



CUSTOMER AND COMMUNITY Engagement Report



April 2025

Customer and Community Engagement Report

UPDATED:
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Regional Transportation District

1660 Blake Street
Denver, Colorado 80202



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**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 April 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 April 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 April, 42% of all media inquiries and news releases were related to bus and rail services (page 11)
2. 72.1% of all media inquiries were from a television station, and 16.3% were from a newspaper (page 14)
3. The agency tracked 811 RTD-related articles, stories, and media mentions in the news (page 17)
4. 28% of coverage was flagged as positive, and 57% was flagged as neutral/mixed sentiment (page 17)

Customer and Community Outreach

1. RTD participated in 20% more community events in April 2025 than during the same month in 2024 (page 20)
2. In 2025, RTD has planned, joined, or supported community events in 7 different municipalities/locations (page 21)
3. RTD has more than 15,161 active participants in the LiVE Program (page 26)

Customer Care

1. RTD's Telephone Information Center agents handled nearly 40,000 individual calls, or an average of 1,300 every day (page 28)
2. In April, the average speed of answer was 16 seconds, an 8-second improvement from the 2024 average (page 28)
3. The agency received approximately 3,000 emails, web forms, or social media messages from customers (page 29)
4. Nearly 7% of all cases were related to service delivery, and 45% were flagged as customer experience (page 30)

Website and Next Ride App

1. 63.9% of RTD's web traffic was on a mobile device (page 32)
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, at nearly 1.5 million trips planned (page 37)
4. The A Line schedule had more than 189,000 views (page 37)

Social Media

1. Net growth of followers on X (Twitter) saw its first sizeable increase after a multi-month decrease period (page 40)
2. All other social media platforms are also experiencing increases in followers (page 40)
3. In total, RTD made 280 posts in April across all social media platforms (page 40)
4. Engagement saw a major month-over-month increase, resulting in 6,000 more likes, shares, and/or comments (page 41)

Personal Safety and Security

1. Security-related calls for service saw a year-over-year decrease of 14.1% in April, following a multi-month trend (page 43)
2. Year-over-year security-related calls for service at Denver Union Station were relatively flat (page 44)
3. RTD recorded one security-related call in March 2025 for every 1,709 customer boardings (page 45)
4. 349 incident reports were submitted by customers via RTD's Transit Watch app (page 46)
5. Illicit drug activity was the most reported incident in April, but the total number of reports saw an approximately 60.1% year-over-year reduction (page 48)



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	43									180

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	21									72

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	0									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	15									35

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	0									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	28									113

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



			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Human Resources personnel, employee policies and guidelines, recruitment, hiring, and retention	2023	#	2	2	3	0	5	3	0	2	2	1	0	0	20
		%	6.1%	5.1%	9.7%	0.0%	10.9%	5.3%	0.0%	3.4%	3.7%	4.3%	0.0%	0.0%	3.7%
	2024	#	0	0	11	1	0	1	17	4	16	1	3	3	57
		%	0.0%	0.0%	13.3%	2.0%	0.0%	1.4%	15.9%	7.4%	15.7%	1.1%	4.4%	4.8%	6.0%
	2025	#	5	16	5	4									26
		%	6.2%	20.3%	7.8%	8.0%									11.6%
Personal Safety and Security Welcoming Transit Environment, crime, and Transit Police	2023	#	13	6	4	5	3	4	0	6	9	1	2	1	54
		%	39.4%	15.4%	12.9%	11.9%	6.5%	7.0%	0.0%	10.3%	16.7%	4.3%	4.8%	3.1%	11.0%
	2024	#	4	13	23	17	15	6	16	3	11	20	1	10	139
		%	9.1%	27.1%	27.7%	34.7%	21.4%	8.1%	15.0%	5.6%	10.8%	22.2%	1.5%	16.1%	16.6%
	2025	#	11	14	11	20									36
		%	13.6%	17.7%	17.2%	40.0%									16.1%
Bus and Rail Services service impacts, including schedules, frequency, maintenance disruptions, and operator availability	2023	#	16	17	15	17	26	23	17	22	24	7	15	6	205
		%	48.5%	43.6%	48.4%	40.5%	56.5%	40.4%	37.8%	37.9%	44.4%	30.4%	35.7%	18.8%	40.2%
	2024	#	25	9	28	20	27	49	36	21	46	37	25	18	341
		%	56.8%	18.8%	33.7%	40.8%	38.6%	66.2%	33.6%	38.9%	45.1%	41.1%	36.8%	29.0%	40.0%
	2025	#	25	18	32	21									75
		%	30.9%	22.8%	50.0%	42.0%									33.5%
Accidents collisions or incidents involving revenue vehicles, trespassers, or pedestrians	2023	#	0	0	0	7	0	1	0	1	4	0	4	3	20
		%	0.0%	0.0%	0.0%	16.7%	0.0%	1.8%	0.0%	1.7%	7.4%	0.0%	9.5%	9.4%	3.9%
	2024	#	2	0	1	2	2	0	2	0	2	0	5	12	28
		%	4.5%	0.0%	1.2%	4.1%	2.9%	0.0%	1.9%	0.0%	2.0%	0.0%	7.4%	19.4%	3.6%
	2025	#	5	5	10	2									20
		%	6.2%	6.3%	15.6%	4.0%									8.9%
Fares pass programs, discounts, fare media, and zero-fare initiatives	2023	#	0	9	0	4	4	16	11	13	0	3	3	18	81
		%	0.0%	23.1%	0.0%	9.5%	8.7%	28.1%	24.4%	22.4%	0.0%	13.0%	7.1%	56.3%	16.1%
	2024	#	4	2	1	0	0	3	2	2	1	8	2	3	28
		%	9.1%	4.2%	1.2%	0.0%	0.0%	4.1%	1.9%	3.7%	1.0%	8.9%	2.9%	4.8%	3.5%
	2025	#	1	11	0	0									12
		%	1.2%	13.9%	0.0%	0.0%									5.4%
Governance and Legislation Board of Directors, state and federal legislation, regulatory oversight, financial-allocations, and ballot initiatives	2023	#	0	1	0	0	0	0	0	0	0	0	0	0	1
		%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
	2024	#	4	2	2	4	13	5	5	5	15	2	6	1	64
		%	9.1%	4.2%	2.4%	8.2%	18.6%	6.8%	4.7%	9.3%	14.7%	2.2%	8.8%	1.6%	7.5%
	2025	#	11	2	2	3									15
		%	13.6%	2.5%	3.1%	6.0%									6.7%
Miscellaneous all other inquiries	2023	#	2	4	9	9	8	10	17	14	15	11	18	4	121
		%	6.1%	10.3%	29.0%	21.4%	17.4%	17.5%	37.8%	24.1%	27.8%	47.8%	42.9%	12.5%	24.5%
	2024	#	5	22	17	5	13	10	29	19	11	22	26	15	194
		%	11.4%	45.8%	20.5%	10.2%	18.6%	13.5%	27.1%	35.2%	10.8%	24.4%	38.2%	24.2%	23.3%
	2025	#	23	13	4	0									40
		%	28.4%	16.5%	6.3%	0.0%									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
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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	14	15									48
		%	18.8%	20.8%	29.2%	31.3%									---

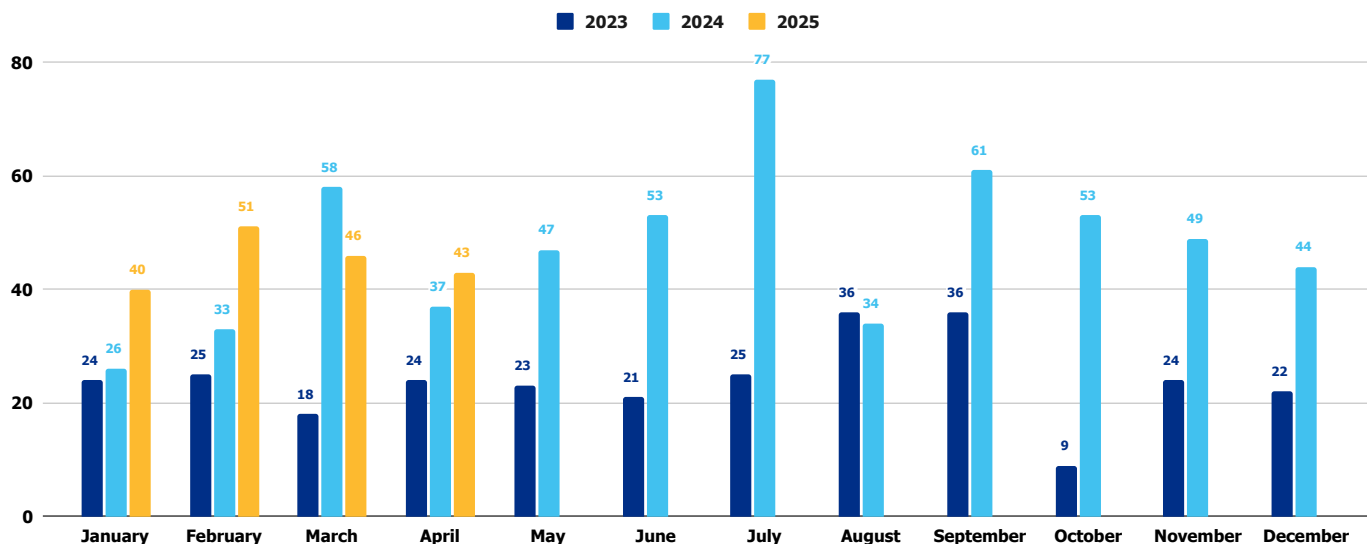
News Releases	2024	#	16	11	19	7	12	12	21	13	25	30	14	14	194
		%	8.2%	5.7%	9.8%	3.6%	6.2%	6.2%	10.8%	6.7%	12.9%	15.5%	7.2%	7.2%	---
	2025	#	22	14	15	21									72
		%	30.6%	19.4%	20.8%	29.2%									---

Date	Day	Time	News Release	Topic
April 02	Wednesday	10:08 AM	RTD shares 2024 safety metrics, highlighting transparent reporting	Personal Safety and Security
April 03	Thursday	6:33 AM	RTD is ready for Rockies home opener	Bus and Rail Services
April 03	Thursday	3:32 PM	Light rail speed restrictions update and timeline for completing repairs	Bus and Rail Services
April 07	Monday	5:03 AM	REMINDER: Temporary alternative service April 8-10 for E and W lines	Bus and Rail Services
April 07	Monday	8:53 AM	RTD to update Title VI Program, seeking community feedback	Bus and Rail Services
April 08	Tuesday	5:18 AM	L Line's April 14 planned disruption	Bus and Rail Services
April 08	Tuesday	9:47 AM	RTD to provide temporary bus shuttles between RidgeGate and Southmoor stations	Bus and Rail Services
April 09	Wednesday	5:00 AM	RTD launches third round of Partnership Program funding to support	Miscellaneous
April 11	Friday	9:13 AM	Reminder: L Line April 14 Disruption NR	Miscellaneous
April 15	Tuesday	10:15 AM	RTD names two finalists in its search for a Chief of Police	Personal Safety and Security
April 16	Wednesday	6:03 AM	RTD launches third round of Partnership Program funding to support	Bus and Rail Services
April 18	Friday	12:45 PM	All D Line speed restrictions eliminated	Bus and Rail Services
April 21	Monday	12:29 PM	RTD maintenance, rail replacement from April 26 to May 8 on A Line	Bus and Rail Services
April 22	Tuesday	7:11 AM	Additional languages added to website	Miscellaneous
April 22	Tuesday	1:42 PM	RTD eliminates three speed restrictions along the H and R lines	Bus and Rail Services
April 25	Friday	9:34 AM	Denver Union Station safety improvements mark notable changes	Personal Safety and Security
April 25	Friday	11:20 AM	REMINDER: RTD maintenance, rail work from April 26 to May 8 on A Line	Bus and Rail Services
April 28	Monday	9:36 AM	RTD selects Martingano as Chief of Police and Emergency Management	Personal Safety and Security
April 28	Monday	1:04 PM	RTD to host public webinar for future Boulder to Longmont BRT service	Bus and Rail Services
April 29	Tuesday	6:03 AM	Personalized Next Ride trip schedules launches for customers	Miscellaneous
April 29	Tuesday	12:02 PM	RTD increasing officer patrols at Union Station, downtown ahead of Playoff Games	Personal Safety and Security



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	43									180



Inquiries by Day of Week

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2023 ^A	#	28	32	39	43	25	4	2
	%	16.2%	18.5%	22.5%	24.9%	14.5%	2.3%	1.2%
2024 ^B	#	99	95	125	122	99	18	18
	%	17.2%	16.5%	21.7%	21.2%	17.2%	3.1%	3.1%
2025 YTD	#	25	49	39	33	24	7	3
	%	13.9%	27.2%	21.7%	18.3%	13.3%	3.9%	1.7%

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	3
	%	4.0%	3.5%	8.7%	17.9%	10.4%	46.2%	4.0%	3.5%	1.7%
2024 ^B	#	19	39	98	129	117	103	49	19	3
	%	3.3%	6.8%	17.0%	22.4%	20.3%	17.9%	8.5%	3.3%	0.5%
2025 YTD	#	8	10	30	44	22	34	15	9	8
	%	4.4%	5.6%	16.7%	24.4%	12.2%	18.9%	8.3%	5.0%	4.4%

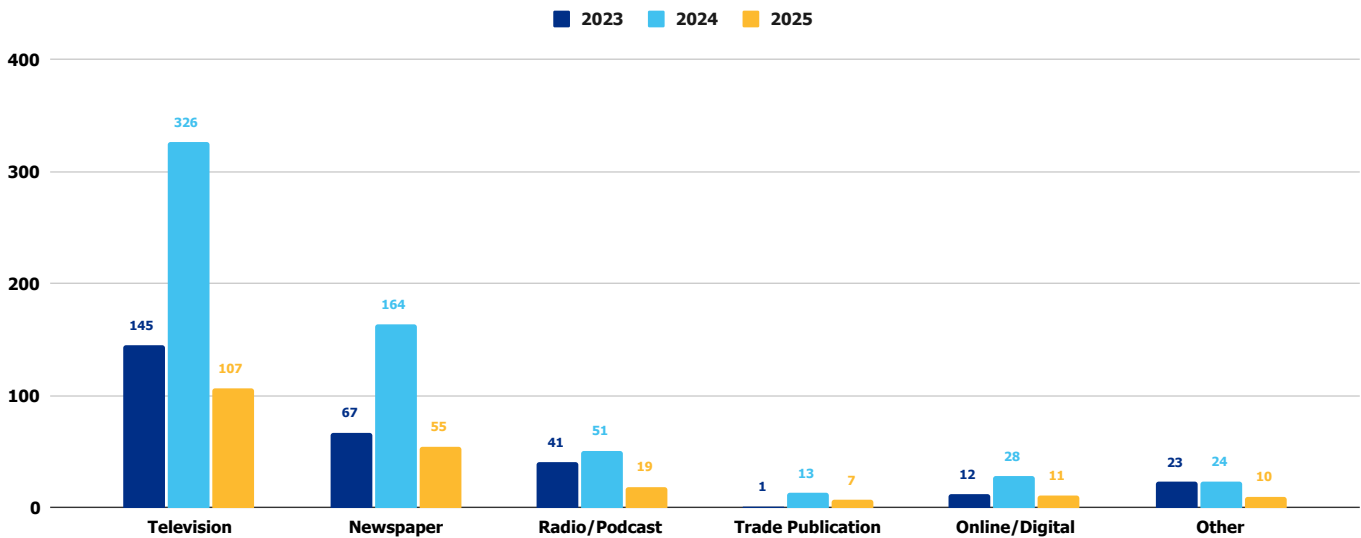
A. June 1 – December 31, 2023; RTD began tracking news inquiries by the day and time received on June 1, 2023

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	31									107
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	7									55
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	2									19
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	2									7
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	1									11
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	0									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	11									31
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	0									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									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									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									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									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	7									25
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	1									1
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	1									25
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									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	1									12

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	5									26
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	7									27
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	4									16
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	0									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									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									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	2									8
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	0									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									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	0									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	4									25



Date	Day of Week	Volume	Volume: % of Total	Potential Impressions	Impressions: % of Total	Sentiment: Positive	Sentiment: Neutral	Sentiment: Negative	Sentiment: Mixed
4/1/2025	Tuesday	36	4.4%	57,633,136	19.7%	7	7	0	22
4/2/2025	Wednesday	26	3.2%	2,494,303	0.9%	4	10	1	11
4/3/2025	Thursday	23	2.8%	42,595,557	14.6%	7	5	0	11
4/4/2025	Friday	26	3.2%	776,111	0.3%	5	6	2	13
4/5/2025	Saturday	5	0.6%	25,606	0.0%	0	3	0	2
4/6/2025	Sunday	8	1.0%	474,907	0.2%	0	3	2	3
4/7/2025	Monday	24	3.0%	29,444,313	10.1%	1	7	7	9
4/8/2025	Tuesday	208	25.6%	6,170,687	2.1%	108	6	12	82
4/9/2025	Wednesday	88	10.9%	2,139,014	0.7%	3	2	59	24
4/10/2025	Thursday	10	1.2%	1,247,839	0.4%	3	0	2	5
4/11/2025	Friday	13	1.6%	1,665,558	0.6%	7	1	0	5
4/12/2025	Saturday	4	0.5%	178,837	0.1%	0	0	0	4
4/13/2025	Sunday	5	0.6%	119,510	0.0%	2	0	0	3
4/14/2025	Monday	20	2.5%	456,584	0.2%	3	1	3	13
4/15/2025	Tuesday	15	1.8%	19,827,472	6.8%	4	2	3	6
4/16/2025	Wednesday	13	1.6%	672,495	0.2%	4	3	2	4
4/17/2025	Thursday	7	0.9%	1,738,608	0.6%	1	1	0	5
4/18/2025	Friday	14	1.7%	1,878,921	0.6%	3	3	1	7
4/19/2025	Saturday	5	0.6%	60,214	0.0%	1	3	0	1
4/20/2025	Sunday	3	0.4%	1,515,235	0.5%	1	0	2	0
4/21/2025	Monday	9	1.1%	23,752,162	8.1%	4	1	0	4
4/22/2025	Tuesday	11	1.4%	467,495	0.2%	2	3	1	5
4/23/2025	Wednesday	18	2.2%	7,841,069	2.7%	4	3	4	7
4/24/2025	Thursday	24	3.0%	457,921	0.2%	13	1	2	8
4/25/2025	Friday	20	2.5%	1,828,955	0.6%	2	0	3	15
4/26/2025	Saturday	14	1.7%	24,238,587	8.3%	0	2	2	10
4/27/2025	Sunday	10	1.2%	168,728	0.1%	2	0	1	7
4/28/2025	Monday	29	3.6%	33,267,846	11.4%	7	3	1	18
4/29/2025	Tuesday	70	8.6%	27,329,586	9.4%	11	7	7	45
4/30/2025	Wednesday	53	6.5%	1,408,066	0.5%	18	4	5	26
		811		291,875,322		227 28.0%	87 10.7%	122 15.0%	375 46.2%

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	291,875,322		
	Previous Month	1,100,000,000	402,013,000	590,274,688	191,709,220		
	% Change	-64.6%	46.8%	-67.5%	52.2%		
Coverage Volume	Total	479	595	556	811		
	Previous Month	895	479	595	556		
	% Change	-46.5%	24.2%	-6.6%	45.9%		
News Organizations: Social Media Engagement	Total	19,400	3,100	3,500	7,900		
	Previous Month	24,800	19,400	3,100	3,500		
	% Change	-21.7%	-84.0%	12.9%	125.7%		
Volume of Coverage by Media Type	Online	202	194	234	414		
	Television	193	306	176	285		
	Print	52	48	106	78		
	Radio	32	47	40	34		
Potential Impressions by Media Type	Online	392,400,000	577,400,000	179,400,000	280,400,000		
	Television	4,400,000	5,000,000	5,500,000	4,500,000		
	Print	3,700,000	1,900,000	1,900,000	2,700,000		
	Radio	1,500,000	5,900,000	4,900,000	4,300,000		
Share of Content by Media Type	Online	42.2%	32.6%	42.1%	51.0%		
	Television	40.3%	51.4%	31.7%	35.1%		
	Print	10.9%	8.1%	19.1%	9.6%		
	Radio	6.7%	7.9%	7.2%	4.2%		
Sentiment by Potential Impressions (#)	Positive	113,566,132	155,498,870	11,204,258	110,085,964		
	Neutral	136,397,409	46,657,413	58,339,352	5,050,546		
	Negative	48,704,149	124,136,052	41,760,714	34,372,063		
	Mixed	103,346,112	263,831,953	80,404,896	142,366,749		
Sentiment by Potential Impressions (%)	Positive	28.2%	26.4%	5.8%	37.7%		
	Neutral	33.9%	7.9%	30.4%	1.7%		
	Negative	12.1%	21.0%	21.8%	11.8%		
	Mixed	25.7%	44.7%	41.9%	48.8%		



Customer and Community Outreach

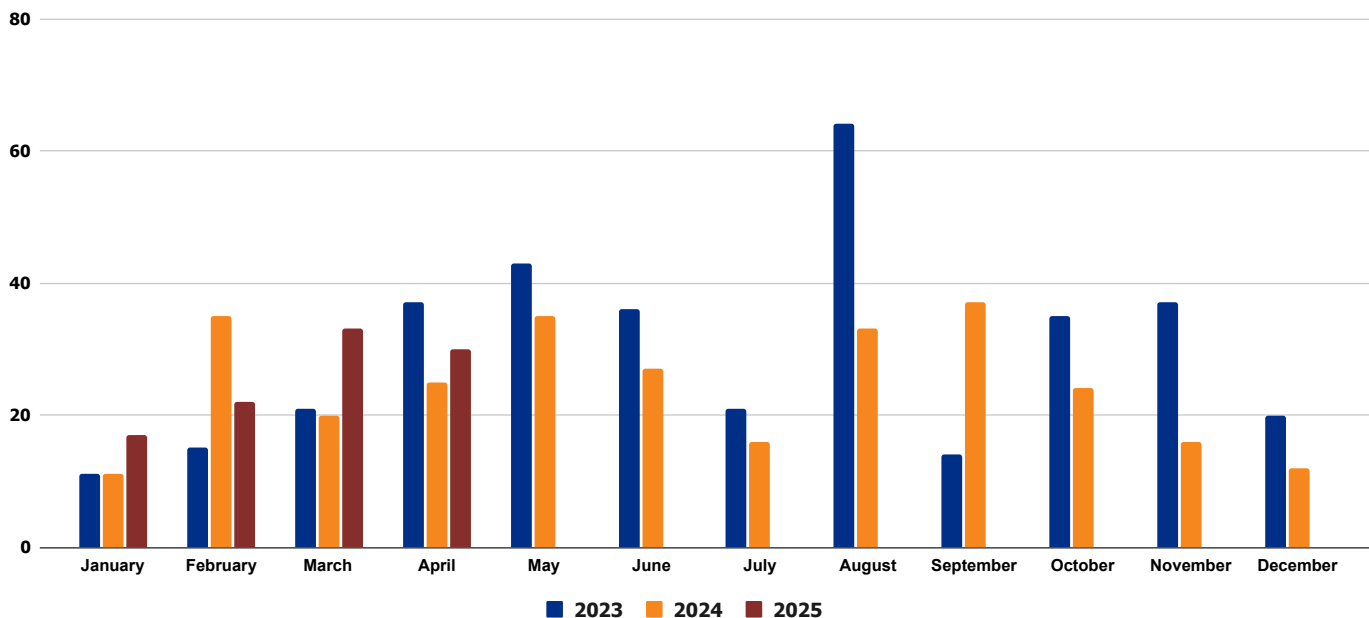


Community Engagement Events by Month

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	30
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	102





Community Engagement Events by Location

Events by Location

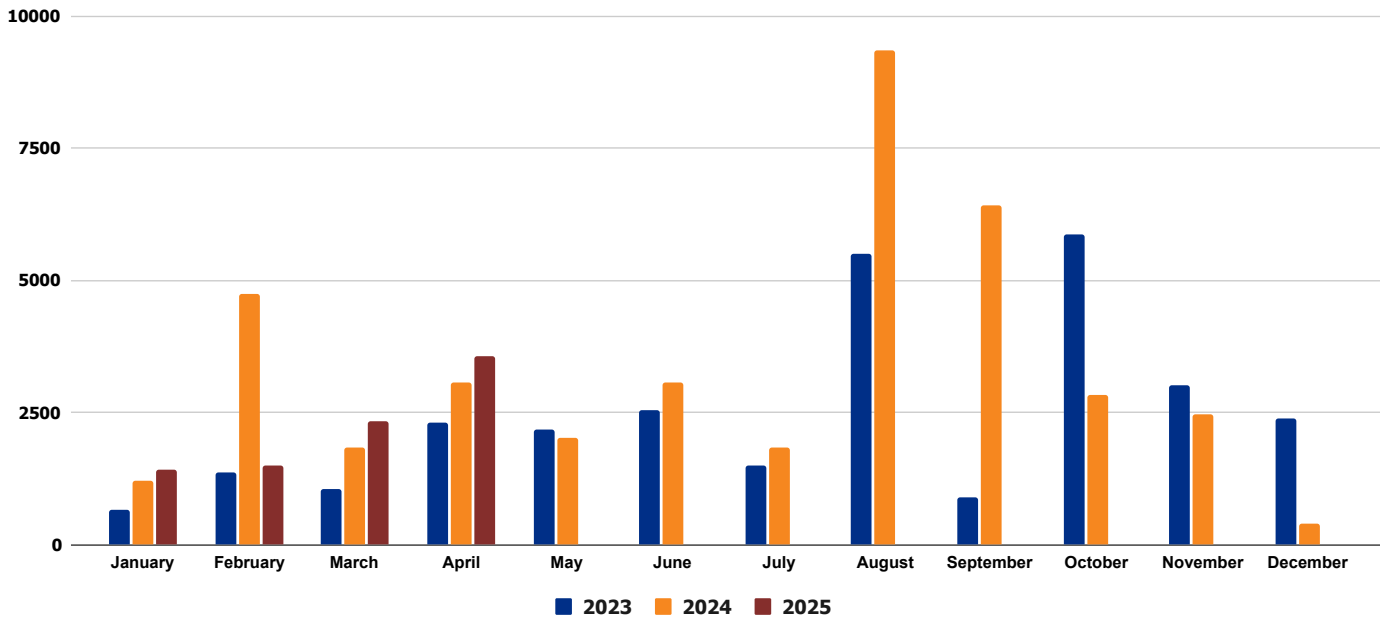
	2024 Total	2025 Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Arvada	4	2			1	1								
Aurora	21	7		3	2	2								
Boulder	11	5		1	4									
Broomfield	2	0												
Brighton	6	0												
Centennial	0	0												
Commerce City	3	1		1										
Denver	169	58	13	10	13	22								
Edgewater	1	0												
Englewood	6	3	1	1		1								
Golden	5	0												
Greenwood Village	2	0												
Highlands Ranch	3	1		1										
Lakewood	6	4		1	3									
Littleton	2	1			1									
Lone Tree	7	2			1	1								
Longmont	2	1			1									
Louisville	1	0												
Northglenn	2	2			1	1								
Parker	0	0												
Sheridan	0	0												
Thornton	5	1			1									
Westminster	1	2	1		1									
Wheat Ridge	0	0												
Virtual/Other	32	12	2	4	4	2								
TOTAL	291	102	17	22	33	30								



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	3,549
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*	5,241*

*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
4/2/25	Urban Peak Community Breakfast	Zero Fare for Youth, Pass Programs	Community Engagement, Market Development	Presentation	Denver	35
4/2/25	Virtual Resource Group for Veterans with visual impairments	ADA Accessibility	Civil Rights	Presentation	Virtual	10
4/4/25	Rockies versus Athletics Home Opener	Ridership Education	Community Engagement, Transit Police, Customer Care (TIC), Safety	Booth/Table, General Attendee	Denver	605
4/5/25	Rocky Mountain Train Show	Zero Fare for Youth, Recruiting, Ridership Education	Human Resources, Rail Operations, Commuter Rail Safety	Booth/Table	Denver	320
4/5/25	The 25th Annual Putnam County Spelling Bee (Phalamy Volunteer Event)	ADA Accessibility	Civil Rights	Presentation	Northglenn	80
4/8/25	HNTB Small Business Outreach Event	SBE/DBE Program Outreach, Networking	Civil Rights	Booth/Table	Denver	50
4/8/25	Black Construction Group Certification Presentation	SBE/DBE Program Outreach, Networking	Civil Rights	Presentation	Englewood	12
4/10/25	Emily Griffith High School Resource Fair	Zero Fare for Youth, Recruiting, Discount Programs	Community Engagement, Human Resources	Booth/Table	Denver	46
4/10/25	State of Downtown Breakfast	Safety, Networking, Housing	Community Engagement, Transit Police, Executive Office, Board Office	General Attendee	Denver	450
4/15/25	Colorado Disability & Employment Collective	ADA Accessibility	Civil Rights	Round Table Discussion	Denver	25
4/16/25	2025 Asian Organizations and Partners Face to Face	SBE/DBE Program Outreach, Networking	Civil Rights	Presentation	Denver	60
4/17/25	RTD Chief of Police Finalist Press Interviews and Public Reception	Safety	Community Engagement, Public Relations, Transit Police, Safety, Executive Office	Presentation, General Attendee	Denver	60
4/17/25	The Road Ahead 2025	Transportation Planning, Housing	Community Engagement, Planning, Board Office, Market Development	General Attendee, Presentation, Booth/Table	Denver	175
4/18/25	Silent Pages Society on the N Line	Ridership Education	Community Engagement, Transit Police, Rail Operations	Booth/Table	Denver	220
4/22/25	Colorado Future Business Leaders of America (FBLA) State Conference	Zero Fare for Youth, Recruiting, Ridership Education	Community Engagement, Human Resources	Booth/Table	Aurora	202
4/23/25	Denver South EDP Annual Meeting	Networking, Ridership Education	Community Engagement, Executive Office, Board Office	General Attendee	Lone Tree	450
4/24/25	DRCOG Quarterly TMA Meeting - Outreach Strategies Workshop	Ridership Education, Transportation Planning, Zero Fare for Youth	Community Engagement	Round Table Discussion	Denver	19
4/24/25	Colorado LGBTQ: Out in Business Networking	SBE/DBE Program Outreach, Networking	Civil Rights	Presentation	Denver	35
4/26/25	Future Fest	Zero Fare for Youth, Transit Equity, Pass Programs, ADA Accessibility	Community Engagement, Transit Police, Human Resources	Booth/Table	Denver	354
4/28/25	Mobile Market at Community College of Aurora	Zero Fare for Youth, Ridership Education, Discount Programs	Community Engagement, Market Development	Booth/Table	Aurora	113
4/2/25	Urban Peak Community Breakfast	Zero Fare for Youth, Pass Programs	Community Engagement, Market Development	Presentation	Denver	35
4/2/25	Virtual Resource Group for Veterans with visual impairments	ADA Accessibility	Civil Rights	Presentation	Virtual	10

*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
4/28/25	Impact Team Assignment at Denver Union Station	Service Disruptions	Community Engagement	Impact Team Assignment	Denver	
4/28/25	Impact Team Assignment at 40th and Colorado Station	Service Disruptions	Community Engagement	Impact Team Assignment	Denver	
4/28/25	Impact Team Assignment at 38th and Blake Station	Service Disruptions	Community Engagement, Safety	Impact Team Assignment	Denver	
4/29/25	Impact Team Assignment at Central Park Station	Service Disruptions	Community Engagement	Impact Team Assignment	Denver	
4/29/25	Impact Team Assignment at 38th and Blake Station	Service Disruptions	Community Engagement	Impact Team Assignment	Denver	
4/30/25	Creative Community Engagement Workshop	Ridership Education	Community Engagement	Round Table Discussion	Arvada	35
4/30/25	Impact Team at Central Park Station	Service Disruptions	Community Engagement, Safety	Impact Team Assignment	Denver	15
4/30/25	Impact Team Assignment at 40th and Colorado Station	Service Disruptions	Community Engagement, Safety	Impact Team Assignment	Denver	
4/30/25	Impact Team Assignment at 38th and Blake Station	Service Disruptions	Community Engagement	Impact Team Assignment	Denver	
4/30/25	SDBEAC Meeting Contracting Opportunities w/ DPS/DHS/ Denver Water- April 30th	SBE/DBE Program Outreach	Civil Rights	Presentation	Virtual	178

*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

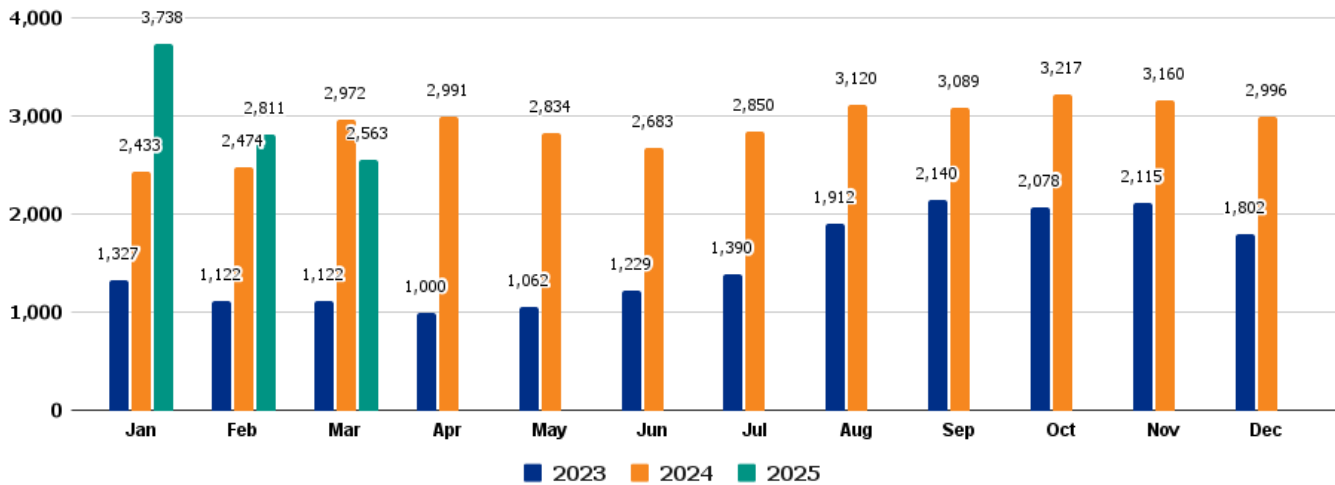
Youth, seniors (65 years and older), veterans, and individuals with disabilities are eligible to take advantage of RTD's special discounts. The agency provides no-cost cards to individuals for proof of eligibility. Customers who may not have a school ID, driver's license, valid government-issued ID, 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	21									82
Senior	2024	108	81	76	88	92	99	108	99	81	69	69	50	1,020
	2025	88	60	85	105									338
Special Discounts	2024	118	102	95	121	100	91	105	133	108	98	55	75	1,201
	2025	119	80	87	91									377

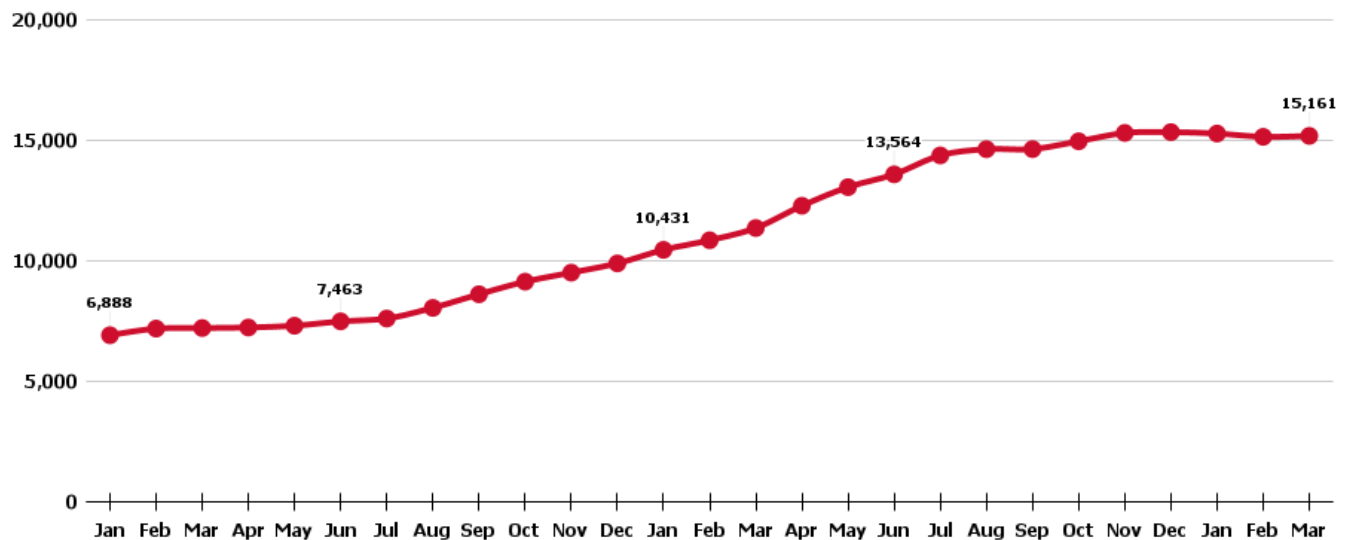


		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Applications Submitted	2023	1,327	1,122	1,122	1,000	1,062	1,229	1,390	1,912	2,140	2,078	2,115	1,802	18,299
	2024	2,433	2,474	2,972	2,991	2,834	2,683	2,850	3,120	3,089	3,217	3,160	2,996	34,819
	2025	3,738	2,811	2,563	Updated in June									9,112
Applications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

Applications Submitted



Active Participants





Customer Care



39,270
Total Number of Calls
April 2025

513,870
2024 Total



:16 seconds
Average Speed of Answer
April 2025

:24 seconds
2024 Average

6,829
FlexRide Reservations
April 2025

79,527
2024 Total

3:14
Average Call Handle Time
April 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	39,270									156,306

FlexRide Reservations

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2025	6,972	6,286	6,475	6,829									26,562

Average Speed to Answer

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



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	6,044	50

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,554	1,365	1,430	1,695								

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	5,760	48

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,768	1,424	1,218	1,350								

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	5,741	48

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	1,763	1,419	1,214	1,345								



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 YTD	5,175	718	651	1,349	298	2,259
	45.1%	6.9%	4.6%	12.7%	3.0%	27.7%

Paratransit

	Customer Experience	Service Delivery	Commendation	QRyde/ Software Issue
2024	1,964	985	920	64
	49.9%	25.0%	23.4%	1.6%
2025 YTD	517	271	312	26
	46.7%	25.9%	23.9%	3.5%

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

April 2025

647



Video Playbacks Reviewed

April 2025

83



Average Number of Days to Resolve Cases

April 2025

5.5

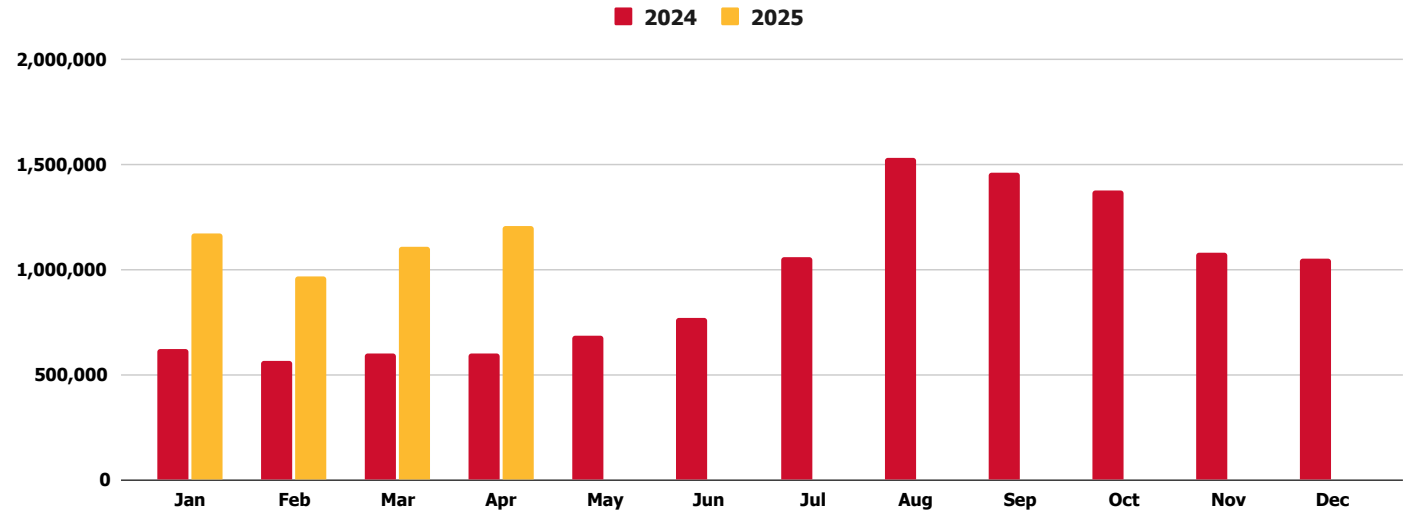


Website and Next Ride App



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	1,108,136	1,202,354								



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	112,192	55,781	66.8%
Apr	123,608	69,939	63.9%
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	756	942									3,523

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	17,098	17,162									66,509

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	5,332	5,405									22,271

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	258	312									1,242

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	1,751	2,020									7,612

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	162	164									747

**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	895	884									4,063

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	11,545	9,419									54,015

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	1,038	1,021									6,183

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	74	70									325

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	176	184									1,439

Personal Safety and Security rtd-denver.com/yoursafety

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	1,272	827									2,099



Website: Translated Sessions

Spanish	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	40,219	24,352									105,758

Chinese	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	3,195	5,615									13,007

Vietnamese	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	399	213									817

Launched: February 2024

Russian	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	2,283	524									3,662

Launched: April 2024

Korean	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	440	972	1,412
2025	1,263	934	2,806	1,892									6,895

Launched: November 2024

French	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	1,770									1,770

Launched: April 2025

Somali	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	4									4

Launched: April 2025

Nepali	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	4									4

Launched: April 2025

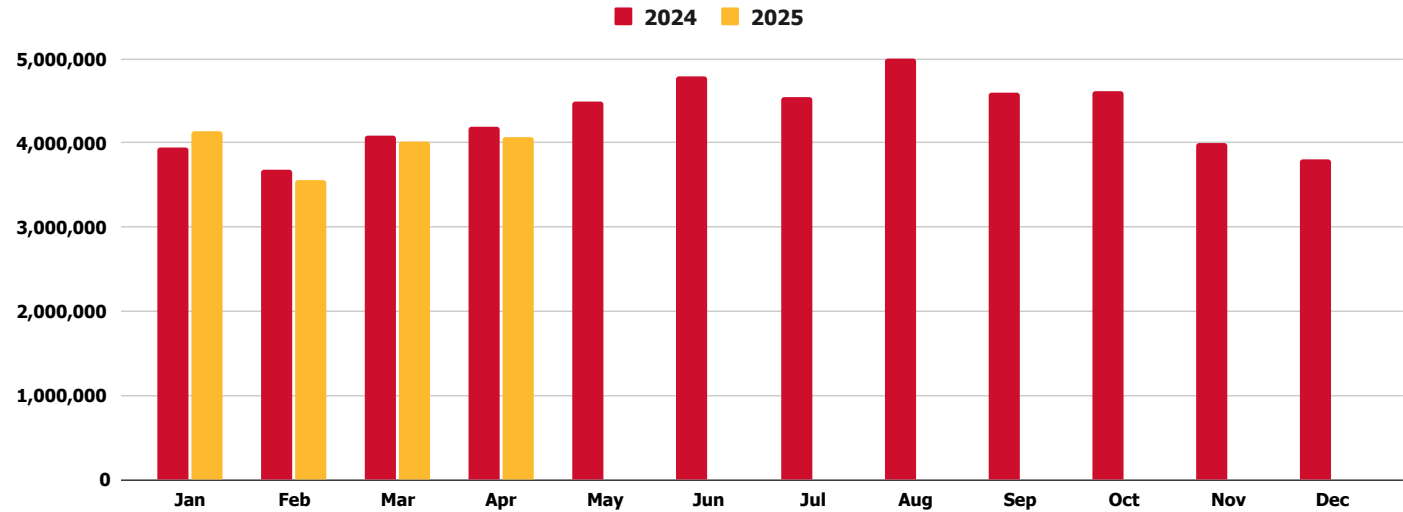
Amharic	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	30									30

Launched: April 2025



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	4,017,839	4,065,442								



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	203,156	76,289	72.7%
Apr	206,906	61,671	77.0%
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	1,044,544	1,455,905									4,044,812

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	326,715	339,546									1,280,255

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	11,985	11,829									44,146

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	177,588	189,953									683,451

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	134,390	113,685									475,111

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	59,822	63,003									245,294

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	38,693	39,209									166,381



Next Ride App: Translated Sessions

Spanish	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	12,931										33,982

Chinese	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	738										4,914

Vietnamese	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	183										588

Launched: February 2024

Russian	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	1,576										4,102

Launched: April 2024

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

Launched: November 2024

French	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	507									507

Launched: April 2025

Somali	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	90									90

Launched: April 2025

Nepali	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	55									55

Launched: April 2025

Amharic	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	---	---	---	---	---	---	---	---	---	---	---	---	---
2025	---	---	---	65									65

Launched: April 2025

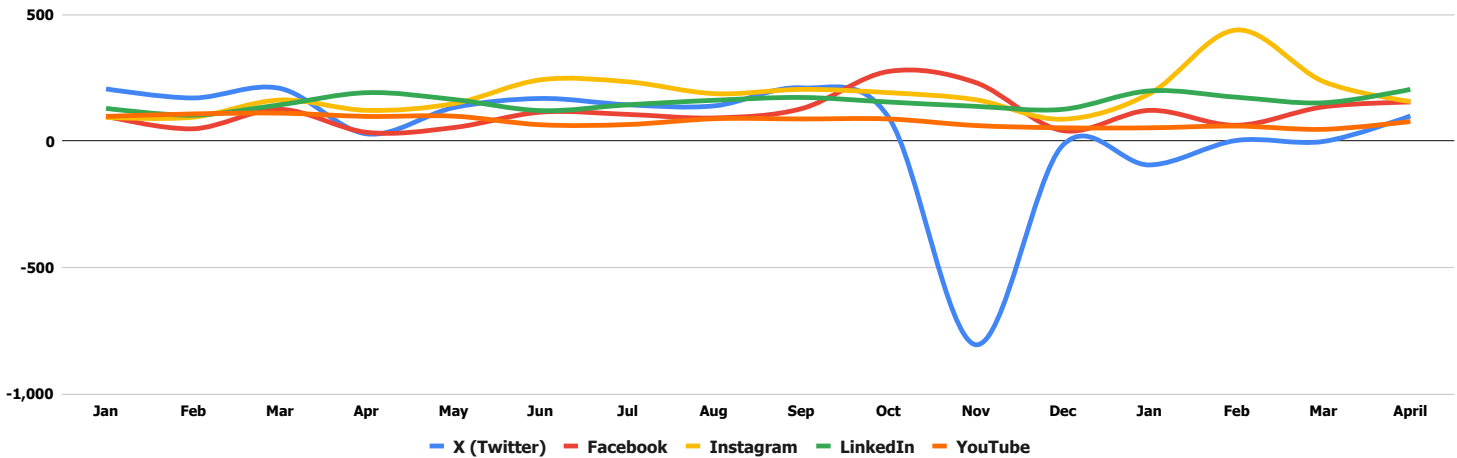


Social Media



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	100									8
Facebook	2024	99	49	126	35	54	115	106	92	129	276	232	42	1,355
	2025	122	63	136	155									476
Instagram	2024	94	95	163	122	149	243	235	188	205	192	164	87	1,937
	2025	188	440	236	157									1,021
LinkedIn	2024	130	103	144	192	165	121	144	162	173	155	138	126	1,753
	2025	199	174	152	205									730
YouTube	2024	98	108	111	98	99	65	66	89	88	88	62	53	1,025
	2025	53	60	47	78									238



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	93									426
Facebook	2024	537												537
	2025	44	43	99	64									250
Instagram	2024	649												649
	2025	55	47	82	65									249
LinkedIn	2024	438												438
	2025	44	40	38	53									175
YouTube	2024	72												72
	2025	19	12	9	5									45



Summary: April 2025

Impressions	Engagements	Post Link Clicks
2,304,477	16,782	2,297
March 2025 2,230,588	March 2025 10,507	March 2025 2,136

Impressions

Platform	2024	2025 YTD
X (Twitter)	1,513,473	320,714
Facebook	15,459,026	4,547,332
Instagram	3,223,303	1,442,378
LinkedIn	341,707	115,602
YouTube	---	---

Post Engagement

Platform	2024	2025 YTD
X (Twitter)	36,518	6,368
Facebook	59,529	19,192
Instagram	29,465	11,871
LinkedIn	32,885	10,154
YouTube	7,674	1,769

Engagement Rate Per Impression

Platform	2024	2025 Average
X (Twitter)	2.4%	2.0%
Facebook	0.4%	0.5%
Instagram	9.0%	1.2%
LinkedIn	9.6%	8.8%
YouTube	---	---

Video Views

Platform	2024	2025 YTD
X (Twitter)	76,976	10,756
Facebook	886,252	121,400
Instagram	249,517	71,070
LinkedIn	51,305	16,998
YouTube	3,476,447	1,176,044

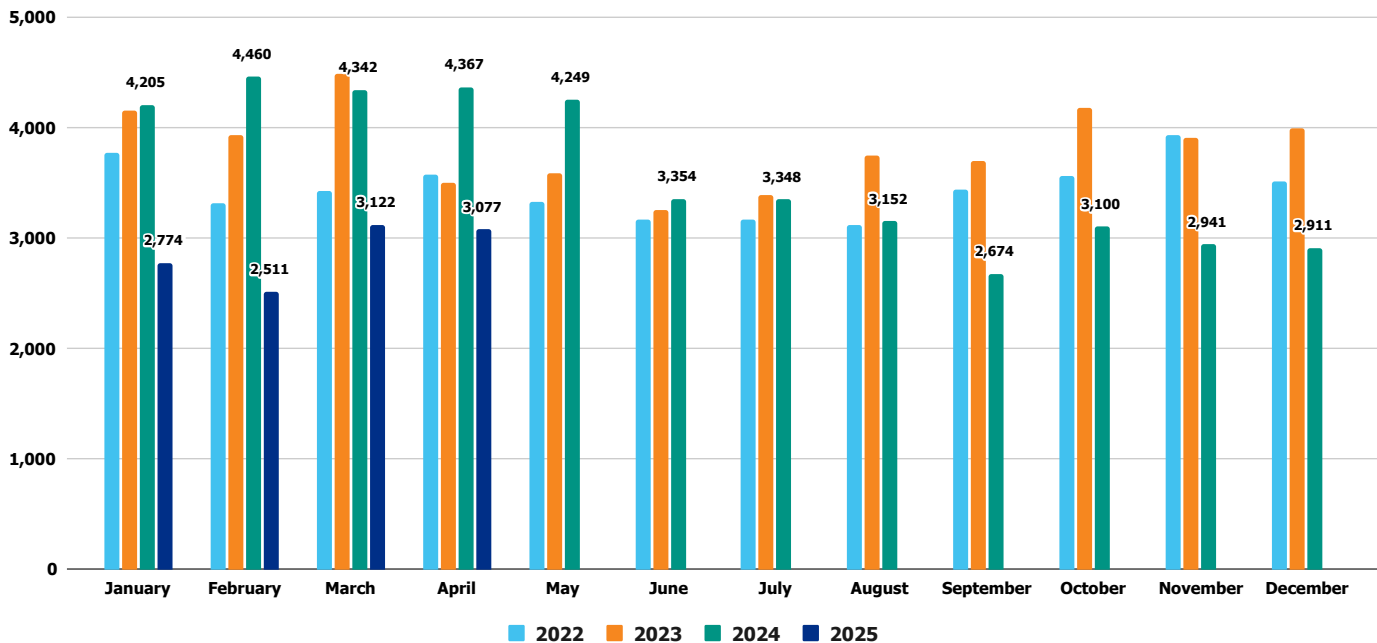


Personal Safety and Security



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	3,077	3,632	22.0%	-14.1%	145.6	102.6
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	
Total	41,327	45,847	43,103	8,407					

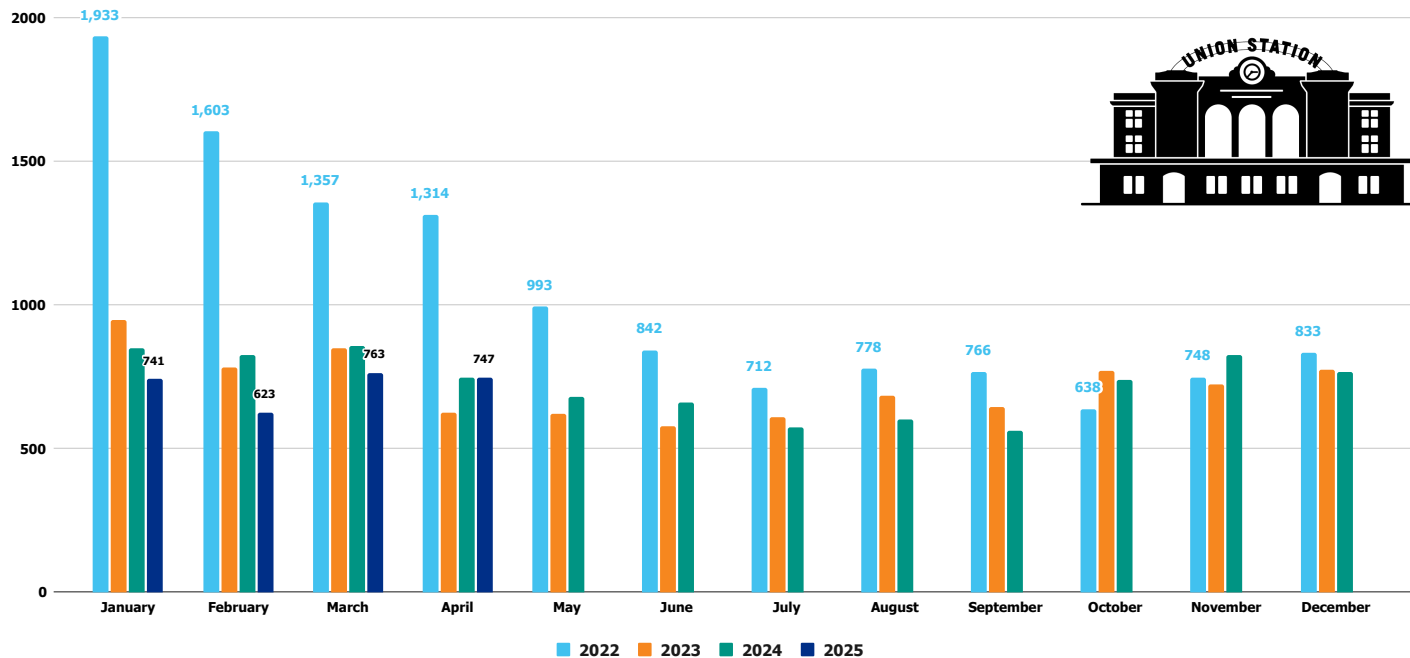


Data includes all security-related telephone calls and text messages to the RTD Police Department Dispatch Center, as well as incidents reported using the Transit Watch app.



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	747	3,817	-43.2%	-0.1%	24.9	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	
Total	12,517	8,610	8,692	2,127					

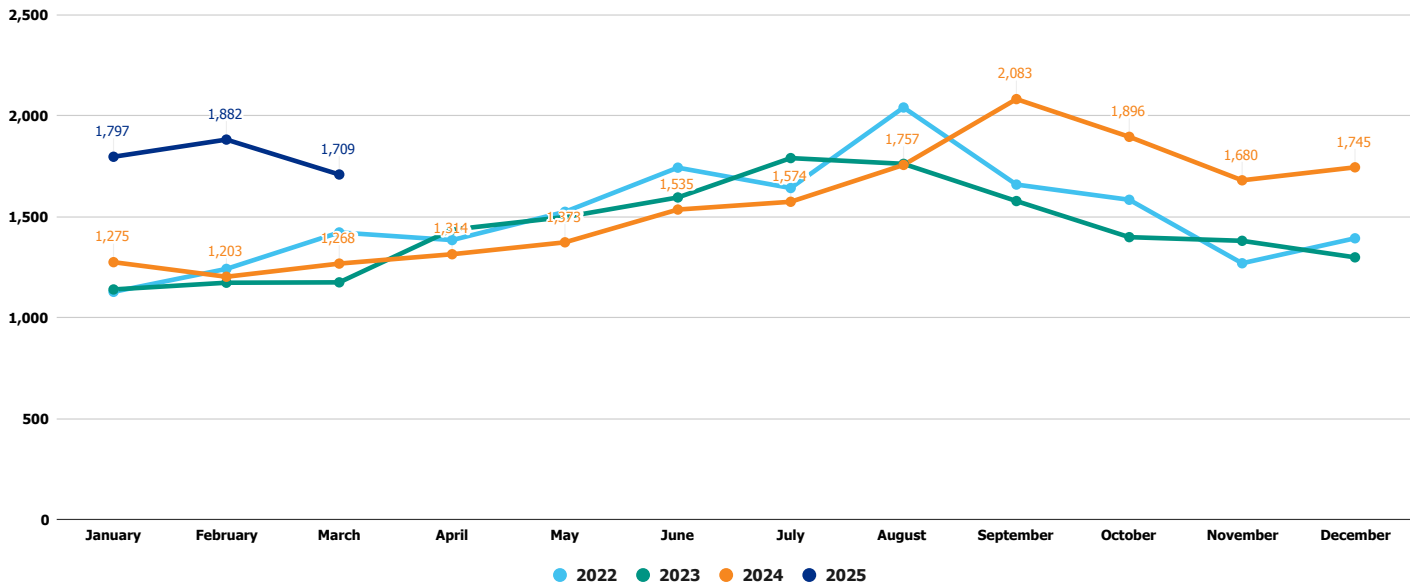


Data includes all security-related telephone calls and text messages to the RTD Police Department Dispatch Center, as well as incidents reported using the Transit Watch app, that related specifically to Denver Union Station.



Security-Related Incident Rate per Customer Boarding

	Ridership/Boardings ²				Security-Related Calls for Service ¹				Incident Rate per Customer Boarding			
	2022	2023	2024	2025	2022	2023	2024	2025	2022	2023	2024	2025
Jan	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
Feb	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
Mar	4,868,000	5,266,000	5,505,000	5,336,000	3,423	4,482	4,342	3,122	1 : 1,422	1 : 1,175	1 : 1,268	1 : 1,709
Apr	4,956,000	5,032,000	5,739,000	Available in June	3,580	3,504	4,367	3,077	1 : 1,384	1 : 1,436	1 : 1,314	Calculated in June
May	5,070,000	5,378,000	5,835,000		3,326	3,589	4,249		1 : 1,524	1 : 1,498	1 : 1,373	
Jun	5,522,000	5,198,000	5,150,000		3,168	3,258	3,354		1 : 1,743	1 : 1,595	1 : 1,535	
Jul	5,209,000	6,066,000	5,270,000		3,172	3,388	3,348		1 : 1,642	1 : 1,790	1 : 1,574	
Aug	6,360,000	6,611,000	5,537,000		3,116	3,752	3,152		1 : 2,041	1 : 1,762	1 : 1,757	
Sep	5,708,000	5,842,000	5,569,000		3,440	3,703	2,674		1 : 1,659	1 : 1,578	1 : 2,083	
Oct	5,650,000	5,854,000	5,877,000		3,567	4,185	3,100		1 : 1,584	1 : 1,399	1 : 1,896	
Nov	4,993,000	5,393,000	4,942,000		3,933	3,906	2,941		1 : 1,270	1 : 1,381	1 : 1,680	
Dec	4,897,000	5,190,000	5,079,000		3,515	3,996	2,911		1 : 1,393	1 : 1,299	1 : 1,745	
Total	61,603,000	65,175,000	65,228,000	15,047,000	41,327	45,847	43,103	11,484	AVERAGE 1 : 1,503	AVERAGE 1 : 1,436	AVERAGE 1 : 1,559	AVERAGE 1 : 1,796



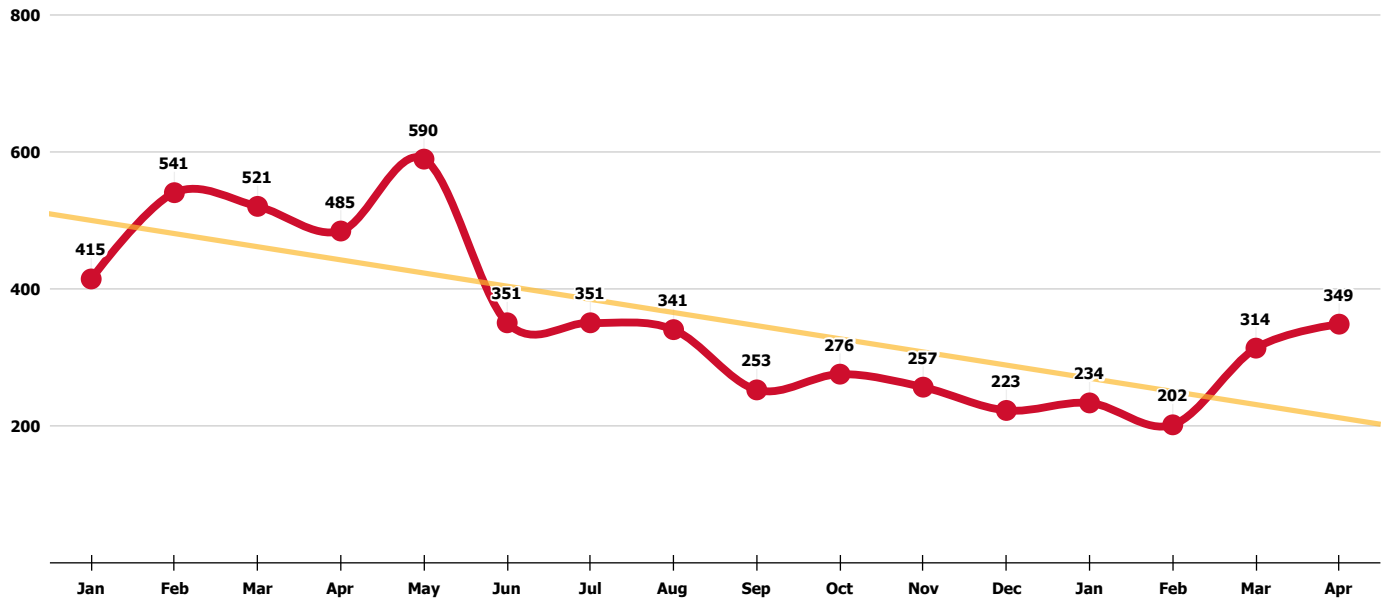
NOTES

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
2024	415	541	521	485	590	351	351	341	253	276	257	223	4,604
2025	234	202	314	349									1,099



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	105	107									379
Commuter Rail Vehicle	2024	22	12	19	26	18	17	13	17	17	21	26	20	228
	2025	24	18	16	34									92
Bus	2024	20	27	16	10	11	8	16	14	17	15	30	19	203
	2025	26	18	32	32									108
Denver Union Station	2024	21	26	28	30	28	36	39	44	23	23	23	25	346
	2025	33	18	29	28									108
RTD Facility, Stop, or Station	2024	14	5	6	138	243	137	125	129	81	54	5	6	943
	2025	1	4	2	8									15
Other Location/Describe	2024	124	177	204	109	128	77	69	57	69	77	86	80	1,257
	2025	49	78	130	140									397



Transit Watch: Incident Type Overview

	2024		2025 YTD	
	Count	%	Count	%
Drug Activity	2,124	46.1%	332	30.2%
Safety Hazard	341	7.4%	108	9.8%
Fight or Disturbance	432	9.4%	115	10.5%
Suspicious Activity	429	9.3%	95	8.6%
Solicitation/Aggressive Panhandling	36	0.8%	5	0.5%
Property Crimes - Theft	36	0.8%	15	1.4%
ADA Assistance Needed	11	0.2%	5	0.5%
Electric Bike/Scooter Issue	12	0.3%	4	0.4%
Elevator/Escalator Problems	60	1.3%	43	3.9%
Indecent Exposure	49	1.1%	5	0.5%
Noise Complaint	1	0.0%	52	4.7%
Property Crimes - Graffiti	42	0.9%	18	1.6%
Sexual Assault - Physical	11	0.2%	1	0.1%
Sexual Harassment - Non-Physical	20	0.4%	4	0.4%
Suspicious Activity - Vehicle	39	0.8%	14	1.3%
Unattended Bag	44	1.0%	19	1.7%
Other	917	19.9%	264	24.0%
	4,604		1,099	

Top 5 Incident Types by Count

April 2024

1. Drug Activity (253)
2. Other (79)
3. Suspicious Activity (43)
4. Safety Hazard (43)
5. Fight or Disturbance (37)

April 2025

1. Drug Activity (101)
2. Other (74)
3. Safety Hazard (42)
4. Fight or Disturbance (37)
5. Suspicious Activity (33)



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%
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	

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%
TOTAL	314	

April 2025	Count	%
Drug Activity	101	28.9%
Safety Hazard	42	12.0%
Fight or Disturbance	37	10.6%
Suspicious Activity	33	9.5%
Solicitation/Aggressive Panhandling	2	0.6%
Property Crimes - Theft	3	0.9%
ADA Assistance Needed	4	1.1%
Electric Bike/Scooter Issue	2	0.6%
Elevator/Escalator Problems	12	3.4%
Indecent Exposure	1	0.3%
Noise Complaint	21	6.0%
Property Crimes - Graffiti	7	2.0%
Sexual Assault - Physical	0	0.0%
Sexual Harassment - Non-Physical	1	0.3%
Suspicious Activity - Vehicle	4	1.1%
Unattended Bag	5	1.4%
Other	74	21.2%
TOTAL	349	



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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