

## Notable events in 2021

For RTD and its employees, 2021 was a dynamic year marked by resilience, tenacity and a renewed sense of purpose. These are some of this year's highlights:

- The ["People Who Move People" campaign](#) debuted in March aboard transit vehicles, on billboards and transit properties, and via the agency's digital platforms, highlighting the personal stories of dedicated employees from across the agency.
- Despite record heat and a staffing shortage, [Maintenance of Way crews repaired damaged overhead electrical wires](#) on the H and R light rail lines over the July 4 holiday weekend in a collaborative effort unsurpassed in the 27 years the agency has delivered rail service.
- RTD ramped up service in July to welcome customers to the [Major League Baseball All-Star Game events](#) at Coors Field in downtown Denver. On event days, the agency increased rail capacity and provided additional support to scheduled bus service. RTD ambassadors stationed at the Theater District•Convention Center Station and Denver Union Station rail platforms assisted customers with wayfinding and answered scheduling and general transit questions.
- The Board of Directors and agency leadership jointly developed a five-year Strategic Plan that clearly defines the agency's mission, vision and values as well as its strategic priorities: Community Value, Customer Excellence, Employee Ownership, and Financial Success.
- In September, RTD marked the [first anniversary of service](#) on its newest commuter rail line, the N Line. The N Line has been accident-free since it opened to the public as a result of rigorous adherence to Federal Railroad Administration rules, customer safety programs and constant monitoring of vehicles at crossing gates.
- Three [additional mental health clinicians were hired](#) — bringing the total to four — through a joint effort with the Mental Health Center of Denver to assist customers experiencing mental health issues. The clinicians work alongside RTD's transit police and respond to situations at transit properties and aboard transit vehicles.
- Five students successfully completed [Diesel Technology \(DTECH\)](#) training classes and graduated from the program. The DTECH training, offered through a collaborative effort between RTD and Front Range Community College, teaches students specialized diesel repair skills and prepares them for successful careers as diesel mechanics with the agency.
- RTD completed upgrades to 36 shelters at 34 bus stops to improve transit travel time and enhance the customer experience along a nine-mile stretch of Colfax from Broadway in Denver to I-225 in Aurora. The [Colfax 15L Improvement Project](#) was brought about by a partnership with the Federal Transit Administration; the Colorado Department of Transportation; the Denver Regional Council of Governments; Denver's Department of Transportation and Infrastructure; and the city of Aurora.