



CUSTOMER AND COMMUNITY Engagement Report



February 2025



Regional Transportation District

1660 Blake Street
Denver, Colorado 80202

**UPDATED:
March 21, 2025**



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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, reflecting data and metrics from February 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, interviews conducted, and media events held. In February 2025, news inquiries and news releases related to the agency's Bus and Rail Services accounted for 22.8% of all inquiries. RTD disseminated 14 news releases in February, covering topics related to proposed service changes, disruptions, speed restrictions, and the agency's financial rating.

In February, half of all news inquiries were received on Tuesdays or Wednesdays, with a majority between 10 a.m. and noon (25.3%). Approximately 20% of all news inquiries were received by staff outside of regular business hours.

In total, there were 595 RTD-related articles and stories in February 2025. Approximately 45% of the content's sentiment was mixed, followed by 26.4% of the coverage being flagged as positive. On Wednesday, February 12, there were a total of 126 individual articles or stories that mentioned RTD, and every day that month had at least three articles or stories about the agency.

Customer and Community Outreach

In February, RTD organized or supported 22 community engagement events across the service area. Most of the events were held in Denver, with additional outreach activities organized in Aurora, Boulder, Commerce City, Englewood, Highlands Ranch, Lakewood, 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 1,491 individual touchpoints.

RTD also noted 15,122 active participants in the LIVE Program in February, a number that continues to follow an increasing two-year trend at the agency. RTD also noted 528 EcoPass companies renewed their contracts in 2025, and 5 new companies entered contracts in February. RTD also recently announced 150 award recipients for the Transit Assistance Grant

Customer Care

The agency's Telephone Information Center handled more than 77,700 calls in February, or approximately 2,750 calls each day. The average speed of answer maintained its average of 16 seconds. Division Customer Care Liaisons resolved approximately 1,370 individual cases and reviewed more than 162 video playbacks in February, 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 February, RTD had nearly one million individual website sessions, a number that is almost twice as many as February 2024. Mobile traffic accounted for 61.7% of all unique users to the website. RTD's Light Rail Speed Restriction webpage was viewed more than 15,000 times in February, and the Board of Directors webpage had approximately 5,300 individual views.

RTD's Next Ride app had 3.5 million sessions, with mobile users accounting for 77.2% of all online traffic. In February, approximately 720,000 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 February, the agency experienced a single-digit increase in followers on X (Twitter), reversing a multi-month decrease. RTD is currently exploring other existing, new, and emerging social media platforms for future adoption in 2025. In February, RTD made approximately 240 individual social media posts, garnered 638,000 impressions, and received 351,000 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 February, RTD Police Dispatch received 2,134 security-related calls for service. This number is 52.2% less than February 2024, and it was also less than the previous month. On average, RTD received approximately 74 security-related calls for service each day.

Approximately 40% of all reports submitted through RTD's Transit Watch app in February 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 27.7% of all incidents reported. Overall, the total number of reports made through the app has been following a multi-month downward trend and is more than half of what was reported in February 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	51											91

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	14											36

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	7											16

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	9											12

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	5											6

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	39											45

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 <small>personnel, employee policies and guidelines, recruitment, hiring, and retention</small>	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	16											5
		%	6.2%	20.3%											6.2%
Personal Safety and Security <small>Welcoming Transit Environment, crime, and Transit Police</small>	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	14											11
		%	13.6%	17.7%											13.6%
Bus and Rail Services <small>service impacts, including schedules, frequency, maintenance disruptions, and operator availability</small>	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	18											25
		%	30.9%	22.8%											30.9%
Accidents <small>collisions or incidents involving revenue vehicles, trespassers, or pedestrians</small>	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											5
		%	6.2%	6.3%											6.2%
Fares <small>pass programs, discounts, fare media, and zero-fare initiatives</small>	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	11											1
		%	1.2%	13.9%											1.2%
Governance and Legislation <small>Board of Directors, state and federal legislation, regulatory oversight, financial-allocations, and ballot initiatives</small>	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	2											11
		%	13.6%	2.5%											13.6%
Miscellaneous <small>all other inquiries</small>	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	13											23
		%	28.4%	16.5%											28.4%

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



News Stop Articles and News Releases

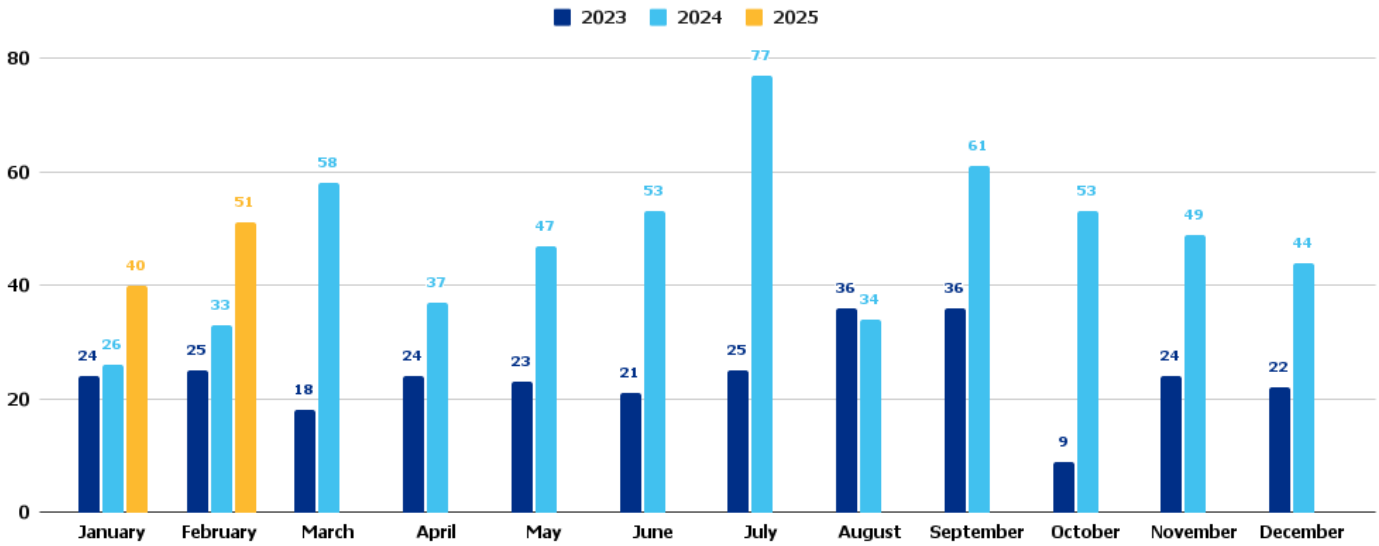
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
News Stop Articles	2024	#	8	16	21	15	18	13	17	14	15	13	17	12	179
		%	4.5%	8.9%	11.7%	8.4%	10.1%	7.3%	9.5%	7.8%	8.4%	7.3%	9.5%	6.7%	---
	2025	#	9	10											19
		%	47.4%	52.6%											---
News Releases	2024	#	16	11	19	7	12	12	21	13	25	30	14	14	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%	---
	2025	#	22	14											36
		%	61.1%	38.9%											---

Date	Day	Time	News Release	Topic
February 04	Tuesday	5:03 AM	RTD offering Zero Fare for Transit Equity Day today	Fares
February 06	Thursday	5:02 AM	H and R lines temporary bus shuttle service	Bus and Rail Services
February 07	Friday	5:03 AM	RTD bus shuttle service Feb. 15 between Denver Airport and Peoria Station	Bus and Rail Services
February 07	Friday	6:31 AM	Fitch upgrades RTD's Issuer Default Rating to 'AA+'	Miscellaneous
February 07	Friday	11:55 AM	Multiple speed restrictions lifted along D Line	Bus and Rail Services
February 10	Monday	10:55 AM	Reminder: H and R lines temporary bus shuttle service	Bus and Rail Services
February 11	Tuesday	4:53 PM	RTD postpones Feb. 12 rail maintenance on H and R lines	Bus and Rail Services
February 12	Wednesday	11:12 AM	Reminder: RTD bus shuttle service Feb. 15 Denver Airport to Peoria Station	Bus and Rail Services
February 12	Wednesday	4:55 PM	Rail Maintenance on E, H, and R lines temporary bus shuttle service	Bus and Rail Services
February 13	Thursday	6:02 AM	RTD seeks public feedback for proposed May service changes	Bus and Rail Services
February 21	Friday	5:02 AM	RTD will provide temporary bus shuttle service Mar 1 for D, E, and H lines	Bus and Rail Services
February 24	Monday	11:06 AM	RTD names seasoned transit leader for new position of Deputy CEO	Human Resources
February 27	Thursday	5:00 AM	RTD seeks public feedback for proposed May service changes	Bus and Rail Services
February 28	Friday	5:02 AM	RTD will provide temporary bus shuttle service Mar 1 D, E, and H lines	Bus and Rail Services
February 04	Tuesday	5:03 AM	RTD offering Zero Fare for Transit Equity Day today	Fares
February 06	Thursday	5:02 AM	H and R lines temporary bus shuttle service	Bus and Rail Services
February 07	Friday	5:03 AM	RTD bus shuttle service Feb. 15 between Denver Airport and Peoria Station	Bus and Rail Services
February 07	Friday	6:31 AM	Fitch upgrades RTD's Issuer Default Rating to 'AA+'	Miscellaneous
February 07	Friday	11:55 AM	Multiple speed restrictions lifted along D Line	Bus and Rail Services
February 10	Monday	10:55 AM	Reminder: H and R lines temporary bus shuttle service	Bus and Rail Services
February 11	Tuesday	4:53 PM	RTD postpones Feb. 12 rail maintenance on H and R lines	Bus and Rail Services
February 12	Wednesday	11:12 AM	Reminder: RTD bus shuttle service Feb. 15 Denver Airport to Peoria Station	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	51											91



Inquiries by Day of Week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2023 ^A	#	28	32	39	43	25	4
	%	16.2%	18.5%	22.5%	24.9%	14.5%	2.3%
2024 ^B	#	99	95	125	122	99	18
	%	17.2%	16.5%	21.7%	21.2%	17.2%	3.1%
2025	#	12	24	22	17	9	6
	%	13.2%	26.4%	24.2%	18.7%	9.9%	6.6%

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	#	1	3	12	23	14	18	9	7
	%	1.1%	3.3%	13.2%	25.3%	15.4%	19.8%	9.9%	7.7%

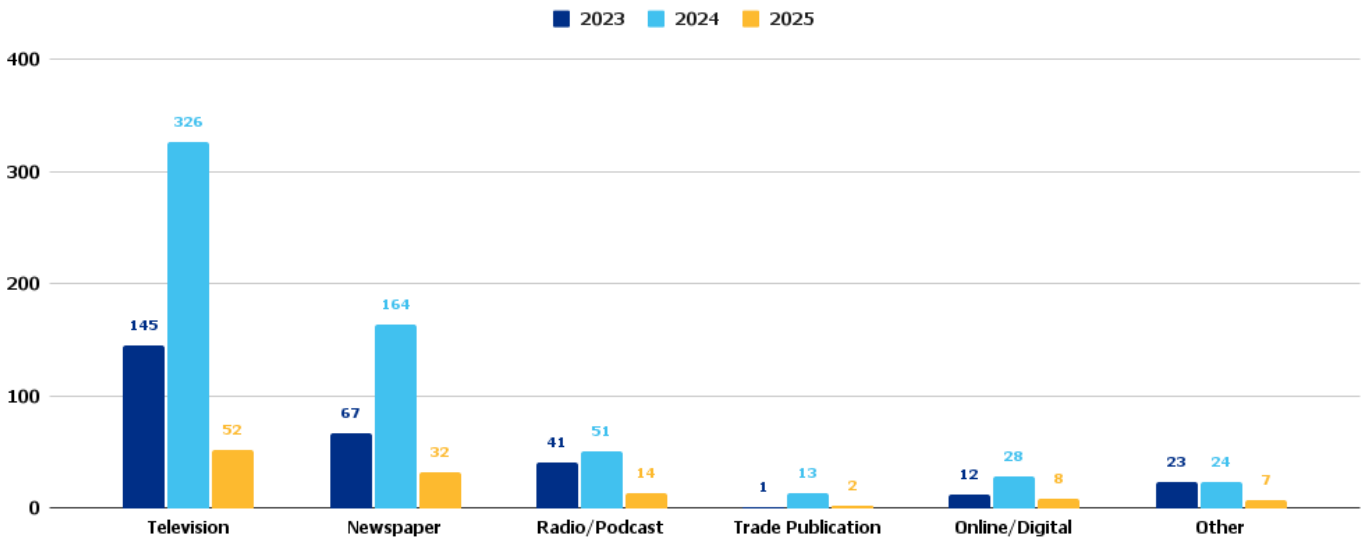
A. June 1 – December 31, 2023; RTD began tracking news inquiries by the day and time received on June 1, 2023

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	35											52
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	14											32
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	4											14
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	2											2
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											8
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	2											7





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	10											17
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	0											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											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											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											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											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	7											11
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											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	9											20
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											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	4											7

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	6											17
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	6											10
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	9											10
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	0											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											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											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	3											4
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											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											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											2
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	6											13



Earned Media: Daily Overview

Date	Day of Week	Volume	Volume: % of Total	Potential Impressions	Impressions: % of Total	Sentiment: Positive	Sentiment: Neutral	Sentiment: Negative	Sentiment: Mixed
2/1/2025	Saturday	8	1.3%	9,015,829	1.5%	3	1	0	4
2/2/2025	Sunday	12	2.0%	3,582,446	0.6%	1	0	2	9
2/3/2025	Monday	56	9.4%	152,868,522	25.9%	29	3	1	23
2/4/2025	Tuesday	71	11.9%	105,594,885	17.9%	16	1	4	50
2/5/2025	Wednesday	10	1.7%	4,583,715	0.8%	4	0	5	1
2/6/2025	Thursday	5	0.8%	1,318,031	0.2%	1	1	1	2
2/7/2025	Friday	9	1.5%	3,037,435	0.5%	1	3	1	4
2/8/2025	Saturday	3	0.5%	391,780	0.1%	2	1	0	0
2/9/2025	Sunday	3	0.5%	1,949,473	0.3%	0	0	0	3
2/10/2025	Monday	23	3.9%	4,884,325	0.8%	2	2	11	8
2/11/2025	Tuesday	38	6.4%	30,547,046	5.2%	0	2	8	28
2/12/2025	Wednesday	126	21.2%	87,749,535	14.9%	2	1	25	98
2/13/2025	Thursday	31	5.2%	6,209,083	1.1%	2	1	3	25
2/14/2025	Friday	13	2.2%	293,520	0.0%	3	1	4	5
2/15/2025	Saturday	8	1.3%	122,680	0.0%	5	0	0	3
2/16/2025	Sunday	12	2.0%	295,279	0.1%	2	0	2	8
2/17/2025	Monday	10	1.7%	10,106,337	1.7%	2	1	0	7
2/18/2025	Tuesday	8	1.3%	11,819,394	2.0%	3	1	0	4
2/19/2025	Wednesday	16	2.7%	33,463,629	5.7%	0	4	3	9
2/20/2025	Thursday	13	2.2%	3,227,602	0.5%	1	3	2	7
2/21/2025	Friday	7	1.2%	62,398,457	10.6%	2	0	1	4
2/22/2025	Saturday	8	1.3%	1,553,666	0.3%	1	1	0	6
2/23/2025	Sunday	16	2.7%	4,227,068	0.7%	4	0	4	8
2/24/2025	Monday	13	2.2%	33,434,536	5.7%	4	2	4	3
2/25/2025	Tuesday	7	1.2%	7,377,722	1.2%	2	3	1	1
2/26/2025	Wednesday	29	4.9%	5,579,438	0.9%	2	5	5	17
2/27/2025	Thursday	27	4.5%	3,352,046	0.6%	1	1	4	21
2/28/2025	Friday	13	2.2%	1,291,209	0.2%	1	0	2	10
		595		590,274,688		96 16.1%	38 6.4%	93 15.6%	368 61.8%

Earned media metrics provide by

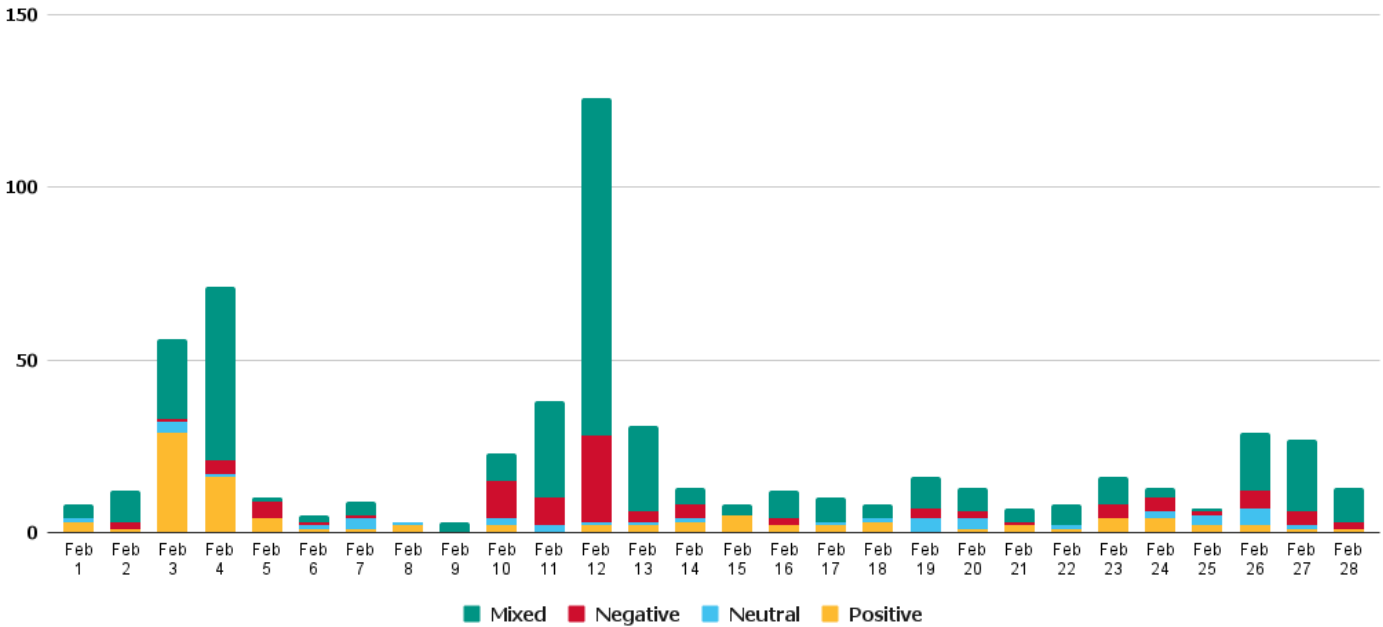




Earned Media: Sentiment Breakdown by Daily Coverage

February 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 Positive = 3 Neutral = 1 Negative = 0 Mixed = 4
2 Positive = 1 Neutral = 0 Negative = 2 Mixed = 9	3 Positive = 29 Neutral = 3 Negative = 1 Mixed = 23	4 Positive = 16 Neutral = 1 Negative = 4 Mixed = 50	5 Positive = 4 Neutral = 0 Negative = 5 Mixed = 1	6 Positive = 1 Neutral = 1 Negative = 1 Mixed = 2	7 Positive = 1 Neutral = 3 Negative = 1 Mixed = 4	8 Positive = 2 Neutral = 1 Negative = 0 Mixed = 0
9 Positive = 0 Neutral = 0 Negative = 0 Mixed = 3	10 Positive = 2 Neutral = 2 Negative = 11 Mixed = 8	11 Positive = 0 Neutral = 2 Negative = 8 Mixed = 28	12 Positive = 2 Neutral = 1 Negative = 25 Mixed = 98	13 Positive = 2 Neutral = 1 Negative = 3 Mixed = 25	14 Positive = 3 Neutral = 1 Negative = 4 Mixed = 5	15 Positive = 5 Neutral = 0 Negative = 0 Mixed = 3
16 Positive = 2 Neutral = 0 Negative = 2 Mixed = 8	17 Positive = 2 Neutral = 1 Negative = 0 Mixed = 7	18 Positive = 3 Neutral = 1 Negative = 0 Mixed = 4	19 Positive = 0 Neutral = 4 Negative = 3 Mixed = 9	20 Positive = 1 Neutral = 3 Negative = 2 Mixed = 7	21 Positive = 2 Neutral = 0 Negative = 1 Mixed = 4	22 Positive = 1 Neutral = 1 Negative = 0 Mixed = 6
23 Positive = 4 Neutral = 0 Negative = 4 Mixed = 8	24 Positive = 4 Neutral = 2 Negative = 4 Mixed = 3	25 Positive = 2 Neutral = 3 Negative = 1 Mixed = 1	26 Positive = 2 Neutral = 5 Negative = 5 Mixed = 17	27 Positive = 1 Neutral = 1 Negative = 4 Mixed = 21	28 Positive = 1 Neutral = 0 Negative = 2 Mixed = 10	



Earned media metrics provide by **truescope**



Earned Media: Monthly Metrics



Volume

February 2025

595



Impressions

February 2025

590M

Positive



26.4%

Neutral



7.9%

Negative



21.0%

Mixed



44.7%

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

Potential Impressions	Total	402,013,000	590,274,688			
	Previous Month	1,100,000,000	402,013,000			
	% Change	-64.6%	46.8%			

Coverage Volume	Total	479	595			
	Previous Month	895	479			
	% Change	-46.5%	24.2%			

News Organizations: Social Media Engagement	Total	19,400	3,100			
	Previous Month	24,800	19,400			
	% Change	-21.7%	-84.0%			

Volume of Coverage by Media Type	Online	202	194			
	Television	193	306			
	Print	52	48			
	Radio	32	47			

Potential Impressions by Media Type	Online	392,400,000	577,400,000			
	Television	4,400,000	5,000,000			
	Print	3,700,000	1,900,000			
	Radio	1,500,000	5,900,000			



Share of Content by Media Type	Online	42.2%	32.6%			
	Television	40.3%	51.4%			
	Print	10.9%	8.1%			
	Radio	6.7%	7.9%			

Sentiment by Potential Impressions (#)	Positive	113,566,132	155,498,870			
	Neutral	136,397,409	46,657,413			
	Negative	48,704,149	124,136,052			
	Mixed	103,346,112	263,831,953			



Sentiment by Potential Impressions (%)	Positive	28.2%	26.4%			
	Neutral	33.9%	7.9%			
	Negative	12.1%	21.0%			
	Mixed	25.7%	44.7%			







February 2025



 MSN.com 12 Feb
More than 300 flights delayed, a dozen cancel...
 Articles Transportation | Icy Denver sidewalks, patchwork snow shoveling challenge pedestrians...
 👤 54.4M USD \$503,177 



 MSN.com 4 Feb
Pea Boulevard traffic; Denver International Air...
 ...input to address the Pea Boulevard congestion, ranging from high occupancy vehicle lanes to addi...
 👤 53.6M USD \$496,098 



 MSN.com 3 Feb
Colorado's RTD offers free transit to everyone ...
 The Regional Transportation District, also known as RTD, is providing free transit for everyone in the...
 👤 53.6M USD \$496,098 

 MSN.com 3 Feb
Colorado to begin using photo radar cameras ...
 State transportation officials plan to deploy photo radar cameras on highways this spring to...
 👤 53.6M USD \$496,098 



 CBS.com 3 Feb
Colorado's RTD offers free transit to everyone ...
 The Regional Transportation District, also known as RTD, is providing free transit for everyone in the...
 👤 32M ❤️ 28 💬 23 📌 12 USD \$295,654 

 CBS.com, Christa Swanson 24 Feb
Denver police investigate stabbing on RTD bus
 ...one person was stabbed on an RTD bus near Colfax Avenue and Grant Street. The victim was...
 👤 30.8M ❤️ 22 💬 26 📌 1 USD \$285,033 

 CBS.com 21 Feb
Denver RTD says light rail, bus services will al...
 Amid the recent cold snap, the Regional Transportation District, also known as RTD, said...
 👤 30.8M USD \$285,033 

 CBS.com, Brian Sherrod 21 Feb
Denver RTD says light rail, bus services will al...
 Amid the recent cold snap, the Regional Transportation District, also known as RTD, said th...
 👤 30.8M ❤️ 65 💬 46 📌 1 USD \$285,033 

 CBS.com, Gabriela Vidal 19 Feb
Businesses along East Colfax Avenue in Denv...
 Now they are lucky if they make \$500. Kudva says it is a problem that started as soon as cones began ...
 👤 30.8M ❤️ 53 💬 63 📌 2 USD \$285,033 

 CBS.com 12 Feb
RTD bus slides off Highway 36 in Denver metr...
 An RTD bus slid off the highway as it was traveling to the RTD Park and Ride near US 36 and Sherid...
 👤 27M ❤️ 69 💬 44 📌 1 USD \$250,104 

Earned media metrics provide by





Customer and Community Outreach

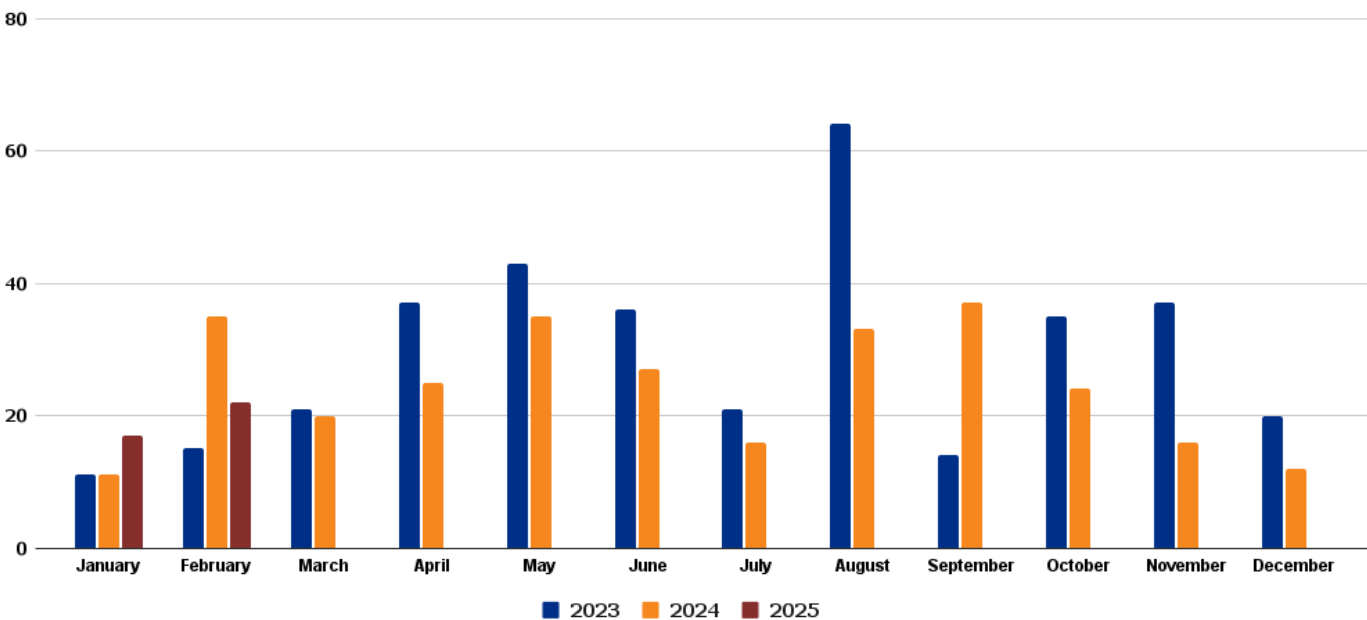


Community Engagement Events by Month

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	22
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	39





Community Engagement Events by Location

Events by Location

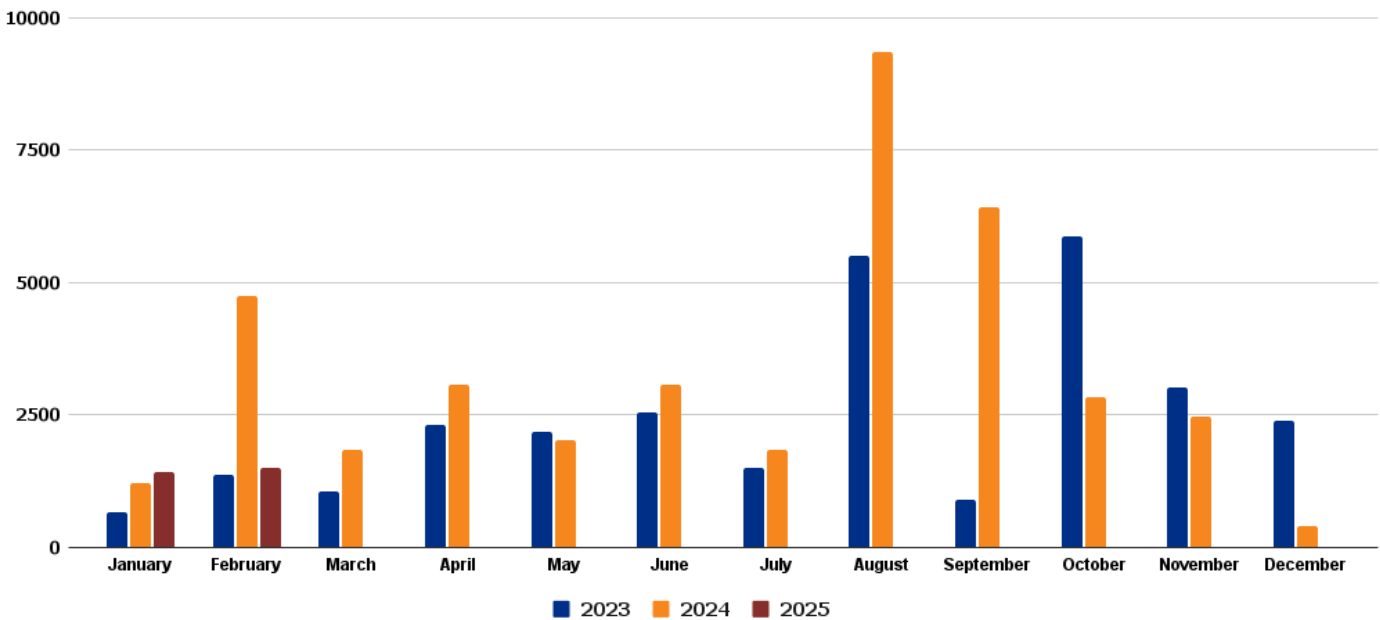
	2024 Total	2025 Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Arvada	4													
Aurora	21	3		3										
Boulder	11	1		1										
Broomfield	2													
Brighton	6													
Centennial	0													
Commerce City	3	1		1										
Denver	169	23	13	10										
Edgewater	1													
Englewood	6	2	1	1										
Golden	5													
Greenwood Village	2													
Highlands Ranch	3	1		1										
Lakewood	6	1		1										
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	6	2	4										
TOTAL	291	39	17	22										



Customers and Community Members Engaged

Month	2023	2024	2025
January	664	1,214	1,411
February	1,368	4,732	1,491
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*	2,902*

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





Community Engagement Events by Topic

2025	Event	Topic	RTD Team(s)	Role/Type	Location	Number Engaged
2/1/25	Lunar New Year Celebration	Bus-Rapid Transit Projects	Community Engagement	Booth/Table	Denver	68
2/3/25	Transit Equity Day Special News Conference	Transit Equity, Media Event, Diversity, Equity and Inclusion	Civil Rights	Presentation	Denver	35
2/5/25	HCC - Infrastructure Committee Monthly Meeting	SBE/DBE Program Outreach, Networking	Civil Rights	Round Table Discussion, Presentation	Denver	7
2/5/25	Visit Denver Transportation Forum	Service Disruptions	Community Engagement	Presentation	Virtual	15
2/5/25	CO 119 Transportation Advisory Committee Stakeholder Meeting #3	Bus-Rapid Transit Projects	Community Engagement, Service Development, Capital Programs	Round Table Discussion, Presentation	Virtual	7
2/6/25	Jefferson County Local Coordinating Council Meeting	Ridership Education	Community Engagement	Presentation	Virtual	5
2/8/25	31st Annual Great Balls of Fire- 9 Ball Billiards Challenge	Networking, Diversity, Equity and Inclusion, ADA Accessibility	Civil Rights	Booth/Table, General Attendee	Denver	35
2/8/25	2025 OCA Lunar New Year Gala	Networking, Transit Equity	Civil Rights	Booth/Table, General Attendee	Denver	50
2/13/25	CO Early College Career Day	Zero Fare for Youth, Recruiting, Pass Programs	Community Engagement, Human Resources	Booth/Table	Aurora	30
2/13/25	Third Way Center Class Presentations	Zero Fare for Youth, Recruiting, Ridership Education	Community Engagement, Human Resources	Presentation	Denver	23
2/13/25	Colorado Black Chamber of Commerce: Funding Opportunities for Minority Owned Businesses	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee, Round Table Discussion	Lakewood	35
2/14/25	Winter Bike to Work Day: Stanley Marketplace	Zero Fare for Youth, Safety, Networking, Ridership Education	Community Engagement	Booth/Table	Aurora	25
2/14/25	Winter Bike to Work Day at Boulder Chamber of Commerce	Zero Fare for Youth, Ridership Education	Community Engagement	Booth/Table	Boulder	280
2/14/25	Winter Bike to Work Day at Civic Center Park	Ridership Education	Community Engagement, Human Resources, Planning	Booth/Table	Denver	110
2/17/25	Teaching the Autism Community Trades (TACT) 2025 Job Fair	Networking, Recruiting, ADA Accessibility, Diversity, Equity and Inclusion	Civil Rights, Human Resources	Booth/Table, Presentation	Englewood	35
2/19/25	Rocky Mountain Association of Financial Professionals Union Station Financing Presentation	Ridership Education	Community Engagement, Executive Office	Presentation	Denver	45
2/19/25	52nd Annual, Rocky Mountain Asphalt Conference & Equipment Show	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee	Denver	500
2/19/25	HCC February GMM Dinner: National Western Center Update	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee	Denver	75
2/20/25	ThunderRidge High School College and Career Fair	Zero Fare for Youth, Recruiting, Ridership Education	Community Engagement	Booth/Table	Highlands Ranch	30
2/20/25	February TMA Outreach Meeting	Service Change	Community Engagement, Market Development	Presentation, General Attendee	Virtual	15
2/22/25	The ARC of Aurora Self Care Health Fair	Ridership Education, Diversity, Equity and Inclusion, Discount Programs, Service Change	Community Engagement, Customer Care (TIC), Bus Operations	Booth/Table	Aurora	50
2/28/25	Adams 14 Transition Program Presentation at Lester Arnold High School	Safety, Networking, Ridership Education, ADA Accessibility	Civil Rights	Presentation	Commerce City	16

*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	17											37
Senior	2024	108	81	76	88	92	99	108	99	81	69	69	50	1,020
	2025	88	60											148
Special Discounts	2024	118	102	95	121	100	91	105	133	108	98	55	75	1,201
	2025	119	80											199

Transit Assistance Grant Program: 2025

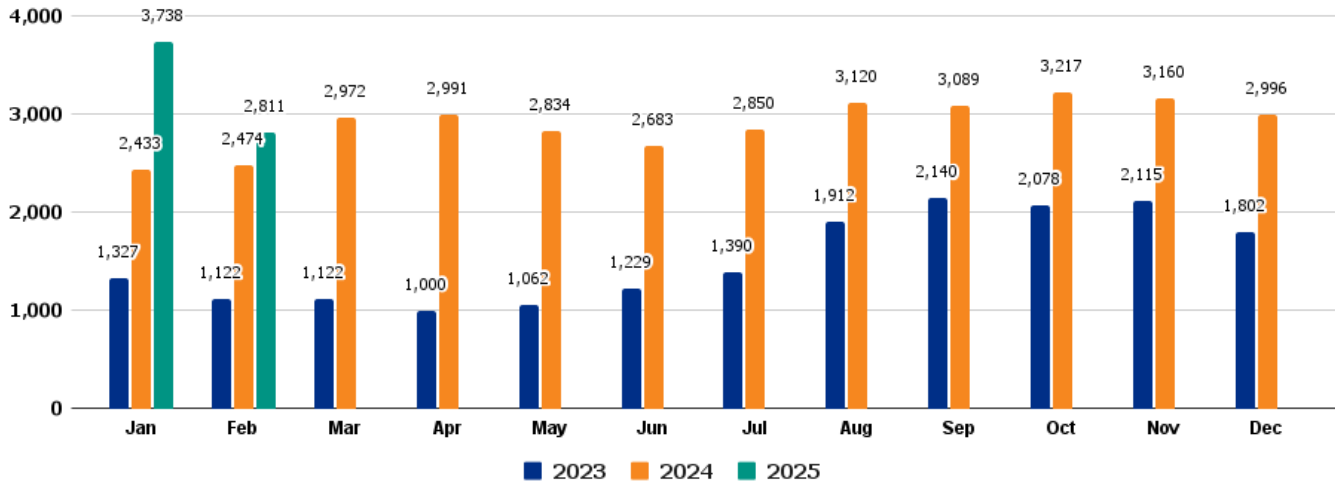
The Transit Assistance Grant (TAG) Program supports non-profits and organizations that serve clients with immediate transit needs by providing grants in the form of RTD fares. The 2025 application portal was open through January 31, 2025, and 194 applications were submitted. The selection process is underway, and awards will be announced in March.

2025 TAG Program	
Total Amount Awarded	\$1,000,000
Total Applications	194
Total Awarded Organizations	150
Total Clients Served	TBD
Total Tickets Issued	TBD
Total LiVE Materials Distributed	TBD
Staff’s Program Administration Hours	TBD

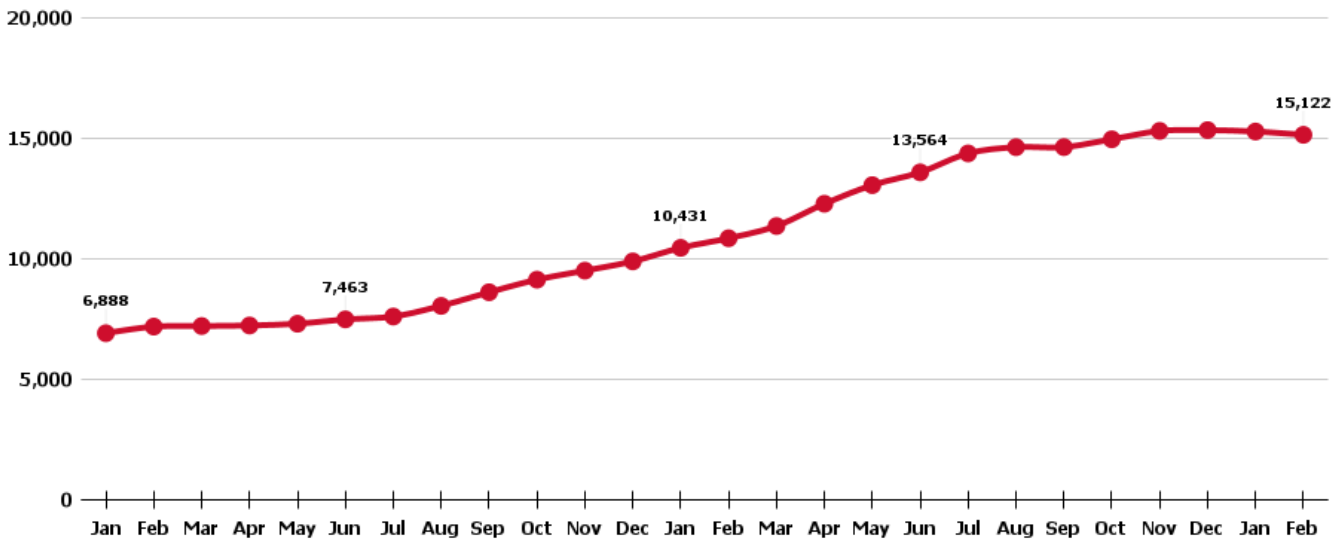


		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Applications Submitted	2023	1,327	1,122	1,122	1,000	1,062	1,229	1,390	1,912	2,140	2,078	2,115	1,802	18,299
	2024	2,433	2,474	2,972	2,991	2,834	2,683	2,850	3,120	3,089	3,217	3,160	2,996	34,819
	2025	3,738	2,811											6,549
Applications Approved	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	1,072											2,272
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	15,122											AVERAGE 15,190

Applications Submitted



Active Participants





EcoPass and CollegePass: February 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):** 5
- **Neighborhood EcoPass (Active Contracts):** 65
- **CollegePass Program:** 8
 - University of Colorado Anschutz Medical Campus
 - University of Colorado Boulder
 - Auraria Higher Education
 - 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 Higher Education
 - 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



Customer Care



77,752
Total Number of Calls
January 2025

513,870
2024 Total

:16 seconds
Average Speed of Answer
January 2025

:24 seconds
2024 Average



13,258
FlexRide Reservations
January 2025

79,527
2024 Total

3:14
Average Call Handle Time
January 2025

3:16
2024 Average

Number of Calls

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2025	41,131	77,752											118,883

FlexRide Reservations

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2025	6,972	13,258											20,230

Average Speed to Answer

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2025	:16	:16											:16

Average Call Handle Time

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2025	3:18	3:14											3:16



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	4,473	77

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,554	2,919										

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	4,960	86

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,768	3,192										

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	4,945	85

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,763	3,182										



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	4,196	531	465	997	211	1,581
	52.6%	6.7%	5.8%	12.5%	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	398	247	271	23
	42.4%	26.3%	28.9%	2.4%

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
February 2025

1,370



Video Playbacks Reviewed
February 2025

162



Average Number of Days to Resolve Cases
February 2025



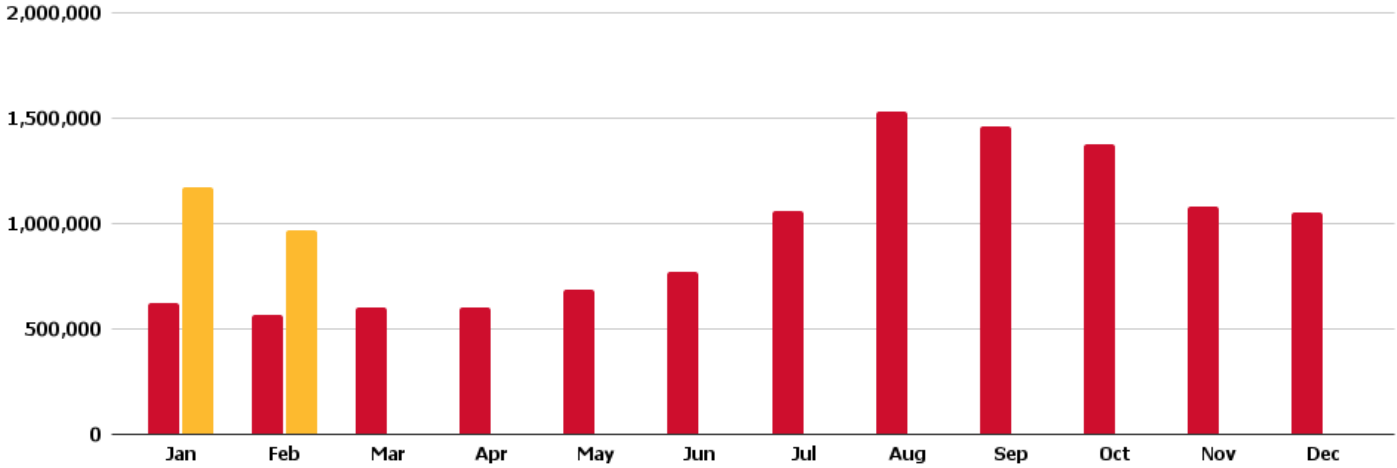
Website and Next Ride App



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	964,783										

■ 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	89,805	55,781	61.7%
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	892											1,825

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	14,783											32,249

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	5,340											11,534

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	273											672

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	1,679											3,841

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	158											421

**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	971											2,284

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	15,024											33,051

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	1,641											4,124

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	106											181

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	536											1,079



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	16,011											41,187

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	1,911											4,197

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	130											205

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	406											855

Launched: April 2024

Korean 한국어

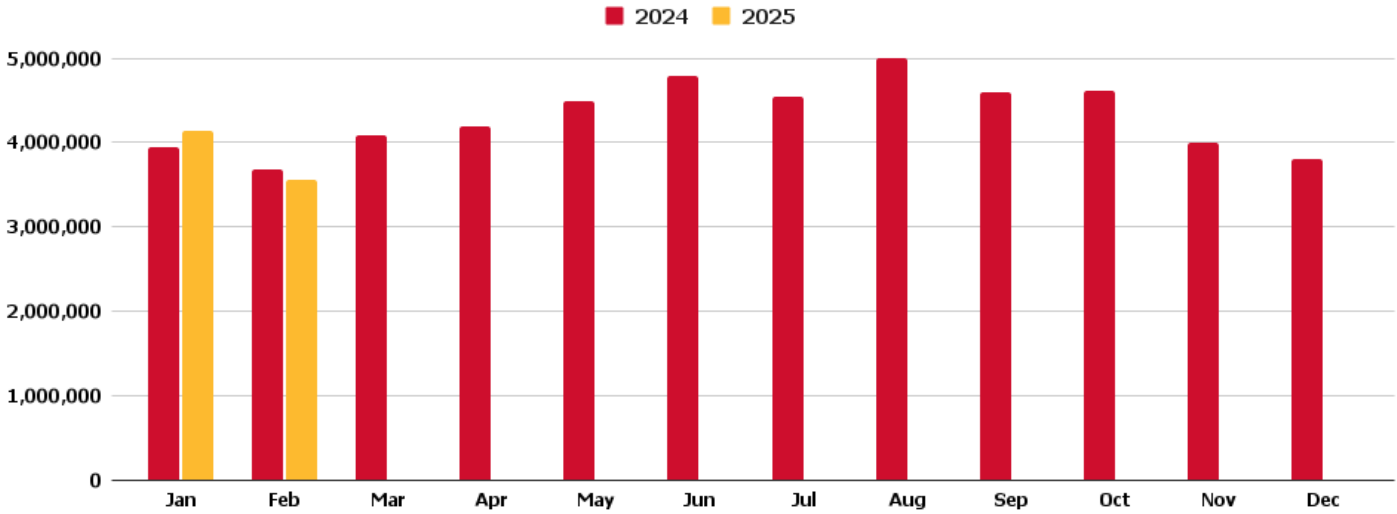
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	440	972	1,412
2025	1,263	934											2,197

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	3,553,321										



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	174,172	51,585	77.2%
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	719,630											1,544,363

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	281,502											613,994

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	9,787											20,332

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	148,975											315,910

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	104,224											227,036

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	52,755											122,469

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	36,879											88,479



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	9,414											21,051

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	1,739											4,176

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	251											405

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	1,426											2,526

Launched: April 2024

Korean 한국어

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	82	173	255
2025	265	475											740

Launched: November 2024

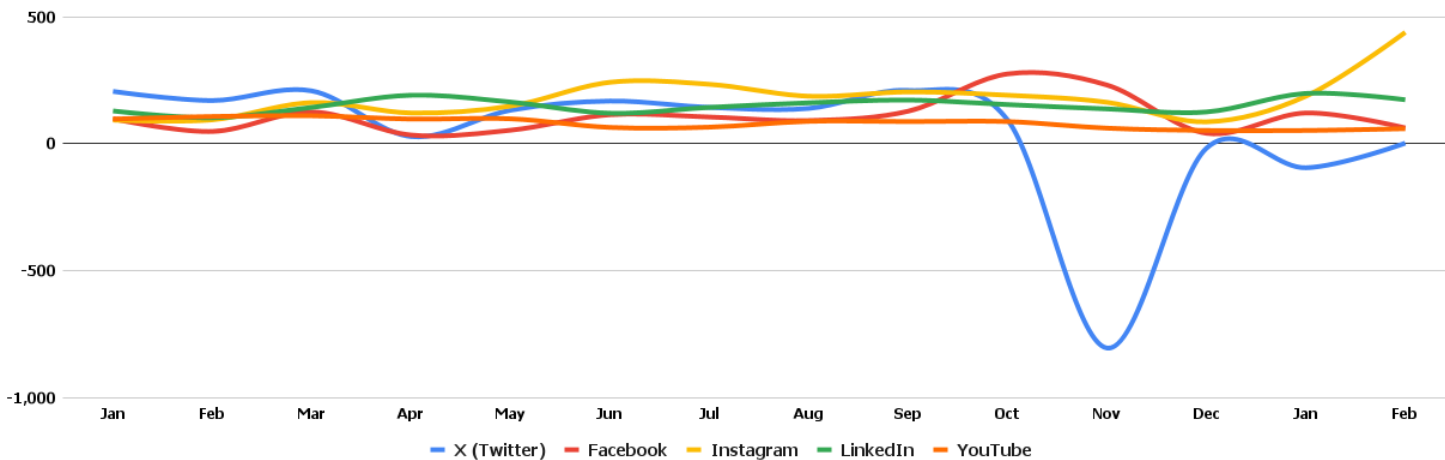


Social Media



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	3											-91
Facebook	2024	99	49	126	35	54	115	106	92	129	276	232	42	1,355
	2025	122	63											185
Instagram	2024	94	95	163	122	149	243	235	188	205	192	164	87	1,937
	2025	188	440											628
LinkedIn	2024	130	103	144	192	165	121	144	162	173	155	138	126	1,753
	2025	199	174											373
YouTube	2024	98	108	111	98	99	65	66	89	88	88	62	53	1,025
	2025	53	60											113



Posts

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
X (Twitter)	2024	1,366												1,366
	2025	120	98											218
Facebook	2024	537												537
	2025	44	43											87
Instagram	2024	649												649
	2025	55	47											102
LinkedIn	2024	438												438
	2025	44	40											84
YouTube	2024	72												72
	2025	19	12											31



Summary: February 2025

Impressions	Engagements	Post Link Clicks
638,434	12,315	2,392
January 2025 1,252,525	January 2025 9,750	January 2025 1,772

Impressions

Platform	2024	2025 YTD
X (Twitter)	1,513,473	171,585
Facebook	15,459,026	1,338,885
Instagram	3,223,303	325,689
LinkedIn	341,707	54,802
YouTube	---	---

Post Engagement

Platform	2024	2025 YTD
X (Twitter)	36,518	3,521
Facebook	59,529	6,920
Instagram	29,465	6,408
LinkedIn	32,885	4,459
YouTube	7,674	757

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	6,609
Facebook	886,252	6,841
Instagram	249,517	38,856
LinkedIn	51,305	6,795
YouTube	3,476,447	348,235

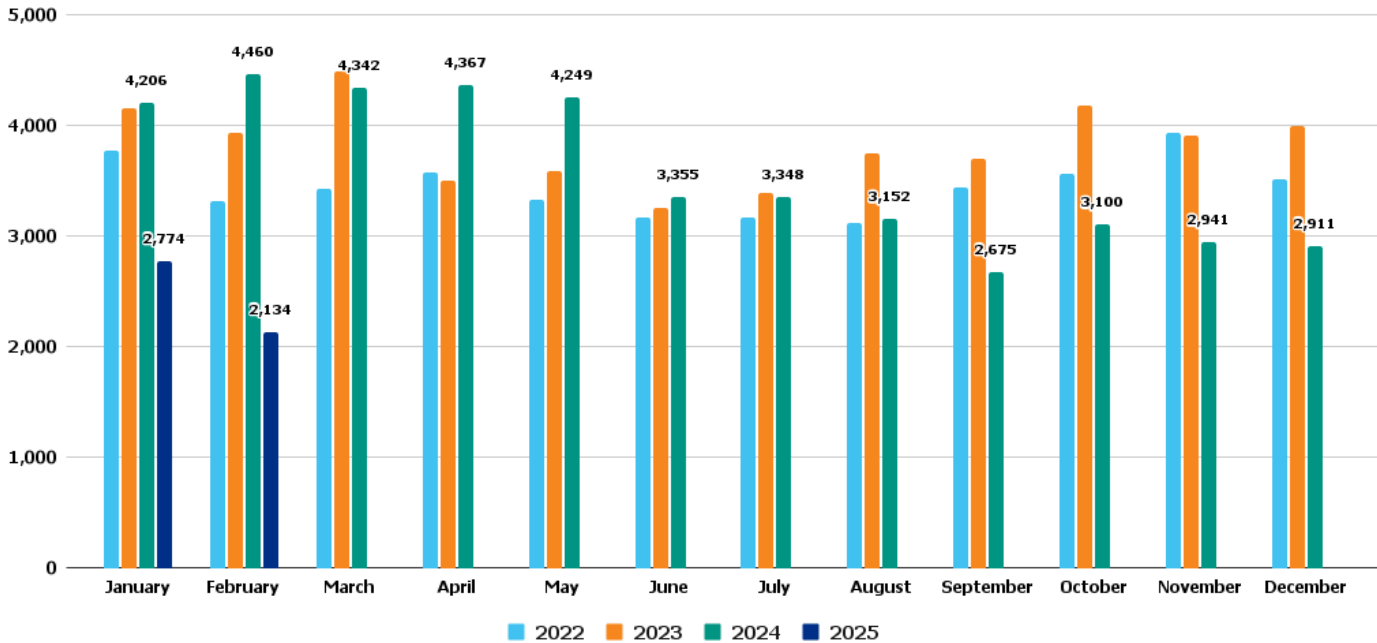


Personal Safety and Security



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	2,134	3,460	34.7%	-52.2%	153.8	73.6
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	4,908					

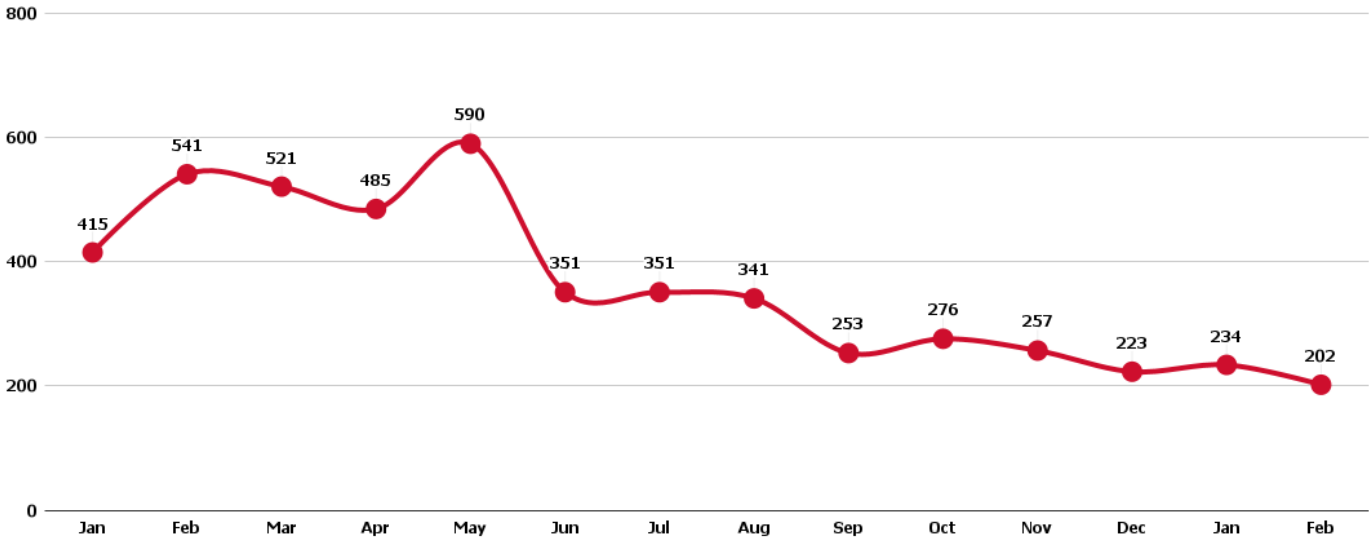


Data includes all security-related telephone calls and text messages to the RTD Police Department Dispatch Center, as well as incidents reported using the Transit Watch app.



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	202											436



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	66											167
Commuter Rail Vehicle	2024	22	12	19	26	18	17	13	17	17	21	26	20	228
	2025	24	18											42
Bus	2024	20	27	16	10	11	8	16	14	17	15	30	19	203
	2025	26	18											44
Denver Union Station	2024	21	26	28	30	28	36	39	44	23	23	23	25	346
	2025	33	18											51
RTD Facility, Stop, or Station	2024	14	5	6	138	243	137	125	129	81	54	5	6	943
	2025	1	4											5
Other Location/ Describe	2024	124	177	204	109	128	77	69	57	69	77	86	80	1,257
	2025	49	78											127

	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	38.3%	9.6%	101%	11.7%	1.1%	29.1%



Transit Watch: Incident Type Overview

	2024		2025 YTD	
	Count	%	Count	%
Drug Activity	2,124	46.1%	132	30.3%
Safety Hazard	341	7.4%	36	8.3%
Fight or Disturbance	432	9.4%	53	12.2%
Suspicious Activity	429	9.3%	37	8.5%
Solicitation/Aggressive Panhandling	36	0.8%	3	0.7%
Property Crimes - Theft	36	0.8%	6	1.4%
ADA Assistance Needed	11	0.2%	1	0.2%
Electric Bike/Scooter Issue	12	0.3%	1	0.2%
Elevator/Escalator Problems	60	1.3%	17	3.9%
Indecent Exposure	49	1.1%	4	0.9%
Noise Complaint	1	0.0%	18	4.1%
Property Crimes - Graffiti	42	0.9%	8	1.8%
Sexual Assault - Physical	11	0.2%	0	0.0%
Sexual Harassment - Non-Physical	20	0.4%	1	0.2%
Suspicious Activity - Vehicle	39	0.8%	4	0.9%
Unattended Bag	44	1.0%	10	2.3%
Other	917	19.9%	105	24.1%
	4,604		436	

January 2025	Count	%
Drug Activity	76	32.5%
Safety Hazard	21	9.0%
Fight or Disturbance	26	11.1%
Suspicious Activity	15	6.4%
Solicitation/Aggressive Panhandling	3	1.3%
Property Crimes - Theft	5	2.1%
ADA Assistance Needed	1	0.4%
Electric Bike/Scooter Issue	1	0.4%
Elevator/Escalator Problems	9	3.8%
Indecent Exposure	2	0.9%
Noise Complaint	8	3.4%
Property Crimes - Graffiti	8	3.4%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	1	0.4%
Suspicious Activity - Vehicle	1	0.4%
Unattended Bag	7	3.0%
Other	50	21.4%
TOTAL	234	

February 2025	Count	%
Drug Activity	56	27.7%
Safety Hazard	15	7.4%
Fight or Disturbance	27	13.4%
Suspicious Activity	22	10.9%
Solicitation/Aggressive Panhandling	0	0.0%
Property Crimes - Theft	1	0.5%
ADA Assistance Needed	0	0.0%
Electric Bike/Scooter Issue	0	0.0%
Elevator/Escalator Problems	8	4.0%
Indecent Exposure	2	1.0%
Noise Complaint	10	5.0%
Property Crimes - Graffiti	0	0.0%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	0	0.0%
Suspicious Activity - Vehicle	3	1.5%
Unattended Bag	3	1.5%
Other	55	27.2%
TOTAL	202	



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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