June 5, 2025

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director

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

Overview

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

Recommendation

Receive and file as an information item.

Background

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

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

Figure 1: Pacific Surfliner Route

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

Discussion

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

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

Endpoint OTP

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

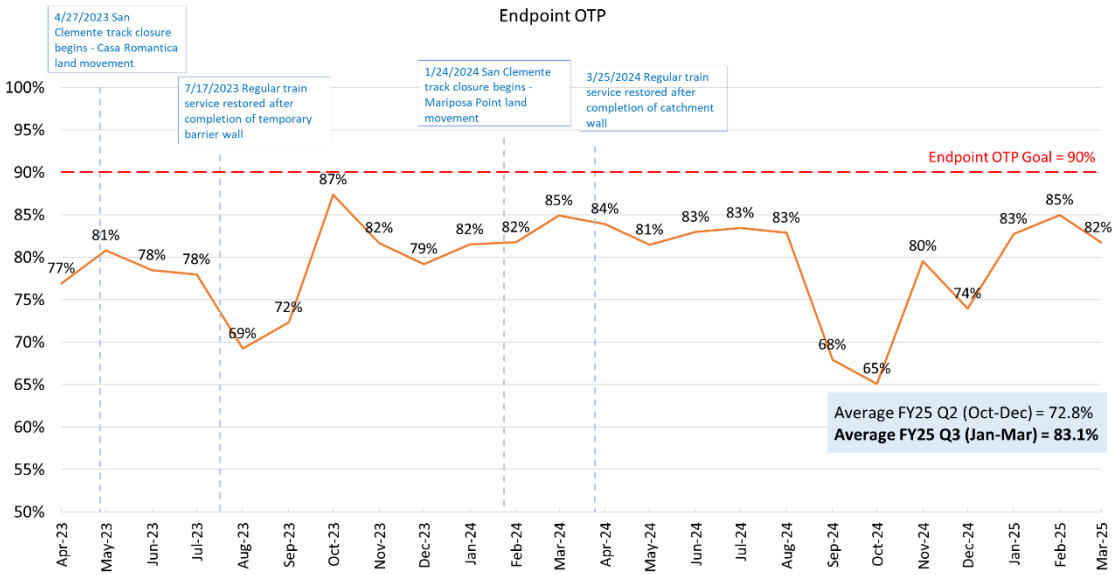
Figure 2: Endpoint OTP by Total Trains Operated

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

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

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

Figure 4: Endpoint OTP



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

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

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

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

Figure 3: Total Trains Cancelled or Suspended

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

Endpoint OTP by Train

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

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

Figure 7: Endpoint OTP by Train

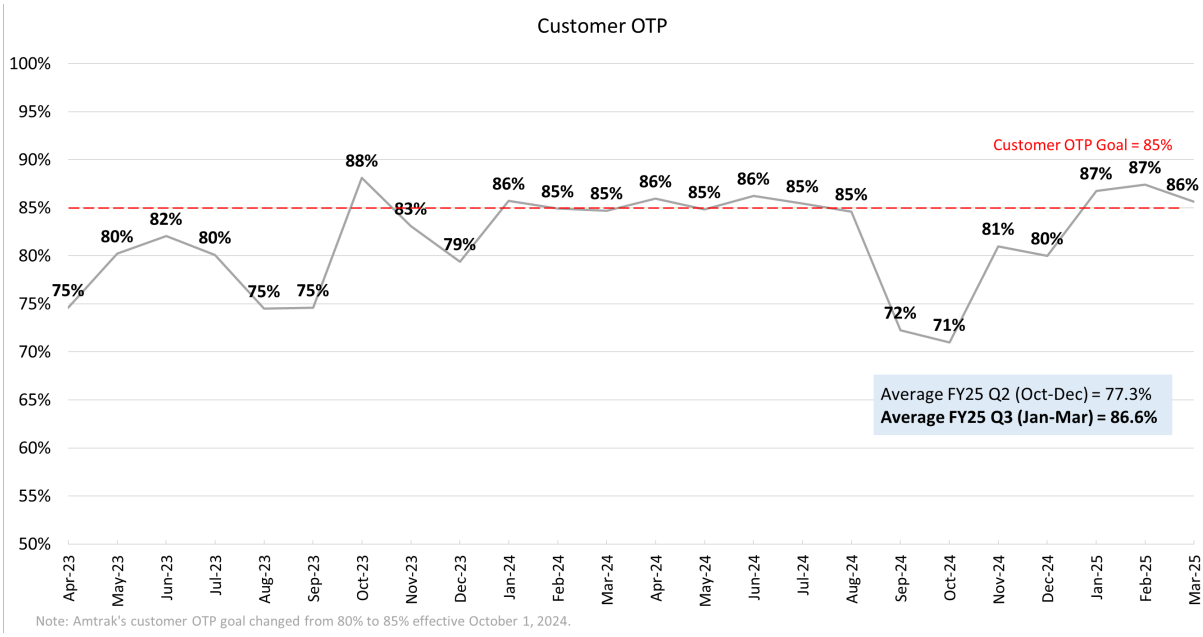
Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
566	LAX-SAN	100.0%	1	1
579	SAN-LAX	100.0%	1	1
595	SAN-LAX	92.7%	76	82
564	LAX-SAN	91.7%	77	84
591	SAN-LAX	90.7%	78	86
761	SAN-SLO	87.2%	75	86
562	LAX-SAN	86.0%	74	86
770	GTA-SAN	86.0%	74	86
794	SLO-SAN	86.0%	74	86
785	SAN-GTA	84.9%	73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

Customer OTP

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

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

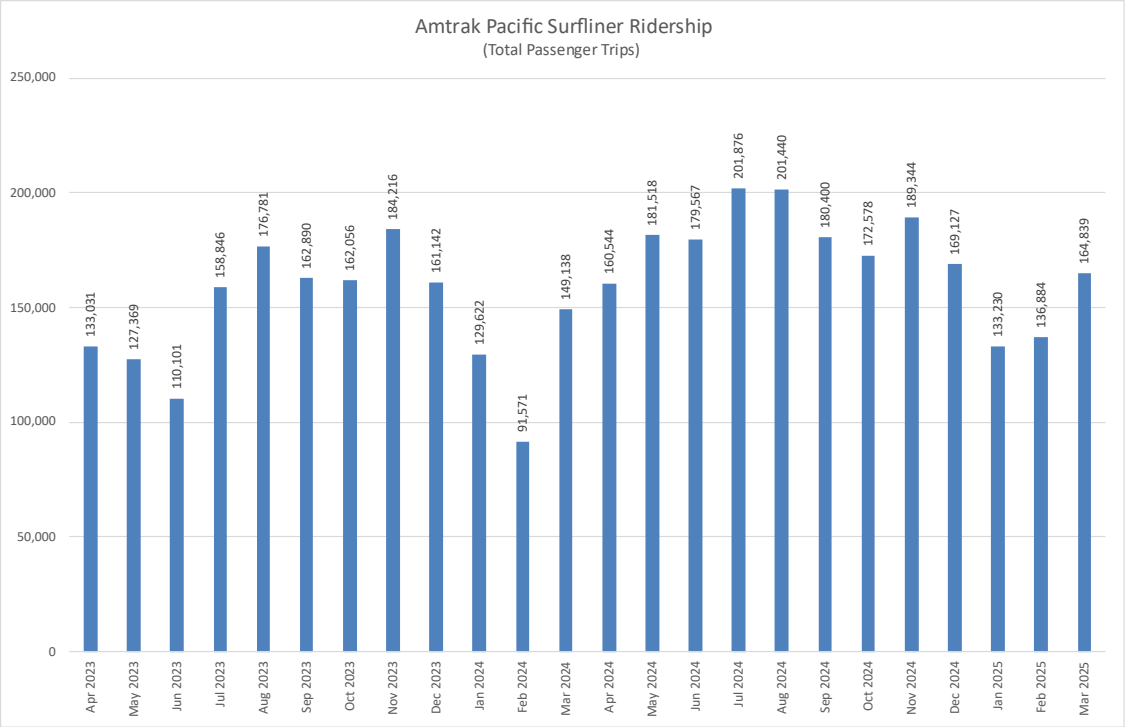
Figure 5: Customer OTP



Ridership

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

Figure 6: Total Monthly Ridership



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

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

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

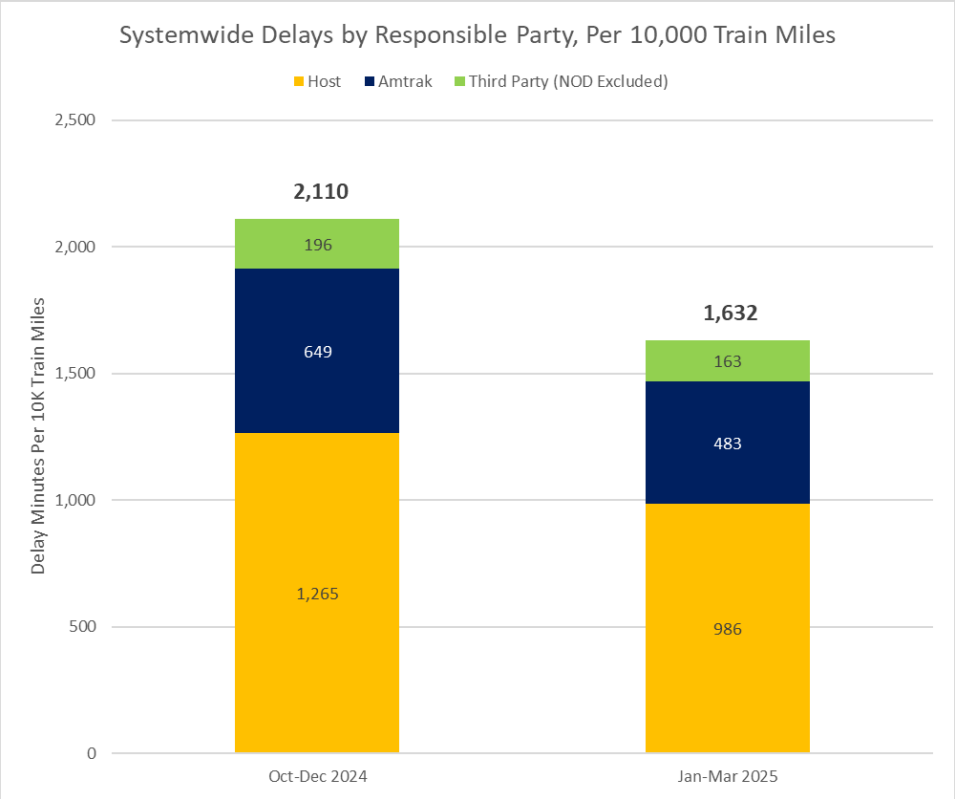
In the third quarter of FY 2024-25, the Pacific Surfliner operated a total of 338,917 train miles, representing an 8.5 percent decrease from the 370,333 train miles operated in the previous quarter.

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

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

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

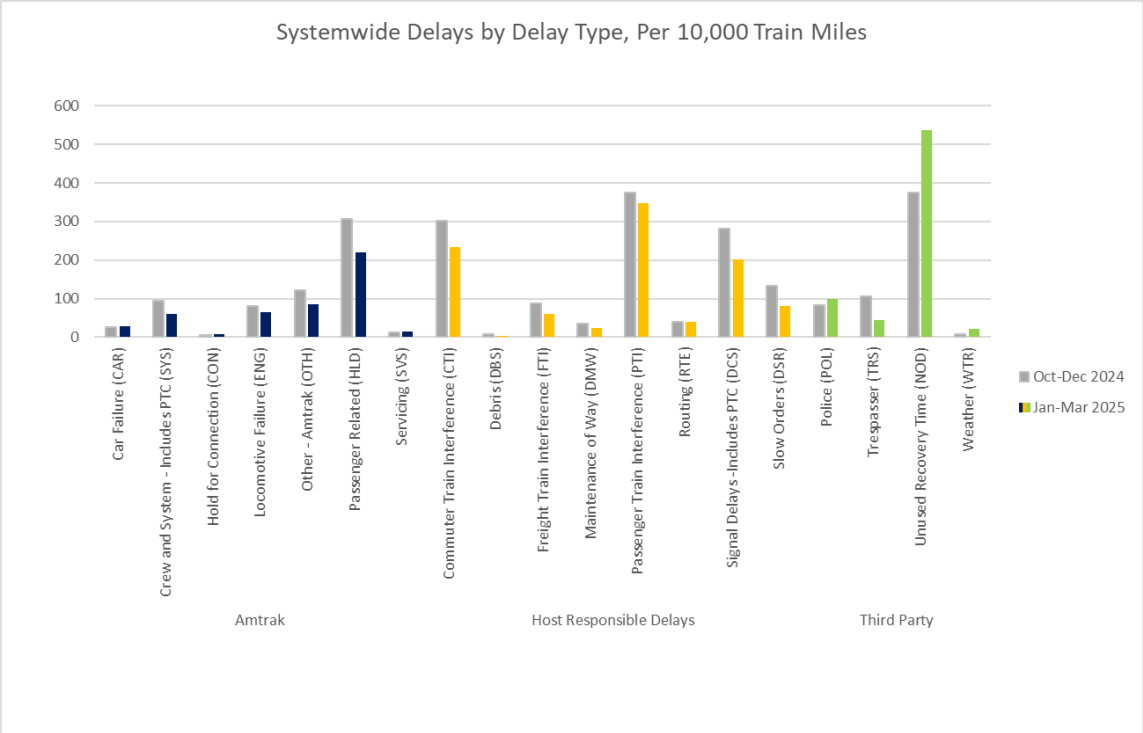
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



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

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

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



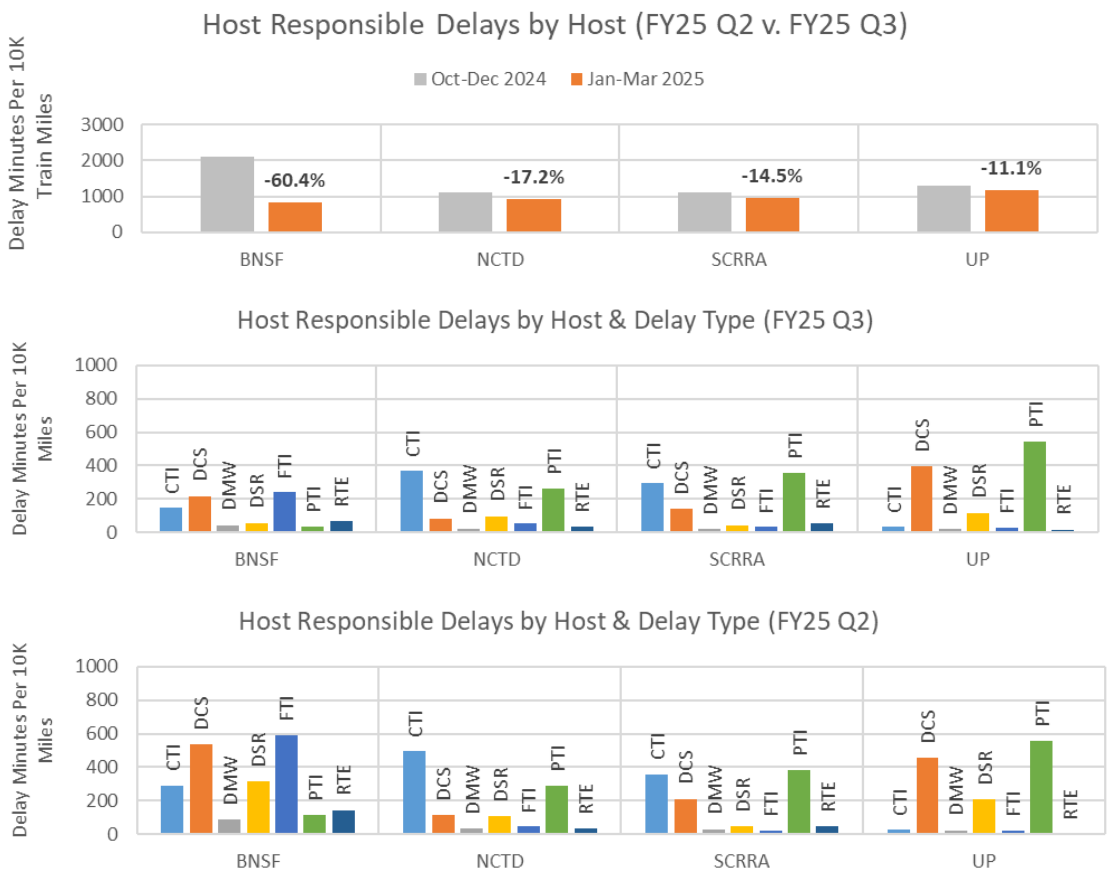
Host-Responsible Delays, Per 10,000 Train Miles

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

The second chart in Figure 10 clearly illustrates what the prominent delay contributors[1] were within each host territory in Q3 FY 2024-25. In BNSF territory, the top delay types were signal delays and freight train interference. In NCTD and SCRRA territory, the top delay types were commuter train interference and passenger train interference. In UP territory, the top delay types were signal delays and passenger train interference.

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

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

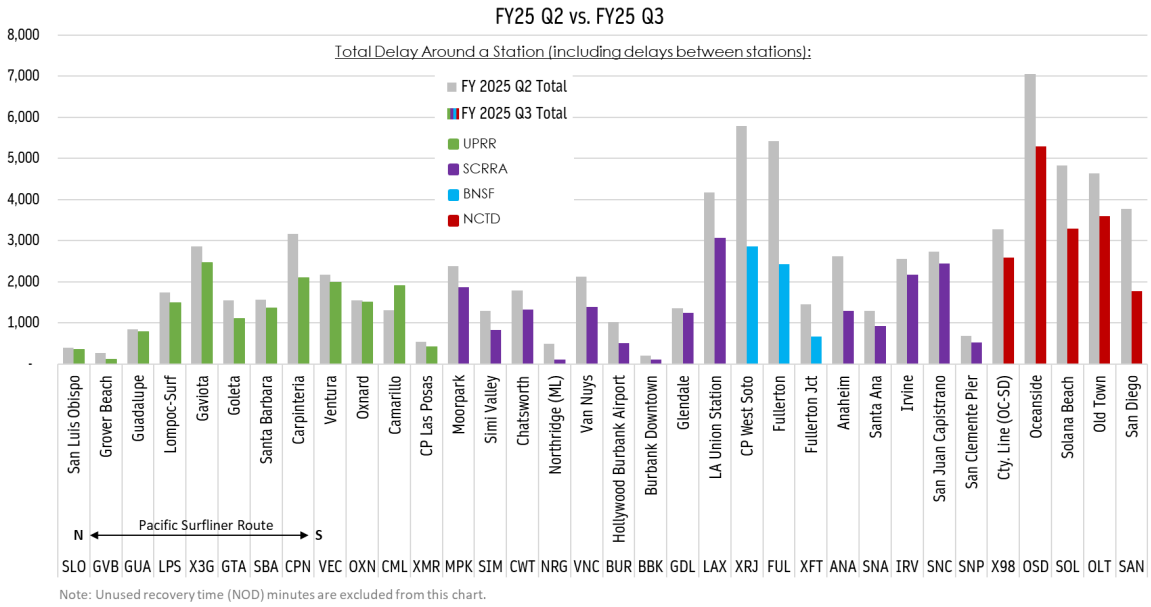


Total Delays Around Stations (or Other Specific Locations)

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

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

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



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

Summary

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

Attachment

None.

Approved by:

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