



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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“I’ve got so many reasons why my experience is always above and beyond!”



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