

Public Transit (Public Levels of Service to Public) July 2020 - June 2021 Results

Sustainable Growth and Development

Pillar	Department Goal	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comment
Social	Codiac Transpo is committed to providing a safe, reliable and professional transit service to everyone in the tri-community	Codia Transpo	N/A	Fixed Route Transit Service	Transit schedule - Tri-Community	Transit passengers	To support ridership growth goal and provide better customer service.	Customer service	<ul style="list-style-type: none"> Arrive at destination within 3 minutes of scheduled arrival time Target: 85% of the time 	88%	N/A	-	<ul style="list-style-type: none"> CAD AVL (Computer Aided Dispatch / Automatic Vehicle Locator) installation completed and target established in 2020
					Customer Ridership - Tri - Community	Transit passengers	To support ridership growth goal	New transit passengers	<ul style="list-style-type: none"> Increase ridership by 2% annually 	-51%	No	Yes	<ul style="list-style-type: none"> Covid-19 impacts include: reduced passenger demand; reduced bus routes; less service trips offered; capacity restrictions due to Provincially mandated physical distancing requirements (i.e permitted only 20-50% of maximum seating capacity). Starting in December 2020, Province of NB permitted full seated capacity during Yellow phase only. As of June 2021, passenger ridership is approximately 49% of pre-pandemic levels.
					Bus Pass Sales - Tri-Community	Transit passengers	To support ridership growth goal, encourage migration from cash payments to acquiring multi-ride passes.	Revenue	<ul style="list-style-type: none"> increase bus pass purchases by 2% annually (through 19 retail outlets and mobile app) 	-21%	No	Yes	<ul style="list-style-type: none"> Fare collection was waived from March to August 2020 to meet physical distancing requirements Fare revenues were 21% below budget expectations due to pandemic impacts on the 2020 budget.
					Customer Inquiries - Tri Community	Transit passengers / Citizens	Respond to citizen inquiries	Customer service	<ul style="list-style-type: none"> respond to citizen inquiries within 36 hours of receipt Target: 90% of the time 	94%	Yes	Yes	