22,325,226 Interactions with the public

Highlight
In Quarter 4, USA.gov saw the greatest percent increase in search engine referrals compared to Quarter 3 (+307%) in searches pertaining to "disasters and emergencies." The bulk of these clicks came from "Hurricane Idalia," "Hawaii wildfires," and "financial assistance after a disaster" searches.

Top 5 pages
These were the most frequently visited USA.gov pages, excluding the homepage, between July and September 2023.

#1 How to find unclaimed money from the government 829,438 unique pageviews
#2 Renew an adult passport 802,670 unique pageviews
#3 Apply for a new adult passport 410,711 unique pageviews
#4 Government auctions of seized and surplus property 388,835 unique pageviews
#5 How to check your immigration case status 345,258 unique pageviews

Emails with the highest open rate

#1 Get official transcripts and copies of your tax returns 67.2% opened
#2 Know how to protect yourself from poor air quality 66.7% opened
#3 Autumn is coming! Don't fall for the scams 65.3% opened
#4 Reminder your personal tax extension deadline is October 16, 2023 64.1% opened
#5 What is a credit freeze and how can it protect you? 63.9% opened

Calls and chats to the Contact Center
Children's National Center open handled 152 calls and chats in English during the months of July, August, and September. These were run by 206 staff members across our seven regional teams.

#1 Social/human services 27.02%
#2 Consumer complaints or questions 22.86%
#3 Money 20.38%
#4 Immigration and naturalization 12.06%
#5 Foreign travel by Americans 7.72%

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