2026 FIFA World Cup Los Angeles



Page 1 FIFA World Cup Accessibility Summary and Wrap Up

Program Overview

- Training Enhancements
- Accessibility Specialists
- Specialized Support
- Field Operations
- Signage and Wayfinding
- Shuttle and Access Coordination
- Calming Pods



Training Enhancements

- MVP Volunteers
  - Assisting customers with disabilities
  - Respectful Communication
  - Accessible Routes
  - Keeping Families Together
  - Recognizing and Responding to Distress
  - Service Animals
  - Sighted Guidance
  - Multi-language Support
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Accessibility Specialists

- Assigned Office of Civil Rights staff to eight key event and transit locations
- Recorded **2,580 customer assists**
- Helped customers locate accessible routes, elevators, boarding areas, and shuttles
- Monitored queues and coordinated additional ADA support



Specialized Support

- 2,580 assists recorded over 8 distinct match days
- 24 recorded sighted guidance assists
- 754 sensory or neurodivergent support assists
- 108 recorded assists involving LEP or ASL



Field Operations

- Reviewed parking areas, stations, shuttle access points, and circulation routes
- Coordinated ADA parking and accessible paths of travel
- Checked equitable access to amenities, shade, and tents
- Identified and addressed temporary barriers created by queues, barricades, and event layouts





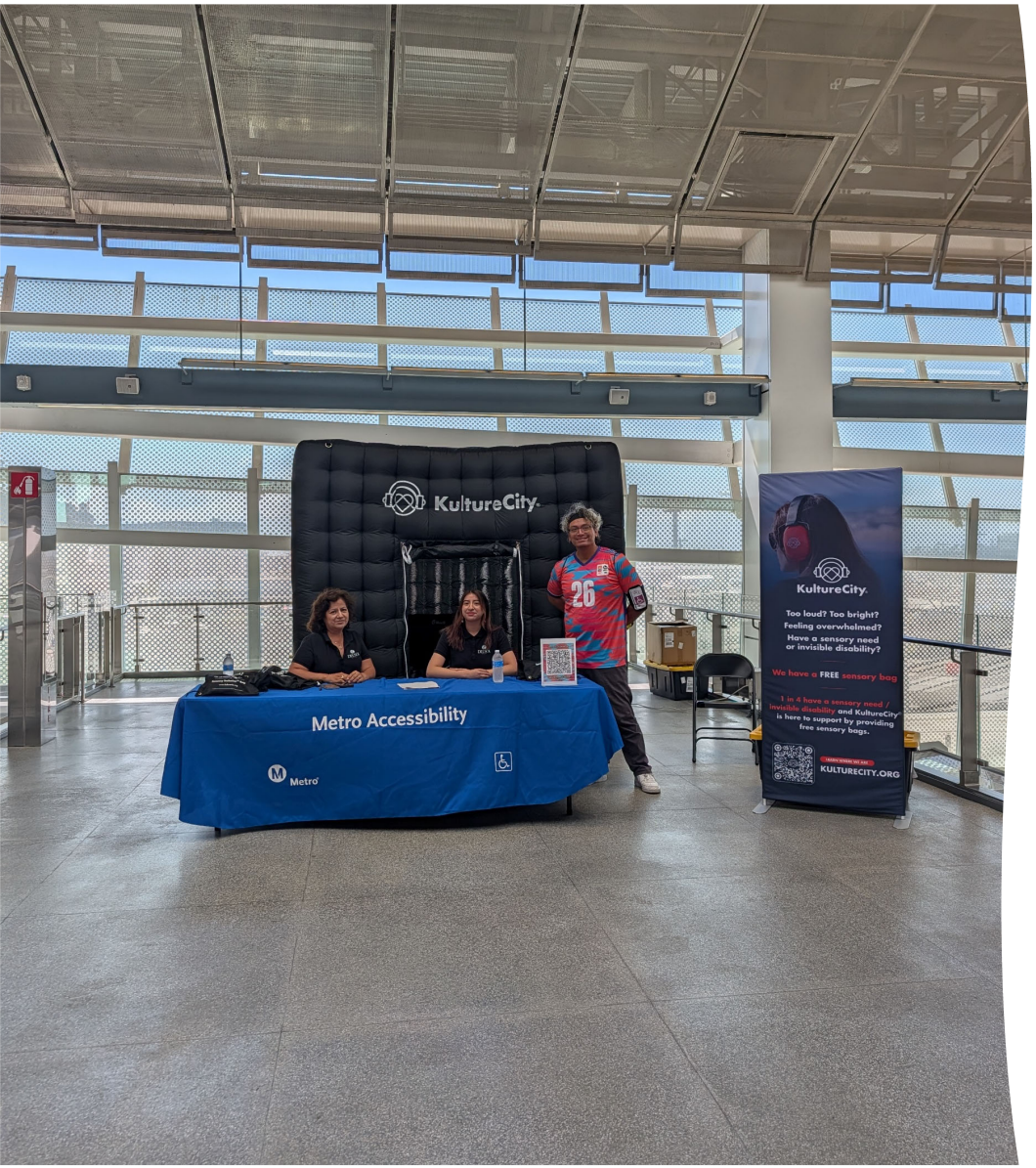
Signage and Wayfinding

- Added signs for calming pods, ADA access points, priority shuttle boarding, and fan zones
- Enhanced existing signs with clearer, more descriptive directions
- Provided language towers with tactile and Braille information at shuttle access points
- Converted many temporary signs into permanent improvements



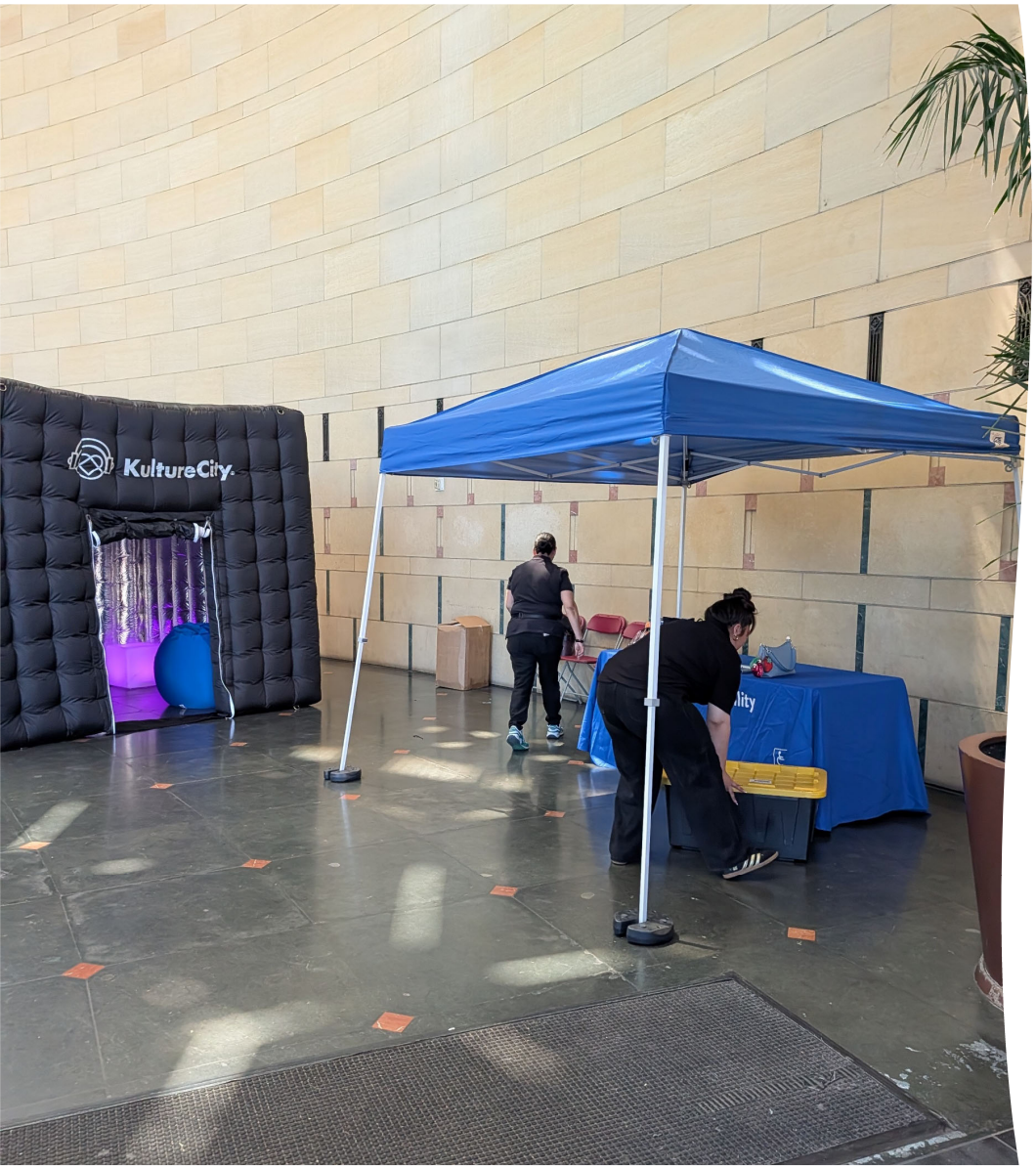
Shuttle and Access Coordination

- Coordinated pickup and drop-off points with Access Services and Circuit accessible shuttles
- Connected Games Enhanced Transportation Services shuttle stops to stadium entrances
- Offered accessible transportation across the approximately quarter-mile stadium approach
- Monitored queues and coordinated additional ADA support during peak periods



Calming Pods and Survey

- Partnered with KultureCity to provide calming pods at Union Station, 7th St/Metro Center, and LAX/Metro Transit Center
- Offered quieter spaces for customers experiencing sensory overload
- Distributed sensory-support kits for use during travel
- Collected feedback on helpfulness, quietness, and comfort



Calming Pod Survey Results – Helpfulness

- “Very helpful” was the most common response
- A smaller group selected “somewhat helpful”
- Few respondents provided neutral or very unhelpful ratings
- Feedback indicated that pods provided useful accessibility support



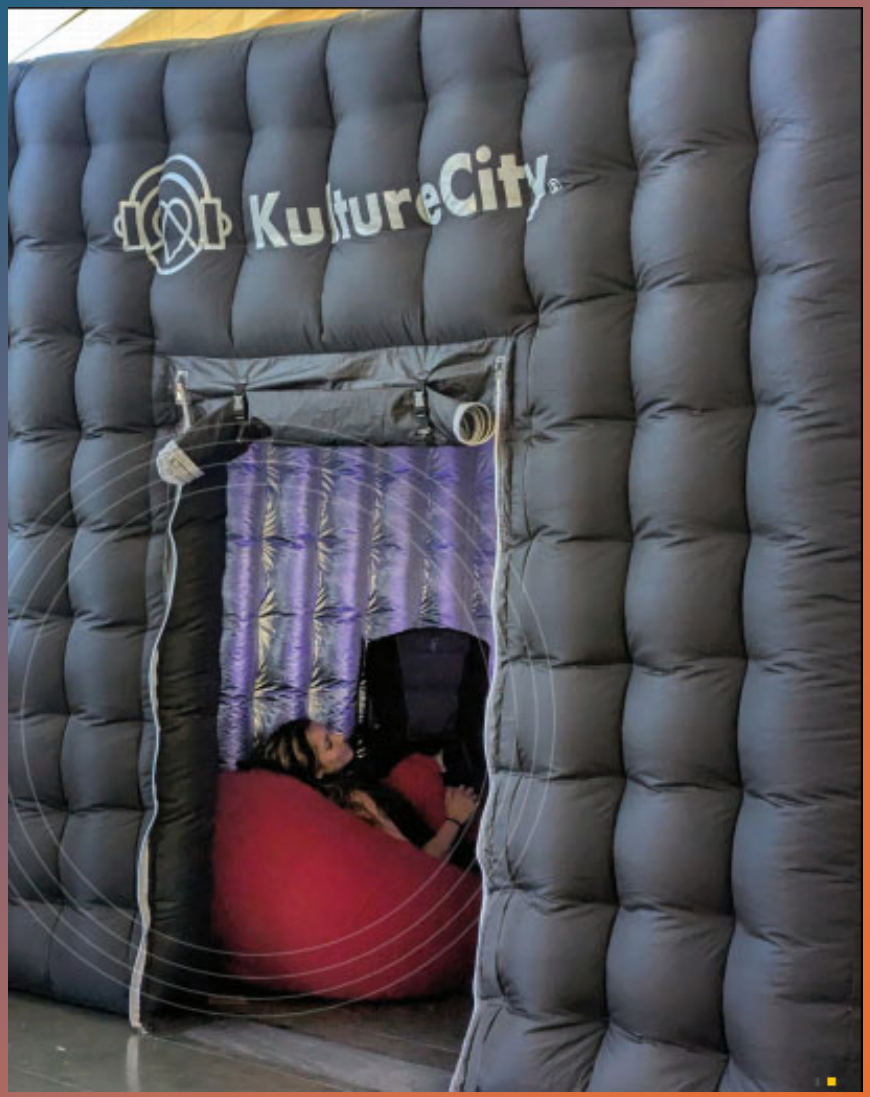
Calming Pod Survey Results - Quietness

- An overwhelming majority reported that the pods provided a quieter environment
- Very few respondents indicated that the pods were not quiet
- Results suggest the pods reduced sensory stimulation within busy transit settings



Calming Pod Survey Results - Comfort

- Most respondents rated pod comfort as “excellent”
- “Good” was the second-most-common rating
- A smaller number selected “fair” or indicated uncertainty or nonuse
- Future refinements can consider seating, temperature, lighting, privacy, and ease of entry



Calming Pod Survey Results – Customer Feedback

- “More places need this, and this should be a permanent installation at LA Union Station. I have an autistic child, and this is a gamechanger.”
- “This really helps calm down the special needs adults that I work with, especially while we wait to board the train.”
- Apply operational lessons and customer feedback to planning for the 2028 Olympic and Paralympic Games
- Seek committee recommendations on which supports to continue, expand, or refine