



Insights & Highlights

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

23,417,837

Interactions with the public



Highlight

The U.S. unemployment rate in FY2022 Q3 was 3.6%, down from 5.9% at the same time last year.* With that change, USA.gov's Google searches related to **unemployment help** decreased 70%.

*Data from BLS



2021 Q3
5.9%

2022 Q3
3.6%

Top 5 pages

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

#1



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

1,609,264
unique pageviews

#2



Getting or Renewing a U.S. Passport

1,329,308
unique pageviews

#3



Unclaimed Money from the Government

692,719
unique pageviews

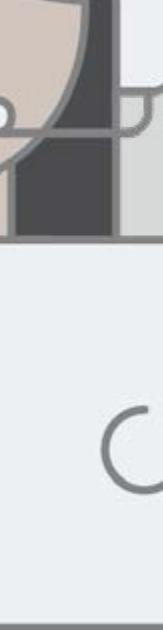
#4



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

621,344
unique pageviews

#5



Credit Reports and Scores

310,552
unique pageviews

Emails with the highest open rate

#1

Beware of Scams After a Natural Disaster

72% opened

#2

Join the #SummerEmergencyChat at 3PM ET!

68% opened

#3

Learn How You Can Offer Help After a Disaster

53% opened

#4

Are You Suffering from Long COVID?

53% opened

#5

Rip Current Safety

53% opened

Calls and chats to the Contact Center

USAGov's Contact Center agents handled **41,165 calls and chats in English** during the months of April, May, and June. These were the top five resources agents used to answer questions:

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