

Sustainable Growth and Development - Codiac Transpo

Pillar	Description	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	Results / Comment
Social	Codiac Transpo is committed to providing a safe, reliable and professional transit service to everyone in the tri-community	Codiac 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	• Arrive at destination within 3 minutes of scheduled arrival time	85%	91%	95%	87%	• Moncton bus routes were on time 91% of the time (CAD AVL data)
					Customer Ridership - Tri - Community	Transit passengers	To support ridership growth goal	New transit passengers	• Increase ridership by 2% annually	2% p.a.	43%	53%	No	• 43% ridership increase (July 2023 - June 2024) (Farebox data)
					Bus Pass Sales - Tri- Community	Transit passengers	To support ridership growth goal, encourage migration from cash payments to acquiring multi-ride passes.	Revenue	• increase bus pass purchases by 2% annually (through 19 retail outlets and mobile app)	2% p.a.	46%	67%	No	• 46% sales increase compared to same period prior year (Farebox Data)
					Customer Inquiries - Tri Community	Transit passengers / Citizens	Respond to citizen inquiries	Customer service	• Respond to citizen inquiries within 36 hours of receipt	90%	93%	95%	Yes	• Of 551 responses, Supervisor closed 93% within 36 hours or less