

# 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 September 1999
- Online and Tangible Titles Available through GPO: Fiscal Year 1999
- Cumulative Online Titles Available through *GPO Access*: April 1998 through November 1999
- *GPO Access* User Support Team: March 1997 through October 1999

# GPO Access Retrievals

January 1996 through September 1999

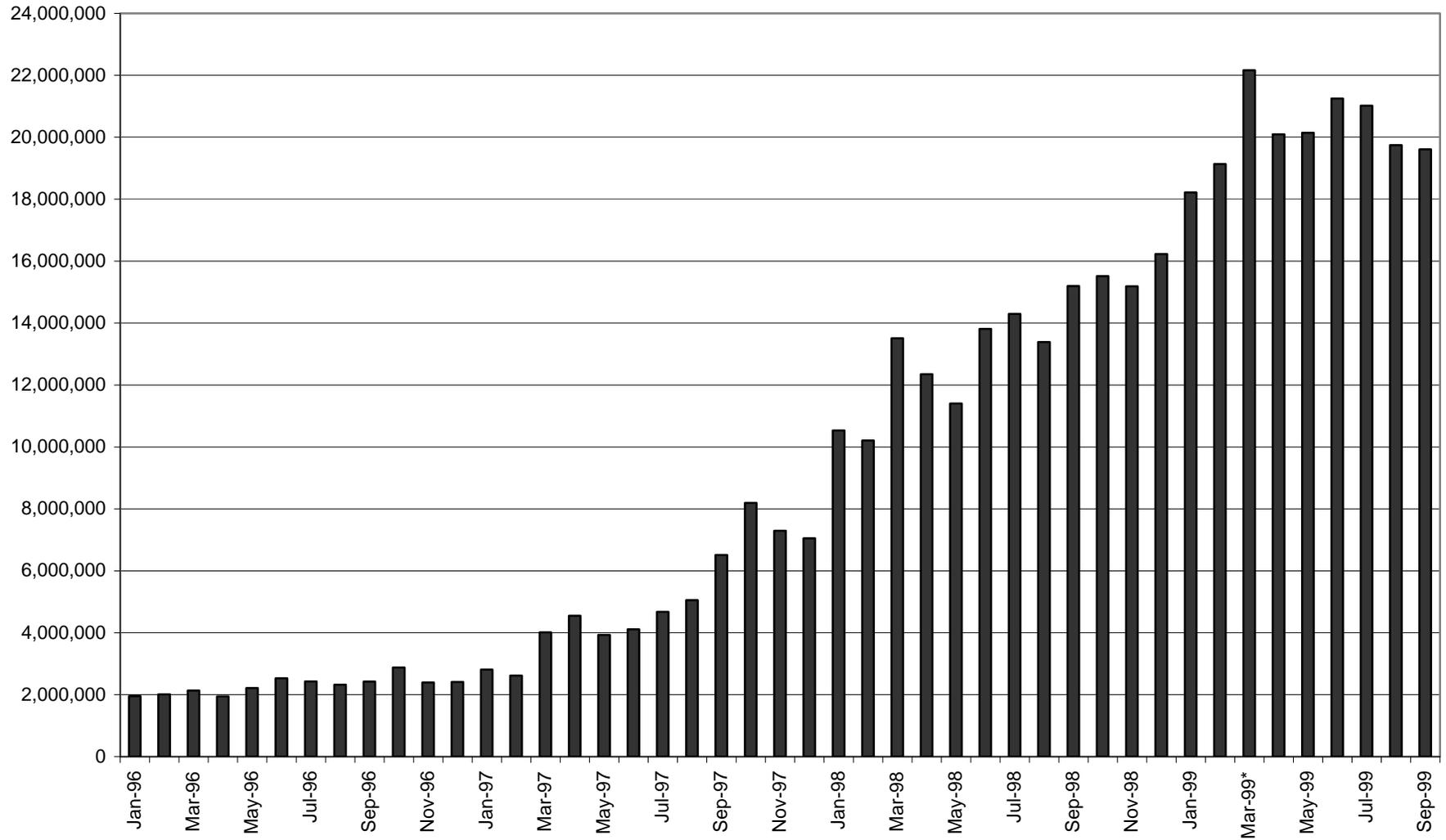
This table presents monthly totals of document retrievals on *GPO Access*. During this entire period, retrieval rates increased by an average of 401,224 downloads per month.

Month	Retrievals
Jan-96	1,956,342
Feb-96	2,012,502
Mar-96	2,137,143
Apr-96	1,947,847
May-96	2,215,555
Jun-96	2,531,586
Jul-96	2,430,186
Aug-96	2,324,419
Sep-96	2,427,999
Oct-96	2,880,998
Nov-96	2,395,494
Dec-96	2,415,385
Jan-97	2,813,440
Feb-97	2,619,294
Mar-97	4,016,934
Apr-97	4,549,420
May-97	3,932,660
Jun-97	4,110,850
Jul-97	4,674,970
Aug-97	5,055,587
Sep-97	6,513,672
Oct-97	8,195,747
Nov-97	7,296,710
Dec-97	7,052,557
Jan-98	10,532,326
Feb-98	10,208,373
Mar-98	13,509,763
Apr-98	12,350,215
May-98	11,401,457
Jun-98	13,811,171
Jul-98	14,295,713
Aug-98	13,388,403
Sep-98	15,195,765
Oct-98	15,516,955
Nov-98	15,187,908
Dec-98	16,227,813
Jan-99	18,218,948
Feb-99	19,136,768
Mar-99*	22,162,053
Apr-99	20,094,842
May-99	20,145,461
Jun-99	21,249,102
Jul-99	21,020,675
Aug-99	19,744,798
Sep-99	19,610,196
<b>Total</b>	<b>431,516,002</b>

\* 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 September 1999



# Online and Tangible Titles Available through GPO

Fiscal Year 1999

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.

Fiscal Year 1999	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	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
<b>Total</b>	17,885	14,166	32,051	46%	11,867	25,740	682	38,289	54%	70,340

\* 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.

# Cumulative Online Titles Available through *GPO Access*

April 1998 through November 1999

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.

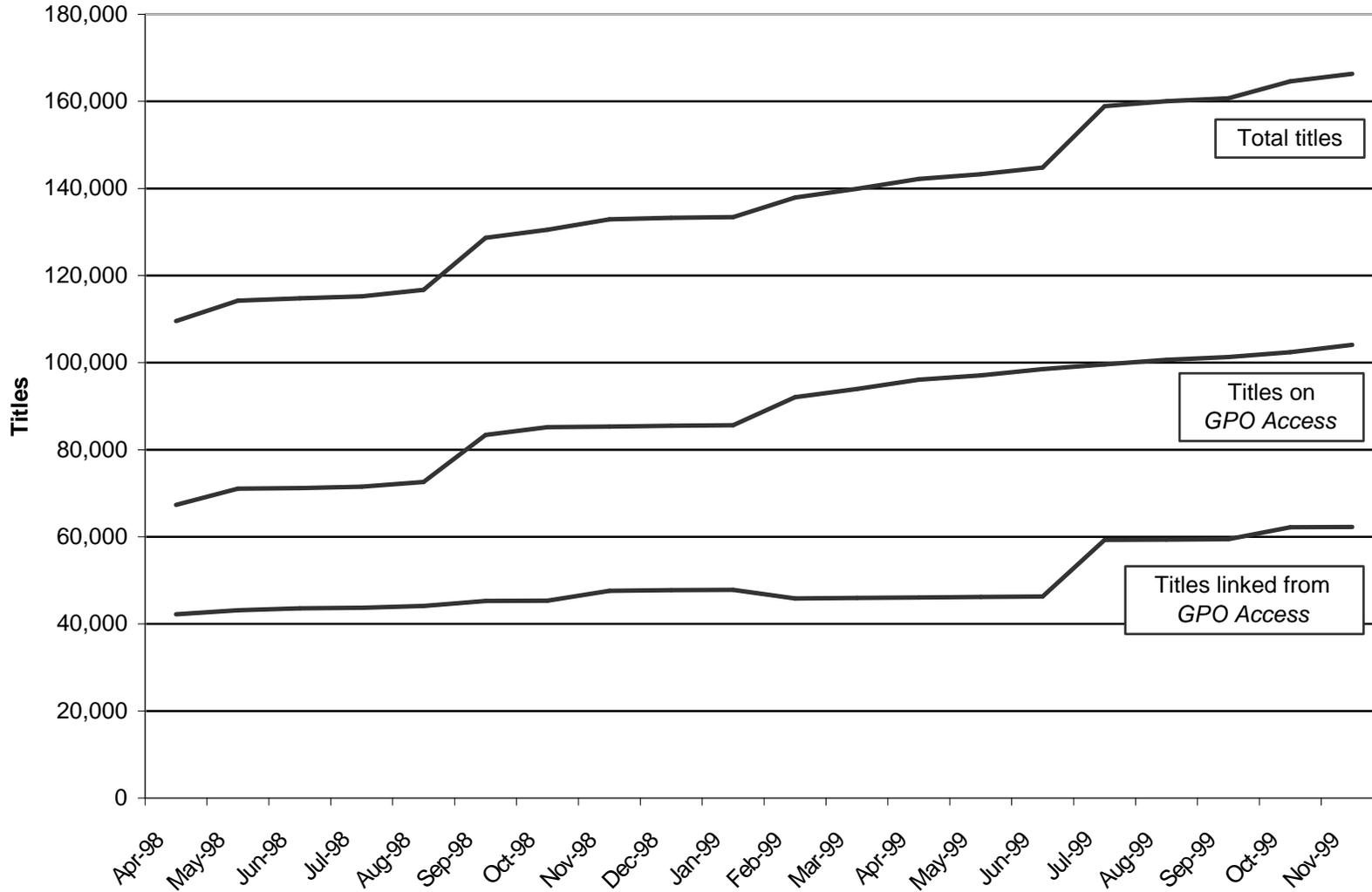
Month	Titles on <i>GPO Access</i>	Titles Linked from <i>GPO Access</i>	Total	
Fiscal Year 1998 (Partial)	Apr-98	67,342	42,204	109,546
	May-98	71,064	43,150	114,214
	Jun-98	71,176	43,582	114,758
	Jul-98	71,511	43,722	115,233
	Aug-98	72,589	44,117	116,706
	Sep-98	83,394	45,281	128,675
Fiscal Year 1999	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
	FY 2000	Oct-99	102,411	62,197
Nov-99		104,079	62,250	166,329

**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.

# Cumulative Online Titles Available through *GPO Access*

April 1998 through November 1999



# GPO Access User Support Team

March 1997 through October 1999

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 are not tracked.

Month	Phone Calls	E-mail Messages	Total Inquiries
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
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
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	4,277	2,036	6,313
Sep-99	3,193	1,691	4,884
Oct-99	3,007	1,693	4,700