

# NEWS RELEASE

## **RTD's Telephone Information Center operating hours are temporarily changing**

*Staffing shortages are resulting in modified hours*

DENVER (March 25, 2022) — The Regional Transportation District's (RTD) Telephone Information Center is temporarily modifying its hours beginning Sunday due to staffing shortages. The new hours are:

- Monday – Friday: 6 a.m. to 6 p.m.
- Saturday: 9 a.m. to 6 p.m.
- Sunday: Closed

The new hours will be in effect until staffing levels are increased. Customers needing route information, trip planning assistance, schedules or FlexRide service after hours are advised to visit RTD's [website](#). Customers are encouraged to sign up for [Service Alerts](#) to be in the know about any disruptions that may impact their trips. to be in the know about any disruptions that may impact their trips.

For emergencies, customers are asked to contact [Transit Watch](#) by calling 303.299.2911, texting 303.434.9100, emailing [transitwatch@rtd-denver.com](mailto:transitwatch@rtd-denver.com) or using the Transit Watch app, available for iOS and Android.

RTD, like many industries, is greatly impacted by lack of frontline employees, resulting from the pandemic. The agency must fill many frontline positions and is currently hiring. The new Collective Bargaining Agreement that was finalized last week includes competitive market wages and a generous benefits package. ([More here](#)).

To learn more about available positions with RTD, visit the agency's [Careers page](#).