



MACON-BIBB COUNTY

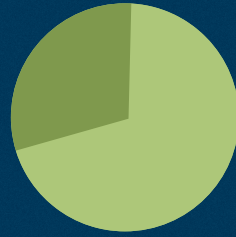


PUBLIC AFFAIRS

2018 ANNUAL REPORT

MEDIA COVERAGE

264 Days
725 Stories
72% Daily Coverage



CUSTOMER SERVICE

Requests Opened: 14,905
Requests Closed: 14,389

96.5%

Calls Received: 26,718 Mayor's Night In attendance: 46
Visitors: 2,464

Proclamations: 105
Letters Written: 23
Certificates: 93

2018 SOCIAL MEDIA



Macon-Bibb County

Facebook: 5,084 +86%
Twitter: 5,210 +15%
Instagram: 1,396 +18%

Macon-Bibb EMA

Facebook: 6,144 +27%
Twitter: 4,835 +6%

THE HUB

Hub E-Newsletters: 48
Press Releases: 102

MULTIMEDIA

Web Posts: 165
Graphics Created: 3

VIDEO SERVICES

MBTV

Videos: 65
Plays: 7,390

Commission Broadcasts

Views: 3,138 Views
Time watched: 2,558 hours

Facebook Live

Broadcasts: 79
Time watched: 8,883 hours

NATIONAL AWARDS

Personnel Awards: 2 Social Media Awards: 1
Multimedia Awards: 3 Customer Service: 2

