



# THE HOP: Q1 2026 SERVICE PERFORMANCE



## TOTAL RIDERSHIP

186,041

**URBAN:** 129,383

**RURAL:** 4,536

**FORT HOOD:** 52,122



## RIDER SATISFACTION

**96% OF RIDERS FOUND THEIR RIDE SATISFACTORY**



## ON-TIME PERFORMANCE

**91%: DEMAND RESPONSE AND MICROTRANSIT TRIPS**

UP FROM 86% IN 2025



## AVERAGE WAIT TIME

**13:33 MINUTES**

FOR "LEAVE NOW" TRIP REQUESTS



## SAFETY PERFORMANCE

**2.16 INCIDENTS PER 100K MILES TRAVELED**



## CUSTOMER SERVICE

**1:24 AVERAGE WAIT TIME**

**.03% COMPLAINTS PER 100K**

