

Appendix A:

Social Media Comment Policy

The purpose of this account is to enable SF311 to post information concerning issues of importance to residents of San Francisco, and to enable members of the public to comment on these posts. SF311's intent is to create a limited forum devoted exclusively to our postings and comments from members of the public relevant to the subject matter of the post to which they are responding. SF311 reserves the right to delete own posts, which will result in the deletion of all replies and reactions to my post.

SF311 seeks to maintain an environment that is civil and respectful. SF311 does not intend to block any users from this account. Nevertheless, SF311 reserves the right to remove comments only to the extent that they:

- Are unrelated to the subject of the post
- Are threatening, abusive, harassing, defamatory, profane, obscene, or indecent
- Contain hate speech or discriminate against another person because of the person's race, religious creed, disability, sex, gender, age, or any other protected basis
- Contain demonstrably false statements of fact that are defamatory or fraudulent
- Support or oppose candidates for elective office or ballot measures
- Contain content that violates a legal ownership interest of any party, such as trademarked or copyrighted material
- Communicate private personal information (whether the commenter's or someone else's, including home address, home or cell phone number, personal e-mail address, or personal identification numbers)
- Duplicate posts by the same commenter
- Are likely to incite imminent lawless action
- Constitute criminal threats or constitute an element of any crime

SF311 is not responsible for, and neither endorse nor oppose, comments placed on this site by visitors to this site. Any comments submitted to these pages are public records subject to disclosure.