



THE HOP: Q3 2025 SERVICE PERFORMANCE



URBAN RIDERSHIP

MICROTRANSIT*: 176,364

REG. CONNECTOR: 11,549

*INCLUDES FT. HOOD



RURAL RIDERSHIP

MICROTRANSIT: 3,447

DEMAND RESPONSE: 1,464

REG. CONNECTORS: 495



ON-TIME PERFORMANCE

86%

DEMAND RESPONSE AND
MICROTRANSIT TRIPS



AVERAGE WAIT TIME

14.4 MINUTES

FOR "LEAVE NOW" TRIP REQUESTS



RIDER SATISFACTION

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



I ride because it's fun
and dependable. The
HOP gets me where I
need to go.



SAFETY PERFORMANCE

**1.67 INCIDENTS PER 100K MILES
TRAVELED**



CUSTOMER SERVICE

1:31 AVERAGE WAIT TIME

.01% COMPLAINTS PER 100



COMMUNITY EDUCATION

31 TRAVEL TRAININGS

30 COMMUNITY EVENTS



**DOWNLOAD THE HOP
MOBILE APP AND BOOK
YOUR NEXT RIDE!**



**FOLLOW THE HOP ON
FACEBOOK FOR NEWS
AND INFO!**

“My driver is
always courteous
and pleasant.”



Q3 REPRESENTS 7/1/25 - 9/30/25.
TAKETHEHOP.COM | 254.933.3700