



Message from Interim General Manager and CEO Paul Ballard

March 10, 2020

Dear valued customer,

RTD continues to uphold the safety and security of our passengers and employees as one of our highest values. As the coronavirus (COVID-19) is beginning to affect our community, we feel it is important to provide you with an update on how we are addressing it at RTD.

Rest assured we take this very seriously and are taking measures to keep our employees healthy and our vehicles clean for you. Our dedicated Service and Cleaning team cleans bus and rail vehicles daily, including wiping down handrails and other high-touch surfaces with an industrial-strength disinfectant/ antibacterial cleaner.

In addition, we are purchasing additional sanitation products and disinfectants, including hand sanitizer, gloves and sanitation wipes for frontline employees. Bus and rail operators and office staff are encouraged to keep their work stations/areas clean by wiping down high-touch surfaces with disinfectant or sanitizing wipes. We continue to follow guidance from the World Health Organization, the Centers for Disease Control and Colorado Department of Public Health to implement our pandemic plan.

As a passenger, we ask that you do your part to keep yourself safe and stop the spread of viruses:

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Avoid close contact with people who are sick.

- Stay home when you are sick.
- Clean and disinfect surfaces frequently touch at work and home.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol content.

We will continue to closely monitor the situation and take any necessary action. We will continue to work with local partners on how to best address the situation as it evolves. We will keep you posted as things change and encourage you to visit our [website](#) for updates. For additional information, check resources like the [Center for Disease Control and Prevention](#) (CDC), [World Health Organization](#) (WHO) and [Colorado Department of Public Health and Environment](#) (CDPHE).

As a member of the community we will do all we can to keep the traveling community safe. Thank you for your continued support.

Sincerely,

A handwritten signature in blue ink that reads "Paul J. Ballard". The signature is fluid and cursive, with a large initial "P" and "J".

Paul J. Ballard  
RTD Interim General Manager and CEO