



## SERVICES



### Microtransit

Flexible, on-demand service that uses large vans to provide rides within the same city.



### Urban Commuter

Provides connections to Mobility Hubs found in each of The HOP's Urban microtransit zones.



### Rural Demand Response

Flexible, on-demand service that uses large vans to provide rides within the same county or county-to-county.

## Discover the difference with The HOP.

The HOP is more than just a way to get from point A to point B. We're a trusted partner in mobility, proudly serving the counties of Bell, Coryell, Milam, and Lampasas.

As a forward-thinking transit district in the heart of Texas, we connect communities with safe, reliable, and affordable transportation solutions that meet the needs of everyday life.

Whether you're commuting to work, heading to a doctor's appointment, running errands, or just exploring your town — The HOP is here to make your trip simple, stress-free, and accessible to all.

Our services are thoughtfully designed to support individuals, families, and communities across both urban and rural areas. Download our mobile app or call our friendly team today to plan your ride.

RIDER  
SATISFACTION



OUT OF 5



**My driver was focused on his job and the comfort of other passengers. She was friendly and considerate of their safety.**



### Hill Country Transit District

254.933.3700 | [takethehop.com](https://www.takethehop.com)

[comments@takethehop.com](mailto:comments@takethehop.com)

4515 W US 190 | Belton, Texas | 76513

Scan to  
download  
the rider app



## RIDER RULES

- Watch for steps, curbs and gutters
- Sit promptly after boarding
- Use handrails while walking and standing
- Remain seated until the vehicle has reached its stop
- Safely stow belongings
- All laundry must be stored in a closed bag or bin
- All oxygen supplies and bottles must be properly stored
- Refrain from traveling with oversized belongings
- Supervise children
- All children under the age of 12 years old must be accompanied by an adult
- Fold and store strollers
- Use headphones while listening to music or other media
- Follow the appropriate dress code
- Refrain from tobacco and alcohol usage
- No eating unless medically necessary
- No defaming property
- No explicit language or controversial commentary allowed
- No traveling with hazardous materials, explosives or weapons
- No distribution of print materials
- Always pick up after yourself
- Only service animals and pets in carriers are permitted
- Refrain from distracting the driver

For a complete list of rider rules, visit [takethehop.com/rider-rules](https://takethehop.com/rider-rules).

## LOST & FOUND

- Report all missing items by calling 254.933.3700
- All missing items are turned into the dispatcher on duty and logged into our system for safety purposes
- Proper identification and in-person pickup of found items is required
- All found items will be kept for a minimum of 30 days and securely stored
- Unclaimed items, after the 30-day hold, will be donated to the nearest Salvation Army or Goodwill

To view the Lost and Found Policy, visit [takethehop.com/lost-and-found-policy](https://takethehop.com/lost-and-found-policy).



## HELPFUL FAQs

### WHERE DOES THE HOP OPERATE?

The HOP operates Microtransit and complementary Regional Commuter services in the Killeen-Copperas Cove-Harker Heights and the Temple-Belton urban area, and Microtransit and Demand-Response service in rural communities within the four-county transit district. To view The HOP's system map, visit [takethehop.com/system-overview](https://takethehop.com/system-overview).

### WHO CAN USE THE HOP?

Everyone is welcome on The HOP. Riders under the age of 12 must be accompanied by an adult. Our fleet also includes wheelchair accessible vehicles.

### HOW DO I UTILIZE SERVICES?

Rides can be booked in The HOP rider app or by calling our agents at 254.933.3700. Helpful "How to Ride" guides can also be found on our website at [takethehop.com/book-a-ride](https://takethehop.com/book-a-ride).

### HOW MUCH DOES IT COST?

Trip cost ranges from \$2-\$4 depending on the service and distance. Qualified riders receive half fare with proof of eligibility. For a complete fare table, visit [takethehop.com/fare-media-pricing](https://takethehop.com/fare-media-pricing).

### HOW DO I BUY PASSES?

Passes can be purchased in The HOP rider app and at specified ticket vending locations. The HOP offers various ticket types based on need. To see a complete list of ticket vending locations, including phone numbers, visit [takethehop.com/purchase-locations](https://takethehop.com/purchase-locations).



### FOLLOW US

Stay up to date on The HOP's news, alerts and promotions by following us on Facebook.



### CALENDAR

View our Calendar of Events to engage with our team in person and learn more about The HOP.