



LOSSAN Rail Corridor Agency
Technical Advisory Committee Meeting
Agenda
Thursday, June 6, 2024 at 1:00 p.m.

550 South Main Street, Orange, California

LOSSAN RAIL CORRIDOR AGENCY

Technical Advisory Committee - Membership Roster

Written public comments may also be submitted by emailing them to lossantac@octa.net, and must be sent 90 minutes prior to the start time of 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.

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 malonso@octa.net.



TECHNICAL ADVISORY COMMITTEE MEETING AGENDA

Call to Order

1. Public Comments

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

Consent Calendar (Items 2 through 5)

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

James D. Campbell

3. Fiscal Year 2023-24 Second Quarter Los Angeles - San Diego - San Luis Obispo Rail Corridor Trends

Kristopher Ryan

4. Fiscal Year 2023-24 Third Quarter Los Angeles - San Diego - San Luis Obispo Rail Corridor Trends

Kristopher Ryan

5. Fiscal Year 2024 Second Quarter On-Time Performance Analysis

Kristopher Ryan



TECHNICAL ADVISORY COMMITTEE MEETING AGENDA

Discussion Items

6. Fiscal Year 2023-24 Third Quarter Amtrak Pacific Surfliner On-Time Performance Analysis

Kristopher Ryan

7. Pacific Surfliner Marketing Update

Puja Thomas-Patel

8. Pacific Surfliner Summer Schedule Update

James D. Campbell

9. **Upcoming Draft Board Agenda Items**

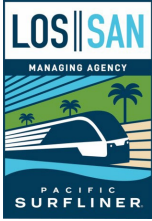
James D. Campbell

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

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

- 12.. **Adjournment**

The next regularly scheduled meeting of this Committee will be held at 10:00 a.m. on DAY, MONTH, 2022, at the Orange County Transportation Authority, Board Room, 550 South Main Street, Orange, California.



Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency **TECHNICAL ADVISORY COMMITTEE**

MAY 2, 2024, TAC MEETING MINUTES

The Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency (Agency) Technical Advisory Committee (TAC) met on May 2, 2024, at the City of Oxnard Council Chambers.

Committee members in attendance:

Lance Okuno, SLOCOG
Aaron Bonfilio, SBCAG
Jay Fuhrman, LA Metro
Katie Persons, NCTD
Brent Boyd, MTS
Peter Casellini, SANDAG
Aubrey Smith, VCTC
Kelly Hart, OCTA (Alternate)
Tim Schmaltz (Amtrak)

Welcome and Introductions

Mr. James Campbell, LOSSAN Operations Officer, opened the May 2, 2024, LOSSAN Agency TAC meeting and welcomed the TAC members to the City of Oxnard Council Chambers.

1. Public Comments

CONSENT CALENDAR

2. Approval of March Meeting Minutes

Mr. Peter Casellini (SANDAG) motioned to approve the item, seconded by Mr. Aubrey Smith (VCTC). The Committee approved the Consent items.

DISCUSSION CALENDAR

3. Equipment Update

Mr. James Campbell (LOSSAN) provided a presentation of the Pacific Surfliner equipment, which included equipment reduction, passenger car history, and fleet redeployment plan.

A discussion ensued regarding the redeployments and increase in cars. There was no further discussion.

4. Capital Program Update

Mr. David Berryman (LOSSAN) provided a presentation on the Capital Program projects led by LOSSAN. The presentation included capacity projects, bluff stabilization and bridge replacement projects, and layover facility expansion projects.

A discussion ensued regarding certain projects and funding. There was no further discussion.

5. Upcoming Draft Board Agenda Items

Mr. Campbell (LOSSAN) provided a brief overview of the agenda items for the May 20, 2024, LOSSAN Agency Board of Directors' meeting.

A few questions ensued on the agenda items. There was no further discussion.

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

An update was provided on current ridership, management's attendance to the subcommittee meeting on the LOSSAN Rail Corridor Resiliency in Sacramento, and an upcoming working group in Santa Barbara. LOSSAN has also hired Karen Trinh, Financial Analyst.

There was no further discussion.

7. Technical Advisory Committee Members' Report

Mr. Aubrey Smith (VCTC) mentioned the upcoming Strawberry Festival and the rail update for the event.

Mr. Peter Casellini (SANDAG) mentioned an upcoming meeting for environmental scoping for the rail realignment project.

8. Adjournment


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

Thursday, June 6, 2024

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



June 6, 2024

To: Members of the Technical Advisory Committee
From: Jason Jewell, Managing Director 
Subject: Fiscal Year 2023-24 Second 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 second quarter of state fiscal year 2023-24.

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 typically hosts more than 150 daily passenger trains. Prior to the Coronavirus pandemic, 27 daily trains and 27 stations comprised the Pacific Surfliner service. The Pacific Surfliner currently serves 29 stations and normally operates 20 daily one-way trains (or ten round trips). In fiscal year (FY) 2019 (the last full fiscal year prior to the COVID-19 pandemic), there were nearly 2.8 million passenger trips on Pacific Surfliner trips alone, and an additional 5.4 million passenger trips were taken on the two commuter rail services combined (Metrolink and COASTER).

Discussion

This 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 second quarter of FY 2023-24, covering the months of October, November, and December 2023.

Coronavirus Pandemic

The COVID-19 pandemic significantly impacted transit operations globally, including the LOSSAN corridor's three rail services. Following the initial declines in ridership and revenue triggered by state safety orders in March 2020, the Pacific Surfliner, COASTER, and Metrolink adjusted to reduced service schedules. These reductions began in late March 2020 as immediate responses to the pandemic.

As conditions improved, rail services on the LOSSAN corridor gradually resumed, marking a phased return to normal operations beginning Memorial Day weekend in 2021. COASTER restored full service on May 29, 2021, the same day Metrolink introduced new Saturday services on its Ventura County Line. Subsequently, the Pacific Surfliner expanded its daily operations, increasing from 12 one-way trips (six round trips) to 21 one-way trips (10 round trips) by October 24, 2021. The most substantial restoration occurred on April 4, 2022, when Metrolink added 26 trains back to its schedule, signaling a significant step towards pre-pandemic service levels.

Impacts of Temporary Track Closures in San Clemente Due to Falling Debris from an Adjacent Slope

On April 27, 2023, Pacific Surfliner service was suspended between San Juan Capistrano and Oceanside due to active debris movement on the slope adjacent to the Casa Romantica Cultural Centers and Gardens in San Clemente, located just north of the San Clemente Pier. The debris fall occurred two miles north of where the Orange County Transportation Authority (OCTA) was conducting track stabilization work near the Cyprus Shore Homeowners Association, although the events were unrelated. During the closure, service adjustments included:

- Limited train service between San Diego and Oceanside,
- Bus connections between Oceanside and Irvine,
- Modified train service between San Juan Capistrano and Irvine, and
- Regular train service from Los Angeles to San Luis Obispo.

Regular Pacific Surfliner service resumed on May 27, 2023, after emergency stabilization of the affected hillside, which had scattered debris onto the rail right-of-way. This reopening aligned with the start of Memorial Day Weekend, a peak travel time for the service. However, recurring debris falls from the same slope adjacent to the Casa Romantica Cultural Center and Gardens led to another suspension of service between San Juan Capistrano and Oceanside starting June 5, 2023. Subsequently, on June 23, 2023, the Metrolink Board of Directors contracted Condon-Johnson & Associates, Inc. to design and install a temporary barrier wall to protect the tracks. This second closure extended through the end of the fourth quarter of FY 2023 and into the first quarter of FY 2024. Service was fully restored on July 17, 2023, following the completion of the barrier wall.

Special Considerations for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

Ridership Data: Under normal operations, Pacific Surfliner trains are designated by three-digit numbers: the 500's series for trains operating between San Diego and Los Angeles, and the 700's series for those extending north of Los Angeles. However, during the temporary track closures in San Clemente, trains running between San Diego and Oceanside were identified using four-digit numbers in the 1000's series. Due to Amtrak's fare collection system's structure, each segment of a journey—train and bus bridge—was recorded separately when passengers transferred between services. This method, while standard for situations involving multiple carriers or modes of transport, may lead to an apparent increase in recorded passengers during disrupted service periods. Amtrak is aware of the need for adjusted ridership figures to reflect a more accurate count and is actively working on a solution. The reporting of ridership data in the LOSSAN Agency's second quarter reflects Amtrak's consistent application of these procedures, and it is important to note that this quarter was not impacted by the track closure issues, as they had reopened in July of the previous quarter.

On-Time Performance (OTP) Data: The LOSSAN Agency sources OTP data for the Pacific Surfliner from Amtrak's On-Time Performance Monitoring and Reporting System (OTP MRS). Starting in FY 2023 Q4, it was noted that OTP data initially omitted some trains operating along the segment between San Diego and Oceanside when a temporary track closure was in effect in San Clemente. This was due to a programming issue which prevented the inclusion of these data in the OTP MRS reports. Discussions with Amtrak have addressed this omission and identified the programming error as the cause. Consequently, although the previous issue has been resolved and does not impact the data for the second quarter, the report still references OTP figures from periods affected by these omissions. Moving forward, LOSSAN will

continue to use the most accurate and comprehensive data available, ensuring that future reports reflect the actual service performance.

Usage

For the second quarter of FY 2023-24, total LOSSAN corridor **ridership for the three services combined was 1,113,709**, representing a 29.0 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.

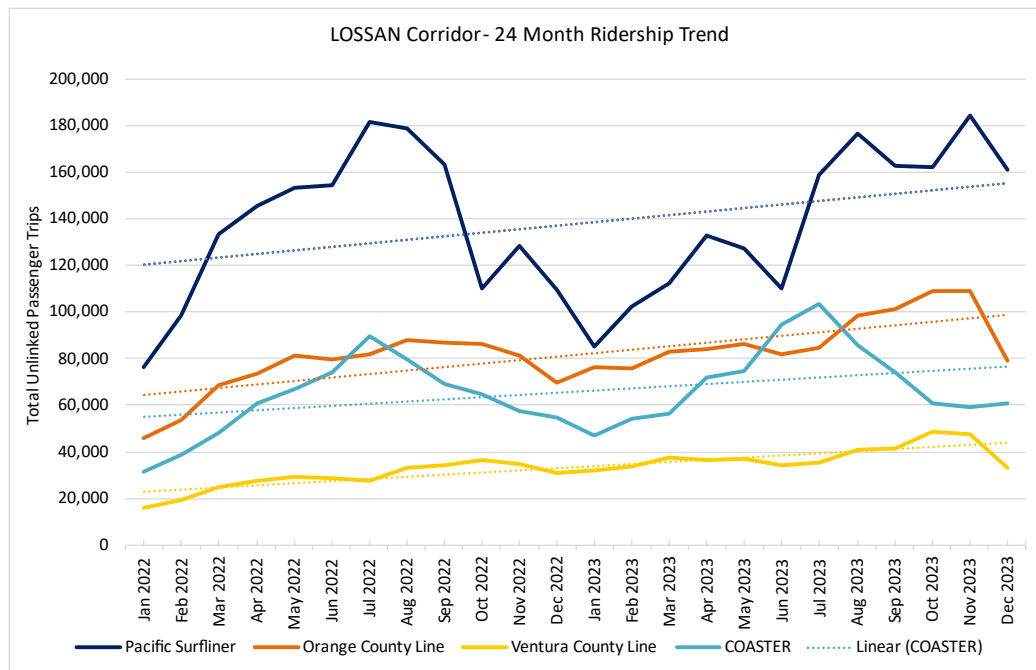
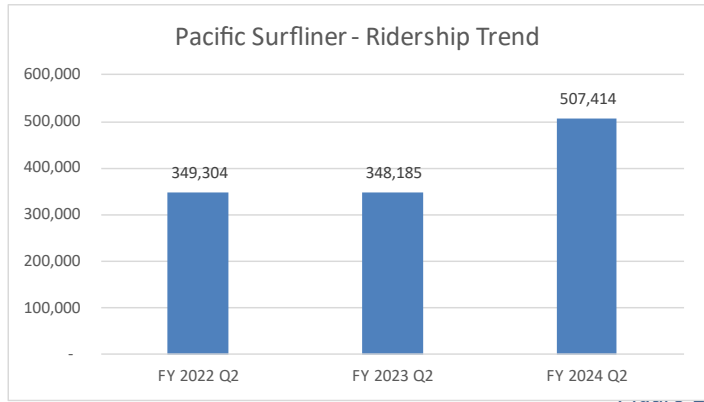


Figure 1

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 second quarter of FY 2023-24 was 504,414, representing an increase of



45.7 percent when compared to the

same period last year, as is illustrated in Figure 2. This increase in FY2024 Q2 is primarily due to the absence of service disruptions that were present in FY 2023 Q2 and Q3, related to emergency track closures in San Clemente due to bluff and track stability issues. Additionally, the reported Pacific Surfliner ridership includes Metrolink and COASTER pass holders utilizing the Rail 2 Rail (R2R) Program, which allows Metrolink monthly pass holders and COASTER passengers to ride Pacific Surfliner trains within the stations identified on their valid fare media, subject to certain restrictions.

Metrolink

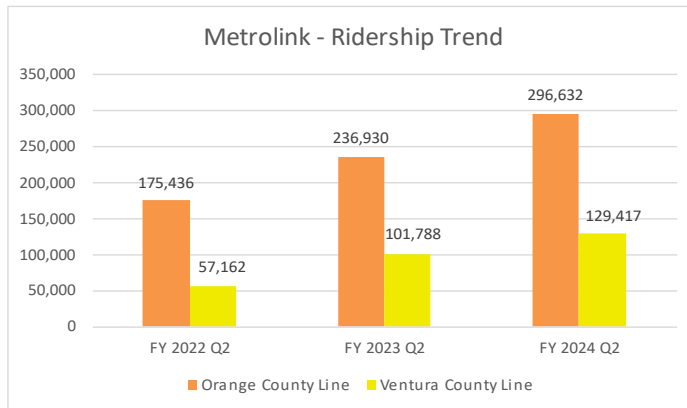


Figure 3

The VCL, which operates between East Ventura and Los Angeles, saw a ridership increase of 27.1 percent when compared to the second quarter of last year. The OCL, which operates between Los Angeles and Oceanside, saw an 25.2 percent increase in ridership over the same report period in the prior year. During the second

quarter of FY 2023-24, there were an average of 7,571 Metrolink pass holders per month who utilized the R2R Program to ride Pacific Surfliner trains¹.

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

COASTER

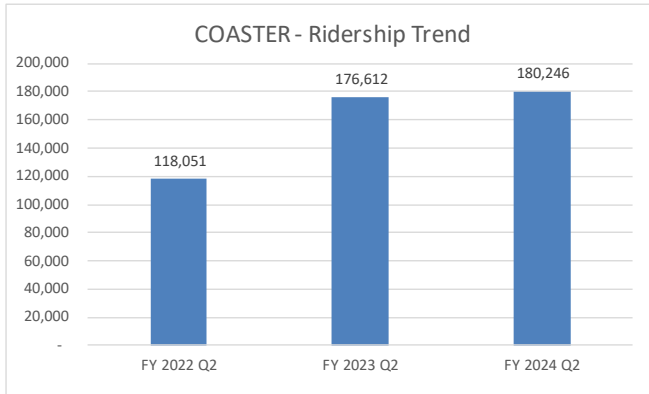


Figure 4

NCTD’s COASTER commuter rail service operating between Oceanside and San Diego saw a ridership increase of 2.1 percent during the second quarter of FY 2023-24 when compared to the same period in the prior year, as shown in Figure 4. During the second quarter of FY 2023-24, there were an average of 727 COASTER pass holders per

month utilizing the R2R Program to ride Pacific Surfliner trains².

Amtrak System

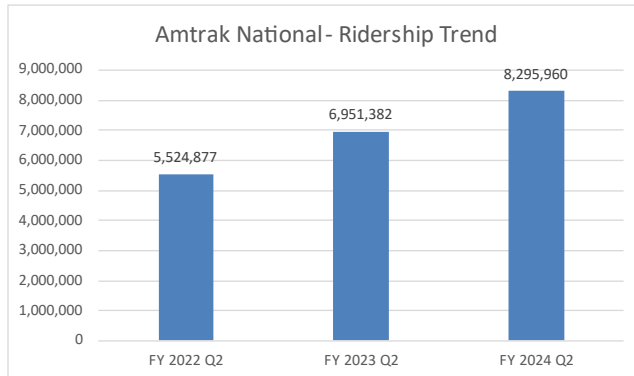


Figure 5

Amtrak service nationwide experienced a cumulative ridership increase of 19.3 percent for the second quarter of FY 2023-24 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 decrease by 6.9 percent in the second 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 19.8 percent on the Capitol Corridor and by 7.5 percent on the San Joaquins Corridor during the second 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 51 million passenger miles during the second quarter of FY 2023-24, which is a 122.4 percent increase compared to the same period in the prior year. The increase in passenger miles aligns with the increase in ridership. 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 18,465 tons of greenhouse gases was achieved, which is equivalent to avoiding burning approximately 1,884,907 gallons of gasoline.

Efficiency

Passenger Trips Per Train Mile

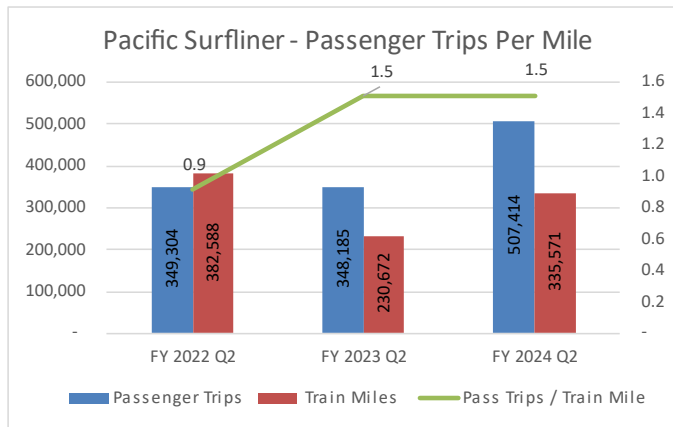


Figure 6

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 second quarter of FY 2023-24, the ratio of passenger trips per train mile increased by 0.2 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 correlation with the Pacific Surfliner ridership increase, primarily due to the absence of service disruptions that were present in the previous fiscal year, total revenue for the Pacific Surfliner also increased. For the second quarter of FY 2023-24, total revenue increased by 73.6 percent when compared with the same period in the prior year, as shown in Figure 7.

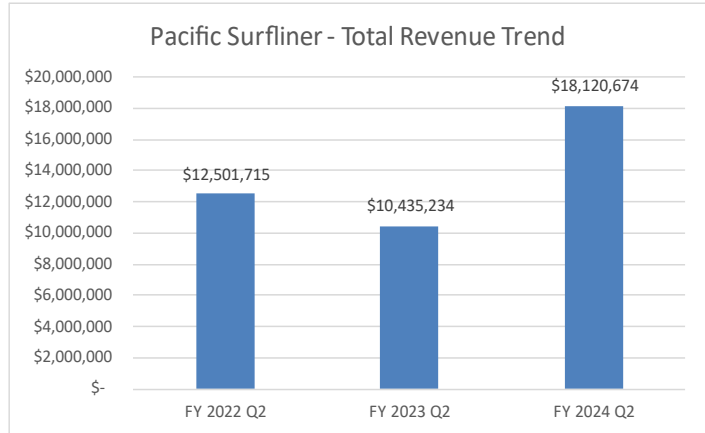


Figure 7

Farebox Recovery

The Pacific Surfliner farebox recovery ratio is calculated as total revenue divided by total operating expenses. As 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 December 31, 2023, was 52.3 percent. For comparison, including only the three months of the second quarter of FY 2023-24 results in a farebox recovery ratio of 64.6 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 second quarter of FY 2023-24, endpoint OTP for the Pacific Surfliner averaged 83.0 percent, which was a 2.1 percent decrease over the same period in the prior year. Figure 8 illustrates a monthly OTP trend for the Pacific Surfliner.

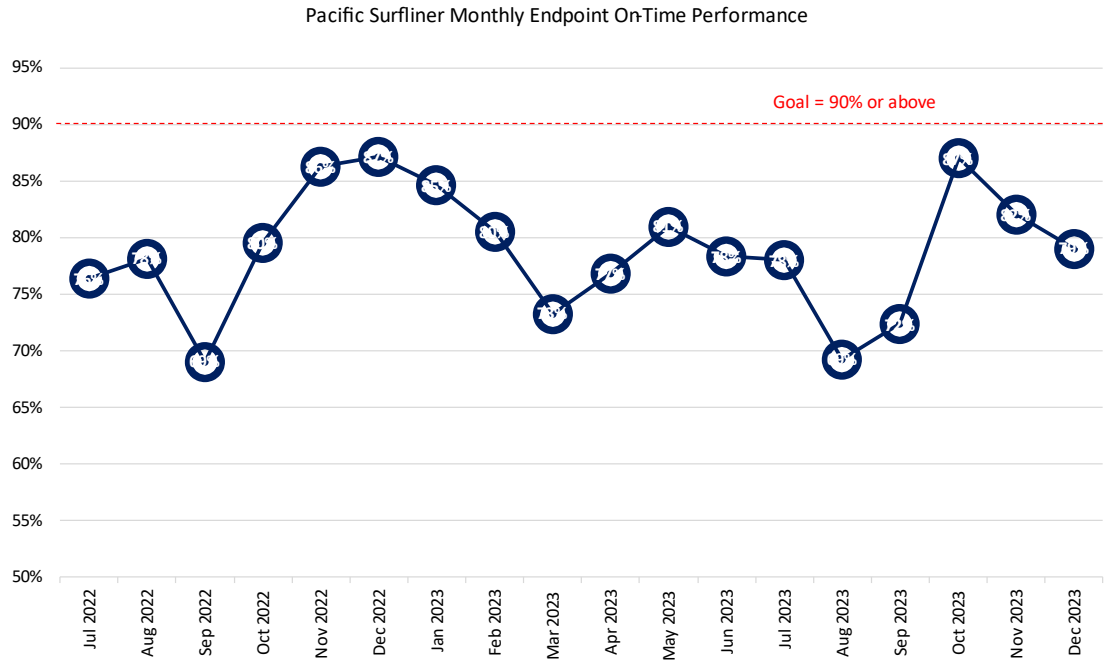


Figure 8

The LOSSAN Rail Corridor Agency (LOSSAN Agency) will continue to work collaboratively with the Corridor Improvement Team via quarterly meetings to identify and address issues negatively impacting OTP.

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 second quarter of FY 2023-24, the Pacific Surfliner scored an average eCSI of 83.2 percent, representing a 7.6 percent increase from the average eCSI of 77.3 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>FY23 Q2</i> <i>(Oct-Dec 2022)</i>	<i>FY24 Q2</i> <i>(Oct-Dec 2023)</i>	<i>% Change</i>
Baked Goods	\$ 35,085	\$ 114,619	226.7%
Beer	\$ 80,852	\$ 172,064	112.8%
Beverages	\$ 136,743	\$ 348,617	154.9%
Dairy Products	\$ 768	\$ 1,070	39.3%
Fresh Prepared Foods	\$ 86,862	\$ 183,918	111.7%
Liquor	\$ 43,456	\$ 100,094	130.3%
Miscellaneous Merchandise	\$ 1,078	\$ 1,468	36.2%
Packaged Snack Foods	\$ 231,424	\$ 460,090	98.8%
Salads	\$ 438	\$ 49	-88.8%
Wine	\$ 113,017	\$ 311,655	175.8%
Total Revenue	\$ 729,722	\$ 1,693,644	132.1%

Figure 9

For the second quarter of FY 2023-24, food and beverage sales increased by 132.1 percent compared to the same quarter in the prior year, which aligns with the increase in Pacific Surfliner ridership. Details on the performance of each specific category are included in 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 December 31, 2023, included:

- Route 4⁴: One daily round trip between Los Angeles and Santa Barbara.
- Route 17: Two 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 second quarter of FY 2023-24, combined ridership on these three routes totaled 26,345, representing an increase of 18.1 percent when compared to the ridership of 22,304 for the same period in the prior year.

⁴ Although service on Thruway Bus Route 4 operated throughout FY 2024 Q2, the service was discontinued December 2023.

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 second quarter of FY 2023-24. During the second quarter, total combined passenger rail ridership along the corridor increased by 29.0 percent when compared to the same period last year. Notably, ridership on the Pacific Surfliner alone increased by 45.7 percent, accompanied by a significant 73.6 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, Second Quarter Fiscal Year 2023-24

Prepared by:



Kristopher Ryan
Chief Financial Officer
(714) 560-5409


**Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary
Second Quarter Fiscal Year 2023-24**

<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	507,414	45.7%	\$18,120,674	73.6%	82.7%
Metrolink Orange County Line	296,632	25.2%	---	---	86.2%
Metrolink Ventura County Line	129,417	27.1%	---	---	84.8%
COASTER	180,246	2.1%	---	---	94.8%
LOSSAN Total	1,113,709	29.0%	---	---	---

Amtrak Nationwide	8,295,960	19.3%	---	---	78.7%
Coast Starlight	98,393	-6.9%	---	---	69.0%
Capitol Corridor	263,179	19.8%	---	---	83.7%
San Joaquins	242,676	7.5%	---	---	76.3%



June 6, 2024

To: Members of the Technical Advisory Committee
From: Jason Jewell, Managing Director 
Subject: Fiscal Year 2023-24 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 2023-24.

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 typically hosts more than 150 daily passenger trains. Prior to the Coronavirus pandemic, 27 daily trains and 27 stations comprised the Pacific Surfliner service. The Pacific Surfliner currently serves 29 stations and normally operates 20 daily one-way trains (or ten round trips). In fiscal year (FY) 2019 (the last full fiscal year prior to the COVID-19 pandemic), there were nearly 2.8 million passenger trips on Pacific Surfliner trips alone, and an additional 5.4 million passenger trips were taken on the two commuter rail services combined (Metrolink and COASTER).

Discussion

This 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 2023-24, covering the months of January, February, and March 2024.

Impact of COVID-19 Pandemic

The COVID-19 pandemic significantly impacted transit operations globally, including the LOSSAN corridor's three rail services. Following Governor Newsom's March 15, 2020, safer-at-home order, the Pacific Surfliner, COASTER, and Metrolink experienced notable declines in ridership and revenue, leading to temporary service reductions starting late March 2020. As conditions improved, rail services gradually resumed. COASTER was the first to return to full service on May 29, 2021, coinciding with Metrolink's new Saturday service on its Ventura County Line. The Pacific Surfliner service restoration began on June 28, 2021, increasing from 12 to 18 daily one-way trips, and further expanded on October 24, 2021, to 21 daily one-way trips. Metrolink's significant service expansion occurred on April 4, 2022, with the addition of 26 trains, marking a pivotal recovery milestone since the pandemic onset.

Impacts of Temporary Track Closures in San Clemente Due to Falling Debris

On April 27, 2023, Pacific Surfliner service was suspended between San Juan Capistrano and Oceanside due to active debris movement on the slope adjacent to the Casa Romantica Cultural Centers and Gardens in San Clemente, just north of the San Clemente Pier. The debris fall occurred two miles north of where the Orange County Transportation Authority (OCTA) was conducting track stabilization work near the Cyprus Shore Homeowners Association, although the events were unrelated. During this closure, service adjustments included limited train service between San Diego and Oceanside, bus connections between Oceanside and Irvine, modified train service between San Juan Capistrano and Irvine, and regular train service from Los Angeles to San Luis Obispo. Regular Pacific Surfliner service resumed on May 27, 2023, after emergency stabilization of the affected hillside.

Recurring debris movement from the same slope led to another suspension of service starting June 5, 2023. On June 23, the Metrolink Board of Directors contracted Condon-Johnson & Associates, Inc., to design and install a temporary barrier wall to protect the tracks. This second closure extended through the end of the fourth quarter of FY 2023 and into the first quarter of FY 2024, with service fully restored on July 17, 2023, following the completion of the barrier wall.

In a subsequent development, another landslide on January 24, 2024, from private property above the city-owned Mariposa Trail Pedestrian Bridge once again scattered debris onto the track. OCTA, along with its partners, quickly responded by removing debris and the damaged bridge spans. A 200-foot-long catchment wall at Mariposa Point was constructed to safeguard the rail right of way. Despite the ongoing construction, limited Pacific Surfliner passenger service was able to resume in early March. Specific morning and evening trains operated through San Clemente to maintain connectivity while allowing construction to continue during mid-day. Full passenger service was restored on March 25, 2024, ahead of schedule, thanks to expedited work and robust cooperation among transportation agencies.

Special Considerations for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

Ridership Data: Under normal operations, Pacific Surfliner trains are designated by three-digit numbers: the 500's series for trains operating between San Diego and Los Angeles, and the 700's series for those extending north of Los Angeles. However, during temporary track closures, to make it easily distinguishable, trains running between San Diego and Oceanside are identified by a four-digit number in the 1000's series using the same 500 or 700 series number. Due to the structure of Amtrak's fare collection system, each segment of a journey—whether train or bus bridge—is recorded separately when passengers transfer between services. This standard procedure for handling multiple carriers or modes of transport may cause an apparent increase in recorded passengers during disrupted service periods. Amtrak is aware of this issue and is actively working on adjusting ridership figures to reflect more accurate counts. And with the track closures in San Clemente reoccurring in January 2024, and despite the resumption of full service in late March, the impact of these disruptions were reflected in the LOSSAN Agency's third-quarter ridership data, mirroring the challenges experienced from FY23 Q4 through FY24 Q1.

On-Time Performance Data: The LOSSAN Agency sources its on-time performance (OTP) data for the Pacific Surfliner from Amtrak's On-Time Performance Monitoring and Reporting System (OTP MRS). Beginning in the fourth quarter of FY 2023, it was discovered that the OTP data omitted some trains operating between San Diego and Oceanside during temporary track closures in San Clemente. These omissions were attributed to a programming issue, identified during discussions with Amtrak. Although minor data omissions were also noted in Q3 with the most recent track closures in San Clemente, they did not significantly affect the overall Q3 results. Moving forward, LOSSAN will continue to collaborate with Amtrak to ensure the integrity of the data and guarantee that future reports accurately reflect the actual service performance.

Usage

For the third quarter of FY 2023-24, total LOSSAN corridor **ridership for the three services combined was 961,955**, representing a 21.0 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.

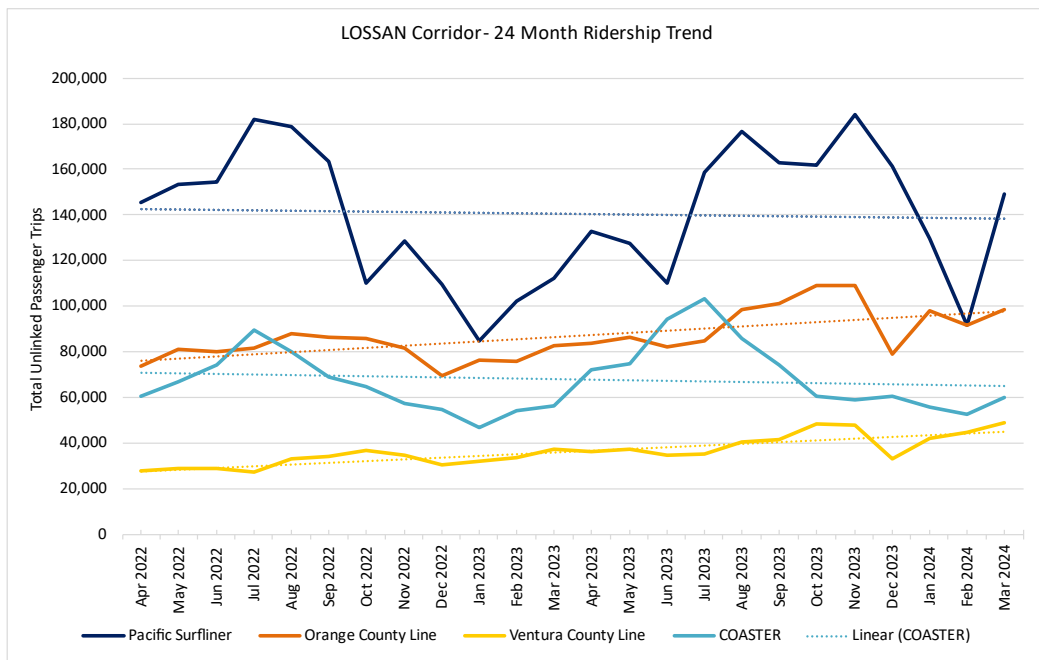


Figure 1

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 2023-24 was 370,331, representing an increase of 23.7 percent when

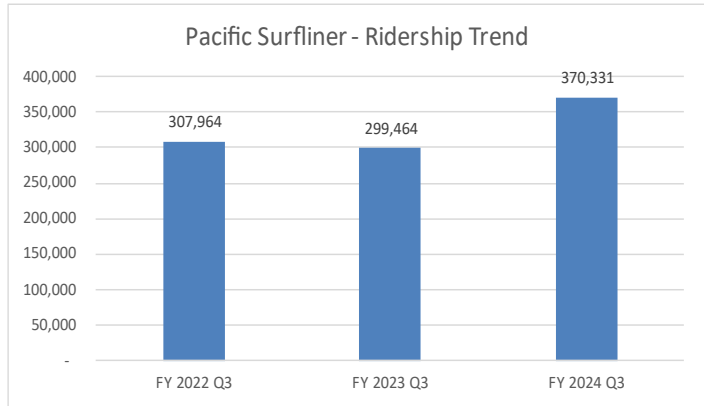


Figure 2

compared to the same period last year, as is illustrated in Figure 2. The increase in ridership is attributed to a combination of growing ridership and less severe service disruptions compared to the previous year. Unlike FY2023 Q3 and Q4, which experienced significant disruptions due to emergency track closures in San Clemente, FY2024 Q3 managed to maintain limited service during track closures, mitigating the impact on overall service continuity. Additionally, the reported Pacific Surfliner ridership includes Metrolink and COASTER pass holders utilizing the Rail 2 Rail (R2R) Program, which allows Metrolink monthly pass holders and COASTER passengers to ride Pacific Surfliner trains within the stations identified on their valid fare media, subject to certain restrictions.

Metrolink

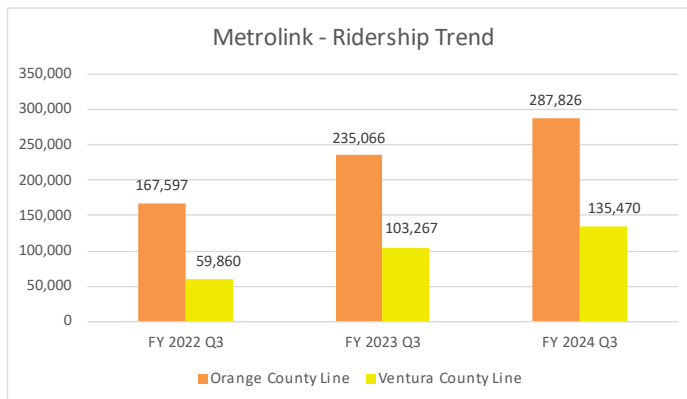


Figure 3

The VCL, which operates between East Ventura and Los Angeles, saw a ridership increase of 31.2 percent when compared to the third quarter of last year. The OCL, which operates between Los Angeles and Oceanside, saw an 22.4 percent increase in ridership over the same 3 report period in the prior

year. During the third quarter of FY 2023-24, there were an average of 10,167 Metrolink pass holders per month who utilized the R2R Program to ride Pacific Surfliner trains¹.

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

COASTER

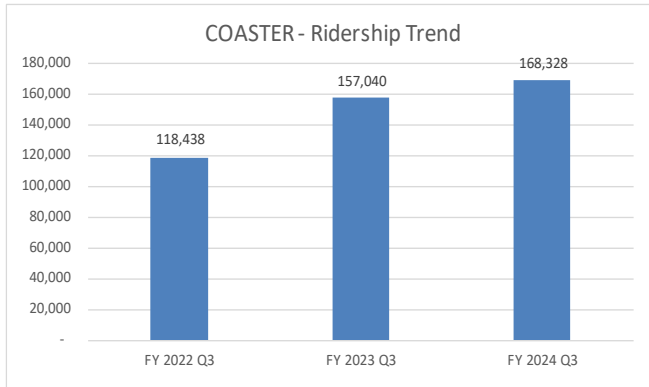


Figure 4

NCTD’s COASTER commuter rail service operating between Oceanside and San Diego saw a ridership increase of 7.2 percent during the third quarter of FY 2023-24 when compared to the same period in the prior year, as shown in Figure 4. During the third quarter of FY 2023-24, there were an average of 323 COASTER pass holders per

month utilizing the R2R Program to ride Pacific Surfliner trains².

Amtrak System

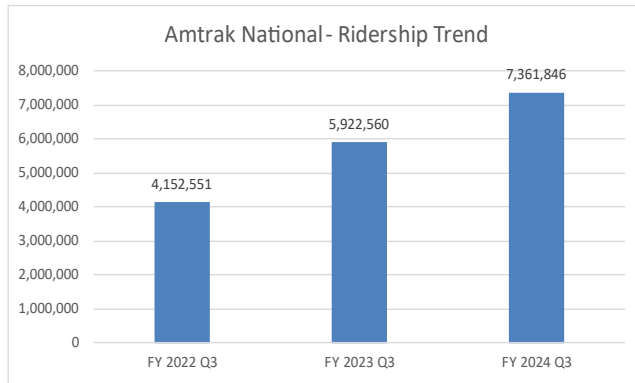


Figure 5

Amtrak service nationwide experienced a cumulative ridership increase of 24.3 percent for the third quarter of FY 2023-24 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 decrease by 20.6 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 34.4 percent on the Capitol Corridor and by 16.0 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 32 million passenger miles during the third quarter of FY 2023-24, which is a 43.8 percent increase compared to the same period in the prior year. The increase in passenger miles aligns with the increase in ridership. 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 10,880 tons of greenhouse gases was achieved, which is equivalent to avoiding burning approximately 1,110,630 gallons of gasoline.

Efficiency

Passenger Trips Per Train Mile

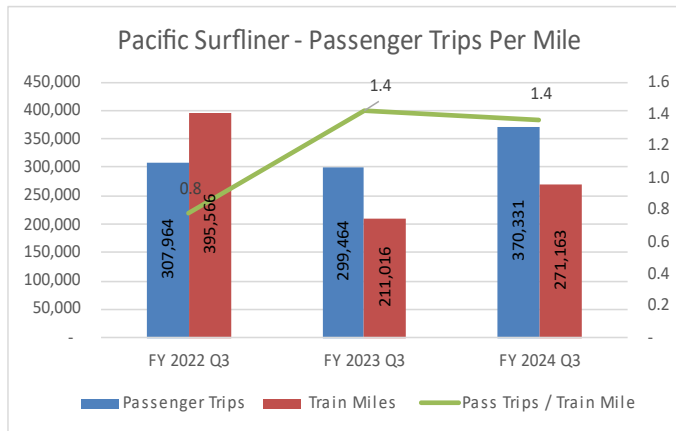


Figure 6

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 2023-24, the ratio of passenger trips per train mile decreased slightly by 3.8 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 correlation with the Pacific Surfliner ridership increase, primarily due to the absence of service disruptions that were present in the previous fiscal year, total revenue for the Pacific Surfliner also increased. For the third quarter of FY 2023-24, total revenue increased by 34.4 percent when compared with the same period in the prior year, as shown in Figure 7.

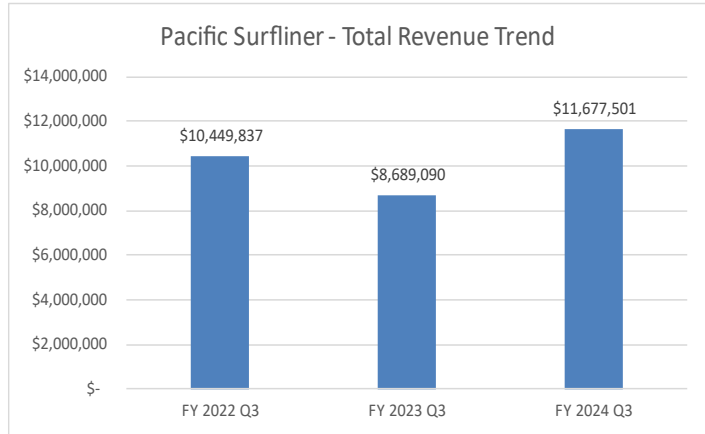


Figure 7

Farebox Recovery

The Pacific Surfliner farebox recovery ratio is calculated as total revenue divided by total operating expenses. As 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, 2024, was 54.4 percent. For comparison, including only the three months of the third quarter of FY 2023-24 results in a farebox recovery ratio of 43.1 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 2023-24, endpoint OTP for the Pacific Surfliner averaged 82.7 percent, which was a 4.1 percent increase over the same period in the prior year. Figure 8 illustrates a monthly OTP trend for the Pacific Surfliner.

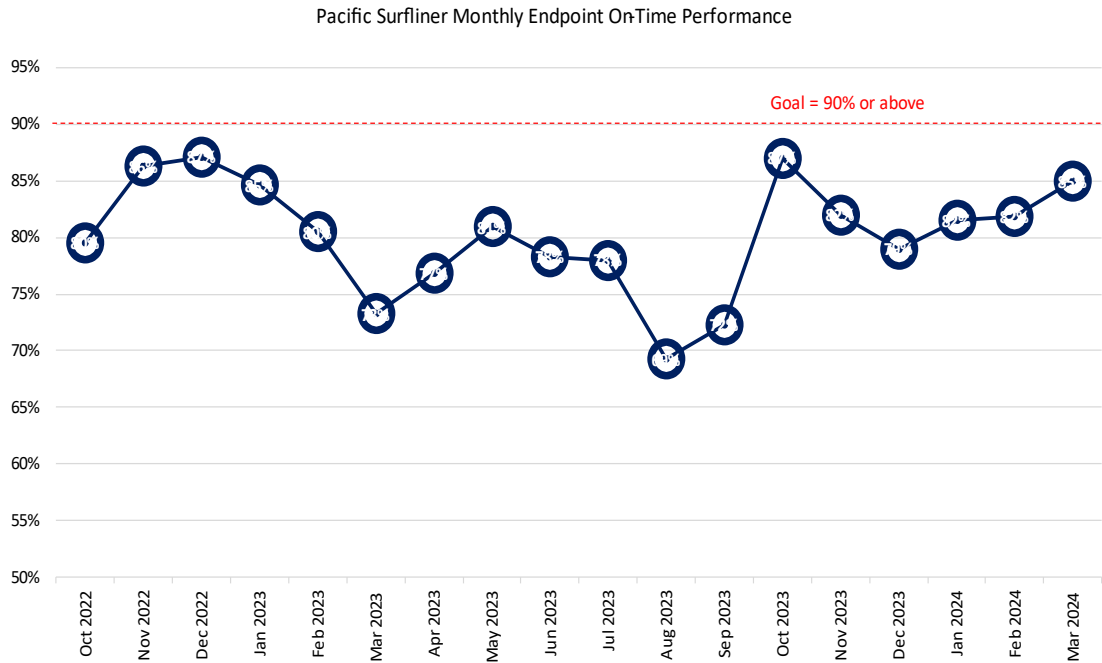


Figure 8

The LOSSAN Rail Corridor Agency (LOSSAN Agency) will continue to work collaboratively with the Corridor Improvement Team via quarterly meetings to identify and address issues negatively impacting OTP.

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 2023-24, the Pacific Surfliner scored an average eCSI of 81.3 percent, representing a 4.6 percent increase from the average eCSI of 78.2 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

<i>Sales Category</i>	<i>FY24 Q2</i> <i>(Oct-Dec 2023)</i>	<i>FY24 Q3</i> <i>(Jan-Mar 2024)</i>	<i>% Change</i>
Baked Goods	\$ 26,008	\$ 37,493	44.2%
Beer	\$ 68,314	\$ 97,007	42.0%
Beverages	\$ 115,677	\$ 164,677	42.4%
Dairy Products	\$ 636	\$ 857	34.7%
Fresh Prepared Foods	\$ 76,461	\$ 105,795	38.4%
Liquor	\$ 39,390	\$ 61,231	55.5%
Miscellaneous Merchandise	\$ 1,208	\$ 259	-78.6%
Packaged Snack Foods	\$ 220,489	\$ 224,266	1.7%
Salads	\$ 697	\$ -	-100.0%
Wine	\$ 106,794	\$ 177,186	65.9%
Total Revenue	\$ 655,673	\$ 868,769	32.5%

Figure 9

For the third quarter of FY 2023-24, food and beverage sales increased by 32.5 percent compared to the same quarter in the prior year, which aligns with the increase in Pacific Surfliner ridership. Details on the performance of each specific category are included in 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, 2024, included:

- Route 17: Two 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 2023-24, combined ridership on these two routes totaled 20,336, representing a decrease of 0.6 percent when compared to the ridership of 26,345 for the same period in the prior year. This is primarily due to the discontinuation of Route 4, which provided one daily round trip between Los Angeles and Santa Barbara, effective December 31, 2023.

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 2023-24. During the third quarter, total combined passenger rail ridership along the corridor increased by 21.0 percent when compared to the same period last year. Notably, ridership on the Pacific Surfliner alone increased by 23.7 percent, accompanied by a significant 34.4 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 2023-24

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 2023-24**

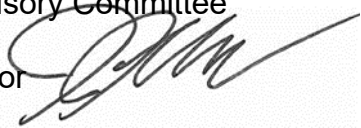
<u>Service</u>	<u>Ridership (total)</u>	<u>Ridership – Growth Over Same Quarter Previous Year</u>	<u>Revenue (total)</u>	<u>Revenue – Growth Over Same Quarter Previous Year</u>	<u>Endpoint OTP (3 mo. avg.)</u>
Pacific Surfliner	370,331	23.7%	\$11,677,501	34.4%	82.7%
Metrolink Orange County Line	287,826	22.4%	---	---	81.8%
Metrolink Ventura County Line	135,470	31.2%	---	---	92.0%
COASTER	168,328	7.2%	---	---	96.0%
LOSSAN Total	961,955	21.0%	---	---	---

Amtrak Nationwide	7,361,846	24.3%	---	---	79.0%
Coast Starlight	74,443	20.6%	---	---	60.3%
Capitol Corridor	244,554	34.4%	---	---	87.3%
San Joaquins	209,395	16.0%	---	---	74.7%



June 6, 2024

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director 

Subject: Fiscal Year 2023-24 Second 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 the customer travel experience. This report summarizes the on-time performance of the Amtrak Pacific Surfliner service during the second quarter of state fiscal year 2023-24, covering the months of October, November, and December 2023.

Recommendation

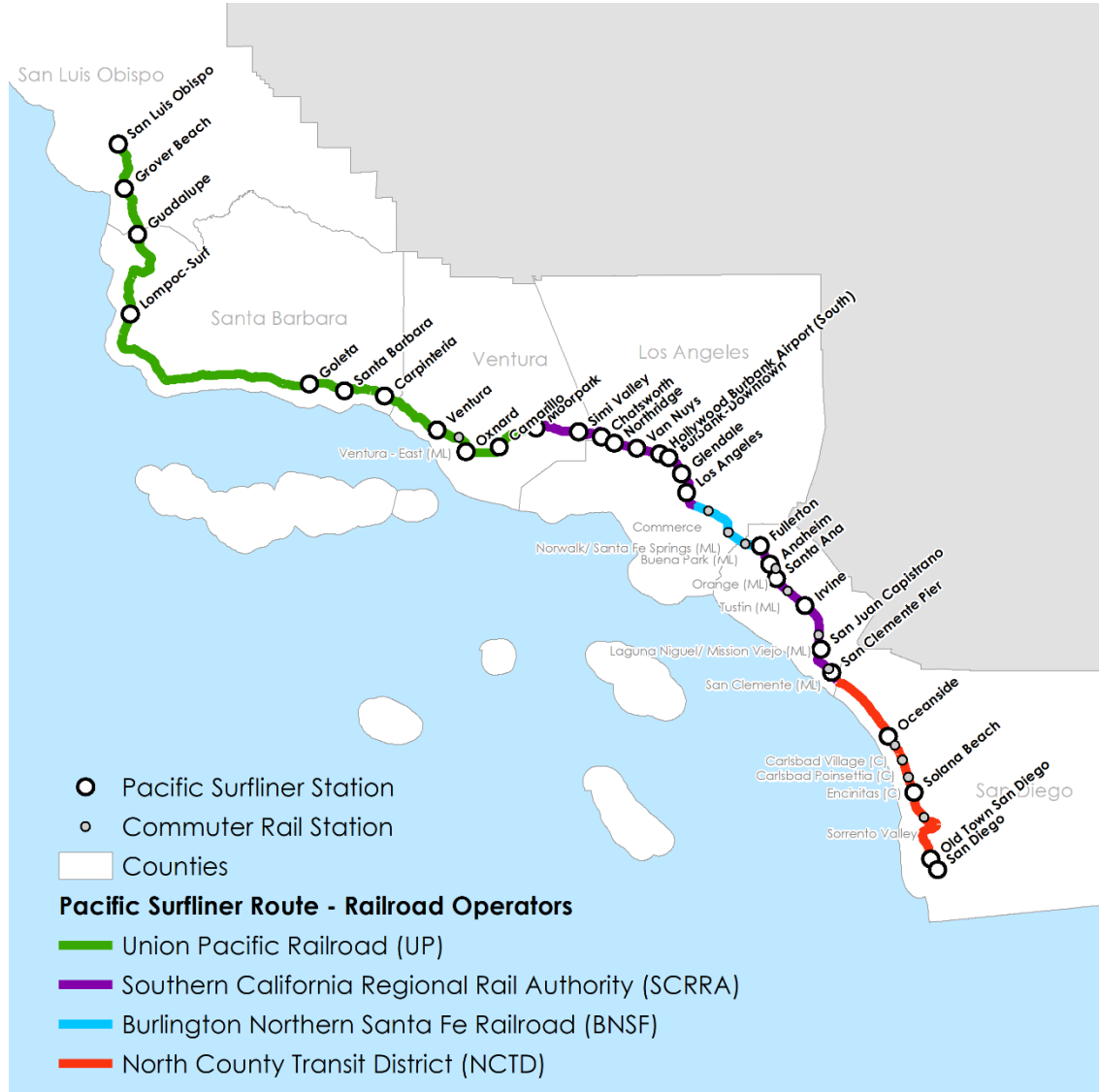
Receive and file as an information item.

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 (UP), the Burlington Northern Santa Fe Railway (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 was bustling with over 150 daily one-way train operations, spanning 41 stations. Within this bustling 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 20 daily one-way trains, equating to ten round trips. 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.

Impact of COVID-19 Pandemic

The COVID-19 pandemic significantly impacted transit operations globally, including the LOSSAN corridor's three rail services. Following Governor Newsom's March 15, 2020, safer-at-home order, the Pacific Surfliner, COASTER, and Metrolink experienced notable declines in ridership and revenue, leading to temporary service reductions starting late March 2020. As conditions improved, rail services gradually resumed. COASTER was the first to return to full service on May 29, 2021, coinciding with Metrolink's new Saturday service on its Ventura County Line. The Pacific Surfliner service restoration began on June 28, 2021, increasing from 12 to 18 daily one-way trips, and further expanded on October 24, 2021, to 21 daily one-way trips. Metrolink's significant service expansion occurred on April 4, 2022, with the addition of 26 trains, marking a pivotal recovery milestone since the pandemic onset.

Impacts of Temporary Track Closures in San Clemente Due to Falling Debris from an Adjacent Slope

On April 27, 2023, Pacific Surfliner service was suspended between San Juan Capistrano and Oceanside due to active debris movement on the slope adjacent to the Casa Romantica Cultural Centers and Gardens in San Clemente, located just north of the San Clemente Pier. The debris fall occurred two miles north of where the Orange County Transportation Authority (OCTA) was conducting track stabilization work near the Cyprus Shore Homeowners Association, although the events were unrelated. During the closure, service adjustments included:

- Limited train service between San Diego and Oceanside,
- Bus connections between Oceanside and Irvine,
- Modified train service between San Juan Capistrano and Irvine, and
- Regular train service from Los Angeles to San Luis Obispo.

Regular Pacific Surfliner service resumed on May 27, 2023, after emergency stabilization of the affected hillside, which had scattered debris onto the rail right-of-way. This reopening aligned with the start of Memorial Day Weekend, a peak travel time for the service. However, recurring debris falls from the same slope adjacent to the Casa Romantica Cultural Center and Gardens led to another suspension of service between San Juan Capistrano and Oceanside starting June 5, 2023. Subsequently, on June 23, 2023, the Metrolink Board of Directors contracted Condon-Johnson & Associates, Inc., to design and install a temporary barrier wall to protect the tracks. This second closure extended through the end of the fourth quarter of FY 2023 and into the first quarter of FY 2024. Service was fully restored on July 17, 2023, following the completion of the barrier wall.

Special Considerations for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

Ridership Data: Under normal operations, Pacific Surfliner trains are designated by three-digit numbers: the 500's series for trains operating between San Diego and Los Angeles, and the 700's series for those extending north of Los Angeles. However, during the temporary track closures in San Clemente, trains running between San Diego and Oceanside were identified using four-digit numbers in the 1000's series. Due to the structure of Amtrak's fare collection system, each segment of a journey—train and bus bridge—was recorded separately when passengers transferred between services. This method, while standard for situations involving multiple carriers or modes of transport, may lead to an apparent increase in recorded passengers during disrupted service periods. Amtrak is aware of the need for adjusted ridership figures to reflect a more accurate count and is actively working on a solution. The reporting of ridership data in the LOSSAN Agency's second quarter reflects Amtrak's consistent application of these procedures, and it is important to note that this quarter was not impacted by the track closure issues, as the tracks had reopened in July of the previous quarter.

On-Time Performance Data: The LOSSAN Agency sources on-time performance (OTP) data for the Pacific Surfliner from Amtrak's On-Time Performance Monitoring and Reporting System (OTP MRS). Starting in FY 2023 Q4, it was noted that OTP data initially omitted some trains operating along the segment between San Diego and Oceanside when a temporary track closure was in effect in San Clemente. This was due to a programming issue which prevented the inclusion of these data in the OTP MRS reports. Discussions with Amtrak have addressed this omission and identified the programming error as the cause. Consequently, although the previous issue has been resolved and does not impact the data for the second quarter, the report still references OTP figures from periods affected by these omissions. Moving forward, the LOSSAN Agency will continue to use the most accurate and comprehensive data available, ensuring that future reports reflect the actual service performance.

Discussion

This report provides an update on the average systemwide OTP of the Amtrak Pacific Surfliner for the second quarter (Q2) of FY 2023-24. 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 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 2024 Q1	FY 2024 Q2	% Change
Late	480	311	-35.2%
On-Time	1,301	1,492	14.7%
Operated	1,781	1,803	1.2%
Endpoint OTP	73.0%	82.8%	13.3%

As shown in Figure 2, for Q2 FY 2023-24, 1,492 of 1,803 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 311 trains arrived late. This results in a **systemwide endpoint OTP score of 82.8 percent** for Q2 FY 2023-24, representing a 13.3 percent increase from 73.0 percent endpoint OTP for the previous quarter.

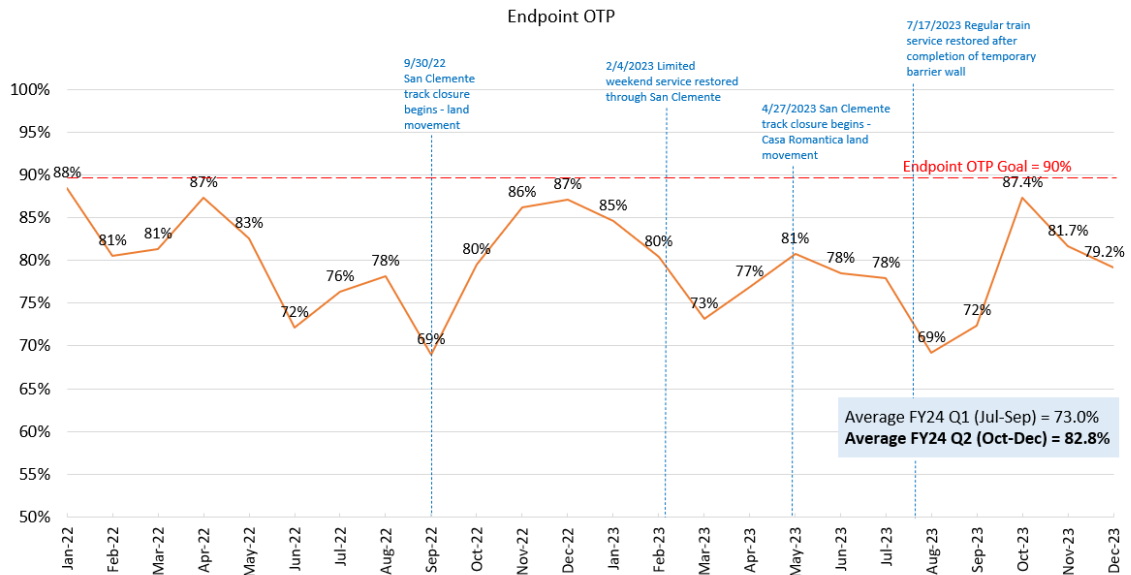
On any given date, an incident can lead Amtrak to either cancel or suspend one or more scheduled trains. Cancelled trains are treated as late trains, and are reflected in endpoint and customer OTP calculations, but suspended trains are not included. A cancellation means that Amtrak decided not to operate 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 Q2 FY 2023-24, 37 trains were either cancelled or suspended, representing a 38.3 percent decrease from the previous quarter. This continued reduction in suspended trains during the second quarter is due to the restoration of regular train operations on July 17, 2023, following the completion of the temporary barrier wall near the Casa Romantica Cultural Center and Gardens in San Clemente.

Figure 3: Total Trains Cancelled or Suspended

Status	FY 2024 Q1	FY 2024 Q2	% Change
Cancelled	36	23	-36.1%
Suspended	24	14	-41.7%
Total	60	37	-38.3%

Figure 4 shows historical monthly systemwide endpoint OTP from October 2021 to the present. Notes within the chart highlight the events that have had significant impacts on OTP.

Figure 4: Endpoint OTP

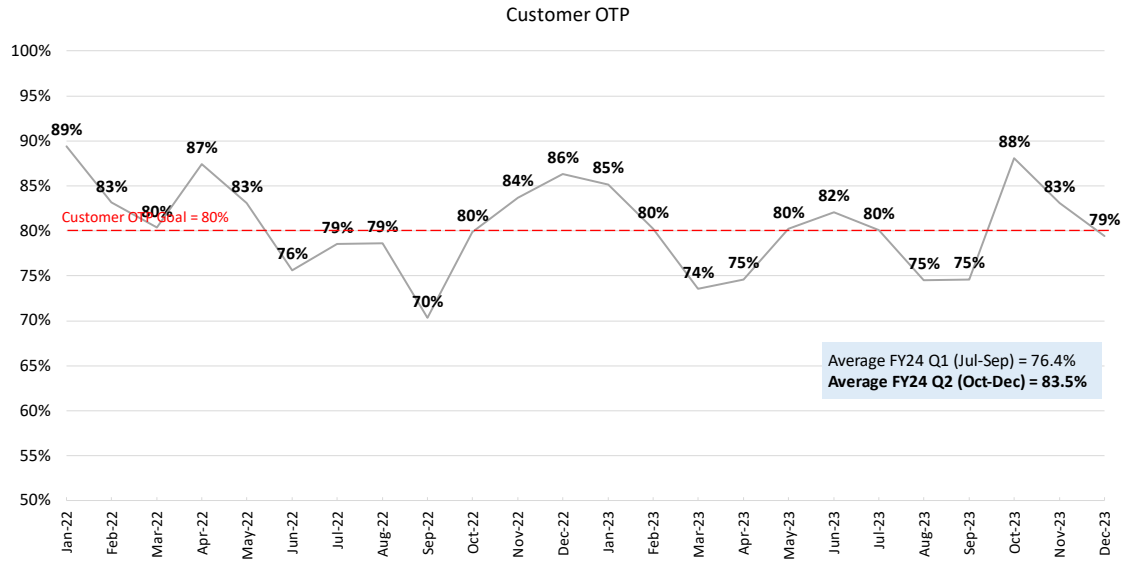


Customer OTP

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 80 percent goal shown in red in Figure 5 is set by Amtrak. For Q2 FY 2023-24, **customer OTP averaged 83.5 percent, representing a 9.3 percent increase** from 76.4 percent in the previous quarter.

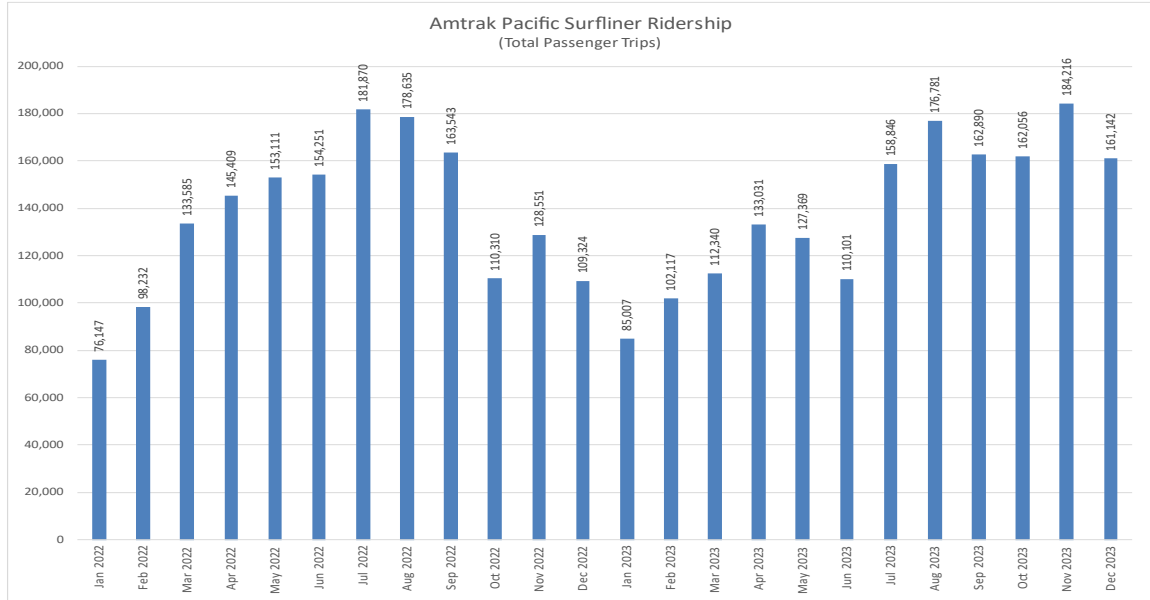
Figure 5: Customer OTP



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 Q2 FY 2023-24, there were **507,414 passenger trips** on the Pacific Surfliner, representing a 1.8 percent increase from 498,517 passenger trips in the previous quarter.

Figure 6: Total Monthly Ridership



Endpoint OTP by Train

One major delay incident can result in cascading delays that impact multiple trains throughout the day. One factor is that individual train consists are normally used by multiple 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 of the trains that operated during Q2 FY 2023-24, during the temporary track work period. For Q2 FY 2023-24, four trains reached the endpoint OTP goal of 90 percent or above. The train with the **lowest endpoint OTP average score for the quarter was Train 777.**

Figure 7: Endpoint OTP by Train

Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
573	SAN-LAX	94.3%	83	88
562	LAX-SAN	93.5%	86	92
564	LAX-SAN	93.5%	86	92
591	SAN-LAX	93.2%	82	88
580	LAX-SAN	89.8%	79	88
572	LAX-SAN	88.5%	77	87
581	SAN-LAX	87.0%	80	92
586	LAX-SAN	86.2%	75	87
587	SAN-LAX	85.2%	69	81
770	GTA-SAN	84.8%	78	92
790	GTA-SAN	83.7%	77	92
769	SAN-GTA	82.6%	76	92
774	SLO-SAN	80.4%	74	92
765	SAN-GTA	79.3%	73	92
785	SAN-GTA	79.3%	73	92
595	SAN-LAX	77.5%	69	89
761	SAN-SLO	77.2%	71	92
784	GTA-SAN	76.9%	70	91
794	SLO-SAN	73.9%	68	92
777	SAN-SLO	50.0%	46	92
System		82.8%	1492	1803

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.

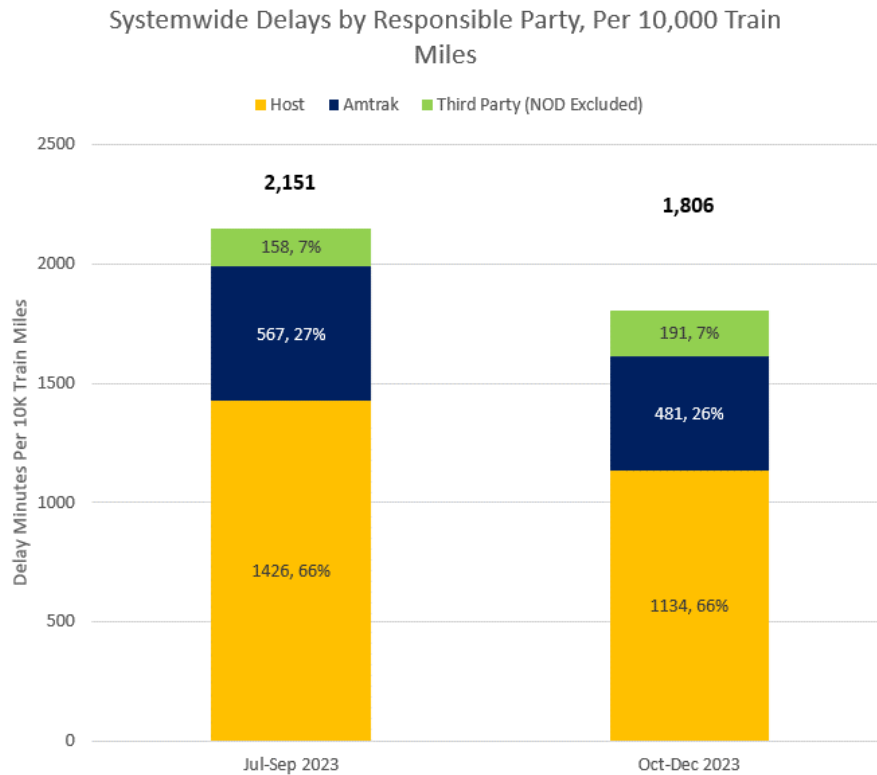
For Q2 FY 2023-24, the Pacific Surfliner operated a total of **370,980 train miles, representing a 15.0 percent increase** from the 322,733 train miles operated in the previous quarter.

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 Q2 FY 2023-24, there were **1,806 minutes of delay per 10,000 train miles, representing a 16.0 percent decrease** in the overall delay rate compared to Q1 FY 2023-24. The rate of host-responsible delays decreased by 20.5 percent, the rate of Amtrak-responsible delays decreased by 15.2 percent, and the rate of third party-responsible delays increased by 20.9 percent.

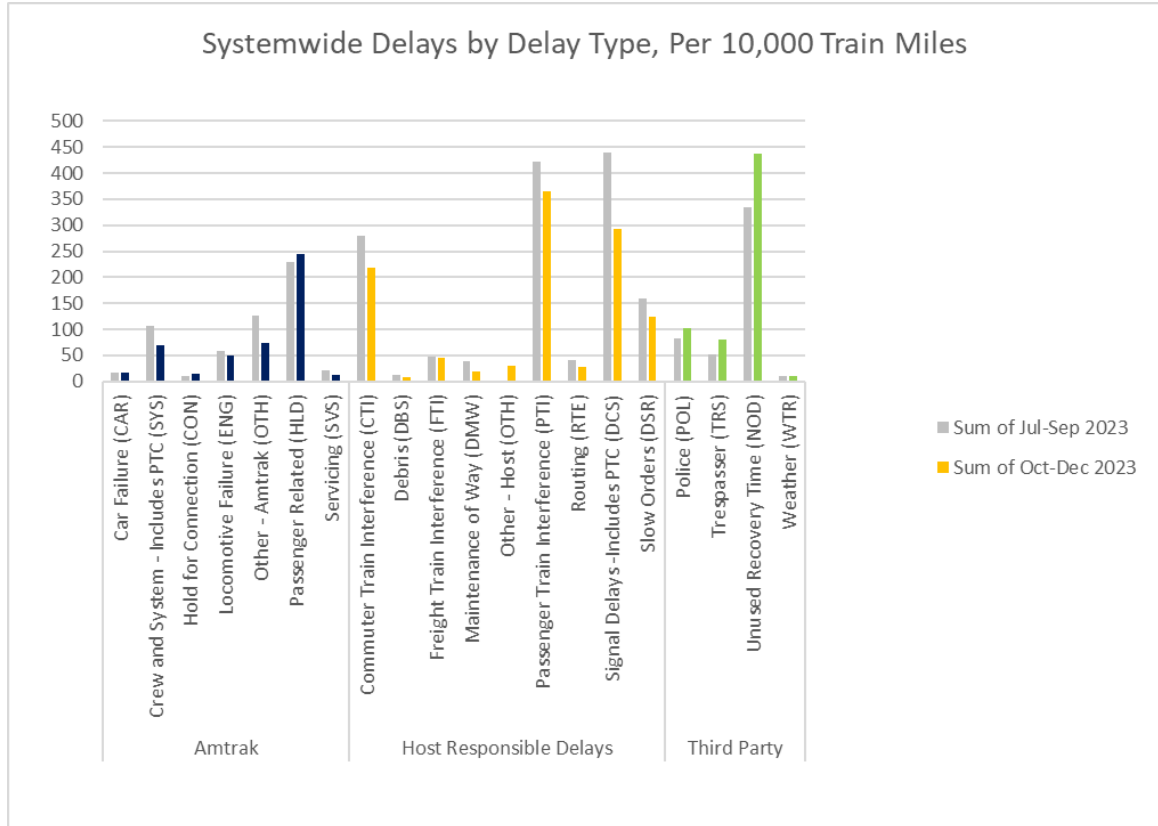
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



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

During Q2 FY 2023-24, the most significant individual delays were categorized under host-responsible and Amtrak delays, specifically signal delays, passenger train interference, and passenger-related issues.

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 11 has three charts showing only host-responsible delays per 10,000 train miles, by host railroad. Overall, for Q2 FY 2023-24, the host-responsible delay rate decreased by **7.8 percent** within BNSF territory, **29.0 percent** within NCTD territory, **7.1 percent** within SCRRA territory, and **28.7 percent** within UP territory.

The second chart in Figure 10 clearly illustrates what the prominent delay contributors¹ were within each host territory in Q2 FY 2023-24. In BNSF territory, the top delay types were signal delays and freight train interference. In NCTD territory, the top delay types were commuter train interference and passenger train interference. In SCRRA territory, the top delay types were signal delays, commuter train interference, and passenger train interference. In UP territory, signal issues remained as the top delay type, and continued to result in a significant amount of passenger train interferences.

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

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

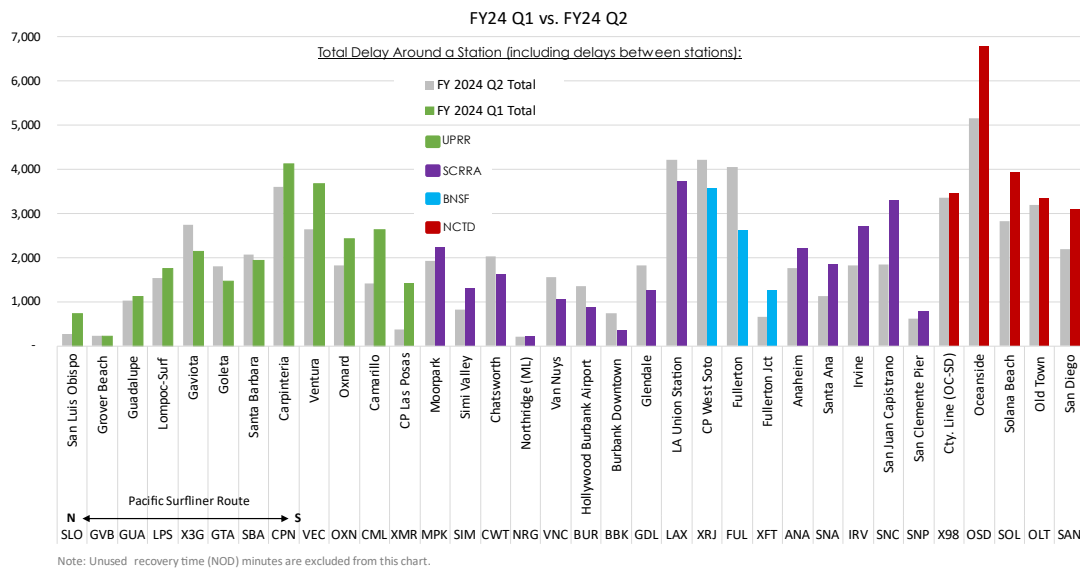


Total Delays Around Stations (or Other Specific Locations)

Figure 11 shows total minutes of delay along the entire 351-mile route, for all Pacific Surfliner trains combined. The bars in colors represent the total minutes of delay around a station for Q2 FY 2023-24, 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 delay systemwide decreased by 10.9 percent**, from 75,237 in Q1 of FY 2023-24, to **67,007 in Q2 of FY 2023-24**. The top three delay locations were Oceanside, Carpinteria, and Solana Beach stations.

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



Summary

For Q2 FY 2023-24, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 82.8 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 signal delays, passenger train interference, commuter train interference, passenger-related delays, and slow orders.

Attachment

None.

Prepared by:



Kristopher Ryan
Chief Finance Officer
(714) 560-5409

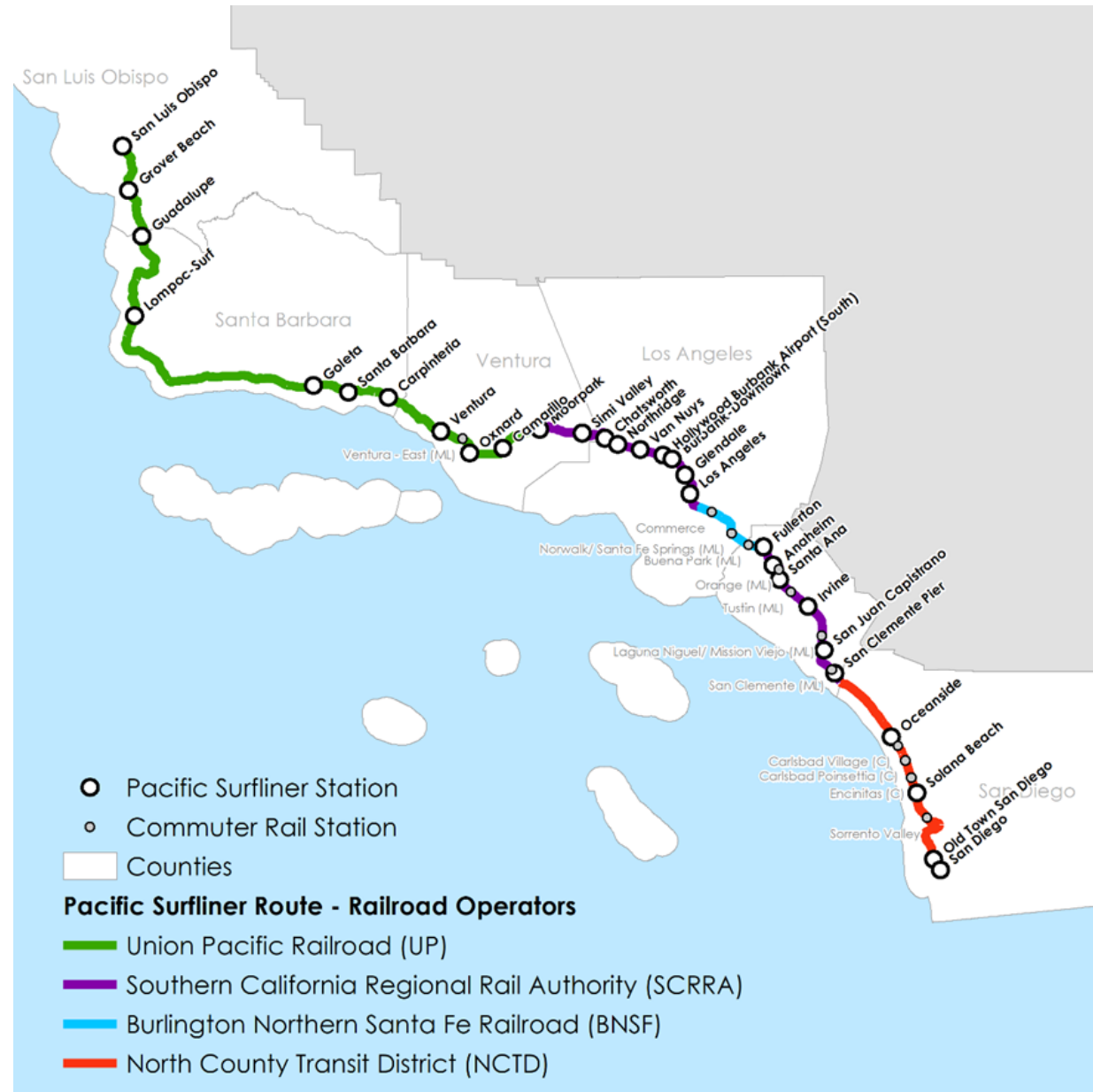


Pacific Surfliner On-Time Performance Analysis Second Quarter – Fiscal Year 2023-24

Technical Advisory Committee Meeting | June 6, 2024



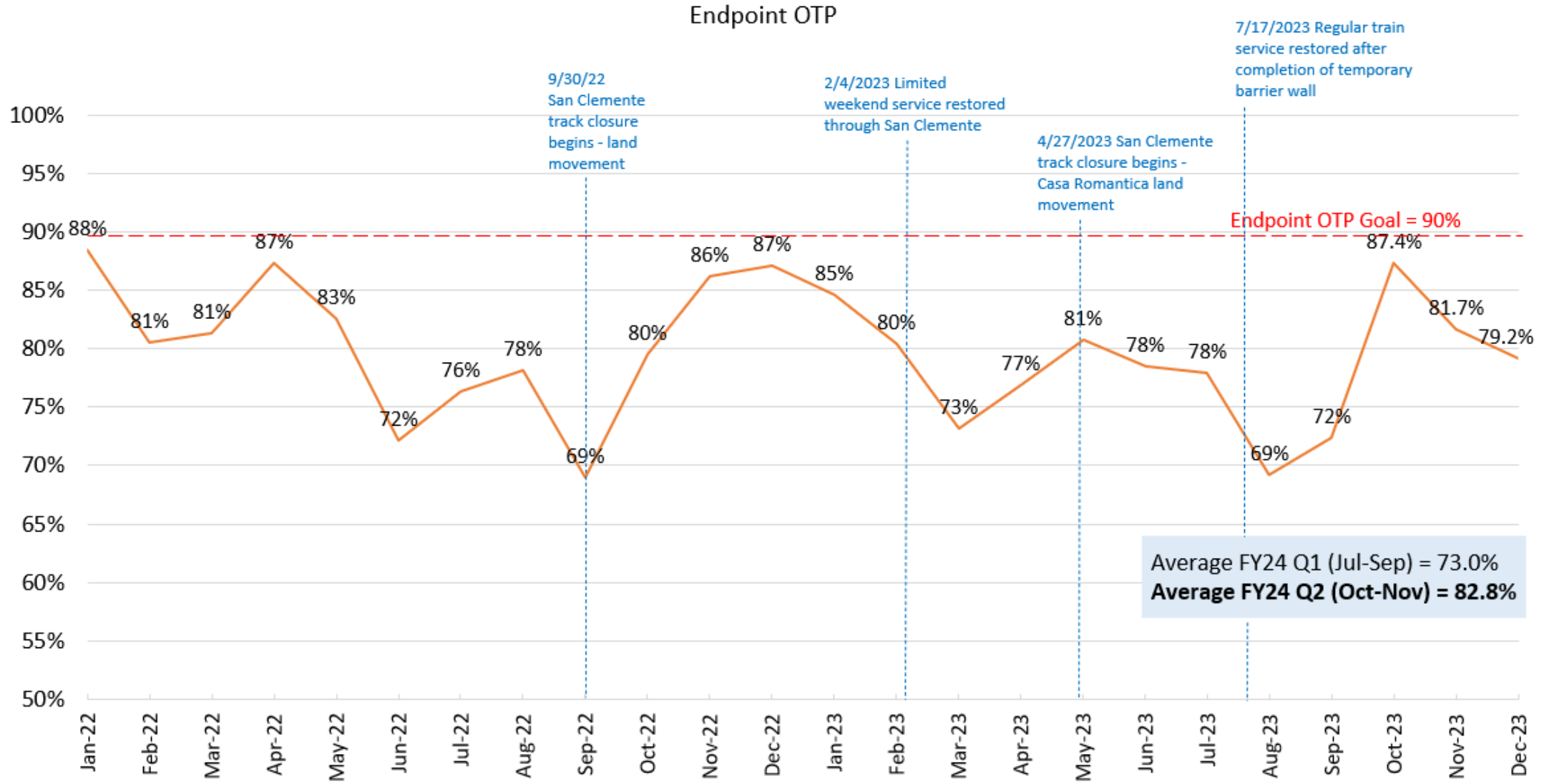
Pacific Surfliner Route by Host Railroads



Data Considerations for Temporary Track Closure Periods

- **Service Level Adjustments and Track Closures**
 - **April 27, 2023:** Suspended Pacific Surfliner service between San Juan Capistrano and Oceanside due to debris movement near Casa Romantica.
 - **May 27, 2023:** Resumed service post-emergency stabilization, aligning with Memorial Day Weekend.
 - **June 5, 2023:** Re-suspended service due to further debris falls, initiating the design and installation of a temporary barrier wall.
 - **July 1-16, 2023:** Operated a modified train schedule with bus connections between Irvine and Oceanside to accommodate temporary track closures.
 - **July 17, 2023:** Restored full train service through San Clemente, following the resolution of track issues.
- **Ridership Data Considerations**
 - Pacific Surfliner ridership data, influenced by temporary track closures in San Clemente, counted train-bus-train transfers as two separate trips due to different Amtrak train numbers being involved. While this method increased apparent ridership figures during disruptions, the current quarter is unaffected by these past issues.
- **On-Time Performance (OTP) Data Considerations**
 - Initial omissions in OTP data due to programming errors affected historical data in prior quarters when temporary track closures existed; current quarter is unaffected by these past issues.

Endpoint OTP



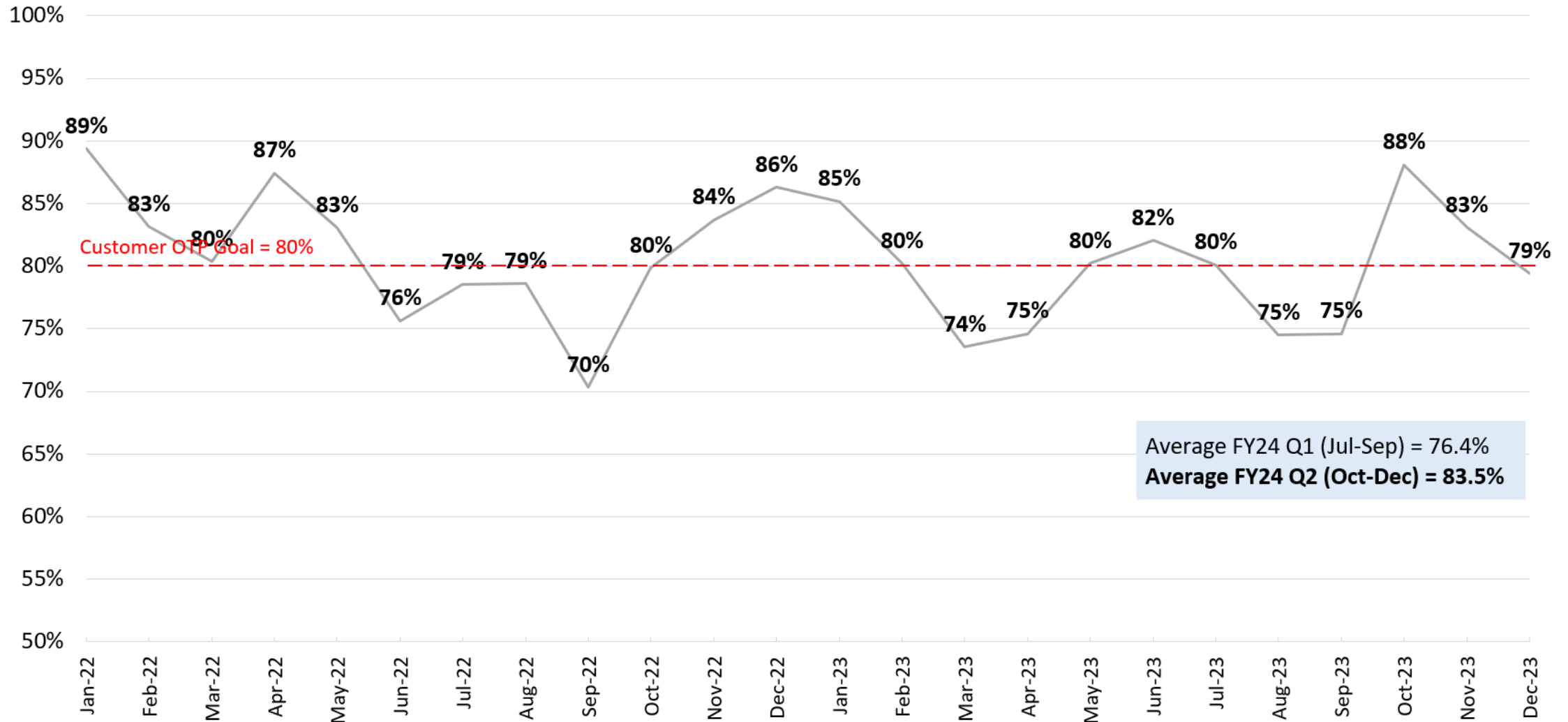
FY = Fiscal Year

Total Trains Operated

Values	FY 2024 Q1	FY 2024 Q2	% Change
Late	480	311	-35.2%
On-Time Operated	1,301	1,492	14.7%
Endpoint OTP	73.0%	82.8%	13.3%

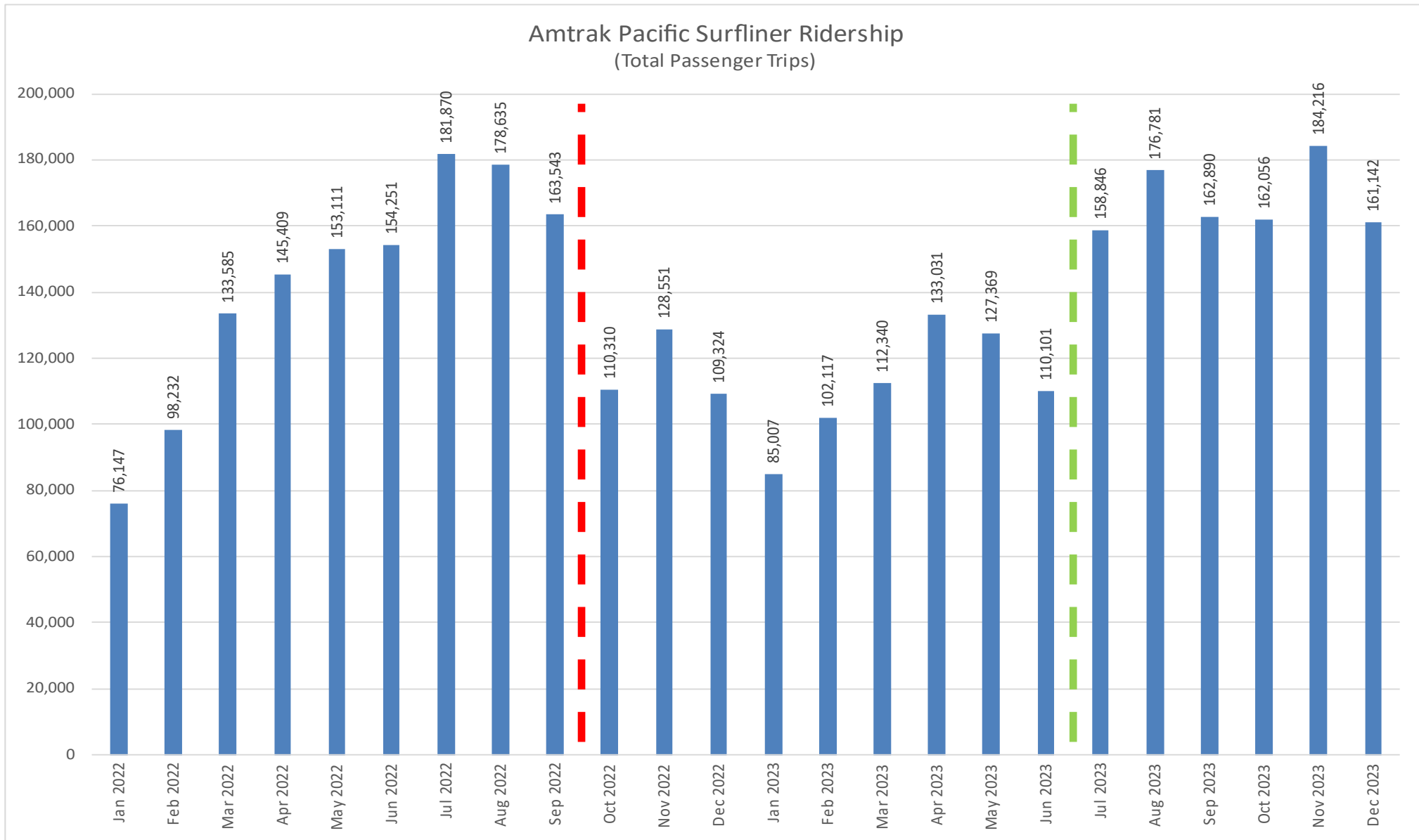
Customer OTP

Customer OTP

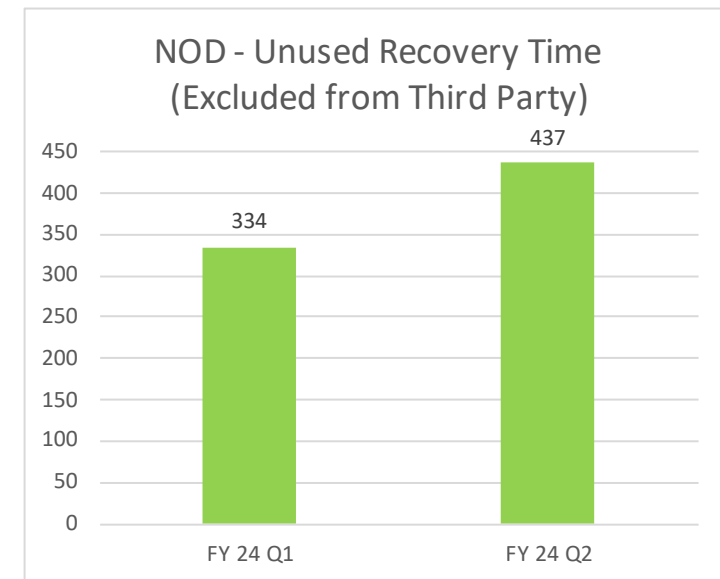
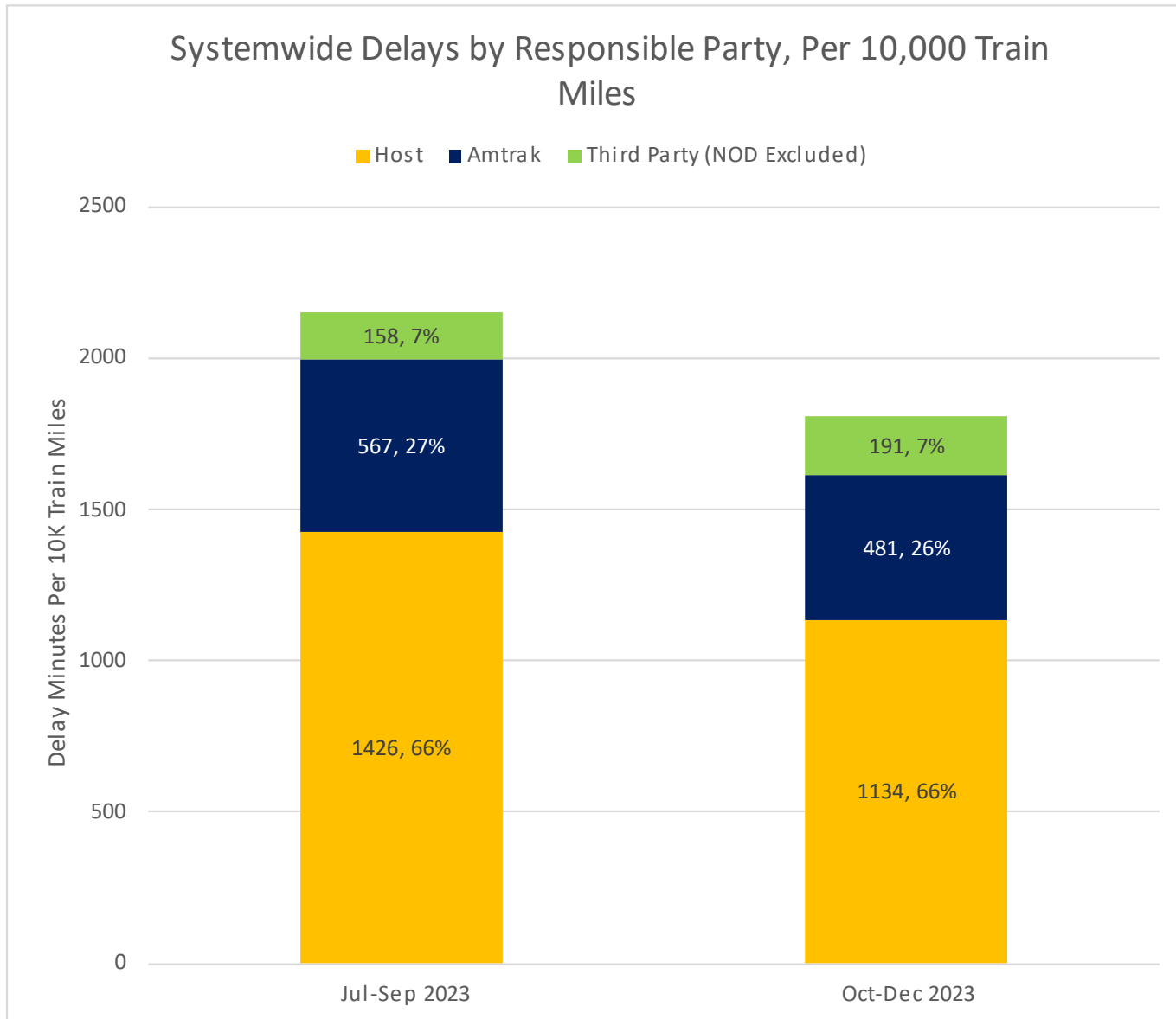


Note: Amtrak's customer OTP goal changed from 76% to 80% effective October 1, 2022.

Ridership

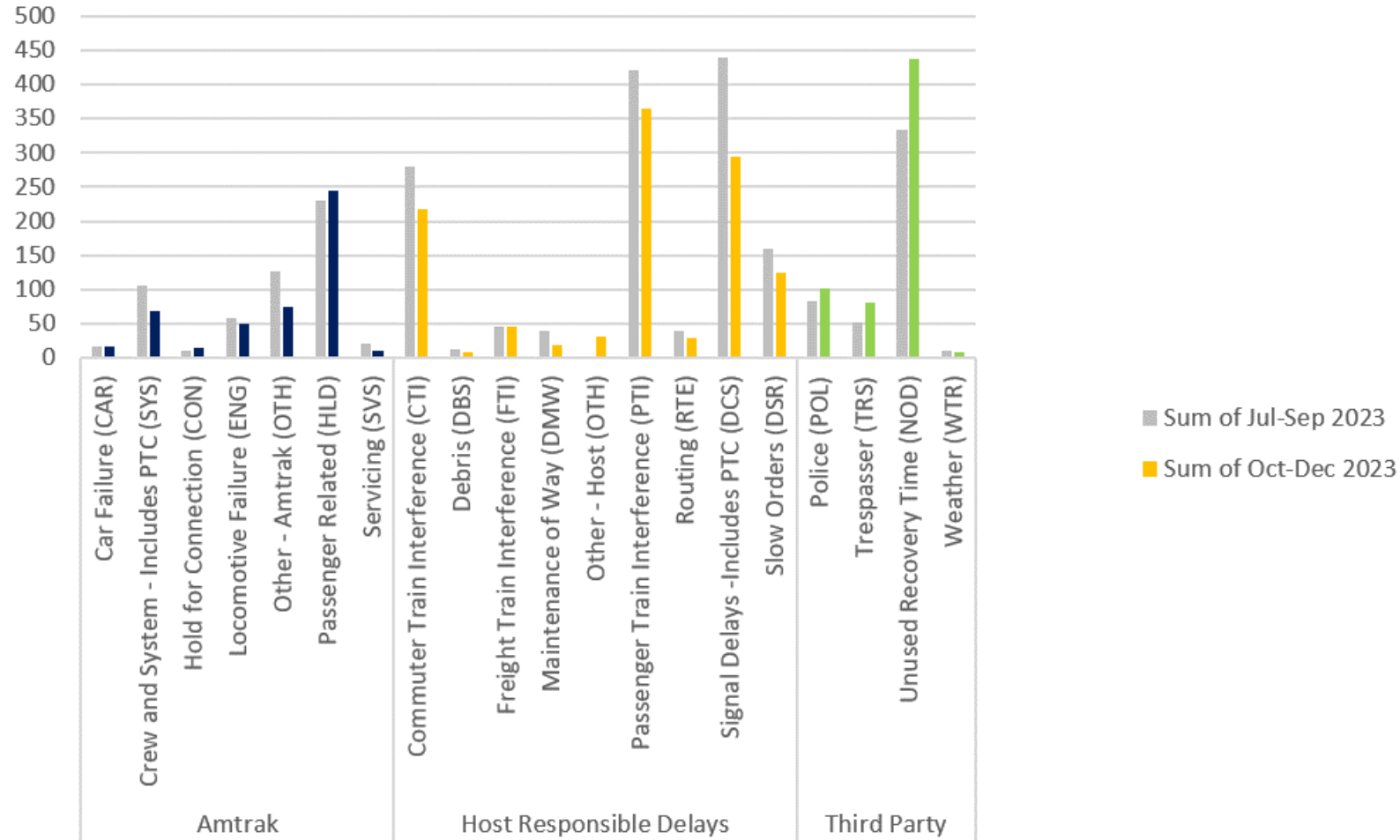


Rate of Delays by Responsible Party (Per 10K Train Miles)

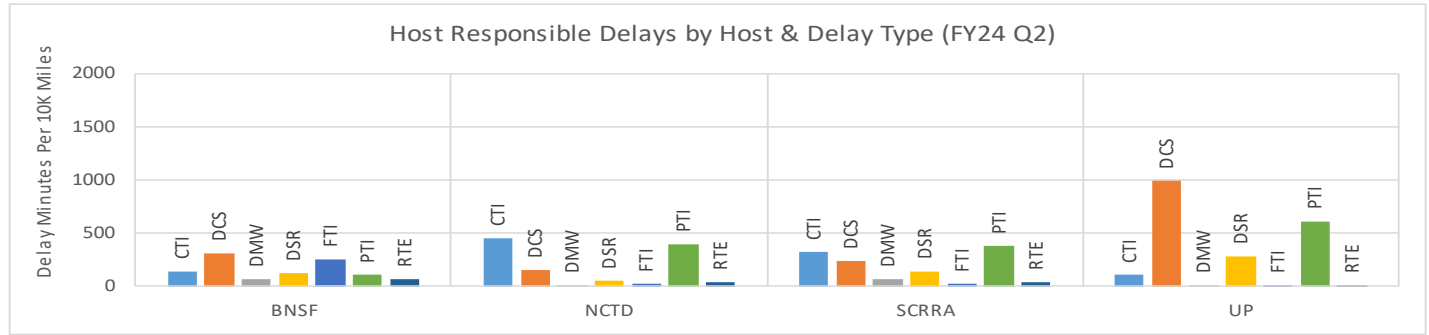
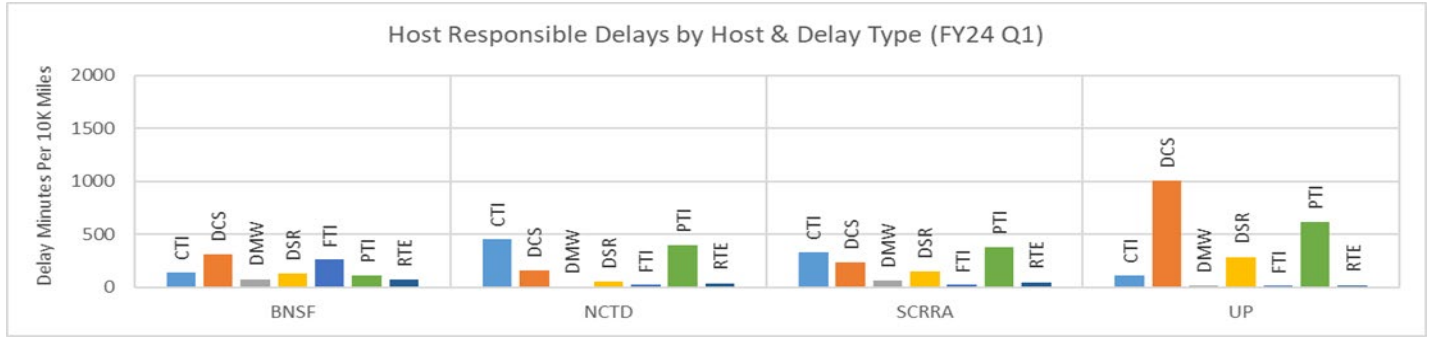
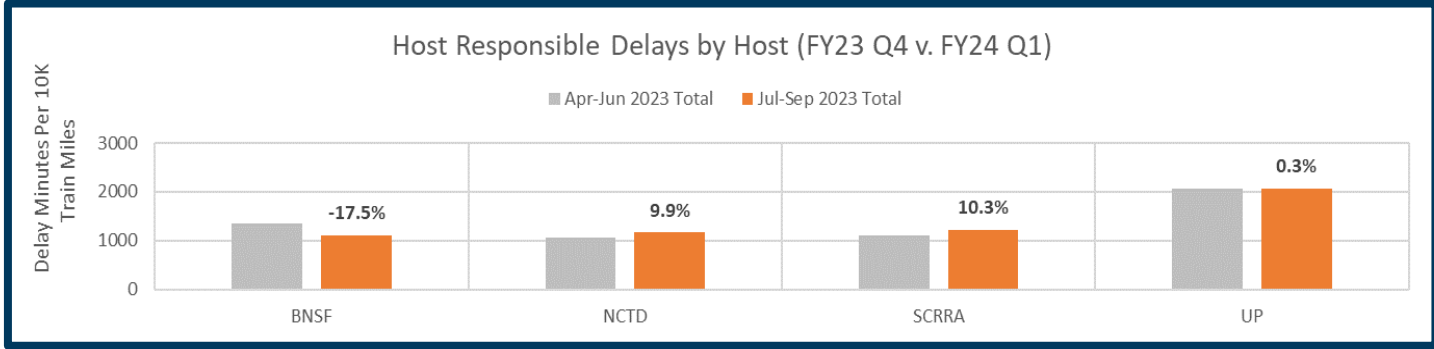


Delays by Responsible Party & Delay Type (Per 10K Train Miles)

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



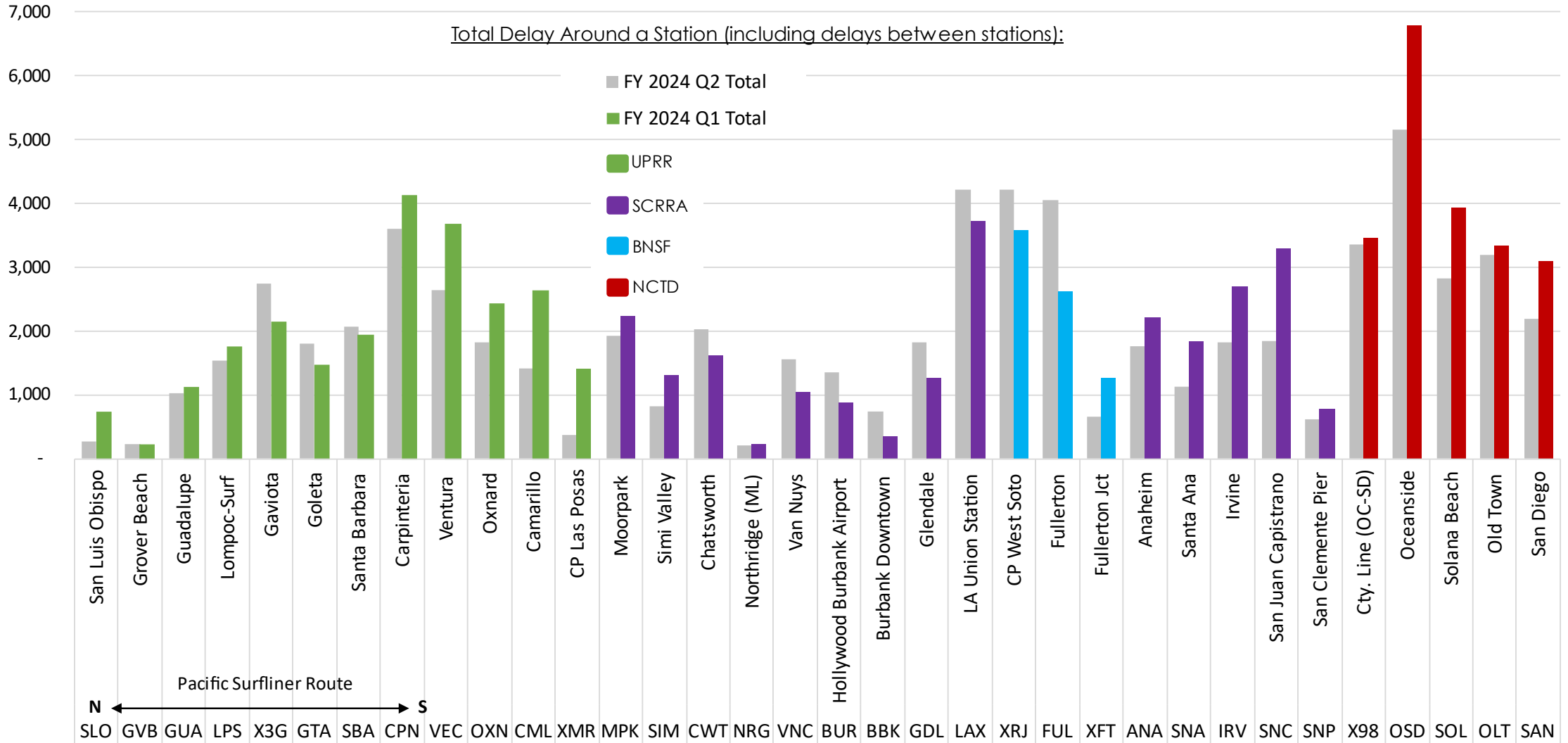
Host Responsible Delays per 10K Train Miles



Total Minutes by Delay Location

FY24 Q1 vs. FY24 Q2

Total Delay Around a Station (including delays between stations):

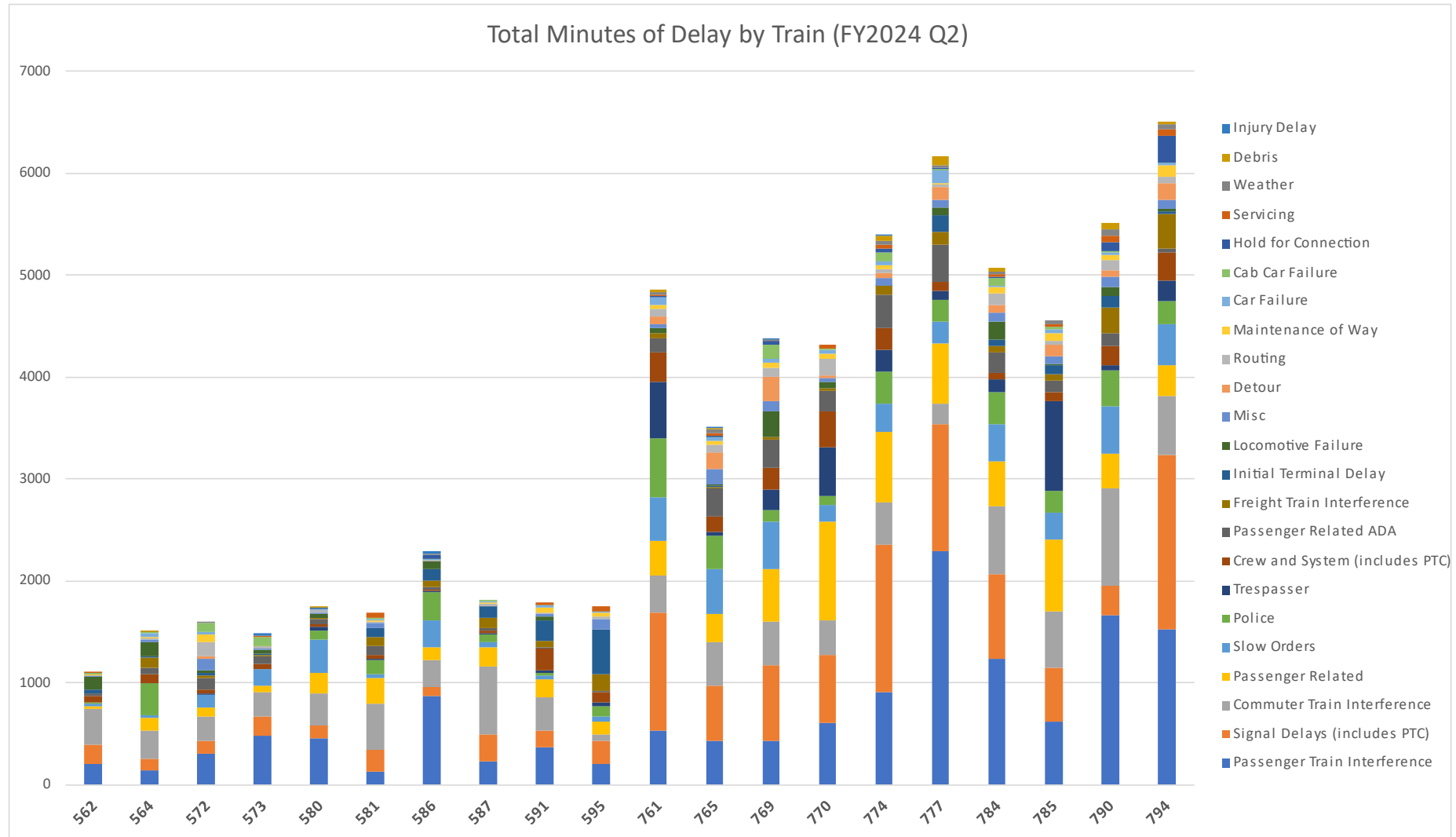


Note: Unused recovery time (NOD) minutes are excluded from this chart.

Endpoint OTP by Train

Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
573	SAN-LAX	94.3%	83	88
562	LAX-SAN	93.5%	86	92
564	LAX-SAN	93.5%	86	92
591	SAN-LAX	93.2%	82	88
580	LAX-SAN	89.8%	79	88
572	LAX-SAN	88.5%	77	87
581	SAN-LAX	87.0%	80	92
586	LAX-SAN	86.2%	75	87
587	SAN-LAX	85.2%	69	81
770	GTA-SAN	84.8%	78	92
790	GTA-SAN	83.7%	77	92
769	SAN-GTA	82.6%	76	92
774	SLO-SAN	80.4%	74	92
765	SAN-GTA	79.3%	73	92
785	SAN-GTA	79.3%	73	92
595	SAN-LAX	77.5%	69	89
761	SAN-SLO	77.2%	71	92
784	GTA-SAN	76.9%	70	91
794	SLO-SAN	73.9%	68	92
777	SAN-SLO	50.0%	46	92
System		82.8%	1492	1803

Total Minutes of Delay by Train



Conclusions

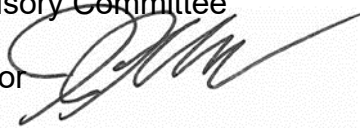
- Systemwide endpoint OTP averaged 82.8% in Q2, below the 90% endpoint OTP goal.
- Most delays per 10K train miles were host-related delays (66%), followed by Amtrak-related delays (27%), then third-party related delays (7%).
- Overall, total minutes of delay per 10K train miles decreased by 16.0% in Q2 compared to the previous quarter.
- In Q2, the top delay types were signal delays, passenger train interference, commuter train interference, passenger-related delays, and slow orders.

QUESTIONS?



June 6, 2024

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director 

Subject: Fiscal Year 2023-24 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 the customer travel experience. This report summarizes the on-time performance of the Amtrak Pacific Surfliner service during the third quarter of state fiscal year 2023-24, covering the months of January, February, and March 2024.

Recommendation

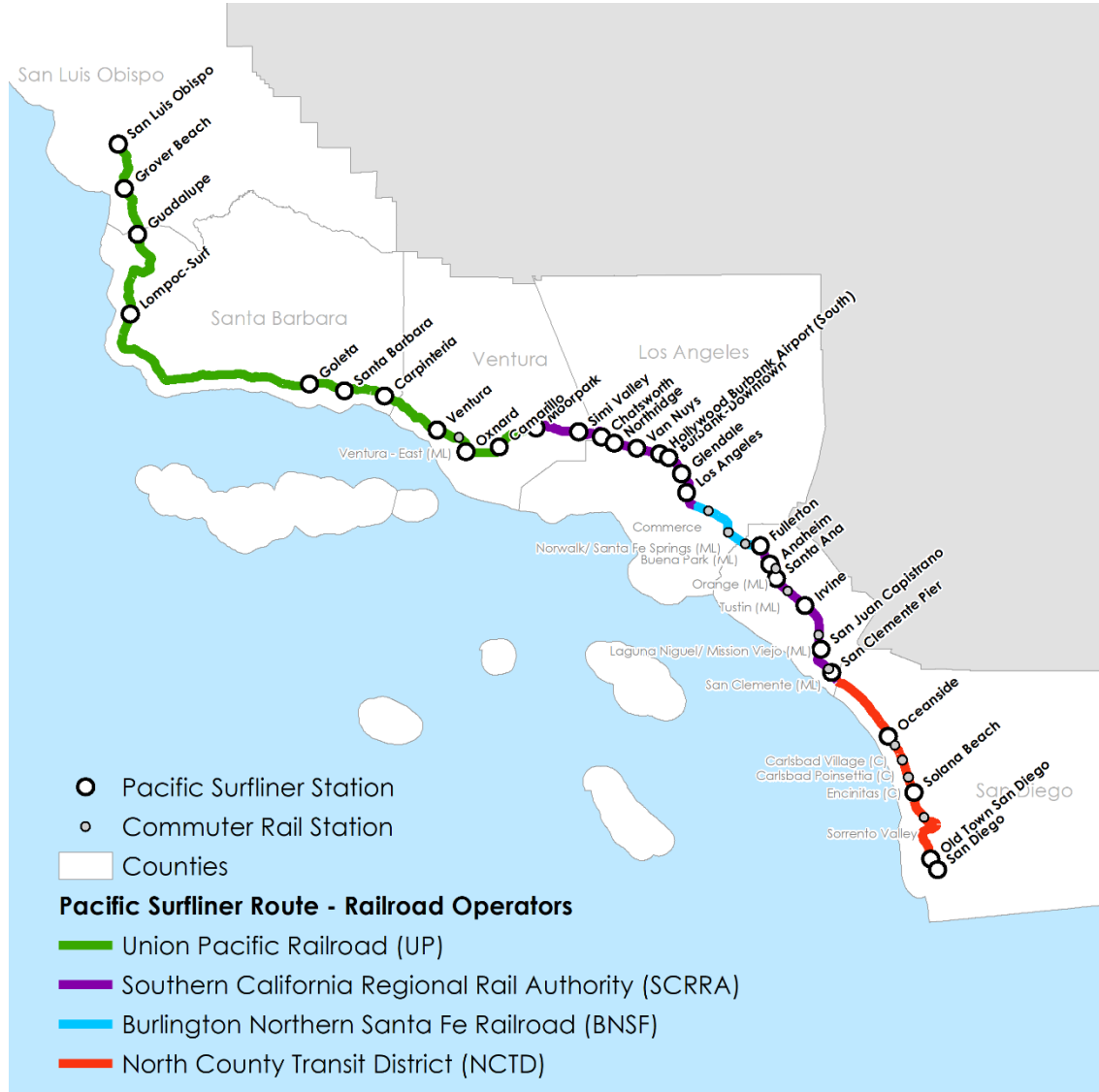
Receive and file as an information item.

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 Burlington Northern Santa Fe Railway (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 was bustling with over 150 daily one-way train operations, spanning 41 stations. Within this bustling 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 20 daily one-way trains, equating to ten round trips. 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.

Impact of COVID-19 Pandemic

The COVID-19 pandemic significantly impacted transit operations globally, including the LOSSAN corridor's three rail services. Following Governor Newsom's March 15, 2020, safer-at-home order, the Pacific Surfliner, COASTER, and Metrolink experienced notable declines in ridership and revenue, leading to temporary service reductions starting late March 2020. As conditions improved, rail services gradually resumed. COASTER was the first to return to full service on May 29, 2021, coinciding with Metrolink's new Saturday service on its Ventura County Line. The Pacific Surfliner service restoration began on June 28, 2021, increasing from 12 to 18 daily one-way trips, and further expanded on October 24, 2021, to 21 daily one-way trips. Metrolink's significant service expansion occurred on April 4, 2022, with the addition of 26 trains, marking a pivotal recovery milestone since the pandemic onset.

Impacts of Temporary Track Closures in San Clemente Due to Falling Debris

On April 27, 2023, Pacific Surfliner service was suspended between San Juan Capistrano and Oceanside due to active debris movement on the slope adjacent to the Casa Romantica Cultural Centers and Gardens in San Clemente, just north of the San Clemente Pier. The debris fall occurred two miles north of where the Orange County Transportation Authority (OCTA) was conducting track stabilization work near the Cyprus Shore Homeowners Association, although the events were unrelated. During this closure, service adjustments included limited train service between San Diego and Oceanside, bus connections between Oceanside and Irvine, modified train service between San Juan Capistrano and Irvine, and regular train service from Los Angeles to San Luis Obispo. Regular Pacific Surfliner service resumed on May 27, 2023, after emergency stabilization of the affected hillside.

Recurring debris movement from the same slope led to another suspension of service starting June 5, 2023. On June 23, the Metrolink Board of Directors contracted Condon-Johnson & Associates, Inc., to design and install a temporary barrier wall to protect the tracks. This second closure extended through the end of the fourth quarter of FY 2023 and into the first quarter of FY 2024, with service fully restored on July 17, 2023, following the completion of the barrier wall.

In a subsequent development, another landslide on January 24, 2024, from private property above the city-owned Mariposa Trail Pedestrian Bridge once again scattered debris onto the track. OCTA, along with its partners, quickly responded by removing debris and the damaged bridge spans. A 200-foot-long catchment wall at Mariposa Point was constructed to safeguard the rail right of way. Despite the ongoing construction, limited Pacific Surfliner passenger

service was able to resume in early March. Specific morning and evening trains operated through San Clemente to maintain connectivity while allowing construction to continue during mid-day. Full passenger service was restored on March 25, 2024, ahead of schedule, thanks to expedited work and robust cooperation among transportation agencies.

Special Considerations for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

Ridership Data: Under normal operations, Pacific Surfliner trains are designated by three-digit numbers: the 500's series for trains operating between San Diego and Los Angeles, and the 700's series for those extending north of Los Angeles. However, during temporary track closures, to make it easily distinguishable, trains running between San Diego and Oceanside are identified by a four-digit number in the 1000's series using the same 500 or 700 series number. Due to the structure of Amtrak's fare collection system, each segment of a journey—whether train or bus bridge—is recorded separately when passengers transfer between services. This standard procedure for handling multiple carriers or modes of transport may cause an apparent increase in recorded passengers during disrupted service periods. Amtrak is aware of this issue and is actively working on adjusting ridership figures to reflect more accurate counts. And with the track closures in San Clemente reoccurring in January 2024, and despite the resumption of full service in late March, the impact of these disruptions were reflected in the LOSSAN Agency's third-quarter ridership data, mirroring the challenges experienced from FY23 Q4 through FY24 Q1.

On-Time Performance Data: The LOSSAN Agency sources its on-time performance (OTP) data for the Pacific Surfliner from Amtrak's On-Time Performance Monitoring and Reporting System (OTP MRS). Beginning in the fourth quarter of FY 2023, it was discovered that the OTP data omitted some trains operating between San Diego and Oceanside during temporary track closures in San Clemente. These omissions were attributed to a programming issue, identified during discussions with Amtrak. Although minor data omissions were also noted in Q3 with the most recent track closures in San Clemente, they did not significantly affect the overall Q3 results. Moving forward, LOSSAN will continue to collaborate with Amtrak to ensure the integrity of the data and guarantee that future reports accurately reflect the actual service performance.

Discussion

This report provides an update on the average systemwide OTP of the Amtrak Pacific Surfliner for the third quarter (Q3) of FY 2023-24. 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 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 2024 Q2	FY 2024 Q3	% Change
Late	311	331	6.4%
On-Time	1,492	1,586	6.3%
Operated	1,803	1,917	6.3%
Endpoint OTP	82.8%	82.7%	-0.01%

As shown in Figure 2, for Q3 FY 2023-24, 1,586 of 1,917 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 331 trains arrived late. This results in a **systemwide endpoint OTP score of 82.7 percent** for Q3 FY 2023-24, representing a 0.01 percent increase from 82.8 percent endpoint OTP for the previous quarter.

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

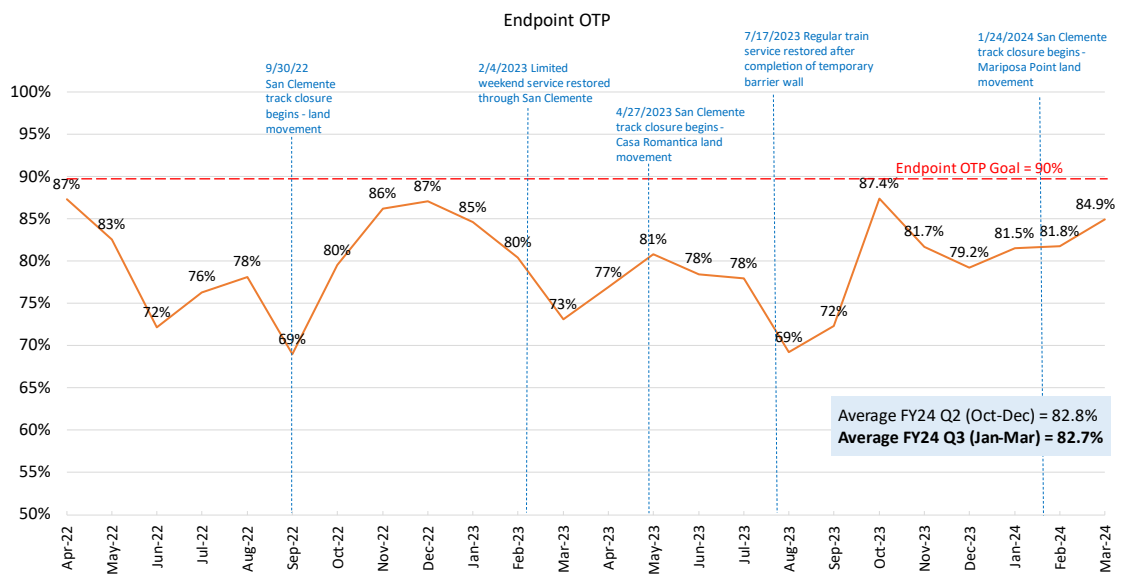
Amtrak decided not to operate the train at least four hours before its scheduled initial terminal departure. The table in Figure 3 shows that for Q3 FY 2023-24, 24 trains were cancelled, and 417 trains were suspended, representing a 1,092 percent increase from the previous quarter. This increase was directly tied to the landslide on January 24, 2024, which scattered debris onto the tracks from private property above the Mariposa Trail Pedestrian Bridge closing the tracks through March 6, 2024, where limited train service was reinstated until full operations were restored on March 25, 2024.

Figure 3: Total Trains Cancelled or Suspended

Status	FY 2024 Q2	FY 2024 Q3	% Change
Cancelled	23	24	4.3%
Suspended	14	417	2878.6%
Total	37	441	1091.9%

Figure 4 shows historical monthly systemwide endpoint OTP from October 2021 to the present. Notes within the chart highlight the events that have had significant impacts on OTP.

Figure 4: Endpoint OTP

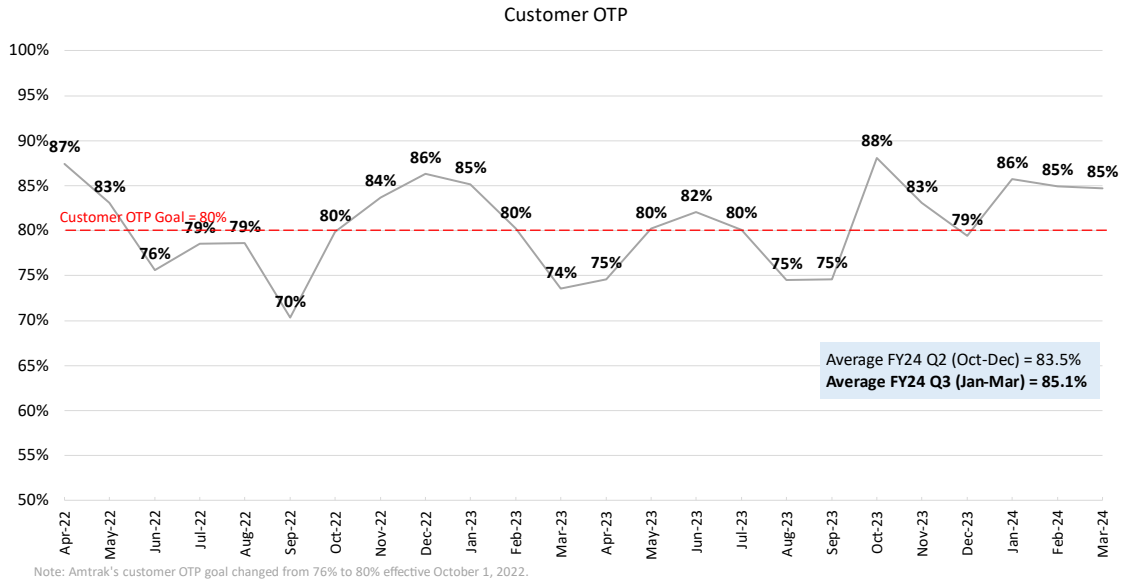


Customer OTP

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 80 percent goal shown in red in Figure 5 is set by Amtrak. For Q3 FY 2023-24, **customer OTP averaged 85.1 percent, representing a 1.9 percent increase** from 83.5 percent in the previous quarter.

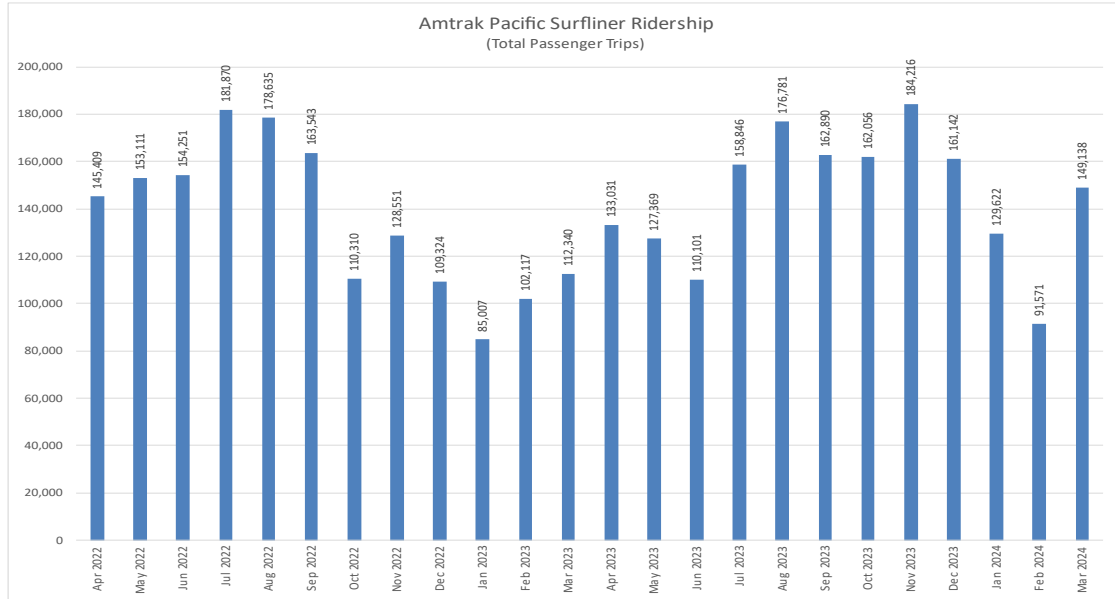
Figure 5: Customer OTP



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 2023-24, there were **370,331 passenger trips** on the Pacific Surfliner, representing a 27.0 percent decrease from 507,414 passenger trips in the previous quarter. This decrease stems from a landslide on January 24, 2024, which scattered debris onto the tracks from private property above the Mariposa Trail Pedestrian Bridge, causing disruptions and leading to limited train service until full operations were restored on March 25, 2024.

Figure 6: Total Monthly Ridership



Endpoint OTP by Train

One major delay incident can result in cascading delays that impact multiple trains throughout the day. One factor is that individual train consists are normally used by multiple 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 of the trains that operated during Q3 FY 2023-24, during the temporary track work period. For Q3 FY 2023-24, ten trains reached the endpoint OTP goal of 90 percent or above. The train with the **lowest endpoint OTP average score for the quarter was Train 777.**

Figure 7: Endpoint OTP by Train

Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
1564	LAX-SAN	100.0%	14	14
1761	SAN-SLO	100.0%	2	2
1765	SAN-GTA	100.0%	18	18
1785	SAN-GTA	96.5%	55	57
1777	SAN-SLO	94.7%	54	57
1790	GTA-SAN	94.7%	18	19
1569	SAN-LAX	94.1%	16	17
785	SAN-GTA	91.2%	83	91
581	SAN-LAX	91.1%	82	90
595	SAN-LAX	91.1%	82	90
572	LAX-SAN	89.7%	26	29
790	GTA-SAN	89.0%	81	91
580	LAX-SAN	87.9%	80	91
761	SAN-SLO	87.8%	79	90
769	SAN-GTA	86.8%	79	91
564	LAX-SAN	85.7%	78	91
586	LAX-SAN	85.7%	24	28
587	SAN-LAX	84.8%	39	46
774	SLO-SAN	84.6%	77	91
765	SAN-GTA	83.5%	76	91
1769	SAN-GTA	83.3%	20	24
573	SAN-LAX	82.8%	24	29
770	GTA-SAN	82.4%	75	91
562	LAX-SAN	79.1%	72	91
1770	GTA-SAN	79.1%	34	43
794	SLO-SAN	77.8%	70	90
1784	GTA-SAN	72.5%	29	40
784	GTA-SAN	70.3%	64	91
591	SAN-LAX	70.3%	52	74
1774	SLO-SAN	68.4%	39	57
777	SAN-SLO	48.4%	44	91
1794	SLO-SAN	0.0%	0	2
System		82.7%	1586	1917

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

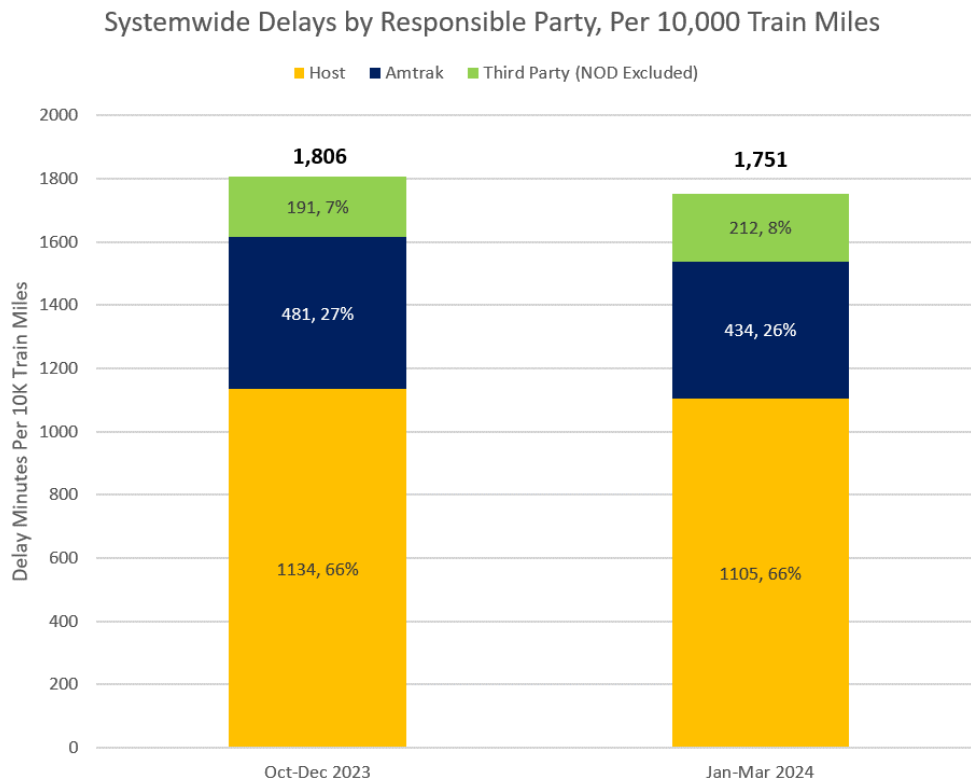
total number of miles traveled by all trains, then multiplying the decimal result by 10,000.

For Q3 FY 2023-24, the Pacific Surfliner operated a total of **285,158 train miles, representing a 23.0 percent decrease** from the 370,980 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 2023-24, there were **1,751 minutes of delay per 10,000 train miles, representing a 3.0 percent decrease** in the overall delay rate compared to Q2 FY 2023-24. The rate of host-responsible delays decreased by 2.6 percent, the rate of Amtrak-responsible delays decreased by 9.8 percent, and the rate of third party-responsible delays increased by 11.0 percent.

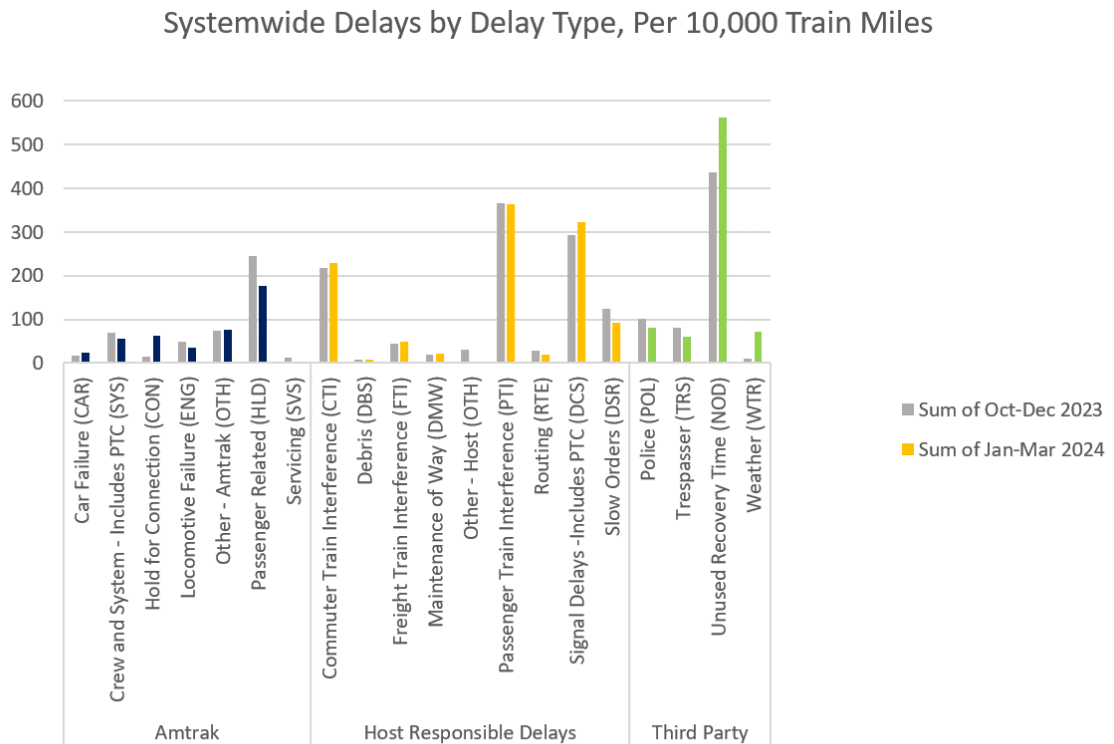
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



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

During Q3 FY 2023-24, the most significant individual delays were categorized under host-responsible and Amtrak delays, specifically signal delays, passenger train interference, and passenger-related issues.

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 11 has three charts showing only host-responsible delays per 10,000 train miles, by host railroad. Overall, for Q3 FY 2023-24, the host-responsible delay rate within BNSF territory increased by **23.3 percent**, and in NCTD territory by **4.9 percent**, while it decreased by **21.4 percent** in SCRRA territory and **5.4 percent** in UPRR territory.

The second chart in Figure 10 clearly illustrates what the prominent delay contributors¹ were within each host territory in Q3 FY 2023-24. In BNSF territory, the top delay types were signal delays, freight train interference, and commuter

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

train interference. In NCTD territory, the top delay types were commuter train interference and passenger train interference. In SCRRA territory, the top delay types were signal delays, commuter train interference, and passenger train interference. In UP territory, signal issues and passenger train interferences continue to remain as the top delay types.

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

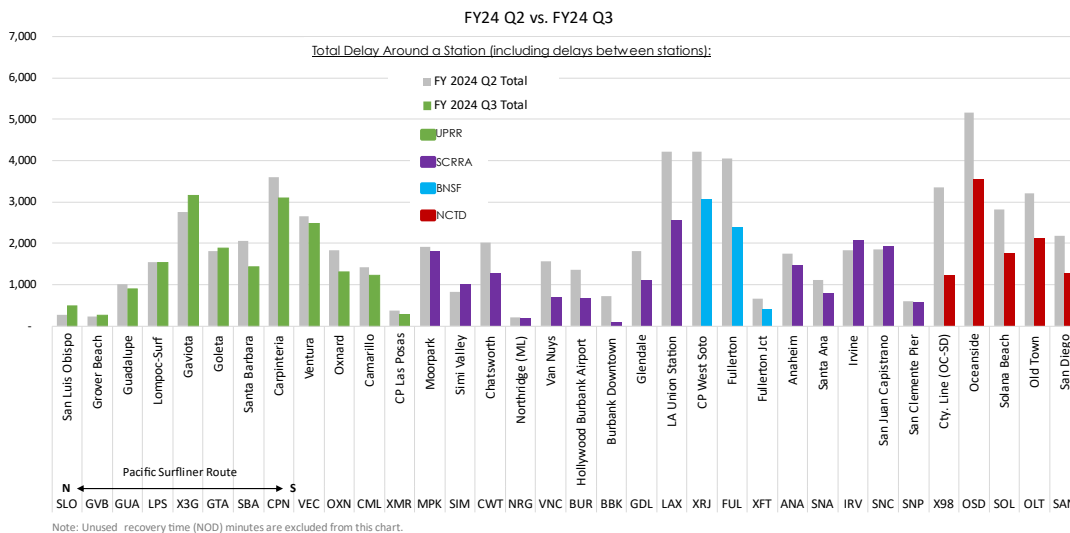


Total Delays Around Stations (or Other Specific Locations)

Figure 11 shows total minutes of delay along the entire 351-mile route, for all Pacific Surfliner trains combined. The bars in colors represent the total minutes of delay around a station for Q3 FY 2023-24, 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 delay systemwide decreased by 25.3 percent**, from 67,007 in Q2 of FY 2023-24, to **50,082 in Q3 of FY 2023-24**. The top three delay locations were Oceanside, Carpinteria, and Gaviota stations.

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



Summary

For Q3 FY 2023-24, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 82.7 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 signal delays, passenger train interference, commuter train interference, passenger-related delays, and slow orders.

Attachment

None.

Prepared by:

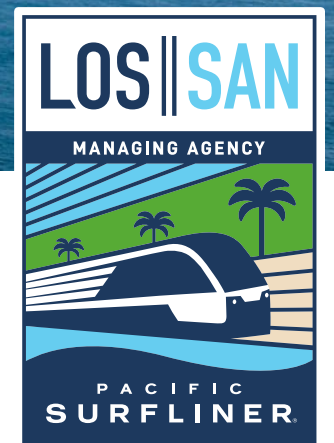


Kristopher Ryan
Chief Finance Officer
(714) 560-5409

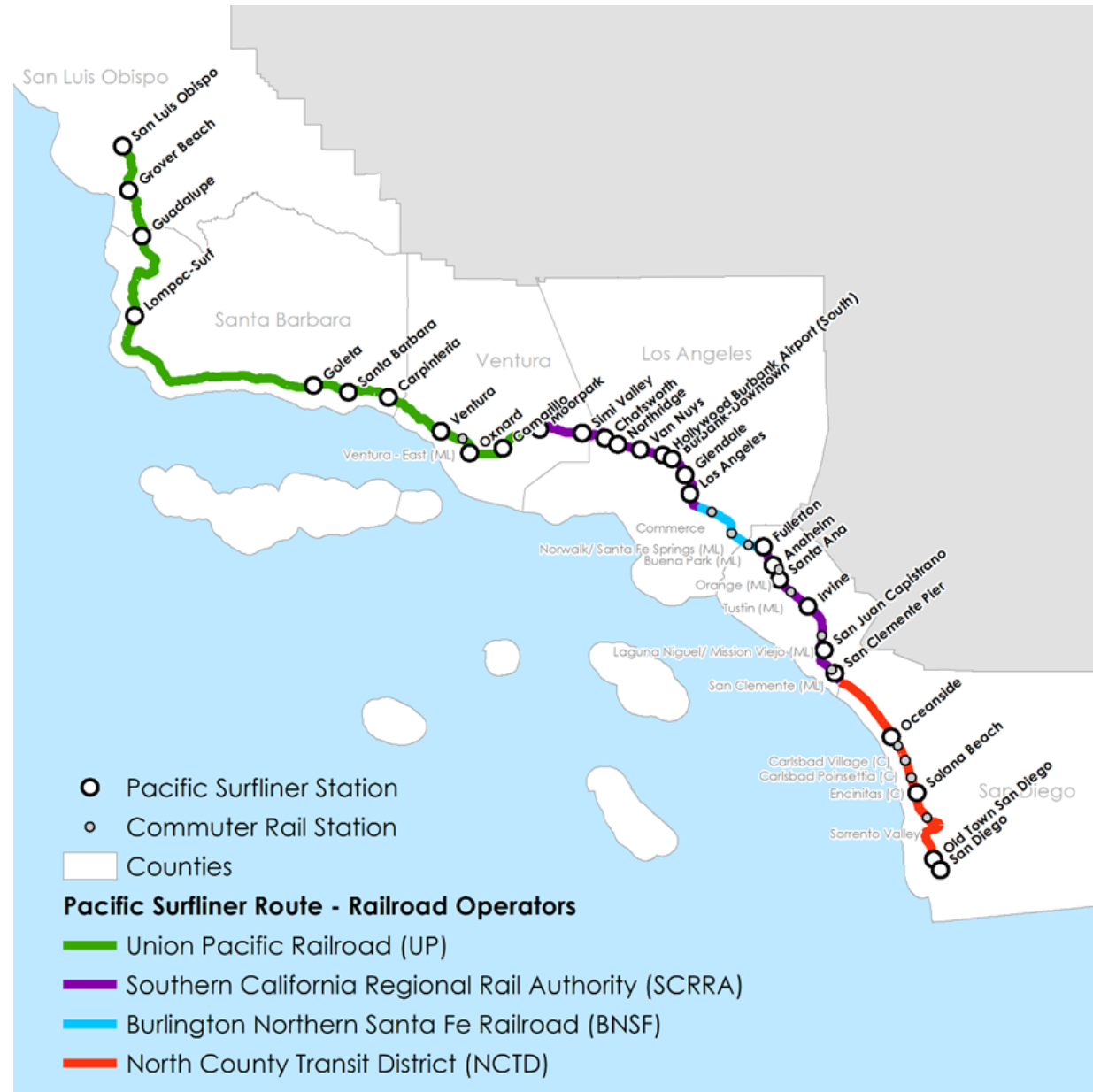


Pacific Surfliner On-Time Performance Analysis Third Quarter – Fiscal Year 2023-24

Technical Advisory Committee Meeting | June 6, 2024



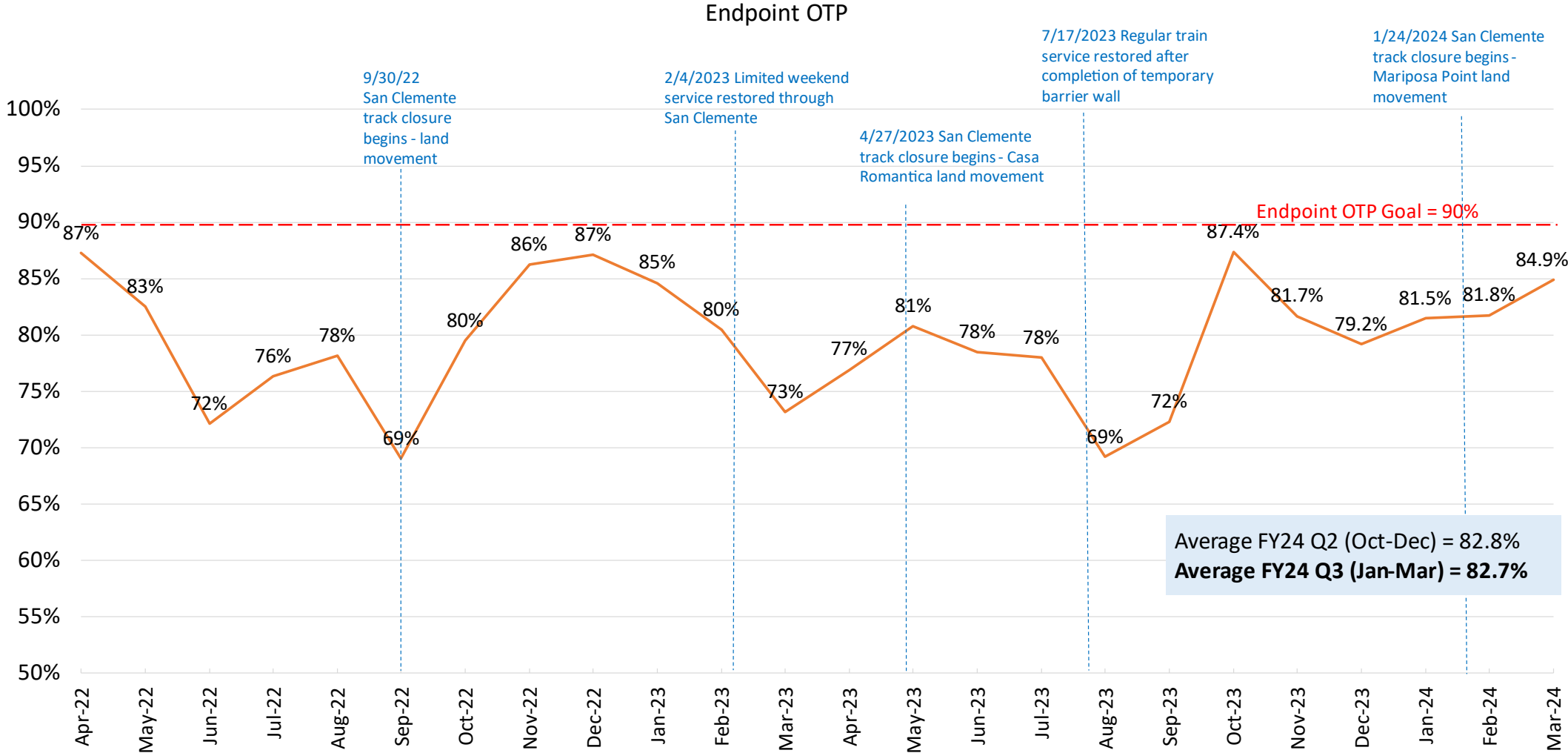
Pacific Surfliner Route by Host Railroads



Data Considerations for Temporary Track Closure Periods

- **Service Level Adjustments and Track Closures**
 - **January 24, 2024:** Suspended Pacific Surfliner service between San Juan Capistrano and Oceanside due to a landslide from private property scattering debris onto the track near the Mariposa Trail Pedestrian Bridge.
 - **March 6, 2024:** Resumed limited service with specific morning and evening trains operating through San Clemente, allowing ongoing construction during mid-day.
 - **March 25, 2024:** Restored full passenger service through San Clemente, ahead of schedule due to expedited work and cooperation among transportation agencies.
- **Ridership Data Considerations**
 - Pacific Surfliner ridership data, influenced by temporary track closures in San Clemente, counted train-bus-train transfers as two separate trips due to different Amtrak train numbers being involved. While this method increased apparent ridership figures during disruptions, the current quarter is similarly affected by these ongoing issues.
- **On-Time Performance (OTP) Data Considerations**
 - Initial omissions in OTP data during temporary track closures in San Clemente affected historical data which were due to programming errors; Recent data omissions were also noted in Q3 but did not significantly impact results.

Endpoint OTP



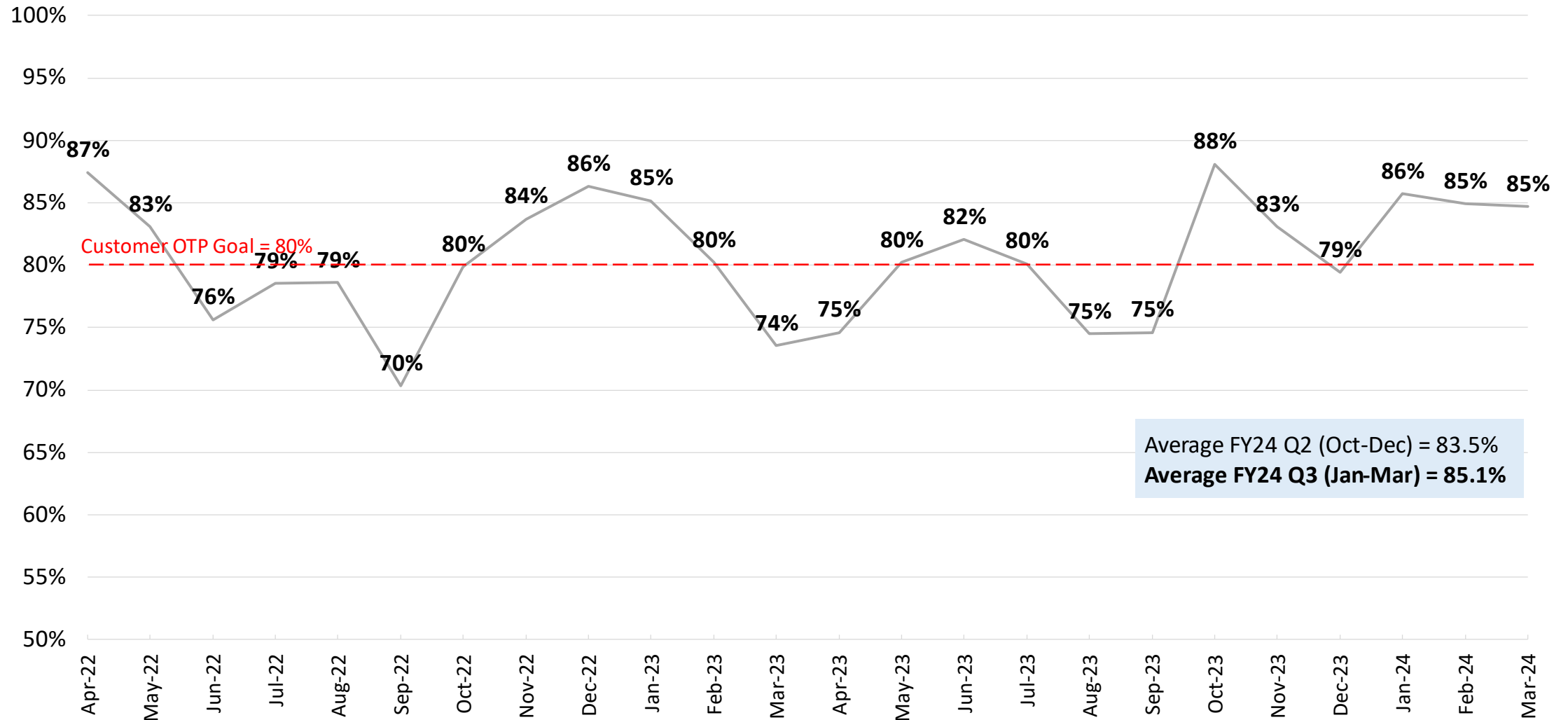
FY = Fiscal Year

Total Trains Operated

Values	FY 2024 Q2	FY 2024 Q3	% Change
Late	311	331	6.4%
On-Time	1,492	1,586	6.3%
Operated	1,803	1,917	6.3%
Endpoint OTP	82.8%	82.7%	-0.01%

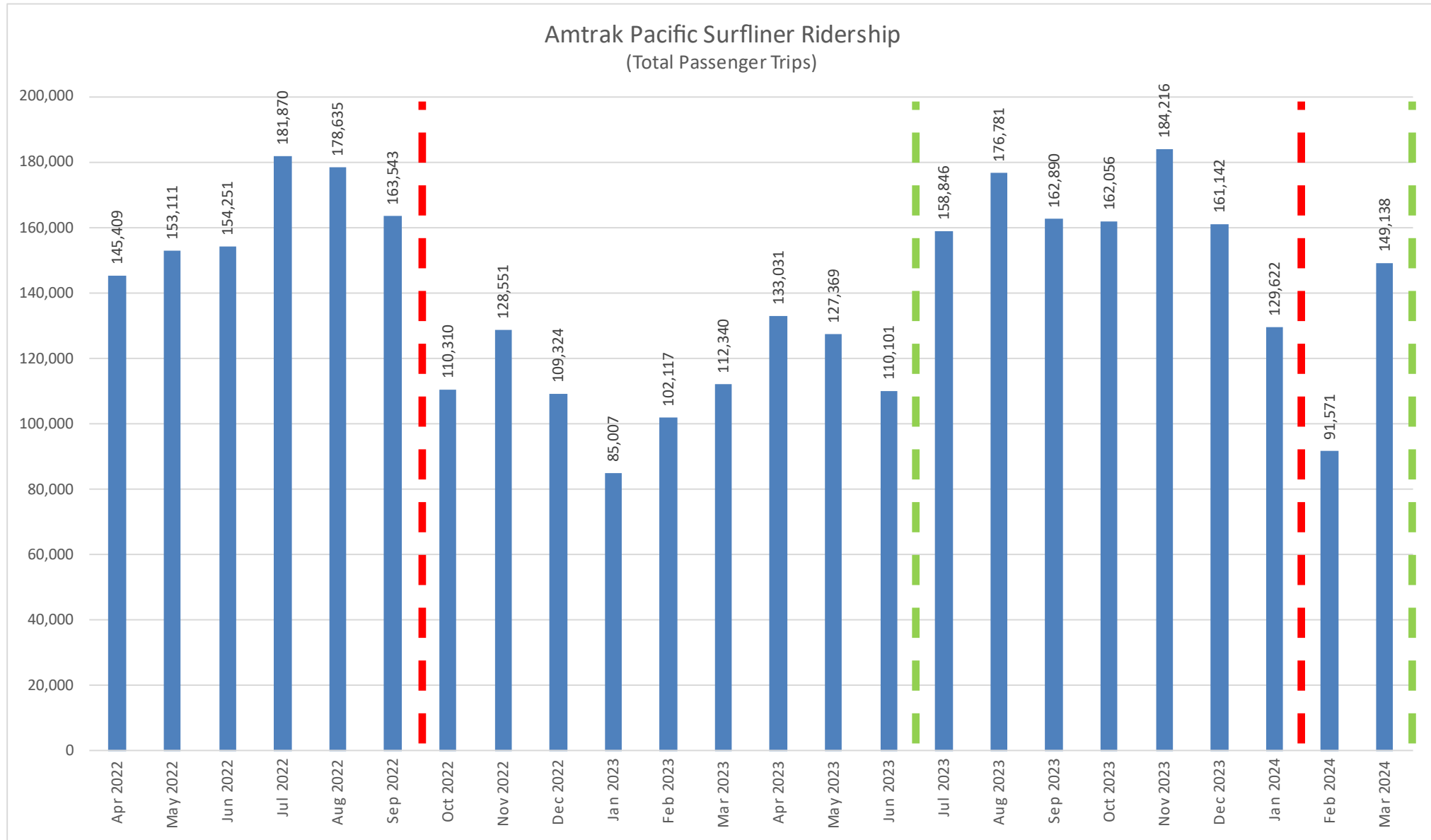
Customer OTP

Customer OTP



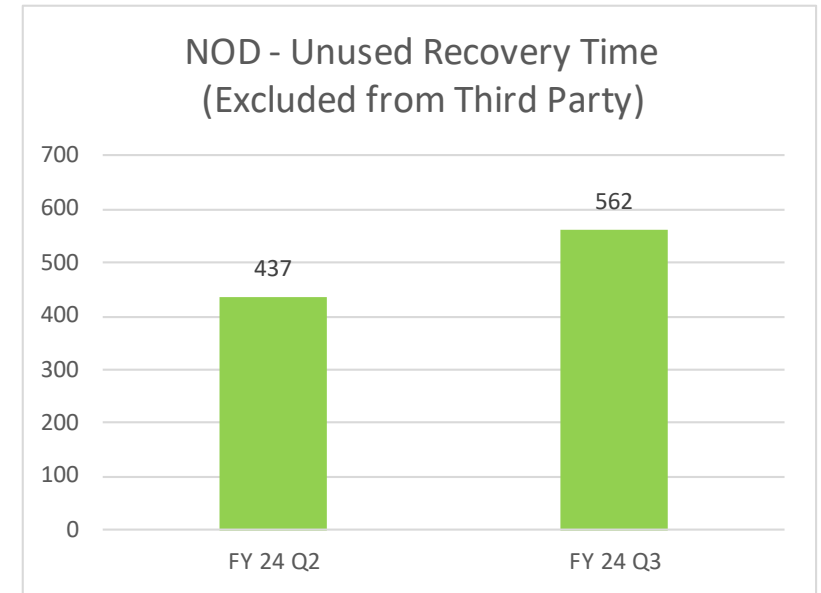
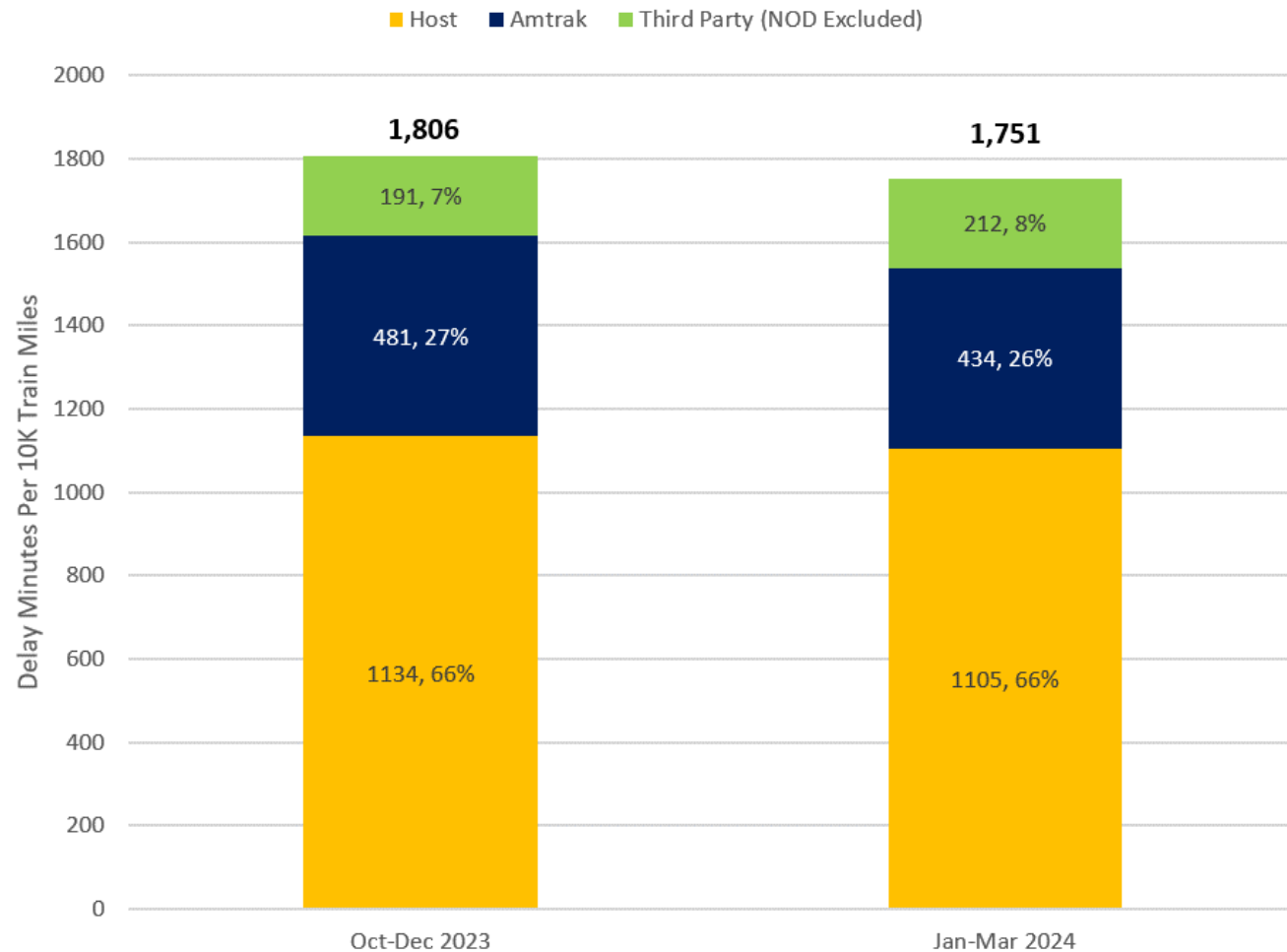
Note: Amtrak's customer OTP goal changed from 76% to 80% effective October 1, 2022.

Ridership



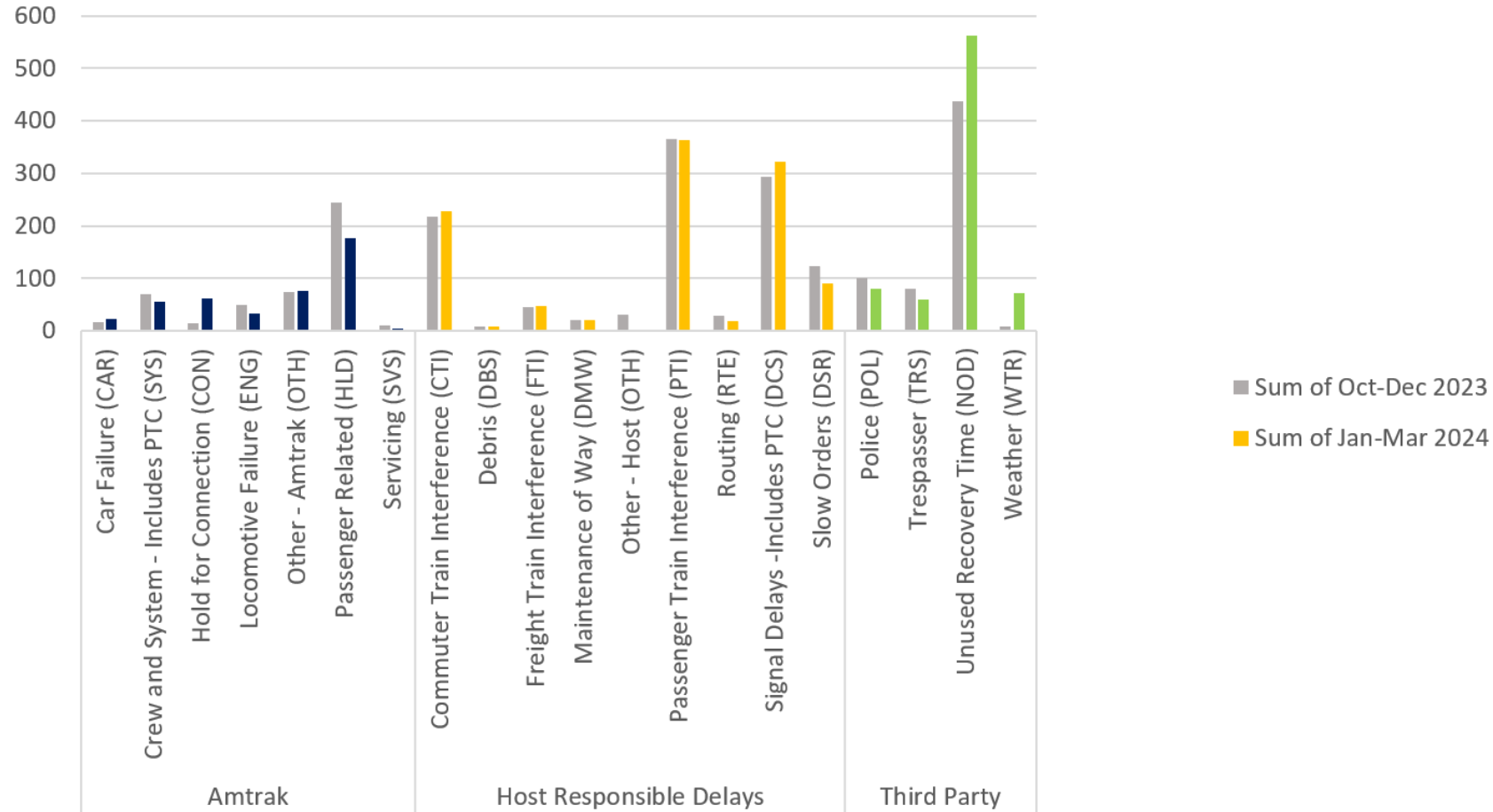
Rate of Delays by Responsible Party (Per 10K Train Miles)

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

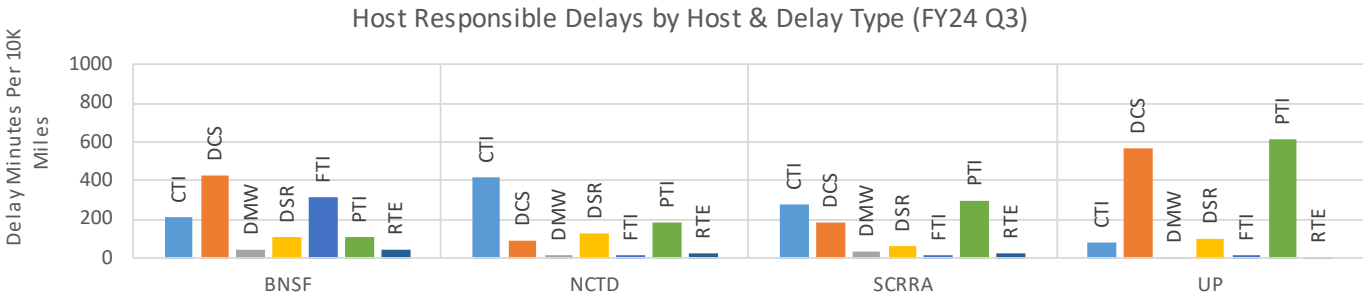
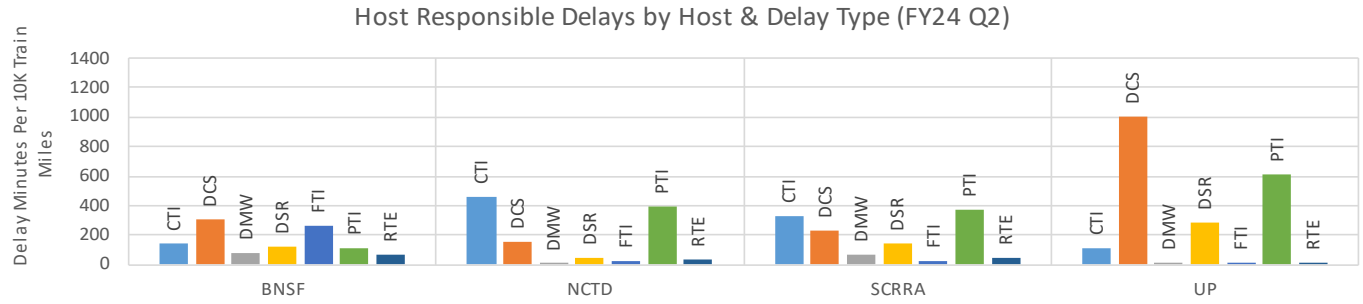
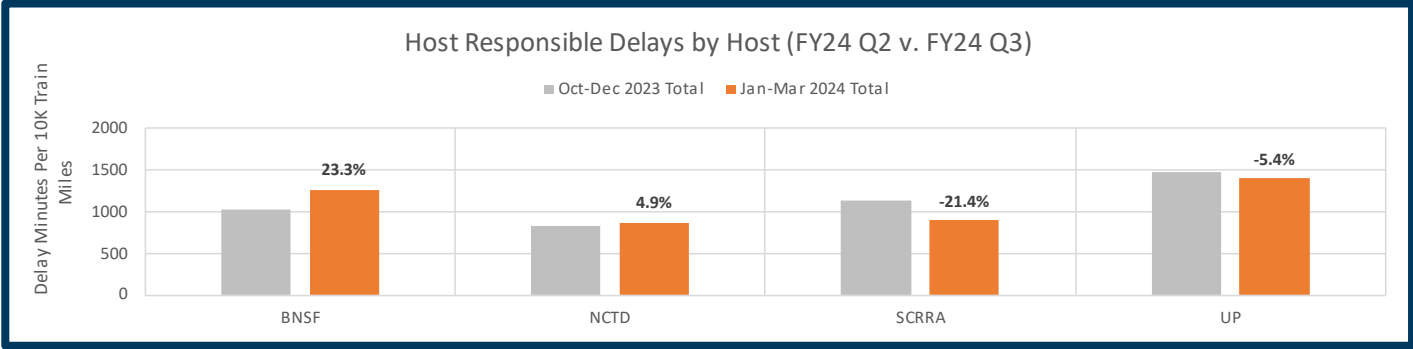


Delays by Responsible Party & Delay Type (Per 10K Train Miles)

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

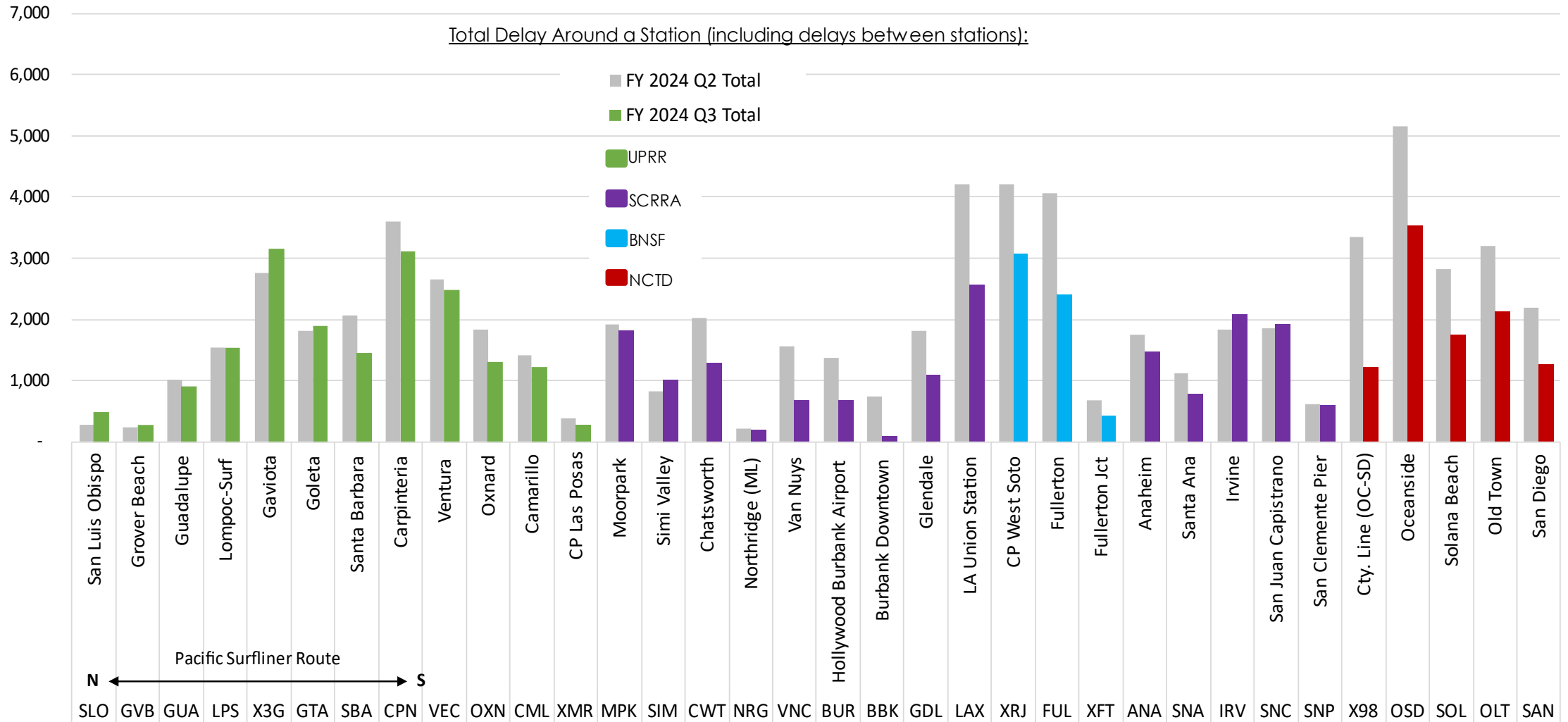


Host Responsible Delays per 10K Train Miles



Total Minutes by Delay Location

FY24 Q2 vs. FY24 Q3

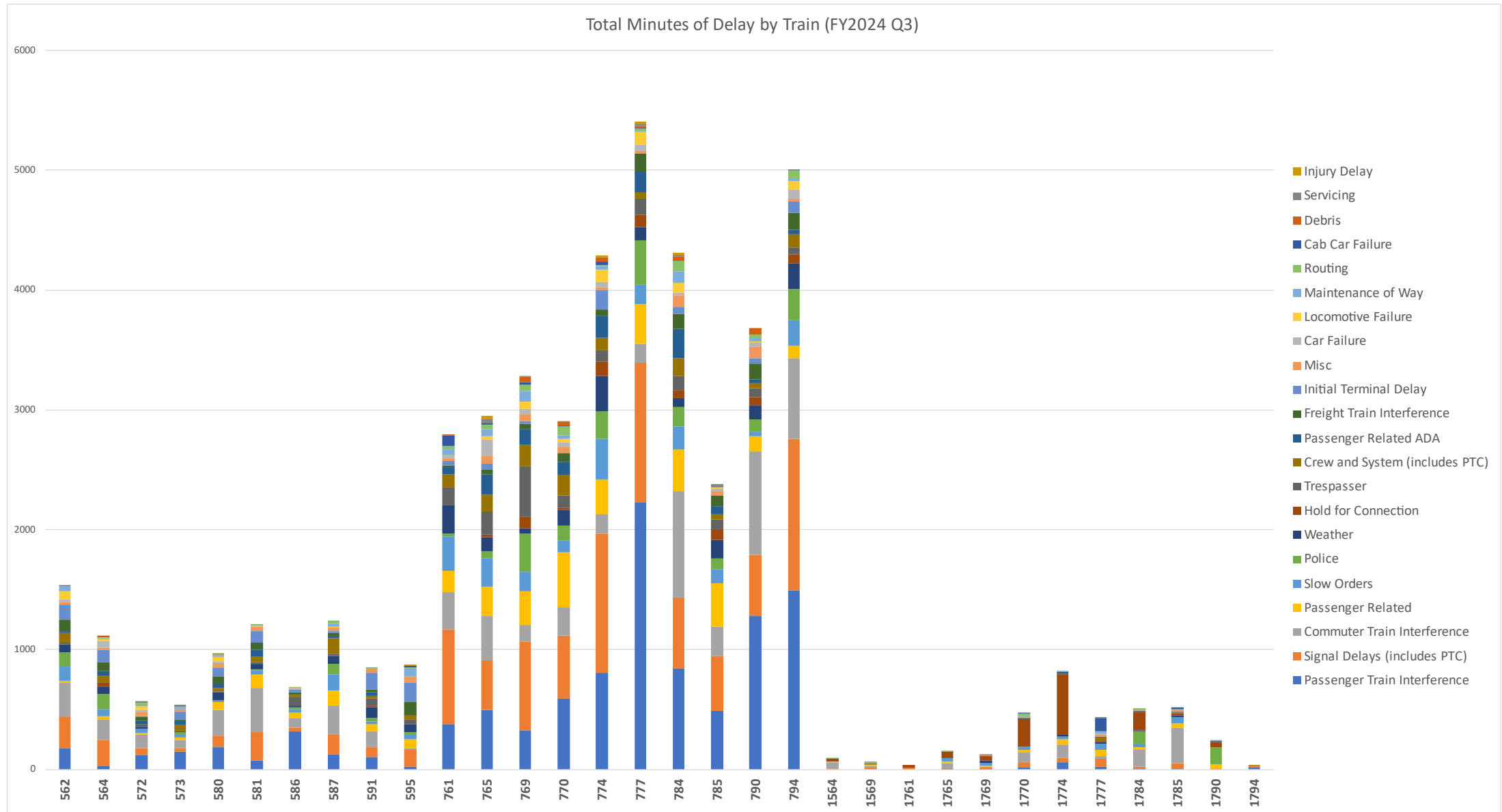


Note: Unused recovery time (NOD) minutes are excluded from this chart.

Endpoint OTP by Train

Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
1564	LAX-SAN	100.0%	14	14
1761	SAN-SLO	100.0%	2	2
1765	SAN-GTA	100.0%	18	18
1785	SAN-GTA	96.5%	55	57
1777	SAN-SLO	94.7%	54	57
1790	GTA-SAN	94.7%	18	19
1569	SAN-LAX	94.1%	16	17
785	SAN-GTA	91.2%	83	91
581	SAN-LAX	91.1%	82	90
595	SAN-LAX	91.1%	82	90
572	LAX-SAN	89.7%	26	29
790	GTA-SAN	89.0%	81	91
580	LAX-SAN	87.9%	80	91
761	SAN-SLO	87.8%	79	90
769	SAN-GTA	86.8%	79	91
564	LAX-SAN	85.7%	78	91
586	LAX-SAN	85.7%	24	28
587	SAN-LAX	84.8%	39	46
774	SLO-SAN	84.6%	77	91
765	SAN-GTA	83.5%	76	91
1769	SAN-GTA	83.3%	20	24
573	SAN-LAX	82.8%	24	29
770	GTA-SAN	82.4%	75	91
562	LAX-SAN	79.1%	72	91
1770	GTA-SAN	79.1%	34	43
794	SLO-SAN	77.8%	70	90
1784	GTA-SAN	72.5%	29	40
784	GTA-SAN	70.3%	64	91
591	SAN-LAX	70.3%	52	74
1774	SLO-SAN	68.4%	39	57
777	SAN-SLO	48.4%	44	91
1794	SLO-SAN	0.0%	0	2
System		82.7%	1586	1917

Total Minutes of Delay by Train



Conclusions

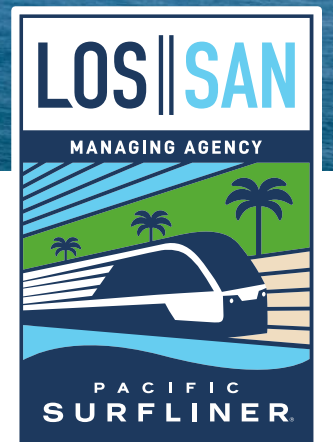
- Systemwide endpoint OTP averaged 82.7% in Q3, below the 90% endpoint OTP goal.
- Most delays per 10K train miles were host-related delays (66%), followed by Amtrak-related delays (26%), then third-party related delays (8%).
- Overall, total minutes of delay per 10K train miles decreased by 3.0% in Q3 compared to the previous quarter.
- In Q3, the top delay types were signal delays, passenger train interference, commuter train interference, passenger-related delays, and slow orders.

QUESTIONS?



Pacific Surfliner Marketing Update – Q3 FY 23-24

LOSSAN Technical Advisory Committee Meeting | June 6, 2024



Results

Performance Summary (PacificSurfliner.com)

- Q3 of fiscal year 2023-24 saw a decrease in revenue derived from PacificSurfliner.com compared to the prior quarter. This is due to the track closures, a decrease in advertising spending, and winter ridership patterns.
- Over 150K qualified sales leads were delivered to Amtrak.com from the booking widget between January to March, resulting in more than \$700K in revenue.



Users to PacificSurfliner.com



Referral traffic to Amtrak.com



Bookings on Amtrak.com



Riders



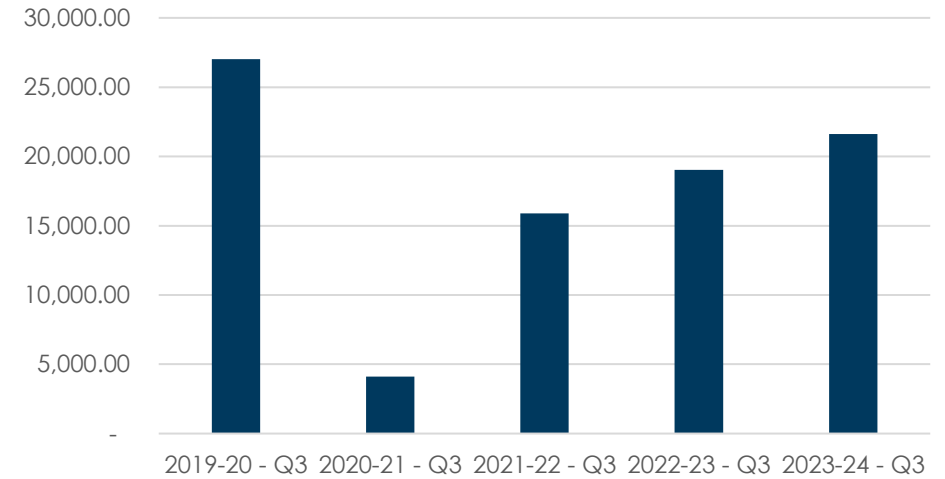
Revenue

	Users to PacificSurfliner.com	Referral traffic to Amtrak.com	Bookings on Amtrak.com	Riders	Revenue
Q3 – FY 24 (Jan-Mar)	410,000	146,919	10,753	21,628	\$701,726
Q2 – FY 24 (Oct-Dec)	643,970	201,038	20,719	39,905	\$1,272,519

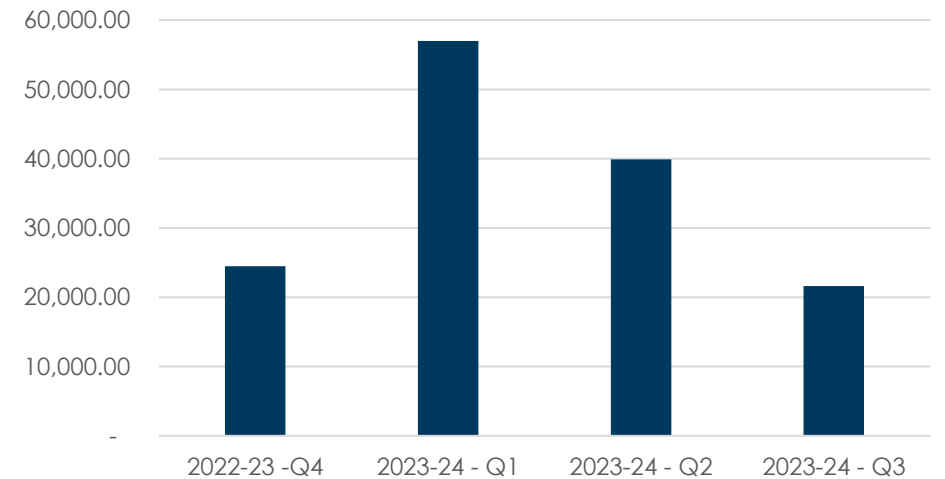
Performance Over Time (from online bookings)

January to March	Referral to Amtrak.com	Bookings	Ridership (from online Bookings)	Revenue (from online Bookings)
2019-20 - Q3	118,444.00	14,275.00	27,041.00	\$ 889,057.26
2020-21 - Q3	24,218.00	2,169.00	4,112.00	\$ 125,706.09
2021-22 - Q3	75,634.00	7,904.00	15,899.00	\$ 497,360.71
2022-23 - Q3	126,436.00	9,342.00	19,026.00	\$ 589,390.94
2023-24 - Q3	146,919.00	10,753.00	21,628.00	\$ 701,726.94

Q3 Ridership Over Time



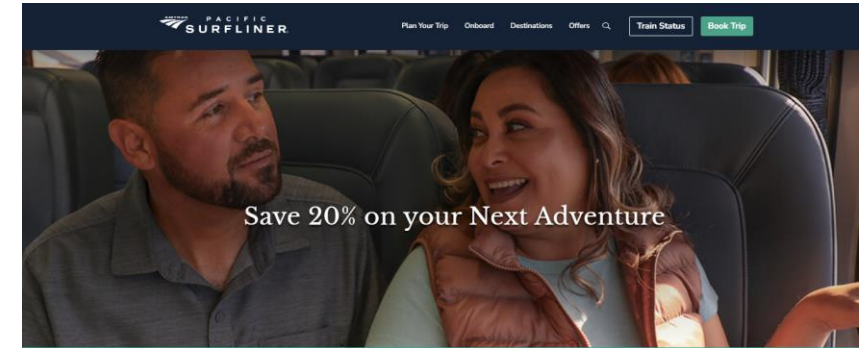
Past Year Ridership



Marketing

Marketing

- Winter/Spring Promotion: 20% Off Travel on Tues, Wed, & Thurs.
 - Bookings: 2,893
 - Revenue: \$72,430
- Amtrak e-statements: Jan., Feb., & Mar.
- Social Media Giveaway



Updated on 12/21/2023

Mid-Week Discount for Winter and Spring Travel

Limited time offer

Save 20% on Pacific Surfliner fares for a limited time! Travel with us on Tuesdays, Wednesdays, or Thursdays this winter to 29 stations across Southern California.

The Pacific Surfliner has everything you need for a great trip. Here are some of our favorite reasons to travel by train:

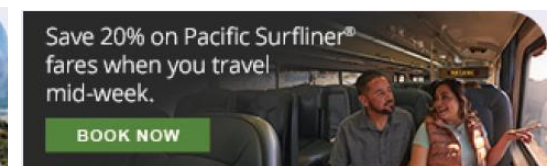
- No need for pit stops – we have snacks and restrooms on board
- Cruise past traffic and enjoy ocean views instead of tail lights
- Have the freedom to get out of your seat
- Unwind with a drink in hand
- Browse on your phone, work, or rest your eyes

Don't Miss the Chance to Save 20%

The offer is available for purchase from January 9 to March 28, 2024, for travel on Tuesdays, Wednesdays, and Thursdays between January 16 and March 28, 2024.

When you travel on Amtrak® Pacific Surfliner®, your getaway begins the moment you step on board. Pacific Surfliner trains feature comfortable reclining seats, power outlets, free Wi-Fi, luggage racks, and large picture windows. The market-style café has fresh food, snacks, and beverages, including soft drinks, wine, cocktails, and local craft beer.

[Book now](#)



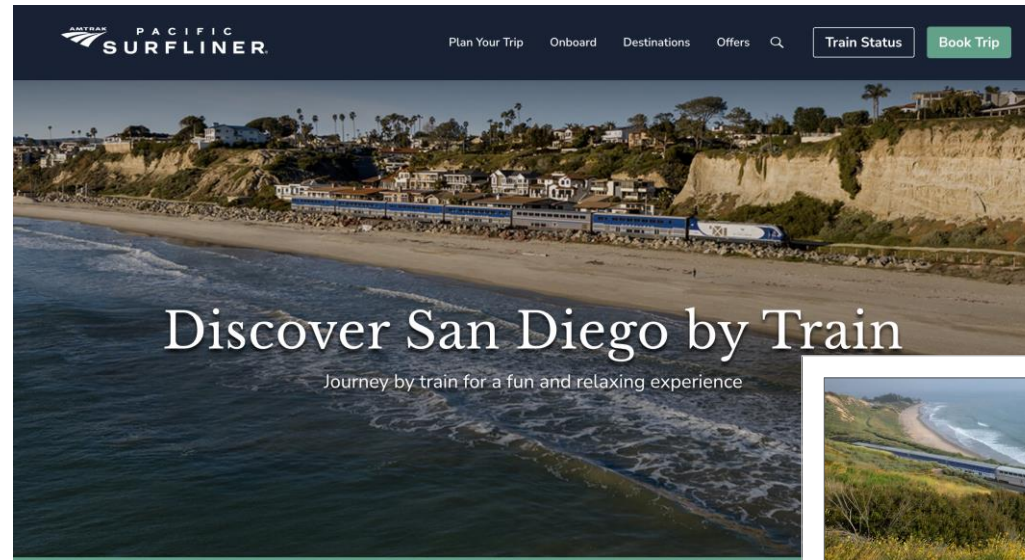
Community Partners

• CVB Partnerships/Promotions

- Visit Solana Beach
- IPW
 - Los Angeles Tourism & Convention Board
 - Pismo Beach CVB (Glover Beach station)
 - San Diego Tourism Authority
 - Travel Paso Robles (Thruway Bus)
 - Ventura County Coast
 - Visit Anaheim
 - Visit Burbank
 - Visit Santa Barbara
 - Visit SLO CAL

• Future Events

- Wonderfront Festival
- X Games
- Strawberry Festival



When you travel on Amtrak® Pacific Surfliner®, your getaway begins the moment you step on board. Pacific Surfliner® offers comfortable reclining seats, power outlets, free Wi-Fi, luggage racks and large picture windows. The market-style café and beverages, including soft drinks, wine, cocktails, and local craft beer

Why take the Pacific Surfliner?

The Pacific Surfliner has everything you need for a great trip. There are 26 daily trains connecting San Diego, Orange County, Santa Barbara, and San Luis Obispo counties. [See schedules and plan your trip.](#)

Here are some of our favorite reasons to travel by train:

- Enjoy iconic SoCal views, including beaches, agriculture, rocky mountain passes, and cityscapes.
- [Convenient connections](#) from LAX and the Burbank Airport.
- No need for pit stops – we have snacks and restrooms on board.
- Cruise past traffic and enjoy ocean views instead of tail lights.
- Have the freedom to get out of your seat.
- Seating for groups of 3 or 4 on board.
- Snacks and drinks for the whole family. Bring your own or purchase them from our onboard [Market Café](#).

Group Travel

Groups of all sizes can have a great trip on board the Pacific Surfliner.

DISCOVER SOCAL BY TRAIN

When you travel on Amtrak® Pacific Surfliner®, your getaway begins the moment you step on board. Pacific Surfliner trains feature comfortable reclining seats, power outlets, free Wi-Fi, luggage racks and large picture windows. The market-style café has fresh food, snacks, and beverages, including soft drinks, wine, cocktails, and local craft beer.

TICKETS AND FARES

Unreserved Coach: Unreserved Coach tickets give you the flexibility to ride an earlier or later train, or ride on a different day, than what was selected in the booking process.

Business Class: Leather seats with added legroom. Complimentary snacks and drinks. Reservations are required and they offer guaranteed seating.

HOW TO PURCHASE TICKETS

- Online at [PacificSurfliner.com](#)
- Amtrak app
- At staffed Amtrak stations

SHOW YOUR TICKETS

Purchased Online or Through the Amtrak App

- You will receive an eTicket as a PDF attachment. If preferred, you can print your eTicket before arriving at the station.
- Show the eTicket QR code to the conductor on the train upon request. Travellers may be asked to present a photo ID. Seats are unassigned, so you're welcome to select your seat on board.

Purchased at the Station

- Show the conductor your printed ticket upon request.


FOR MORE INFORMATION

- [PacificSurfliner.com/SOTAIPW](#)
- 800-USA-RAIL
- @PacSurfliners
- @PacificSurfliner

Influencer:

- **Kinya Claiborne**

- Instagram: [@KinyaClaiborne](https://www.instagram.com/KinyaClaiborne)
- Followers: 274,000
- Likes: 8,271



AMTRAK

kinyaclaiborne • Follow
Union Station

kinyaclaiborne Edited • 9w
All aboard the @pacificsurfliner, where I'm trading traffic for breathtaking views! Join me on this sustainable journey from Union Station to Santa Barbara.

With onboard wifi, panoramic vistas, along with complimentary snacks & wine in business class, every moment is a travel adventure waiting to be savored 🌿🍷📺


Luggage @beis
Backpack @calpak
Outfit @wearehouseid
Shoes @timotheus.stor
Hat Clip @lindsaylban

#amtrak #pacificsurfliner
#travelblogger #unions
#santabarbara #sustain

8,271 likes
March 17

kinyaclaiborne invited you to be a collaborator on their post. [Review](#)

UNION STATION
Headed to Santa Barbara onboard @pacif'surflin



Rail Safety



OPERATION **SAFE SURFS**

LOSSAN Rail Corridor Agency

- Rail safety advertisements displayed on internet connected televisions and streaming platforms for individuals residing within the counties where incidents are the most prevalent. **In Progress.**
- Geofenced safety messaging distributed through cell phone advertising in areas considered incident hotspots using display advertisements, in-app advertisements, and cell phone notifications. **In Progress.**
- Installation of signage along high-risk sections of the railroad, providing resources for suicide prevention and instructions for rail safety.
- Engagement of volunteer groups to provide outreach to individuals experiencing homelessness in proximity to the tracks and offer rail safety information, support, and care packages containing essential items and resources.

Communications

Communications

- **Passenger:**

- Track Closure
- Partial Track Reopening
- Track Reopening
- Planned Track Closures

- **Press Releases:**

- [Rail Service to Resume](#)
- [Limited Service Through San Clemente](#)
- [New Board of Directors](#)

- **In the Media:**

- [Five of the Most Scenic Routes in America](#) – NerdWallet
- [Most Affordable Train Journeys in the World](#) – MSN Travel
- [10 Affordable yet Scenic Train Rides in California](#) – The Travel

These Are the 5 Most Scenic Amtrak Routes in the U.S.

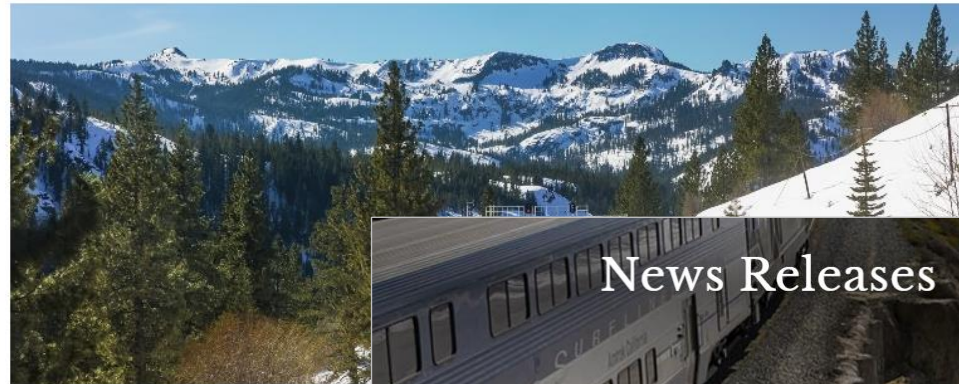
From the mountains to the coastline, Amtrak's scenic routes offer beautiful views for every travel taste.



By Alisha McDarris

Edited by Meghan Coyle

Published Mar 15, 2024 6:06 a.m. PDT



Many or all of the products featured here are... write about and where and how the product... opinions are our own. Here is a list of our part...



Rail Service Set to Resume Monday, March 25 Through San Clemente

MetroLink and Amtrak Pacific Surfliner will operate regular schedules following emergency construction effort, updates at www.metrolinktrains.com and pacificsurfliner.com/alerts



ORANGE, Calif., March 19, 2024 -- The rail line through San Clemente is set to reopen for regular passenger rail service on Monday, March 25, as emergency work to build a catchment wall to protect the track is wrapping up this week.

The Orange County Transportation Authority, which owns the track through San Clemente, worked in partnership with MetroLink, which operates regional passenger rail service, to build a 200-foot-long wall at Mariposa Point, to safely re-establish service on the track.



Rail Service Set to Resume Monday, March 25 Through San Clemente

Social Media

- 52 posts, 12,564 likes, 409 comments
- Track Closure
- Partial Reopening
- Resumption of Full Service
- Planned Track Closures
- Winter/Spring Promo
- Trip Ideas
- Most Scenic Train Route in the US
- Giveaway: 25 winners



AMTRAK PACIFIC SURFLINER




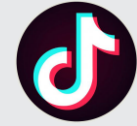
TRAVEL UPDATES: ADDED SERVICE MODIFICATIONS FOR PACIFIC SURFLINER DUE TO TRACK CLOSURES

Train 765 will operate as Train 1765 from San Diego to Oceanside, as Bus 3765 from Oceanside to Irvine, as Train 765 from Irvine to Goleta, and as Bus 4765 from Santa Barbara to Oakland.

Train 769, which normally operates between San Diego and Goleta, will originate at San Juan Capistrano with no alternate transportation provided.

[PacificSurfliner.com/Alerts](https://www.pacificsurfliner.com/alerts)

Social Media Metrics

Platform	Total Followers	New Followers	Engagement*	Web Visits
	50,700	390	5,500	340
	21,300	1,691	16,000	306
	17,443	245	N/A	N/A
	1,375	62	98	N/A

*Engagement: Shares, comments/replies, likes, video views, etc.

Looking Ahead

What's Next




- Spring Events
 - California Strawberry Festival
 - Wonderfront Festival
- Del Mar Phase 5 Construction Project
- Ride Rewards Program
- Summer Events
 - X Games Partnership
 - Del Mar Races
 - Comic-Con
- Powered by Sustainable Fuel signs
- LAist Ads
- Sparks Partnership
- Evergreen Spanish Language Campaign

Questions?

Southbound Del Mar Summer Schedule Effective July 20, 2024	562 Daily	564 Daily	566 SSH	4770 770 Daily	572 Daily	774 Daily	580 Daily	582 SSH	4784 784 Daily	586 Daily	4790 790 Daily	4794 794 Daily
Oakland, CA				10:00 PM					4:45 AM		7:20 AM	9:35 AM
Emeryville, CA				10:15 PM					4:55 AM		7:35 AM	9:50 AM
San Francisco, CA				10:35 PM					5:15 AM		7:55 AM	10:10 AM
San Jose, CA				11:45 PM					6:20 AM		9:25 AM	11:25 AM
Salinas, CA				12:45 AM					7:35 AM		10:25 AM	12:40 PM
King City, CA				1:35 AM					8:45 AM		11:55 AM	1:55 PM
Paso Robles, CA				3:15 AM					9:40 AM		12:55 PM	2:55 PM
San Luis Obispo, CA				3:45 AM					10:15 AM		1:25 PM	3:30 PM
* Cal Poly				4:00 AM		6:11 AM			10:35 AM		1:40 PM	3:50 PM
* San Luis Obispo Amtrak Station	---	---	---	4:25 AM	---	6:31 AM	---	---	10:55 AM	---	2:05 PM	4:32 PM
Grover Beach, CA	---	---	---	4:40 AM	---	---	---	---	11:15 AM	---	2:20 PM	---
Santa Maria, CA	---	---	---	---	---	6:47 AM	---	---	---	---	---	4:48 PM
Guadalupe-Santa Maria, CA	---	---	---	---	---	---	---	---	---	---	---	---
Lompoc, CA	---	---	---	---	---	7:21 AM	---	---	---	---	---	5:21 PM
* Lompoc-Surf Amtrak Station	---	---	---	---	---	---	---	---	---	---	---	---
Solvang, CA	---	---	---	5:15 AM	---	---	---	---	11:50 AM	---	2:55 PM	---
Buellton, CA	---	---	---	5:25 AM	---	---	---	---	12:00 PM	---	3:05 PM	---
Goleta, CA	---	---	---	6:39 AM	---	8:31 AM	---	---	1:31 PM	---	4:25 PM	6:30 PM
Santa Barbara, CA	---	---	---	6:00 AM	---	---	---	---	12:40 PM	---	3:40 PM	---
* UCSB	---	---	---	6:30 AM	---	8:46 AM	---	---	1:25 PM	---	4:20 PM	6:47 PM
* Santa Barbara Amtrak Station	---	---	---	6:53 AM	---	8:49 AM	---	---	1:45 PM	---	4:40 PM	6:50 PM
Carpinteria, CA	---	---	---	7:08 AM	---	9:04 AM	---	---	2:03 PM	---	4:57 PM	7:08 PM
Ventura, CA	---	---	---	7:39 AM	---	9:38 AM	---	---	2:34 PM	---	5:28 PM	7:43 PM
Oxnard, CA	---	---	---	7:57 AM	---	9:55 AM	---	---	2:53 PM	---	5:42 PM	8:03 PM
Camarillo, CA	---	---	---	8:10 AM	---	10:09 AM	---	---	3:09 PM	---	5:53 PM	8:14 PM
Moorpark, CA	---	---	---	8:24 AM	---	10:23 AM	---	---	3:23 PM	---	6:05 PM	8:24 PM
Simi Valley, CA	---	---	---	8:41 AM	---	10:39 AM	---	---	3:39 PM	---	6:21 PM	8:41 PM
Chatsworth, CA	---	---	---	8:53 AM	---	10:52 AM	---	---	3:52 PM	---	6:37 PM	8:58 PM
Northridge, CA	---	---	---	8:59 AM	---	---	---	---	4:05 PM	---	---	---
Van Nuys, CA	---	---	---	9:09 AM	---	11:07 AM	---	---	4:13 PM	---	6:50 PM	9:09 PM
Burbank-Bob Hope Airport, CA	---	---	---	9:17 AM	---	11:15 AM	---	---	4:21 PM	---	7:05 PM	9:17 PM
Burbank-Downtown, CA	---	---	---	9:22 AM	---	---	---	---	4:26 PM	---	---	---
Glendale, CA	---	---	---	9:29 AM	---	11:26 AM	---	---	4:34 PM	---	7:17 PM	9:28 PM
Los Angeles, CA	---	---	---	9:46 AM	---	11:43 AM	---	---	4:48 PM	---	7:40 PM	9:46 PM
Fullerton, CA	6:10 AM	7:10 AM	8:10 AM	10:10 AM	11:10 AM	12:10 PM	3:10 PM	4:10 PM	5:10 PM	6:10 PM	8:10 PM	10:10 PM
Anaheim, CA	6:41 AM	7:41 AM	8:41 AM	10:41 AM	11:41 AM	12:41 PM	3:41 PM	4:41 PM	5:41 PM	6:41 PM	8:41 PM	10:41 PM
Santa Ana, CA	6:49 AM	7:49 AM	8:49 AM	10:49 AM	11:49 AM	12:49 PM	3:49 PM	4:49 PM	5:49 PM	6:49 PM	8:49 PM	10:49 PM
Irvine, CA	7:01 AM	8:01 AM	9:01 AM	11:01 AM	12:01 PM	1:01 PM	4:01 PM	5:01 PM	6:01 PM	7:01 PM	9:01 PM	11:01 PM
San Juan Capistrano, CA	7:12 AM	8:12 AM	9:12 AM	11:12 AM	12:12 PM	1:12 PM	4:12 PM	5:12 PM	6:12 PM	7:12 PM	9:12 PM	11:12 PM
San Clemente Pier, CA	7:26 AM	8:26 AM	9:25 AM	11:25 AM	12:25 PM	1:26 PM	4:26 PM	5:26 PM	6:26 PM	7:26 PM	9:26 PM	11:26 PM
Oceanside, CA	8:05 AM	9:05 AM	10:08 AM	12:08 PM	1:08 PM	2:05 PM	5:05 PM	6:05 PM	7:05 PM	8:05 PM	10:02 PM	12:05 AM
Solana Beach, CA	8:20 AM	9:20 AM	10:22 AM	12:23 PM	1:23 PM	2:20 PM	5:20 PM	6:20 PM	7:20 PM	8:20 PM	10:20 PM	12:20 AM
San Diego, CA	---	---	---	---	---	---	---	---	---	---	---	---
* Old Town San Diego Amtrak Station	L 8:51 AM	L 9:51 AM	L 10:54 AM	L 12:54 PM	L 1:54 PM	L 2:51 PM	L 5:51 PM	L 6:51 PM	L 7:51 PM	L 8:51 PM	L 10:49 PM	L 12:51 AM
* Downtown San Diego Amtrak Station	9:04 AM	10:04 AM	11:07 AM	1:07 PM	2:07 PM	3:04 PM	6:04 PM	7:04 PM	8:04 PM	9:04 PM	11:04 PM	1:04 AM

Del Mar Phase 5 Bus Bridge

Northbound Del Mar Summer Schedule Effective July 20, 2024	761 4761 Daily	765 4765 Daily	769 4769 Daily	573 Daily	575 SSH	777 Daily	581 Daily	785 4785 Daily	587 Daily	591 Daily	595 Daily	597 SSH
San Diego, CA												
* Downtown San Diego Amtrak Station	4:01 AM	6:01 AM	8:01 AM	10:01 AM	10:53 AM	12:01 PM	2:01 PM	4:01 PM	5:01 PM	7:01 PM	9:01 PM	10:01 PM
* Old Town San Diego Amtrak Station	4:10 AM	6:10 AM	8:10 AM	10:10 AM	11:02 AM	12:10 PM	2:10 PM	4:10 PM	5:10 PM	7:10 PM	9:10 PM	10:10 PM
Solana Beach, CA	4:40 AM	6:40 AM	8:40 AM	10:40 AM	11:34 AM	12:40 PM	2:40 PM	4:40 PM	5:40 PM	7:40 PM	9:40 PM	10:40 PM
Oceanside, CA	4:57 AM	6:57 AM	8:57 AM	10:57 AM	11:51 AM	12:57 PM	2:57 PM	4:57 PM	5:57 PM	7:57 PM	9:57 PM	10:55 PM
San Clemente Pier, CA	---	---	---	---	---	---	3:20 PM	5:20 PM	6:23 PM	---	---	---
San Juan Capistrano, CA	5:34 AM	7:34 AM	9:34 AM	11:34 AM	12:34 PM	1:34 PM	3:37 PM	5:37 PM	6:36 PM	8:34 PM	10:34 PM	11:34 PM
Irvine, CA	5:49 AM	7:49 AM	9:49 AM	11:49 AM	12:49 PM	1:49 PM	3:52 PM	5:52 PM	6:53 PM	8:49 PM	10:49 PM	11:49 PM
Santa Ana, CA	6:01 AM	8:01 AM	10:01 AM	12:01 PM	1:01 PM	2:01 PM	4:04 PM	6:04 PM	7:06 PM	9:01 PM	11:01 PM	12:01 AM
Anaheim, CA	6:10 AM	8:10 AM	10:10 AM	12:10 PM	1:10 PM	2:10 PM	4:13 PM	6:13 PM	7:17 PM	9:10 PM	11:10 PM	12:10 AM
Fullerton, CA	6:18 AM	8:18 AM	10:18 AM	12:18 PM	1:18 PM	2:18 PM	4:21 PM	6:21 PM	7:25 PM	9:18 PM	11:18 PM	12:18 AM
Los Angeles, CA	6:57 AM	8:57 AM	10:52 AM	12:57 PM	1:57 PM	2:57 PM	4:57 PM	6:57 PM	8:04 PM	9:57 PM	11:57 PM	12:57 AM
	7:13 AM	9:13 AM	11:13 AM	---	---	3:13 PM	---	7:13 PM	---	---	---	---
Glendale, CA	7:26 AM	9:26 AM	11:26 AM	---	---	3:26 PM	---	7:26 PM	---	---	---	---
Burbank-Downtown, CA	7:33 AM	---	---	---	---	3:33 PM	---	---	---	---	---	---
Burbank-Bob Hope Airport, CA	7:39 AM	9:36 AM	11:36 AM	---	---	3:39 PM	---	7:36 PM	---	---	---	---
Van Nuys, CA	7:47 AM	9:44 AM	11:44 AM	---	---	3:47 PM	---	7:44 PM	---	---	---	---
Northridge, CA	7:55 AM	---	---	---	---	3:55 PM	---	---	---	---	---	---
Chatsworth, CA	8:02 AM	9:59 AM	11:59 AM	---	---	4:01 PM	---	7:59 PM	---	---	---	---
Simi Valley, CA	8:14 AM	10:11 AM	12:11 PM	---	---	4:13 PM	---	8:11 PM	---	---	---	---
Moorpark, CA	8:27 AM	10:24 AM	12:23 PM	---	---	4:26 PM	---	8:25 PM	---	---	---	---
Camarillo, CA	8:41 AM	10:36 AM	12:36 PM	---	---	4:41 PM	---	8:47 PM	---	---	---	---
Oxnard, CA	8:56 AM	10:54 AM	12:51 PM	---	---	4:52 PM	---	8:59 PM	---	---	---	---
Ventura, CA	9:10 AM	11:08 AM	1:05 PM	---	---	5:06 PM	---	9:13 PM	---	---	---	---
Carpinteria, CA	9:36 AM	11:34 AM	1:31 PM	---	---	5:28 PM	---	9:35 PM	---	---	---	---
Santa Barbara, CA												
* Santa Barbara Amtrak Station	L 9:55 AM	L 11:50 AM	L 1:49 PM	---	---	L 5:46 PM	---	L 9:59 PM	---	---	---	---
	9:58 AM	11:55 AM	2:00 PM	---	---	5:49 PM	---	10:05 PM	---	---	---	---
* UCSB	---	12:10 PM	2:15 PM	---	---	---	---	10:20 PM	---	---	---	---
Goleta, CA	10:11 AM	12:03 PM	2:02 PM	---	---	6:05 PM	---	10:12 PM	---	---	---	---
Solvang, CA	---	12:45 PM	2:45 PM	---	---	---	---	10:50 PM	---	---	---	---
Buellton, CA	---	12:55 PM	2:50 PM	---	---	---	---	10:55 PM	---	---	---	---
Lompoc, CA												
* Lompoc-Surf Amtrak Station	11:20 AM	---	---	---	---	7:22 PM	---	---	---	---	---	---
Guadalupe-Santa Maria, CA	11:54 AM	---	---	---	---	7:56 PM	---	---	---	---	---	---
Santa Maria, CA	---	1:25 PM	3:30 PM	---	---	---	---	11:35 PM	---	---	---	---
Grover Beach, CA	12:09 PM	1:45 PM	3:55 PM	---	---	8:11 PM	---	11:59 PM	---	---	---	---
San Luis Obispo, CA												
* San Luis Obispo Amtrak Station	12:39 PM	---	---	---	---	8:46 PM	---	---	---	---	---	---
	12:45 PM	2:15 PM	4:25 PM	---	---	---	---	12:30 AM	---	---	---	---
* Cal Poly	12:55 PM	2:25 PM	4:35 PM	---	---	---	---	12:40 AM	---	---	---	---
Paso Robles, CA	1:25 PM	2:55 PM	5:05 PM	---	---	---	---	1:10 AM	---	---	---	---
King City, CA	2:50 PM	4:20 PM	6:30 PM	---	---	---	---	2:35 AM	---	---	---	---
Salinas, CA												
	3:40 PM	5:10 PM	7:20 PM	---	---	---	---	3:25 AM	---	---	---	---
San Jose, CA												
	4:50 PM	6:20 PM	8:25 PM	---	---	---	---	4:30 AM	---	---	---	---
San Francisco, CA	6:00 PM	7:30 PM	9:40 PM	---	---	---	---	5:45 AM	---	---	---	---
Emeryville, CA	---	---	10:05 PM	---	---	---	---	6:05 AM	---	---	---	---
Oakland, CA	6:30 PM	8:00 PM	10:15 PM	---	---	---	---	6:15 AM	---	---	---	---

-  = On 7/30 & 7/31 train 595 will operate as 1595 and depart San Diego at approximately 10:01 PM after Padre games versus Dodgers
-  = Del Mar Phase 5 Bus Bridge
-  = Train will originate in Solana Beach on evenings of Del Mar Phase 5 work. No bus bridge will be provided between San Diego and Solana Beach on those nights.