



CUSTOMER AND COMMUNITY Engagement Report



February 2026

Customer and Community Engagement Report

UPDATED:
March 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 |
| | 2026 | 48 | 41 | | | | | | | | | | | 89 |
| | AVERAGE | 34.5 | 37.5 | 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 |
| | 2026 | 18 | 13 | | | | | | | | | | | 31 |
| | AVERAGE | 16.3 | 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 |
| | 2026 | 6 | 0 | | | | | | | | | | | 6 |
| | AVERAGE | 4.0 | 2.0 | 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 |
| | 2026 | 6 | 2 | | | | | | | | | | | 8 |
| | AVERAGE | 6.3 | 8.0 | 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 |
| | 2026 | 6 | 2 | | | | | | | | | | | 8 |
| | AVERAGE | 2.0 | 2.8 | 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 |
| | 2026 | 35 | 36 | | | | | | | | | | | 71 |
| | AVERAGE | 18.5 | 27.0 | 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 |
| | 2026 | 16 | 10 | | | | | | | | | | | 26 |
| | AVERAGE | 11.0 | 12.0 | 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 |
| | 2026 | 0 | 3 | | | | | | | | | | | 3 |

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 |
| | 2026 | 6 | 2 | | | | | | | | | | | 8 |

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 |
| | 2026 | 8 | 7 | | | | | | | | | | | 15 |

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 |
| | 2026 | 11 | 5 | | | | | | | | | | | 16 |

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 |
| | 2026 | 0 | 1 | | | | | | | | | | | 1 |

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 |
| | 2026 | 4 | 3 | | | | | | | | | | | 7 |

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

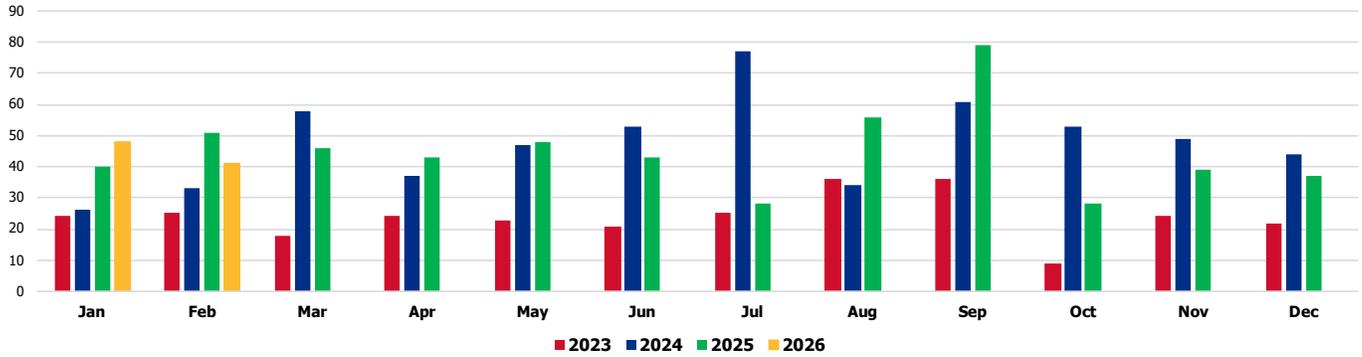
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
|---------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Miscellaneous | 2023 | 13 | 11 | 7 | 14 | 13 | 7 | 11 | 20 | 25 | 8 | 18 | 8 | 155 |
| | 2024 | 20 | 22 | 25 | 24 | 30 | 36 | 58 | 26 | 43 | 32 | 40 | 30 | 386 |
| | 2025 | 6 | 39 | 40 | 28 | 35 | 16 | 21 | 13 | 12 | 9 | 5 | 12 | 236 |
| | 2026 | 15 | 20 | | | | | | | | | | | 35 |

Miscellaneous: all other inquiries

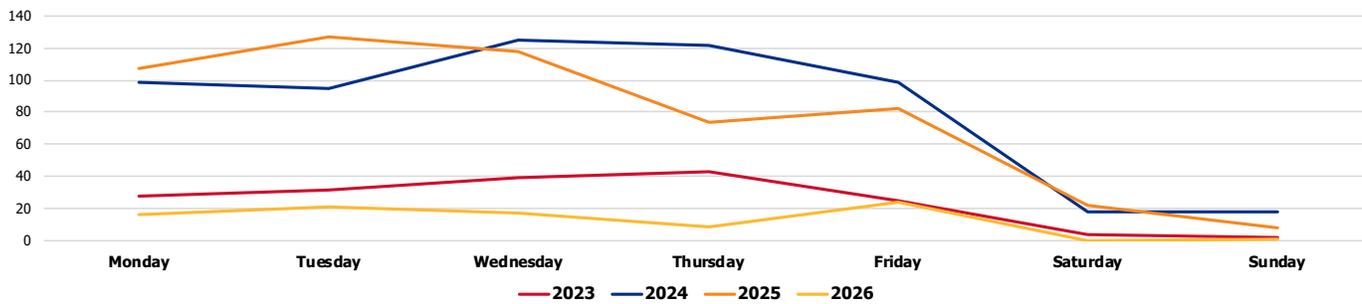
NOTES: reflects topics related to all news inquiries received; prior to 2025, the monthly totals also included media events and news releases

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 |
| | 2026 | 48 | 41 | | | | | | | | | | | 89 |

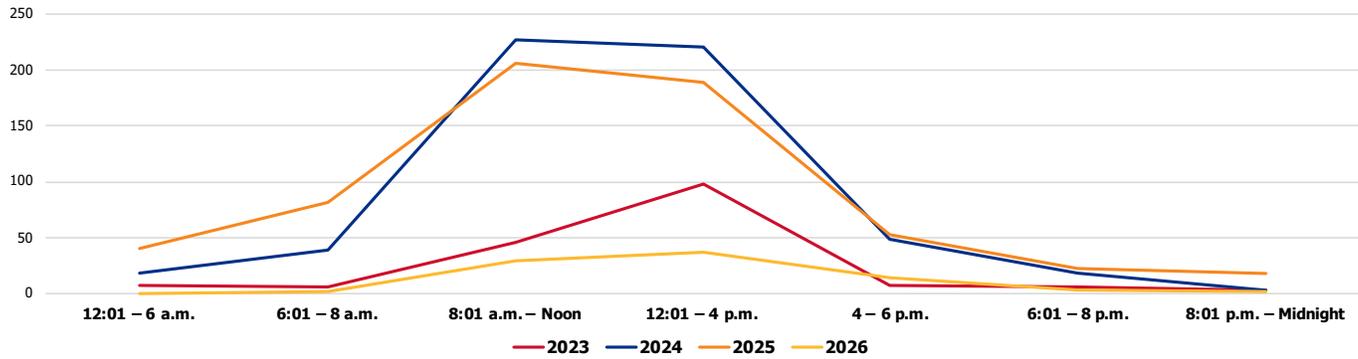


| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
|-----------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Monday | 2023 | | | | | | 28 | | | | | | | 28 |
| | 2024 | | | | | | 99 | | | | | | | 99 |
| | 2025 | 7 | 5 | 3 | 10 | 8 | 8 | 6 | 19 | 17 | 5 | 7 | 12 | 107 |
| | 2026 | 6 | 10 | | | | | | | | | | | 16 |
| Tuesday | 2023 | | | | | | 32 | | | | | | | 32 |
| | 2024 | | | | | | 95 | | | | | | | 95 |
| | 2025 | 14 | 10 | 16 | 9 | 15 | 11 | 7 | 8 | 15 | 3 | 9 | 10 | 127 |
| | 2026 | 14 | 7 | | | | | | | | | | | 21 |
| Wednesday | 2023 | | | | | | 39 | | | | | | | 39 |
| | 2024 | | | | | | 125 | | | | | | | 125 |
| | 2025 | 4 | 18 | 6 | 11 | 6 | 12 | 9 | 11 | 14 | 9 | 9 | 9 | 118 |
| | 2026 | 9 | 8 | | | | | | | | | | | 17 |
| Thursday | 2023 | | | | | | 43 | | | | | | | 43 |
| | 2024 | | | | | | 122 | | | | | | | 122 |
| | 2025 | 11 | 6 | 12 | 4 | 6 | 4 | 1 | 8 | 8 | 7 | 6 | 1 | 74 |
| | 2026 | 6 | 3 | | | | | | | | | | | 9 |
| Friday | 2023 | | | | | | 25 | | | | | | | 25 |
| | 2024 | | | | | | 99 | | | | | | | 99 |
| | 2025 | 4 | 5 | 7 | 8 | 13 | 4 | 5 | 8 | 18 | 3 | 4 | 3 | 82 |
| | 2026 | 12 | 12 | | | | | | | | | | | 24 |
| Saturday | 2023 | | | | | | 4 | | | | | | | 4 |
| | 2024 | | | | | | 18 | | | | | | | 18 |
| | 2025 | 0 | 6 | 0 | 1 | 0 | 4 | 0 | 2 | 6 | 0 | 2 | 1 | 22 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| Sunday | 2023 | | | | | | 2 | | | | | | | 2 |
| | 2024 | | | | | | 18 | | | | | | | 18 |
| | 2025 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 8 |
| | 2026 | 1 | 0 | | | | | | | | | | | 1 |



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 | |
| | 2026 | 0 | 0 | | | | | | | | | | | | |
| 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 | |
| | 2026 | 0 | 2 | | | | | | | | | | | | |
| 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 | |
| | 2026 | 19 | 11 | | | | | | | | | | | | |
| 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 | |
| | 2026 | 15 | 22 | | | | | | | | | | | | |
| 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 | |
| | 2026 | 10 | 4 | | | | | | | | | | | | |
| 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 | |
| | 2026 | 3 | 0 | | | | | | | | | | | | |
| 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 | |
| | 2026 | 1 | 1 | | | | | | | | | | | | |



MEDIA RELATIONS
News Inquiries: Media Organization

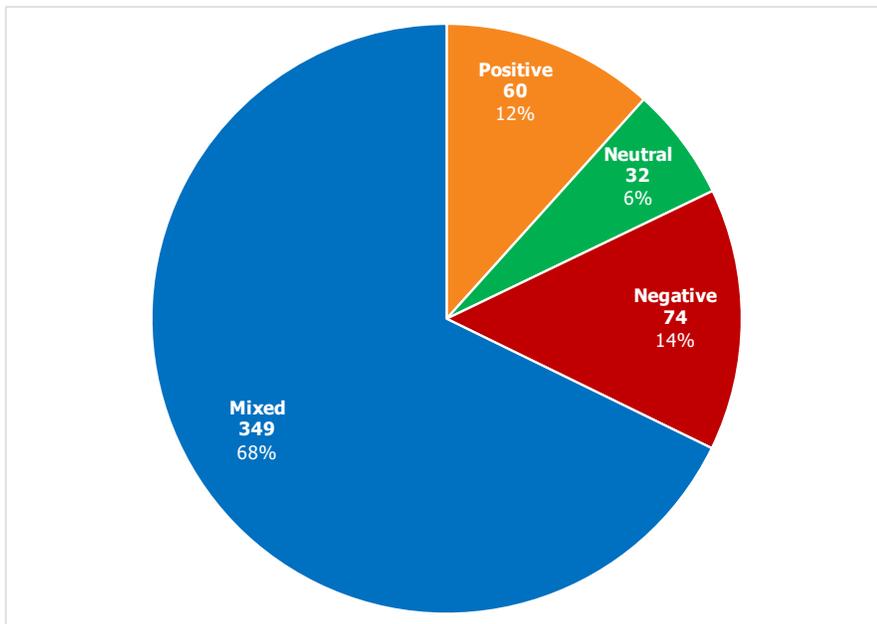
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
|--------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 9News | 2023 | 2 | 2 | 3 | 4 | 2 | 2 | 3 | 3 | 5 | 1 | 2 | 2 | 31 |
| | 2024 | 3 | 8 | 10 | 7 | 9 | 7 | 14 | 2 | 8 | 5 | 6 | 4 | 83 |
| | 2025 | 7 | 10 | 3 | 11 | 10 | 4 | 2 | 2 | 10 | 4 | 7 | 7 | 77 |
| | 2026 | 4 | 2 | | | | | | | | | | | 6 |
| 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 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| 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 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| Boulder Reporting Lab | 2023 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 2024 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| | 2025 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | 2026 | 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 | 0 | 0 | 0 | 3 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| 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 |
| | 2026 | 4 | 2 | | | | | | | | | | | 6 |
| 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 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| CPR/Denverite | 2023 | 2 | 0 | 1 | 2 | 1 | 1 | 4 | 3 | 3 | 2 | 6 | 4 | 29 |
| | 2024 | 1 | 0 | 2 | 3 | 7 | 11 | 6 | 3 | 9 | 5 | 12 | 7 | 66 |
| | 2025 | 11 | 9 | 4 | 1 | 3 | 0 | 2 | 3 | 3 | 2 | 2 | 2 | 42 |
| | 2026 | 2 | 7 | | | | | | | | | | | 9 |
| 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 |
| | 2026 | 1 | 0 | | | | | | | | | | | 1 |
| 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 |
| | 2026 | 2 | 0 | | | | | | | | | | | 2 |
| 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 |
| | 2026 | 6 | 12 | | | | | | | | | | | 18 |
| 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 |
| | 2026 | 10 | 7 | | | | | | | | | | | 17 |
| 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 |
| | 2026 | 6 | 3 | | | | | | | | | | | 9 |
| 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 |
| | 2026 | 2 | 0 | | | | | | | | | | | 2 |
| Longmont Times-Call | 2023 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | 2024 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 4 |
| | 2025 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |

MEDIA RELATIONS
News Inquiries: Media Organization

| | | | | | | | | | | | | | | |
|-------------------------|-------------|---|---|---|---|---|---|---|----|----|---|---|---|-----------|
| 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 |
| | 2026 | 2 | 1 | | | | | | | | | | | 3 |
| 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 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| Univision | 2023 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 5 |
| | 2024 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 5 |
| | 2025 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| | 2026 | 1 | 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 |
| | 2026 | 0 | 2 | | | | | | | | | | | 2 |
| Other | 2023 | 1 | 6 | 2 | 3 | 1 | 1 | 2 | 8 | 2 | 3 | 4 | 0 | 33 |
| | 2024 | 2 | 3 | 4 | 7 | 5 | 5 | 6 | 13 | 10 | 5 | 8 | 4 | 72 |
| | 2025 | 7 | 6 | 8 | 4 | 4 | 2 | 1 | 5 | 10 | 3 | 2 | 1 | 53 |
| | 2026 | 7 | 5 | | | | | | | | | | | 12 |

MEDIA RELATIONS Earned Media: Daily Overview

| Date | Weekday | Volume | Impressions | | Sentiment | | | |
|-------------------|-----------|------------|--------------------|---------|-----------|-----------|-----------|------------|
| | | | Potential | % Total | Positive | Neutral | Negative | Mixed |
| February 1, 2026 | Sunday | 14 | 53,998,094 | 7.60% | 4 | 0 | 4 | 6 |
| February 2, 2026 | Monday | 17 | 647,933 | 0.09% | 1 | 1 | 6 | 9 |
| February 3, 2026 | Tuesday | 20 | 11,150,706 | 1.57% | 6 | 0 | 3 | 11 |
| February 4, 2026 | Wednesday | 34 | 54,114,018 | 7.62% | 6 | 1 | 3 | 24 |
| February 5, 2026 | Thursday | 20 | 587,529 | 0.08% | 3 | 3 | 0 | 14 |
| February 6, 2026 | Friday | 14 | 847,861 | 0.12% | 4 | 1 | 1 | 8 |
| February 7, 2026 | Saturday | 2 | 18,723 | 0.00% | 0 | 0 | 0 | 2 |
| February 8, 2026 | Sunday | 2 | 105,037,995 | 14.79% | 0 | 0 | 2 | 0 |
| February 9, 2026 | Monday | 57 | 12,158,018 | 1.71% | 1 | 1 | 5 | 50 |
| February 10, 2026 | Tuesday | 35 | 54,639,611 | 7.69% | 1 | 0 | 9 | 25 |
| February 11, 2026 | Wednesday | 20 | 3,518,481 | 0.50% | 1 | 1 | 2 | 16 |
| February 12, 2026 | Thursday | 15 | 778,656 | 0.11% | 2 | 0 | 2 | 11 |
| February 13, 2026 | Friday | 68 | 35,963,767 | 5.06% | 3 | 9 | 5 | 51 |
| February 14, 2026 | Saturday | 27 | 105,606,682 | 14.87% | 2 | 0 | 2 | 23 |
| February 15, 2026 | Sunday | 23 | 105,213,646 | 14.81% | 0 | 0 | 3 | 20 |
| February 16, 2026 | Monday | 43 | 126,503,851 | 17.81% | 0 | 3 | 14 | 26 |
| February 17, 2026 | Tuesday | 19 | 609,755 | 0.09% | 0 | 1 | 5 | 13 |
| February 18, 2026 | Wednesday | 5 | 2,655,213 | 0.37% | 3 | 1 | 1 | 0 |
| February 19, 2026 | Thursday | 10 | 1,466,737 | 0.21% | 3 | 1 | 2 | 4 |
| February 20, 2026 | Friday | 13 | 11,744,681 | 1.65% | 1 | 1 | 0 | 11 |
| February 21, 2026 | Saturday | 4 | 126,409 | 0.02% | 0 | 1 | 1 | 2 |
| February 22, 2026 | Sunday | 8 | 2,150,019 | 0.30% | 2 | 1 | 0 | 5 |
| February 23, 2026 | Monday | 6 | 55,664 | 0.01% | 3 | 0 | 1 | 2 |
| February 24, 2026 | Tuesday | 7 | 177,759 | 0.03% | 3 | 2 | 0 | 2 |
| February 25, 2026 | Wednesday | 5 | 717,590 | 0.10% | 1 | 0 | 0 | 4 |
| February 26, 2026 | Thursday | 8 | 11,054,518 | 1.56% | 5 | 2 | 0 | 1 |
| February 27, 2026 | Friday | 14 | 4,025,570 | 0.57% | 4 | 1 | 2 | 7 |
| February 28, 2026 | Saturday | 5 | 4,651,957 | 0.66% | 1 | 1 | 1 | 2 |
| | | 515 | 710,221,443 | | 60 | 32 | 74 | 349 |



Sentiment Definitions

Positive: an analysis of media coverage that indicates the content is positive or supportive of RTD's services, decisions, operations, etc.

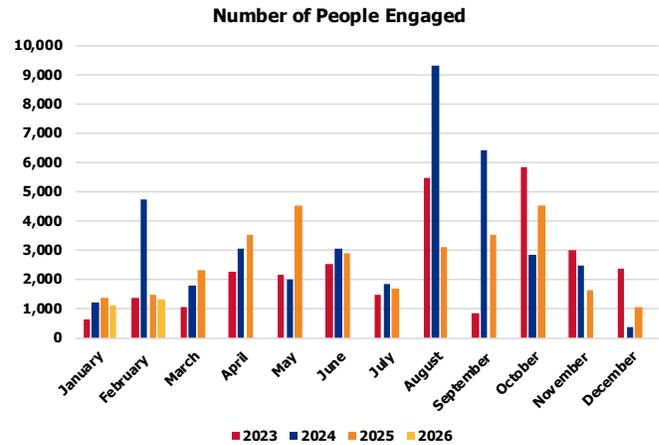
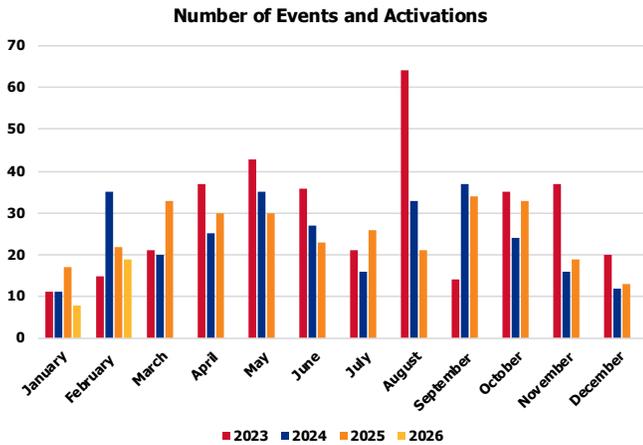
Neutral: an analysis of media coverage that indicates a low-emotion item or content that is balanced, with positive and negative values canceling each other out

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 | | | | | Number of People Engaged | | | | People Engaged per Event (Average) | | | |
|--------------|----------------------------------|------------|------------|-----------|--------------|--------------------------|---------------|---------------|--------------|------------------------------------|------------|------------|-------|
| | 2023 | 2024 | 2025 | 2026 | | 2023 | 2024 | 2025 | 2026 | 2023 | 2024 | 2025 | 2026 |
| January | 11 | 11 | 17 | 8 | January | 664 | 1,214 | 1,411 | 1,143 | 60.4 | 110.4 | 83.0 | 142.9 |
| February | 15 | 35 | 22 | 19 | February | 1,368 | 4,732 | 1,491 | 1,308 | 91.2 | 135.2 | 67.8 | 68.8 |
| March | 21 | 20 | 33 | | March | 1,052 | 1,832 | 2,339 | | 50.1 | 91.6 | 70.9 | |
| April | 37 | 25 | 30 | | April | 2,292 | 3,058 | 3,549 | | 61.9 | 122.3 | 118.3 | |
| May | 43 | 35 | 30 | | May | 2,169 | 2,027 | 4,528 | | 50.4 | 57.9 | 150.9 | |
| June | 36 | 27 | 23 | | June | 2,547 | 3,073 | 2,891 | | 70.8 | 113.8 | 125.7 | |
| July | 21 | 16 | 26 | | July | 1,497 | 1,840 | 1,718 | | 71.3 | 115.0 | 66.1 | |
| August | 64 | 33 | 21 | | August | 5,504 | 9,344 | 3,125 | | 86.0 | 283.2 | 148.8 | |
| September | 14 | 37 | 34 | | September | 883 | 6,427 | 3,518 | | 63.1 | 173.7 | 103.5 | |
| October | 35 | 24 | 33 | | October | 5,857 | 2,833 | 4,552 | | 167.3 | 118.0 | 137.9 | |
| November | 37 | 16 | 19 | | November | 3,022 | 2,473 | 1,662 | | 81.7 | 154.6 | 87.5 | |
| December | 20 | 12 | 13 | | December | 2,376 | 396 | 1,091 | | 118.8 | 33.0 | 83.9 | |
| TOTAL | 354 | 291 | 301 | 27 | TOTAL | 29,231 | 39,249 | 31,875 | 2,451 | 81 | 126 | 104 | |



| | Events by Location | | | | | | | | | | | | | | |
|-------------------|--------------------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|
| | 2025 | 2026 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
| Arvada | 5 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Aurora | 24 | 4 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Boulder | 19 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Broomfield | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Brighton | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Centennial | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Commerce City | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Denver | 178 | 12 | 7 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Edgewater | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Englewood | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Golden | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Greenwood Village | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Highlands Ranch | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Lakewood | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Littleton | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Lone Tree | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Longmont | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Louisville | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Northglenn | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Parker | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Sheridan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Thornton | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Westminster | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Wheat Ridge | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Virtual/Other | 26 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| TOTAL | 301 | 27 | 8 | 19 | 0 | |

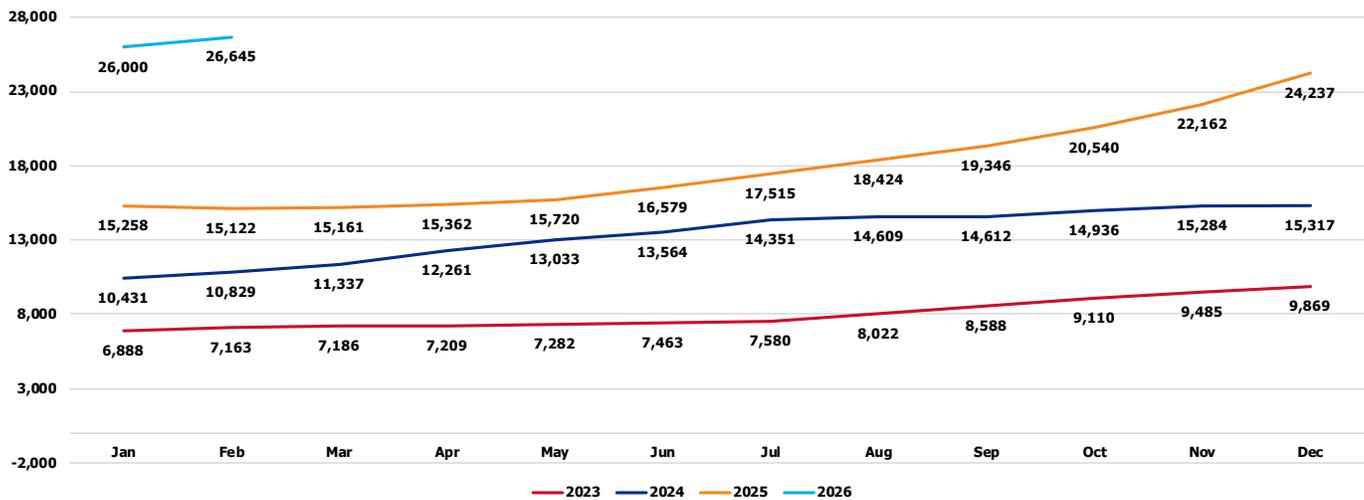
CUSTOMER AND COMMUNITY OUTREACH
Community Engagement Events

| Event Date | Event | Role | Location | Zip Code | Engaged |
|-------------------|---|-------------------------------|----------------|----------|---------|
| February 2, 2026 | Hudson Street Arch Lift | General Attendee | Denver | | 175 |
| February 9, 2026 | Arvada Livable Centers in Transit-Oriented Communities | Booth/Table | City of Arvada | 80002 | 14 |
| February 10, 2026 | Arvada Livable Centers in Transit-Oriented Communities | Booth/Table | City of Arvada | 80003 | 13 |
| February 10, 2026 | Arvada Livable Centers in Transit-Oriented Communities | Booth/Table | City of Arvada | 80033 | 11 |
| February 11, 2026 | East Colfax BRT Aurora Open House | Booth/Table | Aurora | 80010 | 40 |
| February 13, 2026 | Winter Bike to Work Day | Booth/Table | Denver | 80202 | 81 |
| February 17, 2026 | APEX G2G | Presentation | Aurora | 80012 | 35 |
| February 17, 2026 | US DOT West Region - Small Businesses Bonding Educational Program | Presentation | Virtual | | 15 |
| February 18, 2026 | HCC-GM Monthly Meeting | General Attendee | Denver | 80229 | 160 |
| February 23, 2026 | Proposed June Service Changes: Public Meeting #1 | Presentation | Virtual | | 7 |
| February 23, 2026 | Proposed June 2026 Service Changes: Ask a Service Planner | Presentation | Virtual | | 16 |
| February 23, 2026 | June 2026 Proposed Service Changes Public Meeting #1 | Presentation | Virtual | | 20 |
| February 24, 2026 | Proposed June 2026 Service Changes: Public Meeting #2 | Presentation | Virtual | | 9 |
| February 25, 2026 | Future Forward - Auto Tech and Auto Collision and Repair Programs | Panelist | Thornton | 80229 | 15 |
| February 25, 2026 | RTD's Business Station by S/DBEAC | Presentation | Virtual | | 240 |
| February 26, 2026 | Silent Pages on the N Line | Booth/Table, General Attendee | Denver | 80202 | 180 |
| February 26, 2026 | Mobility for All Regarding RTD's LIVE Program | Round Table Discussion | Boulder | | 5 |
| February 26, 2026 | Front Range Veterans, Military and Spouses Hybrid Job Fair | Booth/Table | Aurora | 80012 | 137 |
| February 26, 2026 | Colorado CHCC Monthly Members Meeting / Mixer | General Attendee | Denver | 80220 | 135 |

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 |
| | 2026 | 3,395 | 2,534 | | | | | | | | | | | 5,929 |
| 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 |
| | 2026 | 2,959 | 1,707 | | | | | | | | | | | 4,666 |
| 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 | |
| | 2026 | 26,000 | 26,645 | | | | | | | | | | | |

Active Participants



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 |
| | 2026 | 42,055 | 33,501 | | | | | | | | | | | |

| | | 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 |
| | 2026 | :30 | :18 | | | | | | | | | | |

| | | 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 |
| | 2026 | 3:17 | 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 |
| | 2026 | 6,856 | 5,977 | | | | | | | | | | | 12,833 |

| | | 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 |
| | 2026 | 1,501 | 1,344 | | | | | | | | | | | 2,845 |

| | | 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 |
| | 2026 | 749 | 842 | | | | | | | | | | | 1,591 |

| | | 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 |
| | 2026 | 748 | 839 | | | | | | | | | | | 1,587 |

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 | 1,406 | 1,217 | 1,384 | 15,951 |
| | 2026 | 1,322 | 1,197 | | | | | | | | | | | |
| Service Delivery | 2024 | 2,268 | | | | | | | | | | | | 2,268 |
| | 2025 | 182 | 167 | 180 | 189 | 195 | 180 | 190 | 182 | 214 | 196 | 131 | 166 | 2,172 |
| | 2026 | 129 | 131 | | | | | | | | | | | |
| Commendation | 2024 | 1,828 | | | | | | | | | | | | 1,828 |
| | 2025 | 148 | 169 | 208 | 126 | 168 | 126 | 145 | 157 | 163 | 156 | 134 | 185 | 1,885 |
| | 2026 | 158 | 153 | | | | | | | | | | | |
| Lost and Found | 2024 | 4,151 | | | | | | | | | | | | 4,151 |
| | 2025 | 341 | 315 | 348 | 345 | 359 | 320 | 336 | 405 | 374 | 401 | 326 | 350 | 4,220 |
| | 2026 | 351 | 343 | | | | | | | | | | | |
| Public Facilities | 2024 | 1,017 | | | | | | | | | | | | 1,017 |
| | 2025 | 72 | 67 | 78 | 81 | 73 | 72 | 89 | 101 | 97 | 61 | 61 | 58 | 910 |
| | 2026 | 61 | 57 | | | | | | | | | | | |
| Inquiry/Request | 2024 | 7,376 | | | | | | | | | | | | 7,376 |
| | 2025 | 556 | 469 | 479 | 755 | 631 | 497 | 430 | 621 | 470 | 497 | 437 | 485 | 6,327 |
| | 2026 | 504 | 396 | | | | | | | | | | | |

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 | 193 | 134 | 167 | 1,806 |
| | 2026 | 176 | 138 | | | | | | | | | | | |
| Service Delivery | 2024 | 985 | | | | | | | | | | | | 985 |
| | 2025 | 97 | 53 | 55 | 66 | 76 | 73 | 71 | 73 | 83 | 96 | 71 | 75 | 889 |
| | 2026 | 79 | 69 | | | | | | | | | | | |
| Commendation | 2024 | 920 | | | | | | | | | | | | 920 |
| | 2025 | 93 | 85 | 73 | 61 | 80 | 65 | 76 | 72 | 60 | 67 | 49 | 73 | 854 |
| | 2026 | 60 | 58 | | | | | | | | | | | |
| QRyde/ Software Issue | 2024 | 64 | | | | | | | | | | | | 64 |
| | 2025 | 10 | 3 | 4 | 9 | 8 | 23 | 6 | 9 | 8 | 24 | 8 | 6 | 118 |
| | 2026 | 10 | 2 | | | | | | | | | | | |

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 | 716 | 586 | 651 | 8,063 |
| | 2026 | 642 | 589 | | | | | | | | | | | |
| Video Playbacks Reviewed | 2024 | 863 | | | | | | | | | | | | 863 |
| | 2025 | 69 | 93 | 94 | 83 | 77 | 82 | 76 | 93 | 76 | 111 | 63 | 80 | 997 |
| | 2026 | 73 | 73 | | | | | | | | | | | |
| Average Days to Resolve | 2024 | 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 | |
| | 2026 | 3.97 | 4.61 | | | | | | | | | | | |

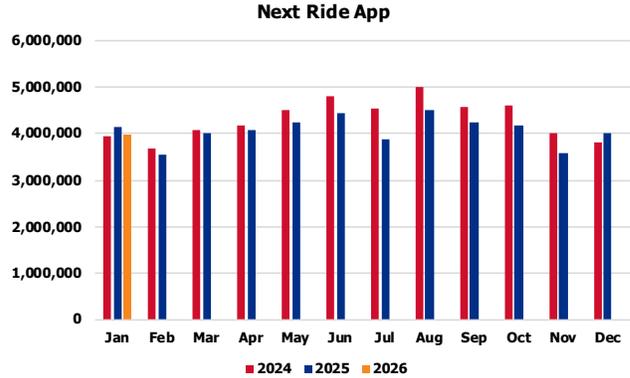
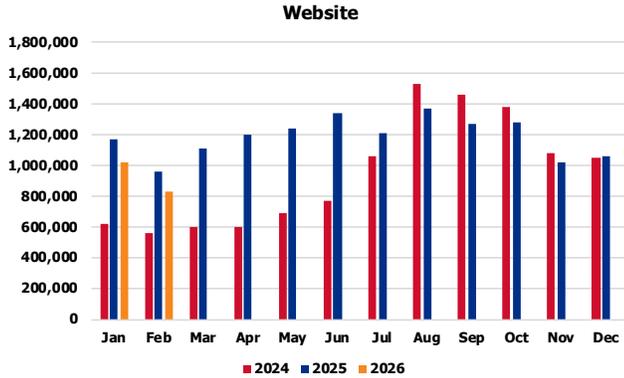
Tap-n-Ride Customers

| 2026 | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-----------------|-----------|-----------|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------|
| Fare Purchased* | Taps (#) | 13,305 | 13,898 | | | | | | | | | | | 27,203 |
| | Taps (\$) | \$ 60,819 | \$ 64,671 | | | | | | | | | | | \$ 125,490 |

WEBSITE AND NEXT RIDE APP Monthly Sessions and Users

Total Sessions

| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|---------------|------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 |
| | 2026 | 1,018,109 | 832,537 | | | | | | | | | | | 1,850,646 |
| 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 |
| | 2026 | 3,969,384 | 3,132,164 | | | | | | | | | | | 7,101,548 |



Unique Users: Website

| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-----------------------|------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| 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 |
| | 2026 | 100,989 | 96,231 | | | | | | | | | | | 197,220 |
| 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 |
| | 2026 | 73,265 | 61,443 | | | | | | | | | | | 134,708 |
| % 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% | |
| | 2026 | 58.0% | 61.0% | | | | | | | | | | | |

Unique Users: Next Ride App

| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-----------------------|------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| 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 |
| | 2026 | 202,293 | 161,015 | | | | | | | | | | | 363,308 |
| 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 |
| | 2026 | 62,110 | 48,781 | | | | | | | | | | | 110,891 |
| % 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% | |
| | 2026 | 76.5% | 76.7% | | | | | | | | | | | |

WEBSITE AND NEXT RIDE APP
Translated Sessions

| | | Website | | | | | | | | | | | | |
|------------|------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 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 |
| | 2026 | 14,403 | 13,676 | | | | | | | | | | | |
| 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 |
| | 2026 | 2,773 | 2,094 | | | | | | | | | | | |
| 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 |
| | 2026 | 443 | 1,454 | | | | | | | | | | | |
| 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 |
| | 2026 | 1,476 | 1,056 | | | | | | | | | | | |
| 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 |
| | 2026 | 2,088 | 1,431 | | | | | | | | | | | |
| French | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 1,770 | 2,483 | 2,426 | 2,968 | 3,006 | 1,905 | 2,860 | 1,367 | 1,346 | 20,131 |
| | 2026 | 1,847 | 1,946 | | | | | | | | | | | |
| Somali | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 4 | 2 | 8 | 6 | 16 | 20 | 334 | 8 | 6 | 404 |
| | 2026 | 391 | 642 | | | | | | | | | | | |
| Nepali | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 4 | 8 | 13 | 1 | 19 | 29 | 322 | 10 | 6 | 412 |
| | 2026 | 338 | 459 | | | | | | | | | | | |
| Amharic | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 30 | 104 | 115 | 70 | 72 | 409 | 738 | 12 | 43 | 1,593 |
| | 2026 | 700 | 696 | | | | | | | | | | | |

| | | Next Ride App | | | | | | | | | | | | |
|------------|------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 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 |
| | 2026 | 9,377 | 8,959 | | | | | | | | | | | |
| 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 |
| | 2026 | 754 | 645 | | | | | | | | | | | |
| 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 |
| | 2026 | 122 | 962 | | | | | | | | | | | |
| 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 |
| | 2026 | 3,484 | 3,616 | | | | | | | | | | | |
| Korean | 2024 | - | - | - | - | - | - | - | - | - | - | 82 | 173 | 255 |
| | 2025 | 265 | 475 | 694 | 848 | 495 | 1,036 | 376 | 354 | 275 | 285 | 1,100 | 2,175 | 8,378 |
| | 2026 | 2,060 | 4,280 | | | | | | | | | | | |
| French | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 507 | 524 | 570 | 497 | 723 | 533 | 524 | 413 | 526 | 4,817 |
| | 2026 | 233 | 376 | | | | | | | | | | | |
| Somali | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 90 | 211 | 66 | 69 | 112 | 271 | 165 | 281 | 207 | 1,472 |
| | 2026 | 165 | 759 | | | | | | | | | | | |
| Nepali | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 55 | 448 | 727 | 975 | 794 | 623 | 194 | 289 | 259 | 4,364 |
| | 2026 | 140 | 242 | | | | | | | | | | | |
| Amharic | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 65 | 4 | 258 | 99 | 132 | 234 | 90 | 55 | 67 | 1,004 |
| | 2026 | 32 | 292 | | | | | | | | | | | |

WEBSITE 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 | 1,010 | 866 | 882 | 11,676 |
| | 2026 | 889 | 645 | | | | | | | | | | | 1,534 |
| 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 |
| | 2026 | 14,943 | 11,924 | | | | | | | | | | | 26,867 |
| 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 | 5,654 | 3,920 | 3,953 | 66,004 |
| | 2026 | 4,780 | 4,364 | | | | | | | | | | | 9,144 |
| Budget | 2024 | - | - | - | - | - | - | - | - | - | 278 | 1,473 | 761 | 2,512 |
| | 2025 | 399 | 273 | 258 | 312 | 289 | 252 | 337 | 340 | 453 | 1,203 | 493 | 744 | 5,353 |
| | 2026 | 515 | 458 | | | | | | | | | | | 973 |
| 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 |
| | 2026 | 2,218 | 1,894 | | | | | | | | | | | 4,112 |
| 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 |
| | 2026 | 139 | 151 | | | | | | | | | | | 290 |
| 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 |
| | 2026 | 1,213 | 1,666 | | | | | | | | | | | 2,879 |
| 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 |
| | 2026 | 163 | 167 | | | | | | | | | | | 330 |
| 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 |
| | 2026 | 51 | 40 | | | | | | | | | | | 91 |
| 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 |
| | 2026 | 144 | 59 | | | | | | | | | | | 203 |
| 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 |
| | 2026 | 138 | 90 | | | | | | | | | | | 228 |
| Personal Safety | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | 1,272 | 827 | 469 | 410 | 458 | 3,471 | 463 | 3,019 | 278 | 343 | 11,010 |
| | 2026 | 2,691 | 4,760 | | | | | | | | | | | 7,451 |
| Yale Street Bridge Repairs Overview | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | - | - | - | - | - | - | - | - | 457 | 457 |
| | 2026 | 68 | 14 | | | | | | | | | | | 82 |
| FlexRide | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | 24,260 | 21,613 | 20716 | 13,394 | 15,665 | 13,945 | 13,434 | 10,792 | 10,170 | 143,989 |
| | 2026 | 10,662 | 11,570 | | | | | | | | | | | 22,232 |
| Public Information Dashboard | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | - | - | - | - | - | - | - | 12 | 582 | 594 |
| | 2026 | 410 | 410 | | | | | | | | | | | 820 |
| Finishing FasTracks | 2024 | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | 2025 | - | - | - | - | - | - | - | - | 1,801 | 3,407 | 1,122 | 683 | 7,013 |
| | 2026 | 496 | 226 | | | | | | | | | | | 722 |

Next Ride App Features and Page Views

| | | 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 | 996,857 | 880,367 | 578,526 | 13,879,214 |
| | 2026 | 979,521 | 447,846 | | | | | | | | | | | 1,427,367 |
| 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 |
| | 2026 | 329,638 | 250,597 | | | | | | | | | | | 580,235 |
| 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 |
| | 2026 | 12,541 | 9,176 | | | | | | | | | | | 21,717 |
| 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 |
| | 2026 | 171,330 | 141,406 | | | | | | | | | | | 312,736 |
| 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 |
| | 2026 | 100,961 | 93,574 | | | | | | | | | | | 194,535 |
| 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 |
| | 2026 | 74,872 | 45,629 | | | | | | | | | | | 120,501 |
| 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 |
| | 2026 | 32,223 | 33,986 | | | | | | | | | | | 66,209 |

SOCIAL MEDIA Posts, Audience Growth, and Performance

| | | Total Posts | | | | | | | | | | | | |
|--------------------|-------------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| X (Twitter) | 2024 | 1,366 | | | | | | | | | | | | 1,366 |
| | 2025 | 120 | 98 | 115 | 93 | 113 | 106 | 107 | 110 | 135 | 79 | 49 | 44 | 1,169 |
| | 2026 | 72 | 52 | | | | | | | | | | | 124 |
| Facebook | 2024 | 537 | | | | | | | | | | | | 537 |
| | 2025 | 44 | 43 | 99 | 64 | 58 | 63 | 60 | 63 | 57 | 71 | 61 | 68 | 751 |
| | 2026 | 52 | 48 | | | | | | | | | | | 100 |
| Instagram | 2024 | 649 | | | | | | | | | | | | 649 |
| | 2025 | 55 | 47 | 82 | 65 | 64 | 73 | 76 | 77 | 77 | 91 | 85 | 99 | 891 |
| | 2026 | 60 | 91 | | | | | | | | | | | 151 |
| LinkedIn | 2024 | 438 | | | | | | | | | | | | 438 |
| | 2025 | 44 | 40 | 38 | 53 | 51 | 54 | 54 | 56 | 61 | 70 | 63 | 66 | 650 |
| | 2026 | 52 | 45 | | | | | | | | | | | 97 |
| YouTube | 2024 | 72 | | | | | | | | | | | | 72 |
| | 2025 | 19 | 12 | 9 | 5 | 3 | 4 | 13 | 28 | 18 | 17 | 15 | 13 | 156 |
| | 2026 | 8 | 24 | | | | | | | | | | | 32 |

| | | Post Impressions | | | | | | | | | | | | |
|--------------------|-------------|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|---------|-------------------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 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 |
| | 2026 | 47,365 | 26,786 | | | | | | | | | | | 74,151 |
| 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 |
| | 2026 | 174,319 | 1,721,605 | | | | | | | | | | | 1,895,924 |
| 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 |
| | 2026 | 127,911 | 614,613 | | | | | | | | | | | 742,524 |
| 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 |
| | 2026 | 37,935 | 38,099 | | | | | | | | | | | 76,034 |

| | | Post Engagement | | | | | | | | | | | | |
|--------------------|-------------|-----------------|-------|-------|-------|--------|--------|-------|-------|-------|-------|-------|-------|---------------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 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 |
| | 2026 | 1,049 | 698 | | | | | | | | | | | 1,747 |
| 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 |
| | 2026 | 6,985 | 7,307 | | | | | | | | | | | 14,292 |
| 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 |
| | 2026 | 3,119 | 3,155 | | | | | | | | | | | 6,274 |
| 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 |
| | 2026 | 3,619 | 3,544 | | | | | | | | | | | 7,163 |
| YouTube | 2024 | 7,674 | | | | | | | | | | | | 7,674 |
| | 2025 | 353 | 404 | 539 | 473 | 453 | 424 | 485 | 581 | 624 | 790 | 709 | 590 | 6,425 |
| | 2026 | 595 | 442 | | | | | | | | | | | 1,037 |

SOCIAL MEDIA Posts, Audience Growth, and Performance

| | | Audience Growth | | | | | | | | | | | | |
|--------------------|-------------|-----------------|-----|-----|-----|------|-----|-----|-----|-----|-----|-------|------|--------------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| X (Twitter) | 2024 | 207 | 171 | 209 | 29 | 133 | 169 | 144 | 140 | 211 | 94 | (805) | (17) | 685 |
| | 2025 | -94 | 3 | -1 | 100 | -119 | 50 | 24 | 17 | 31 | -20 | -271 | -65 | -345 |
| | 2026 | -26 | (5) | | | | | | | | | | | -31 |
| 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 |
| | 2026 | 78 | 71 | | | | | | | | | | | 149 |
| 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 |
| | 2026 | 136 | 242 | | | | | | | | | | | 378 |
| 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 |
| | 2026 | 172 | 152 | | | | | | | | | | | 324 |
| 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 |
| | 2026 | 92 | 68 | | | | | | | | | | | 160 |

| | Post Click Links | | | Video Views | | | Post Engagement | | | Engagement Rate | | |
|--------------------|------------------|--------|-------|-------------|-----------|---------|-----------------|--------|--------|-----------------|------|-------|
| | 2024 | 2025 | 2026* | 2024 | 2025 | 2026* | 2024 | 2025 | 2026* | 2024 | 2025 | 2026* |
| X (Twitter) | | | | 76,976 | 31,863 | 0 | 36,518 | 18,427 | 1,747 | 2.4% | 2.2% | 2.40% |
| Facebook | | | | 886,252 | 661,652 | 74,637 | 59,529 | 79,472 | 14,292 | 0.4% | 0.4% | 1% |
| Instagram | 31,333 | 34,177 | 6,513 | 249,517 | 345,623 | 34,681 | 29,465 | 40,291 | 6,274 | 0.9% | 0.8% | 0.80% |
| LinkedIn | | | | 51,305 | 67,260 | 7,404 | 32,885 | 41,118 | 7,163 | 9.7% | 8.1% | 9.40% |
| YouTube | | | | 3,476,447 | 5,364,123 | 563,507 | 7,674 | 6,425 | 1,037 | - | - | - |

*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 |
| | 2026 | 37 | 35 | | | | | | | | | | | 72 |
| 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 |
| | 2026 | 23 | 13 | | | | | | | | | | | 36 |
| 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 |
| | 2026 | 23 | 28 | | | | | | | | | | | 51 |
| 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 |
| | 2026 | 14 | 11 | | | | | | | | | | | 25 |
| 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 |
| | 2026 | 1 | 1 | | | | | | | | | | | 2 |
| 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 |
| | 2026 | 0 | 2 | | | | | | | | | | | 2 |
| 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 |
| | 2026 | 3 | 0 | | | | | | | | | | | 3 |
| 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 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| 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 |
| | 2026 | 3 | 3 | | | | | | | | | | | 6 |
| 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 |
| | 2026 | 1 | 1 | | | | | | | | | | | 2 |
| 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 |
| | 2026 | 3 | 14 | | | | | | | | | | | 17 |
| 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 |
| | 2026 | 7 | 5 | | | | | | | | | | | 12 |
| 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 |
| | 2026 | 0 | 0 | | | | | | | | | | | 0 |
| 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 |
| | 2026 | 0 | 1 | | | | | | | | | | | 1 |
| 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 |
| | 2026 | 3 | 1 | | | | | | | | | | | 4 |

(continued on next page)

PERSONAL SAFETY AND SECURITY
Transit Watch Mobile Application

(continued from previous page)

| | | | | | | | | | | | | | | |
|-----------------------|-------------|----|----|----|----|----|----|-----|----|----|----|----|----|------------|
| 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 |
| | 2026 | 0 | 5 | | | | | | | | | | | 5 |
| 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 |
| | 2026 | 64 | 38 | | | | | | | | | | | 102 |

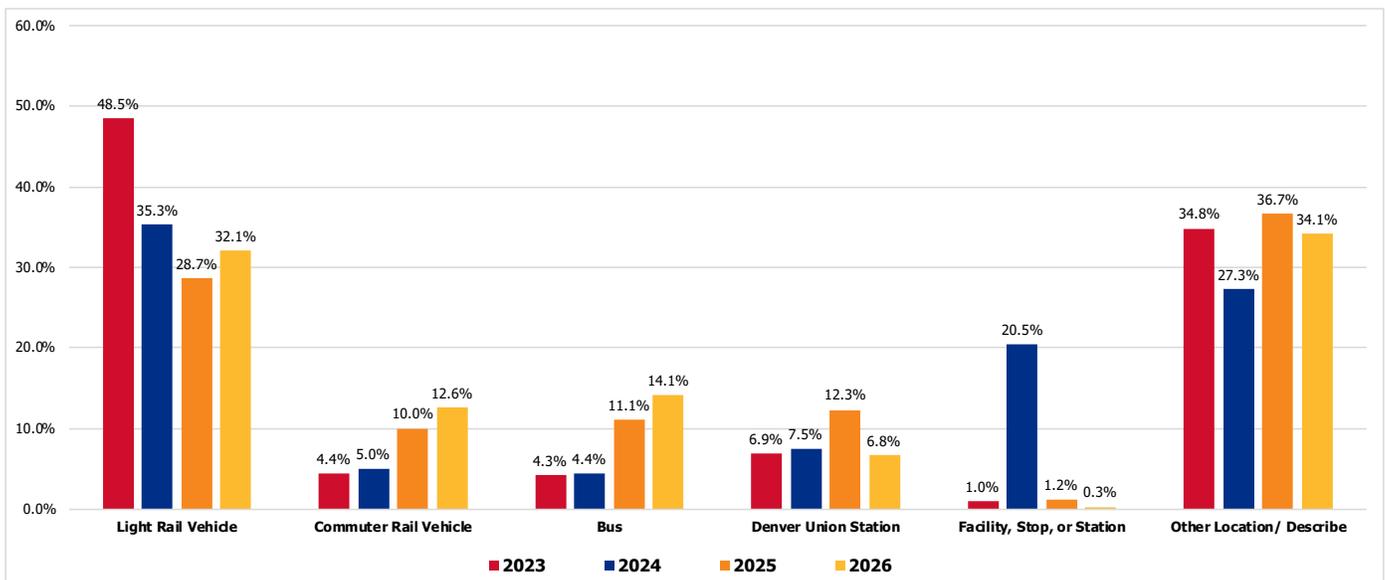
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
|--------------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| Total | 2023 | 501 | 467 | 542 | 399 | 392 | 296 | 349 | 440 | 417 | 407 | 428 | 496 | 5,134 |
| | 2024 | 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 |
| | 2026 | 182 | 158 | | | | | | | | | | | 340 |

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 |
| | 2026 | 60 | 49 | | | | | | | | | | | 109 |
| 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 |
| | 2026 | 19 | 24 | | | | | | | | | | | 43 |
| 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 |
| | 2026 | 22 | 26 | | | | | | | | | | | 48 |
| 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 |
| | 2026 | 9 | 14 | | | | | | | | | | | 23 |
| 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 |
| | 2026 | 1 | 0 | | | | | | | | | | | 1 |
| 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 |
| | 2026 | 71 | 45 | | | | | | | | | | | 116 |

| | | 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 |
| | 2026 | 182 | 158 | | | | | | | | | | | 340 |



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 |
| | 2026 | 2,728 | | | | | | | | | | | | 2,728 |
| 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 |
| | 2026 | 781 | | | | | | | | | | | | 781 |

Average Calls per Day

| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | AVERAGE |
|-----------------------------|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| 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 |
| | 2026 | 88.0 | | | | | | | | | | | | 88.0 |
| 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 |
| | 2026 | 25.2 | | | | | | | | | | | | 25.2 |

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% |
| 2026 v. 2025 | -1.7% | | | | | | | | | | | |

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% |
| 2026 v. 2025 | 5.4% | | | | | | | | | | | |

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 | 1,914 | 1,883 | 1,872 |
| | 2026 | * | | | | | | | | | | | | |

*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

| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Security-Related Calls for Service | 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 |
| | 2026 | 2,728 | | | | | | | | | | | |
| Calls for Service: Year-Over-Year Comparison | 2025 | -34.0% | -43.7% | -28.1% | -29.5% | -28.0% | -14.7% | -12.2% | -11.1% | 2.6% | -6.2% | -6.7% | -2.5% |
| | 2026 | -1.6% | | | | | | | | | | | |
| Systemwide Boardings | 2025 | 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 | 5,250,000 | 5,347,000 |
| | 2026 | * | | | | | | | | | | | |
| Calls for Service per Customer Boarding | 2025 | 1,797 | 1,882 | 1,709 | 1,796 | 1,776 | 1,866 | 1,814 | 2,069 | 2,142 | 2,208 | 1,914 | 1,883 |
| | 2026 | * | | | | | | | | | | | |
| Transit Watch App Incident Reports | 2025 | 234 | 202 | 314 | 349 | 298 | 260 | 301 | 247 | 251 | 243 | 196 | 225 |
| | 2026 | 182 | 158 | | | | | | | | | | |
| Rail Proof-of-Payment Checks | 2025 | 317,264 | 377,169 | 380,947 | 404,566 | 398,980 | 381,026 | 439,961 | 471,771 | 464,465 | 460,029 | 439,707 | 448,793 |
| | 2026 | 436,272 | 567,536 | | | | | | | | | | |
| Rail Proof-of-Payment: Individuals without Fare | 2025 | - | - | - | - | 24,125 | 20,091 | 21,835 | 24,402 | 21,248 | 20,548 | 19,010 | 18,207 |
| | 2026 | 17,862 | 35,418 | | | | | | | | | | |
| Rail Proof-of-Payment: Violator Rate | 2025 | - | - | - | - | 6.05% | 5.27% | 4.96% | 5.17% | 4.57% | 4.47% | 4.32% | 4.06% |
| | 2026 | 4.09% | 4.11% | | | | | | | | | | |
| Criminal Incident Reports | 2025 | 143 | 134 | 144 | 90 | 112 | 110 | 82 | 111 | 84 | 98 | 86 | 113 |
| | 2026 | 118 | | | | | | | | | | | |
| Arrests | 2025 | 50 | 48 | 59 | 56 | 74 | 50 | 66 | 100 | 64 | 72 | 61 | 88 |
| | 2026 | 102 | | | | | | | | | | | |
| Customer Reports of Illicit Drug Activity via Transit Watch App | 2025 | 76 | 56 | 99 | 101 | 83 | 66 | 64 | 60 | 55 | 47 | 53 | 43 |
| | 2026 | 37 | 35 | | | | | | | | | | |
| Illicit Drug Activity: Year-Over-Year Comparison | 2025 | -67.7% | -81.9% | -69.0% | -60.1% | -72.9% | -55.1% | -52.2% | -54.5% | -28.6% | -37.3% | -34.6% | -21.8% |
| | 2026 | -51.3% | -37.5% | | | | | | | | | | |

*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.