



# CUSTOMER AND COMMUNITY Engagement Report

3:55P  
4:07P

ACK 12 →

Please  
Refrain From Smoking  
In This Area  
In Consideration  
of Your  
Fellow Passengers

TRACK 12 →

Next Train 3:55P

137  
RTD  
The Ride

September 2025



# **Customer and Community Engagement Report**

**UPDATED:**  
October 21, 2025



**Regional Transportation District**

1660 Blake Street  
Denver, Colorado 80202

## MEDIA RELATIONS Monthly Snapshot

|                |         | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |     |
|----------------|---------|------|------|------|------|------|------|------|------|------|------|------|------|-----|
| News Inquiries | 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   | 48   | 43   | 28   | 56   | 79   |      |      |      | 434 |
|                | Average | 30.0 | 36.3 | 40.7 | 34.7 | 39.3 | 39.0 | 43.3 | 42.0 | 58.7 | 31.0 | 36.5 | 33.0 |     |

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

|               |         | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |     |
|---------------|---------|------|------|------|------|------|------|------|------|------|------|------|------|-----|
| News Releases | 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   | 27   | 16   | 11   | 15   | 32   |      |      |      | 173 |
|               | Average | 15.7 | 13.0 | 15.7 | 15.3 | 20.7 | 18.0 | 14.7 | 13.0 | 24.3 | 20.0 | 13.5 | 10.0 |     |

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

|              |         | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |    |
|--------------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| Media Events | 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   | 2   | 5   | 2   | 2   | 1   |     |     |     | 29 |
|              | Average | 3.3 | 2.7 | 1.3 | 1.0 | 3.3 | 3.3 | 2.0 | 1.0 | 0.7 | 1.0 | 0.0 | 0.5 |    |

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

|            |         | Jan | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct | Nov | Dec  |     |
|------------|---------|-----|------|------|------|------|------|------|------|------|-----|-----|------|-----|
| Interviews | 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   | 13   | 4    | 6    | 16   | 13   |     |     |      | 87  |
|            | Average | 6.3 | 10.0 | 14.7 | 10.7 | 12.7 | 11.3 | 12.0 | 12.7 | 11.3 | 9.5 | 4.0 | 12.5 |     |

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

|            |         | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |    |
|------------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| Statements | 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   | 0   | 3   | 0   | 0   | 2   |     |     |     | 12 |
|            | AVERAGE | 0.7 | 3.0 | 2.3 | 2.0 | 3.0 | 2.3 | 1.3 | 0.7 | 3.7 | 1.0 | 3.0 | 1.0 |    |

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

|                          |         | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |     |
|--------------------------|---------|------|------|------|------|------|------|------|------|------|------|------|------|-----|
| Requests for Information | 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   | 35   | 31   | 22   | 34   | 57   |      |      |      | 292 |
|                          | AVERAGE | 13.0 | 24.0 | 24.0 | 22.0 | 26.0 | 24.7 | 30.3 | 26.7 | 41.7 | 20.0 | 29.0 | 19.0 |     |

**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  |     |
|--------------------|---------|-----|------|------|------|------|------|------|------|------|------|------|------|-----|
| News Stop Articles | 2023    | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -   |
|                    | 2024    | 8   | 16   | 21   | 15   | 18   | 13   | 17   | 14   | 15   | 13   | 17   | 12   | 179 |
|                    | 2025    | 9   | 10   | 14   | 15   | 14   | 11   | 21   | 11   | 23   |      |      |      | 128 |
|                    | AVERAGE | 8.5 | 13.0 | 17.5 | 15.0 | 16.0 | 12.0 | 19.0 | 12.5 | 19.0 | 13.0 | 17.0 | 12.0 |     |

**News Stop Articles:** RTD's online source for agency updates and original articles

## MEDIA RELATIONS Monthly Topics

|                 |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|-----------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Human Resources | 2023 | 2   | 2   | 3   | 0   | 5   | 3   | 0   | 2   | 2   | 1   | 0   | 0   | 20  |
|                 | 2024 | 26  | 33  | 58  | 37  | 47  | 53  | 77  | 34  | 61  | 53  | 49  | 44  | 572 |
|                 | 2025 | 40  | 51  | 46  | 43  | 48  | 0   | 3   | 0   | 0   |     |     |     | 231 |

*Human Resources: personnel, employee policies and guidelines, recruitment, hiring, and retention*

|                              |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|------------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Personal Safety and Security | 2023 | 13  | 6   | 4   | 5   | 3   | 4   | 0   | 6   | 9   | 1   | 2   | 1   | 54  |
|                              | 2024 | 16  | 11  | 19  | 7   | 12  | 12  | 21  | 13  | 25  | 30  | 14  | 14  | 194 |
|                              | 2025 | 22  | 14  | 15  | 21  | 27  | 6   | 9   | 11  | 14  |     |     |     | 139 |

*Personal Safety and Security: Welcoming Transit Environment, crime, and Transit Police*

|                       |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|-----------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Bus and Rail Services | 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   | 2   | 26  | 17  | 27  | 34  |     |     |     | 123 |

*Bus and Rail Services: service impacts, including schedules, frequency, maintenance disruptions, and operator availability*

|                   |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|-------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Accidents/Crashes | 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  | 13  | 2   | 3   | 11  | 16  |     |     |     | 80  |

*Accidents/Crashes: collisions or incidents involving revenue vehicles, trespassers, or pedestrians*

|       |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |    |
|-------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| Fares | 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   | 0   | 1   | 1   | 2   | 0   |     |     |     | 11 |

*Fares: pass programs, discounts, fare media, and zero-fare initiatives*

|                            |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Governance/<br>Legislation | 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  | 35  | 13  | 1   | 1   | 0   |     |     |     | 163 |

*Governance/Legislation: Board of Directors, state and federal legislation, regulatory oversight, financial-allocations, and ballot initiatives*

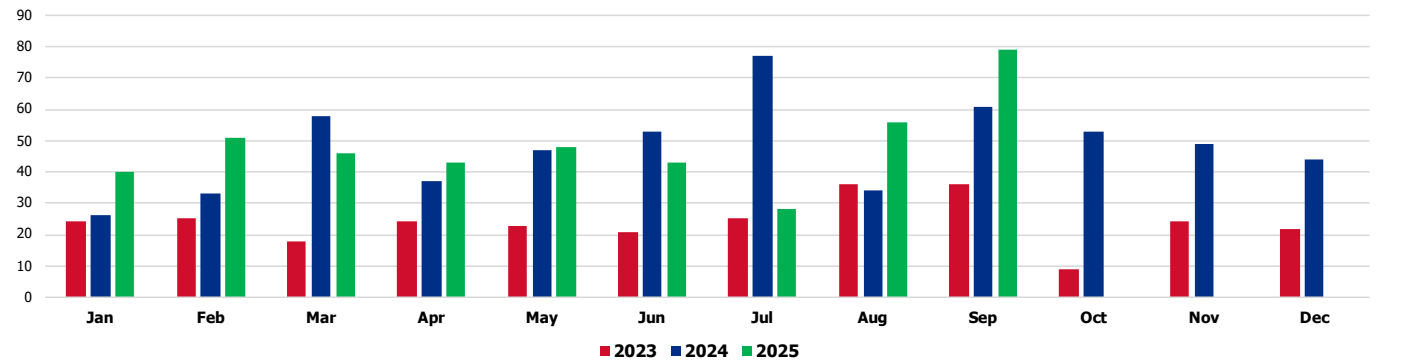
|               |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|---------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Miscellaneous | 2023 | 13  | 11  | 7   | 14  | 13  | 7   | 11  | 20  | 25  | 8   | 18  | 8   | 155 |
|               | 2024 | 20  | 22  | 25  | 24  | 30  | 36  | 58  | 26  | 43  | 32  | 40  | 30  | 386 |
|               | 2025 | 6   | 39  | 40  | 28  | 35  | 16  | 21  | 13  | 12  |     |     |     | 210 |

*Miscellaneous: all other inquiries*

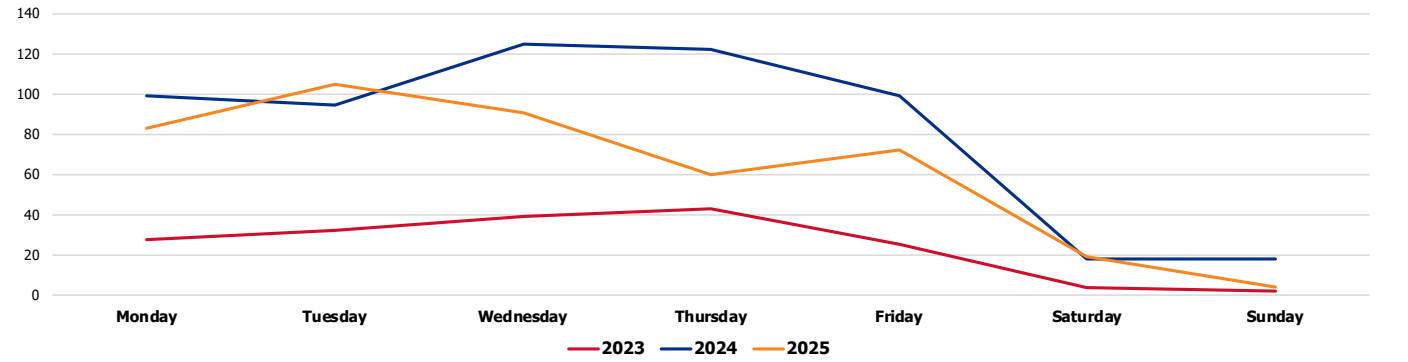
\*includes all news inquiries, media events, and news releases

MEDIA RELATIONS  
News Inquiries: Month and Day Received

|                       |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|-----------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| News Inquiries: Month | 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  | 48  | 43  | 28  | 56  | 79  |     |     |     | 434 |

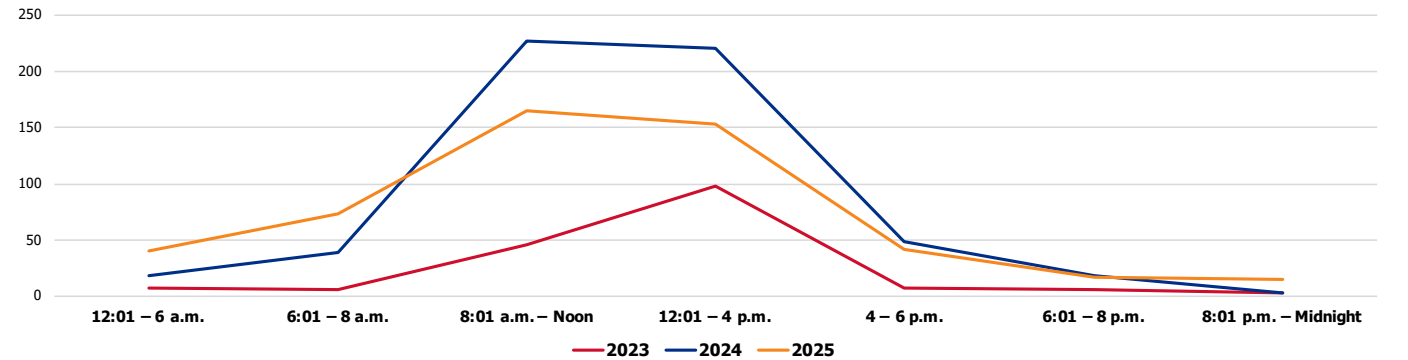


|           |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|-----------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Monday    | 2023 |     |     |     |     |     | 28  |     |     |     |     |     |     | 28  |
|           | 2024 |     |     |     |     |     | 99  |     |     |     |     |     |     | 99  |
|           | 2025 | 7   | 5   | 3   | 10  | 8   | 8   | 6   | 19  | 17  |     |     |     | 83  |
| Tuesday   | 2023 |     |     |     |     |     | 32  |     |     |     |     |     |     | 32  |
|           | 2024 |     |     |     |     |     | 95  |     |     |     |     |     |     | 95  |
|           | 2025 | 14  | 10  | 16  | 9   | 15  | 11  | 7   | 8   | 15  |     |     |     | 105 |
| Wednesday | 2023 |     |     |     |     |     | 39  |     |     |     |     |     |     | 39  |
|           | 2024 |     |     |     |     |     | 125 |     |     |     |     |     |     | 125 |
|           | 2025 | 4   | 18  | 6   | 11  | 6   | 12  | 9   | 11  | 14  |     |     |     | 91  |
| Thursday  | 2023 |     |     |     |     |     | 43  |     |     |     |     |     |     | 43  |
|           | 2024 |     |     |     |     |     | 122 |     |     |     |     |     |     | 122 |
|           | 2025 | 11  | 6   | 12  | 4   | 6   | 4   | 1   | 8   | 8   |     |     |     | 60  |
| Friday    | 2023 |     |     |     |     |     | 25  |     |     |     |     |     |     | 25  |
|           | 2024 |     |     |     |     |     | 99  |     |     |     |     |     |     | 99  |
|           | 2025 | 4   | 5   | 7   | 8   | 13  | 4   | 5   | 8   | 18  |     |     |     | 72  |
| Saturday  | 2023 |     |     |     |     |     | 4   |     |     |     |     |     |     | 4   |
|           | 2024 |     |     |     |     |     | 18  |     |     |     |     |     |     | 18  |
|           | 2025 | 0   | 6   | 0   | 1   | 0   | 4   | 0   | 2   | 6   |     |     |     | 19  |
| Sunday    | 2023 |     |     |     |     |     | 2   |     |     |     |     |     |     | 2   |
|           | 2024 |     |     |     |     |     | 18  |     |     |     |     |     |     | 18  |
|           | 2025 | 0   | 1   | 2   | 0   | 0   | 0   | 0   | 0   | 1   |     |     |     | 4   |



MEDIA RELATIONS  
News Inquiries: Time Received

|                      |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
|----------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 12:01 – 6 a.m.       | 2023 | 7   |     |     |     |     |     |     |     |     |     |     |     | 7   |
|                      | 2024 | 19  |     |     |     |     |     |     |     |     |     |     |     | 19  |
|                      | 2025 | 7   | 5   | 3   | 10  | 8   | 5   | 0   | 2   | 0   |     |     |     | 40  |
| 6:01 – 8 a.m.        | 2023 | 6   |     |     |     |     |     |     |     |     |     |     |     | 6   |
|                      | 2024 | 39  |     |     |     |     |     |     |     |     |     |     |     | 39  |
|                      | 2025 | 14  | 10  | 16  | 9   | 15  | 3   | 0   | 0   | 6   |     |     |     | 73  |
| 8:01 a.m. – Noon     | 2023 | 46  |     |     |     |     |     |     |     |     |     |     |     | 46  |
|                      | 2024 | 227 |     |     |     |     |     |     |     |     |     |     |     | 227 |
|                      | 2025 | 20  | 15  | 20  | 19  | 17  | 12  | 10  | 25  | 27  |     |     |     | 165 |
| 12:01 – 4 p.m.       | 2023 | 98  |     |     |     |     |     |     |     |     |     |     |     | 98  |
|                      | 2024 | 220 |     |     |     |     |     |     |     |     |     |     |     | 220 |
|                      | 2025 | 12  | 20  | 15  | 9   | 15  | 20  | 14  | 18  | 30  |     |     |     | 153 |
| 4 – 6 p.m.           | 2023 | 7   |     |     |     |     |     |     |     |     |     |     |     | 7   |
|                      | 2024 | 49  |     |     |     |     |     |     |     |     |     |     |     | 49  |
|                      | 2025 | 7   | 2   | 4   | 2   | 7   | 1   | 3   | 8   | 8   |     |     |     | 42  |
| 6:01 – 8 p.m.        | 2023 | 6   |     |     |     |     |     |     |     |     |     |     |     | 6   |
|                      | 2024 | 19  |     |     |     |     |     |     |     |     |     |     |     | 19  |
|                      | 2025 | 0   | 7   | 2   | 0   | 1   | 2   | 1   | 2   | 2   |     |     |     | 17  |
| 8:01 p.m. – Midnight | 2023 | 3   |     |     |     |     |     |     |     |     |     |     |     | 3   |
|                      | 2024 | 3   |     |     |     |     |     |     |     |     |     |     |     | 3   |
|                      | 2025 | 1   | 3   | 2   | 2   | 0   | 0   | 0   | 1   | 6   |     |     |     | 15  |



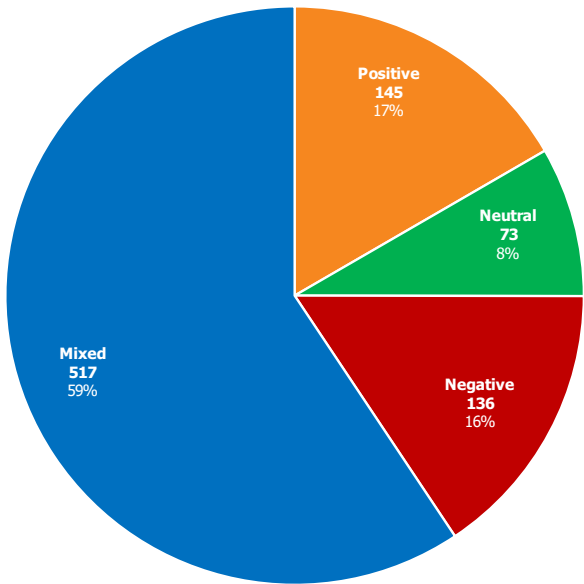
## MEDIA RELATIONS

### News Inquiries: Media Organization

|                          |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |    |
|--------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| 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  | 10  | 4   | 2   | 2   | 10  |     |     |     | 59 |
| 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   | 0   | 0   | 0   | 2   | 1   |     |     |     | 6  |
| 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   | 3   | 0   | 1   | 0   |     |     |     | 4  |
| 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   | 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   | 2   | 1   | 0   | 0   |     |     |     | 3  |
| CBS4 Colorado            | 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   | 6   | 6   | 4   | 8   | 7   |     |     |     | 56 |
| 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   | 0   | 0   | 0   | 0   | 0   |     |     |     | 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   | 3   | 0   | 2   | 3   | 3   |     |     |     | 36 |
| 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   | 0   | 2   | 0   | 0   |     |     |     | 2  |
| 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   | 1   | 6   | 0   | 6   | 8   |     |     |     | 33 |
| 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   | 4   | 6   | 2   | 8   | 8   |     |     |     | 54 |
| 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   | 7   | 9   | 6   | 12  | 14  |     |     |     | 75 |
| 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   | 7   | 4   | 5   | 5   | 14  |     |     |     | 51 |
| 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   | 5   | 2   | 0   | 1   | 0   |     |     |     | 11 |
| 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   | 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   | 1   | 0   | 0   | 0   | 1   |     |     |     | 10 |
| 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   | 0   | 1   | 0   | 0   | 1   |     |     |     | 5  |
| 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   | 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   | 0   | 0   | 3   | 3   | 2   |     |     |     | 12 |
| 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   | 4   | 2   | 1   | 5   | 10  |     |     |     | 47 |

MEDIA RELATIONS  
Earned Media: Daily Overview

| Date               | Weekday   | Volume | Impressions   |         | Sentiment |         |          |       |
|--------------------|-----------|--------|---------------|---------|-----------|---------|----------|-------|
|                    |           |        | Potential     | % Total | Positive  | Neutral | Negative | Mixed |
| September 1, 2025  | Monday    | 39     | 12,884,622    | 0.88%   | 6         | 3       | 3        | 27    |
| September 2, 2025  | Tuesday   | 34     | 72,580,704    | 4.98%   | 4         | 1       | 3        | 26    |
| September 3, 2025  | Wednesday | 36     | 3,190,517     | 0.22%   | 7         | 4       | 5        | 20    |
| September 4, 2025  | Thursday  | 18     | 8,688,101     | 0.60%   | 2         | 3       | 1        | 12    |
| September 5, 2025  | Friday    | 31     | 17,419,882    | 1.19%   | 7         | 3       | 1        | 20    |
| September 6, 2025  | Saturday  | 4      | 2,027,072     | 0.14%   | 0         | 1       | 0        | 3     |
| September 7, 2025  | Sunday    | 6      | 4,719,759     | 0.32%   | 1         | 0       | 0        | 5     |
| September 8, 2025  | Monday    | 12     | 60,768,804    | 4.17%   | 2         | 2       | 0        | 8     |
| September 9, 2025  | Tuesday   | 14     | 60,491,956    | 4.15%   | 6         | 2       | 0        | 6     |
| September 10, 2025 | Wednesday | 25     | 1,128,203     | 0.08%   | 10        | 2       | 2        | 11    |
| September 11, 2025 | Thursday  | 29     | 68,941,626    | 4.73%   | 2         | 1       | 7        | 19    |
| September 12, 2025 | Friday    | 90     | 121,076,575   | 8.30%   | 6         | 1       | 36       | 47    |
| September 13, 2025 | Saturday  | 23     | 53,590,454    | 3.67%   | 1         | 1       | 9        | 12    |
| September 14, 2025 | Sunday    | 6      | 132,409       | 0.01%   | 1         | 0       | 1        | 4     |
| September 15, 2025 | Monday    | 147    | 173,756,553   | 11.91%  | 37        | 1       | 17       | 92    |
| September 16, 2025 | Tuesday   | 34     | 9,643,383     | 0.66%   | 1         | 3       | 6        | 24    |
| September 17, 2025 | Wednesday | 36     | 22,002,399    | 1.51%   | 4         | 4       | 7        | 21    |
| September 18, 2025 | Thursday  | 24     | 6,986,798     | 0.48%   | 16        | 2       | 1        | 5     |
| September 19, 2025 | Friday    | 9      | 111,667,672   | 7.65%   | 2         | 3       | 0        | 4     |
| September 20, 2025 | Saturday  | 10     | 97,382        | 0.01%   | 2         | 0       | 0        | 8     |
| September 21, 2025 | Sunday    | 12     | 159,501       | 0.01%   | 2         | 0       | 2        | 8     |
| September 22, 2025 | Monday    | 14     | 399,005       | 0.03%   | 2         | 7       | 0        | 5     |
| September 23, 2025 | Tuesday   | 14     | 1,255,706     | 0.09%   | 6         | 1       | 1        | 6     |
| September 24, 2025 | Wednesday | 23     | 5,910,391     | 0.41%   | 4         | 4       | 2        | 13    |
| September 25, 2025 | Thursday  | 22     | 113,262,867   | 7.76%   | 2         | 6       | 5        | 9     |
| September 26, 2025 | Friday    | 16     | 95,630,379    | 6.56%   | 1         | 6       | 6        | 3     |
| September 27, 2025 | Saturday  | 15     | 156,049,812   | 10.70%  | 0         | 1       | 5        | 9     |
| September 28, 2025 | Sunday    | 8      | 383,330       | 0.03%   | 1         | 0       | 1        | 6     |
| September 29, 2025 | Monday    | 50     | 64,990,489    | 4.46%   | 7         | 4       | 9        | 30    |
| September 30, 2025 | Tuesday   | 70     | 208,938,814   | 14.32%  | 3         | 7       | 6        | 54    |
|                    |           | 871    | 1,458,775,165 |         | 145       | 73      | 136      | 517   |



| Sentiment Definitions                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Positive:</b> an analysis of media coverage that indicates the content is positive or supportive of RTD's services, decisions, operations, etc.                                      |
| <b>Neutral:</b> 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                 |
| <b>Negative:</b> an analysis of media coverage that indicates the content is negative or critical of RTD's services, decisions, operations, etc.                                        |
| <b>Mixed:</b> 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 |



CUSTOMER AND COMMUNITY OUTREACH  
Community Engagement Events

Number of Events and Activations

|           | 2023 | 2024 | 2025 |
|-----------|------|------|------|
| January   | 11   | 11   | 17   |
| February  | 15   | 35   | 22   |
| March     | 21   | 20   | 33   |
| April     | 37   | 25   | 30   |
| May       | 43   | 35   | 30   |
| June      | 36   | 27   | 23   |
| July      | 21   | 16   | 26   |
| August    | 64   | 33   | 21   |
| September | 14   | 37   | 34   |
| October   | 35   | 24   |      |
| November  | 37   | 16   |      |
| December  | 20   | 12   |      |
| TOTAL     | 354  | 291  | 236  |

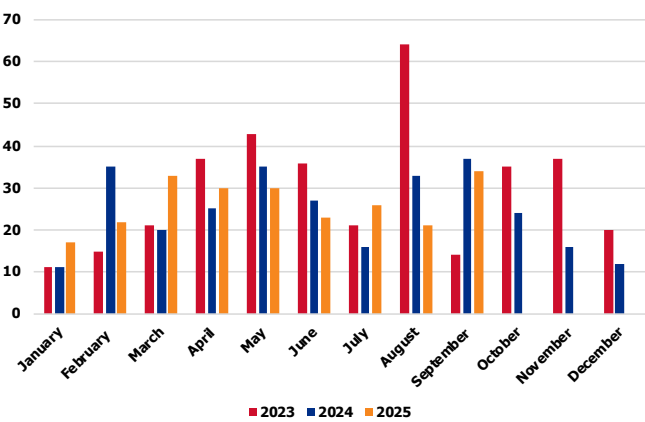
Number of People Engaged

|           | 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  | 4,528  |
| June      | 2,547  | 3,073  | 2,891  |
| July      | 1,497  | 1,840  | 1,718  |
| August    | 5,504  | 9,344  | 3,125  |
| September | 883    | 6,427  | 3,518  |
| October   | 5,857  | 2,833  |        |
| November  | 3,022  | 2,473  |        |
| December  | 2,376  | 396    |        |
| TOTAL     | 29,231 | 39,249 | 24,570 |

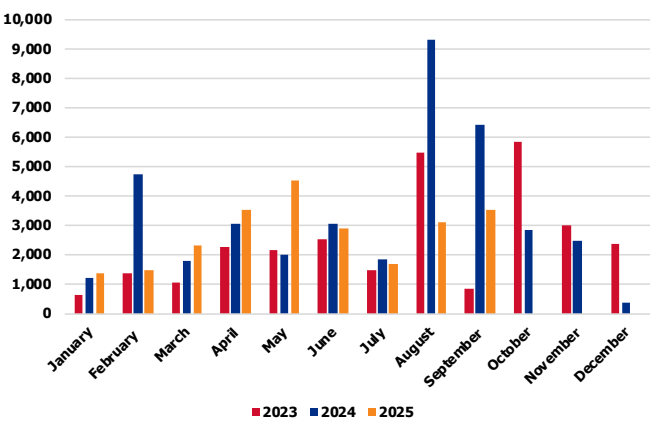
People Engaged per Event (Average)

| 2023  | 2024  | 2025  | AVERAGE |
|-------|-------|-------|---------|
| 60.4  | 110.4 | 83.0  | 84.6    |
| 91.2  | 135.2 | 67.8  | 98.1    |
| 50.1  | 91.6  | 70.9  | 70.9    |
| 61.9  | 122.3 | 118.3 | 100.9   |
| 50.4  | 57.9  | 150.9 | 86.4    |
| 70.8  | 113.8 | 125.7 | 103.4   |
| 71.3  | 115.0 | 66.1  | 84.1    |
| 86.0  | 283.2 | 148.8 | 172.7   |
| 63.1  | 173.7 | 103.5 | 113.4   |
| 167.3 | 118.0 |       | 142.7   |
| 81.7  | 154.6 |       | 118.1   |
| 118.8 | 33.0  |       | 75.9    |
| 81    | 126   | 104   | 103.6   |

Number of Events and Activations



Number of People Engaged



Events by Location

|                   | 2024 | 2025 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Arvada            | 4    | 4    | 0   | 0   | 1   | 1   | 0   | 0   | 1   | 0   | 1   |     |     |     |
| Aurora            | 21   | 16   | 0   | 3   | 2   | 2   | 4   | 0   | 1   | 1   | 3   |     |     |     |
| Boulder           | 11   | 18   | 0   | 1   | 4   | 0   | 0   | 8   | 2   | 1   | 2   |     |     |     |
| Broomfield        | 2    | 2    | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   |     |     |     |
| Brighton          | 6    | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Centennial        | 0    | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Commerce City     | 3    | 2    | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   |     |     |     |
| Denver            | 169  | 139  | 13  | 10  | 13  | 22  | 18  | 10  | 16  | 18  | 19  |     |     |     |
| Edgewater         | 1    | 1    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   |     |     |     |
| Englewood         | 6    | 5    | 1   | 1   | 0   | 1   | 0   | 1   | 1   | 0   | 0   |     |     |     |
| Golden            | 5    | 1    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   |     |     |     |
| Greenwood Village | 2    | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Highlands Ranch   | 3    | 1    | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Lakewood          | 6    | 11   | 0   | 1   | 3   | 0   | 3   | 2   | 1   | 1   | 0   |     |     |     |
| Littleton         | 2    | 3    | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 1   |     |     |     |
| Lone Tree         | 7    | 2    | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Longmont          | 2    | 1    | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Louisville        | 1    | 1    | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   |     |     |     |
| Northglenn        | 2    | 2    | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Parker            | 0    | 1    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   |     |     |     |
| Sheridan          | 0    | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Thornton          | 5    | 1    | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Westminster       | 1    | 3    | 1   | 0   | 1   | 0   | 0   | 0   | 1   | 0   | 0   |     |     |     |
| Wheat Ridge       | 0    | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |     |     |     |
| Virtual/Other     | 32   | 22   | 2   | 4   | 4   | 2   | 3   | 1   | 3   | 0   | 3   |     |     |     |
| TOTAL             | 291  | 236  | 17  | 22  | 33  | 30  | 30  | 23  | 26  | 21  | 34  | 0   | 0   | 0   |

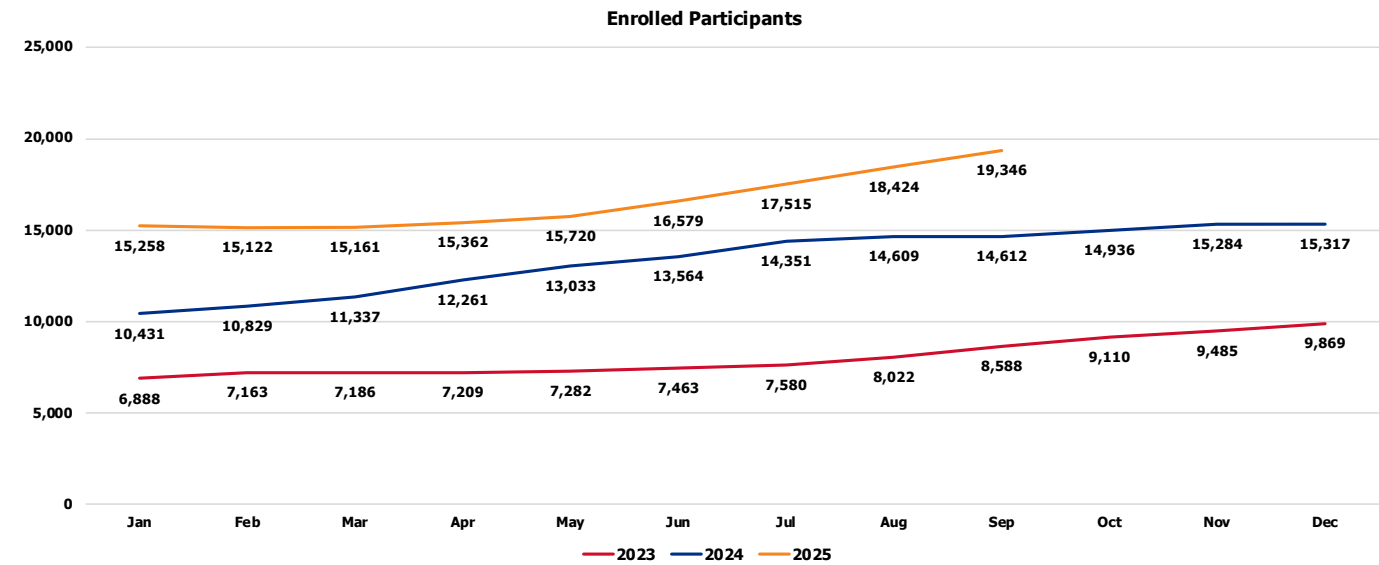
## CUSTOMER AND COMMUNITY OUTREACH

### Community Engagement Events

| Event Date         | Event                                                            | Role                      | Location      | Zip Code | Engaged |
|--------------------|------------------------------------------------------------------|---------------------------|---------------|----------|---------|
| September 3, 2025  | Boulder Junction Station and Depot Square Reopening              | Booth/Table               | Boulder       | 80301    | 96      |
| September 3, 2025  | DU Flashtalks                                                    | Presentation              | Denver        | 80210    | 36      |
| September 4, 2025  | Community College of Aurora (CCA) Bus Stop Ribbon Cutting        | Media or Press Event      | Aurora        |          | 50      |
| September 4, 2025  | Denver Public Schools Board Meeting Public Comment               | Presentation              | Denver        | 80203    | 26      |
| September 6, 2025  | Bowties and Tails Gala                                           | Booth/Table               | Boulder       | 80303    | 100     |
| September 6, 2025  | Cultivando Eco-Fiesta                                            | Round Table Discussion    | Virtual/Other |          | 80      |
| September 11, 2025 | Sandoval Elementary School Back to school Night                  | Booth/Table               | Denver        | 80211    | 67      |
| September 11, 2025 | Transit Trivia at La Alma Recreation Center                      | Presentation              | Denver        | 802024   | 13      |
| September 13, 2025 | 2025 Denver, CO Walk 4 CMT                                       | Booth/Table               | Littleton     | 80123    | 60      |
| September 15, 2025 | Rail Safety Week Outreach at Peoria Station                      | Booth/Table               | Aurora        | 80010    |         |
| September 16, 2025 | Aurora Public Schools Board meeting                              | Presentation              | Aurora        | 80011    | 60      |
| September 16, 2025 | RTD 101                                                          | Presentation              | Denver        | 80210    | 6       |
| September 16, 2025 | Rail Safety Week Outreach at Central Park Station                | Booth/Table               | Denver        | 80207    |         |
| September 17, 2025 | Rail Safety Week Outreach at Olde Town Arvada Station            | Booth/Table               | Arvada        | 80002    |         |
| September 17, 2025 | Rail Safety Week Outreach at I-25 and Broadway Station           | Booth/Table               | Denver        | 80209    |         |
| September 17, 2025 | DPS Reverse Trade Fair                                           | General Attendee          | Denver        | 80211    | 300     |
| September 18, 2025 | The Denver Teen Safe Streets                                     | Round Table Discussion    | Denver        | 80205    | 27      |
| September 18, 2025 | Chats on Colfax: The Owl Saloon                                  | Booth/Table, Presentation | Denver        | 80220    | 23      |
| September 18, 2025 | Chats on Colfax - BRT Safety and Comfort                         | Presentation              | Denver        | 80220    | 23      |
| September 18, 2025 | Rail Safety Week Outreach at Denver Union Station                | Booth/Table               | Denver        | 80202    |         |
| September 18, 2025 | September 2025 TMA Meeting                                       | Presentation              | Virtual/Other |          | 17      |
| September 19, 2025 | Rail Safety Week Outreach at Commerce City and 72nd Station      | Booth/Table               | Commerce City | 80022    |         |
| September 20, 2025 | CDCC- Beats & BBQ at Ruby Hill Park                              | Presentation              | Denver        | 80223    |         |
| September 24, 2025 | Customer Appreciation Event at US 36 and Broomfield Station      | Booth/Table               | Broomfield    | 80021    | 9       |
| September 24, 2025 | Mapleton Public schools Board meeting                            | Presentation              | Denver        | 80221    | 50      |
| September 24, 2025 | RTD Outreach at SECOR Cares                                      | Booth/Table               | Parker        | 80134    | 27      |
| September 25, 2025 | Chats on Colfax: Viva Mexi Coffee Shop                           | Booth/Table               | Denver        | 80220    | 30      |
| September 25, 2025 | Mobility Forward                                                 | Booth/Table               | Denver        | 80216    | 15      |
| September 25, 2025 | How to Ride Presentation at Montclair Recreation Center          | Presentation              | Denver        | 80230    | 12      |
| September 25, 2025 | WTS Community Networking                                         | General Attendee          | Edgewater     | 80214    | 16      |
| September 25, 2025 | Transportation and Construction Girl                             | Booth/Table               | Golden        | 80401    | 1,800   |
| September 27, 2025 | 2025 Denver Century Ride                                         | Booth/Table               | Denver        | 80238    | 230     |
| September 29, 2025 | People Who Make RTD Run                                          | Presentation              | Denver        | 80230    | 45      |
| September 29, 2025 | International Association for Public Participation NA Conference | General Attendee          | Virtual/Other |          | 300     |

CUSTOMER AND COMMUNITY OUTREACH  
Live Program

|                        |      | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |        |
|------------------------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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  | 2,757  | 2,469  | 2,500  | 2,711  | 2,708  | 2,853  |        |        |        | 25,110 |
| 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  | 1,707  | 1,785  | 2,031  | 2,331  | 2,089  | 2,138  |        |        |        | 15,549 |
| Enrolled 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  |        |
|                        | 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 |        |
|                        | 2025 | 15,258 | 15,122 | 15,161 | 15,362 | 15,720 | 16,579 | 17,515 | 18,424 | 19,346 |        |        |        |        |



## CUSTOMER CARE

### Inbound Customer Engagement and Support

|                   |      | Jan     | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct | Nov | Dec | TOTAL   |
|-------------------|------|---------|--------|--------|--------|--------|--------|--------|--------|--------|-----|-----|-----|---------|
| Total Call Volume | 2024 | 513,870 |        |        |        |        |        |        |        |        |     |     |     | 513,870 |
|                   | 2025 | 41,131  | 36,621 | 38,284 | 39,270 | 40,971 | 38,850 | 35,699 | 39,781 | 38,803 |     |     |     | 349,410 |

|                         |      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Average Speed to Answer | 2024 | :24 |     |     |     |     |     |     |     |     |     |     |     |
|                         | 2025 | :16 | :16 | :16 | :16 | :19 | :19 | :20 | :21 | :23 |     |     |     |

|                              |      | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct | Nov | Dec |
|------------------------------|------|------|------|------|------|------|------|------|------|------|-----|-----|-----|
| Average Handle Time per Call | 2024 | 3:16 |      |      |      |      |      |      |      |      |     |     |     |
|                              | 2025 | 3:18 | 3:14 | 3:13 | 3:14 | 3:14 | 3:14 | 3:14 | 3:15 | 3:15 |     |     |     |

|                       |      | Jan    | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct | Nov | Dec | TOTAL  |
|-----------------------|------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|--------|
| FlexRide Reservations | 2024 | 79,527 |       |       |       |       |       |       |       |       |     |     |     | 79,527 |
|                       | 2025 | 6,972  | 6,286 | 6,475 | 6,829 | 6,094 | 5,891 | 6,327 | 6,615 | 6,440 |     |     |     | 57,929 |

|                           |      | Jan    | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct | Nov | Dec | TOTAL  |
|---------------------------|------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|--------|
| Emails/Web Forms Received | 2023 | 13,992 |       |       |       |       |       |       |       |       |     |     |     | 13,992 |
|                           | 2024 | 20,505 |       |       |       |       |       |       |       |       |     |     |     | 20,505 |
|                           | 2025 | 1,554  | 1,365 | 1,430 | 1,695 | 1,636 | 1,504 | 1,404 | 1,767 | 1,518 |     |     |     | 13,873 |

|                                |      | Jan    | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct | Nov | Dec | TOTAL  |
|--------------------------------|------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|--------|
| Social Media Messages Received | 2023 | 48,693 |       |       |       |       |       |       |       |       |     |     |     | 48,693 |
|                                | 2024 | 25,618 |       |       |       |       |       |       |       |       |     |     |     | 25,618 |
|                                | 2025 | 1,768  | 1,424 | 1,218 | 1,350 | 1,691 | 2,258 | 1,451 | 1,723 | 1,756 |     |     |     | 14,639 |

|                                |      | Jan    | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct | Nov | Dec | TOTAL  |
|--------------------------------|------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|--------|
| Social Media Messages Actioned | 2023 | 43,352 |       |       |       |       |       |       |       |       |     |     |     | 43,352 |
|                                | 2024 | 25,437 |       |       |       |       |       |       |       |       |     |     |     | 25,437 |
|                                | 2025 | 1,763  | 1,419 | 1,214 | 1,345 | 1,683 | 2,214 | 1,440 | 1,705 | 1,746 |     |     |     | 14,529 |

## CUSTOMER CARE

### Customer Support by Case Category

#### Fixed Route and FlexRide

|                     |      | Jan    | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct | Nov | Dec | TOTAL  |
|---------------------|------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|--------|
| Customer Experience | 2024 | 18,709 |       |       |       |       |       |       |       |       |     |     |     | 18,709 |
|                     | 2025 | 1,505  | 1,186 | 1,237 | 1,229 | 1,256 | 1,345 | 1,260 | 1,459 | 1,467 |     |     |     | 11,944 |
| Service Delivery    | 2024 | 2,268  |       |       |       |       |       |       |       |       |     |     |     | 2,268  |
|                     | 2025 | 182    | 167   | 180   | 189   | 195   | 180   | 190   | 182   | 214   |     |     |     | 1,679  |
| Commendation        | 2024 | 1,828  |       |       |       |       |       |       |       |       |     |     |     | 1,828  |
|                     | 2025 | 148    | 169   | 208   | 126   | 168   | 126   | 145   | 157   | 163   |     |     |     | 1,410  |
| Lost and Found      | 2024 | 4,151  |       |       |       |       |       |       |       |       |     |     |     | 4,151  |
|                     | 2025 | 341    | 315   | 348   | 345   | 359   | 320   | 336   | 405   | 374   |     |     |     | 3,143  |
| Public Facilities   | 2024 | 1,017  |       |       |       |       |       |       |       |       |     |     |     | 18,709 |
|                     | 2025 | 72     | 67    | 78    | 81    | 73    | 72    | 89    | 101   | 97    |     |     |     | 730    |
| Inquiry/Request     | 2024 | 7,376  |       |       |       |       |       |       |       |       |     |     |     | 18,709 |
|                     | 2025 | 556    | 469   | 479   | 755   | 631   | 497   | 430   | 621   | 470   |     |     |     | 4,908  |

#### Paratransit

|                       |      | Jan   | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-----------------------|------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Customer Experience   | 2024 | 1,964 |     |     |     |     |     |     |     |     |     |     |     | 1,964 |
|                       | 2025 | 145   | 108 | 145 | 119 | 151 | 129 | 178 | 152 | 185 |     |     |     | 1,312 |
| Service Delivery      | 2024 | 985   |     |     |     |     |     |     |     |     |     |     |     | 985   |
|                       | 2025 | 97    | 53  | 55  | 66  | 76  | 73  | 71  | 73  | 83  |     |     |     | 647   |
| Commendation          | 2024 | 920   |     |     |     |     |     |     |     |     |     |     |     | 920   |
|                       | 2025 | 93    | 85  | 73  | 61  | 80  | 65  | 76  | 72  | 60  |     |     |     | 665   |
| QRyde/ Software Issue | 2024 | 64    |     |     |     |     |     |     |     |     |     |     |     | 64    |
|                       | 2025 | 10    | 3   | 4   | 9   | 8   | 23  | 6   | 9   | 8   |     |     |     | 80    |

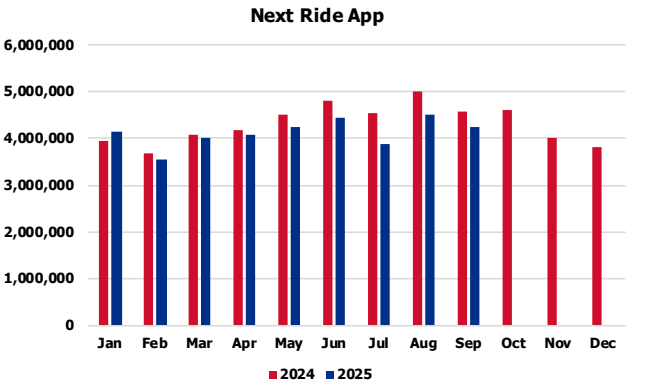
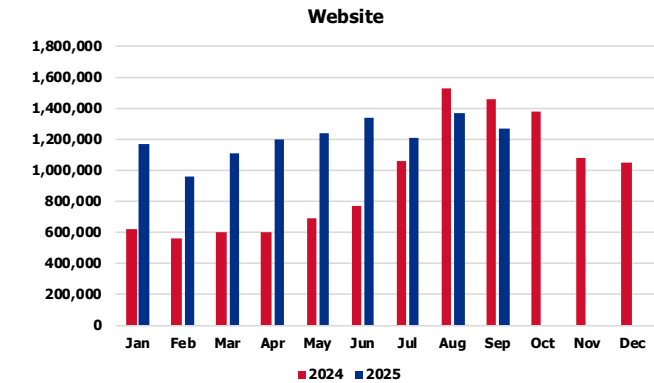
#### Customer Cases

|                          |      | Jan   | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct | Nov | Dec | TOTAL |
|--------------------------|------|-------|------|------|------|------|------|------|------|------|-----|-----|-----|-------|
| Cases Researched         | 2024 | 9,554 |      |      |      |      |      |      |      |      |     |     |     | 9,554 |
|                          | 2025 | 718   | 652  | 713  | 647  | 635  | 699  | 628  | 712  | 706  |     |     |     | 6,110 |
| Video Playbacks Reviewed | 2024 | 863   |      |      |      |      |      |      |      |      |     |     |     | 863   |
|                          | 2025 | 69    | 93   | 94   | 83   | 77   | 82   | 76   | 93   | 76   |     |     |     | 743   |
| Average Days to Resolve  | 2024 | 6.90  |      |      |      |      |      |      |      |      |     |     |     | 6.90  |
|                          | 2025 | 4.25  | 5.26 | 5.12 | 5.51 | 5.23 | 5.12 | 5.12 | 5.02 | 5.00 |     |     |     | 5.07  |



WEBSITE AND NEXT RIDE APP  
Monthly Sessions and Users

|               |      | Total Sessions |           |           |           |           |           |           |           |           |           |           |           | TOTAL      |
|---------------|------|----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
|               |      | Jan            | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |            |
| Website       | 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 | 11,384,345 |
|               | 2025 | 1,169,426      | 964,783   | 1,108,136 | 1,202,354 | 1,238,507 | 1,339,469 | 1,213,772 | 1,364,320 | 1,272,798 |           |           |           | 10,873,565 |
| Next Ride App | 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 | 51,739,083 |
|               | 2025 | 4,131,996      | 3,553,321 | 4,017,839 | 4,065,442 | 4,236,663 | 4,445,649 | 3,889,451 | 4,505,138 | 4,233,039 |           |           |           | 37,078,538 |



|                       |      | Unique Users: Website |         |         |         |         |         |         |         |         |         |         |         | TOTAL     |
|-----------------------|------|-----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
|                       |      | Jan                   | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |           |
| Unique Mobile Users   | 2024 | 110,751               | 102,471 | 115,366 | 109,684 | 129,053 | 158,577 | 158,859 | 167,284 | 160,040 | 147,403 | 111,297 | 105,994 | 1,576,779 |
|                       | 2025 | 110,974               | 89,805  | 112,192 | 123,608 | 133,137 | 145,949 | 125,463 | 152,741 | 151,760 |         |         |         | 1,145,629 |
| Unique Desktop Users  | 2024 | 69,344                | 71,338  | 66,222  | 70,775  | 77,210  | 76,527  | 78,381  | 79,047  | 80,630  | 72,182  | 58,647  | 54,203  | 854,506   |
|                       | 2025 | 65,232                | 55,781  | 55,781  | 69,939  | 65,458  | 68,028  | 66,916  | 73,198  | 72,548  |         |         |         | 592,881   |
| % Unique Mobile Users | 2024 | 61.5%                 | 59.0%   | 63.5%   | 60.8%   | 62.6%   | 67.4%   | 67.0%   | 67.9%   | 66.5%   | 67.1%   | 65.5%   | 66.2%   |           |
|                       | 2025 | 63.0%                 | 61.7%   | 66.8%   | 63.9%   | 67.0%   | 68.2%   | 65.2%   | 67.6%   | 67.7%   |         |         |         |           |

|                       |      | Unique Users: Next Ride App |         |         |         |         |         |         |         |         |         |         |         | TOTAL     |
|-----------------------|------|-----------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
|                       |      | Jan                         | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |           |
| Unique Mobile Users   | 2024 | 224,597                     | 209,683 | 237,832 | 234,645 | 259,316 | 276,175 | 268,500 | 276,881 | 260,114 | 249,536 | 222,361 | 213,440 | 2,933,080 |
|                       | 2025 | 198,521                     | 174,172 | 203,156 | 206,906 | 221,154 | 240,162 | 223,069 | 245,213 | 229,597 |         |         |         | 1,941,950 |
| Unique Desktop Users  | 2024 | 59,372                      | 53,844  | 58,807  | 61,660  | 66,750  | 69,193  | 67,822  | 68,709  | 64,639  | 62,760  | 55,619  | 52,859  | 742,034   |
|                       | 2025 | 61,961                      | 51,585  | 76,289  | 61,671  | 62,018  | 65,404  | 61,353  | 65,632  | 66,353  |         |         |         | 572,266   |
| % Unique Mobile Users | 2024 | 79.1%                       | 79.6%   | 80.2%   | 79.2%   | 79.5%   | 80.0%   | 79.8%   | 80.1%   | 80.1%   | 79.9%   | 80.0%   | 80.2%   |           |
|                       | 2025 | 76.2%                       | 77.2%   | 72.7%   | 77.0%   | 78.1%   | 78.6%   | 78.4%   | 78.9%   | 77.6%   |         |         |         |           |

## WEBSITE AND NEXT RIDE APP

### Translated Sessions

|            |      | Website |        |        |        |        |        |        |        |        |        |        |        | TOTAL   |
|------------|------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
|            |      | Jan     | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |         |
| Spanish    | 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 | 26,280 | 21,404 | 20,293 | 25,226 | 22,809 |        |        |        | 221,770 |
| Chinese    | 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  | 3,720  | 3,441  | 2,769  | 3,391  | 1,854  |        |        |        | 28,182  |
| Vietnamese | 2024 | -       | 77     | 135    | 251    | 89     | 141    | 108    | 319    | 310    | 209    | 179    | 168    | 1,986   |
|            | 2025 | 75      | 130    | 399    | 213    | 225    | 106    | 144    | 282    | 224    |        |        |        | 1,798   |
| Russian    | 2024 | -       | -      | -      | 97     | 421    | 368    | 593    | 799    | 1,093  | 962    | 704    | 489    | 5,526   |
|            | 2025 | 449     | 406    | 2,283  | 524    | 656    | 794    | 703    | 816    | 613    |        |        |        | 7,244   |
| Korean     | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | -      | -      | 440    | 972    | 1,412   |
|            | 2025 | 1,263   | 934    | 2,806  | 1,892  | 2,114  | 1,467  | 1,456  | 1,553  | 1,126  |        |        |        | 14,611  |
| French     | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -       | -      | -      | 1,770  | 2,483  | 2,426  | 2,968  | 3,006  | 1,905  |        |        |        | 14,558  |
| Somali     | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -       | -      | -      | 4      | 2      | 8      | 6      | 16     | 20     |        |        |        | 56      |
| Nepali     | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -       | -      | -      | 4      | 8      | 13     | 1      | 19     | 29     |        |        |        | 74      |
| Amharic    | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -       | -      | -      | 30     | 104    | 115    | 70     | 72     | 409    |        |        |        | 800     |

|            |      | Next Ride App |        |        |        |        |        |        |        |        |        |        |        | TOTAL   |
|------------|------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
|            |      | Jan           | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |         |
| Spanish    | 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 | 12,196 | 11,557 | 10,030 | 15,717 | 10,731 | 10,314 |        |        |        | 104,527 |
| Chinese    | 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    | 1,292  | 1,431  | 1,149  | 956    | 781    | 513    |        |        |        | 11,036  |
| Vietnamese | 2024 | -             | -      | 17     | 351    | 122    | 253    | 112    | 153    | 548    | 778    | 426    | 365    | 3,125   |
|            | 2025 | 154           | 251    | 183    | 149    | 114    | 177    | 332    | 125    | 85     |        |        |        | 1,570   |
| Russian    | 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  | 1,137  | 1,617  | 1,703  | 1,219  | 2,096  | 945    |        |        |        | 12,819  |
| Korean     | 2024 | -             | -      | -      | -      | -      | -      | -      | -      | -      | -      | 82     | 173    | 255     |
|            | 2025 | 265           | 475    | 694    | 848    | 495    | 1,036  | 376    | 354    | 275    |        |        |        | 4,818   |
| French     | 2024 | -             | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -             | -      | -      | 507    | 524    | 570    | 497    | 723    | 533    |        |        |        | 3,354   |
| Somali     | 2024 | -             | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -             | -      | -      | 90     | 211    | 66     | 69     | 112    | 271    |        |        |        | 819     |
| Nepali     | 2024 | -             | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -             | -      | -      | 55     | 448    | 727    | 975    | 794    | 623    |        |        |        | 3,622   |
| Amharic    | 2024 | -             | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|            | 2025 | -             | -      | -      | 65     | 4      | 258    | 99     | 132    | 234    |        |        |        | 792     |

## WEBSITE AND NEXT RIDE APP

### Features and Page Views

|                               |      | Website |        |        |        |        |        |        |        |        |        |        |        |         |
|-------------------------------|------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
|                               |      | Jan     | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    | TOTAL   |
| accessiBe                     | 2024 | -       | -      | -      | -      | -      | -      | 572    | 1,200  | 1,579  | 1,423  | 957    | 769    | 6,500   |
|                               | 2025 | 933     | 892    | 756    | 942    | 972    | 1,135  | 993    | 1,203  | 1,092  |        |        |        | 8,918   |
| Plan a Trip Widget            | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | 9,935  | 19,228 | 17,382 | 16,815 | 63,360  |
|                               | 2025 | 17,466  | 14,783 | 17,098 | 17,162 | 17,252 | 19,270 | 16,986 | 18,979 | 17,752 |        |        |        | 156,748 |
| Board of Directors            | 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  | 5,212  | 6,127  | 6,174  | 6,788  | 5,905  |        |        |        | 52,477  |
| Budget                        | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | -      | 278    | 1,473  | 761    | 2,512   |
|                               | 2025 | 399     | 273    | 258    | 312    | 289    | 252    | 337    | 340    | 453    |        |        |        | 2,913   |
| News Stop                     | 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  | 1,948  | 2,132  | 2,062  | 2,536  | 2,690  |        |        |        | 18,980  |
| News Releases                 | 2024 | 105     | 69     | 80     | 61     | 71     | 74     | 173    | 244    | 302    | 178    | 187    | 176    | 1,720   |
|                               | 2025 | 263     | 158    | 162    | 164    | 263    | 224    | 179    | 241    | 196    |        |        |        | 1,850   |
| Downtown Rail Project         | 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    | 978    | 1,076  | 972    | 20,769 | 13,441 |        |        |        | 41,299  |
| Light Rail Speed Restrictions | 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  | 6,765  | 849    | 418    | 407    | 281    |        |        |        | 62,735  |
| Light Rail Maintenance        | 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  | 725    | 227    | 142    | 174    | 167    |        |        |        | 7,618   |
| Train Horns                   | 2024 | -       | -      | -      | -      | -      | -      | -      | 790    | 234    | 132    | 376    | 225    | 1,757   |
|                               | 2025 | 75      | 106    | 74     | 70     | 109    | 119    | 185    | 142    | 281    |        |        |        | 1,161   |
| Paratransit Peer Review       | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | 3,897  | 4,358  | 383    | 1,379  | 10,017  |
|                               | 2025 | 543     | 536    | 176    | 184    | 173    | 413    | 622    | 523    | 461    |        |        |        | 3,631   |
| Personal Safety               | 2024 | -       | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 0       |
|                               | 2025 | -       | -      | 1,272  | 827    | 469    | 410    | 458    | 3,471  | 463    |        |        |        | 7,370   |

|                           |      | Next Ride App |         |           |           |           |           |           |           |           |           |         |         |            |
|---------------------------|------|---------------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|---------|------------|
|                           |      | Jan           | Feb     | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov     | Dec     | TOTAL      |
| Plan a Trip               | 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 | 1,106,423 | 1,667,717 | 1,827,869 | 1,696,594 | 1,080,049 |           |         |         | 11,423,464 |
| Bus and Rail Schedules    | 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   | 344,178   | 379,288   | 341,417   | 362,461   | 354,281   |           |         |         | 3,061,880  |
| Purchase Tickets (MyRide) | 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    | 12,783    | 15,493    | 14,447    | 16,234    | 15,259    |           |         |         | 118,362    |
| Schedule: A Line          | 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   | 219,394   | 221,294   | 223,370   | 241,435   | 216,956   |           |         |         | 1,805,900  |
| Schedule: AB1 Route       | 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   | 149,768   | 144,134   | 144,405   | 126,379   | 125,065   |           |         |         | 1,164,862  |
| Schedule: E Line          | 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    | 67,842    | 92,463    | 66,604    | 104,155   | 85,417    |           |         |         | 661,775    |
| Service Alerts            | 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    | 45,507    | 48,597    | 38,643    | 45,221    | 49,614    |           |         |         | 393,963    |

SOCIAL MEDIA  
Posts, Audience Growth, and Performance

|             |      | Total Posts |     |     |     |     |     |     |     |     |     |     |     | TOTAL |
|-------------|------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|             |      | Jan         | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |       |
| X (Twitter) | 2024 | 1,366       |     |     |     |     |     |     |     |     |     |     |     | 1,366 |
|             | 2025 | 120         | 98  | 115 | 93  | 113 | 106 | 107 | 110 | 135 |     |     |     | 997   |
| Facebook    | 2024 | 537         |     |     |     |     |     |     |     |     |     |     |     | 537   |
|             | 2025 | 44          | 43  | 99  | 64  | 58  | 63  | 60  | 63  | 57  |     |     |     | 551   |
| Instagram   | 2024 | 649         |     |     |     |     |     |     |     |     |     |     |     | 649   |
|             | 2025 | 55          | 47  | 82  | 65  | 64  | 73  | 76  | 77  | 77  |     |     |     | 616   |
| LinkedIn    | 2024 | 438         |     |     |     |     |     |     |     |     |     |     |     | 438   |
|             | 2025 | 44          | 40  | 38  | 53  | 51  | 54  | 54  | 56  | 61  |     |     |     | 451   |
| YouTube     | 2024 | 72          |     |     |     |     |     |     |     |     |     |     |     | 72    |
|             | 2025 | 19          | 12  | 9   | 5   | 3   | 4   | 13  | 28  | 18  |     |     |     | 111   |

|             |      | Post Impressions |         |           |           |           |           |           |           |           |     |     |     | TOTAL      |
|-------------|------|------------------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|------------|
|             |      | Jan              | Feb     | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct | Nov | Dec |            |
| X (Twitter) | 2024 | 1,513,473        |         |           |           |           |           |           |           |           |     |     |     | 1,513,473  |
|             | 2025 | 96,193           | 75,392  | 66,782    | 82,347    | 85,656    | 92,195    | 79,281    | 73,014    | 98,951    |     |     |     | 749,811    |
| Facebook    | 2024 | 15,459,026       |         |           |           |           |           |           |           |           |     |     |     | 15,459,026 |
|             | 2025 | 967,298          | 371,587 | 1,648,642 | 1,559,805 | 1,366,222 | 1,825,498 | 1,978,422 | 2,750,154 | 2,731,911 |     |     |     | 15,199,539 |
| Instagram   | 2024 | 3,223,303        |         |           |           |           |           |           |           |           |     |     |     | 3,223,303  |
|             | 2025 | 162,594          | 163,095 | 488,455   | 628,234   | 738,901   | 751,413   | 489,056   | 493,106   | 410,144   |     |     |     | 4,324,998  |
| LinkedIn    | 2024 | 341,707          |         |           |           |           |           |           |           |           |     |     |     | 341,707    |
|             | 2025 | 26,440           | 28,362  | 26,709    | 34,091    | 43,938    | 34,094    | 46,346    | 50,714    | 60,726    |     |     |     | 351,420    |

|             |      | Post Engagement |       |       |       |        |        |       |       |       |     |     |     | TOTAL  |
|-------------|------|-----------------|-------|-------|-------|--------|--------|-------|-------|-------|-----|-----|-----|--------|
|             |      | Jan             | Feb   | Mar   | Apr   | May    | Jun    | Jul   | Aug   | Sep   | Oct | Nov | Dec |        |
| X (Twitter) | 2024 | 36,518          |       |       |       |        |        |       |       |       |     |     |     | 36,518 |
|             | 2025 | 2,085           | 1,436 | 1,269 | 1,578 | 2,377  | 2,575  | 1,416 | 1,646 | 1,964 |     |     |     | 16,346 |
| Facebook    | 2024 | 59,529          |       |       |       |        |        |       |       |       |     |     |     | 59,529 |
|             | 2025 | 3,130           | 3,790 | 4,081 | 8,191 | 11,387 | 12,192 | 4,672 | 4,957 | 3,481 |     |     |     | 55,881 |
| Instagram   | 2024 | 29,465          |       |       |       |        |        |       |       |       |     |     |     | 29,465 |
|             | 2025 | 2,320           | 4,088 | 1,880 | 3,583 | 3,201  | 3,733  | 3,425 | 4,096 | 2,828 |     |     |     | 29,154 |
| LinkedIn    | 2024 | 32,885          |       |       |       |        |        |       |       |       |     |     |     | 32,885 |
|             | 2025 | 1,862           | 2,597 | 2,738 | 2,957 | 5,207  | 3,551  | 4,124 | 4,398 | 4,447 |     |     |     | 31,881 |
| YouTube     | 2024 | 7,674           |       |       |       |        |        |       |       |       |     |     |     | 7,674  |
|             | 2025 | 353             | 404   | 539   | 473   | 453    | 424    | 485   | 581   | 624   |     |     |     | 4,336  |

|             |      | Audience Growth |     |     |     |       |     |     |     |     |     |       |      | TOTAL |
|-------------|------|-----------------|-----|-----|-----|-------|-----|-----|-----|-----|-----|-------|------|-------|
|             |      | Jan             | Feb | Mar | Apr | May   | Jun | Jul | Aug | Sep | Oct | Nov   | Dec  |       |
| X (Twitter) | 2024 | 207             | 171 | 209 | 29  | 133   | 169 | 144 | 140 | 211 | 94  | (805) | (17) | 685   |
|             | 2025 | (94)            | 3   | (1) | 100 | (119) | 50  | 24  | 17  | 31  |     |       |      | 11    |
| Facebook    | 2024 | 99              | 49  | 126 | 35  | 54    | 115 | 106 | 92  | 129 | 276 | 232   | 42   | 1,355 |
|             | 2025 | 122             | 63  | 136 | 155 | 143   | 102 | 33  | 107 | 103 |     |       |      | 964   |
| Instagram   | 2024 | 94              | 95  | 163 | 122 | 149   | 243 | 235 | 188 | 205 | 192 | 164   | 87   | 1,937 |
|             | 2025 | 188             | 440 | 236 | 157 | 229   | 184 | 138 | 197 | 123 |     |       |      | 1,892 |
| LinkedIn    | 2024 | 130             | 103 | 144 | 192 | 165   | 121 | 144 | 162 | 173 | 155 | 138   | 126  | 1,753 |
|             | 2025 | 199             | 174 | 152 | 205 | 289   | 184 | 204 | 204 | 193 |     |       |      | 1,804 |
| YouTube     | 2024 | 98              | 108 | 111 | 98  | 99    | 65  | 66  | 89  | 88  | 88  | 62    | 53   | 1,025 |
|             | 2025 | 53              | 60  | 47  | 78  | 81    | 66  | 66  | 53  | 91  |     |       |      | 595   |

|             |        | Post Click Links |       | Video Views |           | Post Engagement |        | Engagement Rate |       | Post Impressions |            |
|-------------|--------|------------------|-------|-------------|-----------|-----------------|--------|-----------------|-------|------------------|------------|
|             |        | 2024             | 2025* | 2024        | 2025*     | 2024            | 2025*  | 2024            | 2025* | 2024             | 2025*      |
| X (Twitter) | 31,333 | 26,890           |       | 76,976      | 30,395    | 36,518          | 16,346 | 2.4%            | 2.2%  | 1,513,473        | 749,811    |
| Facebook    |        |                  |       | 886,252     | 480,078   | 59,529          | 52,402 | 0.4%            | 0.4%  | 15,459,026       | 15,199,539 |
| Instagram   |        |                  |       | 249,517     | 240,039   | 29,465          | 29,154 | 9.0%            | 0.7%  | 3,223,303        | 4,324,998  |
| LinkedIn    |        |                  |       | 51,305      | 48,535    | 32,885          | 31,881 | 9.6%            | 9.1%  | 341,707          | 351,420    |
| YouTube     |        |                  |       | 3,476,447   | 2,940,252 | 7,674           | 4,336  | -               | -     | -                | -          |

\*Year-to-date metric

## PERSONAL SAFETY AND SECURITY

### Transit Watch Mobile Application

|                                            |      | Transit Watch: Incident Type |     |     |     |     |     |     |     |     |     |     |     |       |
|--------------------------------------------|------|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                                            |      | Jan                          | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |       |
| Drug Activity                              | 2023 | 350                          | 314 | 341 | 219 | 205 | 152 | 181 | 221 | 221 | 233 | 236 | 293 | 2,966 |
|                                            | 2024 | 235                          | 310 | 319 | 253 | 306 | 147 | 134 | 132 | 77  | 75  | 81  | 55  | 2,124 |
|                                            | 2025 | 76                           | 56  | 99  | 101 | 83  | 66  | 64  | 60  | 55  |     |     |     | 660   |
| Saftey Hazard                              | 2023 | 24                           | 24  | 28  | 27  | 25  | 29  | 15  | 34  | 23  | 28  | 26  | 28  | 311   |
|                                            | 2024 | 23                           | 33  | 34  | 43  | 34  | 29  | 17  | 28  | 24  | 30  | 25  | 21  | 341   |
|                                            | 2025 | 21                           | 15  | 30  | 42  | 36  | 28  | 16  | 25  | 21  |     |     |     | 234   |
| Fight or Disturbance                       | 2023 | 22                           | 28  | 28  | 26  | 26  | 22  | 34  | 45  | 21  | 33  | 39  | 37  | 361   |
|                                            | 2024 | 31                           | 46  | 24  | 37  | 52  | 27  | 46  | 41  | 35  | 31  | 32  | 30  | 432   |
|                                            | 2025 | 26                           | 27  | 25  | 37  | 35  | 29  | 38  | 17  | 35  |     |     |     | 269   |
| Suspicious Activity                        | 2023 | 17                           | 24  | 32  | 36  | 29  | 18  | 19  | 32  | 24  | 23  | 33  | 32  | 319   |
|                                            | 2024 | 29                           | 33  | 47  | 43  | 65  | 29  | 33  | 29  | 26  | 29  | 30  | 36  | 429   |
|                                            | 2025 | 15                           | 22  | 25  | 33  | 32  | 20  | 27  | 16  | 21  |     |     |     | 211   |
| Solicitation/<br>Aggressive<br>Panhandling | 2023 | 3                            | 6   | 4   | 4   | 6   | 1   | 3   | 1   | 5   | 1   | 2   | 7   | 43    |
|                                            | 2024 | 5                            | 1   | 4   | 5   | 6   | 6   | 3   | 1   | 1   | 1   | 1   | 2   | 36    |
|                                            | 2025 | 3                            | 0   | 0   | 2   | 5   | 4   | 3   | 2   | 3   |     |     |     | 22    |
| Property Crimes:<br>Theft                  | 2023 | 9                            | 2   | 5   | 2   | 6   | 6   | 5   | 5   | 1   | 5   | 3   | 3   | 52    |
|                                            | 2024 | 3                            | 10  | 1   | 1   | 0   | 2   | 3   | 2   | 2   | 8   | 2   | 2   | 36    |
|                                            | 2025 | 5                            | 1   | 6   | 3   | 2   | 2   | 2   | 4   | 4   |     |     |     | 29    |
| ADA Assistance<br>Needed                   | 2023 | 5                            | 0   | 3   | 1   | 3   | 1   | 2   | 3   | 0   | 2   | 1   | 0   | 21    |
|                                            | 2024 | 0                            | 1   | 2   | 1   | 1   | 0   | 2   | 0   | 0   | 1   | 2   | 1   | 11    |
|                                            | 2025 | 1                            | 0   | 0   | 4   | 2   | 0   | 3   | 2   | 2   |     |     |     | 14    |
| Electric Bike/ Scooter<br>Issue            | 2023 | 0                            | 0   | 4   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 2   | 1   | 9     |
|                                            | 2024 | 2                            | 0   | 1   | 0   | 3   | 0   | 1   | 2   | 1   | 0   | 2   | 0   | 12    |
|                                            | 2025 | 1                            | 0   | 1   | 2   | 1   | 0   | 3   | 1   | 1   |     |     |     | 10    |
| Elevator/ Escalator<br>Problems            | 2023 | 9                            | 7   | 10  | 3   | 6   | 3   | 3   | 4   | 7   | 4   | 5   | 8   | 69    |
|                                            | 2024 | 2                            | 6   | 4   | 7   | 7   | 8   | 7   | 5   | 5   | 3   | 3   | 3   | 60    |
|                                            | 2025 | 9                            | 8   | 14  | 12  | 8   | 11  | 5   | 2   | 4   |     |     |     | 73    |
| Indencent Exposure                         | 2023 | 4                            | 3   | 2   | 1   | 2   | 1   | 4   | 1   | 3   | 0   | 2   | 9   | 32    |
|                                            | 2024 | 0                            | 5   | 3   | 5   | 6   | 4   | 5   | 7   | 5   | 2   | 3   | 4   | 49    |
|                                            | 2025 | 2                            | 2   | 0   | 1   | 4   | 6   | 5   | 2   | 5   |     |     |     | 27    |
| Noise Complaint                            | 2023 | 0                            | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
|                                            | 2024 | 0                            | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1     |
|                                            | 2025 | 8                            | 10  | 13  | 21  | 9   | 11  | 7   | 10  | 21  |     |     |     | 110   |
| Property Crimes:<br>Graffiti               | 2023 | 3                            | 1   | 1   | 4   | 5   | 2   | 2   | 3   | 5   | 2   | 3   | 2   | 33    |
|                                            | 2024 | 0                            | 5   | 7   | 2   | 7   | 5   | 4   | 2   | 3   | 3   | 0   | 4   | 42    |
|                                            | 2025 | 8                            | 0   | 3   | 7   | 1   | 1   | 3   | 2   | 3   |     |     |     | 28    |
| Sexual Assault:<br>Physical                | 2023 | 0                            | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     |
|                                            | 2024 | 0                            | 0   | 1   | 2   | 2   | 0   | 2   | 0   | 0   | 1   | 3   | 0   | 11    |
|                                            | 2025 | 0                            | 0   | 1   | 0   | 0   | 2   | 2   | 1   | 0   |     |     |     | 6     |
| Sexual Harassment:<br>Non-Physical         | 2023 | 0                            | 3   | 0   | 1   | 0   | 1   | 3   | 0   | 6   | 3   | 1   | 2   | 20    |
|                                            | 2024 | 5                            | 5   | 2   | 1   | 1   | 1   | 3   | 0   | 0   | 1   | 1   | 0   | 20    |
|                                            | 2025 | 1                            | 0   | 2   | 1   | 0   | 2   | 3   | 0   | 3   |     |     |     | 12    |
| Suspicious Activity:<br>Vehicle            | 2023 | 4                            | 5   | 11  | 3   | 1   | 2   | 4   | 1   | 2   | 1   | 5   | 3   | 42    |
|                                            | 2024 | 3                            | 3   | 3   | 3   | 3   | 5   | 3   | 4   | 1   | 2   | 6   | 3   | 39    |
|                                            | 2025 | 1                            | 3   | 6   | 4   | 3   | 3   | 1   | 2   | 13  |     |     |     | 36    |
| Unattended Bag                             | 2023 | 2                            | 2   | 4   | 2   | 2   | 5   | 1   | 2   | 7   | 4   | 2   | 3   | 36    |
|                                            | 2024 | 1                            | 2   | 4   | 3   | 6   | 4   | 3   | 3   | 3   | 7   | 2   | 6   | 44    |
|                                            | 2025 | 7                            | 3   | 4   | 5   | 5   | 3   | 1   | 7   | 3   |     |     |     | 38    |
| Other                                      | 2023 | 49                           | 48  | 69  | 68  | 75  | 53  | 73  | 88  | 92  | 68  | 68  | 68  | 819   |
|                                            | 2024 | 76                           | 81  | 65  | 79  | 91  | 84  | 85  | 85  | 70  | 82  | 64  | 55  | 917   |
|                                            | 2025 | 50                           | 55  | 85  | 74  | 72  | 72  | 118 | 94  | 57  |     |     |     | 677   |
|                                            |      | Jan                          | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |       |
| Total                                      | 2023 | 501                          | 467 | 542 | 399 | 392 | 296 | 349 | 440 | 417 | 407 | 428 | 496 | 5,134 |
|                                            | 2024 | 415                          | 541 | 521 | 485 | 590 | 351 | 351 | 341 | 253 | 276 | 257 | 223 | 4,604 |
|                                            | 2025 | 234                          | 202 | 314 | 349 | 298 | 260 | 301 | 247 | 251 |     |     |     | 2,456 |

PERSONAL SAFETY AND SECURITY  
Security-Related Calls for Service

| Total Calls for Service |      |       |       |       |       |       |       |       |       |       |       |       |       |
|-------------------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                         |      | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
| Systemwide              | 2022 | 3,775 | 3,312 | 3,423 | 3,580 | 3,326 | 3,168 | 3,172 | 3,116 | 3,440 | 3,567 | 3,933 | 3,515 |
|                         | 2023 | 4,150 | 3,934 | 4,482 | 3,504 | 3,589 | 3,258 | 3,388 | 3,752 | 3,703 | 4,185 | 3,906 | 3,996 |
|                         | 2024 | 4,205 | 4,460 | 4,342 | 4,367 | 4,249 | 3,354 | 3,348 | 3,152 | 2,674 | 3,100 | 2,941 | 2,911 |
|                         | 2025 | 2,774 | 2,511 | 3,122 | 3,077 | 3,058 | 2,862 | 2,939 | 2,801 | 2,743 |       |       |       |
| Denver Union Station    | 2022 | 1,933 | 1,603 | 1,357 | 1,314 | 993   | 842   | 712   | 778   | 766   | 638   | 748   | 833   |
|                         | 2023 | 948   | 781   | 850   | 626   | 620   | 578   | 609   | 685   | 643   | 770   | 724   | 776   |
|                         | 2024 | 850   | 827   | 858   | 748   | 679   | 660   | 575   | 601   | 562   | 739   | 827   | 766   |
|                         | 2025 | 741   | 623   | 763   | 747   | 686   | 594   | 638   | 550   | 570   |       |       |       |

| Average Calls per Day |      |       |       |       |       |       |       |       |       |       |       |       |       |
|-----------------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                       |      | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
| Systemwide            | 2022 | 121.8 | 114.2 | 110.4 | 119.3 | 107.3 | 105.6 | 102.3 | 100.5 | 114.7 | 115.1 | 131.1 | 113.4 |
|                       | 2023 | 133.9 | 135.7 | 144.6 | 116.8 | 115.8 | 108.6 | 109.3 | 121.0 | 123.4 | 135.0 | 130.2 | 128.9 |
|                       | 2024 | 135.6 | 153.8 | 140.1 | 145.6 | 137.1 | 111.8 | 108.0 | 101.7 | 89.1  | 100.0 | 98.0  | 93.9  |
|                       | 2025 | 89.5  | 86.6  | 100.7 | 102.6 | 98.6  | 95.4  | 94.8  | 90.4  | 91.4  |       |       |       |
| Denver Union Station  | 2022 | 62.4  | 55.3  | 43.8  | 43.8  | 32.0  | 28.1  | 23.0  | 25.1  | 25.5  | 20.6  | 24.9  | 26.9  |
|                       | 2023 | 30.6  | 26.9  | 27.4  | 20.9  | 20.0  | 19.3  | 19.6  | 22.1  | 21.4  | 24.8  | 24.1  | 25.0  |
|                       | 2024 | 27.4  | 28.5  | 27.7  | 24.9  | 21.9  | 22.0  | 18.5  | 19.4  | 18.7  | 23.8  | 27.6  | 24.7  |
|                       | 2025 | 23.9  | 21.5  | 24.6  | 24.9  | 22.1  | 19.8  | 20.6  | 17.7  | 19.0  |       |       |       |

| Year-Over-Year Comparisons: Systemwide |  |        |        |        |        |        |        |        |        |        |        |        |
|----------------------------------------|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                        |  | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    |
| 2024 v. 2022                           |  | 11.4%  | 34.7%  | 26.8%  | 22.0%  | 27.8%  | 5.9%   | 5.5%   | 1.2%   | -22.3% | -13.1% | -25.2% |
| 2025 v. 2022                           |  | -26.5% | -24.2% | -8.8%  | -14.1% | -8.1%  | -9.7%  | -7.3%  | -10.1% | -20.3% |        |        |
| 2025 v. 2024                           |  | -34.0% | -43.7% | -28.1% | -29.5% | -28.0% | -14.7% | -12.2% | -11.1% | 2.6%   |        |        |

| Year-Over-Year Comparisons: Denver Union Station |  |        |        |        |        |        |        |        |        |        |       |       |
|--------------------------------------------------|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|-------|
|                                                  |  | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct   | Nov   |
| 2024 v. 2022                                     |  | -56.0% | -48.4% | -36.8% | -43.1% | -31.6% | -21.6% | -19.2% | -22.8% | -26.6% | 15.8% | 10.6% |
| 2025 v. 2022                                     |  | -61.7% | -61.1% | -43.8% | -43.2% | -30.9% | -29.5% | -10.4% | -29.3% | -25.6% |       |       |
| 2025 v. 2024                                     |  | -12.8% | -24.7% | -11.1% | -0.1%  | 1.0%   | -10.0% | 11.0%  | -8.5%  | 1.4%   |       |       |

| Incident Rate per Customer Boarding* |      |       |       |       |       |       |       |       |       |       |       |       |       |
|--------------------------------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                                      |      | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
| Systemwide                           | 2022 | 1,128 | 1,242 | 1,422 | 1,384 | 1,524 | 1,743 | 1,642 | 2,041 | 1,659 | 1,584 | 1,270 | 1,393 |
|                                      | 2023 | 1,140 | 1,173 | 1,175 | 1,436 | 1,498 | 1,595 | 1,790 | 1,762 | 1,578 | 1,399 | 1,381 | 1,299 |
|                                      | 2024 | 1,275 | 1,203 | 1,268 | 1,314 | 1,373 | 1,535 | 1,574 | 1,757 | 2,083 | 1,896 | 1,680 | 1,745 |
|                                      | 2025 | 1,797 | 1,882 | 1,709 | 1,796 | 1,776 | 1,866 | 1,814 | 2,069 | *     |       |       |       |

\*Boardings data for all modes of transportation is reported approximately six weeks after the last day of a month.

## PERSONAL SAFETY AND SECURITY

### Monthly RTD-PD Activity Report

|                                                                             | 2025      |           |           |           |           |           |           |           |         |     |     |     |
|-----------------------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|-----|-----|-----|
|                                                                             | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep     | Oct | Nov | Dec |
| <b>Security-Related Calls for Service</b>                                   | 2,774     | 2,511     | 3,122     | 3,077     | 3,058     | 2,862     | 2,939     | 2,801     | 2,743   |     |     |     |
| <b>Calls for Service: Year-Over-Year Comparison</b>                         | -34.0%    | -43.7%    | -28.1%    | -29.5%    | -28.0%    | -14.7%    | -12.2%    | -11.1%    | 2.6%    |     |     |     |
| <b>Systemwide Boardings</b>                                                 | 4,985,000 | 4,726,000 | 5,336,000 | 5,526,000 | 5,430,000 | 5,340,000 | 5,331,000 | 5,795,000 | *       |     |     |     |
| <b>Calls for Service per Customer Boarding</b>                              | 1,797     | 1,882     | 1,709     | 1,796     | 1,776     | 1,866     | 1,814     | 2,069     | *       |     |     |     |
| <b>Transit Watch App Incident Reports</b>                                   | 234       | 202       | 314       | 349       | 298       | 260       | 301       | 247       | 251     |     |     |     |
| <b>Rail Proof-of-Payment Checks</b>                                         | 317,264   | 377,169   | 380,947   | 404,566   | 398,980   | 381,026   | 439,961   | 471,771   | 464,465 |     |     |     |
| <b>Rail Proof-of-Payment Checks: Individuals without Fare</b>               | -         | -         | -         | -         | 24,125    | 20,091    | 21,835    | 24,402    | 21,248  |     |     |     |
| <b>Rail Proof-of-Payment Checks: Violator Rate</b>                          | -         | -         | -         | -         | 6.05%     | 5.27%     | 4.96%     | 5.17%     | 4.57%   |     |     |     |
| <b>Criminal Incident Reports</b>                                            | 143       | 134       | 144       | 90        | 112       | 110       | 82        | 111       | 84      |     |     |     |
| <b>Arrests</b>                                                              | 50        | 48        | 59        | 56        | 74        | 50        | 66        | 100       | 64      |     |     |     |
| <b>Customer Reports of Illicit Drug Activity</b>                            | 76        | 56        | 99        | 101       | 83        | 66        | 64        | 60        | 55      |     |     |     |
| <b>Customer Reports of Illicit Drug Activity: Year-Over-Year Comparison</b> | -67.7%    | -81.9%    | -69.0%    | -60.1%    | -72.9%    | -55.1%    | -52.2%    | -54.5%    | -28.6%  |     |     |     |

\*Boardings data for all modes of transportation is reported approximately six weeks after the last day of a month.