

Terms of Use
Social Media Channels (Limited Public Forums)
City of Lakewood
January 2022

I. Terms

- A) **Authorized social media sites:** Uses of electronic communication and social networking authorized by City through which users create online communities to share information, ideas, personal messages and other content such as text, videos, blogs, instant messages, photos and related items.
- B) **Posts:** Information published on the City's authorized social media sites by the City's site administrators.
- C) **Comments:** Information, points of view, links, images and related material posted on the City's social media sites by Users.
- D) **Users:** Members of the public commenting and responding to the City's posts on the City's authorized social media sites.
- E) **Site administrator:** City staff person(s) managing, monitoring and responding to comments on City authorized social media sites.
- F) **City:** The City of Lakewood, its departments, divisions, programs and projects.
- G) **Limited Public Forum:** A limited public forum is a space created by a governmental entity that is made available for the limited purpose of discussion of a given topic. The use of the designated limited public forum may be limited to the time provided, purpose indicated and in conformance with reasonable restrictions upon manner of communication, but access during that time for that purpose may not be restricted according to the viewpoint of a potential speaker.

II. Purpose of City's authorized social media sites. The purpose of the City of Lakewood's authorized social media sites is to provide platforms for the City government to communicate to the City's residents about Lakewood's programs, activities, services, news items, photographs, videos and related items. To meet this specific goal, the City's authorized social media sites are developed and maintained as ***limited public forums***. The length of time during which a forum may be open for responses, the scope of the topic upon which responses may be made, and the manner of the responses will be limited in conformance with the Terms of Use set forth herein. The City reserves the right to turn off the commenting function within the parameters of the platform on which the comments have been made at the conclusion of any established timeframe or in accordance with the Terms of Use set forth herein.

III. Acceptance of the Terms of Use. The following Terms of Use apply to all authorized social media sites for the City. The City reserves the right to revise, change, modify or remove portions of or all of these Terms of Use with

or without prior notice to users. Any updates or changes to the Terms of Use shall be posted at Lakewood.org/SocialMedia and when possible on the City's authorized social media sites with the date of the most current version. Use of any of the City's social media sites (e.g., posting comments, liking posts, liking pages, viewing content, etc.) will be deemed acceptance of the City's Terms of Use. Any user who disagrees with any part of these Terms of Use should immediately exit the City's authorized social media site and contact the site administrator for further clarification. Continuing to use the site will be deemed agreement to the site's Terms of Use.

Friending, following or responses between the City's authorized social media site and a user does not indicate endorsement of that person's actions or comments. Comments posted by individuals on the City's social media site other than the City's site administrator(s) are not the opinions or viewpoints of the City, and the City does not endorse any third-party comments.

- IV. **Rules for commenting.** The City seeks to maintain an environment on its authorized social media sites that is topic relevant, courteous, respectful and appropriate for all ages. The City allows comments on many, but not all, of its posts. Comments supporting or advertising any business or organization unaffiliated with the City will be removed. Comments must also be in conformance with all applicable campaign and political finance laws and regulations.

The Lakewood site administrators reserve the right to remove, hide or block any comments in violation of the following general rules, irrespective of viewpoint of the comment:

1. Contains content that is unrelated to the topic of the specific post, including random or unintelligible comments.
2. Contains content involving scam solicitations or comments from bots or other automatic software programs.
3. Contains disinformation or misinformation.
4. Contains profane, obscene, sexual or violent language, content or links to such content.
5. Contains threats to any person or organization.
6. Contains content that degrades, abuses, harasses, stalks or attacks personally, or that violates the legal rights of another or another organization.
7. Contains racist language or targets another individual based upon their status as part of a protected class, including race, color, religion, gender, age, national origin, citizenship status, disability, genetic information, veteran status, sexual orientation or gender identity/expression.
8. Communicates private personal information (whether the user's or someone else's), including home address, home phone or cellphone number, personal email address or other personal identifying information.

9. Solicits for, promotes or advertises a business or product, including spam, or proposes a commercial transaction.
 10. Supports or opposes political campaigns or candidates for elective office or ballot propositions or religious advocacy or commentary.
 11. Duplicate comments by the same user will be removed.
 12. An excessive number of comments from a single user will be reviewed to determine that such number of comments is not intended to intimidate the participation/response of others.
 13. Encourages, solicits or incites illegal activity, including speech integral to illegal activity, or contains any content or language that constitutes an element of any crime.
 14. Includes conduct in violation of any federal, state or local laws.
 15. Contains information that could compromise the safety or security of the public or public systems.
 16. Contains content that violates a legal ownership interest (e.g., patent, trademark, copyright, trade secret) of the City or any other party.
 17. Contains confidential or proprietary information.
 18. Contains information that could interfere, inhibit or compromise current investigations, law enforcement tactics or the safety of public safety department staff and officers.
- V. **Photographs, Images, and Videos.** Site administrators may share or repost photos, drawings, cartoons, memes, videos and GIFs from user comments. Site administrators will attempt to give photo credit to other users when possible. Reuse of shared media is anticipated for any media shared by sponsors of City events, programs or services.
- VI. **Third Party Terms and Control.** The City neither owns nor controls the third-party platforms that host its authorized social media sites. Those platform providers have their own separate policies, terms of use and standards that govern use on these social media sites in addition to Lakewood's Terms of Use. The City cannot control the removal of comments under the third-party terms and control.
- VII. **Disclaimer.** All information provided by the City on its authorized social media sites is on an "as-is" basis. If users need an official source of information about the City, they should contact the relevant City department, with contact information available at Lakewood.org. The City disclaims any liability for advertisements, videos, promoted content or comments accessible from any external users. Any inclusion of external content or comments on the City's authorized social media sites does not imply endorsement of, or agreement by the City, nor do such comments reflect the opinions or policies of the City. All comments on the City's authorized social media sites by the public are the opinion of that user only. Users participate at their own risk, taking personal responsibility for their comments, usernames and any information placed on the authorized social media site by such user. The

City's authorized social media is monitored by the communications staff and department staff serving as site administrators for City's authorized social media sites, and they will respond to messages as soon as possible. The City's authorized social media sites are not continuously monitored so please allow up to three business days for a response. For faster response please utilize the City's online customer service hub found on the City of Lakewood's homepage available at Lakewood.org. For emergencies, please call the Lakewood Police Department at 911.

- VIII. **User Privacy.** Users shall have no right to privacy on the City's social media sites. Any comments submitted to the City's social media sites are public records subject to the City's record retention schedule and disclosure, as are their lists of fans (i.e., the individuals who "like" or otherwise show support of a user's comment). Comments are also subject to public disclosure under the Colorado Open Records Act. This includes articles, links to other websites and any other content posted or submitted for posting, including user's name.
- IX. **License to Reuse Comments.** By commenting on a City social media site, users are granting the City and its affiliates, officers, employees, consultants, and representatives a worldwide, irrevocable, non-exclusive, royalty-free license to use, adapt, copy, distribute, transmit, publicly display, translate and reformat user comments in any existing or future media. Users additionally understand that by posting anything to a City controlled social media site the user is granting permission to the City to republish such post or to otherwise disclose names or usernames in connection with a user's comment.
- X. **Public Records.** Public record requests may not be made on the City's social media sites. Such requests may be made [online at the webpage of the City Clerk's Office](#).
- XI. **Emergencies.** Do not report emergencies or ask for emergency assistance on this or any other City social media site. Such reports or requests for assistance may not be seen for up to three days following such posting. For emergencies, call 911, or for nonemergency needs, contact the Lakewood Police Department at 303-987-7111.