



# RTD Service Changes FAQs

## What are Service Changes?

Service Changes are adjustments to bus and rail services and schedules.

## Why does RTD make Service Changes?

RTD periodically adapts services to increase service reliability, enhance system connectivity, improve on-time performance, account for seasonal changes to ridership, and to support scheduled maintenance projects across the transit system.

## When do Service Changes happen?

RTD implements service changes three times a year, generally in January, May, and either August or September.

## What types of changes does RTD make during Service Changes?

Each of RTD's Service Changes are organized into one of five categories. The categories provide customers, stakeholders, and community members with a quick and concise overview of each change.

- **Service Increase:** Increases to the frequency, trips, span of service, or operating hours.
- **Service Reduction:** Reductions to the frequency, trips, span of service, or operating hours.
- **Schedule Timing:** Alterations to the schedule of bus and rail services, typically to better align with customer demands and trip connections, and to improve on-time performance.
- **Route Adjustment:** Detours and changes to routes or stops to optimize efficiency, improve accessibility, respond to changing travel patterns, or facilitate planned maintenance projects. Some of these adjustments may also come from the implementation of RTD's [System Optimization Plan](#).
- **Seasonal Adjustment:** Temporary modifications made to bus and rail services in response to seasonal variations in demand or operational conditions.

## What is the Service Change process?

The process for changing services at RTD is as follows:

1. RTD announces Proposed Service Changes after reviewing ridership, traffic, resources, and feedback from the Amalgamated Transit Union Local 1001 (ATU 1001), customers, and stakeholders.
2. Customers and community members submit feedback on the proposed changes during the public comment period.
3. All feedback is shared with the Board of Directors before they make a decision.
4. Once approved by the Board, Proposed Service Changes become Final Service Changes.

## How do I know if my route(s) will be impacted?

RTD announces Proposed and Final Service Changes widely. Advertisements are placed on all buses and trains, and information is available on the RTD website and social media. RTD also uses public engagement and media relations to keep everyone informed. Customers can view the changes at [www.rtd-denver.com/service-alerts/service-changes](http://www.rtd-denver.com/service-alerts/service-changes).

## How does RTD prevent service changes from negatively impacting customers, including marginalized customers?

RTD ensures that service changes do not affect marginalized populations 10% more than non-marginalized populations. If a proposed change causes a disparate impact or disproportionate burden, RTD will work to modify the proposal to avoid, minimize, or mitigate these issues. If there is a 25% addition or reduction in the service hours of any route that would remain in effect for 12 or more months, it is subject to an equity analysis that includes an analysis of adverse effects on customers.

## How can I provide feedback on RTD services or Proposed Service Changes?

RTD provides customers several ways to provide their thoughts on all services, and Proposed Service Changes, including:

- Completing the online survey available at [www.rtd-denver.com/service-alerts/service-changes](http://www.rtd-denver.com/service-alerts/service-changes)
- Sending an email to [Service.Change@rtd-denver.com](mailto:Service.Change@rtd-denver.com)
- Calling Customer Care at 303.299.6000
- Providing public comment at the Board of Directors' meeting
- Attending RTD's Proposed Service Changes public meetings (held online and in person)
- Visiting the RTD team at local community events