SOCIAL MEDIA FOR ELECTED OFFICIALS

Harnessing Social Media to Build Your Community and Solidify Your Brand

VIRGINIA MAYORS INSTITUTE VML ANNUAL CONFERENCE





"Social media is the ultimate equalizer. It gives a voice and a platform to anyone willing to engage"

— Amy Jo Martin, Author Renegades Write the Rules

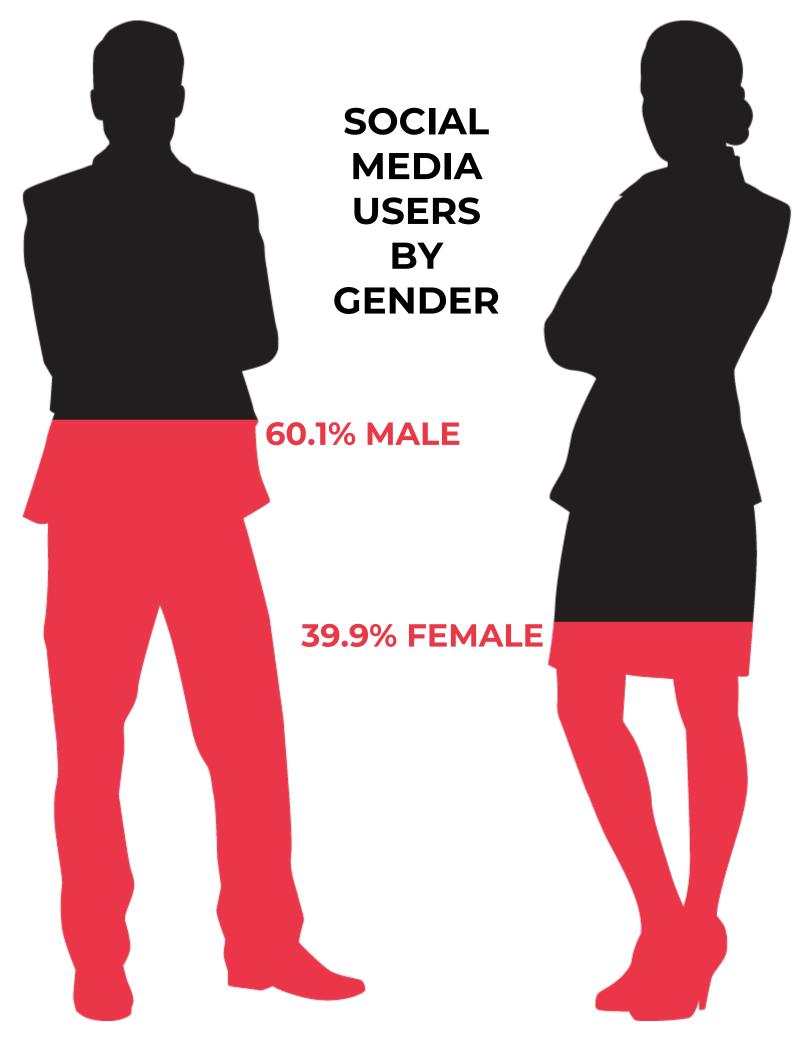
## The first rule of social media (for public officials):

#### DO NOT BLOCK ANYONE.

In O'Connor-Ratcliff v. Garnier, the Supreme Court ruled that public officials who post about topics relating to their work on their social media accounts are acting on behalf of the government, and therefore can be held liable for violating the First Amendment when they block their critics.

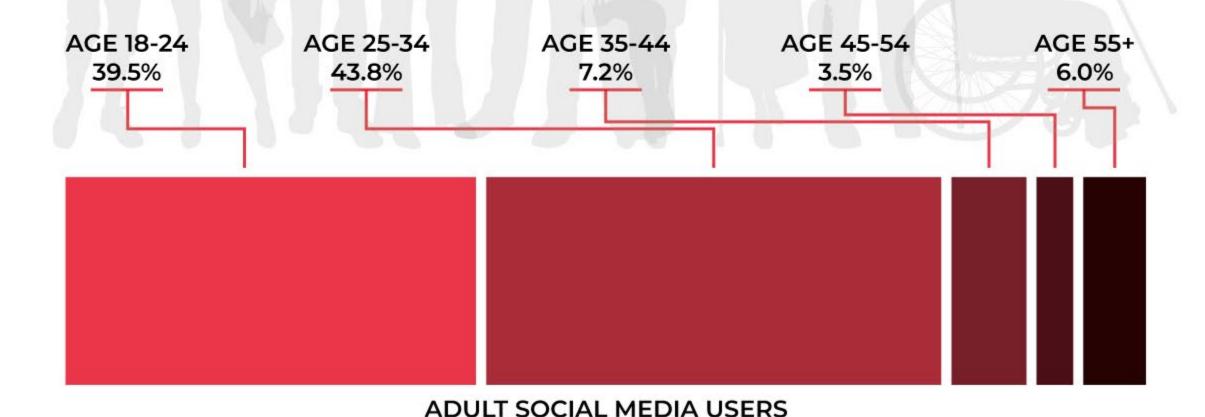






#### AGE DEMOGRAPHICS IN VIRGINIA

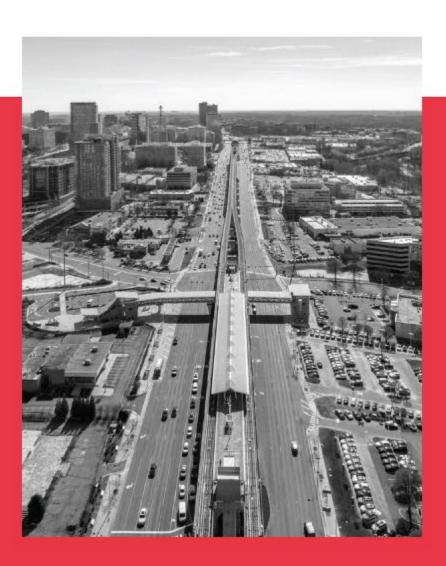
18-34 year olds comprise 83.3% of the Commonwealth's Social Media Users



Facebook is a prime channel to engage constituents on broad community issues and events.

In a study conducted this year, the Commonwealth recorded over 11.9 million monthly searches for social mediarelated terms. This placed Virginia second in the U.S. for average number of social media-related searches per 100,000 residents, a strong indicator of social media obsession.

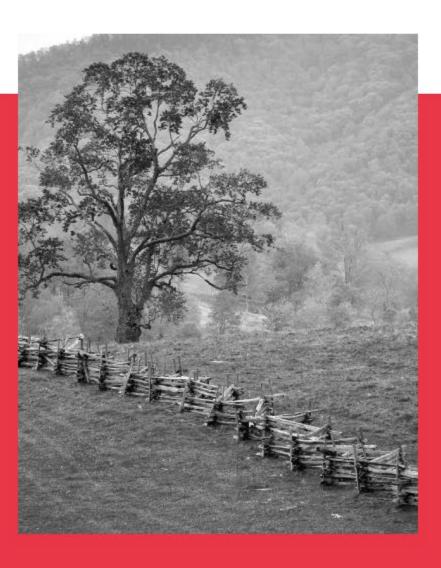
Northern Virginia leads in volume of activity due to its dense population and tech-savvy workforce. NOVA localities have some of the highest internet usage in the U.S., and elected officials there often see robust engagement on platforms like X and Facebook.





The Richmond metro and Hampton Roads (Virginia Beach/Norfolk region) are also hotbeds of social media usage, reflecting their population size and younger demographics (military and university communities). These urban regions tend to favor Instagram and X for real-time news and community updates, in addition to Facebook.

Rural areas (e.g. Southwest Virginia, Southside) have fewer users overall, but those online are highly active on Facebook, often relying on it as a primary news source and community bulletin. Rural users may be less present on X and Instagram simply due to demographics.





#### **INFORMATION OVERLOAD**

- The average American adult spends an estimated 5.5 hours per day on their laptops and mobile phones.
- The average American adult sees between 4,000 and 10,000 advertisements daily.
- A brief 20-second scroll on a picturebased app could expose a person to over 20 adverts.



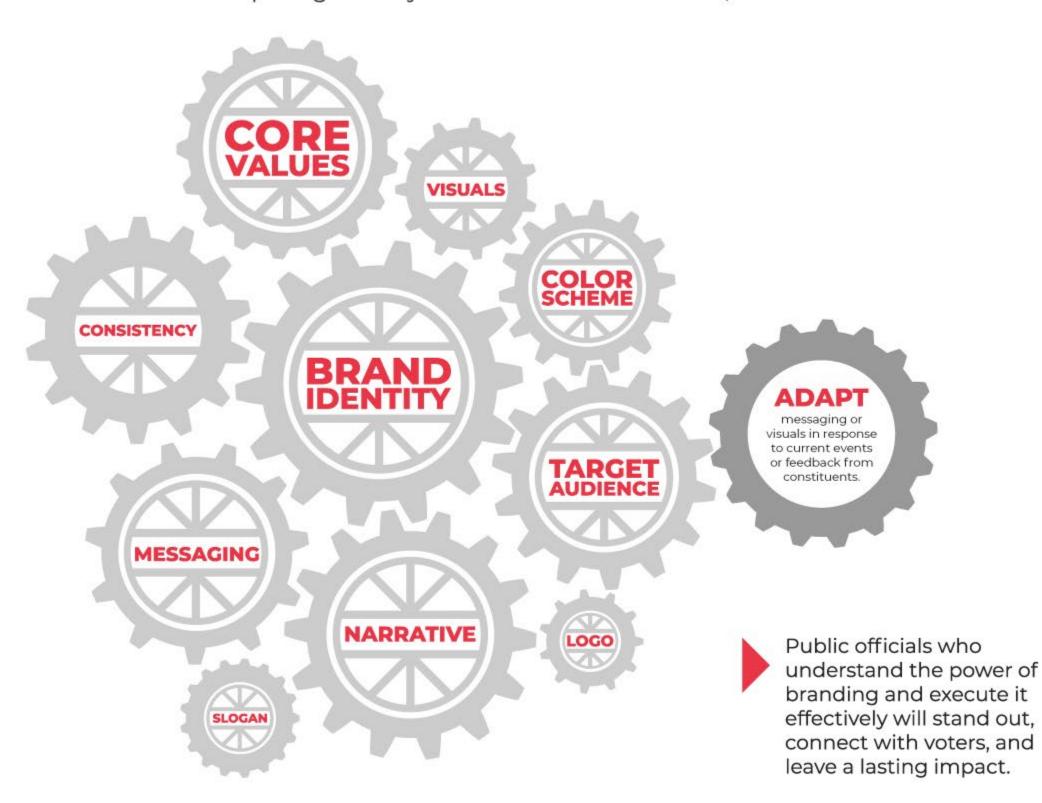
### Personal branding is vital for public officials.

- establish credibility and trust with constituents
- build a cohesive narrative about their values
- increase visibility for their messages and policies.

# A strong brand influences how people perceive and support officials.

- helps them gain followers
- secure opportunities
- have a greater impact on public policy and their careers

Branding is not just about a catchy slogan or a recognizable logo—it's about creating a cohesive and compelling identity that communicates values, and builds trust.







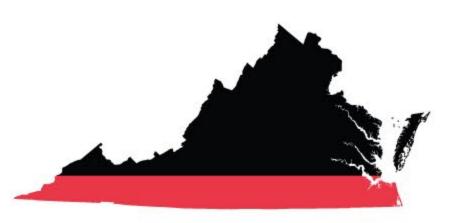
#### SOCIAL MEDIA USAGE BY PLATFORM



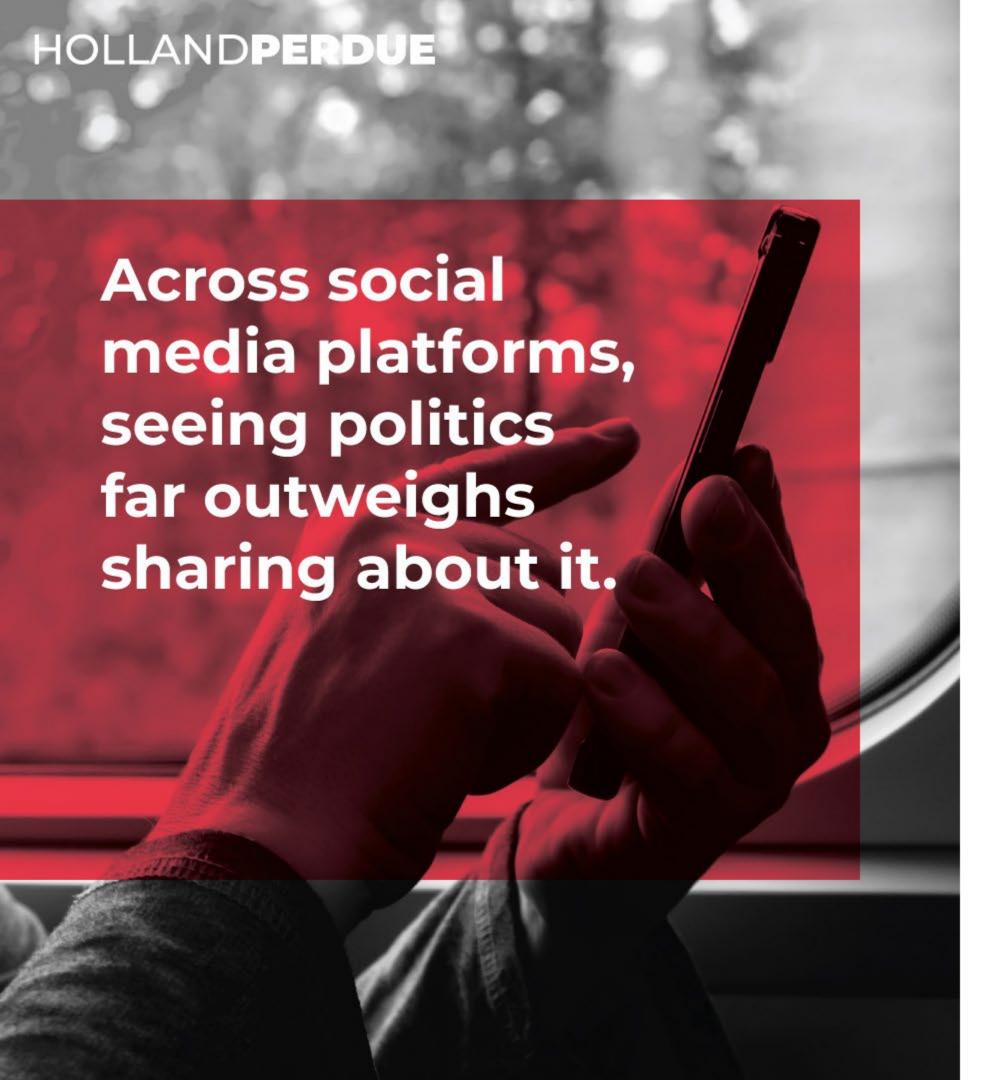
Nationally, about **64% of U.S. adults use Facebook**, and Virginia likely mirrors this high penetration. By extrapolation, roughly *5 million* Virginians may be on Facebook out of the Commonwealth's 8.7M population.



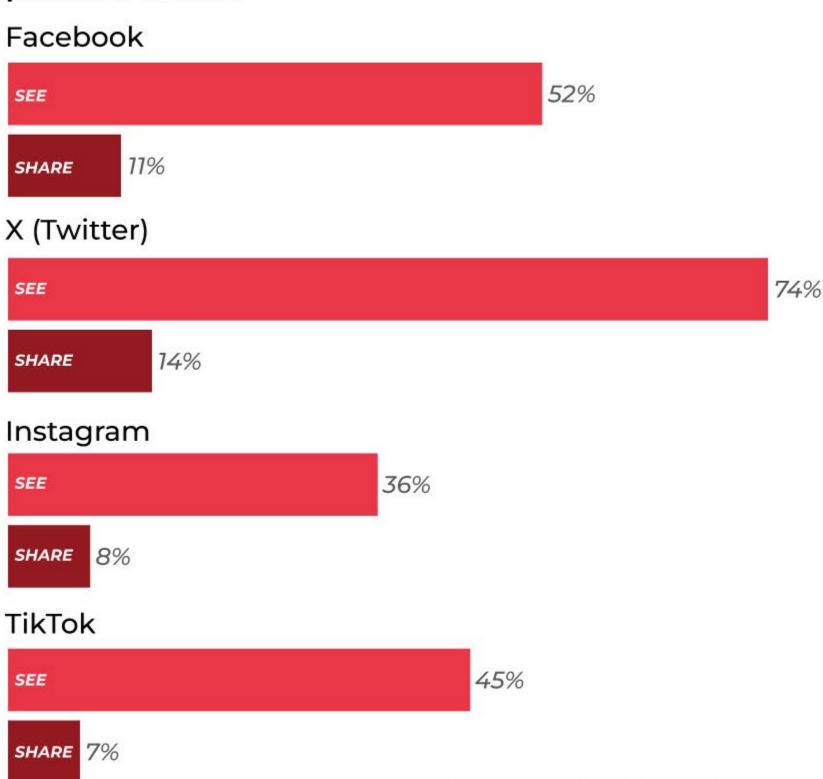
Instagram commands a large user base in Virginia, though a bit smaller and youngerskewing. About 37% of U.S. adults use Instagram (2.5–3 million Virginia users, heavily concentrated in the under-40 demographic).



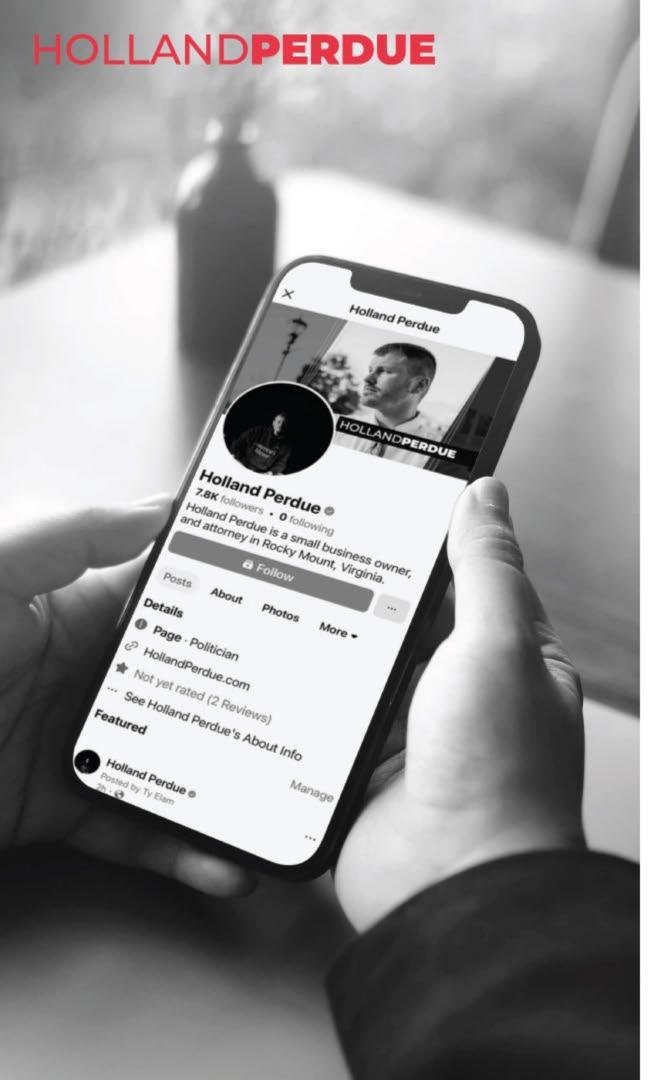
**X (Twitter)** has a more modest footprint: roughly **18–23% of U.S. adults use Twitter/X**. In Virginia this equates to approximately 1.5 million adult users. This X audience includes many influencers, journalists, and politically active citizens, giving it outsized importance for civic discourse.



The % of each platform's U.S. users who say they "see" and "share" some content about politics or political issues.



Pew Research Center survey of U.S. adults conducted March 18-24, 2024





### Facebook offers the greatest reach for civic engagement

#### **STRENGTHS**

- Enormous reach across age groups in Virginia
- Community-oriented (many users follow local government pages, community groups)
- Allows long-form posts and detailed discussions
- Great for sharing event invites, photo albums, live videos, and engaging with citizens via comments.

#### **WEAKNESSES**

- Algorithm can de-prioritize government content (especially if it's not getting immediate engagement)
- Political pages can attract trolls or heated comment threads, requiring moderation
- Facebook also demands vigilance with message inboxes constituents may submit service requests or questions via Messenger expecting a response



- Event Promotion
- Event Recap
- Business Spotlight
- Charitable
- Notable People
- Local Interest
- Issue Based
- Electoral

Adapted to branding



"No one will follow you if you don't know where you are going."

— Jack Trout







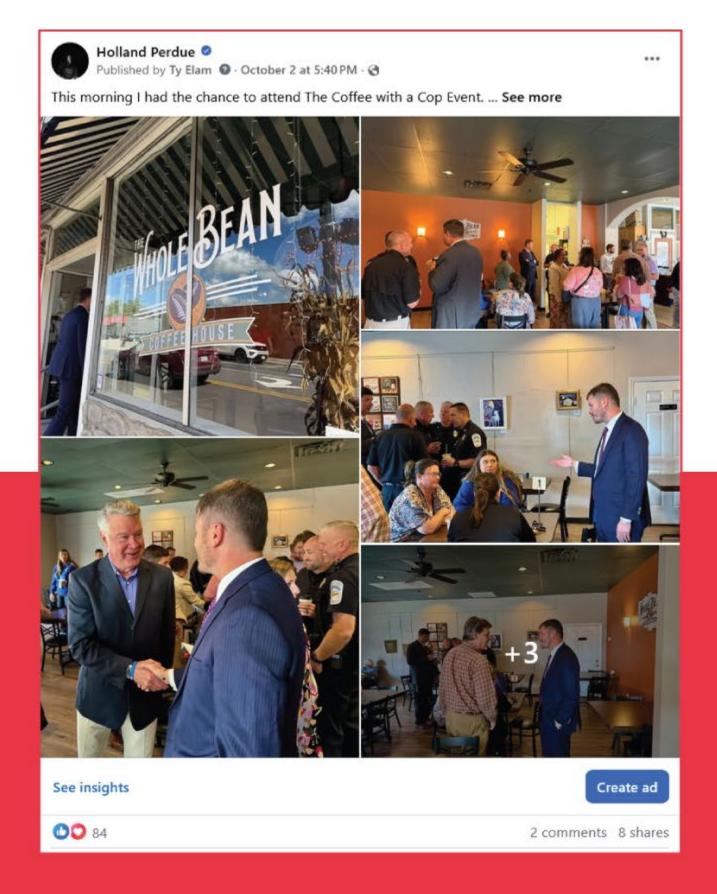


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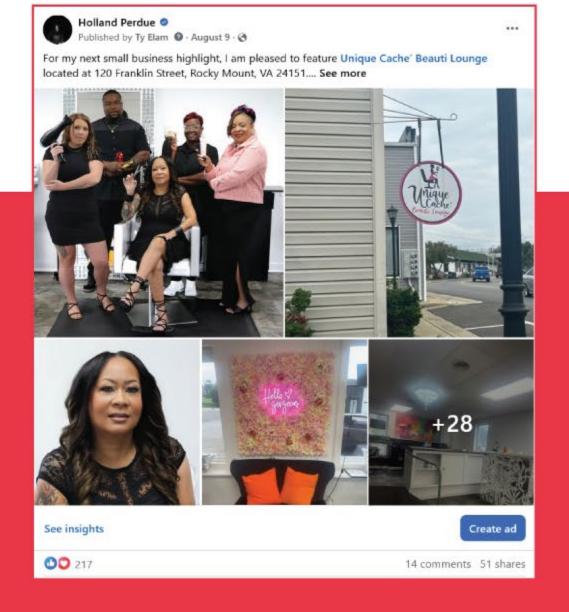


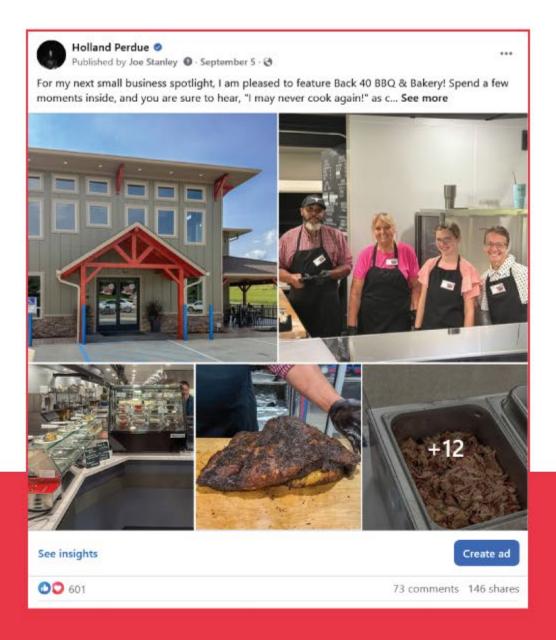
#### **EVENT PROMOTION**



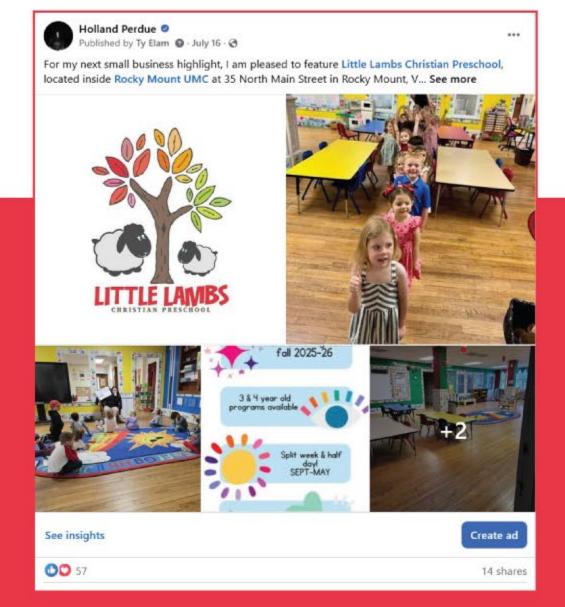


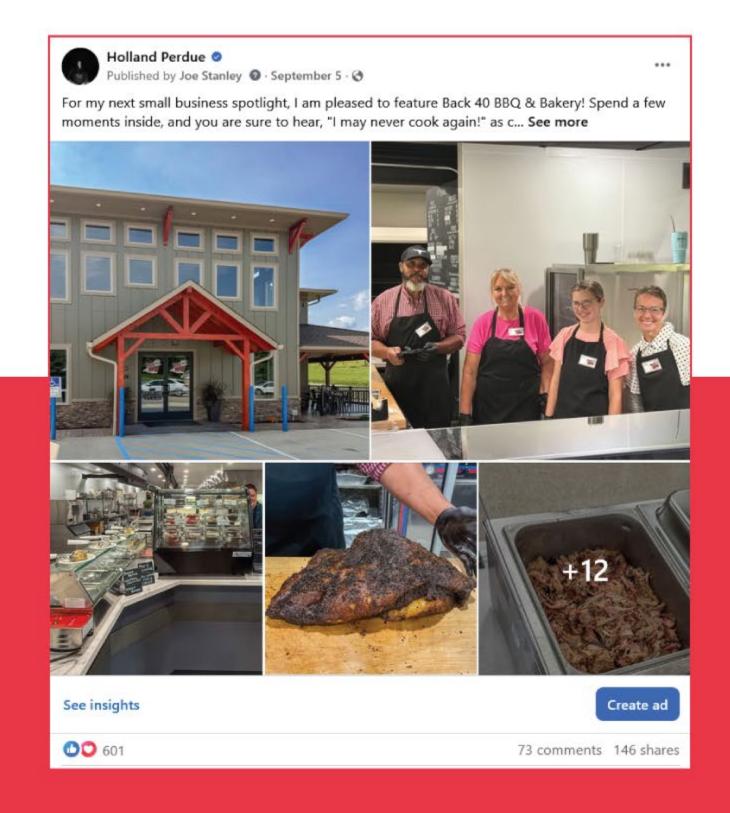
#### **EVENT RECAP**





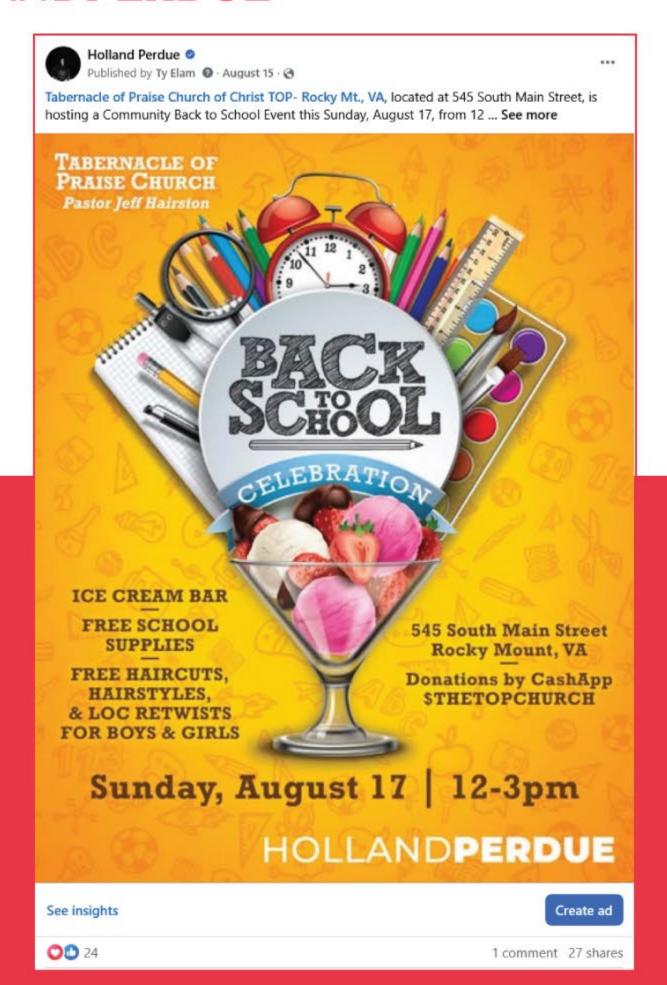
#### BUSINESS SPOTLIGHT

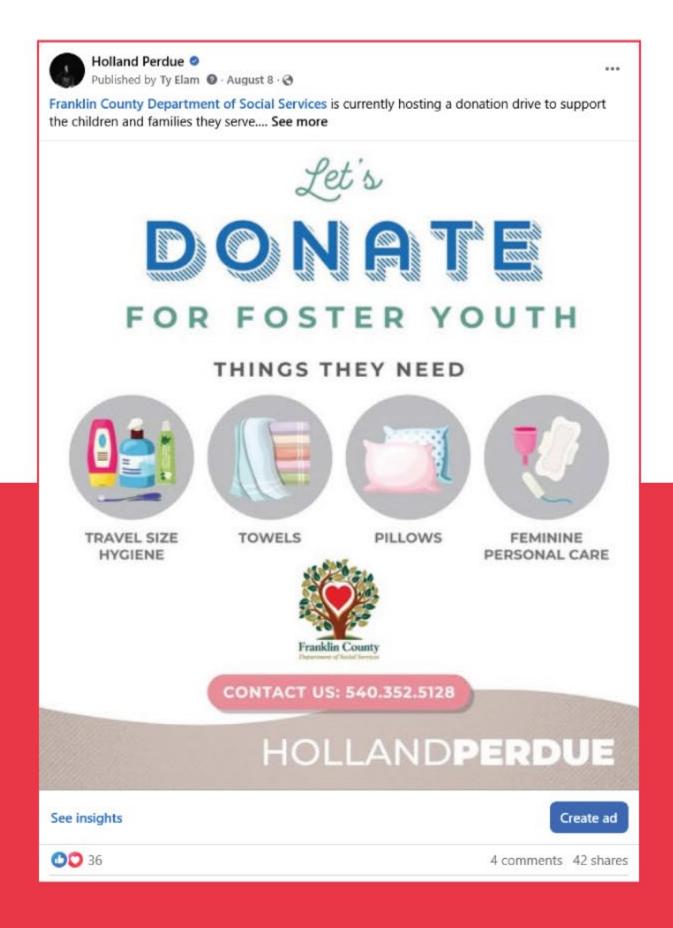






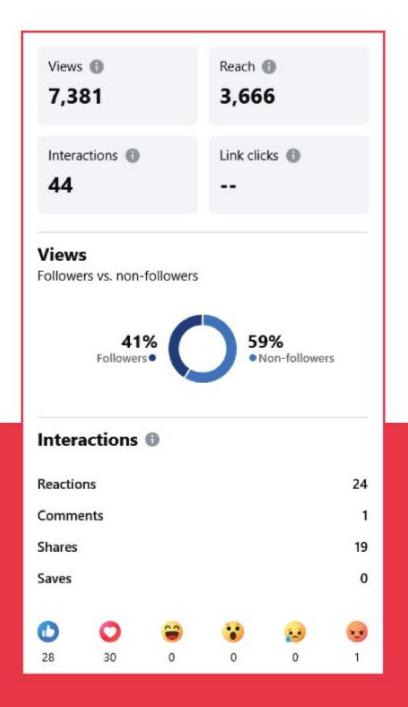
Approximately 7,400 followers





#### **CHARITABLE PROMO**

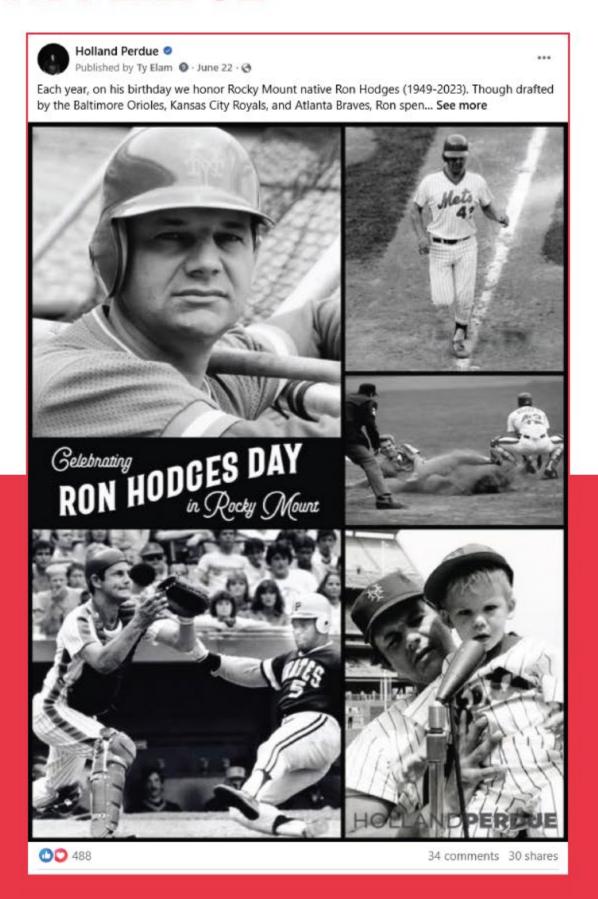




Approximately 7,200 followers

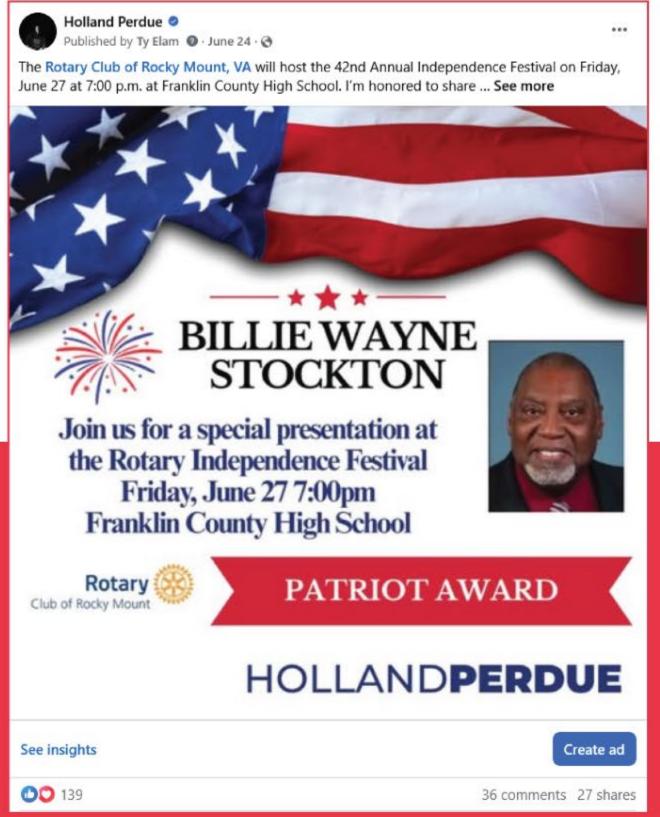


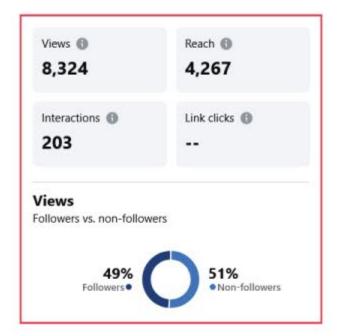






#### NOTABLE PEOPLE





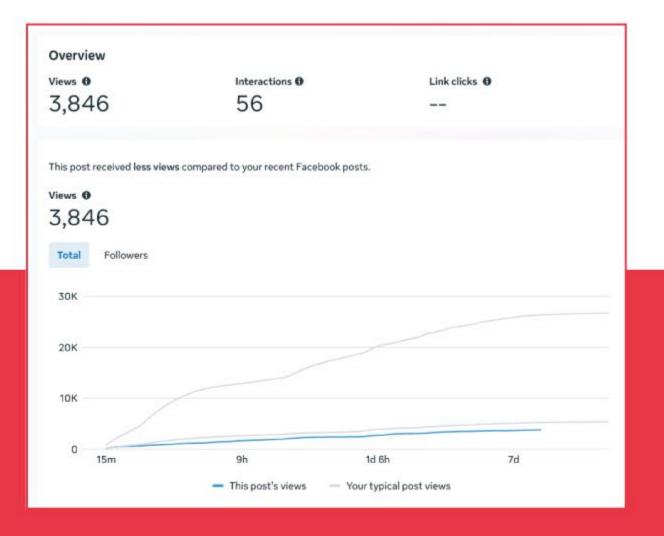




Approximately 7,100 followers

#### NOTABLE PEOPLE





Approximately 7,700 followers

#### CIVIC ENGAGEMENT



erformance				
Overview				
Reach <b>3</b>	Impressions 0	Interactions 0	Link click	ks 0
100	123	31	2 <del>==</del>	
This post received less	impressions compared to yo	ur recent Facebook posts.		
Impressions 0				
123				
From original post				
		40		
From shares				83
	interactions compared to yo	ur recent Facebook posts.		
This post received less				
	£2			
Interactions 0				
This post received less Interactions 6  31  Likes and reactions 6	Comments	• Shares	<b>0</b> Sa	ves <b>0</b>

Approximately 900 followers

#### **ISSUE ORIENTED**

Video shared December 20, 2023

"Please share, transparency matters."





Approximately 1,400 followers



Video shared March 14, 2024

"Please share, transparency matters."



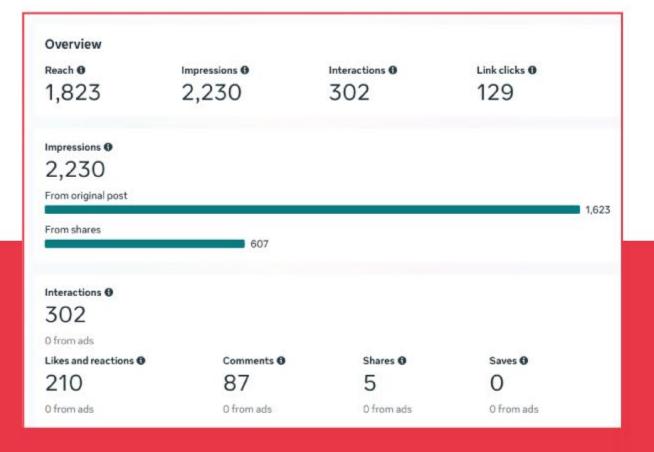


Approximately 1,600 followers

"The purchase of this truck affects every district... It could be the difference in saving or not saving a life"







Approximately 1,400 followers



#### Holland Perdue O

Published by Joe Stanley @ · September 17, 2024 · @

I am pleased to announce that the Town of Rocky Mount and Franklin County have reached an historic agreement that when approved will change the physical boundaries of R... See more

### WORKING TOGETHER ROCKY MOUNT & FRANKLIN COUNTY REACH HISTORIC AGREEMENT

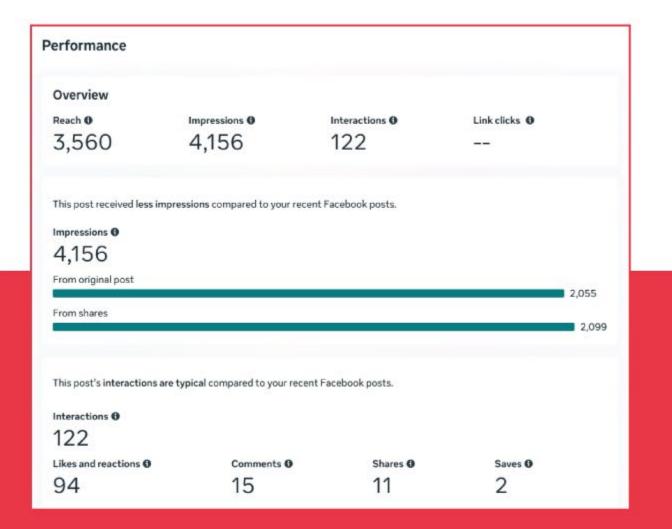
- The Town and County agree to move forward with a boundary line adjustment that will increase the physical footprint of the Town and bring land with a total assessed value of \$159.6 million into Town limits.
- The County will provide \$800,000 to support the Town's purchase of fire apparatus including the Pierce Enforcer 3000 Tanker Pumper purchased in 2022. The county will also begin, no earlier than 2031, to fund 60% of fire apparatus purchases for the Rocky Mount Volunteer Fire Department.
- The Town will nearly double the wastewater capacity for Summit View Business Park from 400,000 to 700,000 gallons per day. The County will make a one-time payment of \$200,000 for the increased capacity. This increased capacity will help make the park more attractive to prospective businesses.
- The Town and County will swap ownership of the County-owned building at 40 West Court Street, located behind the Town's Farmer's Market for the Town-owned building at 85 West Court Street. This swap will aid the Town in the future expansion of that popular attraction downtown.

HOLLANDPERDUE

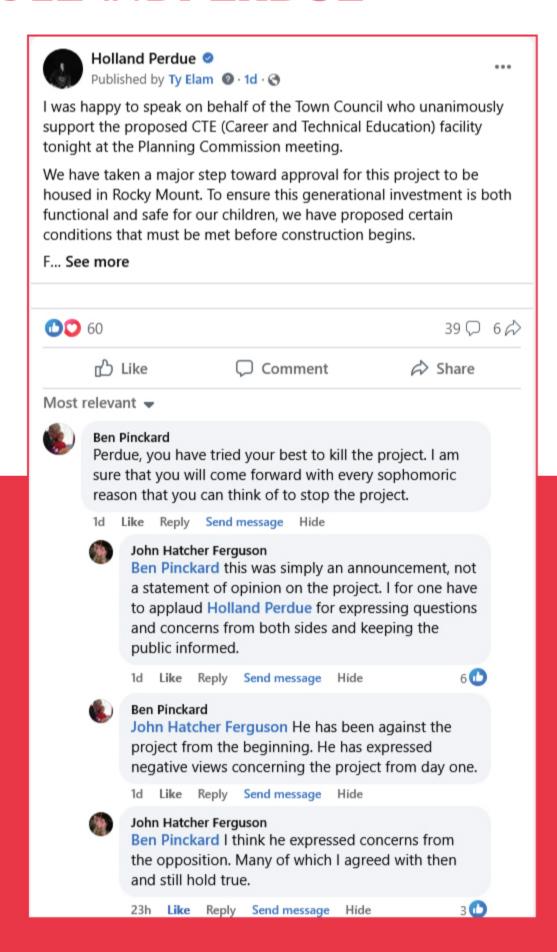
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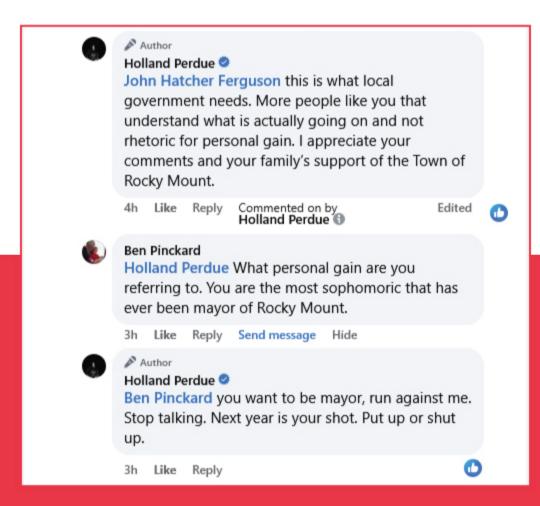
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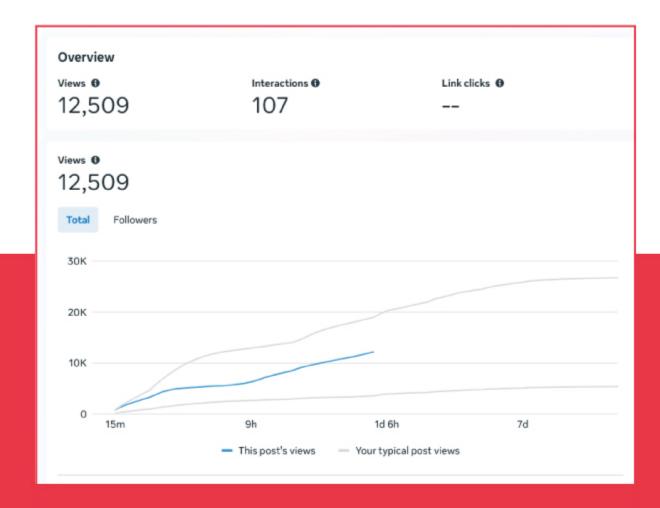
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Approximately 3,800 followers







Approximately 8,000 followers

#### COMMENT ENGAGEMENT

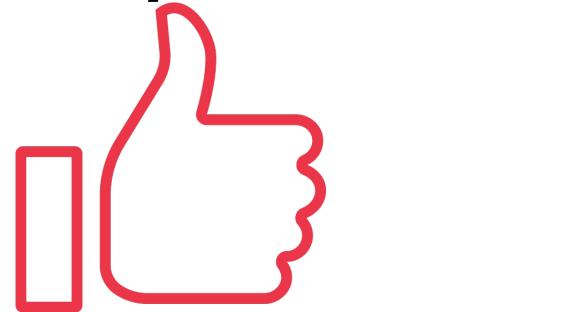


# OPEN DISCUSSION



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Facebook.com/HollandPerdue



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