

NEWS RELEASE

RTD estimates its ridership has dropped 60% through today

Starting tomorrow, agency introduces changes to booking time frame for Access-a-Ride

DENVER (March 18, 2020) – The [Regional Transportation District \(RTD\)](#) estimates that ridership on its system has dropped about 60% through today as a result of the COVID-19 pandemic, based upon informal counts by staff across the transit system.

RTD is now providing about 139,000 trips each weekday, compared with 347,800 weekday trips one year ago. The agency is working to quantify the effects the pandemic is having on its ridership and solidify actual ridership figures. For comparison, transit agencies across the United States have reported that they are experiencing a drop in ridership ranging from 45-80%.

“We are monitoring our ridership daily to watch for emerging trends,” said RTD interim General Manager and CEO Paul Ballard. “During these challenging times, we must be nimble while also continuing to serve our customers, especially those who rely on us.”

RTD is committed to providing service to its customers, many of whom are transit dependent. It also recognizes the importance of continuing to serve healthcare workers and other professionals whose work is critical in fighting this disease.

RTD’s Access-a-Ride paratransit service also has seen a steady decline in bookings. While average weekday trip demand is typically around 3,000 trips per day, with a 3-4% cancellation rate on the day of service, trip numbers this week are lower – and cancellation rates are higher:

- Monday: 1,808 trips booked, 26% cancellation rate
- Tuesday: 1,277 trips booked, 20% cancellation rate
- Wednesday (through mid-afternoon): 1,098 trips booked, 17% cancellation rate

Effective tomorrow, Access-a-Ride will suspend five-day advance bookings and allow customers to only book next-day trips. All standing orders from Friday,



Regional Transportation District

1660 Blake Street
Denver, CO
80202

720.326.7311
Media Line

March 20, will be cancelled. Access-a-Ride customers still needing trips can call 303-292-6560 to book them. RTD is making this change to reduce demand for staff and better serve its customers who need this service. This change will remain in place until Gov. Jared Polis lifts the state of emergency declaration he made on March 10.

ABOUT RTD

The Regional Transportation District develops, operates and maintains a public transportation system that meets the transit needs of close to 3 million people within an eight-county service area in the Denver Metro region. RTD's buses, rail lines, shuttles and additional services provide approximately 100 million annual passenger trips. For more information, visit rtd-denver.com, call 303-299-6000 and follow along on social media: www.facebook.com/RideRTD, [@RideRTD](https://twitter.com/RideRTD) on Twitter, [@ridertd](https://www.instagram.com/ridertd) on Instagram and [rideRTDco](https://www.youtube.com/channel/UCRideRTDco) on YouTube. For the most current RTD news, visit the News Stop, at rtd-denver.com/news-stop.

###