For Action

Bunching and Gapping Pilot Project Update

Date: November 3, 2025
To: TTC Board
From: Interim Chief Operating Officer

Recommendations

It is recommended that the TTC Board:

1. Receive the preliminary outcomes of the TTC's Bunching and Gapping Pilot.

Summary

The purpose of this report is to present the preliminary outcomes of the TTC's Bunching and Gapping Pilot, launched in March 2025, targeting service reliability on 11 high-priority routes.

The pilot targets 11 high-priority routes selected based on performance and operational impact. The routes included in the pilot are as follows:

Bus Routes: 7 Bathurst, 24 Victoria Park, 924 Victoria Park Express, 25 Don Mills, 925 Don Mills Express, 29 Dufferin, 929 Dufferin Express, 100 Flemington Park, 165 Weston Road North.

Streetcar Routes: 506 Carlton, 512 St Clair.

The pilot initially launched across all 11 routes; however, early results showed that a broad application of partial resources did not yield significant performance improvements. In June 2025, targeted efforts were introduced on five key routes: 7 Bathurst, 24 Victoria Park, 924 Victoria Park Express, 506 Carlton, and 512 St Clair, with increased supervision, focused Operator management, and enhanced co-ordination with our City of Toronto partners. Under this model, one Transit Control Route Supervisor was assigned to each route, thereby ensuring that service could be managed more proactively and providing operational learnings to inform future system-wide reliability improvements.

On September 7, 2025, two additional routes, 100 Flemingdon Park and 165 Weston Road North, were incorporated into the focused supervision model, expanding this dedicated oversight to these corridors and further supporting service reliability improvements.

As of October 2025, the pilot has been further refined to focus performance specifically on weekday morning and afternoon peak periods, enabling more accurate identification and resolution of service reliability challenges.

The remaining four pilot routes remain under regular monitoring within the broader service management, with preliminary data helping to determine whether targeted interventions may be needed in the future.

The Board will receive these outcomes when available, and a decision on extending the pilot into 2026 will be made at year-end.

Background and Analysis

The pilot is attempting to improve performance centred on bunching (vehicles too close together) and gapping (vehicles too far apart) that disrupt service regularity, reduce capacity, and lower customer satisfaction.

The causes of bunching and gapping vary, including Operator behaviour, customer incidents, traffic congestion, city events, construction, and operational factors, such as door/ramp operations.

This report presents preliminary findings and outlines operational challenges observed to date. The pilot will continue through the end of 2025, supported by eight dedicated Supervisors and one Project Manager, at which point a determination will be made whether to extend the initiative into 2026.

Bunching and Gapping Pilot Performance Metrics

The Bunching and Gapping Pilot performance is measured against two key metrics as defined in the TTC's service standards:

- Punctuality at Terminals: A vehicle is considered on-time if leaving within ±50% of the scheduled headway.

- Headway Adherence: A vehicle is considered on-time if spacing is within 50% of the scheduled headway; gapping is flagged at >150%.

Targets for each pilot route were established using 2024 performance data as a baseline. For most routes, the target represented a 10% improvement over the 2024 average performance, reflecting achievable progress through focused supervision and operational interventions.

An exception was applied to the 512 St Clair route, where data prior to Week 27 (June 30, 2024) were excluded, as the route was temporarily operated by bus service earlier in the week. The target for St Clair was therefore based on performance from Week 27 onward once streetcar service resumed.

Results:

Table 1: Punctuality at Terminals based on Headway (All Time Periods)
Week 41: October 6-12, 2024 versus 2025 (Pilot Routes)

Route	Target	Punctuality at Terminals 2024	Punctuality at Terminals 2025
*7 Bathurst**	*90%*	*84%*	*89%*
*24 Victoria Park**	*90%*	*81%*	*87%*
*924 Victoria Park Express**	*90%*	*83%*	*87%*
*506 Carlton**	*81%*	*68%*	*74%*
*512 St Clair**	*83%*	*78%*	*83%*
*100 Flemingdon Park***	*74%*	*65%*	*77%*
*165 Weston Road North***	*88%*	*72%*	*79%*
25 Don Mills	65%	51%	63%
925 Don Mills Express	88%	77%	69%
29 Dufferin	87%	72%	59%
929 Dufferin Express	86%	77%	60%

*Routes marked with an asterisk (**) represent the four focus routes of the 2025 Bunching and Gapping Pilot, where enhanced supervision and mitigation efforts were concentrated.

Routes with a double asterisk (***) were added to the focused supervision model beginning September 7, 2025.

Explanation of Table 1: Punctuality at Terminals (Week 41: October 6-12, 2024 versus 2025)

Table 1 compares the punctuality of selected bus and streetcar routes participating in the 2025 Bunching and Gapping Pilot. “Punctuality at terminals” measures how consistently vehicles depart at terminal points according to their scheduled headway.

Week 41 2025 is compared with the same week in 2024 to evaluate the impact of enhanced supervision and operational interventions implemented as part of the pilot.

1. Focus Routes (Original Five Pilot Routes)

7 Bathurst, 24 Victoria Park, 924 Victoria Park Express, 506 Carlton, and 512 St Clair. These routes were the original focus of the 2025 Bunching and Gapping Pilot, where the resources were concentrated:

- Route 7 Bathurst (Target: 90%) improved from 84% in 2024 to 89% in 2025, approaching the target.
- Route 24 Victoria Park (Target: 90%) improved from 81% to 87%.
- Route 924 Victoria Park Express (Target: 90%) improved from 83% to 87%.
- Route 506 Carlton (Target: 81%) improved from 68% to 74%, moving closer to the target.
- Route 512 St Clair (Target: 83%) improved from 78% to 83%, achieving its target performance.

These results indicate that the routes receiving focused supervision are demonstrating measurable and consistent improvement in service reliability.

2. Newly Added Focus Routes (Introduced in September 2025)

The 100 Flemingdon Park and 165 Weston Road North were added to the focused supervision model beginning September 7, 2025. Although they have only recently been included, both have already demonstrated measurable improvement in service reliability.

- Route 100 Flemingdon Park (Target: 74%) improved from 65% in 2024 to 77% in 2025, surpassing its target.
- Route 165 Weston Road North (Target: 88%) improved from 72% to 79%, showing progress toward its target.

These early results show that applying the focused supervision model can yield positive outcomes within a short period, suggesting the potential for broader expansion to additional routes.

3. Other Pilot Routes (Don Mills and Dufferin)

25 Don Mills, 925 Don Mills Express, 29 Dufferin, and 929 Dufferin Express. Both the Don Mills and Dufferin routes experience significant day-to-day pressures from traffic, construction along the route, long wait times at traffic signals, and busy passenger loads, especially during rush hours. Together, these factors create service challenges that are closely tracked as part of ongoing route management:

- Route 25 Don Mills (Target: 65%) improved from 51% in 2024 to 63% in 2025, approaching the target.

- Route 925 Don Mills Express (Target: 88%) decreased from 77% to 69%.
- Route 29 Dufferin (Target: 87%) decreased from 72% to 59%.
- Route 929 Dufferin Express (Target: 86%) decreased from 77% to 60%.

The continued underperformance along these corridors highlights the need for further review and targeted measures, including additional transit signal priority and ongoing field supervision to help stabilize headways and improve service consistency.

Overall Summary

Overall, the 2025 results demonstrate that routes with dedicated supervision, active management, and transit signal improvements have shown measurable gains in service reliability. The added supervision on select routes has proven effective in improving punctuality at terminals where fully implemented, and early improvements on newly added routes reinforce its scalability.

Future phases of the pilot will continue to refine these interventions and extend them to additional corridors to further enhance service consistency and improve the customer experience.

Table 2: Headway Adherence at Timing Points (All Time Periods)
Week 41: October 6-12, 2024 versus 2025 (Pilot Routes)

Route	Target	Punctuality at Terminals 2024	Punctuality at Terminals 2025
*7 Bathurst**	*73%*	*62%*	*73%*
*24 Victoria Park**	*75%*	*61%*	*73%*
*924 Victoria Park Express**	*85%*	*72%*	*78%*
*506 Carlton**	*64%*	*54%*	*59%*
*512 St Clair**	*69%*	*64%*	*65%*
*100 Flemingdon Park***	60%	52%	66%
*165 Weston Road North***	65%	58%	58%
25 Don Mills	59%	46%	50%
925 Don Mills Express	75%	65%	61%
29 Dufferin	63%	55%	57%
929 Dufferin Express	67%	60%	58%

*Routes marked with an asterisk (**) represent the four focus corridors of the 2025 Bunching and Gapping Pilot, where enhanced supervision and mitigation efforts were concentrated.

Routes with a double asterisk (**) were added to the focused supervision model beginning September 7, 2025.

Explanation of Table 2: Headway Adherence at Timing Points (Week 41: October 6-12, 2024 versus 2025)

Table 2 presents the results of headway adherence for selected bus and streetcar routes participating in the 2025 Bunching and Gapping Pilot.

Headway adherence measures how closely vehicles operate to their scheduled spacing between timing points along the route. High adherence means that service is evenly spaced, reducing customer wait times and preventing vehicles from arriving in groups ("bunching").

The table compares performance during Week 41, 2025, to the same period in 2024. Each route has a defined target, which reflects the desired percentage of trips operating within the acceptable headway range.

1. Focus Routes (Original Five Pilot Routes)

7 Bathurst, 24 Victoria Park, 924 Victoria Park Express, 506 Carlton, and 512 St Clair. These routes were the original focus of the 2025 Bunching and Gapping Pilot, where the resources were concentrated:

- Route 7 Bathurst (Target 73%) improved from 62% in 2024 to 73% in 2025, meeting its target.
- Route 24 Victoria Park (Target 75%) improved from 61% to 73%, approaching its target.
- Route 924 Victoria Park Express (Target 85%) increased from 72% to 78%, showing improvement but remaining below target.
- Route 506 Carlton (Target 64%) improved from 54% to 59%, moving toward the target. This route continues to experience external challenges operating through the downtown core, including lane restrictions and CaféTO installations, which limit consistent streetcar movement.
- Route 512 St Clair (Target 69%) increased from 64% to 65%, showing modest progress. Service performance on this route benefited from the addition of four extra vehicles and an increase of four minutes in running time, which together enhanced recovery time and supported better spacing between vehicles.

These results demonstrate that focused route supervision and headway management are contributing to more consistent spacing between vehicles, particularly on the Bathurst and Victoria Park corridors.

2. Newly Added Focus Routes (Introduced in September 2025)

The 100 Flemingdon Park and 165 Weston Road North were added to the focused supervision model beginning September 7, 2025. Despite their recent inclusion, early results show improvement in headway consistency.

- Route 100 Flemingdon Park (Target 60%) improved from 52% in 2024 to 66% in 2025, exceeding its target.
- Route 165 Weston Road North (Target 65%) remained steady, at 58% in both 2024 and 2025, slightly below its target.

Early results suggest that routes receiving enhanced supervision through both real-time monitoring and on-street presence experience quick improvements to headway adherence.

3. Other Pilot Routes (Don Mills and Dufferin)

25 Don Mills, 925 Don Mills Express, 29 Dufferin, and 929 Dufferin Express: Performance on the Don Mills and Dufferin routes continues to be affected by roadway congestion and limited transit signal coordination.

- Route 25 Don Mills (Target 59%) improved from 46% in 2024 to 50% in 2025, remaining below target. Ontario Line construction along this corridor continues to cause delays, affecting overall service reliability and headway adherence.
- Route 925 Don Mills Express (Target 75%) declined from 65% to 61%. Performance has remained generally steady throughout the year, though variability persists due to the same Ontario Line construction impacts affecting the 25 Don Mills local service.
- Route 29 Dufferin (Target 63%) improved slightly from 55% to 57%, still below target. This route continues to face poor terminal departures and headway reliability, with bunching and gapping levels stable, but below target. Congestion through the Yorkdale/401 area and along Bloor Street, combined with large events at the Exhibition Grounds, has affected route performance. Key events, including the CNE and BMO Field activities, require planned diversions for the 29 Dufferin, impacting route performance.
- Route 929 Dufferin Express (Target 67%) declined from 60% to 58%, similarly, impacted by congestion, special events, and construction activity along the corridor.

These results indicate that while modest improvements were observed on some routes, consistent headway management remains challenged by external factors, particularly major infrastructure projects and event-related disruptions, which remain the main contributors to reduced reliability.

Overall Summary

In summary, the 2025 headway adherence results show that the added Supervisors continue to improve vehicle spacing and reliability on routes where they have been assigned. The Bathurst, Victoria Park, and Flemingdon Park corridors have achieved or

exceeded targeted levels, while the Carlton and St Clair routes are showing steady improvement despite ongoing external challenges.

The Don Mills and Dufferin corridors continue to face unique pressures from construction, congestion, and event activity, underscoring the possible importance of ongoing supervisory monitoring through enhanced supervision. The results demonstrate that focused service management enhances service consistency and reliability for customers.

An overview and presentation of all 11 pilot routes are provided in Appendix A. With additional time and/or reallocation of resources, the pilot is expected to expand to the remaining routes, including 29 Dufferin, 929 Dufferin Express, 25 Don Mills, and 925 Don Mills Express, allowing for focused interventions and performance improvements across the full set of pilot routes.

Hot Spots and Mitigation Strategies

Analysis of pilot routes has identified several key hotspots contributing to delays and service variability across both bus and streetcar routes. These hot spots reflect operational challenges that are being managed through TTC mitigation strategies, with City of Toronto interventions planned or under review in select areas:

- 7 Bathurst: Delays from parked cars, left turns, school traffic, with mitigations including vehicle spacing, additional vehicles, on-street and Transit Control Centre supervisor support, and left-turn restrictions.

- 25 Don Mills/925 Don Mills Express: main drivers of poor performance include Ontario Line construction and heavy traffic, with mitigations proposed to include pre-positioned extra buses and additional supervisory support.

- 165 Weston Road North: main drivers of poor performance include construction and parked vehicles, with the mitigation measures proposed to be focused on service management, and additional Supervisor deployment.

- 506 College streetcar route: poor performance driven by increased dwell times due to higher passenger volume, traffic congestion, CaféTO installations, and mitigation measures proposed include: vehicle spacing, Supervisor deployment, service adjustments, and implementation of transit signal priority.

- 512 St Clair: experiences slower travel times through St Clair West Station as a mid-point location, along with traffic congestion at the end terminals. To mitigate these impacts, service adjustments have been implemented, including the addition of four vehicles and four minutes of running time, continued discussions with City of Toronto traffic management on added mitigation measures and the ongoing review of stop spacing.

For a detailed breakdown of hot spot locations and specific issues, please refer to Appendix B.

In summary, the following factors require continued investigation, resolution, and further strategies, both internal and external to the TTC:

External: Unplanned incidents/diversions, collisions, events, construction, congestion, parking, and bike lanes.

Internal: Internal factors include Operator performance and limited on-street supervision. Route characteristics, such as the spacing of stops, also influence travel times and schedule reliability.

Mitigation: Challenges are being addressed through targeted training and temporary on-street Supervisor support to provide real-time guidance. In parallel, a review of capital priorities is underway to identify opportunities for improvements and coordinated measures, such as implementation of bus priority measures, traffic signal reviews, and construction planning that support reliable and consistent service across the network.

Service Reliability Improvements

- Transit Priority Measures: RapidTO bus lanes, signal priority, curbside management, intersection improvements, and temporary parking and turn restrictions.

- Bathurst and Dufferin Improvements: The changes approved by Council on Bathurst and Dufferin streets aim to enhance bus service by improving travel times, reducing congestion, and ensuring more reliable operations.

- Stop Spacing Rationalization: Reviewing stop locations for efficiency and accessibility.

- Technology and Innovation: AI-enabled, real-time prediction and decision support tool to be piloted in December 2025.

Innovation and Technology: Real-Time Prediction and Decision Support Tool for Transit Headway Management

The TTC is partnering with an academic institution to develop an AI-enabled tool that provides real-time monitoring, predictive analytics, and actionable recommendations to reduce vehicle bunching and service gaps. The initial release integrates real-time data, schedule information, and crowding metrics, with future enhancements expected to incorporate additional data sources. The tool’s effectiveness will be piloted in December to evaluate improvements to headway reliability.

Diversity, Equity, and Inclusion Matters

The TTC’s commitment to provide fast, reliable, and consistent travel supports all equity-seeking groups across the city. By improving the on-time performance of service,

the TTC is working to ensure service is reliable across the network, supporting the TTC's focus groups of low-income, shift workers, and women's trip planning. Reliable transit, including adhering to the schedule or headway, is important for all customer demographic groups.

Corporate Plan Alignment

The bunching and gapping initiative supports Action 2.3.1 Review Operating Performance to Improve Service Delivery in the Corporate Plan, by improving the on-time performance of routes and subsequently improving the customer experience.

Financial Impact

No additional funding for this pilot was received through the 2025 Operating Budget, approved by the TTC Board on January 10, 2025, and by City Council on February 11, 2025. Consequently, existing TTC resources were reallocated to prioritize implementation of the pilot routes and ensure operational continuity through December 2025. The total projected costs for the pilot resourcing in 2025, based on staggered start dates, are $0.5M or an annualized cost of $0.9M.

Looking ahead to 2026, sustaining the eight Supervisors and one Project Manager will be essential to maintain the operational gains achieved through the pilot. Internally, the TTC is conducting a broader review of the pilot's overall effectiveness, resource requirements, and potential implications for future operations. Insights from this review will inform any future decisions regarding funding, staffing, or potential expansion of the pilot.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Contact

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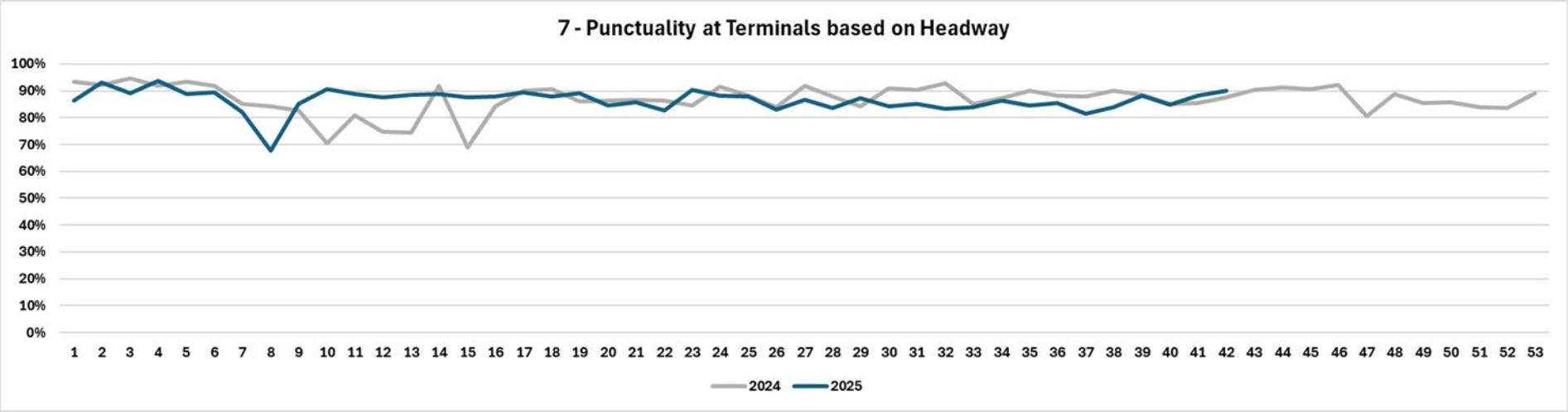
Attachments

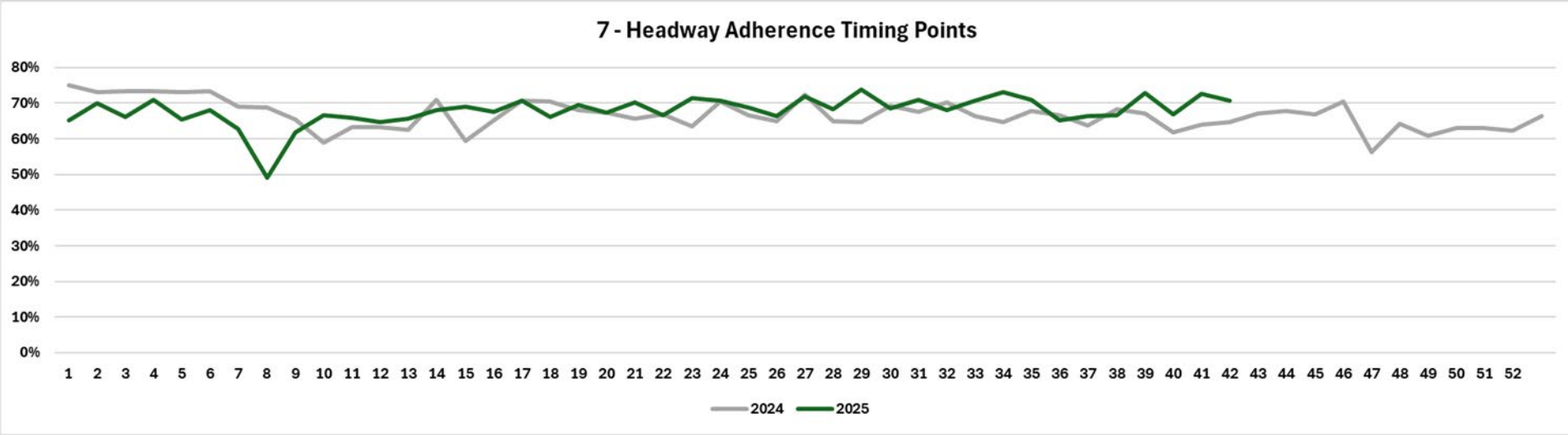
Appendix A – Detailed Bunching and Gapping Pilot Statistics.
Appendix B – Detailed breakdown of hot spot locations and specific issues

Chart 1: Punctuality at Terminals based on Headway – 2024 versus 2025: 7 Bathurst



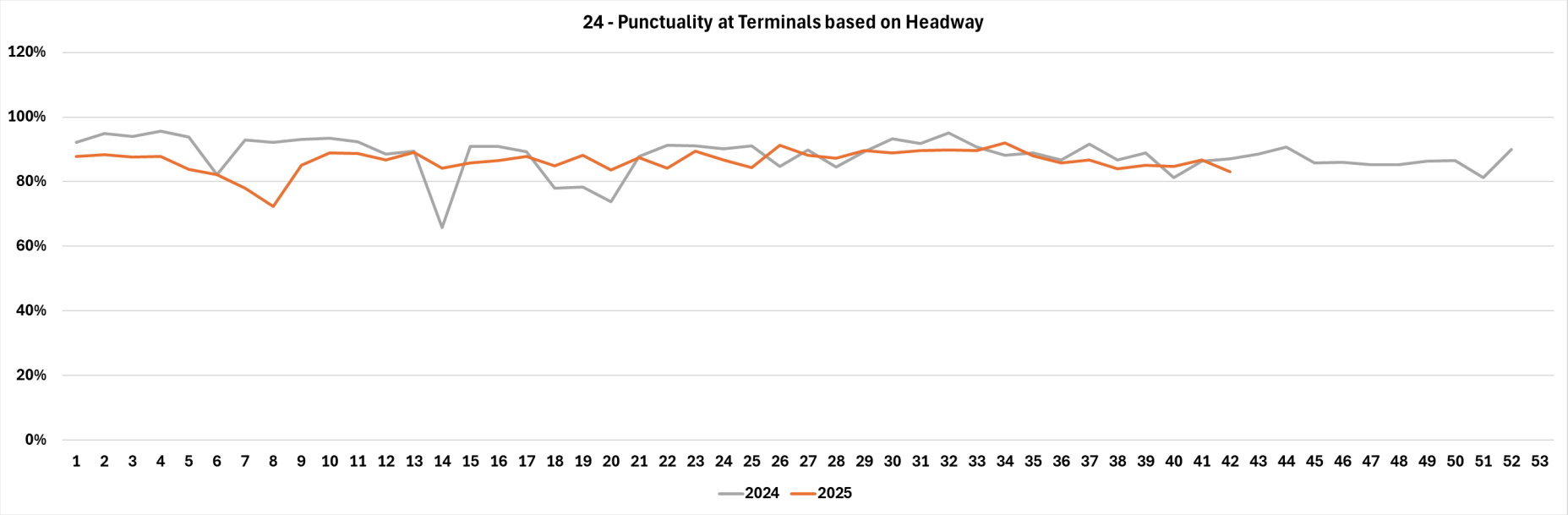
Since the focused intervention in Week 29 2025, end-terminal punctuality has averaged 85.6 percent from Weeks 29 to 42. Although this is marginally below the 87.2% average from Weeks 1 to 28, performance has become more consistent, reflecting stable punctuality at terminals.

Chart 1A: Headway Adherence at Timing Points – 2024 versus 2025: 7 Bathurst



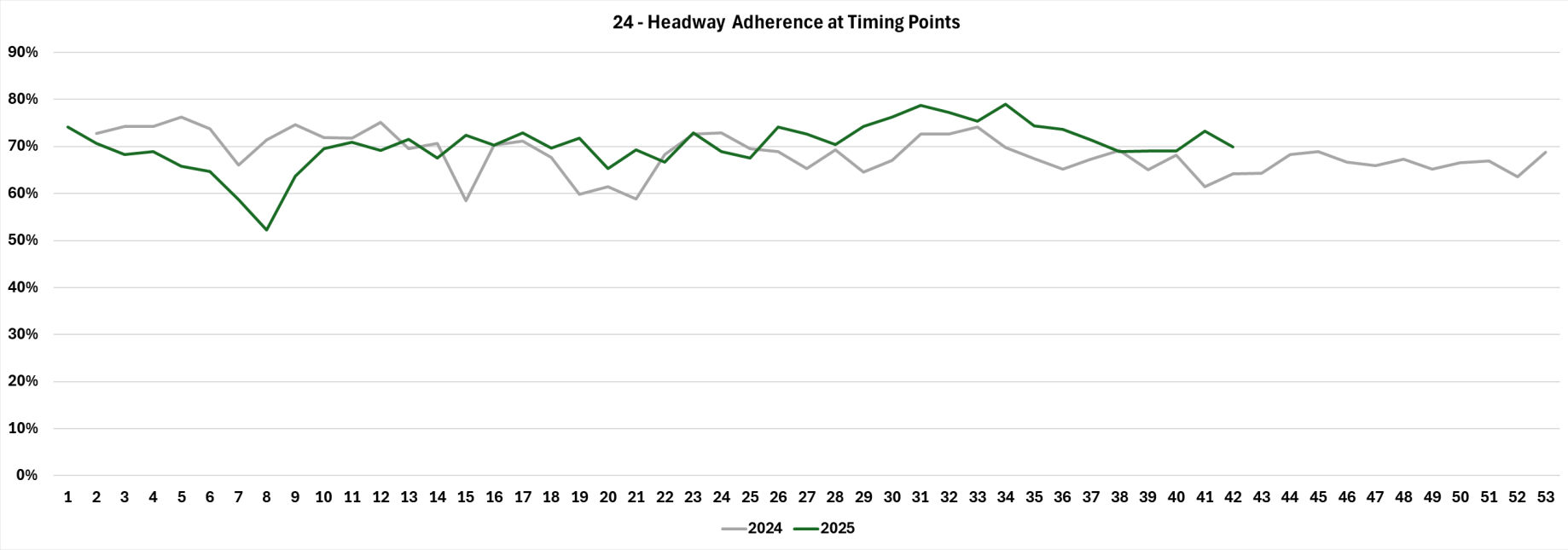
Route 7 experienced lower headway adherence in the first half of 2025 compared to 2024. Following targeted interventions beginning in Week 28, performance has shown signs of stabilization and gradual improvement. Ongoing monitoring and schedule adjustments aim to sustain these gains toward the 73% target.

Chart 2: Punctuality at Terminals based on Headway – 2024 versus 2025: 24 Victoria Park



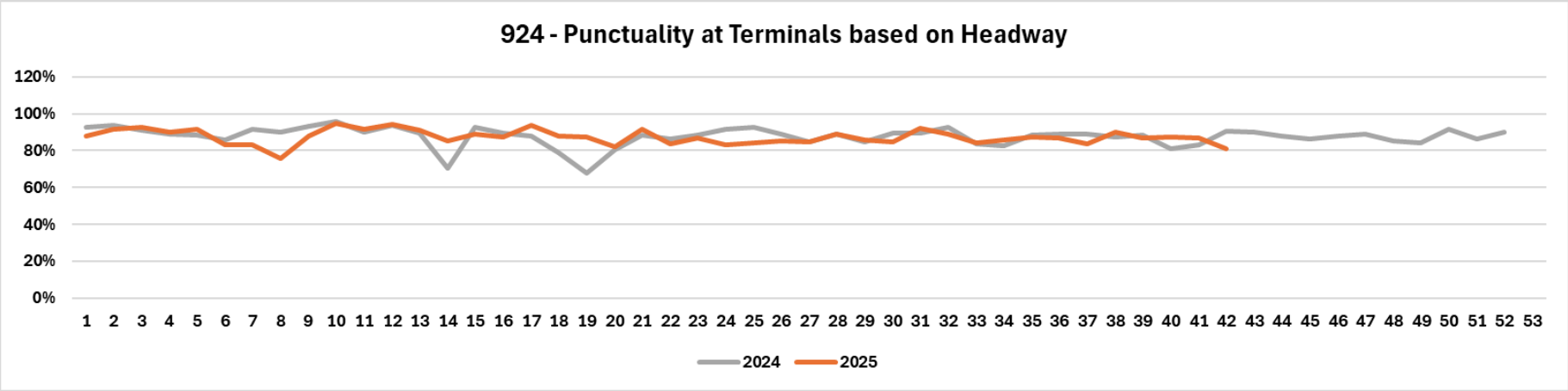
Punctuality at Route 24 terminals averaged 86% in 2025, slightly below the 90% target and lower than the 2024 performance. Performance declined in the first half of the year, with several weeks below 85%, reflecting early operational variability. Following interventions initiated in Week 28, punctuality has stabilized and shown gradual improvement toward target levels.

Chart 2A: Headway Adherence at Timing Points – 2024 versus 2025: 24 Victoria Park



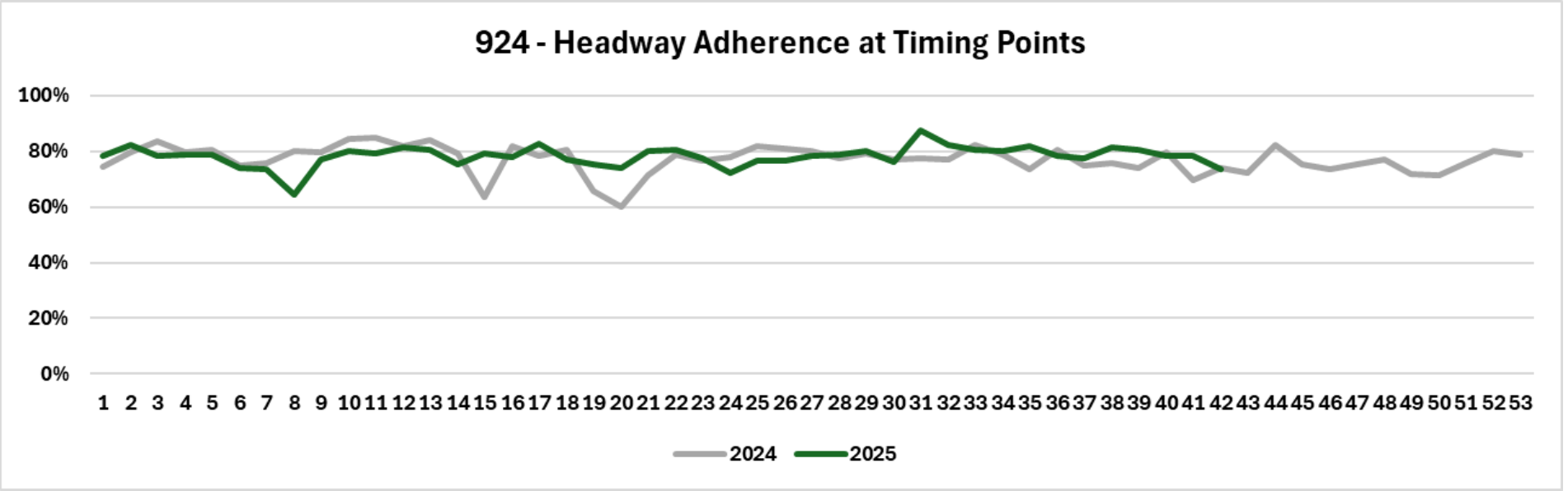
Headway adherence on Route 24 averaged 70% in 2025, slightly below the target of 75%. Performance declined through the first half of 2025, with adherence dropping to the mid-50s during several weeks. Following interventions beginning in Week 28, service regularity improved steadily, with recent weeks consistently meeting or exceeding the target.

Chart 3: Punctuality at Terminals based on Headway – 2024 versus 2025: 924 Victoria Park Express



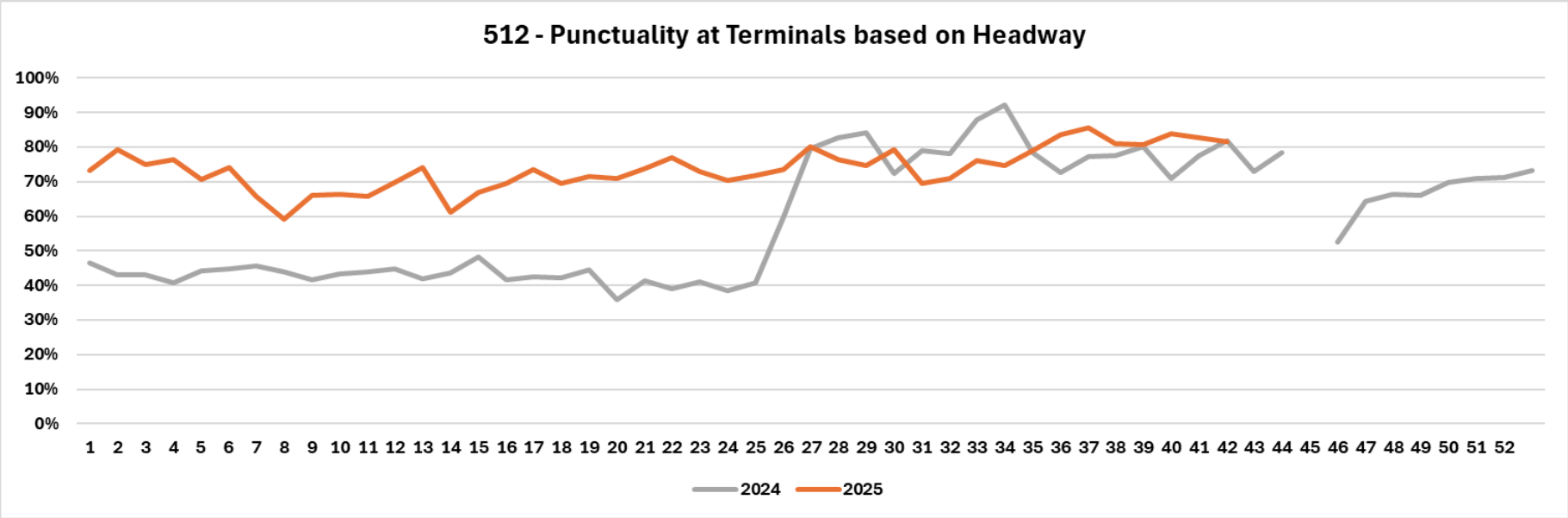
Punctuality at Route 924 terminals averaged 87% in 2025, slightly below the 90% target, but consistent with 2024 performance. The first half of 2025 showed greater variability, with some weeks falling into the low-80s and mid-70s. Following interventions beginning in Week 28, performance has stabilized and trended upward, with several recent weeks meeting or exceeding the 90% target.

Chart 3A: Headway Adherence at Timing Points – 2024 versus 2025: 924 Victoria Park Express



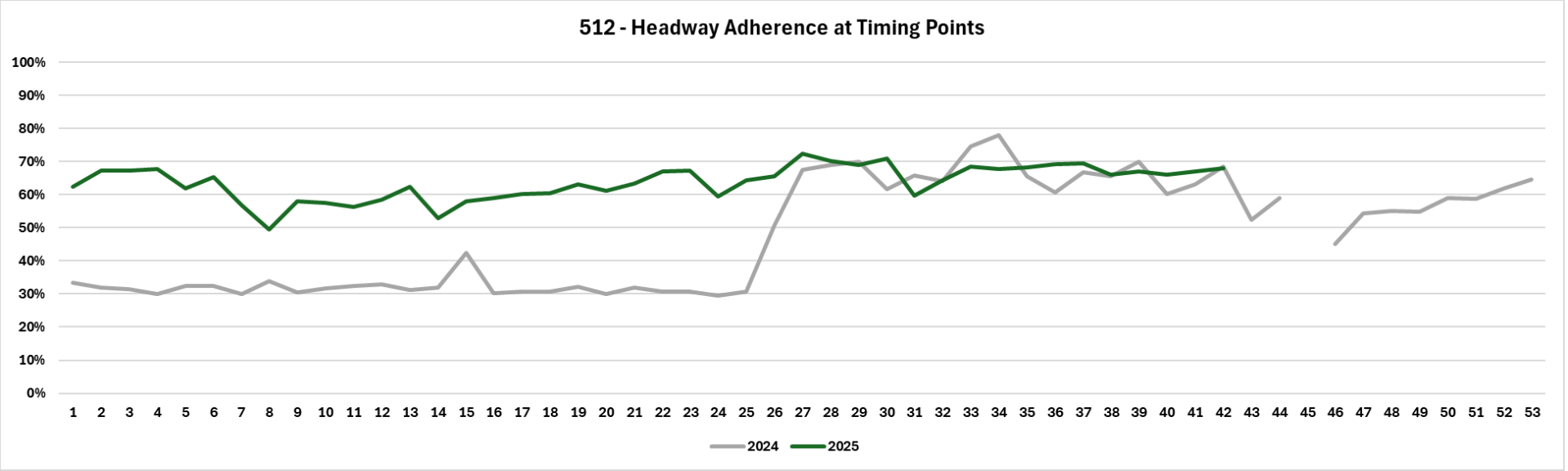
Headway adherence on Route 924 averaged 78% in 2025, below the 85% target, but generally higher than many points in 2024. Performance was variable early in the year, with several weeks in the mid-60s to mid-70s range. Following interventions beginning in Week 28, adherence has stabilized in the high-70s and low-80s, showing positive improvement toward target levels.

Chart 4: Punctuality at Terminals based on Headway – 2024 versus 2025: 512 St Clair



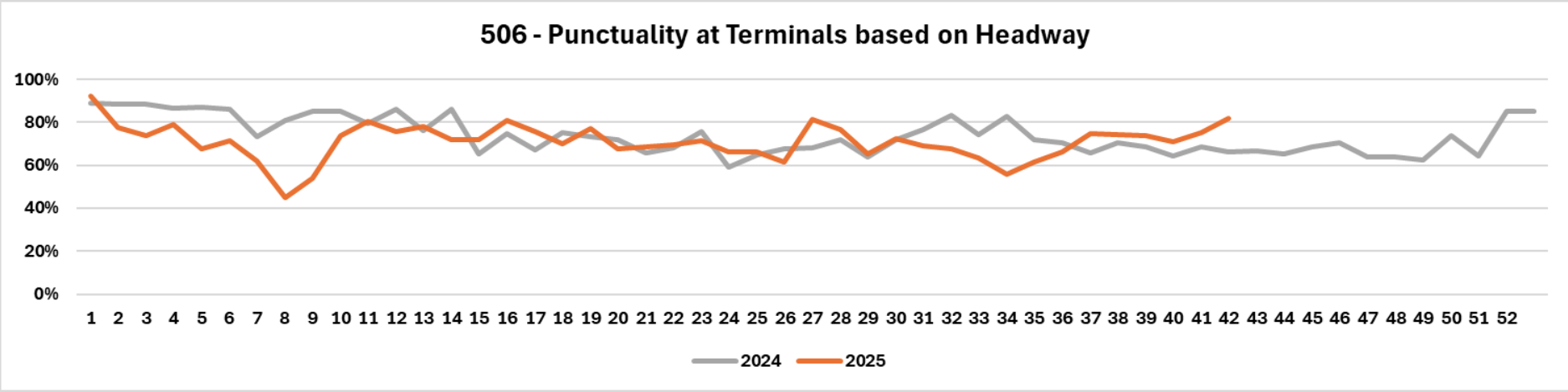
Punctuality at Route 512 terminals improved significantly in 2025, averaging around 74%, up from mid-40s in early 2024, but still below the 83% target. Early-year performance was highly variable, with several weeks below 60%, reflecting operational challenges and service disruptions. Following targeted interventions, punctuality stabilized in the 70-80% range, with recent weeks approaching or exceeding the target.

Chart 4A: Headway Adherence at Timing Points – 2024 versus 2025: 512 St Clair



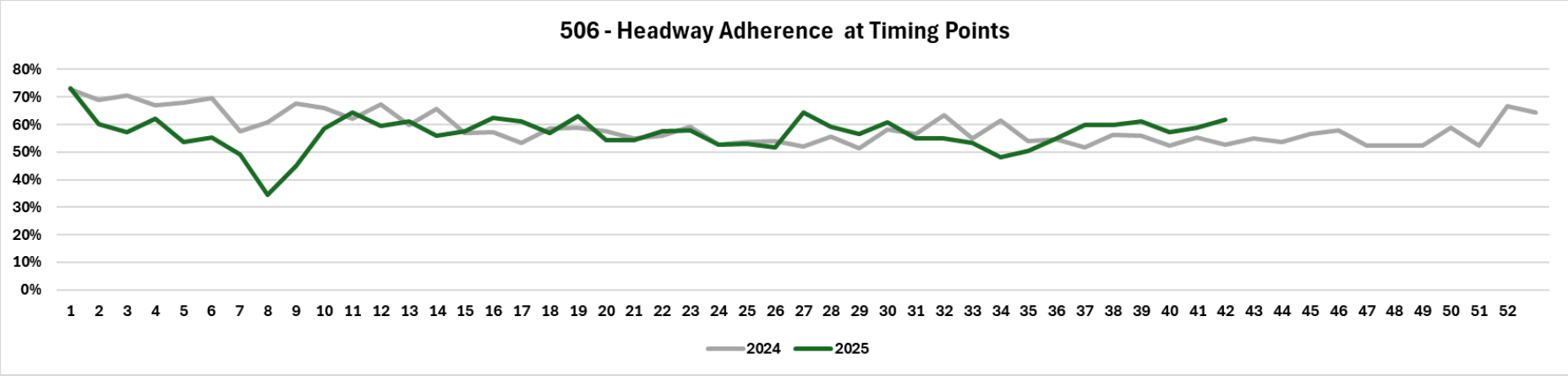
Headway adherence on Route 512 improved significantly in 2025, averaging around 66-68%, up from the low-30% range in early 2024. Early-year performance showed substantial variability, with several weeks well below the 69% target, reflecting uneven service reliability. Following targeted interventions and additions to service, adherence stabilized in the mid-to-high-60s, approaching the target and showing a clear upward trend.

Chart 5: Punctuality at Terminals based on Headway – 2024 versus 2025: 506 Carlton



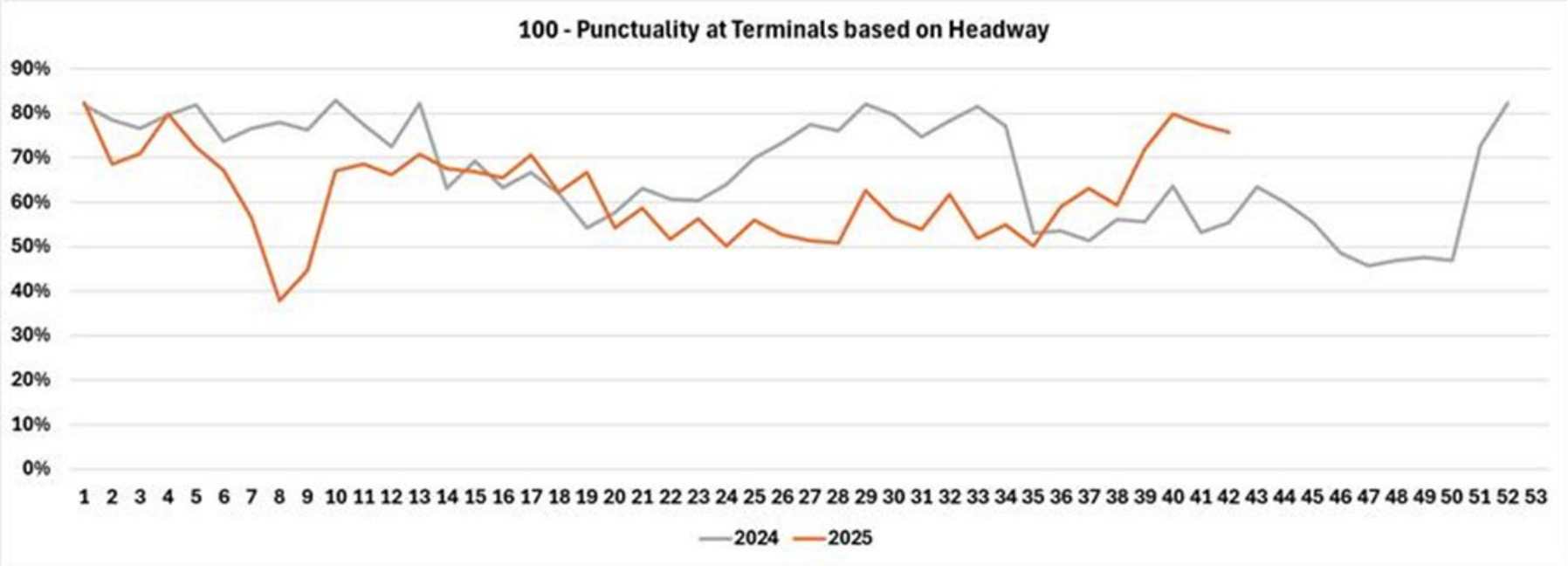
Punctuality at Route 506 Carlton terminals averaged around 70-72% in 2025, below the 81% target and lower than 2024 performance. Early-year performance was highly variable, with several weeks falling into the 45-60% range, reflecting operational challenges and service disruptions. Following targeted interventions, punctuality improved in the latter part of the year, with several weeks reaching or exceeding the 81% target, indicating progress toward consistent terminal performance.

Chart 5A: Headway Adherence at Timing Points – 2024 versus 2025: 506 Carlton



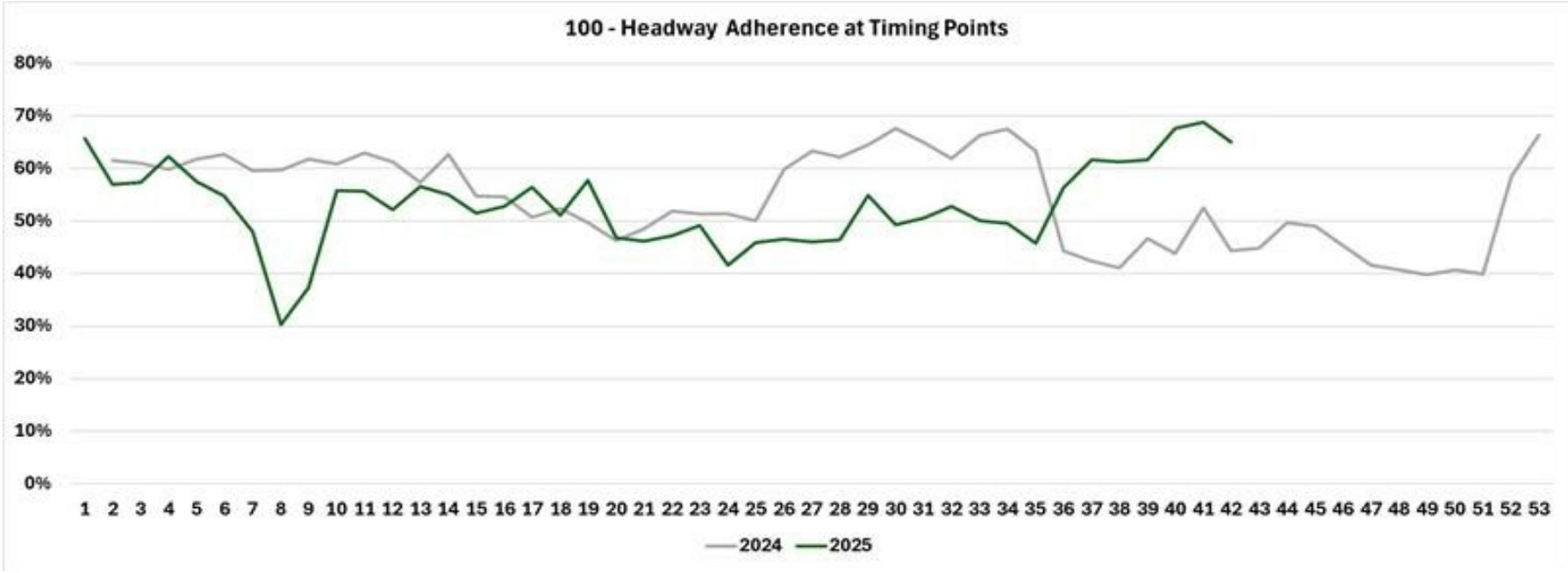
Headway adherence on Route 506 Carlton averaged around 55-57% in 2025, below the 64% target and lower than 2024 performance. Early-year performance was highly variable, with several weeks dropping to the 34-50% range, reflecting operational challenges. Following targeted interventions, adherence stabilized in the mid-50s to low-60s, showing early signs of improvement toward the target.

Chart 6: Punctuality at Terminals based on Headway – 2024 versus 2025: 100 Flemingdon Park



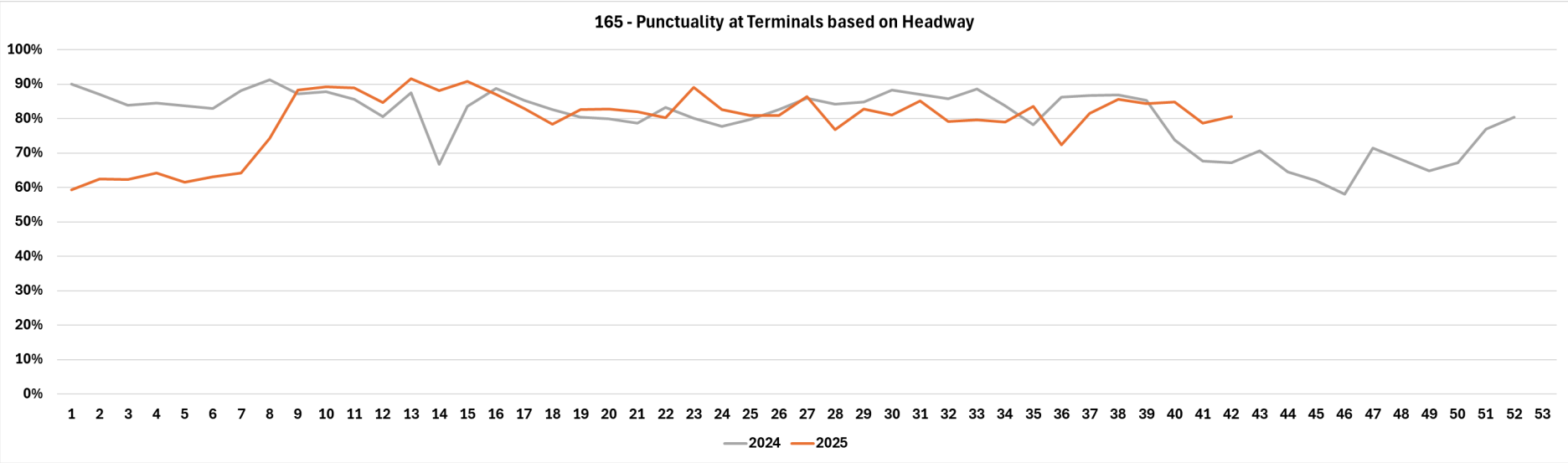
Punctuality at Route 100 terminals declined in 2025, averaging around 60-65%, down from the low-70s in early 2024 and below the 74% target. Early-year performance was highly variable, with several weeks in the 38-55% range, reflecting operational challenges and service disruptions. Following targeted interventions starting in September 2025, punctuality stabilized in the mid-50s to low-70s, with some later weeks approaching or exceeding the target.

Chart 6A: Headway Adherence at Timing Points – 2024 versus 2025: 100 Flemingdon Park



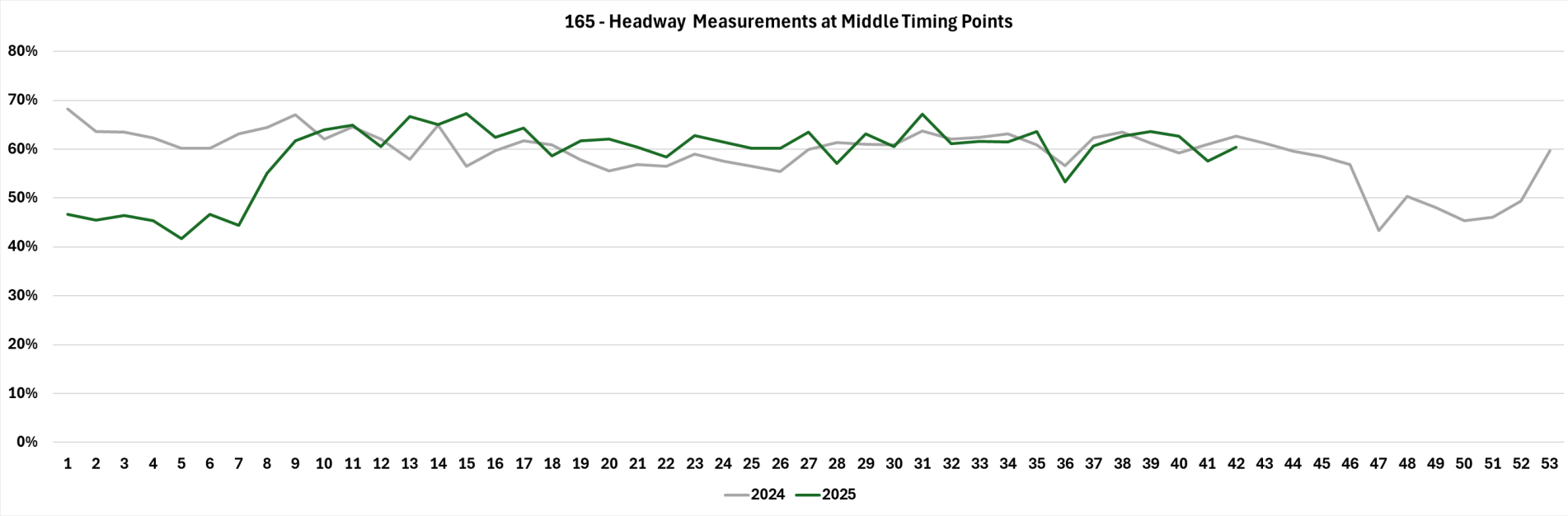
Headway adherence on Route 100 declined in 2025, averaging around 50-55%, down from the mid-60s in early 2024 and below the 60% target. Early-year performance was highly variable, with several weeks dropping to the 30-50% range, reflecting operational challenges and inconsistent service. Following targeted interventions introduced in September 2025, adherence stabilized in the mid-40s to mid-60s, with some later weeks approaching and/or exceeding the target.

Chart 7: Punctuality at Terminals based on Headway – 2024 versus 2025: 165 Weston Road North



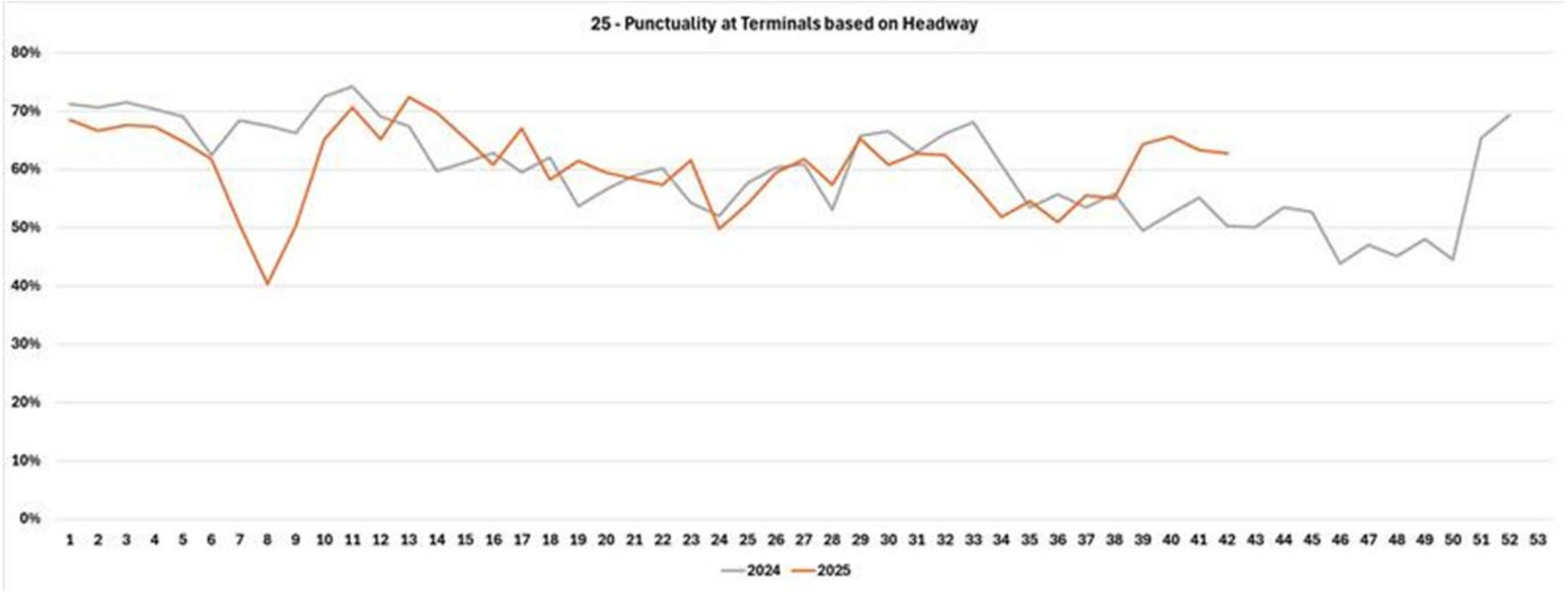
Punctuality at Route 165 Weston Road terminals declined in 2025, averaging around 75-80%, down from the mid-80s in 2024 and below the 88% target. Early-year performance was highly variable, with several weeks in the 58-64% range, reflecting operational challenges and service disruptions. Following targeted interventions in September 2025, punctuality stabilized in the mid-70s to low-80s, with some later weeks approaching the target.

Chart 7A: Headway Adherence at Timing Points – 2024 versus 2025: 165 Weston Road North



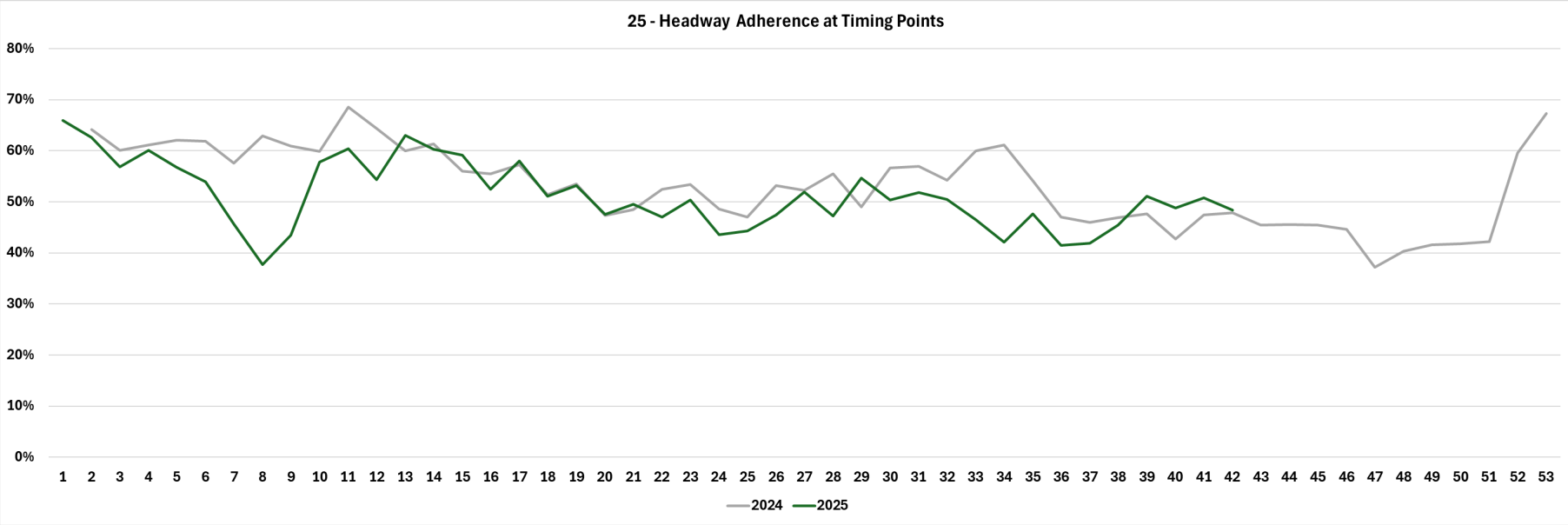
Headway adherence on Route 165 Weston Road declined in 2025, averaging around 57-61%, down from the mid-60s in 2024 and slightly below the 60% target. Early-year performance was variable, with several weeks in the 42-47% range, reflecting operational challenges and inconsistent service. Following targeted interventions in September 2025, adherence stabilized in the mid-50s to mid-60s, with some later weeks meeting or slightly exceeding the target.

Chart 8: Punctuality at Terminals based on Headway – 2024 versus 2025: 25 Don Mills



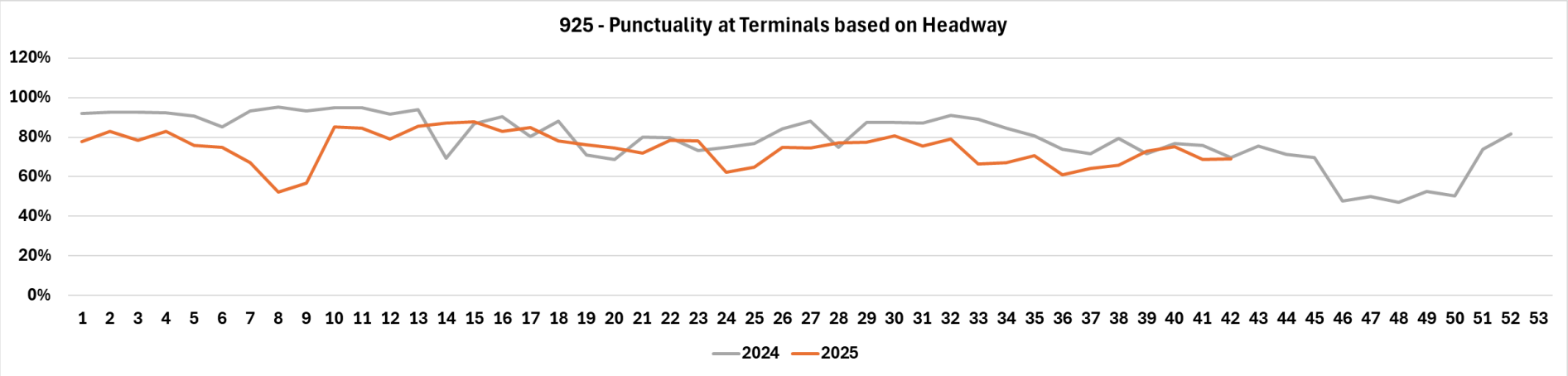
Punctuality at Route 25 Don Mills terminals averaged around 55-60% in 2025, down from the mid-60s to low-70s in 2024 and below the 65% target. Early-year performance was highly variable, with several weeks in the 40-50% range, reflecting operational challenges and service disruptions. Punctuality stabilized in the mid-50s to mid-60s later in the year, with some weeks approaching the target.

Chart 8A: Headway Adherence at Timing Points – 2024 versus 2025: 25 Don Mills



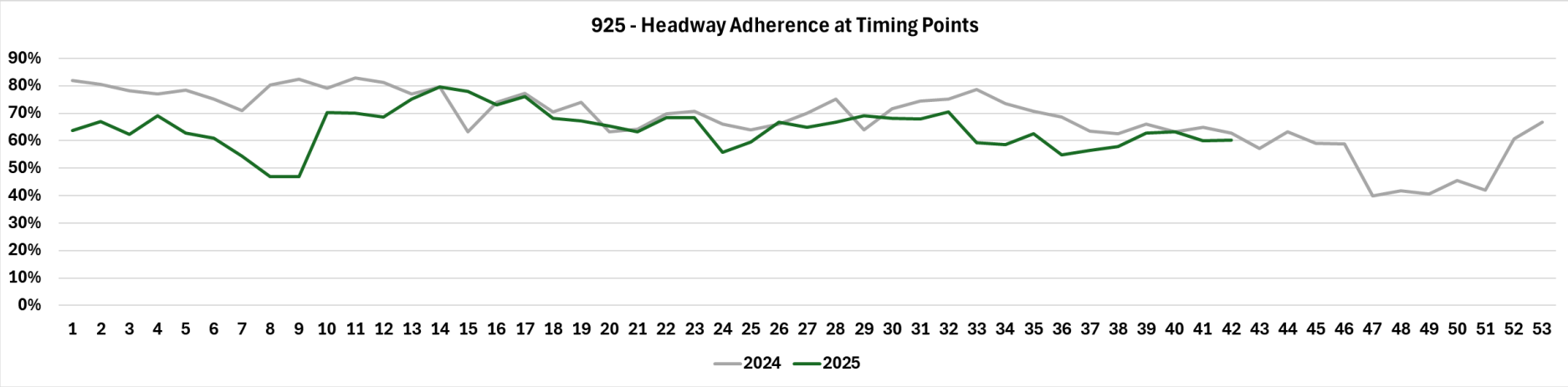
Headway adherence on Route 25 Don Mills averaged around 45-50% in 2025, down from the mid-50s to low-60s in 2024 and below the 59% target. Early-year performance was highly variable, with several weeks in the 38-50% range, reflecting operational challenges and uneven service. Adherence stabilized in the mid-40s to low-50s later in the year, with some weeks approaching the target.

Chart 9: Punctuality at Terminals based on Headway – 2024 versus 2025: 925 Don Mills Express



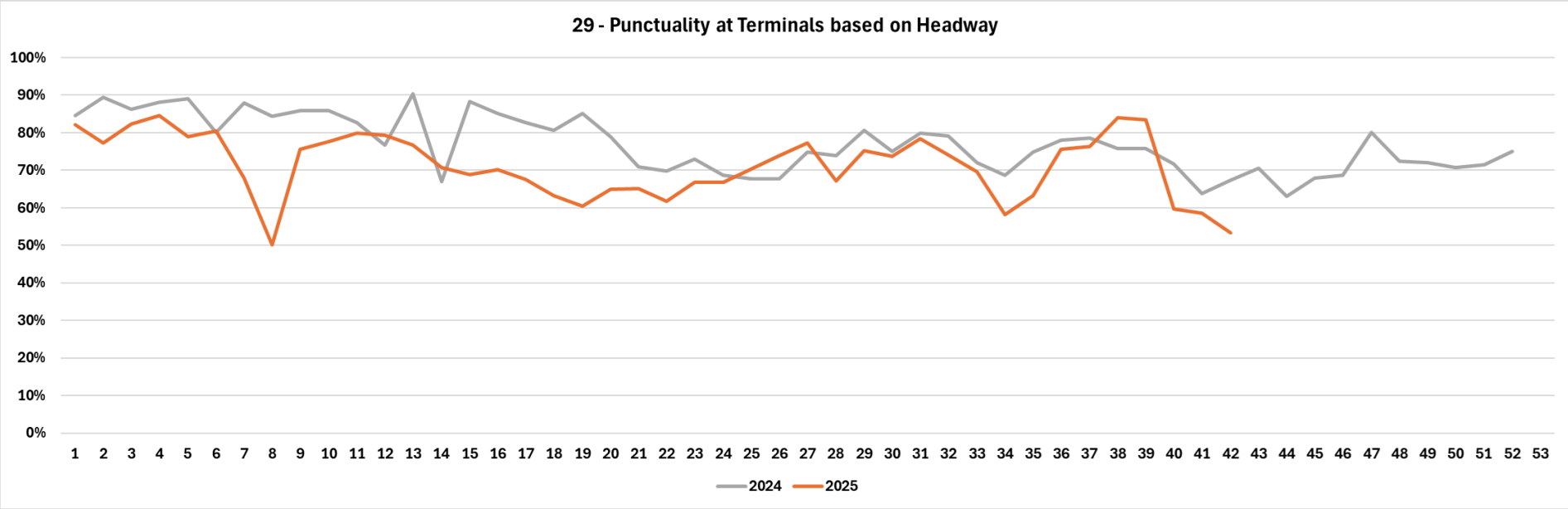
Punctuality at Route 925 terminals declined in 2025, averaging around 70-75%, down from the high-80s to low-90s in 2024 and below the 88% target. Early-year performance was highly variable, with several weeks in the 50-67% range, reflecting operational challenges and service disruptions. Punctuality stabilized in the mid-70s to low-80s later in the year, with some weeks approaching the target.

Chart 9A: Headway Adherence at Timing Points – 2024 versus 2025: 925 Don Mills Express



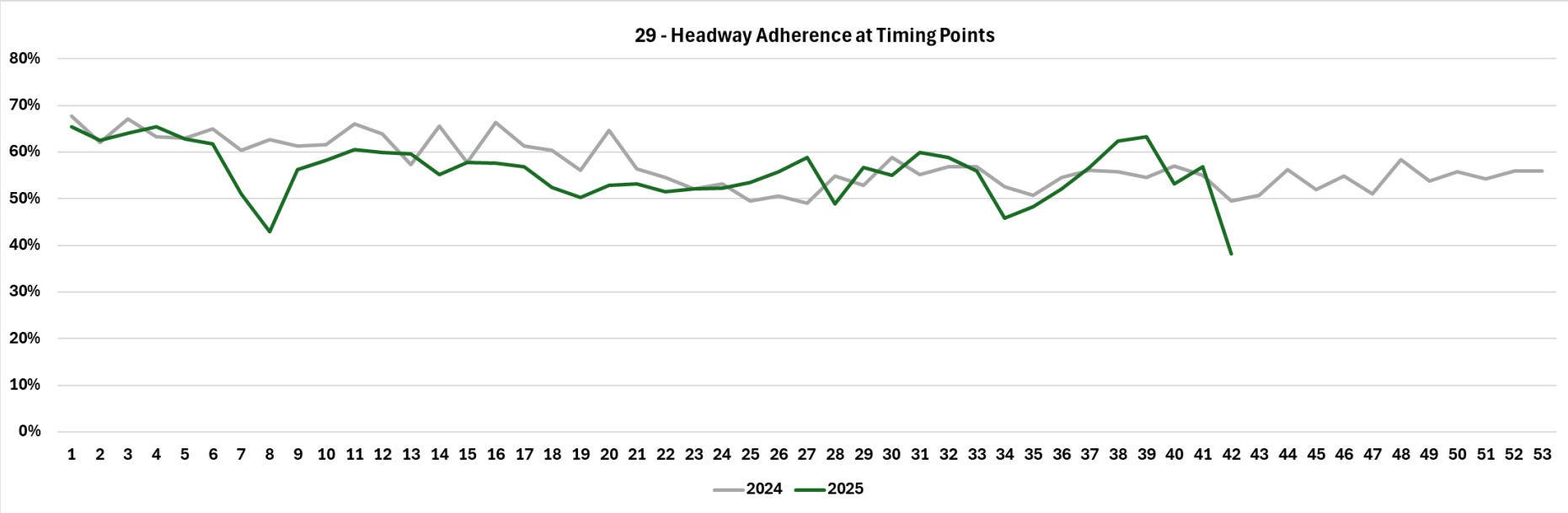
Headway adherence on Route 925 declined in 2025, averaging around 60-65%, down from the high-60s to low-80s in 2024 and below the 75% target. Early-year performance was highly variable, with several weeks in the 40-55% range, reflecting operational challenges and inconsistent service. Adherence stabilized in the mid-60s to low-70s later in the year, with some weeks approaching the target.

Chart 10: Punctuality at Terminals based on Headway – 2024 versus 2025: 29 Dufferin



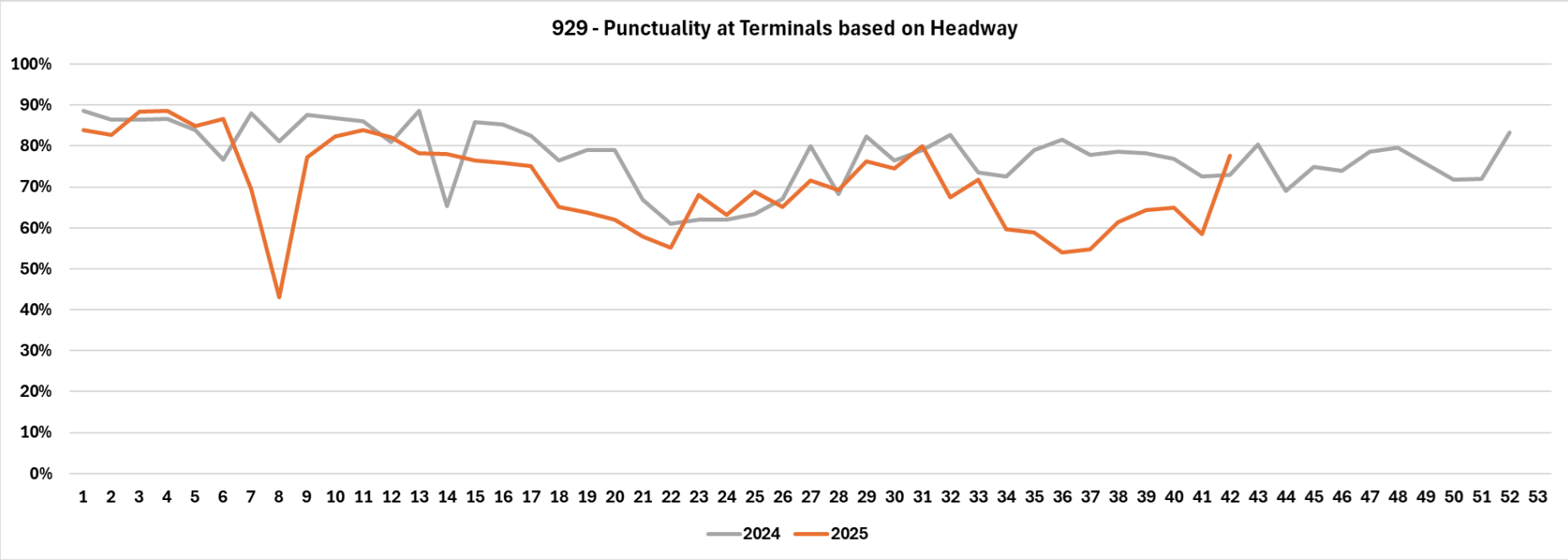
Punctuality at terminals for Route 29 declined in 2025, averaging around 70-75%, down from the mid-80s in 2024 and below the 87% target. Early-year performance was highly variable, with several weeks in the 50-65% range, reflecting operational challenges and service disruptions. Punctuality stabilized in the mid-70s to low-80s later in the year, with some weeks approaching close to the target.

Chart 10A: Headway Adherence at Timing Points – 2024 versus 2025: 29 Dufferin



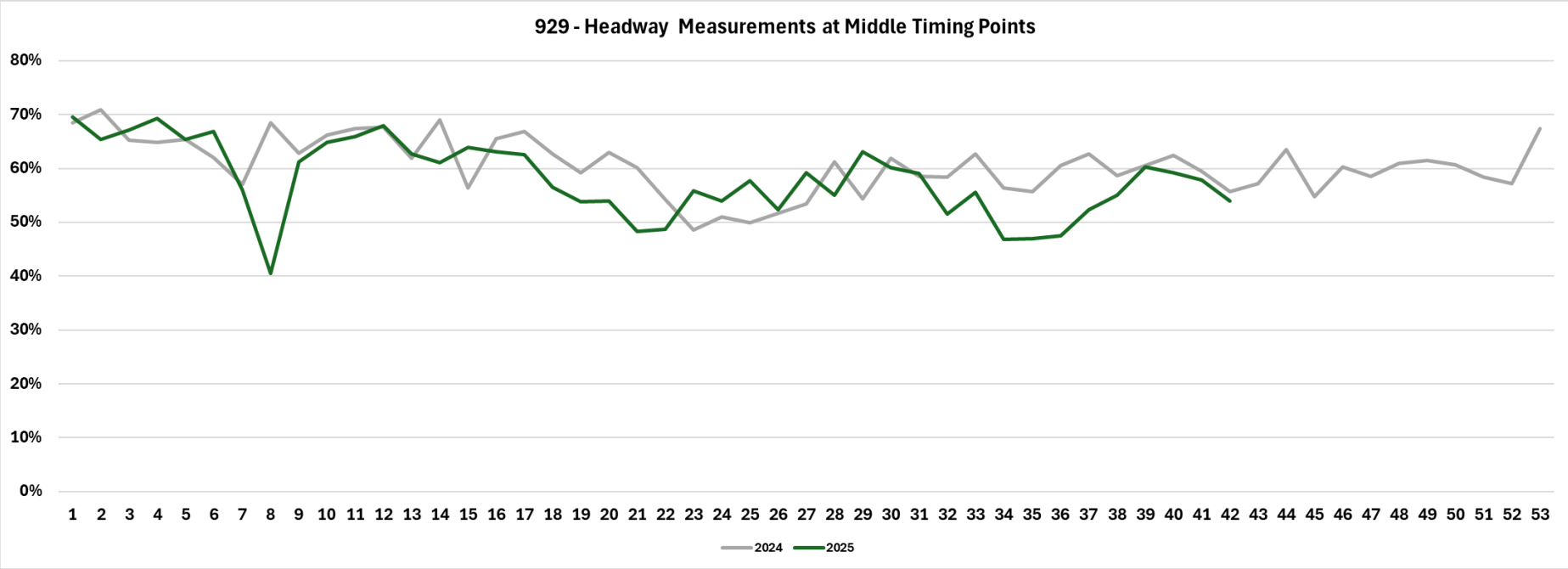
Headway adherence on Route 29 declined slightly in 2025, averaging around 52-57%, down from the mid-60s in 2024 and below the 63% target. Early-year performance was highly variable, with several weeks in the 38-56% range, reflecting operational challenges and uneven service. Later in the year, adherence stabilized in the mid-50s to low-60s, remaining below the target throughout 2025.

Chart 11: Punctuality at Terminals based on Headway – 2024 versus 2025: 929 Dufferin Express



Punctuality at Route 929 terminals declined in 2025, averaging around 70-75%, down from the mid-80s in 2024 and below the 88% target. Early-year performance was highly variable, with several weeks in the 50-65% range, reflecting operational challenges and service disruptions. Later in the year, punctuality stabilized in the mid-70s, remaining below the target throughout 2025.

Chart 11A: Headway Adherence at Timing Points – 2024 versus 2025: 929 Dufferin



Headway adherence on Route 929 declined slightly in 2025, averaging around 55-60%, down from the mid-60s to low-70s in 2024 and below the 67% target. Early-year performance was highly variable, with several weeks in the 41-56% range, reflecting operational challenges and uneven service. Later in the year, adherence stabilized in the mid-50s to low-60s, remaining below the target throughout 2025.

Appendix B

Identified Hot Spot Locations and Primary Causes of Delay

Route	Location	Main Drivers of Delay
7 Bathurst	Dupont to Davenport	Parked cars, left turns, school traffic
7 Bathurst	St Clair to Eglinton	Closely spaced stops
7 Bathurst	Lawrence to Wilson	Vehicular congestion, entrance to Highway 401
24 Victoria Park/924 Victoria Park Express	Over Highway 401 and the Consumers Road area	Highway 401 on and off ramps, heavy peak traffic onto Consumers Rd
25 Don Mills	Pape Station to O'Connor	Construction and parked vehicles
25 Don Mills	Millwood (Don Mills and Overlea)	Ontario Line construction, heavy vehicular congestion
165 Weston Road North	Wilson Ave (Dufferin Street to York Mills Station	Construction, parked vehicles
165 Weston Road North	Weston Road between Ormont Drive and Steels Avenue West	Heavy vehicular congestion
506 Carlton	Bathurst to Ossington	CaféTO, parked vehicles
512 St Clair	St Clair West Station	Operating restrictions
512 St Clair	Old Weston Road to Gunns Loop	Traffic from the Stockyards shopping centre

The list of hot spot locations has been identified, and work is underway to assess appropriate mitigation measures and determine where actions fall within the TTC's control or require City support. This assessment is being developed collaboratively with City staff.