

September

	All	Prev. Month	%	YTD
Queries Total:	643	595	8.07%	4022
Email:	1	1	0.00%	2
Telephone:	2	1	100.00%	34
Walk-In:	640	593	7.93%	3981
Query Minutes Total:	4871	4202	15.92%	32718
Email:	10	5	100.00%	15
Telephone:	20	45	-55.56%	304
Walk-In:	4841	4152	16.59%	32399
Average Query Session:	7.58	7	7.27%	8.13
Email:	10.00	5	100.00%	7.50
Telephone:	10.00	45	-77.78%	8.94
Walk-In:	7.56	7	8.03%	8.14
Laptop Request Total:	504	457	10.28%	2611
Laptop Minutes Total:	26692	23446	13.84%	134910
Average Laptop Session:	52.96	51	3.23%	51.67
		Education		
	All	Prev. Month	%	YTD
Queries Total:	23	35	-34.29%	160
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	23	35	-34.29%	160
Query Minutes Total:	107	142	-24.65%	1032
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	107	142	-24.65%	1032
Average Query Session:	4.65	4	14.67%	6.45
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	4.65	4	14.67%	6.45
Laptop Request Total:	19	31	-38.71%	128
Laptop Minutes Total:	615	1157	-46.85%	5647
Average Laptop Session:	32.37	37	-13.27%	44.12

	Employment			
All	Prev. Month	%	YTD	
Queries Total:	283	195	45.13%	984
Email:	0	1	-100.00%	1
Telephone:	0	0	0.00%	2
Walk-In:	283	194	45.88%	981
Query Minutes Total:	2065	1485	39.06%	7747
Email:	0	5	-100.00%	5
Telephone:	0	0	0.00%	15
Walk-In:	2065	1480	39.53%	7727
Average Query Session:	7.30	8	-4.18%	7.87
Email:	0.00	5	-100.00%	5.00
Telephone:	0.00	0	0.00%	7.50
Walk-In:	7.30	8	-4.35%	7.88
Laptop Request Total:	229	181	26.52%	854
Laptop Minutes Total:	14363	10359	38.65%	54541
Average Laptop Session:	62.72	57	9.59%	63.87
	Food Stamps			
All	Prev. Month	%	YTD	
Queries Total:	92	78	17.95%	604
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	92	78	17.95%	602
Query Minutes Total:	719	488	47.34%	5710
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	13
Walk-In:	719	488	47.34%	5697
Average Query Session:	7.82	6	24.92%	9.45
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	6.50
Walk-In:	7.82	6	24.92%	9.46
Laptop Request Total:	81	75	8.00%	527
Laptop Minutes Total:	3561	3691	-3.52%	25667
Average Laptop Session:	43.96	49	-10.67%	48.70

	Immigration			
All	Prev. Month	%	YTD	
Queries Total:	6	3	100.00%	47
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	6	3	100.00%	46
Query Minutes Total:	85	40	112.50%	526
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	85	40	112.50%	521
Average Query Session:	14.17	13	6.25%	11.19
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	5.00
Walk-In:	14.17	13	6.25%	11.33
Laptop Request Total:	6	1	500.00%	27
Laptop Minutes Total:	305	150	103.33%	1104
Average Laptop Session:	50.83	150	-66.11%	40.89
	Incarceration			
All	Prev. Month	%	YTD	
Queries Total:	1	1	0.00%	16
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	1	0.00%	16
Query Minutes Total:	20	5	300.00%	127
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	20	5	300.00%	127
Average Query Session:	20.00	5	300.00%	7.94
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	20.00	5	300.00%	7.94
Laptop Request Total:	1	1	0.00%	12
Laptop Minutes Total:	20	15	33.33%	262
Average Laptop Session:	20.00	15	33.33%	21.83

	Medical			
All	Prev. Month	%	YTD	
Queries Total:	9	13	-30.77%	87
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	9	13	-30.77%	85
Query Minutes Total:	50	100	-50.00%	891
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	65
Walk-In:	50	100	-50.00%	826
Average Query Session:	5.56	8	-27.78%	10.24
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	32.50
Walk-In:	5.56	8	-27.78%	9.72
Laptop Request Total:	6	13	-53.85%	62
Laptop Minutes Total:	130	555	-76.58%	2525
Average Laptop Session:	21.67	43	-49.25%	40.73
	Pasco Government			
All	Prev. Month	%	YTD	
Queries Total:	17	13	30.77%	125
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	11
Walk-In:	17	13	30.77%	114
Query Minutes Total:	105	90	16.67%	957
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	63
Walk-In:	105	90	16.67%	894
Average Query Session:	6.18	7	-10.78%	7.66
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	5.73
Walk-In:	6.18	7	-10.78%	7.84
Laptop Request Total:	12	11	9.09%	72
Laptop Minutes Total:	500	285	75.44%	3000
Average Laptop Session:	41.67	26	60.82%	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	0.00%	1
Laptop Minutes Total:	0	0	0.00%	90
Average Laptop Session:	0.00	0	0.00%	90.00

	Social Security			
All		Prev. Month	%	YTD
Queries Total:	5	7	-28.57%	52
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	5	7	-28.57%	50
Query Minutes Total:	31	40	-22.50%	493
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	20
Walk-In:	31	40	-22.50%	473
Average Query Session:	6.20	6	8.50%	9.48
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.00
Walk-In:	6.20	6	8.50%	9.46
Laptop Request Total:	3	7	-57.14%	33
Laptop Minutes Total:	85	654	-87.00%	1726
Average Laptop Session:	28.33	93	-69.67%	52.30

Tax Forms				
All		Prev. Month	%	YTD
Queries Total:	6	4	50.00%	352
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	6
Walk-In:	6	4	50.00%	346
Query Minutes Total:	50	14	257.14%	2600
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	25
Walk-In:	50	14	257.14%	2575
Average Query Session:	8.33	4	138.10%	7.39
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	4.17
Walk-In:	8.33	4	138.10%	7.44
Laptop Request Total:	3	2	50.00%	102
Laptop Minutes Total:	75	105	-28.57%	5795
Average Laptop Session:	25.00	53	-52.38%	56.81
Unemployment				
All		Prev. Month	%	YTD
Queries Total:	108	87	24.14%	564
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	108	87	24.14%	563
Query Minutes Total:	898	803	11.83%	4743
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	10
Walk-In:	898	803	11.83%	4733
Average Query Session:	8.31	9	-9.91%	8.41
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.00
Walk-In:	8.31	9	-9.91%	8.41
Laptop Request Total:	93	83	12.05%	476
Laptop Minutes Total:	4663	3913	19.17%	21334
Average Laptop Session:	50.14	47	6.35%	44.82

	Veterans			
All		Prev. Month	%	YTD
Queries Total:	7	10	-30.00%	27
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	7	10	-30.00%	27
Query Minutes Total:	95	72	31.94%	216
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	95	72	31.94%	216
Average Query Session:	13.57	7	88.49%	8.00
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	13.57	7	88.49%	8.00
Laptop Request Total:	6	8	-25.00%	20
Laptop Minutes Total:	160	600	-73.33%	1240
Average Laptop Session:	26.67	75	-64.44%	62.00
	Other			
All		Prev. Month	%	YTD
Queries Total:	86	149	-42.28%	998
Email:	1	0	100.00%	1
Telephone:	2	1	100.00%	7
Walk-In:	83	148	-43.92%	990
Query Minutes Total:	646	923	-30.01%	7646
Email:	10	0	1000.00%	10
Telephone:	20	45	-55.56%	88
Walk-In:	616	878	-29.84%	7548
Average Query Session:	7.51	6	21.26%	7.66
Email:	10.00	0	1000.00%	10.00
Telephone:	10.00	45	-77.78%	12.57
Walk-In:	7.42	6	25.10%	7.62
Laptop Request Total:	45	44	2.27%	298
Laptop Minutes Total:	2215	1962	12.90%	11974
Average Laptop Session:	49.22	45	10.39%	40.18