



CUSTOMER AND COMMUNITY Engagement Report



December 2025

Customer and Community Engagement Report

UPDATED:
January 23, 2026



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	28	39	37	538
	Average	30.0	36.3	40.7	34.7	39.3	39.0	43.3	42.0	58.7	30.0	37.3	34.3	

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	25	20	31	249
	Average	15.7	13.0	15.7	15.3	20.7	18.0	14.7	13.0	24.3	21.7	15.7	17.0	

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	1	2	0	32
	Average	3.3	2.7	1.3	1.0	3.3	3.3	2.0	1.0	0.7	1.0	0.7	0.3	

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	10	6	5	108
	Average	6.3	10.0	14.7	10.7	12.7	11.3	12.0	12.7	11.3	9.7	4.7	10.0	

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	1	3	13	29
	AVERAGE	0.7	3.0	2.3	2.0	3.0	2.3	1.3	0.7	3.7	1.0	3.0	5.0	

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	17	33	18	360
	AVERAGE	13.0	24.0	24.0	22.0	26.0	24.7	30.3	26.7	41.7	19.0	30.3	18.7	

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	29	21	21	199
	AVERAGE	8.5	13.0	17.5	15.0	16.0	12.0	19.0	12.5	19.0	21.0	19.0	16.5	

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	0	1	0	232

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	11	4	1	155

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	4	19	17	163

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	2	10	6	98

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	0	2	0	13

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

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Governance/ 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	2	0	1	166

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

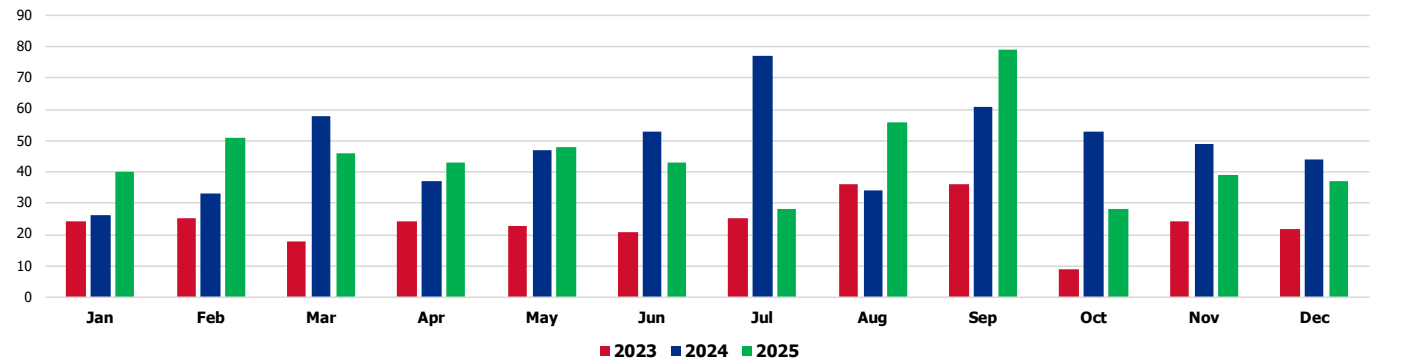
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Miscellaneous	2023	13	11	7	14	13	7	11	20	25	8	18	8	155
	2024	20	22	25	24	30	36	58	26	43	32	40	30	386
	2025	6	39	40	28	35	16	21	13	12	9	5	12	236

Miscellaneous: all other inquiries

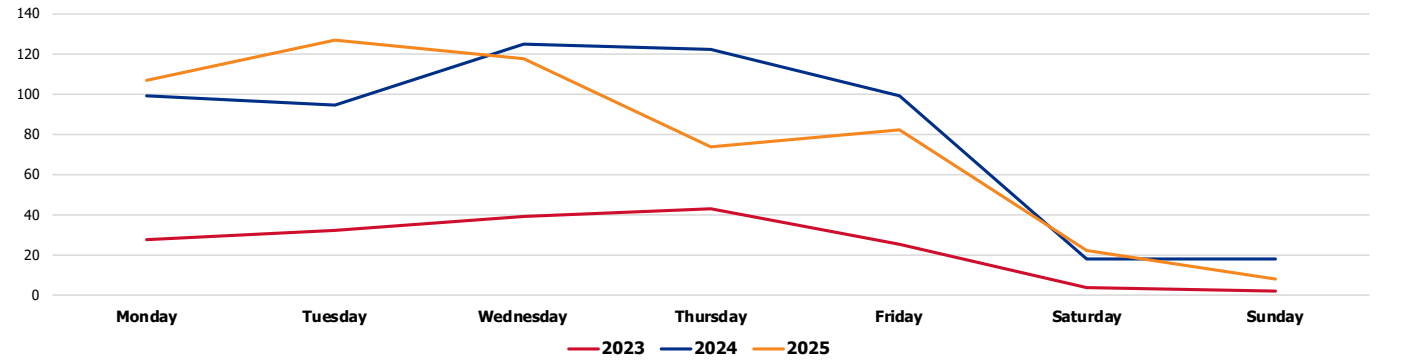
NOTES: reflects topics related to all news inquiries received; prior to 2025, the monthly totals also included media events and news releases

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	28	39	37	538

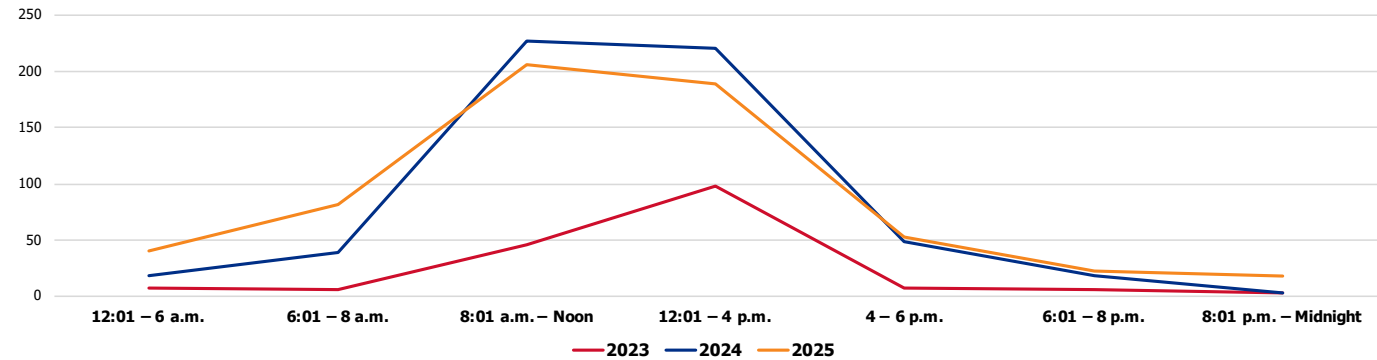


		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Monday	2023						28							28
	2024						99							99
	2025	7	5	3	10	8	8	6	19	17	5	7	12	107
Tuesday	2023						32							32
	2024						95							95
	2025	14	10	16	9	15	11	7	8	15	3	9	10	127
Wednesday	2023						39							39
	2024						125							125
	2025	4	18	6	11	6	12	9	11	14	9	9	9	118
Thursday	2023						43							43
	2024						122							122
	2025	11	6	12	4	6	4	1	8	8	7	6	1	74
Friday	2023						25							25
	2024						99							99
	2025	4	5	7	8	13	4	5	8	18	3	4	3	82
Saturday	2023						4							4
	2024						18							18
	2025	0	6	0	1	0	4	0	2	6	0	2	1	22
Sunday	2023						2							2
	2024						18							18
	2025	0	1	2	0	0	0	0	0	1	1	2	1	8



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	0	0	0	40
6:01 – 8 a.m.	2023	6												6
	2024	39												39
	2025	14	10	16	9	15	3	0	0	6	1	4	3	81
8:01 a.m. – Noon	2023	46												46
	2024	227												227
	2025	20	15	20	19	17	12	10	25	27	11	16	14	206
12:01 – 4 p.m.	2023	98												98
	2024	220												220
	2025	12	20	15	9	15	20	14	18	30	10	14	12	189
4:01 – 6 p.m.	2023	7												7
	2024	49												49
	2025	7	2	4	2	7	1	3	8	8	5	4	2	53
6:01 – 8 p.m.	2023	6												6
	2024	19												19
	2025	0	7	2	0	1	2	1	2	2	1	0	4	22
8:01 p.m. – Midnight	2023	3												3
	2024	3												3
	2025	1	3	2	2	0	0	0	1	6	0	1	2	18



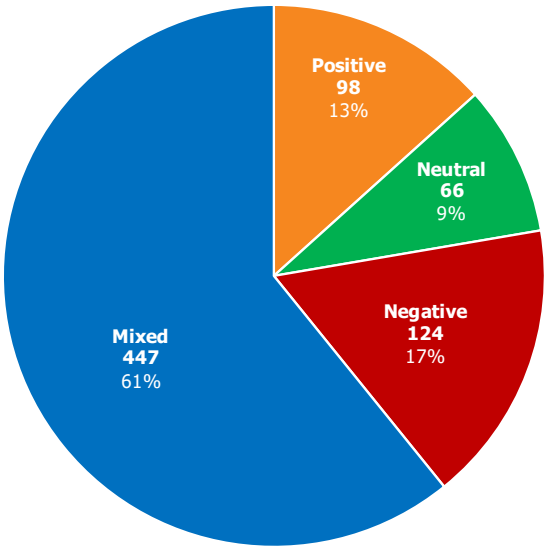
MEDIA RELATIONS

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	4	7	7	77
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	0	0	0	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	0	0	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	1	0	1
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	0	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	3	4	3	66
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	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	2	2	2	42
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	0	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	1	3	1	38
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	4	7	6	71
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	7	11	13	106
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	3	1	3	58
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	0	0	1	12
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	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	0	0	0	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	0	0	0	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	1	0	0	1
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	0	0	0	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	3	2	1	53

MEDIA RELATIONS
Earned Media: Daily Overview

Date	Weekday	Volume	Impressions		Sentiment			
			Potential	% Total	Positive	Neutral	Negative	Mixed
December 1, 2025	Monday	21	56,063,608	10.02%	5	2	6	8
December 2, 2025	Tuesday	13	4,705,496	0.84%	1	0	5	7
December 3, 2025	Wednesday	34	24,142,538	4.31%	3	0	6	25
December 4, 2025	Thursday	43	1,904,172	0.34%	0	4	4	35
December 5, 2025	Friday	43	6,426,355	1.15%	10	4	2	27
December 6, 2025	Saturday	11	796,242	0.14%	0	0	1	10
December 7, 2025	Sunday	22	11,041,717	1.97%	0	0	7	15
December 8, 2025	Monday	63	16,550,394	2.96%	3	0	7	53
December 9, 2025	Tuesday	49	3,665,510	0.65%	18	4	7	20
December 10, 2025	Wednesday	9	838,429	0.15%	3	0	0	6
December 11, 2025	Thursday	20	1,971,145	0.35%	3	1	8	8
December 12, 2025	Friday	17	6,400,269	1.14%	4	1	0	12
December 13, 2025	Saturday	8	3,310,424	0.59%	1	1	0	6
December 14, 2025	Sunday	7	1,744,257	0.31%	2	1	1	3
December 15, 2025	Monday	15	404,211	0.07%	1	1	0	13
December 16, 2025	Tuesday	15	1,574,447	0.28%	4	1	9	1
December 17, 2025	Wednesday	33	6,474,817	1.16%	2	1	15	15
December 18, 2025	Thursday	4	214,854	0.04%	1	0	3	0
December 19, 2025	Friday	28	46,128,980	8.24%	2	0	10	16
December 20, 2025	Saturday	1	20,000	0.00%	0	1	0	0
December 21, 2025	Sunday	5	105,136,218	18.78%	0	0	1	4
December 22, 2025	Monday	15	105,703,622	18.89%	4	0	3	8
December 23, 2025	Tuesday	41	4,271,338	0.76%	6	2	18	15
December 24, 2025	Wednesday	25	59,051,926	10.55%	7	1	1	16
December 25, 2025	Thursday	1	47,143	0.01%	1	0	0	0
December 26, 2025	Friday	7	8,278,883	1.48%	1	2	0	4
December 27, 2025	Saturday	5	2,955,667	0.53%	1	1	0	3
December 28, 2025	Sunday	10	746,750	0.13%	1	4	3	2
December 29, 2025	Monday	57	11,178,607	2.00%	3	28	4	22
December 30, 2025	Tuesday	41	7,556,583	1.35%	4	5	0	32
December 31, 2025	Wednesday	72	60,387,781	10.79%	7	1	3	61
		735	559,692,383		98	66	124	447



Sentiment Definitions
Positive: an analysis of media coverage that indicates the content is positive or supportive of RTD's services, decisions, operations, etc.
Neutral: an analysis of media coverage that indicates a low-emotion item or content that is balanced, with positive and negative values canceling each other out
Negative: an analysis of media coverage that indicates the content is negative or critical of RTD's services, decisions, operations, etc.
Mixed: an analysis of media coverage that contains both positive and negative opinions, making it difficult to categorize the article as strictly positive, negative, or neutral

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	33
November	37	16	19
December	20	12	13
TOTAL	354	291	301

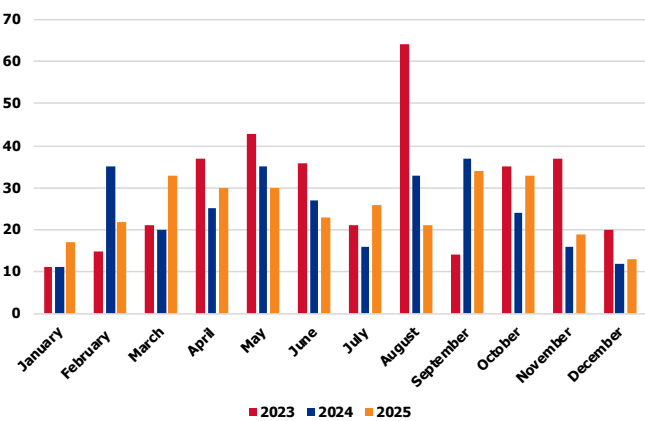
Number of People Engaged

	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	4,552
November	3,022	2,473	1,662
December	2,376	396	1,091
TOTAL	29,231	39,249	31,875

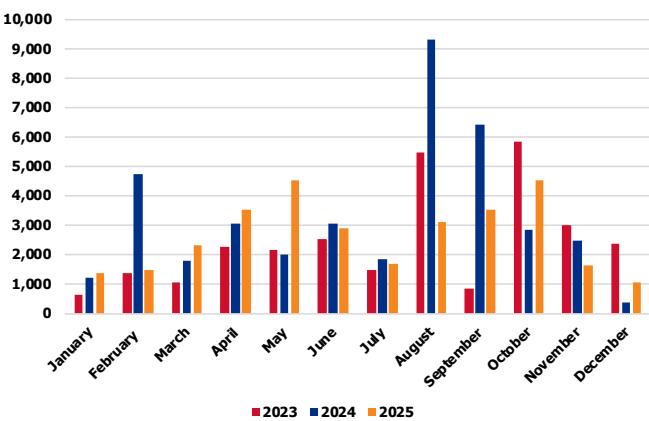
People Engaged per Event (Average)

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	137.9	141.1
81.7	154.6	87.5	107.9
118.8	33.0	83.9	78.6
81	126	104	103.5

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	5	0	0	1	1	0	0	1	0	1	1	0	0
Aurora	21	24	0	3	2	2	4	0	1	1	3	5	3	0
Boulder	11	19	0	1	4	0	0	8	2	1	2	1	0	0
Broomfield	2	2	0	0	0	0	1	0	0	0	1		0	0
Brighton	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Centennial	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Commerce City	3	2	0	1	0	0	0	0	0	0	1	0	0	0
Denver	169	178	13	10	13	22	18	10	16	18	19	17	13	9
Edgewater	1	2	0	0	0	0	0	0	0	0	1	0	0	1
Englewood	6	8	1	1	0	1	0	1	1	0	0	2	1	0
Golden	5	1	0	0	0	0	0	0	0	0	1	0	0	0
Greenwood Village	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Highlands Ranch	3	1	0	1	0	0	0	0	0	0	0	0	0	0
Lakewood	6	12	0	1	3	0	3	2	1	1	0	1	0	0
Littleton	2	5	0	0	1	0	0	1	0	0	1	1	0	1
Lone Tree	7	3	0	0	1	1	0	0	0	0	0	1	0	0
Longmont	2	1	0	0	1	0	0	0	0	0	0	0	0	0
Louisville	1	1	0	0	0	0	1	0	0	0	0	0	0	0
Northglenn	2	5	0	0	1	1	0	0	0	0	0	1	1	1
Parker	0	1	0	0	0	0	0	0	0	0	1	0	0	0
Sheridan	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Thornton	5	1	0	0	1	0	0	0	0	0	0	0	0	0
Westminster	1	3	1	0	1	0	0	0	1	0	0	0	0	0
Wheat Ridge	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Virtual/Other	32	26	2	4	4	2	3	1	3	0	3	2	1	1
TOTAL	291	301	17	22	33	30	30	23	26	21	34	33	19	13

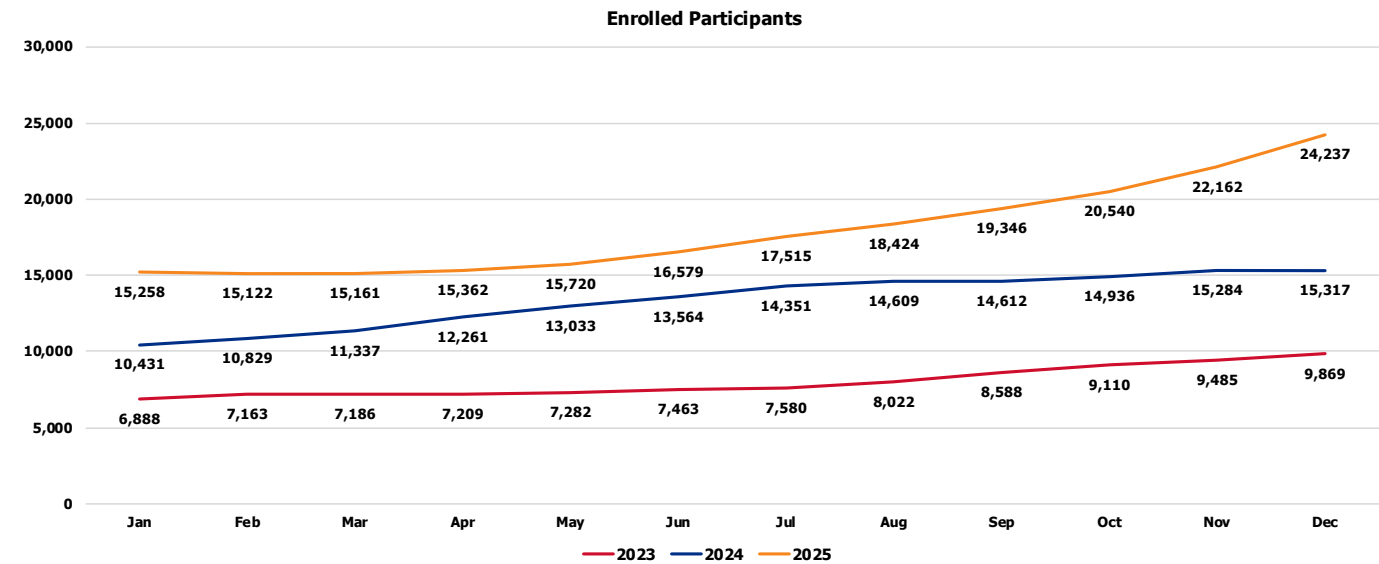
CUSTOMER AND COMMUNITY OUTREACH

Community Engagement Events

Event Date	Event	Role	Location	Zip Code	Engaged
December 1, 2025	2025 RPGMA Winter Conference & Advance Colorado Procurement Expo	Booth/Table	Northglenn	80233	120
December 3, 2025	Virtual Presentation: Access-a-Ride and Access-on-Demand Overview	Presentation	Denver		15
December 3, 2025	Colorado Black Equity Study Reception	General Attendee	Denver	80202	104
December 4, 2025	Windsor Gardens Seniors Resource Fair	Booth/Table	Denver	80247	46
December 4, 2025	Small Business Round Table Networking Happy Hour	Round Table Discussion	Edgewater	80214	25
December 6, 2025	Parade of Lights	General Attendee	Denver	80204	
December 8, 2025	DPS Multi Agency Certification Workshop	Presentation	Denver	80223	20
December 9, 2025	DTO SBE Luncheon	General Attendee	Denver	80216	80
December 9, 2025	COMTO and WTS Holiday Celebration	General Attendee	Denver	80203	150
December 10, 2025	HCC's Holiday Social & Cake Auction	Booth/Table	Denver	80211	100
December 11, 2025	Tamarac Optimist Club How to Ride Presentation	Presentation	Cherry Hills Village	80113	40
December 13, 2025	Hiawatha Davis Luncheon	Booth/Table	Denver	80207	75
December 13, 2025	Visits with Santa Claus	Booth/Table	Littleton	80120	316

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	2,749	3,024	3,049	33,932
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	2,652	2,958	3,036	24,195
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	20,540	22,162	24,237	



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	39,683	34,804	37,993	461,890

		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	:23	:22	:22

		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	3:15	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	6,793	5,567	6,179	76,468

		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	1,582	1,384	1,571	18,410

		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	1,426	1,105	1,103	18,273

		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	1,421	1,093	1,100	18,143

CUSTOMER CARE
Customer Support by Case Category

		Fixed Route and FlexRide												TOTAL
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
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	1,406	1,217	1,384	15,951
Service Delivery	2024	2,268												2,268
	2025	182	167	180	189	195	180	190	182	214	196	131	166	2,172
Commendation	2024	1,828												1,828
	2025	148	169	208	126	168	126	145	157	163	156	134	185	1,885
Lost and Found	2024	4,151												4,151
	2025	341	315	348	345	359	320	336	405	374	401	326	350	4,220
Public Facilities	2024	1,017												18,709
	2025	72	67	78	81	73	72	89	101	97	61	61	58	910
Inquiry/Request	2024	7,376												18,709
	2025	556	469	479	755	631	497	430	621	470	497	437	485	6,327

		Paratransit												TOTAL
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Customer Experience	2024	1,964												1,964
	2025	145	108	145	119	151	129	178	152	185	193	134	167	1,806
Service Delivery	2024	985												985
	2025	97	53	55	66	76	73	71	73	83	96	71	75	889
Commendation	2024	920												920
	2025	93	85	73	61	80	65	76	72	60	67	49	73	854
QRyde/ Software Issue	2024	64												64
	2025	10	3	4	9	8	23	6	9	8	24	8	6	118

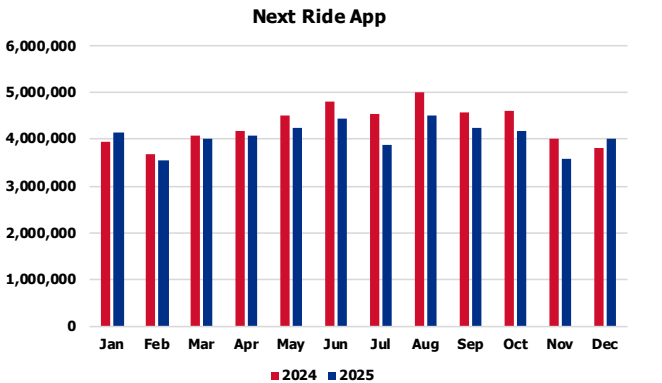
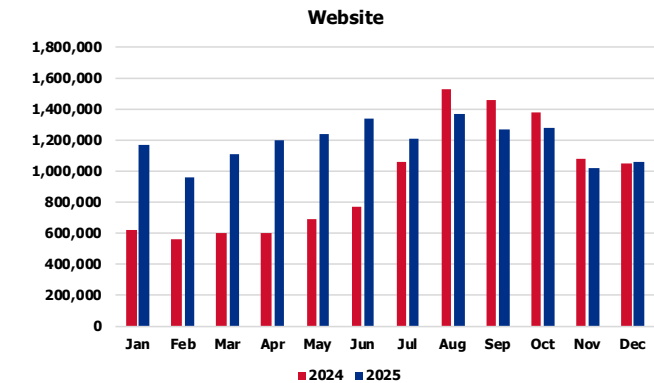
		Customer Cases												TOTAL
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Cases Researched	2024	9,554												9,554
	2025	718	652	713	647	635	699	628	712	706	716	586	651	8,063
Video Playbacks Reviewed	2024	863												863
	2025	69	93	94	83	77	82	76	93	76	111	63	80	997
Average Days to Resolve	2024	6.90												6.90
	2025	4.25	5.26	5.12	5.51	5.23	5.12	5.12	5.02	5.00	5.04	5.05	5.01	5.06

		Tap-n-Ride: December 2025												
		Dec 01	Dec 02	Dec 03	Dec 04	Dec 05	Dec 06	Dec 07	Dec 08	Dec 09	Dec 10	Dec 11	Dec 12	Dec 13
Fare Purchased*	Taps (#)	128	152	189	195	232	283	230	222	219	278	226	296	326
Fare Purchased*	Taps (\$)	\$ 709.50	\$ 786.50	\$ 931.00	\$ 849.50	\$ 1,028.30	\$ 1,170.00	\$ 907.75	\$ 1,045.25	\$ 972.20	\$ 1,335.00	\$ 1,025.25	\$ 1,351.75	\$ 1,434.95
		Dec 14	Dec 15	Dec 16	Dec 17	Dec 18	Dec 19	Dec 20	Dec 21	Dec 22	Dec 23	Dec 24	Dec 25	Dec 26
Fare Purchased*	Taps (#)	349	426	272	257	265	341	345	375	480	357	367	270	141
Fare Purchased*	Taps (\$)	\$ 1,624.00	\$ 1,788.50	\$ 1,304.50	\$ 1,105.25	\$ 1,212.25	\$ 1,475.00	\$ 1,526.95	\$ 1,718.25	\$ 1,991.75	\$ 1,605.10	\$ 1,763.00	\$ 1,374.35	\$ 777.00
		Dec 27	Dec 28	Dec 29	Dec 30	Dec 31								
Fare Purchased*	Taps (#)	308	305	294	374	421								
Fare Purchased*	Taps (\$)	\$ 1,546.35	\$ 1,422.60	\$ 1,584.75	\$ 1,996.25	\$ 2,261.45								
		December 2025												
		TOTAL (#) 8,923												
		TOTAL (\$) \$41,624.25												
		DAILY AVERAGE = 288												

*The system calculates taps at the end of a service day, so the values attributed to a date include all taps that occurred after midnight.

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	1,275,360	1,015,666	1,060,417	14,225,008
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	4,174,273	3,593,151	4,027,580	48,873,542



		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	222,810	120,083	112,354	1,600,876
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	60,457	64,912	64,166	782,416
% 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%	78.7%	64.9%	63.6%	

		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	153,069	201,666	216,984	2,513,669
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	78,229	52,344	58,943	761,782
% 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%	66.2%	79.4%	78.6%	

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	23,467	15,945	15,138	276,320
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	2,578	2,087	2,207	35,054
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	710	140	117	2,765
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	1,078	1,040	1,520	10,882
Korean	2024	-	-	-	-	-	-	-	-	-	-	440	972	1,412
	2025	1,263	934	2,806	1,892	2,114	1,467	1,456	1,553	1,126	1,890	1,821	1,651	19,973
French	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	1,770	2,483	2,426	2,968	3,006	1,905	2,860	1,367	1,346	20,131
Somali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	4	2	8	6	16	20	334	8	6	404
Nepali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	4	8	13	1	19	29	322	10	6	412
Amharic	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	30	104	115	70	72	409	738	12	43	1,593

		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	8,958	8,973	12,365	134,823
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	609	631	1,018	13,294
Vietnamese	2024	-	-	17	351	122	253	112	153	548	778	426	365	3,125
	2025	154	251	183	149	114	177	332	125	85	97	69	146	1,882
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	865	1,713	2,868	18,265
Korean	2024	-	-	-	-	-	-	-	-	-	-	82	173	255
	2025	265	475	694	848	495	1,036	376	354	275	285	1,100	2,175	8,378
French	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	507	524	570	497	723	533	524	413	526	4,817
Somali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	90	211	66	69	112	271	165	281	207	1,472
Nepali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	55	448	727	975	794	623	194	289	259	4,364
Amharic	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	65	4	258	99	132	234	90	55	67	1,004

WEBSITE AND NEXT RIDE APP

Features and Page Views

		Website												TOTAL
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
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	1,010	866	882	11,676
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	16,911	14,393	15,452	203,504
Board of Directors	2024	3,011	2,399	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	5,654	3,920	3,953	66,004
Budget	2024	-	-	-	-	-	-	-	-	-	278	1,473	761	2,512
	2025	399	273	258	312	289	252	337	340	453	1,203	493	744	5,353
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	2,757	2,151	3,044	26,932
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	158	140	178	2,326
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	7,539	6,222	2,546	57,606
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	262	180	173	63,350
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	97	93	54	7,862
Train Horns	2024	-	-	-	-	-	-	-	790	234	132	376	225	1,757
	2025	75	106	74	70	109	119	185	142	281	106	100	185	1,552
Paratransit Peer Review	2024	-	-	-	-	-	-	-	-	3,897	4,358	383	1,379	10,017
	2025	543	536	176	184	173	413	622	523	461	454	88	118	4,291
Personal Safety	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	1,272	827	469	410	458	3,471	463	3,019	278	343	11,010
Yale Street Bridge Repairs Overview	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	-	-	-	-	-	-	-	-	457	457
FlexRide	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	24,260	21,613	20716	13,394	15,665	13,945	13,434	10,792	10,170	143,989
Public Information Dashboard	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	-	-	-	-	-	-	-	12	582	594
Finishing FasTracks	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	-	-	-	-	-	1,801	3,407	1,122	683	7,013

		Next Ride App												TOTAL
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
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	996,857	880,367	578,526	13,879,214
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	336,172	299,489	327,722	4,025,263
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	15,348	12,399	12,965	159,074
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	213,289	193,584	215,393	2,428,166
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	127,132	131,987	126,017	1,549,998
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	73,800	59,741	33,802	829,118
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	45,969	36,768	50,123	526,823

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	79	49	44	1,169
Facebook	2024	537												537
	2025	44	43	99	64	58	63	60	63	57	71	61	68	751
Instagram	2024	649												649
	2025	55	47	82	65	64	73	76	77	77	91	85	99	891
LinkedIn	2024	438												438
	2025	44	40	38	53	51	54	54	56	61	70	63	66	650
YouTube	2024	72												72
	2025	19	12	9	5	3	4	13	28	18	17	15	13	156

		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	48,155	36,354	38,978	825,143
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	3,116,831	927,838	273,673	19,517,881
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	809,149	492,953	258,252	5,885,352
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	50,805	56,609	47,878	506,712

		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	1,191	882	1,199	18,427
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	8,738	9,059	5,791	79,469
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	3,457	4,227	3,453	40,291
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	2,515	3,012	3,710	41,118
YouTube	2024	7,674												7,674
	2025	353	404	539	473	453	424	485	581	624	790	709	590	6,425

		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	-20	-271	-65	-345
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	130	105	117	1,316
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	199	223	202	2,516
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	186	181	231	2,402
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	118	131	106	950

		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	34,177		76,976	31,863	36,518	18,427	2.4%	2.2%	1,513,473	825,143
Facebook				886,252	661,652	59,529	79,472	0.4%	0.4%	15,459,026	19,517,881
Instagram				249,517	345,623	29,465	40,291	0.9%	0.8%	3,223,303	5,885,352
LinkedIn				51,305	67,260	32,885	41,118	9.7%	8.1%	341,707	506,712
YouTube				3,476,447	5,364,123	7,674	6,425	-	-	-	-

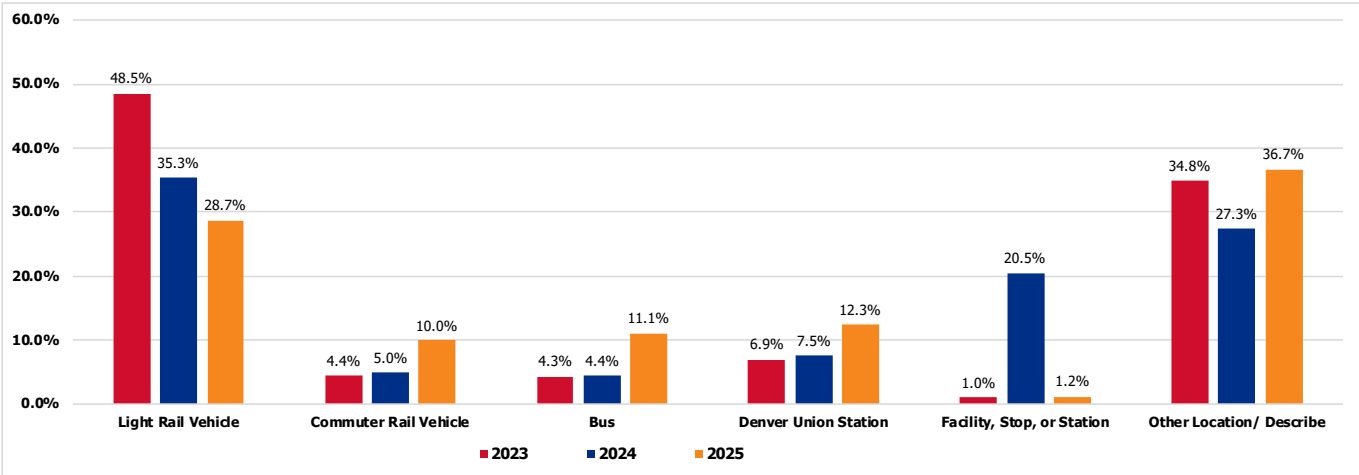
*Year-to-date metric

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	47	53	43	803
Safety 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	25	11	14	284
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	41	30	37	377
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	22	14	14	261
Solicitation/ Aggressive 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	3	2	0	27
Property Crimes: 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	3	3	6	41
ADA Assistance 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	0	1	3	18
Electric Bike/ Scooter 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	1	0	1	12
Elevator/ Escalator 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	3	1	8	85
Indecent 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	2	6	1	36
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	13	10	22	155
Property Crimes: 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	3	1	4	36
Sexual Assault: 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	1	0	0	7
Sexual Harassment: 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	2	1	1	16
Suspicious Activity: 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	6	3	2	47
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	1	5	3	47
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	70	55	66	868
		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	243	196	225	3,120

PERSONAL SAFETY AND SECURITY
Transit Watch Mobile Application

		Transit Watch: Incident Location												
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Light Rail Vehicle	2023	308	305	290	218	187	137	128	184	160	164	183	227	2,491
	2024	214	294	248	172	162	76	89	80	46	86	87	73	1,627
	2025	101	66	105	107	79	69	85	54	66	65	36	62	895
Commuter Rail Vehicle	2023	16	13	16	13	15	13	21	27	19	20	22	32	227
	2024	22	12	19	26	18	17	13	17	17	21	26	20	228
	2025	24	18	16	34	31	27	31	27	29	27	22	27	313
Bus	2023	18	14	26	16	22	16	20	21	14	18	16	19	220
	2024	20	27	16	10	11	8	16	14	17	15	30	19	203
	2025	26	18	32	32	39	19	26	20	26	36	33	39	346
Denver Union Station	2023	18	21	32	29	42	32	29	40	36	27	29	20	355
	2024	21	26	28	30	28	36	39	44	23	23	23	25	346
	2025	33	18	29	28	35	41	65	46	26	27	16	21	385
Facility, Stop, or Station	2023	4	7	7	3	7	3	2	4	1	6	7	2	53
	2024	14	5	6	138	243	137	125	129	81	54	5	6	943
	2025	1	4	2	8	3	5	3	3	0	2	1	5	37
Other Location/Describe	2023	137	107	171	120	119	95	149	164	187	172	171	196	1,788
	2024	124	177	204	109	128	77	69	57	69	77	86	80	1,257
	2025	49	78	130	140	111	99	91	97	104	86	88	71	1,144
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	243	196	225	3,120



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	41,327
	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	45,847
	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	43,103
	2025	2,774	2,511	3,122	3,077	3,058	2,862	2,939	2,801	2,743	2,907	2,743	2,839	34,376
Denver Union Station	2022	1,933	1,603	1,357	1,314	993	842	712	778	766	638	748	833	12,517
	2023	948	781	850	626	620	578	609	685	643	770	724	776	8,610
	2024	850	827	858	748	679	660	575	601	562	739	827	766	8,692
	2025	741	623	763	747	686	594	638	550	570	678	668	767	8,025

		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	113.0
	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	125.3
	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	117.9
	2025	89.5	86.6	100.7	102.6	98.6	95.4	94.8	90.4	91.4	93.8	91.4	91.6	93.9
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	34.3
	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	23.5
	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	23.8
	2025	23.9	21.5	24.6	24.9	22.1	19.8	20.6	17.7	19.0	21.9	22.3	24.7	21.9

Year-Over-Year Comparisons: Systemwide

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%	-17.2%
2025 v. 2022	-26.5%	-24.2%	-8.8%	-14.1%	-8.1%	-9.7%	-7.3%	-10.1%	-20.3%	-18.5%	-30.3%	-19.2%
2025 v. 2024	-34.0%	-43.7%	-28.1%	-29.5%	-28.0%	-14.7%	-12.2%	-11.1%	2.6%	-6.2%	-6.7%	-2.5%

Year-Over-Year Comparisons: Denver Union Station

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%	-8.0%
2025 v. 2022	-61.7%	-61.1%	-43.8%	-43.2%	-30.9%	-29.5%	-10.4%	-29.3%	-25.6%	6.3%	-10.7%	-7.9%
2025 v. 2024	-12.8%	-24.7%	-11.1%	-0.1%	1.0%	-10.0%	11.0%	-8.5%	1.4%	-8.3%	-19.2%	0.1%

Incident Rate per Customer Boarding*

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
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	1,503
	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	1,436
	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	1,559
	2025	1,797	1,882	1,709	1,796	1,776	1,866	1,814	2,069	2,142	2,208	*	**	1,872

*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
Security-Related Calls for Service	2,774	2,511	3,122	3,077	3,058	2,862	2,939	2,801	2,743	2,907	2,743	2,839
Calls for Service: Year-Over-Year Comparison	-34.0%	-43.7%	-28.1%	-29.5%	-28.0%	-14.7%	-12.2%	-11.1%	2.6%	-6.2%	-6.7%	-2.5%
Systemwide Boardings	4,985,000	4,726,000	5,336,000	5,526,000	5,430,000	5,340,000	5,331,000	5,795,000	5,875,000	6,056,000	*	**
Calls for Service per Customer Boarding	1,797	1,882	1,709	1,796	1,776	1,866	1,814	2,069	2,142	2,208	*	**
Transit Watch App Incident Reports	234	202	314	349	298	260	301	247	251	243	196	225
Rail Proof-of-Payment Checks	317,264	377,169	380,947	404,566	398,980	381,026	439,961	471,771	464,465	460,029	439,707	448,793
Rail Proof-of-Payment Checks: Individuals without Fare	-	-	-	-	24,125	20,091	21,835	24,402	21,248	20,548	19,010	18,207
Rail Proof-of-Payment Checks: Violator Rate	-	-	-	-	6.05%	5.27%	4.96%	5.17%	4.57%	4.47%	4.32%	4.06%
Criminal Incident Reports	143	134	144	90	112	110	82	111	84	98	86	113
Arrests	50	48	59	56	74	50	66	100	64	72	61	88
Customer Reports of Illicit Drug Activity via Transit Watch App	76	56	99	101	83	66	64	60	55	47	53	43
Customer Reports of Illicit Drug Activity: Year-Over-Year Comparison	-67.7%	-81.9%	-69.0%	-60.1%	-72.9%	-55.1%	-52.2%	-54.5%	-28.6%	-37.3%	-34.6%	-21.8%

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

Glossary of Terms

Security-Related Calls for Service: Total number of security-related telephone calls and text messages to the RTD Police Department Dispatch Center, as well as radio communications and all incidents reported using the Transit Watch mobile application.

Systemwide Boardings: Total number of customer boardings (i.e., ridership) across all modes of transportation, including bus, light rail, commuter rail, and paratransit services. Ridership numbers are publicly available approximately six weeks after the last day of a month.

Security-Related Calls for Service per Customer Boardings: A comparison of the total number of security-related calls for service and customer boardings.

Transit Watch App Incident Reports: Total number of incidents reported by customers via RTD's Transit Watch mobile application. RTD actively encourages customers to use the app, which is available in English and Spanish, to anonymously or discreetly report any suspicious activities, safety concerns, or other non-emergency issues with Transit Police dispatchers.

Rail Proof-of-Payment Checks: Total number of contacts made by security personnel to verify individuals have valid fare on light rail or commuter rail vehicles. Fare checks include scanning mobile passes and inspecting paper fare media to ensure it is valid.

Rail Proof-of-Payment Checks Violator Rate: A percentage of the total number of individuals without valid fare.

Criminal Incident Reports: Total number of unlawful events or activities that result in RTD-PD completing a criminal report. These reports include offenses such as theft, assault, vandalism, drug-related activity, and other violations of criminal law and arrests.

Arrests: Total number of individuals taken into custody by RTD-PD in connection with a criminal incident report.