

September

	All	Prev. Month	%	YTD
Queries Total:	541	567	-4.59%	7529
Email:	0	0	0.00%	0
Telephone:	4	0	400.00%	17
Walk-In:	537	567	-5.29%	7512
Query Minutes Total:	3453	2647	30.45%	38761
Email:	0	0	0.00%	0
Telephone:	50	0	5000.00%	130
Walk-In:	3403	2647	28.56%	38631
Average Query Session:	6.38	5	36.72%	5.15
Email:	0.00	0	0.00%	0.00
Telephone:	12.50	0	1250.00%	7.65
Walk-In:	6.34	5	35.74%	5.14
Laptop Request Total:	508	536	-5.22%	6015
Laptop Minutes Total:	25622	25502	0.47%	282004
Average Laptop Session:	50.44	48	6.01%	46.88
		Education		
	All	Prev. Month	%	YTD
Queries Total:	11	22	-50.00%	140
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	11	22	-50.00%	140
Query Minutes Total:	62	83	-25.30%	554
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	62	83	-25.30%	554
Average Query Session:	5.64	4	49.40%	3.96
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	5.64	4	49.40%	3.96
Laptop Request Total:	10	22	-54.55%	120
Laptop Minutes Total:	383	1266	-69.75%	5653
Average Laptop Session:	38.30	58	-33.44%	47.11

	Employment			
All		Prev. Month	%	YTD
Queries Total:	269	269	0.00%	2864
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	4
Walk-In:	269	269	0.00%	2860
Query Minutes Total:	1530	1183	29.33%	15354
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	14
Walk-In:	1530	1183	29.33%	15340
Average Query Session:	5.69	4	29.33%	5.36
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	3.50
Walk-In:	5.69	4	29.33%	5.36
Laptop Request Total:	268	262	2.29%	2831
Laptop Minutes Total:	14857	14251	4.25%	150753
Average Laptop Session:	55.44	54	1.92%	53.25
	Food Stamps			
All		Prev. Month	%	YTD
Queries Total:	87	91	-4.40%	1022
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	87	91	-4.40%	1021
Query Minutes Total:	530	380	39.47%	5500
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	10
Walk-In:	530	380	39.47%	5490
Average Query Session:	6.09	4	45.89%	5.38
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.00
Walk-In:	6.09	4	45.89%	5.38
Laptop Request Total:	85	89	-4.49%	991
Laptop Minutes Total:	3848	3600	6.89%	40827
Average Laptop Session:	45.27	40	11.92%	41.20

	Immigration			
All	Prev. Month	%	YTD	
Queries Total:	1	1	0.00%	28
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	1	0.00%	28
Query Minutes Total:	5	2	150.00%	169
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	2	150.00%	169
Average Query Session:	5.00	2	150.00%	6.04
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	5.00	2	150.00%	6.04
Laptop Request Total:	1	1	0.00%	22
Laptop Minutes Total:	165	140	17.86%	1030
Average Laptop Session:	165.00	140	17.86%	46.82
	Incarceration			
All	Prev. Month	%	YTD	
Queries Total:	1	0	100.00%	12
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	2
Walk-In:	1	0	100.00%	10
Query Minutes Total:	40	0	4000.00%	124
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	7
Walk-In:	40	0	4000.00%	117
Average Query Session:	40.00	0	4000.00%	10.33
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	3.50
Walk-In:	40.00	0	4000.00%	11.70
Laptop Request Total:	0	0	0.00%	8
Laptop Minutes Total:	0	0	0.00%	317
Average Laptop Session:	0.00	0	0.00%	39.63

	Medical			
All	Prev. Month	%	YTD	
Queries Total:	12	12	0.00%	120
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	12	12	0.00%	120
Query Minutes Total:	69	84	-17.86%	853
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	69	84	-17.86%	853
Average Query Session:	5.75	7	-17.86%	7.11
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	5.75	7	-17.86%	7.11
Laptop Request Total:	10	8	25.00%	110
Laptop Minutes Total:	403	230	75.22%	4583
Average Laptop Session:	40.30	29	40.17%	41.66

	Pasco Government			
All	Prev. Month	%	YTD	
Queries Total:	12	17	-29.41%	110
Email:	0	0	0.00%	0
Telephone:	2	0	200.00%	2
Walk-In:	10	17	-41.18%	108
Query Minutes Total:	132	83	59.04%	543
Email:	0	0	0.00%	0
Telephone:	30	0	3000.00%	30
Walk-In:	102	83	22.89%	513
Average Query Session:	11.00	5	125.30%	4.94
Email:	0.00	0	0.00%	0.00
Telephone:	15.00	0	1500.00%	15.00
Walk-In:	10.20	5	108.92%	4.75
Laptop Request Total:	5	15	-66.67%	93
Laptop Minutes Total:	90	495	-81.82%	3594
Average Laptop Session:	18.00	33	-45.45%	38.65

	Legal			
All	Prev. Month	%	YTD	
Queries Total:	9	0	900.00%	9
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	8	0	800.00%	8
Query Minutes Total:	90	0	9000.00%	90
Email:	0	0	0.00%	0
Telephone:	15	0	1500.00%	15
Walk-In:	75	0	7500.00%	75
Average Query Session:	10.00	0	1000.00%	10.00
Email:	0.00	0	0.00%	0.00
Telephone:	15.00	0	1500.00%	15.00
Walk-In:	9.38	0	937.50%	9.38
Laptop Request Total:	7	0	700.00%	7
Laptop Minutes Total:	515	0	51500.00%	515
Average Laptop Session:	73.57	0	7357.14%	73.57

	Social Security			
All	Prev. Month	%	YTD	
Queries Total:	4	5	-20.00%	87
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	4	5	-20.00%	87
Query Minutes Total:	20	34	-41.18%	356
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	20	34	-41.18%	356
Average Query Session:	5.00	7	-26.47%	4.09
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	5.00	7	-26.47%	4.09
Laptop Request Total:	3	4	-25.00%	83
Laptop Minutes Total:	90	152	-40.79%	3037
Average Laptop Session:	30.00	38	-21.05%	36.59

	Tax Forms			
All		Prev. Month	%	YTD
Queries Total:	8	4	100.00%	1005
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	8	4	100.00%	1005
Query Minutes Total:	57	22	159.09%	3456
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	57	22	159.09%	3456
Average Query Session:	7.13	6	29.55%	3.44
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	7.13	6	29.55%	3.44
Laptop Request Total:	6	4	50.00%	221
Laptop Minutes Total:	125	70	78.57%	9439
Average Laptop Session:	20.83	18	19.05%	42.71

	Unemployment			
All		Prev. Month	%	YTD
Queries Total:	55	61	-9.84%	767
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	55	61	-9.84%	766
Query Minutes Total:	294	241	21.99%	4555
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	294	241	21.99%	4550
Average Query Session:	5.35	4	35.30%	5.94
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	5.00
Walk-In:	5.35	4	35.30%	5.94
Laptop Request Total:	53	58	-8.62%	745
Laptop Minutes Total:	2290	2133	7.36%	28622
Average Laptop Session:	43.21	37	17.49%	38.42

	Veterans			
All		Prev. Month	%	YTD
Queries Total:	0	2	-100.00%	39
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	2	-100.00%	39
Query Minutes Total:	0	4	-100.00%	236
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	4	-100.00%	236
Average Query Session:	0.00	2	-100.00%	6.05
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	0.00	2	-100.00%	6.05
Laptop Request Total:	0	2	-100.00%	38
Laptop Minutes Total:	0	30	-100.00%	1185
Average Laptop Session:	0.00	15	-100.00%	31.18
	Other			
All		Prev. Month	%	YTD
Queries Total:	72	83	-13.25%	1342
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	6
Walk-In:	71	83	-14.46%	1336
Query Minutes Total:	624	531	17.51%	6971
Email:	0	0	0.00%	0
Telephone:	5	0	500.00%	49
Walk-In:	619	531	16.57%	6922
Average Query Session:	8.67	6	35.47%	5.19
Email:	0.00	0	0.00%	0.00
Telephone:	5.00	0	500.00%	8.17
Walk-In:	8.72	6	36.27%	5.18
Laptop Request Total:	60	71	-15.49%	766
Laptop Minutes Total:	2856	3135	-8.90%	32449
Average Laptop Session:	47.60	44	7.80%	42.36