

Public Transit (Public Levels of Service to Public) July 2022 - June 2023 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 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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	<div>• Arrive at destination within 3 minutes of scheduled arrival time</div> <div>• Target: 85% of the time</div>	Yes	Yes (87)	Yes (88%)	● Target Achieved. Measured 32,677 trips to determine average. 95.4% within 3 minutes of schedule time.
					Customer Ridership - Tri - Community	Transit passengers	To support ridership growth goal	New transit passengers	<div>• Increase ridership by 2% annually</div>	Yes	No	No (51%)	● Target Achieved. Cash fares increased 53% compared to same reporting period prior year.
					Bus Pass Sales - Tri-Community	Transit passengers	To support ridership growth goal, encourage migration from cash payments to acquiring multi-ride passes.	Revenue	<div>• Increase bus pass purchases by 2% annually (through 19 retail outlets and mobile app)</div>	Yes	No	No (21%)	* Target Achieved. Bus Pass sales increased 67% compared to same reporting period prior year.
					Customer Inquiries - Tri Community	Transit passengers / Citizens	Respond to citizen inquiries	Customer service	<div>• Respond to citizen inquiries within 36 hours of receipt</div> <div>• Target: 90% of the time</div>	Yes	Yes	Yes (94%)	Target achieved. 511 follow up requests, 94.7% completed in 3 days or less.