

this service increase will ensure that transit can be effectively planned, scheduled, and delivered and that customers can feel safe riding the system. The requested positions are required to increase bus fleet use to 80 per cent by delivering 40,000 more annual hours of maintenance and expanded transit enforcement coverage. The increase will improve capacity on up to 11 routes and introduce up to four new express routes to build a 15-minute network. The overall riding experience could suffer without service support staff: cancellations can occur more frequently due to bus availability issues; there may be less ability to respond to changes in travel patterns resulting in crowded or infrequent buses; and enforcement response times may be longer, impacting customer safety.