



Transit Ambassador Staffing

We provide the right staff to keep your transportation networks operating exceptionally.

We Can Help You Find Specialized Transportation Staff

Finding the right people with the right skills is essential for managing your transportation network, scaling your service for growth and providing a memorable rider experience.

Hallcon is the leading provider of critical transportation staff, training, and certification solutions for Public Transit commuter and freight railroads, network construction, and transportation companies throughout North America.



Find Qualified Talent

Whether you are seeking short-term project staffing or full-time/part-time employee placement, our team of expert recruiters can quickly deliver the transportation industry experts you need to keep your operation running.



Develop the Right Skills

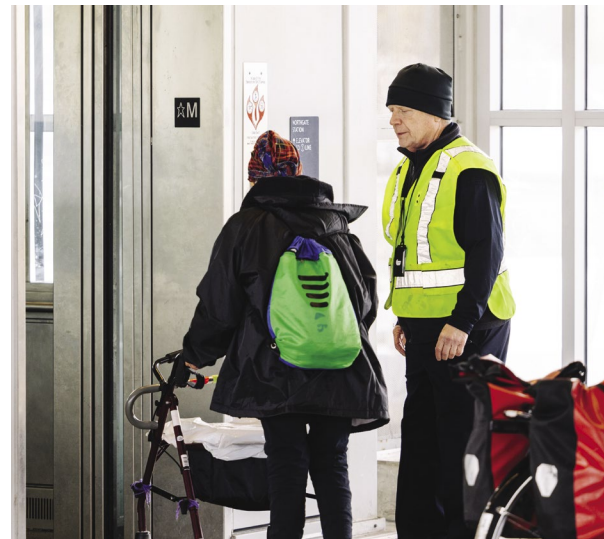
Our programs guarantee specialists are properly trained, certified, and licensed to execute their jobs safely and with confidence.

Transit Ambassadors

Hallcon's Public Transit Ambassadors play a crucial role in delivering exceptional transportation experiences for all riders.

Our highly-skilled station agents guide riders through every step of their journey. Answering questions, locating the right vehicles, assisting riders with special needs, navigating public transit terminals, and assisting passengers in purchasing tickets are all part of a day's work.

As frontline employees, Hallcon's Transit Ambassadors ensure a positive and safe experience for all riders.



For More Information, Contact:

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Hallcon Enhances Rider Experience Through Transit Ambassadors

The Background

A regional transit authority in the Pacific Northwest employing a multi-modal approach of heavy rail, light rail and express buses, serves 3 million passengers annually.

The Challenge

Our client recognized that enhanced customer service was necessary at the stations to assist passengers with the Ticket Vending Machines, wayfinding, track changes and safety. Video Messaging Systems were built into the stations but did not provide the kind of assistance that passengers required. 2007, they began to seek out a solution by finding a partner specializing in this specific work.

The Solution

In 2008, the transit agency selected Hallcon to implement a transit ambassador program. All 12 stations are staffed with highly trained transit ambassadors during the morning and afternoon commutes. Passengers have a qualified Hallcon professional on-site assisting customers with their transit service needs and requests.

The Results

Since the inception of the transit ambassador program, Hallcon has provided the transit company with exceptional customer service for their commuter train stations, including:

1

**Support rider growth of
2.5 to 4.5 million**

2

**Expanded rider experience impact to
sporting events and state fairs**

3

**Expanded support to riders on the
Airport Light Rail Station**

“Transit ambassadors do a phenomenal job. Employees provide customer service with integrity and a willingness to listen and understand our needs.”

- Transit Rider