



## Insights & Highlights

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

# 24,327,311

Interactions with the public

### Highlight

Due to Midterm Elections in November, **clicks on voting- and election-related Google searches increased 94%** during the first quarter of FY2023. The most-clicked topics from these queries were:

#### Most-clicked topics on voting and elections

1. voter registration	910,986 clicks 37% increase
2. how, where, and when to vote	274,755 clicks 232% increase
3. presidential election process	260,664 clicks 107% increase

Increases in this section are based on comparisons to FY2022 Q4.

### Top 5 pages

These were the most frequently visited **USA.gov** pages, excluding the homepage, between October and December 2022.

#1



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

1,389,818  
unique pageviews

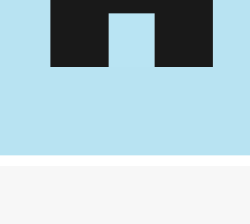
#2



#### Unclaimed money from the government

571,050  
unique pageviews

#3



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

491,834  
unique pageviews

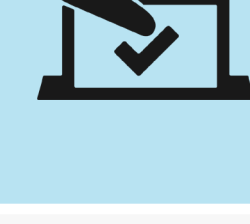
#4



#### Confirm you are registered to vote

463,034  
unique pageviews

#5



#### Change your voter registration

395,083  
unique pageviews



### Emails with the highest open rate



#1

[Your online order never came. Now what?](#)

65%  
opened

#2

[Protect your identity and your credit status](#)

62%  
opened

#3

[Prepare for disasters with the FEMA app](#)

61%  
opened

#4

[Watch out for common scam plays](#)

60%  
opened

#5

[Cold weather safety tips for seniors](#)

59%  
opened

### Calls and chats to the Contact Center

USAGov's Contact Center agents handled **37,839 calls and chats in English** during the months of October, November, and December. More than 30,000 other callers used USAGov's interactive voice response options to get help. These were the top five resources agents used to answer questions:

Social/Human Service

Consumer Complaints or Questions

Voting

Immigration and Naturalization

Scams and Fraud