

Metro Ambassadors Activities (October & November 2025)

In October and November 2025, Metro Ambassadors supported both regular systemwide deployments and new initiatives. They continued deployments at the four newly opened A Line north stations and continued supporting several high-profile events, including the World Series Dodger Parade, TAP-to-Exit, 52nd LA Korean Festival Parade, CicLAvia - Heart of LA, Long Beach Marathon, ongoing NFL, LAFC, ACFC games, and other major sporting events, and concerts.

Ambassadors also played a critical role in assisting riders during service disruptions—most notably, by managing customer flow and providing wayfinding support during the Manchester Station Closure in early October, and the bus bridge at the 103rd Street/Watts Towers, Firestone, and Florence Stations later that month.

A Line Extension Coverage

As of September 19, 2025, 12 Metro Ambassadors remain deployed daily to the new A Line to Pomona stations, providing coverage seven days a week as follows:

- 2 Ambassadors/shift (4 daily) – Monrovia Station to Glendora Station
- 4 Ambassadors/shift (8 daily) – Glendora Station to Pomona Station

A Line South, Code 2 Assistance

On October 21, several Metro Ambassadors responded to a Code 2 alert affecting multiple stations – 103rd Street/Watts Towers, Firestone, and Florence Station – to assist customers navigate through the bus bridge established for the latter part of the day from about 3:00 pm to about 9:00 pm.

Manchester Station Closure

On October 25, a Metro Ambassador team was redeployed to Manchester Station to provide fixed coverage from approximately 6:00 am to 9:00 pm due to the platform closure for maintenance. In addition, one team was redeployed on October 24, 2025, during peak hours to distribute flyers notifying the public of the upcoming platform closure.

Dodger Parade Support

On November 3, Metro Ambassadors were redeployed at key stations systemwide for the Dodger World Series Celebration parade to assist our customers with the TAP mobile app, crowd management, and queuing as needed.

TAP-to-Exit Notification Support

In mid-November 2025, Metro Ambassadors at North Hollywood and Pomona Stations distributed customer notifications one week prior to the TAP-to-Exit activation. Additionally, Metro Ambassadors deployed at North Hollywood and Pomona North Stations supported this rollout by reminding customers to TAP out when exiting the stations.