

June 15, 2026

To: Members of Board of Directors

From: Jason Jewell, Managing Director

A handwritten signature in black ink, appearing to read "J. Jewell", is placed over the name "Jason Jewell" in the "From:" field.

Subject: Fiscal Year 2025-26 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 2025-26, covering the months of January, February, and March 2026.

Recommendation

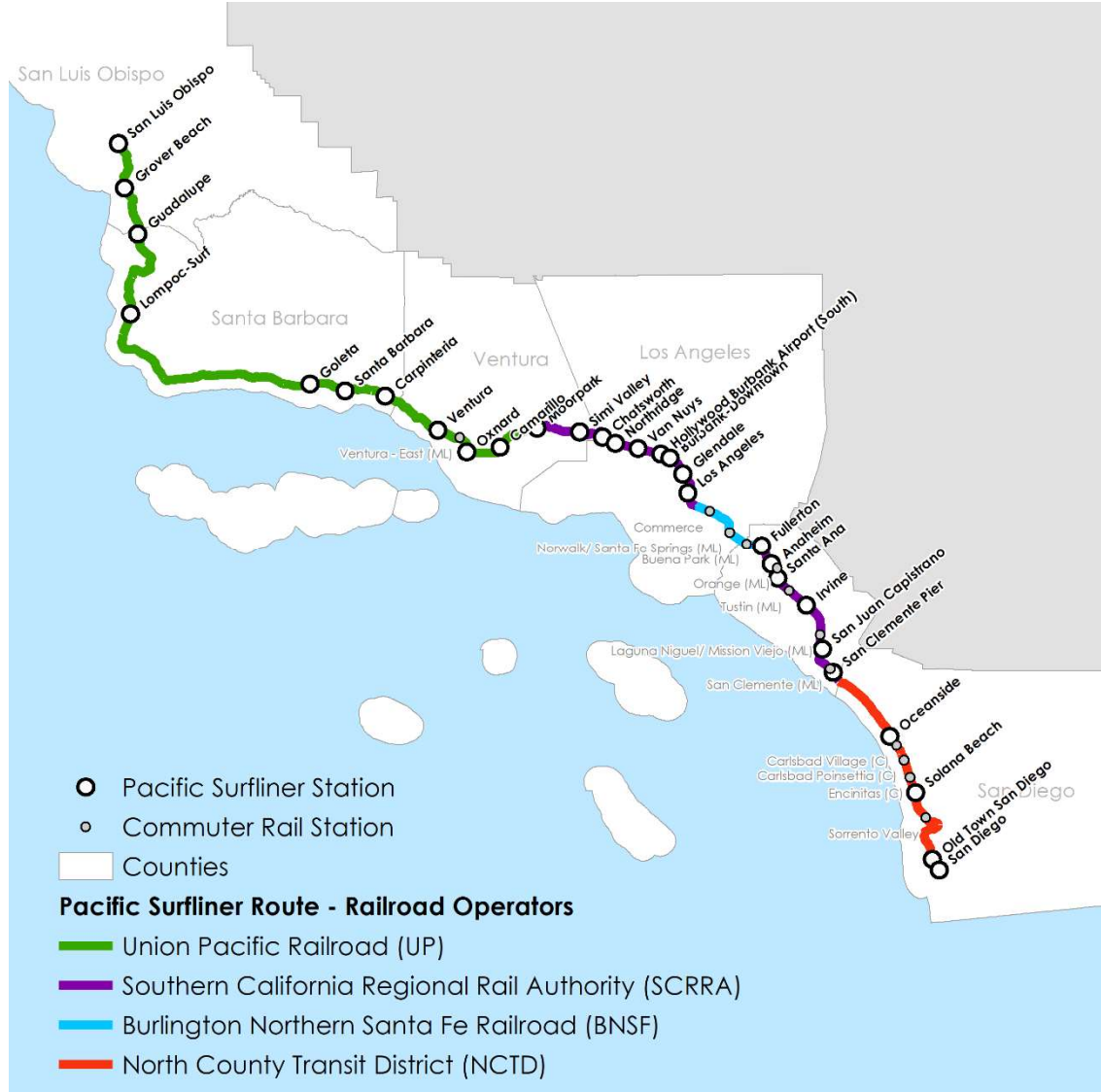
Receive and file as an information item.

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 27 daily one-way trains, equating to 13 round trips. The 13th round trip between Los Angeles and San Diego was restored during the third quarter of fiscal year (FY) 2025-26, after being suspended for the past six years. FY 2025 boardings for the Pacific Surfliner reached over 2 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 third quarter (Q3) 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.

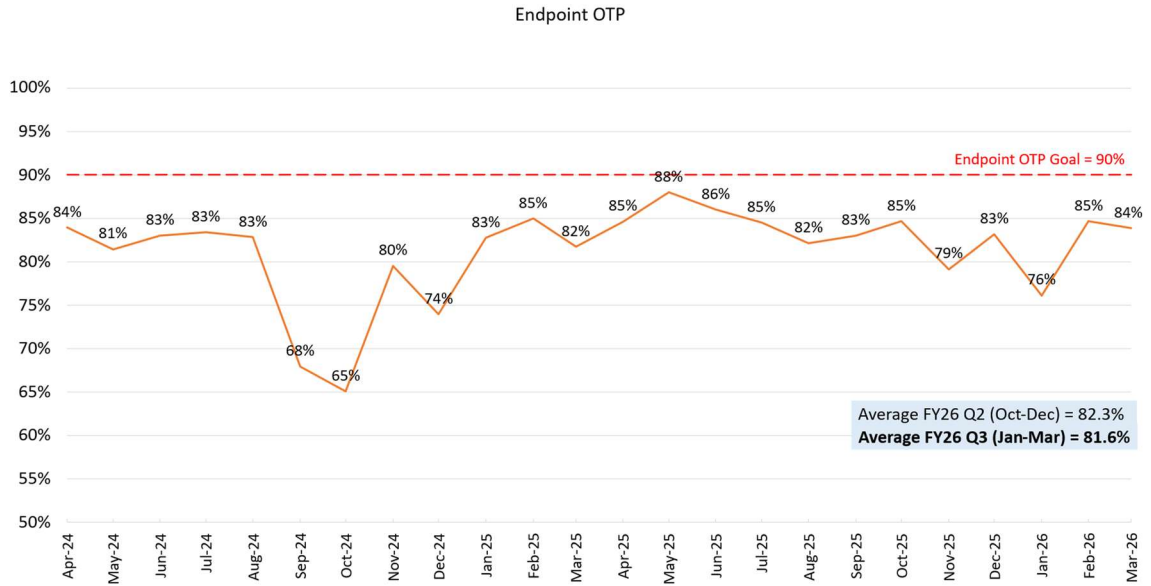
Figure 2: Endpoint OTP by Total Trains Operated

Values	FY 2026 Q2	FY 2026 Q3	% Change
Late	381	401	5.2%
On-Time	1,775	1,779	0.2%
Operated	2,156	2,180	1.1%
Endpoint OTP	82.3%	81.6%	-0.9%

As shown in Figure 2, for Q3 FY 2025-26, 1,779 of 2,180 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 401 trains arrived late. This results in a systemwide endpoint OTP of 81.6 percent for Q3 FY 2025-26, representing a 0.9 percent decrease from 82.3 percent endpoint OTP for the previous quarter.

Figure 3 shows historical monthly systemwide endpoint OTP from April 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 Q3 FY 2025-26, 38 trains were cancelled, and 82 trains were suspended, representing a 10.1 percent increase from the previous quarter. Of the 82 suspended trains, 52 are due to planned trackwork that occurred on March 7th and 8th, 2026. An additional 26 suspensions in January 2026 were caused by severe storms and a track washout north of Goleta.

Figure 4: Total Trains Cancelled or Suspended

Status	FY 2026 Q2	FY 2026 Q3	% Change
Cancelled	54	38	-29.6%
Suspended	55	82	49.1%
Total	109	120	10.1%

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 2025-26. During this period, 6 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 584, which experienced increased delays due to commuter train interference and passenger train interference.

Figure 7: Endpoint OTP by Train

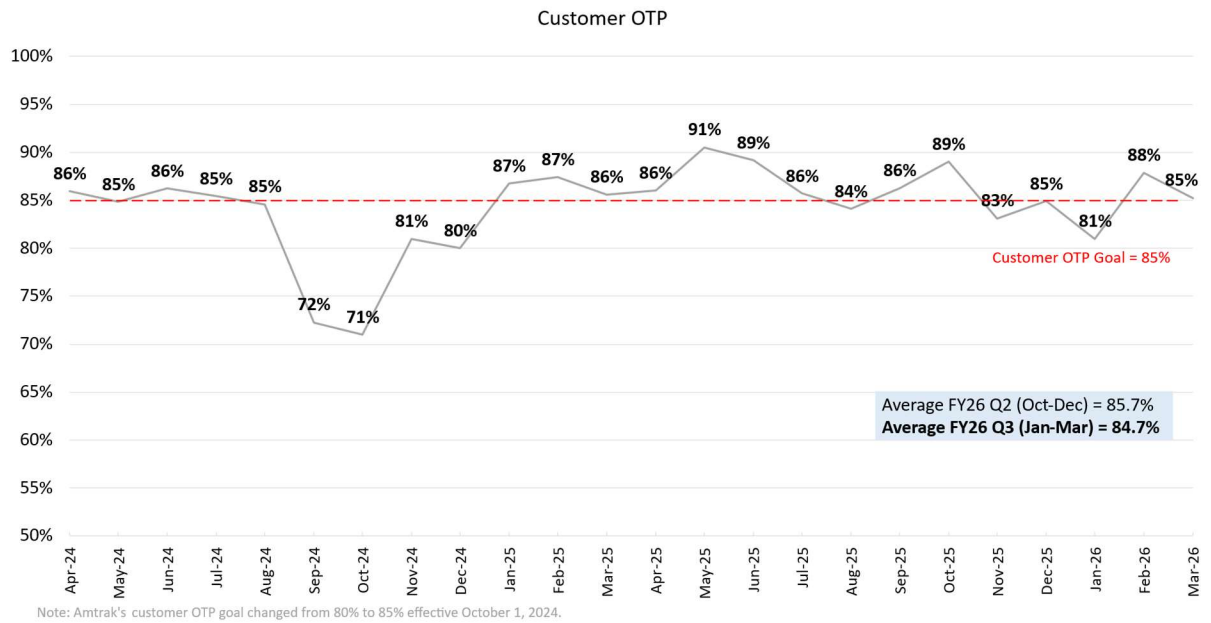
Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
567	SAN-LAX	95.1%	58	61
588	LAX-SAN	95.1%	58	61
782	GTA-SAN	92.1%	58	63
790	GTA-SAN	92.0%	81	88
765	SAN-GTA	90.9%	80	88
580	LAX-SAN	90.7%	78	86
564	LAX-SAN	89.5%	77	86
591	SAN-LAX	88.2%	75	85
593	SAN-LAX	87.8%	72	82
595	SAN-LAX	86.0%	74	86
582	LAX-SAN	85.7%	18	21
586	LAX-SAN	83.5%	71	85
566	LAX-SAN	83.3%	70	84
562	LAX-SAN	82.6%	71	86
761	SAN-SLO	81.8%	72	88
785	SAN-GTA	81.8%	72	88
774	SLO-SAN	80.7%	71	88
587	SAN-LAX	80.5%	66	82
579	SAN-LAX	80.3%	49	61
769	SAN-GTA	78.4%	69	88
794	SLO-SAN	78.4%	69	88
777	SAN-SLO	76.2%	48	63
581	SAN-LAX	75.6%	65	86
573	SAN-LAX	73.8%	62	84
572	LAX-SAN	73.2%	60	82
770	GTA-SAN	68.2%	60	88
779	SAN-SLO	68.0%	17	25
577	SAN-LAX	61.9%	13	21
784	GTA-SAN	60.0%	15	25
584	LAX-SAN	49.2%	30	61
System		81.6%	1,779	2,180

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 2025-26, customer OTP averaged 84.7 percent, representing a 1.1 percent decrease from 85.7 percent in the previous quarter.

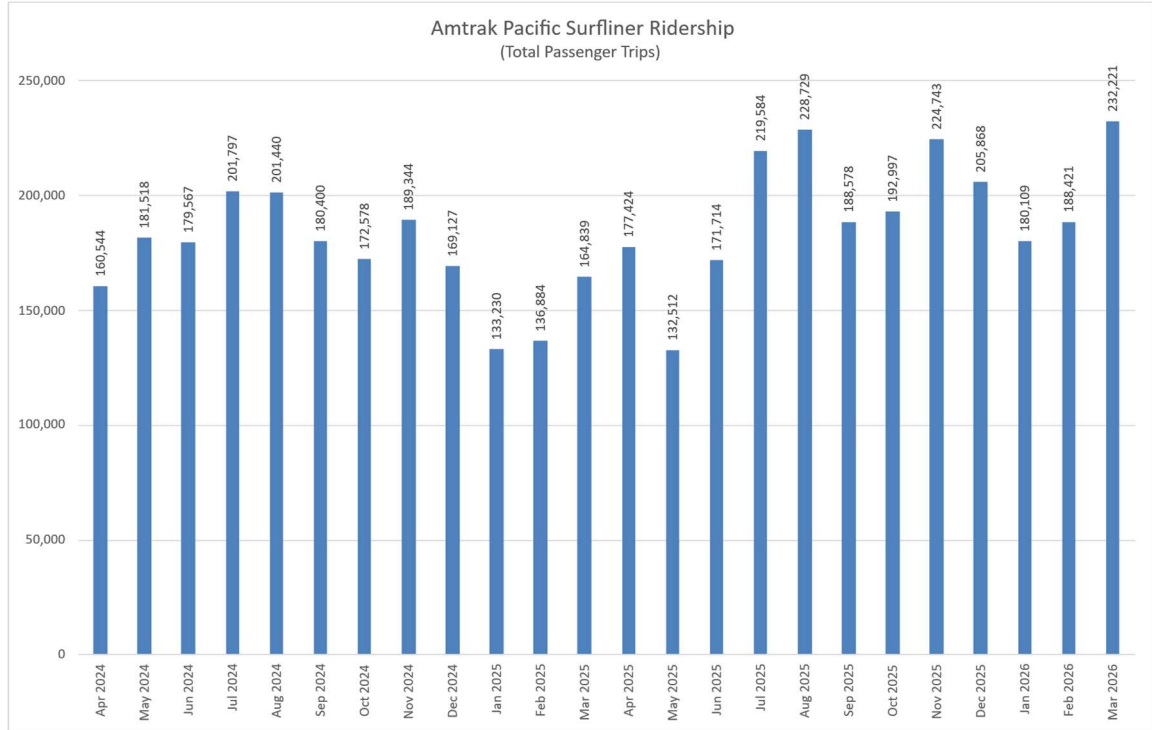
Figure 5: Customer OTP



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 2025-26, there were 600,751 passenger trips on the Pacific Surfliner, representing a roughly 3.7 percent decrease from 623,608 passenger trips in the previous quarter. The decrease in ridership is primarily attributed to the seasonal trend for Pacific Surfliner service as that the first quarter of the calendar year is typically a slower quarter for ridership than the holiday season.

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.

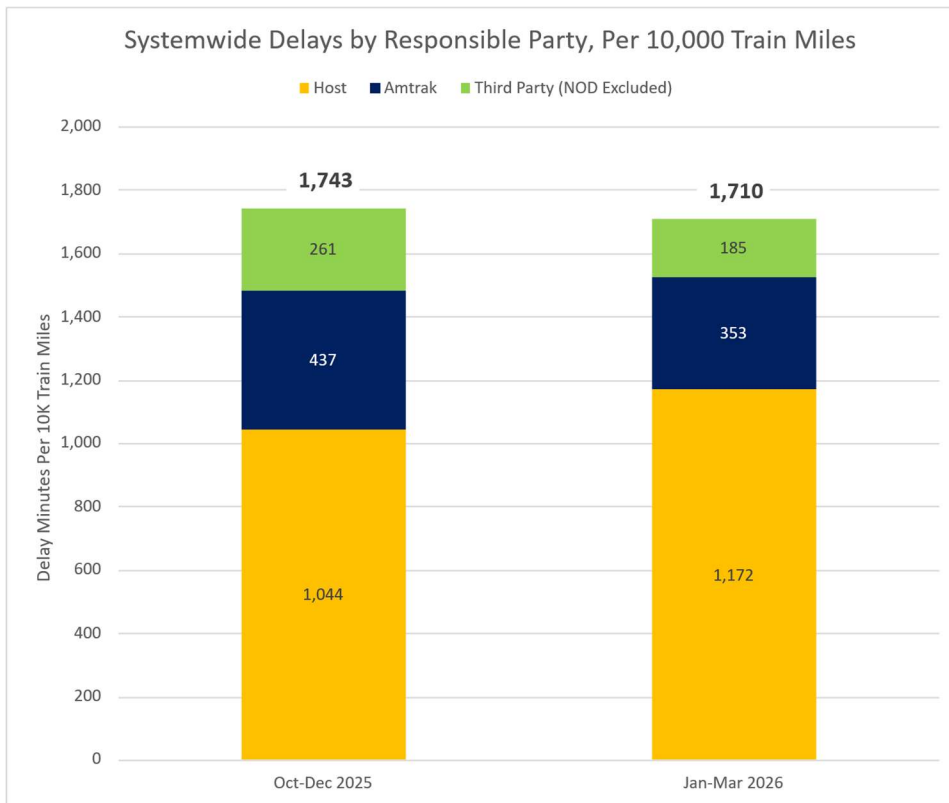
In the third quarter of FY 2025-26, the Pacific Surfliner operated a total of 404,076 train miles, representing a 2 percent decrease from the 412,365 train miles operated in the previous quarter.

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 2025-26, there were 1,710 minutes of delay per 10,000 train miles, representing a 1.9 percent decrease in the overall delay rate compared to Q2 FY 2025-26. The rate of host-responsible delays increased by 12.2 percent, the rate of Amtrak-responsible delays decreased by 19.2 percent, and the rate of third party-responsible delays decreased by 29.4 percent. The decrease in delays is attributed to a decrease in passenger train interference, weather, and police associated delays.

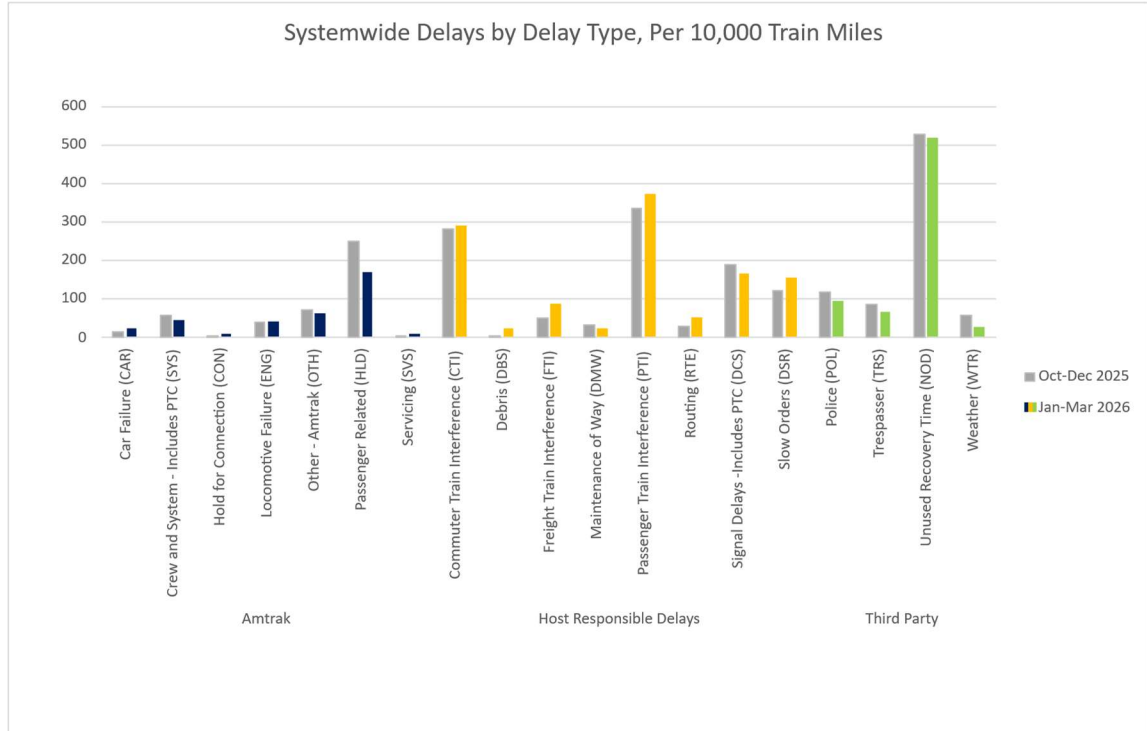
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



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

During the third 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

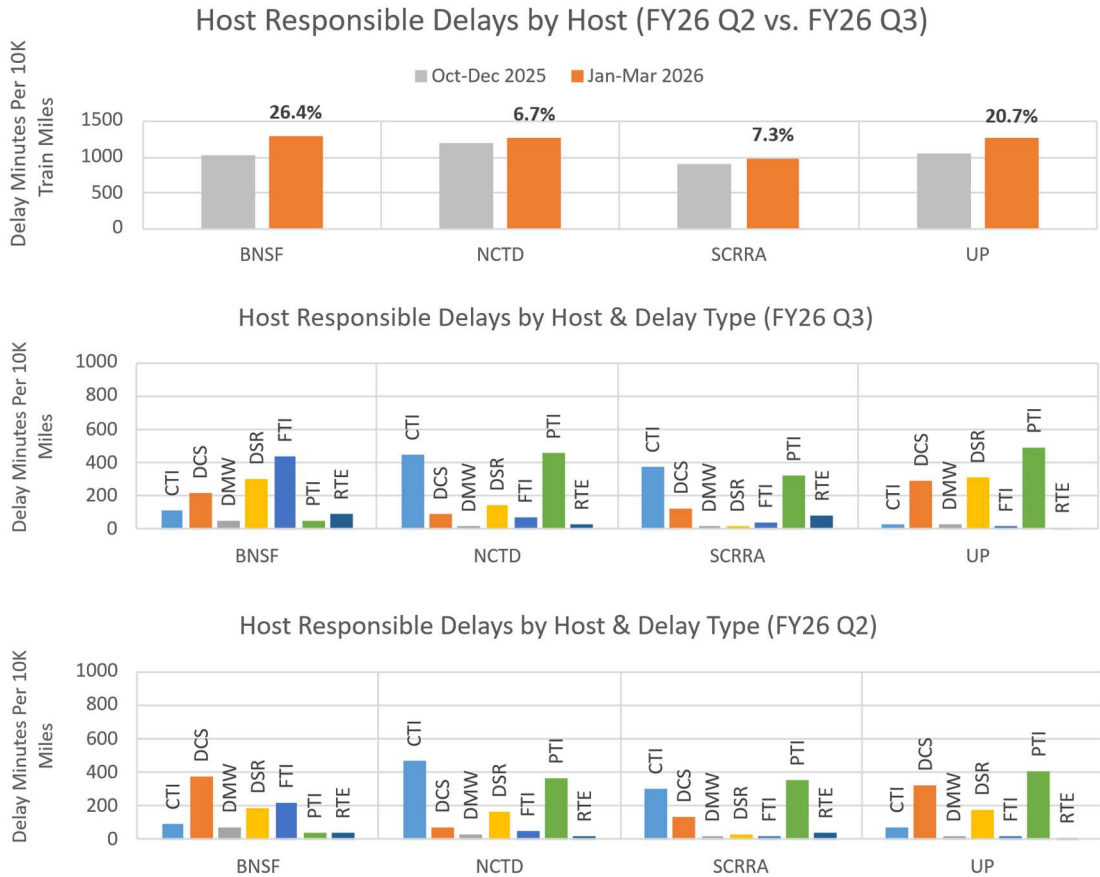
Each host territory location is unique and has its own pattern of challenges to be monitored. Figure 10 has three charts showing only host-responsible delays per 10,000 train miles, by host railroad. Overall, for Q3 FY 2025-26, the host-responsible delay rate within BNSF territory increased by 26.4 percent, in NCTD territory increased by 6.7 percent, in SCRRA territory increased by 7.3 percent and in UPRR territory increased by 20.7 percent.

The increase in BNSF delay rates was primarily driven by higher levels of freight train interference and slow orders. Similarly, the increase in UPRR delay rates was largely attributable to slow orders, passenger train interference, and debris-related incidents.

The second chart in Figure 10 clearly illustrates what the prominent delay contributors¹ were within each host territory in Q3 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 UPRR 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

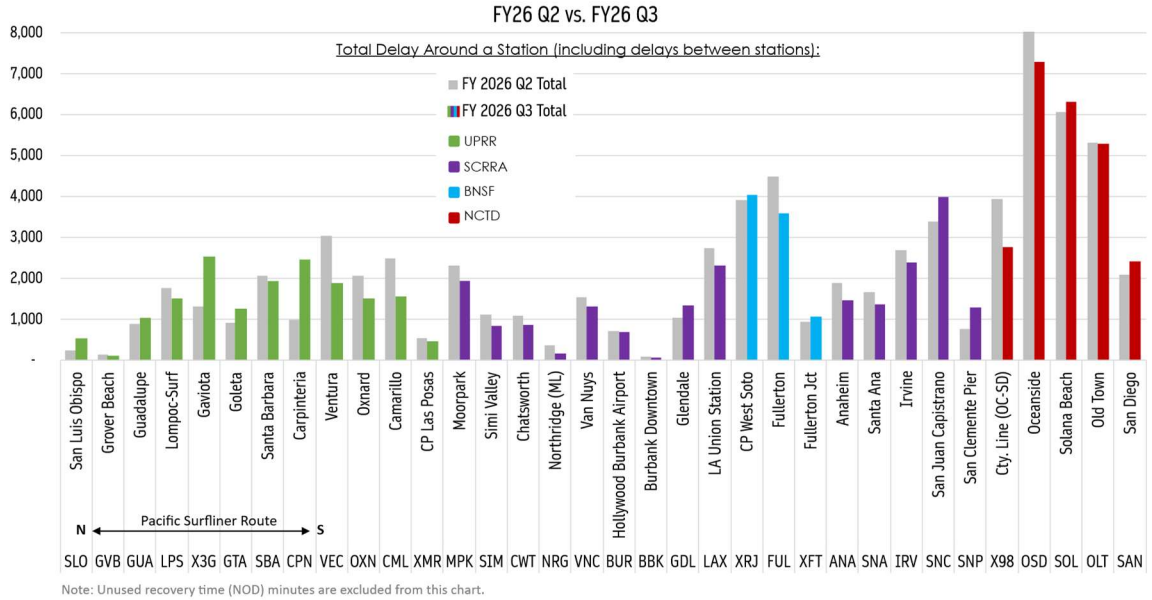


Total Delays Around Stations (or Other Specific Locations)

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 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 decreased by 4.3 percent, from 72,882 in Q2 of FY 2025-26, to 69,723 in Q3 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)



Summary

Within the third quarter of FY 2025-26, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 81.6 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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