

LOSSAN RAIL CORRIDOR AGENCY TECHNICAL ADVISORY COMMITTEE MEETING

Thursday, June 5, 2025

1:15 P.M. – 2:45 P.M.

**Los Angeles County Metropolitan Transportation Authority
Henry Huntington Room, Third Floor
One Gateway Plaza,
Los Angeles, CA 90012**

Any person with a disability who requires a modification, accommodation, or agenda materials in an alternative format in order to participate in the meeting should contact the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Clerk of the Board, telephone 714-560-5676, no less than two (2) business days prior to this meeting to enable LOSSAN to make reasonable arrangements to assure accessibility to this meeting.

Agenda Descriptions

Agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Committee may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

All documents related to the items referenced in this agenda are available for public inspection at www.lossan.org.

Public Comments on Agenda Items

Members of the public may address the Board of Directors regarding any item. Please complete a speaker's card and submit or notify the Clerk of the Board the item number on which you wish to speak. Speakers will be recognized by the Chairman at the time the agenda item is to be considered. A speaker's comments shall be limited to three (3) minutes.

Public Availability of Agenda Materials

All documents relative to the items referenced in this agenda are available for public inspection at www.lossan.org or through the LOSSAN Clerk of the Board's office at the Orange County Transportation Authority Headquarters, 600 South Main Street, Orange, California.

Written Comments

Written public comments may also be submitted by emailing them to lossantac@octa.net, and must be sent by 5:00 p.m. the day prior to the meeting. If you wish to comment on a specific agenda item, please identify the item number in your email. All public comments that are timely received will be part of the public record and distributed to the TAC Committee. Public comments will be made available to the public upon request.

If you have any questions regarding this new format or any upcoming meeting plans, please contact Michelle Alonso, LOSSAN Executive Assistant, at 714-560-5415, or at malonso@octa.net.

Teleconference Sites

The main location for this meeting is the Los Angeles County Metropolitan Transportation Authority Headquarters, Henry Huntington Room (3rd Floor). Several LOSSAN member agencies will be attending this meeting via teleconference from the following locations:

*Orange County Transportation Authority
600 S Main Street
Conference Room 1012
Orange, CA 92868*

*San Diego Association of Governments
1011 Union Street, Suite 400
San Diego, CA 92101*

*Riverside County Transportation Commission
County Administrative Center
3rd Floor, Conference Room B
4080 Lemon St
Riverside, Ca 92501*

*NCTD Closed Session Room
810 Mission Avenue
Oceanside, CA 92054*

*San Luis Obispo Council of Governments
1114 Marsh St
San Luis Obispo, CA 93401*

*Ventura County Transportation Commission
751 E. Daily Drive, Suite 420,
Camarillo, CA 93010*

*California Department of Transportation
3390 Lanatt Street,
Room 1B
Sacramento CA 95819*

The public is welcome to attend and testify at any of the LOSSAN member agency locations listed above, all of which are accessible to the public. For more information, please contact LOSSAN Rail Corridor Agency staff, at (714) 560-5598 or e-mail malonso@octa.net, for specific meeting room locations at least 72 hours in advance of the meeting.

TECHNICAL ADVISORY COMMITTEE AGENDA

2025 TECHNICAL ADVISORY COMMITTEE Technical Advisory Committee - Membership Roster

	Member Agencies	Appointee	Alternate
North	San Luis Obispo Council of Governments	Lance Okuno	Tim Gillham
	Santa Barbara County Association of Governments	Aaron Bonfilio	Whitney Rush
	Ventura County Transportation Commission	Aubrey Smith	Claire Grasty
Central	Los Angeles County Metropolitan Transportation Authority	Jay Fuhrman	Michael Cano
South Central	Orange County Transportation Authority	Megan Taylor	Kelly Hart
	Riverside County Transportation Commission	Sheldon Peterson	Vacant
South	San Diego Metropolitan Transit System	Christopher Duddy	Brent Boyd
	North County Transit District	Katie Persons	Ricky Cervantes
	San Diego Association of Governments	Keri Robinson	Jennifer Williamson

Call to Order

1. Public Comments

At this time, members of the public may address the Technical Advisory Committee regarding any items within the subject matter jurisdiction of the Technical Advisory Committee, but no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three (3) minutes per speaker unless different time limits are set by the Chairman subject to the approval of the Technical Advisory Committee.

Consent Calendar (Items 2 through 4)

All items on the Consent Calendar are to be approved in one motion unless a Committee Member or a member of the public requests separate action or discussion on a specific item.

2. Approval of Minutes

Chris Orlando

Overview

Approval of the minutes of the LOSSAN Technical Advisory Committee meeting on May 1, 2025.

3. Fiscal Year 2024-25 Third Quarter Los Angeles - San Diego - San Luis Obispo Rail Corridor Trends

Kristopher Ryan

Overview

A report on ridership, revenue, and on-time performance for passenger rail services on the Los Angeles - San Diego - San Luis Obispo Rail Corridor, including the Pacific Surfliner, Metrolink, and COASTER, covering the third quarter of state fiscal year 2024-25.

4. Fiscal Year 2024-25 Third Quarter Amtrak Pacific Surfliner On-Time Performance Analysis

Kristopher Ryan

Overview

On-time performance reflects the quality and dependability of the Pacific Surfliner service, and has a considerable effect on repeat ridership, based on customer travel experience. This report summarizes the on-time performance of the Amtrak Pacific Surfliner service during the third quarter of fiscal year 2024-25, covering the months of January, February, and March 2025.

, covering the third quarter of state fiscal year 2024-25.

Discussion Calendar

5. **Pacific Surfliner Service Update**

Chris Orlando

Overview

Staff will present an update on the Pacific Surfliner Service.

6. **Reinstatement of Checked Baggage Service**

Chris Orlando

Overview

Staff will give a verbal discussion on the reinstatement of checked baggage service.

7. **Pacific Surfliner Marketing Update**

Chris Orlando

Overview

Staff will provide an update on marketing efforts.

8. **Upcoming Draft Board Agenda Items**

Chris Orlando

Overview

Overview of upcoming draft agenda items for the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency Board of Directors' May meeting.

9. **Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Update**

10. **Technical Advisory Committee Members' Report**

11. **Adjournment**

The next regularly scheduled meeting of this Committee will be held:

Thursday, July 10, 2025

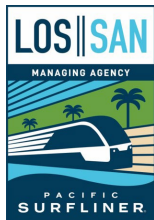
Orange County Transportation Authority

500 South Main Street

Conference Room 7

Orange, CA 92868

1:15pm



Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency

TECHNICAL ADVISORY COMMITTEE

MAY 1, 2025, Technical Advisory Committee (TAC) MEETING MINUTES

The Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency (Agency) TAC met on May 1, 2025, at the Los Angeles County Metropolitan Transportation Authority, Henry Huntington Room.

Committee members in attendance:

Lance Okuno, SLOCOG
Claire Grasty, VCTC
Megan Taylor, OCTA
Kelly Hart, OCTA
Sheldon Peterson, RCTC
Ricky Cervantes, NCTD
Keri Robinson, SANDAG
Jay Fuhrman, Metro
Michael Cano, Metro
Aaron Bonfillio, SBCAG
Christopher Duddy, SDMTS

Welcome and Introductions

Mr. James Campbell, LOSSAN Operations Officer, opened the May 1, 2025, LOSSAN Agency TAC meeting and welcomed the TAC members to Los Angeles County Metropolitan Transportation Authority, in the Henry Huntington Room.

1. Public Comments

CONSENT CALENDAR

2. Approval of Minutes

Motion by Ms. Megan Taylor (OCTA), second by Sheldon Peterson (RCTC). The Committee approved the Consent items.

DISCUSSION CALENDAR

3. LOSSAN Corridor ID Program Update

Mr. Campbell (LOSSAN) introduced Mr. Ben Salter (Caltrans) who gave a PowerPoint presentation update on the LOSSAN Corridor Identification & Development Program (Program). The presentation included an overview of the Program, the development stages, and project steps.

Questions ensued on the approach and communications on the improvements. There was no further discussion.

4. Coachella Valley Rail Project Update

Mr. Campbell (LOSSAN) introduced Mr. Sheldon Peterson (RCTC), who gave a PowerPoint presentation update on the Coachella Valley Rail Project. The presentation included an overview of the Coachella Valley Rail Corridor, benefits of the proposed rail service, the current status, along with the next steps.

Questions ensued regarding the project's cost estimate over time, funding, and freight reliability. There was no further discussion.

5. Pacific Surfliner Service Update

Mr. Campbell (LOSSAN) provided a verbal update on the Pacific Surfliner service, which included the emergency closure on the rail corridor on April 28th, bus bridges being provided, the restoration of the 12th roundtrips, including some service changes.

Questions ensued regarding the schedules and the timeline on the closures. There was no further discussion.

6. Upcoming Draft Board Agenda Items

Mr. Campbell (LOSSAN) provided a brief overview of the agenda items for the May 19, 2025, LOSSAN Agency Board of Directors' meeting.

A clarifying question ensued on the agenda items. There was no further discussion.

7. Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Update

Mr. Campbell (LOSSAN) provided an update on the current ridership that shows 177,000 boardings for the Surfliner, a 10 percent increase compared to April 2024. Also expecting a decline in ridership due to the upcoming rail closure.

There was no further discussion.

8. Technical Advisory Committee Members' Report

SANDAG mentioned the updated Notice of Preparation is coming out again in May for the Del Mar Realignment project.

NCTD mentioned Coaster ridership is up 5.3 percent over the previous year.

Metro mentioned the LOSSAN Board meeting will be held at the Metro offices.

SLOCOG mentioned the buy-down program they coordinated with LOSSAN on between San Luis Obispo and Guadalupe with a 75 percent discount.

10. Adjournment

The next regularly scheduled meeting of this Committee is scheduled to be held on:

Thursday, June 5, 2025

*Los Angeles County Metropolitan Transportation Authority
Henry Huntington Room, Third Floor
One Gateway Plaza,
Los Angeles, CA 90012*



June 5, 2025

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director

Subject: Fiscal Year 2024-25 Third Quarter Los Angeles – San Diego – San Luis Obispo Rail Corridor Trends

Overview

A report on ridership, revenue, and on-time performance for passenger rail services on the Los Angeles – San Diego – San Luis Obispo Rail Corridor, including the Pacific Surfliner, Metrolink, and COASTER, covering the third quarter of state fiscal year 2024-25.

Recommendation

Receive and file as an information item.

Background

The 351-mile Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor (Corridor) travels through a six-county coastal region in Southern California and is the busiest state-supported intercity passenger rail corridor in the United States. The LOSSAN rail corridor includes 41 stations and currently hosts 145 daily passenger trains. The Pacific Surfliner currently serves 29 stations and operates 22 daily one-way trains (eleven round trips). The eleventh-round trip between Los Angeles and San Diego was added in the end of March 2025. In fiscal year (FY) 2024 there were nearly 1.9 million passenger trips on Pacific Surfliner trips alone, and an additional 2.8 million passenger trips were taken on the two commuter rail services (Metrolink and COASTER) on the LOSSAN Corridor.

Discussion

The report provides an update on the performance trends of the passenger rail services operating on the LOSSAN Corridor, focusing on three specific performance areas: usage (ridership and passenger miles), efficiency (revenue and farebox recovery), and quality (on-time performance (OTP) and customer

satisfaction). The report includes the Pacific Surfliner intercity passenger rail service, as well as commuter rail service on Metrolink’s Ventura County Line (VCL) and Orange County Line (OCL), and the North County Transit District’s (NCTD) COASTER system. Amtrak national data is included for comparative purposes. The reporting period is the third quarter of FY 2024-25, covering the months of January, February, and March 2025.

Usage

For the third quarter of FY 2024-25, total LOSSAN corridor **ridership for the three services combined was 1,169,477**, representing a 21.6 percent increase when compared to the same period of the previous year. A 24-month chart for the LOSSAN corridor, with the specific performance of each service, is shown in Figure 1.

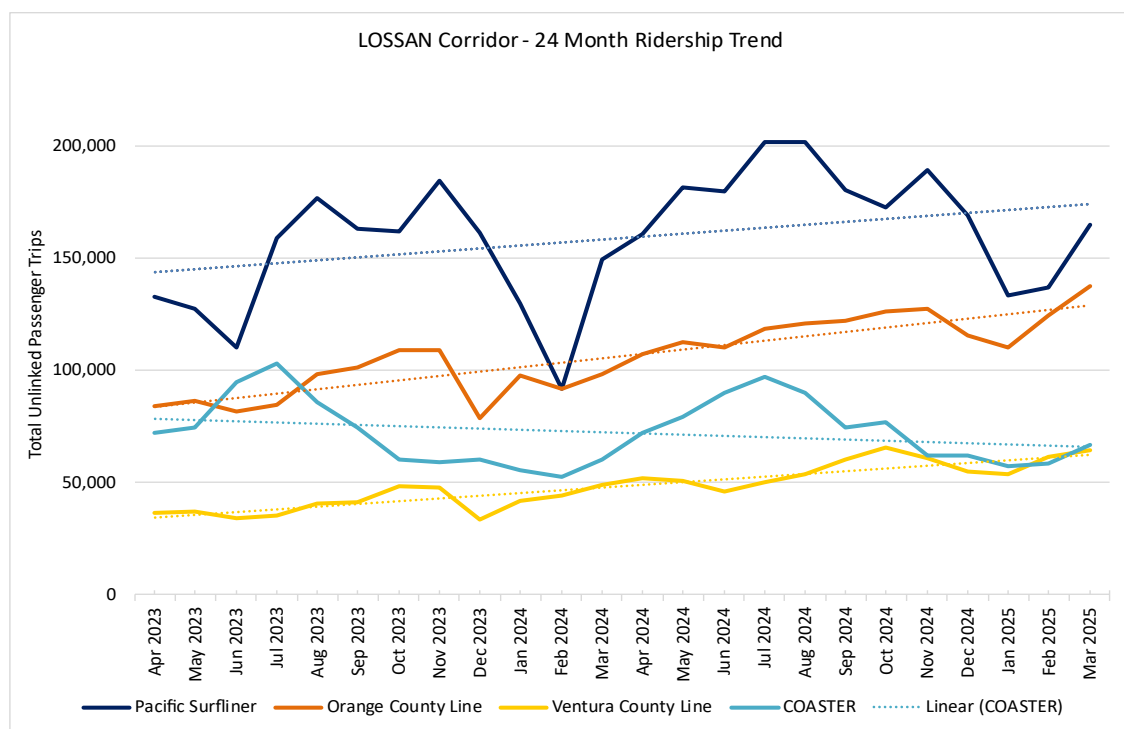


Figure 1

The 24 months of ridership data included in Figure 1 provide a more accurate indicator of the overall change in ridership along the corridor. Due to seasonal variances, a complete ridership trend is difficult to discern from a single 12-month period. Including 24 months of data accounts for seasonal variations in ridership patterns and provides sufficient information to develop a linear trendline for each service. A summary table of the ridership, revenue, and OTP for the LOSSAN corridor can be found in Attachment A. In addition to this overall corridor data, details on the performance of each service are provided below.

Pacific Surfliner

Overall LOSSAN corridor ridership includes ridership on the Pacific Surfliner intercity passenger rail service, which operates between San Diego and San Luis Obispo. Pacific Surfliner ridership during the third quarter of FY 2024-25 was 434,953, representing an increase of 17.4 percent when compared to the same period last year, as is illustrated in Figure 2.

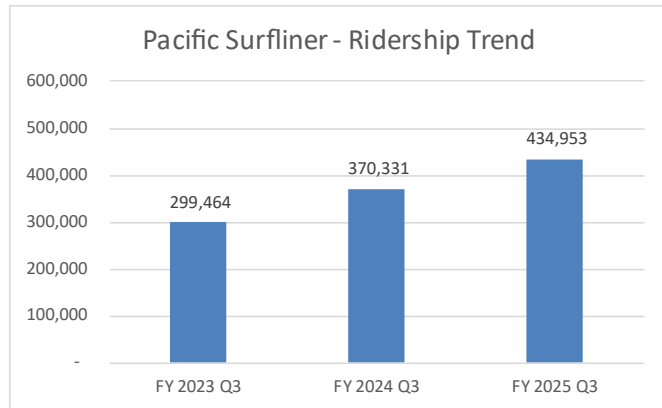


Figure 2

The increase in ridership during the third quarter of FY 2024-25 can be attributed to growing ridership and the absence of emergency-related service disruptions in San Clemente. Unlike the prior two fiscal years, which experienced unplanned emergency closures, this quarter only included scheduled track closures that were limited in duration and scope, resulting in less overall service impact.

Metrolink

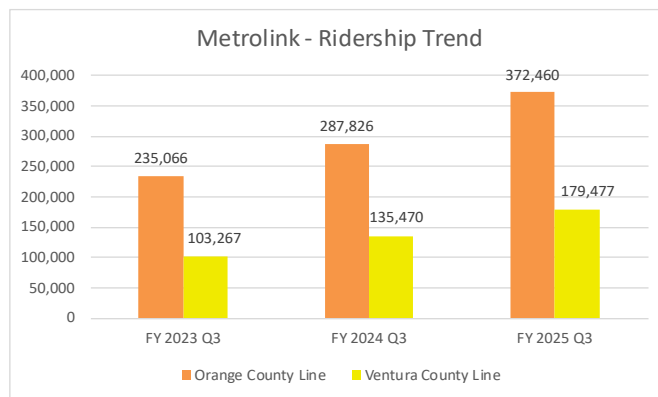


Figure 3

The VCL, which operates between East Ventura and Los Angeles, saw a ridership increase of 32.5 percent when compared to the third quarter of last year. The OCL, which operates between Los Angeles and Oceanside, saw a 29.4 percent increase in ridership over the same report period in the prior year. During the third quarter of FY 2024-25,

there were an average of 10,807 Metrolink pass holders per month who utilized the Rail 2 Rail (R2R) Program to ride Pacific Surfliner trains¹.

¹ Metrolink R2R values are based on preliminary, unaudited data provided by Amtrak.

COASTER

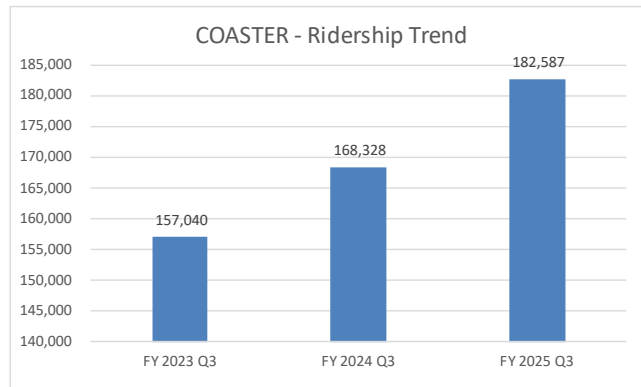


Figure 4

NCTD’s COASTER commuter rail service operating between Oceanside and San Diego experienced a sizable increase in ridership during the third quarter of FY 2024-25 when compared to the same period in the prior year, as shown in Figure 4. During the third quarter of FY 2024-25, there were an average of 427 COASTER pass holders per month utilizing the R2R

Program to ride Pacific Surfliner trains².

Amtrak System

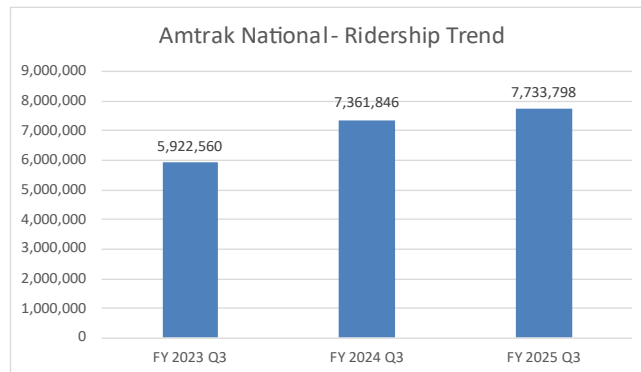


Figure 5

Amtrak service nationwide experienced a cumulative ridership increase of 5.1 percent for the third quarter of FY 2024-25 when compared to the same period in the prior year, as illustrated in Figure 5.

Amtrak’s Coast Starlight, which operates between Seattle and Los Angeles, saw ridership increase by 16.3 percent in the

third quarter compared with the same period last year. The Capitol Corridor (operating between Auburn, Sacramento, Oakland, and San Jose) and the San Joaquins Corridor (operating from both Oakland and Sacramento to Stockton and Bakersfield) are the two other California state-supported intercity passenger rail services operated by Amtrak and provide a comparison to the Pacific Surfliner service despite serving significantly different markets. Ridership increased by 1.9 percent on the Capitol Corridor and decreased by 1.3 percent on the San Joaquins Corridor during the third quarter when compared to the same period last year.

² COASTER R2R values are based on preliminary, unaudited data provided by Amtrak.

Passenger Miles

A passenger mile is defined as one passenger traveling one mile. For example, ten passengers who each travel 100 miles would generate 1,000 passenger miles. This metric depicts the growth in passenger usage and distance traveled.

The Pacific Surfliner generated over 42 million passenger miles during the third quarter of FY 2024-25, which is a 40.5 percent increase compared to the same period in the prior year. This increase in passenger miles is largely due to improved service continuity compared to the prior year, which was affected by emergency track closures that reduced overall train operations. Factoring in the average pounds of carbon dioxide emissions generated per passenger mile traveling in a private automobile versus on passenger rail, a reduction of about 15,290 tons of greenhouse gases was achieved, which is equivalent to avoiding burning approximately 1,560,802 gallons of gasoline.

Efficiency

Passenger Trips Per Train Mile

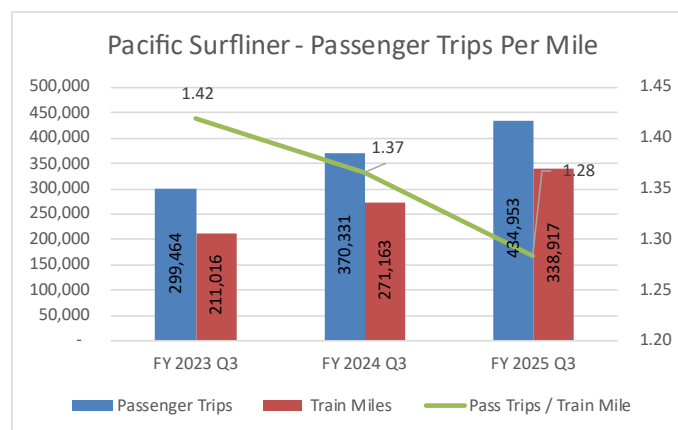


Figure 6

Passenger trips per train mile is calculated by dividing total passenger trips (ridership) by the total miles traveled by all Pacific Surfliner trains operated in revenue service³.

This metric focuses on service efficiency, as it is the ratio of usage (passenger trips) over service provided (train miles). The higher the ratio value, the more efficient

the service, and vice versa. For the third quarter of FY 2024-25, the ratio of passenger trips per train mile decreased by 6 percent when compared with the same period in the prior year, as illustrated in Figure 6.

³ Total train miles include deadhead mileage to and from rail yard facilities.

Revenue

In line with the increase in Pacific Surfliner ridership, driven primarily by growing demand and increased operation, total revenue also increased. For the third quarter of FY 2024-25, total revenue increased by 27.7 percent when compared with the same period in the prior year, as shown in Figure 7.

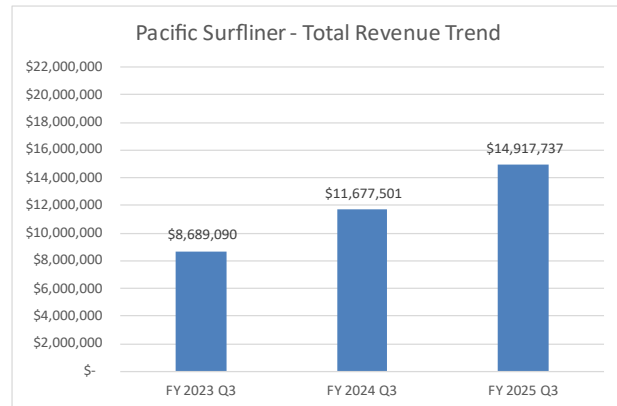


Figure 7

Farebox Recovery

The Pacific Surfliner farebox recovery ratio is calculated as total revenue divided by total operating expenses as defined in the Intercity Passenger Rail Act of 2012 Establishment of Uniform Performance Standards by the California State Transportation Agency. As a performance measure, farebox recovery is normally reported on an annual basis, versus a shorter period. This is because expenses are not linear throughout the year, which can result in significant fluctuations in the farebox recovery ratio from month to month and even quarter to quarter. The Pacific Surfliner is legislatively required to achieve a minimum annual farebox recovery of 50 percent. The Pacific Surfliner farebox recovery ratio for the 12-month period ending March 31, 2025, was 60.80 percent. For comparison, including only the three months of the third quarter of FY 2024-25 results in a farebox recovery ratio of 51.5 percent.

Quality

OTP

The methodologies for calculating OTP vary significantly between intercity and commuter rail services. A commuter train is considered late if it arrives six or more minutes late to its terminal location, while a Pacific Surfliner train is considered late if it arrives more than 15 minutes after its scheduled arrival time. For the Pacific Surfliner service, endpoint OTP is calculated by dividing the total number of trains arriving on time at the end point by the total number of trains operated. The State of California intercity passenger rail Uniform Performance Standards (UPS), which were approved by the Secretary of Transportation in 2014, set an endpoint OTP goal of 90 percent for the Pacific Surfliner service.

For the three months in the third quarter of FY 2024-25, endpoint OTP for the Pacific Surfliner averaged 83.1 percent, which was a 0.4 percent increase over

the same period in the prior year. Figure 8 illustrates a monthly OTP trend for the Pacific Surfliner.

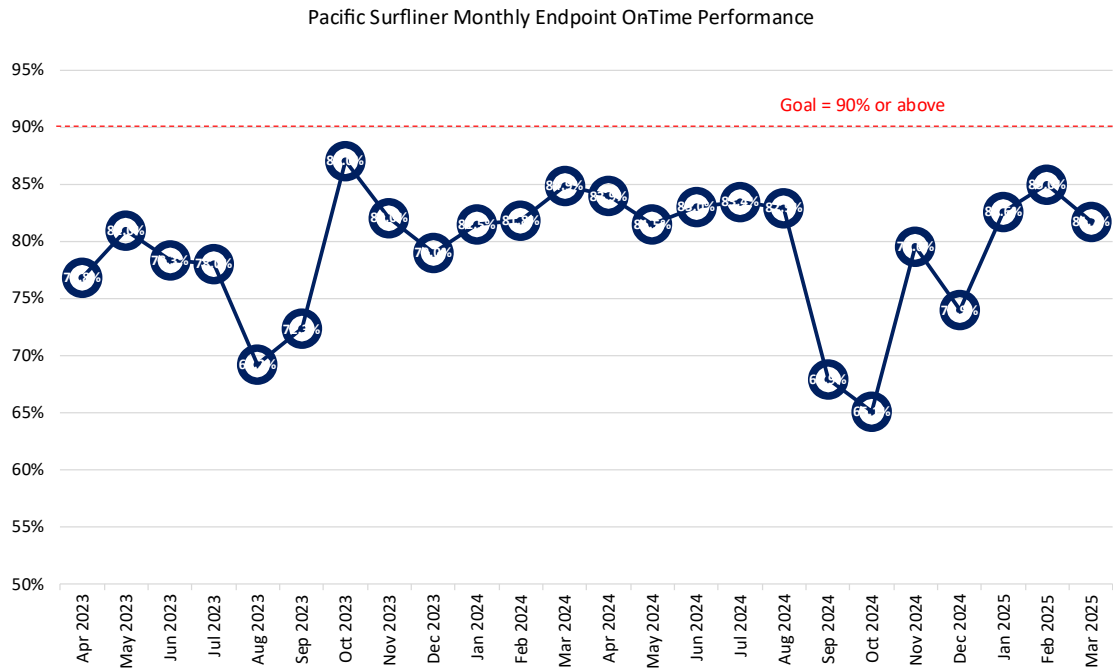


Figure 8

The increase in OTP from the prior quarter is primarily due to the resolution of several challenges that negatively impacted service reliability last quarter. In September and October 2024, dispatching-related delays occurred on the BNSF Railway between Los Angeles and Fullerton following BNSF’s relocation of its Southern California dispatching functions from San Bernardino to Fort Worth, Texas. The transition led to disruptions as newly assigned dispatchers were unfamiliar with the territory. Since then, BNSF has assigned a senior manager to oversee dispatching operations in the region, which has contributed to improved on-time performance.

Customer Satisfaction

Amtrak reports a monthly Electronic Customer Satisfaction Index (eCSI) score for all routes, in which a “very satisfied” percentage is calculated per 100 passengers via electronic surveys. For the third quarter of FY 2024-25, the Pacific Surfliner scored an average eCSI of 84.2 percent, representing a 3.6 percent increase from the average eCSI of 81.3 percent achieved during the same period last year.

Additional Performance Indicators

Food and Beverage Sales

The LOSSAN Agency's focus on improving service quality and the customer experience has prompted additional attention to the food and beverage selections offered in the Pacific Surfliner Café Car. Continual effort is made to ensure that menu items are meeting passenger expectations. As part of that effort, LOSSAN Agency staff closely monitor food and beverage sales to gauge the success of what is being offered and identify items that need to be adjusted.

<i>Sales Category</i>	<i>FY 2024 Q3</i> <i>(Jan-Mar 2024)</i>	<i>FY 2025 Q3</i> <i>(Jan-Mar 2025)</i>	<i>% Change</i>
Baked Goods	\$ 37,493	\$ 54,427	45.2%
Beer	\$ 97,007	\$ 148,243	52.8%
Beverages	\$ 164,677	\$ 190,260	15.5%
Dairy Products	\$ 857	\$ 1,214	41.7%
Fresh Prepared Foods	\$ 105,795	\$ 142,403	34.6%
Liquor	\$ 61,231	\$ 84,242	37.6%
Miscellaneous Merchandise	\$ 259	\$ -	-100.0%
Packaged Snack Foods	\$ 224,266	\$ 280,385	25.0%
Wine	\$ 177,186	\$ 181,758	2.6%

For the third quarter of FY 2024-25, food and beverage sales increased by 24.7 percent compared to the same quarter in the prior year. This growth can be attributed to higher ridership and the absence of major service disruptions in San Clemente, which had impacted operations during the previous two fiscal years.

Total Revenue	\$ 868,769	\$ 1,082,930	24.7%
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Figure 9

Amtrak Thruway Bus Service

Pacific Surfliner rail service is supplemented by Amtrak's network of Thruway buses that connect passengers throughout the LOSSAN corridor. The bus routes function as part of the Pacific Surfliner service and as of March 31, 2025, included:

- Route 17: Three daily round trips between Santa Barbara, San Luis Obispo, and Oakland (where it connects with Capitol Corridor); and one daily round trip between San Luis Obispo and Oakland.
- Route 39: One daily round trip between Fullerton and Indio/Coachella Valley, and one daily round trip between Fullerton and Palm Springs.

For the third quarter of FY 2024-25, combined ridership on these two routes totaled 21,404, representing a marginal increase when compared to the ridership of 20,336 for the same period in the prior year.

Summary

This report provides an update of trends for the usage, efficiency, and quality of the passenger rail services on the Los Angeles – San Diego – San Luis Obispo Rail Corridor, including the Pacific Surfliner, Metrolink, and COASTER, for the third quarter of FY 2024-25. During the third quarter, total combined passenger rail ridership along the corridor increased by 21.6 percent when compared to the same period last year. Notably, ridership on the Pacific Surfliner alone increased by 17.4 percent, accompanied by a 27.7 percent increase in total revenue relative to the same period in the previous year.

Attachment

- A. Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary, Third Quarter Fiscal Year 2024-25

Prepared by:



Kristopher Ryan
Chief Financial Officer
(714) 560-5409

**Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary
Third Quarter Fiscal Year 2024-25**

<u>Service</u>	<u>Ridership (total)</u>	<u>Ridership – Growth Over Same Quarter Previous Year</u>	<u>Revenue (total)</u>	<u>Revenue – Growth Over Same Quarter Previous Year</u>	<u>Endpoint OTP (3 mo. avg.)</u>
Pacific Surfliner	434,953	17.4%	\$14,917,737	27.7%	83.1%
Metrolink Orange County Line	372,460	29.4%	---	---	79.2%
Metrolink Ventura County Line	179,477	32.5%	---	---	87.6%
COASTER	182,587	8.5%	---	---	95.9%
LOSSAN Total	1,169,477	21.6%	---	---	---

Amtrak Nationwide	7,733,798	5.1%	---	---	76.0%
Coast Starlight	86,542	16.3%	---	---	67.4%
Capitol Corridor	249,256	1.9%	---	---	88.6%
San Joaquins	206,591	-1.3%	---	---	76.6%



June 5, 2025

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director

Subject: Fiscal Year 2024-25 Third Quarter Amtrak Pacific Surfliner On-Time Performance Analysis

Overview

On-time performance reflects the quality and dependability of the Pacific Surfliner service, and has a considerable effect on repeat ridership, based on customer travel experience. This report summarizes the on-time performance of the Amtrak Pacific Surfliner service during the third quarter of fiscal year 2024-25, covering the months of January, February, and March 2025.

Recommendation

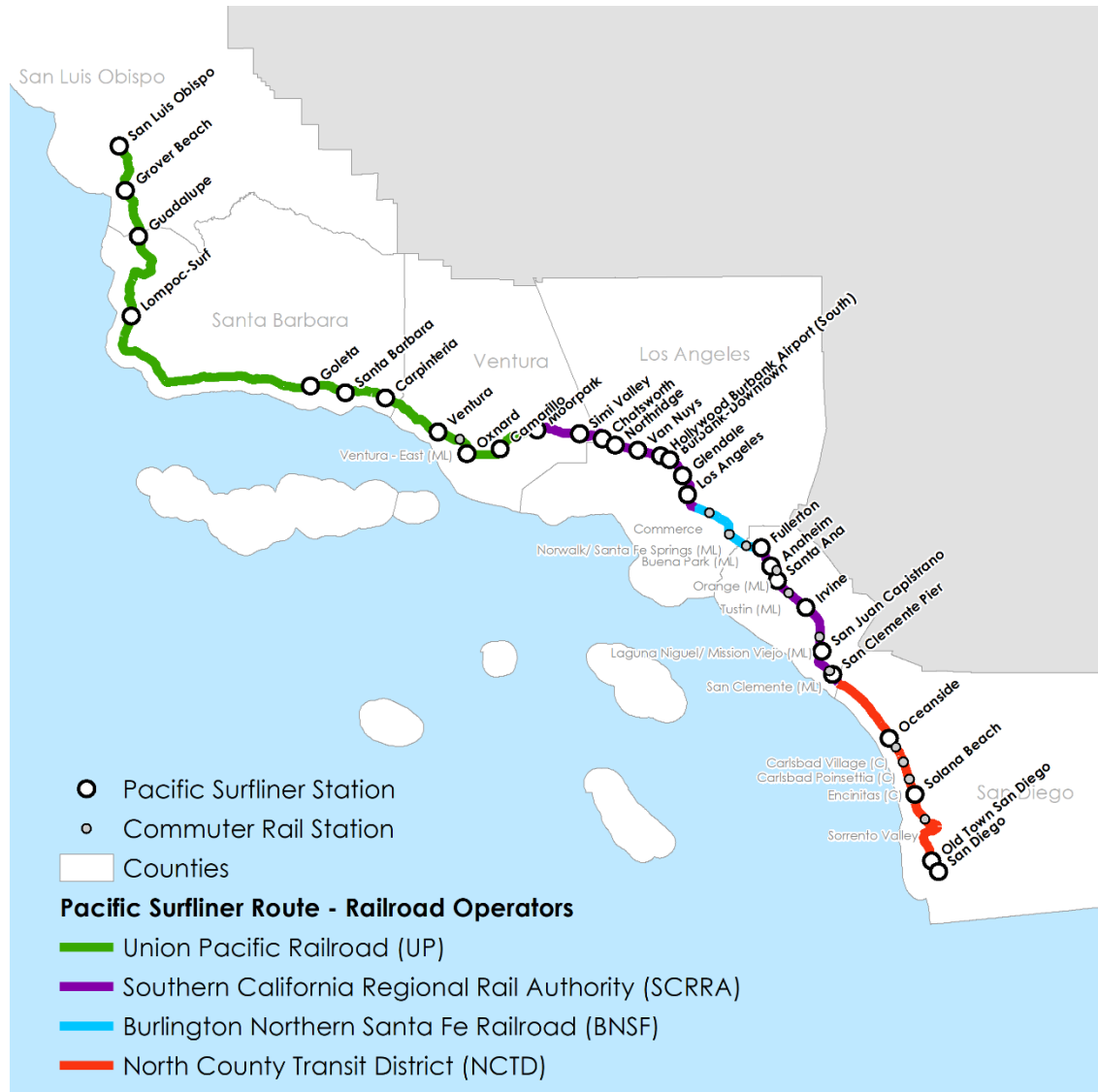
Receive and file as an information item.

Background

The Amtrak Pacific Surfliner route operates in a complex environment, along the 351-mile Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor (Corridor), which traverses through a six-county coastal region in Southern California. As illustrated in Figure 1 on the next page, the rail right-of-way along the corridor is hosted by four different host railroads, including the Union Pacific Railroad (UPRR), the BNSF Railway Company (BNSF), the Southern California Regional Rail Authority (SCRRA), and North County Transit District (NCTD).

In addition to the Amtrak Pacific Surfliner intercity passenger rail service, Amtrak long-distance trains, Metrolink commuter trains, and COASTER commuter trains also operate along the north-south corridor.

Figure 1: Pacific Surfliner Route



Before the COVID-19 pandemic necessitated service reductions in late March 2020, the LOSSAN Corridor held over 150 daily one-way trains, spanning 41 stations. Within this activity, the Pacific Surfliner service alone accounted for 27 trains and served 27 stations. Today, the Pacific Surfliner has expanded its reach to 29 stations, maintaining a schedule of 22 daily one-way trains, equating to eleven round trips. The eleventh-round trip between Los Angeles and San Diego was added in the end of March 2025. Reflecting on the fiscal year 2018-19, the last complete fiscal year before the pandemic's impact, the Pacific Surfliner boasted nearly 2.8 million passenger trips, with an additional 5.4 million trips taken on the combined commuter rail services of Metrolink and COASTER.

Discussion

This report provides an update on the average systemwide on-time performance (OTP) of the Amtrak Pacific Surfliner for the third quarter (Q3) of FY 2024-25. The following metrics give an overview of the Pacific Surfliner train OTP scores for the reporting quarter, as well as information about delay causes:

- Endpoint OTP
- Total Trains Operated
- Total Trains Cancelled or Suspended
- Customer OTP
- Ridership
- Endpoint OTP by Train
- Total Train Miles
- Systemwide Delays by Responsible Party, Per 10,000 Train Miles
- Systemwide Delays by Delay Type, Per 10,000 Train Miles
- Host-Responsible Delays, Per 10,000 Train Miles
- Total Delays Around Stations (or Other Specific Locations)

Endpoint OTP

Endpoint OTP represents the percentage of trains arriving to their final station within 15 minutes of their schedule arrival time. This metric is part of the Uniform Performance Standards (UPS) that the LOSSAN Agency is required to report to the California State Transportation Agency (CalSTA), which sets a 90 percent endpoint OTP standard.

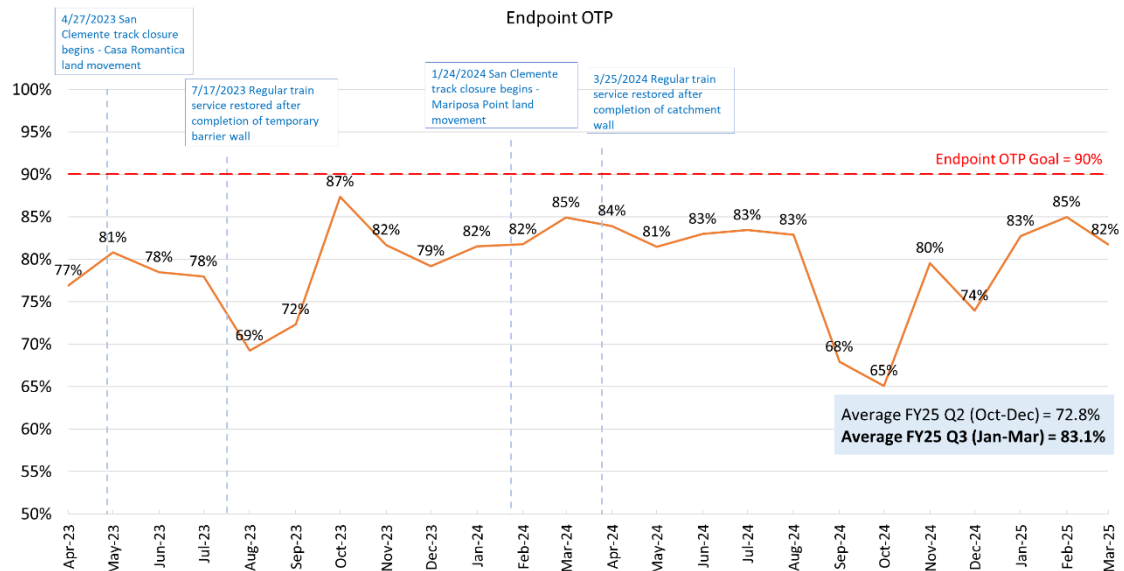
Figure 2: Endpoint OTP by Total Trains Operated

Values	FY 2025 Q2	FY 2025 Q3	% Change
Late	497	286	-42.5%
On-Time	1,329	1,408	5.9%
Operated	1,826	1,694	-7.2%
Endpoint OTP	72.8%	83.1%	14.2%

As shown in Figure 2, for Q3 FY 2024-25, 1,408 of 1,694 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 286 trains arrived late. This results in a systemwide endpoint OTP of 83.1 percent for Q3 FY 2024-25, representing a 14.2 percent increase from 72.8 percent endpoint OTP for the previous quarter.

Figure 4 shows historical monthly systemwide endpoint OTP from April 2023 to the present. Notes within the chart highlight the events that have had significant impacts on OTP.

Figure 4: Endpoint OTP



The increase in OTP from the prior quarter is primarily due to the resolution of several challenges that negatively impacted service reliability last quarter. In September and October 2024, dispatching-related delays occurred on the BNSF Railway between Los Angeles and Fullerton following BNSF's relocation of its Southern California dispatching functions from San Bernardino to Fort Worth, Texas. The transition led to disruptions as newly assigned dispatchers were unfamiliar with the territory. Since then, BNSF has assigned a senior manager to oversee dispatching operations in the region, which has contributed to improved on-time performance.

In addition, mechanical issues that significantly affected operations last quarter, specifically engine-related failures involving hydraulic, coolant, and DEF hoses, have been gradually mitigated. LOSSAN has been working with Amtrak and Caltrans to secure repair kits and implement updated replacement cycles for the affected parts. While some issues persist, these efforts have helped stabilize fleet availability and improve overall service reliability in Q3 FY 2024-25.

On any given date, an incident can lead Amtrak to either cancel or suspend one or more scheduled trains. Cancelled trains are treated as late trains, and are reflected in endpoint and customer OTP calculations, but suspended trains are not included. A cancellation means that Amtrak decided not to operate the train less than four hours before its scheduled departure. A suspension means that Amtrak decided not to operate the train at least four hours before its scheduled initial terminal departure.

The table in Figure 3 shows that for Q3 FY 2024-25, 13 trains were cancelled, and 67 trains were suspended, representing an 95.1 percent increase from the previous quarter. Of the 67 suspended trains, 39 were the result of planned trackwork and infrastructure projects. These suspensions were necessary to accommodate full and partial corridor closures across multiple territories, including areas managed by BNSF, Union Pacific, and NCTD. The remaining 26 suspended trains were due to unplanned service disruptions, including incidents involving downed power lines that required temporary shutdowns for safety and repairs.

Figure 3: Total Trains Cancelled or Suspended

Status	FY 2025 Q2	FY 2025 Q3	% Change
Cancelled	37	13	-64.9%
Suspended	4	67	1575.0%
Total	41	80	95.1%

Endpoint OTP by Train

One major delay incident can result in cascading delays that impact multiple trains throughout the day. One factor is that a single train consist is typically used by multiple routes/trains throughout the day. For example, upon its arrival to Santa Fe Depot in San Diego, the same equipment used to operate southbound Train 564 is then used to operate northbound Train 777. Therefore, delays experienced by southbound Train 564 have the potential to result in delays for northbound Train 777, as well as any additional trains operated with the same train consist.

Figure 7 shows individual endpoint OTP for each train that operated during Q3 FY 2024-25. During this period, five trains reached the endpoint OTP goal of 90 percent or above. The train with the lowest endpoint OTP average for the quarter was Train 784, which experienced increased delays due to commuter train interference, passenger train interference, and passenger-related delays.

Figure 7: Endpoint OTP by Train

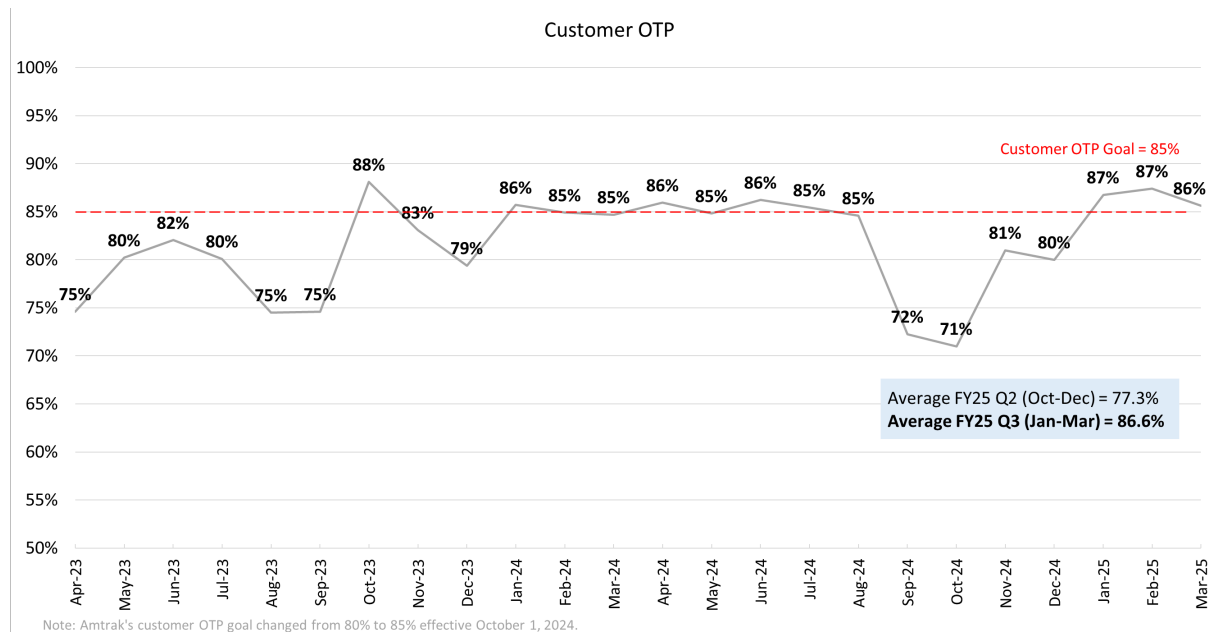
Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
566	LAX-SAN	100.0%	1	1
579	SAN-LAX	100.0%	1	1
595	SAN-LAX	92.7%	76	82
564	LAX-SAN	91.7%	77	84
591	SAN-LAX	90.7%	78	86
761	SAN-SLO	87.2%	75	86
562	LAX-SAN	86.0%	74	86
770	GTA-SAN	86.0%	74	86
794	SLO-SAN	86.0%	74	86
785	SAN-GTA	84.9%	73	86
790	GTA-SAN	84.9%	73	86
573	SAN-LAX	84.1%	69	82
586	LAX-SAN	83.8%	67	80
572	LAX-SAN	82.9%	68	82
580	LAX-SAN	82.6%	71	86
765	SAN-GTA	82.6%	71	86
581	SAN-LAX	81.4%	70	86
774	SLO-SAN	81.4%	70	86
587	SAN-LAX	81.3%	65	80
769	SAN-GTA	79.8%	67	84
777	SAN-SLO	70.9%	61	86
784	GTA-SAN	61.6%	53	86
System		83.1%	1408	1694

Customer OTP

Customer OTP measures the on-time arrival of every passenger, including those who detrain at intermediate stops along a route and those who ride the entire route.

The 85 percent goal shown in red in Figure 5 is set by Amtrak. For Q3 FY 2024-25, customer OTP averaged 86.6 percent, representing a 12 percent increase from 77.3 percent in the previous quarter. This improvement is largely attributed to the resolution of issues that impacted service reliability in the prior quarter, including dispatching disruptions following BNSF's relocation of its Southern California dispatching functions and widespread vandalism along the corridor, which previously resulted in slow orders and crossing protection measures.

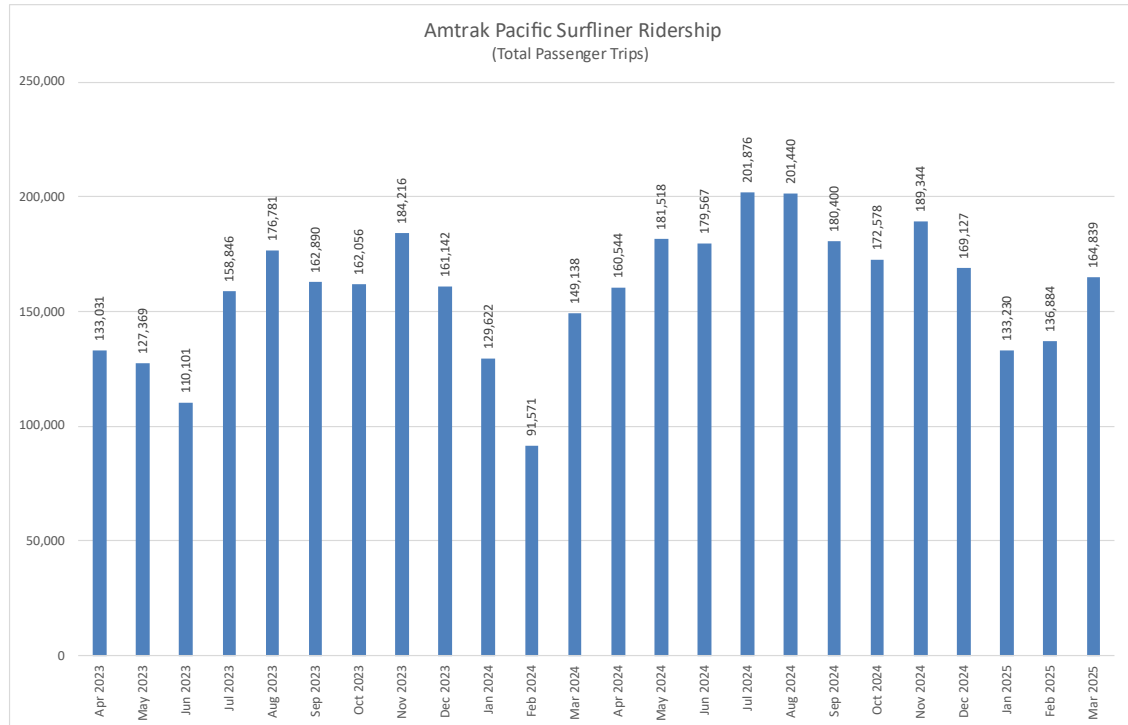
Figure 5: Customer OTP



Ridership

Various passenger related delays may impact train OTP. In general, the higher the systemwide ridership, the higher the incidences of passenger related delays. The chart in Figure 6 shows historical monthly ridership. As shown in Figure 6, for Q3 FY 2024-25, there were 434,953 passenger trips on the Pacific Surfliner, representing a roughly 18.1 percent decrease from 531,049, passenger trips in the previous quarter. The decrease in ridership is primarily attributed to the seasonal trend for Pacific Surfliner service.

Figure 6: Total Monthly Ridership



Systemwide Delays by Responsible Party, Per 10,000 Train Miles

Delay minutes are attributed to a variety of causes, or delay types, using a three-letter coding system. In addition, each delay type is categorized under one of three responsibility groups: Host, Amtrak, or Third Party.

The rate metric of minutes of delay by responsible party per 10,000 train miles is useful for comparing levels of delay for periods or territories that may have differing levels of Pacific Surfliner service. This measure is normalized by dividing the total minutes of delay for all operated trains by the total number of miles traveled by all trains, then multiplying the decimal result by 10,000.

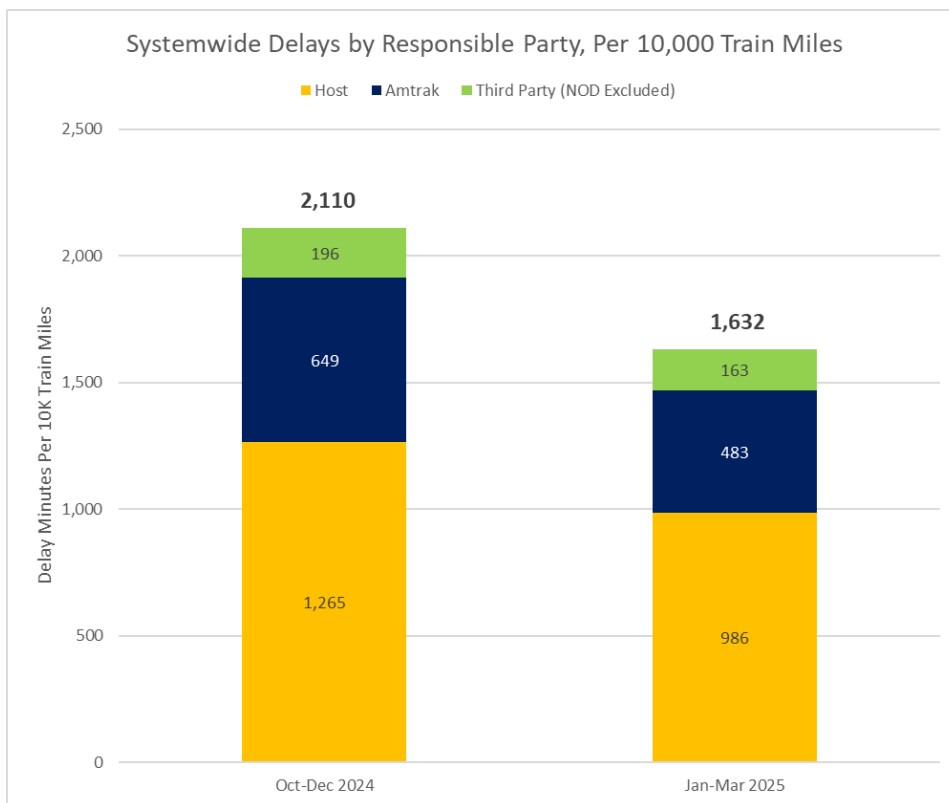
In the third quarter of FY 2024-25, the Pacific Surfliner operated a total of 338,917 train miles, representing an 8.5 percent decrease from the 370,333 train miles operated in the previous quarter.

Host-responsible delay types (shown in yellow in Figure 8) continue to be the largest category of delay types for the entire Pacific Surfliner, followed by Amtrak-related delays (shown in blue), then third party (shown in green). While minutes of unused recovery time (coded as NOD) are included in the raw data set used for delay analyses, they are excluded from delay analyses, since NOD is not actually

a delay, and just represents the minutes a train spends waiting to avoid operating ahead of schedule.

Overall, for Q3 FY 2024-25, there were 1,632 minutes of delay per 10,000 train miles, representing a 22.7 percent decrease in the overall delay rate compared to Q2 FY 2024-25. The rate of host-responsible delays decreased by 22.1 percent, the rate of Amtrak-responsible delays decreased by 25.6 percent, and the rate of third party-responsible delays decreased by 16.8 percent. The decrease in delays is attributed to a decrease in passenger-related, commuter train interference, and signal related delays.

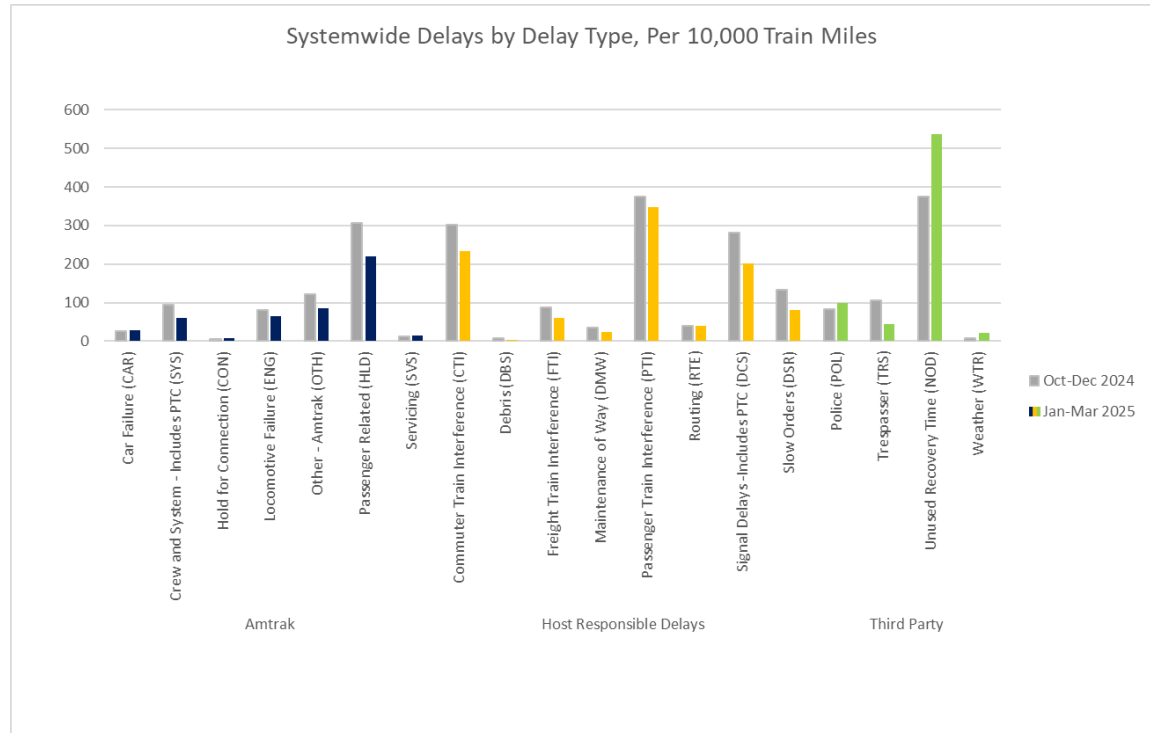
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



Systemwide Delays by Delay Type, Per 10,000 Train Miles

During the third quarter of FY 2024-25, the most significant individual delays were categorized as host-responsible and Amtrak delays, specifically passenger train interference, commuter train interference, and passenger-related delays.

Figure 9: Systemwide Delays by Delay Type, Per 10,000 Train Miles



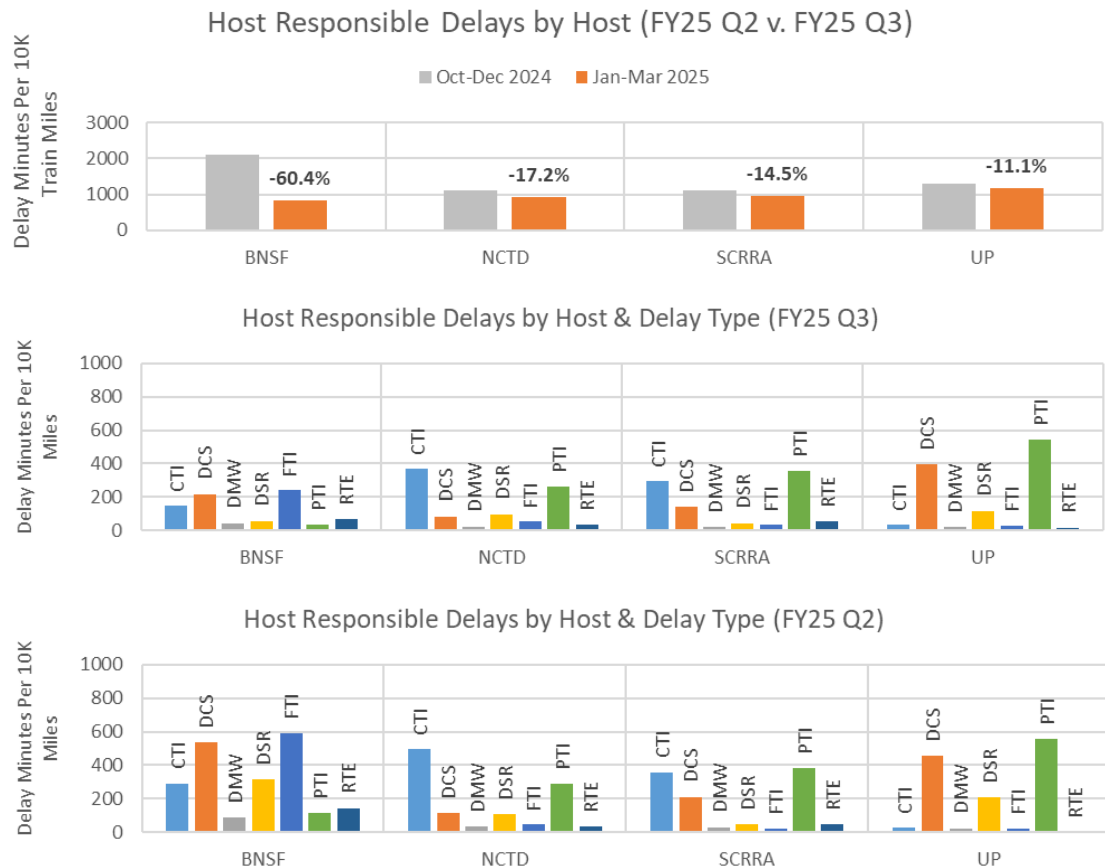
Host-Responsible Delays, Per 10,000 Train Miles

Each host territory location is unique and has its own pattern of challenges to be monitored. Figure 10 has three charts showing only host-responsible delays per 10,000 train miles, by host railroad. Overall, for Q3 FY 2024-25, the host-responsible delay rate within BNSF territory decreased by 60.4 percent, in NCTD territory decreased by 17.2 percent, in SCRRA territory decreased by 14.5 percent. and in UPRR territory decreased by 11.1 percent.

The second chart in Figure 10 clearly illustrates what the prominent delay contributors¹ were within each host territory in Q3 FY 2024-25. In BNSF territory, the top delay types were signal delays and freight train interference. In NCTD and SCRRA territory, the top delay types were commuter train interference and passenger train interference. In UP territory, the top delay types were signal delays and passenger train interference.

¹ Refer to Figure 9 for definitions of three-letter delay codes.

Figure 10: Host-Responsible Delays, Per 10,000 Train Miles

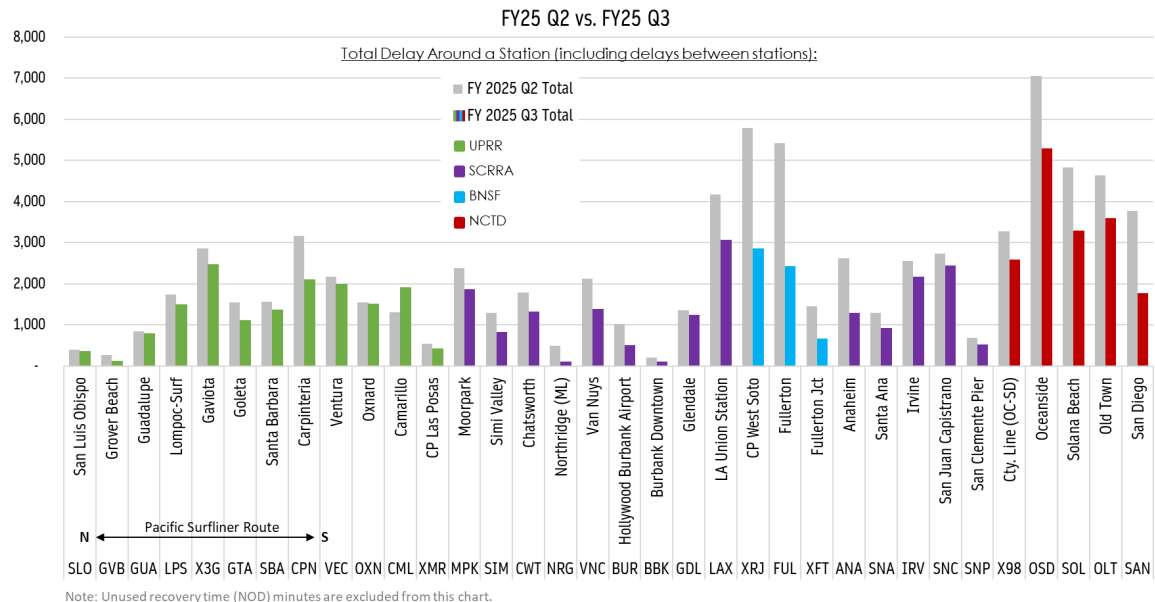


Total Delays Around Stations (or Other Specific Locations)

Figure 11 shows total minutes of delay along the entire 351-mile route, for all Pacific Surfliner trains combined. The bars include colors that represent the total minutes of delay around a station for Q3 FY 2024-25, and the gray bars show the same for the previous quarter. Delays between stations were allocated to the starting station of the delay. For example, whether a train was traveling northbound from Solana Beach to Oceanside, or southbound from Solana Beach to San Diego-Old Town, the delay minutes in both examples would be allocated to Solana Beach.

Overall, total minutes of systemwide delay decreased by 29.1 percent, from 79,068 in Q2 of FY 2024-25, to 56,052 in Q3 of FY 2024-25. The top three delay station locations were Oceanside, Old Town, and Solana Beach.

Figure 11: Total Delays Around Stations (or Other Specific Locations)



Summary

Within the third quarter of FY 2024-25, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 83.1 percent, which is below the 90 percent standard. Most delay types fell under the host responsibility category. The top individual delay types, regardless of responsibility category, were passenger train interference, commuter train interference, and passenger-related delays.

Attachment

None.

Approved by:

Kristopher Ryan
Chief Finance Officer
(714) 560-5409



Pacific Surfliner Marketing Update

Fiscal Year 2024-25 - Third Quarter

LOSSAN Technical Advisory Committee Meeting | June 5, 2025



Performance Summary

PacificSurfliner.com



Users to
PacificSurfliner.com



Referral traffic to
Amtrak.com



Bookings on
Amtrak.com



Riders

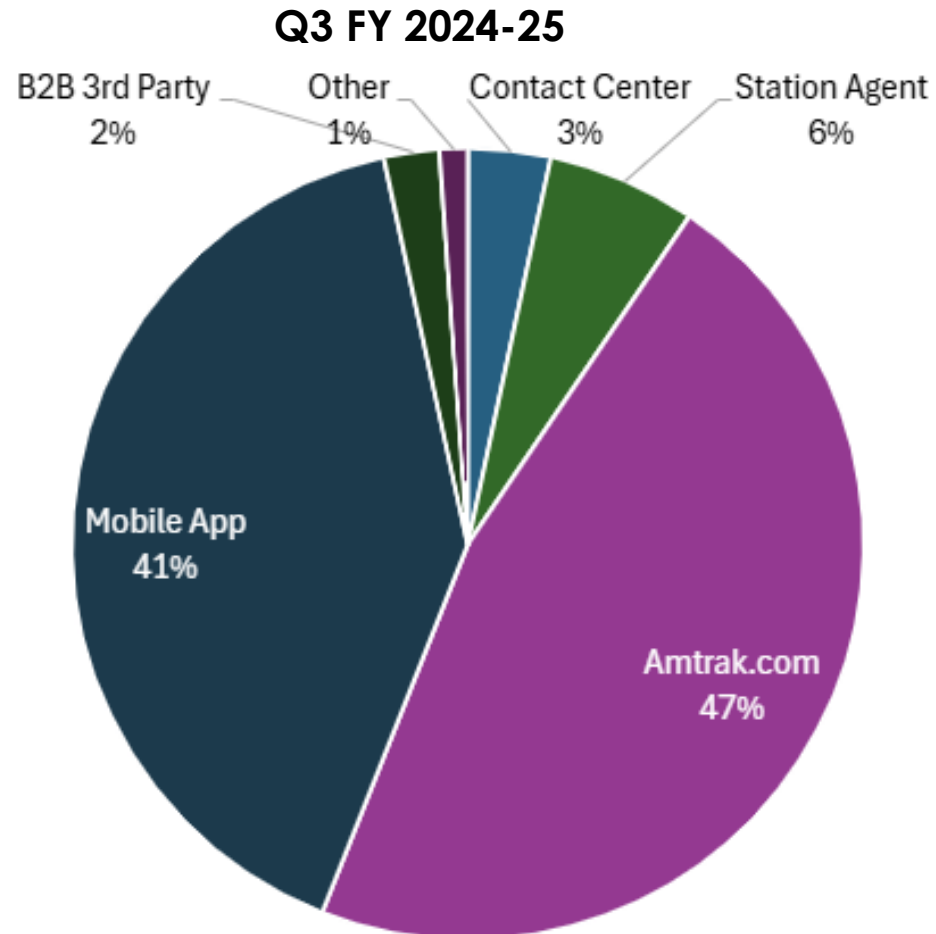


Revenue

	Users to PacificSurfliner.com	Referral traffic to Amtrak.com	Bookings on Amtrak.com	Riders	Revenue
Q3 – FY 25 (Jan-Mar)	543,500	130,000	10,964	22,762	\$798,658
Q2 – FY 25 (Oct-Dec)	420,000	163,382	16,044	32,077	\$1,069,841
Q1 – FY 25 (Jul-Sep)	631,000	274,402	26,734	61,186	\$1,905,473
Q4 – FY 24 (Apr-Jun)	612,000	236,292	21,547	47,109	\$1,512,473*

*Figure has been revised from previous quarterly update due to data reporting improvements from Amtrak implemented in September 2024.

Revenue by Sales Channel



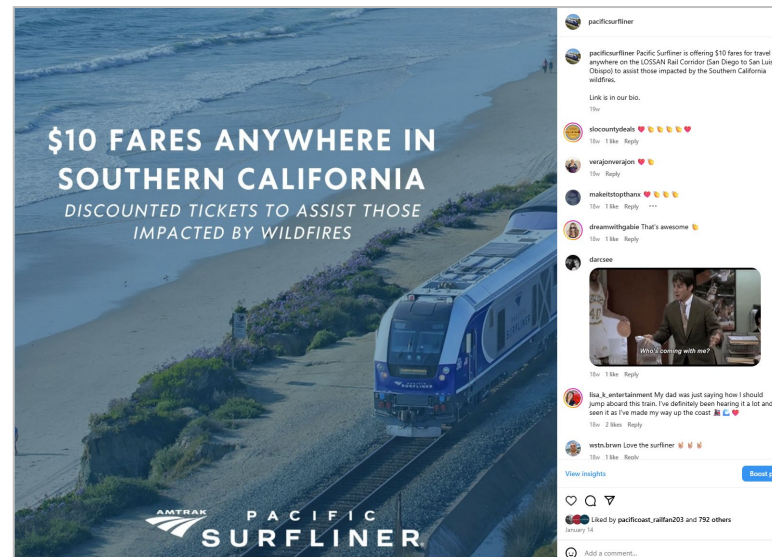
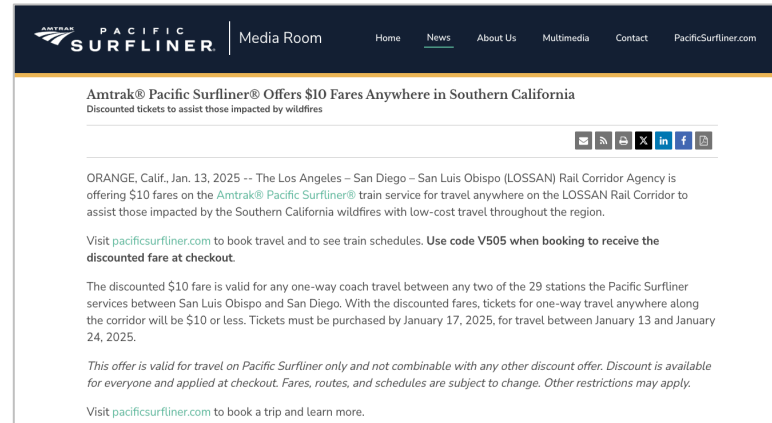
Total Revenue: \$17.17m


Q3 FY2024-25 Highlights: SoCal Wildfires Assistance

- \$10 special fare anywhere on Pacific Surfliner to support those affected by the SoCal wildfires
- Valid from January 17-24
- Emails, press release, and social media posts
- Ridership: 5,760*


*Preliminary, unaudited data from Amtrak

LOS||SAN





SchedulesStationsOffers



\$10 Fares Anywhere in Southern California

Pacific Surfliner's special fares to assist those affected by the Southern California wildfires are available for purchase until January 17. One-way tickets are just \$10 for travel on Pacific Surfliner anywhere from San Diego to San Luis Obispo.

Tickets must be purchased by January 17, 2025 and are valid for travel until January 24, 2025. Use code V505 at checkout to book your discounted trip.

For more details, visit [PacificSurfliner.com/Assist](https://pacificsurfliner.com/Assist) or click on the link below.


BOOK NOW


Q3 FY2024-25 Highlights: Spring Midweek Sale

- Spring sale to increase ridership during low ridership season
- 20% discount on midweek travel
- Valid from March 10 – April 30
- Pacific Surfliner emails
- Press release, digital ads
- Ridership: 4,585*
- Revenue: \$123,092.35*

*Preliminary, unaudited data from Amtrak



[Schedules](#)[Stations](#)[Offers](#)



Ride Midweek and Save 20% on Pacific Surfliner

Take in the beauty of the Southern California coast this spring! You'll save 20% when you travel Tuesday – Thursday from March 10 – April 30. Grab a window seat and enjoy breathtaking views of pristine beaches, rolling hills, and charming towns.


So sit back, relax, and enjoy the ride. Your wallet will thank you.


[BOOK NOW](#)

Q3 FY2024-25 Highlights: Expanded Service

- 11th roundtrip train added to schedule between LA and San Diego
- Combined with 20% discount on midweek travel
- Began March 31
- Pacific Surfliner and Amtrak Guest Rewards emails
- Digital ads



[Schedules](#)[Stations](#)[Offers](#)



Save 20% Midweek – Now More Trains Between L.A. & San Diego!

Starting today, March 31st, there are [more travel options between Los Angeles and San Diego!](#) A new southbound Train 566 will depart Los Angeles Union Station daily at 8:10am. A new northbound Train 579 will also depart Downtown San Diego daily at 1:01pm.

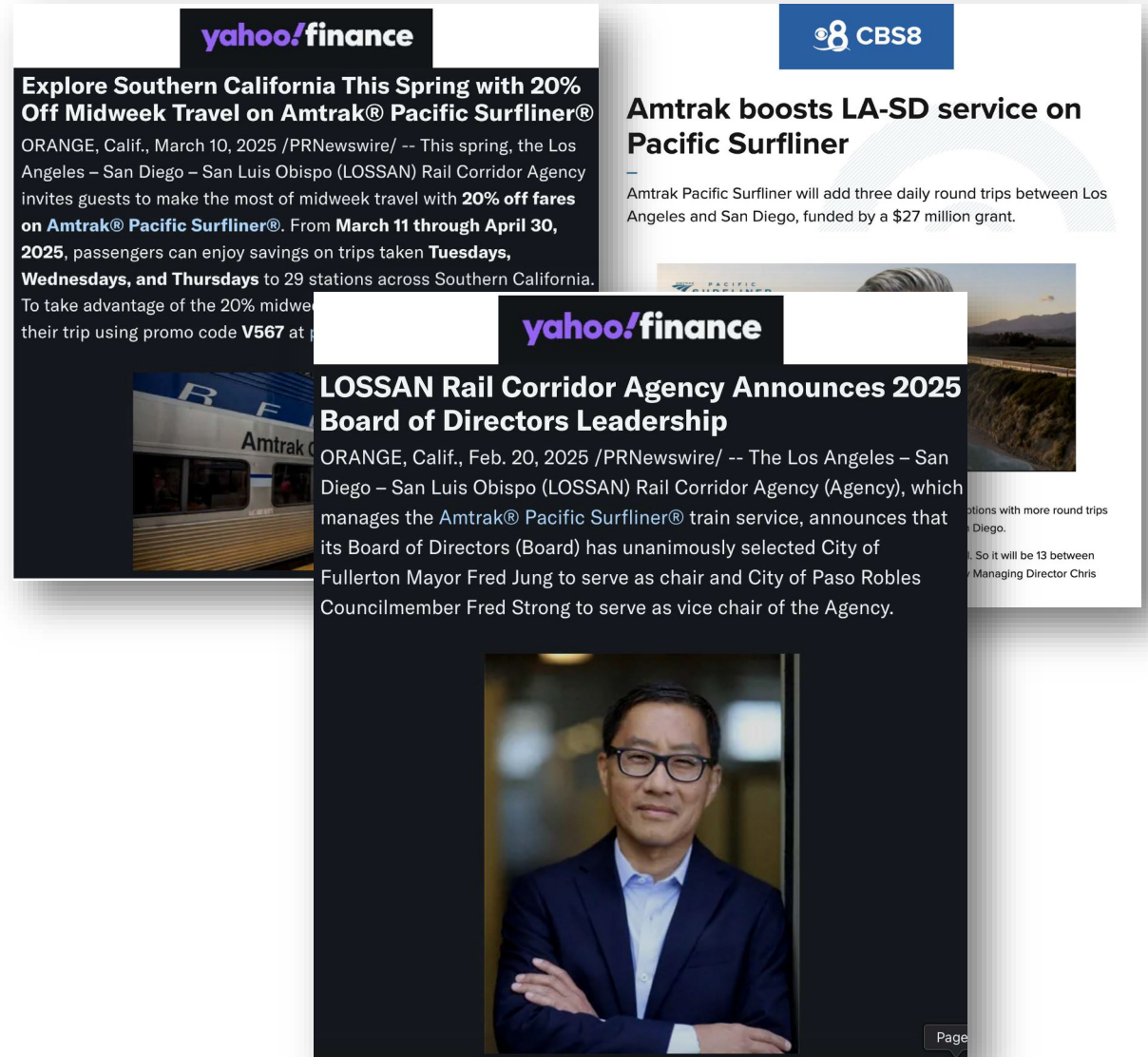
The best part? SAVINGS! Now through April 30th, enjoy [20% off midweek](#) fares when traveling on Tuesdays, Wednesdays, or Thursdays. Just use Promo Code V567 at checkout.

Discover all SoCal has to offer with Pacific Surfliner. 🌞

EXPLORE SOCAL

Q3 FY2024-25: Communications

- **In the Media:**
 - 1,370 media mentions
 - Impressions: 6 million
- **Publicity value:** \$1.14 million
- **Press Releases (4):**
 - **Jan 13, 2025:** LOSSAN Rail Corridor Agency Awarded \$27 Million to Increase Amtrak Pacific Surfliner Train Service
 - **Jan 13, 2025:** Amtrak Pacific Surfliner Offers \$10 Fares Anywhere in Southern California
 - **Feb 20, 2025:** LOSSAN Rail Corridor Agency Announces 2025 Board of Directors Leadership
 - **Mar 10, 2025:** Explore Southern California This Spring with 20% Off Midweek Travel on Amtrak Pacific Surfliner



Q3 FY2024-25: Social Media Influencer – Winter Campaign


- Seasonal influencer partnership campaign
- Theme: Daytrip Date from San Juan Capistrano to Old Town San Diego
- Influencers: Nadia & Jeremy Sry
- 15% discount shared through their social channels
- IG: 27.6K views, 872 likes, 41 comments, 419 shares, 313 saves
- TikTok: 4.3K views, 167 likes, 4 comments, 23 shares, 24 saves



Q3 FY2024-25: Social Media



10.8K Views

 pacificsurfliner Hello 2025! 🎉

It's nice to see you: we're the Pacific Surfliner. Come ride with us in our bio.


📍: @coasterjosh

#amtrak
#amtrakpacificsurfliner
#pacificsurfliner

20w



15.2K Views

 pacificsurfliner We still can't get over it, either ✨

Thanks to @it.s.cristina for sharing your journey with us.

#amtrak
#traintravel
#pacificsurfliner

6w



896K Views

 entertainmentandstyle and 4 others
Maksym Rzeminski, Rzeminski Chamber Orchestra • Liz on Top of the ...


 entertainmentandstyle • SoCal's Most Enchanting Tea Experience welcomes spring! NEW Spring Tea Alert at The Tea House on Los Rios


💖 Storybook feels at a charming hidden gem straight from Wonderland

You, me, and Tea? Yes, please! Share this reel with a friend and save it for later!



22.1K Views

 castrawberryfest and 2 others
Katrina Leskanich • Walking on Sunshine (2019 Rerecording)

 castrawberryfest Start your visit to the California Strawberry Festival on the right track! 🍓 Enjoy a relaxing hassle-free ride on @metrolink or @pacificsurfliner to the Ventura Train Station, then take a short walk across the street to the Festival entrance.


Plan your trip 📍 link in bio


#californiastrawberryfestival #californiastrawberryfest

4w



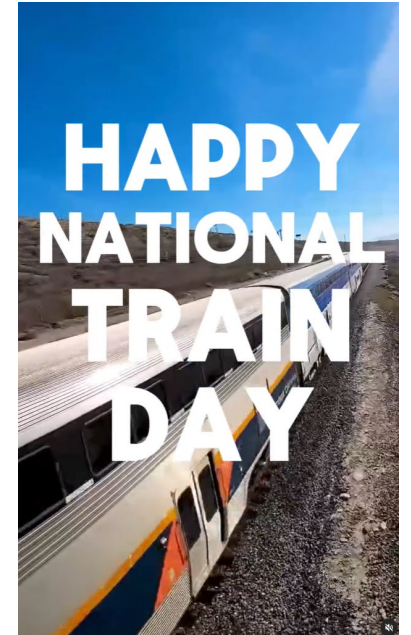
22.4K Views

 pacificsurfliner
Original audio




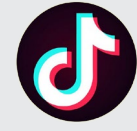
 pacificsurfliner It's our day today, baby! Happy #NationalTrainDay

#amtrak
#traintravel
#pacificsurfliner

2w



Q3 FY2024-25: Social Media Metrics

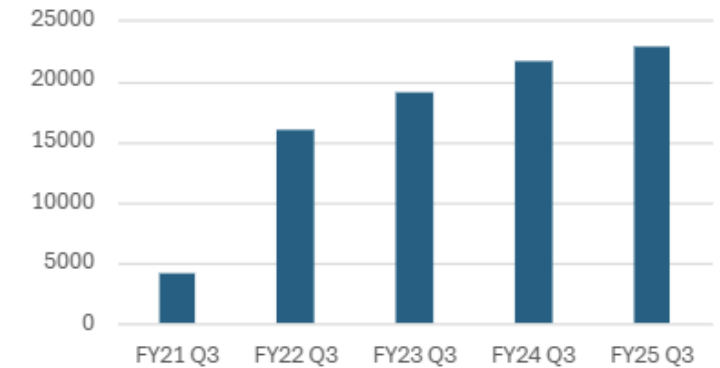
Platform	Total Followers	New Followers	Engagement Rate*	Link Clicks
	60,350	4,595	0.9%	1,110
	24,707	710	5.3%	N/A
	17,687	23	6%	301
	1,615	1	3.3%	N/A

*Engagement rate: Shares, comments/replies, likes, video views, etc., out of total followers.

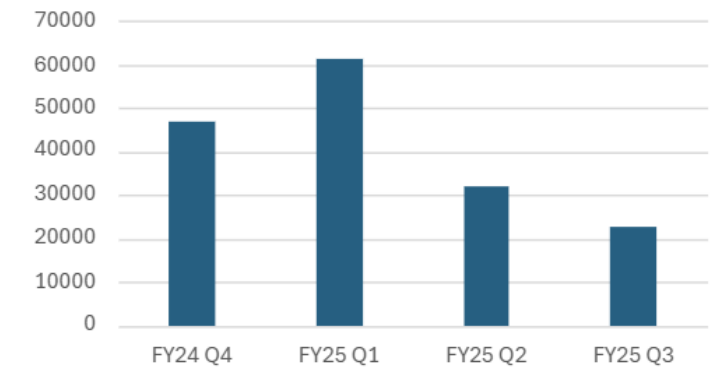
Q3 FY2024-25: Overall Performance (from online bookings)

January to March	Referral to Amtrak.com	Bookings	Ridership (from online Bookings)	Revenue (from online Bookings)
2020-21 – Q3	24,218	2,169	4,112	125,706
2021-22 – Q3	75,634	7,904	15,899	497,360
2022-23 – Q3	126,436	9,342	19,026	589,390
2023-24 –Q3	146,919	10,753	21,628	701,726
2024-25 –Q3	274,402	10,964	22,762	\$798,658

Q3 Ridership Year-over-Year




Past Year Ridership





Q3 FY2024-25: Pacific Surfliner Email Newsletter

Month	Total Average Recipients	Average Open Rate	Average Click Rate
Q3 FY2024-25	29,461	47.48%	2.56%




[Schedules](#)[Destinations](#)[Offers](#)[Tickets](#)




IT'S OFFICIALLY TANDEM TIME 


Grab your tandem bike and explore the SoCal coast on two wheels, together, using the Pacific Surfliner's brand new tandem bike racks! All you have to do is make a free reservation for your bike when you book your train trip. Click below to learn more.

[PEDAL TO THE METAL](#)




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CATCH FEELINGS, NOT TRAFFIC 

This Valentine's Day, let the Pacific Surfliner be your wingman. From beachside escapes to artsy adventures, we've got everything a couple of lovebirds need to thrive. Roll into romance with our blog on 5 incredible date ideas across SoCal!


[RIDE THE LOVE TRAIN](#)



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Spring break students

STUDENTS SAVE 15% 

Are you a student? Consider riding the Pacific Surfliner to all your upcoming Spring Break adventures! Students 25 and under save 15% with code **V353** at checkout.

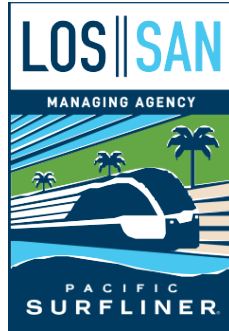
[AN A+ DEAL](#)

Q4 FY2024-25 Initiatives

- Spring Event Promotions
- Social Media Influencer Effort – Spring Campaign
- Emergency San Clemente Track Closure Reopening
- Service Restoration – 12th Roundtrip
- Strategic Partnerships
- Website Updates and Travel Companion
- Summer Event Promotions



QUESTIONS?



**Los Angeles – San Diego – San Luis Obispo
Rail Corridor Agency**

DRAFT

**Upcoming Agenda Items
Board of Directors Meeting
June 16, 2025**

- Fiscal Year 2024-25 Third Quarter Amtrak Pacific Surfliner On-Time Performance Analysis
- Fiscal Year 2024-25 Third Quarter Budget Status Report
- Fiscal Year 2024-25 Third Quarter Grant Reimbursement Status Report
- Fiscal Year 2024-25 Third Quarter Los Angeles - San Diego - San Luis Obispo Rail Corridor Trends
- Fiscal Year 2024-25 Second Quarter Amtrak Pacific Surfliner System Safety and Incident Report
- Temporary Additional Santa Barbara Rail Service
- Pacific Surfliner Marketing Update
- Reinstatement of Checked Baggage Service
- Pacific Surfliner Service Restoration Update