



Washington Metropolitan Area Transit Authority (WMATA) Social Media Terms of Use

WMATA utilizes social media tools to efficiently and effectively communicate with you by providing relevant, timely, and interesting information. We hope that these tools allow you to communicate with us in a direct and meaningful manner. We encourage and appreciate your constructive feedback and discussion and will use it to enhance Metro.

Please note that the following inquiries should be directed to the appropriate WMATA department, rather than posted on our social media sites:

- For Media Questions or Requests – contact Media Relations at 202-962-1051.
- For Customer Service Issues – contact Customer Assistance at 202-637-1328.
- For Schedules/Fares/Parking – contact Customer Information at 202-637-7000 or visit WMATA.com.

While we will make every effort to respond to other relevant questions, concerns, or comments posted via our social media channels, we recommend that you contact the appropriate department directly, especially with critical or time-sensitive issues. Visit the [WMATA Contact Page](#) for a full list of contact information.

Terms of Use

The following terms of use apply to all WMATA sponsored social media, including but not limited to our Facebook and Twitter.

Purpose and Intent

WMATA's social media channels are an opportunity for us to engage in dialogue with our customers and the general public. These channels are managed by WMATA employees and are not automated feeds. As such, information and responses will generally only be provided during WMATA's weekday office hours. While we may utilize Twitter, Facebook, and our blog – where it is appropriate and useful - to keep you informed of service advisories and disruptions, you should not rely on these channels as your primary source of information. We have well-established and automated systems available to keep you informed of service changes and disruptions with round-the-clock official updates. Please see our [Rider Tools Page](#) for more information on these resources.

Public Records

All communication via our social media channels is considered public. Posts as well as any feedback from the general public will become part of the public record and will be subject to applicable retention.

WMATA's Use of Your Content

By posting content on WMATA's social media sites, you agree that WMATA may use such content for its own purposes, including but not limited to marketing materials, research and analysis.

Host Site Terms of Service (TOS)

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

Prohibited Content

WMATA will not edit any publicly posted content, however it reserves the right in its sole discretion to delete any posts which it deems to be inappropriate, including, but not limited to, the following list:

- Obscene, threatening or harassing language;
- Verbal attacks on individuals or threats to individuals and/or discriminatory: comments that target or disparage any person or group based on ethnicity, race, age, or religion, gender, sexual orientation or disability status;
- Comments advocating activity on Metro property that is dangerous illegal or posting of material that violates copyrights or trademarks of others; and
- Comments that do not relate to the topic for WMATA's social media page or post.

Transit Information Disclaimer

WMATA provides transit updates including scheduled maintenance, service changes and disruptions and safety/security alerts. This is provided as a public service. This information can be affected by several factors, including: Internet availability, communications networks, computer equipment, and other factors which may be beyond our control or difficult to predict. Every attempt is made to provide reliable updates; however, for the above-stated reasons, we cannot guarantee accuracy or timeliness of transit information.