



UNIONCOUNTY
north carolina



Communications Monthly Report

February 2026



Top Projects

1 Government Center Lobby Reopening

Following a six-month renovation of the public entrance to the Government Center, Public Communications worked with Facilities and Security Risk Management to introduce new entrance processes for employees and visitors, as well as showcase the newly-renovated lobby with photos, videos, news stories, emails to employees, and more.



2 First Measles Case in 35 Years

Public Communications worked closely with Public Health to deliver accurate and timely messaging across multiple channels for the County's first measles case in 35 years. This included press releases, FAQs, signage, social media, and webpage updates to inform residents and staff about exposure risks, quarantine measures, and prevention options.

3 Launch of New County Phone System

To support Information Technology's large project of switching the County's landline phone system to a cloud-based softphone service on the RingCentral platform, Communications prepared numerous internal pieces so County employees learn about the project and its impact.



176 Projects Completed



31 Departments Supported

Website



Top Search Terms

- 1 Passport
- 2 Property Tax
- 3 Jobs
- 4 Permit Portal
- 5 Taxes

Top Webpages

- 1 GIS & Mapping
- 2 Taxes & Property
- 3 Register of Deeds

Website Visits

unioncountync.gov

362,000



Sprout Automated Webchat

704 Total Engagements

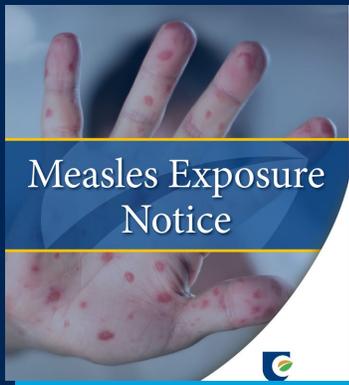
Social Media



45,968
Total Followers



Top Posts



Measles Exposure Notice



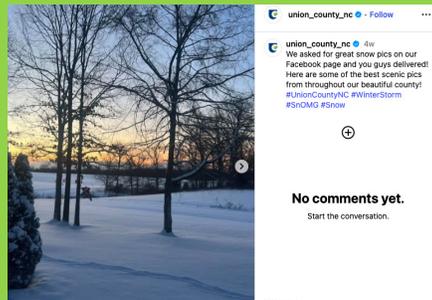
Facebook

6.7% Engagement Rate
121,644 Reach



LinkedIn

8.8% Engagement Rate
2,497 Impressions

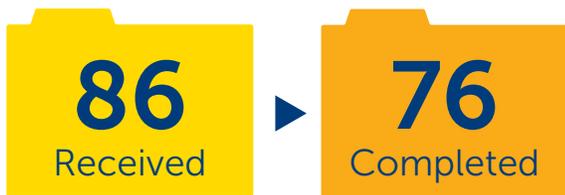


Instagram

5% Engagement Rate
2,519 Impressions

Engagement rate is calculated by dividing the total number of interactions on a post (likes, comments, shares, clicks) by the total number of impressions that post received, then multiplying by 100 to get a percentage. **Impressions** are the number of times a user sees a post. **Reach** refers to the total number of individuals who saw a specific post on social media.

Public Records Requests



Media Interactions



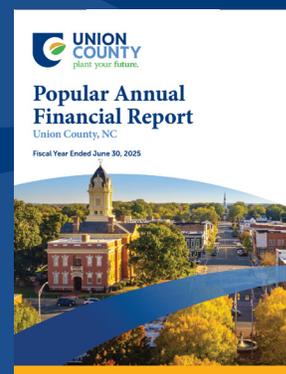
Creative Highlights



Virtual Public Meeting Postcards



Human Services Curbside Service Signs



2025 Popular Annual Fiscal Report

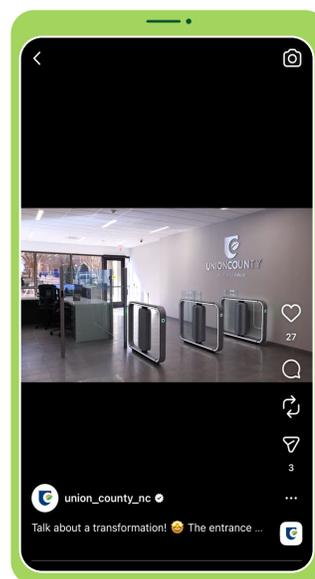
Video Engagement



YouTube 
Main Entrance Reopening
141 Views
1.6 Hours Watch Time



Facebook 
Main Entrance Reopening
1,991 Views
4,576 Impressions



Instagram 
Main Entrance Reopening
924 Views
924 Impressions