



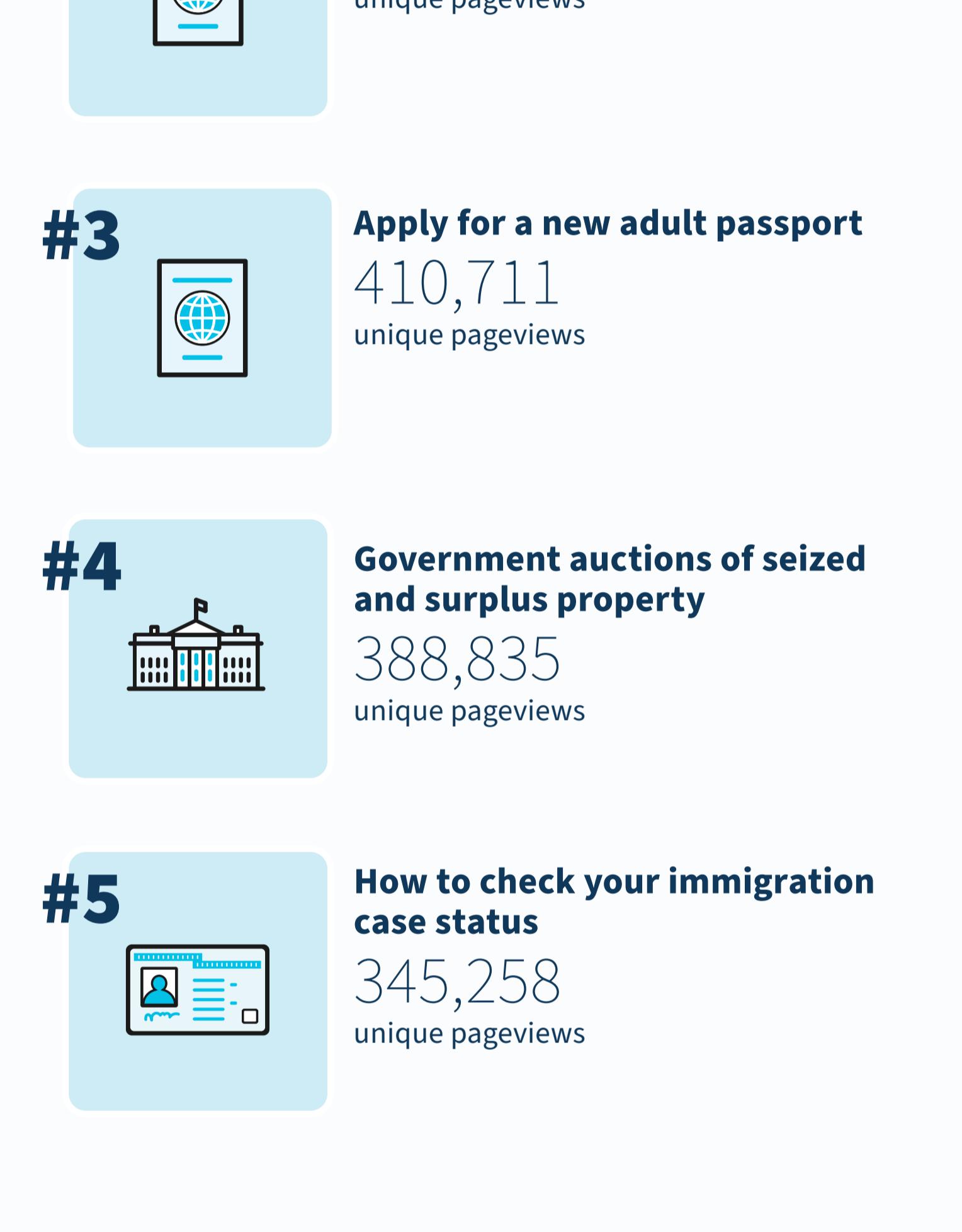
# Insights & Highlights

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

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

## Calls and chats to the Contact Center

USAGov's Contact Center agents handled **48,162 calls and chats in English during the months of July, August, and September**. There were 40,474 calls handled by USAgov's interactive voice response system. These were the topics with the most inquiries:



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