

## Social Media Use Policy

Draper City engages residents and community stakeholders through a variety of digital outlets, including social media. Communicating with the City through social media enables residents and community stakeholders to contact the City in a direct and meaningful way.

The creation, maintenance, and use of Draper City social media sites is government speech, and while Draper City would never attempt to censor any activity on personal social media pages, any comments, responses, replies, or posts to Draper City's social media pages are subject to the terms and conditions below. Please be aware that when engaging with Draper City over social media, you are agreeing to the following terms and conditions.

### Commenting on a Draper City Social Media Site

Draper City shares information, images and video through external social media websites. Comments to these pages are reviewed and, while comments will not be edited by city personnel, a comment may be removed if it violates the comment policy described here.

- Comments should be related to the posted topic for the city's social media page or post. Draper City social media accounts are not meant for general public comments that do not directly relate to the purpose or topic of the social media website or for service requests.
- General comments that do not relate to a social media post can be made at most city council meetings or emailed to the mayor and city council members.
- Communications for service requests or other assistance may be made to the appropriate city department, through the [Report a Problem](#) page on the city website or by contacting Draper City departments via the [Contact](#) section of the city website.
- Requests for police or fire assistance for life or death emergencies or crimes in progress should be reported by calling 911. Requests for non-emergency assistance should be reported to dispatch at 801-840-4000.
- Social media pages are not monitored 24/7. Comments will be responded to as soon as possible.
- You are subject to the Terms of Service (TOS) of the host site. Information you share with or post to official Draper City social media pages is also subject to the TOS of the host site and may be used by the owners of the host site for their own purposes. For more information, consult the host website's TOS.
- Comments promoting or opposing any person campaigning for election to a political office or for any campaign for ballot initiatives or referendum are prohibited.
- Soliciting, promoting or advertising of a business or commercial transaction is prohibited.
- The use of obscene, threatening or harassing language is prohibited.
- Personal attacks of any kind or comments that promote, foster, perpetuate discrimination against or target or disparage any ethnic, racial, age, or religious group, gender, sexual orientation or disability status are prohibited.

- Comments advocating illegal activity or posting of material that violates copyrights or trademarks of others are prohibited.
- The posting of obscene or sexual content or links to obscene or sexual content is prohibited.
- Comments that offer medical or health information are not permitted.
- This comment policy is subject to amendment or modification at any time without notice. Any changes are effective upon posting to this page.

#### User Created Content

Users may not submit or post content, including photographs and videos, to an official Draper City social media site without permission from a page administrator.

#### Process for Removing Comments

When there may be a violation of the policy standards, an administrator may capture the content to create a record and then remove the content immediately, subject to reinstatement either through internal discussion or through appeal.

#### Appeals

To have a comment restored, the commenter must appeal to the City by sending an email within five (5) business days of removal to the Communications Director. The Communications Director's email can be found in the [Contact](#) section of the city website. A comment will be restored to public view within fourteen (14) business days of receipt of a timely appeal if the comment is determined to comply with the standards above. If the comment has not been restored within fourteen (14) business days of receipt of a timely appeal, the comment will be considered to have violated this policy. To appeal the Communications Director's decision, submit an email within twenty-one (21) business days of removal to the [Assistant City Manager's Office](#).

#### Questions or Concerns

Questions or concerns regarding this social media policy should be sent to [info@draperutah.gov](mailto:info@draperutah.gov).

ATTEST:



Laura Oscarson, CMC, City Recorder




Draper City

  
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David Dobbins, City Manager

Approved as to form:

  
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Mike Barker, City Attorney