

STATISTICS

Statistical tables, charts, and graphs are maintained on various aspects of *GPO Access*. Using these resources, GPO is able to analyze its growth and success, as well as to identify areas for improvement.

The following statistical measures are included:

- *GPO Access* Retrievals: January 1996 through November 2001
- Online and Tangible Titles Available through GPO: FY 1999-2002
- Cumulative Online Titles Available through *GPO Access*: April 1998 through November 2001
- *GPO Access* User Support Team: March 1997 through October 1999

GPO Access Retrievals

January 1996 through October 2001

This table presents monthly totals of document retrievals on GPO Access. During this entire period, retrieval rates increased by an average of 304,958 downloads per month.

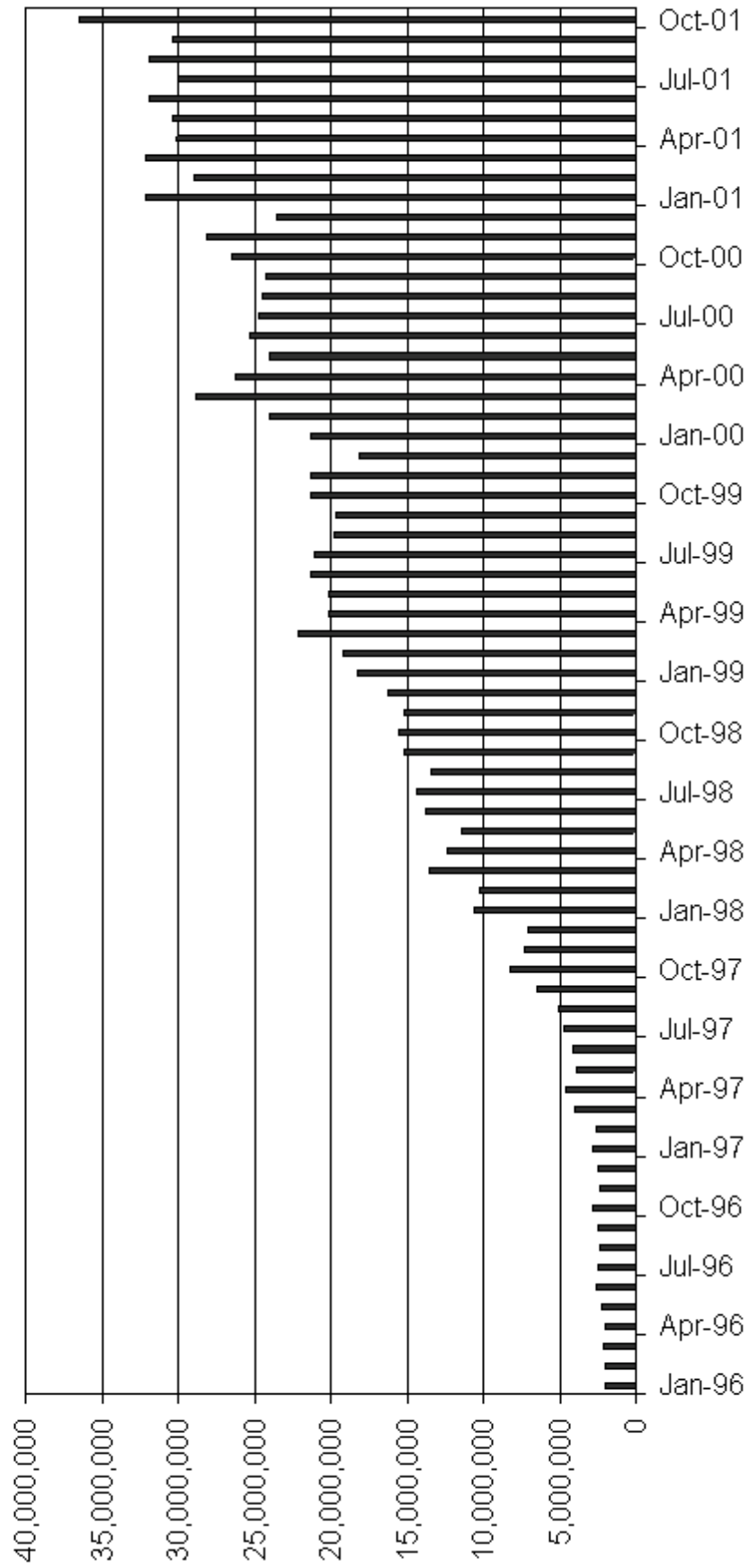
Month	Retrievals
January-96	1,956,342
February-96	2,012,502
March-96	2,137,143
April-96	1,947,847
May-96	2,215,555
June-96	2,531,586
July-96	2,430,186
August-96	2,324,419
September-96	2,427,999
October-96	2,880,998
November-96	2,395,494
December-96	2,415,385
January-97	2,813,440
February-97	2,619,294
March-97	4,016,934
April-97	4,549,420
May-97	3,932,660
June-97	4,110,850
July-97	4,674,970
August-97	5,055,587
September-97	6,513,672
October-97	8,195,747
November-97	7,296,710
December-97	7,052,557
January-98	10,532,326
February-98	10,208,373
March-98	13,509,763
April-98	12,350,215
May-98	11,401,457
June-98	13,811,171
July-98	14,295,713
August-98	13,388,403
September-98	15,195,765
October-98	15,516,955
November-98	15,187,908
December-98	16,227,813

Month	Retrievals
January-99	18,218,948
February-99	19,136,768
March-99*	22,162,053
April-99	20,094,842
May-99	20,145,461
June-99	21,249,102
July-99	21,020,675
August-99	19,744,798
September-99	19,610,196
October-99	21,350,991
November-99	21,291,242
December-99	18,075,893
January-00	21,343,968
February-00	23,957,447
March-00	28,848,249
April-00	26,215,474
May-00	24,023,176
June-00	25,258,619
July-00	24,686,455
August-00	24,488,714
September-00	24,262,730
October-00	26,414,308
November-00	28,159,947
December-00	23,581,282
January-01	32,119,447
February-01	28,920,097
March-01	32,150,780
April-01	30,073,626
May-01	30,380,076
June-01	31,937,552
July-01	29,942,390
August-01	31,911,327
September-01	30,351,036
October-01	36,477,548
Total:	1,107,738,376

*Beginning in March 1999, retrievals of static Web pages were included in the count of total document retrievals, which previously consisted only of downloads from databases. While this addition does account for a significant increase, it should be noted that, prior to then, static Web pages did not comprise as much Government information content as they currently do.

GPO Access Retrievals

January 1996 through October 2001



Cumulative Online Titles Available through *GPO Access*

April 1998 through November 2001

The figures on this table represent the cumulative number of online titles available through *GPO Access* as of a given month. Figures were first available for April 1998.

Month		Titles on <i>GPO Access</i>	Titles Linked from <i>GPO Access</i>	Total
Fiscal Year 1998 (Partial)	Apr-98	67,342	42,204	109,546
	May-98	71,064	43,150	114,214
	Jun-98	71,176	43,582	114,758
	Jul-98	71,511	43,722	115,233
	Aug-98	72,589	44,117	116,706
	Sep-98	83,394	45,281	128,675
Fiscal Year 1999	Oct-98	85,177	45,345	130,522
	Nov-98	85,300	47,611	132,911
	Dec-98	85,489	47,771	133,260
	Jan-99	85,624	47,807	133,431
	Feb-99	92,064	45,858	137,922
	Mar-99	93,958	45,960	139,918
	Apr-99	96,100	46,083	142,183
	May-99	97,076	46,182	143,258
	Jun-99	98,520	46,281	144,801
	Jul-99	99,607	59,298	158,905
	Aug-99	100,650	59,378	160,028
	Sep-99	101,279	59,447	160,726
	Oct-99	102,411	62,197	164,608
	Nov-99	104,079	62,250	166,329
Fiscal Year 2000	Dec-99	104,308	68,297	172,605
	Jan-00	104,704	68,349	173,053
	Feb-00	105,452	68,403	173,855
	Mar-00	106,488	68,451	174,939
	Apr-00	107,627	68,513	176,140
	May-00	108,462	73,572	182,034
	Jun-00	109,669	73,643	183,312
	Jul-00	111,046	77,736	188,782
	Aug-00	111,822	77,868	189,690
	Sep-00	112,994	80,038	193,032
	Oct-00	115,004	83,523	198,527
	Nov-00	115,660	83,677	199,337
Fiscal Year 2001	Dec-00	116,220	83,837	200,057
	Jan-01	117,427	84,263	201,690
	Feb-01	118,556	84,368	202,924
	Mar-01	122,250	84,454	206,704
	Apr-01	123,156	84,578	207,734
	May-01	124,478	84,678	209,156
	Jun-01	125,534	84,775	210,309
	Jul-01	126,511	84,918	211,429
	Aug-01	127,436	85,062	212,498
	Sep-01	128,229	87,668	215,897
	FY 2002	Oct-01	129,146	94,023
Nov-01		130,221	94,162	224,383

Note 1: The decrease of nearly two thousand titles linked from *GPO Access* in February 1999 is attributed to the discontinuation of the Eric Pilot Project. There are no plans to provide permanent access to these titles at this time.

Note 2: The increase of over 13,000 titles linked from *GPO Access* in July 1999 is due primarily to the addition of titles on the DOE Information Bridge.

Note 3: The increase of over 5,000 titles linked from *GPO Access* in May 2000 is due primarily to the addition of titles on the DOE Information Bridge.

Note 4: The Titles Linked from *GPO Access* is subject to change due to pending Department of Energy adjustment for DOE Information Bridge.

Online and Tangible Titles Available through GPO

Fiscal Year 1999-2002

All numbers on this table represent the quantity of titles added or distributed for a given month. With the exception of the totals, which are calculated strictly with the numbers contained in this table, they do not reflect a cumulative count as of that date.

	Online Titles				Tangible Titles						Total Online and Tangible Titles
	Titles on GPO Access	Titles Linked from GPO Access*	Total Online Titles	Percent of Total Titles	Paper Titles	Microfiche Titles**	CD-ROM Titles	USGS Titles	Total Tangible Titles	Percent of Total Titles	
Oct-98	1,783	64	1,847	36%	1,036	2,176	66		3,278	64%	5,125
Nov-98	123	2,266	2,389	40%	776	2,756	33		3,565	60%	5,954
Dec-98	189	160	349	12%	775	1,704	32		2,511	88%	2,860
Jan-99	135	36	171	6%	1,143	1,640	103		2,886	94%	3,057
Feb-99	6,440	-1,949	4,491	64%	1,059	1,464	51		2,574	36%	7,065
Mar-99	1,894	102	1,996	33%	1,151	2,827	41		4,019	67%	6,015
Apr-99	2,142	123	2,265	36%	771	3,208	74		4,053	64%	6,318
May-99	976	99	1,075	28%	610	2,166	34		2,810	72%	3,885
Jun-99	1,444	99	1,543	30%	1,166	2,362	55		3,583	70%	5,126
Jul-99	1,087	13,017	14,104	83%	1,024	1,799	54		2,877	17%	16,981
Aug-99	1,043	80	1,123	29%	1,153	1,526	85		2,764	71%	3,887
Sep-99	629	69	698	17%	1,203	2,112	54		3,369	83%	4,067
Sep-00	1,172	2,170	3,342	71%	1,010	333	35		1,378	29%	4,720
Oct-99	1,132	2,750	3,882	63%	830	1,372	56		2,258	37%	6,140
Nov-99	1,668	53	1,721	48%	902	906	60		1,868	52%	3,589
Dec-99	229	6,047	6,276	67%	969	2,040	52		3,061	33%	9,337
Jan-00	396	52	448	18%	917	1,073	65		2,055	82%	2,503
Feb-00	748	54	802	24%	1,084	1,435	57		2,576	76%	3,378
Mar-00	1,036	48	1,084	33%	1,141	1,046	23		2,210	67%	3,294
Apr-00	1,139	62	1,201	38%	816	1,073	33		1,922	62%	3,123
May-00	835	5,059	5,894	77%	1,161	547	46		1,754	23%	7,648
Jun-00	1,207	71	1,278	39%	1,065	858	86		2,009	61%	3,287
Jul-00	1,377	4,093	5,470	77%	1,136	494	32		1,662	23%	7,132
Aug-00	776	132	908	34%	1,391	306	72		1,769	66%	2,677
Sep-00	1,172	2,170	3,342	71%	1,010	333	35		1,378	29%	4,720
Oct-00	2,010	3,485	5,495	81%	786	439	56	0	1,281	19%	6,776
Nov-00	656	154	810	31%	1,015	604	23	191	1,833	69%	2,643
Dec-00	560	160	720	31%	1,103	316	66	88	1,573	69%	2,293
Jan-01	1,207	426	1,633	58%	856	179	76	73	1,184	42%	2,817
Feb-01	1,129	105	1,234	50%	667	425	22	129	1,243	50%	2,477
Mar-01	3,694	86	3,780	67%	922	708	41	170	1,841	33%	5,621
Apr-01	906	124	1,030	51%	490	374	32	98	994	49%	2,024
May-01	1,322	100	1,422	53%	523	612	18	94	1,247	47%	2,669
Jun-01	1,056	97	1,153	58%	423	347	21	57	848	42%	2,001
Jul-01	977	143	1,120	58%	375	326	30	70	801	42%	1,921
Aug-01	925	144	1,069	54%	660	131	65	56	912	46%	1,981
Sep-01	793	2,606	3,399	78%	453	265	30	223	971	22%	4,370
Oct-01	917	6,355	7,272	84%	729	438	27	178	1,372	16%	8,644
Nov-01	1,075	139	1,214	53%	664	283	44	98	1,089	47%	2,303
Total:	47,999	51,051	99,050	55%	34,965	43,003	1,885	1,525	81,378	45%	180,428

* The decrease of nearly two thousand titles in February 1999 is attributed to the discontinuation of the Eric Pilot Project. The increase of over 13,000 titles in July 1999 is due primarily to the addition of titles on the DOE Information Bridge.

** This figure represents the total number of microfiche titles produced both in-house and on contract.

GPO Access User Support Team

March 1997 through November 2001

This table presents monthly totals of phone calls and e-mail messages answered by the GPO Access User Support Team. Although the Team also responds to inquiries submitted via fax and postal mail, the figures for these submission methods are negligible and therefore not tracked.

	Month	Phone Calls	E-mail Messages	Total Inquiries	
1997	Mar-97	4,265	1,583	5,848	
	Apr-97	4,352	2,127	6,479	
	May-97	3,582	1,793	5,375	
	Jun-97	3,733	2,039	5,772	
	Jul-97	4,534	1,444	5,978	
	Aug-97	4,060	1,686	5,746	
	Sep-97	3,849	1,816	5,665	
	Oct-97	4,205	2,225	6,430	
	Nov-97	3,481	1,788	5,269	
	Dec-97	3,633	1,469	5,102	
	1998	Jan-98	4,949	2,293	7,242
		Feb-98	4,533	1,993	6,526
Mar-98		4,477	2,201	6,678	
Apr-98		4,081	2,404	6,485	
May-98		3,374	1,609	4,983	
Jun-98		4,859	2,178	7,037	
Jul-98		4,786	2,298	7,084	
Aug-98		4,267	1,924	6,191	
Sep-98		5,015	2,699	7,714	
Oct-98		5,364	2,879	8,243	
Nov-98		4,608	2,428	7,036	
Dec-98		4,132	2,166	6,298	
1999	Jan-99	4,490	2,263	6,753	
	Feb-99	4,582	2,088	6,670	
	Mar-99	5,756	2,551	8,307	
	Apr-99	4,748	2,342	7,090	
	May-99	3,375	1,673	5,048	
	Jun-99	3,771	1,748	5,519	
	Jul-99	4,036	2,013	6,049	
	Aug-99	4,332	2,036	6,368	
	Sep-99	3,600	1,804	5,404	
	Oct-99	3,472	1,911	5,383	
	Nov-99	3,490	2,085	5,575	
	Dec-99	3,023	1,554	4,577	
2000	Jan-00	3,908	2,279	6,187	
	Feb-00	4,488	2,439	6,927	
	Mar-00	4,618	2,546	7,164	
	Apr-00	3,982	2,086	6,068	
	May-00	4,341	2,378	6,719	
	Jun-00	4,058	2,131	6,189	
	Jul-00	3,653	1,913	5,566	
	Aug-00	4,207	2,200	6,407	
	Sep-00	3,608	1,836	5,444	
	Oct-00	3,849	2,222	6,071	
	Nov-00	3,409	2,512	5,921	
	Dec-00	3,265	7,259	10,524	
2001	Jan-01	4,604	3,209	7,813	
	Feb-01	3,764	1,840	5,604	
	Mar-01	3,865	2,202	6,067	
	Apr-01	3,595	1,411	5,006	
	May-01	3,577	2,216	5,793	
	Jun-01	3,672	2,238	5,910	
	Jul-01	3,646	2,304	5,950	
	Aug-01	3,696	2,103	5,799	
	Sep-01	2,961	1,920	4,881	
	Oct-01	3,212	2,087	5,299	
	Nov-01	2,853	1,927	4,780	