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"The City of Harrison is an Equal Opportunity Employer and Provider"

City of Harrison Social Media Comment Policy

Adopted by Administrative Directive – Effective January 1, 2025

1. Purpose

The City of Harrison ("City") maintains official social media pages to inform the public of City services, news, initiatives, programs, and events. These platforms are intended to enhance transparency and facilitate public access to information, not to serve as open public forums for debate or discussion on every topic.

This Comment Policy establishes the rules for public interaction on the City's social media accounts and outlines circumstances under which the City may moderate, hide, or remove comments to preserve the integrity of its online communications.

2. Scope

This policy applies to all official City of Harrison-operated social media accounts, including but not limited to Facebook, Instagram, YouTube, and other platforms approved for municipal communication. This includes all accounts created and maintained by City departments, boards, commissions, or events, such as the Harrison Fire Department, Downtown Development Authority (DDA), or City-sponsored community initiatives. It governs public interaction on posts made by the City and any comments submitted in response.

3. Forum Classification

The City's social media pages are limited public forums, consistent with relevant case law (see *Davison v. Randall*, 912 F.3d 666 (4th Cir. 2019)). Public comments are permitted only to the extent they relate to the topic of the post and comply with the moderation standards described herein.

4. Moderation Standards

The City reserves the right to hide, delete, or otherwise moderate any comment, tag, reply, or post that:

- A. Contains obscenity, pornography, or sexually explicit content
- B. Incites violence or promotes illegal activity
- C. Includes true threats or targeted harassment
- D. Promotes discrimination or hate speech against any protected class under federal or Michigan law (e.g., race, color, religion, sex, national origin, age, disability)
- E. Contains defamatory or libelous material
- F. Is spam, including repetitive or irrelevant comments
- G. Includes commercial advertisements or promotions unrelated to the City
- H. Shares personal identifying information (e.g., home addresses, phone numbers, Social Security numbers)
- I. Violates copyright or trademark laws
- J. Is off-topic or unrelated to the specific content posted by the City
- K. Is made by an automated bot or fake account
- L. Disrupts the intended informational purpose of the page or the comment thread

Comments that violate these standards may be hidden without notice. Repeated or severe violations may result in the user being blocked or banned, where supported by platform rules and in compliance with applicable law.

5. Public Records Disclaimer

All content posted on official City social media accounts, including user comments and messages, may constitute a public record under the Michigan Freedom of Information Act (FOIA) and may be subject to disclosure and archiving requirements.

The City is not responsible for the content of public comments and does not endorse any opinions expressed by outside users.

6. Complaint Procedure

Users who believe their comment was hidden or removed in violation of this policy may submit a written request for review to the City Manager at:

City Manager – City of Harrison

2105 Sullivan Drive, Harrison, MI 48625

manager@cityofharrison-mi.gov | 989.544.9491

Include a screenshot or copy of the original comment, the post it was made on, and an explanation of your concern. The City will review moderation decisions for compliance with this policy but will not respond to complaints unrelated to the content of the moderated post.

7. Policy Visibility

This policy shall be made available on the City's website and linked in the "About" section or page description of all official social media accounts where feasible. The City may also pin a summary or notice of this policy on its social media pages for public awareness.

8. Platform Rules

This policy operates in conjunction with the terms of service and community guidelines of each social media platform. Users are also subject to those rules and may be moderated or reported accordingly.

9. Policy Updates

This policy may be amended at the discretion of the City Manager to ensure continued legal compliance and responsiveness to changing technology or platform practices.