

## **Omnitrans Social Media Policy**

Get connected and stay informed on the latest from Omnitrans via social media. This policy outlines the expectations for respectful social media use and interaction. Omnitrans' social media pages are monitored Monday through Friday during regular office hours from 8 a.m.-5 p.m. Please note, social media is not monitored on major holidays or on weekends.

Omnitrans' social media channels are intended to keep customers informed on the latest news and to engage in civil conversation. Omnitrans reserves the right to monitor, filter, and remove any content (text, links, video, photos, etc.) that is deemed inappropriate. The following is prohibited on Omnitrans' social media channels:

- Spamming
- Profane language
- Defamatory, malicious, obscene, intimidating, or threatening comments
- Personal attacks, hate speech or discriminatory content
- Information that compromises the safety or security of any individual(s)
- Self-serving or promotional promotion of goods, sites, or services
- Any activity that violates law or regulation
- Other content that is deemed inappropriate at Omnitrans' discretion

Posts that violate this policy may be removed without notice. Users that repeatedly engage in behavior that conflicts with this policy may be blocked from Omnitrans' social media platforms.

Customers may use these social media channels to communicate issues, complaints, or suggestions about Omnitrans service. However, these types of concerns are best handled by the agency's customer service representatives. You can reach Omnitrans customer service at 1-800-966-6428, Monday-Friday between 8 a.m.-6 p.m. Outside of those hours, please use the online [contact form](#).

For route detour notices, visit the [service alerts page](#).

This policy is subject to change without notice. Omnitrans reserves the right to add to or modify this policy at any time.