

## **RTD seeking feedback about proposed revisions to its Customer Code of Conduct**

*Community input will be shared with Board of Directors prior to its June meeting*

**DENVER (April 3, 2023)** – The [Regional Transportation District \(RTD\)](#) is seeking community feedback about proposed revisions and amendments to its current Customer Code of Conduct. The list of prohibited activities and antisocial behaviors was recently amended by RTD to emphasize respect for other customers and RTD's employees, vehicles and facilities.

Following a months-long internal review process of RTD's current Code of Conduct, staff identified and proposed amendments to better support a safe, convenient and enjoyable experience for all customers. The recommended changes, which are now being shared for community feedback during a two-month process, shorten the current list of prohibited, antisocial behaviors to outline expectations more effectively.

RTD is rebranding its Code of Conduct as "Respect the Ride" in an effort to emphasize individual ownership for personal behaviors and the need for common courtesy.

"Respect the Ride focuses on supporting a welcoming and enjoyable transit experience for all customers," said Debra A. Johnson, RTD's General Manager and CEO. "RTD is committed to making lives better through connections, whether that is connecting a customer with their destination or the meaningful connections that happen with others. To support all types of connections in a positive way, RTD is simply asking its customers to follow a set of behavioral guidelines."

Prior to the proposed amendments being considered for adoption by RTD's Board of Directors during its June meeting cycle, the agency is seeking community feedback, input and comments. Today, RTD launched a website to outline the proposed amendments and solicit input through an online feedback form. All members of the Denver metropolitan community are invited to visit the website, read the proposed amendments and share feedback. The website is [rtd-denver.com/RespectTheRide](https://rtd-denver.com/RespectTheRide), and all feedback received will be shared with the Board.

In addition to collecting online feedback, RTD will participate in community events and outreach opportunities to engage community partners, answer questions, correct misinformation and address customer concerns.

RTD first implemented its Code of Conduct in 2016, and the list of prohibited activities was last amended in 2020.

### **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](https://rtd-denver.com), call 303-299-6000 and follow along on social media: [www.facebook.com/RideRTD](https://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](https://rtd-denver.com/news-stop).

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