

# IDAHO STATE POLICE PROCEDURE

## 02.05 MEDIA RELATIONS AND DIGITAL OUTREACH

### A. General

As an executive department of the state government with the powers assigned to it pursuant to [Idaho Code §67-2901](#), the Idaho State Police (ISP) adheres to the public's right to an accounting of its activities and practices while simultaneously performing the tasks assigned to it by law and expected of it by the public. ISP recognizes that the media, whether as a news outlet, cutting-edge digital platform, or a social online platform, is a significant source for the public to receive information. ISP collaborates with the media and web-based platforms to provide information to the public. When disseminating information, ISP is bound to comply with federal and state laws, which largely concern maintaining the integrity of personal privacy, agency operations and investigations, and the administration of justice. ISP strives to provide information to the public that is timely, accurate, and within the confines of the law.

Digital content and social media are powerful tools for law enforcement to engage with communities, promptly disseminate information, collect intelligence, promote public safety, and share the stories of those within their agencies. This procedure aims to provide guidelines for ISP personnel to maintain professionalism, uphold legal and ethical standards, and maximize the benefits of social media and digital communication while minimizing potential or eliminating risks. ISP utilizes digital content and social media platforms to further our mission: to serve and protect the lives, property, and constitutional rights of the people of Idaho.

1. This procedure is intended to balance public information sharing, community outreach, and safety education with releasing digital content that may unduly interfere with an investigation, negatively impact agency operations, or constitute an unwarranted invasion of personal privacy.
2. Digital assets posted to social media, distributed in News Releases, or added with other forms of public communication increase engagement and raise awareness of ISP services related to education or safety concerns.
3. Any digital asset created by ISP personnel on agency time, regardless of the device used, is the official property of the agency, not the creator.
4. All digital assets created by ISP personnel should be considered evidence in criminal investigations and/or civil litigation. There are exceptions which include ISP Procedure [08.09 Social Media for Undercover Investigations](#).

### B. Definitions

The definitions designed below are for the purpose and use of ISP in relation to the Public Affairs Office (PAO).

## IDAHO STATE POLICE PROCEDURE

1. “Author” is anyone designated to create and communicate digital content on behalf of ISP via social media platforms.
2. “Account” or “Web Page” is a single location on the Internet, with a unique URL, where content is displayed and managed.
3. “Digital Assets” are digitally stored content, including images, photos (still images), videos, text files, spreadsheets, etc., accessed interactively.
4. “Digital Content” or “Content” is any media an organization uses to engage with visitors, customers, or users on any platform, application, or online distribution system.
5. “Comments” are responses, replies, observations, or opinions made on a social media platform in response to posted content.
6. “Credit” or “Photo Credit” is a note acknowledging the source of published digital assets.
  - a. Content created outside ISP is owned exclusively and copywritten by its author, who must give verbal or written permission to use the item for a specifically stated purpose,
  - b. Photos taken by other government, law enforcement, or partner agencies and organizations should be credited,
  - c. Use “Photo/Video courtesy of [photographer/organization name],” or tag the source (@XXX) on social media,
    - a. May be embedded in the digital asset or in the accompanying text,
  - d. Not all ISP assets need photo credits, and
  - e. Crediting ISP personnel is not required.
7. “Media” for purposes of this procedure, can consist of official news media, whether local or national, web-based media platforms, entertainment-based production media, professional news media representatives, broadcasters, or journalists, who are collecting information to publish or sell, as well as citizen-based representatives or individuals who are simply seeking information from ISP. If any of the above seek public records, direct the individual to the formal public records requests per [02.06 Public Records Requests](#).
8. “Personal Social Media” are accounts owned and maintained by individuals for personal use, separate from their official capacity.
9. “Post” is published content or messages on social media platforms and might include a digital asset.
10. The “Public Affairs Office” (PAO) is comprised of the Communications Director, the Headquarters Public Information Officer (HQ PIO), and any other ISP staff as defined. The Communications Director is the primary ISP media spokesperson,

## IDAHO STATE POLICE PROCEDURE

handles emergency/crisis communications, and oversees the PAO. The Communications Director also establishes internal and external public information standards, media goals and priorities, long-term planning, and reviews procedures for releasing information. The Headquarters PIO works with the Communications Director to promote ISP and assists with agency emergency/crisis communication, social media, News Releases, media communications from Headquarters, and oversees outreach projects. The PAO can assist all agency personnel with media and internal or external communications issues.

11. “Social Media” is an internet-based form of interactive communication that allows users to create, share, and/or exchange information, ideas, and content in virtual networks and communities using digital technology. In 2024, around 5 billion people are using social media worldwide.
12. “Social Media Platform” is a communications channel for disseminating information over the internet. These platforms enable users to create, share, and interact with digital content and re-publish information posted by others.
13. “Social Networking” is the interaction between users and organizations, communicating, sharing information, and forming relationships. In this context, the action could occur online through social networks, websites, and applications.
14. “Speech” is the expression or communication of thoughts or opinions in spoken word, writing, or by expressive conduct, symbolism, photographs, videos, or related forms of communication.
15. “Watermark” is an image, overlay, or text placed over a digital asset to protect and claim ownership. Typically, it is a transparent logo or the creator’s name/company.
  - a. Watermarks are not required on ISP digital assets. Assets with marked vehicles, uniformed personnel, identifiable buildings, or when clearly identified logoed attire is worn are acceptable;
  - b. Watermarks should be used on all software-created graphics or if a viewer might not recognize that an asset came from ISP; and
  - c. Watermarks are not necessary on digital assets if they hinder the broader distribution through media or the public.
16. “Website” is a collection of web pages in which information is linked under a domain address.

### C. ISP Departments Responsible for Promoting, Assisting and Publishing News Media and Web-Based Communications

The PAO and the Regional Communication Center (RCC) perform many duties relevant to this procedure. Notably, both publish News Releases and provide the

## IDAHO STATE POLICE PROCEDURE

public with incident notifications on web-based platforms. ISP troopers generally write News Releases to communicate pertinent and publicly approved incident details. These are forwarded to RCC for publishing.

### D. Media Release Procedures

1. The ISP Director is the official spokesperson of the ISP. The Communications Director is approved to speak on the Director's behalf.
2. ISP Captains in each respective ISP District are the de-facto District Public Information Officers (PIO) unless otherwise assigned to a designee.
3. The Director recognizes the need to provide timely and accurate information to the public. Therefore, ISP employees are permitted to give media statements as long as the content is within that person's immediate area of expertise and pre-approved through their chain of command.
4. The PAO should be notified of media interviews with information about the incident, the nature of the interview, and any potential concerns as soon as possible.
5. Aside from assistance with News Releases, contacting the PAO before media interviews is the best practice to ensure consistent messaging when providing a written or oral statement.
6. All information inquiries regarding ongoing criminal investigations shall be coordinated through the lead Detective, Detective Sergeant or Lieutenant, and the PAO.
7. The overriding consideration governing the release of information is whether an ongoing investigation will be compromised and to ensure the release will not interfere with the administration of justice. No information that would jeopardize an ongoing investigation or interfere with the administration of justice shall be released.
8. No information shall be released concerning the extent of personnel strength, operational tactics and techniques, or agency strategies that would impact troopers, agency, or community safety. Refer media inquiries to the PAO.
9. A professional and courteous demeanor is expected during every ISP interaction with the media.
10. No initial release of information by ISP shall be outside official channels (i.e., through personal email or social media accounts) but may be reposted.

## IDAHO STATE POLICE PROCEDURE

11. All information will be provided in compliance with state and federal disclosure laws.
12. ISP employees must prioritize risk mitigation in every situation to reduce danger to themselves, the public, and the media.
13. All media should be referred to the PAO during a major incident or unusual occurrence.
14. All national media or entertainment production companies should be referred to the PAO.
15. Local media is encouraged to first contact the District PIO for in-progress incidents, updates, and potential news stories. The PAO is also available for media via the ISP media line at (208) 884-7122 or [isppio@isp.idaho.gov](mailto:isppio@isp.idaho.gov).
16. It is acknowledged that protected concerted activities and statements are allowed under the Public Employees Relations Act.

### E. Web-Based Public Information

1. ISP uses social media (Twitter, Facebook, LinkedIn, and/or Instagram) to notify the public of emerging incidents likely to have a significant impact on their well-being or safety (i.e., vehicle crashes, weather, or hazardous road conditions) per [02.17 Agency Outreach Use of Social Media](#).
  - a. Incidents involving weather, traffic, roadways, or substantial delays
    - i. Notification made through the impacted District account
    - ii. Location
    - iii. Cause of the incident
    - iv. Traffic impact
    - v. Roadway closure and estimated reopening
    - vi. Potential public safety threat and mitigation steps
  - b. Collisions
    - vii. Notification made through the affected District account
    - viii. Age, gender, and hometowns of involved individuals
    - ix. Basic collision overview
    - x. Generic medical status (i.e., fatal, critical, serious, minor, or non-life threatening)
    - xi. General description of involved vehicles
    - xii. Arrest(s) or citations issued, if any
2. ISP uses News Releases to communicate an incident's pertinent and approved details with the public.
  - a. Troopers responsible for an incident will create and approve releases for distribution by RCC personnel.

## IDAHO STATE POLICE PROCEDURE

- b. RCC personnel are issued News Release authorship rights and access to the [News Release Listserv](#).
- c. News Releases utilize the template found in the RCC Media Release Standard Operating Procedure.
- d. In complex cases, or if there are wording questions, the trooper or dispatcher should contact the PAO for assistance.
- e. The following information may be released:
  - i. Date, time, and location of the incident;
  - ii. Age, gender, and hometowns of involved individuals;
  - iii. Type or nature of the incident or crime;
  - iv. General incident overview;
  - v. Arrest(s) and criminal charge(s), if any;
  - vi. Location of arrestee detention;
  - vii. Generic medical status (i.e., fatal, critical, serious, minor, or non-life threatening);
  - viii. Damages that occurred;
  - ix. General description of involved vehicles and contraband seized;
  - x. Routine details of the investigation;
  - xi. Assisting law enforcement agencies;
  - xii. A public request for assistance locating evidence, victims, witnesses, or suspect.

*Note: A suspect's identity will not be released before their initial court arraignment - when information is publicly available through [iCourt](#). In rare cases, suspect identity may be released if such information aids in their apprehension (after investigative efforts are exhausted) or to warn the public of imminent danger.*

3. In the event of an incident involving an ISP employee, the News Release will:
  - a. Be composed by the District Captain with input from the PAO,
  - b. Include only information customarily released,
  - c. Email to [DL ISP All](#), and
  - d. RCC may not distribute any further incident details - even to ISP employees.
4. Initial release of in-progress crime or traffic incidents should be posted to dedicated District or Headquarters social media accounts with other accounts sharing information.
5. Appropriate content:
  - a. Agency News Releases and announcements,
  - b. Real-time in-progress crime or traffic incidents that directly affect public safety,
  - c. Road and weather conditions,
  - d. Crime prevention topics and techniques,
  - e. Requests for tips when needed by investigators,
  - f. AMBER Alert, Endangered/Missing Persons Alert,

## IDAHO STATE POLICE PROCEDURE

- g. Recruitment materials,
  - h. Agency history and traditions,
  - i. Support of partnerships - law enforcement and community,
  - j. ISP personnel accomplishments, and
  - k. Invitations to participate in community events that support ISP's mission.
6. Prohibited content.
- a. Anything that may:
    - i. jeopardize officer and public safety;
    - ii. compromise ongoing criminal investigations or police operations;
    - iii. compromises the safety, security, privacy, or individual rights of victims, witnesses, and suspects;
    - iv. reveals personal information about an officer or their family without express permission;
    - v. is abusive, discriminatory, inflammatory, or sexual in nature; or
    - vi. disparages a group or individual.
  - b. Do not release:
    - i. arrestee name before initial arraignment;
    - ii. identity of a victim or witness;
    - iii. any information constituting an unwarranted invasion of personal privacy;
    - iv. identity of deceased. The county coroner is responsible for identifying the deceased and establishing the cause and manner of death. ISP may name the deceased after the coroner's public release or if ISP is requested to do so on behalf of the coroner's office;
    - v. specific injuries of any individual;
    - vi. details that interfere with the investigation or suspect apprehension;
    - vii. disclosure of the existence or identity of a confidential source;
    - viii. identity of any juvenile. Interested parties may contact the appropriate court of jurisdiction;
    - ix. results of any investigative procedure (i.e., lineups, polygraphs, fingerprint comparison, ballistics tests, etc.);
    - x. evidentiary information that could adversely affect criminal or civil proceedings, including the existence of a confession;
    - xi. information that endangers the life or physical safety of a member of the public, media, or law enforcement;
    - xii. identity of a reporting party maintained by any law enforcement entity or the Department of Health and Welfare that relates to the investigation of child abuse, child neglect, or abandonment;
    - xiii. employee names, except when:
      - a. involved in a criminal incident as a suspect while carrying out official duties (i.e., trooper-involved shooting). The name will be released if criminal charges are filed or when a declination letter has been issued.
      - b. good news or community relations stories, in coordination with the District PIO or PAO.

# IDAHO STATE POLICE PROCEDURE

## F. Agency-Sanctioned Social Media Presence

### 1. Strategy

- a. All ISP personnel are encouraged to contribute content that reflects positive and proactive community outreach. Suggested content should go through their Bureau/District/Programs or the PAO for consideration and distribution.
- b. To efficiently use resources and maximize outreach, the following platforms are approved:
  - i. *Facebook* - One (1) agency account maintained by the PAO,
  - ii. *Instagram* - One (1) agency account maintained by the PAO,
  - iii. *LinkedIn* - One (1) agency account maintained by the PAO,
  - iv. *X ("Twitter")* - One (1) Headquarters, five (5) District, and approved Bureau/Divisions/Program accounts maintained by a designee(s) in those areas, and
  - v. *YouTube* - One (1) agency account maintained by the PAO.
- c. Accounts must be actively used and clearly identified as owned by ISP.
- d. There is a public interest in keeping official agency accounts updated and relevant. The PAO will assess accounts not used in (2) months to determine if they should be continued.
- e. Any account administered by ISP personnel that can be reasonably viewed as an official ISP account and has not been officially approved must be terminated.
- f. Social media "likes" may be viewed as endorsing a statement or viewpoint. Careful consideration should be taken when liking a post or following an account.

### 2. Establishing Social Media Accounts

- a. Before activating a new social media account, the ISP Director or PAO must approve any new account representing the agency.
- b. Requests for new accounts must come from the Bureau/District/Program supervisor.
- c. New accounts will be created as follows:
  - i. Working with IT, the PAO will create a dedicated ISP email,
  - ii. The PAO will create the account using a unique password,
  - iii. The PAO will maintain an updated record of all account information and credentials, and
  - iv. Any substantial account changes will be communicated to those affected.
- d. When possible, pages will display or link to a social media Terms of Use.
- e. Bureau/Divisions/Program accounts will reflect the following:
  - i. Profile picture:
    - a. Bureau/District/Programs will use ISP or approved program logo,
    - b. LEL will use the ISP logo or trooper in uniform, and
    - c. The PAO must approve exceptions.



## IDAHO STATE POLICE PROCEDURE

- ii. Profile biography must clearly indicate an official ISP account and link to the ISP website, and
  - iii. The PAO has final approval for all design and content aspects of accounts to align with agency branding standards.
3. Agency Usage
- a. All content on authorized pages sites is official government communication.
  - b. Personnel authorized to manage, administer, and post, agree to take full responsibility for understanding and adhering to relevant policies and procedures and will be aware of the following concerns:
    - i. Legal;
    - ii. Privacy;
    - iii. Civil rights;
    - iv. Dissemination and retention for public records requests;
    - v. Appropriate and inappropriate content.
  - c. Personnel authorized to manage, administer, and post will recognize they speak on behalf of the agency and will:
    - i. Always conduct themselves professionally;
    - ii. Identify themselves as a member of the agency;
    - iii. Use only agency-issued devices to post to official sites;
    - iv. Observe and abide by all copyright, trademark, and service mark restrictions.

### G. Public Messaging

- 1. Initial release of in-progress crime or traffic incidents will be posted to dedicated District or Headquarters social media accounts with other accounts sharing information.
- 2. Commercial advertising or promotion
  - a. Does not include mentioning private businesses supporting law enforcement endeavors, partnerships benefitting programs or community service events, or stakeholders promoting public safety campaigns.
  - b. ISP official content should not
    - i. Be for personal use or conduct private business;
    - ii. Promote political messaging, party affiliation, campaigning, or initiative promotion;
    - iii. Reveal “inside information” or any internal communications, such as internal, sensitive, proprietary, or classified information;
    - iv. Compromise the reputation or damage the effective performance of ISP’s mission or operation.
- 3. When permitted by the platform, ISP will not allow the public to post videos, links, photos, etc. directly to our social media posts.

## IDAHO STATE POLICE PROCEDURE

4. Protected public comments may not be deleted from official ISP accounts can be defined as:
  - a. Differing viewpoints,
  - b. Hate speech - Speech that demeans based on race, ethnicity, gender, religion, age, disability, or similar grounds,
  - c. Fighting words - Words that tend to incite an immediate breach of the peace,
  - d. Incitement - Speech intended and likely to induce imminent crime,
  - e. Criticizing public officials by name - Both informed and responsible criticism and speech that is foolish and without moderation,
  - f. Profanity - The social media platform filters should be used.
5. Unprotected public comments may be deleted from ISP official accounts can be defined as:
  - a. Obscenity - The social media platform filters should be used;
  - b. Clear defamation - Must be false, asserted as fact, and cause damage;
  - c. Actual threats - A communicated intent (not just desire) to inflict harm or loss on another;
  - d. Illegal activities - Committing or attempting to commit a crime or encouraging others to do so;
  - e. Promoting illegal discrimination;
  - f. Spam and malware links - Criticism must be clearly aimed at the original topic;
  - g. Copywritten works;
  - h. Solicitation of any services.
6. Violations of procedures may result in revocation of access and/or other discipline.

### H. Retention of Records

1. Social media content is official government communications governed by ISP Procedure [02.07 Records Management](#) and subject to the provisions of the [Idaho Public Records Act](#).
  - a. All content must adhere to applicable laws, regulations, procedures, and records management policies,
  - b. The PAO will monitor content on all authorized agency accounts, and
  - c. Content will be retained using ArchiveSocial for disclosure purposes.

### I. Comparable Information

Social media accounts are not the sole venue for conducting official ISP business or releasing public information. The ISP website will take steps to provide comparable information and services to the public, who should not be required to join a third-party social media platform to get information within ISP's control.

### J. Use of ISP-Issued Electronic Devices or Personal Devices While On or Off-Duty

## IDAHO STATE POLICE PROCEDURE

1. There is no expectation of privacy for information created, stored, or transmitted using taxpayer-provided resources, either on or off-duty.
2. Using a personal device for work may subject your device to search or discovery in litigation concerning employment or job duties.

### K. Gathering Digital Assets - Photos and Video

1. Large public settings do not require express permission to take and post pictures.
2. Generally, permission is needed to post a picture *highlighting* someone.
  - a. In a public setting, permission may be verbal,
  - b. Written permission is preferable,
  - c. When a child is the subject of a photo, express permission is required from their guardian or parent, unless taken in a public space, and
  - d. When at a school or daycare, confirm that students have a signed photo release with the school/daycare. If pictures are taken/provided by school staff, confirm they are approved for release.
3. Announce your intention to take a picture for online posting and allow anyone objecting to remove themselves.
4. Photos taken during enforcement operations intended for public release shall not identify individuals, locations, or vehicles.

### L. Releasing Digital Assets

1. Most law enforcement calls involve trauma. ISP employees will treat everyone involved with dignity and respect by protecting the identity of suspects, victims, and witnesses.
2. A supervisor or the PAO should approve digital assets intended for public release.
3. Digital content posted to social media must be created for the purpose of community outreach, public notification, and safety education.
4. Public safety, trooper safety, and the investigation are priorities at an incident. Digital assets are useful tools to inform and educate the public when appropriate.
5. In general, any digital assets intended for public release should be taken from outside the crime scene, where members of the public are allowed access. Except in rare circumstances, assets taken inside a restricted crime scene are considered evidence and should not be released for public viewing.
6. ISP may choose not to release images of fatal or serious injury crashes.

## IDAHO STATE POLICE PROCEDURE

7. Assets taken at a crash scene are intended to show:
  - a. ISP response and service,
  - b. Traffic impacts resulting from an incident (i.e., backups, detours, etc.), and
  - c. The scale of the incident includes emergency vehicles and cleanup efforts.
8. Composing digital assets at crash scenes:
  - a. ISP and emergency response vehicles should be prominent,
  - b. Do not release information on deceased individual(s) or their vehicle(s),
  - c. Involved vehicles should not show identifiable information (i.e. license plates, noticeable stickers, etc.), and
  - d. Reasonable efforts should be taken to avoid identifying commercial vehicles and company branding.
9. If a trooper plans to release digital assets to assist an investigation (i.e., help gather information or identify a suspect/vehicle) but the assets were not initially intended for public release, a supervisor must approve the decision. The asset should be released through the PAO.
10. Sharing digital assets from other agencies or individuals requires their approval and should include asset credit.
11. Digital assets for community relations
  - a. Use high-quality, high-resolution assets, when possible,
  - b. Credit should be given for any asset not created by ISP, and
  - c. Notify the PAO of any projects using outside assets.

### M. Agency Approved Phone Applications

1. iWatermark+:
  - a. Approved by the PAO and IT.
  - b. Consistency - The ISP logo may be added at 100% transparency in the lower right corner.
    - i. Content may necessitate transparency and placement adjustment.
2. Blur Photo:
  - a. Blur portions of photo, red-eye elimination, and other simple editing tools. (i.e., license plate, child's face, etc.)
3. Digital assets should incorporate alternative and descriptive text when possible.



### N. Photo Examples

1. Crash Scene:

# IDAHO STATE POLICE PROCEDURE



## 2. Enforcement:



## 3. Extraordinary Incidents:



## 4. Community Events:



## O. Employee Use of Personal Social Media

ISP does not discourage employees from participating in off-duty social networking. While employees may express themselves as private citizens on social media, their speech cannot impair work relationships, impede duties, disrupt discipline and harmony among coworkers, or negatively impact the agency's ability to serve the public. [ISP Conduct Expectation #10](#) requires employees to recognize that both on and off-duty

## IDAHO STATE POLICE PROCEDURE

behavior reflects on the agency, and there are conduct expectations - even when using personal social media.

ISP employees are reminded that photos or videos taken on agency time, regardless of the device used, belong to the agency, not the photographer, and sharing such photos on personal social media accounts are subject to this procedure.

1. Employees using social media in a non-official capacity are reminded generally that:
  - a. Content and comments posted on social media sites have the potential to be disseminated broadly, even if posted under strict privacy settings,
  - b. Social media and internet usage are sources of evidence in the courts that may be used to scrutinize the credibility of a witness, impugn a person's reputation, or show bias,
  - c. Speech made off-duty regarding their official duties and responsibilities or pertaining to information obtained during active duty may not be protected by the First Amendment and may form the basis for disciplinary action, and
  - d. They are responsible for the content they post or allow to be posted on social media sites while on or off duty.
  
2. Employees using social media in a non-official capacity must not allow any digital media or comments to be posted or otherwise disseminated that:
  - a. reflects unfavorably on the ISP and does not concern matters of legitimate public concern;
  - b. impairs or interferes with the operation of the agency including, but not limited to, that which could reasonably be interpreted as adversely affecting ISP morale or impairing working relationships, discipline, operations, employee safety, or public perceptions;
  - c. could reasonably be interpreted to express the official position of the ISP on any issue;
  - d. affiliates the employee with the ISP and contains unprofessional, unbecoming or illegal content including, but not limited to, excessive alcohol consumption or similar behaviors, obscene or sexually explicit language, images, acts, statements, or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, age, disability, low-income, limited English proficiency (LEP) or veteran's status, or any class protected by law;
  - e. bullies, harasses, or retaliates against any government official, employee, business partner, customer, vendor or supplier; and
  - f. reveals personally identifying information about another employee or employee's family without express permission.
  
3. Employees using social media in a non-official capacity are advised that the following content may result in civil litigation against the employee:

## IDAHO STATE POLICE PROCEDURE

- a. Revealing private facts and personal information about any other person without the person's permission that have not been previously revealed to the public, are not of legitimate public concern and would be offensive to the reasonable person,
- b. Using someone else's name, likeness, or other personal attributes without that person's permission for an exploitative or improper purpose,
- c. Depicting the creative work of another, trademark, or certain confidential business information without the permission of the owner, and
- d. Involving the use, or appearing to involve the use, of information that is protected from disclosure by [Title 74 Chapter 1, Idaho Code](#).

### P. Other Considerations

1. Employees shall not use an ISP email account, password, or other agency identifier in conjunction with their personal social media account.
2. Non-official social media use should take place while on breaks and not during on-duty time.
3. Based on available resources at incident scenes, troopers will make reasonable efforts to provide a safe media staging area that does not interfere with any emergency response or law enforcement operation.
4. No employee will knowingly permit media into a crime scene where evidence may be filmed, contaminated, or destroyed.
5. Members of the public, including the media, may be denied access to specified areas to prevent interference with police operations, traffic movement, and for the safety of those at the scene.
6. ISP employees cannot legally authorize media entrance onto private property. Property owners or their representatives may grant media access but are prohibited from potentially interfering with the emergency response, police operation, or the investigation.
7. Unless otherwise requested, when ISP assists another law enforcement or public safety agency, the incident commander or other agency PIO will handle media inquiries.
8. With notification to the PAO, media may ride with troopers per ISP Procedure [02.09 Ride Along Program](#).