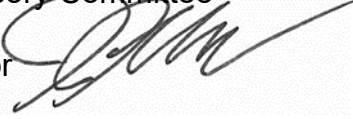




February 6, 2025

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director 

Subject: Fiscal Year 2024-25 First 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 first quarter of state fiscal year 2024-25, covering the months of July, August, and September 2024.

Recommendation

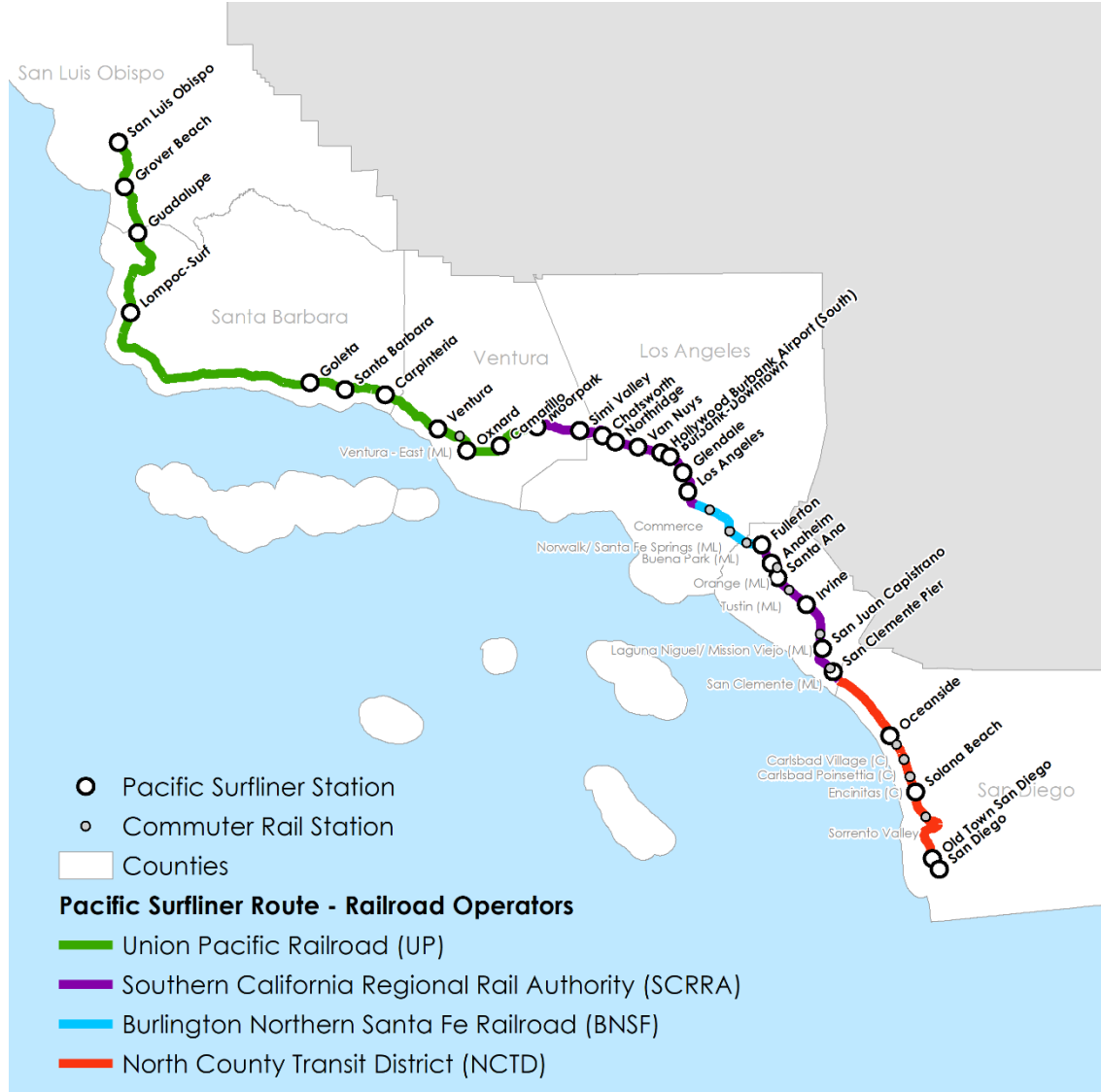
Receive and file as an information item.

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.

Discussion

This report provides an update on the average systemwide OTP of the Amtrak Pacific Surfliner for the first quarter (Q1) 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 that the LOSSAN Agency is required to report to the California State Transportation Agency (CalSTA), which sets a 90 percent endpoint OTP standard.

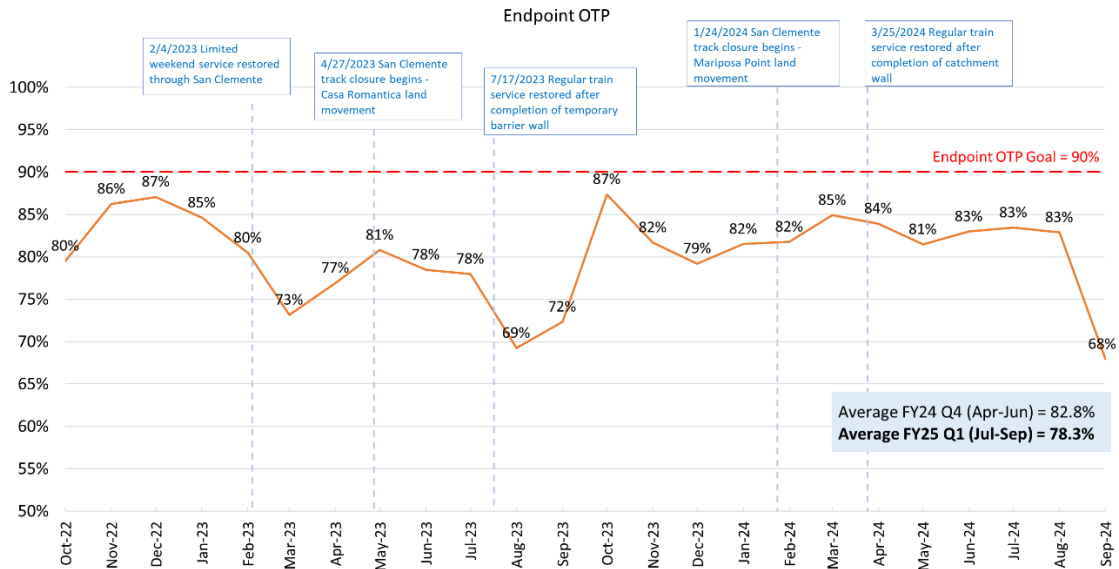
Figure 2: Endpoint OTP by Total Trains Operated

Values	FY 2024 Q4	FY 2025 Q1	% Change
Late	315	413	31.1%
On-Time	1,515	1,486	-1.9%
Operated	1,830	1,899	3.8%
Endpoint OTP	82.8%	78.3%	-5.5%

As shown in Figure 2, for Q1 FY 2024-25, 1,486 of 1,899 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 413 trains arrived late. This results in a **systemwide endpoint OTP score of 78.3 percent** for Q1 FY 2024-25, representing a 5.5 percent decrease from 82.8 percent endpoint OTP for the previous quarter.

Figure 4 shows historical monthly systemwide endpoint OTP from October 2022 to the present. Notes within the chart highlight the events that have had significant impacts on OTP.

Figure 4: Endpoint OTP



The sharp decline in OTP in September 2024 was primarily due to operational challenges on the BNSF Railway between Los Angeles and Fullerton. In early 2024, BNSF relocated its Southern California dispatching functions from San Bernardino to Fort Worth, Texas, leading to disruptions as newly assigned dispatchers were less familiar with the territory. BNSF has since assigned a senior manager to oversee dispatching, which is expected to improve OTP. Additionally, widespread vandalism along the corridor caused extended service delays for passenger and freight trains. BNSF is evaluating measures to enhance corridor security and prevent future disruptions.

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 Q1 FY 2024-25, 20 trains were cancelled, and 15 trains were suspended, representing a 34 percent decrease from the previous quarter. The variance is caused by a decrease in trespasser/vehicle strikes and freight interference from the previous quarter.

Figure 3: Total Trains Cancelled or Suspended

Status	FY 2024 Q4	FY 2025 Q1	% Change
Cancelled	47	20	-57.4%
Suspended	6	15	150.0%
Total	53	35	-34.0%

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: Endpoint OTP by Train

Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
564	LAX-SAN	93.5%	86	92
573	SAN-LAX	90.1%	82	91
566	LAX-SAN	88.2%	15	17
562	LAX-SAN	86.8%	79	91
591	SAN-LAX	84.8%	78	92
761	SAN-SLO	83.7%	77	92
765	SAN-GTA	82.6%	76	92
769	SAN-GTA	82.6%	76	92
580	LAX-SAN	81.5%	75	92
586	LAX-SAN	81.5%	75	92
790	GTA-SAN	80.4%	74	92
587	SAN-LAX	78.9%	71	90
785	SAN-GTA	77.2%	71	92
572	LAX-SAN	76.9%	70	91
597	SAN-LAX	75.0%	12	16
581	SAN-LAX	73.9%	68	92
794	SLO-SAN	73.9%	68	92
770	GTA-SAN	72.8%	67	92
595	SAN-LAX	72.2%	65	90
774	SLO-SAN	70.7%	65	92
575	SAN-LAX	64.7%	11	17
784	GTA-SAN	64.1%	59	92
777	SAN-SLO	62.0%	57	92
582	LAX-SAN	56.3%	9	16
System		78.3%	1486	1899

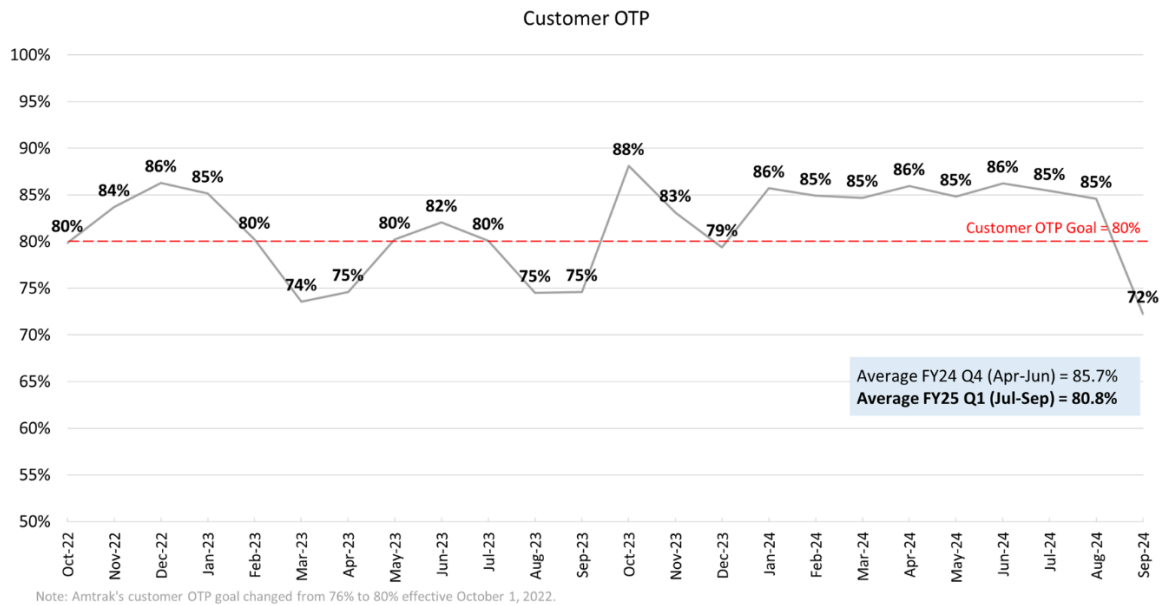
Figure 7 shows individual endpoint OTP for each of the trains that operated during Q1 FY 2024-25. For Q1 FY 2024-25, two trains reached the endpoint OTP goal of 90 percent or above. The train with the **lowest endpoint OTP average score for the quarter was Train 582**. Train 582 was part of the summer weekend service and operated less frequently than other trains. As a result, any delays had a greater impact on its OTP, as there were fewer operating days to offset the delays.

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 Q1 FY 2024-25, **customer OTP averaged 80.8 percent, representing a 5.7 percent decrease** from 85.7 percent in the previous quarter. As mentioned, the decline was driven by a sharp drop in September 2024 due to dispatching issues following BNSF’s relocation of Southern California dispatching functions and increased vandalism along the corridor, which led to slow orders and crossing protection measures.

Figure 5: Customer OTP

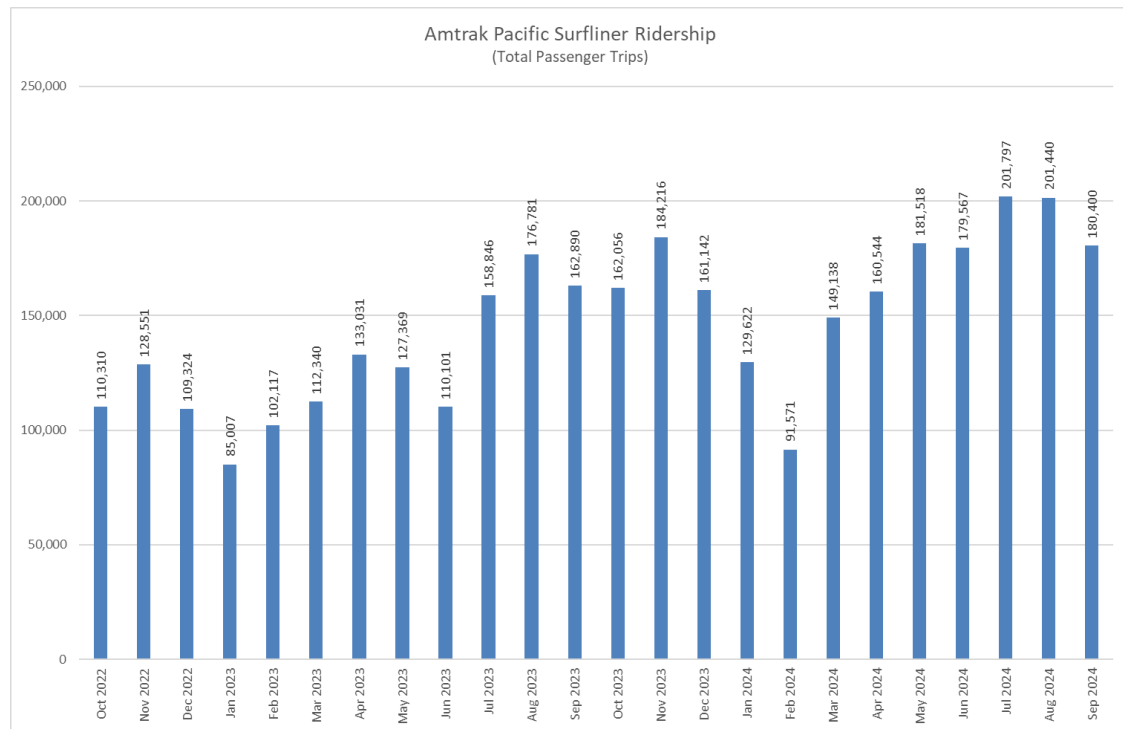


Ridership

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 Q1 FY 2024-25, there were **583,637 passenger trips** on the Pacific Surfliner, representing a 11.9 percent increase from 521,639 passenger trips in the previous quarter. The increase in ridership can be attributed to a combination of growing demand and the addition of weekend Summer Service schedules.

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.

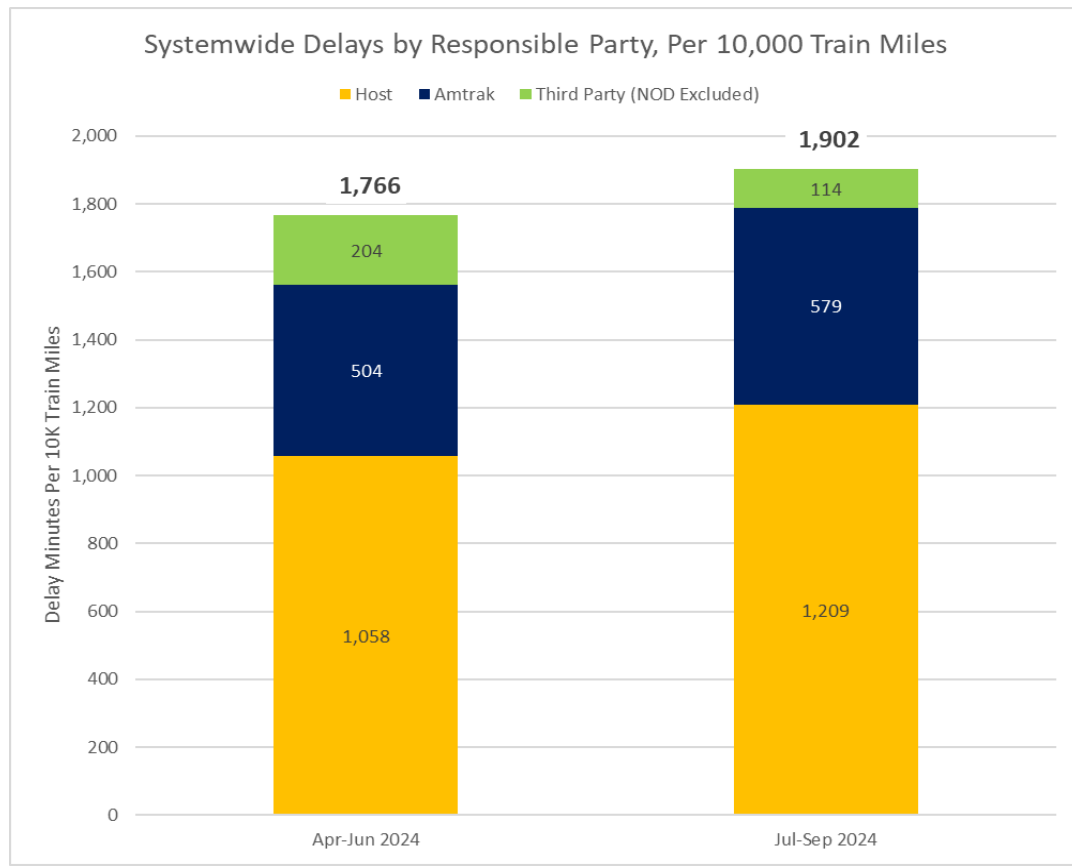
The rate metric of **minutes of delay by responsible party per 10,000 train miles** is useful for comparing levels of delay for periods or territories that may have differing levels of Pacific Surfliner service. This measure is normalized by dividing the total minutes of delay for all operated trains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

For Q1 FY 2024-25, the Pacific Surfliner operated a total of **384,864 train miles, representing a 10.6 percent increase** from the 348,023 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 Q1 FY 2024-25, there were **1,902 minutes of delay per 10,000 train miles, representing a 7.7 percent increase** in the overall delay rate compared to Q4 FY 2023-24. The rate of host-responsible delays increased by 14.3 percent, the rate of Amtrak-responsible delays increased by 14.9 percent, and the rate of third party-responsible delays decreased by 44.3 percent.

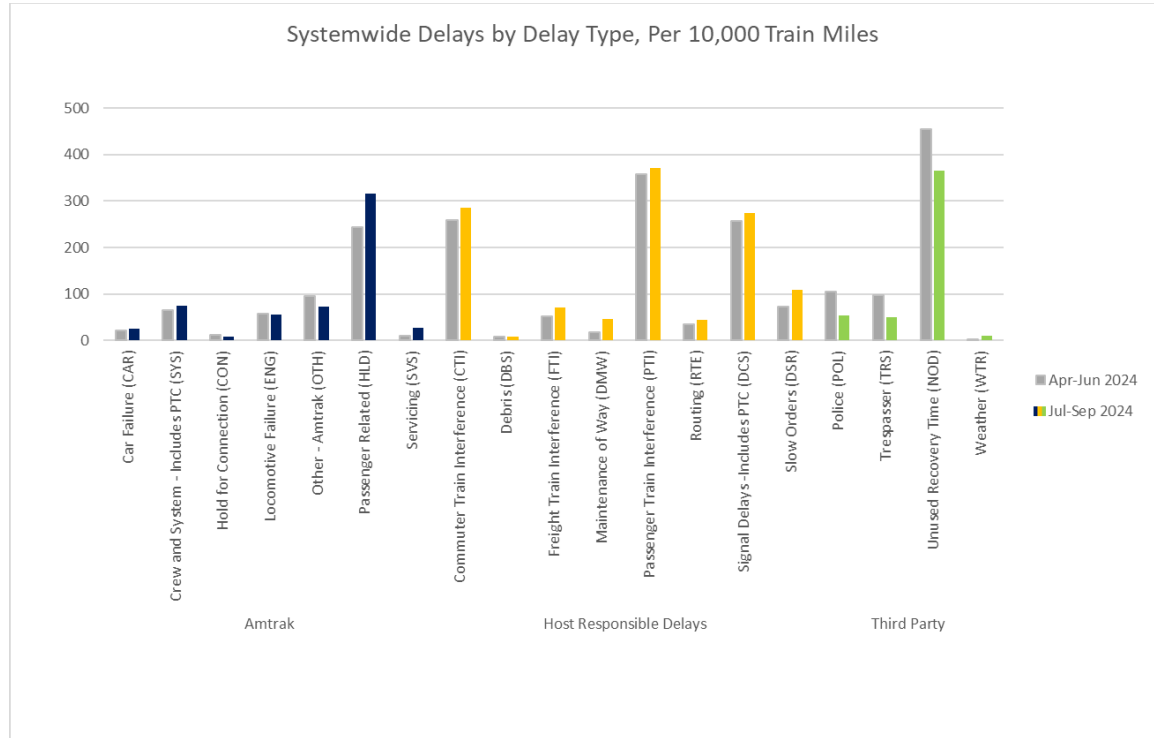
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



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

During Q1 FY 2024-25, the most significant individual delays were categorized under 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

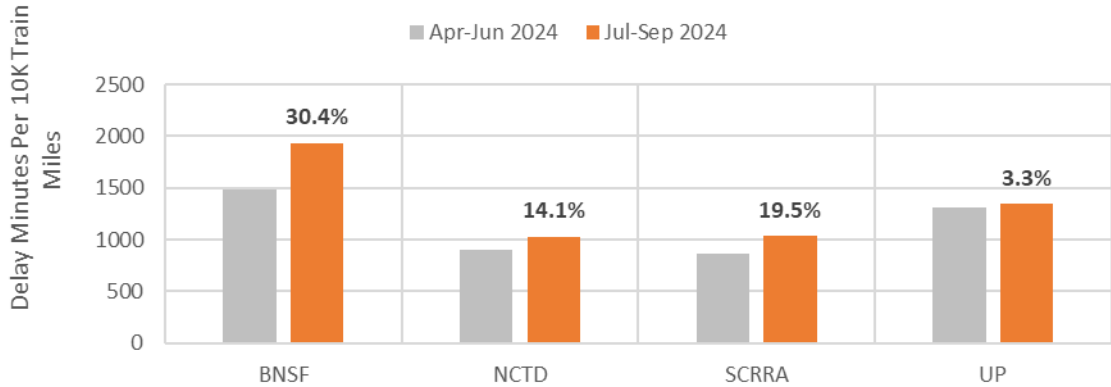
Each host territory location is unique and has its own pattern of challenges to be monitored. Figure 10 has three charts showing only host-responsible delays per 10,000 train miles, by host railroad. Overall, for Q1 FY 2024-25, the host-responsible delay rate within BNSF territory increased by **30.4 percent**, in NCTD territory by **14.1 percent**, in SCRRA territory **19.5 percent**, and in UPRR territory **3.3 percent**.

The second chart in Figure 10 clearly illustrates what the prominent delay contributors¹ were within each host territory in Q1 FY 2024-25. In BNSF territory, the top delay types were signal delays, freight train interference, and maintenance of way 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 issues and passenger train interference.

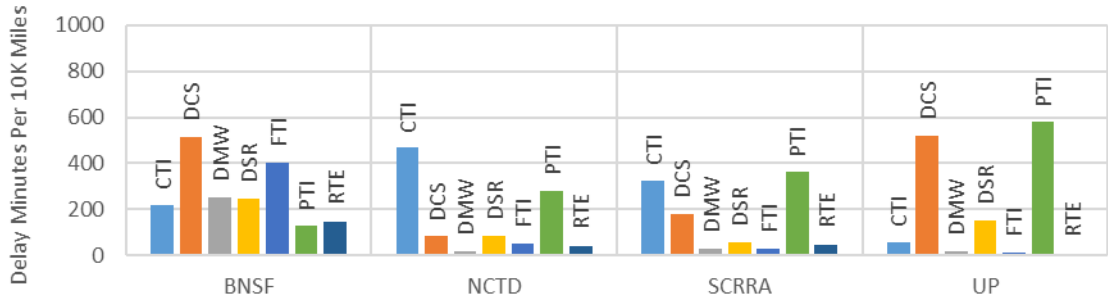
Figure 10: Host-Responsible Delays, Per 10,000 Train Miles

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

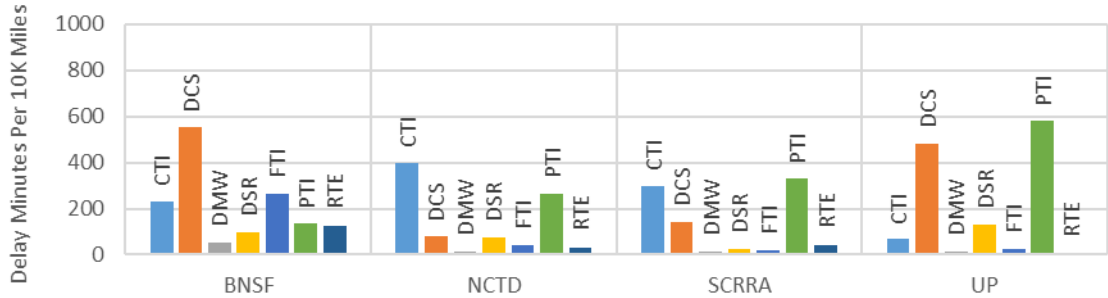
Host Responsible Delays by Host (FY24 Q4 v. FY25 Q1)



Host Responsible Delays by Host & Delay Type (FY25 Q1)



Host Responsible Delays by Host & Delay Type (FY24 Q4)

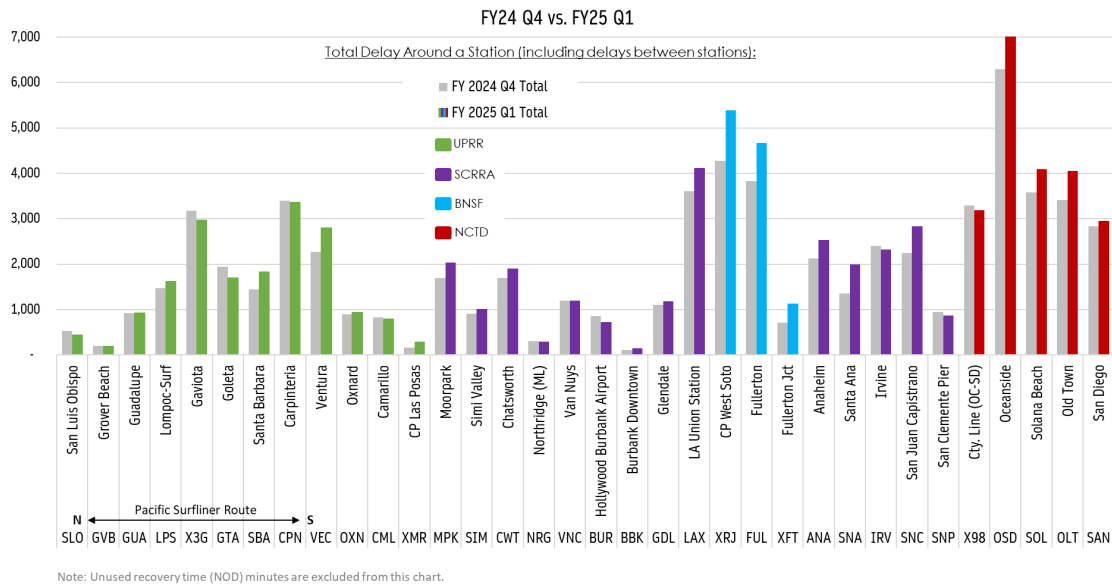


Total Delays Around Stations (or Other Specific Locations)

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 Q1 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 delay systemwide increased by 12.3 percent**, from 65,990 in Q4 of FY 2023-24, to **74,094 in Q1 of FY 2024-25**. The top three delay locations were Oceanside, Fullerton, and LA Union stations.

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



Summary

For Q1 FY 2024-25, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 78.3 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.

Prepared by:

Kristopher Ryan
 Chief Financial Officer
 (714) 560-5409