

Social Media Comment Policy

The Ohio Department of Transportation (ODOT) uses social media to provide an open source for two-way communication and welcomes comments, questions and ideas from all sides of the issues. While our ultimate goal is to foster engaging, productive conversations, we also expect individuals to maintain an acceptable degree of civility.

We understand that social media is a 24/7 medium; however, we cannot monitor, post or respond to comments 24/7, but will respond as quickly as possible. Generally, we will post or respond to comments from 7 a.m. to 7 p.m., Monday through Friday.

ODOT monitors all comments and reserves the right to immediately delete any comment we deem inappropriate. Repeated violations of the department's comment policy may cause the author to be blocked from the social media site.

A comment may be deleted if it contains the following:

- Hate speech including but not limited to comments that promote, foster, or perpetuate discrimination on the basis of race, creed, color, age, religion, gender, marital status, genetics, status with regard to public assistance, national origin, physical or intellectual disability or sexual orientation
- Profanity, obscenity or vulgarity including creative spellings of swear words using asterisks or other symbols
- Sexual content or links to sexual content
- Personal attacks or defamation to a person or group of people
- Comments that promote or advertise a person or a business or commercial transaction
- Comments that promote or oppose any person campaigning for election to a political office or that promote or oppose any ballot measure
- Comments that infringe on copyrights
- Spam comments, such as the same comment posted repeatedly
- Any other comments that the department's social media team deems inappropriate

ODOT disclaims any liability for any loss or damage resulting from any reliance on such information. Anyone who posts comments participates at their own risk, taking personal responsibility for their comments, username and any information provided.

Comments posted to ODOT social media sites represent the opinions of the individuals providing the comment and not the views, positions, or policies of ODOT.

All comments made on ODOT's social media sites are considered public records and are bound by state and federal laws and the Ohio Open Records Act.

Communications made through social media sites will in no way constitute a legal or official notice or comment to the Ohio Department of Transportation or any official or employee of the state of Ohio for any purpose. For official inquiries or correspondence or in case of an emergency, visit our website or call us at 614-644-8640.

This comment policy is subject to modification at any time. Thank you for taking the time to read our comment policy. We hope you'll check back with us often for news and information.