



# Social Media

Utilizing social media  
connect to the commu  
keep people of all age  
engaged in the issues  
affect Multnomah Cou

Young adults and the  
biggest reason  
for using Twitter  
or other social media  
18-29 year olds post  
on their phone systems.  
One-third of people

One in five smartphone  
owners (20%) use  
Twitter, which is up  
from the 13% that  
used the service last  
October (13)

The number of  
users is  
30 to 40  
million  
per day

Why is  
important

## Facebook

2.7 billion likes per day  
250 million photos uploaded per day  
1,048 likes

**Utilizing social media to connect to the community and keep people of all ages engaged in the issues that affect Multnomah County**



Young adults **lead the way** when it comes

**Young adults lead the way when it comes to using Twitter or status updating. One-third of online 18-29 year olds post or read status updates.**



**The majority of Twitter users are between the ages of 18 and 29.**

**30 to 64 year olds occupy a very small percentage of Twitter users**



**One in five smartphone owners (20%) are Twitter users, with 13% using the service on a typical day.**



Why is this  
→ important?

These are the demographics  
from the 2010 Census

Age range	Number of people	%
15-19	41,436	5.6
20-24	53,416	7.3
25-29	69,630	9.5
30-34	66,488	9.0
35-39	59,651	8.1
40-44	52,899	7.2
45-49	49,425	6.7
50-54	49,774	6.8

165,039  
people under 30

278,237  
people over 30

in Multnomah County

# Twitter

A new user joins Twitter every 12 seconds

We have 5,123 Followers



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Realtime tweets  
Virality, retweeting  
Engaging posts  
Hashtag, catch phrase

Tweet ID	Retweets	Replies	Likes	Views
1234567890	15	8	25	1200
0987654321	10	5	20	800
2345678901	20	12	35	1500
3456789012	8	4	15	600
4567890123	12	6	22	900
5678901234	18	9	30	1100
6789012345	5	3	10	400
7890123456	14	7	28	1000
8901234567	9	5	18	700
9012345678	11	6	24	850

## Twitter adoption by age, 2010-2012

% of internet users in each group who use Twitter

Surveyed 2,253 adults

	November 2010	May 2011	February 2012
All adults	8%	13%	15%
18-24	16	18	31
25-34	9	19	17
35-44	8	14	16
45-54	7	9	9
55-64	4	8	9
65+	4	6	4

Sources: Pew Research Center's Internet & American Life Project tracking surveys. 2012 data based on January 20-February 19, 2012 Tracking Survey. N=2,253 adults age 18 and older, including 901 cell phone interviews, margin of error is +/-2.7 percentage points based on internet users (n=1729).

# Realtime tweets

Tweeting while events are happening can start a conversation

# Virality, retweeting

Getting posts retweeted can create virality

# Engaging posts

Shorter tweets that catch people's attention as they scroll through their newsfeed will more likely be retweeted.

# Hashtag, catch phrase

Creating a hashtag like #District1 after your posts will allow people to associate the commissioner with their district.

# Facebook

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Support your...

# Facebook

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**Picture-Oriented**  
Pictures catch people's attention when they are scrolling through their newsfeed.

**Checking in**  
Both on Facebook and Twitter you can check in where you are at.

**Wider demographic**  
Facebook allows for a wider range of ages and interests, so you can create posts that are more targeted and aimed at an ideal audience.

**"Like" pages**  
It's another medium for interaction within the community.

Total Likes? **1,048** ↑0.38% Friends of Fans? **394,073** ↑0.75% People Talking About This? **209** ↑1.95% Weekly Total Reach? **8,639** ↑167.46% Total Subscribes --

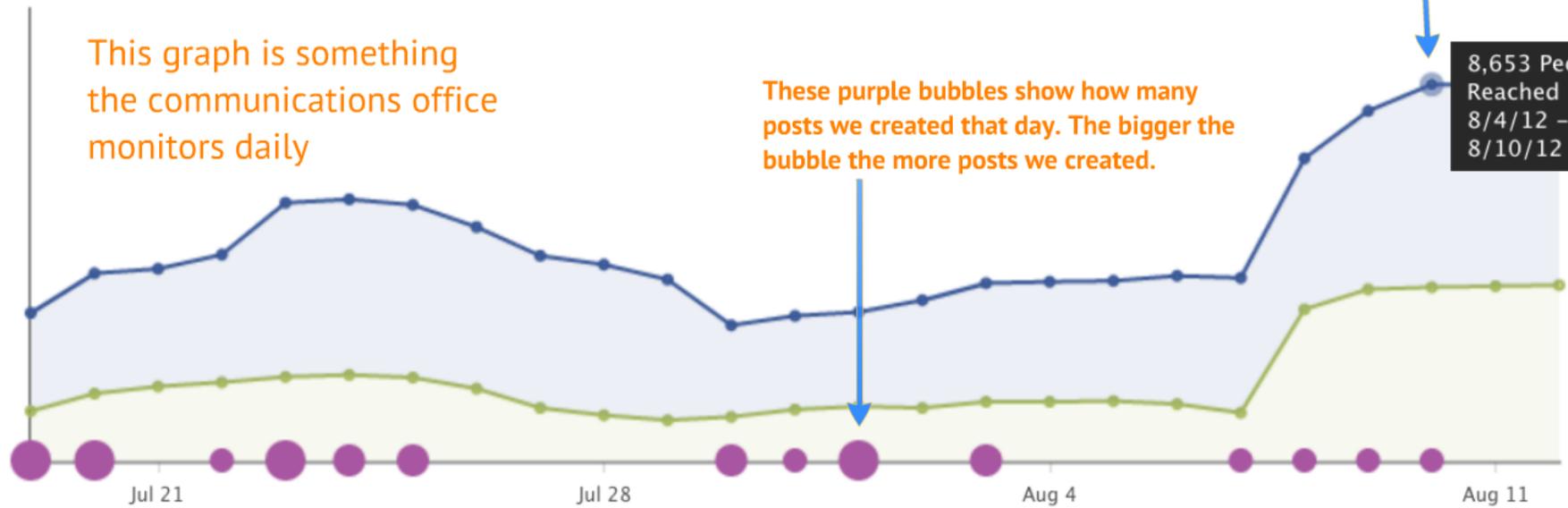
■ Posts? ■ People Talking About This? ■ Weekly Total Reach?

This graph is something the communications office monitors daily

These purple bubbles show how many posts we created that day. The bigger the bubble the more posts we created.

You can see here we reached a lot of people

8,653 People Reached  
8/4/12 - 8/10/12



Page Posts (Updated 10 minutes ago)

Chat (Offline)

Date ?	Post ?	Reach ?	Engaged Users ?	Talking About This ?	Virality ?
8/14/12	📄 Please share this important inf...	336	26	18	5.36%
8/13/12	📄 Meet Naihma and Eric Deady, ...	309	10	3	0.97%
8/10/12	📄 Bridge Pedal is happening this...	332	9	2	0.6%
8/9/12	📄 In just six short weeks the ne...	352	18	11	3.13%
8/8/12	📄 Take a look at the new bike co...	1,876	586	220	11.73%
8/7/12	📄 Multnomah County can expect...	320	37	4	1.25%
8/3/12	📄 As temperatures rise and you ...	432	39	11	2.55%
8/3/12	📄 Come out Saturday, Aug. 4 for...	340	9	4	1.18%
8/1/12	📄 August 1-7 is the 20th annive...	335	20	3	0.9%
8/1/12	📄 Check it out! Our website is n...	315	15	1	

Number of people who have seen this post

Number of people who clicked on our post

Number of people who created a story from our page post

👤 Chat (Offline)

Chrome File Edit View History Bookmarks Window Help | 11 | (40%) Wed 10:01 AM

Multnomah County, Oregon | www.facebook.com/MultCo/page\_insights\_likes

07/16/2012 - 08/12/2012 | Export Data

**People Who Like Your Page (Demographics and Location)** | See Likes

**Gender and Age?**

Gender	13-17	18-24	25-34	35-44	45-54	55-64	65+
Female	0.9%	5%	18%	18.9%	9.5%	5.9%	2%
Male	0.6%	2.3%	10.6%	10.9%	7.3%	2.9%	1.8%

**Countries?**

- 1,013 United States of America
- 4 Canada
- 3 United Kingdom
- 3 Mexico
- 2 Philippines

**Cities?**

- 696 Portland, OR
- 32 Gresham, OR
- 17 Beaverton, OR
- 15 Vancouver, WA
- 7 Lake Oswego, OR

**Languages?**

- 979 English (US)
- 51 English (UK)
- 3 Spanish
- 2 German
- 1 Japanese

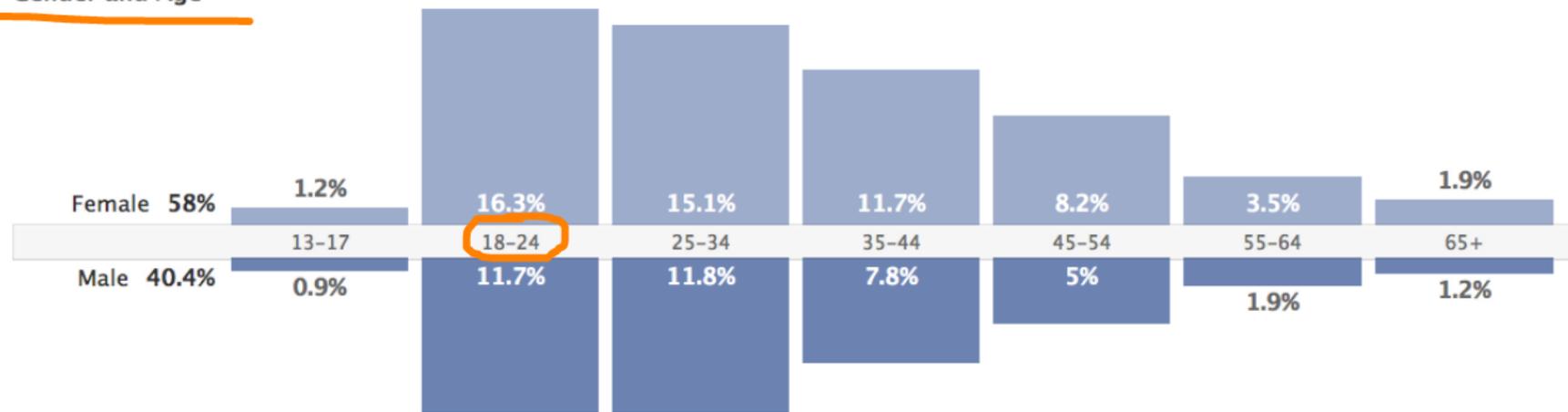
Chat (Offline)

07/16/2012 - 08/12/2012

Export Data

Who You Reached (Demographics and Location)

Gender and Age?



Countries?

- 8,160 United States of America
- 61 India
- 44 Canada
- 35 United Kingdom
- 33 Australia

Cities?

- 3,226 Portland, OR
- 391 Corvallis, OR
- 313 Seattle, WA
- 207 Eugene, OR
- 174 Vancouver, WA

Languages?

- 8,016 English (US)
- 421 English (UK)
- 41 Spanish
- 13 German
- 9 French (F)

Chat (Offline)

8,160 United States of America	3,226 Portland, OR	8,016 English (US)
61 India	391 Corvallis, OR	421 English (UK)
44 Canada	313 Seattle, WA	41 Spanish
35 United Kingdom	207 Eugene, OR	13 German
33 Australia	174 Vancouver, WA	9 French (France)



**Multnomah County, Oregon** shared a link.

June 12



If you live, work or play in east Multnomah County or in unincorporated areas, consider joining our Bicycle and Pedestrian Citizen Advisory Committee to help advise us on bike/pedestrian issues related to our road system.

**Members sought for county bicycle and pedestrian committee**

[web.multco.us](http://web.multco.us)

Multnomah County is seeking members to serve on its Bicycle and Pedestrian Citizen Advisory Committee who live, work or recreate in east Multnomah County or in unincorporated areas.

Like · Comment · Share



215 people saw this post



**Multnomah County, Oregon** shared a link.

June 11

The low, low costs for adopting cats **Multnomah County Animal Services** continues throughout June  
<http://bit.ly/LioQ4C>

**Multnomah County offers low-cost adoption fees during kitten season | Multnomah County**  
[bit.ly](http://bit.ly)

Multnomah County Animal Services strongly feels the impact of "kitten season" when it begins each year in late spring.

Like · Comment · Share



196 people saw this post

# Picture-Oriented

Pictures catch people's attention when they are scrolling through their newsfeed.

# Checking in

Both on Facebook and Twitter you can check-in where you are at.

# Wider demographic

Facebook tailors to a wider range of ages and viewers, so you can create posts that are more thought out and aimed at an older audience.

# "Like" pages

It's another medium for interaction within the community.

Multnomah County marks the 45th anniversary of Loving Day and the U.S. Supreme Court decision that overturned bans on interracial marriage. (PHOTO: Mildred and Richard Loving are the subjects of a new HBO documentary, "The Loving Story," about their interracial marriage./Photo by Grey Villet) READ MORE: <http://bit.ly/OtltDQ>



Like · Comment · Share

42 8 91

704 people saw this post



Like · Comment · Share

 24

 119 people like this.

 **Karen Martin** You look Maaarveloust  
August 10 at 8:01am · Like

 Write a comment...

 View all 21 comments

1,876 people saw this post



**Karen Martin** You look Maaaarvelous!  
August 10 at 8:01am · Like



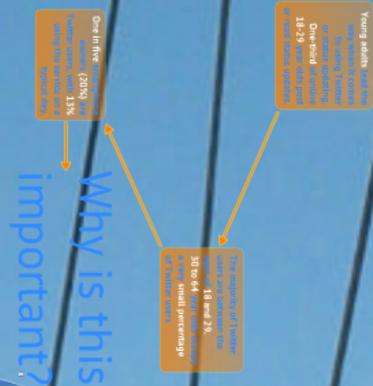
Write a comment...

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