

Downtown Rail Reconstruction Project begins May 28



Starting later this month, RTD is doing a full-depth reconstruction of light rail track in downtown Denver to improve safety and mobility, address deteriorating transit infrastructure and extend the design life of the agency's assets. This major, necessary project is the first of its kind in RTD history.

The first phase of the project will focus on five segments of at-grade rail and street intersections in the Downtown Loop. *Subsequent phases of the project will occur in 2025.*

As frontline staff, you may field questions from customers and the public about the project and how to continue accessing downtown Denver.

Service Impacts

- No light rail service will operate in RTD's central downtown corridor through September 2024. Beginning May 28, all D and H line trains will be rerouted to Denver Union Station, and L Line service will be suspended. Bus route 43 is an alternative option.
- RTD will operate expanded service on the Route 0L from I-25•Broadway Station to Central Downtown via Civic Center Station, an option for customers not traveling to Lower Downtown.
- Free MetroRide service will be temporarily reintroduced on 18th and 19th streets to provide connections between Denver Union Station and destinations within the Central Business District.
- Bus routes that operate along 15th and 17th streets may be temporarily affected while work proceeds through different intersections. RTD is working to limit any detours in the downtown area.

For More Information

- The best source of information about this project is RTD's rail reconstruction webpage, www.rtd-denver.com/railproject, which will be updated throughout the project.
- Please invite customers to sign up for Service Alerts, check RTD's website or use the Next Ride app to plan trips, view Service Alerts, and see bus and train locations in real time.

Customer Service

- Customer Care call center agents can help customers plan trips, provide real-time updates and answer questions.
 - The number for Customer Care is 303.299.6000
 - 6 a.m.-8 p.m. Monday through Friday
 - 9 a.m.-6 p.m. Saturday, Sunday, and holidays
 - Language assistance is available
- In early May, summer schedules will be available on RTD's Next Ride app.

It is important for customers to understand that RTD will continue to provide services to reach downtown Denver during this project. If you have questions, please ask a supervisor.

FAQs



Why is RTD undertaking the Downtown Rail Reconstruction Project now, especially while the 16th Street Mall project is underway?

The rail being replaced is 30 years old. Managing and maintaining assets in a state of good repair ensures the long-term integrity of the rail network for all individuals who entrust RTD to deliver them to their destinations.

Will downtown be accessible during construction?

The downtown area will remain accessible to buses, pedestrians and vehicles during all phases of construction. Customers and the public will have access to transit, businesses and downtown events during this summer. RTD's website and apps are the best ways for customers to plan a trip and reach downtown destinations.

How are construction and service impacts being communicated to the public?

RTD is working with numerous downtown partners and the media to provide information about the Downtown Rail Reconstruction Project. The agency is also communicating about the work using signage, community engagement and outreach, web, digital, and social media.

RTD and Denver are collaborating to maintain access through the crossings while minimizing disruption for downtown businesses, transit customers and the public.

Why is RTD sending all the trains to Union Station, and not turning them around at the Convention Center?

Staff considered turning D and H line trains at the Convention Center. However, staffing limitations make this option neither possible nor safe. Switch tenders would need to support the Coping Panels Project and operate switches at the Convention Center while also performing routine maintenance across the entire rail system. RTD's Operations Department does not have supervisory staff available to have a controller at Convention Center to monitor train movement in that area. Additionally, there are limitations in the Supervisory Control and Data Acquisition (SCADA) group to support and monitor the Coping Panels Project and normal train operations across RTD's light rail system.

Will RTD provide refunds or credits to customers whose travel will be affected by this project?

No, RTD is not providing refunds or credits to customers.