

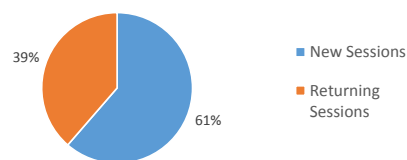
Engaged Segments

Return Sessions	November, 2020	change from prior month		
Return Sessions	2,924,528	-1,869,126	▼	-39.0%
Pages per Session	2.77	0.46	▲	19.7%
compare to All Sessions	7,569,711	-2,946,724	▼	-28.0%
Pages per Session	2.26	-2.32	▼	-2.5%

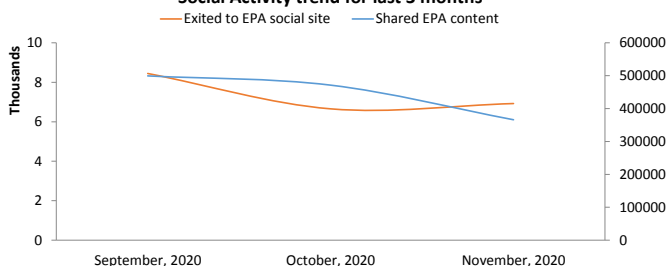
User Actions on EPA site

Contact	November, 2020	change from prior month		
Clicked to Email EPA	5,529	-1,499	▼	-21.3%
Viewed Contact Us Page	87,954	-16,705	▼	-16.0%
Social Media	November, 2020	change from prior month		
Shared EPA content	9,199	-969	▼	-9.5%
Total links shared	3,281	-320	▼	-8.9%
Exited to EPA social site	6,923	269	▲	4.0%
Other Actions	November, 2020	change from prior month		
Accessed External Link	366,123	-105,208	▼	-22.3%
Shares by Social Network	November, 2020	change from prior month		
Facebook	2,079	-227	▼	-9.8%
Google+	7	0	▶	0.0%
Twitter	1,386	-21	▼	-1.5%
Pinterest	2	2	▲	100.0%

Return Sessions vs. New Sessions November, 2020



Social Activity trend for last 3 months



Agency Web Traffic: Engagement Report

Top 10 Contact Us Pages	by pageviews	November, 2020	Top 10 Pages for Email Contact	by email clicks	November, 2020
Contact EPA U.S. Environmental Protection Agency		20,592	Apply For or Update Your Renovation Firm's Lead-Safe Certificati		283
Contact Us About Coronavirus (COVID-19) Coronavir		6,649	State Asbestos Contacts Asbestos US EPA		197
Contact Us		2,313	Pesticide Establishment Registration and Reporting Contacts Co		136
State Asbestos Contacts Asbestos US EPA		1,976	Contacts in the Office of Pesticide Programs, Antimicrobials Divis		123
Contact Us about Pesticide Registration Pesticide Reg		1,914	Chemical Data Reporting under the Toxic Substances Control Act		118
Contacts in the Office of Pesticide Programs, Antimicro		1,292	List of Pesticide Regulatory Consultants Pesticide Registration		106
Contact Us about Lead Lead US EPA		1,257	Contact Us about Pesticide Registration Pesticide Registration		84
Contact Us about Mold Mold US EPA		1,201	Contacts in the Office of Pesticide Programs, Registration Division		76
Contacts in the Office of Pesticide Programs, Registrati		1,083	EPA Hotlines U.S. Environmental Protection Agency US EPA		69
Enforcement: Contact Us Enforcement US EPA		1,014	EMC Methods Support Directory Air Emission Measurement Ce		56
Top 20 Shared URLs				by number of shares	November, 2020
epa.gov/recycle/reducing-and-reusing-basics					4
epa.gov/hw/defining-hazardous-waste-listed-characteristic-and-mixed-radiological-wastes					4
epa.gov/privacy/privacy-and-security-notice					3
epa.gov/pesticide-registration/list-n-advanced-search-page-disinfectants-coronavirus-covid-19					3
epa.gov/newsreleases/epa-highlights-increased-investment-water-infrastructure-through-state-revolving-funds					3
epa.gov/transforming-waste-tool/how-communities-have-defined-zero-waste					3
epa.gov/lead					3
epa.gov/coronavirus/can-i-use-fogging-fumigation-or-electrostatic-spraying-or-drones-help-control-covid-19					3
epa.gov/environmental-topics					3
epa.gov/coronavirus/how-does-epa-know-products-list-n-work-sars-cov-2					3
epa.gov/office-inspector-general/about-epas-office-inspector-general					3
epa.gov/greenchemistry/basics-green-chemistry					3
epa.gov/risk/human-health-risk-assessment					3
epa.gov/coronavirus/frequent-questions-about-disinfectants-and-coronavirus-covid-19					3
epa.gov/environmental-topics/greener-living					3
epa.gov/greenvehicles/greenhouse-gas-emissions-typical-passenger-vehicle					3
espanol.epa.gov/control-de-plagas/como-encontrar-las-chinches					3
epa.gov/transportation-air-pollution-and-climate-change/carbon-pollution-transportation					3
epa.gov/environmental-topics/water-topics					3
epa.gov/radiation/radiation-basics					3
Top 10 External Links				by link clicks	November, 2020
https://foiaonline.gov/foiaonline/action/public/login					12,288
https://foiaonline.gov/foiaonline/action/public/home/mycases					10,486
https://foiaonline.gov/foiaonline/action/public/request					9,544
https://www.usajobs.gov/search/results?a=ep00					7,998
https://foiaonline.gov/foiaonline/action/public/home/mycases#					6,312
https://foiaonline.gov/foiaonline/action/public/search					5,525
https://www.foiaonline.gov/foiaonline/action/public/login					5,166
https://foiaonline.gov/foiaonline/action/public/search/quicksearch					4,908
https://foiaonline.gov/foiaonline/action/public/search/advancedsearch					4,870
https://foiaonline.gov/foiaonline/action/secured/home/unassignedmyorg					4,193