



October 20, 2025

To: Members of the Board of Directors

From: Jason Jewell, Managing Director 

Subject: Fiscal Year 2024-25 Fourth 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 fourth quarter of fiscal year 2024-25, covering the months of April, May, and June 2025.

Recommendation

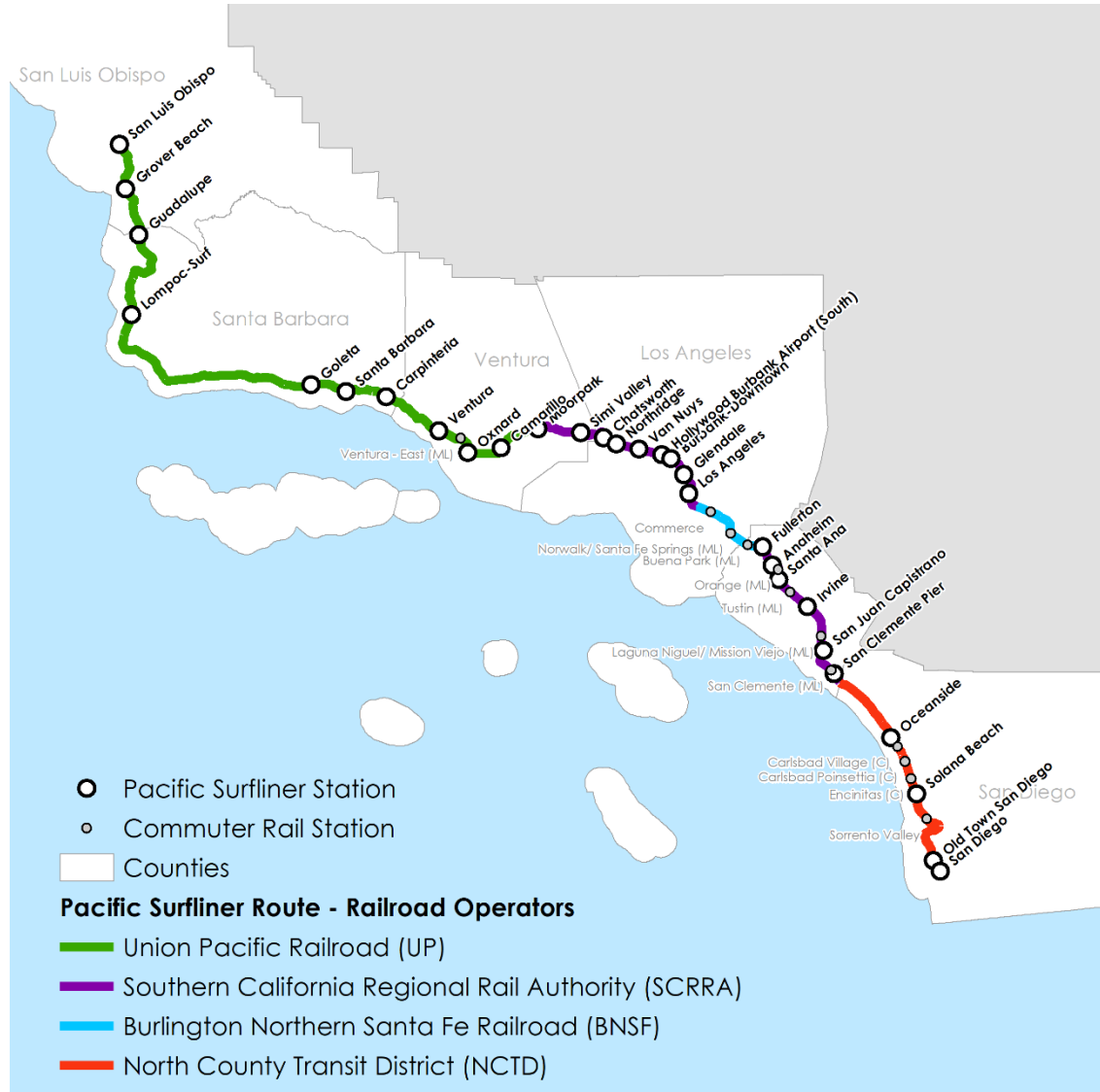
Receive and file as an information item.

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 2025, after being suspended for the past five years. Fiscal year 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 fourth quarter (Q4) 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.

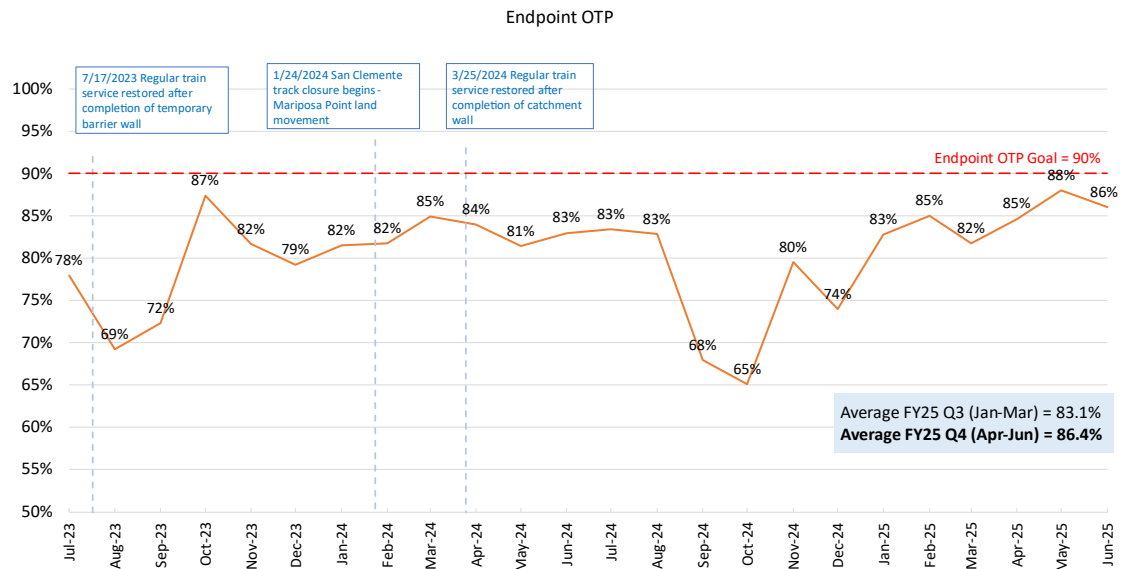
Figure 2: Endpoint OTP by Total Trains OperatedT

Values	FY 2025 Q3	FY 2025 Q4	% Change
Late	286	308	7.7%
On-Time	1,408	1,950	38.5%
Operated	1,694	2,258	33.3%
Endpoint OTP	83.1%	86.4%	3.9%

As shown in Figure 2, for Q4 FY 2024-25, 1,950 of 2,258 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 308 trains arrived late. This results in a systemwide endpoint OTP of 86.4 percent for Q4 FY 2024-25, representing a 3.9 percent increase from 83.1 percent endpoint OTP for the previous quarter.

Figure 3 shows historical monthly systemwide endpoint OTP from July 2023 to the present. Notes within the chart highlight the events that have had significant impacts on OTP.

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.

The table in Figure 4 shows that for Q4 FY 2024-25, 38 trains were cancelled, and 5 trains were suspended, representing a 46.3 percent decrease from the previous quarter. Of the 67 suspended trains in the prior quarter, 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 an incident involving downed power lines that required a temporary shutdown for safety and repairs. The increase in cancelled trains from the prior quarter is associated with an increased number of trespasser strikes and engine failures.

Figure 4: Total Trains Cancelled or Suspended

Status	FY 2025 Q3	FY 2025 Q4	% Change
Cancelled	13	38	192.3%
Suspended	67	5	-92.5%
Total	80	43	-46.3%

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 Q4 FY 2024-25. During this period, 11 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 779, which experienced increased delays due to commuter train interference, passenger train interference, passenger-related delays, slow orders and freight train interference.

Figure 7: Endpoint OTP by Train

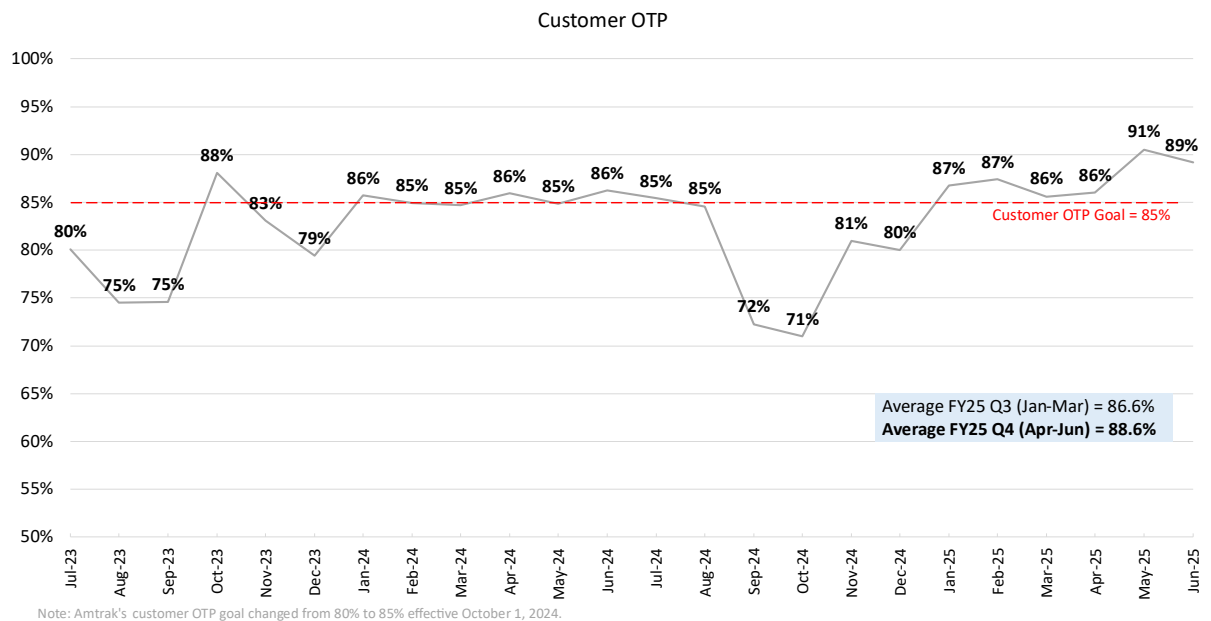
Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
1765	SAN-GTA	100.0%	40	40
1777	SAN-SLO	100.0%	40	40
577	SAN-LAX	100.0%	15	15
761	SAN-SLO	97.8%	89	91
1562	LAX-SAN	97.5%	39	40
1591	SAN-LAX	97.5%	39	40
1769	SAN-GTA	97.5%	39	40
1785	SAN-GTA	97.4%	38	39
564	LAX-SAN	94.5%	86	91
582	LAX-SAN	93.3%	14	15
562	LAX-SAN	90.1%	82	91
765	SAN-GTA	89.0%	81	91
566	LAX-SAN	87.9%	80	91
573	SAN-LAX	87.8%	79	90
769	SAN-GTA	86.8%	79	91
770	GTA-SAN	86.8%	79	91
580	LAX-SAN	85.7%	78	91
581	SAN-LAX	85.7%	78	91
774	SLO-SAN	85.7%	78	91
1770	GTA-SAN	85.0%	34	40
785	SAN-GTA	84.6%	77	91
572	LAX-SAN	84.3%	43	51
595	SAN-LAX	84.3%	75	89
1790	GTA-SAN	82.8%	24	29
591	SAN-LAX	82.4%	75	91
790	GTA-SAN	82.4%	75	91
794	SLO-SAN	81.3%	74	91
587	SAN-LAX	80.4%	41	51
593	SAN-LAX	80.0%	12	15
784	GTA-SAN	78.0%	71	91
579	SAN-LAX	77.8%	28	36
777	SAN-SLO	77.6%	59	76
586	LAX-SAN	76.5%	39	51
1784	GTA-SAN	74.4%	29	39
779	SAN-SLO	73.3%	11	15
1774	SLO-SAN	72.5%	29	40
1595	SAN-LAX	50.0%	1	2
System		86.4%	1,950	2,258

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 Q4 FY 2024-25, customer OTP averaged 88.6 percent, representing a 2.3 percent increase from 86.6 percent in the previous quarter.

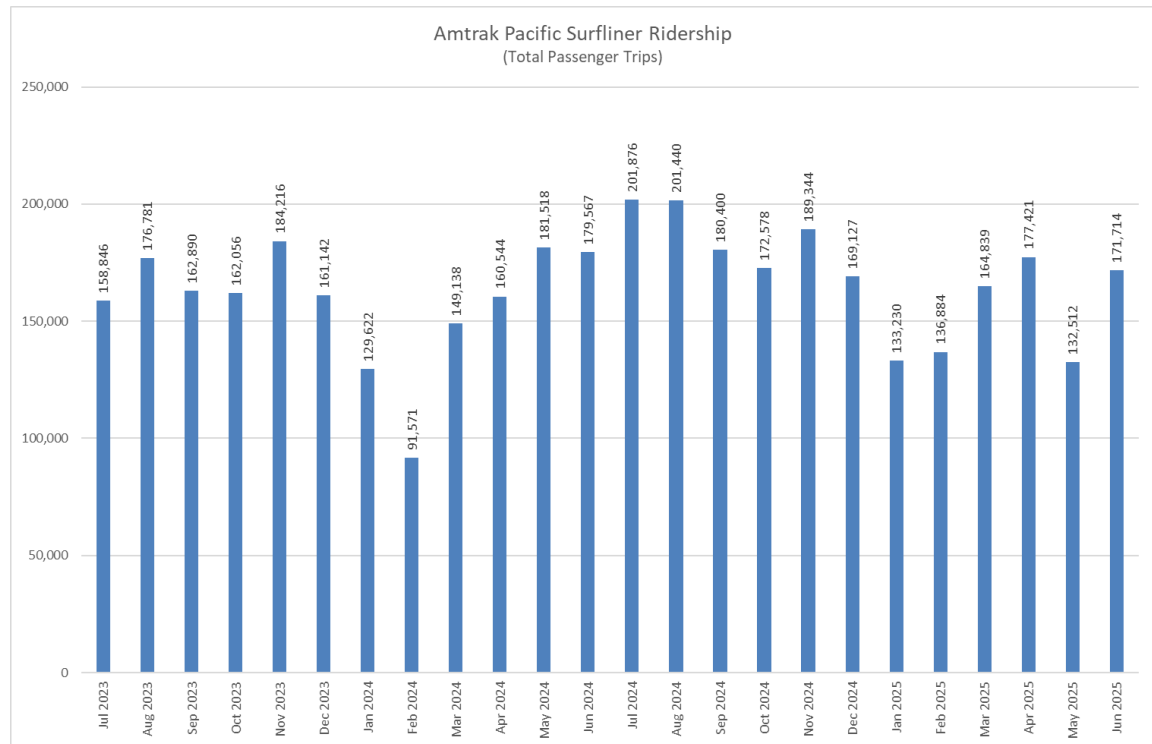
Figure 5: Customer OTP



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 Q4 FY 2024-25, there were 481,647 passenger trips on the Pacific Surfliner, representing a roughly 10.7 percent increase from 434,953, passenger trips in the previous quarter. The increase 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.

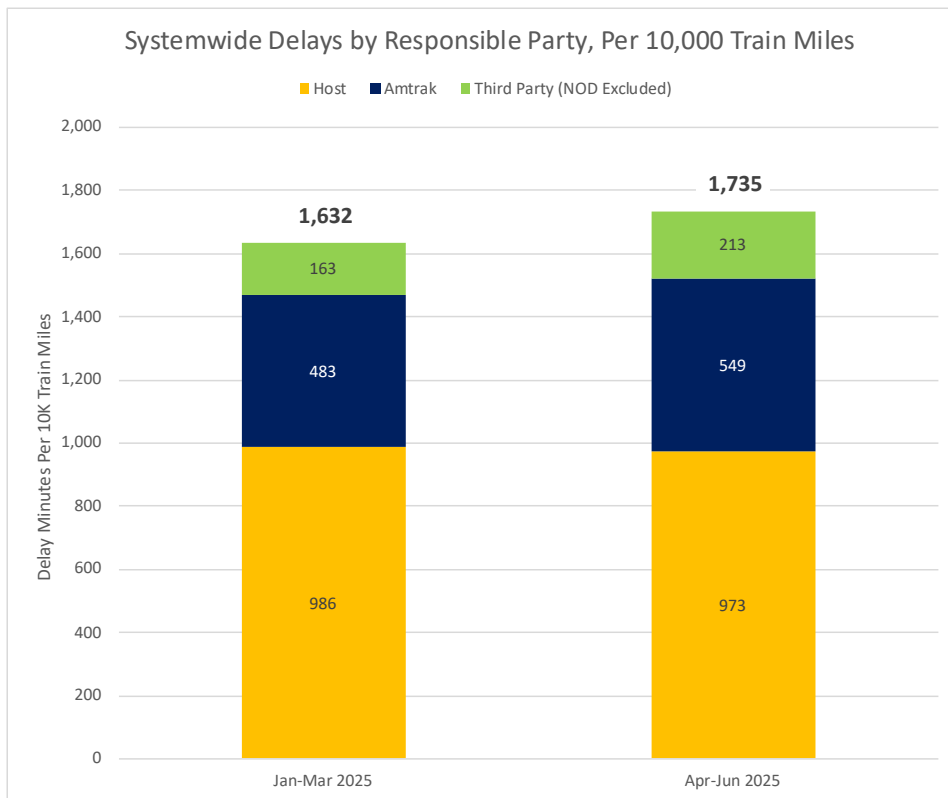
In the fourth quarter of FY 2024-25, the Pacific Surfliner operated a total of 339,440 train miles, representing a 0.15 percent increase from the 338,917 train miles operated in the previous quarter.

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 Q4 FY 2024-25, there were 1,735 minutes of delay per 10,000 train miles, representing a 6.3 percent increase in the overall delay rate compared to Q3 FY 2024-25. The rate of host-responsible delays decreased by 1.4 percent, the rate of Amtrak-responsible delays increased by 13.6 percent, and the rate of third party-responsible delays increased by 30.9 percent. The increase in delays is attributed to an increase in passenger-related and passenger train interference delays.

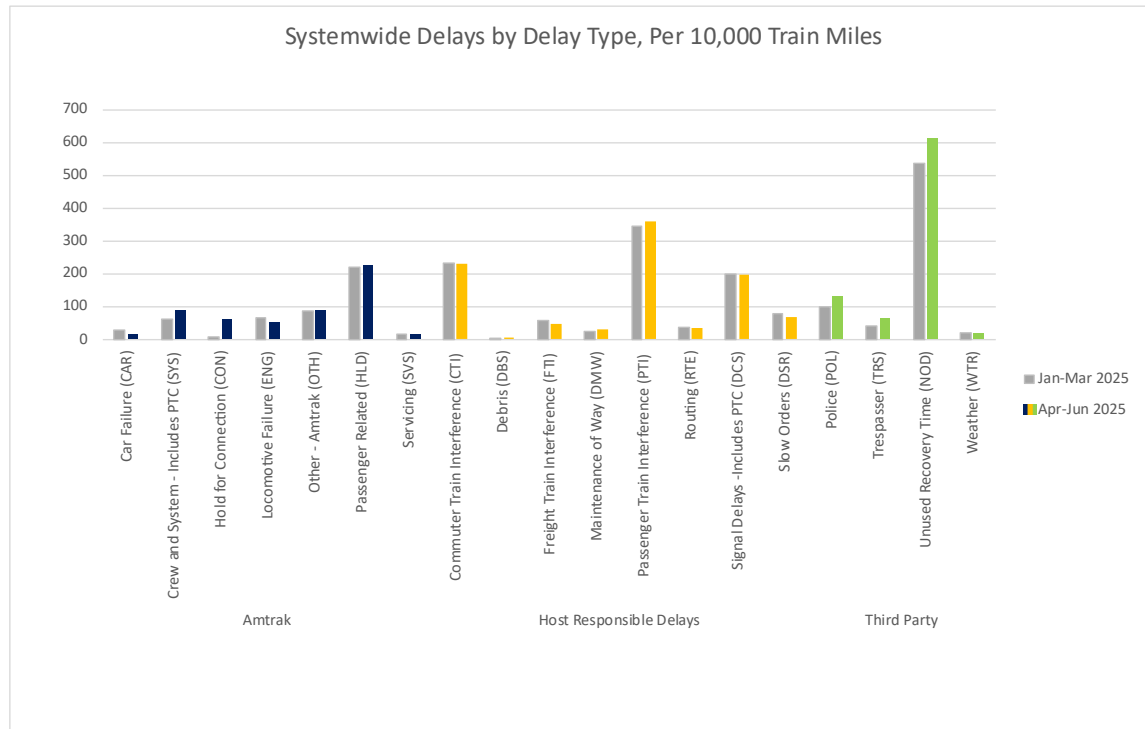
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



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

During the fourth 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



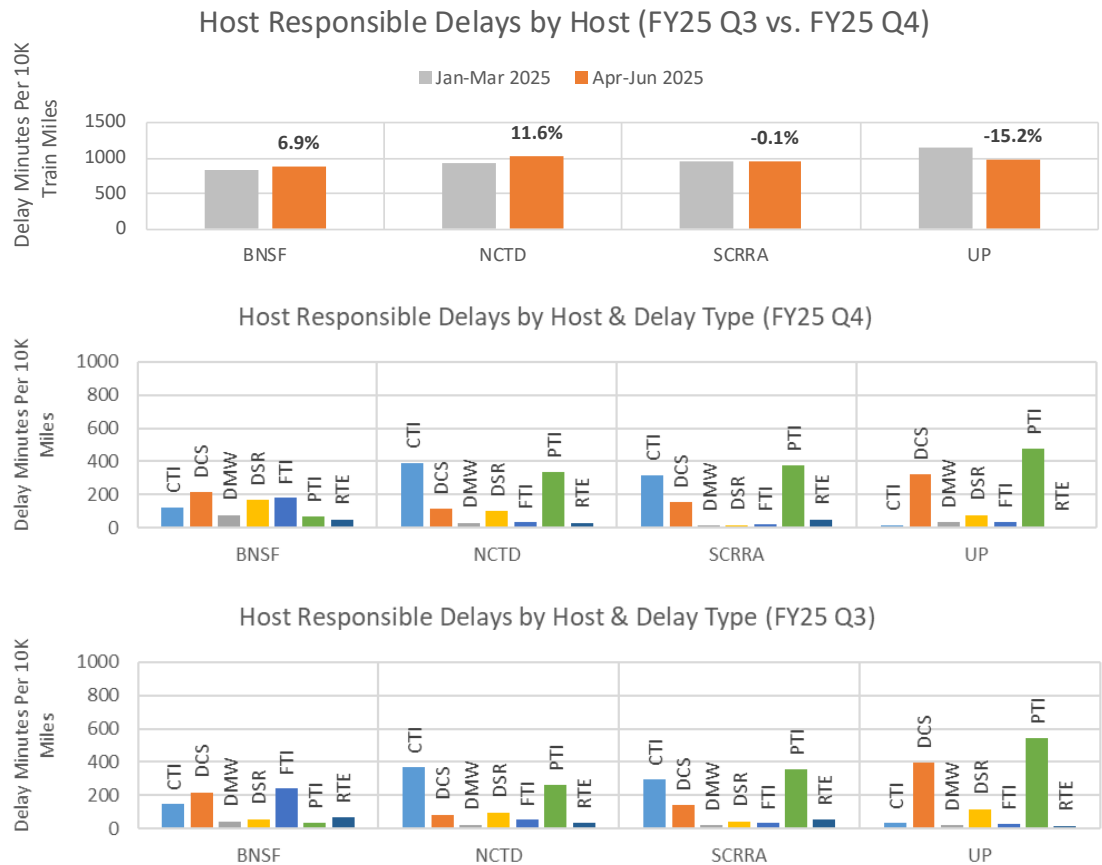
Host-Responsible Delays, Per 10,000 Train Miles

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 Q4 FY 2024-25, the host-responsible delay rate within BNSF territory increased by 6.9 percent, in NCTD territory increased by 11.6 percent, in SCRRA territory decreased by 0.1 percent. and in UPRR territory decreased by 15.2 percent.

The second chart in Figure 10 clearly illustrates what the prominent delay contributors¹ were within each host territory in Q4 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

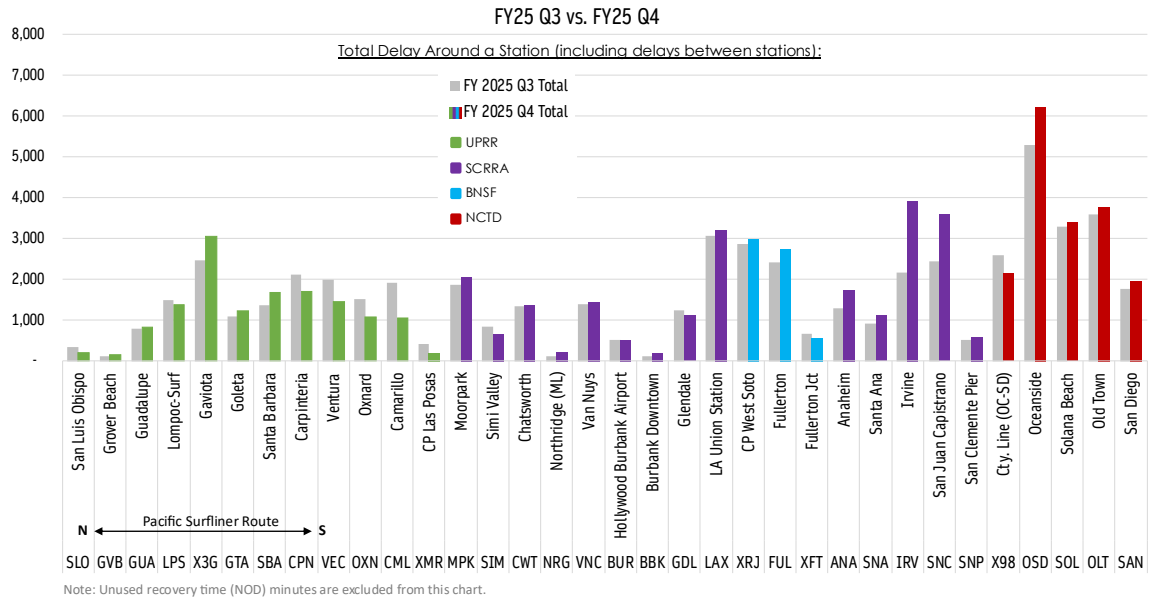


Total Delays Around Stations (or Other Specific Locations)

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 Q4 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 increased by 6.5 percent, from 56,052 in Q3 of FY 2024-25, to 59,707 in Q4 of FY 2024-25. The top three delay station locations were Oceanside, Irvine, and Old Town.

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



Summary

Within the fourth quarter of FY 2024-25, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 86.4 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.

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