

AGENCY/DEPARTMENT	CUSTOMER SEGMENT	2011
Federal Government (Aggregated)		66.9
Benefits Recipients		
Pension Benefit Guaranty Corporation	Retirees	90
Health Resources & Services Administration, HHS	Bureau of Clinician Recruitment Service National Health Service Corps participants	78
Rural Development, USDA	Community Facilities Program participants	77
Office of Community Service, ACF, HHS	Assets for Independence participants	75
Health Resources & Services Administration, HHS	Bureau of Primary Healthcare grantees	74
Health Resources & Services Administration, HHS	Bureau of Clinician Recruitment Service National Health Service Corps partners	73
Rural Development, USDA	Rural Cooperative Development Grant recipients	73
Information Providers/Technical Assistance/Supply		
Pension Benefit Guaranty Corporation	Pension plan participants	86
National Oceanic & Atmospheric Administration, Commerce	National Weather Service users	84
National Resources Conservation Service, USDA	Nutrient Management Planning Program participants	80
National Aeronautics & Space Administration	Users of the Earth Observing System Data & Information Systems (EOSDIS)	77
Veterans Affairs	Users of VA IT services	73
Foreign Agricultural Service, USDA	Foreign Agricultural Service customers	60
Financial Services		
Office of Disaster Assistance, SBA	Renter Loan recipients	85
Office of Disaster Assistance, SBA	Homeowner Loan recipients	83
Rural Development, USDA	Rural Electrification Loan Recipients	78
Office of Disaster Assistance, SBA	Business Economic Injury Loan recipients	76
Office of Disaster Assistance, SBA	Business Loan recipients	74
Office of the CFO, Education	Grantees	72
Call Centers		
Pension Benefit Guaranty Corporation	Contact Center customer service users	86
National Recreation Reservation Service, Forrest Service, USDA	Field employees and concessionaires	78
Federal Trade Commission	Consumer Response Center users	77
National Recreation Reservation Service, Forrest Service, USDA	Contact Center users	76
Education	Callers of USA Learn hotline	68
IRS		
Internal Revenue Service, Treasury	Individual electronic tax filers	78
Internal Revenue Service, Treasury	Small Business Corporate tax filers	65
Internal Revenue Service, Treasury	Individual paper tax filers	57
Internal Revenue Service, Treasury	Large Business & International Corporate tax filers	55

Regulatory		
Employee Benefits Security Administration, Labor	COBRA Premium Reduction subsidy appeals	76
Pension Benefit Guaranty Corporation	Premium filers	75
Federal Aviation Administration, Transportation	Repair Stations, Airline management	68
Federal Aviation Administration, Transportation	Manufacturers	66
Federal Aviation Administration, Transportation	Operations Management	54
International Travelers		
Consular Affairs, State	Recent passport applicants/renewals	83
E-Government		
Agency/Department/Office	WEBSITE	2011 Q4
e-Commerce/Transaction		
Social Security Administration	SSA iClaim -- socialsecurity.gov/applyonline	91
Social Security Administration	SSA Retirement Estimator -- ssa.gov/estimator	90
Free Application for Federal Student Aid, Education	FAFSA website -- www.fafsa.ed.gov	89
Social Security Administration	Help with Medicare Prescription Drug Plan Costs -- socialsecurity.gov/i1020	88
Social Security Administration	Social Security Internet Disability Report -- ssa.gov/applyfordisability	83
U.S. Pension Benefit Guaranty Corporation	MyPBA -- https://egov.pbgc.gov/mypba	83
Social Security Administration	Social Security Business Services Online -- ssa.gov/bsa/bsowelcome.htm	83
Substance Abuse and Mental Health Services Administration	SAMHSA Store -- store.samhsa.gov	81
U.S. Pension Benefit Guaranty Corporation	MyPAA -- https://egov.pbgc.gov/mypaa	78
United States Mint, Treasury	Online Catalog -- catalog.usmint.gov	74
Forest Service, Agriculture	Recreation One-Stop -- recreation.gov	73
General Services Administration	Official Site to Buy U.S. Government Property -- govsales.gov	72
General Services Administration	GSA Auctions -- gsaauctions.gov	71
General Services Administration	General Services Administration GSAXcess -- gsaxcess.gov	63
Department of the Treasury, Bureau of the Public Debt	TreasuryDirect -- treasurydirect.gov	52
Information/News		
U.S. Citizenship and Immigration Services, Department of Homeland Security	U.S. Citizenship and Immigration Services Resource Center -- uscis.gov/portal/site/uscis/citizenship	86
National Library of Medicine, NIH, HHS	MedlinePlus -- medlineplus.gov	86
National Library of Medicine, NIH, HHS	MedlinePlus en español -- medlineplus.gov/esp	85
Office on Women's Health	National Women's Health Information Center (NWHIC) main website -- 4woman.gov	84
U.S. Department of Health and Human Services	HHS Healthy People -- Healthypeople.gov	83

National Cancer Institute, NIH, HHS	National Cancer Institute Site en Español -- cancer.gov/espanol	83
Department of Defense	DoD Navy -- navy.mil	83
Federal Trade Commission	FTC OnGuardOnline -- onguardonline.gov	82
U.S. Department of Health and Human Services	National Library of Medicine AIDS Information -- aidsinfo.nih.gov	82
National Institute of Diabetes and Digestive & Kidney Diseases, NIH, HHS	NIDDK -- www2.niddk.nih.gov	81
National Institute of Justice, Justice	NIJ main website -- ojp.gov/nij	81
Agency for Healthcare Research & Quality, HHS	AHRQ Effective Health Care Program -- effectivehealthcare.ahrq.gov	81
U.S. Citizenship and Immigration Services, Department of Homeland Security	U.S. Citizenship and Immigration Services -- uscis.gov/e-verify	81
U.S. Department of Commerce	National Geodetic Society, National Oceanic and Atmospheric Administration website -- ngs.noaa.gov	81
AHRQ Health Care Innovations Exchange, HHS	AHRQ Health Care Innovations Exchange -- innovations.ahrq.gov	81
Defense Media Agency	Pentagon Channel -- pentagonchannel.mil	80
National Institute of Child Health and Human Development, NIH, HHS	National Institute of Child Health and Human Development -- nichd.nih.gov	80
Department of Defense	DoD Air Force -- af.mil	80
National Women's Health Information Center	Girls Health -- girlshealth.gov	79
Federal Emergency Management Agency, DHS	Federal Emergency Management Agency Ready Campaign -- ready.gov	79
Department of State	Department of State blog website -- blogs.state.gov	78
Agency for Healthcare Research & Quality, HHS	Agency for Healthcare Research and Quality -- ahrq.gov	78
Bureau of Educational and Cultural Affairs, State	U.S. Department of State Bureau of Educational and Cultural Affairs alumni website -- https://alumni.state.gov	77
Department of State, Bureau of Consular Affairs	Bureau of Consular Affairs -- travel.state.gov	77
National Institute of Allergy and Infectious Diseases, NIH, HHS	National Institute of Allergy and Infectious Diseases -- www3.niaid.nih.gov	76
Health Resources and Services Administration, HHS	Health Resources and Services Administration main website -- hrsa.gov	75
Bureau of Educational and Cultural Affairs, State	U.S. Department of State Bureau of Educational and Cultural Affairs exchanges website -- exchanges.state.gov	75
Bureau of Labor Statistics	Bureau of Labor Statistics -- bls.gov	75
U.S. Department of Health and Human Services	HHS National Health Information Center -- Healthfinder.gov	74
Federal Aviation Administration, Department of Transportation	Federal Aviation Administration -- faa.gov	74
Federal Highway Administration	U.S. Department of Transportation -- fhwa.dot.gov	74
U.S. Nuclear Regulatory Commission	U.S. Nuclear Regulatory Commission website -- nrc.gov	74
Economic Research Service, Agriculture	ERS main website -- ers.usda.gov	73
Foreign Agricultural Service, Agriculture	FAS main website -- fas.usda.gov	73

Agency for Healthcare Research & Quality, HHS	AHRQ CAHPS -- cahps.ahrq.gov	73
National Library of Medicine, NIH, HHS	National Library of Medicine Clinical Trials website -- nlm.nih.gov/medlineplus/clinicaltrials.html	72
Food Safety and Inspection Service, Agriculture	FSIS main website -- fsis.usda.gov	72
United States Geological Survey	U.S. Geological Survey -- usgs.gov	69
Military Health System, Defense	Military Health System main website -- health.mil	69
Bureau of Economic Analysis, Commerce	BEA main website -- bea.gov	69
Federal Deposit Insurance Corporation	FDIC Applications -- www2.fdic.gov	69
Department of the Treasury, Alcohol and Tobacco Tax and Trade Bureau	USTTB website -- ttb.gov	68
Social Security Administration	Social Security Online: Frequently Asked Questions -- ssa-custhelp.ssa.gov	67
Department of Transportation Research and Innovative Technology Administration	DOT Research and Innovative Technology Administration website -- rita.dot.gov	65
Military Health System, Defense	TRICARE -- tricare.mil	65
Federal Motor Carrier Safety Administration	Federal Motor Carrier Safety Administration Main Site -- fmcsa.dot.gov	65
HHS/Grants Policy Committee	HHS -- grants.gov	61
Forest Service, Agriculture	Forest Service website -- fs.usda.gov	61
Natural Resources Conservation Service, Agriculture	NRCS website -- nrcs.usda.gov	55
Portal/Department Main site		
U.S. Citizenship and Immigration Services, Department of Homeland Security	U.S. Citizenship and Immigration Services Español -- uscis.gov/portal/site/uscis-es	86
General Services Administration	GobiernoUSA.gov website -- gobiernousa.gov	86
National Institute of Arthritis and Musculoskeletal and Skin Diseases, NIH, HHS	NIAMS public website -- niams.nih.gov	84
Centers for Disease Control and Prevention	CDC main website -- cdc.gov	83
National Cancer Institute, NIH, HHS	National Cancer Institute main website -- cancer.gov	83
U.S. Citizenship and Immigration Services, Department of Homeland Security	U.S. Citizenship and Immigration Services -- uscis.gov/portal/site/uscis	82
National Aeronautics and Space Administration	NASA main website -- nasa.gov	81
Federal Bureau of Investigation	FBI main website -- fbi.gov	80
National Institute of Dental and Craniofacial Research, NIH, HHS	National Institute of Dental and Craniofacial Research -- nidcr.nih.gov	80
National Park Service, Interior	National Park Service main website -- nps.gov	80
National Library of Medicine, NIH, HHS	National Library of Medicine main website -- nlm.nih.gov	78
Government Accountability Office	GAO main public website -- gao.gov	75
Department of Defense	Department of Defense portal -- defense.gov	75
National Institute for Standards and Technology	National Institute for Standards and Technology main website -- nist.gov	75
Department of State	Department of State main website -- state.gov	75
Federal Deposit Insurance Corporation	FDIC main website -- fdic.gov	74
General Services Administration	GSA main website -- gsa.gov	74

General Services Administration	USAGov website -- usa.gov	73
National Archives & Records Administration	NARA main public website -- archives.gov	73
U.S. Small Business Administration	SBA main website -- sba.gov	72
U.S. Pension Benefit Guaranty Corporation	U.S. PBGC main website -- pbgc.gov	71
United States International Trade Commission	U.S. International Trade Commission main website --	70
Internal Revenue Service, Treasury	IRS main website -- irs.gov	70
Substance Abuse and Mental Health Services Administration, HHS	SAMHSA website -- samhsa.gov	70
Social Security Administration	Social Security Online (Main Website) -- socialsecurity.gov	69
Department of Homeland Security	Department of Homeland Security main website -- dhs.gov	69
Environmental Protection Agency	U.S. Environmental Protection Agency -- epa.gov	68
Department of Veterans Affairs	VA Main website -- va.gov and myhealthva.gov	68
U.S. Food and Drug Administration	U.S. Food and Drug Administration main website -- fda.gov	67
Department of Homeland Security	Federal Emergency Management Agency Main Site -- fema.gov	66
Office of Disability Employment Policy, Labor	Disability -- Disability.gov	66
Department of the Treasury	Treasury main website -- treasury.gov	62
Recruitment/Careers		
Central Intelligence Agency	Recruitment website -- cia.gov/careers	82
Department of State	Recruitment website -- careers.state.gov	81
Department of Labor	Department of Labor Job Listings -- doors.dol.gov	75
Office of Personnel Management	OPM Veterans Employment website -- fedshirevets.gov	63
Office of Personnel Management	Recruitment website -- usajobs.opm.gov	56
Environmental Protection Agency	U.S. Environmental Protection Agency -- www.epa.gov	68
U.S. Food and Drug Administration	U.S. Food and Drug Administration main website -- www.fda.gov	68
Social Security Administration	Social Security Online (Main Website) -- www.socialsecurity.gov/	68
Office of Disability Employment Policy, Labor	Disability -- www.Disability.gov	65
Department of the Treasury	Treasury main website -- www.treasury.gov	65
Recruitment/Careers		
Department of Labor	Department of Labor Job Listings -- www.doors.dol.gov	82
Central Intelligence Agency	Recruitment website -- www.cia.gov/careers	82
Department of State	Recruitment website -- www.careers.state.gov	79
Office of Personnel Management	Recruitment website -- www.usajobs.opm.gov	76
Office of Personnel Management	OPM Veterans Employment website -- www.fedshirevets.gov	73