

Irving Police Department

Social Media Policy

Social Media Sites:

- facebook.com/IrvingPD
- twitter.com/irvingpd
- youtube.com/user/irvingpolice
- Instagram: IrvingPoliceDepartment
- NextDoor: IrvingPoliceDepartment

Social Media Sites are third-party websites that allow for the creation of content and may allow dialogue around a specific issue or area of interest. These have been established to communicate with or gather feedback from residents and other interested parties on department-specific issues.

All Social Media Sites are not monitored for calls for police service. For emergencies, please call 911; for non-emergencies, please call (972) 273-1010.

Purpose:

The Irving Police Department's Social Media Sites shall be used for the purpose of disseminating pertinent information regarding crime prevention information and/or videos, surveillance footage, crime trends, major or minor accidents/incidents, significant arrests, media releases, department accomplishments, events, photographs, videos, etc.

Rules and Regulations:

- A. All content and comments posted to the sites are subject to public disclosure laws.
- B. Moderation of Public Comments:
 - a. Posted comments do not necessarily reflect the views or position of the City. We have the right to conceal any public comments posted on an "open forum" by the public if the comments:
 1. Clearly violate the site's terms of service;
 2. Contain information about City business or operations that is confidential and nonpublic;
 3. Would reasonably be considered pornographic, obscene or defamatory in nature;
 4. Directly promote or advocate violence or the threat of violence;
 5. Are solicitations of commerce or promotion of private business enterprises;
 6. Contain or link to inappropriate sexual content;
 7. Encourage or promote illegal activity;
 8. Include information that may compromise the safety or security of the public or public systems;
 9. Contain profane language or language that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, mental status, status with regard to public assistance, physical or mental disability, sexual identification or orientation, or national origin;
 10. Appear to violate the legal ownership interest of any other party;
 11. Are posted in a harassing or spamming manner;
 12. Are malicious, defamatory, obscene, intimidating, discriminatory, harassing or threatening comments or hate propaganda

13. Are intended to induce an angry response
 14. Contain personal attacks (hostile, derogatory or deliberately insulting comments toward a specific individual or group).
- C. Blocking of individuals:
- a. The Irving Police Department reserves the right to block any individual for any reason

Our social media channels are not the appropriate place to resolve issues, complaints or suggestions about service experiences. This does not mean we do not want to hear about such issues, but these types of concerns are best handled by our Professional Standards Unit: <http://cityofirving.org/901/Professional-Standards-Unit>

Office of Media Affairs Contact Information:

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