

## **Metro Ambassadors Activities (August 2025)**

In addition to regular systemwide deployments, Metro Ambassadors supported several high-profile events, including the KCON 2025, Leimert Park Jazz Festival, Nipsey Hussle Staton Activation, CicLAvia Culver City, ongoing Hollywood Bowl concerts, Dodger home games, and other major soccer events. Ambassadors also played a key role in managing customer flow and providing wayfinding assistance during ongoing service disruptions, including the C Line Bus Bridge and the J Line Cal State LA Metro Eastbound Elevator outage.

### **C-Line Bus Bridge Support**

From August 4 to August 31, 2025, one team per station was deployed at Lynwood, Lakewood Blvd., Willowbrook/Rosa Parks, and Norwalk Stations to help riders with directions, and guiding them to the bus shuttles.

### **Cal State LA Metro Eastbound Elevator Outage**

From August 1 to August 16, 2025, two Metro Ambassador teams were redeployed to remain fixed on the J Line (Cal State LA and LA Medical Center Station) to inform riders of the down elevator at the Cal State LA terminal. Customers at the LA Medical Center Station appreciated the advance notice.

### **E-Line Full Scale Exercise**

On August 23, 2025, one team was redeployed at East LA Civic Center Station, and two teams at Atlantic Station supported customers through the bus bridge that was placed due to a Metro full-scale emergency exercise. In addition, one team participated in the exercise as well.

### **LAX/Metro Transit Center Station Deployment**

As of June 6, 2025, 20 Ambassadors are deployed daily to the new LAX/MTC station, providing coverage seven days a week as follows:

- 4 Ambassadors/shift - Bus Plaza
- 2 Ambassador/ shift - Street Level
- 2 Ambassador/ shift – Rail Platform
- 2 Ambassador/shift – Concourse

This deployment supports customer navigation and enhances the rider experience at this critical new transit hub.