

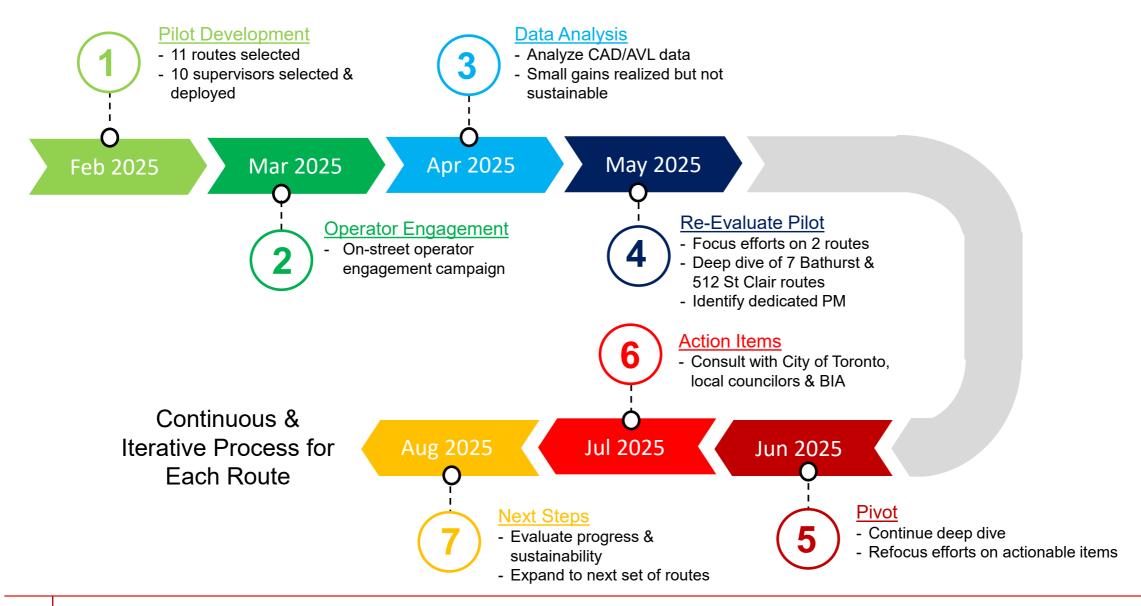
Enhancing Surface Transit

"Bunching and Gapping" Improvement Pilot

July 2025



Bunching & Gapping Pilot: Roadmap

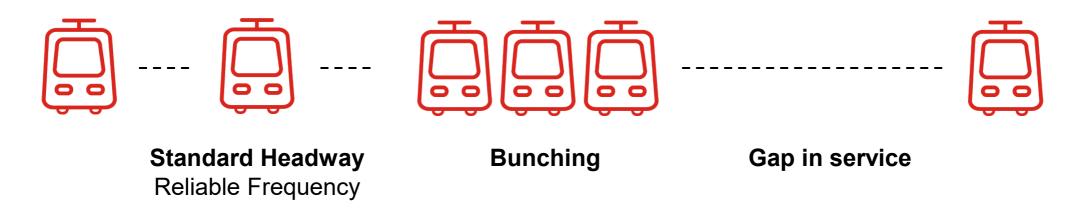




Route Management Pilot

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



Implement corrective action items
directly under TTC control

Meet with City of Toronto to review findings and potential mitigation measures that require partnership



Review results

Meet with local councillors and BIA to discuss and gain support for CoT/TTC mitigation measures

Implement mitigation measures



Review results

Refine measures

Measure against customer experience and satisfaction



Expand efforts to a further two routes

Report back to the Board



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



