



THE HOP: Q3 2026 SERVICE PERFORMANCE



TOTAL RIDERSHIP

URBAN: 148,680
RURAL: 5,010
FORT CAVAZOS: 63,477



ON-TIME PERFORMANCE

90.8%
DEMAND RESPONSE AND
MICROTRANSIT TRIPS



RIDER SATISFACTION

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



AVERAGE WAIT TIME

14:10 MINUTES
FOR "LEAVE NOW" TRIP REQUESTS



SAFETY PERFORMANCE

**2.27 INCIDENTS PER 100K
MILES TRAVELED**



CUSTOMER SERVICE

1:30 AVERAGE WAIT TIME
.02% COMPLAINTS PER 100K



Q3 2026 REPRESENTS 7/1/26 - 9/30/26 | [TAKETHEHOP.COM](https://www.takethehop.com) | 254.933.3700