

Metro Ambassadors Activities (December 2025)

In December 2025, Metro Ambassadors supported both regular systemwide deployments, including continued coverage on the A Line north, and assisted at several special events, including Metrolink's Holiday Express Train, the Highland Park Parade, and ongoing NFL games.

Ambassadors also played a critical role during service disruptions by managing customer flow and providing wayfinding support, most notably during the planned early-December closure of five A Line North stations between Del Mar and Sierra Madre Villa.

Metro Ambassador – New Employee Onboarding

In December 2025, Metro successfully onboarded 23 new Metro Transit Ambassadors. All training participants completed a 4-week training program from Monday, December 8, 2025, through Saturday, January 3, 2026. The program was developed collaboratively with multiple departments, including Bus and Rail Operations, the Office of Civil Rights and Inclusion, Customer Experience, and DPS.

Ambassadors received comprehensive classroom and field instruction to prepare them to serve customers with respect, empathy, and professionalism. Training topics included:

- Conflict De-Escalation & Non-Violent Crisis Intervention
- Disability Awareness
- Cultural and Situational Awareness
- Metro Operations & Customer Care
- Incident reporting with Real-Time Coaching
- Hands-on Experience & Station Familiarity

A Line North, Bus Bridge Support

On December 21, 2025, several Metro Ambassador teams were redeployed to Del Mar and Sierra Madre Villa stations to assist customers during the planned bus bridge between Del Mar and Sierra Madre Villa.

Metrolink's Holiday Express Train:

On December 26, 2025, Metro Ambassadors deployed at Union Station welcomed customers attending the event, provided directions, and offered wayfinding assistance.

Pomona North Station Activation

On December 20, 2025, a Metro Ambassador team was redeployed to the Pomona North Station to support a station activation which included an outdoor movie screening, festive decorations, a Christmas market, and seasonal snacks. Ambassadors assisted customers on the platform throughout the event.