

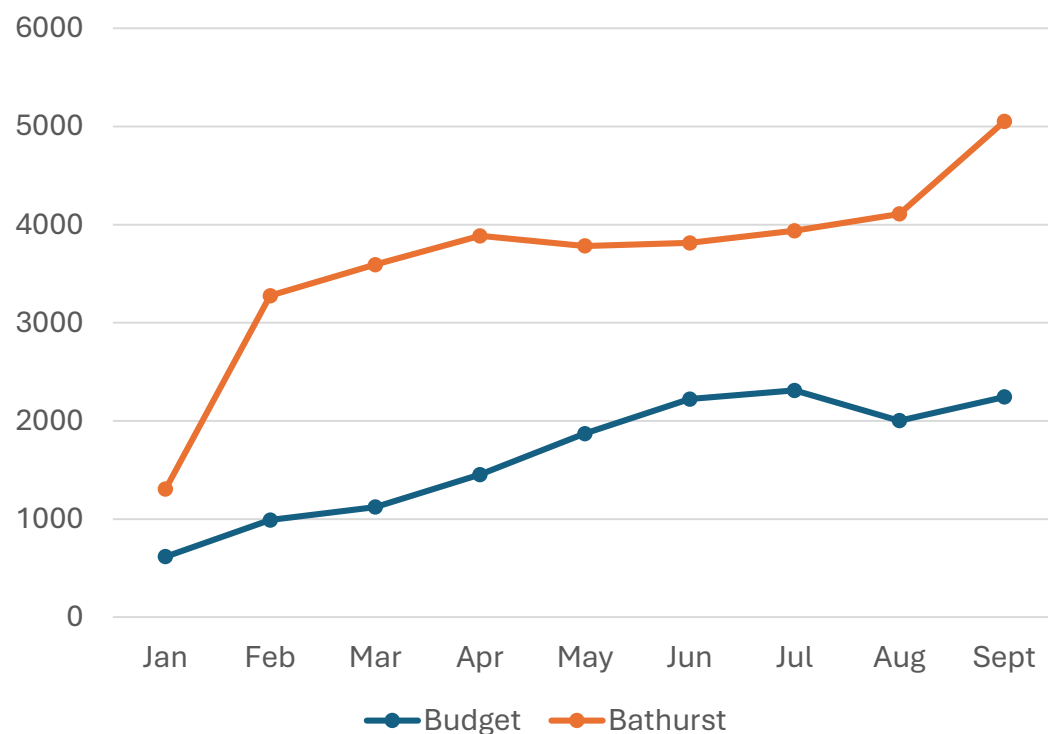
A blue and green FlexGo bus is parked in a snowy lot. The bus has "FlexGo" and "flexgo.com" written on its side. The background shows snow-covered trees and utility poles.

FlexGo Bathurst

The numbers tells the story of a need that was fulfilled.

Ridership – steady growth

Passengers Bathurst 2026- Actual vs Budget

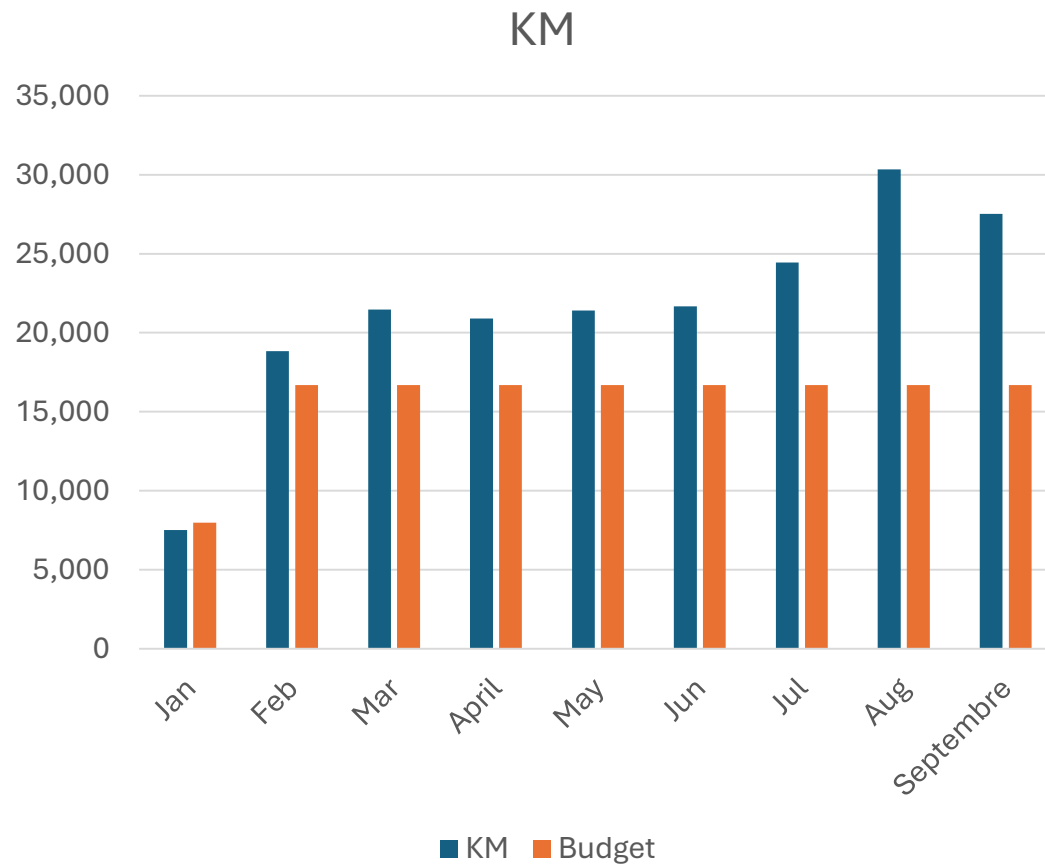


- FlexGo Public Transit in Bathurst is:

- 32,750 passenger as of September 28th
- 221% of the planned ridership

Improved mobility options for all of the demographic category in a substantial manner.

More Passengers yet range KM



- While we reached 221% of our ridership planning, we only have 137% of expected mileage.
 - This shows that the shared ride system is becoming more efficient with the increase of passengers.
 - 74.6% off all rides are shared in Bathurst
 - Added over 2,080 hours of driver service compared to original schedule to cope with the demand.

Call center vs Application

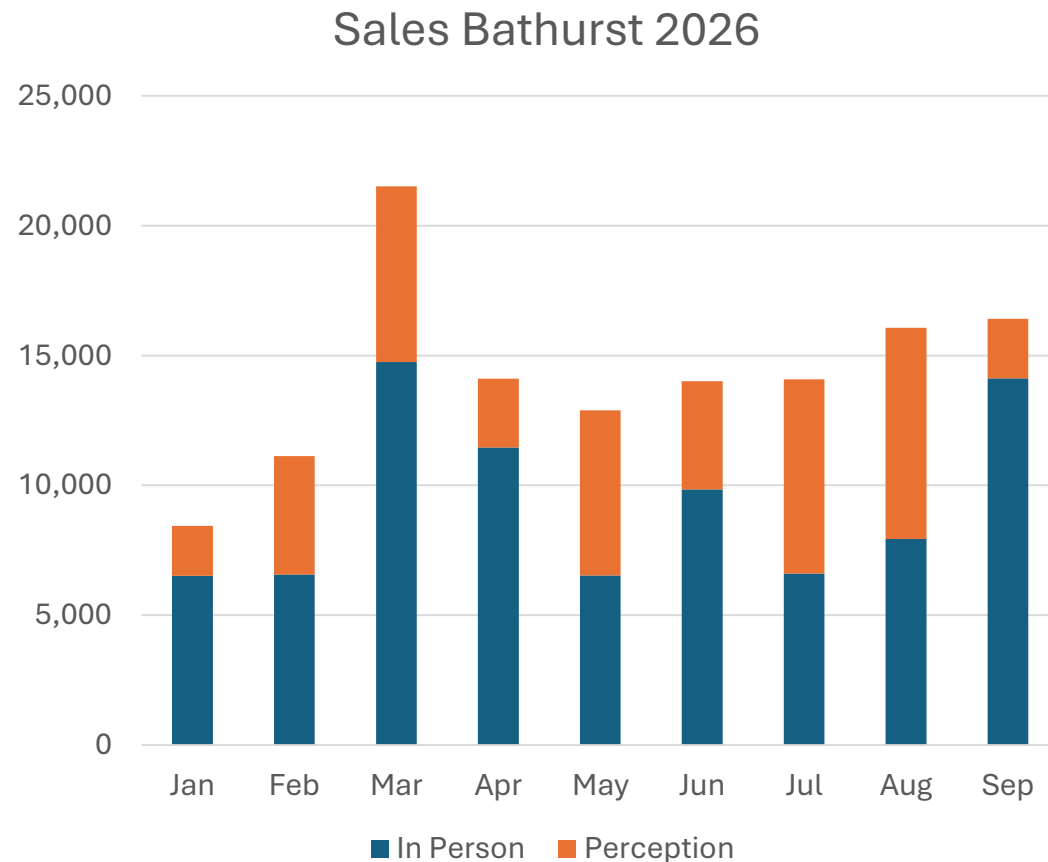
'Customer service is an opportunity to exceed your customer's expectations'
-John Jantsch



- 81.1% of all calls were booked directly via the application
- 18.9% of all calls were booked via the call center
- This metric has been sensible the same since the beginning of the service which shows that a hybrid system is necessary to really reach the different demographics of the region.



Sales



- \$112,233 of sales for FlexGo in Bathurst up to September 28th
- 193% of planned objective
- An increase of the in-person sales (blue line) is reflective of an increase in membership payment vs pay per trip format which shows a dedication to the service.

The mayor even thinks that the popularity of the service will lead to the purchase of more vehicles. I feel like we're going to run out of them, there's going to be an expansion, because people are going to use it, it's become the reality of today.

Marie-Emma Parenteau Radio Canada December 17th, 2026

Statistic Medley



FlexGo

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On time Performance (OTP):

Definition: Taxibus: 5 minutes outside the reservation system's window of acceptability (before or after).
Year to date:95.3%

Average customer rating: 4.7 / 5

Average direct time of transportation: 6.3 minutes

If you had taken your car from point A to point B without any stops

Average transit time of transportation: 15.7 minutes

Vehicle utilization : 79%

This includes our 5th vehicle currently on the road. 83-86% usually suggest the addition of a new vehicle
This is the average for the year, in September our vehicle utilization is 83.7%