











Attachment B: Accessibility Projects Matrix Estimated Budget and Timeline for World Cup and the 2028 Games







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Initiative	World Cup Complete Date	Games Complete Date	World Cup Estimated Budget	Status	World Cup - Short Description	Games - Short Description
Items 1 through 8, and 10: Initiatives with World Cup implementation dates.						
1. Sound Design (Blind / Low Vision wayfinding) sound design study and final report including sound design schema for each station/hub type.	5/1/26	4/30/28	\$ 350,000	Scope / ICE completed for Sound design study/report. Requestion following review/approval 1. Sound Design Study - Vendor to assess and recommend sound design based on LAUS review of all transit mode 2. Exploring with vendors Cubic and STraffic potential to provide prototype sound design updates for fare related equipment deployed at Metro Station.	1. Assessment of the Union Station complex sound design including all transit services including Patsaouras Plaza, B/D/A lines June -July 2026. Contractor will assist Metro in identifying a qualified vendor to implement a Comprehensive sound design. 2. Follow up meetings with TAP/Cubic/STraffic re: potential mods to existing equipment sound schema to improve blind usability design. Prototype testing / feedback planned before and during World Cup June-July 2026.	3. Sound design study and recommendations generalized and applied to develop schema per station type which support consistent station / system wide sound design plan for deployment at key Metro stations.

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2. Calming / Recovery Spaces (Neurodiverse Sensory Support Services)	5/1/26	4/30/28	\$500,000	  1.Scope/ CE for portable calming room draft completed 2. Scope/ICE for prefabricated calming rooms draft completed 3. Scope/ICE in development for Systemwide review of permanent calming rooms	1. Deployment of portable inflatable calming room or tow-in trailer unit at identified locations; LAUS (2 units) 7 <sup>th</sup> /Metro (1 unit) LAXMTC (1 unit) and Fan Zone (1 unit) 2. Separately developing SOW for prefab pod pilot at Historic Union Station.	3. Metro RFP: Key Station Study / Report detailing locations suitable for build-out of prefabricated / permanent calming Pods for permanent deployment at key stations / locations prior to Games.
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3. Accessible Wayfinding mobile App expansion.	5/15/26	4/30/2028	\$350,000	  Evaluating proposal from Vendor NTP - anticipated for mid January	Deploy way-finding mobile app implemented at Union Station to 11 additional DTLA stations, plus LAX/MTC prior to start of WC Matches.	Systemwide rollout to Key Metro stations prior to Games.







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4. Enhanced Metro Language Accessibility Services	11/31/25	4/30/28	\$50,000	Hyperlegible Fonts 1. Prototype web page in development -Key web pages estimated ready to deploy 12/31/25. Roll into overall web updated planned for 3 <sup>rd</sup> quarter. 2. ASL Video Link for customer information. Memo / Scope for contract mod approved by VCM. Go live February 2026 3. Hyperlegible Printed materials developed and approved. Production planned for 2 <sup>nd</sup> quarter FY 2026	<div><div></div><div></div></div>	1. Website and marketing materials deploy for key pages / times Hyperlegible fonts Made available in multiple languages. 2. ASL video links available for customer to connect with ASL interpreter. 3. Provide key accessibility related / marketing related materials and mar materials and key Marketing materials	Expand existing translation and interpretation services as needed based upon customer demand
5. Disability Awareness and Sensitivity Training for GETS Operators	5/1/26	4/30/28	\$50,000	Process/Procedures in development. <i>Need to engage with Ops County Counsel to discuss implementation in consideration of CBA and contracting requirements.</i> (Trainings can be developed from existing OCI training materials and customized as needed for GETS operators)	<div><div></div><div></div></div>	Develop training for GETS operators in partnership with OCI.	Roll out to all GETS operators.



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6. Courtesy Wheelchair Transport expansion (Key Stations)	5/1/26	4/30/28	\$400,000	Scope / ICE complete. roll out at 7th/Metro, LAX MTC and Expo/Crenshaw  	Implement at 7 <sup>th</sup> /Metro and LAX MTC.	Implement at additional large/difficult to navigate key stations/hubs
7. Dedicated Accessibility Assistance Teams (Volunteers with Disability)	5/1/26	4/30/28	\$450,000	Scope / ICE drafted Approach: RFP with CBO or similar orgs. for providing and managing volunteers with disabilities. <i>Working out details of deployment, coordination and support.</i>  	Roll out at key locations. Co-locate with VIP volunteers	Expanded to additional locations as needed to support the Games.
8. Mystery Rider Program Expansion (GETS operator)	5/1/26	4/30/28	(Funded through existing contract)	<b>No further action or budget needed for World Cup;</b> additional capacity already included in budget. Contract mod submitted to VCM for review.  	GETS mystery rides.	Expand mystery rides to cover new GETS services provided at multiple new locations for Games

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Items 9 and 10: Games Initiatives (implementation starts after World Cup)							
9. ADA Accessible Tactile Guidance paths at 12 DTLA Stations (retrofit of older stations)	N/A	4/30/28	N/A (\$2,600,000 for Games)	Scope/ICE to be developed, pending completion of layouts / designs for each station Older B,D,A and E line stations in DTLA. (Newer stations, such as Regional Connector, were constructed with ADA tactile guidance paths)	<div><div></div><div></div></div>	Design work completion May 2026, followed by RFP for installation. Project will be implemented after conclusion of World Cup	Expand ADA tactile guidance to 12 key stations prior to the beginning of Games
10. Metro Call Point: Prototype Additional Locations	5/30/26	4/30/28	TBD (\$500,000 for Games)	Scope/ICE to be developed based upon design modifications from testing / feedback	<div><div></div><div></div></div>	Identify 2 or more locations for testing and feedback.  Updated design based upon testing March 2026	Deploy at key stations that do not have hands-free intercoms.

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<b>Item 11: Ongoing Initiative</b>							
11. Language Review Panel	Ongoing	Ongoing	\$10,000 Funded	Ongoing	 	Expand reviews	Expand reviews

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<b>Items 12 through 14: Completed Initiatives</b>							
12. Disability Awareness and Sensitivity Training Deployed on Metro Training Portal	Ongoing	Ongoing		Completed			
13. Accessible Wayfinding App - Union Station deployed	Ongoing	Ongoing		Completed			
14. Courtesy Wheelchair Transport -Union Station	Ongoing	Ongoing		Completed			

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<b>Items 15 through 1G: Funded by department outside of Civil Rights</b>							
15. Station Manager Program	TBD	6/1/27	\$750,000 CX / Ops.	Preliminary Discussion / presentation	<span style="color: orange;">●</span> <span style="color: gray;">●</span>	Deploy Sation Managers at key station	Deploy station managers at key stations.
16. Hands Free Elevators	N/A	5/1/2028	\$750,000 Ops	Integrated into the Elevator Modernization Project - 18 stations	<span style="color: green;">●</span> <span style="color: purple;">●</span>	Delivery will occur after conclusion of World Cup	Delivery for Games at selected stations
17. Crowd Management and Priority Boarding	Ongoing	Ongoing	\$750,000 Ops	Integrated into the Operations budget; OCRREI Providing ADA guidance / support	<span style="color: green;">●</span> <span style="color: purple;">●</span>	Delivery for World Cup	Delivery for Games
18. Expanded Paratransit and Shuttles	Ongoing	Ongoing	\$20+million Ops	Integrated into Ops and Access budgets; Providing ADA accessible buses and paratransit	<span style="color: green;">●</span> <span style="color: purple;">●</span>		Delivery for Games
19. Events Temporary Accessibility	Ongoing	Ongoing	\$500,000 Ops/FM	Accessible paths of travel identified at each park and ride, station and facility. Purchase of fully ADA compliant temporary ramps and boarding locations	<span style="color: green;">●</span> <span style="color: purple;">●</span>	Delivery for World Cup	Delivery for Games

# Summary Accessibility Projects Matrix Program Phasing (2024-2028)

## PHASE 1 – Planning s Foundations (Late 2024 - Mid 2025)

- Finalize scopes and independent cost estimates across all initiatives.
- Develop prioritization for high-impact stations (venues, regional connectors, high-ridership corridors).
- Advance early prototypes: sound design, calming rooms, wayfinding app, and hyperlegible website elements.

## PHASE 2 – World Cup Deliverables (Mid 2025 - June 2026)

Metro will implement critical baseline accessibility improvements for the 2026 World Cup:

- Portable calming rooms at LAUS, 7th/Metro, LAX MTC, and SoFi.
- Wayfinding mobile app deployment at 12 key stations (May 2026).
- ASL video links, hyperlegible fonts, and improved website accessibility (Jan-May 2026).
- Sound design testing, including fare equipment audible cues
- GETS operator disability Awareness and Sensitivity training rollout.
- Call point prototypes at 7th/Metro and Willowbrook.

## PHASE 3 – Scaling for 2028 Games (Late 2026 - 2027)

- Station modernization integration: tactile paths, call points, elevators, signage.
- Complete systemwide accessible sound design framework.
- Expand calming room strategy to permanent pods.
- Design and procurement for ADA tactile guidance at 12 DTLA stations (RFP mid-2026).
- Build the Station Manager Program (completion June 2027).

## PHASE 4 – Full Deployment for Games (2027 - April 2028)

Deliver all Games-critical deployments by April 2028:

- Permanent calming rooms at key stations.
- Systemwide wayfinding mobile app enhancement.
- Tactile guidance path installation at 12 older DTLA stations.
- Expanded language access (translation, ASL, real-time services).
- Hands-free elevator modernization at priority stations.
- Deployment of upgraded Metro Call Points at stations lacking hands-free intercoms.

## PHASE 5 – Games Operations s Legacy (May - December 2028)

- Provide enhanced crowd management, paratransit, and accessible shuttle operations.
- Monitor accessibility performance and adjust during Games.
- Transition improvements into long-term Metro policy and capital delivery standards