



Insights & Highlights

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

23,800,206

Interactions with the public



Highlight

There were **3.5 million Google searches** related to

selective service

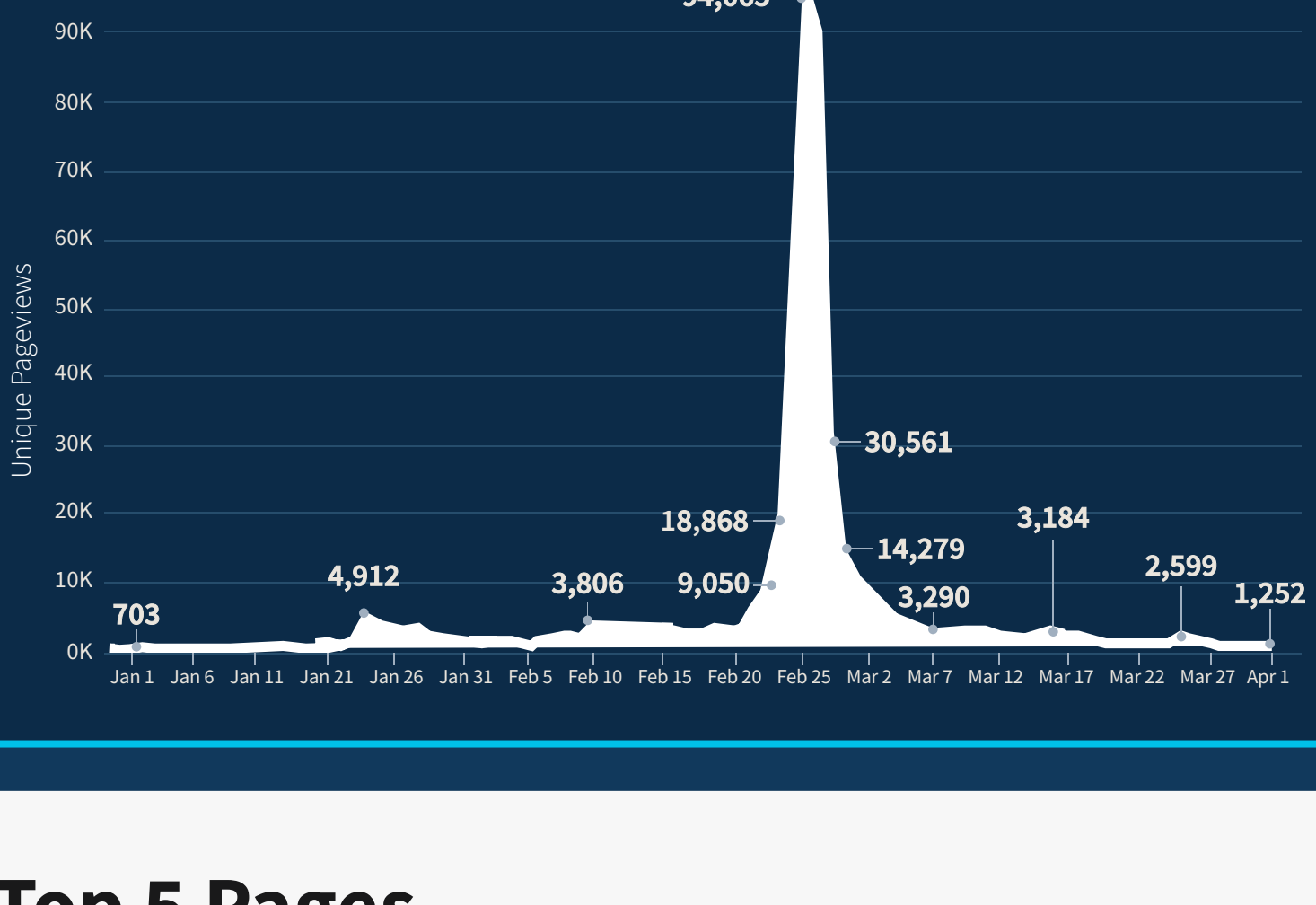


during the second quarter of FY2022, a **501% increase** compared to the previous quarter.

This drove up traffic to USA.gov's Selective Service page, which saw **peak traffic on February 24 – the same day when Russia invaded Ukraine**. While the major spike was over by early March, traffic remained higher-than-average through the remainder of the quarter.

usa.gov/selective-service

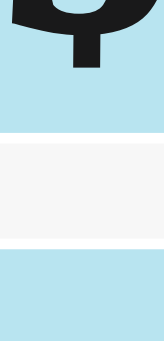
JAN 1 - APR 1



Top 5 Pages

These were the most frequently visited **USA.gov** pages between January and March 2022.

#1

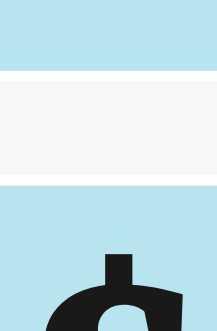


Where's My Refund? How to Check the Status of My Tax Return

1,447,074

unique pageviews

#2

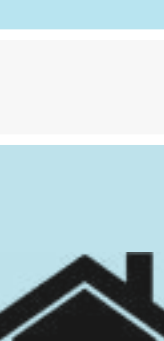


Getting or Renewing a U.S. Passport

1,336,968

unique pageviews

#3



Unclaimed Money from the Government

546,250

unique pageviews

#4



Change Your Address and Other U.S. Post Office Services

503,078

unique pageviews

#5



Selective Service

368,486

unique pageviews



Emails with the highest open rate



#1

[Join the #SlamTheScamChat on Twitter at 3 PM ET](#)



78% opened

#2

[Find Answers to Your Tax-Related Questions](#)



68% opened

#3

[Are You Still Missing a Stimulus Check?](#)



62% opened

#4

[How to File a Customer Complaint](#)



60% opened

#5

[Beware of Vacation Rental Property Scams](#)



58% opened

Calls to the Contact Center

USAGov's Contact Center agents handled **close to 28,000 calls in English** during the months of January, February, and March. These were the top five topics people asked about:

1



Social/Human Services

2



Consumer Complaints or Questions

3



Taxes

4



Immigration and Naturalization

5



Foreign Travel by Americans

To view other USAGov data visit

<https://www.usa.gov/website-analytics/>