



**Customer and Community Engagement  
Report**  
**April 2026**

[rtd-denver.com](http://rtd-denver.com)



### 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	28	84									201
	AVERAGE	34.5	37.5	37.5	47.0	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	12	6									49
	AVERAGE	16.3	13.0	14.8	13.0	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	0	2									8
	AVERAGE	4.0	2.0	1.0	1.3	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	4	11									23
	AVERAGE	6.3	8.0	12.0	10.8	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	2	18									28
	AVERAGE	2.0	2.8	2.3	6.0	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	22	57									150
	AVERAGE	18.5	27.0	23.5	30.8	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	17	19									62
	AVERAGE	11.0	12.0	17.3	16.3	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	1	18									22

*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	1	2									11

*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	11	25									51

*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	4	15									35

*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	0	2									3

*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	3	2									12

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

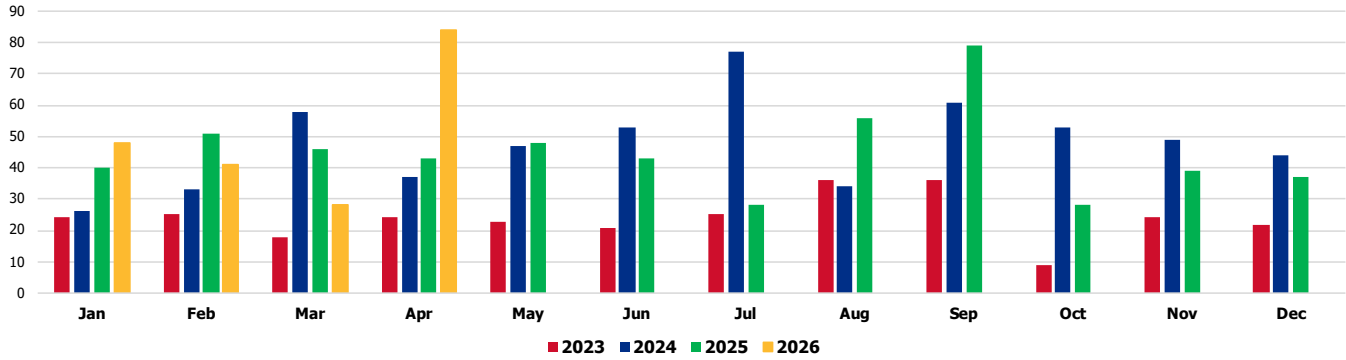
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Miscellaneous	2023	13	11	7	14	13	7	11	20	25	8	18	8	155
	2024	20	22	25	24	30	36	58	26	43	32	40	30	386
	2025	6	39	40	28	35	16	21	13	12	9	5	12	236
	2026	15	20	5	18									58

*Miscellaneous: all other inquiries*

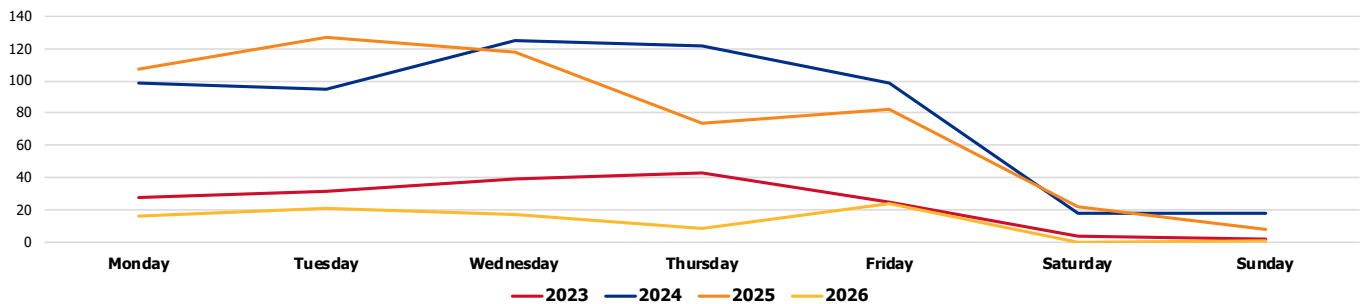
**NOTES:** reflects topics related to all news inquiries received; prior to 2025, the monthly totals also included media events and news releases

### 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	28	84									201

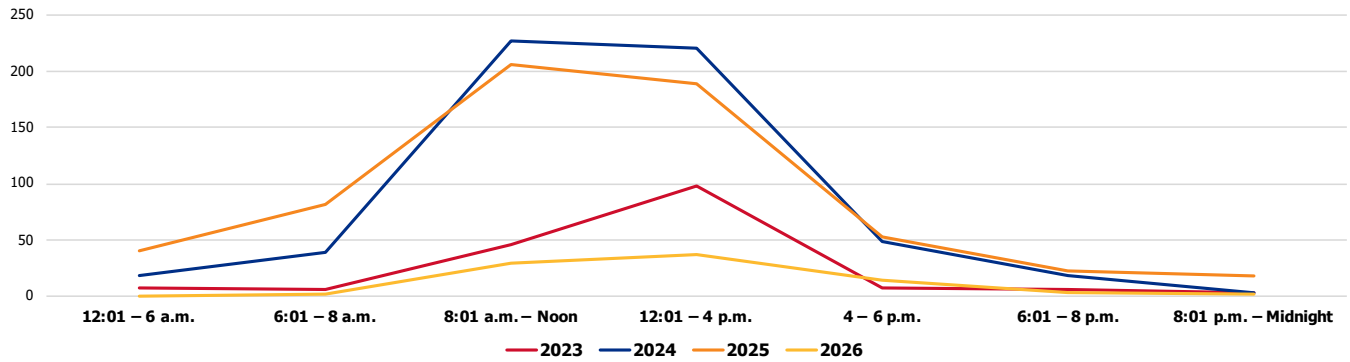


		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Monday	2023						28							28
	2024						99							99
	2025	7	5	3	10	8	8	6	19	17	5	7	12	107
	2026	6	10	7	12									35
Tuesday	2023						32							32
	2024						95							95
	2025	14	10	16	9	15	11	7	8	15	3	9	10	127
	2026	14	7	7	13									41
Wednesday	2023						39							39
	2024						125							125
	2025	4	18	6	11	6	12	9	11	14	9	9	9	118
	2026	9	8	4	34									55
Thursday	2023						43							43
	2024						122							122
	2025	11	6	12	4	6	4	1	8	8	7	6	1	74
	2026	6	3	7	9									25
Friday	2023						25							25
	2024						99							99
	2025	4	5	7	8	13	4	5	8	18	3	4	3	82
	2026	12	12	3	12									39
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	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	0	4									5



### MEDIA RELATIONS News Inquiries: Time Received

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
<b>12:01 – 6 a.m.</b>	2023													7			
	2024													19			
	2025	7	5	3	10	8	5	0	2	0	0	0	0	0	40		
	2026	0	0	1	1												
<b>6:01 – 8 a.m.</b>	2023													6			
	2024													39			
	2025	14	10	16	9	15	3	0	0	6	1	4	3	81			
	2026	0	2	1	2												
<b>8:01 a.m. – Noon</b>	2023													46			
	2024													227			
	2025	20	15	20	19	17	12	10	25	27	11	16	14	206			
	2026	19	11	14	41												
<b>12:01 – 4 p.m.</b>	2023													98			
	2024													220			
	2025	12	20	15	9	15	20	14	18	30	10	14	12	189			
	2026	15	22	7	24												
<b>4:01 – 6 p.m.</b>	2023													7			
	2024													49			
	2025	7	2	4	2	7	1	3	8	8	5	4	2	53			
	2026	10	4	1	15												
<b>6:01 – 8 p.m.</b>	2023													6			
	2024													19			
	2025	0	7	2	0	1	2	1	2	2	1	0	4	22			
	2026	3	0	4	1												
<b>8:01 p.m. – Midnight</b>	2023													3			
	2024													3			
	2025	1	3	2	2	0	0	0	1	6	0	1	2	18			
	2026	1	1	0	0												



### MEDIA RELATIONS News Inquiries: Media Organization

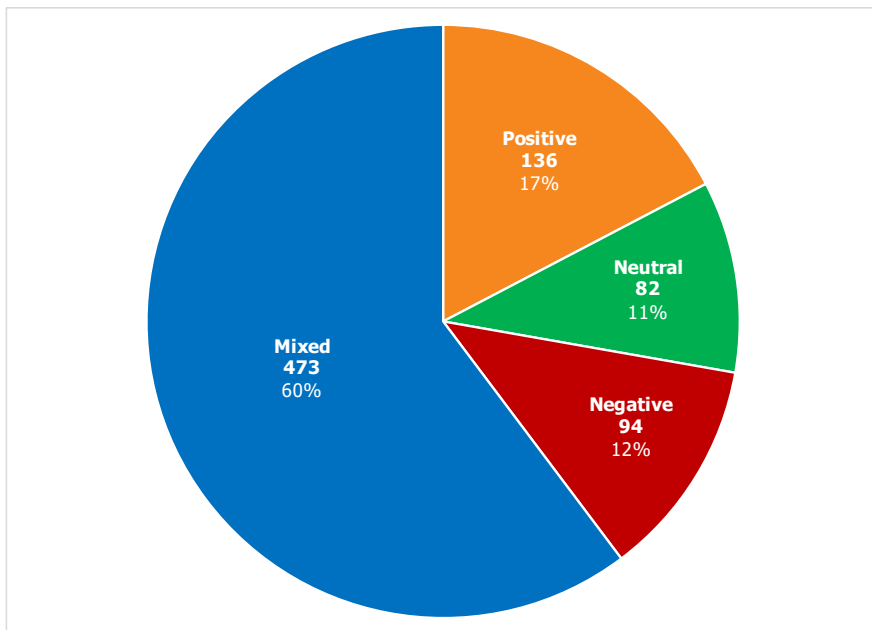
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>9News</b>	2023	2	2	3	4	2	2	3	3	5	1	2	2	31
	2024	3	8	10	7	9	7	14	2	8	5	6	4	83
	2025	7	10	3	11	10	4	2	2	10	4	7	7	77
	2026	4	2	2	13									21
<b>Axios</b>	2023	0	0	0	0	0	1	2	0	0	0	0	0	3
	2024	0	0	0	0	0	0	0	0	1	0	1	0	2
	2025	2	0	1	0	0	0	0	2	1	0	0	0	6
	2026	0	0	1	1									2
<b>Boulder Daily Camera</b>	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	0									0
<b>Boulder Reporting Lab</b>	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	0									0
<b>BusinessDen</b>	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	0									0
<b>CBS4 Colorado</b>	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	3	11									20
<b>Colorado Community Media</b>	2023	0	0	0	0	1	0	0	0	0	0	0	0	1
	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	0									0
<b>CPR/Denverite</b>	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	2	2									13
<b>Denver Business Journal</b>	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	0	1									2
<b>Denver Gazette</b>	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	0	10									12
<b>Denver Post</b>	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	5	14									37
<b>Denver7</b>	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	2	11									30
<b>Fox31/CW2</b>	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	5	9									23
<b>KOA Radio</b>	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	3	1									6
<b>Longmont Times-Call</b>	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	0									0

**MEDIA RELATIONS**  
**News Inquiries: Media Organization**

<b>Telemundo</b>	<b>2023</b>	1	1	1	0	2	0	1	0	0	0	0	1	<b>7</b>
	<b>2024</b>	0	0	2	2	1	0	2	0	0	0	0	0	<b>7</b>
	<b>2025</b>	1	3	2	2	1	0	0	0	1	0	0	0	<b>10</b>
	<b>2026</b>	2	1	0	2									<b>5</b>
<b>The Colorado Sun</b>	<b>2023</b>	0	0	0	0	0	0	1	0	0	0	0	1	<b>2</b>
	<b>2024</b>	0	0	0	1	1	0	0	0	1	4	0	0	<b>7</b>
	<b>2025</b>	0	0	3	0	0	1	0	0	1	0	0	0	<b>5</b>
	<b>2026</b>	0	0	0	0									<b>0</b>
<b>Univision</b>	<b>2023</b>	0	1	0	0	1	0	0	1	2	0	0	0	<b>5</b>
	<b>2024</b>	1	0	0	0	0	0	1	0	0	1	0	2	<b>5</b>
	<b>2025</b>	0	0	0	0	0	0	0	0	0	1	0	0	<b>1</b>
	<b>2026</b>	1	0	1	3									<b>5</b>
<b>Westword</b>	<b>2023</b>	1	0	2	0	0	1	1	2	0	0	1	0	<b>8</b>
	<b>2024</b>	1	1	2	1	2	6	1	2	2	1	2	1	<b>22</b>
	<b>2025</b>	1	1	2	0	0	0	3	3	2	0	0	0	<b>12</b>
	<b>2026</b>	0	2	1	1									<b>3</b>
<b>Other</b>	<b>2023</b>	1	6	2	3	1	1	2	8	2	3	4	0	<b>33</b>
	<b>2024</b>	2	3	4	7	5	5	6	13	10	5	8	4	<b>72</b>
	<b>2025</b>	7	6	8	4	4	2	1	5	10	3	2	1	<b>53</b>
	<b>2026</b>	7	5	3	5									<b>20</b>

### MEDIA RELATIONS Earned Media: Daily Overview

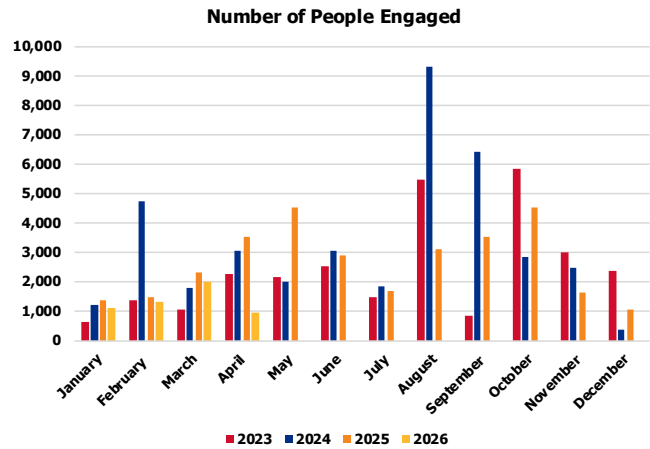
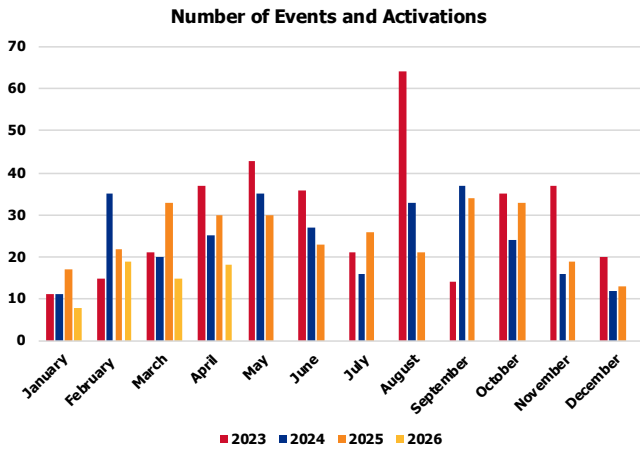
Date	Weekday	Volume	Impressions		Sentiment			
			Potential	% Total	Positive	Neutral	Negative	Mixed
April 1, 2026	Friday	50	19,677,578	1.17%	15	1	4	30
April 2, 2026	Saturday	45	3,179,566	0.19%	6	0	4	35
April 3, 2026	Sunday	13	11,230,393	0.67%	4	1	2	6
April 4, 2026	Monday	5	3,365,916	0.20%	2	1	1	1
April 5, 2026	Tuesday	5	84,915	0.01%	0	0	3	2
April 6, 2026	Wednesday	23	8,861,899	0.53%	12	3	3	5
April 7, 2026	Thursday	15	3,853,609	0.23%	7	1	0	7
April 8, 2026	Friday	37	#####	13.98%	6	7	5	19
April 9, 2026	Saturday	71	#####	6.35%	7	10	6	48
April 10, 2026	Sunday	38	#####	6.15%	3	4	2	29
April 11, 2026	Monday	7	2,472,958	0.15%	1	0	2	4
April 12, 2026	Tuesday	3	51,602,101	3.07%	0	1	2	0
April 13, 2026	Wednesday	21	72,610,098	4.32%	3	4	1	13
April 14, 2026	Thursday	17	14,120,918	0.84%	3	1	0	13
April 15, 2026	Friday	18	68,711,433	4.08%	1	4	1	12
April 16, 2026	Saturday	25	8,785,363	0.52%	3	2	0	20
April 17, 2026	Sunday	10	5,987,428	0.36%	2	1	0	7
April 18, 2026	Monday	10	48,775,733	2.90%	2	7	0	1
April 19, 2026	Tuesday	26	#####	9.94%	1	0	5	20
April 20, 2026	Wednesday	50	6,315,436	0.38%	6	16	4	24
April 21, 2026	Thursday	12	#####	6.53%	0	3	3	6
April 22, 2026	Friday	65	#####	18.67%	6	2	12	45
April 23, 2026	Saturday	34	1,765,285	0.10%	2	0	6	26
April 24, 2026	Sunday	16	6,607,793	0.39%	3	2	0	11
April 25, 2026	Monday	9	1,010,064	0.06%	1	3	2	3
April 26, 2026	Tuesday	10	7,130,586	0.42%	0	0	7	3
April 27, 2026	Wednesday	20	53,668,792	3.19%	1	1	4	14
April 28, 2026	Thursday	21	31,930,187	1.90%	6	1	1	13
April 29, 2026	Friday	65	#####	9.55%	18	5	10	32
April 30, 2026	Saturday	44	53,474,290	3.18%	15	1	4	24
		<b>785</b>	<b>1,682,676,411</b>		<b>136</b>	<b>82</b>	<b>94</b>	<b>473</b>



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

### CUSTOMER AND COMMUNITY OUTREACH Community Engagement Events

	Number of Events and Activations					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	15	March	1,052	1,832	2,339	2,011	50.1	91.6	70.9	134.0
April	37	25	30	18	April	2,292	3,058	3,549	969	61.9	122.3	118.3	58.0
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	
<b>TOTAL</b>	<b>354</b>	<b>291</b>	<b>301</b>	<b>60</b>	<b>TOTAL</b>	<b>29,231</b>	<b>39,249</b>	<b>31,875</b>	<b>5,431</b>	<b>81</b>	<b>126</b>	<b>104</b>	



	Events by Location													
	2025	2026	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Arvada	5	4	0	3	0	1	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	1	0	0	1	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	36	7	5	11	13	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	1	0	0	1	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	1	0	0	1	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	1	0	0	0	1	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	2	0	1	0	1	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	8	0	6	0	2	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>301</b>	<b>59</b>	<b>8</b>	<b>19</b>	<b>14</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

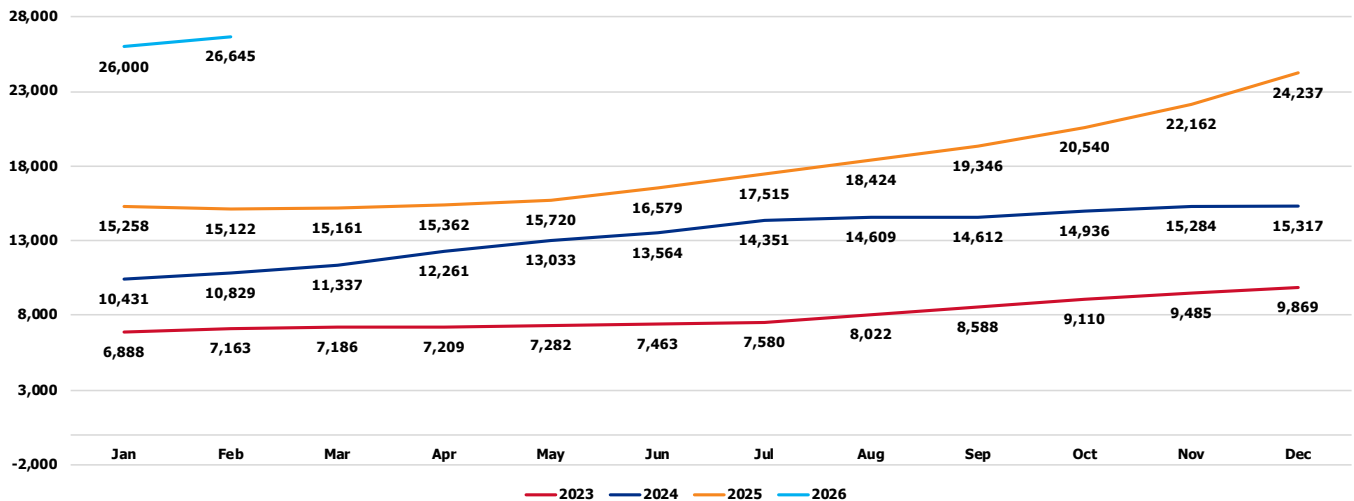
### CUSTOMER AND COMMUNITY OUTREACH Community Engagement Events

Event Date	Event	Role	Location	Zip Code	Engaged
April 1, 2026	District 6 Academy in the Community	Booth/Table	Denver	80224	32
April 2, 2026	AYA Connect Live	Presentation	Denver	80215	40
April 3, 2026	Rockies Home Opener	Booth/Table	Denver	80202	279
April 3, 2026	Section 3 Training	General Attendee	Virtual		8
April 7, 2026	COMTO Membership Meeting and Panel Discussion	Panelist	Denver	80202	80
April 8, 2026	Info session with Reaching Hope	Presentation	Virtual		1
April 9, 2026	HCC Membership Orientation	General Attendee	Denver	80204	25
April 13, 2026	CBCC- Coffee with the President	General Atte	Denver	80203	8
April 15, 2026	Business After Hours and Networking at United Chinese Restaurant	General Attendee	Thornton	80241	35
April 16, 2026	JeffCo Communicators' Meeting	Round Table Discussion	Arvada	80004	13
April 16, 2026	Recruit Military: Denver Veterans Job Fair	Booth/Table	Denver	80230	50
April 22, 2026	A Line 10th Anniversary Media Event	Media or Press Event	Denver	80202	60
April 22, 2026	Colorado Women's Chamber of Commerce Member Mixer	General Attendee	Denver	80205	80
April 22, 2026	DEN Concourse 300 - Small Business Academy	Round Table Discussion	Denver	80209	30
April 22, 2026	CBCC/BCG Kick-Off and Relaunch Networking Event	General Attendee	Denver	80230	75
April 22, 2026	RTD and Power Ahead Colorado Earth Day Collaboration	Booth/Table	Denver	80202	98
April 28, 2026	RTD at Movement Baker	Booth/Table	Denver	80204	40
April 29, 2026	Annual Resource Fair, Skyline High School	Booth/Table	Longmont	80504	15

### CUSTOMER AND COMMUNITY OUTREACH Live Program

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Applications Submitted</b>	<b>2023</b>	1,327	1,122	1,122	1,000	1,062	1,229	1,390	1,912	2,140	2,078	2,115	1,802	<b>18,299</b>
	<b>2024</b>	2,433	2,474	2,972	2,991	2,834	2,683	2,850	3,120	3,089	3,217	3,160	2,996	<b>34,819</b>
	<b>2025</b>	3,738	2,811	2,563	2,757	2,469	2,500	2,711	2,708	2,853	2,749	3,024	3,049	<b>33,932</b>
	<b>2026</b>	3,395	2,534	2,840	2,663									<b>11,432</b>
<b>Applications Approved</b>	<b>2023</b>	697	800	654	579	655	701	608	921	1,209	1,133	984	928	<b>9,869</b>
	<b>2024</b>	1,259	1,198	1,162	1,503	1,427	1,232	1,395	1,179	1,212	1,457	1,332	961	<b>15,317</b>
	<b>2025</b>	1,200	1,072	1,196	1,707	1,785	2,031	2,331	2,089	2,138	2,652	2,958	3,036	<b>24,195</b>
	<b>2026</b>	2,959	1,707	2,003	1,957									<b>8,626</b>
<b>Enrolled Participants</b>	<b>2023</b>	6,888	7,163	7,186	7,209	7,282	7,463	7,580	8,022	8,588	9,110	9,485	9,869	
	<b>2024</b>	10,431	10,829	11,337	12,261	13,033	13,564	14,351	14,609	14,612	14,936	15,284	15,317	
	<b>2025</b>	15,258	15,122	15,161	15,362	15,720	16,579	17,515	18,424	19,346	20,540	22,162	24,237	
	<b>2026</b>	26,000	26,645	27,463	27,725									

#### 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	35,773	37,340										

		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	:16	:09								

		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	3:13	3:18	3:12								

		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	6,148	6,689									25,670

		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	1,445	1,474									5,764

		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	1,484	1,684									4,759

		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	1,482	1,680									4,749

### 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	1,400	1,381									
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	165	179									
Commendation	2024	1,828												1,828
	2025	148	169	208	126	168	126	145	157	163	156	134	185	1,885
	2026	158	153	172	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	343	357									
Public Facilities	2024	1,017												1,017
	2025	72	67	78	81	73	72	89	101	97	61	61	58	910
	2026	61	57	74	67									
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	469	434									

#### 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	155	163									
Service Delivery	2024	985												985
	2025	97	53	55	66	76	73	71	73	83	96	71	75	889
	2026	79	69	59	62									
Commendation	2024	920												920
	2025	93	85	73	61	80	65	76	72	60	67	49	73	854
	2026	60	58	81	112									
QRyde/ Software Issue	2024	64												64
	2025	10	3	4	9	8	23	6	9	8	24	8	6	118
	2026	10	2	2	3									

#### Customer Cases (RTD Transportation Divisions)

		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	645	683									
Video Playbacks Reviewed	2024	863												863
	2025	69	93	94	83	77	82	76	93	76	111	63	80	997
	2026	73	73	78	85									
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	5.28	4.2	5.46									

#### Tap-n-Ride Customers

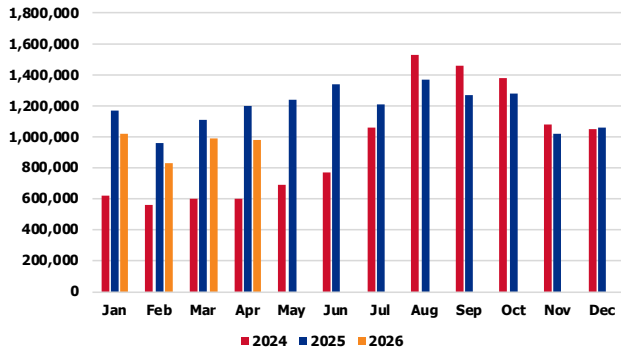
2026		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	
Fare Purchased*	Taps (#)	13,305	13,898	24,343	22,503										74049
	Taps (\$)	\$ 60,819	\$ 64,671	\$ 120,029.00	\$ 110,342.00										\$ 355,861

### WEBSITE AND NEXT RIDE APP Monthly Sessions and Users

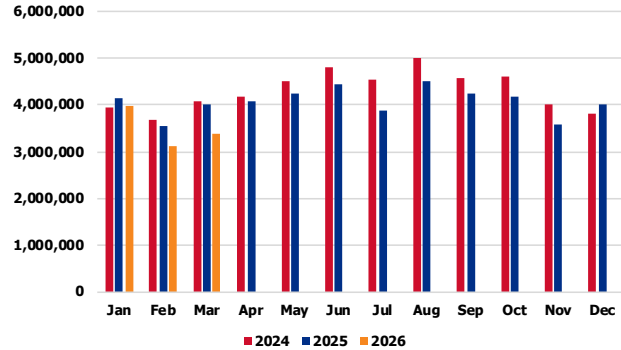
Total Sessions

		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	986,974	981,818									3,819,438
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	3,396,086	3,837,222									14,334,856

Website



Next Ride App



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	109,102	93,701									400,023
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	66,334	63,660									264,702
% 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%	62.2%	59.5%									

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	197,800	206,772									767,880
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	55,089	59,050									225,030
% 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%	78.2%	77.8%									

**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	13,637	16,681									58,397
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	3,700	5,980									14,547
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	2,304	5,210									9,411
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	1,703	7,191									11,426
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	2,577	8,348									14,444
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	3,018	7,592									14,403
Somali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	4	2	8	6	16	20	334	8	6	404
	2026	391	642	1,381	6,084									8,498
Nepali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	4	8	13	1	19	29	322	10	6	412
	2026	338	459	1,084	5,795									7,676
Amharic	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	30	104	115	70	72	409	738	12	43	1,593
	2026	700	696	1,590	6,055									9,041

		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	8,167	11,279									37,782
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	594	867									2,860
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	433	800									2,317
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	1,465	1,677									10,242
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	697	1,097									8,134
French	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	507	524	570	497	723	533	524	413	526	4,817
	2026	233	376	637	1,210									2,456
Somali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	90	211	66	69	112	271	165	281	207	1,472
	2026	165	759	722	2,967									4,613
Nepali	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	55	448	727	975	794	623	194	289	259	4,364
	2026	140	242	538	791									1,711
Amharic	2024	-	-	-	-	-	-	-	-	-	-	-	-	0
	2025	-	-	-	65	4	258	99	132	234	90	55	67	1,004
	2026	32	292	*	791									1,115

\*Next Ride system error

### WEBSITE Features and Page Views

		Website												
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
<b>accessiBe</b>	<b>2024</b>	-	-	-	-	-	-	572	1,200	1,579	1,423	957	769	<b>6,500</b>
	<b>2025</b>	933	892	756	942	972	1,135	993	1,203	1,092	1,010	866	882	<b>11,676</b>
	<b>2026</b>	889	645	1,017	781									<b>3,332</b>
<b>Plan a Trip Widget</b>	<b>2024</b>	-	-	-	-	-	-	-	-	9,935	19,228	17,382	16,815	<b>63,360</b>
	<b>2025</b>	17,466	14,783	17,098	17,162	17,252	19,270	16,986	18,979	17,752	16,911	14,393	15,452	<b>203,504</b>
	<b>2026</b>	14,943	11,924	14,535	14,942									<b>56,344</b>
<b>Board of Directors</b>	<b>2024</b>	3,011	2,359	2,526	2,454	2,429	3,169	3,701	5,327	5,870	13,053	7,845	4,713	<b>56,457</b>
	<b>2025</b>	6,194	5,340	5,332	5,405	5,212	6,127	6,174	6,788	5,905	5,654	3,920	3,953	<b>66,004</b>
	<b>2026</b>	4,780	4,364	4,536	5,331									<b>19,011</b>
<b>Budget</b>	<b>2024</b>	-	-	-	-	-	-	-	-	-	278	1,473	761	<b>2,512</b>
	<b>2025</b>	399	273	258	312	289	252	337	340	453	1,203	493	744	<b>5,353</b>
	<b>2026</b>	515	458	367	363									<b>1,703</b>
<b>News Stop</b>	<b>2024</b>	1,027	1,019	1,327	1,025	940	1,109	1,822	2,303	2,643	2,399	1,642	1,700	<b>18,956</b>
	<b>2025</b>	2,162	1,679	1,751	2,020	1,948	2,132	2,062	2,536	2,690	2,757	2,151	3,044	<b>26,932</b>
	<b>2026</b>	2,218	1,894	2,728	2,190									<b>9,030</b>
<b>News Releases</b>	<b>2024</b>	105	69	80	61	71	74	173	244	302	178	187	176	<b>1,720</b>
	<b>2025</b>	263	158	162	164	263	224	179	241	196	158	140	178	<b>2,326</b>
	<b>2026</b>	139	151	112	136									<b>538</b>
<b>Downtown Rail Project</b>	<b>2024</b>	-	1,146	2,759	3,236	7,634	7,485	9,291	11,003	9,282	2,230	995	966	<b>56,027</b>
	<b>2025</b>	1,313	971	895	884	978	1,076	972	20,769	13,441	7,539	6,222	2,546	<b>57,606</b>
	<b>2026</b>	1,213	1,666	3,807	2,699									<b>9,385</b>
<b>Light Rail Speed Restrictions</b>	<b>2024</b>	-	-	-	-	-	10,045	15,634	10,383	16,782	24,131	16,186	15,188	<b>108,349</b>
	<b>2025</b>	18,027	15,024	11,545	9,419	6,765	849	418	407	281	262	180	173	<b>63,350</b>
	<b>2026</b>	163	167	160	118									<b>608</b>
<b>Light Rail Maintenance</b>	<b>2024</b>	-	-	-	-	-	542	1,745	2,823	4,344	5,384	2,744	2,378	<b>19,960</b>
	<b>2025</b>	2,483	1,641	1,038	1,021	725	227	142	174	167	97	93	54	<b>7,862</b>
	<b>2026</b>	51	40	27	48									<b>166</b>
<b>Train Horns</b>	<b>2024</b>	-	-	-	-	-	-	-	790	234	132	376	225	<b>1,757</b>
	<b>2025</b>	75	106	74	70	109	119	185	142	281	106	100	185	<b>1,552</b>
	<b>2026</b>	144	59	145	78									<b>426</b>
<b>Paratransit Peer Review</b>	<b>2024</b>	-	-	-	-	-	-	-	-	3,897	4,358	383	1,379	<b>10,017</b>
	<b>2025</b>	543	536	176	184	173	413	622	523	461	454	88	118	<b>4,291</b>
	<b>2026</b>	138	90	75	77									<b>380</b>
<b>Personal Safety</b>	<b>2024</b>	-	-	-	-	-	-	-	-	-	-	-	-	<b>0</b>
	<b>2025</b>	-	-	1,272	827	469	410	458	3,471	463	3,019	278	343	<b>11,010</b>
	<b>2026</b>	2,691	4,760	8,937	6,757									<b>23,145</b>
<b>Yale Street Bridge Repairs Overview</b>	<b>2024</b>	-	-	-	-	-	-	-	-	-	-	-	-	<b>0</b>
	<b>2025</b>	-	-	-	-	-	-	-	-	-	-	-	457	<b>457</b>
	<b>2026</b>	68	14	7	4									<b>93</b>
<b>FlexRide</b>	<b>2024</b>	-	-	-	-	-	-	-	-	-	-	-	-	<b>0</b>
	<b>2025</b>	-	-	-	24,260	21,613	20716	13,394	15,665	13,945	13,434	10,792	10,170	<b>143,989</b>
	<b>2026</b>	10,662	11,570	12,099	11,657									<b>45,988</b>
<b>Public Information Dashboard</b>	<b>2024</b>	-	-	-	-	-	-	-	-	-	-	-	-	<b>0</b>
	<b>2025</b>	-	-	-	-	-	-	-	-	-	-	12	582	<b>594</b>
	<b>2026</b>	410	410	379	256									<b>1,455</b>
<b>Finishing FasTracks</b>	<b>2024</b>	-	-	-	-	-	-	-	-	-	-	-	-	<b>0</b>
	<b>2025</b>	-	-	-	-	-	-	-	-	1,801	3,407	1,122	683	<b>7,013</b>
	<b>2026</b>	496	226	263	359									<b>1,344</b>

### Next Ride App Features and Page Views

		Next Ride App												
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
<b>Plan a Trip</b>	<b>2024</b>	444,179	423,467	463,906	460,331	486,601	548,417	508,976	569,830	737,534	1,002,504	877,258	768,147	<b>7,291,150</b>
	<b>2025</b>	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	<b>13,879,214</b>
	<b>2026</b>	979,521	447,846	497,236	561,109									
<b>Bus and Rail Schedules</b>	<b>2024</b>	331,119	294,532	330,502	343,446	371,946	404,044	378,142	406,355	371,556	365,716	315,924	315,569	<b>4,228,851</b>
	<b>2025</b>	332,492	281,502	326,715	339,546	344,178	379,288	341,417	362,461	354,281	336,172	299,489	327,722	<b>4,025,263</b>
	<b>2026</b>	329,638	250,597	274,348	314,330									
<b>Purchase Tickets (MyRide)</b>	<b>2024</b>	-	-	11,433	13,808	16,014	20,190	17,957	18,527	16,645	15,699	12,833	11,201	<b>154,307</b>
	<b>2025</b>	10,545	9,787	11,985	11,829	12,783	15,493	14,447	16,234	15,259	15,348	12,399	12,965	<b>159,074</b>
	<b>2026</b>	12,541	9,176	11,085	12,192									
<b>Schedule: A Line</b>	<b>2024</b>	159,674	156,634	183,914	179,441	204,293	216,560	226,477	218,429	204,406	197,891	197,728	200,803	<b>2,346,250</b>
	<b>2025</b>	166,935	148,975	177,588	189,953	219,394	221,294	223,370	241,435	216,956	213,289	193,584	215,393	<b>2,428,166</b>
	<b>2026</b>	171,330	141,406	167,589	190,656									
<b>Schedule: AB1 Route</b>	<b>2024</b>	117,788	112,395	134,777	123,616	136,891	139,133	139,906	135,406	135,611	137,115	147,997	148,257	<b>1,608,892</b>
	<b>2025</b>	122,812	104,224	134,390	113,685	149,768	144,134	144,405	126,379	125,065	127,132	131,987	126,017	<b>1,549,998</b>
	<b>2026</b>	100,961	93,574	120,460	113,977									
<b>Schedule: E Line</b>	<b>2024</b>	80,894	62,474	67,860	74,721	88,327	90,091	64,631	73,066	69,003	85,826	60,442	60,295	<b>877,630</b>
	<b>2025</b>	69,714	52,755	59,822	63,003	67,842	92,463	66,604	104,155	85,417	73,800	59,741	33,802	<b>829,118</b>
	<b>2026</b>	74,872	45,629	56,469	73,428									
<b>Service Alerts</b>	<b>2024</b>	35,929	29,399	51,008	36,399	34,913	33,006	34,519	33,547	29,737	34,363	38,599	33,943	<b>425,362</b>
	<b>2025</b>	51,600	36,879	38,693	39,209	45,507	48,597	38,643	45,221	49,614	45,969	36,768	50,123	<b>526,823</b>
	<b>2026</b>	32,223	33,986	33,526	41,169									

### SOCIAL MEDIA Posts, Audience Growth, and Performance

		Total Posts													
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	
<b>X (Twitter)</b>	<b>2024</b>	1,366												<b>1,366</b>	
	<b>2025</b>	120	98	115	93	113	106	107	110	135	79	49	44	<b>1,169</b>	
	<b>2026</b>	72	52	29	31										
<b>Facebook</b>	<b>2024</b>	537												<b>537</b>	
	<b>2025</b>	44	43	99	64	58	63	60	63	57	71	61	68	<b>751</b>	
	<b>2026</b>	52	48	67	64										
<b>Instagram</b>	<b>2024</b>	649												<b>649</b>	
	<b>2025</b>	55	47	82	65	64	73	76	77	77	91	85	99	<b>891</b>	
	<b>2026</b>	60	91	101	92										
<b>LinkedIn</b>	<b>2024</b>	438												<b>438</b>	
	<b>2025</b>	44	40	38	53	51	54	54	56	61	70	63	66	<b>650</b>	
	<b>2026</b>	52	45	62	57										
<b>YouTube</b>	<b>2024</b>	72												<b>72</b>	
	<b>2025</b>	19	12	9	5	3	4	13	28	18	17	15	13	<b>156</b>	
	<b>2026</b>	8	24	18	12										

		Post Impressions													
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	
<b>X (Twitter)</b>	<b>2024</b>	1,513,473												<b>1,513,473</b>	
	<b>2025</b>	96,193	75,392	66,782	82,347	85,656	92,195	79,281	73,014	98,951	48,155	36,354	38,978	<b>825,143</b>	
	<b>2026</b>	47,365	26,786	17,817	7,551										
<b>Facebook</b>	<b>2024</b>	15,459,026												<b>15,459,026</b>	
	<b>2025</b>	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	<b>19,517,881</b>	
	<b>2026</b>	174,319	1,721,605	977,341	313,570										
<b>Instagram</b>	<b>2024</b>	3,223,303												<b>3,223,303</b>	
	<b>2025</b>	162,594	163,095	488,455	628,234	738,901	751,413	489,056	493,106	410,144	809,149	492,953	258,252	<b>5,885,352</b>	
	<b>2026</b>	127,911	614,613	728,653	373,137										
<b>LinkedIn</b>	<b>2024</b>	341,707												<b>341,707</b>	
	<b>2025</b>	26,440	28,362	26,709	34,091	43,938	34,094	46,346	50,714	60,726	50,805	56,609	47,878	<b>506,712</b>	
	<b>2026</b>	37,935	38,099	48,451	73,779										

		Post Engagement													
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	
<b>X (Twitter)</b>	<b>2024</b>	36,518												<b>36,518</b>	
	<b>2025</b>	2,085	1,436	1,269	1,578	2,377	2,575	1,416	1,646	1,964	1,191	882	1,199	<b>18,427</b>	
	<b>2026</b>	1,049	698	632	181										
<b>Facebook</b>	<b>2024</b>	59,529												<b>59,529</b>	
	<b>2025</b>	3,130	3,790	4,081	8,191	11,387	12,192	4,672	4,957	3,481	8,738	9,059	5,791	<b>79,469</b>	
	<b>2026</b>	6,985	7,307	8,225	15,863										
<b>Instagram</b>	<b>2024</b>	29,465												<b>29,465</b>	
	<b>2025</b>	2,320	4,088	1,880	3,583	3,201	3,733	3,425	4,096	2,828	3,457	4,227	3,453	<b>40,291</b>	
	<b>2026</b>	3,119	3,155	4,680	14,486										
<b>LinkedIn</b>	<b>2024</b>	32,885												<b>32,885</b>	
	<b>2025</b>	1,862	2,597	2,738	2,957	5,207	3,551	4,124	4,398	4,447	2,515	3,012	3,710	<b>41,118</b>	
	<b>2026</b>	3,619	3,544	5,403	7,698										
<b>YouTube</b>	<b>2024</b>	7,674												<b>7,674</b>	
	<b>2025</b>	353	404	539	473	453	424	485	581	624	790	709	590	<b>6,425</b>	
	<b>2026</b>	595	442	524	554										

## SOCIAL MEDIA Posts, Audience Growth, and Performance

### Audience Growth

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
<b>X (Twitter)</b>	<b>2024</b>	207	171	209	29	133	169	144	140	211	94	(805)	(17)	<b>685</b>
	<b>2025</b>	-94	3	-1	100	-119	50	24	17	31	-20	-271	-65	<b>-345</b>
	<b>2026</b>	-26	(5)	-19	9									<b>-41</b>
<b>Facebook</b>	<b>2024</b>	99	49	126	35	54	115	106	92	129	276	232	42	<b>1,355</b>
	<b>2025</b>	122	63	136	155	143	102	33	107	103	130	105	117	<b>1,316</b>
	<b>2026</b>	78	71	33	872									<b>1,054</b>
<b>Instagram</b>	<b>2024</b>	94	95	163	122	149	243	235	188	205	192	164	87	<b>1,937</b>
	<b>2025</b>	188	440	236	157	229	184	138	197	123	199	223	202	<b>2,516</b>
	<b>2026</b>	136	242	571	2,009									<b>2,958</b>
<b>LinkedIn</b>	<b>2024</b>	130	103	144	192	165	121	144	162	173	155	138	126	<b>1,753</b>
	<b>2025</b>	199	174	152	205	289	184	204	204	193	186	181	231	<b>2,402</b>
	<b>2026</b>	172	152	145	267									<b>736</b>
<b>YouTube</b>	<b>2024</b>	98	108	111	98	99	65	66	89	88	88	62	53	<b>1,025</b>
	<b>2025</b>	53	60	47	78	81	66	66	53	91	118	131	106	<b>950</b>
	<b>2026</b>	92	68	53	85									<b>298</b>

	Post Click Links			Video Views			Post Engagement			Engagement Rate		
	2024	2025	2026*	2024	2025	2026*	2024	2025	2026*	2024	2025	2026*
<b>X (Twitter)</b>				76,976	31,863	0	36,518	18,427	2,560	2.4%	2.2%	2.60%
<b>Facebook</b>				886,252	661,652	137,965	59,529	79,472	38,380	0.4%	0.4%	1%
<b>Instagram</b>	31,333	34,177	11,303	249,517	345,623	208,006	29,465	40,291	25,440	0.9%	0.8%	1.40%
<b>LinkedIn</b>				51,305	67,260	48,175	32,885	41,118	20,264	9.7%	8.1%	10.30%
<b>YouTube</b>				3,476,447	5,364,123	679,663	7,674	6,425	2,115	-	-	-

\*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	
<b>Drug Activity</b>	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	45	31									148
<b>Safety Hazard</b>	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	19	22									77
<b>Fight or Disturbance</b>	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	22	26									99
<b>Suspicious Activity</b>	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	15	21									61
<b>Solicitation/ Aggressive Panhandling</b>	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	0	1									3
<b>Property Crimes: Theft</b>	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	3	1									6
<b>ADA Assistance Needed</b>	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	0	0									3
<b>Electric Bike/ Scooter Issue</b>	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	2	0									2
<b>Elevator/ Escalator Problems</b>	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	4									16
<b>Indecent Exposure</b>	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	0	4									6
<b>Noise Complaint</b>	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	12	11									40
<b>Property Crimes: Graffiti</b>	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	1	1									14
<b>Sexual Assault: Physical</b>	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	0									0
<b>Sexual Harassment: Non-Physical</b>	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	0	1									2
<b>Suspicious Activity: Vehicle</b>	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	2	3									9

(continued on next page)

**PERSONAL SAFETY AND SECURITY**  
**Transit Watch Mobile Application**

(continued from previous page)

<b>Unattended Bag</b>	<b>2023</b>	2	2	4	2	2	5	1	2	7	4	2	3	<b>36</b>
	<b>2024</b>	1	2	4	3	6	4	3	3	3	7	2	6	<b>44</b>
	<b>2025</b>	7	3	4	5	5	3	1	7	3	1	5	3	<b>47</b>
	<b>2026</b>	0	5	2	3									<b>10</b>
<b>Other</b>	<b>2023</b>	49	48	69	68	75	53	73	88	92	68	68	68	<b>819</b>
	<b>2024</b>	76	81	65	79	91	84	85	85	70	82	64	55	<b>917</b>
	<b>2025</b>	50	55	85	74	72	72	118	94	57	70	55	66	<b>868</b>
	<b>2026</b>	64	38	46	45									<b>193</b>

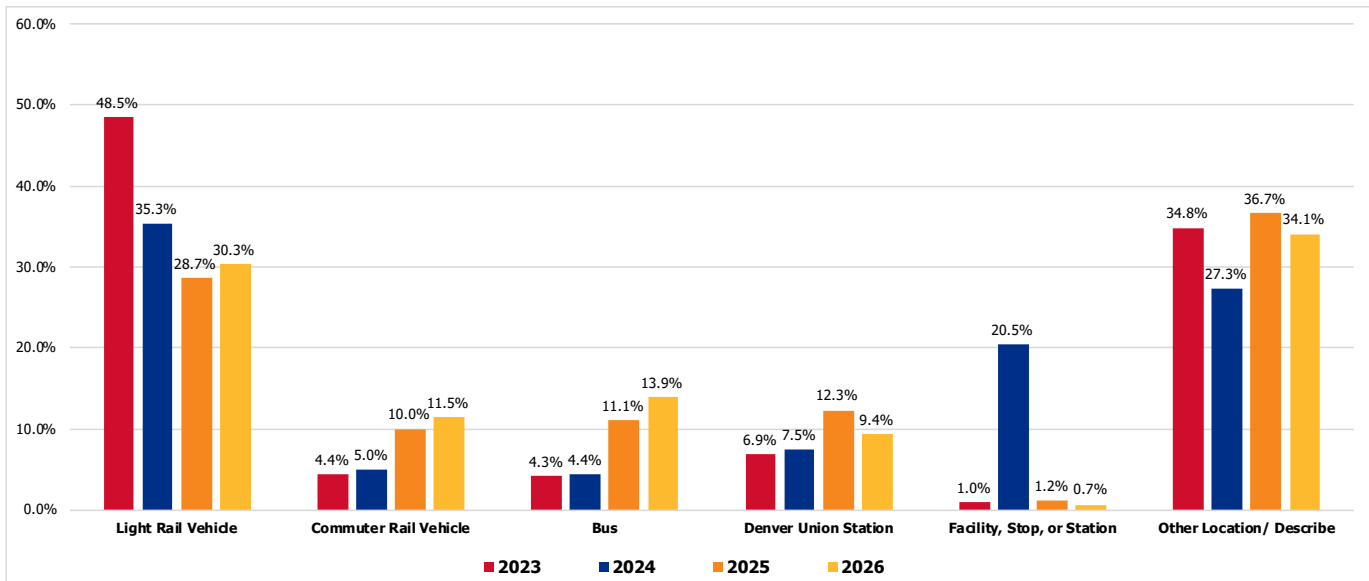
		<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	
<b>Total</b>	<b>2023</b>	501	467	542	399	392	296	349	440	417	407	428	496	<b>5,134</b>
	<b>2024</b>	415	541	521	485	590	351	351	341	253	276	257	223	<b>4,604</b>
	<b>2025</b>	234	202	314	349	298	260	301	247	251	243	196	225	<b>3,120</b>
	<b>2026</b>	182	158	175	174									<b>689</b>

### 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	59	41									209
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	20	16									79
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	23	25									96
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	24	18									65
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	3									5
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	48	71									235

		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	175	174									689



### 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	
<b>Systemwide</b>	<b>2022</b>	3,775	3,312	3,423	3,580	3,326	3,168	3,172	3,116	3,440	3,567	3,933	3,515	<b>41,327</b>
	<b>2023</b>	4,150	3,934	4,482	3,504	3,589	3,258	3,388	3,752	3,703	4,185	3,906	3,996	<b>45,847</b>
	<b>2024</b>	4,205	4,460	4,342	4,367	4,249	3,354	3,348	3,152	2,674	3,100	2,941	2,911	<b>43,103</b>
	<b>2025</b>	2,774	2,511	3,122	3,077	3,058	2,862	2,939	2,801	2,743	2,907	2,743	2,839	<b>34,376</b>
	<b>2026</b>	2,728	2,688	2,912	3,045									<b>11,373</b>
<b>Denver Union Station</b>	<b>2022</b>	1,933	1,603	1,357	1,314	993	842	712	778	766	638	748	833	<b>12,517</b>
	<b>2023</b>	948	781	850	626	620	578	609	685	643	770	724	776	<b>8,610</b>
	<b>2024</b>	850	827	858	748	679	660	575	601	562	739	827	766	<b>8,692</b>
	<b>2025</b>	741	623	763	747	686	594	638	590	570	678	668	767	<b>8,025</b>
	<b>2026</b>	781	690	724	750									<b>2,945</b>

Average Calls per Day

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	AVERAGE
<b>Systemwide</b>	<b>2022</b>	121.8	114.2	110.4	119.3	107.3	105.6	102.3	100.5	114.7	115.1	131.1	113.4	<b>113.0</b>
	<b>2023</b>	133.9	135.7	144.6	116.8	115.8	108.6	109.3	121.0	123.4	135.0	130.2	128.9	<b>125.3</b>
	<b>2024</b>	135.6	153.8	140.1	145.6	137.1	111.8	108.0	101.7	89.1	100.0	98.0	93.9	<b>117.9</b>
	<b>2025</b>	89.5	86.6	100.7	102.6	98.6	95.4	94.8	90.4	91.4	93.8	91.4	91.6	<b>93.9</b>
	<b>2026</b>	88.0	96.0	93.9	101.5									<b>94.9</b>
<b>Denver Union Station</b>	<b>2022</b>	62.4	55.3	43.8	43.8	32.0	28.1	23.0	25.1	25.5	20.6	24.9	26.9	<b>34.3</b>
	<b>2023</b>	30.6	26.9	27.4	20.9	20.0	19.3	19.6	22.1	21.4	24.8	24.1	25.0	<b>23.5</b>
	<b>2024</b>	27.4	28.5	27.7	24.9	21.9	22.0	18.5	19.4	18.7	23.8	27.6	24.7	<b>23.8</b>
	<b>2025</b>	23.9	21.5	24.6	24.9	22.1	19.8	20.6	17.7	19.0	21.9	22.3	24.7	<b>21.9</b>
	<b>2026</b>	25.2	24.6	23.4	25.0									<b>24.5</b>

Year-Over-Year Comparisons: Systemwide

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2024 v. 2022</b>	11.4%	34.7%	26.8%	22.0%	27.8%	5.9%	5.5%	1.2%	-22.3%	-13.1%	-25.2%	-17.2%
<b>2025 v. 2022</b>	-26.5%	-24.2%	-8.8%	-14.1%	-8.1%	-9.7%	-7.3%	-10.1%	-20.3%	-18.5%	-30.3%	-19.2%
<b>2025 v. 2024</b>	-34.0%	-43.7%	-28.1%	-29.5%	-28.0%	-14.7%	-12.2%	-11.1%	2.6%	-6.2%	-6.7%	-2.5%
<b>2026 v. 2025</b>	-1.7%	7.0%	-6.7%	-1.0%								

Year-Over-Year Comparisons: Denver Union Station

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2024 v. 2022</b>	-56.0%	-48.4%	-36.8%	-43.1%	-31.6%	-21.6%	-19.2%	-22.8%	-26.6%	15.8%	10.6%	-8.0%
<b>2025 v. 2022</b>	-61.7%	-61.1%	-43.8%	-43.2%	-30.9%	-29.5%	-10.4%	-29.3%	-25.6%	6.3%	-10.7%	-7.9%
<b>2025 v. 2024</b>	-12.8%	-24.7%	-11.1%	-0.1%	1.0%	-10.0%	11.0%	-8.5%	1.4%	-8.3%	-19.2%	0.1%
<b>2026 v. 2025</b>	5.4%	10.8%	-5.1%	0.4%								

Incident Rate per Customer Boarding\*

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Systemwide</b>	<b>2022</b>	1,128	1,242	1,422	1,384	1,524	1,743	1,642	2,041	1,659	1,584	1,270	1,393	<b>1,503</b>
	<b>2023</b>	1,140	1,173	1,175	1,436	1,498	1,595	1,790	1,762	1,578	1,399	1,381	1,299	<b>1,436</b>
	<b>2024</b>	1,275	1,203	1,268	1,314	1,373	1,535	1,574	1,757	2,083	1,896	1,680	1,745	<b>1,559</b>
	<b>2025</b>	1,797	1,882	1,709	1,796	1,776	1,866	1,814	2,069	2,142	2,208	1,914	1,883	<b>1,872</b>
	<b>2026</b>	1,921	1,871	1,913	*									

\*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
<b>Security-Related Calls for Service</b>	<b>2025</b>	2,774	2,511	3,122	3,077	3,058	2,862	2,939	2,801	2,743	2,907	2,743	2,839
	<b>2026</b>	2,728	2,688	2,912	3,045								
<b>Calls for Service: Year-Over-Year Comparison</b>	<b>2025</b>	-34.0%	-43.7%	-28.1%	-29.5%	-28.0%	-14.7%	-12.2%	-11.1%	2.6%	-6.2%	-6.7%	-2.5%
	<b>2026</b>	-1.6%	7.0%	-6.7%	*								
<b>Systemwide Boardings</b>	<b>2025</b>	4,985,000	4,726,000	5,336,000	5,526,000	5,430,000	5,340,000	5,331,000	5,795,000	5,875,000	6,056,000	5,250,000	5,347,000
	<b>2026</b>	5,240,000	5,030,000	5,570,000	*								
<b>Calls for Service per Customer Boarding</b>	<b>2025</b>	1,797	1,882	1,709	1,796	1,776	1,866	1,814	2,069	2,142	2,208	1,914	1,883
	<b>2026</b>	1,921	1,871	1,913	*								
<b>Transit Watch App Incident Reports</b>	<b>2025</b>	234	202	314	349	298	260	301	247	251	243	196	225
	<b>2026</b>	182	158	175	174								
<b>Rail Proof-of-Payment Checks</b>	<b>2025</b>	317,264	377,169	380,947	404,566	398,980	381,026	439,961	471,771	464,465	460,029	439,707	448,793
	<b>2026</b>	436,272	424,814	487,131	424,423								
<b>Rail Proof-of-Payment: Individuals without Fare</b>	<b>2025</b>	-	-	-	-	24,125	20,091	21,835	24,402	21,248	20,548	19,010	18,207
	<b>2026</b>	17,862	17,556	19,212	18,120								
<b>Rail Proof-of-Payment: Violator Rate</b>	<b>2025</b>	-	-	-	-	6.05%	5.27%	4.96%	5.17%	4.57%	4.47%	4.32%	4.06%
	<b>2026</b>	4.09%	4.13%	3.94%	4.27%								
<b>Criminal Incident Reports</b>	<b>2025</b>	143	134	144	90	112	110	82	111	84	98	86	113
	<b>2026</b>	118	121	143	159								
<b>Arrests</b>	<b>2025</b>	50	48	59	56	74	50	66	100	64	72	61	88
	<b>2026</b>	102	107	103	105								
<b>Customer Reports of Illicit Drug Activity via Transit Watch App</b>	<b>2025</b>	76	56	99	101	83	66	64	60	55	47	53	43
	<b>2026</b>	37	35	45	31								
<b>Illicit Drug Activity: Year-Over-Year Comparison</b>	<b>2025</b>	-67.7%	-81.9%	-69.0%	-60.1%	-72.9%	-55.1%	-52.2%	-54.5%	-28.6%	-37.3%	-34.6%	-21.8%
	<b>2026</b>	-51.3%	-37.5%	-54.5%	-69.3%								

\*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.