

Chattanooga-Hamilton County Regional Planning Agency

Web Use Policy

In order to promote participation and engagement with the Chattanooga-Hamilton County Regional Planning Agency (RPA), members of the general public will be able to engage through various forms of social media. Social media channels provide RPA an opportunity for sharing and discussing information about agency projects and services and receiving feedback from the public. Comments and opinions expressed by users of social media channels (Facebook, Twitter, YouTube, SlideShare) are theirs alone and do not reflect the opinions of the RPA or its employees. We encourage members of the public to submit their questions, comments, and concerns. Please note that all public comments are reviewed and screened in accordance with the below RPA social media use policy.

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 any individual 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.
- RPA 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 RPA social media authors and public commentators shall be clearly identified. Personal responsibility for comments is assumed (username and 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 Chattanooga-Hamilton County RPA.
- Comments will not be edited by the RPA or its staff. However, only comments that comply with RPA 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.
- The content of each Chattanooga-Hamilton County RPA social media channel are owned by and the sole responsibility of the RPA (producer and user of the channel). Documents and articles submitted to an RPA social media channel shall be moderated by an authorized and trained Web 2.0 moderator.
- Public comments on RPA-generated content should be limited to comments related to the posted topic. RPA social media channels are not the proper place to express opinions or beliefs not directly related to subjects/areas in which the RPA conducts its business (ex., land use and transportation policies & programs).
- RPA social media channels are not intended as forums to discuss zoning cases, as these comments should be entered into the public record through the traditional means (see next paragraph).

- General information on transportation and land development planning or specific information of the Chattanooga-Hamilton County Planning Commission can be obtained via the RPA@chattanooga.gov email and specific information associated with the Chattanooga-Hamilton County/North Georgia Transportation Planning Organization may be obtained via the TPO@chattanooga.gov. However, if one would like to make an official comment on materials of either items for action of the Planning Commission or Transportation Planning Organization he/she should visit the Public Meetings/Announcements on the Regional Planning Agency's website at www.chcrpa.org or call the main office at 423.757.5216.
- Communications made through e-mail and messaging systems within social media channels will in no way constitute a legal or official notice to the RPA/TPO (or any official or employee of the RPA) for any purpose. For example, a post, comment, Tweet, or facebook message that asks the RPA to provide public records will not be considered a public records request until being sent through the proper channels.
- 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.
- 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 forum. Questions or concerns regarding the Chattanooga-Hamilton County RPA's presence in various social media channels should be directed to rpa@chattanooga.gov.