

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

# 3,327,888

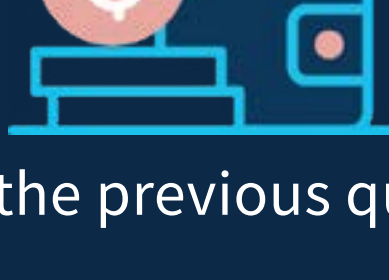
Interactions with the public



## Highlight

We saw **111% more clicks** on Google searches relating to

**money and taxes**



compared to the previous quarter.

The largest change occurred in searches on **taxes**.

176% ↑

increase

**Impuestos**

(Taxes)

47% ↑

increase

**Dinero sin reclamar**

(Unclaimed Money)

13% ↑

increase

**Informes y puntajes de crédito**

(Credit Report)

12% ↑

increase

**Gasto, ahorro e inversión**

(Spending, Saving, and Investing)

## Top 5 Pages

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

#1



**Entradas y salidas de EE. UU.**

(Entry and Exit from the United States)

176,148

unique pageviews

#2



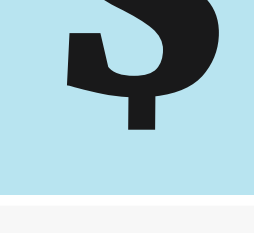
**Cómo obtener o renovar el pasaporte**

(How to Get or Renew a Passport)

140,055

unique pageviews

#3



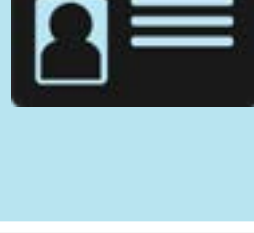
**Revise el estado de su reembolso y declaración de impuestos**

(Check the Status of Your Tax Return)

123,052

unique pageviews

#4



**Residencia permanente o "Green Card"**

(Permanent Residence or "Green Card")

122,550

unique pageviews

#5



**Días festivos federales**

(Federal Holidays)

97,850

unique pageviews



**Emails with the highest open rate**



#1

[En el Mes del Corazón, protéjase de las enfermedades cardiovasculares](#)

(Protect Yourself from Heart Disease)



63% opened

#2

[¿Recibió una carta del IRS? Sepa de qué se trata](#)

(Understanding Your IRS Notice or Letter)



61% opened

#3

[Encuentre beneficios del Gobierno para usted y su familia](#)

(Government Benefits for You and Your Family)



57% opened

#4

[Sepa qué esperar al tramitar su pasaporte en 2022](#)

(Getting Your Passport in 2022)



57% opened

#5

[Comienza la temporada de impuestos de 2022](#)

(2022 Tax Season)



57% opened

## Calls to the Contact Center

USAGov's Contact Center agents handled **more than 4,000 calls in Spanish** during the months of January, February, and March. The top five topics people asked about were:

1



Immigration and Naturalization

2



Foreign Travel by Americans

3



Social/ Human Services

4



Housing

5



Consumer Complaints or Questions

To view other USAGov data visit

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