

Metro Ambassador Surge Deployments Summary

Starting in May 2024, surge deployments were introduced in phases as indicated below, and teams were redeployed as needed to assist with service disruptions and special events.

Phase 1. Additional 20 Ambassadors daily (began 5/25/2024)

- Cesar Chavez Bus Plaza – 4 additional daily
- A/E Line - Pico Station – 4 additional daily
- E Line – Downtown Santa Monica – 4 additional daily
- E Line - La Cienega/Culver City Stations – 4 additional daily
- North Hollywood – 4 additional daily

Phase 2. Additional 48 Ambassadors daily (began 6/7/2024)

- Cesar Chavez Bus Plaza – 4 additional daily
- A/E Line - Pico Station – 4 additional daily
- E Line – Downtown Santa Monica – 4 additional daily
- E Line - La Cienega/Culver City Stations – 4 additional daily
- North Hollywood – 4 additional daily
- J Line - Harbor Gateway Transit Ctr – 4 additional daily
- Willowbrook/Rosa Parks – 8 additional daily
- C Line - Norwalk Station – 8 additional daily
- C Line – Aviation/LAX – 4 additional daily
- Supervisors - 4 additional daily

Phase 3. Additional 52 Ambassadors daily (began 6/28/2024 - 10/17/2024)

- Cesar Chavez Bus Plaza – 4 additional daily
- A/E Line - Pico Station – 4 additional daily
- E Line – Downtown Santa Monica – 4 additional daily
- E Line - La Cienega/Culver City Stations – 4 additional daily
- E Line - East LA Civic Center – 4 additional daily
- J Line - Harbor Gateway Transit Ctr – 4 additional daily
- Willowbrook/Rosa Parks – 8 additional daily
- C Line - Norwalk Station – 8 additional daily
- C Line – Aviation/LAX – 4 additional daily
- J Line – El Monte Station – 4 additional daily
- Supervisors - 4 additional daily