



NASHVILLE AREA

# Metropolitan Planning Organization

## WEB 2.0 – USE POLICY

Nashville Area MPO social media channels and blog provide an opportunity for sharing & discussing information about Nashville Area MPO / transportation-relevant programs and activities. Comments/opinions expressed by users of social media channels (facebook, Twitter, YouTube, Flickr, LinkedIn, blog) are theirs alone and do not reflect the opinions of the MPO or its employees. All public comments are reviewed & screened in accordance with the below Nashville Area MPO blog and social media use policy. We encourage members of the public to submit their questions, comments, and concerns, but please note that all MPO social media channels are moderated online discussion sites, not a public forum.

## EXTERNAL USER GUIDELINES

- We do not allow graphic, obscene, explicit, racial or otherwise discriminatory comments or submissions, nor do we allow comments that are abusive, hateful or intended to defame anyone or any organization.
- We do not allow solicitations or advertisements. This includes promotion or endorsement of any financial, commercial or non-governmental agency. Similarly, we do not allow attempts to defame or defraud any financial, commercial or non-governmental agency.
- We do not allow comments that suggest or encourage illegal activity.
- MPO social media channels are not open to comments promoting or opposing any person campaigning for election to a political office or promoting or opposing any ballot proposition.
- All MPO social media / blog authors and public commentators shall be clearly identified. Anonymous blog postings shall not be allowed. Personal responsibility for comments is assumed, (username & any information provided).
- We review all comments and reserve the right to discard messages containing inappropriate content.
- Appearance of external links does not constitute any official endorsement on behalf of the Nashville Area MPO.

Comments will not be edited by Nashville Area MPO or its staff. However, only comments that comply with Nashville Area MPO use policy will be approved for posting. The use of vulgar, offensive, defamatory (personal attacks), threatening or harassing language is prohibited, and comments or user accounts therein are subject to removal.

Public comments on MPO-generated content should be limited to comments related to the posted topic. MPO social media channels are not the proper place to express opinions or beliefs **not directly related** to subjects/areas in which the MPO conducts its business (ex., transportation policies & programs). If comments left on our social media postings are **constructive**, we view those posts as an opportunity to discuss, clear up misunderstandings, or otherwise work through whatever issues the person is having. We encourage comments on content shared via our social media channels, as all viewpoints are welcome, but citizen participation must be constructive. We reserve the right to make editorial decisions regarding submitted comments, including but not limited to removal of comments.

The content of each Nashville Area MPO social media channel are owned by and the sole responsibility of the MPO (producer and user of the channel). Documents and articles submitted to a Nashville Area MPO social media channel or blog shall be moderated by an authorized and trained Web 2.0 moderator (namely, the MPO communications director).

Communications made through e-mail and messaging systems within social media channels will in no way constitute a legal or official notice or comment to the Nashville Area MPO (or any official or employee of Nashville Area MPO) for any purpose. For example, a post, comment, Tweet, or facebook IN-mail that asks the Nashville Area MPO to provide public records will not be considered a public records request until being sent through the proper channels.

Comments on MPO plans & work programs **to be entered into the public record** shall be submitted through traditional means, or the formal transportation planning process. Inquiries specific to a Nashville Area MPO project or program should be submitted directly to the appropriate project manager or multi-modal planner via the MPO staff roster available at <http://NashvilleMPO.org>.

As social media is a fast-evolving means of public interface, this policy statement is subject to amendment or modification at any time to ensure its continued use is consistent with its intended purpose as limited forum. Questions or concerns regarding the Nashville Area MPO blog or presence in various social media channels should be directed to the MPO's Communications Director at [ikard@nashvillempo.org](mailto:ikard@nashvillempo.org).