

Worknet Customer Service & Satisfaction Report For All Locations September 2009

Merced County Department of Workforce Investment

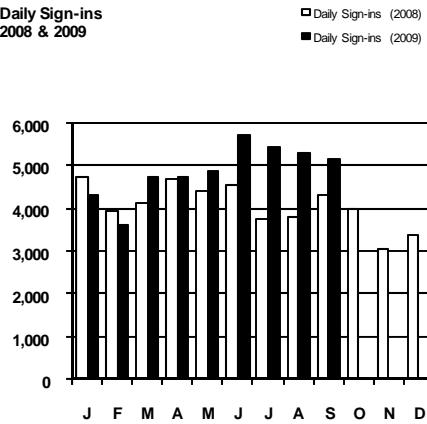
Daily Sign-ins

Daily sign-ins for September totaled 5,154, down 154 from the previous month and up 834 from September 2008. Daily sign-ins for the month of September are above the 6 year average.

September's 6 year average: 3,740

2008 annual average: 4,058

Daily Sign-ins
2008 & 2009



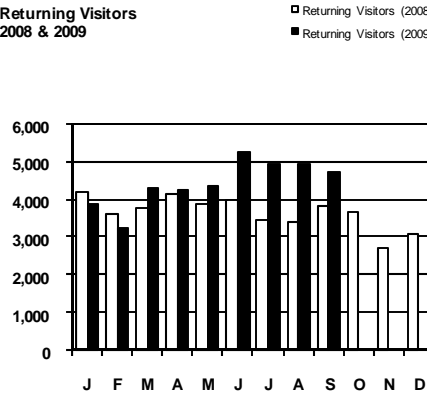
Return Visits

Return visits for September totaled 4,711, down 206 from the previous month and up 863 from September 2008. Return visits for the month of September are above the 6 year average.

September's 6 year average: 3,446

2008 annual average: 3,647

Returning Visitors
2008 & 2009



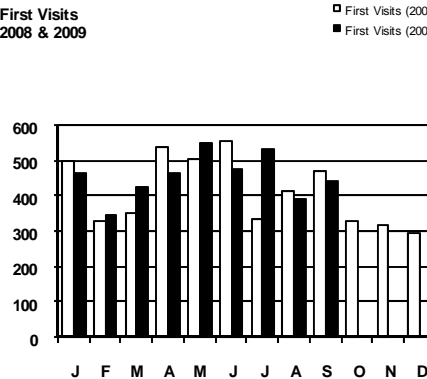
First Visits

First Visits for September totaled 443, up 52 from the previous month and down 29 from September 2008. First Visits for the month of September are above the 6 year average.

September's 6 year average: 294

2008 annual average: 411

First Visits
2008 & 2009



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Customer Flow for September 2009

All Locations

- On average, Mondays were the busiest days of the week, averaging 266 customers per day. (Weekly Average: 1,227 customers).

Merced (including Wardrobe Avenue Office)

- Mondays were the busiest day of the week, with an average of 167 customers per day. (Weekly Average: 717 customers).

Los Banos

- Wednesdays were the busiest day of the week, averaging 112 customers per day. (Weekly Average: 510 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
September 2009**

In September, our first time visitors responded most often that they were walk-in visitors to Worknet offices, with 223 customers providing this response.

** The Bus*

Worknet signs outside buses

An additional 184 visitors responded that they heard about Worknet from friends or family.

Merced Sun-Star

Advertisements in 6 daily and

Both visitors whose responses were classed as "Other" were visiting the Merced Worknet Offices. Of these, one wrote "Parole Officer" and the other wrote "Phone Book" on the response form.

Saturday editions for Water

Treatment Plant Operator

Training, plus another 6 for

Professor Ed Morrison's

Presentation on Open Source

Economic Development

*In September, 98.44 percent of our
customers responding would refer
our services to others*

Would you refer our services to others?

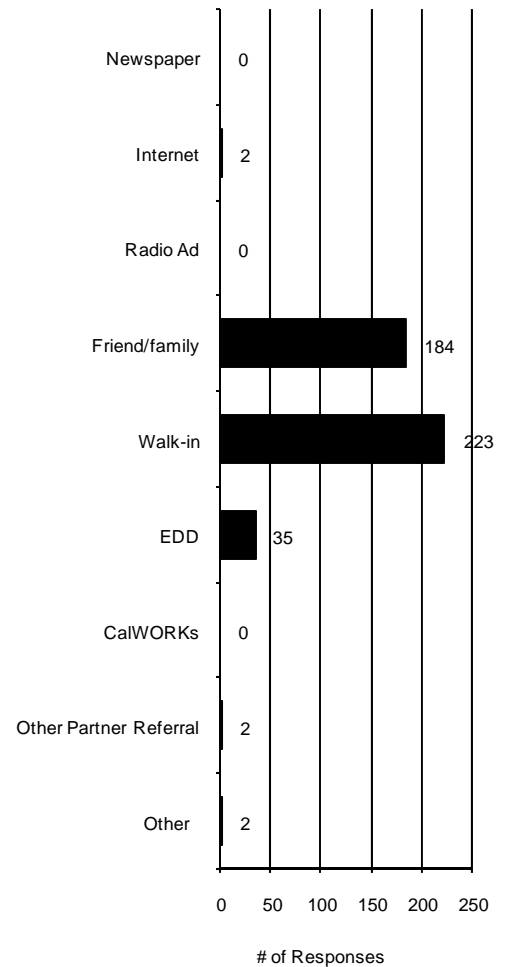
Of those responding to this question, 98.44 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

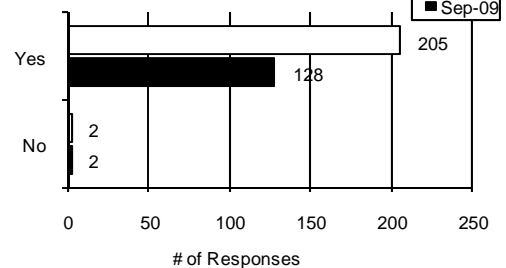
PY 07/08 annual average: 98.79%

PY 08/09 annual average: 99.35%

How Did You Hear About Us? ■ Sep-09



Would you refer our services to others? □ Sep-08
■ Sep-09





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Customer Satisfaction



Customer Satisfaction Ratings

We received 138 surveys with responses to customer satisfaction questions in the month of September.

Consistently, we see overall ratings for all questions in this category to be greater than 9.55 out of 10.

Four questionnaires contained responses in any category of 5 or less.

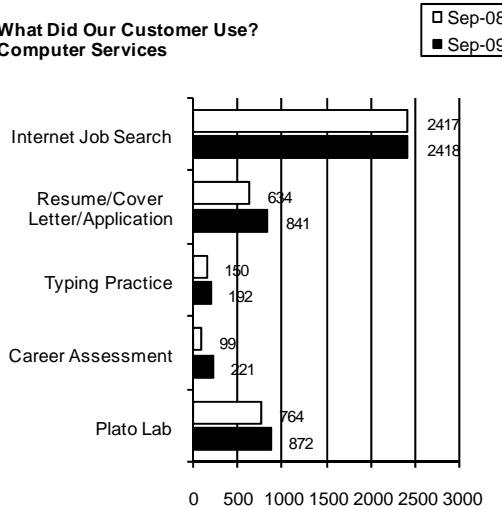
“Consistently, we see overall ratings for all questions in this category to be greater than 9.55 out of 10.”

Return Rate For Customer Satisfaction Survey

*Both Locations: 2.81%
Merced: 3.47%
Los Banos: 1.96%*

How our customers use our services

What Did Our Customer Use? Computer Services

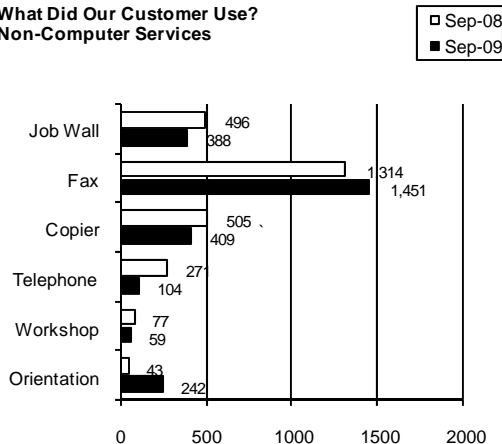


Computer related services are always the ones most used by our customers, with customers using one or more such services 4,544 times in September.

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

1,451 customers used our Fax service at Worknet in the Month of September.

What Did Our Customer Use? Non-Computer Services



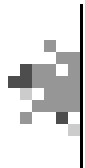
Fax and Copier were the most used non-computer related services. Job Wall, Orientation, and Telephone were the next most used services under this category.



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Customer Service/Satisfaction Summary Data - All Locations

	Sep-08	Jul-09	Aug-09	Sep-09
Return Visits	3,848	4,923	4,917	4,711
First Visits	472	531	391	443
Total Visits	4,320	5,454	5,308	5,154
Total Visitors	1,925	2,532	2,441	2,255
How did you hear about us?				
Newspaper	0	0	0	0
Internet	0	0	0	2
Radio Ad	0	0	0	0
Friend/family	95	191	159	184
Walk-in	209	307	209	223
EDD	9	10	20	35
CalWORKs	8	0	0	0
Other Partner Referral	12	14	4	2
Other	138	5	0	2
What did our customers use?				
Internet Job Search	2,417	2,478	2,651	2,418
Resume/Cover Letter/Application	634	886	997	841
Typing Practice	150	190	170	192
Career Assessment	99	213	244	221
Job Wall	496	398	450	388
Fax	1,314	1,430	1,588	1,451
Copier	505	416	515	409
Telephone	271	124	138	104
Plato Lab	764	816	755	872
Workshop	77	174	149	59
Orientation	43	196	191	242
Staff Appointment	198	439	489	502
Special Class	128	84	69	159
EDD/Unemployment	180	90	108	120
Certificate Test	86	47	36	59
Summer Employment		628	349	233
Customer Satisfaction				
Courtesy of Staff	9.76	9.56	9.64	9.58
Time it took for staff to assist you	9.74	9.61	9.55	9.71
Did you get the information you needed?	9.66	9.58	9.65	9.57
Were you satisfied with the services?	9.76	9.64	9.59	9.64
Did we help you today?	9.70	9.66	9.58	9.55
Would you refer our services to others?				
Yes	205	113	141	128
No	2	2	1	2



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Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Wardrobe	All Locations
Return Visits	2,483	1,987	241	4,711
First Visits	286	156	1	443
Total Visits	2,769	2,143	242	5,154
Total Visitors	1,289	760	206	2,255
How did you hear about us?				
Newspaper	0	0	0	0
Internet	2	0	0	2
Radio Ad	0	0	0	0
Friend/family	28	155	1	184
Walk-in	223	0	0	223
EDD	25	10	0	35
CalWORKs	0	0	0	0
Other Partner Referral	2	0	0	2
Other	2	0	0	2
What did our customers use?				
Internet Job Search	1,494	921	3	2,418
Resume / Cover Letter / Application	310	529	2	841
Typing Practice	93	99	0	192
Career Assessment	134	69	18	221
Job Wall	256	132	0	388
Fax	856	592	3	1,451
Copier	279	129	1	409
Telephone	8	96	0	104
Plato Lab	316	555	1	872
Workshop	39	20	0	59
Orientation	118	82	42	242
Staff Appointment	228	273	1	502
Special Class	40	119	0	159
EDD/Unemployment	64	56	0	120
Certificate Test	30	29	0	59
Summer Employment	4	55	174	233
Customer Satisfaction				
Courtesy of Staff	9.55	9.64	0.00	9.58
Time it took for staff to assist you	9.66	9.81	0.00	9.71
Did you get the information you needed?	9.45	9.83	0.00	9.57
Were you satisfied with the services?	9.56	9.83	0.00	9.64
Did we help you today?	9.41	9.88	0.00	9.55
Would you refer our services to others?				
Yes	87	41	0	128
No	2	0	0	2

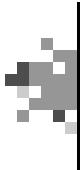


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Suggestions

Its all good.
Not really you're always been great helpers.
Later hours
No, everything was great.
Bacteria wipes for head phones in lab! Swine Flu.
Todo esta bien.
Nope, everything was great as always.
Keep doing what you do.
Bigger facility and more computers.
no your service is excellent
you're very helpful.
all the workers are so friendly and helpful.
No just perfect and grateful for our services.
You guys are great!
It is all helpful!
Keep up the good work!
more staff
No everything is perfect!
Have more workshops and job fairs available
more staff
No, I think you guys are excellent!
More computers.
More jobs
None, but I believe Worknet is doing a great service. Thank you.
More job listing.
None. Keep up the good work.
The system that you use works great all ready.
Great service.
More computer.



Concerns

Financial Assistance
Not at the moment.
None.
No they all helped me with everyting I needed.
Everything is well arranged and informative.
Shot to help improve computer illiterate help preparing for interviews
More computers
Enough counselors
Fix my resume, help me with cover letter & suggestions about what to say professionally at job interviews.
Not at this moment. I have been helped so much from the staff here.
More Vocational Training.