NEWS RELEASE

RTD implements revised safety protocols in the Union Station bus concourse to protect employees and customers from the spread of COVID-19

Changes take effect immediately, in the interest of public health

DENVER (Jan. 27, 2021) – The Regional Transportation District (RTD) is implementing new safety protocols in the Union Station bus concourse starting today due to problematic and unsafe behavior in the station. These additional protocols, combined with existing safety requirements, are intended to protect people against the spread of COVID-19 and will remain in place until otherwise noted.

New protocols include the following:

- Prohibiting people from lying or sitting on the floor at all times
- Prohibiting eating in the bus concourse
- Limiting the number of people in the restrooms to two at a time

"RTD has been meeting with public health officials each week since the COVID-19 pandemic began," said General Manager and CEO Debra A. Johnson. "We are implementing these restrictions at Union Station to comply with public health orders, to ensure that this important space is a safe and healthy environment for employees, customers and the general public. Station personnel will be monitoring behavior and educating people who are not following safety protocols and adhering to the rules."

Over the past several months there has been an increase in health-related service calls to Union Station. The Denver Department of Public Health and Environment has issued two citations to RTD, on Dec. 15 and Jan. 8, for violations of the public health orders regarding use of face coverings, congregating and social distancing. RTD is legally required to comply with public health orders and will be fined for violations that could lead to court summons, fines and facility closure.

As of early January, RTD has four full-time mental health clinicians on staff and is in the process of recruiting and hiring a homeless outreach coordinator to assist people experiencing homelessness who might be at RTD facilities.

RTD is committed to protecting employees and customers during these extraordinary times brought on by the pandemic and also relies on the public to do their part as partners in safety by following protocols. Customers must continue to wear face coverings and practice social distancing by maintaining a 6-foot distance from others, in all facilities and on RTD vehicles.

ABOUT RTD

The Regional Transportation District develops, operates and maintains a public transportation system that meets the transit needs of close to 3 million people within an eight-county service area in the Denver Metro region. RTD's buses, rail lines, shuttles and additional services provide approximately 100 million annual passenger trips. For more information, visit rtd-denver.com, call 303-299-6000 and follow along on social media: www.facebook.com/RideRTD, @RideRTD on Twitter, @ridertd on Instagram and rideRTDco on YouTube. For the most current RTD news, visit the News Stop, at rtd-denver.com/news-stop.

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