

Mobility Concept Plan Implementation Update Report

April 2026

Attachment B – Wayfinding Updates

This attachment provides additional detail on Metro’s wayfinding preparations for the 2028 Games.

- **2026 FIFA World Cup planning:** Metro has a World Cup Wayfinding program that builds upon existing Metro Signage Standards and Guidelines for permanent signs, while incorporating FIFA graphic standards for the majority of temporary event wayfinding as directed by FIFA and the Los Angeles Sports and Entertainment Commission (LASEC). The program includes targeted updates to Metro station signage to address outdated information and ensure ADA compliance, along with a standardized kit-of-parts for temporary World Cup wayfinding at direct shuttle stations and key transit connection points. Lessons learned from the World Cup will inform refinements and improvements for the 2028 Games.
- **Trailblazing Signage Program:** Metro is advancing wayfinding efforts with a consultant to improve first/last mile navigation to Metro stations and nearby destinations in preparation for the 2028 Games. In coordination with local jurisdictions, Metro is implementing directional signage within a half- to one-mile radius of select Metro stations. Initial focus areas include stations around the University of Southern California, Downtown Los Angeles, Pasadena, and the South Bay.

The desired outcome is a scalable signage system that helps both residents and visitors navigate between surrounding neighborhoods, key destinations, and Metro stations while reinforcing consistent and seamless wayfinding across jurisdictions. These trailblazing signs will serve as legacy infrastructure that improves mobility, access, and placemaking throughout Los Angeles County for years to come. As LA28 develops its design standards, Metro will coordinate to ensure the trailblazing system complements the visual identity planned for the 2028 Games.

- **12-Station Signage Refurbishment Audit and Design:** Metro has engaged consultants to conduct a multi-phase, systemwide station signage audit and recommendations initiative, including comprehensive wayfinding signage design and customer information upgrades at a dozen high-priority stations. These stations were selected based on age and type, ridership level, and proximity to equity-focused communities and major event venues. This effort will focus on bringing these stations into compliance with Metro Signage Standards, addressing customer-journey pain points, improving multi-line/multi-service transfers, and incorporating input from riders and community-

based organizations. Initial audits are underway for the Expo/Crenshaw and Willowbrook/Rosa Parks stations to improve transfer journeys, with temporary signage upgrades expected at these stations before the FIFA World Cup opens this summer. These temporary upgrades will provide valuable customer feedback to inform future permanent signage updates. The design phase will address the following 12 stations prior to the 2028 Olympic and Paralympic Games, and will also inform future systemwide signage updates:

- Union Station (A, B, and D Lines)
 - 7th Street/Metro Center (A, B, D, and E Lines)
 - Pershing Square (B & D Lines)
 - North Hollywood (B & G Lines)
 - Memorial Park (A Line)
 - Pico (A & E Lines)
 - Willowbrook/Rosa Parks (A & C Lines)
 - LATTC/Ortho Institute (E Line)
 - Expo Park/USC (E Line)
 - Expo/Crenshaw (E & K Lines)
 - Downtown Inglewood (K Line)
 - Downtown Long Beach (A Line)
- **Digital Wayfinding:** In addition to physical signage, Metro is working to reach people through digital tools:
 - Metro is contracting with Moovit to provide a new mobile app that will enable seamless, multimodal trip planning and access to Metro's services around the region. The first version of the app is expected to launch ahead of the World Cup, and the project team will incorporate special event learnings and continue to iterate on the app ahead of the 2028 Games.
 - Metro is implementing GTFS Pathways for Metro Rail stations. GTFS Pathways augments the data already provided to trip planning apps such as Moovit and Google Maps by adding details about station entrances and exits, faregates, elevators and escalators, and station signage. It will improve customer confidence by providing more granular directions and guide users to accessible paths of travel such as elevators and ramps. Metro intends to pilot GTFS Pathways for a few stations ahead of the World Cup.
 - Metro is working with Waymap to generate high-fidelity interior maps of key hubs such as Union Station. Customers with disabilities will be able to use the Waymap mobile app to obtain detailed step by step directions through the station.
 - Metro is currently implementing digital wayfinding solutions for the World Cup that will be scaled up for the 2028 Games. These include maps and detailed information for using the GETS on Metro.net and data updates to allow riders to plan trips that include the GETS using their app of choice.