

March

All		Prev. Month	%	YTD
Queries Total:	411	246	67.07%	1389
Email:	0	0	0.00%	0
Telephone:	4	9	-55.56%	28
Walk-In:	407	237	71.73%	1361
Query Minutes Total:	2953	1812	62.97%	12273
Email:	0	0	0.00%	0
Telephone:	18	65	-72.31%	223
Walk-In:	2935	1747	68.00%	12050
Average Query Session:	7.18	7.37	-2.46%	8.84
Email:	0.00	0.00	0.00%	0.00
Telephone:	4.50	7.22	-37.69%	7.96
Walk-In:	7.21	7.37	-2.17%	8.85
Laptop Request Total:	175	128	36.72%	730
Laptop Minutes Total:	8207	4156	97.47%	32035
Average Laptop Session:	46.90	32.47	44.44%	43.88

Education

All		Prev. Month	%	YTD
Queries Total:	10	10	0.00%	42
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	10	10	0.00%	42
Query Minutes Total:	96	40	140.00%	359
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	96	40	140.00%	359
Average Query Session:	9.60	4.00	140.00%	8.55
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	9.60	4.00	140.00%	8.55
Laptop Request Total:	6	1	500.00%	23
Laptop Minutes Total:	326	30	986.67%	1085
Average Laptop Session:	54.33	30.00	81.11%	47.17

	Employment			
All	Prev. Month	%	YTD	
Queries Total:	49	13	276.92%	150
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	49	13	276.92%	148
Query Minutes Total:	319	142	124.65%	1129
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	15
Walk-In:	319	142	124.65%	1114
Average Query Session:	6.51	10.92	-40.40%	7.53
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	7.50
Walk-In:	6.51	10.92	-40.40%	7.53
Laptop Request Total:	46	11	318.18%	126
Laptop Minutes Total:	3371	663	408.45%	8174
Average Laptop Session:	73.28	60.27	21.59%	64.87
	Food Stamps			
All	Prev. Month	%	YTD	
Queries Total:	42	42	0.00%	207
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	42	41	2.44%	206
Query Minutes Total:	552	269	105.20%	2543
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	10
Walk-In:	552	259	113.13%	2533
Average Query Session:	13.14	6.40	105.20%	12.29
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	10.00	-100.00%	10.00
Walk-In:	13.14	6.32	108.05%	12.30
Laptop Request Total:	35	31	12.90%	171
Laptop Minutes Total:	1480	1066	38.84%	7519
Average Laptop Session:	42.29	34.39	22.97%	43.97

	Immigration			
All		Prev. Month	%	YTD
Queries Total:	2	4	-50.00%	19
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	2	3	-33.33%	18
Query Minutes Total:	50	20	150.00%	217
Email:	0	0	0.00%	0
Telephone:	0	5	-100.00%	5
Walk-In:	50	15	233.33%	212
Average Query Session:	25.00	5.00	400.00%	11.42
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	5.00	-100.00%	5.00
Walk-In:	25.00	5.00	400.00%	11.78
Laptop Request Total:	1	3	-66.67%	9
Laptop Minutes Total:	25	65	-61.54%	209
Average Laptop Session:	25.00	22	15.38%	23.22

	Incarceration			
All		Prev. Month	%	YTD
Queries Total:	1	2	-50.00%	9
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	2	-50.00%	9
Query Minutes Total:	5	10	-50.00%	81
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	10	-50.00%	81
Average Query Session:	5.00	5.00	0.00%	9.00
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.00	5.00	0.00%	9.00
Laptop Request Total:	0	1	-100.00%	5
Laptop Minutes Total:	0	30	-100.00%	102
Average Laptop Session:	0.00	30.00	-100.00%	20.40

	Medical			
All		Prev. Month	%	YTD
Queries Total:	6	4	50.00%	36
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	6	4	50.00%	34
Query Minutes Total:	26	25	4.00%	491
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	65
Walk-In:	26	25	4.00%	426
Average Query Session:	4.33	6.25	-30.67%	13.64
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	32.50
Walk-In:	4.33	6.25	-30.67%	12.53
Laptop Request Total:	4	4	0.00%	23
Laptop Minutes Total:	205	95	115.79%	785
Average Laptop Session:	51.25	23.75	115.79%	34.13

	Pasco Government			
All		Prev. Month	%	YTD
Queries Total:	6	10	-40.00%	67
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	10
Walk-In:	6	9	-33.33%	57
Query Minutes Total:	72	67	7.46%	596
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	60
Walk-In:	72	57	26.32%	536
Average Query Session:	12.00	6.70	79.10%	8.90
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	10.00	-100.00%	6.00
Walk-In:	12.00	6.33	89.47%	9.40
Laptop Request Total:	5	4	25.00%	28
Laptop Minutes Total:	120	95	26.32%	1325
Average Laptop Session:	24.00	23.75	1.05%	47.32

	Recreation			
All		Prev. Month	%	YTD
Queries Total:	1	0	100.00%	1
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	0	100.00%	1
Query Minutes Total:	5	0	500.00%	5
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	0	500.00%	5
Average Query Session:	5.00	0.00	500.00%	5.00
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%	5.00
Laptop Request Total:	0	0	0.00%	0
Laptop Minutes Total:	0	0	0.00%	0
Average Laptop Session:	0.00	0.00	0.00%	0.00

	Social Security			
All		Prev. Month	%	YTD
Queries Total:	9	3	200.00%	25
Email:	0	0	0.00%	0
Telephone:	1	1	0.00%	2
Walk-In:	8	2	300.00%	23
Query Minutes Total:	71	30	136.67%	286
Email:	0	0	0.00%	0
Telephone:	5	15	-66.67%	20
Walk-In:	66	15	340.00%	266
Average Query Session:	7.89	10.00	-21.11%	11.44
Email:	0.00	0.00	0.00%	0.00
Telephone:	5.00	0.00	500.00%	10.00
Walk-In:	8.25	0.00	825.00%	11.57
Laptop Request Total:	6	1	500.00%	13
Laptop Minutes Total:	307	20	1435.00%	601
Average Laptop Session:	51.17	20.00	155.83%	46.23

		Tax Forms			
All		Prev. Month	%	YTD	
Queries Total:	51	79	-35.44%	273	
Email:	0	0	0.00%	0	
Telephone:	2	3	-33.33%	6	
Walk-In:	49	76	-35.53%	267	
Query Minutes Total:	320	524	-38.93%	1927	
Email:	0	0	0.00%	0	
Telephone:	10	10	0.00%	25	
Walk-In:	310	514	-39.69%	1902	
Average Query Session:	6.27	6.63	-5.40%	7.06	
Email:	0.00	0.00	0.00%	0.00	
Telephone:	5.00	3.33	50.00%	4.17	
Walk-In:	6.33	6.76	-6.46%	7.12	
Laptop Request Total:	19	14	35.71%	63	
Laptop Minutes Total:	845	380	122.37%	2732	
Average Laptop Session:	44.47	27.14	63.85%	43.37	
		Unemployment			
All		Prev. Month	%	YTD	
Queries Total:	30	42	-28.57%	193	
Email:	0	0	0.00%	0	
Telephone:	0	1	-100.00%	1	
Walk-In:	30	41	-26.83%	192	
Query Minutes Total:	146	273	-46.52%	1779	
Email:	0	0	0.00%	0	
Telephone:	0	10	-100.00%	10	
Walk-In:	146	263	-44.49%	1769	
Average Query Session:	4.87	6.50	-25.13%	9.22	
Email:	0.00	0.00	0.00%	0.00	
Telephone:	0.00	10.00	-100.00%	10.00	
Walk-In:	4.87	6.41	-24.13%	9.21	
Laptop Request Total:	23	34	-32.35%	152	
Laptop Minutes Total:	690	831	-16.97%	5548	
Average Laptop Session:	30.00	24.44	22.74%	36.50	

	Veterans			
All	Prev. Month	%	YTD	
Queries Total:	1	1	0.00%	4
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	1	0.00%	4
Query Minutes Total:	5	5	0.00%	17
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	5	0.00%	17
Average Query Session:	5.00	5.00	0.00%	4.25
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.00	5.00	0.00%	4.25
Laptop Request Total:	1	1	0.00%	3
Laptop Minutes Total:	10	30	-66.67%	240
Average Laptop Session:	10.00	30.00	-66.67%	80.00
	Other			
All	Prev. Month	%	YTD	
Queries Total:	203	41	395.12%	368
Email:	0	0	0.00%	0
Telephone:	1	1	0.00%	3
Walk-In:	202	40	405.00%	365
Query Minutes Total:	1286	407	215.97%	2843
Email:	0	0	0.00%	0
Telephone:	3	5	-40.00%	13
Walk-In:	1283	402	219.15%	2830
Average Query Session:	6.33	9.93	-36.18%	7.73
Email:	0.00	0.00	0.00%	0.00
Telephone:	3.00	5.00	-40.00%	4.33
Walk-In:	6.35	10.05	-36.80%	7.75
Laptop Request Total:	28	23	21.74%	115
Laptop Minutes Total:	823	851	-3.29%	3710
Average Laptop Session:	29.39	37.00	-20.56%	32.26