors responded most often that they heard about Worknet from friends or family, with 159 customers providing this response.

An additional 157 visitors responded that they were walk-in visitors to Worknet offices

Of the 51 visitors whose responses were classed as "Other", 40 were visiting the Los Banos Worknet Offices. Of these, 36 wrote "Census" on the response form, one wrote "HSA" on the response form, and the remaining 3 wrote "Vita" on the response form. Another 11 visitors were visiting the Merced Worknet Offices. Of these, four wrote the "LWIA" on the response form, two each wrote "WorkKeys" or "Merced College" on the response form, and one each wrote "DA Office", "Interview", or "Track School" on the response form.

In February, 99.17 percent of our customers responding would refer our services to others

Would you refer our services to others?

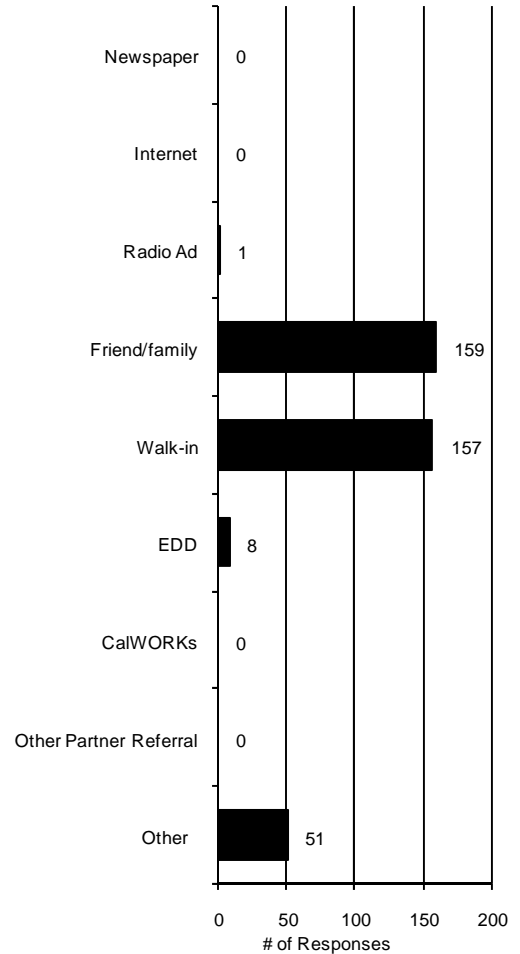
Of those responding to this question, 99.17 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

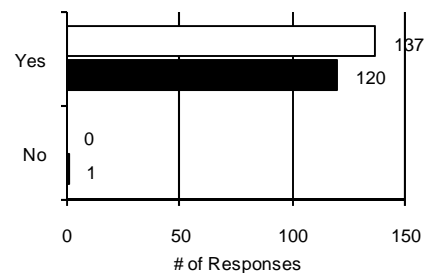
PY 07/08 annual average: 98.79%

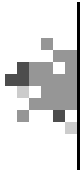
PY 08/09 annual average: 99.35%

How Did You Hear About Us? ■ Feb-10



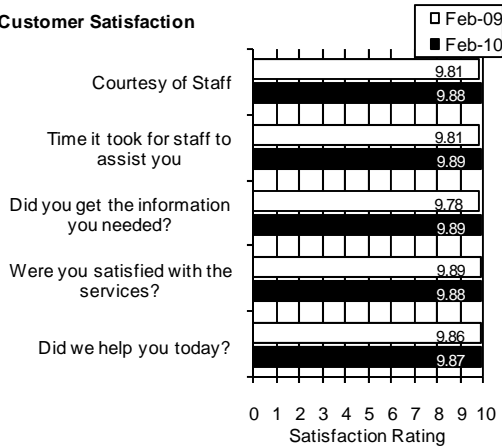
Would you refer our services to others? □ Feb-09
■ Feb-10





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Customer Satisfaction



Customer Satisfaction Ratings

We received 123 surveys with responses to customer satisfaction questions in the month of February.

Consistently, we see overall ratings for all questions in this category to be greater than 9.87 out of 10.

One questionnaire contained responses in any category of 5 or less.

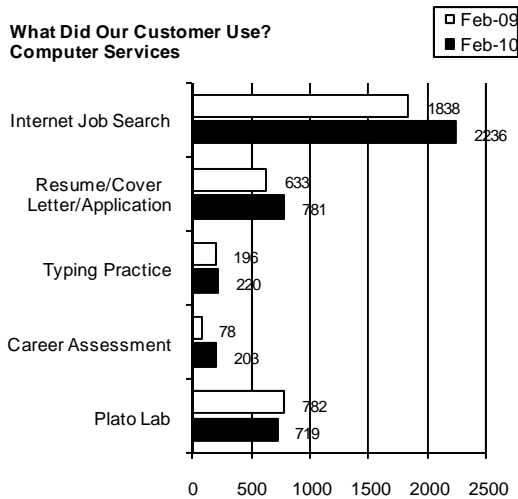
“Consistently, we see overall ratings for all questions in this category to be greater than 9.87 out of 10.”

Return Rate For Customer Satisfaction Survey

*Both Locations: 2.83%
Merced: 1.36%
Los Banos: 4.57%*

How our customers use our services

What Did Our Customer Use? Computer Services

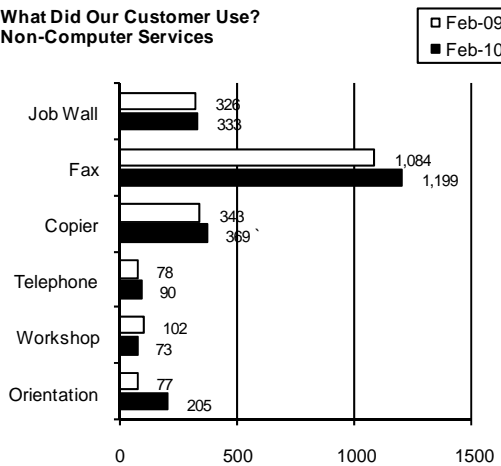


Computer related services are always the ones most used by our customers, with customers using one or more such services 4,159 times in February.

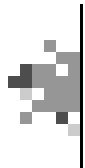
Internet Job Search and Resume/Cover Letter/Application were our most accessed computer services.

1,199 customers used our Fax service at Worknet in the Month of February.

What Did Our Customer Use? Non-Computer Services



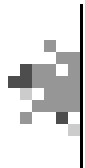
Fax and Copier were the most used non-computer related services. Job Wall, Orientation, and Telephone were the next most used services under this category.



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Customer Service/Satisfaction Summary Data - All Locations

	Feb-09	Dec-09	Jan-10	Feb-10
Return Visits	3,265	3,406	4,331	4,156
First Visits	347	267	408	343
Total Visits	3,612	3,673	4,739	4,499
Total Visitors	1,654	1,712	2,140	2,064
How did you hear about us?				
Newspaper	0	0	0	0
Internet	3	3	0	0
Radio Ad	0	0	39	1
Friend/family	157	114	160	159
Walk-in	137	106	182	157
EDD	14	17	11	8
CalWORKs	8	1	0	0
Other Partner Referral	1	6	7	0
Other	23	14	54	51
What did our customers use?				
Internet Job Search	1,838	1,989	2,540	2,236
Resume/Cover Letter/Application	633	689	867	781
Typing Practice	196	168	155	220
Career Assessment	78	219	243	203
Job Wall	326	330	299	333
Fax	1,084	1,075	1,385	1,199
Copier	343	332	390	369
Telephone	78	72	52	90
Plato Lab	782	618	781	719
Workshop	102	47	63	73
Orientation	77	92	181	205
Staff Appointment	249	314	399	486
Special Class	80	49	109	149
EDD/Unemployment	140	92	95	105
Certificate Test	85	66	29	81
Summer Employment		19	55	63
Customer Satisfaction				
Courtesy of Staff	9.81	9.68	9.75	9.88
Time it took for staff to assist you	9.81	9.64	9.77	9.89
Did you get the information you needed?	9.78	9.71	9.76	9.89
Were you satisfied with the services?	9.89	9.72	9.78	9.88
Did we help you today?	9.86	9.72	9.79	9.87
Would you refer our services to others?				
Yes	137	357	155	120
No	0	4	1	1



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Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Wardrobe	All Locations
Return Visits	2,167	1,846	143	4,156
First Visits	184	147	12	343
Total Visits	2,351	1,993	155	4,499
Total Visitors	1,081	848	135	2,064
How did you hear about us?				
Newspaper	0	0	0	0
Internet	0	0	0	0
Radio Ad	0	1	0	1
Friend/family	15	142	2	159
Walk-in	148	0	9	157
EDD	6	2	0	8
CalWORKs	0	0	0	0
Other Partner Referral	0	0	0	0
Other	10	40	1	51
What did our customers use?				
Internet Job Search	1,306	920	10	2,236
Resume / Cover Letter / Application	268	513	0	781
Typing Practice	106	114	0	220
Career Assessment	143	51	9	203
Job Wall	213	120	0	333
Fax	645	549	5	1,199
Copier	237	132	0	369
Telephone	8	82	0	90
Plato Lab	273	446	0	719
Workshop	46	27	0	73
Orientation	45	74	86	205
Staff Appointment	186	288	12	486
Special Class	14	134	1	149
EDD/Unemployment	71	34	0	105
Certificate Test	33	47	1	81
Summer Employment	3	30	30	63
Customer Satisfaction				
Courtesy of Staff	9.72	9.93	0.00	9.88
Time it took for staff to assist you	9.81	9.91	0.00	9.89
Did you get the information you needed?	9.87	9.89	0.00	9.89
Were you satisfied with the services?	9.77	9.91	0.00	9.88
Did we help you today?	9.81	9.89	0.00	9.87
Would you refer our services to others?				
Yes	29	91	0	120
No	1	0	0	1

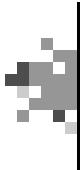


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Suggestions

More help in Computer Lab.
More computers.
Doing great.
Service was great, a little timely.
No, great services.
In reference to the felon program. I would like to suggest that you also include felons who are off of parole also. It is an accomplishment to successfully complete parole with out a violation and the felony does hinder job search.
Counselor needed to help guide to what jobs for certain areas needed.
Help me look for any job.
Yes, more bilingual staff (span) for Spanish speakers.
No, doing great.
Services are awesome.
If clients could bring personal flash drives.
More current downloads for Job Search on computer. Sites are restricted.
You guys are good as you are.



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Concerns

[Worknet Employee] was very helpful.
More space.
Just a little timely.
I need to find work for 11-7 shift or work from 8-11 in the am due to spouse shift work and kids at home.
I really need a job , please help.
I have already talked to a counsler from here, he did that.
If I could upload my own files and docs.
New Career?
Out stand job! Well Done!
Not at the moment.
No, you do a great job.