



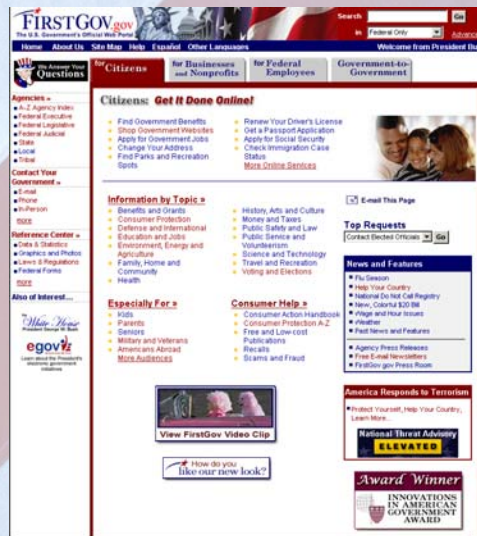
FirstGov.gov and the Federal Citizen Information Center
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 Washington DC 20405
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FirstGov.Gov and the Federal Citizen Information Center New & Important Federal Information Products & Services

Fall 2003 Federal Depository Library Conference &
 Depository Library Council Meeting

FirstGov.gov

- Provides easy, secure access to reliable government information and transactions never before available from a single location
- Transcends traditional government boundaries. Citizens no longer need to know organizational hierarchy or program names
- 175 million page views in FY 2003



Information for All Audiences

- FirstGov Search
- Organizational Info
- Contact Your Government
- Reference Center



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Information for Citizens

- Online Transactions
- Topics
- Audience Groups
- News and Features
- Free Newsletters



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Information for Businesses & Nonprofits

- Online Transactions
- Topics
- Audience Groups
- News and Features



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Information for Governments

- E-Government Initiatives
- Audience Groups
- News and Features



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Information for Federal Employees

- Online Transactions
- Topics
- News and Features



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FirstGov En Español www.espanol.gov

- FirstGov Search
- Organizational Info
- Contact Your Government
- Reference Center



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FirstGov En Español

- General Resources
- For Newcomers
- For Businesses
- For Foreign Visitors



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The President's Management Agenda for E-gov

- Create a citizen-centric Government
- Improve Government's responsiveness to the citizens it serves
- Improve Government efficiency and effectiveness
- Transform how the Federal Government does business

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FCIC Answers Citizens' Questions About the Federal Government and Everyday Matters

- Print: Pueblo, Colorado 81009
- Phone: 1-800-FED-INFO
- Web: FirstGov.gov, Pueblo.gsa.gov
- E-mail: Via FirstGov.gov

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1-800-FED-INFO

Answers Questions and Provides Referrals on
Federal Programs, Benefits and Services

- Toll-free phone number
- English/Spanish specialists
- Answers 2 million calls annually
- Staffed 8 am – 8 pm, M-F
- Recorded help available 24/7
- Fully staffed research department
- Agents provide both phone and e-mail assistance

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Most popular topics from all channels

- Federal Benefits, Loans, Grants
- Government Sales
- Immigration and Naturalization
- Passports/Travel Requirements
- Federal Jobs
- Money: IRS, Taxes, Savings
- Vital Records: Birth and Death Certificates
- Savings Bonds

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National Contact Center

- 5,000 general information requests every day
- Database has 125,000 contacts and 17,000 topics
- Database updated daily--over 1,000 changes per month



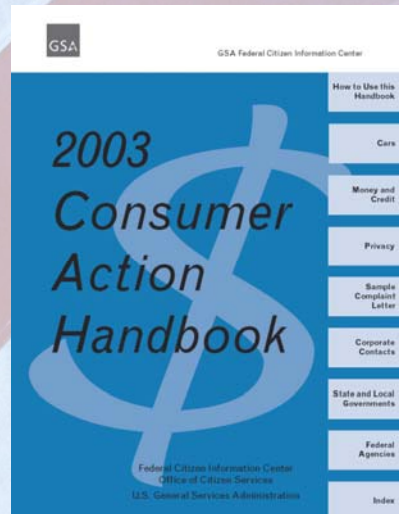
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Consumer Action Handbook

- Consumers request more than half a million copies annually

Contributors

American Express	Ford Motor Company
AT&T	General Motors
Carfax	MetLife
Colgate-Palmolive	Michelin
The Dannon Company	Neutrogena Corporation
Delta Airlines	Pfizer, Inc.
The Dial Corporation	Proctor & Gamble
	Sprint
	Subaru



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consumeraction.gov

Home
En Español

Search

Useful addresses, phone numbers, and websites

- Corporations
- Automobile
- Attorneys Gen.
- Banking
- Insurance
- Securities
- Utilities
- Weights & Meas.
- Federal
- BBBs
- Consumer Orgs.
- Associations
- Military

Order/View a copy of the printed Consumer Action Handbook

Link to the Consumer Action Website

Middle School Lesson Plan (Contact Us)

Federal Citizen Information Center

The Consumer Action Website

Tips on: Cars | Education | Employment | Food and Nutrition | Health | Housing | Insurance | Money and Credit | Investing | Privacy | Shopping at Home | Travel | Utilities | Disabilities

Before You Buy This section contains general advice on steps to take when shopping for goods or services. Follow the suggestions and use the resources listed in this section when you're considering a purchase and want to make the best buy.

After You Buy Use this section if you have a problem after making a purchase, including finding legal advice or getting help from the media. Follow the form of the [sample complaint letter](#) to present your complaint most effectively.

Filing a Complaint In addition to the resources listed in the handbook, we've compiled a list of Federal Agencies where you can document a complaint against a company.

Select one of the following links for the format you wish to view.

[.pdf](#) [.txt](#)

Consumer Assistance Directory Check here to find the most appropriate place(s) to file your complaint or ask a question. This section provides individual names, addresses, telephone numbers, TDD/TTY and fax numbers, e-mail addresses, and web sites for contacts in [consumer organizations](#), [corporations](#), [trade associations](#), and [government agencies](#) at the [city](#), [county](#), [state](#) and [Federal](#) level. These sites have a "contact us" button to provide another way to send your message directly to the company or agency.

Página Web de Acción para los Consumidores

We need your help to keep the Handbook up-to-date. Please report any changes to Handbook Update, Federal Citizen Information Center 1800 F Street, NW, Rm. G-142, Washington, DC 20405, or e-mail the [Consumer Action Handbook](#).

If your school or organization could use multiple copies of the **Consumer Action Handbook**, please email us at [Consumer Action Handbook](#) or call 1-888-878-3256.

This service is provided by the Federal Citizen Information Center of the U.S. General Services Administration. If you have a comment or question, e-mail [Consumer Action Handbook](#).

- Web version of Consumer Action Handbook
- Links to consumer organizations, corporations, and trade associations
- Provides helpful tips on things like buying a car, using credit wisely, traveling safely, and more
- Features a sample complaint letter for consumers

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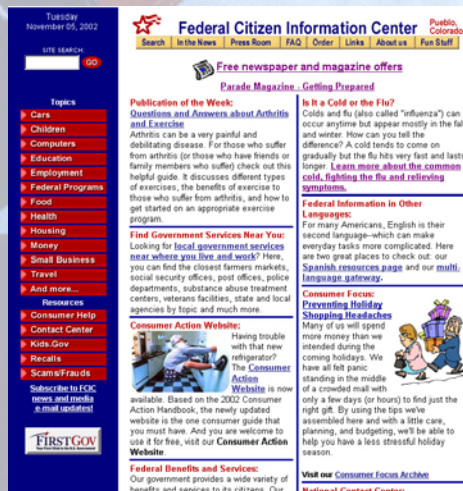
www.kids.gov

- Official Portal to Kid's sites
- 400 + kid friendly links
- Age appropriate
- Homework help



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pueblo.gsa.gov



- Features *Consumer Information Catalog* and publications
- Full text review
- Order publications online
- Features product recalls and scams, consumer news, and consumer calendar

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Pueblo, Colorado Publication Distribution Center

- FCIC distributes more than 6 million publications annually
- More than 200 titles in English and Spanish



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FCIC provides

- Information when citizens want it and in the format that's easiest for them to use
- A completely integrated program with a common architecture and established business processes.



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The Next Steps:

- Build a government-wide community of citizen service advocates
- Develop integrated cross-agency case management

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Information Products & Services**

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