



## Insights & Highlights

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

# 22,698,965

Interactions with the public



### Highlight

Between July and September leading up to the 2022 Midterm Elections there were nearly **28 million Google searches on voter registration** with search results that included USA.gov pages.

This is a **378% increase** compared to the prior quarter.

The top USA.gov result for these queries was the page **Voter Registration**.

### Top 5 pages

These were the most frequently visited USA.gov pages, excluding the homepage, between July and September 2022.

#### #1



**Getting or renewing a U.S. passport**

1,475,287

unique pageviews

#### #2



**Change your address and other U.S. Post Office services**

618,834

unique pageviews

#### #3

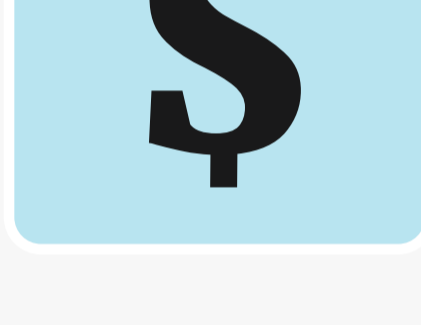


**Unclaimed money from the government**

528,583

unique pageviews

#### #4



**Where's my refund? How to check the status of my tax return**

525,200

unique pageviews

#### #5



**Credit reports and scores**

350,041

unique pageviews



### Emails with the highest open rate



#### #1

[Be prepared for earthquakes](#)



62% opened

#### #2

[Know more about long COVID](#)



57% opened

#### #3

[The 5 building blocks to manage and grow your money](#)



56% opened

#### #4

[Understand passport processing times](#)



56% opened

#### #5

[Vehicle safety checklist for your next road trip](#)



55% opened

### Calls and chats to the Contact Center

USAGov's Contact Center agents handled **39,743 calls and chats in English** during the months of July, August, and September. Close to 32K other callers used USAGov's interactive voice response options to get help. These were the top five resources agents used to answer questions:

