

## July

	<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>670</b>	<b>638</b>	<b>5.02%</b>	<b>8207</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	15
Walk-In:	670	637	5.18%	8192
<b>Query Minutes Total:</b>	<b>2261</b>	<b>2600</b>	<b>-13.04%</b>	<b>23960</b>
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	109
Walk-In:	2261	2590	-12.70%	23851
<b>Average Query Session:</b>	<b>3.37</b>	<b>4.08</b>	<b>-17.19%</b>	<b>2.92</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	7.27
Walk-In:	3.37	0	337.46%	2.91
<b>Laptop Request Total:</b>	<b>593</b>	<b>572</b>	<b>3.67%</b>	<b>4845</b>
<b>Laptop Minutes Total:</b>	<b>28356</b>	<b>27596</b>	<b>2.75%</b>	<b>235959</b>
<b>Average Laptop Session:</b>	<b>47.82</b>	<b>48</b>	<b>-0.88%</b>	<b>48.70</b>
		<b>Education</b>		
	<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>21</b>	<b>11</b>	<b>90.91%</b>	<b>117</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	21	11	90.91%	117
<b>Query Minutes Total:</b>	<b>47</b>	<b>44</b>	<b>6.82%</b>	<b>349</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	47	44	6.82%	349
<b>Average Query Session:</b>	<b>2.24</b>	<b>4</b>	<b>-44.05%</b>	<b>2.98</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	2.24	4	-44.05%	2.98
<b>Laptop Request Total:</b>	<b>17</b>	<b>10</b>	<b>70.00%</b>	<b>86</b>
<b>Laptop Minutes Total:</b>	<b>630</b>	<b>145</b>	<b>334.48%</b>	<b>3396</b>
<b>Average Laptop Session:</b>	<b>37.06</b>	<b>15</b>	<b>155.58%</b>	<b>39.49</b>

	<b>Employment</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>331</b>	<b>299</b>	<b>10.70%</b>	<b>2395</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	331	298	11.07%	2394
<b>Query Minutes Total:</b>	<b>1230</b>	<b>1192</b>	<b>3.19%</b>	<b>8798</b>
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	10
Walk-In:	1230	1182	4.06%	8788
<b>Average Query Session:</b>	<b>3.72</b>	<b>4</b>	<b>-6.79%</b>	<b>3.67</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	10	-100.00%	10.00
Walk-In:	3.72	4	-6.31%	3.67
<b>Laptop Request Total:</b>	<b>329</b>	<b>290</b>	<b>13.45%</b>	<b>2381</b>
<b>Laptop Minutes Total:</b>	<b>18026</b>	<b>16044</b>	<b>12.35%</b>	<b>127845</b>
<b>Average Laptop Session:</b>	<b>54.79</b>	<b>55</b>	<b>-0.96%</b>	<b>53.69</b>
	<b>Food Stamps</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>102</b>	<b>125</b>	<b>-18.40%</b>	<b>1071</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	102	125	-18.40%	1070
<b>Query Minutes Total:</b>	<b>347</b>	<b>515</b>	<b>-32.62%</b>	<b>3920</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	10
Walk-In:	347	515	-32.62%	3910
<b>Average Query Session:</b>	<b>3.40</b>	<b>4</b>	<b>-17.43%</b>	<b>3.66</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.00
Walk-In:	3.40	4	-17.43%	3.65
<b>Laptop Request Total:</b>	<b>101</b>	<b>123</b>	<b>-17.89%</b>	<b>1060</b>
<b>Laptop Minutes Total:</b>	<b>3715</b>	<b>5144</b>	<b>-27.78%</b>	<b>40820</b>
<b>Average Laptop Session:</b>	<b>36.78</b>	<b>42</b>	<b>-12.05%</b>	<b>38.51</b>

	<b>Immigration</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>1</b>	<b>4</b>	<b>-75.00%</b>	<b>30</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	1	4	-75.00%	29
<b>Query Minutes Total:</b>	<b>12</b>	<b>21</b>	<b>-42.86%</b>	<b>267</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	12	21	-42.86%	266
<b>Average Query Session:</b>	<b>12.00</b>	<b>5</b>	<b>128.57%</b>	<b>8.90</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	1.00
Walk-In:	12.00	5	128.57%	9.17
<b>Laptop Request Total:</b>	<b>1</b>	<b>2</b>	<b>-50.00%</b>	<b>21</b>
<b>Laptop Minutes Total:</b>	<b>105</b>	<b>75</b>	<b>40.00%</b>	<b>1160</b>
<b>Average Laptop Session:</b>	<b>105.00</b>	<b>38</b>	<b>180.00%</b>	<b>55.24</b>
	<b>Incarceration</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>0</b>	<b>1</b>	<b>-100.00%</b>	<b>17</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	1	-100.00%	17
<b>Query Minutes Total:</b>	<b>0</b>	<b>2</b>	<b>-100.00%</b>	<b>187</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	0	2	-100.00%	187
<b>Average Query Session:</b>	<b>0.00</b>	<b>2</b>	<b>-100.00%</b>	<b>11.00</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	0.00	2	-100.00%	11.00
<b>Laptop Request Total:</b>	<b>0</b>	<b>1</b>	<b>-100.00%</b>	<b>12</b>
<b>Laptop Minutes Total:</b>	<b>0</b>	<b>20</b>	<b>-100.00%</b>	<b>215</b>
<b>Average Laptop Session:</b>	<b>0.00</b>	<b>20</b>	<b>-100.00%</b>	<b>17.92</b>

	<b>Legal</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>16</b>	<b>9</b>	<b>77.78%</b>	<b>178</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	16	9	77.78%	178
<b>Query Minutes Total:</b>	<b>78</b>	<b>72</b>	<b>8.33%</b>	<b>1083</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	78	72	8.33%	1083
<b>Average Query Session:</b>	<b>4.88</b>	<b>8</b>	<b>-39.06%</b>	<b>6.08</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	4.88	8	-39.06%	6.08
<b>Laptop Request Total:</b>	<b>10</b>	<b>5</b>	<b>100.00%</b>	<b>141</b>
<b>Laptop Minutes Total:</b>	<b>328</b>	<b>125</b>	<b>162.40%</b>	<b>11069</b>
<b>Average Laptop Session:</b>	<b>32.80</b>	<b>25</b>	<b>31.20%</b>	<b>78.50</b>
	<b>Medical</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>10</b>	<b>7</b>	<b>42.86%</b>	<b>57</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	10	7	42.86%	56
<b>Query Minutes Total:</b>	<b>25</b>	<b>32</b>	<b>-21.88%</b>	<b>402</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	25	32	-21.88%	397
<b>Average Query Session:</b>	<b>2.50</b>	<b>5</b>	<b>-45.31%</b>	<b>7.05</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	5.00
Walk-In:	2.50	5	-45.31%	7.09
<b>Laptop Request Total:</b>	<b>9</b>	<b>6</b>	<b>50.00%</b>	<b>52</b>
<b>Laptop Minutes Total:</b>	<b>295</b>	<b>180</b>	<b>63.89%</b>	<b>1780</b>
<b>Average Laptop Session:</b>	<b>32.78</b>	<b>30</b>	<b>9.26%</b>	<b>34.23</b>

**Pasco Government**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>56</b>	<b>23</b>	<b>143.48%</b>	<b>176</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	56	23	143.48%	171
<b>Query Minutes Total:</b>	<b>95</b>	<b>47</b>	<b>102.13%</b>	<b>525</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	19
Walk-In:	95	47	102.13%	506
<b>Average Query Session:</b>	<b>1.70</b>	<b>2</b>	<b>-16.98%</b>	<b>2.98</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	3.80
Walk-In:	1.70	2	-16.98%	2.96
<b>Laptop Request Total:</b>	<b>19</b>	<b>8</b>	<b>137.50%</b>	<b>81</b>
<b>Laptop Minutes Total:</b>	<b>877</b>	<b>180</b>	<b>387.22%</b>	<b>3056</b>
<b>Average Laptop Session:</b>	<b>46.16</b>	<b>23</b>	<b>105.15%</b>	<b>37.73</b>

**Social Security**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>12</b>	<b>7</b>	<b>71.43%</b>	<b>49</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	12	7	71.43%	49
<b>Query Minutes Total:</b>	<b>32</b>	<b>39</b>	<b>-17.95%</b>	<b>167</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	32	39	-17.95%	167
<b>Average Query Session:</b>	<b>2.67</b>	<b>6</b>	<b>-52.14%</b>	<b>3.41</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	2.67	6	-52.14%	3.41
<b>Laptop Request Total:</b>	<b>9</b>	<b>6</b>	<b>50.00%</b>	<b>44</b>
<b>Laptop Minutes Total:</b>	<b>360</b>	<b>190</b>	<b>89.47%</b>	<b>2035</b>
<b>Average Laptop Session:</b>	<b>40.00</b>	<b>32</b>	<b>26.32%</b>	<b>46.25</b>

**Tax Forms**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>4</b>	<b>12</b>	<b>-66.67%</b>	<b>2411</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	3
Walk-In:	4	12	-66.67%	2408
<b>Query Minutes Total:</b>	<b>7</b>	<b>28</b>	<b>-75.00%</b>	<b>3519</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	32
Walk-In:	7	28	-75.00%	3487
<b>Average Query Session:</b>	<b>1.75</b>	<b>2</b>	<b>-25.00%</b>	<b>1.46</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.67
Walk-In:	1.75	2	-25.00%	1.45
<b>Laptop Request Total:</b>	<b>4</b>	<b>6</b>	<b>-33.33%</b>	<b>184</b>
<b>Laptop Minutes Total:</b>	<b>155</b>	<b>120</b>	<b>29.17%</b>	<b>7134</b>
<b>Average Laptop Session:</b>	<b>38.75</b>	<b>20</b>	<b>93.75%</b>	<b>38.77</b>

**Unemployment**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>61</b>	<b>54</b>	<b>12.96%</b>	<b>527</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	61	54	12.96%	527
<b>Query Minutes Total:</b>	<b>146</b>	<b>197</b>	<b>-25.89%</b>	<b>1585</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	146	197	-25.89%	1585
<b>Average Query Session:</b>	<b>2.39</b>	<b>4</b>	<b>-34.39%</b>	<b>3.01</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	2.39	4	-34.39%	3.01
<b>Laptop Request Total:</b>	<b>48</b>	<b>51</b>	<b>-5.88%</b>	<b>510</b>
<b>Laptop Minutes Total:</b>	<b>1958</b>	<b>1678</b>	<b>16.69%</b>	<b>17779</b>
<b>Average Laptop Session:</b>	<b>40.79</b>	<b>33</b>	<b>23.98%</b>	<b>34.86</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>23</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	3	5	-40.00%	23
<b>Query Minutes Total:</b>	<b>7</b>	<b>25</b>	<b>-72.00%</b>	<b>96</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	7	25	-72.00%	96
<b>Average Query Session:</b>	<b>2.33</b>	<b>5</b>	<b>-53.33%</b>	<b>4.17</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	0.00
Walk-In:	2.33	5	-53.33%	4.17
<b>Laptop Request Total:</b>	<b>3</b>	<b>5</b>	<b>-40.00%</b>	<b>22</b>
<b>Laptop Minutes Total:</b>	<b>130</b>	<b>225</b>	<b>-42.22%</b>	<b>820</b>
<b>Average Laptop Session:</b>	<b>43.33</b>	<b>45</b>	<b>-3.70%</b>	<b>37.27</b>
	<b>Other</b>			
<b>All</b>	<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>	
<b>Queries Total:</b>	<b>53</b>	<b>81</b>	<b>-34.57%</b>	<b>1337</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	3
Walk-In:	53	81	-34.57%	1334
<b>Query Minutes Total:</b>	<b>235</b>	<b>386</b>	<b>-39.12%</b>	<b>3651</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	32
Walk-In:	235	386	-39.12%	3619
<b>Average Query Session:</b>	<b>4.43</b>	<b>5</b>	<b>-6.96%</b>	<b>2.73</b>
Email:	0.00	0	0.00%	0.00
Telephone:	0.00	0	0.00%	10.67
Walk-In:	4.43	5	-6.96%	2.71
<b>Laptop Request Total:</b>	<b>43</b>	<b>59</b>	<b>-27.12%</b>	<b>409</b>
<b>Laptop Minutes Total:</b>	<b>1777</b>	<b>3470</b>	<b>-48.79%</b>	<b>18240</b>
<b>Average Laptop Session:</b>	<b>41.33</b>	<b>59</b>	<b>-29.73%</b>	<b>44.60</b>

