

## July

All		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>865</b>	<b>695</b>	<b>24.46%</b>	<b>6421</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	13
Walk-In:	865	694	24.64%	6408
<b>Query Minutes Total:</b>	<b>3600</b>	<b>2459</b>	<b>46.40%</b>	<b>32661</b>
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	80
Walk-In:	3600	2449	47.00%	32581
<b>Average Query Session:</b>	<b>4.16</b>	<b>3.54</b>	<b>17.63%</b>	<b>5.09</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	6.15
Walk-In:	4.16	0	416.18%	5.08
<b>Laptop Request Total:</b>	<b>599</b>	<b>544</b>	<b>10.11%</b>	<b>4971</b>
<b>Laptop Minutes Total:</b>	<b>25212</b>	<b>26959</b>	<b>-6.48%</b>	<b>230880</b>
<b>Average Laptop Session:</b>	<b>42.09</b>	<b>50</b>	<b>-15.07%</b>	<b>46.45</b>
		<b>Education</b>		
All		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>14</b>	<b>10</b>	<b>40.00%</b>	<b>107</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	14	10	40.00%	107
<b>Query Minutes Total:</b>	<b>84</b>	<b>40</b>	<b>110.00%</b>	<b>409</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	84	40	110.00%	409
<b>Average Query Session:</b>	<b>6.00</b>	<b>4</b>	<b>50.00%</b>	<b>3.82</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	6.00	4	50.00%	3.82
<b>Laptop Request Total:</b>	<b>14</b>	<b>9</b>	<b>55.56%</b>	<b>88</b>
<b>Laptop Minutes Total:</b>	<b>570</b>	<b>432</b>	<b>31.94%</b>	<b>4004</b>
<b>Average Laptop Session:</b>	<b>40.71</b>	<b>48</b>	<b>-15.18%</b>	<b>45.50</b>

	<b>Employment</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>274</b>	<b>284</b>	<b>-3.52%</b>	<b>2326</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	4
Walk-In:	274	284	-3.52%	2322
<b>Query Minutes Total:</b>	<b>1091</b>	<b>1116</b>	<b>-2.24%</b>	<b>12641</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	14
Walk-In:	1091	1116	-2.24%	12627
<b>Average Query Session:</b>	<b>3.98</b>	<b>4</b>	<b>1.33%</b>	<b>5.43</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	3.50
Walk-In:	3.98	4	1.33%	5.44
<b>Laptop Request Total:</b>	<b>271</b>	<b>279</b>	<b>-2.87%</b>	<b>2301</b>
<b>Laptop Minutes Total:</b>	<b>13940</b>	<b>15750</b>	<b>-11.49%</b>	<b>121645</b>
<b>Average Laptop Session:</b>	<b>51.44</b>	<b>56</b>	<b>-8.88%</b>	<b>52.87</b>
	<b>Food Stamps</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>92</b>	<b>99</b>	<b>-7.07%</b>	<b>844</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	92	98	-6.12%	843
<b>Query Minutes Total:</b>	<b>373</b>	<b>516</b>	<b>-27.71%</b>	<b>4590</b>
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	10
Walk-In:	373	506	-26.28%	4580
<b>Average Query Session:</b>	<b>4.05</b>	<b>5</b>	<b>-22.21%</b>	<b>5.44</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	10	-100.00%	10.00
Walk-In:	4.05	5	-21.48%	5.43
<b>Laptop Request Total:</b>	<b>87</b>	<b>97</b>	<b>-10.31%</b>	<b>817</b>
<b>Laptop Minutes Total:</b>	<b>3868</b>	<b>3965</b>	<b>-2.45%</b>	<b>33379</b>
<b>Average Laptop Session:</b>	<b>44.46</b>	<b>41</b>	<b>8.77%</b>	<b>40.86</b>

	<b>Immigration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>2</b>	<b>2</b>	<b>0.00%</b>	<b>26</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	2	0.00%	26
<b>Query Minutes Total:</b>	<b>7</b>	<b>15</b>	<b>-53.33%</b>	<b>162</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	7	15	-53.33%	162
<b>Average Query Session:</b>	<b>3.50</b>	<b>8</b>	<b>-53.33%</b>	<b>6.23</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	3.50	8	-53.33%	6.23
<b>Laptop Request Total:</b>	<b>1</b>	<b>2</b>	<b>-50.00%</b>	<b>20</b>
<b>Laptop Minutes Total:</b>	<b>45</b>	<b>65</b>	<b>-30.77%</b>	<b>725</b>
<b>Average Laptop Session:</b>	<b>45.00</b>	<b>33</b>	<b>38.46%</b>	<b>36.25</b>

	<b>Incarceration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>1</b>	<b>0</b>	<b>100.00%</b>	<b>11</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	1	0	100.00%	9
<b>Query Minutes Total:</b>	<b>5</b>	<b>0</b>	<b>500.00%</b>	<b>84</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	7
Walk-In:	5	0	500.00%	77
<b>Average Query Session:</b>	<b>5.00</b>	<b>0</b>	<b>500.00%</b>	<b>7.64</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	3.50
Walk-In:	5.00	0	500.00%	8.56
<b>Laptop Request Total:</b>	<b>1</b>	<b>0</b>	<b>100.00%</b>	<b>8</b>
<b>Laptop Minutes Total:</b>	<b>37</b>	<b>0</b>	<b>3700.00%</b>	<b>317</b>
<b>Average Laptop Session:</b>	<b>37.00</b>	<b>0</b>	<b>3700.00%</b>	<b>39.63</b>

	<b>Medical</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>7</b>	<b>13</b>	<b>-46.15%</b>	<b>96</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	7	13	-46.15%	96
<b>Query Minutes Total:</b>	<b>27</b>	<b>58</b>	<b>-53.45%</b>	<b>700</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	27	58	-53.45%	700
<b>Average Query Session:</b>	<b>3.86</b>	<b>4</b>	<b>-13.55%</b>	<b>7.29</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	3.86	4	-13.55%	7.29
<b>Laptop Request Total:</b>	<b>8</b>	<b>13</b>	<b>-38.46%</b>	<b>92</b>
<b>Laptop Minutes Total:</b>	<b>280</b>	<b>595</b>	<b>-52.94%</b>	<b>3950</b>
<b>Average Laptop Session:</b>	<b>35.00</b>	<b>46</b>	<b>-23.53%</b>	<b>42.93</b>

	<b>Pasco Government</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>11</b>	<b>10</b>	<b>10.00%</b>	<b>81</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	11	10	10.00%	81
<b>Query Minutes Total:</b>	<b>25</b>	<b>27</b>	<b>-7.41%</b>	<b>328</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	25	27	-7.41%	328
<b>Average Query Session:</b>	<b>2.27</b>	<b>3</b>	<b>-15.82%</b>	<b>4.05</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	2.27	3	-15.82%	4.05
<b>Laptop Request Total:</b>	<b>10</b>	<b>8</b>	<b>25.00%</b>	<b>73</b>
<b>Laptop Minutes Total:</b>	<b>480</b>	<b>360</b>	<b>33.33%</b>	<b>3009</b>
<b>Average Laptop Session:</b>	<b>48.00</b>	<b>45</b>	<b>6.67%</b>	<b>41.22</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</b>	<b>0.00%</b>	<b>0.00</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	0.00	0	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</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>11</b>	<b>7</b>	<b>57.14%</b>	<b>78</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	11	7	57.14%	78
<b>Query Minutes Total:</b>	<b>40</b>	<b>17</b>	<b>135.29%</b>	<b>302</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	40	17	135.29%	302
<b>Average Query Session:</b>	<b>3.64</b>	<b>2</b>	<b>49.73%</b>	<b>3.87</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	3.64	2	49.73%	3.87
<b>Laptop Request Total:</b>	<b>11</b>	<b>7</b>	<b>57.14%</b>	<b>76</b>
<b>Laptop Minutes Total:</b>	<b>385</b>	<b>185</b>	<b>108.11%</b>	<b>2795</b>
<b>Average Laptop Session:</b>	<b>35.00</b>	<b>26</b>	<b>32.43%</b>	<b>36.78</b>

**Tax Forms**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>6</b>	<b>4</b>	<b>50.00%</b>	<b>993</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	6	4	50.00%	993
<b>Query Minutes Total:</b>	<b>18</b>	<b>11</b>	<b>63.64%</b>	<b>3377</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	18	11	63.64%	3377
<b>Average Query Session:</b>	<b>3.00</b>	<b>3</b>	<b>9.09%</b>	<b>3.40</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	3.00	3	9.09%	3.40
<b>Laptop Request Total:</b>	<b>6</b>	<b>2</b>	<b>200.00%</b>	<b>211</b>
<b>Laptop Minutes Total:</b>	<b>232</b>	<b>55</b>	<b>321.82%</b>	<b>9244</b>
<b>Average Laptop Session:</b>	<b>38.67</b>	<b>28</b>	<b>40.61%</b>	<b>43.81</b>

**Unemployment**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>41</b>	<b>64</b>	<b>-35.94%</b>	<b>651</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	41	64	-35.94%	650
<b>Query Minutes Total:</b>	<b>132</b>	<b>195</b>	<b>-32.31%</b>	<b>4020</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	132	195	-32.31%	4015
<b>Average Query Session:</b>	<b>3.22</b>	<b>3</b>	<b>5.67%</b>	<b>6.18</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	5.00
Walk-In:	3.22	3	5.67%	6.18
<b>Laptop Request Total:</b>	<b>40</b>	<b>63</b>	<b>-36.51%</b>	<b>634</b>
<b>Laptop Minutes Total:</b>	<b>1895</b>	<b>2230</b>	<b>-15.02%</b>	<b>24199</b>
<b>Average Laptop Session:</b>	<b>47.38</b>	<b>35</b>	<b>33.84%</b>	<b>38.17</b>

	<b>Veterans</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>2</b>	<b>3</b>	<b>-33.33%</b>	<b>37</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	3	-33.33%	37
<b>Query Minutes Total:</b>	<b>7</b>	<b>12</b>	<b>-41.67%</b>	<b>232</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	7	12	-41.67%	232
<b>Average Query Session:</b>	<b>3.50</b>	<b>4</b>	<b>-12.50%</b>	<b>6.27</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	3.50	4	-12.50%	6.27
<b>Laptop Request Total:</b>	<b>2</b>	<b>3</b>	<b>-33.33%</b>	<b>36</b>
<b>Laptop Minutes Total:</b>	<b>65</b>	<b>65</b>	<b>0.00%</b>	<b>1155</b>
<b>Average Laptop Session:</b>	<b>32.50</b>	<b>22</b>	<b>50.00%</b>	<b>32.08</b>
	<b>Other</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>404</b>	<b>199</b>	<b>103.02%</b>	<b>1187</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	404	199	103.02%	1182
<b>Query Minutes Total:</b>	<b>1791</b>	<b>452</b>	<b>296.24%</b>	<b>5816</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	44
Walk-In:	1791	452	296.24%	5772
<b>Average Query Session:</b>	<b>4.43</b>	<b>2</b>	<b>95.18%</b>	<b>4.90</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	8.80
Walk-In:	4.43	2	95.18%	4.88
<b>Laptop Request Total:</b>	<b>148</b>	<b>61</b>	<b>142.62%</b>	<b>635</b>
<b>Laptop Minutes Total:</b>	<b>3415</b>	<b>3257</b>	<b>4.85%</b>	<b>26458</b>
<b>Average Laptop Session:</b>	<b>23.07</b>	<b>53</b>	<b>-56.78%</b>	<b>41.67</b>