

Metro Transit Social Media Policy

Discussion, Comment Policy & Banning Users

Discussion

A good conversation on our social media pages adds value and knowledge for our followers and digital community.

- Comments, posts and messages are monitored by the Marketing & Communications (MarCom) team of Bi-State Development, led by the Social Media Manager.
- When a response is warranted, the team makes every effort to respond in 2-3 business days.

Comment Policy

We welcome and encourage comments that challenge or offer constructive criticism, but require users to follow these simple guidelines:

1. Keep it civil. We don't tolerate profanity, obscenity, personal attacks, threats of violence, hate speech or harassment.
2. Keep it on-topic. Relevant comments and links in comments are encouraged, but irrelevant or solely self-promoting links and comments are not. Good links add to the conversation. Comments that are irrelevant and/or include irrelevant links may be removed.
3. Keep it legal. You must not post any dangerous or harmful links – no spam, no phishing, no links to ad-mining pop-ups, no work-inappropriate links. Don't violate copyright or fair use laws. Don't defame anyone.

The MarCom team reserves the right to remove any comments, posts and messages, or ban a user from our pages if a user violates this policy or is otherwise inappropriate. However, we are not responsible for the comments that get published on our social media pages.

Banning Users

- The MarCom team reserves the right to hide or remove any comments that don't conform to our comment policy above or that we deem otherwise inappropriate.
- Commenters may be banned from our social media pages (with or without warning) indefinitely or for a limited period of time.
- Bans on social media pages are determined by the Social Media Manager and/or other members of the MarCom team.

Bi-State Development reserves the right, at its discretion, to change, modify, add, or remove portions of this policy, at any time.