



# CUSTOMER AND COMMUNITY Engagement Report



March 2025

# **Customer and Community Engagement Report**

**UPDATED:**  
April 23, 2025



**Regional Transportation District**

1660 Blake Street  
Denver, Colorado 80202



# Report Overview



## Report Overview

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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 March 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.



### 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 March 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

1. In March, 50% of all media inquiries and news releases were related to bus and rail services (page 11)
2. 47.1% of all media inquiries were from a television station, and 31.4% were from a newspaper (page 14)
3. The agency noted 556 RTD-related articles, stories, and media mentions in the news (page 17)
4. On March 3, a positive story about Olde Town Arvada and the G Line was reprinted 52 times in different publications (page 18)
5. 21.8% of coverage was flagged as negative, and 72.4% was flagged as neutral/mixed sentiment (page 18)

### Customer and Community Outreach

1. RTD participated in 65% more community events in March 2025 than during the same month in 2024 (page 22)
2. In 2025, RTD has planned, joined, or supported community events in 15 different municipalities (page 23)
3. RTD currently has 15,161 active participants in the LiVE Program, a 111% increase since March 2023 (page 28)

### Customer Care

1. RTD's Telephone Information Center agents handled 38,284 individual calls, or an average of 1,235 every day (page 30)
2. In March, the average speed of answer was 16 seconds, an 8-second improvement from the 2024 average (page 30)
3. The agency received approximately 2,600 emails, web forms, or social media messages from customers (page 31)
4. Nearly 7% of all cases were related to an employee commendation, and 50.8% were flagged as customer experience (page 32)

### Website and Next Ride App

1. 66.8% of RTD's web traffic was on a mobile device (page 34)
2. In Q1 2025, RTD's website experienced an 82.5% increase in traffic when compared to Q1 2024 (page 34)
3. The "Plan a Trip" function in the Next Ride app saw its highest utilization ever, with more than 1 million trips planned (page 39)
4. The A Line schedule had more than 175,000 views (page 39)

### Social Media

1. Net growth of followers on X (Twitter) continues to experience a multi-month decrease (page 42)
2. All other social media platforms are seeing strong increases in followers (page 42)
3. In total, RTD made 343 posts in March across all social media platforms (page 42)
4. Impressions saw a major month-over-month increase, resulting in 2.3 million (page 43)

### Personal Safety and Security

1. Security-related calls for service saw a year-over-year decrease of 28.1% in March, following a multi-month trend (page 45)
2. Year-over-year security-related calls for service at Denver Union Station decreased 11.1% in March (page 46)
3. RTD recorded one security-related call in February 2025 for every 1,882 customer boardings (page 47)
4. 314 incident reports were submitted by customers via RTD's Transit Watch app (page 48)
5. Drug activity was the most reported incident in March, but the total number of reports saw an approximately 70% year-over-year reduction (page 49)



## 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	46										137

**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	15										51

**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	1										17

**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	8										20

**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	1										7

**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	40										85

**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	
<b>Human Resources</b> 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	16	5										26
		%	6.2%	20.3%	7.8%										11.6%
<b>Personal Safety and Security</b> 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	14	11										36
		%	13.6%	17.7%	17.2%										16.1%
<b>Bus and Rail Services</b> 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	18	32										75
		%	30.9%	22.8%	50.0%										33.5%
<b>Accidents</b> 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	10										20
		%	6.2%	6.3%	15.6%										8.9%
<b>Fares</b> 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	11	0										12
		%	1.2%	13.9%	0.0%										5.4%
<b>Governance and Legislation</b> 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	2	2										15
		%	13.6%	2.5%	3.1%										6.7%
<b>Miscellaneous</b> 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	13	4										40
		%	28.4%	16.5%	6.3%										17.9%

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	<b>179</b>
		%	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	14										<b>33</b>
		%	27.3%	30.3%	42.4%										---

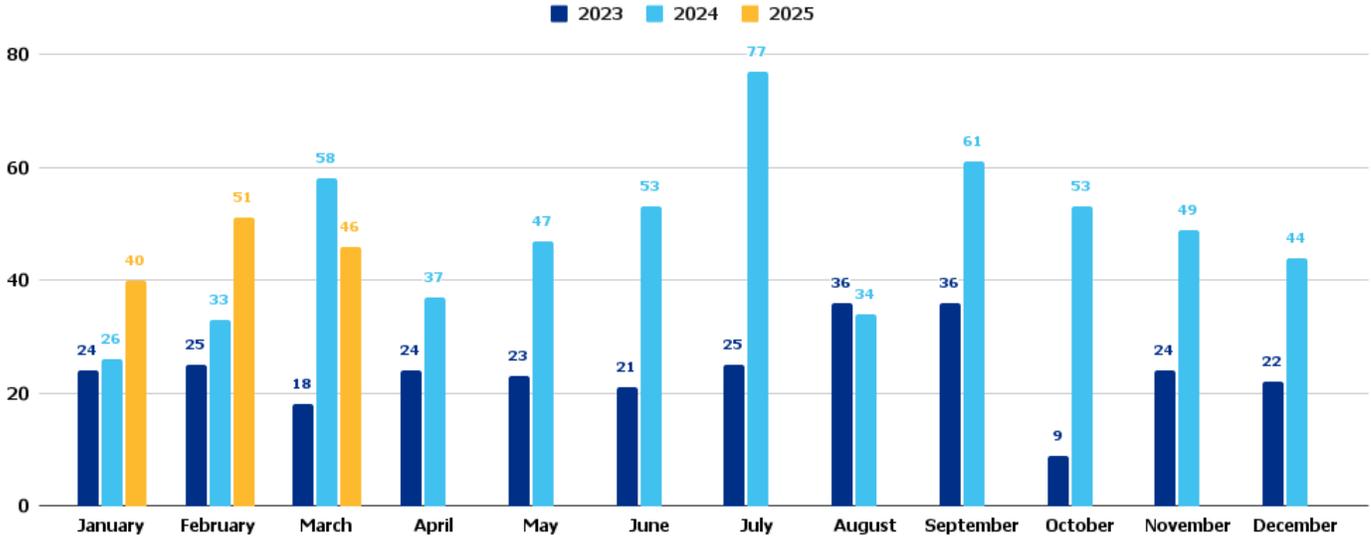
News Releases	2024	#	16	11	19	7	12	12	21	13	25	30	14	14	<b>194</b>
		%	8.2%	5.7%	9.8%	3.6%	6.2%	6.2%	10.8%	6.7%	12.9%	15.5%	7.2%	7.2%	---
	2025	#	22	14	15										<b>51</b>
		%	43.1%	27.5%	29.4%										---

Date	Day	Time	News Release	Topic
March 3	Monday	5:00 AM	RTD holding public feedback sessions today for proposed May service	Bus and Rail Services
March 3	Monday	5:02 AM	RTD seeks public feedback today for proposed May service changes	Bus and Rail Services
March 4	Tuesday	5:00 AM	E and H Disruption March 11-13	Bus and Rail Services
March 7	Friday	3:34 PM	Speed restrictions lifted along D, H, and R lines	Bus and Rail Services
March 10	Monday	9:02 AM	REMINDER: E and H Disruption March 11-13	Bus and Rail Services
March 12	Wednesday	6:33 PM	RTD-PD FOP sign three-year agreement	Personal Safety and Security
March 17	Monday	5:04 AM	RTD Free MallRide at Civic Center Station to be temporarily relocated	Bus and Rail Services
March 18	Tuesday	9:06 AM	RTD ready to support downtown events	Bus and Rail Services
March 20	Thursday	9:12 AM	RTD announces Transit Assistance Grant awards for 150 area groups	Miscellaneous
March 21	Friday	5:04 AM	REMINDER: RTD Free MallRide at Civic Center temporarily relocated	Bus and Rail Services
March 21	Friday	3:04 PM	L Line service temporarily disrupted on March 25	Bus and Rail Services
March 24	Monday	5:05 AM	RTD's security-related calls were cut in half last month as tactics underway	Personal Safety and Security
March 28	Friday	5:55 AM	RTD is ready for Rockies home opener	Bus and Rail Services
March 31	Monday	7:23 AM	Temporary alternative service April 8-10 for E and W lines	Bus and Rail Services
March 31	Monday	3:06 PM	RTD call for bus wrap design for 35th anniversary of the ADA	Miscellaneous



## 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	46										137



## Inquiries by Day of Week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2023 <sup>A</sup>	#	28	32	39	43	25	2
	%	16.2%	18.5%	22.5%	24.9%	14.5%	1.2%
2024 <sup>B</sup>	#	99	95	125	122	99	18
	%	17.2%	16.5%	21.7%	21.2%	17.2%	3.1%
2025 YTD	#	15	40	28	29	16	3
	%	10.9%	29.2%	20.4%	21.2%	11.7%	2.2%

## 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 <sup>A</sup>	#	7	6	15	31	18	80	7	3
	%	4.0%	3.5%	8.7%	17.9%	10.4%	46.2%	4.0%	1.7%
2024 <sup>B</sup>	#	19	39	98	129	117	103	49	3
	%	3.3%	6.8%	17.0%	22.4%	20.3%	17.9%	8.5%	0.5%
2025 YTD	#	3	4	20	35	18	29	13	6
	%	2.2%	2.9%	14.6%	25.5%	13.1%	21.2%	9.5%	4.4%

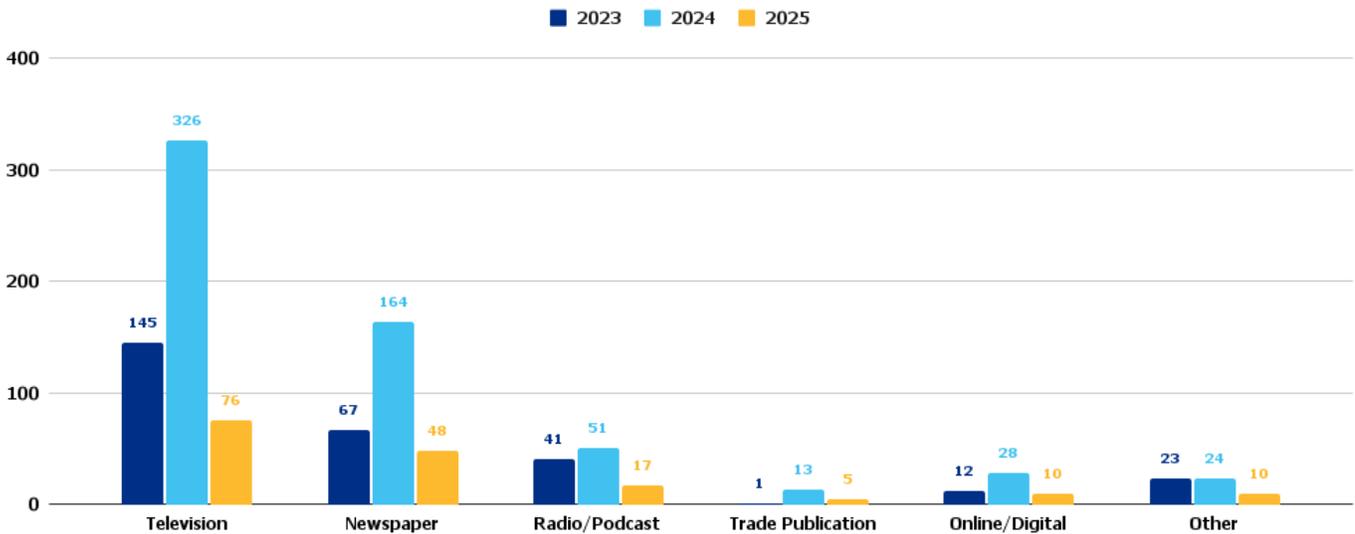
A. June 1 – December 31, 2023; RTD began tracking news inquiries by the day and time received on June 1, 2023

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	24										76
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	16										48
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	3										17
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	3										5
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	2										10
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	3										10





# 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	3										20
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	1										3
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										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										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										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										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	7										18
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										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	4										24
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										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	4										11

continued on the 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	4										21
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										20
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	2										12
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	1										3
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										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										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	2										6
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	3										3
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										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										4
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	8										21



Date	Day of Week	Volume	Volume: % of Total	Potential Impressions	Impressions: % of Total	Sentiment: Positive	Sentiment: Neutral	Sentiment: Negative	Sentiment: Mixed
3/1/2025	Saturday	8	1.4%	1,100,503	0.6%	1	0	3	4
3/2/2025	Sunday	6	1.1%	7,000,361	3.7%	0	2	3	1
3/3/2025	Monday	65	11.7%	3,489,136	1.8%	52	2	7	4
3/4/2025	Tuesday	32	5.8%	1,387,210	0.7%	1	6	14	11
3/5/2025	Wednesday	8	1.4%	2,912,796	1.5%	4	0	1	3
3/6/2025	Thursday	13	2.3%	1,886,370	1.0%	3	1	2	7
3/7/2025	Friday	11	2.0%	3,495,335	1.8%	1	3	5	2
3/8/2025	Saturday	8	1.4%	11,144	0.0%	1	5	0	2
3/9/2025	Sunday	7	1.3%	127,747	0.1%	3	1	0	3
3/10/2025	Monday	14	2.5%	1,560,348	0.8%	3	3	1	7
3/11/2025	Tuesday	10	1.8%	37,614,984	19.6%	1	2	1	6
3/12/2025	Wednesday	29	5.2%	6,711,158	3.5%	2	2	9	16
3/13/2025	Thursday	24	4.3%	13,990,272	7.3%	2	4	8	10
3/14/2025	Friday	17	3.1%	3,560,771	1.9%	1	2	3	11
3/15/2025	Saturday	11	2.0%	888,014	0.5%	1	1	3	6
3/16/2025	Sunday	4	0.7%	48,338	0.0%	1	0	3	0
3/17/2025	Monday	39	7.0%	33,032,484	17.2%	3	2	12	22
3/18/2025	Tuesday	21	3.8%	1,964,411	1.0%	7	2	2	10
3/19/2025	Wednesday	31	5.6%	5,657,955	3.0%	4	3	3	21
3/20/2025	Thursday	21	3.8%	29,393,601	15.3%	6	3	1	11
3/21/2025	Friday	22	4.0%	5,968,809	3.1%	3	2	3	14
3/22/2025	Saturday	8	1.4%	367,739	0.2%	2	0	1	5
3/23/2025	Sunday	3	0.5%	164,950	0.1%	1	1	0	1
3/24/2025	Monday	29	5.2%	2,117,979	1.1%	2	2	3	22
3/25/2025	Tuesday	38	6.8%	2,479,879	1.3%	4	3	4	27
3/26/2025	Wednesday	14	2.5%	3,422,658	1.8%	3	4	1	6
3/27/2025	Thursday	22	4.0%	9,318,806	4.9%	2	6	3	11
3/28/2025	Friday	9	1.6%	9,801,960	5.1%	2	3	2	2
3/29/2025	Saturday	6	1.1%	4,147	0.0%	0	5	0	1
3/30/2025	Sunday	13	2.3%	1,615,743	0.8%	1	7	5	0
3/31/2025	Monday	13	2.3%	613612	0.3%	0	4	2	7
		<b>556</b>		<b>191,709,220</b>		<b>117</b> 21.0%	<b>81</b> 14.6%	<b>105</b> 18.9%	<b>253</b> 45.5%

Earned media metrics provide by  




# Earned Media: Sentiment Breakdown by Daily Coverage



**Volume**  
March 2025  
**556**



**Impressions**  
March 2025  
**192M**

**Positive**



**5.8%**

**Neutral**



**30.4%**

**Negative**

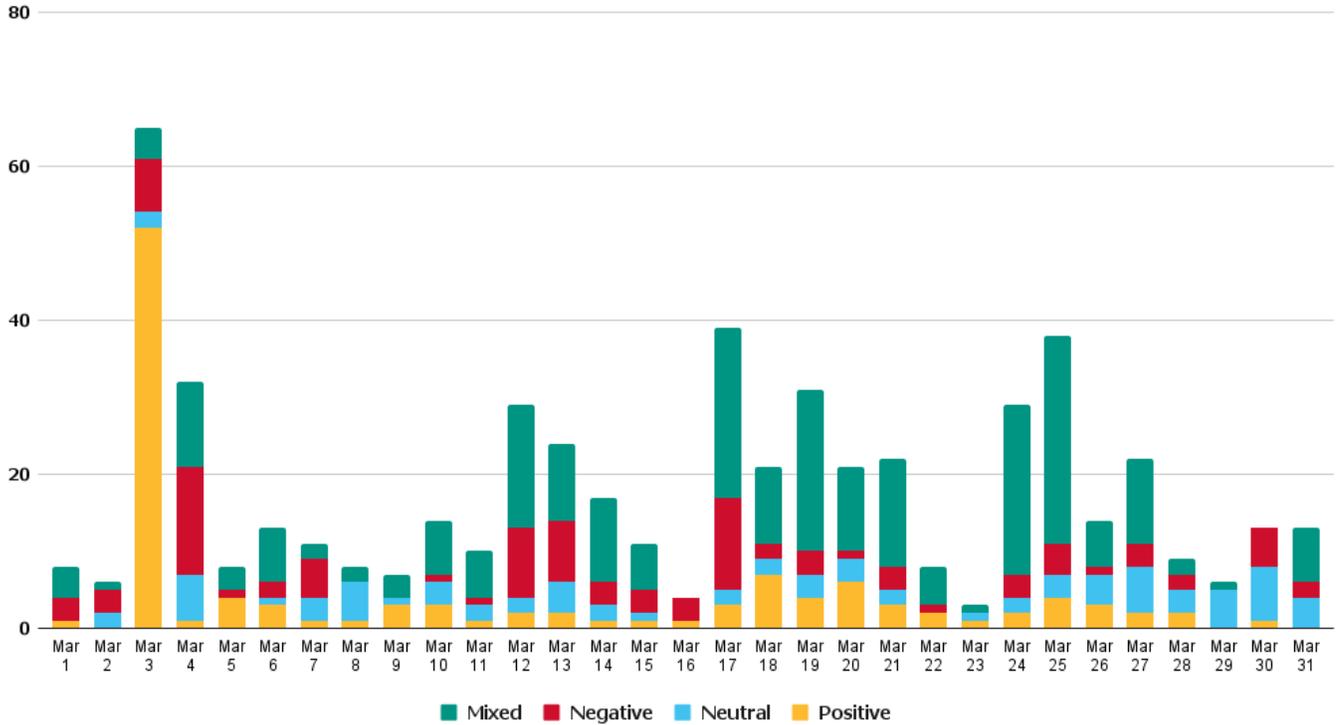


**21.8%**

**Mixed**



**41.9%**



## Highest Daily News Coverage by Sentiment Type

### Positive

**Date:** March 3, 2025

**Headline:** *Colorado's Olde Town Arvada is a wonderful place to eat, drink, shop and savor history*

**Volume:** 52 reprints/syndicated content

### Negative

**Date:** March 4, 2025

**Headline:** *RTD ridership fails to grow in 2024*

**Volume:** 14 reprints/syndicated content

Earned media metrics provide by



# Earned Media: Monthly Metrics

		Jan	Feb	Mar	Apr	May	Jun
Potential Impressions	Total	402,013,000	590,274,688	191,709,220			
	Previous Month	1,100,000,000	402,013,000	590,274,688			
	% Change	-64.6%	46.8%	-67.5%			
Coverage Volume	Total	479	595	556			
	Previous Month	895	479	595			
	% Change	-46.5%	24.2%	-6.6%			
News Organizations: Social Media Engagement	Total	19,400	3,100	3,500			
	Previous Month	24,800	19,400	3,100			
	% Change	-21.7%	-84.0%	12.9%			
Volume of Coverage by Media Type	Online	202	194	234			
	Television	193	306	176			
	Print	52	48	106			
	Radio	32	47	40			
Potential Impressions by Media Type	Online	392,400,000	577,400,000	179,400,000			
	Television	4,400,000	5,000,000	5,500,000			
	Print	3,700,000	1,900,000	1,900,000			
	Radio	1,500,000	5,900,000	4,900,000			
Share of Content by Media Type	Online	42.2%	32.6%	42.1%			
	Television	40.3%	51.4%	31.7%			
	Print	10.9%	8.1%	19.1%			
	Radio	6.7%	7.9%	7.2%			
Sentiment by Potential Impressions (#)	Positive	113,566,132	155,498,870	11,204,258			
	Neutral	136,397,409	46,657,413	58,339,352			
	Negative	48,704,149	124,136,052	41,760,714			
	Mixed	103,346,112	263,831,953	80,404,896			
Sentiment by Potential Impressions (%)	Positive	28.2%	26.4%	5.8%			
	Neutral	33.9%	7.9%	30.4%			
	Negative	12.1%	21.0%	21.8%			
	Mixed	25.7%	44.7%	41.9%			



## March 2025

CBS.com, Jasmine Arenas 11 Mar  
**RTD ridership barely increased last year in De...**  
 Despite efforts to encourage more people to use public transit, Regional Transportation District...  
 🌐 26.8M ❤️ 112 💬 142 📌 5 USD \$247,747



CBS.com, Brian Sherrod 20 Mar  
**RTD provides affordable travel option to Ball A...**  
 The Regional Transportation District is sharing plans on how to attend the big games and avoid traffic a...  
 🌐 26.8M ❤️ 33 💬 4 📌 1 USD \$247,744



CBS.com, Jennifer McRae 17 Mar  
**Denver police investigate crash involving RTD ...**  
 Denver police investigated a crash involving an RTD train and a pedestrian at E. Drivers were urged to...  
 🌐 26.8M ❤️ 1 💬 1 📌 1 USD \$247,744

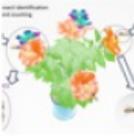


Patch 13 Mar  
**Arvada Center's 50th anniversary season lineup announced**  
 Discover Arvada's role in Denver's rail transit success Christine Lewis's criminal history spanned multiple Colorado cities Also on today's...  
 🌐 9.2M USD \$85,310

Patch 11 Mar  
**Explore Denver's top outdoor adventures**  
 RTD ridership barely increased last year in Denver metro area, despite efforts to encourage more people to use public transit cbsnews.com ...  
 🌐 9.2M USD \$85,297

Patch 28 Mar  
**Woman crashes car into Broomfield Popeyes**  
 The decision sparked debate over council procedures and the need for a formal censure process. Add your event to our calendar and...  
 🌐 9M USD \$82,845

Nature Cell Biology, David Toribio, Fel... 27 Mar  
**Perspectives on terahertz honey bee sensing**  
 The novel concept of RTD oscillator chips operating at 250 GHz reveals a correlation between the...  
 🌐 7.2M USD \$66,577



Nature Cell Biology, Universitätsklini... 2 Mar  
**Initial findings creating a temperature predictio...**  
 ...on the needle) to record any ambient noise (E), videocamera to record the insertions (F), the...  
 🌐 7M USD \$64,543



The denver channel.com, Óscar Cont... 21 Mar  
**RTD's L Line will be suspended for pretty muc...**  
 DENVER — People working or traveling through downtown Denver Tuesday might want to find...  
 🌐 1.9M ❤️ 64 💬 21 USD \$17,334



The denver channel.com, Katie Parkins 21 Mar  
**Shuttle buses replace the A Line as DPD assis...**  
 DENVER — Shuttle buses replaced the A Line Friday morning as the Denver Police Department...  
 🌐 1.9M ❤️ 27 💬 17 📌 1 USD \$17,334



Earned media metrics provide by





# Customer and Community Outreach

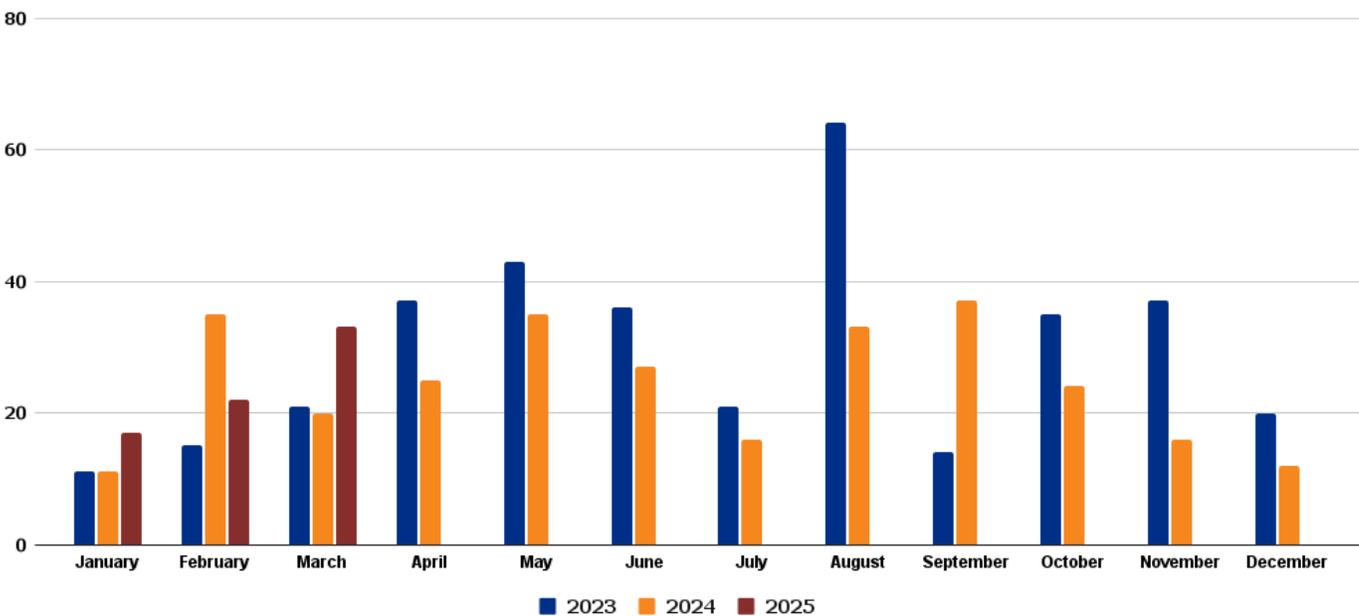


# Community Engagement Events by Month

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	33
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	
<b>TOTAL</b>	<b>354</b>	<b>291</b>	<b>72</b>





## Events by Location

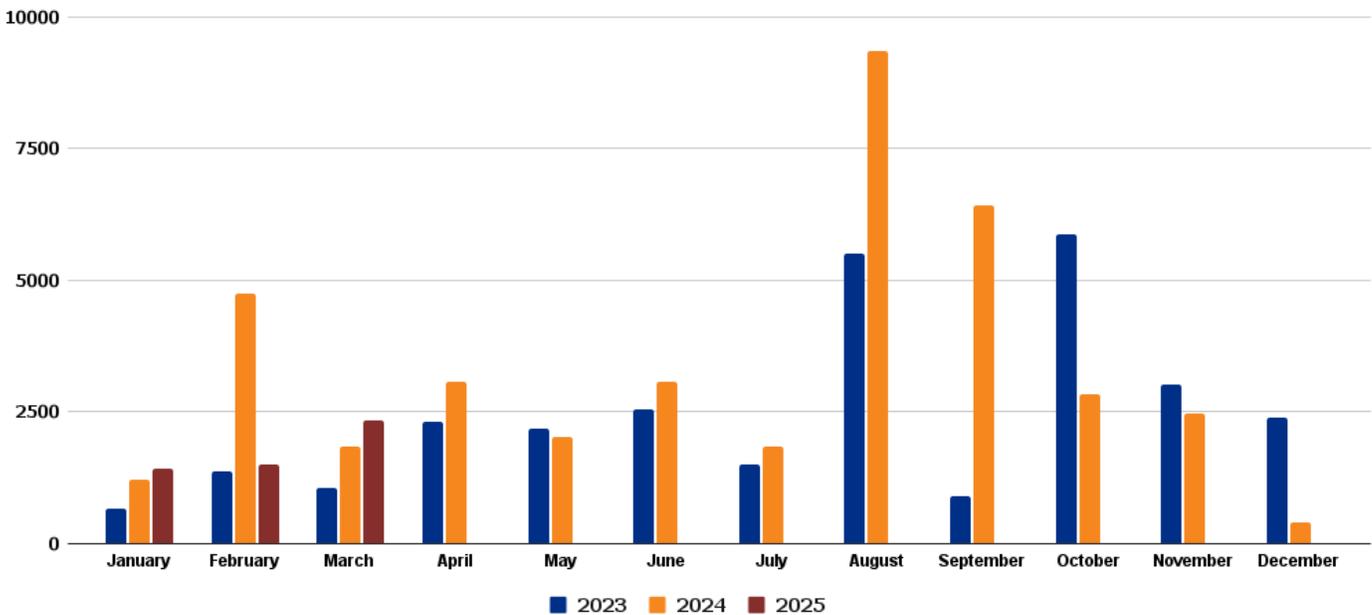
	2024 Total	2025 Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Arvada</b>	4	1			1									
<b>Aurora</b>	21	5		3	2									
<b>Boulder</b>	11	5		1	4									
<b>Broomfield</b>	2	0												
<b>Brighton</b>	6	0												
<b>Centennial</b>	0	0												
<b>Commerce City</b>	3	1		1										
<b>Denver</b>	169	36	13	10	13									
<b>Edgewater</b>	1	0												
<b>Englewood</b>	6	2	1	1										
<b>Golden</b>	5	0												
<b>Greenwood Village</b>	2	0												
<b>Highlands Ranch</b>	3	1		1										
<b>Lakewood</b>	6	4		1	3									
<b>Littleton</b>	2	1			1									
<b>Lone Tree</b>	7	1			1									
<b>Longmont</b>	2	1			1									
<b>Louisville</b>	1	0												
<b>Northglenn</b>	2	1			1									
<b>Parker</b>	0	0												
<b>Sheridan</b>	0	0												
<b>Thornton</b>	5	1			1									
<b>Westminster</b>	1	2	1		1									
<b>Wheat Ridge</b>	0	0												
<b>Virtual/Other</b>	32	10	2	4	4									
<b>TOTAL</b>	<b>291</b>	<b>72</b>	<b>17</b>	<b>22</b>	<b>33</b>									



## 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	2,339
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	
<b>TOTAL</b>	<b>29,231*</b>	<b>39,249*</b>	<b>5,241*</b>

\*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
3/1/25	HCC's 2025 Annual Awards Gala	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee	Denver	400
3/3/25	2025 May Proposed Service Changes Public Meeting #2	Service Change	Community Engagement, Civil Rights, Service Development	Presentation	Virtual	3
3/3/25	May 2025 Proposed Service Changes Public Meeting #1	Service Change	Community Engagement, Service Development, Civil Rights	Presentation	Virtual	2
3/4/25	Leroy Elementary School - Read Across America Week	Zero Fare for Youth	Community Engagement	Presentation	Northglenn	65
3/4/25	Ask a Service Planner - May 2025 Proposed Service Changes	Service Change	Community Engagement, Civil Rights, Service Development	Round Table Discussion	Virtual	10
3/5/25	Burrell Arts - 8th Grade Assembly	Zero Fare for Youth, Safety, Ridership Education, Transportation Planning	Community Engagement, Service Development	Presentation	Aurora	80
3/6/25	Bear Creek Elementary School - Read Across America Week	Zero Fare for Youth	Community Engagement	Presentation	Boulder	40
3/6/25	Denver Center for Performing Arts Ride-Along	Ridership Education	Community Engagement	General Attendee	Denver	10
3/6/25	Disability Rights Advocacy Day	Networking, ADA Accessibility	Civil Rights	General Attendee	Denver	*
3/7/25	Neurodiversity 101	ADA Accessibility	Civil Rights	General Attendee	Virtual	7
3/12/25	RTD - Fraternal Order of Police Media Event	Safety	Public Relations, Transit Police, Human Resources, Board Office	Media Event	Denver	40
3/12/25	2025 ACC Cultural Experience Series - Korea	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee	Lakewood	65
3/13/25	Denver South Board Meeting	Safety, Service Change	Public Relations, Transit Police	Presentation	Lone Tree	35
3/13/25	COMTO Colorado's Annual Kickoff Party	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee	Denver	120
3/14/25	How to Ride with Flagstaff Academy	Zero Fare for Youth, Safety, Ridership Education	Community Engagement, Bus Operations	Presentation	Longmont	100
3/18/25	Transit Employee Appreciation Day (TEAD)	Zero Fare for Youth, Networking, Ridership Education	Community Engagement, Transit Police, Human Resources, Bus Operations, Rail Operations	Booth/Table	Lakewood	401
3/18/25	Civic Center Station Transit Employee Appreciation Outreach	Ridership Education	Community Engagement, Customer Care (TIC)	Booth/Table	Denver	75
3/18/25	I-25 and Broadway Station Transit Employee Appreciation Outreach	Ridership Education	Community Engagement, Human Resources	Booth/Table	Denver	50
3/18/25	Downtown-Littleton Station Transit Employee Appreciation Outreach	Ridership Education	Community Engagement, Human Resources	Booth/Table	Littleton	18
3/18/25	Central Park Station Transit Employee Appreciation Outreach	Ridership Education	Customer Care (TIC)	Booth/Table	Denver	50
3/18/25	Federal Center Station Transit Employee Appreciation Outreach	Ridership Education	Bus Operations, Human Resources	Booth/Table	Lakewood	33
3/18/25	Wagon Road Park-n-Ride Transit Employee Appreciation Outreach	Ridership Education	Human Resources	Booth/Table	Thornton	17

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



# Community Engagement Events by Topic (cont'd)

2025	Event	Topic	RTD Team(s)	Role/Type	Location	Number Engaged
3/18/25	Downtown Boulder Station Transit Employee Appreciation Outreach	Ridership Education	Community Engagement	Booth/Table	Boulder	100
3/18/25	US36 and Sheridan Station Transit Employee Appreciation Outreach	Ridership Education	Public Relations	Booth/Table	Westminster	58
3/19/25	Neurodiversity Mingle	Networking, ADA Accessibility	Civil Rights	General Attendee	Denver	20
3/21/25	Denver Safe City Youth Leadership Summit	Zero Fare for Youth, Safety, Ridership Education	Community Engagement, Transit Police	Booth/Table	Denver	107
3/26/25	How to Ride Presentation with Golden West	Ridership Education, Access-A-Ride	Community Engagement	Presentation	Boulder	18
3/26/25	Start Your Day With RTD	SBE/DBE Program Outreach	Civil Rights	Presentation	Denver	21
3/26/25	Gabbing with Gabe and Gisa: A Community Listening Event: Safety and Security	Networking, ADA Accessibility, Safety	Civil Rights, Transit Police	Presentation	Boulder	14
3/27/25	Out in Business Networking	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee	Denver	30
3/27/25	Denver Workforce (Montbello) Hiring Event	Recruiting	Human Resources	Booth/Table	Denver	15
3/29/25	ACCC 4th Annual Business Awards Reception & Fundraiser	SBE/DBE Program Outreach, Networking	Civil Rights	General Attendee	Aurora	300
3/31/25	Creative Placemaking through Transit and People-Focused Design walking tour for National Planning Conference	Transit-Oriented Development, Transportation Planning	Community Engagement	Presentation	Arvada	35

\*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	24										61
Senior	2024	108	81	76	88	92	99	108	99	81	69	69	50	1,020
	2025	88	60	85										233
Special Discounts	2024	118	102	95	121	100	91	105	133	108	98	55	75	1,201
	2025	119	80	87										286

## Transit Assistance Grant Program: 2025

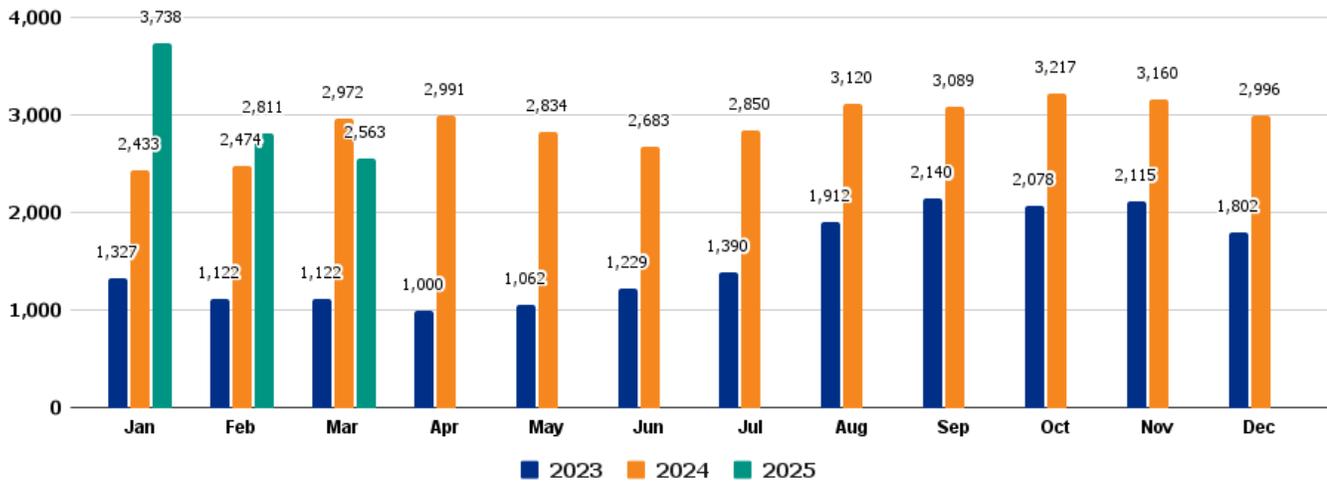
The Transit Assistance Grant (TAG) Program supports non-profits and organizations that serve clients with immediate transit needs by providing grants in the form of RTD fares. The 2025 application portal opened in January, and 194 applications were submitted. On March 20, RTD announced that 150 area organizations were selected for grants, and a complete list is available on the agency’s website.

2025 TAG Program	
Total Amount Awarded	\$1,000,000
Total Applications	194
Total Awarded Organizations	150

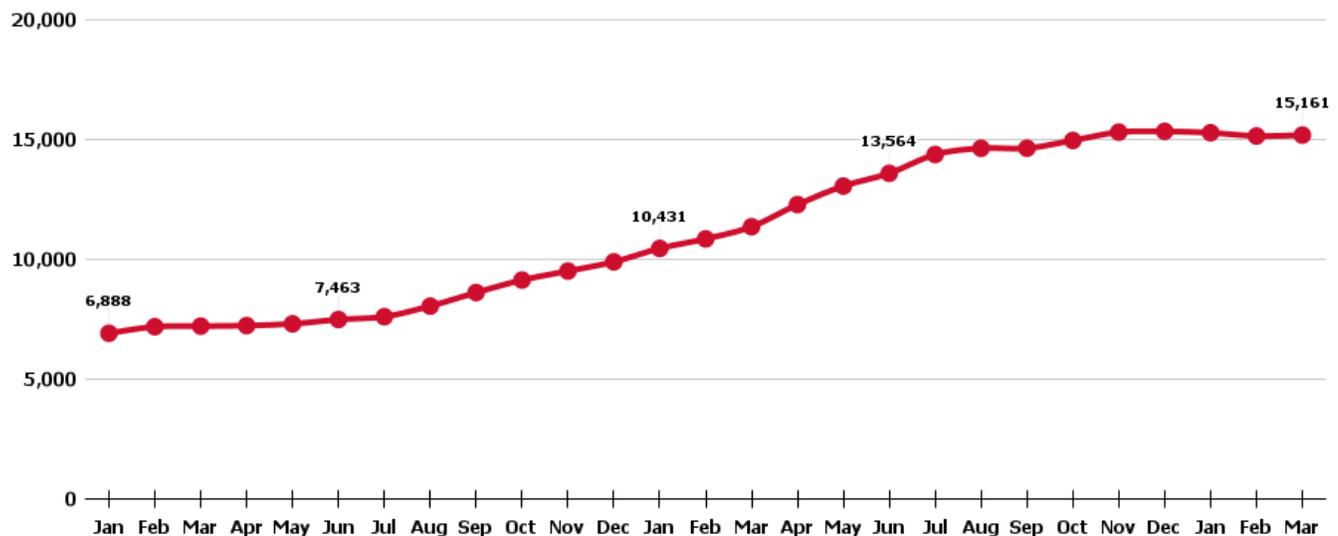


		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Applications Submitted	2023	1,327	1,122	1,122	1,000	1,062	1,229	1,390	1,912	2,140	2,078	2,115	1,802	18,299
	2024	2,433	2,474	2,972	2,991	2,834	2,683	2,850	3,120	3,089	3,217	3,160	2,996	34,819
	2025	3,738	2,811	2,563										9,112
Applications Approved	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	1,196										3,468
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	15,161										AVERAGE 15,180

### Applications Submitted



### Active Participants





# Customer Care



**38,284**  
Total Number of Calls  
March 2025

**513,870**  
2024 Total

**:16 seconds**  
Average Speed of Answer  
March 2025

**:24 seconds**  
2024 Average



**6,475**  
FlexRide Reservations  
March 2025

**79,527**  
2024 Total

**3:13**  
Average Call Handle Time  
March 2025

**3:16**  
2024 Average

### Number of Calls

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2025	41,131	36,621	38,284										116,036

### FlexRide Reservations

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2025	6,972	6,286	6,475										19,733

### Average Speed to Answer

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2025	:16	: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	3:13										3:15



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	4,349	48

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,554	1,365	1,430									

### 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	4,410	49

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,768	1,424	1,218									

### 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	4,396	49

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,763	1,419	1,214									



# Customer Case Summary by Type

## Fixed Route and FlexRide

	Customer Experience	Service Delivery	Commendation	Lost and Found	Public Facilities	Inquiry/ Request
2024	<b>18,709</b>	<b>2,268</b>	<b>1,828</b>	<b>4,151</b>	<b>1,017</b>	<b>7,376</b>
	52.9%	6.4%	5.2%	11.7%	2.9%	20.9%
2025 YTD	<b>3,928</b>	<b>529</b>	<b>525</b>	<b>1,004</b>	<b>217</b>	<b>1,504</b>
	50.8%	6.9%	6.9%	13.1%	2.8%	19.5%

## Paratransit

	Customer Experience	Service Delivery	Commendation	QRyde/ Software Issue
2024	<b>1,964</b>	<b>985</b>	<b>920</b>	<b>64</b>
	49.9%	25.0%	23.4%	1.6%
2025 YTD	<b>398</b>	<b>205</b>	<b>251</b>	<b>17</b>
	45.9%	23.1%	29.1%	1.8%

## 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**  
March 2025

**713**



**Video Playbacks Reviewed**  
March 2025

**94**



**Average Number of Days to Resolve Cases**  
March 2025

**5.1**



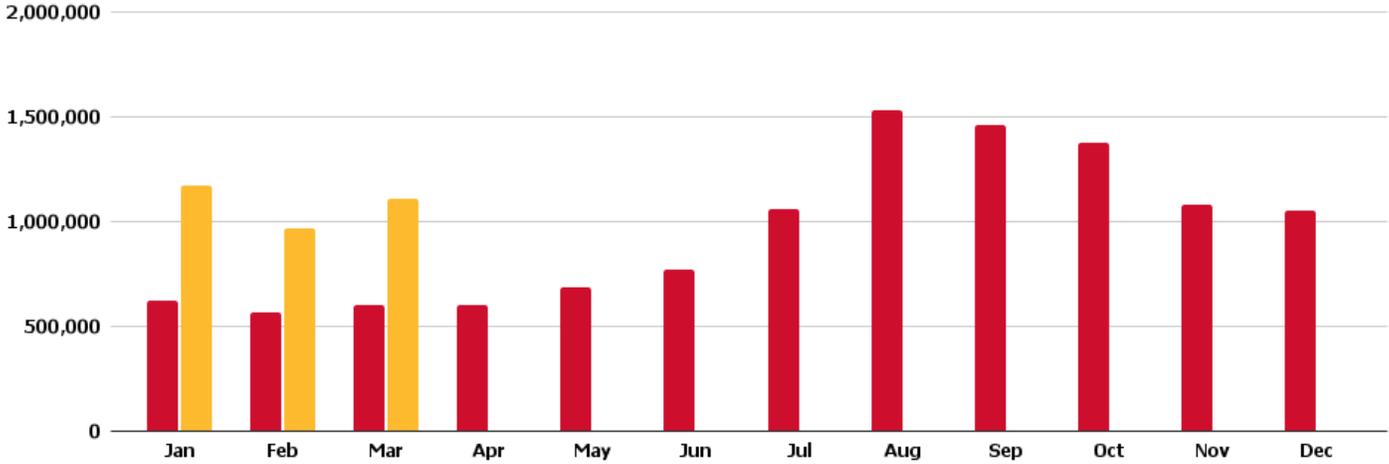
# Website and Next Ride App



## Sessions

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2024</b>	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
<b>2025</b>	1,169,426	964,783	1,108,136									

■ 2024 ■ 2025



## Unique Users

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

2025	Mobile	Desktop	% Mobile
<b>Jan</b>	110,974	65,232	63.0%
<b>Feb</b>	89,805	55,781	61.7%
<b>Mar</b>	112,192	55,781	66.8%
<b>Apr</b>			
<b>May</b>			
<b>Jun</b>			
<b>Jul</b>			
<b>Aug</b>			
<b>Sep</b>			
<b>Oct</b>			
<b>Nov</b>			
<b>Dec</b>			

**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	756										2,581

**Plan a Trip Widget** [rtd-denver.com](https://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	17,098										49,347

**Board of Directors** [rtd-denver.com/about-rtd/board-of-directors](https://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	5,332										16,866

**Budget** [rtd-denver.com/budget](https://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	258										930

**News Stop** [rtd-denver.com/community/news](https://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	1,751										5,592

**News Releases** [rtd-denver.com/community/press-releases](https://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	162										583

**Downtown Rail Reconstruction Project** [rtd-denver.com/railproject](https://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	<b>56,027</b>
2025	1,313	971	895										<b>3,179</b>

**Light Rail Speed Restrictions** [rtd-denver.com/light-rail-speed-restrictions](https://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	<b>108,349</b>
2025	18,027	15,024	11,545										<b>44,596</b>

**Light Rail Maintenance and Repairs** [rtd-denver.com/light-rail-maintenance-and-repairs](https://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	<b>19,960</b>
2025	2,483	1,641	1,038										<b>5,162</b>

**Train Horns** [rtd-denver.com/trainhorns](https://rtd-denver.com/trainhorns)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	790	234	132	376	225	<b>1,757</b>
2025	75	106	74										<b>255</b>

**Paratransit Peer Review** [rtd-denver.com/paratransit-peer-review](https://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	<b>10,017</b>
2025	543	536	176										<b>1,255</b>

**Personal Safety and Security** [rtd-denver.com/yoursafety](https://rtd-denver.com/yoursafety)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	1,272										<b>1,272</b>



## 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	<b>233,869</b>
2025	25,176	16,011	40,219										<b>81,406</b>

## 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	<b>23,692</b>
2025	2,286	1,911	3,195										<b>7,392</b>

## 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	<b>1,986</b>
2025	75	130	399										<b>604</b>

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	<b>5,526</b>
2025	449	406	2,283										<b>3,138</b>

Launched: April 2024

## Korean 한국어

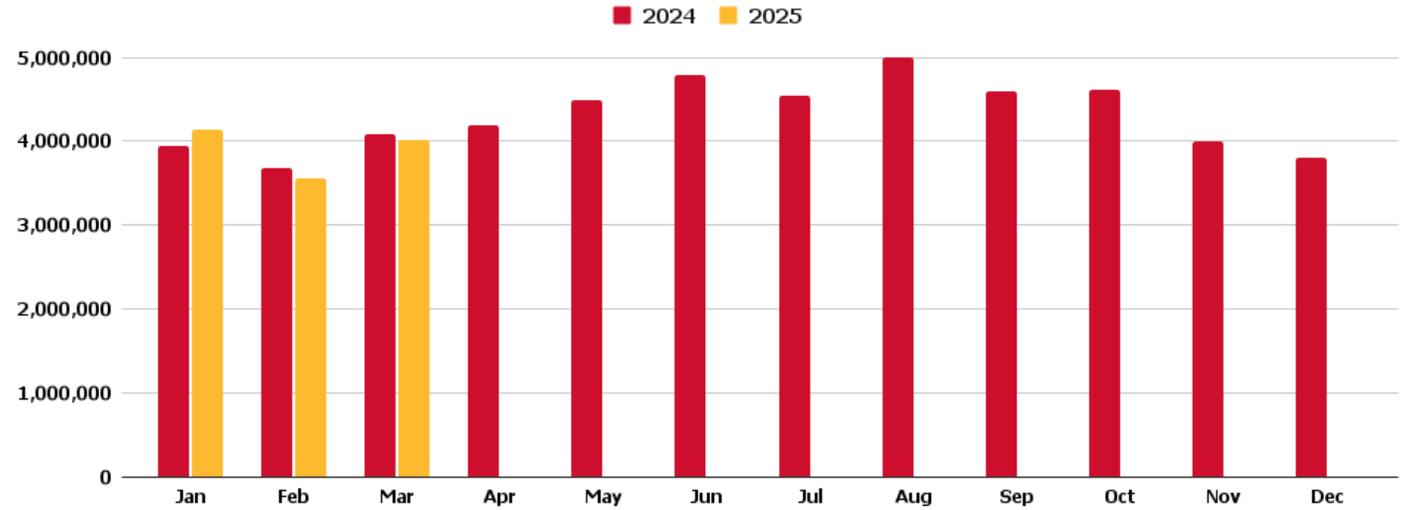
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	440	972	<b>1,412</b>
2025	1,263	934	2,806										<b>5,003</b>

Launched: November 2024



## Sessions

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2024</b>	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
<b>2025</b>	4,131,996	3,553,321	4,017,839									



## Unique Users

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

2025	Mobile	Desktop	% Mobile
<b>Jan</b>	198,521	61,961	76.2%
<b>Feb</b>	174,172	51,585	77.2%
<b>Mar</b>	203,156	76,289	72.7%
<b>Apr</b>			
<b>May</b>			
<b>Jun</b>			
<b>Jul</b>			
<b>Aug</b>			
<b>Sep</b>			
<b>Oct</b>			
<b>Nov</b>			
<b>Dec</b>			

**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	<b>7,291,150</b>
2025	824,733	719,630	1,044,544										<b>2,588,907</b>

**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	<b>4,228,851</b>
2025	332,492	281,502	326,715										<b>940,709</b>

**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	<b>154,307</b>
2025	10,545	9,787	11,985										<b>32,317</b>

**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	<b>2,346,250</b>
2025	166,935	148,975	177,588										<b>493,498</b>

**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	<b>1,608,892</b>
2025	122,812	104,224	134,390										<b>361,426</b>

**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	<b>877,630</b>
2025	69,714	52,755	59,822										<b>182,291</b>

**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	<b>425,362</b>
2025	51,600	36,879	38,693										<b>127,172</b>



## 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	<b>191,974</b>
2025	11,637	9,414	12,931										<b>33,982</b>

## 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	<b>12,264</b>
2025	2,437	1,739	738										<b>4,914</b>

## 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	<b>3,125</b>
2025	154	251	183										<b>588</b>

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	<b>13,320</b>
2025	1,100	1,426	1,576										<b>4,102</b>

Launched: April 2024

## Korean 한국어

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	82	173	<b>255</b>
2025	265	475	694										<b>1,434</b>

Launched: November 2024

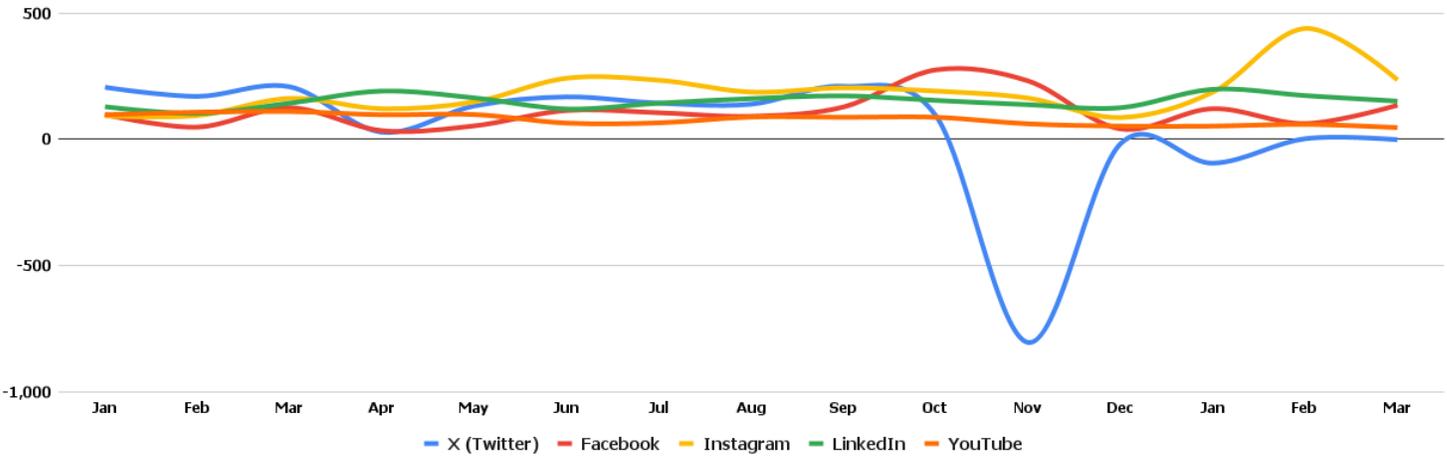


# Social Media



## 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	-1										-92
Facebook	2024	99	49	126	35	54	115	106	92	129	276	232	42	1,355
	2025	122	63	136										321
Instagram	2024	94	95	163	122	149	243	235	188	205	192	164	87	1,937
	2025	188	440	236										864
LinkedIn	2024	130	103	144	192	165	121	144	162	173	155	138	126	1,753
	2025	199	174	152										525
YouTube	2024	98	108	111	98	99	65	66	89	88	88	62	53	1,025
	2025	53	60	47										160



## Posts

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
X (Twitter)	2024	1,366												1,366
	2025	120	98	115										333
Facebook	2024	537												537
	2025	44	43	99										186
Instagram	2024	649												649
	2025	55	47	82										184
LinkedIn	2024	438												438
	2025	44	40	38										122
YouTube	2024	72												72
	2025	19	12	9										40



## Summary: March 2025

Impressions	Engagements	Post Link Clicks
<b>2,230,588</b>	<b>10,507</b>	<b>2,136</b>
February 2025 638,434	February 2025 12,315	February 2025 2,392

## Impressions

Platform	2024	2025 YTD
<b>X (Twitter)</b>	1,513,473	238,367
<b>Facebook</b>	15,459,026	2,987,527
<b>Instagram</b>	3,223,303	814,144
<b>LinkedIn</b>	341,707	81,511
<b>YouTube</b>	---	---

## Post Engagement

Platform	2024	2025 YTD
<b>X (Twitter)</b>	36,518	4,790
<b>Facebook</b>	59,529	11,001
<b>Instagram</b>	29,465	8,288
<b>LinkedIn</b>	32,885	7,197
<b>YouTube</b>	7,674	1,296

## Engagement Rate Per Impression

Platform	2024	2025 Average
<b>X (Twitter)</b>	2.4%	2.0%
<b>Facebook</b>	0.4%	0.5%
<b>Instagram</b>	9.0%	1.4%
<b>LinkedIn</b>	9.6%	8.8%
<b>YouTube</b>	---	---

## Video Views

Platform	2024	2025 YTD
<b>X (Twitter)</b>	76,976	8,686
<b>Facebook</b>	886,252	69,218
<b>Instagram</b>	249,517	53,309
<b>LinkedIn</b>	51,305	11,682
<b>YouTube</b>	3,476,447	764,986

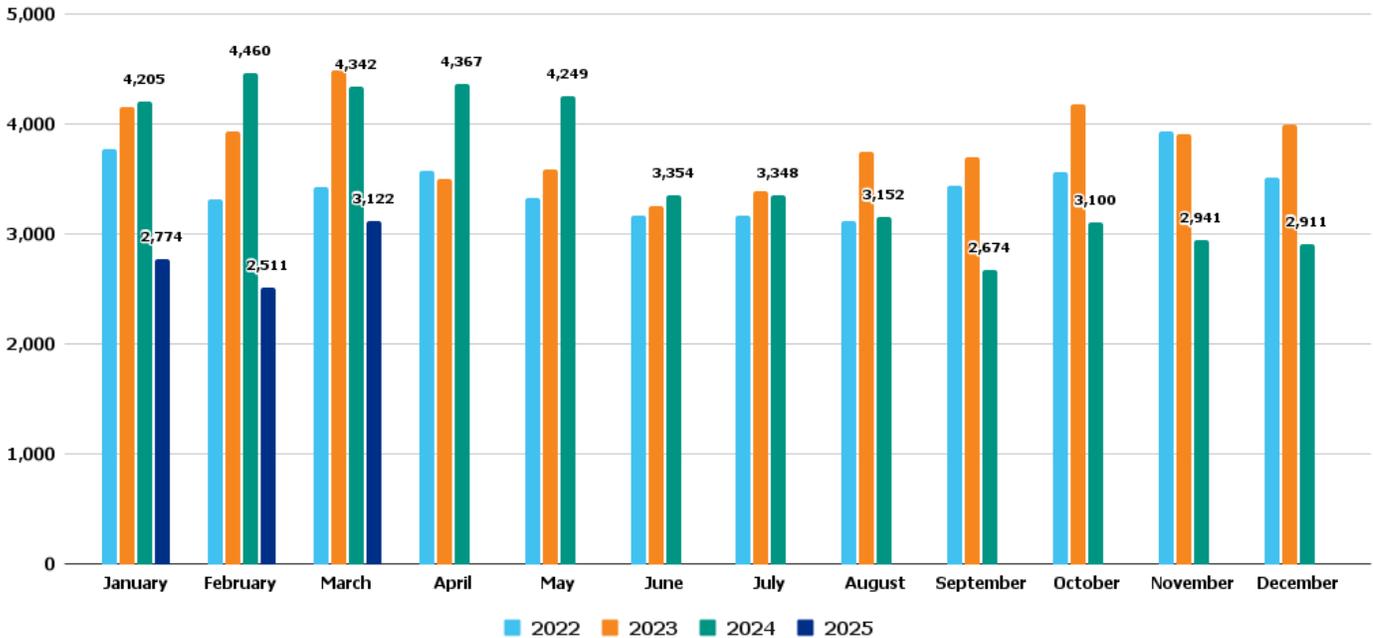


# Personal Safety and Security



# Transit Police: Security-Related Calls for Service

	2022	2023	2024	2025	Average	2022 - 2024 YoY Comparison	2024 - 2025 YoY Comparison	2024 Average Calls per Day	2025 Average Calls per Day
Jan	3,775	4,150	4,205	2,774	3,726	11.4%	-34.0%	135.6	89.5
Feb	3,312	3,934	4,460	2,511	3,554	34.7%	-43.7%	153.8	86.6
Mar	3,423	4,482	4,342	3,122	3,842	26.8%	-28.1%	140.1	100.7
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	3,354		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	2,674		3,272	-22.3%		89.1	
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	
<b>Total</b>	<b>41,327</b>	<b>45,847</b>	<b>43,103</b>	<b>8,407</b>					

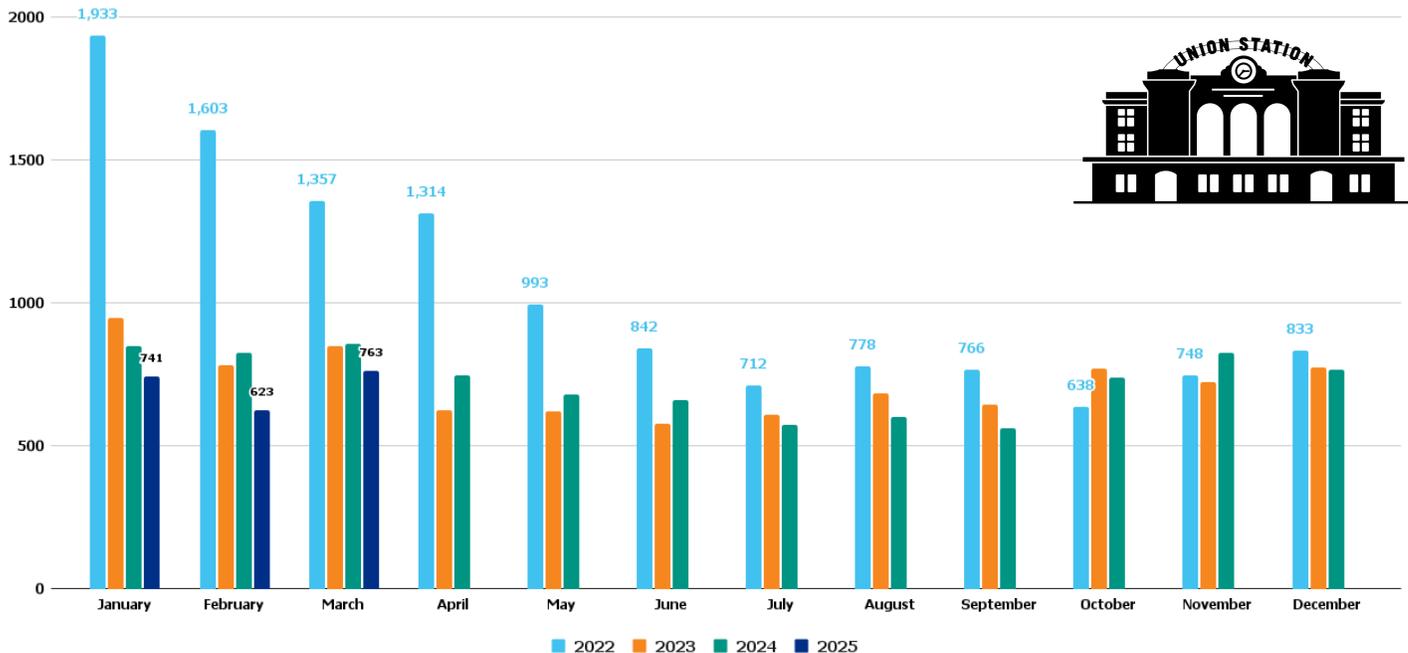


Data includes all security-related telephone calls and text messages to the RTD Police Department Dispatch Center, as well as incidents reported using the Transit Watch app.



# Transit Police: Security-Related Calls at Denver Union Station

	2022	2023	2024	2025	Average	2022 - 2025 YoY Comparison	2024 - 2025 YoY Comparison	2024 Average Calls per Day	2025 Average Calls per Day
Jan	1,933	948	850	741	3,726	-61.7%	-12.8%	27.4	23.9
Feb	1,603	781	827	623	3,554	-61.1%	-24.7%	29.5	22.3
Mar	1,357	850	858	763	3,842	-43.8%	-11.1%	27.7	24.6
Apr	1,314	626	748		3,817			24.9	
May	993	620	679		3,721			21.9	
Jun	842	578	660		3,260			22.0	
Jul	712	609	575		3,303			18.5	
Aug	778	685	601		3,340			19.4	
Sep	766	643	562		3,272			18.7	
Oct	638	770	739		3,617			23.8	
Nov	748	724	827		3,593			27.6	
Dec	833	776	766		3,474			24.7	
<b>Total</b>	<b>12,517</b>	<b>8,610</b>	<b>8,692</b>	<b>2,127</b>					

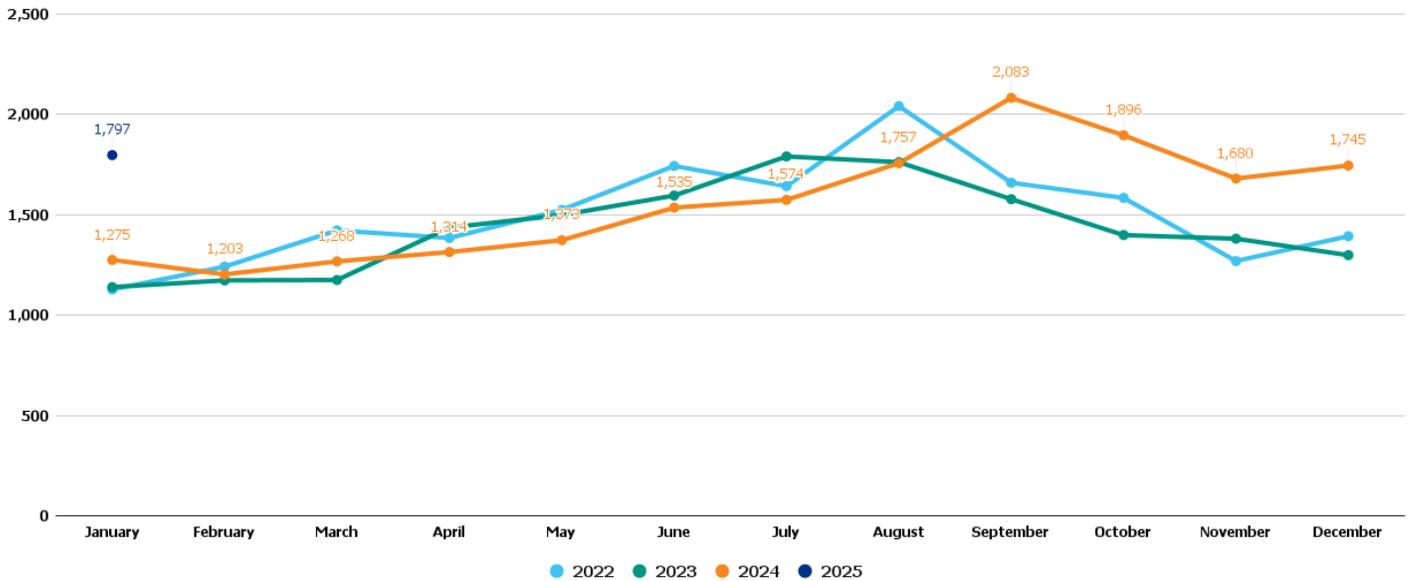


Data includes all security-related telephone calls and text messages to the RTD Police Department Dispatch Center, as well as incidents reported using the Transit Watch app, that related specifically to Denver Union Station.



# Security-Related Incident Rate per Customer Boarding

	Ridership/Boardings <sup>2</sup>				Security-Related Calls for Service <sup>1</sup>				Incident Rate per Customer Boarding			
	2022	2023	2024	2025	2022	2023	2024	2025	2022	2023	2024	2025
<b>Jan</b>	4,258,000	4,730,000	5,361,000	4,985,000	3,775	4,150	4,205	2,774	1 : 1,128	1 : 1,140	1 : 1,275	1 : 1,797
<b>Feb</b>	4,112,000	4,615,000	5,364,000	4,726,000	3,312	3,934	4,460	2,511	1 : 1,242	1 : 1,173	1 : 1,203	1 : 1,882
<b>Mar</b>	4,868,000	5,266,000	5,505,000		3,423	4,482	4,342	3,122	1 : 1,422	1 : 1,175	1 : 1,268	
<b>Apr</b>	4,956,000	5,032,000	5,739,000		3,580	3,504	4,367		1 : 1,384	1 : 1,436	1 : 1,314	
<b>May</b>	5,070,000	5,378,000	5,835,000		3,326	3,589	4,249		1 : 1,524	1 : 1,498	1 : 1,373	
<b>Jun</b>	5,522,000	5,198,000	5,150,000		3,168	3,258	3,354		1 : 1,743	1 : 1,595	1 : 1,535	
<b>Jul</b>	5,209,000	6,066,000	5,270,000		3,172	3,388	3,348		1 : 1,642	1 : 1,790	1 : 1,574	
<b>Aug</b>	6,360,000	6,611,000	5,537,000		3,116	3,752	3,152		1 : 2,041	1 : 1,762	1 : 1,757	
<b>Sep</b>	5,708,000	5,842,000	5,569,000		3,440	3,703	2,674		1 : 1,659	1 : 1,578	1 : 2,083	
<b>Oct</b>	5,650,000	5,854,000	5,877,000		3,567	4,185	3,100		1 : 1,584	1 : 1,399	1 : 1,896	
<b>Nov</b>	4,993,000	5,393,000	4,942,000		3,933	3,906	2,941		1 : 1,270	1 : 1,381	1 : 1,680	
<b>Dec</b>	4,897,000	5,190,000	5,079,000		3,515	3,996	2,911		1 : 1,393	1 : 1,299	1 : 1,745	
<b>Total</b>	61,603,000	65,175,000	65,228,000	4,911,000	41,327	45,847	43,103	8,407	AVERAGE 1 : 1,503	AVERAGE 1 : 1,436	AVERAGE 1 : 1,559	AVERAGE 1 : 1,846



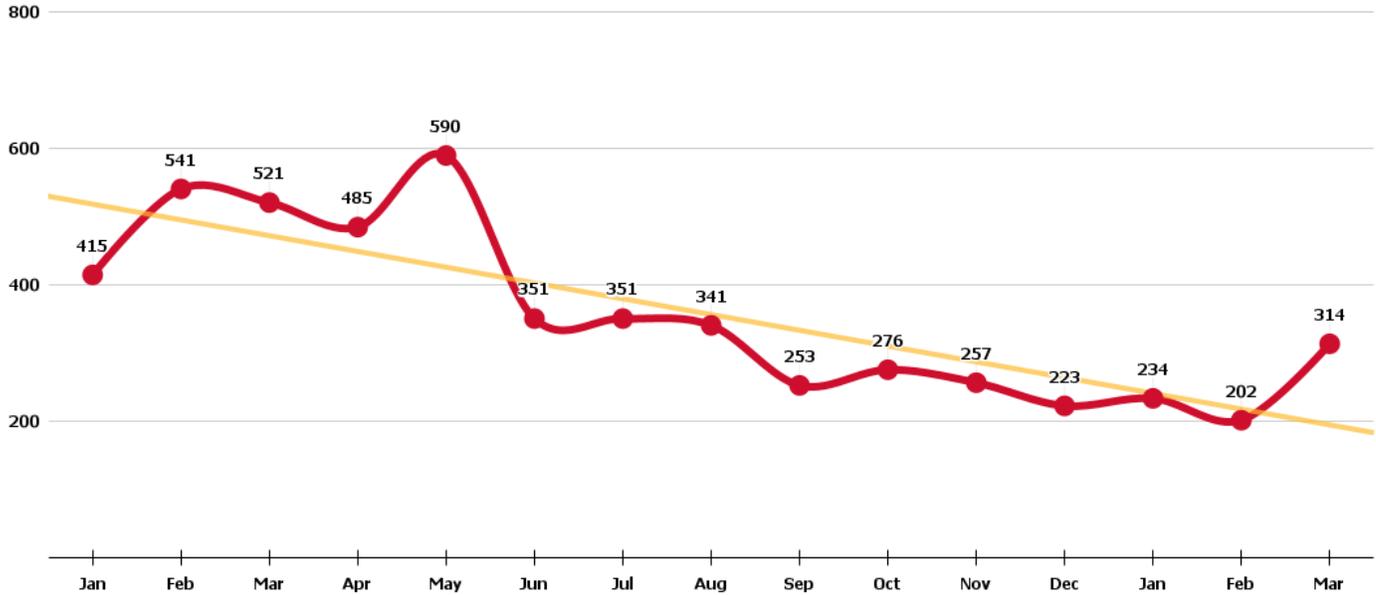
**NOTES**

1. 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.
2. Ridership/Boardings are reported approximately six weeks after the last day of a month.



## Incident Reports

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>2024</b>	415	541	521	485	590	351	351	341	253	276	257	223	<b>4,604</b>
<b>2025</b>	234	202	314										<b>750</b>



## Incident Reports by Location

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
<b>Light Rail Vehicle</b>	<b>2024</b>	214	294	248	172	162	76	89	80	46	86	87	73	<b>1,627</b>
	<b>2025</b>	101	66	105										<b>272</b>
<b>Commuter Rail Vehicle</b>	<b>2024</b>	22	12	19	26	18	17	13	17	17	21	26	20	<b>228</b>
	<b>2025</b>	24	18	16										<b>58</b>
<b>Bus</b>	<b>2024</b>	20	27	16	10	11	8	16	14	17	15	30	19	<b>203</b>
	<b>2025</b>	26	18	32										<b>76</b>
<b>Denver Union Station</b>	<b>2024</b>	21	26	28	30	28	36	39	44	23	23	23	25	<b>346</b>
	<b>2025</b>	33	18	29										<b>80</b>
<b>RTD Facility, Stop, or Station</b>	<b>2024</b>	14	5	6	138	243	137	125	129	81	54	5	6	<b>943</b>
	<b>2025</b>	1	4	2										<b>7</b>
<b>Other Location/ Describe</b>	<b>2024</b>	124	177	204	109	128	77	69	57	69	77	86	80	<b>1,257</b>
	<b>2025</b>	49	78	130										<b>257</b>

March	Light Rail Vehicle	Commuter Rail Vehicle	Bus	Denver Union Station	RTD Facility, Stop, or Station	Other Location/ Describe
<b>2024</b>	47.6%	3.6%	3.1%	5.4%	1.2%	39.2%
<b>2025</b>	33.4%	5.1%	10.2%	9.2%	0.6%	41.4%



	2024		2025 YTD	
	Count	%	Count	%
<b>Drug Activity</b>	2,124	46.1%	231	30.8%
<b>Safety Hazard</b>	341	7.4%	66	8.8%
<b>Fight or Disturbance</b>	432	9.4%	78	10.4%
<b>Suspicious Activity</b>	429	9.3%	62	8.3%
<b>Solicitation/Aggressive Panhandling</b>	36	0.8%	3	0.4%
<b>Property Crimes - Theft</b>	36	0.8%	12	1.6%
<b>ADA Assistance Needed</b>	11	0.2%	1	0.1%
<b>Electric Bike/Scooter Issue</b>	12	0.3%	2	0.3%
<b>Elevator/Escalator Problems</b>	60	1.3%	31	4.1%
<b>Indecent Exposure</b>	49	1.1%	4	0.5%
<b>Noise Complaint</b>	1	0.0%	31	4.1%
<b>Property Crimes - Graffiti</b>	42	0.9%	11	1.5%
<b>Sexual Assault - Physical</b>	11	0.2%	1	0.1%
<b>Sexual Harassment - Non-Physical</b>	20	0.4%	3	0.4%
<b>Suspicious Activity - Vehicle</b>	39	0.8%	10	1.3%
<b>Unattended Bag</b>	44	1.0%	14	1.9%
<b>Other</b>	917	19.9%	190	25.3%
	<b>4,604</b>		<b>750</b>	

## Top 5 Incident Types by Count

### March 2024

1. Drug Activity (319)
2. Other (65)
3. Suspicious Activity (47)
4. Safety Hazard (34)
5. Fight or Disturbance (24)

### March 2025

1. Drug Activity (99)
2. Other (85)
3. Safety Hazard (30)
4. Fight or Disturbance (25)
5. Suspicious Activity (25)



# Transit Watch: Incident Type by Month (2025)

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%
<b>TOTAL</b>	<b>234</b>	

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%
<b>TOTAL</b>	<b>202</b>	

March 2025	Count	%
Drug Activity	99	31.5%
Safety Hazard	30	9.6%
Fight or Disturbance	25	8.0%
Suspicious Activity	25	8.0%
Solicitation/Aggressive Panhandling	0	0.0%
Property Crimes - Theft	6	1.9%
ADA Assistance Needed	0	0.0%
Electric Bike/Scooter Issue	1	0.3%
Elevator/Escalator Problems	14	4.5%
Indecent Exposure	0	0.0%
Noise Complaint	13	4.1%
Property Crimes - Graffiti	3	1.0%
Sexual Assault - Physical	1	0.3%
Sexual Harassment - Non-Physical	2	0.6%
Suspicious Activity - Vehicle	6	1.9%
Unattended Bag	4	1.3%
Other	85	27.1%
<b>TOTAL</b>	<b>314</b>	



# 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%
<b>TOTAL</b>	<b>415</b>	

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%
<b>TOTAL</b>	<b>541</b>	

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%
<b>TOTAL</b>	<b>521</b>	

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%
<b>TOTAL</b>	<b>485</b>	



# 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%
<b>TOTAL</b>	<b>590</b>	

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%
<b>TOTAL</b>	<b>351</b>	

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%
<b>TOTAL</b>	<b>351</b>	

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%
<b>TOTAL</b>	<b>341</b>	



# 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%
<b>TOTAL</b>	<b>253</b>	

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%
<b>TOTAL</b>	<b>276</b>	

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%
<b>TOTAL</b>	<b>257</b>	

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%
<b>TOTAL</b>	<b>223</b>	



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