March 16, 2026

To: Members of Board of Directors

From: Jason Jewell, Managing Director

Subject: Fiscal Year 2025-26 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 customer travel experience. This report summarizes the on-time performance of the Amtrak Pacific Surfliner service during the second quarter of fiscal year 2025-26, covering the months of October, November, and December 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 (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

Pacific Surfliner trains service 29 stations, maintaining a schedule of 24 daily one-way trains, equating to twelve round trips. The eleventh and twelfth round trips between Los Angeles and San Diego were restored near the end of fiscal year (FY) 2025, after being suspended for the past five years. FY 2025 boardings for the Pacific Surfliner reached over 2.0 million, with an additional 3.2 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 second quarter (Q2) of FY 2025-26. 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.

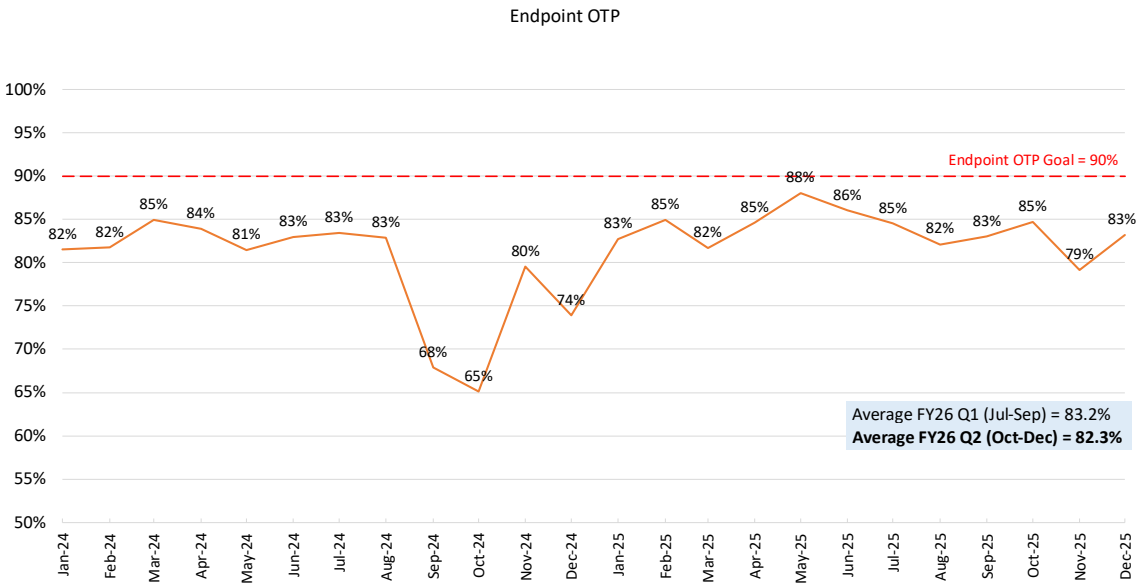
Figure 2: Endpoint OTP by Total Trains Operated

Values	FY 2026 Q1	FY 2026 Q2	% Change
Late	369	381	3.3%
On-Time	1,831	1,775	-3.1%
Operated	2,200	2,156	-2.0%
Endpoint OTP	**83.2%**	**82.3%**	**-1.1%**

As shown in Figure 2, for Q2 FY 2025-26, 1,775 of 2,156 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 381 trains arrived late. This results in a systemwide endpoint OTP of 82.3 percent for Q2 FY 2025-26, representing a 1.1 percent decrease from 83.2 percent endpoint OTP for the previous quarter.

Figure 3 shows historical monthly systemwide endpoint OTP from January 2024 to the present.

Figure 3: Endpoint OTP



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.

Figure 4 shows that for Q2 FY 2025-26, 54 trains were cancelled, and 55 trains were suspended, representing a 240.6 percent increase from the previous quarter. Of the 55 suspended trains 48 are due to planned trackwork that occurred on October 25th, 2025, through October 26th, 2025. In addition, the increase in cancelled trains is primarily due to 17 trains having locomotive failures during the months of October and November. These locomotive failures are primarily due to coolant and hydraulic hose issues and faulty gas sensors in the engine compartment.

Figure 4: Total Trains Cancelled or Suspended

Status	FY 2026 Q1	FY 2026 Q2	% Change
Cancelled	32	54	68.8%
Suspended	0	55	N/A
Total	**32**	**109**	**240.6%**

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 779. Therefore, delays experienced by southbound Train 564 have the potential to result in delays for northbound Train 779, as well as any additional trains operated with the same train consist.

Figure 7 shows individual endpoint OTP for each train that operated during Q2 FY 2025-26. During this period, 3 trains reached the endpoint OTP goal of 90 percent or above. The regular service 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, passenger-related delays, slow orders and trespasser-related delays.

Figure 7: Endpoint OTP by Train

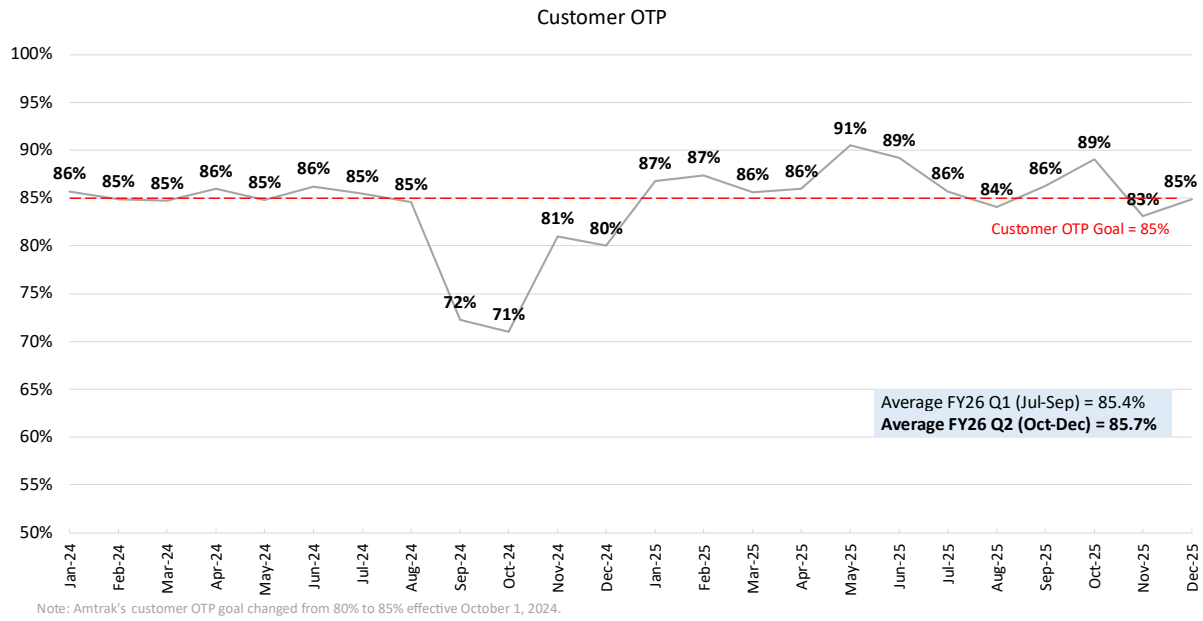
Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
580	LAX-SAN	90.0%	81	90
582	LAX-SAN	90.0%	81	90
591	SAN-LAX	90.0%	81	90
562	LAX-SAN	88.9%	80	90
566	LAX-SAN	87.8%	79	90
790	GTA-SAN	87.8%	79	90
573	SAN-LAX	86.7%	78	90
577	SAN-LAX	86.4%	76	88
761	SAN-SLO	84.4%	76	90
770	GTA-SAN	84.4%	76	90
785	SAN-GTA	84.4%	76	90
587	SAN-LAX	83.3%	75	90
595	SAN-LAX	83.1%	74	89
564	LAX-SAN	82.2%	74	90
581	SAN-LAX	82.2%	74	90
586	LAX-SAN	82.2%	74	90
593	SAN-LAX	81.1%	73	90
765	SAN-GTA	81.1%	73	90
794	SLO-SAN	81.1%	73	90
779	SAN-SLO	78.9%	71	90
769	SAN-GTA	77.8%	70	90
774	SLO-SAN	77.8%	70	90
572	LAX-SAN	77.5%	69	89
784	GTA-SAN	46.7%	42	90
System		**82.3%**	**1,775**	**2,156**

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 Q2 FY 2025-26, customer OTP averaged 85.7 percent, representing a 0.4 percent increase from 85.4 percent in the previous quarter.

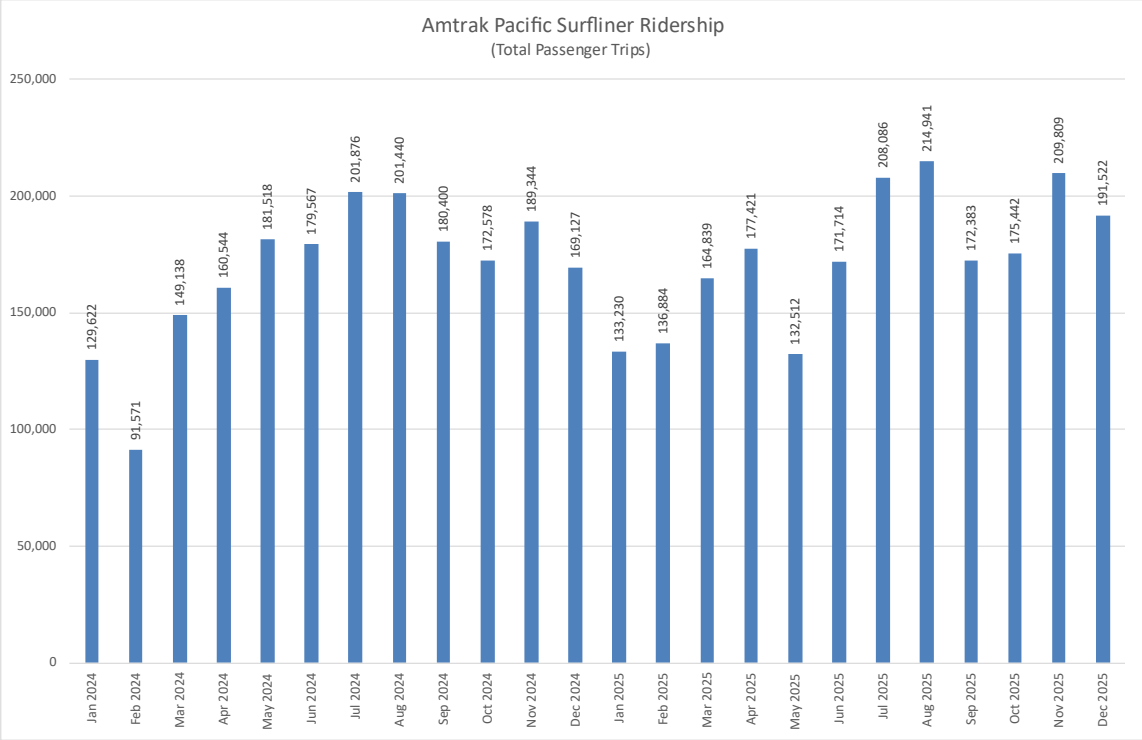
Figure 5: Customer OTP



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 2025-26, there were 576,773 passenger trips on the Pacific Surfliner, representing a roughly 3.1 percent decrease from 595,410 passenger trips in the previous quarter. The decrease in ridership is primarily attributed to increased suspended and cancelled trains due to trackwork, locomotive issues and weather-related delays.

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.

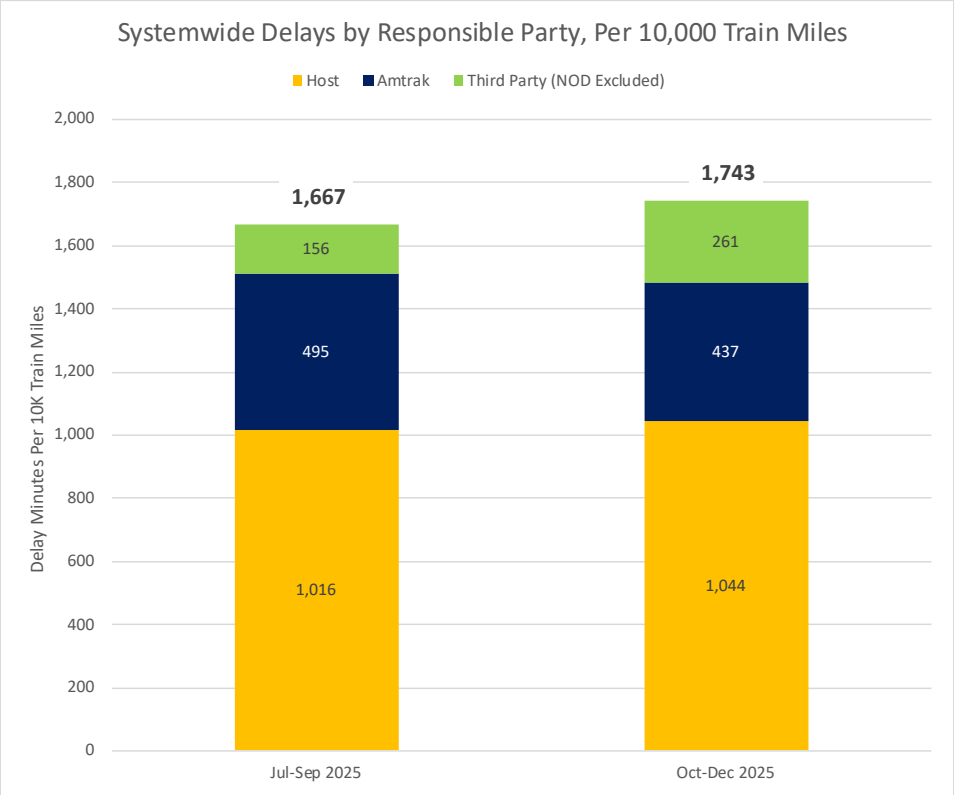
In the second quarter of FY 2025-26, the Pacific Surfliner operated a total of 412,365 train miles, representing a 0.4 percent decrease from the 414,025 train miles operated in the previous quarter.

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 2025-26, there were 1,743 minutes of delay per 10,000 train miles, representing a 4.5 percent increase in the overall delay rate compared to Q1 FY 2025-26. The rate of host-responsible delays increased by 2.8 percent, the rate of Amtrak-responsible delays decreased by 11.8 percent, and the rate of third party-responsible delays increased by 67.1 percent. The increase in delays is attributed to an increase in slow orders, weather, and police associated delays.

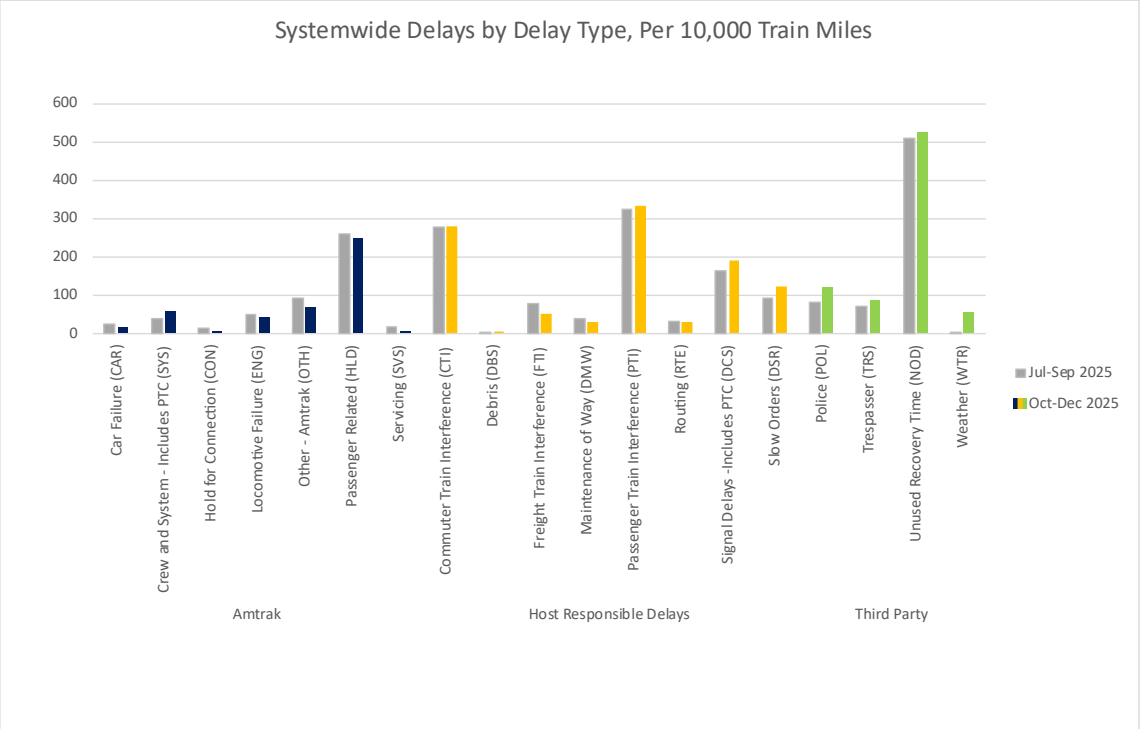
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



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

During the second quarter of FY 2025-26, 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

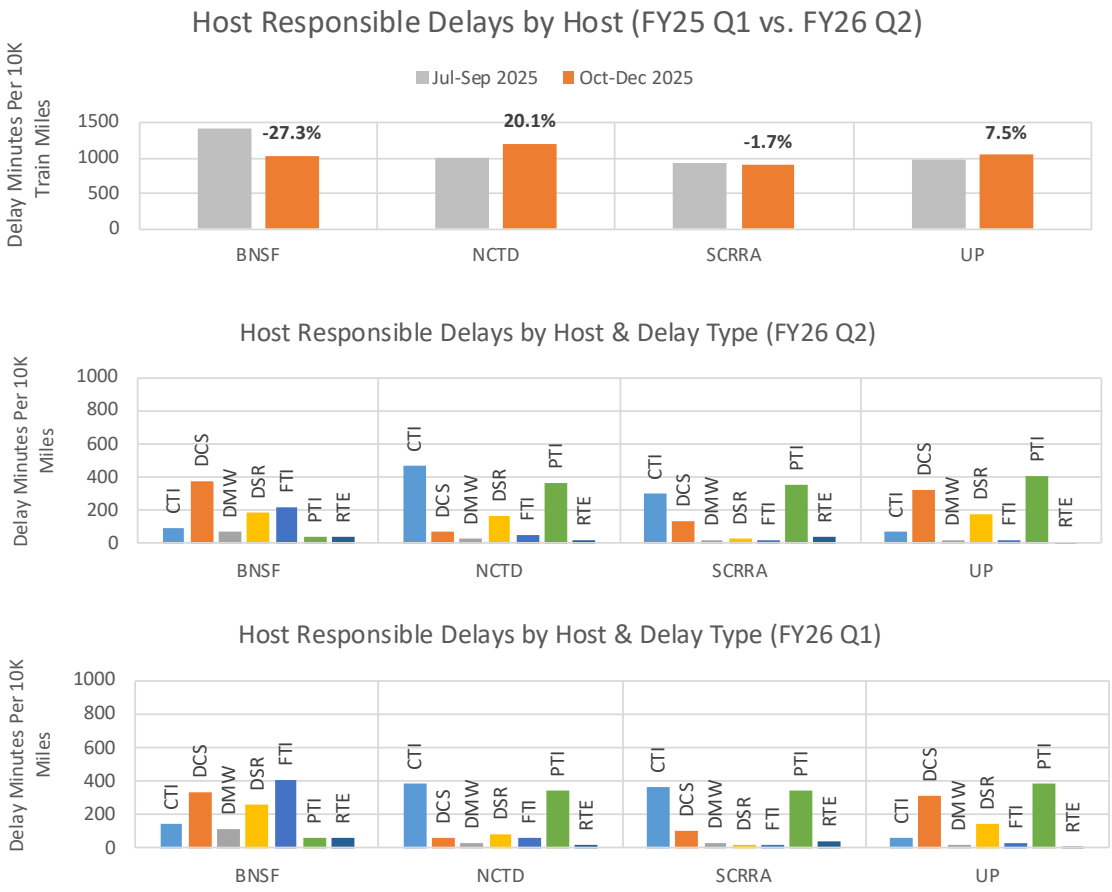
Each host territory location is unique and has its own pattern of challenges to be monitored. Figure 10 has three charts showing only host-responsible delays per 10,000 train miles, by host railroad. Overall, for Q2 FY 2025-26, the host-responsible delay rate within BNSF territory decreased by 27.3 percent, in NCTD territory increased by 20.1 percent, in SCRRA territory decreased by 1.7 percent and in UPRR territory increased by 7.5 percent.

The primary factor behind the 27.3 percent decrease in the BNSF delay rate was due to the sustained high level of freight train interference during the previous two quarters for BNSF. The increase in delays in the NCTD territory is primarily associated with increased slow orders and commuter train interference.

The second chart in Figure 10 clearly illustrates what the prominent delay contributors[1] were within each host territory in Q2 FY 2025-26. 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

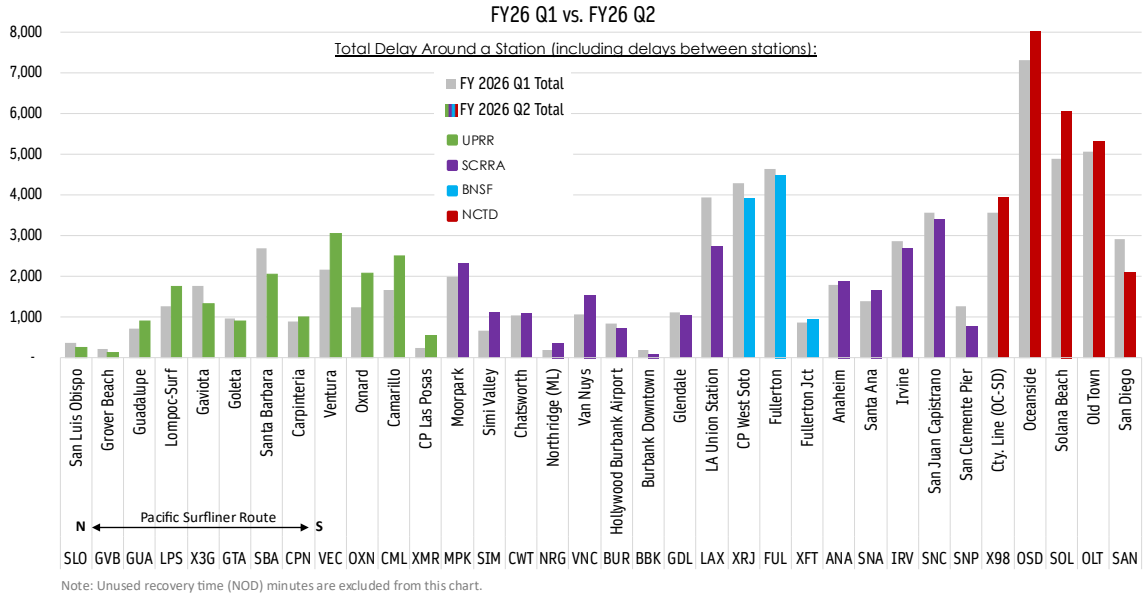


Total Delays Around Stations (or Other Specific Locations)

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 Q2 FY 2025-26, 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 increased by 4.4 percent, from 69,782 in Q1 of FY 2025-26, to 72,882 in Q2 of FY 2025-26. The top three delay station locations were Oceanside, Solana Beach, and Old Town.

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



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

Summary

Within the second quarter of FY 2025-26, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 82.3 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:

Russ Henry
Program Manager
Financial Planning and Analysis/Project Controls
(714) 560-5990