



# RESPECT THE RIDE FEEDBACK SUMMARY REPORT

# Respect the Ride

## CUSTOMER CODE OF CONDUCT



### Feedback Summary Report Compiled June 13, 2023



**REGIONAL TRANSPORTATION DISTRICT**  
**1660 Blake Street**  
**Denver, Colorado 80202**

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## Overview

In 2016, RTD's Board of Directors approved the agency's first-ever comprehensive list of rules and prohibited conduct on the transit system. In 2020, amendments to the Customer Code of Conduct were drafted and approved for implementation.

Following an internal staff review that began in 2022, additional changes to RTD's existing Customer Code of Conduct were identified. In April 2023, an updated round of revisions and a rebranded code of conduct were shared with customers, community members, and RTD employees for feedback. Rebranded as *Respect the Ride*, the latest round of revisions to the Code of Conduct simplify the existing guidelines and emphasize respect for other customers and RTD's vehicles, facilities, and employees.

The *Respect the Ride* community feedback survey opened at 10 a.m. on Monday, April 3, 2023, and closed at 11:59 p.m. on Friday, June 2, 2023. The approximately 60-day feedback window included outreach events, community meetings, media relations, online promotions, and other efforts.

The feedback survey was primarily administered online through the SurveyMonkey platform. Paper versions of the feedback survey were also available at community events and by request. The digital and paper versions of the survey were available in English and Spanish.

Additionally, RTD employees were invited to share feedback about *Respect the Ride*, and paper versions of the survey were made available to staff. The employee-specific version of the feedback survey included questions that were slightly different from the public survey (see page 6).

The feedback survey was designed to be a listening tool and gather information about perceptions, opinions, and attitudes. The survey is not a statistically accurate representation of RTD's customers or the metropolitan community. This feedback survey was designed to provide RTD's Board of Directors with high-level perspectives through open-ended questions and responses. While the information collected through this process can be used to draw inferences, it is primarily meant to obtain high-level insights from the community.

### Skipped Questions

With the exception of a select few required prompts, respondents were allowed to skip questions that they felt did not directly apply to them or were not comfortable answering.

Allowing respondents to skip questions increases the quality and accuracy of the feedback collected, as it ensures that the responses given are more meaningful and reflective of a respondent's actual experiences and opinions. It also reduces the risk of respondents providing incorrect or misleading information simply because they felt compelled to answer every question in a feedback survey.

This report indicates how many respondents skipped each question.

### Submissions

All respondents were limited to one submission per device.





# Engagement Benchmarks

Measurable engagement benchmarks were used to determine the success and effectiveness of RTD's outreach activities related to this initiative. Benchmarks serve as reference points against which performance and participation are assessed by the agency and its stakeholders.

Four benchmarks were set in March 2023 to evaluate the effectiveness of RTD's two-month *Respect the Ride* community engagement initiative.

1. **Reach** – overall number of customers, employees, and community members reached by the outreach and engagement campaign

*This benchmark tracked social media impressions, website visits, in-person contact at events, and earned media analytics.*

2. **Participation** – overall number of customers, employees, and community members who participate in the engagement process

*This benchmark tracked the number of feedback surveys submitted.*

3. **Feedback** – overall type of feedback received and the qualitative and quantitative relevance to the topic

*This benchmark tracked the level of detail and feedback shared by respondents through the survey process.*

4. **Follow-Up Report** – submission of a comprehensive report to the Board of Directors to use in their consideration of recommended actions

*This benchmark related to the successful completion of a Board report that compiled all feedback and input from survey respondents and the community.*

## Internal Evaluation

Meaningful benchmarks foster transparency and accountability within the organization and allow stakeholders to track progress, align efforts, and work collaboratively towards RTD's shared objectives. A comprehensive internal evaluation of the outreach efforts related to *Respect the Ride* will be completed in July 2023. During that evaluation process, staff will identify areas of strength and opportunities that may require improvement in the future.

## Campaign Assets

- Dedicated webpage at [rtd-denver.com/respecttheride](http://rtd-denver.com/respecttheride)
- Home page banner and News Stop
- Take one flyers on all buses and trains
- Social media campaign across Facebook, Twitter, Instagram, and LinkedIn
- Paid Spanish language social media campaign
- Paid bilingual digital advertising campaign
- Printed and digital (bilingual) surveys and informational materials
- News and media releases and article pitches
- Full internal, employee-facing communications suite

## Organic Social Media Metrics

- Published 15 posts across RTD's social channels
- Achieved 31,277 impressions, 2,022 engagements, and 394 click-throughs to the webpage
- The top two posts garnered approximately 1,000 engagements

## Spanish Language Paid Social Campaign

- Reached 47,328 individuals within the target segment with 126,304 total impressions
- Results in 682 click-throughs to the webpage

## Paid Digital Advertising Campaign

- Ran in English and Spanish
- Created 519,370 impressions
- Resulted in 519 click-throughs

## Website Views (Respect the Ride)

- 1,599 page views during campaign period
- Does not include employee views on the Hub
- Average time on the page was 3:33

## QR Codes on Print Materials

- The QR code was scanned 149 times during the campaign period



# Survey Questions

## PUBLIC SURVEY QUESTIONS

1. Please select a language/ Por favor, seleccione un idioma. **REQUIRED**
2. How familiar are you with RTD's existing Code of Conduct that was approved in 2020?
3. Please tell us how much you agree with the following statement: The proposed changes to RTD's Code of Conduct supports a safer environment for customers.
4. Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services?
5. Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address?
6. How often do you use RTD services (Bus, light rail, commuter rail, Access-a-Ride, etc.)? **REQUIRED**
7. If the prohibited activities or behaviors you have observed were less common or prevented completely, would you use RTD services more often?
8. Which RTD service do you use the most? **REQUIRED**
9. Which Bus/Rail line(s) do you ride the most? **REQUIRED**
10. What is your zip code?
11. What is your age?
12. What is your gender?
13. Are you of Hispanic, Latine, or Spanish origin?
14. How would you describe your race?
15. Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.
16. Which of the following best describes you: customer, community member, or RTD employee? **REQUIRED**

## EMPLOYEE SURVEY QUESTIONS

1. How familiar are you with RTD's existing Code of Conduct that was approved in 2020?
2. Please tell us how much you agree with the following statement: The proposed changes to RTD's Code of Conduct supports a safer environment for customers.
3. Please tell us how much you agree with the following statement: The proposed changes to RTD's Code of Conduct supports a safer environment for employees.
4. Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services?
5. Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address?
6. Do you feel these prohibited activities and behaviors affect bus or rail services more?
7. Which Light Rail/Commuter Rail line(s) do you feel is affected most by prohibited activities and behaviors?
8. Which Bus line(s) do you feel is affected most by prohibited activities and behaviors?
9. In which RTD department do you currently work?
10. Please use the space below to provide any feedback or suggestions you may have about the proposed changes to RTD's Code of Conduct.



# Executive Summary

During the outreach and engagement period, a total of 1,683 surveys were submitted.

This report organizes the data and metrics into four categories:

1. All Respondents
2. Customers
3. Community Members
4. RTD Employees

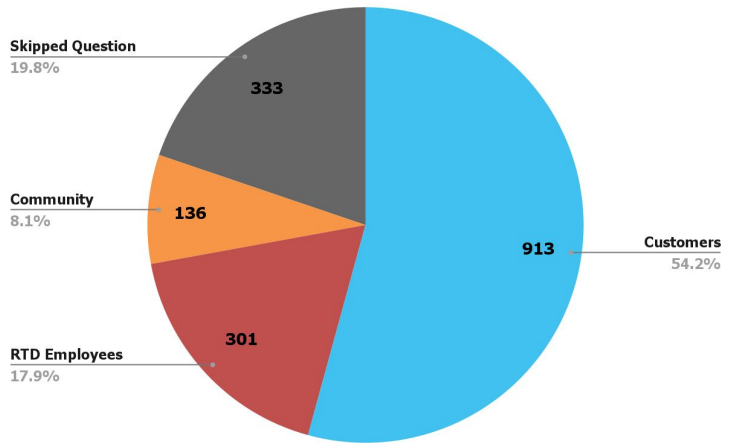
It is important to note that 333 respondents started the survey but did not fully answer all questions. This overall number of incomplete submissions is noted as “skipped question” in the report.

Approximately 77.6% of all respondents and 77.6% of customers *somewhat agree* or *strongly agree* that the proposed revisions to the Code of Conduct support a safer environment for customers (see page 9). Additionally, 80.9% of all respondents and 80.6% of customers indicated that they would use RTD’s service *somewhat more often* or *much more often* if the prohibited activities or behaviors were less common or prevented completely (see page 11).

Customers indicated that *littering* (73.1%) was the most frequently observed prohibited activity or behavior in the last six months. That response was followed by *loud music that is disruptive to others* (68.0%), *illegal drug use* (66.0%), and *fare-related violations* (65.8%).

Lastly, 45.8% of all respondents and 57.9% of customers provided open-ended feedback or comments (see page 51).

## RESPONDENTS BY CATEGORY

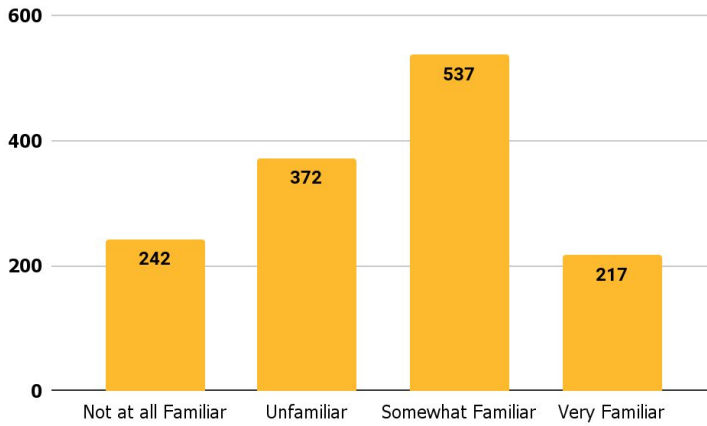


Customers	913
Community Members	136
RTD Employees	301
Skipped Category Question	333
<b>Total Respondents</b>	<b>1,683</b>



# How familiar are you with RTD's existing Code of Conduct that was approved in 2020?

## ALL RESPONDENTS

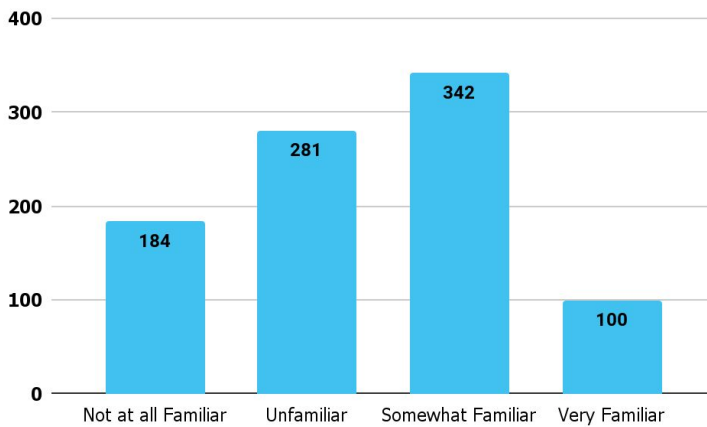


ANSWER	COUNT	%
Not at all Familiar	242	17.7%
Unfamiliar	372	27.2%
Somewhat Familiar	537	39.2%
Very Familiar	217	15.9%

### NOTES

1. 315 respondents skipped this survey question
2. 754 respondents (55.1%) are *Somewhat Familiar* or *Very Familiar*
3. Includes RTD employees

## CUSTOMERS

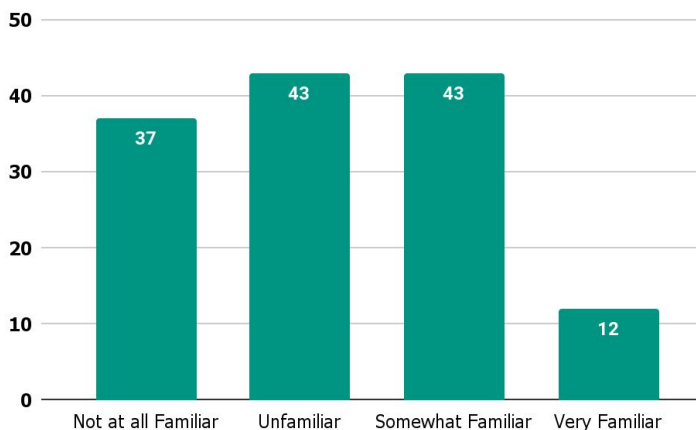


ANSWER	COUNT	%
Not at all Familiar	184	20.3%
Unfamiliar	281	31.0%
Somewhat Familiar	342	37.7%
Very Familiar	100	11.0%

### NOTES

1. 6 customers (0.7%) skipped this survey question
2. 442 customers (48.7%) are *Somewhat Familiar* or *Very Familiar*

## COMMUNITY MEMBERS



ANSWER	COUNT	%
Not at all Familiar	37	27.4%
Unfamiliar	43	31.9%
Somewhat Familiar	43	31.9%
Very Familiar	12	8.9%

### NOTES

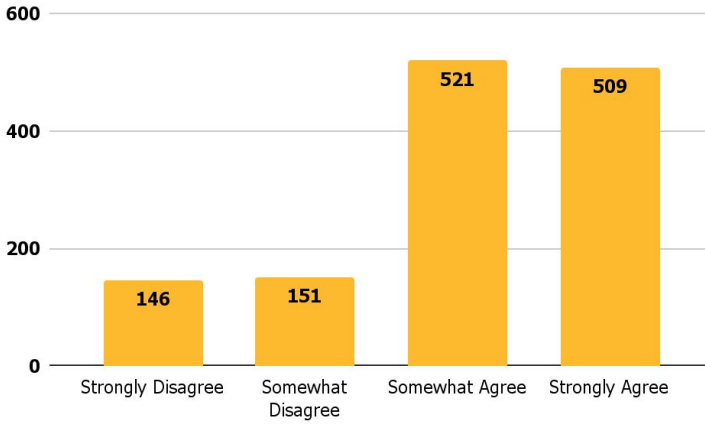
1. 1 community member (0.7%) skipped this survey question
2. 55 community members (40.8%) are *Somewhat Familiar* or *Very Familiar*





**Please tell us how much you agree with the following statement:**  
*The proposed changes to RTD's Code of Conduct supports a safer environment for customers.*

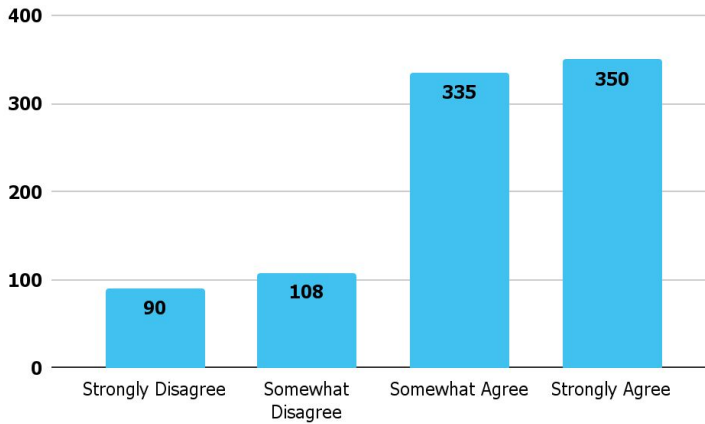
**ALL RESPONDENTS**



ANSWER	COUNT	%
Strongly Disagree	146	11.0%
Somewhat Disagree	151	11.4%
Somewhat Agree	521	39.3%
Strongly Agree	509	38.3%

- NOTES**
- 356 respondents skipped this survey question
  - 1,030 respondents (77.6%) *Somewhat Agree* or *Strongly Agree*
  - Includes RTD employees

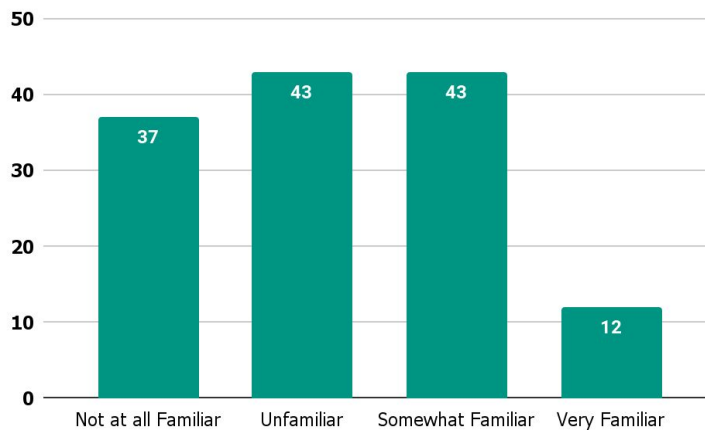
**CUSTOMERS**



ANSWER	COUNT	%
Strongly Disagree	90	10.2%
Somewhat Disagree	108	12.2%
Somewhat Agree	335	38.0%
Strongly Agree	350	39.6%

- NOTES**
- 30 customers (3.3) skipped this survey question
  - 685 customers (77.6%) *Somewhat Agree* or *Strongly Agree*

**COMMUNITY MEMBERS**



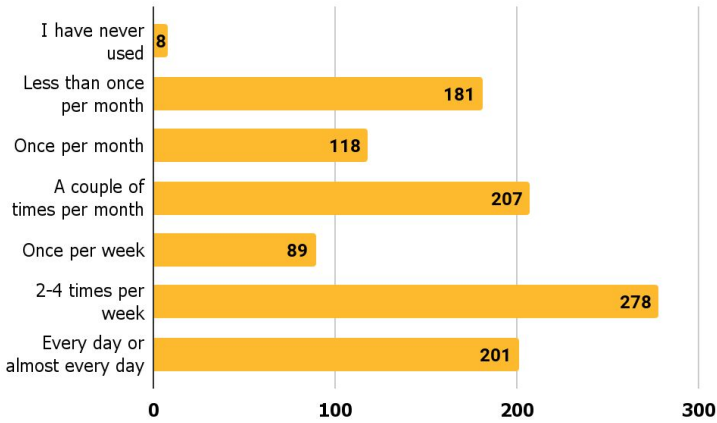
ANSWER	COUNT	%
Strongly Disagree	17	12.9%
Somewhat Disagree	14	10.6%
Somewhat Agree	52	39.4%
Strongly Agree	49	37.1%

- NOTES**
- 4 community members (2.9%) skipped this survey question
  - 101 community members (76.5%) *Somewhat Agree* or *Strongly Agree*



# How often do you use RTD services (Bus, light rail, commuter rail, Access-a-Ride, etc.)?

## ALL RESPONDENTS

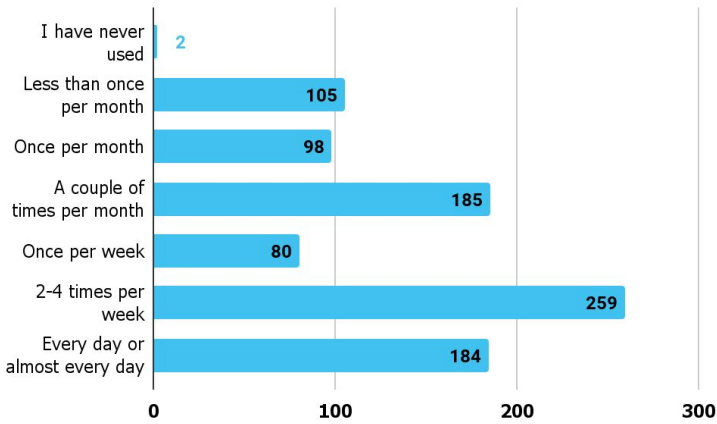


ANSWER	COUNT	%
I have never used	8	0.6%
Less than once per month	181	13.1%
Once per month	118	8.5%
A couple of times per month	207	15.0%
Once per week	89	6.4%
2-4 times per week	278	20.1%
Every day or almost every day	201	14.5%

### NOTES

- 300 respondents skipped this survey question
- This question was not included on the employee feedback survey

## CUSTOMERS

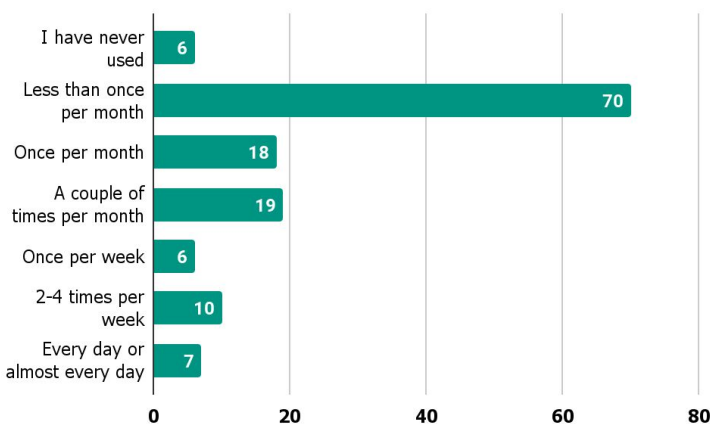


ANSWER	COUNT	%
I have never used	2	0.2%
Less than once per month	105	11.5%
Once per month	98	10.7%
A couple of times per month	185	20.3%
Once per week	80	8.8%
2-4 times per week	259	28.4%
Every day or almost every day	184	20.2%

### NOTES

- 0 customers (0.0%) skipped this survey question

## COMMUNITY MEMBERS



ANSWER	COUNT	%
I have never used	6	4.4%
Less than once per month	70	51.5%
Once per month	18	13.2%
A couple of times per month	19	14.0%
Once per week	6	4.4%
2-4 times per week	10	7.4%
Every day or almost every day	7	5.1%

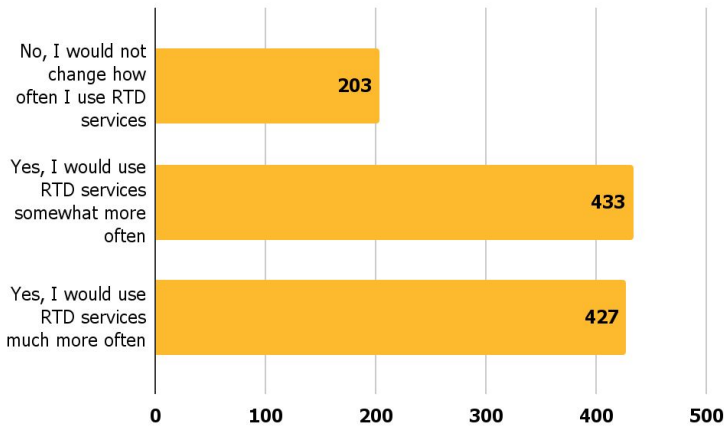
### NOTES

- 0 community members (0.0%) skipped this survey question



# If the prohibited activities or behaviors you have observed were less common or prevented completely, would you use RTD services more often?

## ALL RESPONDENTS

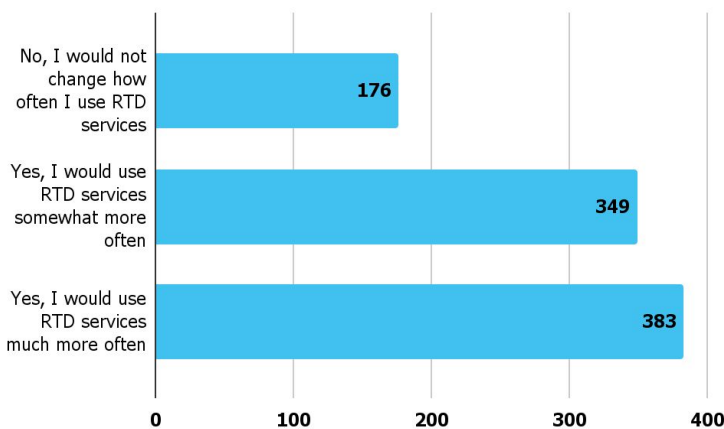


ANSWER	COUNT	%
No, I would not change how often I use RTD services	203	19.1%
Yes, I would use RTD services somewhat more often	433	40.7%
Yes, I would use RTD services much more often	427	40.2%

### NOTES

- 319 respondents skipped this survey question
- 860 respondents (80.9%) indicated that they would use RTD services more often
- This question was not included on the employee feedback survey

## CUSTOMERS

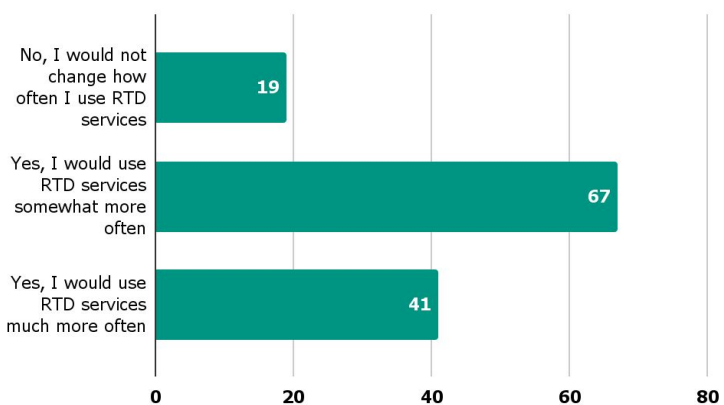


ANSWER	COUNT	%
No, I would not change how often I use RTD services	176	19.4%
Yes, I would use RTD services somewhat more often	349	38.4%
Yes, I would use RTD services much more often	383	42.2%

### NOTES

- 5 customers (0.5%) skipped this survey question
- 732 customers (80.6%) indicated that they would use RTD services more often

## COMMUNITY MEMBERS



ANSWER	COUNT	%
No, I would not change how often I use RTD services	19	15.0%
Yes, I would use RTD services somewhat more often	67	52.7%
Yes, I would use RTD services much more often	41	32.3%

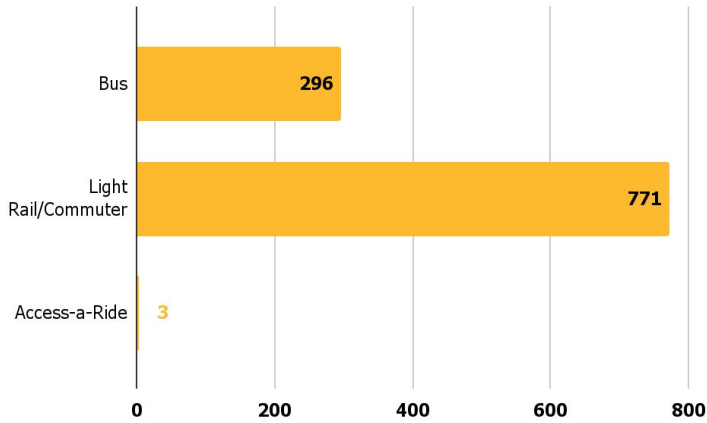
### NOTES

- 9 community members (6.6%) skipped this survey question
- 108 community members (85.0%) indicated that they would use RTD services more often



# Which RTD service do you use the most?

## ALL RESPONDENTS

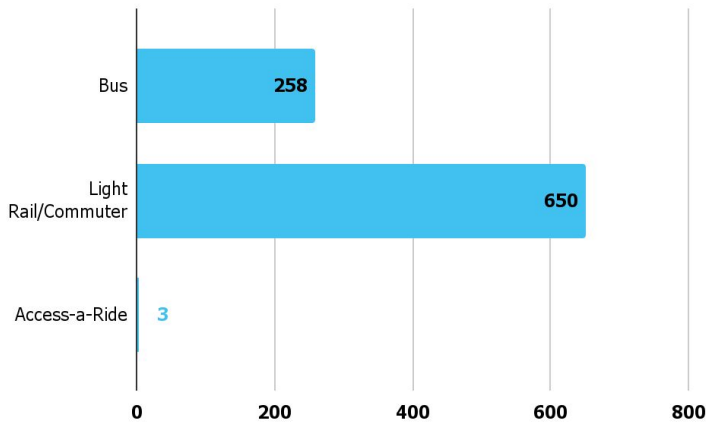


ANSWER	COUNT	%
Bus	296	21.6%
Light Rail/Commuter	771	56.2%
Access-a-Ride	3	0.2%

### NOTES

- 382 respondents skipped this survey question
- This question was not included on the employee feedback survey

## CUSTOMERS

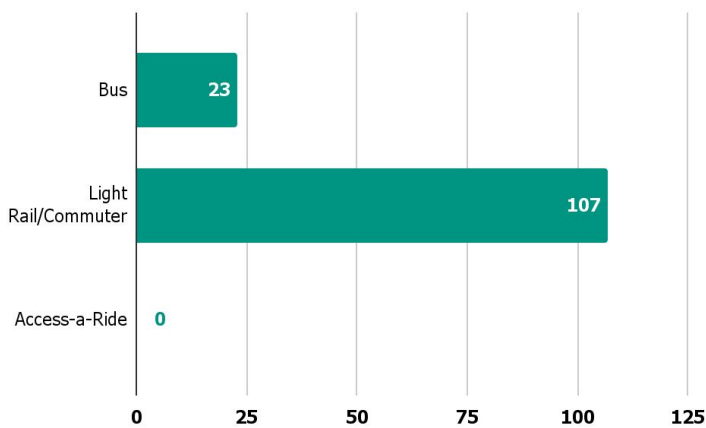


ANSWER	COUNT	%
Bus	258	28.3%
Light Rail/Commuter	650	71.4%
Access-a-Ride	3	0.3%

### NOTES

- 2 customers (0.2%) skipped this survey question

## COMMUNITY MEMBERS



ANSWER	COUNT	%
Bus	23	17.7%
Light Rail/Commuter	107	82.3%
Access-a-Ride	0	0.0%

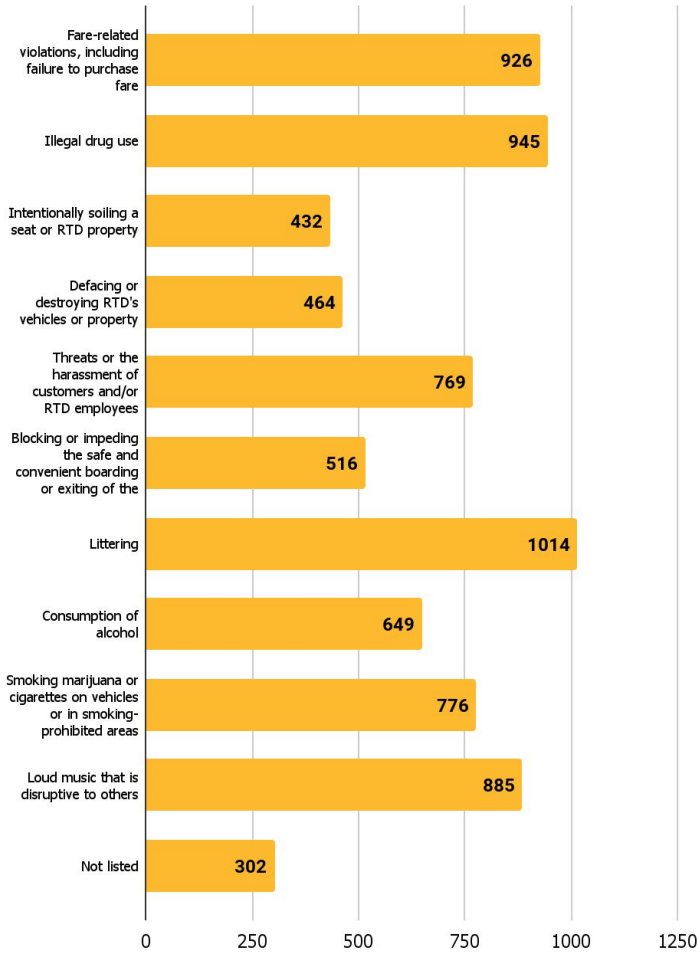
### NOTES

- 6 community members (4.4%) skipped this survey question



**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? Please select all that apply.**

**ALL RESPONDENTS**



ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	926	55.0%
Illegal drug use	945	56.1%
Intentionally soiling a seat or RTD property	432	25.7%
Defacing or destroying RTD's vehicles or property	464	27.6%
Threats or the harassment of customers and/or RTD employees	769	45.7%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	516	30.7%
Littering	1,014	60.2%
Consumption of alcohol	649	38.6%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	776	46.1%
Loud music that is disruptive to others	885	52.6%
Not listed	302	17.9%

**NOTES**  
1. Includes RTD employees

**TOP FIVE OBSERVED ACTIVITIES OR BEHAVIORS**


**#1**

**60.2%**  
Littering




**#2**

**56.1%**  
Illegal drug use




**#3**

**55.0%**  
Fare-related violations




**#4**

**52.6%**  
Loud music that is disruptive to others



**#5**

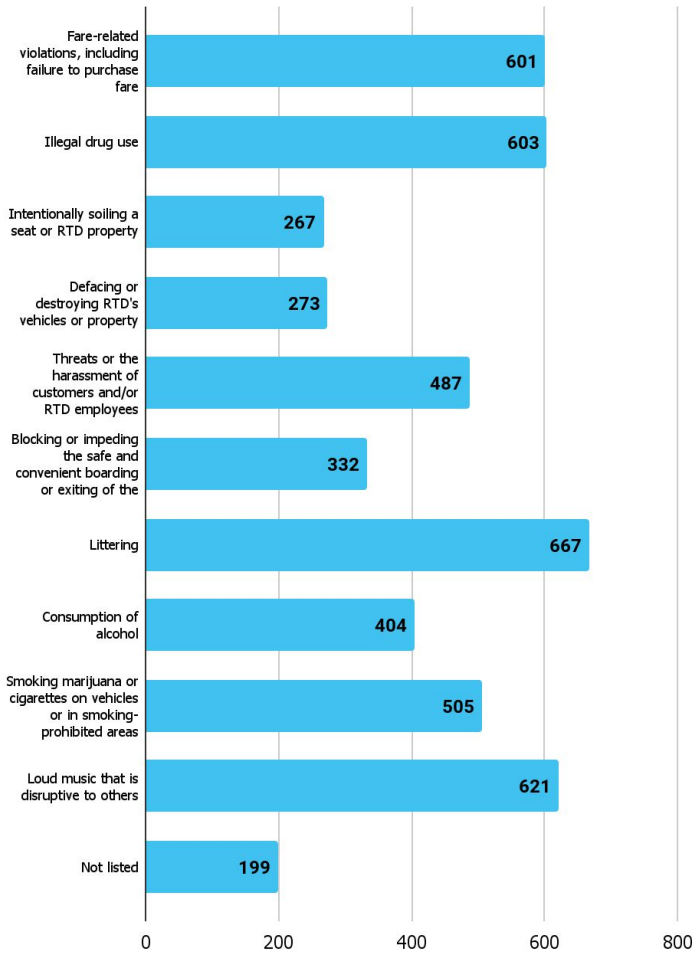
**46.1%**  
Smoking marijuana or cigarettes





**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? Please select all that apply.**

**CUSTOMERS**




ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	601	65.8%
Illegal drug use	603	66.0%
Intentionally soiling a seat or RTD property	267	29.2%
Defacing or destroying RTD's vehicles or property	273	29.9%
Threats or the harassment of customers and/or RTD employees	487	53.3%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	332	36.4%
Littering	667	73.1%
Consumption of alcohol	404	44.2%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	505	55.3%
Loud music that is disruptive to others	621	68.0%
Not listed	199	21.8%

**TOP FIVE OBSERVED ACTIVITIES OR BEHAVIORS**


**#1**

**73.1%**  
Littering




**#2**

**68.0%**  
Loud music that is disruptive to others




**#3**

**66.0%**  
Illegal drug use




**#4**

**65.8%**  
Fare-related violations



**#5**

**55.3%**  
Smoking marijuana or cigarettes





**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

**CUSTOMERS**

1. Lewd conduct. Drug sales.
2. Fighting
3. Over loading of a light rail after a major event
4. N/A
5. Loud talking/yelling
6. Unticketed passengers / homeless
7. Putting feet on seats
8. Sex on the train
9. Union station loitering, unsanitary messes, underground passage safety
10. Smoking Fentanyl / Cocaine
11. people sleeping on trains, behaving inappropriately and intoxicated.
12. Those appearing under the influence of drug and creating an unsafe environment
13. Sleeping with so much dirty, smelly personal stuff that the person was probably homeless. I would not have wanted to sit on that same seat later, without disinfection.
14. Camping on trains
15. Homeless guy sleeping in the back
16. Drug dealing
17. Talking loudly on speaker on their cell phones for the whole duration of their ride.
18. infraction by RTD security officer too
19. bringing pets onto the bus and light rail who are not being held; endangers people who have dog guides; had a dog attack a dog guide
20. Eating on bus
21. Sleeping, dirty, and mentally unstable -- scary -- people
22. Sleeping and not getting off trains
23. Man was frustrated at something but took it out on the RTD driver yelling profane words and banging on door. On E line toward Union near Osage mid to late may 2023
24. Smelling of urine, pot, incoherent.
25. Use of drugs in the Nine Mile Station, parking area and homeless blocking the stairs in the station and in the parking ramp
26. Sleeping and/or passed out riders
27. Harassment of passengers
28. Drinking. I always have a water bottle and coffee tumbler. Riding 25-30 minutes in the morning requires the ability to hydrate and caffeine.
29. occupying more than one seat esp. in handicap area
30. Homeless riding light rails. Would be great if turnstiles could be installed similar to other big cities to help prevent unwanted riders
31. Meth and fentanyl usage, dealing meth and fentanyl
32. Taking loudly on phone
33. Sex
34. Trains driven in safe format or on time
35. Blocking stairs and elevators at stations. Drug use on stairs and elevators.
36. Feet on Seats
37. Loud voice, swearing
38. I
39. Sale of drugs
40. illegal drug use use
41. People stealing merchandise from Park Meadows, getting on the train, and attempting to sell the merchandise
42. Homeless group taking up vacancy in an RTD shelter at Belleview Station.
43. Non riders camping in the 38th & Blake pedestrian bridges
44. Using more than 2 seats to sleep/rest
45. Bus as homeless shelter
46. using speaker when talking on the phone



**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

**CUSTOMERS**

- 47. Not letting people with disabilities board first
- 48. haven't ridden in 6 months due to the unsafe conditions.
- 49. Dog on A-Line eating dog food by hand.
- 50. Stretched out sleeping on seats - foul smelling individuals limiting desire to sit near - rough appearance smelly individuals traveling one stop or from Union Station to DIA
- 51. OMG could people wear their headphones while on the train?! It's so annoying and no one enforces it so we're forced to listen to other people's crappy music. Thanks!
- 52. People homeless and/or under influence of alcohol or drugs either passed out across seats or yelling/hitting seat in front of them.
- 53. taking clothing off, sleeping/living on train
- 54. I have seen none of these on A line
- 55. Vaping is pervasive
- 56. Loud phone conversations. Realistically, unless it's an emergency or necessary, cell phone conversations should be minimal. It's really annoying and disrespectful.
- 57. fighting, stolen catalytic converters and PnR lot
- 58. Homeless people sleeping on the trains like it's their bed. I mean seriously come on
- 59. Nudity
- 60. Feet on the seats and burning items in the train cabins
- 61. Mentally ill individuals causing a disturbance to the peace
- 62. Selling drugs
- 63. riding elevators without getting off, people put their feet on the seats every day, letting dogs sit on the seats rather than the floor.
- 64. Loitering
- 65. Eating and spitting on floor of bus
- 66. Selling "blues"
- 67. sleeping/camping on platforms
- 68. Vaping, muddy feet on seat on light rail.
- 69. Having homeless people on the bus
- 70. Drug induced dancing and wild gesticulating causing disruptions to riders.
- 71. Smoking fentanyl in a light-rail car after being told to stop!
- 72. Shooting up with needles
- 73. loud yelling disruptive passenger
- 74. Harassment of other riders making them feel unsafe and uncomfortable
- 75. Everything else a human could possibly do that is disruptive.
- 76. Feet/shoes on seats
- 77. a large knife
- 78. Assault
- 79. Boarding while impaired and shouting at other riders
- 80. Dealing drugs
- 81. Bringing on pets that are clearly not service animals.
- 82. sleeping on busses, taking over entire row
- 83. Homeless sleeping on trains; a person waving a crack pipe and scissors around while yelling at other passengers; drug deal at Nine Mile station; someone peeing in the elevator at same station.
- 84. Continuous loitering
- 85. Loud cellphones, people trying to sell marijuana while on light rail
- 86. Actual violence
- 87. Rude Homeless people or rude ada with unreasonable demands
- 88. Yelling on the phone while it's on speaker phone
- 89. Drug use next to RTD cops
- 90. Drug sales on the D line
- 91. Putting feet on seat, taking up more than one seat
- 92. sleeping on floor of light rail.



**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

**CUSTOMERS**

- 93. Loud talking on cell phone
- 94. Someone on the A Line that was speaking aloud and clearly on drugs.
- 95. I only ride infrequently now - I have observed most of the above in the past.
- 96. Weapons
- 97. Loud phone conversations that are disruptive to others
- 98. homeless people riding all day not actually going anywhere
- 99. LOUD phone conversations that are personal and should not be broadcast to other passengers
- 100. Loud and profane conversations on vehicles
- 101. putting their feet/shoes on the seats
- 102. The Red Stations are scary. Derelicts, drunks, homeless people all hanging around. The elevators smell like PISS and SMOKE. There are RATS in the SOUTHMORE Station. THE STATIONS ARE HORRIFYING!!!!!!
- 103. illegal drug possession, sales, injection and smoking there of on the E light rail
- 104. Police and RTD officers harassing riders
- 105. Using seats as footrests
- 106. Sleeping on the bus
- 107. Intimidation
- 108. Occupying more than 1 seat intentionally
- 109. talking on cell phones with a loud voice so there is ugly words spoken on the phone we all have to tolerate
- 110. I only ride the DASH now. I'm afraid to ride AB1 and FF1
- 111. Lewd Conduct
- 112. Occupying multiple seats
- 113. Transients setting up camp, sleeping on train taking up 4 seats.
- 114. peeing on vehicles
- 115. Entering and exiting light rail with bicycles in doors not designated for bicycles; blocking doors with bicycles.
- 116. Pets on board
- 117. Camping, taking up multiple seats during high volume times (sleeping in a full seat bank)
- 118. Bums just riding busses with no destination
- 119. Single passenger occupying multiple seats on crowded trips
- 120. Homeless person tried to assault me.
- 121. people essentially living at platforms and on train cars
- 122. Blatantly ill homeless coughing up lungs and in general looking like they're on their deathbed.
- 123. people talking loud on their phones
- 124. Blocking the doors with the body. The person was so drugged out that they were slumped over in the stairwell of the train.
- 125. Other noise-related disruptive behavior, burning of incense
- 126. Sharpening a spear point on a broomstick handle with a pocket knife while staring at me. I wish I was kidding.
- 127. Meaningless non directed screaming and ranting while banging on windows.
- 128. I've had people follow me off the train and overall make me uncomfortable while riding the train
- 129. Drug use
- 130. Pets (not service animals)
- 131. Using the train as a place to sleep
- 132. Music on the train is so common.
- 133. People clearly living on the trains
- 134. Animals that are not service animals and not in a carrier being brought on
- 135. As a female, not feeling safe while waiting for transportation to arrive and being harassed.
- 136. Psychiatric issues. A man screaming and rolling on the floor. When train stopped at Broadway, I flagged a security officer who came aboard, said, "He is in his seat now" and left. After leaving Broadway, the man began screaming and cursing again.



**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

**CUSTOMERS**

- 137. Sexual harassment, nudity, and possession of weapons
- 138. weapons in Union Station
- 139. People talking on the phone very loudly.
- 140. Rider menacing the entire vehicle for an extended period of time; saying things like 'I'm not playing/messing around' to no one in particular, glancing furtively around the vehicle and making aggressive eye contact with other riders
- 141. Sheltering indefinitely on light rail trains
- 142. A crackhead having an episode on the A Line at 5am
- 143. Unhoused individuals setting up camp at stations and going circular on the mall shuttle
- 144. People being VERY high and acting crazy
- 145. Threats or the harassment of KGFS employees.
- 146. Homeless people using the train as temporary lodging
- 147. masturbation
- 148. Inhibiting the use of elevators.
- 149. It's hard to ride rtd right now with how much bad stuff is happening
- 150. Sleeping
- 151. Brandishing a weapon
- 152. Taking up seats while sleeping
- 153. Na
- 154. Bluetooth calls. Nobody needs to hear that
- 155. Watched a crack pipe fall out of a homeless man's pocket and roll down the walkway when the train pulled away from union station
- 156. People living on the trains
- 157. Lack of enforcement, guards present. Targeting African Americans for fares and skipping me (white)
- 158. Shoes on seats
- 159. Farting
- 160. Sleeping in a tent on the train
- 161. Eating
- 162. Not a single employee has checked my pass in over a month, N-Line
- 163. Using the train as temporary shelter instead of for transportation
- 164. Excessive personal fragrance can be a serious health hazard
- 165. Feet on seats
- 166. Being harassed by male riders
- 167. Using drugs in a station
- 168. Sleeping and riding transit with no destination
- 169. Homeless drug use
- 170. Meth, assaults
- 171. Smoking Crack off foil wrappers, fighting to the point of bloodshed- it is unacceptable
- 172. People that smell of their own body odor
- 173. Charging too much for fentanyl. Very rude.
- 174. Smoking crack, passed out on the floor blocking the passage, crazy yelling, sleeping passed out on seats
- 175. Guy furiously masterbating in-between smoking something off foil. Called RTD police and was told their was nothing they could do
- 176. Riders are constantly putting their feet (shoes) on the seats of buses and lightrail cars.
- 177. People sitting in designated seats for walkers, people with canes, wheelchairs
- 178. Taking calls on speakerphone
- 179. Conductor sleeping - NLine
- 180. Occupying multiple seats despite high demand; pets
- 181. Shouting of profanities and threatening phrases around Union Station
- 182. Vaping
- 183. Mentally unhealthy people





**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

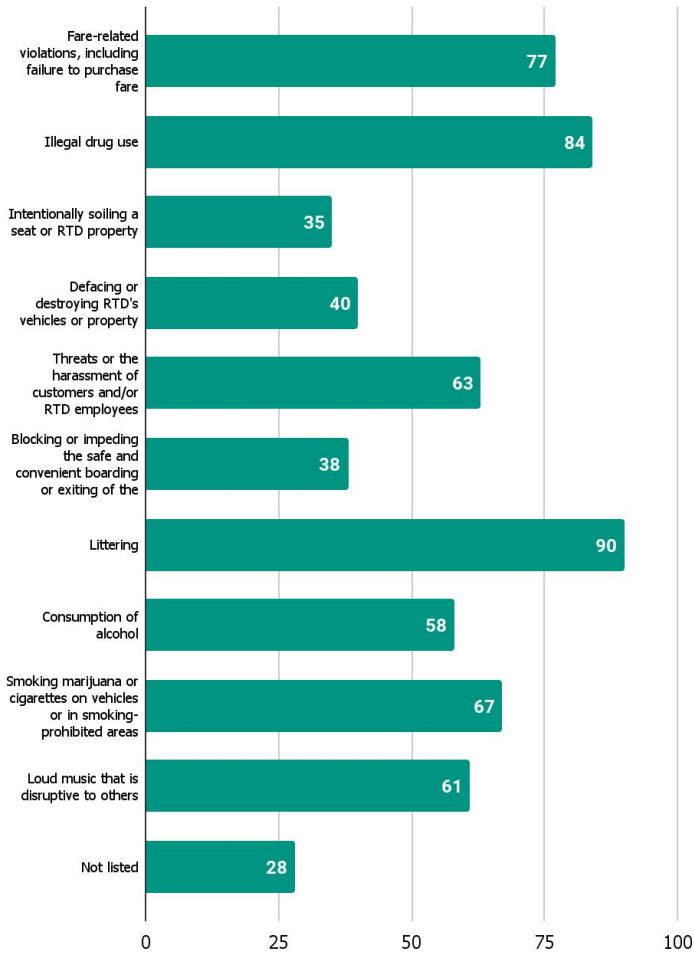
## **CUSTOMERS**

- 184. Loud conversations especially on cell phones
- 185. Homeless bring all the belongings on buses and blocking seats. This makes the bus dirty and unsafe for other passengers.
- 186. Selling drugs in stations
- 187. Unstable behavior. People screaming and yelling at nothing at all or other riders. People punching seats. People passed out drunk.
- 188. Masturbation, fighting
- 189. Not getting off at the end of the line. Tents being set up on board the trains
- 190. Collecting tin foil.
- 191. Loud talking on cell phone, shouting to no one in particular.
- 192. I have not used RTD in the last 6 months
- 193. Use of illegal drugs (crack, meth, etc) on the train itself requiring passengers to change cars. Also, flashing/playing with knives in front of other passengers
- 194. open up the damn bathrooms!
- 195. Drug dealing
- 196. Mental health crisis on rtd vehicle
- 197. Open weapons violations
- 198. Laying on the floor, camps in public areas, disruptive/violent behavior
- 199. None of the above.



Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? Please select all that apply.

## COMMUNITY MEMBERS



ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	77	56.6%
Illegal drug use	84	61.8%
Intentionally soiling a seat or RTD property	35	25.7%
Defacing or destroying RTD's vehicles or property	40	29.4%
Threats or the harassment of customers and/or RTD employees	63	46.3%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	38	27.9%
Littering	90	66.2%
Consumption of alcohol	58	42.6%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	67	49.3%
Loud music that is disruptive to others	61	44.9%
Not listed	28	20.6%

## TOP FIVE OBSERVED ACTIVITIES OR BEHAVIORS

#1

66.2%  
Littering



#2

61.8%  
Illegal drug use



#3

56.6%  
Fare-related violations



#4

49.3%  
Smoking marijuana or cigarettes



#5

46.3%  
Threats or harassment



**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

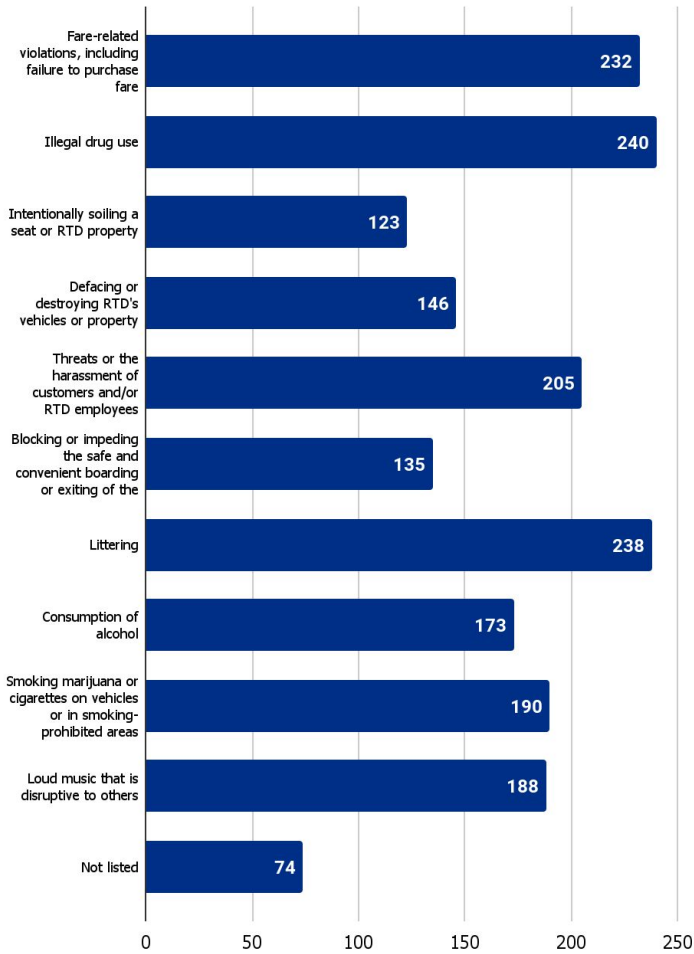
## COMMUNITY MEMBERS

1. Drug users gathered/living in and around the station. Public masturbation.
2. I have not taken lightly rail in past 6 mths
3. I won't ride the light rail. I feel too unsafe.
4. people talking loudly to imaginary people not sure what they would do
5. Homeless people riding continuously and/or at the stations
6. Drunk passengers passing out on the bus. Homeless people riding indefinitely. Drunk/high passengers causing a disturbance/ causing the bus to be delayed.
7. I don't ride because I'm disgusted by the dirtiness.
8. Homeless person sleeping
9. none
10. homeless people riding lightrail
11. Have not ridden on RTD in 6 months.
12. Sleeping in the facilities and stairwells, using the buses or rail lines as a way to stay warm, loitering
13. Public drunkenness on RTD property
14. Breaking in my car several times causing \$7,0000 in damage where I live 10th& Sheridan RTD Station
15. Vandalism, theft & drugs in Park & Ride garages
16. RTD makes it, at best, wildly inconvenient to ride RTD. Any trip I try to take on RTD takes 3-4x as long as taking a car. Also, none of these are safety issues. Why would I give the first fuck if somebody else didn't pay a fare? And why are you trying to get people to care about that or anything else that people do?
17. non really because i recently stopped taking the RTD
18. Lewd Conduct
19. Bicycles in the middle of carriage or on seats
20. I am too scared to ride the RTD.
21. RTD should be for transit. Not housing homeless people. We want to be frequent users of transit but our station in englewood and many others are basically open air homeless shelters. I'm sure many of them are great people but being asked for money every time you use RTD or seeing a small number of them doing probably illegal activities isn't a great way for me to get other people or my wife in transit
22. Meth, please test for meth.
23. Fentinol/meth use
24. Murder at the stations
25. i haven't used them. TBH, as a new resident, i haven't felt comfortable to try them.
26. Sex
27. domestic violence
28. Camping on transit vehicles (trains) - making multiple trips back and forth while sleeping and sheltering in the train without a destination. Displacing other passengers by occupying multiple seats to lay down and sleep.



**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? Please select all that apply.**

**RTD EMPLOYEES**



ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	232	77.1%
Illegal drug use	240	79.7%
Intentionally soiling a seat or RTD property	123	40.9%
Defacing or destroying RTD's vehicles or property	146	48.5%
Threats or the harassment of customers and/or RTD employees	205	68.1%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	135	44.9%
Littering	238	79.1%
Consumption of alcohol	173	57.5%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	190	63.1%
Loud music that is disruptive to others	188	62.5%
Not listed	74	24.6%

**TOP FIVE OBSERVED ACTIVITIES OR BEHAVIORS**

<b>#1</b>	<b>#2</b>	<b>#3</b>	<b>#4</b>	<b>#5</b>
<b>79.7%</b> Illegal drug use	<b>79.1%</b> Littering	<b>77.1%</b> Fare-related violations	<b>68.1%</b> Threats or harassment	<b>63.1%</b> Smoking marijuana or cigarettes
				



**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

**EMPLOYEES**

1. homeless continually riding vehicles ( I feel it is a safety and health issue), pitbull riding with smelly homeless person (the smell really makes riding our vehicles miserable)
2. Disturbances on station platforms, assaults, loitering, non-destinational riding ("camping"), laying on seats sleeping.
3. Masturbation
4. Illegal aliens using Union Station bus concourse as a homeless shelter
5. Mentally I'll standing and yelling, waving arms for no apparent reason. No police or security response when reported.
6. As if you are going to do anything
7. Threats and racial comments to drivers
8. Theft, fencing stolen goods
9. Sleeping onboard
10. Passenger with a strong body odor smell due to sanitation, urination, defecation, etc.
11. Racism on African Bus Drivers. Passenger trying to poke bus operator eyes with his fingers while he is driving the bus.
12. Assault
13. Sleeping on floors of vehicles, unimaginable body odor, Refusing to leave vehicles/property when in violation of any rules, passengers threatening and or upsetting or scaring other passengers
14. Sleeping on the floors, Refusing a Request from Operator/Supervisor or TSO
15. Nudity
16. Physical violence, copulation, masturbation, people camping on and in rtd property
17. frequent verbal and physical harrassment of operators and passengers
18. Sleeping all day on the floor or bench and not using services
19. Homeless camping on property and vehicles.
20. sex acts and exposures
21. Physical altercations, weapons brandished
22. loitering/weapons/indecent exposure
23. In all of the elevators: loitering, camping, drug use, urination/defecation, blocking other passengers access including ada access to elevators, violence, stabbings. In general: theft, criminal mischief to vehicles and property, camping on property resulting in large amounts of trash everywhere and unhygienic facilities.
24. Camping on trains
25. homeless people riding all day not actually going anywhere
26. fighting, arguing, harassing others
27. Not wearing shoes/shirt/pants
28. Loitering at light rail stations (platforms and elevators)
29. Vaping, streaming on phones
30. Loitering
31. Assaults and theft
32. use of hard drugs. Fentanyl etc
33. lewd and offensive language, spitting, feet on seats, weapons (knives and blunt objects)
34. Sleeping / living on trains
35. Sleeping
36. Crossing tracks when warning lights are flashing.
37. I've witnessed Fentanyl smoking on the mall shuttle
38. Groping/sexual assault
39. Smoking of other substance involving foil and odd smell
40. Smoking of other unknown substances
41. Lotering
42. Employees not reporting on time, not working appropriately
43. Urinating or defecation on Light Rail
44. People passed out on the vehicle





**Which of the following prohibited activities or behaviors have you observed in the last six months while using RTD's services? NOT LISTED: \_\_\_\_\_.**

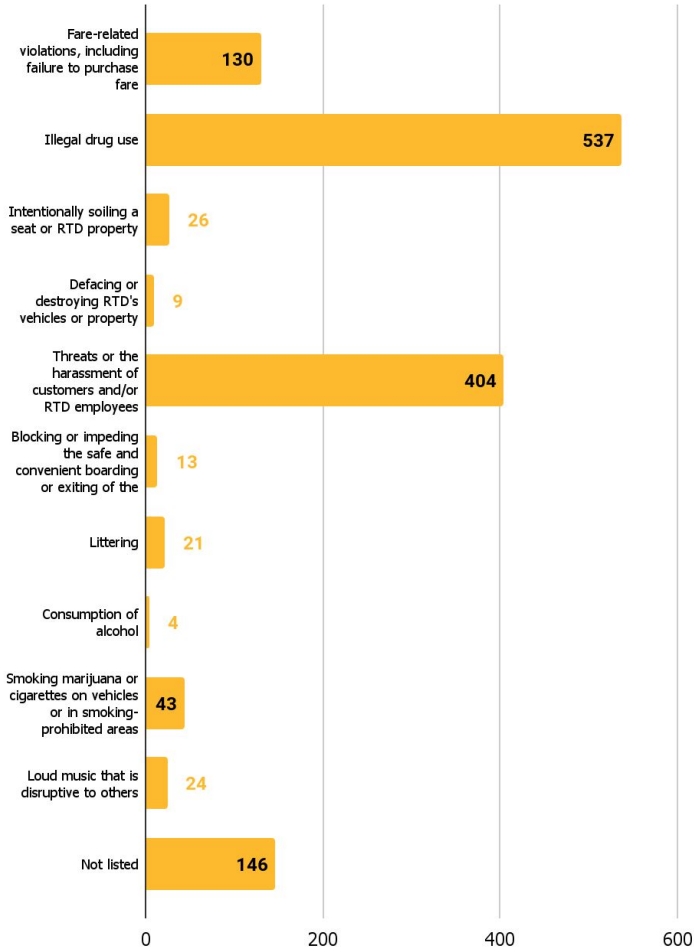
**EMPLOYEES**

- 45. Individuals not utilizing transit services.
- 46. Assaults on employees
- 47. 'Do not use RTD for Transportation.', Answer not provided.
- 48. sleeping
- 49. Employees kicking passengers off trains
- 50. Loud, drunken behavior at 5 pm on Mall shuttle. I got off to avoid it.
- 51. Persons without housing on train platform
- 52. I have not used RTD services in the last six months.
- 53. I stopped taking light rail when I found out how dangerous it had become in recent years
- 54. Nothing
- 55. strong body odor/ bugs crawling on persons
- 56. Feet on seats
- 57. Fights, weapons, domestic violence, etc
- 58. Serious Drug use, Homeless using as a home. no Law Enforcement
- 59. harrassing young female riders with disgusting suggestive comments--why are these disgusting people allowed to be on public transportation when the rest of us are expected to adhere to a "code of conduct"?????
- 60. You name it I've seen it or heard it on the radio.
- 61. Sexual intercourse
- 62. smoking crack/fentenal Dealing drugs,
- 63. Vaping; playing videos, reels, tik tok, streaming, watching TV, etc. without headphones
- 64. smoking something out of tin foil with a straw
- 65. Staying on RTD vehicles/property for longer than necessary
- 66. Bringing non-service animals aboard a train, not in a carrier
- 67. Riding bicycles on the rail platforms
- 68. Sleeping with head on one set of seat and legs and feet on the other on the train. Taking up four seats while others stand and not paying a fare. I have seen left behind meth foils and garabage. People yelling and throwing food. Generally an uncomfortable and unsafe enviroment on the trains.
- 69. Profanity, yelling, leaving trash in the seats, taking up more than one seat, pets (NOT support animals), profanity, panhandling
- 70. Continous use of transit system without an end destination, laying on the ground blocking patrons, treating RTD as a "house/home"
- 71. Individuals acting disruptive in stations, damaging elevators and property
- 72. FENTANYL smell in elevator
- 73. Spitting seeds/shells on the ground in busses
- 74. Eating on vehicle



# Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address?

## ALL RESPONDENTS



ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	130	9.6%
Illegal drug use	537	39.6%
Intentionally soiling a seat or RTD property	26	1.9%
Defacing or destroying RTD's vehicles or property	9	0.7%
Threats or the harassment of customers and/or RTD employees	404	29.8%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	13	1.0%
Littering	21	1.5%
Consumption of alcohol	4	0.3%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	43	3.2%
Loud music that is disruptive to others	24	1.8%
Not listed	146	10.8%

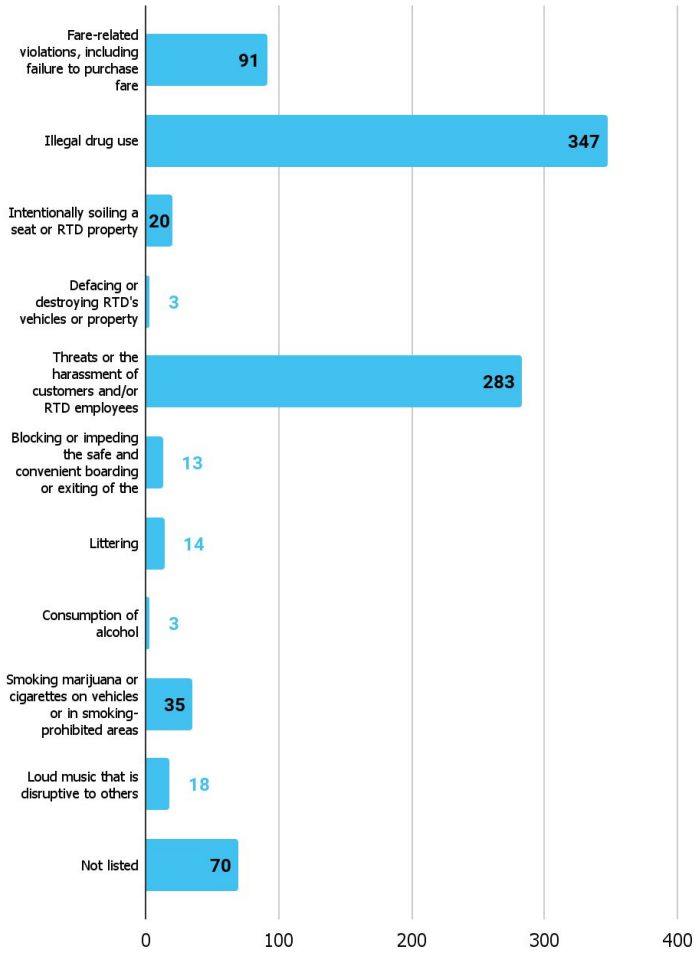
### NOTES

- 326 respondents skipped this survey question
- Includes RTD employees



# Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address?

## CUSTOMERS



ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	91	10.1%
Illegal drug use	347	38.7%
Intentionally soiling a seat or RTD property	20	2.2%
Defacing or destroying RTD's vehicles or property	3	0.3%
Threats or the harassment of customers and/or RTD employees	283	31.5%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	13	1.4%
Littering	14	1.6%
Consumption of alcohol	3	0.3%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	35	3.9%
Loud music that is disruptive to others	18	2.0%
Not listed	70	7.8%

### NOTES

- 16 customers (1.8%) skipped this survey question



**Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address? NOT LISTED: \_\_\_\_\_.**

**CUSTOMERS**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. You need to install secure entry and exit, period.</li> <li>2. Loitering by drug users.</li> <li>3. N/A</li> <li>4. I can't choose one -- all keep me off the light rail. Fare payment, along with the agreement to abide by Respect the Ride (or face penalty) might help all of these.</li> <li>5. Disorderly conduct, slovenliness, body odor, menacing demeanor</li> <li>6. It looks like there was a lot of failure to purchase fail from homeless. I think they are generally respectful and seem to appreciate the ride.</li> <li>7. All of the above! There should be no excuse for any of these behaviors. RTD need to quit with their wokeness!</li> <li>8. All of these are important</li> <li>9. Homeless riding light rails. Would be great if turnstiles could be installed similar to other big cities to help prevent unwanted riders</li> <li>10. Drug use e.g fentanyl smoking, marijuana smoking, injection</li> <li>11. All are important. Ignoring any of them produce an unsafe environment</li> <li>12. all these behaviors must be addressed</li> <li>13. please. All of these. Plus your monthly fare is way to high</li> <li>14. Security Present.</li> <li>15. It all has been an issue. I don't see the value in ranking, but for this survey I'll say smoking and drug use</li> <li>16. All of the above</li> <li>17. Homeless and drug addicted riding for housing instead of transit.</li> <li>18. Stretched out sleeping on seats - foul smelling individuals limiting desire to sit near - rough appearance smelly individuals traveling one stop or from Union Station to DIA</li> <li>19. Again, headphones would solve the issue.</li> <li>20. All of the above, especially not paying full fare, and if you have a discount ticket, transfer, pass, digital or paper, you</li> </ol> | <p>MUST have the pink RTD discount card with the proper name and photo. Medicare cards can be faked or stolen, so all social security disability and Meducare recipients must go down to the RTD location by 16th downtime to get the RTD pink discount card!</p> <ol style="list-style-type: none"> <li>21. Safety general fear of riding the bus with ongoing illegal activities and sense of criminal behavior.</li> <li>22. park-n-Ride lot vehicle and personal security</li> <li>23. All of them. The trains are filthy and unsafe. My sister and I have seen meth pipes just left on the ground of the train cars</li> <li>24. Get rid of the drug users and have security present on all vehicles that actually enforces rules and makes the ride peaceful and enjoyable</li> <li>25. All of the above listed!</li> <li>26. They all are equally important</li> <li>27. All of the above</li> <li>28. All of them</li> <li>29. Too many homeless and users who act threatening.</li> <li>30. All of them, frankly</li> <li>31. One seat one customer</li> <li>32. Threats/harassments/and physical harm to other RTD Customers (as seen on the news)</li> <li>33. ALL of the above are important.</li> <li>34. Junkies riding all day and openly smoking meth for god's sake!!!</li> <li>35. homeless people riding all day not actually going anywhere</li> <li>36. All above statements</li> <li>37. Lewd Conduct</li> <li>38. allow living and staying on the vehicle--it is not a home, it is a transit vehicle. This makes it very uncomfortable and safe for fee paying customer which do not care about. Your mission is NOT to serve the homeless. Your mission is to provide safe transport.</li> </ol> |
|---|--|



**Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address? NOT LISTED: \_\_\_\_\_.**

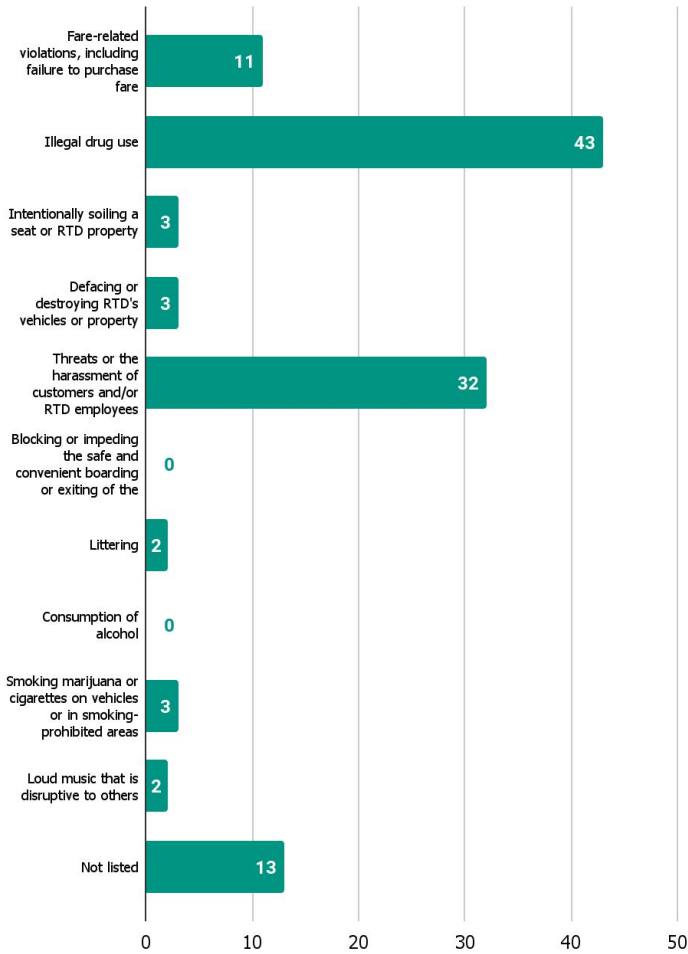
**CUSTOMERS**

- 39. People doing drugs and leaving needles at the bus stops
- 40. None of them. You think someone smoking meth on the train will stop because of your rule?
- 41. People essentially living on platforms, bus stops, and on vehicles
- 42. All of the above.
- 43. People riding the trains all day doing drugs, trashing the place
- 44. It is difficult to choose just one. Reduction of all of these would create a safer space for all riders and encourage more people to ride transit. I have a co-worker who pays to park at work because she got nervous seeing illegal drugs being used on the W Line.
- 45. All of these.
- 46. Indefinite Riding
- 47. Seriously? All of them. It's not a comfortable experience for taxpayers. At all.
- 48. They are all important. Clean that shit up.
- 49. I feel like the illegal drug use contributes to the other issues
- 50. All of them.
- 51. don't let homeless people live on the trains/buses
- 52. Allowing homeless to ride indefinitely
- 53. Homeless people sleeping on the buses and trains.
- 54. Homeless everywhere
- 55. Any? As far as I can tell RTD polices trains and buses not at all
- 56. All of the above
- 57. The focus on fare violations and bathing in the restroom type violations makes sense, but I worry about draconian enforcement. Some people are low on funds and just trying to get by
- 58. All of them!
- 59. Homelessness
- 60. All of the above. More people would ride if it wasn't for the bums and druggies
- 61. Several, especially the violence and drug related, and the "campers" on board
- 62. Smoking meth on the fentanyl section of the train
- 63. All the above!!
- 64. Passed out and sleeping on seats, just simply crazy behavior and yelling at stations on 16th street mall stations
- 65. Shouting and being generally unruly around union station and in the bus concourse
- 66. Smoking fentanyl on the train and exposing myself to potentially harmful if not potentially professionally harmful side effects
- 67. 8
- 68. You need to stop criminalizing poverty and homelessness in the absence of comprehensive solutions
- 69. low pay rates = no drivers = cancelled service = :(
- 70. Homeless encampments blocking access to RTD



# Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address?

## COMMUNITY MEMBERS



ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	11	9.9%
Illegal drug use	43	38.7%
Intentionally soiling a seat or RTD property	3	2.7%
Defacing or destroying RTD's vehicles or property	3	2.7%
Threats or the harassment of customers and/or RTD employees	32	28.8%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	0	0.0%
Littering	2	1.8%
Consumption of alcohol	0	0.0%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	3	2.7%
Loud music that is disruptive to others	2	1.8%
Not listed	13	11.7%

**NOTES**

1. 25 community members (18.4%) skipped this survey question



**Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address? NOT LISTED: \_\_\_\_\_.**

## **COMMUNITY MEMBERS**

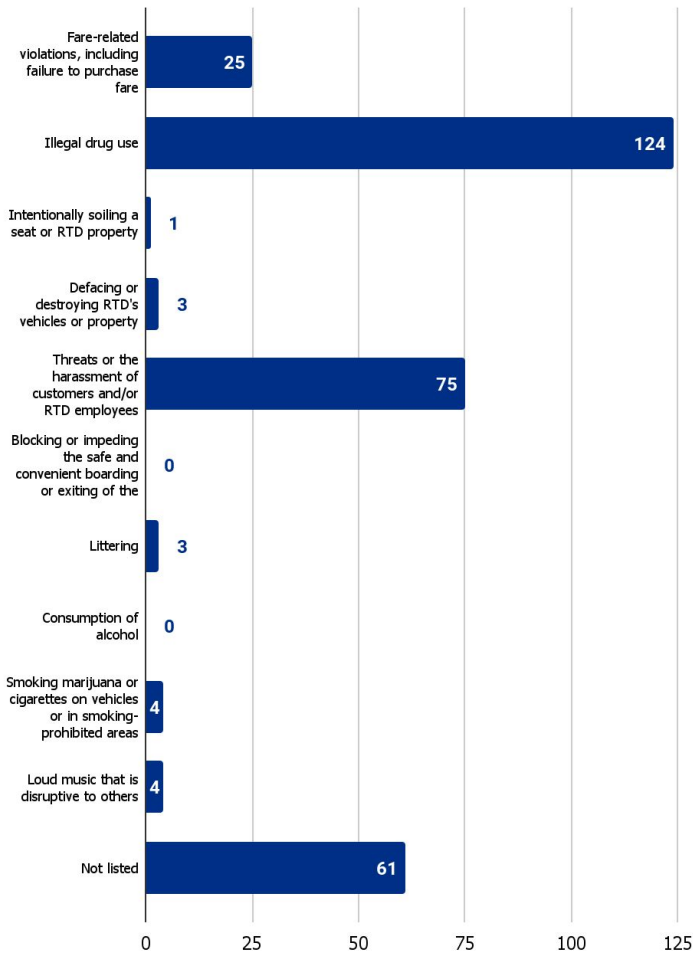
1. All of the above. Need supervision on the trains.
2. people talking loudly to imaginary people not sure what they would do
3. Drunk/high passengers causing a disturbance/ causing the bus to be delayed.
4. homeless people riding lightrail
5. All
6. Vandalism, theft & drugs in park & ride garages
7. As a public school teacher, I empathize with RTD. You end up having so many issues that should be handled by robust, functional social programs foisted upon you. But the right answer to this will never be to further criminalize struggling people. The right answer will never be deputizing aggrieved people of means who are offended by the existence of the poor.
8. Gennerally being loud and obnoxious
9. Loitering at station
10. RTD should be for transit. Not housing homeless people. We want to be frequent users of transit but our station in englewood and many others are basically open air homeless shelters. I'm sure many of them are great people but being asked for money every time you use RTD or seeing a small number of them doing probably illegal activities isn't a great way for me to get other people or my wife in transit
11. Literally all of it. Get the drug addicted people help
12. I don't want my kids exposed to meth
13. ALL OF THE ABOVE!!





# Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address?

## RTD EMPLOYEES



ANSWER	COUNT	%
Fare-related violations, including failure to purchase fare	25	8.3%
Illegal drug use	124	41.2%
Intentionally soiling a seat or RTD property	1	0.3%
Defacing or destroying RTD's vehicles or property	3	1.0%
Threats or the harassment of customers and/or RTD employees	75	24.9%
Blocking or impeding the safe and convenient boarding or exiting of the vehicle	0	0.0%
Littering	3	1.0%
Consumption of alcohol	0	0.0%
Smoking marijuana or cigarettes on vehicles or in smoking-prohibited areas	4	1.3%
Loud music that is disruptive to others	4	1.3%
Not listed	61	20.3%

**NOTES**

1. 1 employee (0.3%) skipped this survey question



**Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address? NOT LISTED: \_\_\_\_\_.**

**RTD EMPLOYEES**

1. Fare violation, drugs, blocking, marijuana
2. Fare violation, drugs, intentionally soiling, blocking, alcohol, marijuana
3. These are societal issues; RTD is not going to solve these alone
4. ALL OF THE ABOVE!!!! They all go hand-in-hand.
5. Allowing anyone on platform area. This leads to many other issues.
6. All of the above
7. Fare violation, drugs, threats, blocking, alcohol, marijuana
8. Drugs, threats, marijuana, fencing stolen goods
9. All of the above
10. Fare violation, drugs, threats, alcohol
11. All of the above
12. Drugs, threats, alcohol, marijuana
13. All of the above. Racism issues facing African drivers
14. I would say all of these, I think I should be able to work in a safe environment free from constant stress or fear violence or drug use.
15. Keeping union station is not a homeless shelter. Allowing those unhoused to remain on property, including riding all day on the trains is ridiculous. If you want to increase ridership, allowing the unhoused and drug users riding the trains and busses is not going to help. The board needs to wake up and smell the homeless!
16. Repeated violations by known subjects with no apparent consequences
17. homeless people riding all day not actually going anywhere
18. Drugs, threats, alcohol, marijuana
19. Fare violation, drugs, threats, blocking
20. Drugs, intentionally soiling, defacing property, threats, blocking, alcohol, marijuana
21. I feel they are all equally important.
22. All of the following: fare violations, illegal drug use, threats/harassment, alcohol, smoking.
23. Drugs, threats, alcohol, marijuana
24. Drugs, threats, marijuana
25. Fare violations, drugs, intentionally soiling, marijuana
26. Security: It's scary being on the train people that smoke and have weapons and are using aggressive and lewd language. Those people DON'T care about the comfort of other riders.
27. Fare violation, drugs, alcohol, loud music
28. Fare violations, drugs, threats, alcohol, marijuana, loud music
29. Fare violations, threats, loud music
30. All of the above
31. All of the above
32. Fare violation, drugs, threats, alcohol, marijuana, loud music
33. Drugs, intentional soiling, threats
34. all
35. Drugs, intentionally soiling, marijuana
36. All of the above
37. Drugs, threats, alcohol, marijuana
38. Fare violation, drugs, intentionally soiling, defacing property, threats, blocking, alcohol, marijuana
39. All of the above
40. Alcohol, marijuana
41. Fare violation, drugs, intentionally soiling, threats
42. Drugs, intentionally soiling, defacing property, threats, alcohol, marijuana
43. I feel illegal drug use and threats of violence are equal in importance to be addressed
44. Drugs, threats, littering, alcohol, marijuana



**Which of those prohibited activities or behaviors do you feel is the most important issue for RTD to address? NOT LISTED: \_\_\_\_\_.**

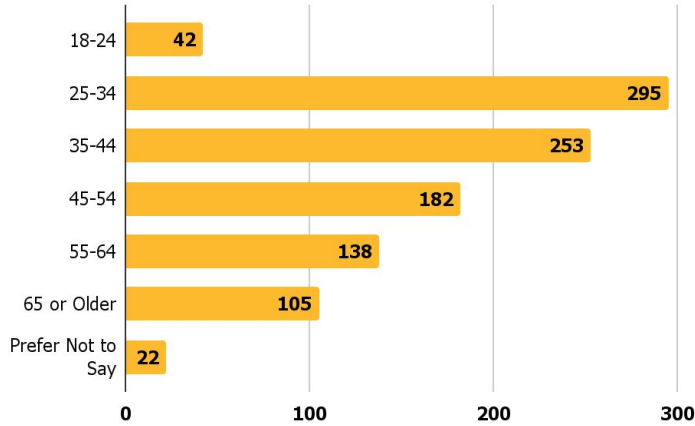
## **RTD EMPLOYEES**

- 45. Safety and the Freedom of not being Harmed, is the most Motivating Factor to the Issues of Behaviors and Activities RTD faces.
- 46. sleeping
- 47. Fare violation, threats
- 48. Drugs, intentionally soiling, threats, marijuana
- 49. All of the above
- 50. All of the above
- 51. na
- 52. all
- 53. ALL OF THE ABOVE.
- 54. All are important to law abiding citizens. GET CONTROL!! You have Police, Put them on trains
- 55. all of the above--why are you limiting this to one choice????
- 56. All the above, its extremely difficult to work in and environment like this on a daily basis.
- 57. All of the above
- 58. Homeless on the trains tend to do many of the violations listed above. It creates a very uncomfortable exp and creates a situation of safety for other customers.
- 59. Narcotics and indefinite loitering
- 60. All of the above
- 61. ADA accessibility



# What is your age?

## ALL RESPONDENTS

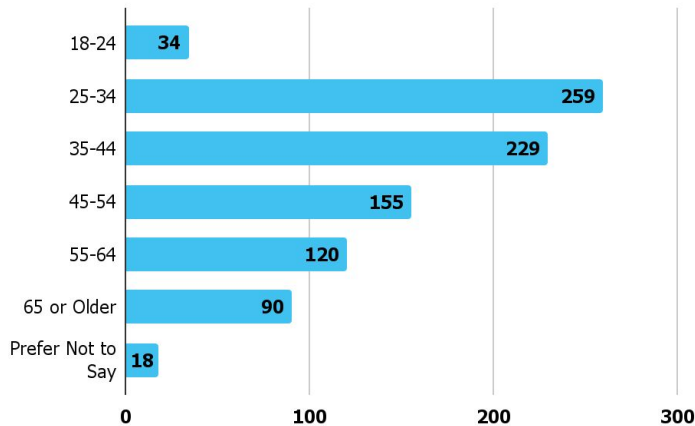


ANSWER	COUNT	%
18-24	42	3.1%
25-34	295	22.0%
35-44	253	18.9%
45-54	182	13.6%
55-64	138	10.3%
65 or Older	105	7.8%
Prefer Not to Say	22	1.6%

### NOTES

- 345 respondents skipped this survey question
- This question was not included on the employee feedback survey

## CUSTOMERS

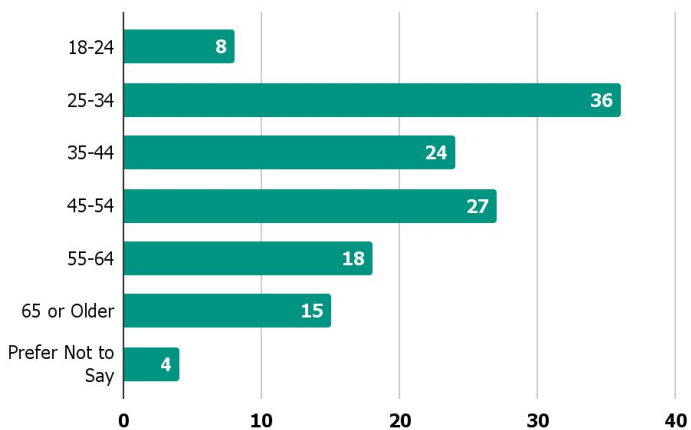


ANSWER	COUNT	%
18-24	34	3.8%
25-34	259	28.6%
35-44	229	25.3%
45-54	155	17.1%
55-64	120	13.3%
65 or Older	90	9.9%
Prefer Not to Say	18	2.0%

### NOTES

- 8 customers (0.9%) skipped this survey question

## COMMUNITY MEMBERS



ANSWER	COUNT	%
18-24	8	6.1%
25-34	36	27.3%
35-44	24	18.2%
45-54	27	20.5%
55-64	18	13.6%
65 or Older	15	11.4%
Prefer Not to Say	4	3.0%

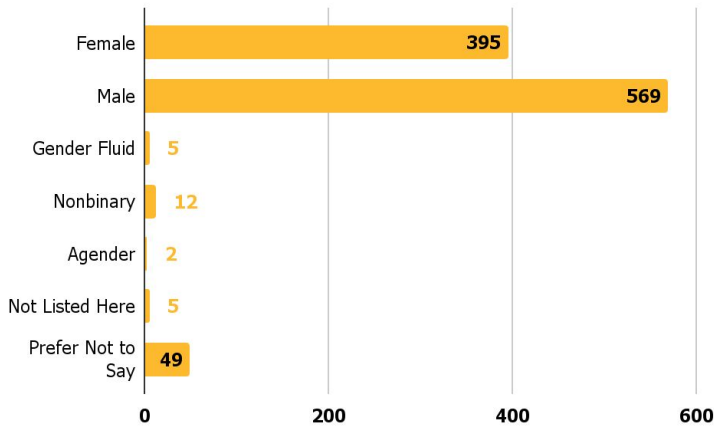
### NOTES

- 3 community members (2.9%) skipped this survey question



# What is your gender?

## ALL RESPONDENTS

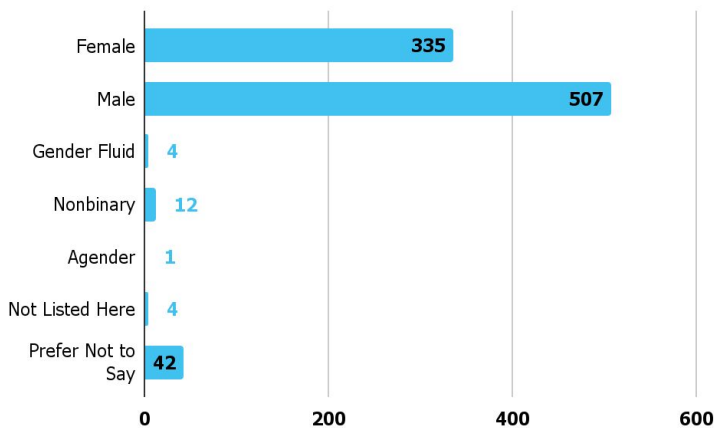


ANSWER	COUNT	%
Female	395	29.5%
Male	569	42.5%
Gender Fluid	5	0.4%
Nonbinary	12	0.9%
Agender	2	0.1%
Not Listed Here	5	0.4%
Prefer Not to Say	49	3.7%

### NOTES

- 345 respondents skipped this survey question
- This question was not included on the employee feedback survey

## CUSTOMERS

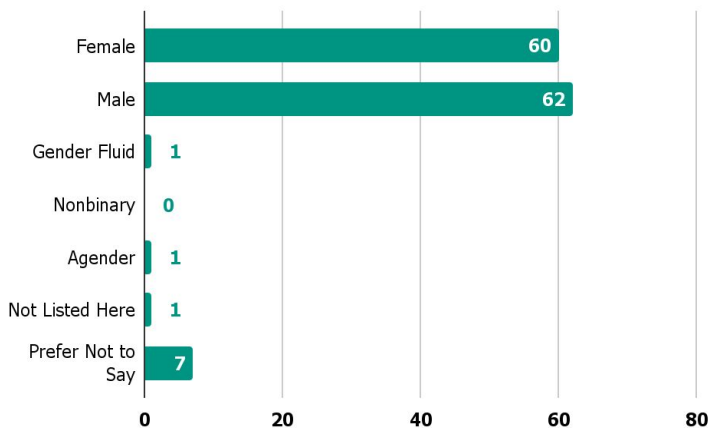


ANSWER	COUNT	%
Female	335	37.0%
Male	507	56.0%
Gender Fluid	4	0.4%
Nonbinary	12	1.3%
Agender	1	0.1%
Not Listed Here	4	0.4%
Prefer Not to Say	42	4.6%

### NOTES

- 8 customers (0.9%) skipped this survey question

## COMMUNITY MEMBERS



ANSWER	COUNT	%
Female	60	45.5%
Male	62	47.0%
Gender Fluid	1	0.8%
Nonbinary	0	0.0%
Agender	1	0.8%
Not Listed Here	1	0.8%
Prefer Not to Say	7	5.3%

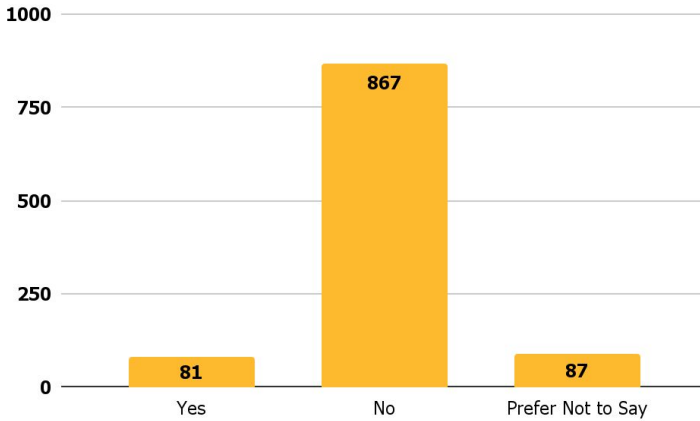
### NOTES

- 4 community members (2.9%) skipped this survey question



## Are you of Hispanic, Latine, or Spanish origin?

### ALL RESPONDENTS

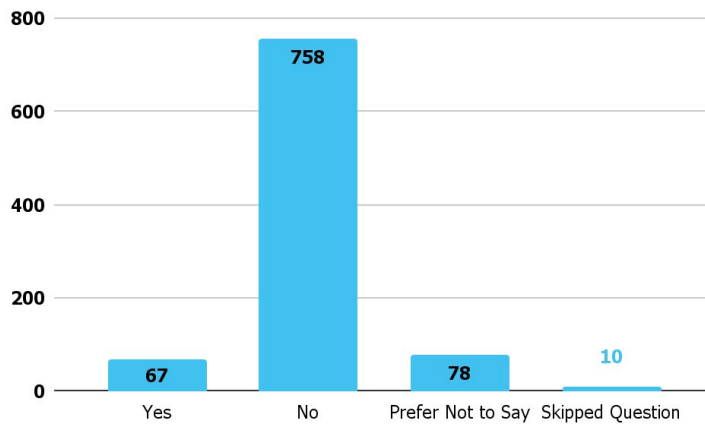


ANSWER	COUNT	%
Yes	81	6.1%
No	867	64.9%
Prefer Not to Say	87	6.5%

#### NOTES

- 347 respondents skipped this survey question
- This question was not included on the employee feedback survey

### CUSTOMERS

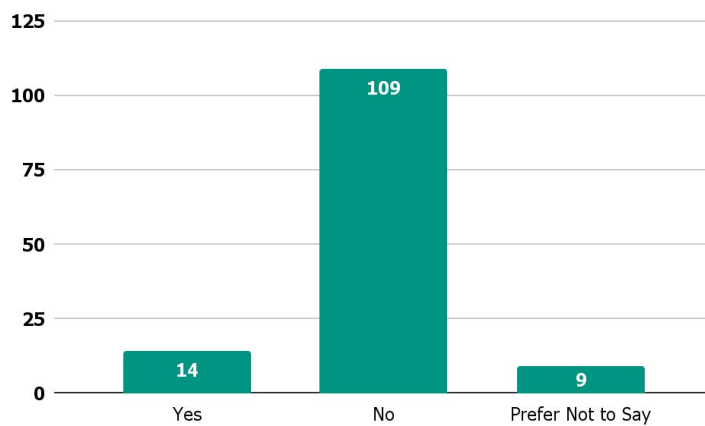


ANSWER	COUNT	%
Yes	67	7.4%
No	758	83.9%
Prefer Not to Say	78	8.6%

#### NOTES

- 10 customers (1.1%) skipped this survey question

### COMMUNITY MEMBERS



ANSWER	COUNT	%
Yes	14	10.6%
No	109	82.6%
Prefer Not to Say	9	6.8%

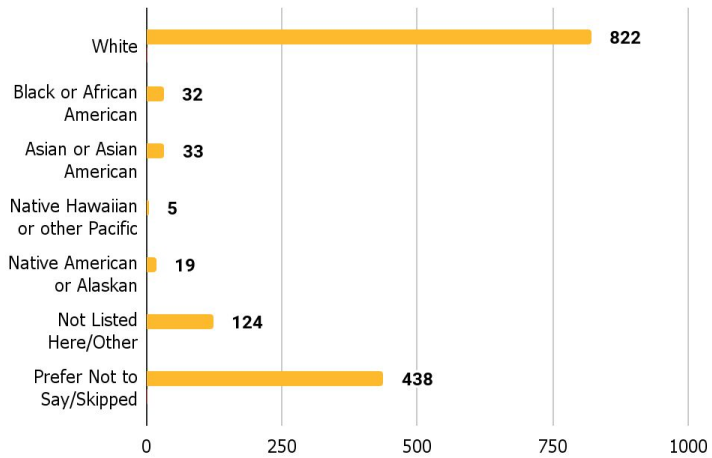
#### NOTES

- 4 community members (2.9%) skipped this survey question



# How would you describe your race?

## ALL RESPONDENTS

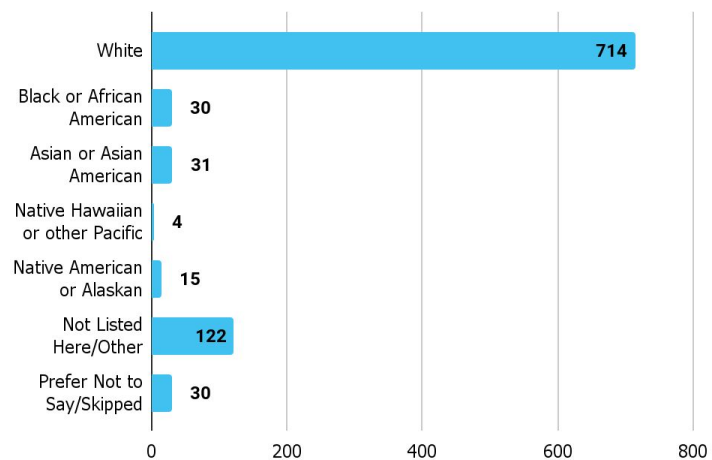


ANSWER	COUNT	%
White	822	59.5%
Black or African American	32	2.3%
Asian or Asian American	33	2.4%
Native Hawaiian or other Pacific Islander	5	0.4%
Native American or Alaskan Native	19	1.4%
Not Listed Here/Other	124	9.0%
Prefer Not to Say/Skipped Question	438	31.7%

**NOTES**

1. Respondents were able to select all that apply
2. Includes respondents who did not indicate if they are customers or community members
3. This question was not included on the employee feedback survey

## CUSTOMERS

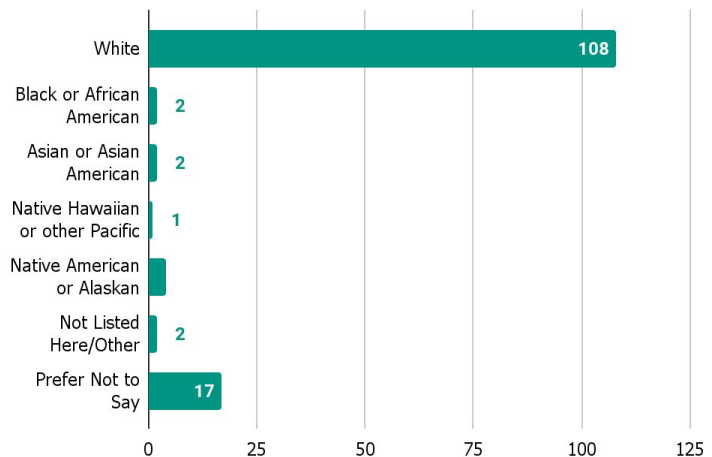


ANSWER	COUNT	%
White	714	75.5%
Black or African American	30	3.2%
Asian or Asian American	31	3.3%
Native Hawaiian or other Pacific Islander	4	0.4%
Native American or Alaskan Native	15	1.6%
Not Listed Here/Other	122	12.9%
Prefer Not to Say/Skipped Question	30	3.2%

**NOTES**

1. Respondents were able to select all that apply

## COMMUNITY MEMBERS



ANSWER	COUNT	%
White	108	79.4%
Black or African American	2	1.5%
Asian or Asian American	2	1.5%
Native Hawaiian or other Pacific Islander	1	0.7%
Native American or Alaskan Native	4	2.9%
Not Listed Here/Other	2	1.5%
Prefer Not to Say/Skipped Question	17	12.5%

**NOTES**

1. Respondents were able to select all that apply





## What is your zip code?

## CUSTOMERS

ANSWER	COUNT	CITY
80002	11	ARVADA
80003	12	ARVADA
80004	9	ARVADA
80005	7	ARVADA
80007	1	ARVADA
80010	10	AURORA
80011	8	AURORA
80012	12	AURORA
80013	3	AURORA
80014	11	AURORA
80015	5	AURORA
80016	2	AURORA
80017	7	AURORA
80019	1	AURORA
80020	10	BROOMFIELD
80021	7	BROOMFIELD
80022	3	COMMERCE CITY
80023	1	BROOMFIELD
80024	1	DUPONT
80026	5	LAFAYETTE
80027	6	LOUISVILLE

ANSWER	COUNT	CITY
80030	1	WESTMINSTER
80031	8	WESTMINSTER
80033	6	WHEAT RIDGE
80104	4	CASTLE ROCK
80107	1	ELIZABETH
80108	6	CASTLE ROCK
80109	3	CASTLE ROCK
80110	9	ENGLEWOOD
80111	17	ENGLEWOOD
80112	5	ENGLEWOOD
80113	8	ENGLEWOOD
80120	13	LITTLETON
80121	2	LITTLETON
80122	5	LITTLETON
80123	6	LITTLETON
80124	29	LONE TREE
80125	1	LITTLETON
80126	6	LITTLETON
80127	4	LITTLETON
80128	8	LITTLETON
80129	12	LITTLETON

ALL RESPONDERS

CUSTOMERS

COMMUNITY MEMBERS

EMPLOYEES

OPEN COMMENTS



## What is your zip code?

## CUSTOMERS – CONTINUED

ANSWER	COUNT	CITY
80130	4	LITTLETON
80134	14	PARKER
80138	2	PARKER
80201	1	DENVER
80202	62	DENVER
80203	30	DENVER
80204	33	DENVER
80205	21	DENVER
80206	18	DENVER
80207	9	DENVER
80209	29	DENVER
80210	25	DENVER
80211	22	DENVER
80212	8	DENVER
80214	14	DENVER
80215	9	DENVER
80216	7	DENVER
80218	20	DENVER
80219	8	DENVER
80220	8	DENVER
80221	9	DENVER

ANSWER	COUNT	CITY
80222	16	DENVER
80223	14	DENVER
80224	6	DENVER
80226	11	DENVER
80227	8	DENVER
80228	7	DENVER
80229	3	DENVER
80230	16	DENVER
80231	19	DENVER
80232	3	DENVER
80233	3	DENVER
80234	9	DENVER
80235	3	DENVER
80236	2	DENVER
80237	22	DENVER
80238	13	DENVER
80239	4	DENVER
80241	9	THORNTON
80246	9	DENVER
80247	6	DENVER
80249	4	DENVER

ALL RESPONDERS

CUSTOMERS

COMMUNITY MEMBERS

EMPLOYEES

OPEN COMMENTS



## What is your zip code?

## CUSTOMERS – CONTINUED

ANSWER	COUNT	CITY
80260	1	DENVER
80301	4	BOULDER
80302	1	BOULDER
80303	4	BOULDER
80304	4	BOULDER
80305	3	BOULDER
80401	12	GOLDEN
80403	4	GOLDEN
80422	1	BLACK HAWK
80433	0	CONIFER
80439	4	EVERGREEN
80465	2	MORRISON
80501	1	LONGMONT
80503	2	LONGMONT
80504	1	LONGMONT
80513	1	BERTHOUD
80601	2	BRIGHTON
80602	3	BRIGHTON
80603	2	BRIGHTON
80634	1	GREELEY
80903	1	COLORADO SPRINGS

### NOTES

- 33 customers (3.6%) skipped this survey question



## What is your zip code?

## COMMUNITY MEMBERS

ANSWER	COUNT	CITY
80002	4	ARVADA
80003	0	ARVADA
80004	2	ARVADA
80005	2	ARVADA
80007	0	ARVADA
80010	0	AURORA
80011	1	AURORA
80012	2	AURORA
80013	0	AURORA
80014	0	AURORA
80015	3	AURORA
80016	0	AURORA
80017	0	AURORA
80019	0	AURORA
80020	1	BROOMFIELD
80021	2	BROOMFIELD
80022	1	COMMERCE CITY
80023	0	BROOMFIELD
80024	0	DUPONT
80026	0	LAFAYETTE
80027	0	LOUISVILLE

ANSWER	COUNT	CITY
80030	0	WESTMINSTER
80031	2	WESTMINSTER
80033	0	WHEAT RIDGE
80104	0	CASTLE ROCK
80107	0	ELIZABETH
80108	1	CASTLE ROCK
80109	1	CASTLE ROCK
80110	2	ENGLEWOOD
80111	3	ENGLEWOOD
80112	2	ENGLEWOOD
80113	2	ENGLEWOOD
80120	4	LITTLETON
80121	0	LITTLETON
80122	1	LITTLETON
80123	4	LITTLETON
80124	2	LONE TREE
80125	0	LITTLETON
80126	3	LITTLETON
80127	0	LITTLETON
80128	0	LITTLETON
80129	2	LITTLETON

ALL RESPONDERS

CUSTOMERS

COMMUNITY MEMBERS

EMPLOYEES

OPEN COMMENTS



## What is your zip code?

## COMMUNITY MEMBERS – CONTINUED

ANSWER	COUNT	CITY
80130	1	LITTLETON
80134	1	PARKER
80138	0	PARKER
80201	0	DENVER
80202	12	DENVER
80203	5	DENVER
80204	4	DENVER
80205	3	DENVER
80206	2	DENVER
80207	3	DENVER
80209	3	DENVER
80210	2	DENVER
80211	2	DENVER
80212	2	DENVER
80214	4	DENVER
80215	0	DENVER
80216	0	DENVER
80218	2	DENVER
80219	0	DENVER
80220	2	DENVER
80221	0	DENVER

ANSWER	COUNT	CITY
80222	1	DENVER
80223	1	DENVER
80224	2	DENVER
80226	1	DENVER
80227	0	DENVER
80228	3	DENVER
80229	0	DENVER
80230	5	DENVER
80231	0	DENVER
80232	2	DENVER
80233	1	DENVER
80234	3	DENVER
80235	0	DENVER
80236	2	DENVER
80237	5	DENVER
80238	0	DENVER
80239	0	DENVER
80241	1	THORNTON
80246	2	DENVER
80247	0	DENVER
80249	0	DENVER

ALL RESPONDERS

CUSTOMERS

COMMUNITY MEMBERS

EMPLOYEES

OPEN COMMENTS



## What is your zip code?

## COMMUNITY MEMBERS – CONTINUED

ANSWER	COUNT	CITY
80260	1	DENVER
80301	0	BOULDER
80302	2	BOULDER
80303	0	BOULDER
80304	0	BOULDER
80305	0	BOULDER
80401	0	GOLDEN
80403	1	GOLDEN
80422	0	BLACK HAWK
80433	1	CONIFER
80439	0	EVERGREEN
80465	0	MORRISON
80501	0	LONGMONT
80503	0	LONGMONT
80504	0	LONGMONT
80513	0	BERTHOUD
80601	0	BRIGHTON
80602	0	BRIGHTON
80603	0	BRIGHTON
80634	0	GREELEY
80903	0	COLORADO SPRINGS

### NOTES

1. 7 community members (5.2%) skipped this survey question



## Which bus line(s) do you ride the most?

## CUSTOMERS

BUS ROUTE	COUNT
0 - South Broadway	50
0L - South Broadway Limited	14
1 - West 1st Avenue	9
3 - Alameda Avenue	16
3L - East Alameda Limited	5
4 - Morrison Road	1
6 - East 6th Avenue	23
7 - North Washington	2
8 - North Broadway/Huron	2
9 - West 10th Avenue	2
10 - East 12th Avenue	27
11 - Mississippi Avenue	4
12 - South Downing	15
14 - West Florida Avenue	0
15 - East Colfax Avenue	66
15L - East Colfax Limited	58
16 - West Colfax Avenue	19
19 - North Pecos	6
20 - 20th Avenue	30
21 - Evans Avenue	7
24 - University Boulevard	10
28 - 28th Avenue	12
29 - Riverbend	0
30 - South Federal Boulevard	10
31 - Federal Boulevard	12

BUS ROUTE	COUNT
32 - West 32nd Avenue/City Park	3
34 - Bruce Randolph Avenue	2
35 - Hampden Avenue	7
36 - Fort Logan	0
37 - Smith Road Industrial	3
38 - West 38th Avenue	11
40 - Colorado Boulevard	21
42 - Montbello via Albrook/GVR	4
43 - Martin Luther King Boulevard	5
44 - 44th Avenue	14
45 - Montbello via 51st/GVR	3
46 - South Dahlia	3
48 - East 48th Avenue/Commerce City	4
49 - Denver/Commerce City	4
51 - Sheridan Boulevard	12
52 - West 52nd Avenue/South Bannock	17
59 - West Bowles	3
65 - Monaco Parkway	8
66 - Arapahoe Road	1
72 - 72nd Avenue	2
73 - Quebec Street	15
76 - Wadsworth Boulevard	16
83D/83L - Cherry Creek/Parker Road Limited	22
88 - Central Park/72nd Avenue Station	3
88L - Thornton/Commerce City Limited	2





## Which bus line(s) do you ride the most?

**CUSTOMERS – CONTINUED**

BUS ROUTE	COUNT
92 - 92nd Avenue	4
93L - North Colorado Boulevard Limited	2
99 - South Kipling Street	4
100 - Kipling Street	3
104L - Wagon Road/Denver Airport Limited	6
105 - Havana Street	13
112 - West 112th Avenue	3
116X - South Simms Express	3
120E/120W - 120th Avenue	2
120L - 120th Avenue Limited	0
120X - Wagon Road/Thornton Express	10
121 - Peoria Street	10
130 - Yale/Buckley	3
133 - Hampden/Tower	5
135 - Smoky Hill Road	5
139 - Quincy Avenue	2
145X Brighton/Denver Airport	0
153 - Chambers Road	10
169 - Buckley road	6
169L - Buckley/Tower DIA Limited	5
204 - Table Mesa/Moorhead/North 19th	2
205 - 28th Street/Gunbarrel	1
206 - Boulder Junction/Fairview H.S.	0
208 - Iris/Valmont	1
225/225D/225T - Boulder/Lafayette via Baseline	6

BUS ROUTE	COUNT
228A/228F - Lafayette/Louisville/Broomfield	5
323 - Skyline Crosstown	1
324 - Main Street	0
326 - Westside Crosstown	1
327 - Eastside Crosstown	1
402L - Highlands Ranch Parkway	0
483 - Parker Road/Lincoln Avenue	1
520 - Brighton	2
Anschutz Shuttle	0
BOLT - Boulder/Longmont	6
Bound - 30th Street	4
CV - Pine Junction/Conifer/Denver	3
DASH - Boulder/Lafayette via Louisville	9
Englewood Trolley	0
EV - Evergreen/Denver	2
FF1 - Denver/Boulder Station	54
FF3 - Denver/Broomfield	0
FF5 - Boulder/Anschutz	3
JUMP - Boulder/Lafayette via Arapahoe	12
LS1/LD3 - Longmont/Denver	1
NB1/NB2 - Eldora/Nederland/Boulder	2
P - Parker/Denver	4
RX - Brighton/Denver Express	0
SKIP - Broadway	12



## Which rail line(s) do you ride the most?

**CUSTOMERS**

RAIL LINE	COUNT
A Line: Union Station to Denver Airport Station	225
B Line: Union Station to Westminster Station	19
D Line: 18th & California Station to Littleton-Mineral Station	144
E Line: Union Station to RidgeGate Parkway Station	253
G Line: Union Station to Wheat Ridge Ward Station	59
H Line: 18th & California Station to Florida Station	130
L Line: 30th & Downing Station to 16th & Stout Station	13
N Line: Union Station to Eastlake & 124th Station	30
R Line: Lincoln Station to Peoria Station	37
W Line: Union Station to Jefferson County Government Center-Golden Station	120

ALL RESPONDERS

CUSTOMERS

COMMUNITY MEMBERS

EMPLOYEES

OPEN COMMENTS



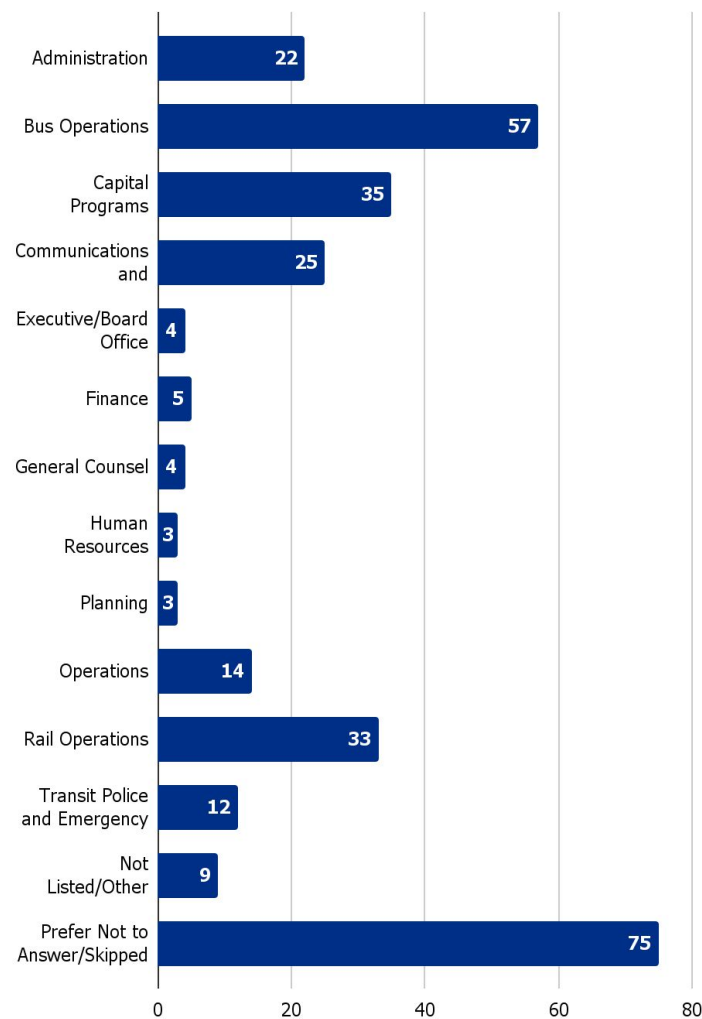
## RTD Employees

**A total of 301 employee surveys were submitted.**

All RTD employees were invited to share feedback about *Respect the Ride* during the two-month feedback window. The employee-specific version of the feedback survey included questions that were different from the public survey. Additionally, the employee survey did not ask demographic-related questions.

The employee survey was promoted on RTD’s internal channels, including the public information displays, employee intranet, newsletters, and all-employee emails. Paper versions of the survey were also made available to frontline staff.

### In which RTD department do you currently work?

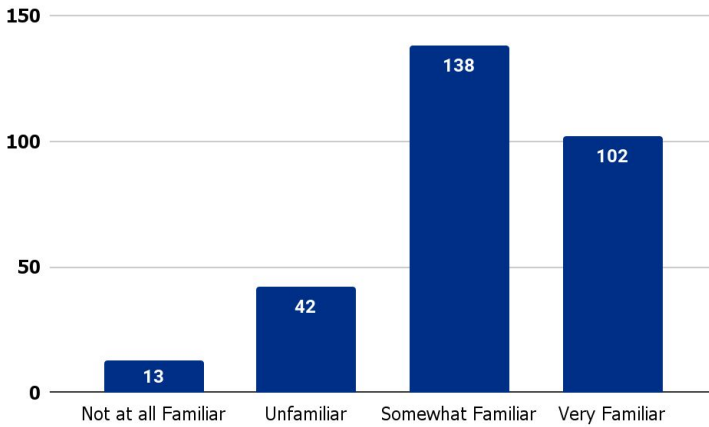


DEPARTMENT	#	%
Administration	22	7.3%
Bus Operations	57	18.9%
Capital Programs	35	11.6%
Communications and Engagement	25	8.3%
Executive/Board Office	4	1.3%
Finance	5	1.7%
General Counsel	4	1.3%
Human Resources	3	1.0%
Planning	3	1.0%
Operations	14	4.7%
Rail Operations	33	11.0%
Transit Police and Emergency Management	12	4.0%
Not Listed/Other	9	3.0%
Prefer Not to Answer/Skipped Question	75	24.9%



## RTD EMPLOYEES

### How familiar are you with RTD's existing Code of Conduct that was approved in 2020?

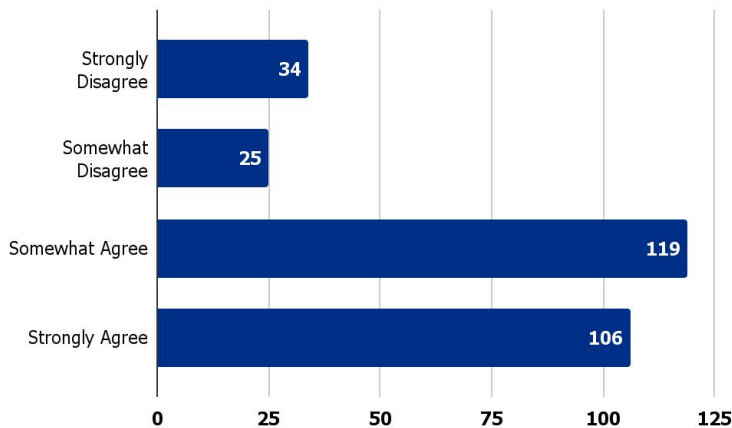


ANSWER	COUNT	%
Not at all Familiar	13	4.4%
Unfamiliar	42	14.2%
Somewhat Familiar	138	46.8%
Very Familiar	102	34.6%

#### NOTES

- 6 employees (2.0%) skipped this survey question
- 240 respondents (81.4%) are *Somewhat Familiar* or *Very Familiar*

### Please tell us how much you agree with the following statement: *The proposed changes to RTD's Code of Conduct supports a safer environment for customers.*

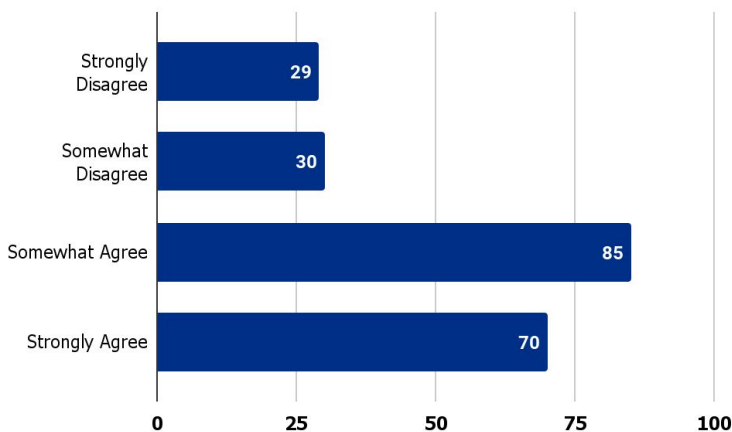


ANSWER	COUNT	%
Strongly Disagree	34	12.0%
Somewhat Disagree	25	8.8%
Somewhat Agree	119	41.9%
Strongly Agree	106	37.3%

#### NOTES

- 17 employees (5.6%) skipped this survey question
- 225 employees (79.2%) *Somewhat Agree* or *Strongly Agree*

### Please tell us how much you agree with the following statement: *The proposed changes to RTD's Code of Conduct supports a safer environment for employees.*



ANSWER	COUNT	%
Strongly Disagree	29	13.6%
Somewhat Disagree	30	14.0%
Somewhat Agree	85	39.7%
Strongly Agree	70	32.7%

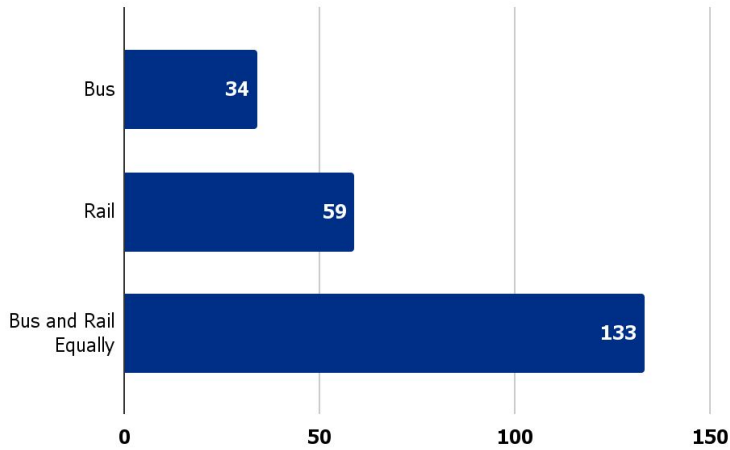
#### NOTES

- 87 employees (28.9%) skipped this survey question
- 155 employees (72.4%) *Somewhat Agree* or *Strongly Agree*



## RTD EMPLOYEES

### Do you feel these prohibited activities and behaviors affect bus or rail services more?

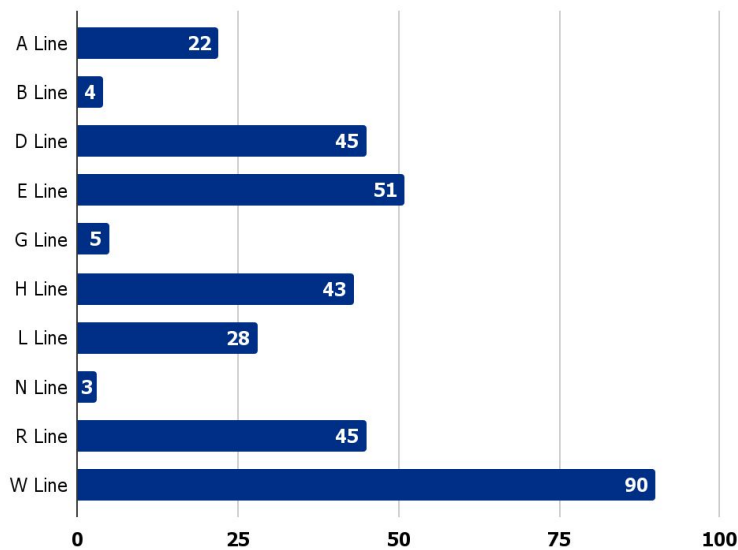


ANSWER	COUNT	%
Bus	34	15.0%
Rail	59	26.1%
Bus and rail services are affected equally	133	58.9%

**NOTES**

1. 75 respondents (24.9%) skipped this survey question

### Which Light Rail/Commuter Rail line(s) do you feel is affected most by prohibited activities and behaviors?



ANSWER	COUNT	%
A Line	22	7.3%
B Line	4	1.3%
D Line	45	15.0%
E Line	51	16.9%
G Line	5	1.7%
H Line	43	14.3%
L Line	28	9.3%
N Line	3	1.0%
R Line	45	15.0%
W Line	90	29.9%

**NOTES**

1. Respondents were able to make multiple selections



## Which Bus line(s) do you feel is affected most by prohibited activities and behaviors?

BUS ROUTE	COUNT
0 - South Broadway	64
0L - South Broadway Limited	18
1 - West 1st Avenue	2
3 - Alameda Avenue	7
3L - East Alameda Limited	1
4 - Morrison Road	1
6 - East 6th Avenue	2
7 - North Washington	1
8 - North Broadway/Huron	1
9 - West 10th Avenue	2
10 - East 12th Avenue	3
11 - Mississippi Avenue	3
12 - South Downing	10
14 - West Florida Avenue	1
15 - East Colfax Avenue	100
15L - East Colfax Limited	84
16 - West Colfax Avenue	59
19 - North Pecos	0
20 - 20th Avenue	0
21 - Evans Avenue	3
24 - University Boulevard	0
28 - 28th Avenue	2
29 - Riverbend	0
30 - South Federal Boulevard	16
31 - Federal Boulevard	27

BUS ROUTE	COUNT
32 - West 32nd Avenue/City Park	0
34 - Bruce Randolph Avenue	8
35 - Hampden Avenue	2
36 - Fort Logan	0
37 - Smith Road Industrial	1
38 - West 38th Avenue	7
40 - Colorado Boulevard	9
42 - Montbello via Albrook/GVR	9
43 - Martin Luther King Boulevard	15
44 - 44th Avenue	3
45 - Montbello via 51st/GVR	11
46 - South Dahlia	0
48 - East 48th Avenue/Commerce City	17
49 - Denver/Commerce City	1
51 - Sheridan Boulevard	7
52 - West 52nd Avenue/South Bannock	2
59 - West Bowles	0
65 - Monaco Parkway	3
66 - Arapahoe Road	0
72 - 72nd Avenue	0
73 - Quebec Street	4
76 - Wadsworth Boulevard	9
83D/83L - Cherry Creek/Parker Road Limited	20
88 - Central Park/72nd Avenue Station	2
88L - Thornton/Commerce City Limited	2



## Which Bus line(s) do you feel is affected most by prohibited activities and behaviors?

BUS ROUTE	COUNT
92 - 92nd Avenue	1
93L - North Colorado Boulevard Limited	0
99 - South Kipling Street	1
100 - Kipling Street	1
104L - Wagon Road/Denver Airport Limited	2
105 - Havana Street	25
112 - West 112th Avenue	2
116X - South Simms Express	0
120E/120W - 120th Avenue	0
120L - 120th Avenue Limited	1
120X - Wagon Road/Thornton Express	3
121 - Peoria Street	14
130 - Yale/Buckley	3
133 - Hampden/Tower	1
135 - Smoky Hill Road	2
139 - Quincy Avenue	2
145X Brighton/Denver Airport	0
153 - Chambers Road	5
169 - Buckley road	2
169L - Buckley/Tower DIA Limited	1
204 - Table Mesa/Moorhead/North 19th	1
205 - 28th Street/Gunbarrel	0
206 - Boulder Junction/Fairview H.S.	0
208 - Iris/Valmont	0
225/225D/225T - Boulder/Lafayette via Baseline	0

BUS ROUTE	COUNT
228A/228F - Lafayette/Louisville/Broomfield	0
323 - Skyline Crosstown	1
324 - Main Street	1
326 - Westside Crosstown	1
327 - Eastside Crosstown	1
402L - Highlands Ranch Parkway	0
483 - Parker Road/Lincoln Avenue	0
520 - Brighton	0
Anschutz Shuttle	0
BOLT - Boulder/Longmont	2
Bound - 30th Street	2
CV - Pine Junction/Conifer/Denver	0
DASH - Boulder/Lafayette via Louisville	1
Englewood Trolley	1
EV - Evergreen/Denver	0
FF1 - Denver/Boulder Station	7
FF3 - Denver/Broomfield	2
FF5 - Boulder/Anschutz	1
JUMP - Boulder/Lafayette via Arapahoe	2
LS1/LD3 - Longmont/Denver	2
NB1/NB2 - Eldora/Nederland/Boulder	0
P - Parker/Denver	0
RX - Brighton/Denver Express	0
SKIP - Broadway	8

### NOTES

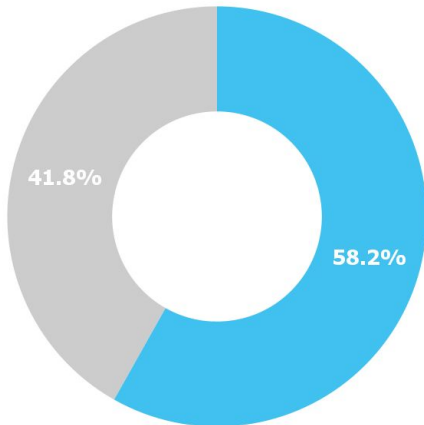
1. Respondents were able to make multiple selections





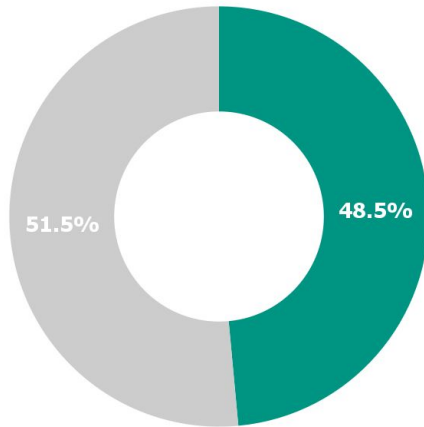
# Open-Ended Responses or Feedback Provided

## CUSTOMERS



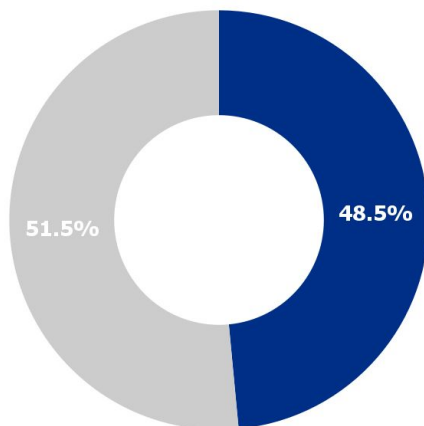
ANSWER	COUNT	%
Feedback/Comments Provided	531	58.2%
No Comments	384	41.8%

## COMMUNITY



ANSWER	COUNT	%
Feedback/Comments Provided	66	48.5%
No Comments	70	51.5%

## RTD EMPLOYEES



ANSWER	COUNT	%
Feedback/Comments Provided	146	48.5%
No Comments	155	51.5%



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### CUSTOMERS

1. Have more staff, ambassadors or police around stations/vehicles. Cameras would also help deter people from using drugs (the most serious issue I have experienced)
2. Appreciate it tremendously!
3. More transit cops arresting lawbreakers.
4. I'm not interested in a code of conduct. That will alleviate nothing. You need to fund secure entry and exit.
5. The Colorado Station is uncomfortable regarding safety, the train is littered and dirty, passengers put their feet on the seats, and there are the crazies. There appears to be no RTD safety during the ride. So, dirty and vaguely unsafe; why not use Uber?
6. I support having Transportation Officers on the buses and trains and also, please keep loiterers/campers away from hanging out in the stations, they intimidate me.
7. Will there be enforcement of the new code? I feel unsafe using the light rail system, especially passing through the Southmoor tunnel.
8. Please enforce the code of conduct! RTD is great but needs to enforce the rules and prohibit behaviors that keep people from using it.
9. None of the proposed changes to the code of conduct will do any good if there is no one there to enforce it. I only see RTD police during my morning commute (I was once fare checked three times in one morning). There are never police/security around in the evenings, or during inclement weather when the trains tend to have rampant drug users. I also do not see Security/Police at the stations where the covered seating areas are not accessible due to drug users. The RTD police chief makes bank. What is he doing to earn that money??
10. In order to drive an increase in ridership RTD must actually enforce simple behavioral rules. The amount of illicit drug use and overall undesirables on the train makes taking public transportation feel unsafe and drives customers to alternative options.
11. PLEASE - Also make the parking lots and garages safer. It's hard to have to constantly worry about coming back to a vandalized or stolen car.
12. So it's come to this.
13. Please clean the trains like they used to be
14. Enforcing is the issue. More monitoring would make the public feel safer
15. Providing safer transportation during peak hours. I usually take the light rail to games/concerts but dislike being crammed in after an event takes place to go home.
16. What's up with the W line waiting time at Union Station. 1 minute to board the train is absurd.
17. I think there should be ZERO drug policy
18. Do not want to put the conductors in the position of enforcers.
19. I strongly support this. I would like to see more enforcement on the W line. We see RTD staff checking tickets on the G and A lines but not the W line.
20. Enforcement is key -but the code of conduct does not address
21. Must purchase ticket
22. I often wear suits on Light Rail. I have tried occasionally (and politely) to ask people to take their feet off the seats. I usually get very unsavory replies. Put more and bigger signs on trains about that and about littering. I pick up the litter frequently and throw it away.
23. A code of conduct isn't worth much if RTD doesn't enforce the code.
24. There needs to be consequences to illegal behavior. There needs to be armed patrol. Not to mention the criminals who ride the light rail to lone tree and then steal cars and commit robbery
25. Over priced, dirty and crime riddled.
26. Please help with safety while waiting for transit departure times, especially during hours while it is still dark outside. This is important at both ends of the A-line system
27. I'm not sure how any of this will make riding safer. There is no security or enforcement. I have started kicking people off myself when they are smoking meth.
28. Why does RTD have a Code of Conduct and Respect the Ride if there is not any enforcement or consequences. RTD security comes across like a fraternity hanging together shooting the breeze.
29. Prioritize fare enforcement.



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### CUSTOMERS

30. The code of conduct specifies marijuana and alcohol consumption as violations, but I have never witnessed this activity that caused harm to another passenger. However, the code of conduct does not specify cocaine or fentanyl, which I have witnessed on the light rail and causes a huge nuisance. I do not believe your code of conduct amendment is tackling the right issues.
31. I generally feel safe on the bus as a middle aged white dude, but would not feel comfortable with my daughter who is in her 20s riding (even the 83L). Younger generations will use public trans if you provide a comfortable and SAFE environment. Keep improving.
32. Is putting your feet on the seat really something worthy of throwing people off the train? If there are not other people and you are not soiling the seat? This is already covered by the taking up of extra seats when the lines are busy.
33. I want a clean and safe environment
34. Confused about not being able to camp without a permit. Where does one get a permit to camp on RTD property? Also, maybe should add (with no syringes) that no foil or drug residue can be left behind (I've seen more foil chunks from smoking fentanyl/etc than I've seen syringes lately).
35. It saddens me that people don't abide by the(se) simple code(s) of basic behavior. I appreciate RTD adding additional Transit Police officers so I would feel safe taking the light rail. BTW, being reliably on time is equally important to safety, in my opinion.
36. Add security guards
37. You have got to do something. I have an eco pass but will not ride RTD again until there are improvements. I will drive my car downtown at much greater expense... to everyone.
38. RTD may have a Code of Conduct in place, but that doesn't mean riders know it or choose to follow it. It seems all that is enforced when I ride the train is wether or not riders have tickets. There are still people playing music or talking on loud speaker phones.
39. The new codes need to be stricter and more enforceable. RTD's current enforcement efforts appear to be nonexistent.
40. I have been riding almost daily since August 2021 and I have seen a lot of improvement. In the Union Station terminal, I used to see open drug use, drug deals, and even a dead body one morning. I am a pretty tolerant person (of the realities of urban living), but I sympathized with commuters not wanting to expose themselves to such things on their way to work. I now walk on the outside of the terminal to get to the escalators in the morning because I have to limit how much despair and bad behavior I see each morning, even though I know it's better than it was 1.5 years ago. I wish the terminal was cleaned more often so the smell of unwashed people and urine wasn't so prevalent. There was one week it was cleaned so nicely that it actually smelled good! If that could be every day, I am sure people would find the terminal more welcoming.
41. Safety, it's not safe, I have to get off the bus sometimes as it feels so unsafe,
42. Go for it!
43. Good start
44. A sweeping change, strongly enforced, is absolutely essential. I live overseas part-time and have travelled quite a bit. Much of the world has left us far behind regarding virtually every aspect of public transportation.
45. Riding light rail is a gross experience. Every time I ride it makes me wish I just drove my car.
46. Using funding to clean trains or enforce littering and drug use violation
47. I'm not sure how to do this, because I don't think RTD has jurisdiction over this, but I wish the bus stops felt safer. My 15 year old daughter feels unsafe waiting for the Skip at Broadway and Canyon, and also at the terminal for the Skip at Broadway and Front Range. My 63 year old colleague was harassed while waiting for the Skip at night recently. And the Skip didn't come frequently enough--she waited almost 30 minutes in unsafe conditions. So she will not want to take it again at night.
48. The seats should be scrubbed & clean every day, especially on the E train as they looked disgusting!!! Stopping riders from eating or drinking might help! It's unfortunate that the homeless seemed determined to vandalize the seats & ruin it for everybody!
49. I think the proposed changes are great! We live right downtown/by Union Station platform - so we see/hear a lot more that goes on and that RTD employees need to deal with. This code of conduct change will allow RTD to enforce rules, remove passengers that haven't paid a fare, are disruptive, or doing illegal things (i.e. defacing property or doing drugs). As a female, when traveling alone, I have often chosen to take an Uber, vs. getting on the train later



# Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

## CUSTOMERS

at night by myself. Safety should be everyone's priority - the safety of the passengers who pay to be there/ride, and behave respectfully of others/follow the rules.

50. I believe that RTD should be a clean and safe transit system, it is in their name and it is how they are funded. No trash, no drug use, not used as a moving homeless/vagrancy shelter, no yelling, no playing loud music just a transit system....for PAYING customers
51. Opiate and other illegal drug users nodding off and endlessly riding is a problem
52. RTD is a transit system. It is in the name and funded that way. It should not be allowed to be a moving shelter or drug den.
53. I know that it would be hard to provide security on all the buses and trains, but would be helpful to institute the Code of Conduct.
54. Even as an adult male near 30 years of age I do not often feel safe on the RTD light rail. The proposed rule changes will help but the rules need to be effectively enforced otherwise they will be worthless.
55. When I used to ride the G line there was always someone onboard checking fares and dealing with any conduct issues. It would be great to see that same level of RTD service on the light rail lines (W line, E line, etc.)
56. #37 should allow for non-ridden personal mobility devices such as scooters, etc. in addition to bikes.
57. Is there a code of conduct for employees?
58. The open smoking of hard drugs on the trains after 8pm has to stop. The residue from these chemicals does not just wash off. The fabric seats on most trains are contaminated. It is disgusting. I've personally witnessed open drug use on the H train.
59. Actual enforcement of Code of Conduct. It's good to have but means nothing unless it is held up. Work with refugees and they depend on the bus but are afraid to ride because of open drug use and violence. Makes getting to work, school, medical appointments almost impossible. Very happy to pay, but need safety! Seen violence a lot in last three years.
60. Advocating for New Americans who rely on RTD to go to work, school, medical appts, grocery store. Many of our clients, especially women with young children, refuse to ride the bus/train because of the erratic behavior and drug usage they've witnessed. They do not feel safe. More enforcement of Code of Conduct, fare enforcement, and presence of security would be great!
61. Don't be over exclusive. The looser the non-important regulations, the more people will ride.
62. RTD is a transit service. We count on RTD to move us around the city and in a manner that keeps us safe!
63. Make people pay to ride then they have a responsibility to treat property respectfully. Food and drink should not be allowed.
64. I agree with the proposed changes. I ride the E line daily. The biggest issues that I see are illegal drug use, littering, threats of violence, and tickets not being purchased by the homeless. I've started driving more often due to unsafe conditions on the rail.
65. Vandalism and defacing the property of RTD is completely unnecessary. Seats and areas sometimes are dirty and litter is on the floor.
66. The City of Denver and the State of Colorado has become a WOKE enabling government. Encouraging criminal activity, illegal behavior. The homeless problem is a simple solution. Arrest their criminal activities. There are plenty. As for RTD, it smells like pot on the trains. The E line should run longer than the A-line. I took the A line home late and the E-line wasn't running. It should be running longer than the A line. Also Denver is pushing the fake Environment agenda (FAKE NEWS) and making driving in Denver congested to get people to take RTD. At the same time RTD is cutting routes. Bullshit! An the code conduct needs to be harding on all the criminals that continue to make riding RTD unsafe and uncomfortable. Kick the homeless off the trains. Stop the drug use. If someone reeks of pot, kick them off. I shouldn't have to smell pot smoke when trying to use RTD.
67. Increase Operators On All Buses
68. LOTS of bus drivers would be wise to proactively treat us passengers with more respect- ESPECIALLY ALMOST ALL THE ONES ON ROUTE 37! They mostly seem HOMICIDAL/ SUICIDAL! WRETCHES!
69. Restore the original language regarding riding all day long. Do transportation and leave care of the homeless to the appropriate entities.
70. I think improving the ride for the drivers and paying customers should be priority. The buses used to feel safe and they don't anymore. It is almost the same price for 2



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### CUSTOMERS

people to take the bus as it is to take a uber/lyft downtown. Most people would rather pay a few dollars more to ensure they will be safe as there is no guarantee of safety with RTD.

71. Seems like solid changes, looking forward to safer rides
72. If they're not enforced, what is the point? The fires and drug use at Nine Mile station is rampant. There needs to be more security near the cars on the second level in winter when it's dark at 5pm and also on the platform in the early morning. Too many homeless or drugged out persons roaming around there.
73. Glad someone is working on cleaning crime and unclean mess up. These have been a high deterrent to use RTD at all by myself and many others who would use it sometimes, and now almost not at all.
74. 8. Sleeping or dozing where such activity may cause concern for the person's wellbeing. In these cases, RTD may conduct a wellness check. Why should this be removed? Maybe removing dozing but when a person is passed out on the mall ride or train it is disruptive.
75. I would like to see the opportunity to have a cup of starbucks coffee on board a bus or train. I understand the desire to keep buses and trains clean though.
76. This is all talk to make it look like changes are happening. Nobody cares about the current rules or code so nothing will change in real life by changing words on a poster somewhere.
77. Provide more frequent service.
78. A change in the rules of conduct seems fine but the real problem is that no one actually enforces the rules. People know they aren't supposed to smoke fentanyl on the bus but unless there are regular checks no one will care.
79. Concerning behavior is rarely on the light rail itself, but more often at the station. Lately I find this has vastly improved.
80. RTD has failed dismally in maintaining both timely and safe operations and its code of conduct and respect the ride is mere lip service to countering all the problems, despite getting in thousands of dollars for its service improvement
81. I disagree with Occupancy rule 28. Although I agree drug and alcohol use should be banned on RTD property, people who are already impaired prior to entering should be allowed to use RTD assuming they are not being violent or dangerous. The reality is that it is safer for impaired individuals to use public transportation rather than drive under the influence, even if neither is an ideal situation.
82. Ridden the train once a week since 2021 .. I've seen a fare collector 3 times.
83. Free ridership likeukenbourg.
84. If feeling in trouble or jeopardy what is the proper action to take...if security available...or if security not available. Is there a button or area somewhere to go for help?
85. I strongly support the changes, albeit there needs to be some enforcement on the W line rather than just the stations. I've seen some major improvements in the past few weeks, but things got real bad this winter. In a 2 weeks period, every time I rode the w line, 9 times in a row (!) there were people smoking meth on the train. Someone threatened to "gut me" on the train on new years eve, and a month later I saw him again, and he was openly dealing fentanyl on the train. I got off and didn't ride the train for 2 months, DRIVING downtown cause of safety and drug issues. I could tell you dozens of horror stories, all in the last 2-3 years. I have ridden RTD for 15 years and the safety, harassment, and drug issues have never been so bad, getting much worse starting in 2020. Again, I rode it 4 times in the last week and it has been much better, but that is a notable change from how its been. I will ride again if this can be maintained!
86. It will be hard to make these changes when I don't see a ticket taker actually ride the train let alone check people. If I see an employee they're talking to their buddies, not doing their jobs. But good luck in enforcing the rules.
87. I rarely see security officers checking fare or monitoring illegal activities. More security is needed to keep paying customers safe.
88. Homeless in LR stations and trains are threatening.
89. Enforcement of the Code of Conduct will be the key to its success. Without effective enforcement, it doesn't matter what you write as the Code of Conduct.
90. As a paying rider, who also owns a car, I have the choice to pay for RTD. As a paying customer, I do not want to be harassed by homeless who use the trains as a shelter. They have their drugs and trash on the train then begin to harass me. RTD needs more paying customers, but why would we come here and be bothered by that? So allowing homeless to live on the trains and generate less and less revenue, or enforce rules and gain ridership? I think the



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### CUSTOMERS

answer is held by your board....and it's pretty easy the silent majority want safe and clean areas, including Union Station! If not, you are about to lose another paying customer who travels to the airport 2-3 times a week!

91. I believe riders should be regarded as customers and be required to act as customers. Pay for their rides, exit when the destination is reached.
92. I would like to know more about how RTD will enforce this. What will you do to respond to people smoking on the train and using drugs in the elevator?
93. RTD is unreliable transportation and does not provide adequate delayed/canceled rides. I would prefer never to use RTD again if I could, and cannot see that any improvement will ever be performed.
94. None of these proposed changes will be enforced or a difference made to make it safer. RTD does not run reliably for the trains, even less with the construction and there is no real enforcement or penalties. I have seen people that pay get told they are getting ticketed and the homeless freeloaders left alone. Extreme double standards.
95. Lack of enforcement of the rules is more of a problem than lack of rules.
96. Homelessness is a significant issue in our community. We must find a solution while being compassionate to the unhoused. However, managing and supporting unhoused people is not the responsibility of RTD. RTD drivers, staff, and riders are not responsible for addressing and managing the homeless problem that the range of federal, state, and local officials choose not to address.
97. Before the COVID pandemic, I used to ride the light rail in Denver all the time, often with my bike, which was a great way to explore the area. Unfortunately, since then, I have found it to be sketchy and feel unsafe taking my five-year-old on the train due to questionable individuals on the trains and platforms. However, I do feel safe taking the train to Rockies games as there is typically a heightened security presence. Growing up in New Jersey and regularly using the NYC subway system, I have developed a sense for detecting potentially unsafe situations. Nevertheless, I feel less secure on the train platforms in Denver compared to NYC. One reason is that anyone can enter the platform without paying, unlike in NYC where payment is required. Moreover, there is not enough police presence in Denver compared to NYC, where law enforcement is more noticeable and effective in ensuring a safer environment. To address this issue, Denver could consider implementing a gating system like San Francisco's BART system, which requires payment for access to the platform, and increasing security and ticket checkers on the platforms instead of just relying on roving ticket enforcers.
98. Proposed changes good but you need enough staff to enforce. You need more security on trains and at stations
99. I think the changes are great and common sense. I wish there was an item that included who we could report dangerous situations to as one of the codes of conduct.
100. most important single need is more visible security. many of the listed problems would disappear if there were more security.
101. Over the past 4 years, riding the train has become dangerous. I never get on it unarmed & non of my family is allowed to ride it period, without me. Seems a bit ridiculous. Denver was a wonderful city in the 70s, 80's, 90's, 00's, & teens. 2016 hit & the city became a dump. I used to somewhat understand people drinking beer or booze on the train. Some weed smoke. Sure fine. I have seen homeless shooting up. Smoking crack & meth. Denver has been my family home since '76. We are moving in the Fall.
102. Good luck, overall I have felt less safe on light rail, especially downtown.
103. Enforce the code!!
104. I have seen fist fights break out and there is little to no security measures for riders. Many passengers are clearly heavily inebriated with drug or alcohol use and make traveling extremely uncomfortable. I have been engaged in conversation with individuals that make it impossible to end a discussion and are significantly impaired, who can become aggressive or violent if I do not continue to talk to them and there is no support whatsoever to ensure my safety. As a solo female passenger, I often feel significantly unsafe when riding the bus -- especially after dark or in the late evening hours.
105. I have witnessed and heard about harassment and threats to both employees (bus drivers) and customers while riding RTD and it has made me very hesitant to ride RTD to get to and from work. Also, adding a direct route to downtown from west Colfax would be awesome for work commuters to cut down on the time it takes to get to work. Bus stops are typically worse than the actual buses in terms of harassment, threats, drug use, etc. and should have more security to ensure people are able to get on/off RTD safely and feel a sense of safety when waiting for the bus.





## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

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106. The code of conduct is pointless unless it is enforced.
107. I would like to see also the buses spread out and not back to back, meaning 2 #15 show up within minutes of each other, leading to longer waits for the next bus.
108. Word written in a Code are meaningless and useless without active and serious enforcement measures. Try harder.
109. I would add that strollers are allowed on ramps up to the trains, because I ride the light rail due to a disability, and I was told not to board the ramp with my child in a stroller. I had groceries in the back and we were trying to get home and I didn't have any other means of transportation so I felt stranded. So, if you could explicitly state that strollers used by parents are allowed, it would make parents that use Transit with their children. Feel more welcome. These parents might not have any other means of transportation.
110. get the national gaurd on your trains and quit canceling trips.
111. The light rail cars are disgusting. Filthy.
112. Code of Conduct is worthless without enforcement. RTD needs to put security back on the light rail system. Reporting illegal behavior via an app does not stop or prevent illegal activity.
113. You need to have zero tolerance for illegal, dangerous behavior. Harassment, drug deals, drug use, defecation/urination on trains can't be dealt with through education; need these people kept off of transit.
114. Safety, Security Present.
115. The 15 and 15L lines are almost always unpleasant due to unruly customers disrespepecting the code and other passengers in almost every way possible. I feel sorry for the bus drivers - they often have to babysit grown adults.
116. you need more police presence in order to make any changes
117. please please please install turnstiles so non paying customers cannot loiter in the bus concourse- it stinks down there, people sleeping everywhere and trash everywhere.
118. "Cleaning up" the code won't solve any problems. Safety needs to be RTD's #1 priority through enforcing the code. Rebranding exercises like this are not going to move the needle.
119. I agree that RTD needs to make changes to their code of conduct, but they need to be fair for all. Fare evasion is such a small issue for RTD, and now that it is receiving more funding from the state, penalizing individuals for those losses seems like the wrong focus. What I'd like RTD to focus on most is working with the state and local partners to address the social ills that show up on transit, as opposed to penalizing those suffering the most in our society. I'm speaking of those with mental health issues and those experiencing homelessness. They show up on transit because it is the safest, quietest, most-weather-protected place they can be in a society where precious few public places like this exist. I ride buses and trains almost every day and see both of those groups on the bus. Most of the time, they are minding their own business, and occasionally are acting oddly, but I have never felt threatened or unsafe around them. I believe a lot of people want to penalize their riding because they don't want to face the social ills that exist. While that might be their choice, it is not acceptable for RTD, that provides a public service, to acquiesce to their demands when it means over-penalizing others. Of course drug use and actually threatening behavior are unacceptable from anyone, but if RTD really wants to make the experience of taking transit comfortable for everyone, I encourage you to take a wholistic approach: Collaborate with partners old and new to help those who need it. Educate customers about what equality and fairness looks like when using public services. I really appreciate that RTD took the time to revise their proposed changes to the Code of Conduct that initially obviously targeted the unhoused, and that you are taking the time to solicit public feedback.
120. Security present on light rail at all times.
121. I am a flight attendant who often rides the A line very late at night (often catch the 1:27 a.m. and 1:57 a.m. out of Denver airport)..really hope these changes go through!
122. We don't use the light rail unless absolutely necessary as it has become so dirty and disgusting. I also don't feel safe traveling with my family. The fares are so high I can drive to my downtown destinations with my family and park in the Convention Center Garage cheaper than using the light rail.
123. RTD is a public service, not a product. I am a young woman who travels on RTD alone at all hours of the day. The main issues I observe with the service are inhospitable and inaccessible stops, late or slow service, and dirty interiors on buses. Targeting the most vulnerable in our society will not bring in more customers. My friends who don't use RTD choose other modes of transportation based on cost and convenience. Adding routes, improving



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frequencies, improving reliability, and lowering the cost per ride WILL increase ridership, especially among younger urban people. I wish the outdoor light rail stations were heated when it's blisteringly cold in the winter-- but if we did that, our unhoused population would naturally gravitate towards the stations. So we decrease the comfort for ALL users in order to punish and remove our most vulnerable neighbors. Transportation is the 2nd largest cost for the average household. RTD has an opportunity to lower transit costs and make a car-free lifestyle possible in Denver, potentially preventing some people from becoming homeless and giving currently unhoused people more of an opportunity to save money and change their situation. THAT should be the priority. I hope RTD continues to ensure the safety of all riders while also recognizing the role they play in poverty.

124. Additional police presence and partnering with local jurisdictions police forces and sheriff's department would provide an optic of safety and would dissuade people who may be unnecessarily loitering at the stations.
125. I am concerned that #16 doesn't account for people with developmental disabilities/TBI's, Autistic people, the hearing impaired; all people who at times struggle with controlling their volume. I also feel that the wording #34 is subjective enough that it could be weaponized against homeless folks unjustly.
126. RTD is not in the business of homeless housing, you are Regional TRANSPORTATION District. Most people I know are afraid to ride RTD because it has become mostly homeless and drug addicts vs commuters. Why are the rights of drug addicts/homeless more protected than actual paying transit riders? I feel for homeless, that is why I support homeless advocates such as CVC.
127. Please make the rules as strong as possible. RTD needs to go a LONG way on safety before I will every bring my children on another light rail ride. My recent experiences with open drug use ON THE TRAIN are unforgivable. I have advocated for RTD for many years and I truly regret it.
128. I am not faint of heart. On cold/bad weather days, I have stopped riding in the last car because the drug use in progress is always the most there. A few times, I have been very afraid of what goes on right in front of me. I don't know what you can do to stop/police every train, it would seem impossible, unless you have cameras on all train cars and an HQ that is watching for it. Your enforcement rules would be for the very few that get caught. The Alameda Station just across from the NB wheelchair access is a "designated drug meet up", from what I see regularly. The highest people can be

passed/nodded out, or so strange/scary/out there, a person doesn't know what could happen at any moment. Texting you is great, but not always able to be done without bringing attention to (me). By the time you get to the (train) reported, I'm sure so many offenders have already got off, or ? Since it's known overall there won't be a fare check, it's the choice to ride, compared to riding the bus, where the fare check weeds out the trouble.

129. A little nervous about the vagueness of #16 for our folks with autism and/or TBI. Also, re: our paratransit, have you seen that drivers don't always know if they have a client covered by ADA?
130. Please remember compassion
131. The DUS waiting area that used to be a shining example of state of the art transit is now a homeless shelter.
132. Please consider safety audits for routes for which you receive complaints or concerns from drivers or other riders.
133. Good idea. There needs to be more enforcement of rules against loud unruly behavior, sleeping on the trains, smoking on the trains, making bad smells.
134. While I want to the code of conduct and rules enforced, I think it's important that enforcement is focused on education and deescalation.
135. enforcement will be the key and that costs money. Rather than giving a month of free rides, use that money to install turnstiles at all stops to ensure all riders pay the fare. Should have been done during construction.
136. If people do not feel safe on trains or train stations they will not use RTD.
137. Definitely needed. While I cannot comment about bus use, I can comment on light rail. I feel this is a different service than the city bus and should have access limitations for access to boarding stations by means of advance ticket purchase and verification upon actual boarding via ticket scan. Feel current load on Marshalls checking tickets leaves too much to chance and while the panic buttons are nice add - eliminate the majority of the problems before they board. Light rail should not be a resource for the homeless and those with ill intent to pass time and circumvent system processes. Homeless needs assistance but most of what I encounter on trips doesn't want help but only to beg, sleep or get high. I refuse to use at night or let my wife ride after dark. Denver wants a greener city - but forcing me and mine to use Lyft or Uber to feel safer sure doesn't work toward that goal. Ridership reflects how





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- people feel. Fees to DIA are already among the most expensive in the country - in my mind it's the current holes in and around boarding stations that allow these undesirable individuals to loiter and gain access to the trains that needs fixing. Getting tired of my tax dollars funding programs for people that should use the system for help but instead use the programs with full intent to abuse it. Bottom line I want to feel safe and comfortable using light rail.
138. Having used trains all over the world, I think the only way to forward is to have turnstiles. I really appreciate that the seats were cleaned when I took the train and thank you for your efforts. I never know what to expect and have been dreading riding the train again, so appreciate the changes you want to make. Turnstiles are the only viable answer.
139. I disagree with the removal of the "no riding all day" policy from the proposal, however the proposed amendment covers most of the behaviors which are the actual issues with the ridership that falls under that policy. Enforcement will be the key to restoring faith in the system.
140. Headphones, please.
141. There used to be signs about using headphones with music or audio and, I believe, it was part of the automated announcement. Now there isn't anything regarding this and I hear music blasting almost every day. Please have TSOs ask people to use headphones or turn down volume. I politely ask people when TSO is not around but it's awkward and not right for riders to correct other riders.
142. People must respect other people more/as much as they do themselves. RTD employee or customer/public.
143. You have open selling and use of drugs at the Alameda Station.
144. On the whole, I think the proposed changes are very good. However, it all comes down to enforcement. I also think verifying that fares are paid will help. Finally, addressing loitering/camping at light rail stops needs to be addressed as well.
145. There needs to be actual RTD police on the trains. There is not a day that goes by that I do not witness first hand these violations. Not to mention they use the elevators as personal drug dens and we cannot access them to get to the platform.
146. The proposed changes seem to be just minor wording differences for clarity that will not affect most people, I'm more interested in better enforcement of the rules.
147. The problems with homeless population in the DUS underground terminal has become abysmal and must end in order to restore my confidence in the service. Several colleagues have expressed the same- we even had one commuting employee leave our organization due to safety issues associated with DUS.
148. God bless you for providing for our environment and the most vulnerable! I'm writing to share my excitement and concerns about the proposed changes to the RTD fare and pass structure. It's extremely difficult, but to get ridership, you must be Cheaper, Faster, and More Convenient than driving. Seeing a train fly by me when I'm stuck in I-25 traffic is the Best advertisement. You must do more of that with Bus-Only lanes, Trains alongside highways, etc. you must work with Colorado and DRCOG to Reduce parking spaces, so that people have more incentive to ride. You must run busses and trains with minimal ridership so you don't lose the convenience factor, Especially on trains going to the airport, Even in the middle of the night. I ride transit to and from the airport, and have had to make LAST MINUTE changes to my plans because a late night A-Line is cancelled. First, thank you SO MUCH for emailing me with these changes. But please know, every time you cancel an A-Line, you're telling me I should choose a more reliable form of transit. My just recently finished 2.5 week trip, I would've been paying RTD over \$100 in parking, but instead paid more to a garage close to the airport because I knew their bus would show up. Also have four school-age children who could benefit from free fares, and would greatly appreciate that - Thank You! I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you!



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149. My issues with RTD don't have to do with code of conduct. Parking at Alameda was taken away without fanfare.
150. I do not own a car and I rely on transit. Over the past year I have felt very unsafe on RTD trains and buses because of all the meth and fentanyl being smoked -- and people not paying fares who just harass other passengers.
151. The digital MYRude app needs to add the forced requirement to upload in real time proof of the discount. Meaning for current and future purchases of discount tickets and passes, the app needs to force the user to upload an actual photocopy of the RTD pink discount card, or better yet connect to the actual RTD server system that allows a connection to that 5 year RTD pink discount card. We need to prevent all non-qualifying people from paying incorrect fare! This is causing disrespect to those who qualify, and RTD. And it's theft and fare evasion. Also RTD needs fare guards on all light rail trains checking that all people are paying correct fare, giving tickets/citations/court dates to those who violate fare requirements, and kick them off for violation. Also all troublemakers/homeless/smokers/loud people need to be dealt with. Zero tolerance. We are sick and tired of it! Many are not riding bus or light rail until these issues are dealt with permanently.
152. We need to draw the line at threatening behavior and not punish riders for their misfortune.
153. Why would you allow this behavior on bus. Support your drivers and customers
154. #11 is unclear - can an apple, candy bar, or coffee be consumed? #36 should be clarified. Can I ride bicycle in a park-n-Ride or station lot, to get to the platform? Which is RTD property.
155. Although I doubt anyone will read this. Fix everything, trains are being skipped and they are always filthy and smell awful. The drivers should not have to yell at homeless people and crack-heads to smoke their crack somewhere else. There are homeless people doing drugs on the trains, sleeping on the trains and harassing other riders. There is always trash and there has been times where myself and people around me are genuinely disgusted and uncomfortable to be on the trains. If there were better options to get around town I would use those.
156. RTD needs more officers monitoring the trains and buses. It makes me uncomfortable as a younger female to have men on the train or the bus saying inappropriate things to you or having weird interactions. It would also be nice to have officers monitoring the trains later in the evenings as well to make women feel more comfortable if they have to ride transit alone.
157. Get rid of the homeless/drug addicts that plague the Light Rail, never pay fares and deface all stops while openly doing drugs
158. It's one thing to have the changes on paper, but how will the changes be enforced other than a hostile security/police presence?
159. The trains are nearly not usable due to drug use. I have called many times for help and find the help not existent. I had to change my office due to fear of riding the trains. This is not acceptable.
160. Ridership will improve if there is cleanup of all issues mentioned above. Also ridership should improve with fair reductions and more public awareness! Earth day/ month is a perfect time to promote a healthier planet by taking public transportation, is this message being broadcast to the general public? It should!
161. Many times I have submitted reports on RTD Transit Watch and there is nothing done. I have a long ride with plenty of time to respond to the issues. This is a huge problem! I feel that RTD is not concerned about the safety and well being of its paying customers and many have stopped using the service because of this and it will only get worse.
162. I used to commute downtown daily, but now I drive because RTD isn't safe. Code of Conduct doesn't mean anything if you don't enforce it and have security around to keep riders safe.
163. You need more seats if you expect people not to sit on the floor, sidewalk, landscaping, etc
164. I am broadly in support of the proposed changes to the RTD Code of Conduct, in particular the two new clauses which specifically ban harassment, sexual harassment, bullying and abusive language. However, I request that you please review the wording to Clause 36 ('Unplugging a data or electrical plug already being used in an RTD vehicle or facility') to clarify that it is OK to unplug your personal device when you've finished charging.
165. These rules are meaningless unless they are enforced. I road light rail 3-4 times a week and stopped because it is unsafe. I will not return until I see a visible police/security presence on the train.
166. Please enforce the code of conduct with turnstiles or security personnel.



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167. Does RTD make money off the drug sales? You sure don't ever do anything about it.
168. Need more fare checkers/security on the light rail--I would ride the light rail more often if drug use could be discouraged; I had to move to another car a couple of weeks ago when someone started smoking drugs in the car. I would also remove fabric from all the seats so it's easier to see when it's wet/stained.
169. Lots of words that will be ignored by almost everyone but gives RTD selective ability to enforce.
170. Bicycle riders are becoming more common, especially electric bikes. They occupy a Large space more than normal bicycles specially on the light rail and commuter rail, so please add something in the proposal to accommodate this ride's
171. Greater enforcement of fares, including restricting access to rail platforms. The general drugginess of the Union Station train hall and bus concourse. It's just gross. "So that's what meth smells like" isn't what I want to think getting off the train at Union.
172. Since the drivers are afraid to collect fares and remove drug users, how will this ever be enforced without a strong police presence on every bus? The crack smokers practically live in the bus shelters and light rail elevators!
173. I rarely pay the fares because no one else has to so why should I? I just them I'm homeless and the ride is always free
174. How will any of these rules actually be enforced? The drivers themselves have told me they refuse to collect fares or confront drug users because it is simply too dangerous. Will there be a transit cop on every bus?
175. The drug use and crime that occurs on RTD is out of hand and extremely concerning. RTD needs help from the district attorney's office and police because these issues far exceed what RTD is capable of alone. I'm buying a car so I don't have to use RTD, I don't feel safe. I can certainly say anyone who uses RTD but the drugged out criminals will agree with what I've just said.
176. The stations all need to be locked down with turnstiles to enter
177. Enforce the rules you have! Get plainclothes police on all lines regularly. Back your employees up, be willing to stand up for them! Current leadership is cowardly at best! Make ALL managerial RTD employees ride buses and rail to see what a mess that is out there. Stand up to activist groups such as the homeless coalition! Get some courage!
178. If you more strictly enforced fare paying, I think you would largely reduce the other problems. A lot of the trouble makers simply wouldn't be on the bus or train. (I see more problems on the train, because there's usually not an RTD employee in the car.) Also, I ride RTD regardless of the problems, but my wife tends not to. Even if no one is misbehaving, there's often a mess on the train that a previous rider left behind. I imagine a lot of people are turned off like she is.
179. On 4/14 at 13:30 Bus # 1664 on 16th Mall Free Ride skipped the California & 15th St stop. Four of us had to run a block to catch the same bus
180. Get rid of the homeless on board they're the one's making a big mess of things
181. NA
182. Strict enforcement of alcohol and drug use because of the safety of the children and other passengers
183. I have no feedback other than "it is what it is". I have no other option other than to ride RTD. Therefore I just kind of deal with how bad and unsafe it can be.
184. I really want to see a crack down on anti social behavior. It's not homeless people, right? it's folks who are being antisocial and causing serious issues without any consideration for their housing status. please keep using the antisocial behavior terminology in all of your communications, as it helps to frame the argument for these changes in a way that helps avoid the scrutiny of radical housing advocates that want people to be able to smoke fentanyl and defecate on public transport just because they are homeless.
185. RTD Light Rail, on which I rely for daily commuting, has gotten worse in the past three years. Rail cars are often dirty; full of homeless or others who clearly do not have a paid fare; being used for sleeping, taking drugs, and smoking. There are never any security resources present, or they are rarely present, when these prohibited activities are happening. Passengers who comply with the Code are left to deal with these riders by ignoring them or taking the next train, which is usually no better. The Code changes will not make a difference to overall safety unless there is real enforcement work being done.



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186. The changes sounds good, but I rarely see RTD security on the trains, so my concern is that there won't be enough staff to enforce the changes.
187. Bus riding these days is awful. You have to completely be on guard, monitoring everything. Drivers cannot police illegal activities on buses but having security randomly on buses and not stand just in the front would deter unsafe conditions
188. Homeless drugged out trespassers can be found on the A-Line every day.
189. light rail denver to boulder!
190. Codes of conduct are great. The real issue is enforcement
191. The drug use policing has gotten better as of late. But we need to see more of a police presence on the trains. The coverage is improving between Union Station and Wadsworth, but we need more coverage between Wadsworth and Jeffco Stations. There are still too many unpaid riders, and they are the ones doing most of the drugs.
192. Need more officers on rail lines.
193. How about buses and trains actually show up? How about bus stops that don't look like you're trying to kill us.
194. Go back to having security getting on the light rails randomly like it was pre COVID
195. RTD needs more security. Drug addicts have turned the light rail into their little playground to use and deal. The issue is NOT homeless people who need a place to sleep. The issue is drug use and antisocial behavior. RTD has totally given over the light rail to drug addicts and mentally ill/antisocial people. Nothing that I see on the light rail surprises me anymore. I also never step on the light rail without pepper spray, a taser and one more powerful tool that I won't mention here.
196. Public disclosure of RTD employee Code of Conduct.
197. The proposed changes won't do anything if transit security and police officers don't enforce them. That is also a big issue that needs to be addressed.
198. Please don't kick off passengers that are peacefully riding to pass time in a safe and protected environment.
199. Unless RTD ramps up security to the point that every station has 1 or 2 security personnel most of the time, the Code of Conduct/Respect the Ride effort is meaningless.
200. I think fare enforcement needs to be taken off the hands of bus drivers. They should focus on driving. I suggest a random fare inspection model, like on the trains.
201. My feedback is to put more trash bags on the trains so people don't litter as much or put together a no drink no food rule unless on the station
202. I understand the difficulty of balancing respect for unhoused people with enforcement of these codes of conduct. Thank you for the work this involves.
203. Light rail is not a homeless shelter. RTD rarely (I've been checked 2 times in 6 months) checks fares on light rail, but when they do, homeless are kicked off the train. If you want people to take RTD, you need to get the homeless off the trains. The best way to do that - check fares on every train. There is no homeless problem on the commuter rail for this reason. Homeless on the train lead to all of the problems you list above.
204. More security and cleaning more.
205. There are a few of them I disagree with - like no eating or drinking on the ride.
206. If you checked fares before entering trains or multiple times on a ride (like the A-Line) it would eliminate all other issues.
207. RTD is a great way to provide mobility solutions to everyone. It should only be used by those that need to travel from one place to another. It should not be used to sleep, to warm up in, or to cool off in. No behavior that is threatening or offensive to the majority of riders should be allowed. RTD should not be considered public space. RTD is a privilege for the entire community, not a right.
208. Based on my observations, I think some of the problems/issues presented earlier are connected and not mutually exclusive. Picking which thing to address above all others is difficult with this in mind.
209. Ineffective
210. Most people feel unsafe riding the bus. I ride almost every day, and I still feel unsafe sometimes - people who are clearly unwell, screaming, threatening others with violence. The bus operators do nothing to prevent these people from boarding the bus and do not ask them to get off the bus. I also regularly observe passengers drinking alcohol, harassing others. For most bus trips I take, over 50% of the passengers seem either mentally unwell, under the influence, engaged in prostitution, or otherwise making the



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- bus an impossible method of transportation for children, single women, or other vulnerable population groups at risk of being targeted. If I weren't a young male, I don't know that I would ever ride the bus.
211. I think RTD is a great system overall, but unfortunately, please ar abusing the honor system to purchase a fare ticket.
212. From what I've been told by drivers, they are powerless to enforce much of anything. And having to wait for someone come do something for up to an hour just makes me late. Also, I don't see much security on or off the bus. Like on federal and Alameda you see the same junkies just sitting there for two or three hours.
213. I really appreciate the effort, but ideally would like to see more officers(they don't have to be 3 of them at one time) patrolling the light rail every day, it seems that there are illegal drugs or people with mental health issues on the train every single day. I try to report the issues, some days are better with response times.
214. You can't legislate morality. I get what you're trying to do, but your efforts would be better spent taking care of your employees and being generous with your finances (lowering fares) rather than trying to control your customers, whom you inherently cannot control. Your rules are aimed at homeless populations, who won't listen to you anyway.
215. no pay, no play. these services and facilities are for taxpayers and fare-payers.
216. You can change anything in your Code of Conduct and it won't do a thing as far as how these people actually act! The ones causing the problems aren't reading anything and frankly, don't care.
217. The area down below for the buses in Union Station needs to be a clean and safe environment. I have been harrassed by the homeless while walking through the station and standing in line for my bus to arrive. I have witnessed too much crime and drug use. I feel extremely unsafe which has led me to drive more often. Union Station is not a homeless shelter, and the homeless should not be allowed to reside there as they have. Keep the outlets turned off so they can't hangout and charge their phones and prevent them from sleeping in the bus terminal. There needs to be gates to access the bus terminal area for paying riders. It would also help to add more buses back in the Civic Center station (example FF4). The area around Civic Center station also needs strict rules for the homeless and drug use.
218. Publicly acknowledge RTD's lack of ability to enforce any Code of Conduct in the current environment. RTD security are unable to make arrests and also un-equipped to connect people experiencing drug addiction, untreated mental illness, and other social issues with the proper social services. Explicitly request (a) law enforcement to be riding trains and high-visibility buses to discourage drug use onboard and (b) connect with mental health and homeless services so RTD can provide a bridge...not just be a de-facto and ill-equipped "shelter" because our cities are not stepping up.
219. Banning people from riding without a final destination is discriminatory to those experiencing homelessness and who lack other resources.
220. If the people that didn't pay were off-a lot of the other issues would be solved-you're reputation is a free moving hotel. Buses can't stay on schedule when they are dealing with crazy people
221. The drug use is extremely unappealing. It smells bad and is bad for everyone's health. I report it but not sure it ever gets addressed
222. Thanks for removing the clause about sleeping. As someone who easily falls asleep due to fatigue, I appreciate that this isn't listed as a problem behavior. I appreciate that loud music without headphones is not allowed. While I listed I primarily use the bus, the loud music problem in my experience is when I'm taking the light rail. I am disappointed to not see rules on phones. I understand sometimes phones are broken and you have to use speaker phone, but I've run into many instances where people are fighting with someone on speaker phone for the entire bus ride from Denver to Boulder. On a short bus, phone use is more tolerable, but an hour long bus ride often means I want to change my seat, but can't due to disability.
223. Drug use is out of control. Security sees it happening and turns a blind eye. RTD has become dangerous.
224. Just rode on the light rail from downtown to Mineral. Why is there no police, etc on the trains. Saw two guys exchange and smoke meth or something from a piece of foil. Hopefully my wife and I were not inadvertently exposed. WTF. That will be the last time I use the light rail. This happened on4/8/2023 at approximately 2:30 pm. Also on the same train, two other individuals were smoking pot.
225. Overall I think these seem reasonable although some of it seems a little over-the-top and punitive (washing off clothing or putting your feet up on a seat seem a little annoying but not a huge deal to me). Also - as far as use





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## CUSTOMERS

of RTD, I would LOVE to use RTD much more and prior to Denver I did use public transit regularly/did not own a car. I currently live in MarLee and transit is just not realistic in my neighborhood. My commute to work (DU) is about 15-20 minutes by car or 1 hour+ by transit. I do take the train to the plane but otherwise my use of RTD is limited. Essentially to say, the main reason I don't use RTD is not anyone else's behavior but rather a lack of services in my area. If I had a light rail station near my house that ran regularly I would 10000% be so happy to use that to replace car rides!

226. I don't see any changes. RTD is not enforcing rules, who cares what's in those rules then? I was using light rail almost every day before, now I use car every day instead. I don't feel safe in the light rail anymore - it looks like a homeless shelter sometimes.
227. post a sign with a number to text if we are exposed to drugs. Many of us do not use Apps at all. But we have a cell phone and we can text for help.
228. "RTS's revised Code of Conduct will be a benefit to the safety and security of customers only if RTD significantly increases the size of the RTD Police force and the size of the RTD Contract Security Officer force. The Code of Conduct will be useless unless it is consistently enforced at all hours of the day and night. The size of the police and security forces must be at least doubled in order to provide adequate enforcement. As a City employee with the Terminal Operations team at Denver International Airport, I have a vested interest in how Commuter Rail A Line, and bus lines which serve the airport, are managed. We have a persistent problem with person's experiencing homelessness (PEH) coming to the airport via RTD services to use the airport for accommodations, which is in violation of DEN Rule 30.18. The airport's homeless problem is RTD's problem. We have to solve this issue together. RTD Security Officers cooperate with airport Terminal Operations and Denver Police most of the time when there is a need to turn individuals around to get back on the train or bus to head toward services downtown. But how do we prevent those who do not have legitimate business at the airport from coming to the airport in the first place. Here are some ideas to go along with the new Code of Conduct.
- Complete fare checks after every stop.
  - Remove those without a valid fare at intermediate stops and provide them with a one-way ticket in the opposite direction away from the airport rather than waiting until the end of the line.
  - Require individuals to input their initials when purchasing a ticket, and have the initials printed on the ticket so that it may not be used by others. Check ID's when checking for valid fare.
  - Invest in fences, gates, and turnstiles so that

only those with a valid fare my board the A Line Commuter Rail.

- Issue citations, rather than warnings, every time, and have those individuals removed from the train immediately every time. Feel free to contact me if you would like to discuss these or other ideas. Very respectfully,

[REDACTED]

229. Allowing sleeping in a vehicle usually results in additional seats being occupied and violates the one-seat rule. Maybe you can forbid lying down in a vehicle.
230. Union Station needs cleaned up: re-painted, brighter, air circulation
231. I think the revision of allowing people to ride the trains indefinitely (i.e. unhoused people) is a grave mistake. Even if they do pay fare, isn't it a violation for people to ride for longer than the fare allows? If you have the code of conduct, but then some people are exempt, I'm not sure what the purpose of having a code of conduct is.
232. I used to be an avid and every day Lightrailer from my local Lakewood station into downtown Denver for my job and back. Despite my commute lessening to ~1 time a month in office, I refuse to take the W line anymore and would prefer to drive as I do not feel safe taking this rail line with all of the harassments and cases of physical harm to other customers whom have fallen victim to jumping by juveniles on the W lines in the past year as seen on the news. In addition, I have recently walked through the underground bus station in the evening as a short cut from one end to the other and whatever type of gas the police are using down there to keep the homeless out is unbearable and toxic. Don't get me wrong, super excited that something is being done about the homeless in the underground bus station but for those of us commuting or cutting through one end to the other, you can't even walk down there without coughing and barely breathing and eyes watering up, we had to run up the nearest escalators to catch our breath. I am not sure of the appropriate move for both of these cases - but more security presence on trains, or more immediate security footage on train cameras in order to have more immediate dispatches, maybe rail station turn style entry and exits, and only doing the tear type gas in the underground at like 10 or 11 pm vs when the greater population may be using the bus system for their commutes.
233. Thank you for implementing RTD Transit Watch. I do use that app occasionally. I also really liked the partnership with the Jefferson Center to get folks connected to resources and support.



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234. I do have some concern with increased policing alienating low income riders who should be receiving the greatest benefit by using RTD. As far as purchased fares goes, I would rather have funding go to more avenues to get a discounted or free fare then increased enforcement.
235. Formerly, I used RTD quite a bit. Of late, not as much. Trains and buses are intended for transportation, not as housing. Homeless people have a right to use transit for transit if they pay the fare. However, they do not have a right to use transit as their living room. If we need homeless shelters, then build homeless shelters. the train and/or bus is not the appropriate way to house people. I will not return to using public transit as much as I once did as long as I am going to be confronted by mentally disturbed, homeless people muttering to themselves, yelling at people who are not there, spreading their possessions out over multiple seats and leaving the train when they see a fare checker approaching. I will not place my wife and children in that environment. We will drive, pollute the environment, create more traffic and fill downtown parking rather than deal with public transit filled with the mentally unstable. RTD needs to make a decision, do you want to provide transportation or rolling homeless shelters?
236. If you lowered the prices of tickets I believe more people would use it. There needs to be more ticket checks to keep those off the train that don't pay for a ticket.
237. Trains became less safe to ride after marijuana was legalized. More out of balance riders. I used to ride the train every day before the pandemic and my companions and I always set in the front car near the operator for safety reasons.
238. It's getting to the point that armed security is needed on buses and light rail - get rid of the druggies and derelicts or permanently lose your paying customers
239. Stop covering before the small band of twitter warrior junkie advocates. Get these junkies out of the stations, off the benches, and most importantly off the trains & busses. Someone has to be brave enough to say enough is enough - do it.
240. Allow for others to know how to report riders who break the code of conduct.
241. Conceptually, these are great, but the people who break these rules are the ones who don't know or care about the rules in the first place. People who are taking this survey likely would not break these rules even if they were not in effect. The rules won't mean anything unless they are enforced or prevented with random law enforcement presence on trains.
242. No individual shall be permitted to ride on RTD without paying a fair. It is unfair to patrons who have paid to ride.
243. Enforcement??
244. I strongly support the proposed changes.
245. It sounds great but will it be enforced
246. Encourage customers to use the rear exit of local buses.
247. Code of Conduct is useless if it's literally never enforced.
248. I disagree with any rule related to banning intoxication itself. Being intoxicated in and of itself is not an issue. Its problematic behaviors that need to be addressed, not a person's state of mind. If someone is not causing a problem, it doesn't matter what substances they've consumed.
249. Riding RTD has become unsafe, even during rush hour/times when I normally thought it would be safe. Waiting at the stops does not feel safe for women. I used to use RTD more often and now do not think it's safe for me and my children. The current drug use and harassment on buses and trains and at platforms is horrible, and I am angry that people who are homeless and/or using drugs are using our public transportation system as a shelter. That's not what it was designed to do. I also work with low-income families and they are scared to use public transportation even though they RELY on it to get to work, make a living, and pay to be housed. They will be unhoused if they can't get to work safely.
250. Include language giving the bus driver the power to decide whether the Code of Conduct is being adhered to. Offer a plastic seat liner to riders. Offer a way for passengers to easily pay the fare difference for a rider who is "short" the fare.
251. I'm sorry for the bind that RTD is experiencing, along with every other transit system in America. What policies is the London or Paris or Vienna system using, and can we implement that for RTD? Thank you for the vital service you provide!
252. RTD needs to increase the frequency of its rail and bus lines-- more frequency in service will increase ridership and less illegal and inappropriate activity will occur if there are more people riding the buses and trains. Folks won't ride it currently because it is not convenient-- the buses and rail



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lines are not frequent enough and the rail lines that do come are often disrupted or cancelled making them unreliable to commuters and other travelers. It's a vicious cycle. People are disincentivized to use RTD for two reasons: (1) the infrequency of trips and cancelled trips; and (2) the illegal activity. The illegal activity will lessen if more people are on it-- so you all need to get more people riding it by increased rides. The current system doesn't work for anyone. I ride it every day and it barely works for me-- I live in Baker, basically the only multi-modal and multi-transit neighborhood in Denver's core and it is still difficult to take RTD. I can't imagine how people who live in less-serviced neighborhoods feel.

253. I have been subject to other people's drug use while riding the N line - it is VERY uncomfortable. It's also very common for people to not use headphones and instead expect everyone else to listen to what they are playing - not enjoyable at all. Thank you for your work on this.
254. homeless people riding all day not actually going anywhere needs to be outlawed. drivers/operators need the power to kick these and non-paying riders off the bus/train.
255. The changes are positive for all riders, and seem like common sense. The challenge will be in enforcing them.
256. DON'T BAN personal scooters on the light rail. Without being able to bring my scooter with me, taking the light rail doesn't make sense!
257. I think they are appropriate. Taking this survey is a good idea, but I wish I could've chosen more than one terrible behavior that I have observed on RTD buses. There are many that I have observed. I feel that drivers are put in a difficult position to police their bus, but I also feel that they don't do a great job of it, and that they should crack down on many of these annoying behaviors. I
258. Outside Bathroom  again please. If possible
259. If you don't police the light rail much more aggressively, it is going to be completely taken over by meth addicts.
260. I was not aware of the Code of conduct, I think it should be posted on stations and social media, newspapers, etc
261. My friends and I avoid the Union Station bus terminal because it just doesn't feel safe because of non-RTD passengers harassing passengers.
262. I see these offenses every time I use the light rail. I does concern me what the attendants that I see walking the train is supposed to do. I know right now staffing is an

issue for everyone but i feel sorry for your staff members. I also see signage that states you need to scan your pass before entering the train but do not understand how you would enforce that with multiple people coming on at the same time.

263. Put security officers on light rail ! Light rail is becoming little more than a mobile homeless shelter because there's absolutely no security officers on the trains anymore.
264. THE HOMELESS PEOPLE AND PEOPLE WITH NOT RIDING RTD NEED NEED TO BE KEPT OUT OF THE STATIONS!!!!!! I DON'T NO HOW FEMALES CAN RIDE RTD BY THEMSELVES!!!!!!
265. Have the RTD Board actually ride the bus to work for a week. Then they'll know what's needed, and it's not a code of conduct. Open kiosks at stations and allow food and drink on all RTD. Allow pets on all RTD. Not in cages! Stay open 24 hrs. Allow most everything that is allowed in a personal vehicle if you want good riders. Spend the money on drivers and get more busses on the road. More busses will bring more riders, and more riders will solve all the conduct problems. The suggested revisions are either already the law (just need to enforce it) or totally unnecessary.
266. Anything to make services safer will be a big improvement. There have been several times over the last year that riding has been just plain scary. Also, the trains are absolutely filthy.
267. Changing the code wont make a difference if it is not enforced. On the rare occasion I see security on the E line, they don't remove homeless non-fare paying riders that are responsible for all the other code violation that I witness.
268. Please enforce the Code of Conduct.
269. No cops
270. Stations feel unsafe rare to see RTD police or security officers at civic center. Having security more visible would do a lot for customers feeling safe.
271. Not allowing people who do not yet have a ticket to exhaust around stops is ridiculous, unenforceable and solely to harrass our unhoused and BIPOC neighbors. RTD should return to no fares as in 2020 and eliminate police officers at stops and on trains.
272. The requirement to use headphones while listening to music/media should not include exception for "low volume to not disrupt others" - having ANY volume allowed on





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- someone's device is a disruption to other passengers and should not be exempted.
273. Without more visible RTD security officers, I'm not sure how effective the Code of Conduct/Respect the Ride can be. Given limited resources, I realize the challenges you face and appreciate your efforts to make light rail as safe and affordable as possible. Our cities and environment need it!
274. I urge RTD to prohibit endless riding and sleeping on buses and light rail. RTD does not have a responsibility to provide shelter for homeless people
275. There should be a way (maybe via a phone app ?) to advise RTD police that an incidence has/is occurred on a train. I realize that the police cannot be everywhere all the time. It would make me feel better to report something to an authoritative figure.
276. I have read that people are going to be able to ride forever with or without a ticket. I am not in favor of providing a home for homeless.
277. I personally love my experiences using RTD and am not uncomfortable with illegal activities in public spaces. This is a city and that is what happens in a city. I DO NOT want more policing. Police cause more harm than some people smoking pot.
278. very limited cell phone use on buses or light rail
279. RTD Bus stops are NOT well maintained. The garbage cans are overflowing and shopping carts impeding the stops. Trash blows all over the neighborhoods and roads. RTD needs to do regular maintenance of broken shelters, trash removal, washing of stations and benches. It makes the stops unappealing and feeling of being unsafe.
280. I'm afraid to ride the FF1 and AB1 because I don't want my catalytic converter ripped off in the McCaslin park and ride. I also don't want to travel to Union Station because the last time I was there, it was very scary. I used to take FF1 to Union Station about once a month, but I don't do it anymore because it isn't safe.
281. Rid the homeless in bus stations as make them get off transportation is not a sleeping bag , loud unnecessary music.
282. The code of conduct as written is great! However if RTD does not enforce it, then why have it? I carry a weapon that is banned by your code of conduct because RTD is not protecting its customers and me.
283. RTD buses and trains are not the correct place for the homeless spend their day, period. They are for transportation not shelter.
284. I think before people board the bus and light rail that they have the fare ready because the drivers are on the a time limit to get people from A to B and if people do not learn to have their fare ready by the time the bus comes, they make the driver late and then they complain to the driver. It is not the driver's faults. It is the people and too much of that has been going on.
285. enforce it
286. RTD's SOLE purpose is to provide PUBLIC TRANSPORTATION (hopefully reducing pollution and congestion, etc), NOT to solve HOMELESSNESS! There are other programs more appropriate, and better-suited to accomplish this.
287. Thank you for the thoughtful revisions to help make RTD safe and comfortable for everyone.
288. Definitely a good idea but, what are the consequences?
289. Updating the code of conduct is useless unless enforced. No enforcement now, which created all the problems, and lack of paying riders on light rail. People who ride and do not pay are most likely the trouble makers, something RTD needs to admit and resolve.
290. What good is a Code of Conduct which you refuse to enforce?? Your agency is NOT a public welfare agency; it is a transit agency. I cannot believe your ignorant management would cave to pressure to allow homeless bums to stay on a bus for hours and hours--it is not their home. This creates an unsafe environment for fare paying customers. You overpaid idiots need to get out of your office and be required to take a bus late at night on Colfax, Broadway, Federal etc. but you are all just ignorant people who get big salaries and have no balls to stand up to the rabble leftist who are ruining the system for good citizens.
291. I worry that some restrictions are particularly harsh towards Denver's homeless community, but I do not have any real suggestions for improvement. It is not RTD's responsibility to care for them, but I hope compassion can still be kept.
292. The problem is enforcement of these policies.
293. There simply needs to be a stronger presence aboard light rail trains of security persons / fare checkers. Not only will legitimate riders feel safer, but virtually all of the infractions



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- currently being witnessed would be eliminated by removing non-paying riders.
294. The lightrail has become a safe haven for the homeless as well as drug users. CHECK TICKETS ON THE LIGHT RAIL. I would be overwhelmed with anxiety to let my girlfriend ride the light rail alone out of fear for her safety. The light rail stops/stations must also employ some kind of security.
295. I believe revised item 28 has a typo, and "...thus impacting the ability to safety function..." should be changed to "...thus impacting the ability to safely function..."
296. I do not feel safe riding the train. The code of conduct is great but I see most of these violations when I ride the train. What good is a code of conduct when it is ignored and unenforced? I would rather drive and pay for parking than feel unsafe. I would ride the train all the time if I felt safe and if the fares weren't so ridiculous.
297. Please enforce them! I want to see more security.
298. Please bring back the ff7
299. I think if you could provide a little more security and also restrict access to station to paying customers only that would also be helpful. Every morning when I get to work at the Colorado station it is nasty or being cleaned up after people using it for their shelter.
300. The primary goal of public transportation is to provide safe (and attractive) transport alternative to public, thus reducing greenhouse gas emission and air pollution. It should not be treated as an option to solve other societal problems especially if doing so, it may impede reaching the primary goal. My family subscribe neighborhood eco-passes every year, and my student goes to school via RTD. However, he often tried to avoid riding the bus because the kind of stuff happens on the buses is troublesome. Recently he just got off a bus because "it was bad" and took the following one. Other times he got off early and walked the rest of the way. I think it's fair for RTD to focus on its primary goal and run a good public transportation system. Adopting some policies that drives away regular customers undermines the purpose of public transportation without providing a solid solution for other problems.
301. The Code of Conduct seems perfectly reasonable. The important thing is whether it can/will actually be enforced in any way.
302. Make the 6 run later at night.
303. The stations, waiting areas and parking lots should also be safe and clean as well. My family hesitated to use or recommend the A line although it is very convenient for us and we would like to support it.
304. I would ride more, but I am tired of smelling marijuana, loud music and just general rude behavior. And I believe people should be banned permanently if they do not follow the rules. People need consequences, not just slaps on the wrist. Make the consequences hurt if you want these kind of people to maybe follow the rules. You are loosing your good paying customers by catering to the bad ones.
305. Please make trains, stations ,elevators safer, cleaner trash, drugs and human waste free, more security on trains and stations, FIX ELEVATORS ON NINE MILE. They are broken for several months already. We people with disabilities need them. Shuttles are never there on Nine Mile or Dayton station.
306. You should include prohibiting sleeping in RTD station elevators. There is someone living in the elevator at the Dayton Station and I have curtailed my ridership as a result.
307. Since non-enforcement of "the Code" during and post-covid I have limited my using RTD services due to safety concerns for myself and family. Will not return until it's proven safe.
308. Great in theory, but haven't really seen it enforced. Especially for "RTD Areas" outside of trains and buses.
309. You need to ensure that folks can't ride the buses and trains indefinitely. And it would be nice to actually enforce the existing code of conduct. RTD is A MESS right now and illegal activity is out of control.
310. Please actually kick crackheads off RTD property
311. It's going to take security guards with non-lethal weapons on the really spicy bus lines to do any good. The bus driver doesn't get paid enough, nor is he much of a match for one or more angry and possibly high or drunk people causing trouble. Requiring bus drivers to enforce these rules would be putting them in a ridiculous amount of harm's way. I'd love to see changes, but it's going to take more than some new words written on a paper. Gonna take force.
312. The code of conduct is all talk. Criminals don't follow the rules. Add more police officers and actually enforce the rules.



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313. Please make riding the trains and buses more safe especially since we are paying customers and expect good service and not feeling unsafe getting to work or any other event. I've ridden rtd for 5 plus years and it has not been as bad as it is now. I love public transit but to be honest I am very disappointed seeing how much Denver has been deteriorating over the years and seeing rtd services like bus and rail slashed or routes being late. I am a very patient person and have always made sure to pay and follow the rules riding rtd but it is bothering me seeing denver and rtd going downhill. Please do better.
314. I don't see how changing the code of conduct will accomplish anything if there is zero enforcement. I'd like to see RTD employees actually enforce the code of conduct.
315. Code of Conduct does nothing. If no one follows the rules now, they aren't going to follow them just because you change them. This is a pointless endeavor. If you want to see ridership go up, build trains and stations to destinations to where people want to go. Not to giant parking lots and/or stations not accessible by sidewalks or bike lanes.
316. But the language prohibiting indefinite rides back in! Buses and light rail are NOT homeless shelters! We need better drug enforcement as well!
317. Bus drivers being respectful to passengers
318. RTD needs to keep the drug addict bums off of the trains. I see people smoking hard drugs and injecting needles at the southmoor station frequently. A solution to this is to have a gate system that does not allow access to the train platform without a paid fare. If you scan your ticket or pass the gate opens to allow one person through. Stop this foolishness of open stations and having anyone who wants to ride all day ride for free. Stop the druggie bums from using the train as a house. I don't feel safe.
319. RTD is about transport not providing services to miscreants. A few too many weasel words in the code. Public support and tax monies will evaporate if criminal and uncivil behavior continues to be tolerated.
320. There needs to be facilities and resources in place (from the responsible agencies) so RTD doesn't end up sheltering the unhoused. Creating a welcoming transit environment should be a priority. The comfort of RTD has been decreasing steadily it seems, but that discomfort is caused by a very small number of those onboard. It's stressful constantly worrying about being harassed or threatened on board, especially late night or early morning.
321. please prohibit people from riding the train indefinitely, unless they are clean, clothed and not using drugs.
322. A healthy transit system is critical to any healthy city. RTD's mission is essential and I admire the hard work of RTD's many employees into making the city accessible and livable for those that live here. But the fact of the matter is that being free from threat and intimidation is a fundamental right, and transit is fundamentally inaccessible when customers cannot be confident that they can take rides without being harassed or threatened. It goes without saying that these problems disproportionately impact people of color, women, queer people, and gender minorities. But the inability to feel safe while taking transit has ripple effects that impact the public's trust in our institutions and the character of our city. RTD's transit customers must feel that they can safely use services if transit is to be viable, and transit must be viable for our city to be a sustainable home to all.
323. I read the document that compares the current code of conduct to the proposed changes. I feel that all of the changes are good, they reduce redundancy and improve use of language (i.e. zone changed to area). However, I feel that changes related to the code of conduct should be focused on hiring more security guards to enforce it.
324. I will no longer be using RTD as transportation its very unsafe.
325. In my experience, illegal drug use is the most common thing I experience riding on the Light Rail. I have inhaled more second hand crack cocaine smoke than I thought I'd ever inhale in my life, and it's been especially bad over this past year. I think that it should be stressed a little more in the code of conduct or at least made more visible than sticking it at the end. Often it's because someone is doing drugs that they engage in threatening behaviors. I once saw a guy smoking crack start shadow boxing and jump up and down to hit his head on the roof, not really paying attention to anyone around him.
326. Just enforce the current code of conduct. Im pretty sure all of the things I've seen in the last year arent allowed already, but I've never seen any enforcement of the extreme anti social behavior.
327. There are obviously a lot of issues with public transportation and the fact it is being used as a makeshift shelter for homeless people because of the limited amount of actual shelters for them to stay is mind blowing. I don't understand why I'll get on the train and not see a single employee besides the conductor at any station (E line), then I'll switch trains (W line) and see four security guards



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- on one train, harassing people who are quietly reading, not even checking tickets or moving to a different car to check everything out, what is the point of that?
328. Stop asking for feedback and enforce the fucking rules you already have. The elevators at rail stations are full of fent smoking bums, I don't feel safe at many stops and rail stations, the drug use is outrageous, and the poor drivers put up with so much bullshit that I don't know why they still work for you. I'll never understand why you don't have more security, and I don't know why RTD leadership is so fucking daft that they have run a decent pubic transport system into the ground.
329. I believe the existing rules are sufficient but need to be enforced more consistently.
330. No one buys tickets on W line because no one checks fares and there isn't a restricted area to board for those who have paid. The effort it takes to make sure all of the riders are off at the end of the lines seems like it could be used to check fares. The non payers who get escorted off at the end get right back on when the train returns.
331. These proposed changes are welcome and very needed. I appreciate the effort it took to compile them. While these changes are a step in the right direction, continued failure to enforce the code of conduct is the hurdle that needs to be addressed. I considered proximity to RTD devices when deciding where to purchase a home. Public transit is extremely important to me and I would love to use it daily. Unfortunately, it is far too dangerous, unhygienic, and disruptive for me to justify using it until significant changes are made to the enforcement of the code of conduct. Please do not let criminals ruin RTD for the rest of us. Please do something.
332. The proposed changes are meaningless without more enforcement. Until then, I will generally avoid the light rail.
333. N/a
334. as long as RTD allows free all day rides to homeless people I will no longer be an RTD paying customer. How does it target homeless to make transportation clean, safe and comfortable for paying customers? I do NOT understand how it is the responsibility of RTD to manage a city, state and national issue, and at the detriment to it's paying customers.
335. Please stop capitulating to the whims of the transient drug addict industrial complex. Consider the needs of the taxpaying majority first. We want safe, clean transportation, full stop. RTD should not be in the business of sheltering or otherwise providing for transients.
336. RTD bus and light rail are my main transportation in my life right now. I stress safety, most of all. I really enjoy riding RTD but I don't always feel safe. I always see people putting their shoes on the seats when riding the light rail and trash at the bus stops. Over all, I am grateful for RTD.
337. I don't know how to fix any of these issues.
338. Proposed changes look good, it's basically common sense. I especially want to see enforcement of not harassing drivers or other riders, and having such rude patrons removed from a vehicle. I would also like to see less tolerance for PETS on RTD vehicles. It's pretty obvious when an animal is just a pet or an "ESA", both which are not permitted in public areas. Businesses and public entities are legally allowed to ask the following two questions to inquire about a service animal: 1. Is this a service animal? 2. What task has the animal been trained to perform?  
<https://www.denvergov.org/content/dam/denvergov/Portals/643/documents/Offices/Disability/Tri-Fold%20ADA%20Brochure%20FINAL%20PDF.pdf>
339. Prohibit riding the trains and buses indefinitely and use them as a place to just sleep and hang out.
340. Clothing-related offenses should be the lowest priority
341. Code of Conduct is meaningless if RTD looks the other way when the rules are violated.
342. Actually enforcing the rules would be a great start. The train has gotten dirty, unsafe with all the blatant drug use.
343. The conduct is great. I question how enforcement will work. I don't want the driver to have to stop and kick someone off if they start smoking, it isn't safe for them to do that. Will a security guard be placed at each bus? That is expensive and probably impractical.
344. I have read the criticism of the new code. I have always used lightrail when going downtown and returning. Frankly, after and during COVID it has become somewhat frightening. Denver has a homeless problem and we need a solution, but using the transportation system is not an answer. Our lightrail system is wonderful and good for the planet. If people are concerned about their safety when using the public transportation, they won't use it. People who can afford to drive, like me, will when we can't cycle. I used to ride light rail everyday when I had to commute, I'd like everyone to have that opportunity without fear.



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Force Denver to deal with the homeless problem. WE, as a society, need a sound solution.

345. I used to enjoy and feel safe when riding the train. However, over the last year I've witnessed many violations forcing me to refrain from using the train as often as I would like. Better Code of Conduct regulations do need to be put into place and enforced!!
346. Do you need to have security guards with weapons to defend a publican them selves
347. "Eating on any RTD vehicle is only allowable to the extent that it is medically necessary." This seems a bit overly restrictive to me. I do not see any harm in folks having a light snack on transit. For some, that may be the best opportunity to have some food before getting to work. "Placing a bicycle on any RTD vehicle in other than designated locations or without staying next to the bicycle". I used to ride the W-line to Golden when I worked in Golden. Storing my bike on the W was an absolute nightmare, and often made me just bike all the way to Golden. Standing in the small designated bike area with a bike (bikes have wheels) was really annoying and I fell over multiple times. If this is going to be a policy, please add better bike storage to some of your commuter rail service.
348. Fare paying customers are being considered less than the criminal element. Harassment and drug consumption aboard trains is out of control. As fares are rarely checked and no security is present, RTD allows fare paying riders to be at the mercy of people who are muttering, cursing, screaming, and/or smoking drugs off tinfoil. 15 years ago RTD was #1 in the nation. Now it is an unregulated, often dirty and drug contaminated, often threatening and unsafe environment for commuters.
349. Put more effort into enforcing the code of conduct. I haven't seen an RTD police officer on the D line even once in the past six months. A greater police presence would solve the problem.
350. Meth and crack are huge issues on the bus and light rail lines. being hot boxes on my way to work and being sexually harassed needs to be addressed asap
351. The issues with weapons and drug abuse inside the bus depot t Union Stations need to be enforced fully on a daily basis. I previously always took the bus, but I take the train now and get up an hour earlier so I don't have to go downstairs, and I walk 1.5 miles to my office at the other end of downtown. I can't take the people that are there early or late that have substance abuse, mental illness (never know what they will do) and the horrible smells. No

way will I ever take the mall shuttle again because of this - I haven't for 3 plus years.

352. Anything you can do to address the rampant sexual harassment would be much appreciated! That's the main reason I avoid taking buses and trains at off hours.
353. I understand you're looking to drop the plan that would ban indefinite riding. The transit system isn't supposed to be a warm shelter for drug users. It's supposed to be about getting productive people about the city. If you inspire the homeless and drug addicts to ride the bus doing their drugs all day, it'll just lead to fewer riders. I frequently skip out on the light rail because it doesn't always feel safe, and I hate seeing people using drugs on and around the trains.
354. I think the proposed changes are good, but my biggest question is, what will change so that these are enforced? Having these changes in place alone will not significantly change behaviors because most of these activities are illegal in other places and still happen. It is difficult to ask for increased security or police presence with staffing shortages but necessary for rider safety and confidence.
355. I think the changes are a good idea. I used to be a frequent rider pre-COVID and miss the way the trains used to be (safe, clean and with fare and security guards).
356. It would be nice if the bus was on time. The buses are usually 5-10 minutes late. There were a couple of times in the past week that the 10 bus was arrived 2-5 minutes early causing me to miss the bus and pay for an Uber ride downtown.
357. We need to do something to stop all of the homeless people, writing the trains and buses indefinitely and using them as shelter. We also need to do more to make sure that illegal drug use is not being done in RTD, cars, buses, carriages, trains, or elevators.
358. I highly support the proposed changes, and sincerely hope that they will be enforced if enacted. I would much prefer to use public transportation rather than drive, but currently I do not feel safe often enough to do so regularly.
359. Please reconsider a ban on indefinite riding of the Lite Rails. It is not the job nor the function of RTD to house the homeless, it is ONLY the job of RTD to provide transportation. There are significantly better services and programs in Denver to address this issue and the proposed changes would only make riding the train for commuters a better and safer experience. This is a train, not a shelter
360. this seems like a reasonable approach





## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### CUSTOMERS

361. I generally support these changes and support efforts to make RTD more attractive for people to ride as opposed to driving. There have been times when I have almost gotten off the bus and hopped on the next one that would have come due to being uncomfortable with the experience, and I am a generally fit, healthy adult male who could defend myself if I had to do so, which is not the case for many riders. Even barring threats of physical violence or harrasment, if RTD doesn't do something about the drug use on buses and trains I think even more people will abandon it. I see it less on buses but on lines like the W, especially at night it is almost guaranteed that someone on a trolley will be smoking one substance or another on any given train in my experience. I'm willing to take RTD as I have an Ecopass from my employer, but if I had to pay \$100+ a month for a bus pass, or the full rate to ride it as often as I do with the issues the system has, I wouldn't-- as I didn't before getting my employer sponsored pass.
362. Long Term: Light rail needs additional lines going to other parts of town. Short Term: Customers don't feel safe. This is supposed to be public transit, not a rolling homeless shelter. It is not the public's responsibility to bear the burden of the city government's failure to address the homeless issue. You wonder why revenue is low? Maybe prioritize taxpaying, law-abiding citizens over the derelict freeloaders that are allowed free reign now.
363. wish there was a way to regulate the handicap seats in the front. I'm not disabled but have a temporary issue and when you get on the bus last, and individuals are in the handicap seat (which is fine) because some issues are hidden but at least allow others to sit next to them instead of making it obvious by placing backpacks on the seat or leg across so nobody can sit with them.
364. Actually enforcing the existing code of conduct would go much further than frivolous changes like these. Additionally, RTD's duty is to provide TRANSIT services, not solve the homeless crisis. That seems to be overlooked, as extra leniency is given to some of these people to the detriment of the transit experience for regular customers. Until you begin to enforce your code of conduct equally across all patrons don't expect people to use transit except as a last resort, which is not a sustainable way for a transportation system to function.
365. Most of the code of conduct violation issued listed on the previous pages are all committed by a small group of people. Remove them from RTD and solve the main problems, or continue to lose real customers and funding.
366. No one should have access to the stations unless they have purchased a ticket... The ticket should give you access to not just the train...but the station itself. The existing code was good...but it wasn't enforced. This new one looks good...but I'll reserve judgement until I see how it is enforced.
367. I would ride RTD more often if it wasn't a homeless shelter.it would be fine if these people respected the space they are occupying but unfortunately they make the experience terrible and unsafe. At this moment, y'all are more of a homeless shelter than a public transit agency.
368. The trains do not feel safe right now, and ridership will never increase until they do. RTD is not a homeless shelter or an addiction program.
369. I think the changes would make it safer for everyone.
370. I used to take the light rail or bus into downtown 4 days a week. Since the pandemic, I ride the light rail very infrequently. I've encountered visibly inebriated riders and homeless with soiled clothes. I don't think I can ever sit down on the cloth seats again because they can't be cleaned. Currently, I stand for my entire trip. Also, sometimes the train smells like urine. I feel gross after riding.
371. Drug use and violence are crippling public transportation in Denver. I've been threatened with a knife and had to sit next to someone smoking crystal out of a pipe. Why should I even pay my fare if nobody else does? The Denver public libraries were tested a few months back which led to closures for remediation, I dare you to test a single car out of your rail network and see what your passengers are exposed to daily.
372. Please quit adding arbitrary rules that primarily target the unhoused population. RTD is very clean and safe compared to other transit options around the country, so don't ruin a good thing trying to please a vocal minority.
373. You don't need to change the code of conduct, just actually enforce the existing rules. There is zero enforcement on the lightrail. Actually follow your schedules and enforce rider behavior.
374. Make the service safe and user friendly for paying customers. This is not a homeless shelter.
375. It's all well and good to have this extensive code of conduct, but in typical rtd fashion, the onus is placed on the riders to carry it out, not on rtd to enforce it. Do better.



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### CUSTOMERS

376. Need to address illegal drug use and homeless loitering on rail lines. Those cause the most disturbance on a daily basis. Security needs to be increased dramatically, there is nobody around to enforce rules and safety is greatly sacrificed.
377. The code of conduct is worthless if it is not enforced, which currently it is not. Enforcement is needed to ensure rider safety and health. Open illicit drug use is rampant on the trains which poses a health concern for other passengers and drives away potential ridership
378. I understand the concerns that the coalition for the homeless has regarding ride bans; however, I feel that banning individuals who repeatedly abuse the services provided by RTD is quite reasonable. I smell fentanyl smoke on approximately 50% of my light rail rides (Southmoor-Union and back, afternoons and evenings). People regularly congregate in the tunnel at Southmoor, by the elevator, where they also smoke fentanyl.
379. Do not ban people indefinitely for violations.
380. Former rtd customer, I have gone back to driving everyday until RTD starts taking safety seriously
381. Please enforce the existing code. It's unacceptable that you allow the behaviors that I've see occur regularly on your transit system. You prioritize people who have not paid for the fare which keeps the service running. If you continue to alienate paying customers, RTD will go the way of so much public transportation in this country- extinct!
382. I moved here from Chicago, and I frequently used public transit there. I was excited to be able to use the Light Rail system, but it is simply too dangerous here. I do not feel safe on board or at the stations, and there is no one around to enforce rules or policy. Safety of paying passengers should be the primary goal of RTD.
383. I don't believe any of these changes will be enforced, and I don't believe RTD light rail is safe for my wife and son to ride without me. It's a tragedy and you're doing nothing to address the real issues.
384. The two largest impediments to my light rail experience are open smoking of meth on trains and nonsocial behavior like yelling spitting etc. Perceived safety is important, please up security on the e line. I've had to get off trains before my stop and wait for the next one due to meth use. Also the service disruption to the eline is completely wrecking the convenience. I use rtd regularly with ecopass, trains don't come frequently enough busses even less so.
385. Keep the proposed changes to prohibit sleeping, using power plugs, using transit for anything other than transit, and having the ability to ban people from riding indefinitely. Those are all things that help ensure the safety of riders, and make transit viable. Without them, I'll choose to drive.
386. Please do not let homeless use RTD's services indefinitely. It should not be RTD's responsibility to solve this problem. Homeless are often times a huge deterrent for using public transportation.
387. Kick the homeless off the damn busses and trains. We are actively trying to boycott at my work.
388. Please enforce the existing Code of Conduct rules before making it more complicated for yourselves.
389. The code of conduct is useless if it is not enforced. The revisions are fine, but if RTD continues to not enforce the code, its just a useless pandering document.
390. Allow E-bikes.
391. I am disappointed that RTD decided to allow non paying fare cheats to dictate RTDs policy. RTD should be catering to fare paying and law abiding customers. RTDs clear lack of safety standards only makes the experience worse and creates a death spiral where paying customers decide to not ride any longer.
392. Changes to the code of conduct are not the primary issue, enforcement of RTD rules is the issue.
393. I think it's ridiculous that RTD is worrying about updating the code of conduct when the existing code is never enforced. I've been checked for fare once in the past year, and I've watched RTD security ignore blatant violations done directly in front of them, including smoking off of foil in the stairwells. Changing "the code" is nonsense to make executives feel better while nothing is being done actually on the trains to make real improvements. Quit writing memos about how to put lipstick on the pig that is current RTD services and actually put security who will do \*anything\* on the trains, buses, and stations.
394. Please bring back the 122X so I don't have to worry about the illegal dog use on the trains and inside the union station.
395. RTD shouldn't be a homeless shelter
396. Enforce the ban on drug use and and don't allow loitering/ sleeping on the busses



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### CUSTOMERS

397. Get rid of the homeless riding free or urinating on trains at night
398. The fact that RTD has removed the indefinite ride proposal will ensure I will not be riding RTD for a long time. This isn't a hotel, and our leaders have failed us once again. The safety of passengers should be upmost, and it's clearly not important to the city at all at this point
399. If current code of conduct was actually enforced, an updated code of conduct would be needed. I haven't seen a guard on any line but the A line since 2020. I've been threatened, yelled at, spit at, knife pulled out on me, etc. on the light rail since then. I have friends that have witnessed similar and it's absolutely unacceptable. I would ride it daily if RTDs current code of conduct was enforced even in the slightest.
400. Get rid of the twacked out people.
401. You need to have RTD officer's actually check tickets. I've seen so many people talk their way on and I don't blame the bus driver. Also need to have a cleaning crew actually clean the bus.
402. Used to ride every day but it got too sketchy. If you think you can reverse that while still letting people ride all day go for it.
403. Actually enforce the rules, the trains are practically rolling crack dens.
404. Security is desperately needed. I used the lightrail at least a few times every week for years. I was only asked a few times to see my ticket. Actually charge people to use the service and maybe you could afford security.
405. It is frustrating that RTD seems to be taking on the role of housing the homeless instead of focusing on providing consistent and safe transit service. I rely on RTD to get around and if I don't feel safe on it I can't continue to use it.
406. RTD runs a train system not a homeless shelter!
407. I think this code of conduct is great as long as it can be enforced. If nothing will change, then what's the point?
408. The RTD was so great when I visited Denver in 2016 and 2018, it was a factor in why I wanted to move here in 2021. I have been so disappointed in what I've seen it become. Public transportation needs to be just that, and not a shelter or drug use shelter. Enforcement of fares will also help this problem, as would a paid access/turn style type feature. My wife refuses now, understandably, to take the RTD anywhere, and I only use it when I'm feeling brave enough or patient enough to deal with the almost certain issues I will see on a train. Please takes steps to improve this once great service.
409. The rules all seem sound, but do not mean anything if they are not enforced. I regularly witness drug use (vaping, marijuana, fentanyl, alcohol) on the train, at stations and in elevators - and often do not feel safe either on the train or while waiting at the station for my train to arrive. Using drugs in public is not only against RTD rules, but against the law, and there needs to be enforcement.
410. We need quicker reactions to reports of drug activity on the app. A larger security presence would also deter drug activity
411. Get the drugs off the trains
412. After reading the recent Denverite article I feel RTD leadership is disconnected from the needs of what the public needs from public transit. The enablement of trespassers of the transit system seems prioritized over the needs of paying customers. Stick to your lane and provide transit solutions for law abiding citizens. Protect and value your employees, fulfill your mandate as a public servant amd service. Make public transit safe for your CUSTOMERS.
413. I get hassled at the stations and on the train by homeless men too often for me to feel safe riding the light rail anymore. There's absolutely no security and nothing to protect people
414. Remove the junkies
415. It seems like the public transit becomes rolling homeless shelters far too often
416. Limit people riding all day. Your job is to move people, not house people. When the temperature drops or there is a blizzard, look the other way, but otherwise people have to get off when they reach the end of the line.
417. There is no advantage to changing the code of conduct if there is no change to enforcement. Stopping the existing drug use, littering, loud music, fare evasion, and harassment on public transit would be more than sufficient.
418. Kick these bums out of the park and rides / train. I'm sick of these shit bags ruining things for everyone else
419. No ticket, no ride. I just wish this would be enforced more.





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### CUSTOMERS

420. Please make this safer for RTD employees. It seems retention or scheduling is already in the tanker, the ones that show up don't need to deal with hard drug users.
421. Enforce the law. Then focus on all the little other things like noise.
422. I agree with the Code and feel that it needs to be stronger (with clear consequences) on par with airline/aviation transportation regulations.
423. Enforcement is key - the buses aren't too bad for the most part, but the rail system and certain bus lines really need enforcement to be better environments to ride on at all times.
424. I would like to feel safe and unthreatened
425. I think the 15 L needs security personnel. I see people drinking alcohol every time I ride it. I have seen people smoke from pipes. Not to mention the bus is often trashed with food wrappers and alcohol bottles and cans.
426. Trains are always dirty when I ride them. The cloth seats are disgusting idk who thought cloth was a good idea. I'm always afraid the seat is going to be wet
427. Shorten it
428. Bring back the proposed indefinite ride ban. One major issues everyone sees in the light rail trains are people who have set up a house in part of the train, or who use it as a safe place to do drugs. Listen to the millions of people in Denver instead of an organized and vocal group of advocates who don't care about the vast majority of people who are negatively impacted by the homeless community
429. RTD needs to make the tough decisions to clean up their system despite criticism from some out-of-touch people, or risk the demise of public transit. This is a no brainer. Why would you not want people to behave appropriately on your system?
430. Trains are not homeless shelters and shouldn't be allowed to be used as such.
431. Never see agents on the light rail anymore. People are openly smoking blunts on the light rail and not paying fares.
432. It's time to get aggressive on drug users. Detain, handcuff, and search anyone with foil or lighters in view or smell of illegal drugs. Also, what's happened to cleaning the trains. Most look like they are carrying all the filth of the entire winter season.
433. I've been a lifelong RTD evangelist, but the open use of fentanyl and meth have me now rethinking my support. I'm likely to instead of using RTD just start driving. I'm sick to my stomach at what I'm seeing in and around the bus stations and on some other routes.
434. Please don't use this new Code of Conduct to target the homeless community. Don't let this enable the RTD security to bully and harass people. Problems are problems but I hope this focuses more on keeping the trains clean and free from drug use and loud music rather than making problems because homeless people are on the train. Also maybe the trains could be on time more often?
435. I can't believe the RTD has gotten so bad. I don't want to breath in meth or be harassed. I would take the train much more often (usually A line) but I'm honestly scared. I had no issue taking the train in Chicago or New York, but here it's lawless. Get it together, RTD. You'll see ridership increase if people experiencing homelessness and/or drug addiction and/or mental health issues are allowed to roam free and harass passengers just trying to get from A to B.
436. Stop people from sleeping and living on the RTD trains. Also consider a general hygiene rule, I've been on trains with others that literally smelled like feces.
437. Our leaders — who employ teams of problem-solvers with advanced educations — are at a complete loss as to how to deal with people breaking the law in plain sight, in government-owned enclosed spaces covered in cameras, which travel on fixed routes at regular times between stations that are also government-owned and covered in cameras. And you're not going to believe this, but the government body that owns both the trains and the stations also happens to have its own police force. This is not, actually, a complicated issue. We do not need to hire teams of expensive consultants or spend tens of millions of dollars retrofitting at grade train stations with turnstiles. We do not need a 40-point plan, as was recently unveiled. A 40-point plan is no plan. Here's the one-point plan we need: people who are brazenly breaking the law will be arrested.
438. I mean, first and foremost your employees have to start enforcing the rules. People who drugs on your trains and are otherwise unruly know for a fact that they can completely get away with it 90% of the time. Rules, policies, and your code of conduct are rendered completely pointless when standards are never enforced!!!
439. I'm just mostly concerned about people acting erratically due to drug use and employee safety.



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### CUSTOMERS

440. There seem to be quite a few people riding the train who are drug users and/or homeless.
441. I am worried about how you plan to enforce fare skipping, as well as the vague language about hygiene that is obviously targeted to the poor. I want clean public transit and of course pay is required- but respect goes both ways
442. It's useless having a code of conduct if it's not being enforced.
443. No more homeless people sleeping on the train.
444. Meaningless without enforcement
445. Actually enforce it. The trains are a cesspool.
446. Please keep bans in place. People who break the rules should not be allowed to ride as they threaten the safety of others
447. Need to enforce the fares. This is the biggest problem!
448. The buses are generally fine. People mostly respect others on the bus. But the trains are lawless. Get the fent smokers and volatile riders off the trains.
449. Just please kick off people using drugs on the trains and at the stations (Sheridan Station)
450. I've been exposed to a lot of illegal drug smoke on RTD. I'd really like to see more security to address drug use because it's not ok and tons of people are being exposed to it.
451. Pets do not belong in the under floor storage. That's not safe or humane. Pets should be allowed onboard, especially if you buy an extra ticket. Union station has made some improvements but is still pretty gross. Enforcing the no fare no loitering would be helpful.
452. Why no dogs on trains? Most of Europe (light rail through inter-city) allows it without issues.
453. This is all fine in theory but without enforcement it's just words on a piece of paper. We used to ride RTD more frequently to get Downtown but between the aggressive homelessness/drug use in the trains/around the stations and the trains either being delayed or never showing we have steered clear of RTD.
454. Kick people off.
455. While I understand the sympathy that the colorado coalition for the homeless is trying to show for that community, and protect their rights, it's equally, if not more important, for the RTD to take any and all precautions to keep paying riders safe, to generate fares and profits, increase paid ridership, to keep RTD grounds and properties safe, clean, and free of loitering (including homeless sheltering), and, while welcoming all paying and respectful customers regardless, also taking a strong stance that it isn't the responsibility of the RTD to look after for the greater homeless population.
456. Absolutely do NOT allow people to ride indefinitely. I know many people that refuse to take RTD because of the rampant drug and homeless use of the lines. At a \*minimum\*, can we actually check for fares? It blows my mind the service even costs money as in the two years I have used it, I have not once been checked on the W line, and everybody knows it.
457. The safety and cleanliness situation at Central Park station has declined significantly. People are riding trains that done have fares, consuming drugs on the platform and fouling the train with their vagrant lifestyle. Do something or I will cease using the service.
458. Homeless problem is out of control. Homeless problem with them openly doing drugs is worse
459. Please actually staff to a point to be able to enforce it. Light rail has gone downhill a lot since the pandemic, local buses downtown while always a little bit sketchy have gone to a very dark place at times. Commuter rail and regional buses seem okay.
460. I have stopped riding the train as much and at night it has gotten much worse. I plan on cutting down using the train due to how many times I have seen illegal drugs used on the train.
461. It's disgusting how people openly use drugs at the light rail stations as well on the bus and light rail. People blasting music out of blue tooth speakers at 7am (Colorado station) while a man yells at no one and a group of people smoke tin foil behind the benches is the worst way to start my work day. It's a fact that RTD would get more paying riders if it didn't seem as dangerous and dirty as it is. The city as a whole need to get this under control. Thank you
462. Fair infractions should be monitored. The driver can't drive and argue with people about fare, and why am I paying \$6/day and they're paying zero, and then causing problems on the bus?!
463. Right now, I tell people that RTD transit is "sketchy" I could not have my Mom, My Wife, My daughter ride the service alone. Denver used to be a much better place, now I talk



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### CUSTOMERS

with tourists on the train about Denver Metro's "problems" - its so sad to let this great town, and our investment in transit degrade.

- 464. You need to remember it's not a homeless shelter but transit, enforce your rules, clear the trash and people will return
- 465. RTD has added security at Sheridan Station which I use often. That is a huge step forward especially going into Summer when crime spikes except I see security inconsistently. I understand finding people is hard and I hope that RTD will be able to hire more people to man the station 24/7 as Summer approaches. Adding fencing under the stairs there was another good improvement too to lessen loiterer traffic and open drug dealing. Please continue to add security along all stations near crime hotspots and more people will ride and fewer will rely on cars!!
- 466. Enforce the fucking rules! There should be a zero tolerance policy and tickets should be issued frequently with no warnings. We have an amazing public transit infrastructure in place for a western city and you all are squandering the usability of it because it is anarchy on the light rail. Get officers on board and enforce the fucking rules!
- 467. The bus list on the previous page is missing the Mall Ride, which has consistently been the most dangerous and abused line that I've ridden.
- 468. Get some security and stop people from smoking meth and fentanyl on the trains and buses.
- 469. Just make a section for druggies or tired people so that they are away from everyone else. Don't try to fix the prblem. Just seperate the problem. You CANT fix the problem
- 470. None of these changes will makeca difference without enforcement.
- 471. This type of behavior throughout the alignment needs to stop. I have never seen anything like this. We can't just put our heads in the sand and do nothing about this. I shouldn't have to take my child in an elevator and almost have to pass out because of drug use or feces and trash everywhere. Or should I have to take the train and be forced to inhale illegal substances or drugs I don't want to be exposed to!!
- 472. This incompetent and sclerotic organization needs to get its act together and fix the massive issue of drug use and general lawlessness on RTD light rail. Forget about code

amendments, riders would be happy with you ENFORCING EXISTING LAWS. The current situation is absolutely unfair to the majority of your ridership at the expense of a tiny minority. ENFORCE EXISTING LAWS! NO MORE LAWLESSNESS!! RIDERS HEALTH AND SAFETY!!!

- 473. I appreciate that RTD is in a tough spot here, but the reality is that safety is the number one reason I and my family do not take light rail. I would be extremely likely to return to public transport if that was addressed.
- 474. I can't believe you are trying to increase ridership without a hardline policy banning people From Just coming on the trains to pass Out or use drugs. I used to commute daily on the trains filled with so many people I had to stand going downtown from Alameda to downtown. Now, the trains are like a nightmare of crazy people who you do your best to avoid on the short trip downtown. Now, for Stanley cup Parade, national western parade, it's packed and safe and all Good. But a normal Tuesday to go downtown to a bank or a museum visit or lunch, it can be calm ... or it can be hellish! I grew up in New York (50 years ago) and even then the subways were not as bad as RTD. I've been threatened, I've seen people Smoke crack. Almost every ride includes people passed out occupying two seats. The experience is really disheartening. Now, I grew up in NY. It doesn't scare me if people are drugged out, passed out, acting minor crazy. Which is a typical ride. I could see it would totally freak other people Out. I don't believe you will ever get ridership back to pre pandemic levels without hardcore enforcement of Laws, and that would include banning people From Living on the train all Day. We now have a multibillion dollar railroad that no will use. Ironically, I travel a lot and use the Train to the plane. There are NEVER enough cars, it is always packed And slow, doesn't follow the schedule (why even post one of you're seldom going to follow it. Just say, "oh, the train will leave elevenish," instead of 11:17. Anyway, I voted for, and loved the elaborate rail system We built. You have let it degenerate into a complete waste.
- 475. Great suggestions, how will you actually enforce these? That's what we all want to know. Security in parking areas is completely lacking leasing to breakin/theft that RTD won't take responsibility for and DPD won't do anything either. You already have lots of rules about how riders should act yet none of them are enforced in any way. Please share with us how you actually intended to prevent riders from violating this code of conduct
- 476. RTD needs stricter enforcement of the existing Code of Conduct. There should be frequent fare checks and a security presence on light rail. Drug use & smoking on RTD are already against the rules, yet it happens every day on



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### CUSTOMERS

- the light rail due to lack of enforcement. I support stronger penalties against this type of behavior, such as permanently being banned from the RTD system so any further incidents enable the person to be charged with trespassing.
477. I would like to be able to continue walking through the bus depot after getting off the light rail to go to Union Station. (Sometimes it is cold or windy outside.) I would like to be able to use the bus depot restroom and use the seating areas for short rests. (I am old and sometimes need to sit for a few minutes...) Homeless people should not be able to just ride buses and light rail cars endlessly without paying extra fares.
478. You have some busses that are not compatible with walkers.
479. Temporary bans for people who do not follow the rules. Lifetime bans for repeat offenders
480. None of this matters if you don't enforce it. Most people in my social circles have quit using RTD because of safety and drug concerns.
481. I strongly believe that, if you start enforcing paid fare, you will start to see a reduction in crime on the RTD system and inevitably encourage ridership. I don't view it as a fight against homelessness at all; rather, it is a fight to respect the law and obey some sort of social structure. RTD is by no means a shelter.
482. I appreciate the updated code of conduct, particularly after feedback about 'destination-less' riding. The updated language is much more targeted to disruptive behavior, not individuals experiencing homelessness.
483. Everything mentioned in Respect the Ride is important, but A Line sees loud music or videos being played without headphones often. With only one TSO on train, there usually isn't anyone to ask them to turn down music or videos. I'm on the A Line now, listening to someone blast music with no TSO around. There used to be signs on train and (I think) a part of the automated announcement that asked for headphones to be used. Can those be brought back to raise awareness. I figured common courtesy would have people abiding by the Respect the Ride but didn't know one actually existed. There should be something to raise awareness so that others know about it.
484. need more RTD (police) on the bus
485. RTD has a great transit system but it is unfortunate how certain individuals can make it an uncomfortable experience for patrons.
486. I strongly support RTD safety improvements and efforts to establish basic levels of comfort for all riders.
487. Please remove the ban on people from being on RTD property or vehicles, "where the totality of the circumstances indicates that an individual is not using RTD services, contracting lawful business, engaging in protected speech, or otherwise exercising a fundamental right."
488. I used to use light rail for all my denver travels, now I don't feel safe. Even during the middle of the day isn't safe. I haven't seen a transit cop in what seems like forever.
489. Feedback: I haven't seen any RTD enforcement on the H or R lightrail lines since before the pandemic. Adopting a new Code of Conduct won't accomplish anything unless there are enough staff and resources to enforce the code. Suggestion: Revise the new addition that starts with "Occupying or remaining on RTD property where the totality of the circumstances indicates..." I think this opens the door for RTD staff to discriminate against people based on their personal assumptions about them.
490. These changes to the code of conduct would go a long way towards me using rtd and feeling safe while on board, especially if the rule changes are enforced. I've used 76 route to get to work for 3 years and have called transit police every couple of months because I've watched people smoking drugs onboard. I've made a decision to stop using rtd altogether because the man who I've seen smoke meth multiple times now recognizes me and made an effort to intimidate me today. I've asked him to not smoke before and have called transit police on him multiple times. Obviously it would be idiotic for me to continue using rtd when a meth user who rides all day is pissed at me.
491. RTD's existing code of conduct is not adequately enforced. The addition of more rules cannot effectively be enforced by current provisions of transit security without leading to flawed decisions.
492. I'm afraid to ride any RTD .. I'm afraid I'm going to get robbed
493. This is great and all but you need more staff to police the vehicles and CLEAN the vehicles. The trains are so dirty and gross I don't want to touch any part of it.
494. I am strongly opposed to more police and criminalization of homeless riders. The worst experiences I've had have been



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### CUSTOMERS

- drivers on a power trip, Union Station security not allowing me to charge my phone, Union Station Security being horrible to homeless folks
495. Most of these are BS rules meant to sweep and kick out unhoused people and poor people. News flash: unhoused and poor people are your primary customers. Rich people don't use RTD because you are unreliable and inconvenient.
496. The changes are fine, but officers are needed on the trains, not necessarily to do anything; their mere presence discourages bad behavior.
497. Cleanliness and safety. Stations are particularly scary.
498. When a customer does not pay and refuses to get off of the bus they she be suspended and more should be done to protect all of us.
499. A code of conduct is necessary, but is not difficult at best to enforce. Who's is supposed to assure passengers conform to the CoC? Drivers barely have control over fares being paid or passengers staying on a vehicle at the end of a run. RTD security staff are not able to respond to even major incidents in a timely manner when HELP is requested. This is a logistical issue NOT a failure of RTD Transit Police, contracted security officer or other law enforcement. I have witnessed drug (suspected) transactions, operators being threatened, alcohol consumption, physical and verbal attacks on passengers and other incidents tha occur so quickly that there is no time for response. Bus drivers seem reluctant to control unauthorized items from being brought onto busses. Unpaid fare are very common because drivers do not have time or desire to engage in arguments with passengers. One bus driver TRIED to enforce the policy calling for a field supervisor or security to respond to a passenger who was defiant. After several minutes of delay, dispatch told the driver to continue his route. REGARDING Animals and ADA. The policy says "animals" are allowed under ADA. This is not an accurate statement. Only DOGS and MINIATURE HORSES that are TRAINED to perform a SPECIFIC task are allowed. It aslo doesn't separate emotional support animals from trained care animals. I would welcome an opportunity to discuss the CoC in greater detail. (TXT 303 [REDACTED])
500. Revising the code of conduct along with a PR campaign sounds fine but is ultimately meaningless without additional enforcement
501. As a young female, I often do not feel safe riding RTD by myself. There needs to be more security at light rail stations.
502. I used to use the W line on average once a week, sometimes more. Of the last dozen times I've ridden the train either had someone actively smoking something (meth I think, maybe fentanyl?) or I could smell that someone recently had at least 8 of those times. I won't let my family on the train anymore, but I wish it was different. I appreciate making updates to the rules and code of conduct but will it be enforced?
503. Rtd We many unhoused that get on the bus on park ave and catch the 44 and 48 . The Unhoused community ride the Buses and take up room on the seats.
504. Please adopt them! Getting the homeless away from completely ruining these necessary services for so many isn't fair
505. Code of Conduct is a great tool. But without security riding the light rail cars, the Code of Conduct is a bunch of meaningless words. Put security back on the trains.
506. I think the most common health and safety issues occur while waiting at bus stops rather than on buses. Which might be a difficult/outside of RTD's ability to fix.
507. Probably need armed guards to enforce fares and/or behavior
508. Having security on the trains on a regular basis will help most of these problems. In the last year, my ride pass has only been checked twice. If you have security constantly checking fair and monitoring the trains, you can actually stop most of the problems that are happening on the light rail. When individuals know that they can get on the train easily without paying, they will and will commit the acts that are listed as prohibited. Also, I noticed that an announcement has been added about riders not being allowed to smoke on the trains, but the individuals who do this, don't care if there is an announcement. They won't stop unless there is actual security constantly on the trains stopping them.
509. The drugs and homeless problem on the bus is the most glaring issue. Some of the bus routes and stops are very unsafe.
510. Knox station is nothing but drug dealers and abusers.
511. Get armed security back on the trains and ENFORCE the rules you already have in place. Until you stop people from using RTD vehicles as mobile homeless shelters, you're never going to attract new riders. I ride light rail nearly every day and have had my fare checked exactly 4 times since August 2020





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### CUSTOMERS

512. Since returning to the office in 2021, I've used both 120x and the W line 3x/ week. Not once have I seen anyone check fair on the W. Consistently, I see illicit drug use ON THE TRAIN. It is terrifying. If security would check fair regularly, this issue would not continue.
513. Really just need more enforcement.
514. It's a waste of time if it's not enforced
515. Go back to cops/armed guards patrolling the Light Rail stations - get the drug dealers out of there!
516. We need comprehensive solutions to homelessness, addiction, and poverty. This 'code of conduct' merely serves to further criminalize and marginalize folks caught up in these issues, which does much more harm than good. Unless and until we have safe places and systems of support for everyone, policies like your 'code of conduct' are heartless and inhumane.
517. Something has to change soon. I don't feel safe riding the light rail at all. I see more and more open drug use and people destroying the stations.
518. Please please find a way to secure under the steps at nine mile once you exit the garage. Too much drug use and the drug users and homeless always harass and try to attack passengers. I have to walk around the entire garage just to avoid them under the steps. They try to steal your back pack and they always follow females in a aggressive behavior. When they use drugs the smell fills the entire stairway causing me to hold my breath because it gives you an instant headache. How can the area under the steps be secured not with a fence for them to cut through again? I made a long comment on your Instagram page. I work at the airport and have to come home at night. I've only seen security at least once a week. This is not acceptable. My company pays for Eco passes to secure your jobs please try to protect us. There's nothing under the steps can't you use cinder blocks and concrete to keep them out?
519. They don't check any fares and there is so much illegal use of drugs and graffiti going on
520. The changes are much needed.
521. Rules are great, but you have to enforce them. I have never once, since the W line opened, seen the smoking ban enforced on a platform. Nor have I never seen anyone's fare checked while on a platform either. There is drug use nearly every day I ride, mostly in the afternoon. I rarely see enforcement. Yes I use TransitWatch and the text line.
522. We need to have a safe environment when we travel to and from work
523. The biggest issue is homeless passengers who show no respect for RTD's property, other riders (often times openly harassing passengers), and (numerous times) I've experienced actively using narcotics on the train -- at times during peak commute windows.
524. Explicitly permit public photography. Increase punishment for those harassing or discriminating against passengers.
525. Get serious about all the homeless drug addicts sleeping on the trains all day!
526. Allow people to buy one ticket and have it last the entire day
527. Things are not enforced and security officers are under trained and not held accountable for inaction.
528. Many of these statements are just reiterations of existing law.
529. Please have security and/or police on every train. I have observed people smoking meth, fentanyl, and other substances on the train and at the stations. The I don't feel safe on the light rails because i never see security or police do anything about the drug addicts who are harassing RTD employess and other paying customers just trying to commute. If you want RTD to become a system more than just the A line, RTD needs to clean up the light rail trains and platforms. I and everyone I know do not feel safe on the light rails, especially after those attacks on the W line. the only line i feel safe on is the A line, and that is because there is a security guard that checks fares on every ride i have been on.
530. I think that there should be more space for mother's and children with trollers. Also I think that the driver if noticed or contacted should put crack heads and meth heads smoking on the bus should be exscorted off the bus and make yougthers move for disabled, old or pregnant.
531. There should be a better system for lost and found so people that lose or have things stolen from them can retrieve their things. Elderly, women, and children need more seatings. Homeless people riding the bus to have somewhere to be is not safe. Those that paid full fare that has discounted cards or disable during Aug and Sept should be remiberesed. There should also be a way where people can connect to their route if under delay.



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### COMMUNITY MEMBERS

1. People should feel safe and welcome and not be made to feel that those are unreasonable standards. I want it so safe I'd trust my children riding alone.
2. Make it a safe place for people and families to take advantage of. No one feels safe and therefore do not ride.
3. Who will enforce a code of conduct? If not enforced, it is a futile exercise.
4. Rules are great but must be enforced otherwise ridership will continue to decline. We do not feel safe riding the light rail system.
5. We're seniors and stopped using light rail because of our unease and the general deterioration of downtown. We used to go monthly but now our trips there are rare. We prefer not to drive. We've been here since '77. It's a shame Denver has allowed itself to decline. No amount of fixing up will work until it cleans up its act.
6. I would ride the light rail much more often if I felt safe on it. I do not. These changes are just words. Let's see a safety person on every train. I know that's cost prohibitive but what is going to make people adhere to this code of conduct?
7. I like what is being proposed, more needs to be done regarding rider and operator safety. Also more fare checks are needed, and not allowing free ridership unless in August for safe the air campaign.
8. I'm in this liberal city I'm not sure what else you'd expect.
9. As a professional female rider, I used to ride the light rail frequently before COVID. Since COVID, the amount of crime and behaviors have been so bad that I do not ride the light rail anymore in fear of my safety. This is unfortunate with all the investments that have been made in this system. I think if fare payment was enforced, a lot of the other behaviors would decrease and I hope prioritizing that is a result of this survey.
10. RTD will have to execute the new Code of Conduct otherwise we will not see much change and the safety of passengers, especially the one with disability will still be jeopardized.
11. The RTD employees taking our calls about problems using RTD services 9 times out of 10 cannot offer any assistance or positive action by RTD.
12. Fare control will hopefully address "illegal drug use," as I consider both of these items the "TOP PRIORITY" for RTD to enforce but could only select one in the survey. I have observed marijuana and "injection by needle" openly on RTD trains.
13. Pre covid - saw law enforcement every so often. After Covid, I have never seen law enforcement during any commute or at any station. Some rides are a bit scary.
14. Have the ability to enforce the current rules and conduct. Have officers routinely provide security sweeps of the stations and train platforms.
15. I feel the changes are generally helpful and positive. I would like to interject here a response to the notion of Union Station being converted to a homeless shelter. Please keep Union Station as a transit center. It is one of the few places in Denver that is welcoming to all who travel and would be very sad to lose the charm and welcoming feel of a historic landmark. Thank you!
16. Have the transit security be able to remove people off Bus/Trains.
17. Removing the rule preventing people riding indefinitely from the code of conduct was a big mistake. Nobody wants to deal with the problems that come with people riding the bus indefinitely when using public transit. This is a huge reason why people avoid public transit at all costs.
18. Please stop allowing homeless people to live on the train and please do a better job of worrying about the drug use instead of people not purchasing tickets.
19. Code of conduct is like rules you put on the wall and hope people follow them. They mean nothing unless they are enforced. You need active police on the rail lines. Presence of cops holds people accountable or scares them away. We are not a safe city anymore. RTD needs to step up and stop playing around with words. Put their words into action!
20. Glad to see these recommended changes.
21. Maybe you should post the cost to riders of violations of code of conduct and how respect for system and others translates to lower fares for all.
22. The rules are nice, but enforcing them is something totally different. There are rules in place now and it is complete chaos, violence, drugs, and unreliable.
23. No new code of conduct will make any difference if enforcement fails. Please post clear signage educating



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### COMMUNITY MEMBERS

riders of the code and of who to contact to report infractions.

24. Get rid of all the drug use, drug dealers and homeless hanging out at all RTD Stations
25. You can make all the changes you want. Violators and scumbags don't care, and nothing will change. Asses need to be kicked, hard.
26. I know many more riders would use RTD without the homeless bringing their issues onto the Rail lines and buses. Either do not let the homeless abuse the ride services or regular riders will leave. This is not sustainable and will ruin our public transportation.
27. Until RTD is properly funded and actually makes an effort to serve the community, this is all bullshit. RTD is almost impossible to use. I love the bus and the train, and I wish those of you in charge gave the first fuck about it.
28. RTD is not a drug den. It is not a homeless shelter. It is not a moving company. Don't allow others to use it as such.
29. Growing up in Denver taking the RTD was never really a goal of mine. I always made sure to have a vehicle of my own. As I am an adult I want to take the light rail more and slow single car occupancy for the earth, however, that is hard when my line only runs about every 30 mins, or hr and when a departure is canceled it makes getting home after a work day even more irritating and waiting in the cold is even worse. If people are to rely on the RTD light rail it needs to be reliable.
30. At this point, I would NEVER ride the train alone as I don't feel safe. There are too many folks on the train who make me feel unsafe.
31. Stop allowing people to openly light up illegal drugs on the trains! I reported it when I saw it and was told RTD couldn't do anything about it. I haven't ridden the light rail since.
32. Need to arrest the law breakers and keep RTD services safe for all riders.
33. Why are these people not being arrested. I will not let my family ride those dangerous trains
34. You have numerous police officers controlling Union Station. Why aren't these officers out patrolling other areas of RTD where the problems are happening.
35. I think the rule regarding "engaging in unwanted conversation" is highly subjective, and may cause issues.
36. I like that RTD has kept the homeless warm where the rest of us has failed them...thank you
37. I just read the article in the Denverite regarding homeless riding the trains endlessly to stay warm. We recently experienced this on a trip to Boettcher. We're elderly and especially in the absence of security on the train feel unsafe to the point that we will avoid using RTD for such outings. As for the restroom problem, RTD and Union Station were points of pride for the City, but not now; the same goes for Denver's public libraries and downtown in general. I believe the City is obliged to provide shelters, but RTD and other public places, e.g., the library, are not the answer. The problems are many and long term solutions are expensive; the upcoming election should set some direction, but to restate our feelings, RTD is not the answer.
38. I appreciate addressing major issues like littering, smoking, drug use, and defacing or soiling the inside of the lightrail.
39. None of these "Respect the Ride" changes are going to be in any way effective. They are, first of all, basically the same as the Code of Conduct rules to begin with. Secondly, I know there will be no enforcement, as the Security department is far too understaffed to make any kind of an impact for months, if not years in the future. RTD loves to waste money, and this is just another waste of money that will have no noticeable effect on the general public or ridership. However, I understand one thing: Most of this is not RTD's fault to begin with. This is a problem at a societal level that requires the government to step in and do something. Without drastically reducing the cost of living and drastically increasing the wages of the average worker in Denver, it doesn't matter how many "please don't do this!!" rules RTD puts into place (that will not be enforced anyway, so they might as well be written in pencil on a note taped just out of sight instead of murdering a forest to print thousands of sheets of paper no one will read anyway), they will not be followed, it will not be enforced, nothing will get better. Instead of wasting time on making sad faces at people who do not care about rules and regulations and will not obey them, maybe try spending the money you would otherwise be wasting, on lobbying to the state and local municipal governments to create places more attractive to the homeless population than a train, bus, or publicly accessible station. Until then this is a nothingburger change with nothing fries that will do nothing.





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### COMMUNITY MEMBERS

40. Make everyone pay for their tickets. Keep people from putting their feet up on the seats.
41. The Code of Conduct should be made more visible at light rail stations as well as on trains and buses.
42. I hope that this code of conduct gets enforced. I have a child with epilepsy that cannot drive and having safe public transportation is essential to their ability to move around the city safely. The current state of RTD does not provide safe transportation for the majority of the metro area citizens. RTD is meant for transport not for a place to house the un-housed. We need other services to provide that resource and need RTD to be able to provide safe transportation for our community.
43. RTD is not safe, and they need to fix it before people will be willing to ride
44. I used to take students on public transit to field trips. I would never do that now.
45. The rules don't matter because no one enforces them, the proposed changes are irrelevant
46. Try not having to milk money out of everyone who uses the RTD system because you don't want certain people staying too long
47. Very important to have this code of conduct
48. I feel that stricter measures need to be taken to prevent drug use on the RTD, as well as measures to clean contaminated light rail trains.
49. While safety should be of the utmost importance, I think ridership is suffering due to stagnant public transit that has not continued to grow (new lines, buses, etc) with the city, availability of existing routes (coming so infrequently it's hard to rely on) and lack of updates to existing routes (why are the light rail cars still the same as when first commissioned???)
50. I've never seen an employee enforce fares on a train. Many people including myself are hesitant to take the train frequently or at all because it's too infrequent and stations are often used as homeless shelters
51. Stop canceling the A line. Get the drug addicts and homeless under control.
52. You have to enforce fares and make sure trains are safe and clean to use. People need to feel safe on RTD services and the open drug use will discourage riders from using these services
53. Please ban people from riding all day.
54. If you enforce the fare then it will limit the other issues. It will take longer but I recommend installing gates around the stations so only those who have paid can get in.
55. Clean it up and make it safe.
56. RTD is focusing efforts in the wrong direction. Changing a code of conduct that most users do not even know exists is not accomplishing change. RTD needs to enforce the existing code, eliminating illegal drug use and making routes efficient and safe.
57. I would like to see more police presence on the light rail.
58. Get your god damn system under control!
59. I never feel safe on RTD trains.
60. Changes are meaningless without enforcement.
61. Pay security personnel an above average wage to enforce Code of Conduct rules while also making RTD a joyful experience
62. Please check fares and remove those who don't pay! I haven't been checked in years now and people know they can just not pay and ride forever. That's why there are so many problems now.
63. If you ratified and enforced all of the changes outlined in the code of conduct, RTD would attract more frequent users.
64. If RTD would just enforce existing prohibitions against illegal behavior, would be a huge step in right direction- no need for these expensive and time consuming surveys, just pay for more security services on light rail!
65. RTD should be about Clean Safe Reliable Mass Transit. The people in the system should be about the same. RTD isn't going to solve other problems of society except transit. You are losing ridership and public support by focusing on other things that are not RTDs responsibility. Homelessness, for instance is a serious problem, but making your transit homeless shelters is going to kill ridership. You announced good policies then backtracked to make the crazy left happy. Not the left that votes for RTD which you seem to be ignoring.



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## **COMMUNITY MEMBERS**

66. I fully support the Code of Conduct. However, without consequences and enforcement it will remain meaningless as it has been since it was first introduced. I have seen people harass employees and even assault another passenger, no security or police showed up and there were no consequences. The offenders were essentially allowed to engage in the behavior without any penalty. There have been people get suspended but they are back later or the next day and no one does anything about it. The Code of Conduct is far to lenient because too many "community groups" are pandered and everyone is afraid of actually putting a foot down to have control over the transit system to make it safe and comfortable for employees and paying passengers.



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### RTD EMPLOYEES

1. These changes are very welcome by the vast majority of transit users. Please don't acquiesce to the small minority's demands for homeless housing, etc.
2. My only suggestion is to somehow insure the items within the new Code of Conduct is adhered to.
3. We have to get serious about rider perception of safety if we are to ever get our customers to return to our services.
4. All the hospitals and more and more businesses in the metro area have adopted a statement where verbal abusive language or mannerisms threatening statements or movements are strictly prohibited and not tolerated. RTD needs to put such a statement in the Rules of Conduct. I would also like to see such a statement placed in full view on all buses, light and commuter rails. I would also suggest the verbiage in Item 4. Current: The use of illegal drugs and consumption of alcohol is prohibited. Smoking tobacco, including the use of electronic cigarettes, is not allowed on buses and trains or in RTD facilities. Change: The use of illegal drugs and consumption of alcohol is STRICTLY prohibited. Smoking tobacco, including the use of electronic cigarettes, is not allowed on buses and trains or in RTD facilities. To this end, I would empower RTD Security, when scanning light rail stations and PNR, to have speaker capability to notify violators to remove themselves from the premises. RTD needs to become more diligent in enforcing these Rules of Conduct. The drivers and RTD Security need to be more empowered to be dealing with the current dangerous situations currently facing RTD, and their passengers at the present time.
5. Don't back off the indefinite riding ban!!!!!!!!!!!!!!
6. I disagree with letting the homeless continually ride beyond their fare. RTD is in the transportation business, not housing. Many people I ride with are professionals working downtown. Based on their exchanges with me, I believe ridership will continue to decrease. The mall bus is not on the list of buses affected above. Riding it from Union Station down the mall can be miserable and it is the only shuttle since the Metro Ride no longer runs (which carried a lot of working professionals). I have been confronted and taunted by panhandlers and made to feel very uncomfortable as I ride the mall bus. I now make sure I know where my mace is every time I board. If I had another way to commute on the mall, I would surely use it. And as the weather warms, it will only get worse.
7. IT NEEDS TO BE ACTUALLY ENFORCED! Criminal acts need to actually be prosecuted. I saw someone attack and assault another passenger and NO ONE RESPONDED or did anything at all about it. Fare violations are daily occurrences and THERE IS NO ENFORCEMENT! (if they are checked at all) ... Without any enforcement, the Code of Conduct is nothing more than a bunch of meaningless words on a page of paper. Crimes need to be responded to and prosecuted. But everyone thinks they can do anything they want to because they see that there is no enforcement and nothing will be done to them.
8. Ignore the Homeless advocates. They want to shoehorn the transients, vagrants, hobos, bums, drifters, grifters, derelicts, heroin I/V junkies, the crackheads, the tin foil crack pipe vaping fentanyl junkies, the xylazine zombies, and the crazies into all aspects of life at RTD. Why? D.E.I. of course. We all have to be equally miserable because of a number of junkies breaking the rules. Ridiculous. If you back down to the hypocrite Homeless advocates, you make it that much harder for the Fare paying ridership to want to use our Services. Do not let these bums ride our systems all day long without paying. Check the fares on the W-Line. The junkies are literally setting up tents in the rear car or our 4 car LRT trains. The hidden secret hiding in plain site is that the first 3 LRT cars are for the normal folks and the last car is reserved for the junkies. They are turning our LRT trains into rolling meth & fentanyl lounges.
9. I want to see the end of line exit for all passengers. If they want to get back on and ride the other direction, then pay again. I do not want to see people riding and staying on at the end of the run and riding back. Transportation is not a hotel. Disruptive behavior, drinking, drugs, and personal hygiene needs to be better addressed and passengers need to be removed from the transit.
10. Please do not allow selfish or I'll informed activists or groups to shape policy!
11. RTD needs to be proactive. Start enforcing fares, start giving tickets, and start enforcing the rules.
12. Stop putting profit over safety. Start backing up drivers that try daily to enforce your rules. Stop undermining us when we try and enforce collecting fare and other rules. Stop catering and coddle people who continue to ignore the rules.
13. If everyone paid for the bus these would be less problems fare enforcement. The problematic people that use drugs, deface, destroy property, assault people, are all people who violate the fare. More than half of my workday is people violating fare.
14. Enforcement of the code of conduct would be great



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### RTD EMPLOYEES

15. On average there are 20-30 persons that do not pay fare they just walk on bus many claim phone just died other I loss my pass/or have a old expired pass on them. I've also had a problem with one person rides on bus does harassment of other passenger both panhandling and asking people for some of their grocery there are times he follows ladies off the bus. Also on my last run to colfax/broadway there are people that are smoking fentanyl on the bus this has happened multi time. People board with trying to board with butane/propane tanks small hand torches if I see these items I tell them such item are not allowed on bus. Many times passengers with have 6-8 inch knives or swords hidden on them they can commonly be seen when they get off the bus.
16. Give bus operators a choice to bypass a bus stop to avoid dangerous and verbally abusive passengers.
17. Honestly I will only subject the company should at least provide two police officers in each bus or at each bus stop instead of them being placed at union station. Please because the racism and the harrasment is getting worse each day. It never goes down especially on colfax routes such as 121, 15, and 15L. It is horrible.
18. Quit trying to make everyone that doesn't ride transit happy. The people pushing to make sure the homeless and drug users are treated fairly aren't the ones that are affected most by what they do on our buses and rails. Unless something is done to prevent the drug usage and homelessness from riding transit without a destination, we will never see ridership come back. I refuse to ride transit and do not recommend it to anyone.
19. Making these amendments is a great idea, however we need triple the amount of security in order to enforce these rules. We need more transit police, and the transit police we have now shouldn't exclusively be staged at Union Station. They should be roaming.
20. Recently during these shutdowns, we are having on the rail lines, Ive been doing a lot of overtime to help out and i usually work at southmoor station. The drug usage there is a huge problem. I got many complaints about the elevators never being able to be used especially for ADA passengers or ppl with strollers due to drugs or just being nasty, foul smells ect. But I've noticed it like that at plenty of other stations as well. If we could all work together to at least get the drugs off RTD property where people are going to work, school, Rockies or Nuggets game and just out with their families this would really help out a lot due to that being one of the major problems we are having now on bus and rail side.
21. Good
22. The proposals are all well thought out and helpful, however if we do not have the means to enforce these items it has very little actual affect on improving safety and services.
23. More security like commuter rail has. Have the staffing to travel in two's like PD does.
24. I believe that one of the most important things is the ENFORCEMENT of the code of conduct. I've seen numerous times where individuals are given a pass by the transit police while they are in clear violation of the code of conduct. This creates an environment where customers don't want to be in. In addition, people avoiding paying fares is a chronic problem and also people using the transit system as a "shelter" is also creating an environment people do not want to be in. This needs to be a top priority in the code of conduct.
25. To increase ridership, you must make our trains and buses safe. Safety must be your first priority...
26. The lack and response time of security for fentanyl use on the trains, the lack of addressing and correcting this issue while many other transit companies nation wide have fared better, the hap hazard method in which Operators are continuously relieved and encouraged to abuse the OJI pay system is the great shame of this company. Static security posts on all lines, TSOs required to walk all trains at at least three locations per line, not sitting in their private vehicles in parking garages waiting to be called is a solution to many of these issues.
27. Provide a separate shuttle service to and from shelters at one of the bus bays at DUS.
28. Do not listen to any libtard gibberish from the Board of Directors.
29. I would like to know how you plan on enforcing this on the buses and trains, as it is so out of control with the smoking meth, and doing drugs, which I might say has increased significantly over the past 3 years. Before that this really wasn't a problem! It should never have been allowed to start without some type of enforcement
30. More police and security please
31. Stop coddling and succumbing to the pressure of allowing the drug use to be allowed on RTD property and modes of conveyance. The amount of drug use that is seen on cameras on trains, buses, at DUS, within elevators is staggering. DUS, the buses, trains and elevator all smell of



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### RTD EMPLOYEES

drugs, piss and shit! "Normal" people can't ride on anything without being bombarded by the drug use, being assaulted, being accosted, being threatened or worse! I would never allow someone I know, be it friends or family to ever ride a bus or train and I would have them avoid RTD property at all cost! Security and RTD police are not allowed to enforce anything. All the dirtbags are told to leave property, and if they are given a suspension, that is nothing more than a piece of paper that has no teeth to it. That subject will just be back the next day, if not the next hour, going back to doing what got them suspended in the first place! The Denver city attorney is an absolute joke by not prosecuting so many of these drug offenses and charges! It's complete mayhem!!

32. Some of the board members need to come down to Union station and meet with passengers and get their feedback. RTD is not a homeless shelter!!
33. I think RTD is a positive presence in our communities and contributes and participates in various ways to assist those in need. We are not the cause of, nor should we be, as a transportation agency, expected to be the solution to the increasing number of transients in Colorado. We must certainly have compassion for those in need, however RTD is not an outreach service. The concept of allowing people to use our services without paying is ridiculous. Why would any paying customer continue to pay after witnessing repeated violations without consequences? Keeping non-paying subjects off our vehicles and properties will contribute to a reduction in drug use, violence, weapons calls and disturbances in our transit system and likely an increase in paying ridership. The elevators in many of our stations are unusable due to people living in them, the effects of non-stop drug use inside them or people using them as toilets. In my position I receive 20-50 complaints per day from passengers, employees, security and officers regarding disgusting, dangerous and lewd behaviors occurring on RTD property. I would never recommend to anyone I care about that they use RTD services.
34. It will not matter what changes are proposed; there will not be the enforcement to uphold them. Martingano lives in a fantasy land of fairies and unicorns if he thinks he can hire 200 PD officers when the other local police departments that are larger and more visible can't even hire to satisfy their own staffing needs. Assigning new rules will be ineffective against people who don't care about them or the law in general if there will be no one to enforce it - and there will be no one to enforce it. This is all just a placebo to make people feel better, but will do absolutely nothing to actually address any of the issues. I know options are limited with staffing as hard to fill as it is, but I must still demand, on behalf of all the frontline employees out there: Do better. And do not think anyone is fooled by these empty promises and ineffective "new rules".
35. No
36. You need to prohibit loitering. This includes laying on the floor, benches and in elevators. It's not criminalizing homelessness, it's a code of conduct violation not a crime, there is a difference. It is a crime to not pay fare (theft of services) and that does need to be addressed. Shelters and resources are available for homeless people. RTD is not a homeless shelter and should not be treated as such.
37. Eliminate the Board of Directors!
38. homeless people riding all day not actually going anywhere needs to be prohibited. the fare needs to be stringently enforced. drivers/operators need the power to eject any passenger at any time for any or no reason.
39. I believe that if we simply enforce fares, we will clean up most of the problem. Those who cause most of the issues aren't paying customers. If someone doesn't pay, they should be escorted off the bus/train. I also would like to see more police presence at stations. Waiting alone at night at stations like Wadsworth, Sheridan, Decatur/Federal on the W line is not comfortable.
40. Not sure what the changes are, but would just like to see roaming fare checks, or action taken on the worst offenders. Much of this could be improved by moving bus stops closer/farther to problem intersections so that people don't hang out until they feel like a driver will let them on for free or with prohibited items. Posting the code of conduct on brochures in the bus would help so that passengers would know what drivers can enforce.
41. I do not agree with the proposal to permit individuals to ride buses or trains indefinitely
42. 1) Remove the section that said that music or streaming is prohibited \*if\* it is loud enough to be disruptive. That kind of ambiguity means that passengers get to make their own decision about whether they're being disruptive, and they will always believe that they aren't. Playing any music, streaming any videos, watching any reels with the sound on, etc. is disruptive at even the lowest volume level, especially for individuals with cognitive disabilities. 2) Enforce these rules, especially at the start. Enforce them thoroughly and punitively. If we make it clear from the outset that respecting the ride is not just a request but a requirement, that will ripple through RTD and create a culture of safety and respect. Then we can ease off on



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### RTD EMPLOYEES

- punitive enforcement and return to issuing more warnings than fines. If safety and respect are truly important on our trains and buses, then we need to make it clear to the public, and especially to those individuals who abuse our current lax enforcement of these policies, that we take Respect the Ride seriously.
43. I have personally witnessed several acts of aggression/violence because of mental health disorders and drug use that make using RTD uncomfortable and downright scary.
  44. As an RTD employee, I wholeheartedly agree with the proposed changes. No amount of employee or public outreach, however, will change the fact that transit police officers need an enforcement tool that will allow them to ensure the security of employees and customers who rely on RTD services. The code is that tool. Moreover, the Customer Code of Conduct is not a criminal code; it is a list of simple agreements. Abiding by these agreements is not difficult. If you don't harass fellow passengers or smoke fentanyl on the train, you get to stay aboard for the duration of your journey or the expiration of your paid fare, whichever comes first. Anyone willfully choosing to ignore these agreements has opted to forfeit the right to access transit services for some length of time, depending on the frequency and the severity of the offense. No other public entity would permit the types of behavior regularly seen on RTD property and vehicles. Why should RTD continue to tolerate the bad behavior of a subset of individuals, many of whom don't even pay for the privilege of access?
  45. This agency displayed cowardice in the face of opposition from the Colorado Coalition for the Homeless; they do not work at RTD, they do not pay the bills that RTD does for keeping buses and trains running. Why are they allowed to dictate policy?
  46. May have random fare checks for different bus routes or known drug use, even the areas where there is high traffic
  47. Changing the code of conduct wont bare any positive outcomes. The issue at hand is the lack of security and police involvement as well as the actual consequences .
  48. 105 is the only bus that I ride, unable to comment on other routes
  49. this is all pointless, much like the entire transit police dept has turned out to be so far, if you don't enforce these policies consistently. We have security that can't do anything and police that never come - maybe we should be fixing that first.
  50. Until you let operators eject/not serve offending riders, the problems will continue and/or get worse.
  51. Enforcement of Code of Conduct. Riding the trains to be seen more.
  52. RTD needs to be more compassionate with our current "fare paying customer" base. The ongoing drug and mental crisis with no repercussion, has been a major contributor to our "mediocre" performance, based off of what is being voiced on a daily basis by these fare paying customers. Those parties that are vocal in their criticism towards how we need to run our operations, need to stop meddling and focus at what they claim to be "specialist" in, and let RTD be specialist at what we do. I am also somewhat disappointed about the last minute amendments made to our new Code of Conduct. I feel that this will continue to allow the ongoing problems to continue, but I also understand that we are just trying to please those that oppose and criticize us, for trying to do the right thing. Once all parties involved can come to some sort of mutual agreement, things will continue down the same path.
  53. Please end the Day Passes. Or make them ONLY AVAILABLE on the app. They are the main source of travel for the transients who get them from others or out of the trash can
  54. I feel that management should come and ride the troubled routes to see what the bus and train operators go through. There needs to be more police and transit officers and some stops.
  55. We have to enforce fare and remove individuals who refuse to pay. We are running a business not a charity. We are not a shelter for the homeless. People who would normally use our service don't because of what we allow. We have to stop being afraid of the loud minority 1% complaining to Kyle Clark and 9 News. If we enforce fare every single problem we have will improve. Most importantly the safety and security of our employees and passengers. Our ridership will also improve. If we truly care about the safety and security of our employees and passengers we will enforce these changes to the fullest with no exceptions.
  56. I have been taking the rail for a month to and from work. The trains are filthy the floors are covered in trash. there is gunk along the seats and sides of the train. The seats are stained with God know what. Some of the people riding these trains are terrifying. I am more concerned about the young thugs on the train being loud, using aggressive and lewd language, and carrying what appear to be weapons and smoking vapes. Then there are the transients that board the train AND the mall ride with alcohol, contraband,





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### RTD EMPLOYEES

smoking and dirty. The only time it is somewhat ok to ride is on peak time, any other time is sketch and terrifying.

57. The Code of Conduct is a good idea, but how will it be implemented and enforced. Will RTD have security/personnel on every bus route, train line, and Transit center
58. Better/faster security response.
59. There needs to be consequences for smoking drugs and threatening drivers. More and more drivers are pulled from their busses because they've inhaled drugs while driving. You shouldn't have to worry about breathing or being hit at work. Maybe more drivers would stay if they felt safer at work. Also passengers, including children shouldn't have to breathe poison to get to school.
60. I like that the proposed changes would clearly outline some behaviors as not allowed - like refusing to move out of the securement area.
61. I know there is a lot of work that needs to be done safety always.
62. The use of illicit drug use continues to be a big problem.
63. I strongly agree about the proposed changes to RTD's code of conduct. Thank you!
64. The homeless should not be allowed to ride endlessly on our vehicles. We are not allowing them to loiter on our properties/boarding areas to scare people away. Why should they then be allowed to reside endlessly on the vehicles. Does that not pose the same risk/offense to paying riders and in a then confined area? I don't get it.
65. The Mall Ride is not listed as a bus route, but it is where I see the worst offenses.
66. The proposed amendments will only work if they are enforced and if RTD stands behind those policies.
67. Deny free rides for the homeless. Either all pay, or no one pays.
68. Though I daily observe people misusing the RTD system with littering, smoking odd substances on foil, and intentionally damaging property, the greatest threat to safety is the menacing and threats of the non-paying riders and trespassers on the buses and trains and at the stations and stops. While I feel safer at Civic Center and Union Station than I did a year ago, it seems like the crime has been pushed out to the suburbs. I always carry mace and rarely see transit police or contracted security.
69. Until Den DA will prosecute offenders, nothing will help and ridership will continue to decline
70. Stop the break-ins at park-n-rides
71. The drug usage on the trains are my biggest problem and people riding all day without fare. In my opinion, having security on platforms and drug free trains will increase ridership.
72. I routinely field concerns about the use of drugs and threats against passengers and employees that often include photos and videos that are disturbing. As I myself am a formerly homeless person, I do have some empathy toward those who are overrepresented in these disruptive elements, however, it is not RTD's role to provide social services. Our job is to provide reliable and safe transportation services to our customers, full stop.
73. I am not that familiar with the proposals to create accurate feedback or suggestions concerning the customer code of conducts.
74. The Code of Conduct will only be effective if there are consequences for violating the Code of Conduct. The Metro area DA's and Colorado Legislature make it impossible for us to follow through and we also need to change the laws or enforce the laws that are already in place.
75. "Thank you for improving the RTD code of conduct to continue making lives better through connections".
76. I am pleased with the changes as they are there to improve the passenger experience.
77. It's insane to me that the code of conduct must be this specific. This isn't what the survey is asking, but I'd love to see more security personnel on trains & buses.
78. What we need to figure out is how to enforce the new code of conduct.
79. While I believe the addition to more conduct codes is a good thing, the enforcement of the conduct code would actually be more effective. I do believe at this time RTD does NOT have the means to properly enforce the current conduct code nor the new proposed conduct code. So changing anything will have no effect until RTD has the means and manpower to enforce anything.





## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### RTD EMPLOYEES

80. To not change the Code of Conduct will be HUGE mistake for our safety. Something needs to change. And if there is not support for the safety of employees, then why do we do what we do. Leadership clearly does not care about us. The challenge will be to enforce it. Many of us are afraid of the repercussions with passengers. We want to get home to our families and get our cooperative passengers also home.
81. Good job, thank you
82. People used to use the service to commute to work and school. Now people use the service as a mobile restroom, place to use drugs, and generally make it impossible to keep up with cleaning. After riding light rail on the southwest system we noticed that about half of the vehicles we were on had a gag worth smell of urine and/or feces. The only way to fix the issue is to stop make sure that behavior does not exist on our service. That way the people who commute to work and school will want to ride RTD again.
83. I feel that when the Covid restrictions first began, The TSO were getting people NOT riding RTD out of the stations within 20 min. Give them back authorization to clear the stations of loiterers. This will aid in customers feeling safe and also keep non-paying passengers from just getting on buses to ride all day.
84. I feel drug use and assaults/threatening behavior has destroyed RTD ridership and employment opportunities. Every person I know are afraid to ride trains now, there are no consequences for the perpetrators of these issues. When will legislation protect people who follow rules and pay to ride rather than protecting the unhoused and drug users that live on RTD vehicles and in RTD elevators/Park-n-Rides.
85. Non paying riders and illegal drug use appear to be the most common.
86. It was best said RTD is a transportation agency built to move people and not house them. While RTD services are an integral part of solving crises by moving people to get help, get to work, or get home. Without setting a clear precedent for a clean, safe, and reliable transit system by enacting a strong code of conduct does a disservice to RTD patrons and the communities with RTD. It is clear those who cause the most issues within RTD do not seek help from those who oppose stricter enforcement. And those who oppose sticker changes only seek the benefit of passing the problem along to an agency not fully suited to solve the deep community and cultural issues. Enacting a stronger code of conduct shall help push an ongoing community/culture crisis to a solution. One that RTD can assist by safely and reliably transporting people.
87. Please use the media to inform tax payers about your intentions to improve ridership
88. While illicit drugs are currently a very hot topic for public transits, I believe that violence over fare issues are much more of a safety issue for our operators. In fact, the majority of operator's complaints to division leadership are fare disputes and the policy surrounding it.
89. Nothing will change even with proposed changes.
90. First, my opinion on Respect and Code of Conduct is basic, Respect and Treat People as you would want to be treated. Respect can be given; however, Respect is also Earned through Actions and Deeds. Conduct is a part of each of our own choices and actions. Second, I would like to address the Respect the Ride Survey. Questions 2, 5, 6, and 7, do not have an "Other" or "Do Not Know" answer available. The Survey assumes that I understand RTD's Code of Conduct Policy and the proposed changes to RTD's Code of Conduct being proposed. OK, I can look for the Policy and Proposed Changes and answer, fair enough, but this would not take 5 minutes to take the survey. Surveys should be focused on my opinions, not on my knowledge of issues on Bus and Train Routes I may or may not be familiar with. If you want to understand, through a survey, what our opinions are, open the survey up to our concerns, not our knowledge of the Rail and Bus Route issues system wide. Look at the Security Data for the "Hot Spots".
91. Would also like to see more police presence in the civic center area to enforce the code
92. Make the hub user friendly. Post a link on the front page to the code of conduct.
93. The new provision forbidding "Occupying or remaining on RTD property where the totality of the circumstances indicates that an individual is not using RTD services" is leaves much to interpretation of a responding officer and is open to abuse without strict oversight. Additionally, as the agency transitions to more enforcement by agency sworn personnel, it should be considered whether it remains appropriate for a supervisor of said sworn personnel to hold responsibility for appeals of service suspensions.
94. Thank you for doing your best to make the system a safe and inviting environment. Enforcement of the Code of Conduct is critical. Please hire as many qualified officers as you can. Thank you.



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### RTD EMPLOYEES

95. Thanks for keeping RTD's customers safe.
96. Rail needs Fare Paid Zones.
97. More Transit Police on all problem routes.
98. Based on my job role I am not directly familiar with the prohibited behaviors that are conducted on the bus/rails, however based on feedback I have received that is what my responses revolved around. I feel like public safety as well as commuter comfort has been affected and has a large impact on everyone and desperately needs to be addressed.
99. I would say being a bus operator for 4.5 years things are going well. There is one thing dispatch has problems. They need better organization the have failed to relate messages to the drivers. Such as not having relieve operators leaving us wondering and waiting. Come to find out there is no relief driver after the fact. You have somebody picking you up sometime they have no respect as being a professional. I have no other problems thank you for listening.
100. I disagree with RTD backing away from preventing homeless people from riding the system all day. I worry about picking up lice, scabies, fleas, bed bugs or any myriad of things and bringing it home to my family. No other regular business in the Denver Metro area would gladly open their doors daily and allow the homeless to come in and hang out. RTD should not be shamed into doing so either. We are "people moving people" and "making lives better through connections", not in the business of housing the homeless. Just this morning man got on the bus wrapped in a sheet. He looked at me and started talking about murdering people and having children murder people.... I was going to leave the bus just to get away from him. Luckily he got off at the next stop. I had no idea if he was carrying a weapon under his sheet. I was really frightened. This is not safe or relaxing, like RTD wants it to be.
101. The Code of Conduct is meant to help police and transit cops deal with unruly passengers. It is not meant for operators, engineers, and conductors to profile customers. I see these things being used to exclude ridership. Our job is to move people safe and on time. Not exclude due to conduct that can be lied about. Until you hold employees to the same standards nothing with helps.
102. Riders have to feel safe or RTD will lose them and their friends as patrons. RTD will get a bad reputation that will be hard to overcome.
103. Thank you for advocating and creating change to promote safer and respected transportation for all involved.
104. I think the code of conduct certainly makes it clear what is not appropriate behavior on buses and trains. However, how will it be enforced?
105. I have worked downtown off an on for 30 years...more on than off. I used to take the light rail regularly in the 2015 - 2017 time frame. Then I got a job that was not downtown. I was happy to start taking light rail again when I started my current position at RTD in the Fall 2022 but then I completely stopped when I found out 1) that the C line had been "permanently cancelled" and 2) how dangerous public transit had become in recent years. The change has been drastic and horrible. Very sad. :(
106. Just started working here and I absolutely love it.
107. RTD is not the Colorado Coalition for the Homeless. While homelessness is a great concern it is not RTD's responsibility to offer refuge from the cold, the rain, the snow, the heat or any outside situations. People who pay the fair to get to work, school, and appointments should have clean transportation. Many homeless people feel entitled on our buses and trains, they are trashy and rude. They defecate and urinate at will. When a member of our board cares more about the homeless population than the employees and valid customers we have a problem. There are other resources that should be utilized to help those in need RTD is not responsible and should not be made to feel that they are not doing there part
108. Light Rail lines need more of a security presence.
109. In this survey, no option for route Mall on question 7.
110. you can change the rules as often and as widely as you like, it means nothing if you do not enforce them!
111. Nothing is enforced, why waist time. the other question about how often I use RTD, not hardly anymore, nor will I left my family use it. It if to dangerous anymore!
112. I am appalled that the Board and RTD is apparently caving into the wishes an opinions of all the Homeless Advocates and committees in Denver. Who is paying the taxes to keep RTD afloat? It certainly isn't the homeless that harass other normal working people just trying to get to work or subjecting the rest of us to their illegal and disgusting behavior. RTD is NEVER going to get people to start riding the bus again until a real CODE OF CONDUCT that makes EVERYONE adhere to decent, civil behavior is instituted and to put some TEETH AND ENFORCEMENT INTO THE



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### RTD EMPLOYEES

POLICIES. Denver and RTD should be ashamed at what they have let happen downtown since 2020 and the homeless took over the streets busses trains, DUS, the shuttle, etc etc etc

113. You people have missed the boat completely! In no way will changing the code of conduct help until you quit chickensh\_\_ting around and not enforce the rules. Pardon my French. Nothing will change until you actually stop people from acting like animals. And to be perfectly honest I feel like the whole board needs to be fire one by one until you start supporting the RTD employees more and enforcing the rules! Nothing will ever change until you gain some backbone and do your job, and not just talk about what needs to be changed. I agree that police do need to be better trained but the defu d the police crap has been nothing but a horrible social experiment gone wrong.we need to see change!
114. Codes and laws don't apply to criminals. Action is what affects them.
115. Enforce the no animals policy except service animals.
116. Vaping must be included. Smoking is not clear enough, e-cigarettes is not clear enough, tobacco products is not clear enough. It also needs to be specified that making any kind of noise through phone or external speakers is disruptive and prohibited, not just music.
117. Put in smoke detectors in bus to alert the driver. Have more transit police on bus to in force fair and safety.
118. The rules need to be enforced more. Without enforcement rules are useless.
119. You must do something about the homeless destroying things to the point that tax/fare paying citizens cannot safely enjoy and utilize your facilities.
120. Checking for paid fares will eliminate most of the other unwanted riders who do drugs, sell drugs, ride trains to stay warm/cool, etc.
121. I agree with the changes the problem is enforcing the rules. We need security on trains with the authority to enforce the rules and ban people from the RTD system. Too many people take advantage of a system because of RTD's weak enforcement. I don't want to ride a train or stand at a platform where someone is doing drugs, homelessness hanging around the platforms or trying to camp on the trains.
122. It seems that they just reworted the Code, but did not make any significant changes. I would just like to see the Code followed.
123. Have security on the train check fares and enforce code of conduct violations on the trains. I have watched security not check fares and walk right by people who are actively drinking beer and have loud music playing on phones.
124. Why not put in there that abusive language, profanity or threatening statements are required when riding or calling into RTD.
125. No more RTD employees' assaults
126. N/A
127. Enforcement needs to be part of the proposed changes. Without enforcement, any changes to the Code are meaningless.
128. I agree with the proposed changes. I don't agree with the advocates that think RTD vehicles should be used for sleeping and other activities. RTD is not a hotel or a social service agency. The same advocates have rules in their shelters, no drugs, no alcohol, no intoxication, no unruly behavior. None of this should be tolerated on RTD services either. I care about the single women, the families with young children that have to be subjected to dangerous and illegal behaviors
129. The proposed changes are fine; however, I want to be able to see enforcement of them.
130. Read them all. Very good.
131. I think the revisions are fair and address the needs to Respect the Ride without being too harsh.
132. All of the proposed changes look good. I am surprised that some of them weren't already included. The real key is enforcement. I rarely ir ever see a driver/conductor enforce the fare while customers are boarding buses or when the train is rolling. I know that RTD is trying to remedy this, but I can't stress how much I hear that "We'd use it more, if the vagrants were not on the buses/trains being disruptive". RTD needs to provide for itself by encouraging the (Paying) customers comfort, not being an arm of the social welfare establishment. In additional, RTD should enforcement of the disembarkation of those being anti-social on the buses and trains regardless of fare purchase.
133. No free rides. Not aloud round trips. Get rid of regional fare's. No coins for the new fare change.



## Use the space below to provide feedback or suggestions about the proposed changes to RTD's Code of Conduct and Respect the Ride.

### RTD EMPLOYEES

134. I think it needs to be clarified to the public about how this code of conduct will be enforced moving forward.
135. It was best said RTD is a transportation company built to move people and not house them. While RTD services are interagency part of solving crisis, and they solve it by moving people to get help, get to work, or get home. Without setting a precedent to a clean, safe, and reliable transit system by enacting a strong code of conduct does a disservice to RTD patrons, and the communities within RTD. It has been clear those who cause the most issues within RTD do not seek help from those who oppose stricter changes to RTD code of conduct. And those who oppose stricter changes only seek the benefit of passing the problem along to an agency not fully suited to solve a crisis alone. Enacting a stronger code of conduct shall help push an ongoing community/culture crisis to a solution. One that RTD can assist by safely and reliably transporting people.
136. The stations are dangerous and there needs to be a change to homeless riding buses and rails all day. Sleeping in the elevators should not be ok.
137. Could we get more security devices and increased security personnel presence in stations to where my life doesn't feel endangered or threatened by those of whom aren't supposed to be there?
138. PLEASE remove the drug addicted homeless I do NOT feel SAFE!!!
139. Looks good to me!
140. The changes are reasonable and make sense; however, the wording is overly convoluted and hard to understand in many of the revisions
141. Fares should be free. The free ride month in August saw an increase in ridership with no adverse impacts to quality of service.
142. I was using the train until two weeks ago. Given the train and platforms/station is not that clean, that there have been people using drugs/alcohol, etc., I have decided I rather pay for parking, gas, and maintenance most of the time now. I think that the new PD head has great plans and maybe I will try again after the PD has ramped up.
143. Having an updated Code of Conduct is good, but there has to be enforcement, otherwise it won't make any difference in perception or increase in ridership.
144. There are no signs (or at least no obvious) that state that food/drinks are not allowed on trains. If it is to be enforced, then clear and legible signage must be placed on vehicles.
145. I don't see anything specific about non-destination riders. Is that covered by not having a fare now?
146. You asked about a priority in a previous question. I suggest you allow someone to choose more than one option.



## Addendum

In addition to receiving feedback through the *Respect the Ride* survey process, customers, community members, non-profit organizations, and local governments directly provided input to RTD staff and board members.

All letters and emails received outside the feedback survey process are included as an addendum in this report.





June 7, 2023

Hon. Lynn Guessinger, Chair  
Board of Directors  
Regional Transportation District  
via e-mail

RE: Proposed 'Respect the Ride' Rules

Dear Honorable Guessinger,

We write to share the City of Lone Tree's concerns regarding the "Respect the Ride" (RTR) rule revision process. The City fully supports the rules presented within the RTR framework and applauds RTD's goal to promote a safe, enjoyable experience for customers. However, the survey used to solicit public input infers a certain level of illegal and unwelcome behavior will be tolerated before enforcement action is taken. Education without appropriate enforcement will not drive the changes needed to improve public safety, public perception, and therefore - ridership.

As a local government operating a law enforcement agency, Lone Tree recognizes the value of education about rules and expectations. We also understand the sooner illegal, inappropriate behavior is addressed, the sooner a safe, comfortable experience is established for the public. We applaud RTD's recent commitment to hire additional law enforcement personnel and hope they will be empowered to act expeditiously, thoughtfully, and effectively to keep the region's transit system and riders safe.

For decades, the City of Lone Tree has been a significant champion in word, deed, and dollars, for RTD and public transit. We campaigned for inclusion of the entire City (including major retailers) into the RTD boundaries, we were strong proponents of FasTracks, and we were tireless advocates in support of the \$92 million Federal grant with a record setting local match to construct the Southeast LRT extension.

Thank you for recognizing the importance of addressing the safety and experiential concerns of RTD customers. We respectfully request direct and proactive action to enforce the RTR policy. Transit-oriented development is a cornerstone of Lone Tree's plan for thoughtful, responsible growth and increased system ridership is key to our City and our region's success. Curtailing illegal and unwanted behavior will restore trust, faith, and riders to our transit system - ensuring successful outcomes for all. We appreciate RTD's consideration of the City's concerns and look forward to ongoing partnership and collaboration between our organizations.

Sincerely,

A handwritten signature in blue ink that reads "Jackie Millet".

Jacqueline Millet  
Mayor

Cc: RTD Board of Directors, RTD General Manager Debra Johnson, Lone Tree City Manager Seth Hoffman

cityoflonetree.com | 303.708.1818  
9220 Kimmer Drive Suite 100, Lone Tree, CO 80124







June 6, 2023

### **RTD Board Members and the Respect the Ride Amendments to the Code of Conduct**

I write to share our neighborhood's support for the Respect the Ride amendments to the Code of Conduct. Our neighborhood, LoDo, and our organization – LoDoNA – the Lower Downtown Neighborhood Association, include the heart and soul of RTD's transit system. Over the past 4 years we have daily seen the worst behaviors in RTD transit vehicles and facilities. Thankfully, with attention from RTD, your Transit Police Chief and Deputy Transit Police Chief and others, things have gotten better in our neighborhood.

Yet, there are still behavior problems here and elsewhere in areas served by RTD that should be addressed by you. Two means to address these ongoing issues include your adoption of these amendments and then enforcement of them.

As a transit agency, we look to RTD for safe public transportation. We and others do not look to RTD for shelter and public health and welfare. Other agencies have those responsibilities. Do not assume those. Do not dilute RTD's purpose. Keep riders safe and adopt the amendments, including

- Requiring purchase of a valid fare
- Required exiting when the fare has expired, or the final destination is reached
- Prohibit unauthorized presence after hours
- Do not allow eating on a transit vehicle (unless medically necessary)
- Restrict disruptive behavior
- Eliminate any kind of harassing behavior
- Prohibit language that is violent, profane or is sought to provoke a breach of the peace
- Do not allow animals on transit (other than allowed by law)
- Prohibit obstructions – particularly of those with disabilities
- Limit transportation of large items
- Restrict on transport of combustible items
- Limit use of more than one seat – when seating is limited or high use periods
- Restrict being drunk or high while using transit
- Do not allow use of skateboards, skates, bikes, scooters and more in transit vehicles or facilities
- Prohibit spitting
- Prohibit intentionally soiling a seat or area
- Restrict nudity and exposure

Thank you from your neighbors!

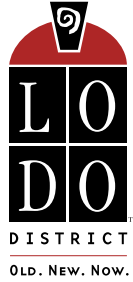
Sincerely,

A handwritten signature in blue ink, appearing to read "Jerry Orten", is written over a light blue circular scribble.

Jerry Orten, President, Lower Downtown Neighborhood Association (LoDoNA)







June 12, 2023

Re: Respect the Ride, Amendments to the Code of Conduct

Dear Mr Summers,

The LoDo District Inc, a non-profit Registered Neighborhood Organization, strongly supports the proposed amendments to RTD's Code of Conduct. They are common sense requirements that any good public transit service should have. Downtown, and our Lower Downtown neighborhood depend on efficient, and attractive transit, perhaps more than any other neighborhood in the city.

**Not to be able to define and enforce prohibitions against fare-avoidance, unwanted personal intrusions, and disruptive behavior on public transit and within transit facilities would ruin the effectiveness and desirability of such transit and be disastrous to our neighborhood. We urge the RTD Board to approve these Respect the Ride amendments to the Code of Conduct.**

Sincerely,

Dick Farley, Co-Chair  
LoDo District Board of Directors

Marty Steinberg, Co-Chair  
LoDo District Board of Directors

Ellen Wilensky,  
LoDo District Vice President

Lilly Djanants  
LoDo District Co-Chair Urban Design Committee

Laurie Helmick  
LoDo District Treasurer

Fabby Hillyard  
LoDo District Past Board Co-Chair

Jarrod Perrott  
LoDo District Secretary

Bar Chadwick  
LoDo District Past Board Co-Chair

Steve Galpern  
LoDo District Chair Membership Committee



**Subject:** RTD Board Members + Respect the Ride Amendments to the Code of Conduct  
**Date:** Saturday, June 10, 2023 at 6:26:50 PM Mountain Daylight Time  
**From:** Susan Simpson  
**To:** Stuart Summers  
**CC:** Michael Simpson

Dear Stuart,

I wanted to express the strong support of our neighborhood, Central Platte Valley Auraria, and our organization, CPV-Auraria RNO, for the Respect the Ride amendments to the Code of Conduct. As residents of CPV-Auraria, we are intricately connected to RTD's transit system. Unfortunately, over the past few years, we have witnessed the negative behaviors plaguing RTD vehicles and facilities.

We are grateful for the efforts made by RTD, your Transit and Deputy Police Chief and others to address these issues and improve the situation in our neighborhood. However, problems persist not only in our area but also in other regions served by RTD. To effectively address these ongoing challenges, we strongly urge you to adopt and enforce the proposed amendments rigorously. To keep riders and our environment safe, clean and respectful, we request that you prohibit:

- Unauthorized presence after hours
- Eating (unless medically required)
- Disruptive behavior or harassing behavior of any kind (e.g spitting, violent or profane language, intentionally soiling seats or areas, exposure or nudity)
- Animals, except those permitted by law
- Obstruction of access
- Transportation of large or combustible items
- Using more than one seat when rides are full
- Being intoxicated or under the influence of drugs while riding
- Skateboards, skates, bikes, scooters, and similar items onboard or at facilities

By implementing and enforcing these amendments, RTD can take a significant step toward care for your passengers. We appreciate your attention to this matter and your commitment to ensuring the well-being and satisfaction of RTD riders.

Thank you for considering our neighborhood's perspective, and we look forward to seeing positive changes that benefit our community and the broader RTD transit system.

Warmly,

Susan Simpson  
CPV-Auraria Neighborhood Association



**From:** Fritz Jünker <[REDACTED]>  
**Sent:** Monday, May 8, 2023 12:23 PM  
**To:** Bobby Dishell <[Bobby.Dishell@rtd-denver.com](mailto:Bobby.Dishell@rtd-denver.com)>  
**Subject:** RTD Proposed Code of Conduct - A warning from a Portland 'evacuee'

Hi Bobby,

My wife and I have recently relocated (or more accurately, evacuated) to Denver (LoDo), after a three-year search for a new city to replace Portland, Oregon, where we were living in the central business district for the past 15 years. Our condo was on the main Portland 'mall', with Trimet (our RTD) light-rail, streetcars, and buses all at our front door. We choose LoDo because of the fun, walkable, and relatively clean and orderly downtown, to replace what we had lost. Seeing previous images of the Union Station RTD transport center during COVID, I can tell you had those unsafe and unclean conditions of still been present, we would not have moved to Denver.

I have read the proposed new Code of Conduct, and although it may not be perfect, I highly recommended you approve it. I'm sympathetic that this may be a difficult decision for you, with so many 'moving parts', and responsibility to represent so many.

A similar Code of Conduct was recommended in Portland in roughly 2015, with businesses and residents seeing an increase in illicit, dangerous, and inappropriate behavior occurring on all transit modes. The conduct recommendations were largely gutted, and those limited provisions subsequently not well enforced. The result was a worsening over time of behavior, to the point that most downtown Portlanders stopped useship of these modes altogether for their safety. Now buses, trains and streetcars run downtown empty, with ghosts of a more pragmatic and responsible time as the only passengers. It's really sad, as I remember taking the streetcar and train to a from sporting events. No one does that anymore in Portland. All that expensive infrastructure is going to waste, and people are getting back in their cars.

The condition of the Portland we escaped was horrifying - dead bodies in the streets, sexual conduct in the open, gangs competing with weapons for camping territory, no 9-1-1 response, a 500% gun violence spike in 2022. Not a pretty sight, and not accurately reported in the media. We left for our physical safety. These were all self-inflicted wounds of poor public policy, well in motion before the pandemic and 2022 riots.

I wish you the best of luck in your RTD role, and thank you for serving your community - I know from experience its not often fun, but it can be rewarding.

Sincerely,

Fritz Jünker  
[REDACTED]  
[REDACTED]

