

Pierce Transit Social Media Policy Community Guidelines

Privacy Policy and Disclaimer

Any individual accessing, browsing and using a Pierce Transit social media site accepts, without limitation or qualification, this policy. These terms and conditions apply only to the social media accounts managed by Pierce Transit.

The agency maintains the right to modify this policy without notice. Any modification to this policy is effective immediately upon posting the modification, unless otherwise stated.

Pierce Transit attempts to provide the best service available, but situations will occur that disrupt service or cause inaccurate information to be posted. The material presented on the agency's social media sites is not guaranteed as to accuracy, completeness, reliability, usefulness or timeliness.

The information on the agency's social media sites is not intended to constitute advice nor is it to be used as a substitute for specific advice from a professional.

The agency assumes no responsibility for errors or omissions in the information or software or other documents that are referenced by or linked to the agency's social media sites.

Under no circumstances, including, but not limited to, negligence, shall Pierce Transit, its officials and employees, or any contributor to its social media sites be liable for any direct or indirect damages, even if both parties are aware of the possibility of such damages, including without limitation loss of profits or for any other incidental, special, consequential or exemplary damages, however caused, whether based upon contract, negligence, strict liability in tort, warranty, or any other legal theory, arising out of or related to your use of, or the inability to use, the agency's social media sites or content.

Social media is not intended to be used to conduct official Pierce Transit business, including but not limited to policy decisions or items of legal and fiscal significance that have not previously been released to the public.

Pierce Transit social media sites are informational only, and outside feedback does not constitute giving official notice to the agency. Should a user require a response from the agency or wish to request agency services, report a time-sensitive problem or make a public records request by calling 253-581-8000.

All content on the agency's social media sites, including postings, replies, followers or friends, are public domain and may be subject to disclosure

pursuant to [RCW 42.56](#), regardless of any claim of confidentiality or privilege asserted by an external party.

Also, note that social media sites are governed by their own separate website policies and terms of service. These policies apply to use of these sites.

Pierce Transit has limited editorial control to add and delete content posted on social media websites, which when deleted may still reside on third-party servers.

Some social media websites may require registration to gain access.

Posts Policy

Although Pierce Transit (the agency) encourages posts and comments on the social media sites managed by the agency, the sites are limited public forums and are moderated by Pierce Transit staff.

All content on Pierce Transit social media sites containing any of the following shall not be allowed, as determined by the agency:

- a) Content not topically related to the particular social media post being commented upon;
- b) Profane language or content;
- c) Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, national origin, physical or mental disability or sexual orientation;
- d) Obscene or sexual content or links to sexual content;
- e) Solicitations of commerce;
- f) Illegal activity or encouragement of illegal activity;
- g) Anonymous posts;
- h) Information that may tend to compromise the safety or security of the public or public systems;
- i) Content that violates a legal ownership interest of any other party;
- j) Content that contains vulgar, offensive, threatening or harassing language or personal attacks;
- k) Posts and comments that promote or advertise commercial services, entities or products except as stipulated in Agency marketing plans and determined by Pierce Transit to be essential to economic development;
- l) Content that supports or opposes political candidates or ballot propositions;
- m) Comments from children under 13 cannot be posted in order to comply with the Children's Online Privacy Protection Act. By posting on a Pierce

Transit social media site, users acknowledge that they are at least 13 years old. Those 12 years old or younger may e-mail Pierce Transit instead at PTCustomer@PierceTransit.org.

The agency reserves the right to restrict or remove any content that is deemed in violation of this social media use policy or any applicable law.

The agency reserves the right to approve user-submitted content for all affiliated social media sites.

The agency reserves the right to deactivate the comment feature on agency - affiliated social media sites, where applicable, at any time without prior notice.

All comments, posts, replies, etc., on the agency's social media sites will be periodically reviewed. All posts and comments are public records subject to public disclosure under the Washington Public Records Act.

Link Policy

Pierce Transit may select links to other social media sites and outside websites that offer valuable resources for users.

- Once a user goes to a site outside Pierce Transit's social media sites or website, its policies no longer apply, and users become subject to the policies of that site.
- The agency is not responsible for the content that appears on outside sites. Users should be aware that these outside sites, and the information found there, are not controlled by, provided by or endorsed by Pierce Transit.
- The agency also reserves the right to delete links posted by outside individuals that violate this social media use policy at any time without notice.

Communications through Social Media

In no event shall any communication made through Pierce Transit's social media sites constitute legal notice to the agency, or to any of its employees, agents or representatives (including but not limited to legal notice required by federal, state or local laws, rules or regulations) with respect to any existing or potential claim or cause of action against Pierce Transit or any of its employees, agents or representatives.

If the issue is time sensitive and concerns public safety, call local law enforcement when it is safe to do so. If the incident is on a bus, be ready to give the route number, direction the bus is traveling and the bus fleet number.

Inside the bus, the fleet number appears in the right front corner, opposite the driver. Outside the bus, it appears on the outer bus corners.

Copyright

All information and materials generated by Pierce Transit and provided on the agency's social media sites are the property of Pierce Transit.

Pierce Transit retains copyright on all text, graphic images and other content that was produced by the agency and found on its social media sites.

- Users may print copies of information and material for their own non-commercial use, provided that they retain the copyright symbol or other such proprietary notice intact on any copyrighted materials. Include a credit line reading: "Courtesy of Pierce Transit."
- The commercial use of text, agency logos, photos and other graphics is prohibited without express written permission from Pierce Transit.
- Use of the agency logo is prohibited for any non-governmental purpose.

Contact Us

If users have any questions or concerns about Pierce Transit's Social Media Use Policy or its implementation, or if users find incorrect information or are interested in seeking permissions that fall outside of the guidelines above, please contact kharp@piercetransit.org.