

## Lucas County Engineer's Office

### Official Social Media Public Comment & Moderation Policy

#### 1. Purpose

The Lucas County Engineer's Office ("Office") maintains official social media accounts to provide timely and accurate information regarding county infrastructure, roadway maintenance, traffic safety, bridge construction, snow and ice operations, road safety education, stormwater projects and outreach and other services within its jurisdiction.

These accounts are designated as **limited public forums** for discussion related to the specific subject matter of each posted item.

This policy establishes viewpoint-neutral standards governing public participation and moderation.

---

#### 2. Scope

This policy applies to all official social media accounts administered by the Lucas County Engineer's Office, including but not limited to:

- Facebook
- Instagram
- YouTube
- Any future social media platforms utilized for official communication

This policy does not apply to personal accounts of employees or elected officials unless such accounts are used to conduct official government business.

---

#### 3. Public Participation Guidelines

The public is encouraged to engage in civil discussion related to the content of posted materials. Comments and interactions shall comply with the following standards.

Content may be subject to moderation if it contains:

1. **True threats** or statements that would reasonably be interpreted as threats of violence or harm
2. Incitement to imminent unlawful conduct
3. Obscenity as defined under applicable law

4. Unlawful harassment or discriminatory statements prohibited by law
5. Personal identifying or confidential information (e.g., Social Security numbers, medical records, private contact information)
6. Commercial solicitations, advertisements, or spam
7. Repetitive or duplicative postings intended to disrupt discussion
8. Malware, fraudulent links, or deceptive content
9. Impersonation of public officials or other individuals
10. Content clearly unrelated to the specific subject matter of the original post

**Criticism of the Office, its policies, projects, employees, or elected officials will not be removed solely because it is negative, critical, or expresses disagreement.**

---

#### **4. Viewpoint Neutrality**

Moderation decisions shall be made in a viewpoint-neutral manner.

The Office will not remove comments, restrict participation, or block users because they:

- Express disagreement with agency policy or projects
- Criticize roadway design or project decisions (including but not limited to roundabouts, road repair, bridge projects, stormwater, ditch petition work and traffic control measures)
- Voice political opinions
- Express dissatisfaction with county services

Moderation shall be based solely on objective violations of this policy.

---

#### **5. Moderation Measures**

The Office reserves the right to take reasonable moderation actions, including:

- Hiding comments
- Removing comments
- Disabling comments on specific posts when necessary to preserve order
- Temporarily restricting users

- Blocking users as a last resort

Blocking a user may occur when:

- The user repeatedly violates this policy after notice;
- The user engages in credible threats; or
- The user engages in sustained, intentional disruption of the forum.

Where practicable, the Office will document:

- The nature of the violation
  - The specific policy provision involved
  - The date and time of moderation action
- 

## **6. Appeals Process**

Individuals who believe their comment was removed or their access restricted in error may submit a written request for review to:

### **Lucas County Engineer's Office**

Attn: Public Information / Social Media Review

Mailing Address: [1049 S McCord Road, Holland, Ohio 43528]

Email Address: [LCEinfo@co.lucas.oh.us]

The Office will review such requests and respond within a reasonable timeframe.

---

## **7. Public Records and Records Retention**

All comments, messages, and interactions on official social media accounts may constitute public records under the Ohio Public Records Act (R.C. 149.43).

The Lucas County Engineer's Office will retain such records in accordance with its approved records retention schedule and applicable Ohio law.

Removal of content from public view does not necessarily eliminate the Office's obligation to retain records.

---

## **8. Disclaimer**

Comments posted by members of the public on Office posts reflect the views of the individual commenter and do not represent the views of the Lucas County Engineer's Office.

The Office reserves the right to amend this policy as necessary to ensure compliance with applicable federal and state law.