

# NJ TRANSIT

## Social Community Guidelines

NJ TRANSIT's social media channels are an opportunity for us to communicate with our customers on the channels they prefer! Our team is currently providing relevant, timely, and interesting information on Facebook, Twitter, YouTube and Instagram. We encourage you to connect with us on any of the above but ask that you help us keep the platforms enjoyable for all by respecting a few guidelines.

### Contact Us

For customers in need of assistance with Customer Service issues or to report a concern, please call 973-275-5555. Operator Assistance is available between the hours of 8:30 am & 5:00 pm daily, and automated information is available 24 hours a day, seven days a week.

While we make every effort to respond to relevant questions, concerns, or comments posted on our social media channels, we recommend that you contact our Transit Information Team directly; especially with critical or time-sensitive issues as our social media channels are not monitored 24/7. You can also provide feedback to our team at any time by using our automated online feedback form located at <http://njtransit.com/contact>.

### Transit Information

Our social media channels are managed by NJ TRANSIT employees and are not automated feeds. That being said, these channels are not monitored 24/7. Information and responses will generally be provided weekday, 7 am – 7pm. While we use Twitter and Facebook – when appropriate – to keep customers informed of major service disruptions, these channels should not be used as your primary source of information for individual trips. Our well-established MyTransit Alerts system is in place to keep customers informed of any service changes or disruptions to their trips. If you don't already, we advise all customers to subscribe to alerts at <http://njtransit.com/mytransit>.

### Get Social!

We encourage you to interact with your fellow riders, but ask that you be courteous and respectful of one another even if you disagree with a comment or post. Also know, even though fellow riders post content, you should not rely on these posts as accurate information. Only posts from the page itself reflect up-to-date information from NJ TRANSIT.

### Removal of Posts

NJ TRANSIT will not edit any comment or post, but our team reserves the right to remove any that fall into the below categories:

- Obscene, threatening or harassing language.
- Verbal attacks or threats on individuals, including fellow customers or NJ TRANSIT personnel.

- Comments that pose a threat to safety of NJ TRANSIT customers, personnel or property.
- Comments that do not relate to the topic for NJ TRANSIT's social media page or post. This includes unauthorized advertising, spam or hyperlinks.

Please know, in certain cases, NJ TRANSIT may suspend, terminate or ban certain users from our social media channels for repeatedly violating the above guidelines.

### **Public Information**

Anything posted on our social media channels is available for public consumption. By posting, you give NJ TRANSIT the right to reproduce all/any content for its use.

### **Host Site Terms of Service**

Each social media site has its own unique TOS. By posting comments or feedback on NJ TRANSIT's social media sites, you are subject to the TOS of each host site. For more information, please refer to the host site's TOS.