

Transit Ambassador: Collective Bargaining Agreement



Regular Board Meeting
June 26, 2025

Transit Ambassadors – Collective Bargaining Agreement



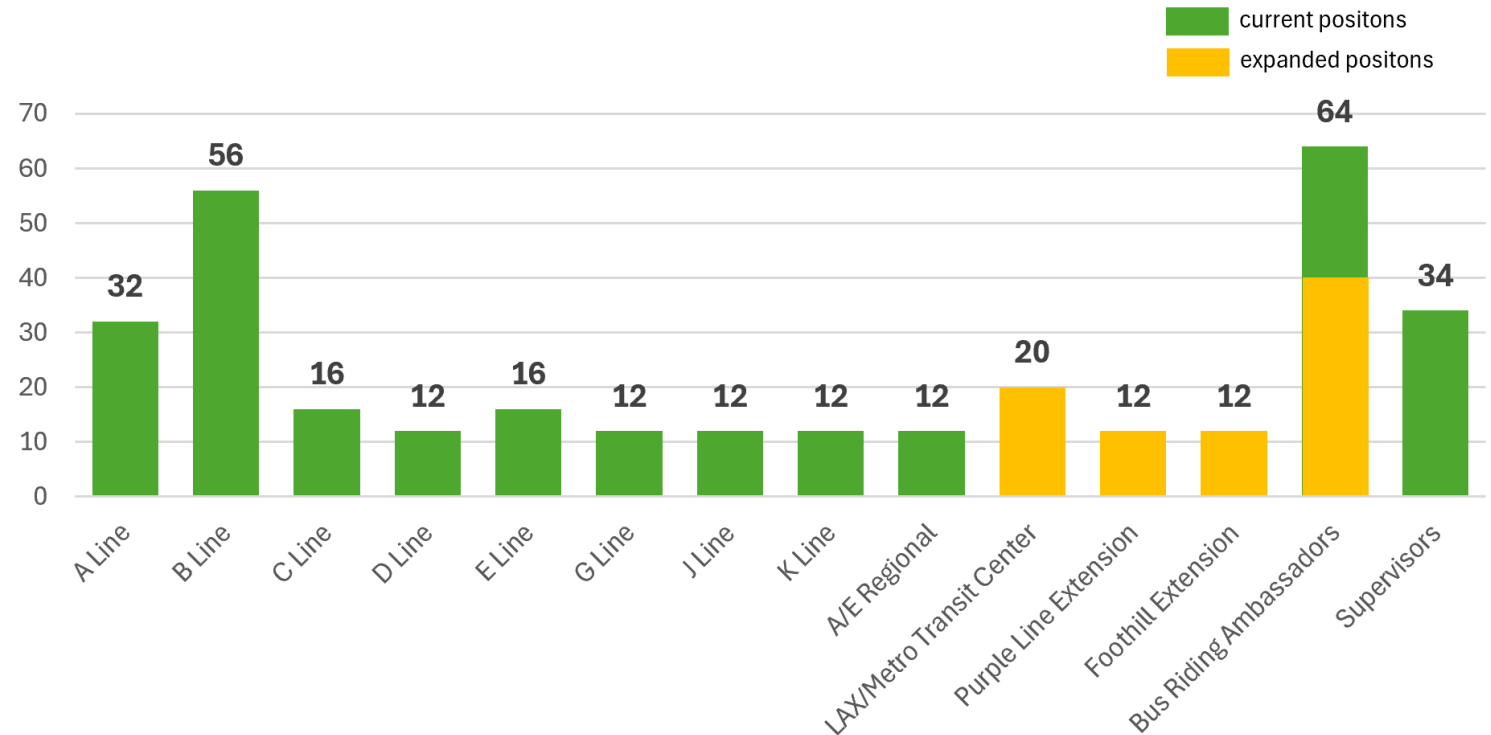
- On May 15, 2025: Metro reached a tentative agreement with the International Brotherhood of Teamsters Union (Teamsters) for a new collective bargaining agreement for the Transit Ambassador job classification
- On June 18, 2025: Approximately 67% of the Teamsters membership who were present voted to ratify the tentative agreement which includes:
 - Four-year term through June 30, 2029
 - \$26 top hourly rate for FY26 and benefits as part of Metro's comprehensive compensation package
 - 3.2% average annual wage increases over the life of the contract
 - 0.25% annual quarterly wage adjustments for the last 3 quarters of FY29

Transit Ambassadors – In House Transition and Expansion

Approval for positions:

- 309 current Ambassadors for all rail lines, J and G lines and 4 local bus lines
- **NEW:** 79 Ambassadors for LAX/MTC Transit Center, A (Foothill) Line to Pomona Extension, D (Purple) Line extension and to expand bus riding coverage to six high priority lines
- **NEW:** 2 additional program management FTEs to support in-house program and expansion
- 49 Ambassador Supervisors

Metro Ambassadors by Line
322 Deployed Daily



Staff Recommendation

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE a new collective bargaining agreement with the International Brotherhood of Teamsters Union (Teamsters) for the Transit Ambassador job classification effective July 1, 2025;
- B. AMEND the FY26 Budget in the amount of \$11.8 million for the implementation of the new wages and benefits for the approval of the final collective bargaining agreement;
- C. ADD 388 contract positions (Teamsters) comprised of 309 Transit Ambassador Program staff who are currently in the field, and 79 new Transit Ambassadors to continue and expand the visible presence and in-person support across the Metro transit system and at the new Metro/LAX Transit Center, Foothill Extension and Purple Line Extension and additional high priority bus routes;
- D. ADD 49 non-contract positions for the Transit Ambassador Program for Supervisors to oversee Ambassador staff in the field. These employees will be represented by AFSCME Local 3634 upon ratification and Board approval of an agreement with the union; and
- E. ADD 2 non-contract positions to oversee expanded day to day operations, staff training, reporting and customer experience improvements related to the Transit Ambassador Program.

Next Steps

- Amend the FY26 Budget to implement the new Collective Bargaining Agreement (Teamsters)
- Transition Ambassador staff in-house:
 - Ambassador staff in good standing will begin full transition from contract positions to Metro employment beginning July 1, 2025
- Continue to negotiate with AFSCME regarding Ambassador Supervisors
- Hire for Ambassador expansion positions