



	All	Employment		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>209</b>	<b>252.00</b>	<b>-17.06%</b>	<b>461</b>
Email:	0	0.00	0.00%	0
Telephone:	0	0.00	0.00%	0
Walk-In:	209	252.00	-17.06%	461
<b>Query Minutes Total:</b>	<b>886</b>	<b>668</b>	<b>32.63%</b>	<b>1554</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	886	668	32.63%	1554
<b>Average Query Session:</b>	<b>4.24</b>	<b>2.65</b>	<b>59.92%</b>	<b>3.37</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	4.24	2.65	59.92%	3.37
<b>Laptop Request Total:</b>	<b>205</b>	<b>246.00</b>	<b>-16.67%</b>	<b>451</b>
<b>Laptop Minutes Total:</b>	<b>13387</b>	<b>13735.00</b>	<b>-2.53%</b>	<b>27122</b>
<b>Average Laptop Session:</b>	<b>65.30</b>	<b>55.83</b>	<b>16.96%</b>	<b>60.14</b>
	All	Food Stamps		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>99</b>	<b>100</b>	<b>-1.00%</b>	<b>199</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	99	100	-1.00%	199
<b>Query Minutes Total:</b>	<b>382</b>	<b>262</b>	<b>45.80%</b>	<b>644</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	382	262	45.80%	644
<b>Average Query Session:</b>	<b>3.86</b>	<b>2.62</b>	<b>47.27%</b>	<b>3.24</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.86	2.62	47.27%	3.24
<b>Laptop Request Total:</b>	<b>98</b>	<b>100.00</b>	<b>-2.00%</b>	<b>198</b>
<b>Laptop Minutes Total:</b>	<b>4248</b>	<b>3984.00</b>	<b>6.63%</b>	<b>8232</b>
<b>Average Laptop Session:</b>	<b>43.35</b>	<b>39.84</b>	<b>8.80%</b>	<b>41.58</b>

	<b>Immigration</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>5</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	3	-33.33%	5
<b>Query Minutes Total:</b>	<b>22</b>	<b>45</b>	<b>-51.11%</b>	<b>67</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	22	45	-51.11%	67
<b>Average Query Session:</b>	<b>11.00</b>	<b>15.00</b>	<b>-26.67%</b>	<b>13.40</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	11.00	15.00	-26.67%	13.40
<b>Laptop Request Total:</b>	<b>2</b>	<b>1.00</b>	<b>100.00%</b>	<b>3</b>
<b>Laptop Minutes Total:</b>	<b>35</b>	<b>135.00</b>	<b>-74.07%</b>	<b>170</b>
<b>Average Laptop Session:</b>	<b>17.50</b>	<b>135.00</b>	<b>-87.04%</b>	<b>56.67</b>

	<b>Incarceration</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>0</b>	<b>5</b>	<b>-100.00%</b>	<b>5</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	5	-100.00%	5
<b>Query Minutes Total:</b>	<b>0</b>	<b>118</b>	<b>-100.00%</b>	<b>118</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	118	-100.00%	118
<b>Average Query Session:</b>	<b>0.00</b>	<b>23.60</b>	<b>-100.00%</b>	<b>23.60</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	0.00	23.60	-100.00%	23.60
<b>Laptop Request Total:</b>	<b>0</b>	<b>2.00</b>	<b>-100.00%</b>	<b>2</b>
<b>Laptop Minutes Total:</b>	<b>0</b>	<b>55.00</b>	<b>-100.00%</b>	<b>55</b>
<b>Average Laptop Session:</b>	<b>0.00</b>	<b>27.50</b>	<b>-100.00%</b>	<b>27.50</b>

	<b>Legal</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>26</b>	<b>35</b>	<b>-25.71%</b>	<b>61</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	26	35	-25.71%	61
<b>Query Minutes Total:</b>	<b>164</b>	<b>257</b>	<b>-36.19%</b>	<b>421</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	164	257	-36.19%	421
<b>Average Query Session:</b>	<b>6.31</b>	<b>7.34</b>	<b>-14.10%</b>	<b>6.90</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	6.31	7.34	-14.10%	6.90
<b>Laptop Request Total:</b>	<b>25</b>	<b>26.00</b>	<b>-3.85%</b>	<b>51</b>
<b>Laptop Minutes Total:</b>	<b>3515</b>	<b>2426.00</b>	<b>44.89%</b>	<b>5941</b>
<b>Average Laptop Session:</b>	<b>140.60</b>	<b>93.31</b>	<b>50.68%</b>	<b>116.49</b>
	<b>Medical</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>4</b>	<b>8</b>	<b>-50.00%</b>	<b>12</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	4	8	-50.00%	12
<b>Query Minutes Total:</b>	<b>42</b>	<b>47</b>	<b>-10.64%</b>	<b>89</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	42	47	-10.64%	89
<b>Average Query Session:</b>	<b>10.50</b>	<b>5.88</b>	<b>78.72%</b>	<b>7.42</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	10.50	5.88	78.72%	7.42
<b>Laptop Request Total:</b>	<b>4</b>	<b>6.00</b>	<b>-33.33%</b>	<b>10</b>
<b>Laptop Minutes Total:</b>	<b>155</b>	<b>260.00</b>	<b>-40.38%</b>	<b>415</b>
<b>Average Laptop Session:</b>	<b>38.75</b>	<b>43.33</b>	<b>-10.58%</b>	<b>41.50</b>

**Pasco Government**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>12</b>	<b>22</b>	<b>-45.45%</b>	<b>34</b>
Email:	0	0	0.00%	0
Telephone:	1	4	-75.00%	5
Walk-In:	11	18	-38.89%	29
<b>Query Minutes Total:</b>	<b>67</b>	<b>87</b>	<b>-22.99%</b>	<b>154</b>
Email:	0	0	0.00%	0
Telephone:	3	16	-81.25%	19
Walk-In:	64	71	-9.86%	135
<b>Average Query Session:</b>	<b>5.58</b>	<b>3.95</b>	<b>41.19%</b>	<b>4.53</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	3.00	4.00	-25.00%	3.80
Walk-In:	5.82	3.94	47.50%	4.66
<b>Laptop Request Total:</b>	<b>9</b>	<b>12.00</b>	<b>-25.00%</b>	<b>21</b>
<b>Laptop Minutes Total:</b>	<b>247</b>	<b>750.00</b>	<b>-67.07%</b>	<b>997</b>
<b>Average Laptop Session:</b>	<b>27.44</b>	<b>0.00</b>	<b>2744.44%</b>	<b>0.00</b>

**Social Security**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>4</b>	<b>3</b>	<b>33.33%</b>	<b>7</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	4	3	33.33%	7
<b>Query Minutes Total:</b>	<b>17</b>	<b>9</b>	<b>88.89%</b>	<b>26</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	17	9	88.89%	26
<b>Average Query Session:</b>	<b>4.25</b>	<b>3.00</b>	<b>41.67%</b>	<b>3.71</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	4.25	3.00	41.67%	3.71
<b>Laptop Request Total:</b>	<b>4</b>	<b>3.00</b>	<b>33.33%</b>	<b>7</b>
<b>Laptop Minutes Total:</b>	<b>185</b>	<b>85.00</b>	<b>117.65%</b>	<b>270</b>
<b>Average Laptop Session:</b>	<b>46.25</b>	<b>28.33</b>	<b>63.24%</b>	<b>38.57</b>

**Tax Forms**

<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>8</b>	<b>6</b>	<b>33.33%</b>	<b>14</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	8	6	33.33%	14
<b>Query Minutes Total:</b>	<b>22</b>	<b>21</b>	<b>4.76%</b>	<b>43</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	22	21	4.76%	43
<b>Average Query Session:</b>	<b>2.75</b>	<b>3.50</b>	<b>-21.43%</b>	<b>3.07</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	2.75	3.50	-21.43%	3.07
<b>Laptop Request Total:</b>	<b>7</b>	<b>3.00</b>	<b>133.33%</b>	<b>10</b>
<b>Laptop Minutes Total:</b>	<b>195</b>	<b>45.00</b>	<b>333.33%</b>	<b>240</b>
<b>Average Laptop Session:</b>	<b>27.86</b>	<b>15.00</b>	<b>85.71%</b>	<b>24.00</b>

**Unemployment**

<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>56</b>	<b>57</b>	<b>-1.75%</b>	<b>113</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	56	57	-1.75%	113
<b>Query Minutes Total:</b>	<b>182</b>	<b>216</b>	<b>-15.74%</b>	<b>398</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	182	216	-15.74%	398
<b>Average Query Session:</b>	<b>3.25</b>	<b>3.79</b>	<b>-14.24%</b>	<b>3.52</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.25	3.79	-14.24%	3.52
<b>Laptop Request Total:</b>	<b>56</b>	<b>57.00</b>	<b>-1.75%</b>	<b>113</b>
<b>Laptop Minutes Total:</b>	<b>1951</b>	<b>2576.00</b>	<b>-24.26%</b>	<b>4527</b>
<b>Average Laptop Session:</b>	<b>34.84</b>	<b>45.19</b>	<b>-22.91%</b>	<b>40.06</b>

	<b>Veterans</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>3</b>	<b>5</b>	<b>-40.00%</b>	<b>8</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	3	5	-40.00%	8
<b>Query Minutes Total:</b>	<b>15</b>	<b>13</b>	<b>15.38%</b>	<b>28</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	15	13	15.38%	28
<b>Average Query Session:</b>	<b>5.00</b>	<b>2.60</b>	<b>92.31%</b>	<b>3.50</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.00	2.60	92.31%	3.50
<b>Laptop Request Total:</b>	<b>3</b>	<b>5.00</b>	<b>-40.00%</b>	<b>8</b>
<b>Laptop Minutes Total:</b>	<b>105</b>	<b>145.00</b>	<b>-27.59%</b>	<b>250</b>
<b>Average Laptop Session:</b>	<b>35.00</b>	<b>29.00</b>	<b>20.69%</b>	<b>0.00</b>
	<b>Other</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>138</b>	<b>463</b>	<b>-70.19%</b>	<b>601</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	138	462	-70.13%	600
<b>Query Minutes Total:</b>	<b>503</b>	<b>770</b>	<b>-34.68%</b>	<b>1273</b>
Email:	0	0	0.00%	0
Telephone:	0	2	-100.00%	2
Walk-In:	503	768	-34.51%	1271
<b>Average Query Session:</b>	<b>3.64</b>	<b>1.66</b>	<b>119.17%</b>	<b>2.12</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	2.00	-100.00%	2.00
Walk-In:	3.64	1.66	119.27%	2.12
<b>Laptop Request Total:</b>	<b>40</b>	<b>37.00</b>	<b>8.11%</b>	<b>77</b>
<b>Laptop Minutes Total:</b>	<b>1880</b>	<b>1430.00</b>	<b>31.47%</b>	<b>3310</b>
<b>Average Laptop Session:</b>	<b>47.00</b>	<b>38.65</b>	<b>21.61%</b>	<b>42.99</b>