

December

All		Prev. Month	%	YTD
Queries Total:	517	430	20.23%	1541
Email:	0	0	0.00%	0
Telephone:	3	0	300.00%	3
Walk-In:	514	430	19.53%	1538
Query Minutes Total:	4300	2992	43.72%	11642
Email:	0	0	0.00%	0
Telephone:	9	0	900.00%	9
Walk-In:	4291	2992	43.42%	11633
Average Query Session:	8.32	6.96	19.53%	7.55
Email:	0.00	0.00	0.00%	0.00
Telephone:	3.00	0.00	300.00%	3.00
Walk-In:	8.35	6.96	19.98%	7.56
Laptop Request Total:	490	420	16.67%	1500
Laptop Minutes Total:	22816	19372	17.78%	69220
Average Laptop Session:	46.56	46.12	0.95%	46.15
		Education		
All		Prev. Month	%	YTD
Queries Total:	11	6	83.33%	37
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	11	6	83.33%	37
Query Minutes Total:	48	40	20.00%	193
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	48	40	20.00%	193
Average Query Session:	4.36	6.67	-34.55%	5.22
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	4.36	6.67	-34.55%	5.22
Laptop Request Total:	11	6	83.33%	37
Laptop Minutes Total:	550	350	57.14%	2055
Average Laptop Session:	50.00	58.33	-14.29%	55.54

	All	Employment		
		Prev. Month	%	YTD
Queries Total:	227	225	0.89%	751
Email:	0	0	0.00%	0
Telephone:	2	0	200.00%	2
Walk-In:	225	225	0.00%	749
Query Minutes Total:	1684	1542	9.21%	5481
Email:	0	0	0.00%	0
Telephone:	4	0	400.00%	4
Walk-In:	1680	1542	8.95%	5477
Average Query Session:	7.42	6.85	8.25%	7.30
Email:	0.00	0.00	0.00%	0.00
Telephone:	2.00	0.00	200.00%	2.00
Walk-In:	7.47	6.85	8.95%	7.31
Laptop Request Total:	217	224	-3.13%	740
Laptop Minutes Total:	11187	11630	-3.81%	38152
Average Laptop Session:	51.55	51.92	-0.71%	51.56
	All	Food Stamps		
		Prev. Month	%	YTD
Queries Total:	95	55	72.73%	213
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	95	55	72.73%	213
Query Minutes Total:	690	360	91.67%	1460
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	690	360	91.67%	1460
Average Query Session:	7.26	6.55	10.96%	6.85
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	7.26	6.55	10.96%	6.85
Laptop Request Total:	91	52	75.00%	204
Laptop Minutes Total:	3839	1872	105.07%	8101
Average Laptop Session:	42.19	36.00	17.19%	39.71

	Immigration			
All	Prev. Month	%	YTD	
Queries Total:	1	0	100.00%	5
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	0	100.00%	5
Query Minutes Total:	5	0	500.00%	35
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	0	500.00%	35
Average Query Session:	5.00	0.00	500.00%	7.00
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%	7.00
Laptop Request Total:	1	0	100.00%	5
Laptop Minutes Total:	40	0	4000.00%	155
Average Laptop Session:	40.00	0	4000.00%	31.00
	Incarceration			
All	Prev. Month	%	YTD	
Queries Total:	1	3	-66.67%	6
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	0	3	-100.00%	5
Query Minutes Total:	5	15	-66.67%	30
Email:	0	0	0.00%	0
Telephone:	5	0	500.00%	5
Walk-In:	0	15	-100.00%	25
Average Query Session:	5.00	5.00	0.00%	5.00
Email:	0.00	0.00	0.00%	0.00
Telephone:	5.00	0.00	500.00%	5.00
Walk-In:	0.00	5.00	-100.00%	5.00
Laptop Request Total:	0	3	-100.00%	5
Laptop Minutes Total:	0	160	-100.00%	215
Average Laptop Session:	0.00	53.33	-100.00%	43.00

	Medical			
All		Prev. Month	%	YTD
Queries Total:	9	11	-18.18%	32
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	9	11	-18.18%	32
Query Minutes Total:	190	105	80.95%	385
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	190	105	80.95%	385
Average Query Session:	21.11	9.55	121.16%	12.03
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	21.11	9.55	121.16%	12.03
Laptop Request Total:	8	11	-27.27%	31
Laptop Minutes Total:	420	485	-13.40%	1430
Average Laptop Session:	52.50	44.09	19.07%	46.13
	Pasco Government			
All		Prev. Month	%	YTD
Queries Total:	6	9	-33.33%	29
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	6	9	-33.33%	29
Query Minutes Total:	45	45	0.00%	160
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	45	45	0.00%	160
Average Query Session:	7.50	5.00	50.00%	5.52
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	7.50	5.00	50.00%	5.52
Laptop Request Total:	6	7	-14.29%	27
Laptop Minutes Total:	175	300	-41.67%	1215
Average Laptop Session:	29.17	42.86	-31.94%	45.00

	Recreation			
All		Prev. Month	%	YTD
Queries Total:	0	0	0.00%	0
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	0
Query Minutes Total:	0	0	0.00%	0
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	0
Average Query Session:	0.00	0.00	0.00%	0.00
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
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:	3	7	-57.14%	19
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	3	7	-57.14%	19
Query Minutes Total:	15	35	-57.14%	115
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	15	35	-57.14%	115
Average Query Session:	5.00	5.00	0.00%	6.05
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%	6.05
Laptop Request Total:	3	7	-57.14%	19
Laptop Minutes Total:	130	350	-62.86%	790
Average Laptop Session:	43.33	50.00	-13.33%	41.58

Tax Forms

All		Prev. Month	%	YTD
Queries Total:	10	13	-23.08%	38
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	10	13	-23.08%	38
Query Minutes Total:	60	75	-20.00%	240
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	60	75	-20.00%	240
Average Query Session:	6.00	5.77	4.00%	6.32
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	6.00	5.77	4.00%	6.32
Laptop Request Total:	10	11	-9.09%	35
Laptop Minutes Total:	180	360	-50.00%	1230
Average Laptop Session:	18.00	32.73	-45.00%	35.14

Unemployment

All		Prev. Month	%	YTD
Queries Total:	87	75	16.00%	274
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	87	75	16.00%	274
Query Minutes Total:	847	600	41.17%	2387
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	847	600	41.17%	2387
Average Query Session:	9.74	8.00	21.70%	8.71
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	9.74	8.00	21.70%	8.71
Laptop Request Total:	83	74	12.16%	268
Laptop Minutes Total:	3655	2985	22.45%	10857
Average Laptop Session:	44.04	40.34	9.17%	40.51

	Veterans			
All		Prev. Month	%	YTD
Queries Total:	7	7	0.00%	21
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	7	7	0.00%	21
Query Minutes Total:	82	65	26.15%	182
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	82	65	26.15%	182
Average Query Session:	11.71	9.29	26.15%	8.67
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	11.71	9.29	26.15%	8.67
Laptop Request Total:	7	7	0.00%	21
Laptop Minutes Total:	180	230	-21.74%	655
Average Laptop Session:	25.71	32.86	-21.74%	0.00
	Other			
All		Prev. Month	%	YTD
Queries Total:	60	19	215.79%	116
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	60	19	215.79%	116
Query Minutes Total:	629	110	471.82%	974
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	629	110	471.82%	974
Average Query Session:	10.48	5.79	81.08%	8.40
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	10.48	5.79	81.08%	8.40
Laptop Request Total:	53	18	194.44%	108
Laptop Minutes Total:	2460	650	278.46%	4365
Average Laptop Session:	46.42	36.11	28.53%	40.42