

March

	All	Prev. Month	%	YTD
Queries Total:	891	1618	-44.93%	5836
Email:	0	0	0.00%	0
Telephone:	0	3	-100.00%	12
Walk-In:	891	1615	-44.83%	5824
Query Minutes Total:	2671	3342	-20.08%	16201
Email:	0	0	0.00%	0
Telephone:	0	45	-100.00%	87
Walk-In:	2671	3297	-18.99%	16114
Average Query Session:	3.00	2.07	45.13%	2.78
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	15.00	-100.00%	7.25
Walk-In:	3.00	2.04	46.84%	2.77
Laptop Request Total:	546	439	24.37%	2963
Laptop Minutes Total:	24848	19850	25.18%	145666
Average Laptop Session:	45.51	45.22	0.65%	49.16
		Education		
	All	Prev. Month	%	YTD
Queries Total:	9	28	-67.86%	66
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	9	28	-67.86%	66
Query Minutes Total:	37	27	37.04%	178
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	37	27	37.04%	178
Average Query Session:	4.11	0.96	326.34%	2.70
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	4.11	0.96	326.34%	2.70
Laptop Request Total:	9	7	28.57%	43
Laptop Minutes Total:	315	280	12.50%	1906
Average Laptop Session:	35.00	40.00	-12.50%	44.33

	Employment			
All	Prev. Month	%	YTD	
Queries Total:	263	186	41.40%	1366
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	263	186	41.40%	1366
Query Minutes Total:	1076	652	65.03%	5028
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1076	652	65.03%	5028
Average Query Session:	4.09	3.51	16.71%	3.68
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	4.09	3.51	16.71%	3.68
Laptop Request Total:	261	183	42.62%	1368
Laptop Minutes Total:	14094	9288	51.74%	75055
Average Laptop Session:	54.00	50.75	6.40%	54.86
	Food Stamps			
All	Prev. Month	%	YTD	
Queries Total:	106	82	29.27%	595
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	106	82	29.27%	595
Query Minutes Total:	316	412	-23.30%	2117
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	316	412	-23.30%	2117
Average Query Session:	2.98	5.02	-40.67%	3.56
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	2.98	5.02	-40.67%	3.56
Laptop Request Total:	106	81	30.86%	591
Laptop Minutes Total:	4079	3701	10.21%	24539
Average Laptop Session:	38.48	45.69	-15.78%	41.52

	Immigration			
All		Prev. Month	%	YTD
Queries Total:	2	1	100.00%	20
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	2	1	100.00%	19
Query Minutes Total:	30	5	500.00%	222
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	30	5	500.00%	221
Average Query Session:	15.00	5.00	200.00%	11.10
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	1.00
Walk-In:	15.00	5.00	200.00%	11.63
Laptop Request Total:	2	1	100.00%	13
Laptop Minutes Total:	85	30	183.33%	610
Average Laptop Session:	42.50	30	41.67%	46.92

	Incarceration			
All		Prev. Month	%	YTD
Queries Total:	6	2	200.00%	15
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	6	2	200.00%	15
Query Minutes Total:	28	21	33.33%	183
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	28	21	33.33%	183
Average Query Session:	4.67	10.50	-55.56%	12.20
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	4.67	10.50	-55.56%	12.20
Laptop Request Total:	5	2	150.00%	10
Laptop Minutes Total:	35	35	0.00%	135
Average Laptop Session:	7.00	17.50	-60.00%	13.50

	Legal			
All	Prev. Month	%	YTD	
Queries Total:	23	20	15.00%	142
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	23	20	15.00%	142
Query Minutes Total:	160	183	-12.57%	874
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	160	183	-12.57%	874
Average Query Session:	6.96	9.15	-23.97%	6.15
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	6.96	9.15	-23.97%	6.15
Laptop Request Total:	17	13	30.77%	115
Laptop Minutes Total:	425	615	-30.89%	10176
Average Laptop Session:	25.00	47.31	-47.15%	88.49
	Medical			
All	Prev. Month	%	YTD	
Queries Total:	4	1	300.00%	32
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	4	0	400.00%	31
Query Minutes Total:	22	5	340.00%	292
Email:	0	0	0.00%	0
Telephone:	0	5	-100.00%	5
Walk-In:	22	0	2200.00%	287
Average Query Session:	5.50	5.00	10.00%	9.13
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	5.00	-100.00%	5.00
Walk-In:	5.50	0.00	550.00%	9.26
Laptop Request Total:	3	0	300.00%	27
Laptop Minutes Total:	25	0	2500.00%	975
Average Laptop Session:	8.33	0.00	833.33%	36.11

Pasco Government

All		Prev. Month	%	YTD
Queries Total:	15	3	400.00%	81
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	15	3	400.00%	76
Query Minutes Total:	59	12	391.67%	333
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	19
Walk-In:	59	12	391.67%	314
Average Query Session:	3.93	4.00	-1.67%	4.11
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	3.80
Walk-In:	3.93	4.00	-1.67%	4.13
Laptop Request Total:	0	0	0.00%	39
Laptop Minutes Total:	0	0	0.00%	1614
Average Laptop Session:	0.00	0.00	0.00%	0.00

Social Security

All		Prev. Month	%	YTD
Queries Total:	6	2	200.00%	24
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	6	2	200.00%	24
Query Minutes Total:	16	10	60.00%	75
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	16	10	60.00%	75
Average Query Session:	2.67	5.00	-46.67%	3.13
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	2.67	0.00	266.67%	3.13
Laptop Request Total:	6	2	200.00%	23
Laptop Minutes Total:	295	160	84.38%	1200
Average Laptop Session:	49.17	80.00	-38.54%	52.17

	Tax Forms			
All	Prev. Month	%	YTD	
Queries Total:	277	1074	-74.21%	2097
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	2
Walk-In:	277	1073	-74.18%	2095
Query Minutes Total:	444	1480	-70.00%	3083
Email:	0	0	0.00%	0
Telephone:	0	20	-100.00%	30
Walk-In:	444	1460	-69.59%	3053
Average Query Session:	1.60	1.38	16.32%	1.47
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	20.00	-100.00%	15.00
Walk-In:	1.60	1.36	17.80%	1.46
Laptop Request Total:	29	47	-38.30%	143
Laptop Minutes Total:	1090	1984	-45.06%	5581
Average Laptop Session:	37.59	42.21	-10.96%	39.03

	Unemployment			
All	Prev. Month	%	YTD	
Queries Total:	55	50	10.00%	324
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	55	50	10.00%	324
Query Minutes Total:	146	181	-19.34%	1049
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	146	181	-19.34%	1049
Average Query Session:	2.65	3.62	-26.67%	3.24
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	2.65	3.62	-26.67%	3.24
Laptop Request Total:	53	50	6.00%	321
Laptop Minutes Total:	1820	1707	6.62%	11435
Average Laptop Session:	34.34	34.14	0.58%	35.62

	Veterans			
All		Prev. Month	%	YTD
Queries Total:	0	4	-100.00%	14
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	4	-100.00%	14
Query Minutes Total:	0	27	-100.00%	62
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	27	-100.00%	62
Average Query Session:	0.00	6.75	-100.00%	4.43
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	0.00	6.75	-100.00%	4.43
Laptop Request Total:	0	3	-100.00%	13
Laptop Minutes Total:	0	85	-100.00%	455
Average Laptop Session:	0.00	28.33	-100.00%	35.00
	Other			
All		Prev. Month	%	YTD
Queries Total:	125	185	-32.43%	1080
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	3
Walk-In:	125	184	-32.07%	1077
Query Minutes Total:	337	327	3.06%	2705
Email:	0	0	0.00%	0
Telephone:	0	20	-100.00%	32
Walk-In:	337	307	9.77%	2673
Average Query Session:	2.70	1.77	52.53%	2.50
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	20.00	-100.00%	10.67
Walk-In:	2.70	1.67	61.58%	2.48
Laptop Request Total:	44	48	-8.33%	260
Laptop Minutes Total:	2185	1870	16.84%	11375
Average Laptop Session:	49.66	38.96	27.47%	43.75