

# **REVIEW OF METRO'S PAYMENT SYSTEM AND SIGNAGE AT PARKING LOTS FOR THE 2026 FIFA WORLD CUP**

**OIG Report 26-AUD-07  
Karen Gorman, Inspector General  
Asuncion Dimaculangan, Senior Auditor  
(Office of the Inspector General)**

**Operations, Safety, and Customer Experience Committee  
May 21, 2026**



Legistar File # 2026-0268

# Objectives

- **To assess whether Metro’s parking payment system is clear, user-friendly, accessible, and functioning as intended.**
- **To evaluate whether parking facility signage is properly installed, visible, and fully compliant with applicable laws and standards.**

# World Cup Parking Lots

Line	Location	Parking
	<b>El Camino College</b> 3536 Manhattan Beach Bl, Torrance, CA 90506	Reserved Parking
<b>J</b>	<b>Harbor Gateway Transit Center</b> 731 W 182nd St, Los Angeles, CA 90248	Reserved Parking or Regular Transit Parking
<b>C</b>	<b>Hawthorne/Lennox Station</b> 11230 S Acacia Av, Lennox, CA 90304	Reserved Parking or Regular Transit Parking
<b>C</b>	<b>Crenshaw Station</b> 11901 S Crenshaw Bl, Hawthorne, CA, 90303	Reserved Parking or Regular Transit Parking
<b>C, K</b>	<b>LAX/Metro Transit Center</b> 9225 Aviation Bl, Los Angeles, CA 90045	No on-site parking available
<b>A</b>	<b>Downtown Long Beach</b> 300 E 1st St, Long Beach, CA 90802	Reserved Parking
<b>B, G</b>	<b>North Hollywood Station</b> 5350 N Lankershim Bl, North Hollywood, CA 91601	Reserved Parking or Regular Transit Parking
<b>G</b>	<b>Pierce College Station</b> 6425 Winnetka Av, Woodland Hills, CA	Reserved Parking or Regular Transit Parking
<b>A, B, D, J</b>	<b>Union Station</b> 800 N. Alameda St, Los Angeles, CA 90012	Regular Transit Parking, Event Rates Will Apply
	<b>Santa Monica Station</b> 1234 4th St, Santa Monica, CA 90401	City Parking

# Results of Review

## Summary:

- ❖ **Parking Payment System:** Functions as intended, generally user-friendly and accessible
- ❖ **Parking Signage:** Generally complies with applicable laws and regulatory requirements, visible, with some exceptions noted
- ❖ **Opportunities exist** to further streamline the payment process and strengthen oversight and compliance on signage

## Key Issues Identified:

- Unauthorized parking activities and abandoned vehicles
- Deteriorated or inconsistent signage
- Incomplete accessibility markings
- Non-transit use of parking facilities

# Recommendations

OIG provided 11 recommendations that include the following:

- Enhance the payment system by enabling customers to pay using their TAP card stored value; implement an “Open Pay” option for parking lot fees where patrons may simply use a payment card.
- Strengthen monitoring and enforcement activities; prioritize high-risk locations, particularly at the World Cup lots.
- Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage, particularly at the World Cup lots.