

# 3,996,219

## Interactions with the public

### Highlight

In keeping with a trend we typically see during the second quarter—due to tax filing deadlines—USAGov en Español saw **164,186 clicks from tax-related Google searches, a 174% increase**. Other queries that brought a notable increase in traffic (211%)—though fewer overall clicks (21,803)—could be categorized under spending, saving, and investing.



Increases in this section are based on comparisons to FY2023 Q1.

### Top 5 pages

These were the most frequently visited **USA.gov/espanol** pages, excluding the homepage, between January and March 2023.

#### #1 **Cómo obtener o renovar el pasaporte**



How to get or renew a passport

181,095  
unique pageviews

#### #2 **Visas para extranjeros**



Apply for nonimmigrant visas

136,088  
unique pageviews

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



Entry and exit from the United States

132,038  
unique pageviews

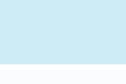
#### #4 **Días festivos federales**



Federal holidays

115,154  
unique pageviews

#### #5 **Ciudadanía y naturalización**



Citizenship and naturalization

83,066  
unique pageviews



### Emails with the highest open rate



#### #1 **Averigüe cómo puede reemplazar sus documentos vitales**

**57%**  
opened

Find out how to replace your vital documents

#### #2 **Sepa dónde puede consultar su I-94 más reciente**

**56%**  
opened

Where to check your most recent I-94

#### #3 **Cómo encontrar a familiares después de un desastre**

**54%**  
opened

How to find family members after a disaster

#### #4 **¿Quieres viajar al exterior pero tu pasaporte está vencido?**

**53%**  
opened

Do you want to travel abroad but your passport has expired?

#### #5 **¿Conoce las prestaciones y los servicios del Seguro Social?**

**52%**  
opened

Are you familiar with Social Security benefits and services?

### Calls and chats to the Contact Center

USAGov's Contact Center agents handled **8,313 calls and chats in Spanish during the months of January, February, and March**.

More than 10,000 other callers used USAGov's interactive voice response options to get help. These were the topics with the most inquiries:

**Immigration and Naturalization**

**Foreign Travel by Americans**

**Social/Human Services**

**Housing**

**Consumer Complaints or Questions**

To view other USAGov data visit

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