



THE HOP: Q1 2025 SERVICE PERFORMANCE



URBAN RIDERSHIP

MICROTRANSIT*: 143,390

REG. CONNECTOR: 8,041

*INCLUDES FT. CAVAZOS



RURAL RIDERSHIP

MICROTRANSIT: 742

DEMAND RESPONSE: 310

REG. CONNECTORS: 120



ON-TIME PERFORMANCE

85.4%

DEMAND RESPONSE AND
MICROTRANSIT TRIPS



AVERAGE WAIT TIME

13.4 MINUTES



RIDER SATISFACTION

**95% OF RIDERS FOUND THEIR
RIDE TO BE SATISFACTORY**



The driver was very
polite, on time and
ensured safety
before driving off.



SAFETY PERFORMANCE

1.55 PER 100K MILES TRAVELED



CUSTOMER SERVICE

0:19 AVERAGE WAIT TIME

.06% COMPLAINTS PER 100



COMMUNITY EDUCATION

20 TRAVEL TRAININGS

2 COMMUNITY EVENTS



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



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



We had a blast.
I appreciate it very
much!



Q1 REPRESENTS 1/1/25 - 3/31/25.
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