

## April

	All	Prev. Month	%	YTD
<b>Queries Total:</b>	<b>622</b>	<b>891</b>	<b>-30.19%</b>	<b>6457</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	13
Walk-In:	621	891	-30.30%	6444
<b>Query Minutes Total:</b>	<b>1269</b>	<b>2671</b>	<b>-52.49%</b>	<b>17460</b>
Email:	0	0	0.00%	0
Telephone:	2	0	200.00%	89
Walk-In:	1267	2671	-52.56%	17371
<b>Average Query Session:</b>	<b>2.04</b>	<b>3.00</b>	<b>-31.94%</b>	<b>2.70</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	2.00	0.00	200.00%	6.85
Walk-In:	2.04	3.00	-31.94%	2.70
<b>Laptop Request Total:</b>	<b>287</b>	<b>546</b>	<b>-47.44%</b>	<b>3255</b>
<b>Laptop Minutes Total:</b>	<b>17930</b>	<b>24848</b>	<b>-27.84%</b>	<b>163328</b>
<b>Average Laptop Session:</b>	<b>62.47</b>	<b>45.51</b>	<b>37.28%</b>	<b>50.18</b>
		<b>Education</b>		
	All	Prev. Month	%	YTD
<b>Queries Total:</b>	<b>9</b>	<b>9</b>	<b>0.00%</b>	<b>74</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	9	9	0.00%	74
<b>Query Minutes Total:</b>	<b>29</b>	<b>37</b>	<b>-21.62%</b>	<b>206</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	29	37	-21.62%	206
<b>Average Query Session:</b>	<b>3.22</b>	<b>4.11</b>	<b>-21.62%</b>	<b>2.78</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.22	4.11	-21.62%	2.78
<b>Laptop Request Total:</b>	<b>8</b>	<b>9</b>	<b>-11.11%</b>	<b>50</b>
<b>Laptop Minutes Total:</b>	<b>280</b>	<b>315</b>	<b>-11.11%</b>	<b>2111</b>
<b>Average Laptop Session:</b>	<b>35.00</b>	<b>35.00</b>	<b>0.00%</b>	<b>42.22</b>

	All	Employment		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>172</b>	<b>263</b>	<b>-34.60%</b>	<b>1538</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	172	263	-34.60%	1538
<b>Query Minutes Total:</b>	<b>626</b>	<b>1076</b>	<b>-41.82%</b>	<b>5643</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	626	1076	-41.82%	5643
<b>Average Query Session:</b>	<b>3.64</b>	<b>4.09</b>	<b>-11.04%</b>	<b>3.67</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.64	4.09	-11.04%	3.67
<b>Laptop Request Total:</b>	<b>170</b>	<b>261</b>	<b>-34.87%</b>	<b>1540</b>
<b>Laptop Minutes Total:</b>	<b>8318</b>	<b>14094</b>	<b>-40.98%</b>	<b>83398</b>
<b>Average Laptop Session:</b>	<b>48.93</b>	<b>54.00</b>	<b>-9.39%</b>	<b>54.15</b>
	All	Food Stamps		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>132</b>	<b>106</b>	<b>24.53%</b>	<b>730</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	132	106	24.53%	730
<b>Query Minutes Total:</b>	<b>461</b>	<b>316</b>	<b>45.89%</b>	<b>2597</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	461	316	45.89%	2597
<b>Average Query Session:</b>	<b>3.49</b>	<b>2.98</b>	<b>17.15%</b>	<b>3.56</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.49	2.98	17.15%	3.56
<b>Laptop Request Total:</b>	<b>131</b>	<b>106</b>	<b>23.58%</b>	<b>725</b>
<b>Laptop Minutes Total:</b>	<b>4538</b>	<b>4079</b>	<b>11.25%</b>	<b>29036</b>
<b>Average Laptop Session:</b>	<b>34.64</b>	<b>38.48</b>	<b>-9.98%</b>	<b>40.05</b>

	<b>Immigration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>3</b>	<b>2</b>	<b>50.00%</b>	<b>23</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	3	2	50.00%	22
<b>Query Minutes Total:</b>	<b>5</b>	<b>30</b>	<b>-83.33%</b>	<b>227</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	5	30	-83.33%	226
<b>Average Query Session:</b>	<b>1.67</b>	<b>15.00</b>	<b>-88.89%</b>	<b>9.87</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	1.00
Walk-In:	1.67	15.00	-88.89%	10.27
<b>Laptop Request Total:</b>	<b>3</b>	<b>2</b>	<b>50.00%</b>	<b>16</b>
<b>Laptop Minutes Total:</b>	<b>315</b>	<b>85</b>	<b>270.59%</b>	<b>925</b>
<b>Average Laptop Session:</b>	<b>105.00</b>	<b>43</b>	<b>147.06%</b>	<b>57.81</b>

	<b>Incarceration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>0</b>	<b>6</b>	<b>-100.00%</b>	<b>15</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	6	-100.00%	15
<b>Query Minutes Total:</b>	<b>0</b>	<b>28</b>	<b>-100.00%</b>	<b>183</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	28	-100.00%	183
<b>Average Query Session:</b>	<b>0.00</b>	<b>4.67</b>	<b>-100.00%</b>	<b>12.20</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	0.00	4.67	-100.00%	12.20
<b>Laptop Request Total:</b>	<b>0</b>	<b>5</b>	<b>-100.00%</b>	<b>10</b>
<b>Laptop Minutes Total:</b>	<b>0</b>	<b>35</b>	<b>-100.00%</b>	<b>135</b>
<b>Average Laptop Session:</b>	<b>0.00</b>	<b>7.00</b>	<b>-100.00%</b>	<b>13.50</b>

	<b>Legal</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>5</b>	<b>23</b>	<b>-78.26%</b>	<b>147</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	23	-78.26%	147
<b>Query Minutes Total:</b>	<b>10</b>	<b>160</b>	<b>-93.75%</b>	<b>884</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	10	160	-93.75%	884
<b>Average Query Session:</b>	<b>2.00</b>	<b>6.96</b>	<b>-71.25%</b>	<b>6.01</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	2.00	6.96	-71.25%	6.01
<b>Laptop Request Total:</b>	<b>5</b>	<b>17</b>	<b>-70.59%</b>	<b>120</b>
<b>Laptop Minutes Total:</b>	<b>145</b>	<b>425</b>	<b>-65.88%</b>	<b>10321</b>
<b>Average Laptop Session:</b>	<b>29.00</b>	<b>25.00</b>	<b>16.00%</b>	<b>86.01</b>
	<b>Medical</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>3</b>	<b>4</b>	<b>-25.00%</b>	<b>35</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	3	4	-25.00%	34
<b>Query Minutes Total:</b>	<b>22</b>	<b>22</b>	<b>0.00%</b>	<b>314</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	22	22	0.00%	309
<b>Average Query Session:</b>	<b>7.33</b>	<b>5.50</b>	<b>33.33%</b>	<b>8.97</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	5.00
Walk-In:	7.33	5.50	33.33%	9.09
<b>Laptop Request Total:</b>	<b>6</b>	<b>3</b>	<b>100.00%</b>	<b>33</b>
<b>Laptop Minutes Total:</b>	<b>240</b>	<b>25</b>	<b>860.00%</b>	<b>1215</b>
<b>Average Laptop Session:</b>	<b>40.00</b>	<b>8.33</b>	<b>380.00%</b>	<b>36.82</b>

**Pasco Government**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>10</b>	<b>15</b>	<b>-33.33%</b>	<b>91</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	10	15	-33.33%	86
<b>Query Minutes Total:</b>	<b>25</b>	<b>59</b>	<b>-57.63%</b>	<b>358</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	19
Walk-In:	25	59	-57.63%	339
<b>Average Query Session:</b>	<b>2.50</b>	<b>3.93</b>	<b>-36.44%</b>	<b>3.93</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	3.80
Walk-In:	2.50	3.93	-36.44%	3.94
<b>Laptop Request Total:</b>	<b>10</b>	<b>0</b>	<b>1000.00%</b>	<b>49</b>
<b>Laptop Minutes Total:</b>	<b>295</b>	<b>0</b>	<b>29500.00%</b>	<b>1909</b>
<b>Average Laptop Session:</b>	<b>29.50</b>	<b>0.00</b>	<b>2950.00%</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>6</b>	<b>-66.67%</b>	<b>26</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	6	-66.67%	26
<b>Query Minutes Total:</b>	<b>4</b>	<b>16</b>	<b>-75.00%</b>	<b>79</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	4	16	-75.00%	79
<b>Average Query Session:</b>	<b>2.00</b>	<b>2.67</b>	<b>-25.00%</b>	<b>3.04</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	2.00	2.67	-25.00%	3.04
<b>Laptop Request Total:</b>	<b>2</b>	<b>6</b>	<b>-66.67%</b>	<b>25</b>
<b>Laptop Minutes Total:</b>	<b>70</b>	<b>295</b>	<b>-76.27%</b>	<b>1270</b>
<b>Average Laptop Session:</b>	<b>35.00</b>	<b>49.17</b>	<b>-28.81%</b>	<b>50.80</b>

	<b>Tax Forms</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>290</b>	<b>277</b>	<b>4.69%</b>	<b>2389</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	3
Walk-In:	289	277	4.33%	2386
<b>Query Minutes Total:</b>	<b>374</b>	<b>444</b>	<b>-15.77%</b>	<b>3461</b>
Email:	0	0	0.00%	0
Telephone:	2	0	200.00%	32
Walk-In:	372	444	-16.22%	3429
<b>Average Query Session:</b>	<b>1.29</b>	<b>1.60</b>	<b>-19.54%</b>	<b>1.45</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	2.00	0.00	200.00%	10.67
Walk-In:	1.29	1.60	-19.70%	1.44
<b>Laptop Request Total:</b>	<b>25</b>	<b>29</b>	<b>-13.79%</b>	<b>170</b>
<b>Laptop Minutes Total:</b>	<b>1063</b>	<b>1090</b>	<b>-2.48%</b>	<b>6684</b>
<b>Average Laptop Session:</b>	<b>42.52</b>	<b>37.59</b>	<b>13.13%</b>	<b>39.32</b>
	<b>Unemployment</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>59</b>	<b>55</b>	<b>7.27%</b>	<b>381</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	59	55	7.27%	381
<b>Query Minutes Total:</b>	<b>113</b>	<b>146</b>	<b>-22.60%</b>	<b>1163</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	113	146	-22.60%	1163
<b>Average Query Session:</b>	<b>1.92</b>	<b>2.65</b>	<b>-27.85%</b>	<b>3.05</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	1.92	2.65	-27.85%	3.05
<b>Laptop Request Total:</b>	<b>59</b>	<b>53</b>	<b>11.32%</b>	<b>380</b>
<b>Laptop Minutes Total:</b>	<b>1896</b>	<b>1820</b>	<b>4.18%</b>	<b>13133</b>
<b>Average Laptop Session:</b>	<b>32.14</b>	<b>34.34</b>	<b>-6.42%</b>	<b>34.56</b>

	<b>Veterans</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>14</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	14
<b>Query Minutes Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>62</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	0	0.00%	62
<b>Average Query Session:</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</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:	0.00	0.00	0.00%	4.43
<b>Laptop Request Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>13</b>
<b>Laptop Minutes Total:</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>455</b>
<b>Average Laptop Session:</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</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>98</b>	<b>125</b>	<b>-21.60%</b>	<b>1175</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	3
Walk-In:	98	125	-21.60%	1172
<b>Query Minutes Total:</b>	<b>189</b>	<b>337</b>	<b>-43.92%</b>	<b>2872</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	32
Walk-In:	189	337	-43.92%	2840
<b>Average Query Session:</b>	<b>1.93</b>	<b>2.70</b>	<b>-28.47%</b>	<b>2.44</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	10.67
Walk-In:	1.93	2.70	-28.47%	2.42
<b>Laptop Request Total:</b>	<b>23</b>	<b>44</b>	<b>-47.73%</b>	<b>282</b>
<b>Laptop Minutes Total:</b>	<b>770</b>	<b>2185</b>	<b>-64.76%</b>	<b>12126</b>
<b>Average Laptop Session:</b>	<b>33.48</b>	<b>49.66</b>	<b>-32.58%</b>	<b>43.00</b>