



# THE HOP: Q4 2025 SERVICE PERFORMANCE



## URBAN RIDERSHIP

**MICROTRANSIT\***: 161,766

**REG. CONNECTOR**: 10,531

\*INCLUDES FT. HOOD



## RURAL RIDERSHIP

**MICROTRANSIT**: 4,178

**DEMAND RESPONSE**: 1,469



## ON-TIME PERFORMANCE

**89.4%**

DEMAND RESPONSE AND  
MICROTRANSIT TRIPS



## AVERAGE WAIT TIME

**13:25 MINUTES**

FOR "LEAVE NOW" TRIP REQUESTS



## RIDER SATISFACTION

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



## SAFETY PERFORMANCE

**0.8** INCIDENTS PER 100K MILES  
TRAVELED



Excellent service and  
fast pickup. Thank you  
for the reliable service.  
Keep up the great work!



## CUSTOMER SERVICE

**1:37** AVERAGE WAIT TIME

**.03%** COMPLAINTS PER 100



## COMMUNITY EDUCATION

**7** TRAVEL TRAININGS

**13** COMMUNITY EVENTS



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”



Q4 REPRESENTS 10/1/25 - 12/31/25

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