



CUSTOMER AND COMMUNITY Engagement Report



January 2025



Regional Transportation District

1660 Blake Street
Denver, Colorado 80202

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RTD tracks and reports multiple metrics related to its customer engagement and community outreach efforts. This Customer and Community Engagement Report provides an overview of key metrics related to media relations, customer engagement, community outreach, website traffic, social media, and personal safety and security on and around the transit system.

Unless otherwise noted, the data included in this report reflects the month of January 2025.

Where applicable, year-over-year and month-over-month comparisons are included to show trends.

Sections



Media Relations

The metrics in this section reflect all news media inquiries answered by RTD's public relations team. The communications team is responsible for providing clear and transparent information to the news media, as well as promote RTD's services through earned media efforts.



Customer and Community Outreach

The metrics in this section relate to customer amenities and outreach efforts undertaken by Communications and Engagement, Civil Rights, Transit Police, Human Resources, Planning, Bus and Rail Operations, and Government Relations.



Customer Care

The metrics in this section relate to customer engagements and interactions via the Telephone Information Center, Digital Customer Relations Liaisons, Division Customer Care Liaisons and the RTD Sales Centers. The Customer Care team is responsible for providing real-time information, answers, and support to customers.



Website and Next Ride App

The metrics in this section include RTD's website and Next Ride trip planner application. Analytics related to web users, webpage views, and translated sessions.



Social Media

The metrics in this section include online engagement garnered by RTD's social media platforms, as well as audience growth and impressions.



Personal Safety and Security

The metrics in this section include incident reports submitted through RTD's Transit Watch mobile application, incident locations, and total security-related calls for service.



RTD's Customer and Community Engagement Report highlights the agency's work to foster meaningful connections with customers, promote services in the community, and reinforce a Welcoming Transit Environment. This comprehensive monthly report, covering data and metrics from January 2025, evaluates several key areas, including media relations, customer support and feedback, community outreach, discount programs, digital engagement, and personal safety and security. The insights presented in this report reflect RTD's mission to make lives better through connections.

The Customer and Community Engagement Report also underscores opportunities for additional enhancements. Staff is reviewing the metrics, evaluating trends, and developing tactics to support continual improvement.

Media Relations

RTD continues to experience substantial growth in media engagement, with month-over-month increases in the number of inquiries received, news releases sent, interviews conducted, and media events held. In January 2025, news inquiries and news releases related to the agency's Bus and Rail Services accounted for 30.9% of all inquiries. RTD disseminated 22 news releases in January, covering topics related to service changes, disruptions, detours, and new Board members.

In January, approximately one-third of all news inquiries were received on Tuesdays, with a majority between 10 a.m. and noon (35.0%). Approximately 20% of all news inquiries were received by staff outside of regular business hours.

In total, there were 479 RTD-related articles and stories in January 2025. More than half of the content's sentiment (59.9%) was mixed, followed by 19.0% of the coverage being flagged as positive. On Tuesday, January 28, there were a total of 46 individual articles or stories that mentioned RTD, and every day had at least four articles or stories about the agency.

Customer and Community Outreach

In January, RTD organized or supported 17 community engagement events across the service area. A majority of the events were held in Denver, with additional outreach activities organized in Englewood, Westminster, and virtual. The community events focused on a range of topics, from service delivery and education to safety and employee recruitment. In total, RTD recorded 1,411 individual touchpoints.

RTD also noted 15,258 active participants in the LiVE Program in January, a number that continues to follow an increasing two-year trend at the agency. Application numbers also significantly increased in January. RTD also noted 528 EcoPass companies renewed their contracts, 15 new companies entered contracts, and 65 Neighborhood EcoPass contracts are currently active.

Customer Care

The agency's Telephone Information Center handled more than 41,100 calls in January, or approximately 1,326 calls each day. The average speed of answer improved by nearly 10 seconds from December 2024, and it is now an average of 16 seconds. Division Customer Care Liaisons resolved approximately 700 individual cases and reviewed more than 65 video playbacks in January, ensuring a detailed and accurate response was provided to customers for their service-related concerns. On average, RTD received approximately 100 inbound email, web forms, and social media messages each day.

Website and Next Ride App

In January, RTD had more than one million individual website sessions, a number that is nearly twice as many as January 2024. Mobile traffic accounted for 63.0% of all unique users to the website. RTD's Light Rail Speed Restriction webpage was viewed more than 18,000 times in January, and the Board of Directors webpage had nearly 6,200 individual views.

RTD's Next Ride app had 4.1 million sessions, with mobile users accounting for 76.2% of all online traffic. In January, approximately 825,000 individual trips were planned on the Next Ride app, and the option to purchase tickets in the application was clicked approximately 10,500 times. The A Line schedule continues to be the most widely viewed schedule of all bus routes and rail lines.

Social Media

In November and December, the agency experienced a month-over-month decrease, for the first time ever, in the size of its audience on X (Twitter). The trend continued in January 2025, and RTD is currently exploring other existing, new, and emerging social media platforms for future adoption in 2025. In January, RTD made approximately 280 individual social media posts, garnered 1.25 million impressions, and received 56,000 video views.

Personal Safety and Security

In January 2025, RTD began including metrics related to calls for service. This metric reflects all security-related telephone calls, text messages, and incidents reported using the Transit Watch App. In total, RTD Police Dispatch received 2,774 security-related calls for service. This number is 34.0% less than January 2024, and it was also less than the previous month. On average, RTD received approximately 90 security-related calls for service.

Approximately 43% of all reports submitted through RTD's Transit Watch app in January related to an incident on a light rail vehicle. Additionally, reports related to drug activity continue to be the most widely submitted incident type, accounting for approximately 32.5% of all incidents reported. Overall, the total number of reports made through the app has been following a three-month downward trend and is now approximately half of what was reported in January 2024.



Media Relations

Earned Media: attention and publicity gained through organic coverage or mentions by sources external to RTD, such as journalists or bloggers, rather than paid or owned channels

Interviews: on-the-record structured conversation between a journalist and RTD representative

Media Events: a news conference, media briefing, newsroom visit, or other externally-facing activity organized to communicate key messages

News Inquiries: requests made by journalists or media outlets for an interview, statement, response, or information

News Releases: agency information released to media outlets with the purpose of providing updates and information

News Stop: RTD's online source for agency updates, articles, and video. The online newsroom is a repository for all news releases and media advisories, as well as original articles and features

Potential Impressions: an estimation of the possible maximum reach (i.e., circulation, views, readership, etc.) of a specific piece of content

Requests for Information: non-CORA requests made by journalists seeking an answer to a question or other readily available information

Sentiment: the analysis of content, tone, and/or emotion in media coverage, categorizing the coverage, attitude, or opinion as positive, negative, neutral, or mixed

Sentiment - Mixed: an analysis of media coverage that contains both positive and negative opinions, making it difficult to categorize the article as strictly positive, negative, or neutral

Sentiment - Negative: an analysis of media coverage that indicates the content is negative or critical of RTD

Sentiment - Neutral: an analysis of media coverage that indicates a low-emotion item or content that is balanced, with positive and negative values canceling each other out

Sentiment - Positive: an analysis of media coverage that indicates the content is positive or supportive of RTD

Statements: official communication or announcement issued by RTD to the media, typically in response to a specific event, situation, or inquiry

Volume: total number of RTD-related articles, media mentions, or news content within the defined timeframe

Customer and Community Outreach

EcoPass: annual prepaid transit pass that is purchased by an employer and provides unlimited usage of RTD's services

Event: activity planned to foster relationships, gather feedback, share information, and address community needs

LiVE Program: RTD's income-based fare discount program

Special Discount Program: youth, seniors (65 years and older), veterans, and individuals with disabilities are eligible to take advantage of RTD's special discounts, and the agency provides no-cost cards to individuals for show proof of eligibility

Transit Assistance Grant: an annual program that supports non-profits and organizations serving clients with immediate transit needs by providing grants in the form of RTD fares

Customer Care

Commendation: category used for complimenting RTD employees

Customer Experience: category used for individual customer complaints regarding their direct experience with RTD, such as employee discourtesy, dropped trips, fare dispute, late trip, etc.

Inquiry/Request: category used for any reports taken that require a follow-up response, general comments about the agency, service planning suggestions, etc.

Lost and Found: category used for items reported as lost, as well as items found

Public Facilities: category used for problems with RTD facilities, such as elevator outages, station cleanliness, shelter boards, etc.

Service Delivery: category used for generalized complaints regarding service, such as a bus maintenance issue, careless driving, train horn noise, etc.

Telephone Information Center (TIC): assists customers with trip planning, general information, FlexRide reservations, commendations, and complaints



Website and Next Ride App

accessiBe: web accessibility tool that ensures users have access to online content; supports compliance with accessibility standards, including the Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG)

Desktop: number of times a webpage is loaded and viewed by users on a desktop computer

Mobile: number of times a webpage is loaded and viewed by users on a mobile device or tablet

MyRide: RTD's mobile payment and fare management application; allows customers to purchase, store, and manage digital fare media

Next Ride: a web-based trip planning and vehicle tracking application that helps customers use RTD's services; provides access to bus and rail schedules, routes by destination, service alerts, and fare options

Page Views: number of webpages individually viewed, allowing RTD to understand how users interact with the website's content and navigation structure

Users: number of visitors during a given period; metric is used to gain essential insights into audience behavior, reach, and engagement, enabling RTD to optimize its website and marketing strategies to drive additional growth

Sessions: number of visits (traffic) to RTD's website or application; a single session can include multiple different page views

Social Media

Audience Growth: increase or decrease in followers or subscribers to a social media account over a specified period

Engagement: measurement of interactions between social media content and audience, including number of likes, comments, shares, saves, and clicks

Impressions: total number of times a post is displayed on a user's screen; each instance the content is loaded, regardless of whether the user engages with it

Post Link Clicks: total number of times social media users click on a link within a social media post, directing them to an external webpage or additional content

Personal Safety and Security

Calls for Service: security-related telephone calls, text messages, and Transit Watch app submissions

Incident: a security-related report

Transit Watch App: mobile application that allows users the ability to quickly and anonymously communicate with RTD Police Department Dispatch Center about safety and security concerns



Media Relations



News Inquiries

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	24	25	18	24	23	21	25	36	36	9	24	22	287
2024	26	33	58	37	47	53	77	34	61	53	49	44	572
2025	40												40

News Inquiries: requests made by journalists or media outlets for an interview, statement, response, or information

News Releases

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	9	14	13	18	23	26	12	11	16	10	13	6	171
2024	16	11	19	7	12	12	21	13	25	30	14	14	194
2025	22												22

News Releases: agency information widely disseminated to media outlets with the purpose of providing updates and information

Media Events

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	0	0	0	0	0	1	1	1	1	0	0	0	4
2024	1	1	3	3	8	4	3	0	0	2	0	1	26
2025	9												9

Media Events: a news conference, media briefing, newsroom visit, or other externally-facing activity organized to communicate key messages

Interviews

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	10	14	8	8	10	12	12	15	5	1	5	12	112
2024	6	7	28	9	15	18	18	7	16	18	3	13	158
2025	3												3

Interviews: on-the-record structured conversation between a journalist and RTD representative

Statements

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	1	0	3	2	0	2	1	1	6	0	1	2	19
2024	0	4	3	4	9	2	3	1	3	2	5	0	36
2025	1												1

Statements: official communication or announcement issued by RTD to the media, typically in response to a specific event, situation, or inquiry

Requests for Information

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	13	11	7	14	13	7	11	20	25	8	18	8	155
2024	20	22	25	24	30	36	58	26	43	32	40	30	386
2025	6												6

Requests for Information: non-CORA requests made by journalists seeking an answer to a question or other readily available information



		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Human Resources personnel, employee policies and guidelines, recruitment, hiring, and retention	2023	#	2	2	3	0	5	3	0	2	2	1	0	0	20
		%	6.1%	5.1%	9.7%	0.0%	10.9%	5.3%	0.0%	3.4%	3.7%	4.3%	0.0%	0.0%	3.7%
	2024	#	0	0	11	1	0	1	17	4	16	1	3	3	57
		%	0.0%	0.0%	13.3%	2.0%	0.0%	1.4%	15.9%	7.4%	15.7%	1.1%	4.4%	4.8%	6.0%
	2025	#	5												5
		%	6.2%												6.2%
Personal Safety and Security Welcoming Transit Environment, crime, and Transit Police	2023	#	13	6	4	5	3	4	0	6	9	1	2	1	54
		%	39.4%	15.4%	12.9%	11.9%	6.5%	7.0%	0.0%	10.3%	16.7%	4.3%	4.8%	3.1%	11.0%
	2024	#	4	13	23	17	15	6	16	3	11	20	1	10	139
		%	9.1%	27.1%	27.7%	34.7%	21.4%	8.1%	15.0%	5.6%	10.8%	22.2%	1.5%	16.1%	16.6%
	2025	#	11												11
		%	13.6%												13.6%
Bus and Rail Services service impacts, including schedules, frequency, maintenance disruptions, and operator availability	2023	#	16	17	15	17	26	23	17	22	24	7	15	6	205
		%	48.5%	43.6%	48.4%	40.5%	56.5%	40.4%	37.8%	37.9%	44.4%	30.4%	35.7%	18.8%	40.2%
	2024	#	25	9	28	20	27	49	36	21	46	37	25	18	341
		%	56.8%	18.8%	33.7%	40.8%	38.6%	66.2%	33.6%	38.9%	45.1%	41.1%	36.8%	29.0%	40.0%
	2025	#	25												25
		%	30.9%												30.9%
Accidents collisions or incidents involving revenue vehicles, trespassers, or pedestrians	2023	#	0	0	0	7	0	1	0	1	4	0	4	3	20
		%	0.0%	0.0%	0.0%	16.7%	0.0%	1.8%	0.0%	1.7%	7.4%	0.0%	9.5%	9.4%	3.9%
	2024	#	2	0	1	2	2	0	2	0	2	0	5	12	28
		%	4.5%	0.0%	1.2%	4.1%	2.9%	0.0%	1.9%	0.0%	2.0%	0.0%	7.4%	19.4%	3.6%
	2025	#	5												5
		%	6.2%												6.2%
Fares pass programs, discounts, fare media, and zero-fare initiatives	2023	#	0	9	0	4	4	16	11	13	0	3	3	18	81
		%	0.0%	23.1%	0.0%	9.5%	8.7%	28.1%	24.4%	22.4%	0.0%	13.0%	7.1%	56.3%	16.1%
	2024	#	4	2	1	0	0	3	2	2	1	8	2	3	28
		%	9.1%	4.2%	1.2%	0.0%	0.0%	4.1%	1.9%	3.7%	1.0%	8.9%	2.9%	4.8%	3.5%
	2025	#	1												1
		%	1.2%												1.2%
Governance and Legislation Board of Directors, state and federal legislation, regulatory oversight, financial-allocations, and ballot initiatives	2023	#	0	1	0	0	0	0	0	0	0	0	0	0	1
		%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
	2024	#	4	2	2	4	13	5	5	5	15	2	6	1	64
		%	9.1%	4.2%	2.4%	8.2%	18.6%	6.8%	4.7%	9.3%	14.7%	2.2%	8.8%	1.6%	7.5%
	2025	#	11												11
		%	13.6%												13.6%
Miscellaneous all other inquiries	2023	#	2	4	9	9	8	10	17	14	15	11	18	4	121
		%	6.1%	10.3%	29.0%	21.4%	17.4%	17.5%	37.8%	24.1%	27.8%	47.8%	42.9%	12.5%	24.5%
	2024	#	5	22	17	5	13	10	29	19	11	22	26	15	194
		%	11.4%	45.8%	20.5%	10.2%	18.6%	13.5%	27.1%	35.2%	10.8%	24.4%	38.2%	24.2%	23.3%
	2025	#	23												23
		%	28.4%												28.4%

Table includes all news inquiries, media events, and news releases



News Stop Articles and News Releases

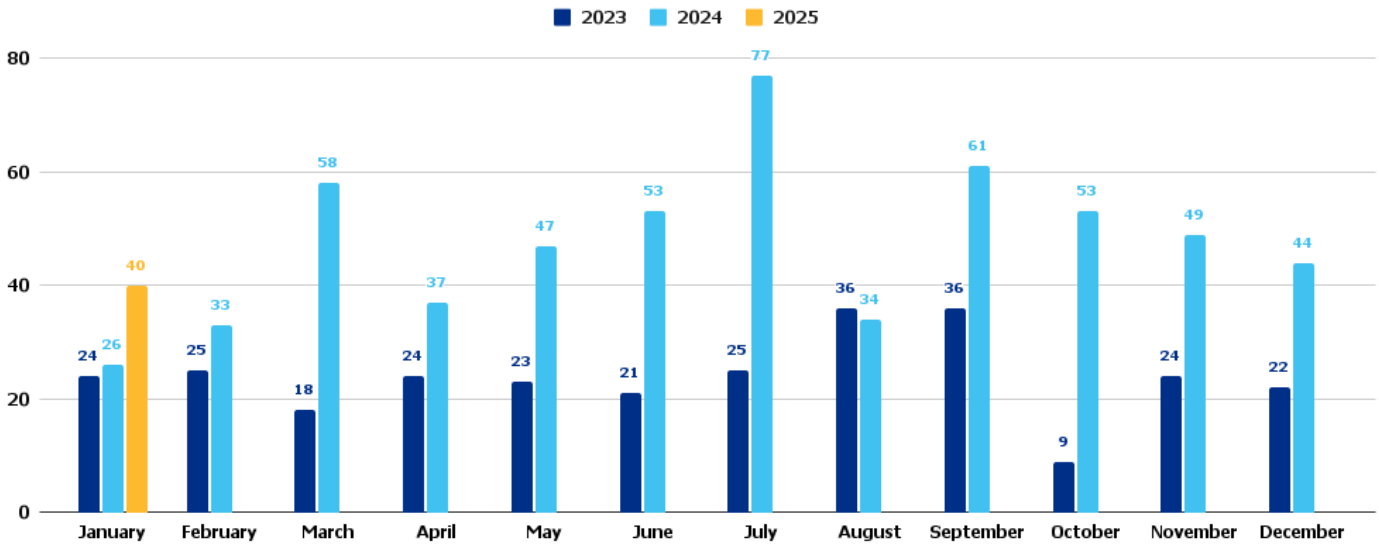
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
News Stop Articles	2024	#	8	16	21	15	18	13	17	14	15	13	17	12	179
		%	4.5%	8.9%	11.7%	8.4%	10.1%	7.3%	9.5%	7.8%	8.4%	7.3%	9.5%	6.7%	8.33%
	2025	#	9												9
		%	100.0%												100.0%
News Releases	2024	#	16	11	19	7	12	12	21	13	25	30	14	14	194
		%	8.2%	5.7%	9.8%	3.6%	6.2%	6.2%	10.8%	6.7%	12.9%	15.5%	7.2%	7.2%	8.33%
	2025	#	22												22
		%	100.0%												100.0%

Date	Day	Time	News Release	Topic
January 2	Thursday	5:00 AM	RTD accepting Transit Assistance Grant program applications	Miscellaneous
January 2	Thursday	7:00 AM	RTD seeks community feedback about proposed 2025 Title VI Program	Governance and Legislation
January 3	Friday	5:02 AM	RTD to pause downtown rail service Jan. 9 during the Stock Show Parade	Bus and Rail Services
January 3	Friday	6:02 AM	RTD prepared to support Denver Broncos fans attending Jan. 5 game	Bus and Rail Services
January 6	Monday	10:27 AM	RTD's 2024 year-in-review and look ahead to 2025	Miscellaneous
January 7	Tuesday	11:19 AM	RTD will provide bus shuttle service Jan. 12-14 during D, E and H line work	Bus and Rail Services
January 7	Tuesday	7:13 PM	RTD Board Members sworn in and officers selected	Governance and Legislation
January 9	Thursday	5:01 AM	RTD recognizes Transit Police contributions on Law Enforcement Appreciation Day	Personal Safety and Security
January 10	Friday	4:01 AM	RTD to provide bus shuttle service Jan. 12-14 during D, E and H line work	Bus and Rail Services
January 16	Thursday	3:43 PM	RTD service changes take effect Jan. 19	Bus and Rail Services
January 17	Friday	6:03 AM	RTD bus route detours Monday during Dr. Martin Luther King Jr. Parade	Bus and Rail Services
January 17	Friday	10:39 AM	RTD prepares for frigid temperatures this weekend	Bus and Rail Services
January 19	Sunday	5:00 AM	RTD service changes take effect Jan. 19	Bus and Rail Services
January 20	Monday	5:00 AM	RTD will provide temporary bus shuttle service Jan. 25-26 for H and R lines	Bus and Rail Services
January 22	Wednesday	5:00 AM	RTD will provide bus shuttle service Jan. 28-30	Bus and Rail Services
January 23	Thursday	12:49 PM	RTD adds new ART District Connector bus route	Bus and Rail Services
January 24	Friday	5:02 AM	RTD will provide temporary bus shuttle service Jan. 25-26	Bus and Rail Services
January 24	Friday	6:04 AM	RTD to offer Zero Fare for Transit Equity Day on Feb. 4	Fares
January 27	Monday	5:03 AM	RTD will provide bus shuttle service Jan. 28-30	Bus and Rail Services
January 28	Tuesday	5:30 AM	RTD establishes detective bureau to bolster safety and security across District	Personal Safety and Security
January 29	Wednesday	6:00 AM	RTD to offer Zero Fare for Transit Equity Day on Feb. 4	Fares
January 31	Friday	10:15 AM	RTD lifts additional speed restrictions along E and H lines	Bus and Rail Services



Inquiries by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	24	25	18	24	23	21	25	36	36	9	24	22	287
2024	26	33	58	37	47	53	77	34	61	53	49	44	572
2025	40												40



Inquiries by Day of Week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2023 ^A	#	28	32	39	43	25	2
	%	16.2%	18.5%	22.5%	24.9%	14.5%	1.2%
2024 ^B	#	99	95	125	122	99	18
	%	17.2%	16.5%	21.7%	21.2%	17.2%	3.1%
2025	#	7	14	4	11	4	0
	%	17.2%	35.0%	10.0%	27.5%	10.0%	0.0%

Inquiries by Time of Day

	12:01 a.m. – 6 a.m.	6:01 – 8 a.m.	8:01 – 10 a.m.	10:01 a.m. – Noon	12:01 – 2 p.m.	2:01 – 4 p.m.	4:01 – 6 p.m.	6:01 – 8 p.m.	8 p.m. – Midnight
2023 ^A	#	7	6	15	31	18	80	7	6
	%	4.0%	3.5%	8.7%	17.9%	10.4%	46.2%	4.0%	3.5%
2024 ^B	#	19	39	98	129	117	103	49	19
	%	3.3%	6.8%	17.0%	22.4%	20.3%	17.9%	8.5%	3.3%
2025	#	0	0	6	14	7	5	7	1
	%	0.0%	0.0%	15.0%	35.0%	17.5%	12.5%	17.5%	2.5%

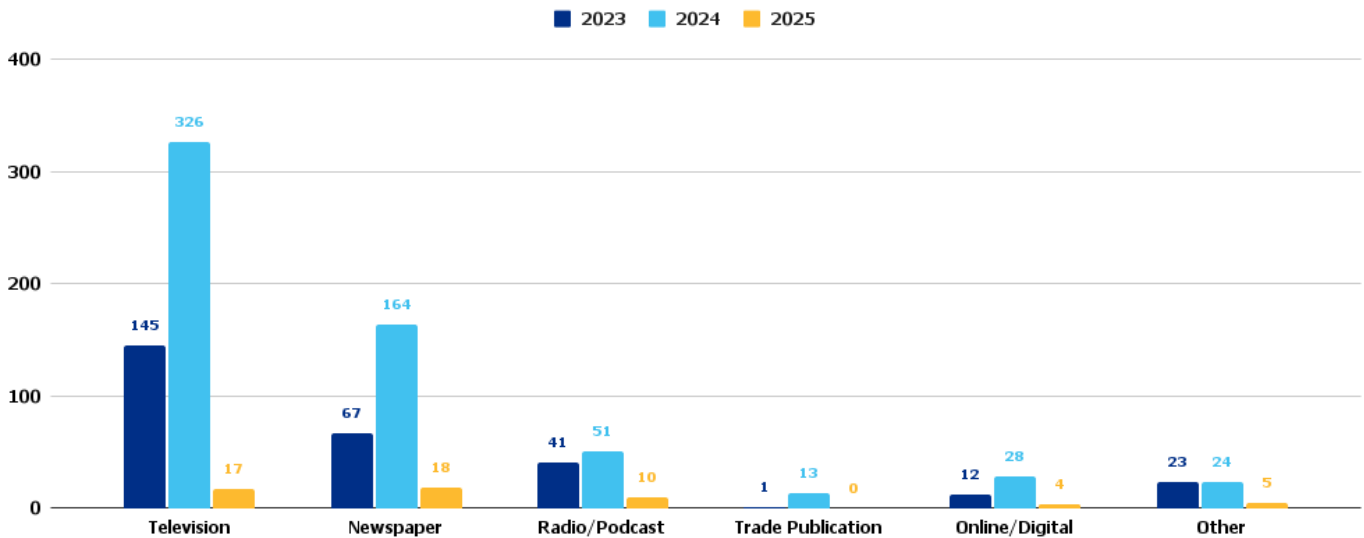
A. June 1 – December 31, 2023; RTD began tracking news inquiries by the day and time received on June 1, 2023

B. January 1 – December 31, 2024



News Inquiries: Media Type

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Television	2023	19	13	10	9	12	6	9	14	29	5	10	9	145
	2024	18	19	37	25	27	26	54	17	32	28	22	21	326
	2025	17												17
Newspaper	2023	1	4	3	9	7	8	5	10	4	0	7	9	67
	2024	7	11	21	10	16	15	16	12	17	17	9	13	164
	2025	18												18
Radio/ Podcast	2023	3	2	2	3	2	3	4	8	3	2	5	4	41
	2024	1	2	1	0	6	7	4	2	7	3	12	6	51
	2025	10												10
Trade Publication	2023	0	0	0	0	0	0	0	0	0	0	1	0	1
	2024	0	0	0	0	0	3	1	1	2	4	2	0	13
	2025	0												0
Online/ Digital	2023	0	0	1	0	1	2	3	3	0	1	1	0	12
	2024	0	0	0	4	4	3	4	1	4	1	4	3	28
	2025	4												4
Other	2023	1	6	2	3	1	3	4	1	1	1	0	0	23
	2024	1	1	2	1	4	3	1	4	4	0	2	1	24
	2025	5												5





News Inquiries: Media Organization

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
9News	2023	2	2	3	4	2	2	3	3	5	1	2	2	31
	2024	3	8	10	7	9	7	14	2	8	5	6	4	83
	2025	7												7
Axios	2023	0	0	0	0	0	1	2	0	0	0	0	0	3
	2024	0	0	0	0	0	0	0	0	1	0	1	0	2
	2025	2												2
Boulder Daily Camera	2023	0	1	0	0	1	0	0	1	0	0	0	0	3
	2024	0	0	0	0	0	0	0	1	0	0	0	0	1
	2025	0												0
Boulder Reporting Lab	2023	0	0	0	0	0	0	0	0	0	0	0	0	0
	2024	0	0	0	0	1	0	0	0	1	0	0	0	2
	2025	0												0
Broomfield Leader	2023	0	0	0	0	0	1	0	0	0	0	0	0	1
	2024	0	0	0	0	0	0	0	0	0	0	0	0	0
	2025	0												0
BusinessDen	2023	0	0	0	0	2	0	0	1	0	0	0	0	3
	2024	0	0	0	0	1	0	0	0	0	0	0	0	1
	2025	0												0
CBS4	2023	4	2	3	1	2	0	1	3	3	1	0	1	21
	2024	4	4	5	1	2	7	10	8	13	9	3	4	70
	2025	4												4
Colorado Community Media	2023	0	0	1	0	1	0	0	0	0	0	0	0	2
	2024	0	0	2	0	1	2	2	0	0	2	1	2	12
	2025	0												0
CPR/ Denverite	2023	2	0	1	2	1	1	4	3	3	2	6	4	29
	2024	1	0	2	3	7	11	6	3	9	5	12	7	66
	2025	11												11
Denver Business Journal	2023	0	0	0	1	1	1	0	1	0	0	0	0	4
	2024	0	0	0	0	1	0	0	0	0	0	1	0	2
	2025	0												0
Denver Gazette	2023	0	1	0	2	1	1	0	1	3	0	0	2	11
	2024	1	1	6	3	5	2	3	4	3	1	1	1	31
	2025	3												3

continued on next page



News Inquiries: Media Organization

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Denver Post	2023	0	2	1	6	2	5	3	3	2	0	4	3	31
	2024	2	6	9	3	3	2	8	3	4	6	3	7	56
	2025	11												11
Denver7	2023	8	5	3	3	4	1	2	4	8	1	5	2	46
	2024	5	2	8	4	8	7	15	0	4	5	10	4	72
	2025	4												4
Fox31/CW2	2023	4	2	0	1	1	5	3	3	7	1	2	3	32
	2024	5	5	9	8	7	6	12	1	6	9	2	6	76
	2025	1												1
KOA Radio	2023	1	2	1	1	1	2	2	2	1	0	0	1	14
	2024	1	2	2	0	2	0	0	0	2	0	1	2	12
	2025	2												2
Longmont Times-Call	2023	0	0	0	0	0	0	0	0	0	0	0	1	1
	2024	0	0	0	0	1	1	0	0	2	0	0	0	4
	2025	0												0
Longmont Leader	2023	0	0	0	0	0	0	0	0	0	0	0	1	1
	2024	0	1	0	0	0	0	0	0	0	0	0	0	1
	2025	0												0
Telemundo	2023	1	1	1	0	2	0	1	0	0	0	0	1	7
	2024	0	0	2	2	1	0	2	0	0	0	0	0	7
	2025	1												1
The Colorado Sun	2023	0	0	0	0	0	0	1	0	0	0	0	1	2
	2024	0	0	0	1	1	0	0	0	1	4	0	0	7
	2025	0												0
Univision	2023	0	1	0	0	1	0	0	1	2	0	0	0	5
	2024	1	0	0	0	0	0	1	0	0	1	0	2	5
	2025	0												0
Westword	2023	1	0	2	0	0	1	1	2	0	0	1	0	8
	2024	1	1	2	1	2	6	1	2	2	1	2	1	22
	2025	1												1
Other	2023	1	6	2	3	1	1	2	8	2	3	4	0	33
	2024	2	3	4	7	5	5	6	13	10	5	8	4	72
	2025	7												7



Date	Day of Week	Volume	Volume: % of Total	Potential Impressions	Impressions: % of Total	Sentiment: Positive	Sentiment: Neutral	Sentiment: Negative	Sentiment: Mixed
1/1/2025	Wednesday	11	2.3%	885,267	0.2%	4	1	0	6
1/2/2025	Thursday	7	1.5%	88,345,123	22.0%	2	3	0	2
1/3/2025	Friday	8	1.7%	3,059,383	0.8%	1	1	0	6
1/4/2025	Saturday	5	1.0%	51,759	0.0%	0	0	0	5
1/5/2025	Sunday	4	0.8%	1,512,739	0.4%	1	1	0	2
1/6/2025	Monday	9	1.9%	188,483	0.0%	3	2	0	4
1/7/2025	Tuesday	15	3.1%	2,853,839	0.7%	5	2	0	8
1/8/2025	Wednesday	16	3.3%	7,635,389	1.9%	6	3	3	4
1/9/2025	Thursday	26	5.4%	6,844,136	1.7%	5	4	0	17
1/10/2025	Friday	19	4.0%	3,123,089	0.8%	0	2	5	12
1/11/2025	Saturday	4	0.8%	183,314	0.0%	1	0	0	3
1/12/2025	Sunday	10	2.1%	35,270,388	8.8%	1	0	2	7
1/13/2025	Monday	20	4.2%	282,538	0.1%	1	1	0	18
1/14/2025	Tuesday	10	2.1%	460,759	0.1%	5	2	1	2
1/15/2025	Wednesday	4	0.8%	5,442,721	1.4%	2	0	1	1
1/16/2025	Thursday	22	4.6%	6,575,586	1.6%	16	2	2	2
1/17/2025	Friday	7	1.5%	2,418,263	0.6%	0	2	1	4
1/18/2025	Saturday	28	5.8%	12,659,943	3.1%	1	4	2	21
1/19/2025	Sunday	7	1.5%	138,566	0.0%	0	0	2	5
1/20/2025	Monday	24	5.0%	42,993,313	10.7%	3	6	7	8
1/21/2025	Tuesday	20	4.2%	32,602,798	8.1%	2	0	5	13
1/22/2025	Wednesday	18	3.8%	6,966,922	1.7%	1	6	1	10
1/23/2025	Thursday	10	2.1%	1,692,915	0.4%	3	0	2	5
1/24/2025	Friday	24	5.0%	8,591,295	2.1%	7	1	4	12
1/25/2025	Saturday	17	3.5%	32,866,444	8.2%	0	0	2	15
1/26/2025	Sunday	10	2.1%	180,177	0.0%	1	0	2	7
1/27/2025	Monday	35	7.3%	11,428,915	2.8%	6	2	1	26
1/28/2025	Tuesday	46	9.6%	42,986,691	10.7%	2	4	4	36
1/29/2025	Wednesday	24	5.0%	37,923,818	9.4%	6	1	1	16
1/30/2025	Thursday	14	2.9%	4,384,063	1.1%	5	1	1	7
1/31/2025	Friday	5	1.0%	1,465,166	0.4%	1	1	0	3
		479		402,013,802		91 19.0%	52 10.9%	49 10.2%	287 59.9%

Earned media metrics provide by

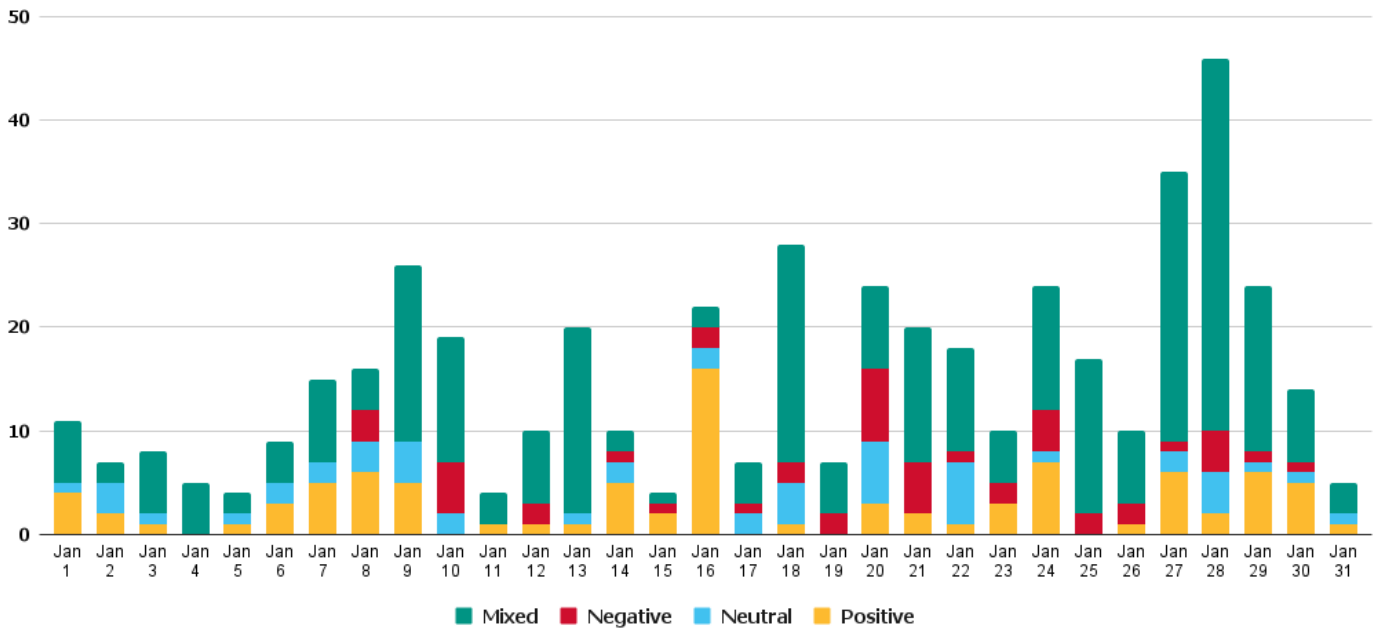




Earned Media: Sentiment Breakdown by Daily Coverage

January 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Positive = 4 Neutral = 1 Negative = 0 Mixed = 6	2 Positive = 2 Neutral = 3 Negative = 0 Mixed = 2	3 Positive = 1 Neutral = 1 Negative = 0 Mixed = 6	4 Positive = 0 Neutral = 0 Negative = 0 Mixed = 5
5 Positive = 1 Neutral = 1 Negative = 0 Mixed = 2	6 Positive = 3 Neutral = 2 Negative = 0 Mixed = 4	7 Positive = 5 Neutral = 2 Negative = 0 Mixed = 8	8 Positive = 6 Neutral = 3 Negative = 3 Mixed = 4	9 Positive = 5 Neutral = 4 Negative = 0 Mixed = 17	10 Positive = 0 Neutral = 2 Negative = 5 Mixed = 12	11 Positive = 1 Neutral = 0 Negative = 0 Mixed = 3
12 Positive = 1 Neutral = 0 Negative = 2 Mixed = 7	13 Positive = 1 Neutral = 1 Negative = 0 Mixed = 18	14 Positive = 5 Neutral = 2 Negative = 1 Mixed = 2	15 Positive = 2 Neutral = 0 Negative = 1 Mixed = 1	16 Positive = 16 Neutral = 2 Negative = 2 Mixed = 2	17 Positive = 0 Neutral = 2 Negative = 1 Mixed = 4	18 Positive = 1 Neutral = 4 Negative = 2 Mixed = 21
19 Positive = 0 Neutral = 0 Negative = 2 Mixed = 5	20 Positive = 3 Neutral = 6 Negative = 7 Mixed = 8	21 Positive = 2 Neutral = 0 Negative = 5 Mixed = 13	22 Positive = 1 Neutral = 6 Negative = 1 Mixed = 10	23 Positive = 3 Neutral = 0 Negative = 2 Mixed = 5	24 Positive = 7 Neutral = 1 Negative = 4 Mixed = 12	25 Positive = 0 Neutral = 0 Negative = 2 Mixed = 15
26 Positive = 1 Neutral = 0 Negative = 2 Mixed = 7	27 Positive = 6 Neutral = 2 Negative = 1 Mixed = 26	28 Positive = 2 Neutral = 4 Negative = 4 Mixed = 36	29 Positive = 6 Neutral = 1 Negative = 1 Mixed = 16	30 Positive = 5 Neutral = 1 Negative = 1 Mixed = 7	31 Positive = 1 Neutral = 1 Negative = 0 Mixed = 3	



Earned media metrics provide by





Earned Media: Monthly Metrics



Volume

January 2025

479



Impressions

January 2025

402M

Positive



19.0%

Neutral



10.9%

Negative



10.2%

Mixed



59.9%

	Jan	Feb	Mar	Apr	May	Jun
--	-----	-----	-----	-----	-----	-----

Potential Impressions	Total	402,013,000				
	Previous Month	1,100,000,000				
	% Change	-64.6%				

Coverage Volume	Total	479				
	Previous Month	895				
	% Change	-46.5%				

News Organizations: Social Media Engagement	Total	19,400				
	Previous Month	24,800				
	% Change	-21.7%				

Volume of Coverage by Media Type	Online	202				
	Television	193				
	Print	52				
	Radio	32				

Potential Impressions by Media Type	Online	392,400,000				
	Television	4,400,000				
	Print	3,700,000				
	Radio	1,500,000				

Share of Content by Media Type	Online	42.2%				
	Television	40.3%				
	Print	10.9%				
	Radio	6.7%				


Sentiment by Potential Impressions (#)	Positive	113,566,132				
	Neutral	136,397,409				
	Negative	48,704,149				
	Mixed	103,346,112				

Sentiment by Potential Impressions (%)	Positive	28.2%				
	Neutral	33.9%				
	Negative	12.1%				
	Mixed	25.7%				




January 2025


MSN.com 2 Jan
RTD ramps up safety measures for people pla...
 The Regional Transportation District is sharing its plans to help keep riders protected if they plan on...
 👤 54.6M




CBS.com, Karen Morfitt 25 Jan
RTD CEO says former police chief's firing was...
 Regional Transport District CEO Debra Johnson is looking ahead to a year of transformation for the...
 👤 32M ❤️ 1 🗨️ 4 🚩 7



CBS.com 28 Jan
New internal detective bureau allows RTD offic...
 RTD Police Department in Denver launched its new internal detective bureau on Tuesday, the Regiona...
 👤 32M ❤️ 1 🗨️ 13 🚩 1




CBS.com 20 Jan
Pedestrian struck and killed by RTD commuter...
 An RTD commuter rail struck and killed a pedestrian in Denver Monday evening, officials with the transi...
 👤 32M ❤️ 36 🗨️ 11 🚩 17




CBS.com 21 Jan
RTD adds more frequent bus and rail stops; B...
 The Regional Transportation District is releasing new service changes with bus and rail systems. R...
 👤 32M ❤️ 62 🗨️ 1 🚩 16



CBS.com 2 Jan
RTD ramps up safety measures for people pla...
 The Regional Transportation District is sharing its plans to help keep riders protected if they plan on...
 👤 32M ❤️ 10 🗨️ 21 🚩 1




CBS.com, Christa Swanson 12 Jan
Preventative maintenance to temporarily Impa...
 According to the Regional Transportation District, preventative maintenance will temporarily impact...
 👤 32M ❤️ 1 🗨️ 17 🚩 1




U.S. Department Of Justice 15 Jan
Denver Man Convicted On Five Counts Related to Denver Ban...
 He then boarded a nearby RTD bus and was arrested twelve minutes later sitting on the bus with the tracker, stolen money, replica gun,...
 👤 5.4M ❤️ 19 🚩 12

CBS.com 29 Jan
Go Behind the Story on the current state of RT...
 Regional Transport District CEO Debra Johnson is looking ahead to a year of transformation for the...
 👤 32M



Denver Post 27 Jan
RTD adds new bus route linking neighborhood...
 Buses run once every 60 minutes between 40th/Colorado and Alameda public transit stations...
 👤 3.2M ❤️ 4 🗨️ 1 🚩 14



Earned media metrics provide by **truescope**



Customer and Community Outreach

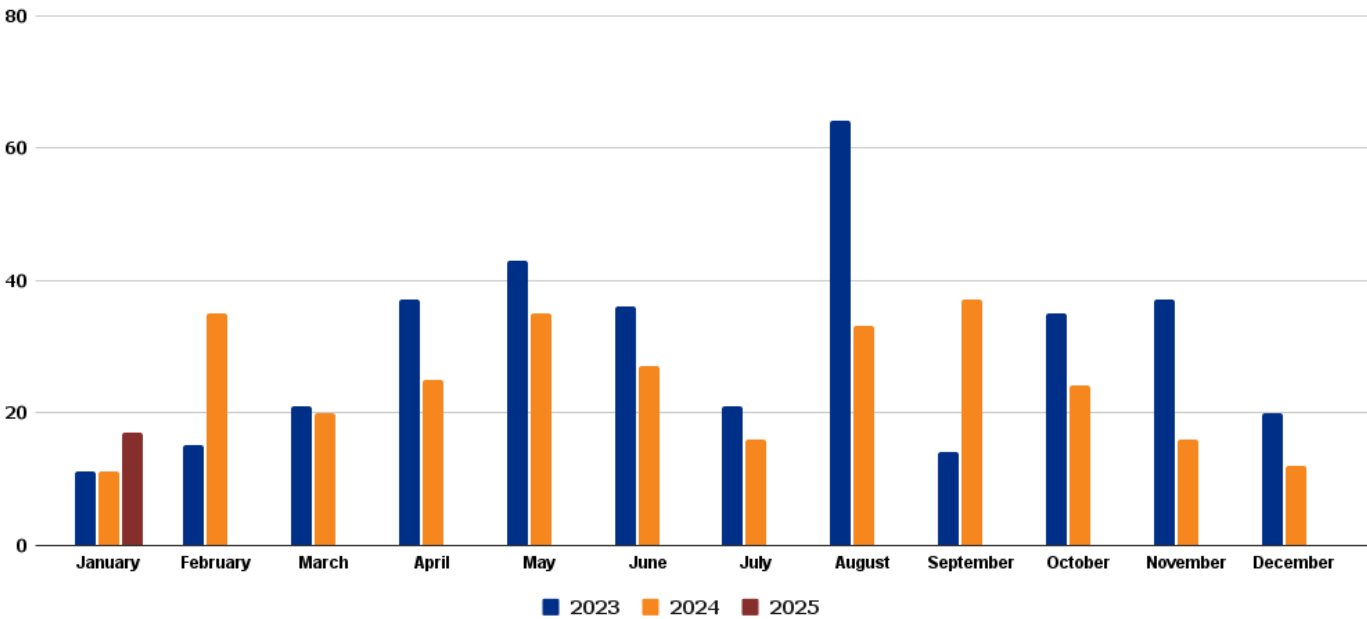


Community Engagement Events by Month

The following tables and graphs include all community engagement undertaken by the agency. In addition to Communications and Engagement staff, the metrics also reflect outreach activities led by Transit Police, Civil Rights, Planning, and Human Resources.

Number of Events by Month

Month	2023	2024	2025
January	11	11	17
February	15	35	
March	21	20	
April	37	25	
May	43	35	
June	36	27	
July	21	16	
August	64	33	
September	14	37	
October	35	24	
November	37	16	
December	20	12	
TOTAL	354	291	17





Events by Location

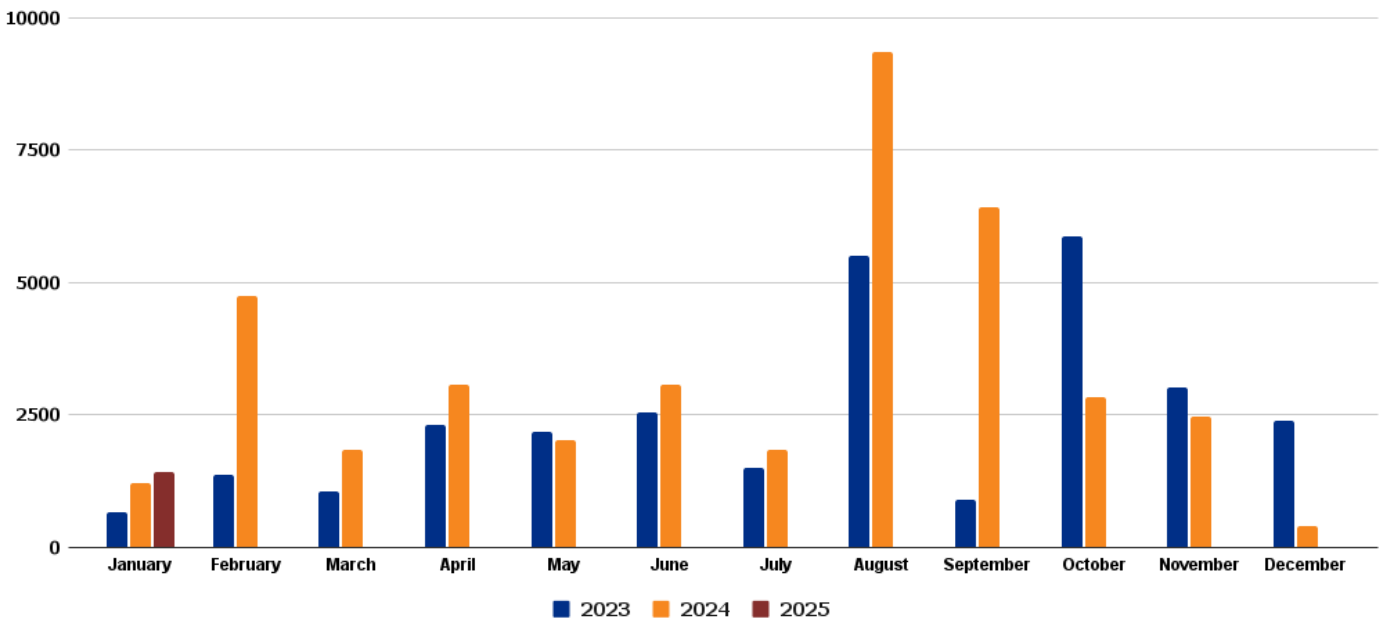
	2024 Total	2025 Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Arvada	4													
Aurora	21													
Boulder	11													
Broomfield	2													
Brighton	6													
Centennial	0													
Commerce City	3													
Denver	169	13	13											
Edgewater	1													
Englewood	6	1	1											
Golden	5													
Greenwood Village	2													
Highlands Ranch	3													
Lakewood	6													
Littleton	2													
Lone Tree	7													
Longmont	2													
Louisville	1													
Northglenn	2													
Parker	0													
Sheridan	0													
Thornton	5													
Westminster	1	1	1											
Wheat Ridge	0													
Virtual/Other	32	2	2											
TOTAL	291	17	17											



Customers and Community Members Engaged

Month	2023	2024	2025
January	664	1,214	1,411
February	1,368	4,732	
March	1,052	1,832	
April	2,292	3,058	
May	2,169	2,027	
June	2,547	3,073	
July	1,497	1,840	
August	5,504	9,344	
September	883	6,427	
October	5,857	2,833	
November	3,022	2,473	
December	2,376	396	
TOTAL	29,231*	39,249*	1,411*

*Totals do not include RTD's participation in parades and other large community gatherings where customer and community engagement numbers are difficult to track.





2025	Event	Topic	RTD Team(s)	Role/Type	Location	Number Engaged
1/7/25	Paratransit Proposed Changes Public Meeting #3	Regional Transportation District	Access-A-Ride, Access-on-Demand	Community Engagement, Paratransit, Bus Operations	Virtual	93
1/9/25	National Western Stock Show Parade	National Western	Ridership Education	Community Engagement	Denver	
1/11/25	Celebrate MLK Jr. Day and Induction of New Denver NAACP Officers	Denver NAACP	Networking	Civil Rights	Denver	42
1/13/25	Impact Team at I-25 and Broadway	RTD	Service Disruptions	Community Engagement	Denver	
1/13/25	Impact Team at Colfax at Auraria	RTD	Service Disruptions	Community Engagement	Denver	
1/14/25	Impact Team at I-25 and Broadway	RTD	Service Disruptions	Community Engagement	Denver	
1/14/25	Impact Team at Colfax at Auraria	RTD	Service Disruptions	Community Engagement	Denver	
1/14/25	Federal BRT Pop-Up at Englewood Public Library	CDOT, Englewood Public Library	Bus-Rapid Transit Projects, Zero Fare for Youth, Ridership Education	Community Engagement	Englewood	7
1/14/25	Economic Development Association for Black Communities, Empowering our Future Breakfast	Economic Development Association for Black Communities	SBE/DBE Program Outreach, Networking	Civil Rights	Denver	30
1/14/25	Denver Public Schools HVAC Contractors Event	Denver Public Schools	SBE/DBE Program Outreach, Networking	Civil Rights	Denver	300
1/15/25	CO 119 BRT Transit Advisory Committee Stakeholder Meeting #2	RTD	Bus-Rapid Transit Projects	Community Engagement, Service Development, Capital Programs	Virtual	8
1/15/25	Asian Chamber of Commerce General Monthly Meeting	Asian Chamber of Commerce	SBE/DBE Program Outreach, Networking	Civil Rights	Denver	40
1/16/25	Way to Go Monthly Meeting	Denver Regional Council of Governments	Networking	Community Engagement	Denver	17
1/17/25	Martin Luther King, Jr. Business Awards	Martin Luther King, Jr. Business Awards	Networking, Diversity, Equity and Inclusion	Civil Rights, Executive Office, Transit Police	Denver	300
1/24/25	Law Enforcement Hiring Expo	Reliant Hiring Solutions	Recruiting	Human Resources	Westminster	40
1/29/25	DRMAC Local Coordinating Council Luncheon	Denver Regional Mobility Access Coalition	Ridership Education	Community Engagement	Denver	34
1/30/25	WTS Annual Awards Recognition Luncheon	Women's Transportation Seminar	SBE/DBE Program Outreach, Networking	Civil Rights	Denver	500

*In some instances, engagement numbers are not included for parades and other large community gatherings where customer and community numbers are difficult to track.



Special Discount Program: Cards Issued

Youth, seniors (65 years and older), veterans, and individuals with disabilities are eligible to take advantage of RTD’s special discounts. The agency provides no-cost cards to individuals for proof of eligibility. Customers who may not have a school ID, driver’s license, valid government-issued ID, alien registration/permanent resident card, or military identification, can receive an RTD-issued special discount card.

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Youth	2024	8	5	7	7	17	33	25	64	43	29	10	21	269
	2025	20												20
Senior	2024	108	81	76	88	92	99	108	99	81	69	69	50	1,020
	2025	88												88
Special Discounts	2024	118	102	95	121	100	91	105	133	108	98	55	75	1,201
	2025	119												119

Transit Assistance Grant Program: 2024

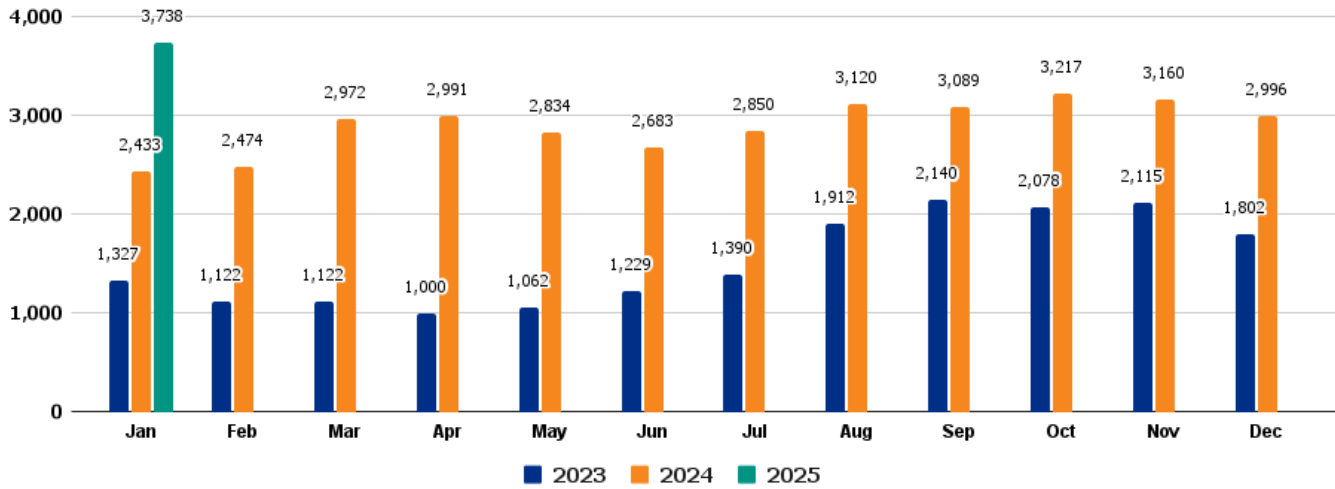
The Transit Assistance Grant (TAG) Program supports non-profits and organizations that serve clients with immediate transit needs by providing grants in the form of RTD fares. The 2025 application portal was open through January 31, 2025, and 195 applications were submitted. The selection process is underway, and awards will be announced in March.

2024 TAG Program	
Total Amount Awarded	\$999,983
Total Applications	211
Total Awarded Agencies	181
Total Clients Served	56,306 Individuals
Total Tickets Issued	229,352 (3-Hour Passes)
Total LiVE Materials Distributed	12,648
Staff’s Program Administration Hours	240 Hours

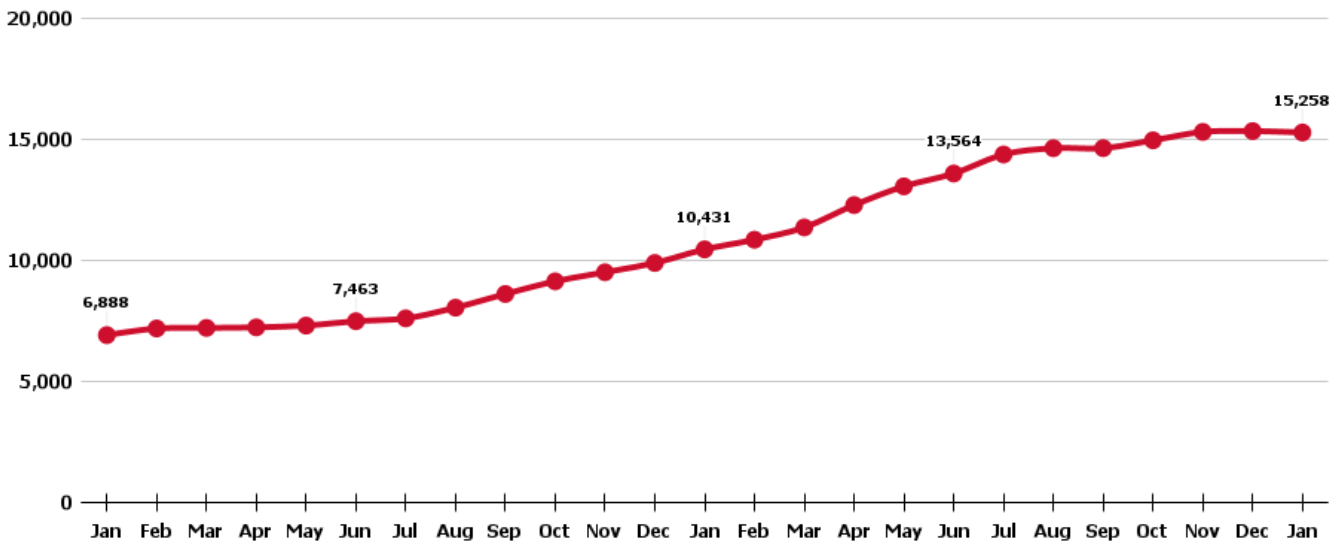


		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Applications Submitted	2023	1,327	1,122	1,122	1,000	1,062	1,229	1,390	1,912	2,140	2,078	2,115	1,802	18,299
	2024	2,433	2,474	2,972	2,991	2,834	2,683	2,850	3,120	3,089	3,217	3,160	2,996	34,819
	2025	3,738												3,738
Applications Approved	2023	697	800	654	579	655	701	608	921	1,209	1,133	984	928	9,869
	2024	1,259	1,198	1,162	1,503	1,427	1,232	1,395	1,179	1,212	1,457	1,332	961	15,317
	2025	1,200												1,200
Active Participants	2023	6,888	7,163	7,186	7,209	7,282	7,463	7,580	8,022	8,588	9,110	9,485	9,869	AVERAGE 7,987
	2024	10,431	10,829	11,337	12,261	13,033	13,564	14,351	14,609	14,612	14,936	15,284	15,317	AVERAGE 13,380
	2025	15,258												AVERAGE 15,258

Applications Submitted



Active Participants





EcoPass and CollegePass: January 2025

- **EcoPass Companies (Renewed Contracts):** 528
- **EcoPass Master Contracts:** 5
 - Denver International Airport Concessionaires
 - Central Area General Improvement District (Boulder)
 - Town of Nederland
 - Boulder Junction
 - University Hill
- **EcoPass Large Employers (3,000+ Employees):** 8
- **EcoPass Companies (New Contracts):** 15
- **Neighborhood EcoPass (Active Contracts):** 65
- **CollegePass Program:** 8
 - University of Colorado Anschutz Medical Campus
 - University of Colorado Boulder
 - Auraria Campus
 - Colorado School of Mines
 - Escoffier School of Culinary Arts
 - Rocky Mountain College of Art and Design
 - Naropa University
 - University of Denver
- **Universities/Colleges in EcoPass:** 6
 - University of Colorado Anschutz Medical Campus
 - University of Colorado Boulder
 - Auraria Campus
 - Colorado School of Mines
 - Naropa University
 - University of Denver

Top Ten Employers by Headcount

Employer	Headcount
University of Colorado Boulder	9,000
City and County of Denver	6,000
Central Area General Improvement District (Boulder) – 1,200 Employees	6,000
University of Colorado Anschutz Medical Campus	5,000
Children's Hospital Colorado	5,000
Denver Health	4,000
Boulder Valley School District	4,000
DEN Concessionaires	3,200
Charter Communications	3,000
Auraria Higher Education	3,000



Overview

The Impact Team Pilot Program commenced in May 2024 and included 45 employee volunteer ambassadors from across the agency. The program focused on assisting customers during peak service times, planned and unplanned service disruptions, and large events near RTD's stops and stations.

During the pilot program's four-month period, ambassadors completed 61 assignments, directly assisted more than 3,700 customers, and provided 232 total hours of service. RTD staff is finalizing plans for the program's continuation to include a combination of paid outreach staff and employee volunteers.

Outreach Hours by Location

Stop/Station	Hours
27th•Welton	4.0
30th•Downing	2.0
38th•Blake	2.0
Arapahoe at Village Center	4.0
Auraria West	2.0
Aurora Metro Center	4.0
Belleview	3.0
Central Park	24.25
Civic Center	8
Colfax at Auraria	4.0
Decatur•Federal	4.0
Denver Airport	12.0

Stop/Station	Hours
Denver Union Station: Bus Concourse	41.0
Denver Union Station: Commuter Rail	22.0
Denver Union Station: Light Rail	21.25
Federal Center	4
I-25•Broadway	32.0
Littleton•Downtown	10.0
Olde Town Arvada	4.0
Peoria	6.0
RidgeGate Parkway	4.0
Southmoor	4.5
Thornton Crossroads•104th	4.0
University of Denver	6.0
TOTAL HOURS	232.0

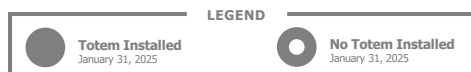
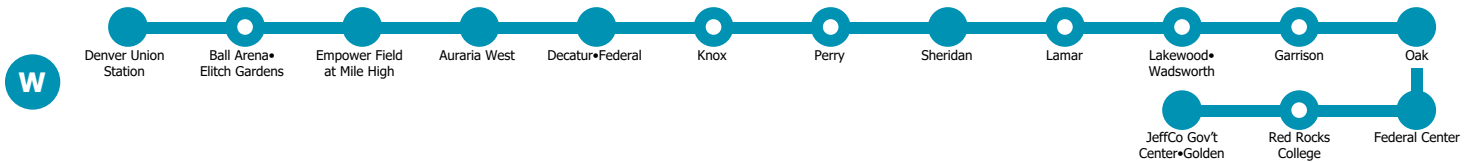
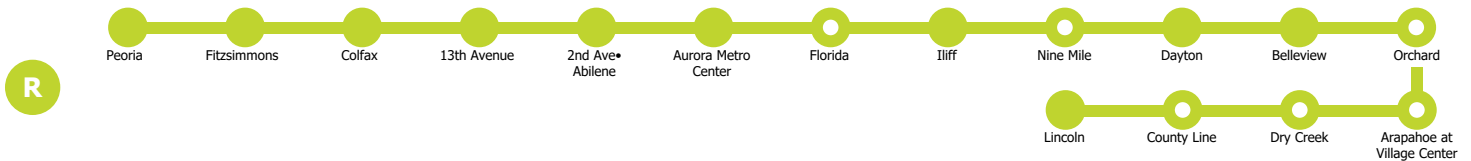
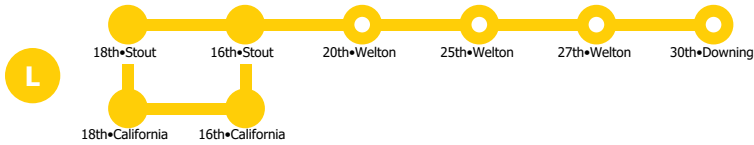
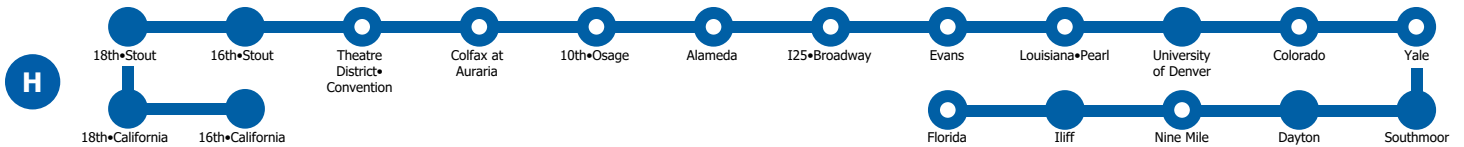
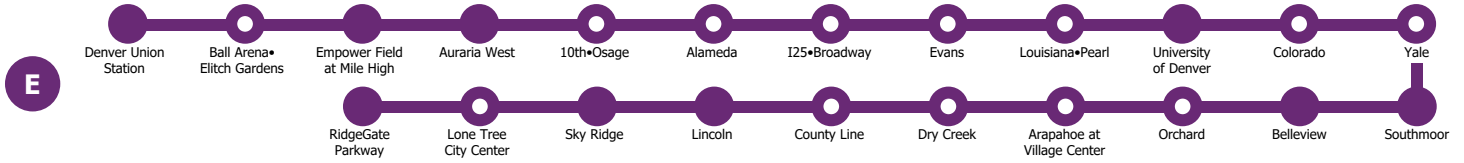
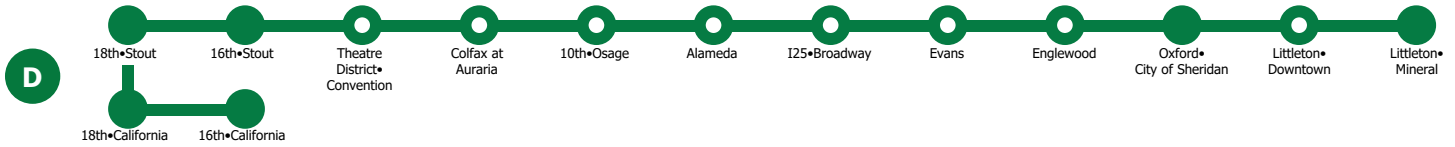
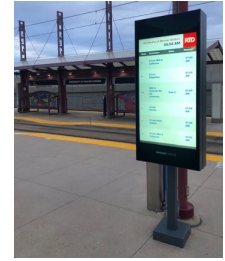
Customers Engaged by Location

Stop/Station	Customers
27th•Welton	37
30th•Downing	1
38th•Blake	7
Arapahoe at Village Center	14
Auraria West	3
Aurora Metro Center	50
Belleview	20
Central Park	1,133
Civic Center	119
Colfax at Auraria	75
Decatur•Federal	83
Denver Airport	253

Stop/Station	Customers
Denver Union Station: Bus Concourse	266
Denver Union Station: Commuter Rail	445
Denver Union Station: Light Rail	749
Federal Center	32
I-25•Broadway	233
Littleton•Downtown	68
Olde Town Arvada	15
Peoria	29
RidgeGate Parkway	35
Southmoor	19
Thornton Crossroads•104th	36
University of Denver	34
TOTAL CUSTOMERS	7,512



Digital Totems Installed at Rail Stations





Customer Care



CUSTOMER CARE

Telephone Information Center

41,131
Total Number of Calls
January 2025

:16 seconds
Average Speed of Answer
January 2025



6,972
FlexRide Reservations
January 2025

3:18
Average Call Handle Time
January 2025

Report Overview

Media Relations

Customer and
Community Outreach

Customer Care

Website and
Next Ride App

Social Media

Personal Safety
and Security



RTD’s Digital Customer Relations Liaisons (DCRL) team manages all inbound inquiries received via email, social media, or the online web form. Additionally, the team manages and sends Service Alerts.

Inbound Email/Web Form Volume

All customer and public feedback received via RTD’s feedback email and online web form

2023 Jan – Dec	2024 Jan - Dec	2025 YTD	2025 Daily Average
13,992	20,505	1,554	50

Inbound Social Media Messages Received

All customer and public feedback received via RTD’s four official social media platforms

2023 Jan – Dec	2024 Jan - Dec	2025 YTD	2025 Daily Average
48,693	25,618	1,768	57

Messages Actioned

Number of inbound messages that received a response or reply

2023 Jan – Dec	2024 Jan - Dec	2025 YTD	2025 Daily Average
43,352	25,437	1,763	57



Fixed Route and FlexRide

	Customer Experience	Service Delivery	Commendation	Lost and Found	Public Facilities	Inquiry/ Request
2024	18,709	2,268	1,828	4,151	1,017	7,376
	52.9%	6.4%	5.2%	11.7%	2.9%	20.9%
2025	1,505	182	148	341	72	556
	53.7%	6.5%	5.3%	12.2%	2.6%	19.8%

Paratransit

	Customer Experience	Service Delivery	Commendation	QRyde/ Software Issue
2024	1,964	985	920	64
	49.9%	25.0%	23.4%	1.6%
2025	145	97	93	10
	42.0%	28.1%	27.0%	2.9%

Division Customer Care Liaisons

The Division Customer Care Liaisons manage and research all cases related to RTD's bus and rail service delivery divisions.



Cases Researched

January 2025

718



Video Playbacks Reviewed

January 2025

69



Average Number of Days to Resolve Cases

January 2025

4.2



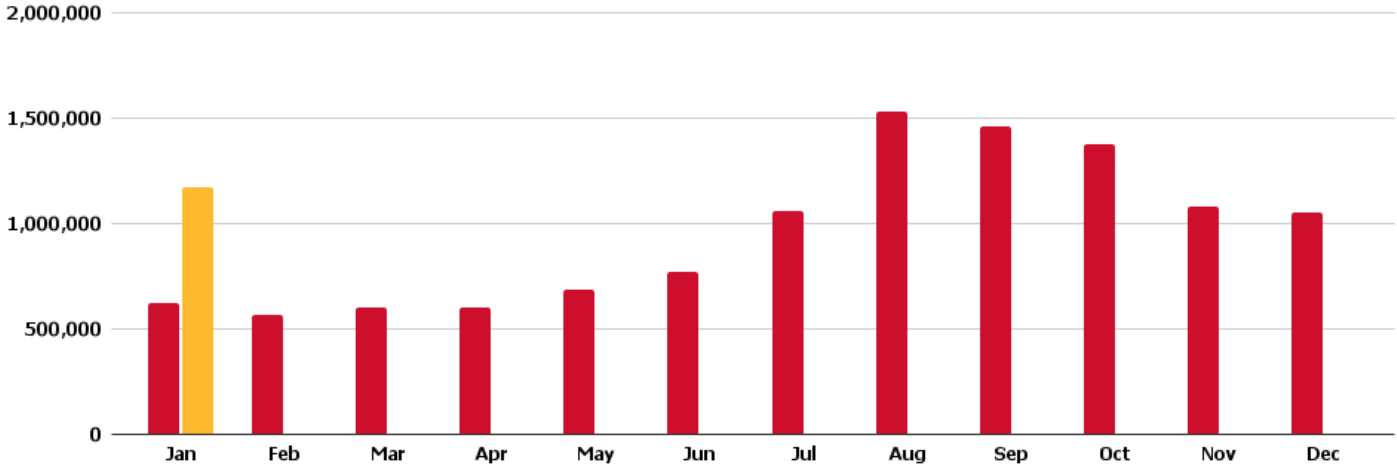
Website and Next Ride App



Sessions

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2024	617,112	560,218	599,421	601,250	686,621	771,007	1,058,959	1,526,690	1,460,823	1,374,969	1,080,084	1,047,191
2025	1,169,426											

■ 2024 ■ 2025



Unique Users

2024	Mobile	Desktop	% Mobile
Jan	110,751	69,344	61.5%
Feb	102,471	71,338	59.0%
Mar	115,366	66,222	63.5%
Apr	109,684	70,775	60.8%
May	129,053	77,210	62.6%
Jun	158,577	76,527	67.4%
Jul	158,859	78,381	67.0%
Aug	167,284	79,047	67.9%
Sep	160,040	80,630	66.5%
Oct	147,403	72,182	67.1%
Nov	111,297	58,647	65.5%
Dec	105,994	54,203	66.2%

2025	Mobile	Desktop	% Mobile
Jan	110,974	65,232	63.0%
Feb			
Mar			
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			



accessiBe Web Accessibility Feature

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	572	1,200	1,579	1,423	957	769	6,500
2025	933												933

Plan a Trip Widget rtd-denver.com

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	9,935	19,228	17,382	16,815	63,360
2025	17,466												17,466

Board of Directors rtd-denver.com/about-rtd/board-of-directors

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	3,011	2,359	2,526	2,454	2,429	3,169	3,701	5,327	5,870	13,053	7,845	4,713	56,457
2025	6,194												6,194

Budget rtd-denver.com/budget

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	278	1,473	761	2,512
2025	399												399

News Stop rtd-denver.com/community/news

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	1,027	1,019	1,327	1,025	940	1,109	1,822	2,303	2,643	2,399	1,642	1,700	18,956
2025	2,162												2,162

News Releases rtd-denver.com/community/press-releases

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	105	69	80	61	71	74	173	244	302	178	187	176	1,720
2025	263												263



Website: Features and Page Views

Downtown Rail Reconstruction Project rtd-denver.com/railproject

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	1,146	2,759	3,236	7,634	7,485	9,291	11,003	9,282	2,230	995	966	56,027
2025	1,313												1,313

Light Rail Speed Restrictions rtd-denver.com/light-rail-speed-restrictions

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	10,045	15,634	10,383	16,782	24,131	16,186	15,188	108,349
2025	18,027												18,027

Light Rail Maintenance and Repairs rtd-denver.com/light-rail-maintenance-and-repairs

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	542	1,745	2,823	4,344	5,384	2,744	2,378	19,960
2025	2,483												2,483

Train Horns rtd-denver.com/trainhorns

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	790	234	132	376	225	1,757
2025	75												75

Paratransit Peer Review rtd-denver.com/paratransit-peer-review

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	3,897	4,358	383	1,379	10,017
2025	543												543



Spanish Español

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	10,871	11,046	11,478	11,589	13,360	13,770	21,333	34,201	32,079	29,985	22,205	21,952	233,869
2025	25,176												25,176

Chinese 中文

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	937	1,089	1,084	1,085	1,245	1,766	2,622	3,905	3,081	2,597	2,247	2,034	23,692
2025	2,286												2,286

Vietnamese Tiếng Việt

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	77	135	251	89	141	108	319	310	209	179	168	1,986
2025	75												75

Launched: February 2024

Russian Русский

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	97	421	368	593	799	1093	962	704	489	5,526
2025	449												449

Launched: April 2024

Korean 한국어

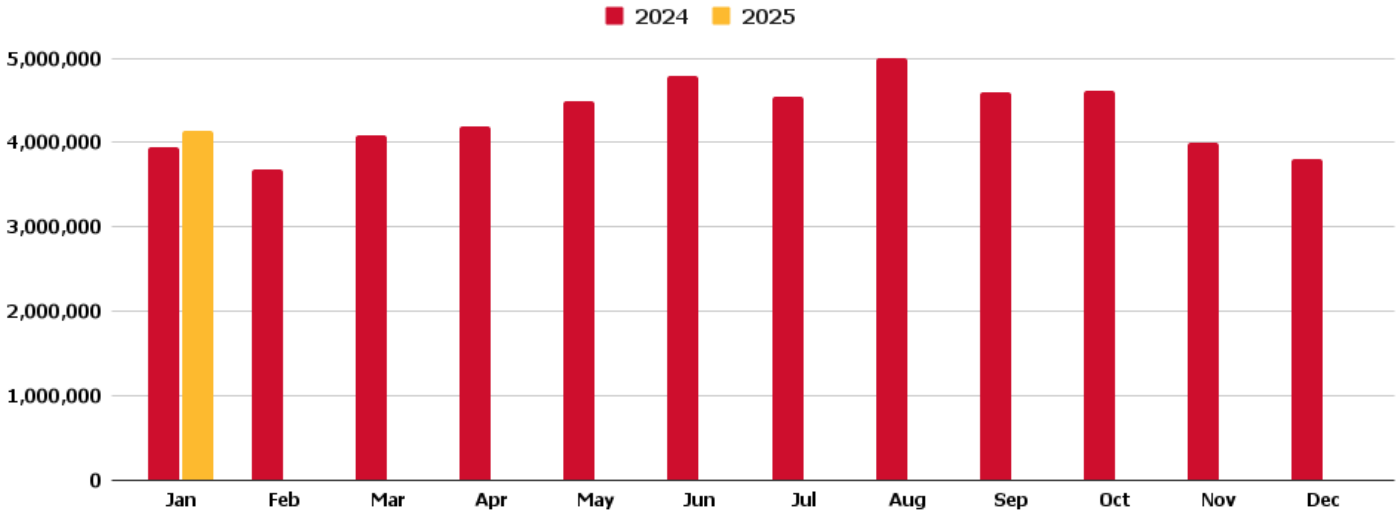
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	440	972	1,412
2025	1,263												1,263

Launched: November 2024



Sessions

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2024	3,938,435	3,676,778	4,085,680	4,184,714	4,493,141	4,796,424	4,550,584	4,995,757	4,591,428	4,612,254	4,002,768	3,811,120
2025	4,131,996											



Unique Users

2024	Mobile	Desktop	% Mobile
Jan	224,597	59,372	79.1%
Feb	209,683	53,844	79.6%
Mar	237,832	58,807	80.2%
Apr	234,645	61,660	79.2%
May	259,316	66,750	79.5%
Jun	276,175	69,193	80.0%
Jul	268,500	67,822	79.8%
Aug	276,881	68,709	80.1%
Sep	260,114	64,639	80.1%
Oct	249,536	62,760	79.9%
Nov	222,361	55,619	80.0%
Dec	213,440	52,859	80.2%

2025	Mobile	Desktop	% Mobile
Jan	198,521	61,961	76.2%
Feb			
Mar			
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			

**Plan a Trip**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	444,179	423,467	463,906	460,331	486,601	548,417	508,976	569,830	737,534	1,002,504	877,258	768,147	7,291,150
2025	824,733												824,733

Bus and Rail Schedules

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	331,119	294,532	330,502	343,446	371,946	404,044	378,142	406,355	371,556	365,716	315,924	315,569	4,228,851
2025	332,492												332,492

Purchase Tickets (MyRide)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	11,433	13,808	16,014	20,190	17,957	18,527	16,645	15,699	12,833	11,201	154,307
2025	10,545												10,545

Schedule: A Line

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	159,674	156,634	183,914	179,441	204,293	216,560	226,477	218,429	204,406	197,891	197,728	200,803	2,346,250
2025	166,935												166,935

Schedule: AB1 Route

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	117,788	112,395	134,777	123,616	136,891	139,133	139,906	135,406	135,611	137,115	147,997	148,257	1,608,892
2025	122,812												122,812

Schedule: E Line

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	80,894	62,474	67,860	74,721	88,327	90,091	64,631	73,066	69,003	85,826	60,442	60,295	877,630
2025	69,714												69,714

Service Alerts

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	35,929	29,399	51,008	36,399	34,913	33,006	34,519	33,547	29,737	34,363	38,599	33,943	425,362
2025	51,600												51,600



Spanish Español

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	15,148	18,153	19,011	20,407	18,821	14,819	14,833	18,058	14,548	13,804	12,125	12,247	191,974
2025	11,637												11,637

Chinese 中文

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	676	887	1,058	657	1,159	1,077	977	868	593	768	554	2,990	12,264
2025	2,437												2,437

Vietnamese Tiếng Việt

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	17	351	122	253	112	153	548	778	426	365	3,125
2025	154												154

Launched: March 2024

Russian Русский

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	67	628	1,422	2,040	1,802	2,284	2,164	1,408	1,505	13,320
2025	1,100												1,100

Launched: April 2024

Korean 한국어

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	82	173	255
2025	265												265

Launched: November 2024

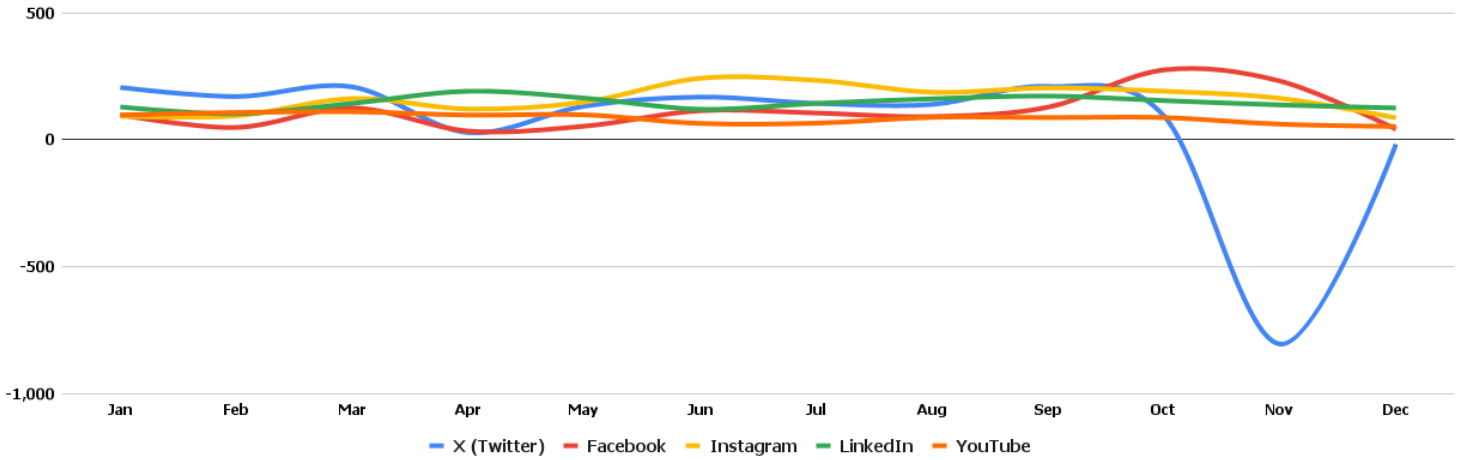


Social Media



Net Growth

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
X (Twitter)	2024	207	171	209	29	133	169	144	140	211	94	-805	-17	685
	2025	-94												-94
Facebook	2024	99	49	126	35	54	115	106	92	129	276	232	42	1,355
	2025	122												122
Instagram	2024	94	95	163	122	149	243	235	188	205	192	164	87	1,937
	2025	188												188
LinkedIn	2024	130	103	144	192	165	121	144	162	173	155	138	126	1,753
	2025	199												199
YouTube	2024	98	108	111	98	99	65	66	89	88	88	62	53	1,025
	2025	53												53



Posts

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
X (Twitter)	2024	1,366												1,366
	2025	120												120
Facebook	2024	537												537
	2025	44												44
Instagram	2024	649												649
	2025	55												55
LinkedIn	2024	438												438
	2025	44												44
YouTube	2024	72												72
	2025	19												19



Summary: January 2025

Impressions	Engagements	Post Link Clicks
1,252,525	9,750	1,772
2024 20,537,509	2024 166,071	2024 31,333

Impressions

Platform	2024	2025 YTD
X (Twitter)	1,513,473	96,193
Facebook	15,459,026	967,298
Instagram	3,223,303	162,594
LinkedIn	341,707	26,440
YouTube	---	---

Post Engagement

Platform	2024	2025 YTD
X (Twitter)	36,518	2,085
Facebook	59,529	3,130
Instagram	29,465	2,320
LinkedIn	32,885	1,862
YouTube	7,674	353

Engagement Rate Per Impression

Platform	2024	2025 YTD
X (Twitter)	2.4%	2.2%
Facebook	0.4%	0.3%
Instagram	9.0%	1.4%
LinkedIn	9.6%	7.0%
YouTube	---	---


Video Views

Platform	2024	2025 YTD
X (Twitter)	76,976	3,980
Facebook	886,252	3,075
Instagram	249,517	15,638
LinkedIn	51,305	4,496
YouTube	3,476,447	29,144



ridertd
Fri 1/3/2025 8:22 am MST

Happy 9th Anniversary to the Flatiron Flyer! 🎉 Since Jan. 3, 2016, the 18-mile bus rapid transit...




Engagement Rate (per Impression) 11.6%

Impressions 1,177

Engagements 136

ridertd
Tue 1/28/2025 4:42 pm MST

Hey Denver art & culture lovers- RTD's new ART District Connector bus route is here! This route...




Engagement Rate (per Impression) 11.1%

Impressions 1,458

Engagements 162

ridertd
Fri 1/31/2025 11:24 am MST

Attention E and H Line Customers! All speed restrictions between University of Denver & Yale station...



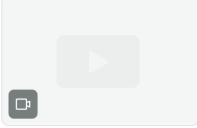
Engagement Rate (per Impression) 9.7%

Impressions 1,719

Engagements 166

RTD
Wed 1/29/2025 6:36 pm MST

At RTD, we're proud to connect you to the places that matter most—whether it's school, work, family...



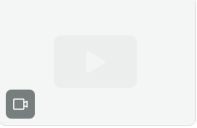
Engagement Rate (per Impression) 15.4%

Impressions 279

Engagements 43

RTD
Fri 1/10/2025 4:15 pm MST

Find out what's new with #3ThingsToKnow from this week's RTD updates. 1. Honoring Dr...




Engagement Rate (per Impression) 14.6%

Impressions 41

Engagements 6

RTD
Tue 1/14/2025 8:12 pm MST

Regular Service is back on the D, E, and H lines. Thank you for your patience and feedback as we...




Engagement Rate (per Impression) 11.7%

Impressions 540

Engagements 63

RTD
Tue 1/14/2025 8:12 pm MST

Regular Service is back on the D, E, and H lines. Thank you for your patience and feedback as we...




Engagement Rate (per Impression) 14.5%

Impressions 4,069

Engagements 590

RTD
Fri 1/31/2025 12:16 pm MST

Attention E and H Line Customers! All speed restrictions between University of Denver & Yale station...




Engagement Rate (per Impression) 10.9%

Impressions 1,665

Engagements 182

RTD
Thu 1/9/2025 7:07 am MST

Today, we proudly celebrate National Law Enforcement Appreciation Day! Join us in...




Engagement Rate (per Impression) 9.2%

Impressions 754

Engagements 69

@RideRTD
Thu 1/2/2025 6:48 am MST

RTD is implementing service changes starting Jan. 19 to improve bus and rail reli... [#ServiceChanges](#)




Engagement Rate (per Impression) 6.2%

Impressions 1,202

Engagements 75

@RideRTD
Tue 1/14/2025 5:29 pm MST

Regular Service is back on the D, E, and H lines. Thank you for your patience and feedback as we...



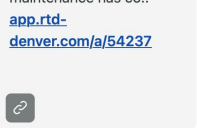
Engagement Rate (per Impression) 5.5%

Impressions 1,345

Engagements 74

@RideRTD
Mon 1/13/2025 11:00 am MST

D Ln, E Ln & H Ln notice: central cooridoor maintenance has co... app.rtd-denver.com/a/54237



Engagement Rate (per Impression) 5.3%

Impressions 682

Engagements 36

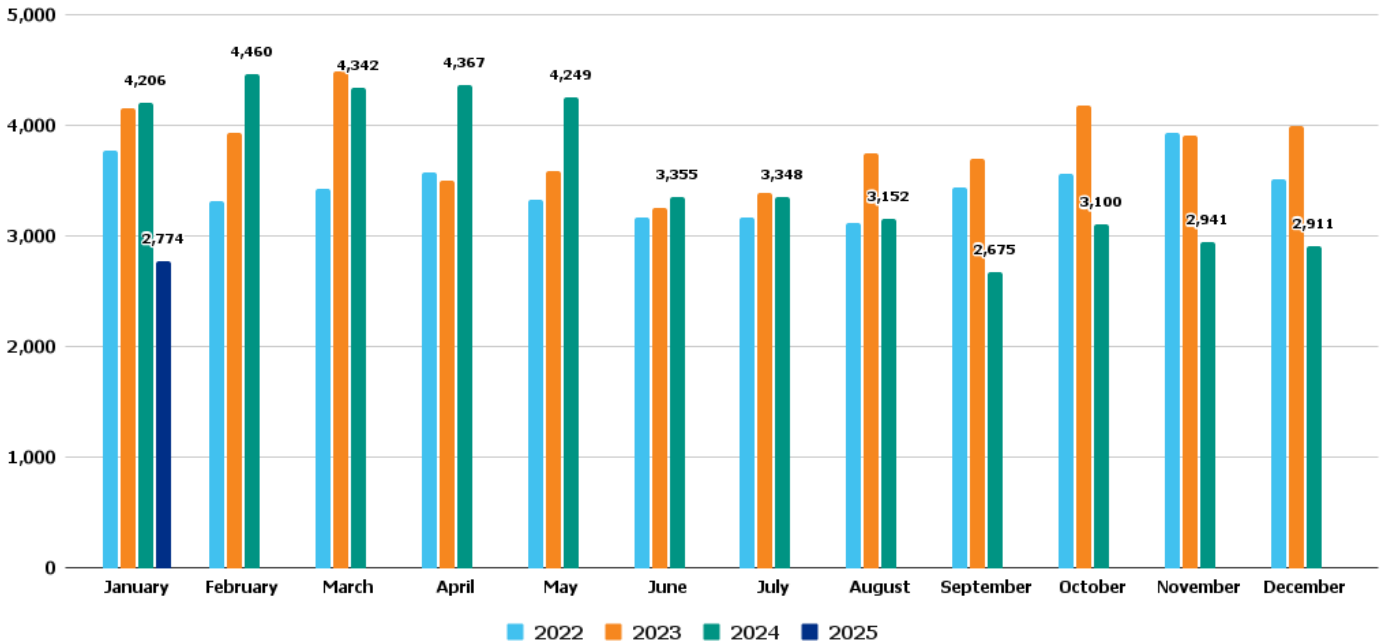


Personal Safety and Security



Transit Police: Security-Related Calls for Service

	2022	2023	2024	2025	Average	2022 - 2024 MoM Comparison	2024 - 2025 MoM Comparison	2024 Average Calls Per Day	2025 Average Calls Per Day
Jan	3,775	4,150	4,206	2,774	3,726	11.4%	-34.0%	135.7	89.5
Feb	3,312	3,934	4,460		3,902	34.7%		153.8	
Mar	3,423	4,482	4,342		4,082	26.8%		140.1	
Apr	3,580	3,504	4,367		3,817	22.0%		145.6	
May	3,326	3,589	4,249		3,721	27.8%		137.1	
Jun	3,168	3,258	3,355		3,260	5.9%		111.8	
Jul	3,172	3,388	3,348		3,303	5.5%		108.0	
Aug	3,116	3,752	3,152		3,340	1.2%		101.7	
Sep	3,440	3,703	2,675		3,273	-22.2%		89.2	
Oct	3,567	4,185	3,100		3,617	-13.1%		100.0	
Nov	3,933	3,906	2,941		3,593	-25.2%		98.0	
Dec	3,515	3,996	2,911		3,474	-17.2%		93.9	
Total	41,327	45,847	43,106	2,774					

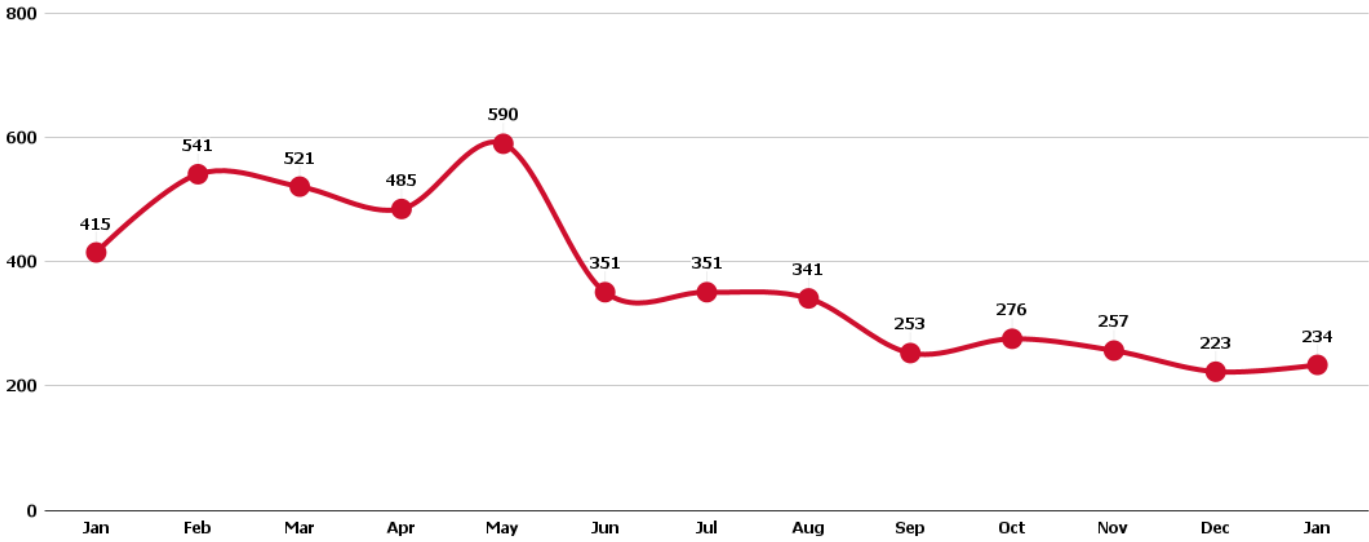


Data includes all security-related telephone calls and text messages to the RTD Police Department Dispatch Center, as well as incidents reported using the Transit Watch app.



Incident Reports

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	415	541	521	485	590	351	351	341	253	276	257	223	4,604
2025	234												234



Incident Reports by Location

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Light Rail Vehicle	2024	214	294	248	172	162	76	89	80	46	86	87	73	1,627
	2025	101												101
Commuter Rail Vehicle	2024	22	12	19	26	18	17	13	17	17	21	26	20	228
	2025	24												24
Bus	2024	20	27	16	10	11	8	16	14	17	15	30	19	203
	2025	26												26
Denver Union Station	2024	21	26	28	30	28	36	39	44	23	23	23	25	346
	2025	33												33
RTD Facility, Stop, or Station	2024	14	5	6	138	243	137	125	129	81	54	5	6	943
	2025	1												1
Other Location/ Describe	2024	124	177	204	109	128	77	69	57	69	77	86	80	1,257
	2025	49												49

	Light Rail Vehicle	Commuter Rail Vehicle	Bus	Denver Union Station	RTD Facility, Stop, or Station	Other Location/ Describe
2024	35.3%	5.0%	4.4%	7.5%	20.5%	27.3%
2025	43.2%	10.3%	11.1%	14.1%	0.4%	20.9%



Transit Watch: Incident Type Overview

	2024		2025 YTD	
	Count	%	Count	%
Drug Activity	2,124	46.1%	76	32.5%
Safety Hazard	341	7.4%	21	9.0%
Fight or Disturbance	432	9.4%	26	11.1%
Suspicious Activity	429	9.3%	15	6.4%
Solicitation/Aggressive Panhandling	36	0.8%	3	1.3%
Property Crimes - Theft	36	0.8%	5	2.1%
ADA Assistance Needed	11	0.2%	1	0.4%
Electric Bike/Scooter Issue	12	0.3%	1	0.4%
Elevator/Escalator Problems	60	1.3%	9	3.8%
Indecent Exposure	49	1.1%	2	0.9%
Noise Complaint	1	0.0%	8	3.4%
Property Crimes - Graffiti	42	0.9%	8	3.4%
Sexual Assault - Physical	11	0.2%	0	0.0%
Sexual Harassment - Non-Physical	20	0.4%	1	0.4%
Suspicious Activity - Vehicle	39	0.8%	1	0.4%
Unattended Bag	44	1.0%	7	3.0%
Other	917	19.9%	50	21.4%
	4,604		234	



Transit Watch: Incident Type by Month (2024)

January 2024	Count	%
Drug Activity	235	69.3%
Safety Hazard	23	6.8%
Fight or Disturbance	31	9.1%
Suspicious Activity	29	8.6%
Solicitation/Aggressive Panhandling	5	1.5%
Property Crimes - Theft	3	0.9%
ADA Assistance Needed	0	0.0%
Electric Bike/Scooter Issue	2	0.6%
Elevator/Escalator Problems	2	0.6%
Indecent Exposure	0	0.0%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	0	0.0%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	5	1.5%
Suspicious Activity - Vehicle	3	0.9%
Unattended Bag	1	0.3%
Other	76	22.4%
TOTAL	415	

February 2024	Count	%
Drug Activity	310	67.4%
Safety Hazard	33	7.2%
Fight or Disturbance	46	10.0%
Suspicious Activity	33	7.2%
Solicitation/Aggressive Panhandling	1	0.2%
Property Crimes - Theft	10	2.2%
ADA Assistance Needed	1	0.2%
Electric Bike/Scooter Issue	0	0.0%
Elevator/Escalator Problems	6	1.3%
Indecent Exposure	5	1.1%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	5	1.1%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	5	1.1%
Suspicious Activity - Vehicle	3	0.7%
Unattended Bag	2	0.4%
Other	81	17.6%
TOTAL	541	

March 2024	Count	%
Drug Activity	319	70.0%
Safety Hazard	34	7.5%
Fight or Disturbance	24	5.3%
Suspicious Activity	47	10.3%
Solicitation/Aggressive Panhandling	4	0.9%
Property Crimes - Theft	1	0.2%
ADA Assistance Needed	2	0.4%
Electric Bike/Scooter Issue	1	0.2%
Elevator/Escalator Problems	4	0.9%
Indecent Exposure	3	0.7%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	7	1.5%
Sexual Assault - Physical	1	0.2%
Sexual Harassment - Non-Physical	2	0.4%
Suspicious Activity - Vehicle	3	0.7%
Unattended Bag	4	0.9%
Other	65	14.3%
TOTAL	521	

April 2024	Count	%
Drug Activity	253	62.3%
Safety Hazard	43	10.6%
Fight or Disturbance	37	9.1%
Suspicious Activity	43	10.6%
Solicitation/Aggressive Panhandling	5	1.2%
Property Crimes - Theft	1	0.2%
ADA Assistance Needed	1	0.2%
Electric Bike/Scooter Issue	0	0.0%
Elevator/Escalator Problems	7	1.7%
Indecent Exposure	5	1.2%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	2	0.5%
Sexual Assault - Physical	2	0.5%
Sexual Harassment - Non-Physical	1	0.2%
Suspicious Activity - Vehicle	3	0.7%
Unattended Bag	3	0.7%
Other	79	19.5%
TOTAL	485	



Transit Watch: Incident Type by Month (2024)

May 2024	Count	%
Drug Activity	306	61.3%
Safety Hazard	34	6.8%
Fight or Disturbance	52	10.4%
Suspicious Activity	65	13.0%
Solicitation/Aggressive Panhandling	6	1.2%
Property Crimes - Theft	0	0.0%
ADA Assistance Needed	1	0.2%
Electric Bike/Scooter Issue	3	0.6%
Elevator/Escalator Problems	7	1.4%
Indecent Exposure	6	1.2%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	7	1.4%
Sexual Assault - Physical	2	0.4%
Sexual Harassment - Non-Physical	1	0.2%
Suspicious Activity - Vehicle	3	0.6%
Unattended Bag	6	1.2%
Other	91	18.2%
TOTAL	590	

June 2024	Count	%
Drug Activity	147	55.1%
Safety Hazard	29	10.9%
Fight or Disturbance	27	10.1%
Suspicious Activity	29	10.9%
Solicitation/Aggressive Panhandling	6	2.2%
Property Crimes - Theft	2	0.7%
ADA Assistance Needed	0	0.0%
Electric Bike/Scooter Issue	0	0.0%
Elevator/Escalator Problems	8	3.0%
Indecent Exposure	4	1.5%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	5	1.9%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	1	0.4%
Suspicious Activity - Vehicle	5	1.9%
Unattended Bag	4	1.5%
Other	84	31.5%
TOTAL	351	

July 2024	Count	%
Drug Activity	134	50.4%
Safety Hazard	17	6.4%
Fight or Disturbance	46	17.3%
Suspicious Activity	33	12.4%
Solicitation/Aggressive Panhandling	3	1.1%
Property Crimes - Theft	3	1.1%
ADA Assistance Needed	2	0.8%
Electric Bike/Scooter Issue	1	0.4%
Elevator/Escalator Problems	7	2.6%
Indecent Exposure	5	1.9%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	4	1.5%
Sexual Assault - Physical	2	0.8%
Sexual Harassment - Non-Physical	3	1.1%
Suspicious Activity - Vehicle	3	1.1%
Unattended Bag	3	1.1%
Other	85	32.0%
TOTAL	351	

August 2024	Count	%
Drug Activity	132	51.6%
Safety Hazard	28	10.9%
Fight or Disturbance	41	16.0%
Suspicious Activity	29	11.3%
Solicitation/Aggressive Panhandling	1	0.4%
Property Crimes - Theft	2	0.8%
ADA Assistance Needed	0	0.0%
Electric Bike/Scooter Issue	2	0.8%
Elevator/Escalator Problems	5	2.0%
Indecent Exposure	7	2.7%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	2	0.8%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	0	0.0%
Suspicious Activity - Vehicle	4	1.6%
Unattended Bag	3	1.2%
Other	85	33.2%
TOTAL	341	



Transit Watch: Incident Type by Month (2024)

September 2024	Count	%
Drug Activity	77	42.1%
Safety Hazard	24	13.1%
Fight or Disturbance	35	19.1%
Suspicious Activity	26	14.2%
Solicitation/Aggressive Panhandling	1	0.5%
Property Crimes - Theft	2	1.1%
ADA Assistance Needed	0	0.0%
Electric Bike/Scooter Issue	1	0.5%
Elevator/Escalator Problems	5	2.7%
Indecent Exposure	5	2.7%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	3	1.6%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	0	0.0%
Suspicious Activity - Vehicle	1	0.5%
Unattended Bag	3	1.6%
Other	70	38.3%
TOTAL	253	

October 2024	Count	%
Drug Activity	75	38.7%
Safety Hazard	30	15.5%
Fight or Disturbance	31	16.0%
Suspicious Activity	29	14.9%
Solicitation/Aggressive Panhandling	1	0.5%
Property Crimes - Theft	8	4.1%
ADA Assistance Needed	1	0.5%
Electric Bike/Scooter Issue	0	0.0%
Elevator/Escalator Problems	3	1.5%
Indecent Exposure	2	1.0%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	3	1.5%
Sexual Assault - Physical	1	0.5%
Sexual Harassment - Non-Physical	1	0.5%
Suspicious Activity - Vehicle	2	1.0%
Unattended Bag	7	3.6%
Other	82	42.3%
TOTAL	276	

November 2024	Count	%
Drug Activity	81	42.0%
Safety Hazard	25	13.0%
Fight or Disturbance	32	16.6%
Suspicious Activity	30	15.5%
Solicitation/Aggressive Panhandling	1	0.5%
Property Crimes - Theft	2	1.0%
ADA Assistance Needed	2	1.0%
Electric Bike/Scooter Issue	2	1.0%
Elevator/Escalator Problems	3	1.6%
Indecent Exposure	3	1.6%
Noise Complaint	0	0.0%
Property Crimes - Graffiti	0	0.0%
Sexual Assault - Physical	3	1.6%
Sexual Harassment - Non-Physical	1	0.5%
Suspicious Activity - Vehicle	6	3.1%
Unattended Bag	2	1.0%
Other	64	33.2%
TOTAL	257	

December 2024	Count	%
Drug Activity	55	32.7%
Safety Hazard	21	12.5%
Fight or Disturbance	30	17.9%
Suspicious Activity	36	21.4%
Solicitation/Aggressive Panhandling	2	1.2%
Property Crimes - Theft	2	1.2%
ADA Assistance Needed	1	0.6%
Electric Bike/Scooter Issue	0	0.0%
Elevator/Escalator Problems	3	1.8%
Indecent Exposure	4	2.4%
Noise Complaint	1	0.6%
Property Crimes - Graffiti	4	2.4%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	0	0.0%
Suspicious Activity - Vehicle	3	1.8%
Unattended Bag	6	3.6%
Other	55	32.7%
TOTAL	223	



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