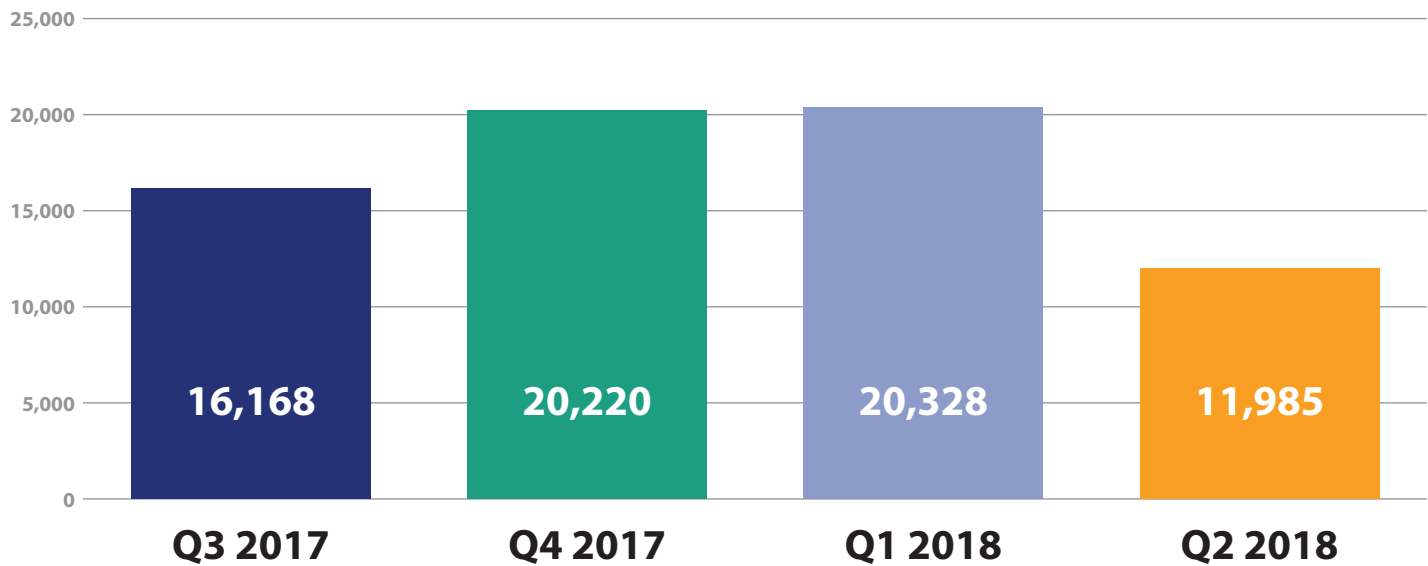


The Ottawa Public Health Information Centre processed **68,701** calls and **1,243** emails from the start of Q3 of 2017 to the end of Q2 2018.

Immunization-related questions (21,290 calls) followed by **Infant and child's health** (848 calls) were the top inquiries from residents.

Total Number of Calls



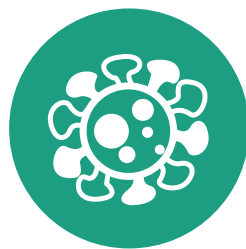
Top 5 Topics



Immunization



Infant & Child's Health



Communicable Disease



Breastfeeding Support






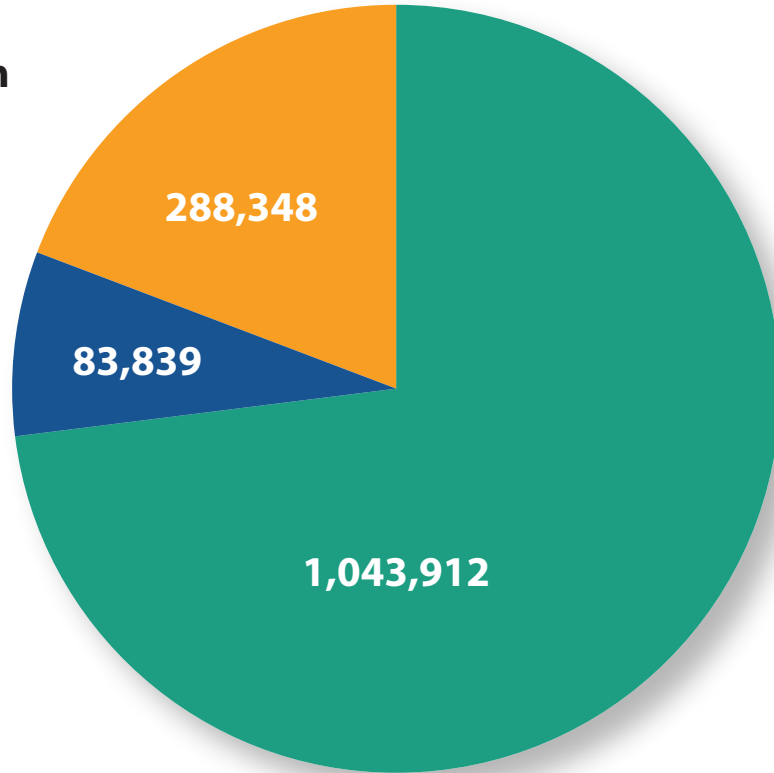
Caregiver Support & Senior's Health

WEBSITE TRAFFIC

Between web platforms (Ottawa Public Health, Parenting in Ottawa, and The Link Ottawa), OPH has seen **1,416,099 (over 1.4 million)** public page views from the beginning of Q3 of 2017 to the end of Q2 of 2018.

Page Views

-  Ottawa Public Health
-  Parenting In Ottawa
-  The Link Ottawa



Total page views: 1,416,099

Top 5 Topics



-  Sexual Health Clinic Information
-  Immunization
-  Food Handler Training
-  Lyme Disease
-  Better Strength, Better Balance Fall Prevention



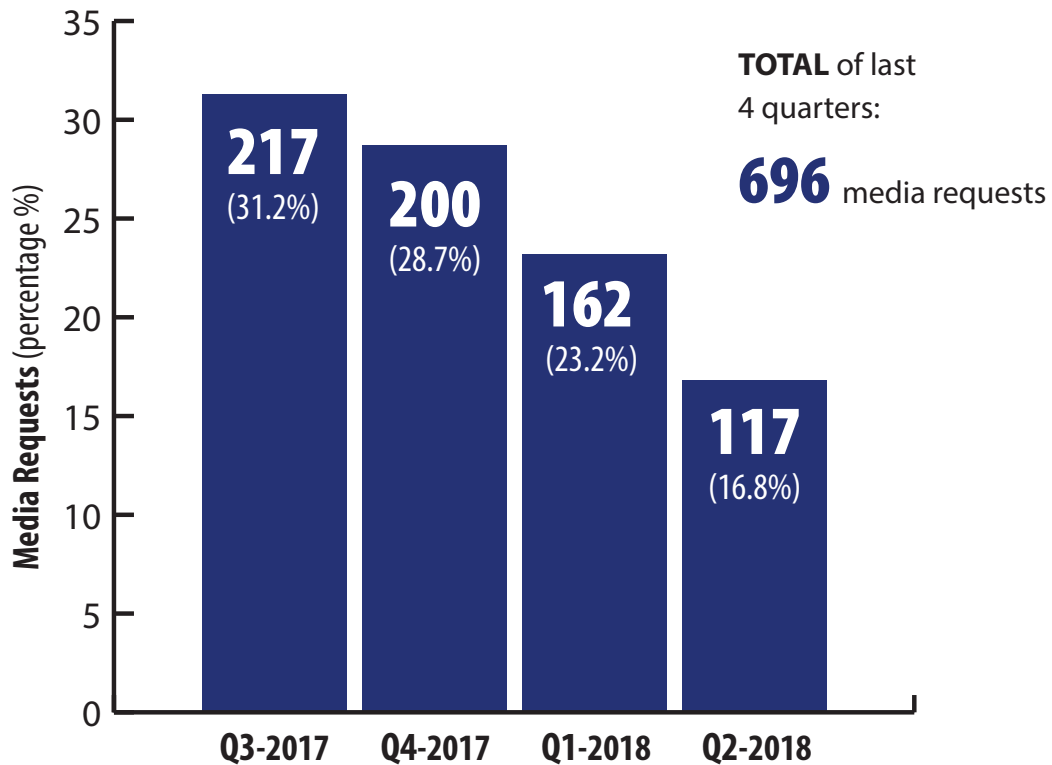
-  Drop-In Clinics
-  Breastfeeding Support
-  Immunization
-  Prenatal Classes & Videos
-  Infant and Early Childhood Mental Health



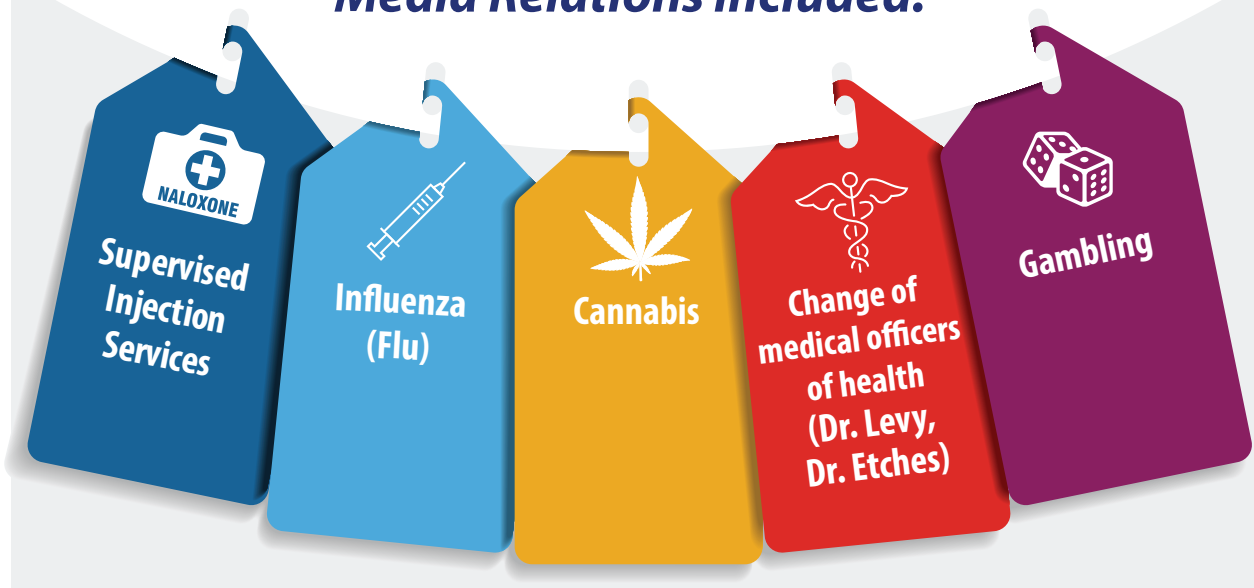
-  Sex It Smart FREE Condom Ordering Program
-  Get Tested Services
-  Party Safe Content
-  "Your Minute" Video Campaign
-  "Would U Rather" Tobacco Cessation Campaign

MEDIA RELATIONS

Ottawa Public Health processed nearly **700 media inquiries** from the beginning of Q3 2017 to the end of Q2 2018.



Major Themes for Media Relations included:



SOCIAL MEDIA ACTIVITY



Page Likes

Average Weekly Reach

New Users

14 292 (12,889 English, 1,403 French)	85 542	1953
19 455 (16,555 English, 2,900 French)	29 132	1941

Q3 2017 to Q2 2018



Twitter - From Q3 2017 to Q2 2018 on Twitter, OPH:

3921 New Followers
 3,475 English | 446 French

Figure 1 - Tweet Impressions

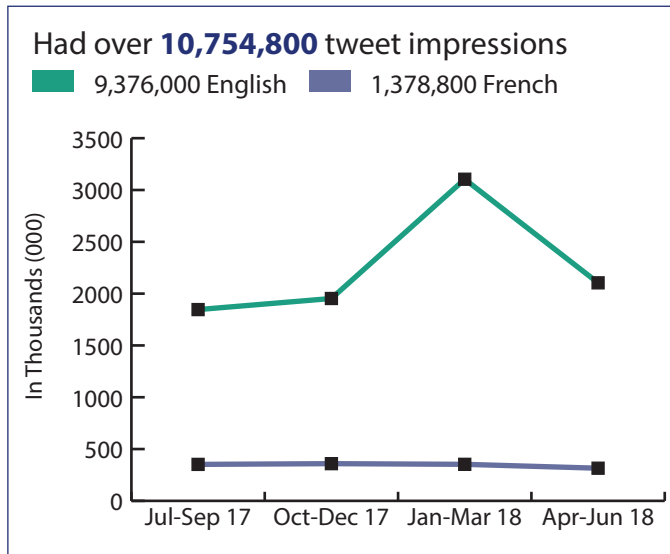


Figure 2 - Profile Visits

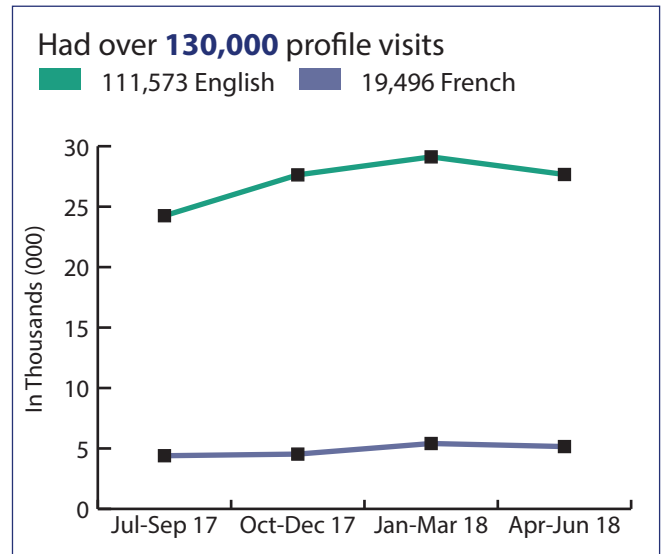


Figure 3 - Mentions

