

Metro Ambassadors Activities (September 2025)

In September, Metro Ambassadors supported both regular systemwide deployments and new initiatives. They began deployments at the newly opened A Line north stations and continued their presence at several high-profile events, including the East LA Mexican Independence Day Parade, the Markets at Metro Community Event at Willowbrook/Rosa Parks Station, CicLAvia: Historic South-Central Meets Watts, ongoing Dodger home games, and other major sporting events.

Ambassadors also played a critical role in assisting riders during service disruptions—most notably, by managing customer flow and providing wayfinding support during single tracking on the E Line at Expo/Western Station.

A-Line Extension Coverage

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

- 2 Ambassadors/shift – Monrovia Station to Glendora Station
- 4 Ambassadors/shift – Glendora Station to Pomona Station

This deployment supports the new stations, providing a highly visible uniformed presence, customer navigation and enhances the rider experience at the four new A Line north stations: Glendora, San Dimas, LaVerne, Pomona.

Duarte/City of Hope Station Deployment

From September 8 to September 19, 2025, a Metro Ambassador team was redeployed to remain stationed at the Duarte/City of Hope Station during peak hours—before and after school—to enhance uniformed visibility and support student riders.

G-Line North Hollywood Visibility Deployment

From September 9 to October 9, 2025, a Metro Ambassador team was assigned to the North Hollywood G Line platform during peak hours to increase uniformed presence and visibility.

Expo/Western Station Support

On September 29 and 30, 2025, a Metro Ambassador team was deployed to the Expo/Western Station to assist customers with wayfinding during single-tracking operations.