

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

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 ● = Complete (3)
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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	<p>Scope / ICE completed for Sound design study/report. Requestion following review/approval</p> <p>1. Sound Design Study - Vendor to assess and recommend sound design based on LAUS review of all transit mode</p> <p>2. Exploring with vendors Cubic and STraffic potential to provide prototype sound design updates for fare related equipment deployed at Metro Station.</p>	● 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.

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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 th /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	<p>Hyperlegible Fonts</p> <p>1. Prototype web page in development -Key web pages estimated ready to deploy</p> <p>12/31/25. Roll into overall web updated planned for 3rd quarter.</p> <p>2. ASL Video Link for customer information. Memo / Scope for contract mod approved by VCM. Go live February 2026</p> <p>3. Hyperlegible Printed materials developed and approved. Production planned for 2nd quarter FY 2026</p>	● ●	<p>1. Website and marketing materials deploy for key pages / times Hyperlegible fonts Made available in multiple languages.</p> <p>2. ASL video links available for customer to connect with ASL interpreter.</p> <p>3. Provide key accessibility related / marketing related materials and mar materials and key Marketing materials</p>
5. Disability Awareness and Sensitivity Training for GETS Operators	5/1/26	4/30/28	\$50,000	<p>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)</p>	● ●	<p>Develop training for GETS operators in partnership with OCI.</p> <p>Roll out to all GETS operators.</p>

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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 7thMetro, LAX MTC and Expo/Crenshaw	● ●	Implement at 7 th /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)	No further action or budget needed for World Cup; 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)	● (green) Design work completion May 2026, followed by RFP for installation. Project will be implemented after conclusion of World Cup	● (grey) 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	● (green) Identify 2 or more locations for testing and feedback. ● (grey) Updated design based upon testing March 2026	● (grey) Deploy at key stations that do not have hands-free intercoms.

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Item 11: Ongoing Initiative						
11. Language Review Panel	Ongoing	Ongoing	\$10,000 Funded	Ongoing	● ●	Expand reviews Expand reviews

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Items 12 through 14: Completed Initiatives						
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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Items 15 through 1G: Funded by department outside of Civil Rights						
15. Station Manager Program	TBD	6/1/27	\$750,000 CX / Ops.	Preliminary Discussion / presentation	● ●	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	● ●	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	● ●	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	● ●	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	● ●	Delivery for World Cup Delivery for Games

Summary Accessibility Projects Matrix Program Phasing (2024-2028)

PHASE 1 – Planning & 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 & 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