



June 4, 2026

To: Members of Board of Directors

From: Jason Jewell, Managing Director

Subject: Fiscal Year 2025-26 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 2025-26.

Recommendation

Receive and file as an information item.

Background

The 351-mile Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor (Corridor) travels through a six-county coastal region in Southern California and is the busiest state-supported intercity passenger rail corridor in the United States. The LOSSAN rail corridor includes 41 stations and currently hosts 147 daily passenger trains. The Pacific Surfliner currently serves 29 stations and operates 27 daily one-way trains (thirteen round trips). The thirteenth-roundtrip between Los Angeles and San Diego was restored during the third quarter of fiscal year (FY) 2025-26. In fiscal year (FY) 2025 there were nearly 2.1 million passenger trips on Pacific Surfliner trips alone, and an additional 3.1 million passenger trips were taken on the two commuter rail services (Metrolink and COASTER) on the LOSSAN Corridor.

Discussion

The report provides an update on the performance trends of the passenger rail services operating on the LOSSAN Corridor, focusing on three specific performance areas: usage (ridership and passenger miles), efficiency (revenue and farebox recovery), and quality (on-time performance (OTP) and customer satisfaction). The report includes the Pacific Surfliner intercity passenger rail service, as well as commuter rail service on Metrolink's Ventura County Line (VCL) and

Orange County Line (OCL), and the North County Transit District's (NCTD) COASTER system. Amtrak national data is included for comparative purposes. The reporting period is the third quarter of FY 2025-26, covering the months of January, February, and March 2026.

Usage

For the third quarter of FY 2025-26, total LOSSAN corridor ridership for the three services combined was 1,428,533, representing a 24.5 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.

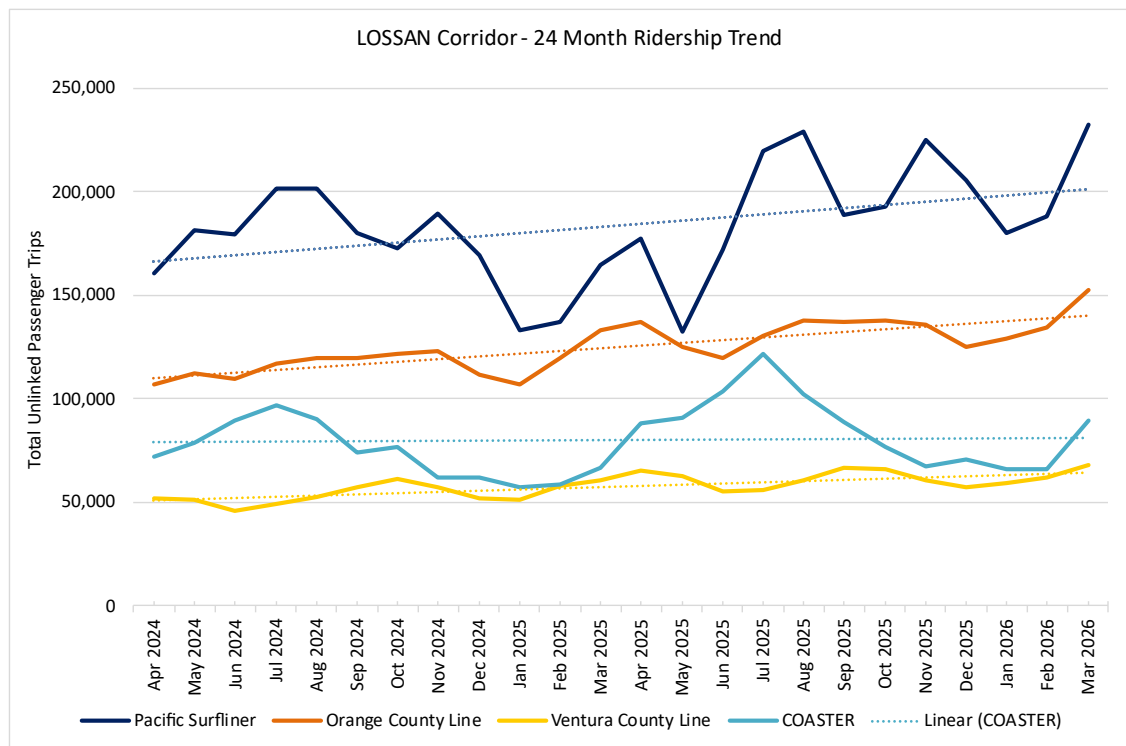


Figure 1

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 2025-26 was 600,751, representing an increase of 38.1 percent when compared to the same period last year, as is illustrated in Figure 2. The increase of ridership can be primarily attributed to the restoration of the 11th, 12th, and 13th round trips added within the last year.

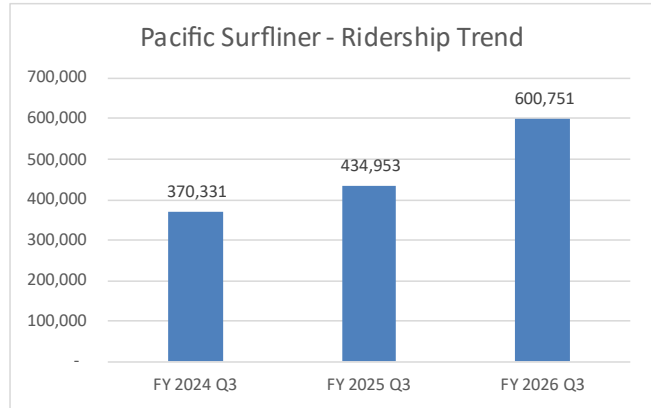


Figure 2

Metrolink

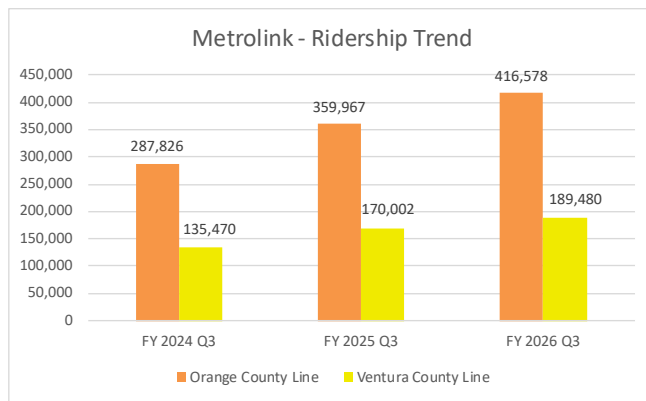


Figure 3

The Ventura County Line (VCL), which operates between East Ventura and Los Angeles, saw a ridership increase of 11.5 percent when compared to the third quarter of last year. The Orange County Line (OCL), which operates between Los Angeles and Oceanside, seen a 15.7 percent increase in ridership over the same report period in the prior year. During the third quarter of FY 2025-26, there was an average

of 16,752 Metrolink pass holders per month who utilized the Rail 2 Rail (R2R) Program to ride Pacific Surfliner trains¹.

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

COASTER

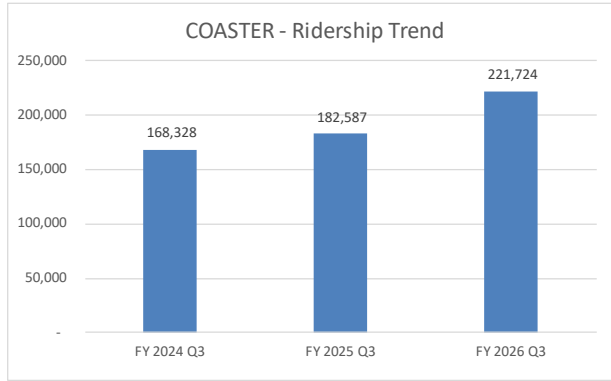


Figure 4

NCTD’s COASTER commuter rail service operating between Oceanside and San Diego experienced an eight percent increase in ridership during the third quarter of FY 2025-26 when compared to the same period in the prior year, as shown in Figure 4. During the third quarter of FY 2025-26, there was an average of 461 COASTER passholders per month utilizing the R2R Program to ride Pacific Surfliner trains².

Amtrak System

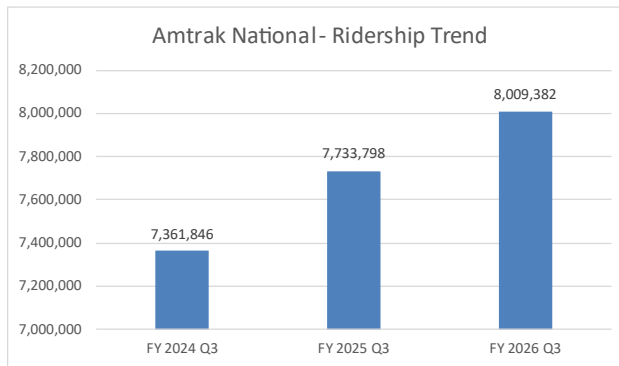


Figure 5

Amtrak service nationwide experienced a cumulative ridership increase of 3.6 percent for the third quarter of FY 2025-26 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 1.1 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 29.7 percent on the Capitol Corridor and increased by 1.6 percent on the San Joaquins Corridor during the third quarter when compared to the same period last year. The year-over-year increase in Capitol Corridor ridership is primarily attributable to the restoration of pre-pandemic service levels, including the return to 15 weekday round trips in December 2025.

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, 10 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 roughly 59.4 million passenger miles during the third quarter of FY 2025-26, which is a 39.8 percent increase compared to the same period in the prior year. 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 21,375 tons of greenhouse gases was achieved, which is equivalent to avoiding burning approximately 2,405,199 gallons of gasoline.

Efficiency

Passenger Trips Per Train Mile

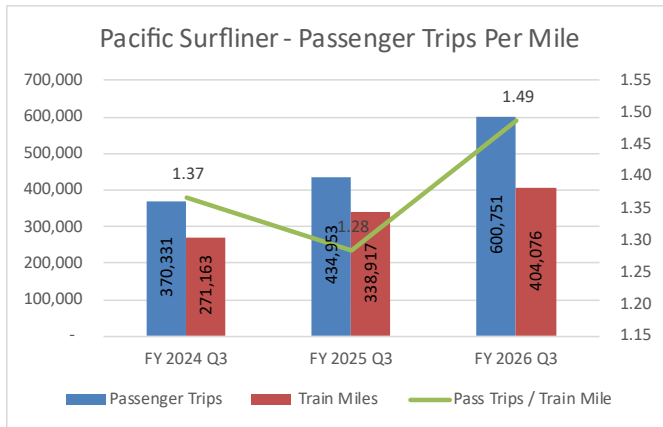


Figure 6

Passenger trips per train mile are 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 2025-26,

the ratio of passenger trips per train mile increased by 15.8 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 line with the increase in Pacific Surfliner ridership, driven primarily by growing demand and increased operation, total revenue also increased. For the third quarter of FY 2025-26, total revenue increased by 34 percent when compared with the same period in the prior year, as shown in Figure 7. The increase in revenue is primarily associated with the increased ridership due to restoration of the 11th, 12th, and 13th round trips.

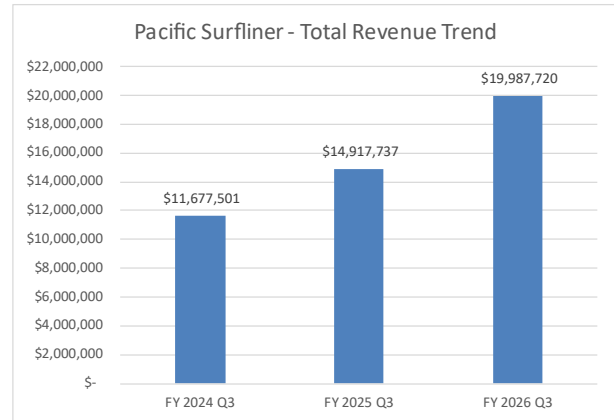


Figure 7

Farebox Recovery

The Pacific Surfliner farebox recovery ratio is calculated as total revenue divided by total operating expenses as defined in the Intercity Passenger Rail Act of 2012 Establishment of Uniform Performance Standards by the California State Transportation Agency. As a performance measure, farebox recovery is normally reported on an annual basis, versus a shorter period. This is because expenses are not linear throughout the year, which can result in significant fluctuations in the farebox recovery ratio from month to month and even quarter to quarter. The Pacific Surfliner is required to meet the State's Uniform Performance Standards, which establish a minimum farebox recovery benchmark of 50 percent. The Pacific Surfliner farebox recovery ratio for the 12-month period ending March 31, 2026, was 59.4 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 2025-26, endpoint OTP for the Pacific Surfliner averaged 81.6 percent, which was a 1.7 percent decrease over the same period in the prior year. Figure 8 illustrates a monthly OTP trend for the Pacific Surfliner.

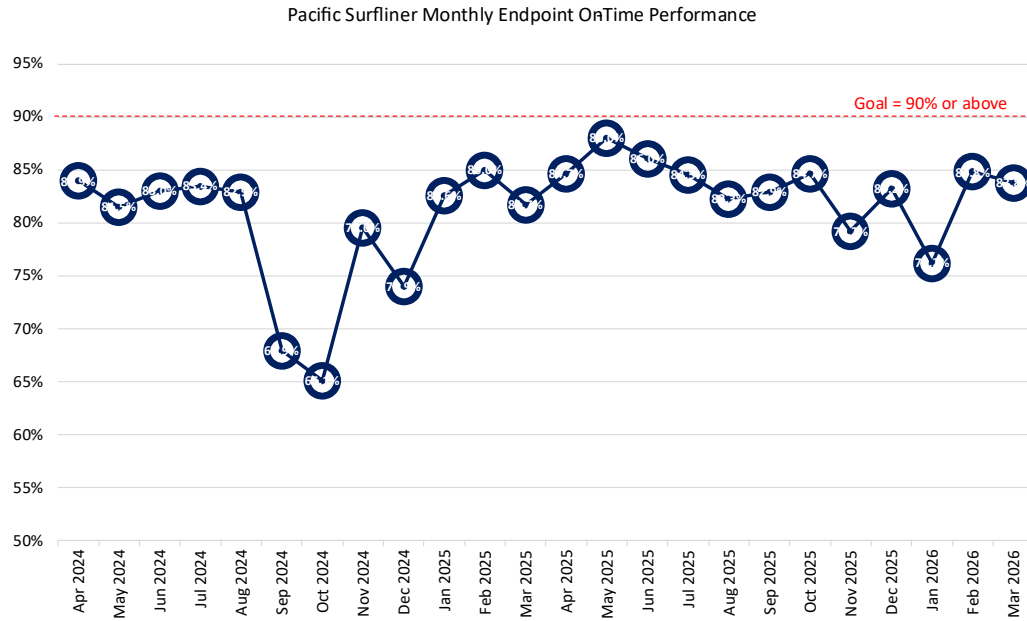


Figure 8

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 2025-26, the Pacific Surfliner scored an average eCSI of 82.6 percent, representing a two percent increase from the average eCSI of 84.2 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 meet passenger expectations. As part of that effort, LOSSAN Agency staff closely monitor food and beverage sales to gauge

<u>Sales Category</u>	<u>FY 2025 Q3</u> (Jan-Mar 2025)	<u>FY 2026 Q3</u> (Jan-Mar 2026)	<u>% Change</u>
Baked Goods	\$ 54,427	\$ 79,318	45.7%
Beer	\$ 148,243	\$ 291,994	97.0%
Beverages	\$ 190,260	\$ 324,148	70.4%
Dairy Products	\$ 1,214	\$ 2,463	102.9%
Fresh Prepared Foods	\$ 142,403	\$ 205,500	44.3%
Liquor	\$ 84,242	\$ 100,459	19.3%
Packaged Snack Foods	\$ 280,385	\$ 523,031	86.5%
Wine	\$ 181,758	\$ 265,611	46.1%
Total Revenue	\$ 1,082,930	\$ 1,792,525	65.5%

Figure 9

the success of what is being offered and identify items that need to be adjusted. For the third quarter of FY 2025–26, food and beverage sales increased by 65.5 percent compared to the same quarter in the prior year, primarily attributable to increased ridership resulting from the additional service.

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, 2026, included:

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

For the third quarter of FY 2025-26, combined ridership on these two routes totaled 25,416, representing an increase of 18.7 percent when compared to the ridership of 21,404 for the same period in the prior year.

Summary

This report provides an update of trends for the usage, efficiency, and quality of the passenger rail services on the Los Angeles – San Diego – San Luis Obispo Rail Corridor, including the Pacific Surfliner, Metrolink, and COASTER, for the third quarter of FY 2025-26. During the third quarter, total combined passenger rail ridership along the corridor increased by 24.5 percent, compared to the same period last year. Notably, ridership on the Pacific Surfliner alone increased by 38.1 percent, accompanied by a 34 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 2025-26

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