



	<b>Employment</b>			
	<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>13</b>	<b>16</b>	<b>-18.75%</b>	<b>101</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	2
Walk-In:	13	15	-13.33%	99
<b>Query Minutes Total:</b>	<b>142</b>	<b>115</b>	<b>23.48%</b>	<b>810</b>
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	15
Walk-In:	142	105	35.24%	795
<b>Average Query Session:</b>	<b>10.92</b>	<b>7.19</b>	<b>51.97%</b>	<b>8.02</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	10.00	-100.00%	7.50
Walk-In:	10.92	7.00	56.04%	8.03
<b>Laptop Request Total:</b>	<b>11</b>	<b>13</b>	<b>-15.38%</b>	<b>80</b>
<b>Laptop Minutes Total:</b>	<b>663</b>	<b>515</b>	<b>28.74%</b>	<b>4803</b>
<b>Average Laptop Session:</b>	<b>60.27</b>	<b>39.62</b>	<b>52.14%</b>	<b>60.04</b>
	<b>Food Stamps</b>			
	<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>42</b>	<b>34</b>	<b>23.53%</b>	<b>165</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	41	34	20.59%	164
<b>Query Minutes Total:</b>	<b>269</b>	<b>671</b>	<b>-59.91%</b>	<b>1991</b>
Email:	0	0	0.00%	0
Telephone:	10	0	1000.00%	10
Walk-In:	259	671	-61.40%	1981
<b>Average Query Session:</b>	<b>6.40</b>	<b>19.74</b>	<b>-67.55%</b>	<b>12.07</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	10.00	0.00	1000.00%	10.00
Walk-In:	6.32	19.74	-67.99%	12.08
<b>Laptop Request Total:</b>	<b>31</b>	<b>32</b>	<b>-3.13%</b>	<b>136</b>
<b>Laptop Minutes Total:</b>	<b>1066</b>	<b>1480</b>	<b>-27.97%</b>	<b>6039</b>
<b>Average Laptop Session:</b>	<b>34.39</b>	<b>46.25</b>	<b>-25.65%</b>	<b>44.40</b>

	<b>Immigration</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>4</b>	<b>5</b>	<b>-20.00%</b>	<b>17</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	3	5	-40.00%	16
<b>Query Minutes Total:</b>	<b>20</b>	<b>72</b>	<b>-72.22%</b>	<b>167</b>
Email:	0	0	0.00%	0
Telephone:	5	0	500.00%	5
Walk-In:	15	72	-79.17%	162
<b>Average Query Session:</b>	<b>5.00</b>	<b>14.40</b>	<b>-65.28%</b>	<b>9.82</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	5.00	0.00	500.00%	5.00
Walk-In:	5.00	14.40	-65.28%	10.13
<b>Laptop Request Total:</b>	<b>3</b>	<b>1</b>	<b>200.00%</b>	<b>8</b>
<b>Laptop Minutes Total:</b>	<b>65</b>	<b>35</b>	<b>85.71%</b>	<b>184</b>
<b>Average Laptop Session:</b>	<b>21.67</b>	<b>35</b>	<b>-38.10%</b>	<b>23.00</b>
	<b>Incarceration</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>2</b>	<b>0</b>	<b>200.00%</b>	<b>8</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	0	200.00%	8
<b>Query Minutes Total:</b>	<b>10</b>	<b>0</b>	<b>1000.00%</b>	<b>76</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	10	0	1000.00%	76
<b>Average Query Session:</b>	<b>5.00</b>	<b>0.00</b>	<b>500.00%</b>	<b>9.50</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.00	0.00	500.00%	9.50
<b>Laptop Request Total:</b>	<b>1</b>	<b>0</b>	<b>100.00%</b>	<b>5</b>
<b>Laptop Minutes Total:</b>	<b>30</b>	<b>0</b>	<b>3000.00%</b>	<b>102</b>
<b>Average Laptop Session:</b>	<b>30.00</b>	<b>0.00</b>	<b>3000.00%</b>	<b>20.40</b>

	<b>Medical</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>4</b>	<b>9</b>	<b>-55.56%</b>	<b>30</b>
Email:	0	0	0.00%	0
Telephone:	0	2	-100.00%	2
Walk-In:	4	7	-42.86%	28
<b>Query Minutes Total:</b>	<b>25</b>	<b>125</b>	<b>-80.00%</b>	<b>465</b>
Email:	0	0	0.00%	0
Telephone:	0	65	-100.00%	65
Walk-In:	25	60	-58.33%	400
<b>Average Query Session:</b>	<b>6.25</b>	<b>13.89</b>	<b>-55.00%</b>	<b>15.50</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	32.50	-100.00%	32.50
Walk-In:	6.25	8.57	-27.08%	14.29
<b>Laptop Request Total:</b>	<b>4</b>	<b>4</b>	<b>0.00%</b>	<b>19</b>
<b>Laptop Minutes Total:</b>	<b>95</b>	<b>110</b>	<b>-13.64%</b>	<b>580</b>
<b>Average Laptop Session:</b>	<b>23.75</b>	<b>27.50</b>	<b>-13.64%</b>	<b>30.53</b>

	<b>Pasco Government</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>10</b>	<b>14</b>	<b>-28.57%</b>	<b>61</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	10
Walk-In:	9	14	-35.71%	51
<b>Query Minutes Total:</b>	<b>67</b>	<b>137</b>	<b>-51.09%</b>	<b>524</b>
Email:	0	0	0.00%	0
Telephone:	10	0	1000.00%	60
Walk-In:	57	137	-58.39%	464
<b>Average Query Session:</b>	<b>6.70</b>	<b>9.79</b>	<b>-31.53%</b>	<b>8.59</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	10.00	0.00	1000.00%	6.00
Walk-In:	6.33	9.79	-35.28%	9.10
<b>Laptop Request Total:</b>	<b>4</b>	<b>10</b>	<b>-60.00%</b>	<b>23</b>
<b>Laptop Minutes Total:</b>	<b>95</b>	<b>530</b>	<b>-82.08%</b>	<b>1205</b>
<b>Average Laptop Session:</b>	<b>23.75</b>	<b>53.00</b>	<b>-55.19%</b>	<b>52.39</b>

	<b>Recreation</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	0
<b>Query Minutes Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	0
<b>Average Query Session:</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	0.00	0.00	0.00%	0.00
<b>Laptop Request Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>
<b>Laptop Minutes Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>
<b>Average Laptop Session:</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>
	<b>Social Security</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>3</b>	<b>4</b>	<b>-25.00%</b>	<b>16</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	2	4	-50.00%	15
<b>Query Minutes Total:</b>	<b>30</b>	<b>85</b>	<b>-64.71%</b>	<b>215</b>
Email:	0	0	0.00%	0
Telephone:	15	0	1500.00%	15
Walk-In:	15	85	-82.35%	200
<b>Average Query Session:</b>	<b>10.00</b>	<b>21.25</b>	<b>-52.94%</b>	<b>13.44</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	15.00	0.00	1500.00%	15.00
Walk-In:	7.50	21.25	-64.71%	13.33
<b>Laptop Request Total:</b>	<b>1</b>	<b>4</b>	<b>-75.00%</b>	<b>7</b>
<b>Laptop Minutes Total:</b>	<b>20</b>	<b>120</b>	<b>-83.33%</b>	<b>294</b>
<b>Average Laptop Session:</b>	<b>20.00</b>	<b>30.00</b>	<b>-33.33%</b>	<b>42.00</b>

	<b>Tax Forms</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>79</b>	<b>83</b>	<b>-4.82%</b>	<b>222</b>
Email:	0	0	0.00%	0
Telephone:	3	1	200.00%	4
Walk-In:	76	82	-7.32%	218
<b>Query Minutes Total:</b>	<b>524</b>	<b>673</b>	<b>-22.14%</b>	<b>1607</b>
Email:	0	0	0.00%	0
Telephone:	10	5	100.00%	15
Walk-In:	514	668	-23.05%	1592
<b>Average Query Session:</b>	<b>6.63</b>	<b>8.11</b>	<b>-18.20%</b>	<b>7.24</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	3.33	5.00	-33.33%	3.75
Walk-In:	6.76	8.15	-16.98%	7.30
<b>Laptop Request Total:</b>	<b>14</b>	<b>13</b>	<b>7.69%</b>	<b>44</b>
<b>Laptop Minutes Total:</b>	<b>380</b>	<b>740</b>	<b>-48.65%</b>	<b>1887</b>
<b>Average Laptop Session:</b>	<b>27.14</b>	<b>56.92</b>	<b>-52.32%</b>	<b>42.89</b>

	<b>Unemployment</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>42</b>	<b>50</b>	<b>-16.00%</b>	<b>163</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	41	50	-18.00%	162
<b>Query Minutes Total:</b>	<b>273</b>	<b>607</b>	<b>-55.02%</b>	<b>1633</b>
Email:	0	0	0.00%	0
Telephone:	10	0	1000.00%	10
Walk-In:	263	607	-56.67%	1623
<b>Average Query Session:</b>	<b>6.50</b>	<b>12.14</b>	<b>-46.46%</b>	<b>10.02</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	10.00	0.00	1000.00%	10.00
Walk-In:	6.41	12.14	-47.16%	10.02
<b>Laptop Request Total:</b>	<b>34</b>	<b>38</b>	<b>-10.53%</b>	<b>129</b>
<b>Laptop Minutes Total:</b>	<b>831</b>	<b>1805</b>	<b>-53.96%</b>	<b>4858</b>
<b>Average Laptop Session:</b>	<b>24.44</b>	<b>47.50</b>	<b>-48.54%</b>	<b>37.66</b>

	<b>Veterans</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>1</b>	<b>2</b>	<b>-50.00%</b>	<b>3</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	2	-50.00%	3
<b>Query Minutes Total:</b>	<b>5</b>	<b>7</b>	<b>-28.57%</b>	<b>12</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	7	-28.57%	12
<b>Average Query Session:</b>	<b>5.00</b>	<b>3.50</b>	<b>42.86%</b>	<b>4.00</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.00	3.50	42.86%	4.00
<b>Laptop Request Total:</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>2</b>
<b>Laptop Minutes Total:</b>	<b>30</b>	<b>200</b>	<b>-85.00%</b>	<b>230</b>
<b>Average Laptop Session:</b>	<b>30.00</b>	<b>200.00</b>	<b>-85.00%</b>	<b>115.00</b>
	<b>Other</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>41</b>	<b>41</b>	<b>0.00%</b>	<b>165</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	2
Walk-In:	40	41	-2.44%	163
<b>Query Minutes Total:</b>	<b>407</b>	<b>430</b>	<b>-5.35%</b>	<b>1557</b>
Email:	0	0	0.00%	0
Telephone:	5	0	500.00%	10
Walk-In:	402	430	-6.51%	1547
<b>Average Query Session:</b>	<b>9.93</b>	<b>10.49</b>	<b>-5.35%</b>	<b>9.44</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	5.00	0.00	500.00%	5.00
Walk-In:	10.05	10.49	-4.17%	9.49
<b>Laptop Request Total:</b>	<b>23</b>	<b>15</b>	<b>53.33%</b>	<b>87</b>
<b>Laptop Minutes Total:</b>	<b>851</b>	<b>537</b>	<b>58.47%</b>	<b>2887</b>
<b>Average Laptop Session:</b>	<b>37.00</b>	<b>35.80</b>	<b>3.35%</b>	<b>33.18</b>