



# THE HOP: Q2 2025 SERVICE PERFORMANCE



## URBAN RIDERSHIP

**MICROTRANSIT\***: 160,981

**REG. CONNECTOR**: 9,657

\*INCLUDES FT. CAVAZOS



## RURAL RIDERSHIP

**MICROTRANSIT**: 2,685

**DEMAND RESPONSE**: 1,255

**REG. CONNECTORS**: 391



## ON-TIME PERFORMANCE

**86.9%**

DEMAND RESPONSE AND  
MICROTRANSIT TRIPS



## AVERAGE WAIT TIME

**13.76 MINUTES**



## RIDER SATISFACTION

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



Amazing customer  
service. Great  
attitudes. And always  
with a smile!



## SAFETY PERFORMANCE

**1.51 PER 100K MILES TRAVELED**



## CUSTOMER SERVICE

**0:12 AVERAGE WAIT TIME**

**.24% COMPLAINTS PER 100**



## COMMUNITY EDUCATION

**12 TRAVEL TRAININGS**

**3 COMMUNITY EVENTS**



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



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



Great experience!  
Service was top tier.



Q2 REPRESENTS 4/1/25 - 6/30/25.  
**TAKETHEHOP.COM | 254.933.3700**