



Enhancing Surface Transit

“Bunching and Gapping” Improvement Pilot

July 2025



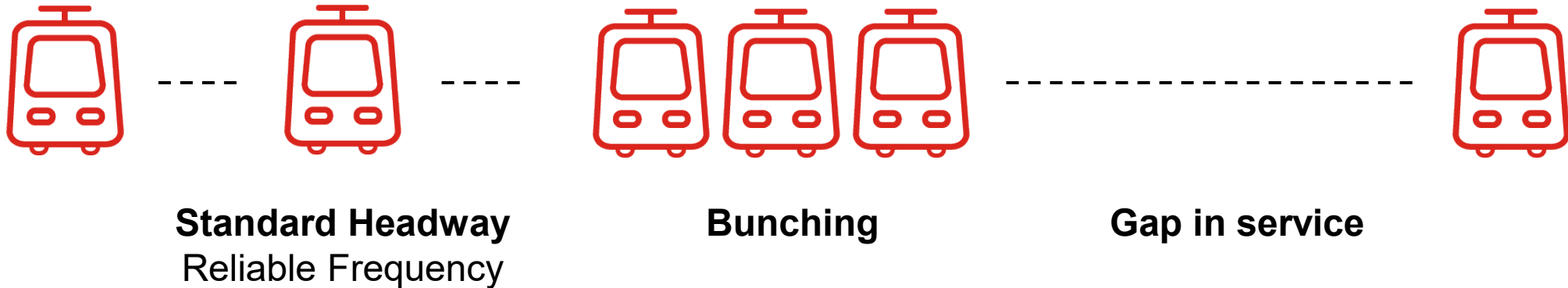
Bunching & Gapping Pilot: Roadmap



| Route Management Pilot

Bunching & Gapping

Vehicles that are not properly spaced, either too close together or too far apart, resulting in missed scheduled headways



Performance is measured by the percentage of time scheduled headways are achieved.

Root Cause Analysis

Vehicle, Operator & Customer Behaviour

Boarding/Alighting, Door/Ramp/Bike Rack Operations, Right of Way Intrusions

Operating Environment

Traffic, Road Users, Parking, Bike Lanes, Patios, Closures, Construction, Events, Transit Signal Priority, Dedicated Lanes, Turn Restrictions

Route Management & Design

Supervision, Departures, Training, Running Times, Stop Spacing, Layby/Loop Availability

Route	Baseline (Jan-Sep 2024)	Target (10% Improvement)	Week of July 2
7 Bathurst	67%	77%	74%
512 St. Clair	69%	79%	70%



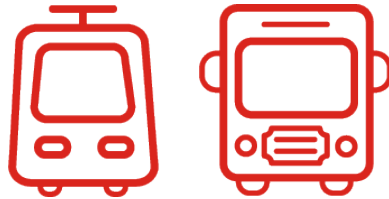
| Next Steps



| What Does Success Look Like?



Proven tactics from pilot routes can be expanded to other routes with funding and partnerships



Improved performance on pilot routes



Measurable improvements in customer experience on pilot routes

