JAN PERRY
INTERIM GENERAL MANAGER

CITY OF LOS ANGELES

CALIFORNIA

ERIC GARCETTI
MAYOR

ECONOMIC AND WORKFORCE
DEVELOPMENT DEPARTMENT

1200 W. 7TH STREET
LOS ANGELES, CA 90017

DATE: December 2, 2013

TO: LA's Workforce Development System

FROM: Jaime H. Pacheco-Orozco, Director
Workforce Development System

SUBJECT: **INFORMATION BULLETIN NO. 14-13**
CUSTOMER SATISFACTION SURVEY NOTIFICATION

EFFECTIVE DATE
This bulletin is effective upon date of issue.

PURPOSE
This bulletin provides information regarding the upcoming on-site surveys of customer satisfaction to be held at each WorkSource Center.

BACKGROUND
As in the past, the Department has contracted with The University Corporation (California State University, Northridge) to conduct customer satisfaction surveys of both employer and participant customers of the WorkSource and OneSource Systems.

Intercept surveys for all WorkSource Centers will be held during the month of December. Enumerators will be at each center for one day distributing and collecting survey forms. A representative of the University Corporation will be contacting each center's program manager between December 3, 2013 – December 6, 2013, to schedule a survey day in advance.

EWDD CONTACT
If you have any questions regarding this information bulletin, please contact Terry Jay at Terry.Jay@lacity.org or (213) 744-7166.

JHP:GR:TJ