



File #: 2025-0886, **File Type:** Oral Report / Presentation

Agenda Number: 8.

SPECIAL BOARD MEETING JANUARY 14, 2026

SUBJECT: 2026 FIFA WORLD CUP READINESS UPDATE

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on preparations for the 2026 FIFA World Cup.

ISSUE

Los Angeles County is set to host eight matches of the FIFA World Cup in 2026, presenting a unique opportunity and challenge for Metro to provide efficient and accessible transit services to its existing customer base and a broader global audience. As of January 14, 2026, there will be 148 days until the tournament begins.

An internal cross-departmental task force has been assembled since Fall 2024. The mission statement is to ensure a seamless, safe, and efficient mobility experience that meets the demands of this global sporting event. The strategy incorporates operations excellence, as we aim to surprise and delight riders with elevated service, intuitive wayfinding, and a safe and welcoming experience that reflects the vibrancy of Los Angeles County. Our work will result in enduring benefits for the region, including permanent infrastructure upgrades, improved service integration, and a new model for mega-event transit that strengthens the legacy of our transportation network.

EQUITY PLATFORM

Metro is committed to ensuring equitable access through universal design practices for the FIFA World Cup in 2026. As part of these efforts, Metro is implementing mobility enhancements so that every fan, regardless of ability, can enjoy a dignified and barrier-free journey to accommodate people with strollers and disabilities, as well as seniors. This includes ADA drop-offs, wayfinding/signage, heat mitigation, and seamless fare payment methods. Metro is also collaborating with Access Services to provide specialized transportation for individuals with disabilities. These initiatives reflect Metro's dedication to inclusivity and equitable transportation solutions. Metro will continue to maintain the service levels required to transport the existing customer base and the communities near World Cup venues.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through planning and operational activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's work to support the upcoming World Cup matches in Los Angeles will focus on getting spectators to and from events using transit rather than driving alone. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

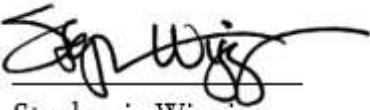
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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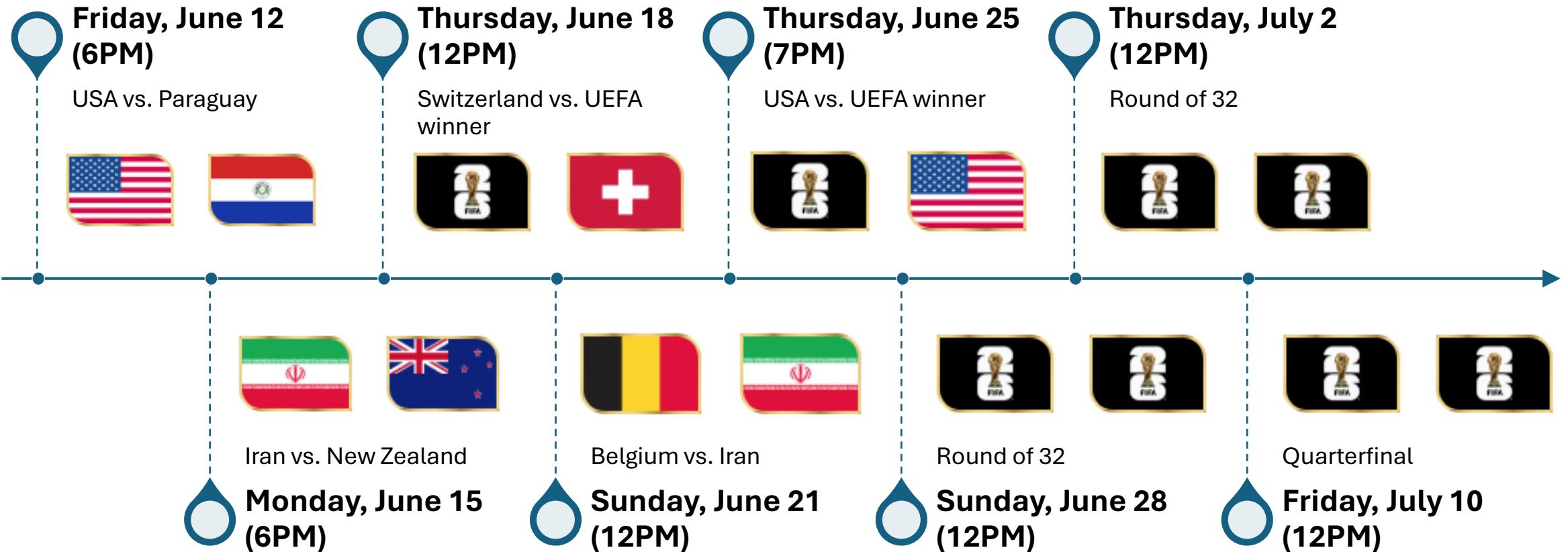
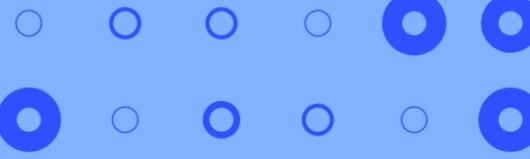


World Cup Update

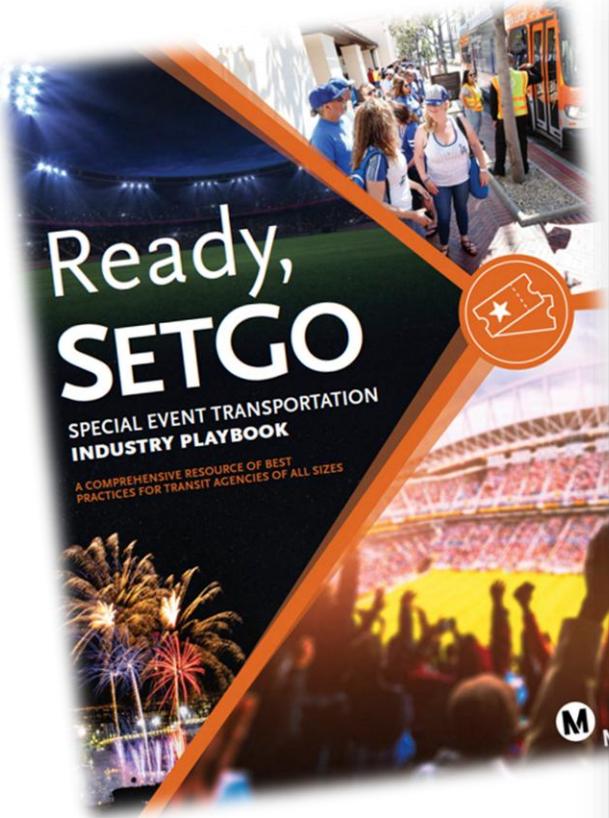
Olympic & Paralympic Games/Quarterly Special Board Meeting

January 14, 2026

Who's Playing in LA



World Cup Portfolios and Workstreams



| Event Specific Considerations | | Page | | | |
|-------------------------------|----------------|--|---|---|---|
| | Purpose & Need | Mission & Vision Advocacy Internal Coordination External Coordination Transportation Demand Forecast | | | |
| | | Service Plan | Special Event Service Plan Construction/Concurrent Efforts Speed and Reliability First/Last Mile | | |
| | | | Safety & Emergency Management | Event Process Monitoring and Improvements Safety & Security Emergency Operations Center (EOC) Crowd Management | |
| | | | | Customer Experience | Accessibility & Universal Mobility Customer Information, Signage, and Wayfinding Fare Payment Surprise & Delight Weather Resiliency |
| | | | | | Agency-Wide Success Strategies |

Portfolios and Workstreams

| | |
|------------|---|
| Service | WCGETS Service Planning WCGETS Fleet Enhancements WCGETS Operations Safety & Security Speed and Reliability Temporary Park & Ride Facilities |
| Access | Infrastructure Customer Info/Signage/Wayfinding Accessibility/Universal Mobility Marketing/Communications Fare Payment/Integrated Ticketing/TAP Finance & Budget |
| Experience | Metro Station Events and Activations Metro MVP Program Surprise and Delight Heat Mitigation |

Service – World Cup Games Enhanced Transit Service

- Develop Games Enhanced Transit Service Plan for key Mobility Hubs and Temporary Park and Rides to transport 30,000 general spectators and workforce to/from each game and Fanfest activities.
- Operating Plan for WCGETS Service Plan with 330+ buses, a third each from Metro, Munis, and Charter.
- Agreement on WCGETS footprint at the stadium with FIFA
- Completing Muni term sheets and agreements
- Contract with Charter operator(s)
- Confirming Park and Rides at non-Metro locations



This is a team event...



Service – Operations



Operations/Fleet

- WCGETS Standard Operating Procedures – Developing standardized SOPs for use by Metro and municipal operators, ensuring a uniform passenger experience
- Establishment of a centralized WCGETS control center and implementation of an electronic communication device for shared use for all WCGETS service providers
- Procure charter services
- Acquire and make ready contingency buses for WCGETS operations

Speed and Reliability

- Minimize subregional and local traffic impacts by enabling coordinated transportation system management
- Demonstrate value of Regional Integration of Intelligent Transportation System partnerships to accelerate growth and support multi-agency traffic operations for event management

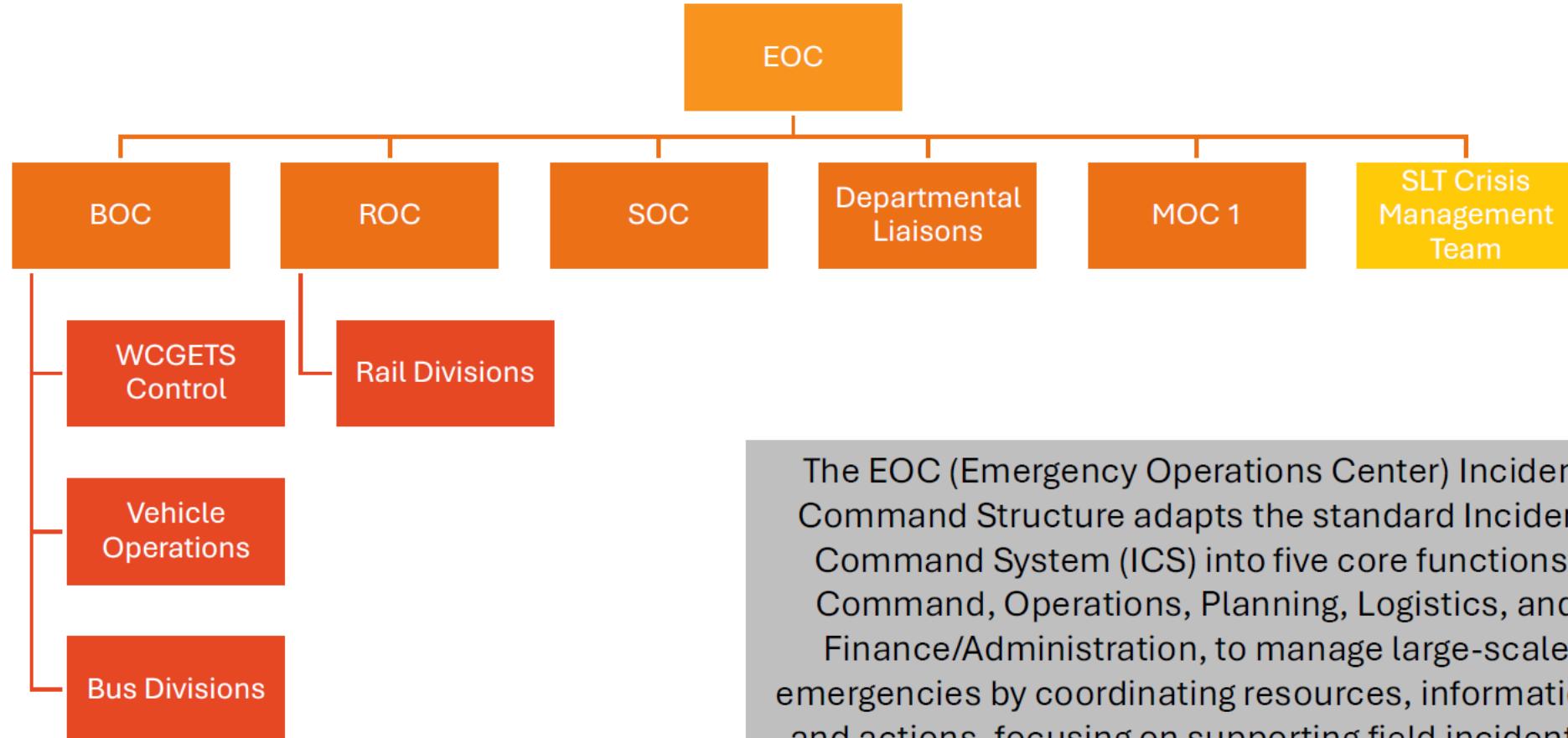


Service - Safety and Security

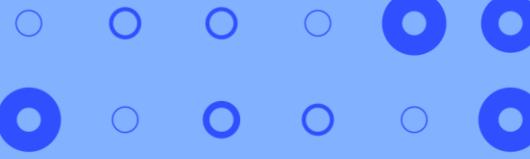


- **Finalization of critical locations**
 - Official Fan Festival Announcements – January 28th
 - Unofficial World Cup Events – End of February
 - Data/Intelligence Unit to gather research on unplanned events scheduled
- **Training and Exercises**
 - Developing a rollout strategy for the Multi-Month Training & Exercise Plan
 - Coordination with CPO on training
 - Collaboration with internal and external partners to develop exercise planning teams and conduct each exercise
- **Grant Funding – Department of Homeland Security – FIFA WC**
 - Education to the Host Committee on Metro security needs to support justification
 - Coordinate with Planning:
 - Pre-application webinar – Mid-January
 - Application period – 1/26 to 2/6
 - Estimated Award – Mid-March

Service - Incident Command Structure



Access - Infrastructure



Key Facilities Updates:

- A Line Stations
 - ❖ Sierra Madre Villa
 - ❖ Memorial Park
 - ❖ Willowbrook/Rosa Parks
 - ❖ Downtown Long Beach
- C Line Stations
 - ❖ Aviation/Imperial
 - ❖ Hawthorne
 - ❖ Crenshaw
 - ❖ Harbor Fwy
 - ❖ Lakewood
 - ❖ Norwalk
- B/D Line Stations
 - ❖ Union Station
 - ❖ 7th/Metro
 - ❖ North Hollywood
- K Line Stations
 - ❖ LAX/MTC
- E Line Stations
 - ❖ Atlantic
 - ❖ Expo/USC
 - ❖ Expo/Vermont
 - ❖ DT Santa Monica
- J Line Stations
 - ❖ Terminal 19 (El Monte)
 - ❖ Harbor FWY
 - ❖ Harbor Gateway Transit Center
- G Line Stations
 - Chatsworth
 - Pierce College

LEGEND: ❖ Facility Improvements Done

❖ In Progress

Milestone Deadline: March 31st, 2026

Deliverable Updates:

- Elevator Rehabilitation on C-Line stations at Lynwood, Harbor Freeway, Avalon, and Crenshaw
- Tile replacements and improvements at N. Hollywood Station
- Canopy Resurfacing and Recoating at Harbor Freeway
- Recoating and new “Stay Behind Yellow Line” thermoplastic decals along A, C & E – Lines
- Corrosion rehabilitation at various C-Line stations

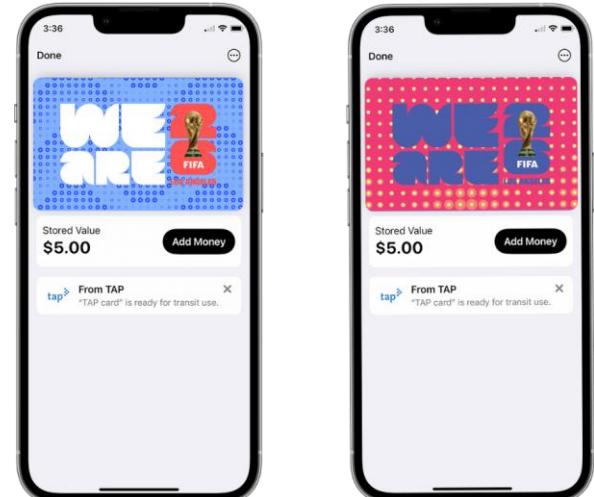
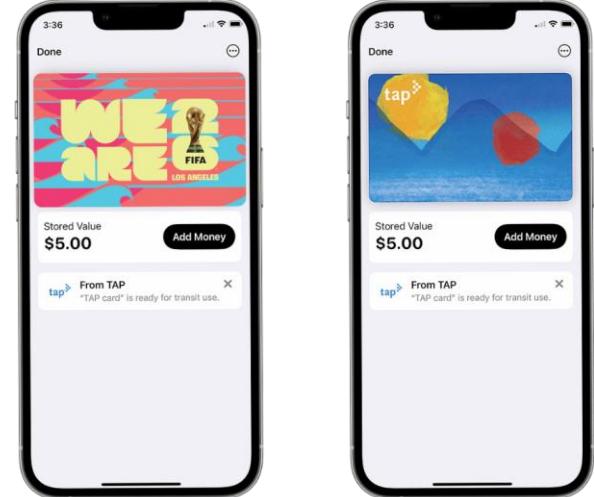
Access – Fare Payment, Accessibility/Universal Mobility

Goals

- Launch open payment to facilitate travel for international customers and visitors
- Generate revenue through commemorative TAP cards and special fare media

Key Deliverables

- Up to 11 commemorative TAP cards designs for Apple Wallet
- Special Fare Media
- Mobile app changes for international riders
- TAP fare payment marketing and outreach

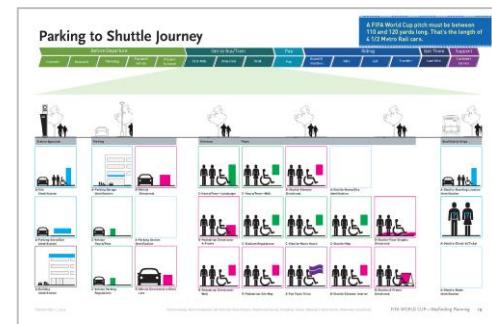
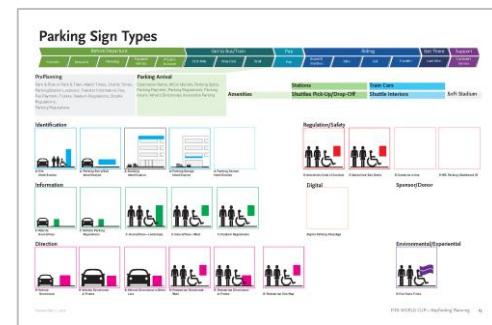


Access – Marketing/Comms, Customer Info, Signage, Wayfinding



Info, Signs, Wayfinding Updates

- Completed audits of park & ride shuttle lots and key station locations
- Completed kit-of-parts and initial sign plans; ongoing coordination with other workstreams to finalize inputs
- Developing standardized shuttle headsign naming system with Service Planning to support consistent customer information



Public Relations

- Metro press release and media alerts outlining full enhanced service plan
- Pending LASEC approval, Metro mention in LASEC's press materials
- Broader PR support includes reactive statements and reporter briefings

Metro Digital

- Metro.net dedicated World Cup landing page updated with comprehensive enhanced service information (maps, routes, park & ride details, and payment info)
- The Source / El Pasajero blogs: service enhancement details and follow up stories

Social

- Social media amplification, including collab posts with LA World Cup social pages
- Pending discussions with LASEC/FIFA, enhanced service content rollout on official World Cup channels

Experience – Station Activation, Surprise and Delight



Surprise and Delight

- Position LA Metro as an integral connection to Los Angeles' vibrant, diverse communities
- Transform daily commutes into memorable celebrations by surprising riders with soccer-themed activations
- Convert WC fan ridership to regular customers
- Countdown clock installed at LAUS
- Develop Fan Zone Metro Activations & Kit of Parts

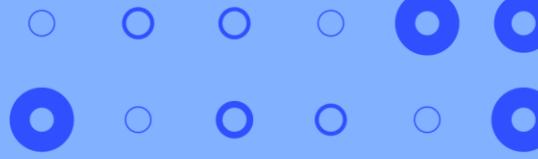


Station Activations

- 15 Metro-led day-Long station activations with live music + cultural performances, soccer-themed activities, food vendors, customer engagement tied to existing regional events and activities.
- Official Union Station Fan Zone application submitted and under review.
- Training special station activation squad for volunteer staffing
- Issuing support for Transit First Fan Zones, community watch parties, country houses



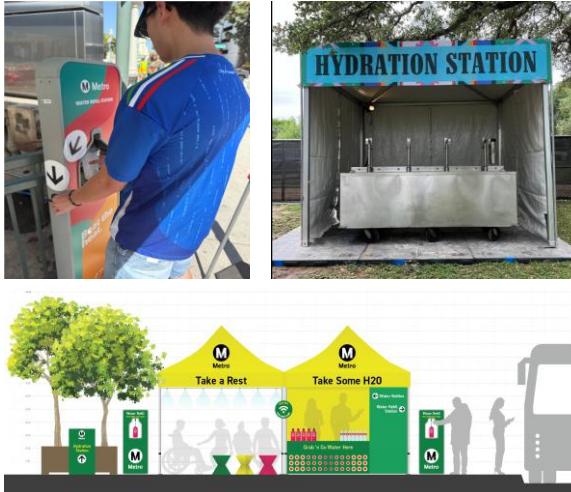
Experience – Heat Mitigation & MVP Program



Heat Mitigation

Goals

- 🏆 Finalize procurement of hydration stations for Metro priority locations utilizing sponsorship funding and fundraising.
- 🤝 Develop Heat Mitigation Guidebook PDF providing practical heat safety guidance and information on Metro's heat mitigation actions. Guide will be for spectators/fans, event organizers, and workforce, including MVP's.
- 🌳 Develop Heat Awareness Campaign prior to start of World Cup as a strategic approach to preparing transit riders, event spectators, volunteers and workforce for extreme heat.



Metro Values in Practice (MVP Program)

- Motivate, train, and reassign Metro employees to provide an enhanced Metro presence by deploying MVPs at key event locations, supporting customers along their entire journey
- Build a culture of world-class customer service for customers and spectators and deliver an “all-hands-on-deck” approach for supporting mega events
- Train specialized internal and external MVPs to support customers of all abilities and backgrounds focusing on multiple areas including:
 - Safety
 - Customer service
 - Disability awareness & sensitivity
 - Human trafficking
 - Metro's multi-modal transit system



Readiness Reviews



- **April 22, 2025**
 - Overview of 2026 World Cup and transportation needs, organizational delivery structure, operational strategies, infrastructure and technology, communications and public engagement, risk management, and budget
- **Aug 26-27, 2025**
 - Review progress across all workstreams
 - Identify challenges, critical path items, interdependencies, procurement needs
 - Outcomes: cabinet charter, finalized budget, fare policy, integrated project schedule
- **Dec 10-11, 2025**
 - Table-top exercises on service disruptions and unplanned crowd surges to work through potential scenarios
- **Upcoming**
 - Additional readiness reviews
 - Tabletop exercises
 - Full scale exercises





- In December 2025, CEO Wiggins was invited to the USDOT World Cup Summit to participate in a panel on Wayfinding. Metro was the only public transit agency invited to speak.
- Additionally in December 2025, Metro led a delegation of 7 public transit agencies who are all working on the World Cup to meet with a bipartisan group of Senate staffers to advocate for federal funding to support operational needs for the World Cup.
- If the current \$78M for all 11 World Cup Cities that is proposed by the US Senate is enacted by January 30th, Metro could receive about \$4.8M out of the \$25M requested—assuming the money is divided equally. Together the agencies have asked requested \$400M from the federal government and we will continue to jointly advocate to our representatives in Congress to advocate for funding.
- Other sources of funding could be revenue generation, sponsorships, and additional revenues as identified, including State LCTOP.

Critical Path Items



Service

- Approve contract for bus dispatch and communications software
- Approve contract for charter provider
- Finalize Terms Sheet and Agreements with municipal and other operators
- Finalize SoFi terminal locations
- Finalize agreements for temporary park and ride lots and hotel shuttle

Access

- Implement open payment
- Procurement of facility amenities, signage, wayfinding
- January 28 messaging on WCGETS routes, fares, ways to pay
- Continue to seek funding to support World Cup (grants, revenue generation, sponsorships)

Experience

- Finalize negotiations on official Union Station Fan Zone
- Large scale activation of Metro's Values in Practice (MVP) Program

FIFA World Cup 2026™

**Every goal scored. Every cheer echoed.
Every heart touched. Metro connects you
to something extraordinary.**



Metro®

