



# Insights & Highlights

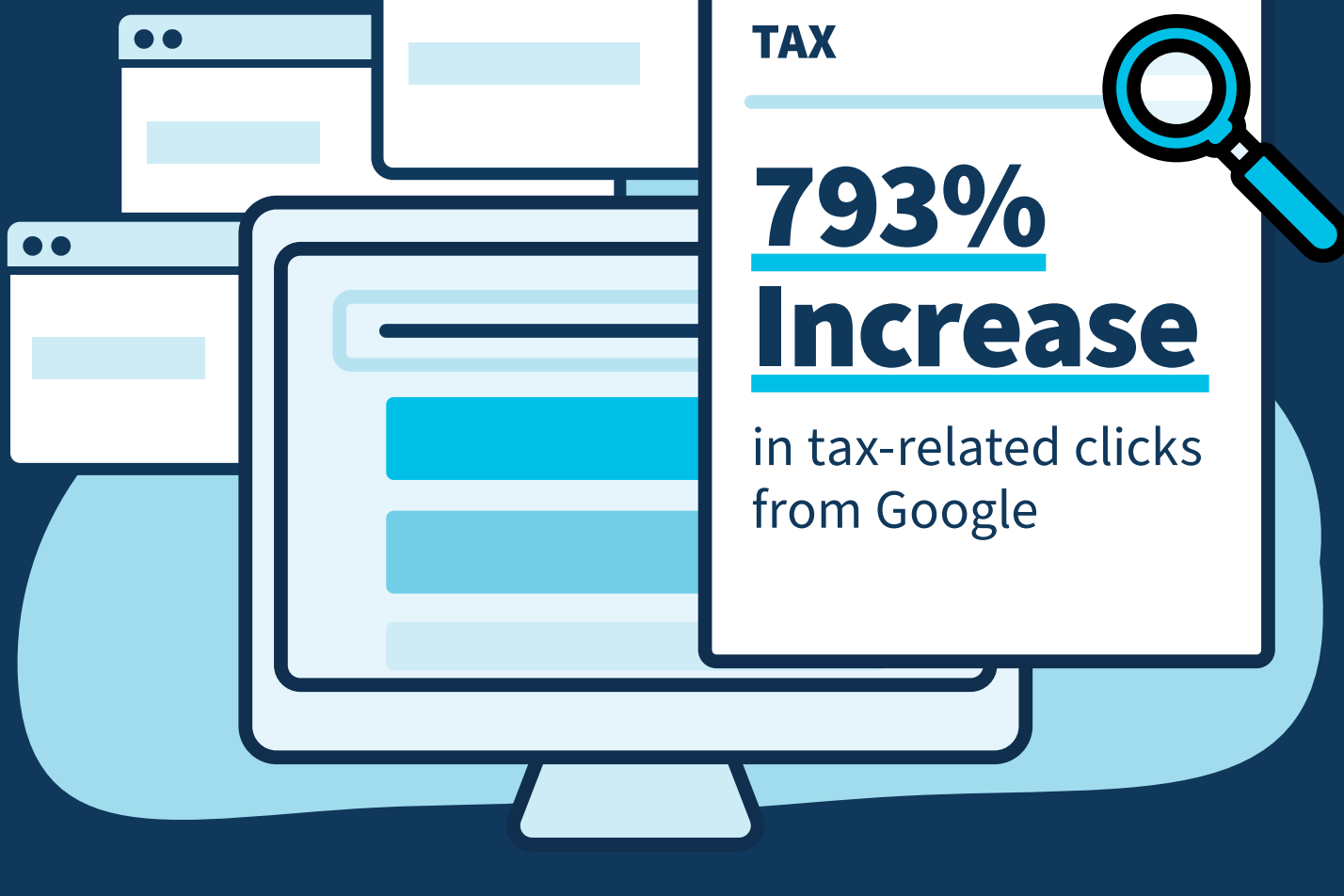
Here's what people wanted to know from the U.S. Government

## 26,621,857

Interactions with the public

### Highlight

In keeping with a trend we typically see during the second quarter—due to tax filing deadlines—USA.gov saw a **793% increase in Google clicks from tax-related searches** between January and March. Of those 3.4 million clicks, the most popular were variations of the query: “tax refund status.”



Increases in this section are based on comparisons to FY2023 Q1.

### Top 5 pages

These were the most frequently visited **USA.gov** pages, excluding the homepage, between January and March 2023.

- #1** **Where's My Refund? How to Check the Status of My Tax Return**  
3,356,220 unique pageviews
- #2** **Getting or Renewing a U.S. Passport**  
2,334,181 unique pageviews
- #3** **Unclaimed Money from the Government**  
627,449 unique pageviews
- #4** **Change Your Address and Other U.S. Post Office Services**  
544,747 unique pageviews
- #5** **Credit Reports and Scores**  
339,912 unique pageviews



### Emails with the highest open rate



- #1** [Are you eligible for help with home repairs?](#) **63.1%** opened
- #2** [Is your vaccination record up to date?](#) **62.9%** opened
- #3** [Save these scam safety tips from NCPW 2023](#) **62.6%** opened
- #4** [Find out if you are eligible for Medicaid and CHIP](#) **62.4%** opened
- #5** [Free tax resources for the military community](#) **60.9%** opened

### Calls and chats to the Contact Center

USAGov's Contact Center agents handled **44,410 calls and chats in English** during the months of **January, February, and March**.

More than 41,000 other callers used USAGov's interactive voice response options to get help. These were the topics with the most inquiries:



To view other USAGov data visit <https://www.usa.gov/website-analytics/>