



THE HOP: Q2 2026 SERVICE PERFORMANCE



TOTAL RIDERSHIP

URBAN: 127,574

RURAL: 4,902

FORT CAVAZOS: 58,424



RIDER SATISFACTION

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



ON-TIME PERFORMANCE

91.2%

DEMAND RESPONSE AND
MICROTRANSIT TRIPS



AVERAGE WAIT TIME

13:48 MINUTES

FOR "LEAVE NOW" TRIP REQUESTS



SAFETY PERFORMANCE

**2.72 INCIDENTS PER 100K
MILES TRAVELED**



CUSTOMER SERVICE

1:29 AVERAGE WAIT TIME

.01% COMPLAINTS PER 100K

