

## RTD showcases improvements to enhance customer experience on Colfax Routes 15/15L

*Agency provides upgrades to operations and amenities on RTD's busiest bus route*

DENVER (Dec. 21, 2021) – The [Regional Transportation District \(RTD\)](#) has completed upgrades to 36 shelters at 34 bus stops to improve transit travel time and enhance the customer experience along a 9-mile stretch of Colfax from Broadway in Denver to I-225 in Aurora. The project was brought about by a partnership with the Federal Transit Administration; the Colorado Department of Transportation; Denver Regional Council of Governments; the city and county of Denver's Department of Transportation and Infrastructure; and the city of Aurora.

Upgrades along the Colfax corridor include time-saving operational improvements such as [transit signal priority](#) and queue bypass lanes that reduce travel time by as much as two minutes. Curb extensions and expanded boarding areas with more waiting space for customers have been constructed at 11 locations along Colfax.

The 15/15L bus routes along East Colfax Avenue traditionally served over 20,000 customers per day. While nationwide transit ridership dropped sharply to 20% of pre-pandemic levels, ridership along the Colfax corridor remained at over 60%, nearly three times the national average.

RTD General Manager and CEO Debra A. Johnson emphasized the project illustrated the collective and collaborative approach taken by the myriad stakeholders for the betterment of the communities situated along the Colfax corridor.

"Recognizing the significance of the Colfax corridor as one of the longest continuous business corridors in the country, which has yielded the busiest traveled bus routes for RTD, it is imperative the amenities located at the stops are reflective of the agency's priority of customer excellence – to consistently deliver high quality customer service," Johnson said.

The \$11 million federal and state grant-funded project was the first major capital investment in the Colfax line from Denver to Aurora since the bus stops were constructed more than 30 years ago.

A video about the project can be viewed on the [RTD 15L Project Improvements page](#), which also includes a library of still images, a fact sheet, graphics, maps and articles about the project.

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### 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. 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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