


Memorandum

We make lives better through connections.



To: All Employees

From: Debra A. Johnson, General Manager and CEO 

Date: June 18, 2025

Re: **2025 Employee Survey Results**

Good morning, Team RTD.

It is my pleasure to announce that the results from the 2025 Employee Survey are available for your review.

RTD's annual Employee Survey is a critical tool through which the agency can garner an understanding of sentiment about topics that have direct bearing on the work environment. Participating in the survey is one of the most important, impactful ways individuals can affect change in this process. The survey supports RTD's Strategic Priority of Employee Ownership, which notes the agency seeks to attract and retain a highly skilled and engaged workforce.

This year's survey was conducted over a four-week period, from Tuesday, April 15, through Friday, May 16, 2025. Responses were submitted by 1,014 active colleagues, constituting 32% of the eligible total of 3,114 individuals. Hundreds of you submitted open-ended comments, which provide tremendous value and are reviewed by leadership throughout the agency, including me. I extend my sincere appreciation to every employee who shared their thoughts, attitudes and perceptions with the intent of improving our collective workplace.

In reviewing this year's Employee Survey results, there is much to celebrate, with steady and continuous improvement seen in many areas. Those particularly worthy of highlighting include:

- The likelihood of recommending RTD as an employer to friends or family (the agency's Net Promoter Score) increased over last year
- The Employee Ownership Composite Index Score – the average of survey scores related to how engaged, supported, safe feeling and understanding of how colleagues contribute to agency success – increased 16% over two years
- The percentage of employees saying they feel safe from crime in the work environment increased from 45% in 2023 to 70% in 2025, a 25% gain
- Employees of all tenure levels are satisfied with their employment at RTD, more so this year than last year and continuing in a positive direction over two years
- Year over year, 10 areas surveyed showed 15% gains over two years, including those related to workplace safety, professional development, internal communications, and understanding of how one's role connects to the agency's mission and vision
- 84% of employees said they plan to be working for RTD one year from now



The survey also asked respondents to rank areas of importance for employment characteristics and to assess how strongly they agree RTD meets their expectations with respect to the characteristics most important to them. In reviewing the responses:

- Fair compensation is far and away the most important employment characteristic to respondents, followed by a desirable schedule and having the right tools and equipment to perform one's job
- Fair compensation and opportunities for advancement were identified as areas of opportunity for 2025-26

Each of these results suggests that coordinated individual efforts have been effective in driving notable changes, and they map back to RTD's Strategic Initiatives of Back to Basics, People Power and Welcoming Transit Environment (the newest initiative, Customer and Community Connections, was not gauged by this survey).

A detailed slide deck of the 2025 Employee Survey results has been published on [the Hub](#). To watch the presentation given on this topic to the Performance Committee of the Board of Directors, [click here](#).

Should you have questions about the survey results, please email John McKay, Chief of Staff (john.mckay@rtd-denver.com).

Each of us is a critical part of the whole as we endeavor to make lives better through connections. Thank you for your continued commitment, dedication, and service.