The Public Information Department of the Trimbos Institute provides reliable information and advice on drugs, alcohol, smoking, gaming and addiction. This information is shared by telephone, e-mail, online chats, websites, brochures, videos and (social) media. This annual report provides an overview of activities and key figures for 2018, including a significant increase in website visitors.

### WEBSITES

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Alcoholinfo.nl</td>
<td>1,354,796</td>
<td>1,105,758</td>
<td></td>
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<td>+33%</td>
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<tr>
<td>Drugsinfo.nl</td>
<td>704,289</td>
<td>578,049</td>
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<td>Rokeninfo.nl</td>
<td>695,911</td>
<td>536,434</td>
<td></td>
<td></td>
<td>+18%</td>
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<tr>
<td>Ikstopnu.nl</td>
<td>178,362</td>
<td>138,412</td>
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<tr>
<td>Gokkeninfo.nl</td>
<td>59,026</td>
<td>45,316</td>
<td></td>
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<td>-11%</td>
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</tbody>
</table>

### Online information

- **Ask your question online or by telephone!**
- **Listen to recorded information 24/7**
- **Our staff is available by telephone from 9-17, Monday to Friday.**
Sample question

How do I successfully quit smoking?

Gender

43% female

56% male

Subjects

1. Quitting smoking
2. Risks
3. Cigarette package warnings and information

Reason for contacting the Stoplijn

own use 88%

use other person 3%

work/education 4%

other 5%

Sample question

How do I successfully quit smoking?

Age

Average age: 42 years old

<12 0%

12-18 14%

19-24 8%

25-34 10%

35-49 10%

50-64 26%

65+ 11%

unknown 12%

Type of drugs

drugs in general 18%

XTC/MDMA 18%

cannabis 17%

cocaine 13%

amphetamine 5%

GHB 4%

heroin 1%

other 24%

Method

66% telephone

Sample question

What are the risks of smoking pot on daily basis?

DRUGS INFO LIJN

0900-1995

Facebook

Reach

Engagement

Likes

ikstopnu 817,335 19,656 744 +43%

Gameninfo 271,216 90,394 2,390 +1.066%

Gokkeninfo 135,865 n/a n/a

Roken, Alcohol en Drugs Info 48,561 3,690 728 +5%

method

34% e-mail

66% telephone

Average of 12 minutes

Average age: 36 years old

<12 0%

12-18 7%

19-24 15%

25-34 21%

35-49 26%

50-64 14%

65+ 2%

unknown 15%

Sample question

What are the risks of smoking pot on daily basis?
In 2018, the Public Information department at the Trimbos Institute has:

- Given more than 20 presentations and trainings about drugs, smoking, alcohol, and gaming to groups such as the police, doctors, and municipalities.
- User satisfaction survey completed with an average score of 8.5
- Spoken to more than 80 journalists.

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**Brochures about substances**
Order or download for free via the webstore of the Trimbos-instituut:
www.trimbos.nl/producten-en-diensten/webwinkel/bestellijsten/inhoud/?lijst=7

**Videos**
Three short films illustrate the key facts about alcohol, cannabis, and cocaine

**White paper on gaming behavior**
The factsheet ‘(Un)healthy gaming behavior of Dutch youth’ describes key facts and figures regarding gaming.

**NET and EA**
The Public Information department provides information and updates from the National Expertise Center for Tobacco and the Expertise Center for Alcohol.

**Colophon**
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Text: Leonie Kamps
Design: Rikkers Infographics
Head of department: Annemarie Pijnappel-Kok, +3130-2959418, akok@trimbos.nl