

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>1618</b>	<b>1293</b>	<b>25.14%</b>	<b>4945</b>
Email:	0	0	0.00%	0
Telephone:	3	3	0.00%	12
Walk-In:	1615	1290	25.19%	4933
<b>Query Minutes Total:</b>	<b>3342</b>	<b>2975</b>	<b>12.34%</b>	<b>13530</b>
Email:	0	0	0.00%	0
Telephone:	45	21	114.29%	87
Walk-In:	3297	2954	11.61%	13443
<b>Average Query Session:</b>	<b>2.07</b>	<b>2.30</b>	<b>-10.23%</b>	<b>2.74</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	15.00	7.00	114.29%	7.25
Walk-In:	2.04	2.29	-10.85%	2.73
<b>Laptop Request Total:</b>	<b>439</b>	<b>544</b>	<b>-19.30%</b>	<b>2417</b>
<b>Laptop Minutes Total:</b>	<b>19850</b>	<b>26014</b>	<b>-23.69%</b>	<b>120818</b>
<b>Average Laptop Session:</b>	<b>45.22</b>	<b>47.82</b>	<b>-5.44%</b>	<b>49.99</b>

	<b>Education</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>28</b>	<b>6</b>	<b>366.67%</b>	<b>57</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	28	6	366.67%	57
<b>Query Minutes Total:</b>	<b>27</b>	<b>9</b>	<b>200.00%</b>	<b>141</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	27	9	200.00%	141
<b>Average Query Session:</b>	<b>0.96</b>	<b>1.50</b>	<b>-35.71%</b>	<b>2.47</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	0.96	1.50	-35.71%	2.47
<b>Laptop Request Total:</b>	<b>7</b>	<b>6</b>	<b>16.67%</b>	<b>34</b>
<b>Laptop Minutes Total:</b>	<b>280</b>	<b>225</b>	<b>24.44%</b>	<b>1591</b>
<b>Average Laptop Session:</b>	<b>40.00</b>	<b>37.50</b>	<b>6.67%</b>	<b>46.79</b>

	All	Employment		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>186</b>	<b>253</b>	<b>-26.48%</b>	<b>1103</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	186	253	-26.48%	1103
<b>Query Minutes Total:</b>	<b>652</b>	<b>917</b>	<b>-28.90%</b>	<b>3952</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	652	917	-28.90%	3952
<b>Average Query Session:</b>	<b>3.51</b>	<b>3.62</b>	<b>-3.29%</b>	<b>3.58</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.51	3.62	-3.29%	3.58
<b>Laptop Request Total:</b>	<b>183</b>	<b>273</b>	<b>-32.97%</b>	<b>1107</b>
<b>Laptop Minutes Total:</b>	<b>9288</b>	<b>14008</b>	<b>-33.70%</b>	<b>60961</b>
<b>Average Laptop Session:</b>	<b>50.75</b>	<b>51.31</b>	<b>-1.09%</b>	<b>55.07</b>
	All	Food Stamps		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>82</b>	<b>101</b>	<b>-18.81%</b>	<b>489</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	82	101	-18.81%	489
<b>Query Minutes Total:</b>	<b>412</b>	<b>332</b>	<b>24.10%</b>	<b>1801</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	412	332	24.10%	1801
<b>Average Query Session:</b>	<b>5.02</b>	<b>3.29</b>	<b>52.85%</b>	<b>3.68</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.02	3.29	52.85%	3.68
<b>Laptop Request Total:</b>	<b>81</b>	<b>100</b>	<b>-19.00%</b>	<b>485</b>
<b>Laptop Minutes Total:</b>	<b>3701</b>	<b>4271</b>	<b>-13.35%</b>	<b>20460</b>
<b>Average Laptop Session:</b>	<b>45.69</b>	<b>42.71</b>	<b>6.98%</b>	<b>42.19</b>

	<b>Immigration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>1</b>	<b>3</b>	<b>-66.67%</b>	<b>18</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	1	2	-50.00%	17
<b>Query Minutes Total:</b>	<b>5</b>	<b>61</b>	<b>-91.80%</b>	<b>192</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	5	60	-91.67%	191
<b>Average Query Session:</b>	<b>5.00</b>	<b>20.33</b>	<b>-75.41%</b>	<b>10.67</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	1.00	-100.00%	1.00
Walk-In:	5.00	30.00	-83.33%	11.24
<b>Laptop Request Total:</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>11</b>
<b>Laptop Minutes Total:</b>	<b>30</b>	<b>30</b>	<b>0.00%</b>	<b>525</b>
<b>Average Laptop Session:</b>	<b>30.00</b>	<b>30</b>	<b>0.00%</b>	<b>47.73</b>

	<b>Incarceration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>2</b>	<b>1</b>	<b>100.00%</b>	<b>9</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	1	100.00%	9
<b>Query Minutes Total:</b>	<b>21</b>	<b>1</b>	<b>2000.00%</b>	<b>155</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	21	1	2000.00%	155
<b>Average Query Session:</b>	<b>10.50</b>	<b>1.00</b>	<b>950.00%</b>	<b>17.22</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	10.50	1.00	950.00%	17.22
<b>Laptop Request Total:</b>	<b>2</b>	<b>1</b>	<b>100.00%</b>	<b>5</b>
<b>Laptop Minutes Total:</b>	<b>35</b>	<b>10</b>	<b>250.00%</b>	<b>100</b>
<b>Average Laptop Session:</b>	<b>17.50</b>	<b>10.00</b>	<b>75.00%</b>	<b>20.00</b>

	<b>Legal</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>20</b>	<b>16</b>	<b>25.00%</b>	<b>119</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	20	16	25.00%	119
<b>Query Minutes Total:</b>	<b>183</b>	<b>52</b>	<b>251.92%</b>	<b>714</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	183	52	251.92%	714
<b>Average Query Session:</b>	<b>9.15</b>	<b>3.25</b>	<b>181.54%</b>	<b>6.00</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	9.15	3.25	181.54%	6.00
<b>Laptop Request Total:</b>	<b>13</b>	<b>15</b>	<b>-13.33%</b>	<b>98</b>
<b>Laptop Minutes Total:</b>	<b>615</b>	<b>745</b>	<b>-17.45%</b>	<b>9751</b>
<b>Average Laptop Session:</b>	<b>47.31</b>	<b>49.67</b>	<b>-4.75%</b>	<b>99.50</b>

	<b>Medical</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>1</b>	<b>7</b>	<b>-85.71%</b>	<b>28</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	0	7	-100.00%	27
<b>Query Minutes Total:</b>	<b>5</b>	<b>30</b>	<b>-83.33%</b>	<b>270</b>
Email:	0	0	0.00%	0
Telephone:	5	0	500.00%	5
Walk-In:	0	30	-100.00%	265
<b>Average Query Session:</b>	<b>5.00</b>	<b>4.29</b>	<b>16.67%</b>	<b>9.64</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	5.00	0.00	500.00%	5.00
Walk-In:	0.00	4.29	-100.00%	9.81
<b>Laptop Request Total:</b>	<b>0</b>	<b>7</b>	<b>-100.00%</b>	<b>24</b>
<b>Laptop Minutes Total:</b>	<b>0</b>	<b>190</b>	<b>-100.00%</b>	<b>950</b>
<b>Average Laptop Session:</b>	<b>0.00</b>	<b>27.14</b>	<b>-100.00%</b>	<b>39.58</b>

**Pasco Government**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>3</b>	<b>8</b>	<b>-62.50%</b>	<b>66</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	3	8	-62.50%	61
<b>Query Minutes Total:</b>	<b>12</b>	<b>22</b>	<b>-45.45%</b>	<b>274</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	19
Walk-In:	12	22	-45.45%	255
<b>Average Query Session:</b>	<b>4.00</b>	<b>2.75</b>	<b>45.45%</b>	<b>4.15</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	3.80
Walk-In:	4.00	2.75	45.45%	4.18
<b>Laptop Request Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>39</b>
<b>Laptop Minutes Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>1614</b>
<b>Average Laptop Session:</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>

**Social Security**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>2</b>	<b>8</b>	<b>-75.00%</b>	<b>18</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	8	-75.00%	18
<b>Query Minutes Total:</b>	<b>10</b>	<b>13</b>	<b>-23.08%</b>	<b>59</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	10	13	-23.08%	59
<b>Average Query Session:</b>	<b>5.00</b>	<b>1.63</b>	<b>207.69%</b>	<b>3.28</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.00	1.63	207.69%	3.28
<b>Laptop Request Total:</b>	<b>2</b>	<b>7</b>	<b>-71.43%</b>	<b>17</b>
<b>Laptop Minutes Total:</b>	<b>160</b>	<b>465</b>	<b>-65.59%</b>	<b>905</b>
<b>Average Laptop Session:</b>	<b>80.00</b>	<b>66.43</b>	<b>20.43%</b>	<b>53.24</b>

**Tax Forms**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>1074</b>	<b>720</b>	<b>49.17%</b>	<b>1820</b>
Email:	0	0	0.00%	0
Telephone:	1	1	0.00%	2
Walk-In:	1073	719	49.24%	1818
<b>Query Minutes Total:</b>	<b>1480</b>	<b>1069</b>	<b>38.45%</b>	<b>2639</b>
Email:	0	0	0.00%	0
Telephone:	20	10	100.00%	30
Walk-In:	1460	1059	37.87%	2609
<b>Average Query Session:</b>	<b>1.38</b>	<b>1.48</b>	<b>-7.19%</b>	<b>1.45</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	20.00	10.00	100.00%	15.00
Walk-In:	1.36	1.47	-7.62%	1.44
<b>Laptop Request Total:</b>	<b>47</b>	<b>49</b>	<b>-4.08%</b>	<b>114</b>
<b>Laptop Minutes Total:</b>	<b>1984</b>	<b>2088</b>	<b>-4.98%</b>	<b>4491</b>
<b>Average Laptop Session:</b>	<b>42.21</b>	<b>42.61</b>	<b>-0.94%</b>	<b>39.39</b>

**Unemployment**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>50</b>	<b>57</b>	<b>-12.28%</b>	<b>269</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	50	57	-12.28%	269
<b>Query Minutes Total:</b>	<b>181</b>	<b>163</b>	<b>11.04%</b>	<b>903</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	181	163	11.04%	903
<b>Average Query Session:</b>	<b>3.62</b>	<b>2.86</b>	<b>26.59%</b>	<b>3.36</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.62	2.86	26.59%	3.36
<b>Laptop Request Total:</b>	<b>50</b>	<b>56</b>	<b>-10.71%</b>	<b>268</b>
<b>Laptop Minutes Total:</b>	<b>1707</b>	<b>1813</b>	<b>-5.85%</b>	<b>9615</b>
<b>Average Laptop Session:</b>	<b>34.14</b>	<b>32.38</b>	<b>5.45%</b>	<b>35.88</b>

	<b>Veterans</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>4</b>	<b>2</b>	<b>100.00%</b>	<b>14</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	4	2	100.00%	14
<b>Query Minutes Total:</b>	<b>27</b>	<b>7</b>	<b>285.71%</b>	<b>62</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	27	7	285.71%	62
<b>Average Query Session:</b>	<b>6.75</b>	<b>3.50</b>	<b>92.86%</b>	<b>4.43</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	6.75	3.50	92.86%	4.43
<b>Laptop Request Total:</b>	<b>3</b>	<b>2</b>	<b>50.00%</b>	<b>13</b>
<b>Laptop Minutes Total:</b>	<b>85</b>	<b>120</b>	<b>-29.17%</b>	<b>455</b>
<b>Average Laptop Session:</b>	<b>28.33</b>	<b>60.00</b>	<b>-52.78%</b>	<b>35.00</b>
	<b>Other</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>185</b>	<b>111</b>	<b>66.67%</b>	<b>955</b>
Email:	0	0	0.00%	0
Telephone:	1	1	0.00%	3
Walk-In:	184	110	67.27%	952
<b>Query Minutes Total:</b>	<b>327</b>	<b>299</b>	<b>9.36%</b>	<b>2368</b>
Email:	0	0	0.00%	0
Telephone:	20	10	100.00%	32
Walk-In:	307	289	6.23%	2336
<b>Average Query Session:</b>	<b>1.77</b>	<b>2.69</b>	<b>-34.38%</b>	<b>2.48</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	20.00	10.00	100.00%	10.67
Walk-In:	1.67	2.63	-36.49%	2.45
<b>Laptop Request Total:</b>	<b>48</b>	<b>43</b>	<b>11.63%</b>	<b>216</b>
<b>Laptop Minutes Total:</b>	<b>1870</b>	<b>1934</b>	<b>-3.31%</b>	<b>9190</b>
<b>Average Laptop Session:</b>	<b>38.96</b>	<b>44.98</b>	<b>-13.38%</b>	<b>42.55</b>