

August

	All	Prev. Month	%	YTD
Queries Total:	595	483	23.19%	3379
Email:	1	0	100.00%	1
Telephone:	1	1	0.00%	32
Walk-In:	593	482	23.03%	3341
Query Minutes Total:	4202	3495	20.23%	27847
Email:	5	0	500.00%	5
Telephone:	45	10	350.00%	284
Walk-In:	4152	3485	19.14%	27558
Average Query Session:	7.06	7.24	-2.40%	8.24
Email:	5.00	0	500.00%	5.00
Telephone:	45.00	10	350.00%	8.88
Walk-In:	7.00	7	-3.16%	8.25
Laptop Request Total:	457	326.00	40.18%	2107
Laptop Minutes Total:	23446	17610	33.14%	108218
Average Laptop Session:	51.30	54.02	-5.02%	51.36
		Education		
	All	Prev. Month	%	YTD
Queries Total:	35	35	0.00%	137
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	35	35	0.00%	137
Query Minutes Total:	142	175	-18.86%	925
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	142	175	-18.86%	925
Average Query Session:	4.06	5	-18.86%	6.75
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	4.06	5	-18.86%	6.75
Laptop Request Total:	31	34.00	-8.82%	109
Laptop Minutes Total:	1157	1390.00	-16.76%	5032
Average Laptop Session:	37.32	40.88	-8.71%	46.17

	Employment			
All		Prev. Month	%	YTD
Queries Total:	195	135.00	44.44%	701
Email:	1	0	100.00%	1
Telephone:	0	0	0.00%	2
Walk-In:	194	135	43.70%	698
Query Minutes Total:	1485	1100.00	35.00%	5682
Email:	5	0	500.00%	5
Telephone:	0	0	0.00%	15
Walk-In:	1480	1100	34.55%	5662
Average Query Session:	7.62	8.15	-6.54%	8.11
Email:	5.00	0.00	500.00%	5.00
Telephone:	0.00	0.00	0.00%	7.50
Walk-In:	7.63	8.15	-6.37%	8.11
Laptop Request Total:	181	129.00	40.31%	625
Laptop Minutes Total:	10359	8122.00	27.54%	40178
Average Laptop Session:	57.23	62.96	-9.10%	64.28
	Food Stamps			
All		Prev. Month	%	YTD
Queries Total:	78	64	21.88%	512
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	78	64	21.88%	510
Query Minutes Total:	488	410	19.02%	4991
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	13
Walk-In:	488	410	19.02%	4978
Average Query Session:	6.26	6	-2.34%	9.75
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	6.50
Walk-In:	6.26	6	-2.34%	9.76
Laptop Request Total:	75	49.00	53.06%	446
Laptop Minutes Total:	3691	2513.00	46.88%	22106
Average Laptop Session:	49.21	51.29	-4.04%	49.57

	Immigration			
All		Prev. Month	%	YTD
Queries Total:	3	6	-50.00%	41
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	3	6	-50.00%	40
Query Minutes Total:	40	35	14.29%	441
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	40	35	14.29%	436
Average Query Session:	13.33	6	128.57%	10.76
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	5.00
Walk-In:	13.33	6	128.57%	10.90
Laptop Request Total:	1	3.00	-66.67%	21
Laptop Minutes Total:	150	120.00	25.00%	799
Average Laptop Session:	150.00	40.00	275.00%	38.05
	Incarceration			
All		Prev. Month	%	YTD
Queries Total:	1	0	100.00%	15
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	0	100.00%	15
Query Minutes Total:	5	0	500.00%	107
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	0	500.00%	107
Average Query Session:	5.00	0	500.00%	7.13
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	5.00	0	500.00%	7.13
Laptop Request Total:	1	0.00	100.00%	11
Laptop Minutes Total:	15	0.00	1500.00%	242
Average Laptop Session:	15.00	0.00	1500.00%	22.00

	Medical			
All	Prev. Month	%	YTD	
Queries Total:	13	13	0.00%	78
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	13	13	0.00%	76
Query Minutes Total:	100	135	-25.93%	841
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	65
Walk-In:	100	135	-25.93%	776
Average Query Session:	7.69	10	-25.93%	10.78
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	32.50
Walk-In:	7.69	10	-25.93%	10.21
Laptop Request Total:	13	8.00	62.50%	56
Laptop Minutes Total:	555	545.00	1.83%	2395
Average Laptop Session:	42.69	68.13	-37.33%	42.77
	Pasco Government			
All	Prev. Month	%	YTD	
Queries Total:	13	10	30.00%	108
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	11
Walk-In:	13	10	30.00%	97
Query Minutes Total:	90	50	80.00%	852
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	63
Walk-In:	90	50	80.00%	789
Average Query Session:	6.92	5	38.46%	7.89
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	5.73
Walk-In:	6.92	5	38.46%	8.13
Laptop Request Total:	11	9.00	22.22%	60
Laptop Minutes Total:	285	275.00	3.64%	2500
Average Laptop Session:	25.91	30.56	-15.21%	41.67

	Recreation			
All		Prev. Month	%	YTD
Queries Total:	0	0	0.00%	6
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	6
Query Minutes Total:	0	0	0.00%	30
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	30
Average Query Session:	0.00	0	0.00%	5.00
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	0.00	0	0.00%	5.00
Laptop Request Total:	0	0.00	0.00%	1
Laptop Minutes Total:	0	0.00	0.00%	90
Average Laptop Session:	0.00	0.00	0.00%	90.00
	Social Security			
All		Prev. Month	%	YTD
Queries Total:	7	3	133.33%	47
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	7	3	133.33%	45
Query Minutes Total:	40	15	166.67%	462
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	20
Walk-In:	40	15	166.67%	442
Average Query Session:	5.71	5	14.29%	9.83
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.00
Walk-In:	5.71	5	14.29%	9.82
Laptop Request Total:	7	3.00	133.33%	30
Laptop Minutes Total:	654	30.00	2080.00%	1641
Average Laptop Session:	93.43	10.00	834.29%	54.70

Tax Forms

All		Prev. Month	%	YTD
Queries Total:	4	5	-20.00%	346
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	6
Walk-In:	4	5	-20.00%	340
Query Minutes Total:	14	25	-44.00%	2550
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	25
Walk-In:	14	25	-44.00%	2525
Average Query Session:	3.50	5	-30.00%	7.37
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	4.17
Walk-In:	3.50	5	-30.00%	7.43
Laptop Request Total:	2	4.00	-50.00%	99
Laptop Minutes Total:	105	195.00	-46.15%	5720
Average Laptop Session:	52.50	48.75	7.69%	57.78

Unemployment

All		Prev. Month	%	YTD
Queries Total:	87	82	6.10%	456
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	87	82	6.10%	455
Query Minutes Total:	803	695	15.54%	3845
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	10
Walk-In:	803	695	15.54%	3835
Average Query Session:	9.23	8	8.90%	8.43
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.00
Walk-In:	9.23	8	8.90%	8.43
Laptop Request Total:	83	61.00	36.07%	383
Laptop Minutes Total:	3913	3095.00	26.43%	16671
Average Laptop Session:	47.14	50.74	-7.08%	43.53

	Veterans			
All		Prev. Month	%	YTD
Queries Total:	10	2	400.00%	20
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	10	2	400.00%	20
Query Minutes Total:	72	10	620.00%	121
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	72	10	620.00%	121
Average Query Session:	7.20	5	44.00%	6.05
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	7.20	5	44.00%	6.05
Laptop Request Total:	8	1.00	700.00%	14
Laptop Minutes Total:	600	35.00	1614.29%	1080
Average Laptop Session:	75.00	35.00	114.29%	77.14
	Other			
All		Prev. Month	%	YTD
Queries Total:	149	128	16.41%	912
Email:	0	0	0.00%	0
Telephone:	1	1	0.00%	5
Walk-In:	148	127	16.54%	907
Query Minutes Total:	923	845	9.23%	7000
Email:	0	0	0.00%	0
Telephone:	45	10	350.00%	68
Walk-In:	878	835	5.15%	6932
Average Query Session:	6.19	7	-6.16%	7.68
Email:	0.00	0	0.00%	0.00
Telephone:	45.00	10	350.00%	13.60
Walk-In:	5.93	7	-9.77%	7.64
Laptop Request Total:	44	25.00	76.00%	253
Laptop Minutes Total:	1962	1290.00	52.09%	9759
Average Laptop Session:	44.59	51.60	-13.58%	38.57