



COAST's Social Media Comment Policy

Effective: August 29, 2017

Below outlines COAST's Social Media Comment Policy. This policy addresses comments made on our social media channels including, but not limited to, Facebook and Twitter.

We appreciate your support and interest in COAST. By participating in social media, COAST intends to engage individuals and organizations about topics related to COAST's mission.

Transit Service-Related Questions or Comments

All service-related questions or comments that require an immediate response should be directed to our Dispatchers by calling 603-743-5777, Option 1. Your questions may also be answered by visiting www.coastbus.org.

Disclaimer

Communications made via comments on any COAST social media channel or page will in no way constitute a legal or official notice or comment to COAST for any purpose. COAST cannot attest to the accuracy of the information provided by third parties or any other linked sites. Posted comments and images do not necessarily represent the views of COAST and do not constitute an endorsement on behalf of COAST.

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Moderated Comments

COAST welcomes a respectful discourse that includes your comments, ideas and concerns. Comments are immediately released into the public domain, so do not submit anything you do not wish to be broadcast to the general public, including personally identifiable information. Comments are welcome at any time, but COAST moderates comments during normal business hours. COAST does not discriminate against any viewpoint, but reserves the right to remove comments that do not adhere to these standards. Comments deemed inappropriate per the outlined guidelines will be removed at the discretion of COAST.

Users that do not adhere to the policy will first be contacted by COAST regarding inappropriate comments. Multiple instances of this behavior will result in the user being blocked, or banned from the page.

COAST considers the following comments unacceptable:

- Abusive, vulgar, offensive, threatening, defamatory or harassing language, personal attacks, or offensive terms that target specific individuals or groups or that incite illegal activity.
- Comments that are off-topic or that promote, endorse or oppose a service or product, political party, person campaigning for elected office or ballot proposition.
- Spam - including the same comment posted repeatedly or gratuitous links to sites.
- Comments infringing on copyrighted or trademarked material, or deemed an infringement of intellectual property.

Privacy

COAST's social media channels and sites are not hosted by COAST, and thus its privacy policies do not apply. By accessing or using each particular social media site, you are accepting the practices described in the social media site's privacy policy.