

**Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General**

**Review of Metro's Payment System and
Signage at Parking Lots for the
2026 FIFA World Cup**

Report No. 26-AUD-07

May 05, 2026



TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
OBJECTIVE, SCOPE, AND METHODOLOGY.....	2
BACKGROUND	3
RESULTS OF REVIEW	4
1. Park-and-Ride Facilities for FIFA World Cup Matches	4
2. Payment for Parking.....	4
3. Parking Enforcement Issues: Unauthorized and Abandoned Vehicles	6
4. Parking Signage Condition and Maintenance	8
5. Incomplete ADA Signage	9
6. Kiosk Condition.....	10
7. Non-Transit Use of Parking Facility	11
CONCLUSION.....	11
RECOMMENDATIONS	12
MANAGEMENT COMMENTS TO RECOMMENDATIONS	13
OIG EVALUATION OF MANAGEMENT RESPONSE	13
ATTACHMENTS.....	14
A. Park-and-Ride Facilities for World Cup Matches	14
B. Issues Found at Park-and-Ride Facilities for FIFA World Cup	15
C. Unauthorized and Abandoned Vehicles	16
D. Issues with Signage and Kiosk	18
E. Management Comments to Draft Report.....	23
F. Final Report Distribution	30



DATE: May 05, 2026

TO: Conan Cheung, Chief Operations Officer
Anelli-Michelle Navarro, Chief Financial Officer (Interim)
Jennifer Vides, Chief Customer Experience Officer

FROM: Yvonne Zheng, Senior Manager, Audit
Office of the Inspector General

E-SIGNED by Yvonne Zheng
on 2026-05-05 14:06:25 PDT

SUBJECT: Final Report: Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup (Report No. 26-AUD-07)

EXECUTIVE SUMMARY

The objective of this review was to evaluate whether Metro's parking payment system at the Lots as identified in Attachment A is clear, user-friendly, accessible, and functioning as intended, and whether parking facility signage is properly installed, visible, and fully compliant with applicable laws and standards.

Overall, the review found that Metro's parking payment system functions as intended and is generally user-friendly and accessible; however, opportunities exist to further streamline the payment process to enhance ease of use for patrons. Parking signage at the facilities reviewed generally complies with applicable laws and regulatory requirements, with some exceptions noted.

The review identified opportunities to strengthen signage maintenance and consistency, as well as parking enforcement practices. Key issues include unauthorized parking activities and abandoned vehicles, deteriorated signage, incomplete accessibility markings, and non-transit use of parking facilities.

This report includes 11 recommendations to strengthen operational controls, ensure consistent enforcement, and enhance service for Metro patrons.

OBJECTIVE, SCOPE, AND METHODOLOGY

Objective

The objective of this review was to assess whether Metro's parking payment system at the Lots is clear, user-friendly, accessible, and functioning as intended, and whether parking signage is properly designed, installed, and maintained in accordance with the California Vehicle Code, the Americans with Disabilities Act (ADA), the California Manual on Uniform Traffic Control Devices, and relevant local ordinances governing parking and enforcement at the lots. This review was conducted in anticipation of increased transit and parking demand during large-scale events, including the 2026 FIFA World Cup in Los Angeles, beginning in June 2026.

Scope

The review focused on Metro's parking payment system and signage at the Park-and-Ride facilities that will be used for the 2026 FIFA World Cup. Selected Metro-owned and operated parking facilities were examined, including Caltrans-owned parking lots along the C Line, near SoFi Stadium, where World Cup matches will be held.

Methodology

To achieve the review objectives, we performed the following procedures:

- Reviewed applicable laws, regulations, standards, policies, and procedures related to parking payment and parking signage management.
- Reviewed documentation from Metro's Parking Management Department related to parking operations, signage standards, and special event procedures.
- Conducted on-site inspections at selected parking facilities (Lots) to assess payment system and signage conditions.
- Tested the functionality of parking payment methods: kiosks, mobile applications, and online system.
- Interviewed staff from Metro's Parking Management Department, TAP Department, and Transit Court regarding operations, enforcement, and issue resolution.
- Conducted interviews with parking patrons at selected locations to gather feedback on user experience.
- Observed parking operations and evaluated the clarity, accessibility, and compliance of signage at inspected sites.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

BACKGROUND

Metro's parking payment system and signage are critical to the patron experience and the enforcement of parking rules under the Metro Parking Ordinance. All signage must comply with applicable laws and standards, including the California Vehicle Code (CVC), the Americans with Disabilities Act (ADA), the California Manual on Uniform Traffic Control Devices (CA MUTCD), and relevant local ordinances. Reliable signage and payment systems ensure clear guidance for patrons and support lawful payment enforcement actions.

Since the resumption of paid parking following the lifting of COVID-19 restrictions, Transit Court has received complaints regarding malfunctioning kiosks and mobile applications that, in some cases, prevent successful parking transactions. These issues highlight the need for an accessible, user-friendly, and dependable payment system. Proper signage has also proven critical; for example, in early 2025, Union Station impound signage was updated to meet CVC requirements.

Special event signage, such as at SoFi Stadium for RAMS or Chargers games and concerts, informs patrons of temporary parking rates. In late 2025, following an increase in citation appeals related to special event rates and signage, Transit Court recommended that Parking Management maintain a log documenting the date and time temporary rate signs are posted, and ensure they are installed at least 24 hours before enforcement of new rates. These measures help reduce citation disputes and ensure transparency.

The Parking Operations group manages Metro's day-to-day parking programs, including oversight of the payment system, coordination with contractors, monitoring revenue, and addressing operational issues. Signage for the World Cup is handled by the Signage Workstream under the Customer Experience Office.

Metro contracts with L and R Auto Parks, Inc. (DBA Joe's Auto Parks) to operate Park and Ride facilities; Metro Auto Parks manages parking at Union Station; and SP Plus Corporation provides enforcement services. Parking violations are processed through Metro's Transit Court.

With the anticipated increase in transit and parking demand during the 2026 FIFA World Cup, ensuring a functional payment system and compliant signage is essential to support Metro's efficient and effective operations and a consistent, positive experience for all Metro patrons.

RESULTS OF REVIEW

1. Park-and-Ride Facilities for FIFA World Cup Matches

Metro implemented the World Cup Games Enhanced Transit Service (WCGETS) to support the anticipated high volume of spectators traveling to and from the Los Angeles Stadium at Hollywood Park (SoFi Stadium) during the 2026 FIFA World Cup. The program is intended to facilitate the safe, efficient, and high-capacity movement of tens of thousands of attendees on match days.

WCGETS includes direct, match-day transit service from designated park-and-ride locations to SoFi Stadium. These locations are strategically distributed and integrated with Metro's bus and rail network, enabling patrons to access service points without driving directly to the venue.

Advance parking reservations are available at nine locations across Southern California, many of which are directly connected to Metro Rail and Bus (see Attachment A). Reserved parking guarantees space and includes three round-trip transit rides to and from the stadium. Reservations are administered through the SpotHero platform, subject to availability and applicable pricing.

In addition to reserved parking, Metro will continue to offer general transit parking on a first-come, first-served basis. Most locations are accessible via bus, rail, or rideshare services. Metro may implement event-based pricing adjustments to reflect increased demand during World Cup matches.

Patrons can check [Go Metro to the World Cup](#) for more information.

2. Payment for Parking

Metro operates parking facilities that support transit riders across its rail and bus network. These facilities are intended for transit patrons only and are not open to the general public, except where access is authorized through leases or special event permits. To use Metro parking facilities, patrons must demonstrate transit usage by completing a ridership transaction using a Metro TAP card within 96 hours of parking and/or by paying the applicable parking fee.

Metro parking facilities consist of both paid and free lots located near transit stations. For paid parking locations, patrons may purchase daily permits through on-site kiosks, the Metro Parking mobile application, or the online platform at [ParkAtMetro.net](#). Monthly parking permits are also available at select locations. Monthly permit holders are required to use the transit system for a minimum of ten (10) calendar days per month. Enrollment in the monthly permit program requires pre-registration and a valid TAP card.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

Parking facilities operate 24 hours per day, seven days per week, under a pay-on-entry model in which patrons are expected to pay for parking upon arrival and before boarding transit. Standard parking rates are \$2.00 or \$3.00 per day, or \$59 per month. For fiscal year 2025, parking revenue amounted to approximately \$1.4 million.

Metro offers free parking on weekends and holidays at select locations, as indicated on its website. While this benefit is available, there is no legal requirement to post signage notifying patrons of free parking on these days.

Special event parking rates vary, ranging from \$10.00 to \$120.00 at select locations, and are posted at least 30 days prior to the event. On the day of the event, standard rate signage at facility entrances is covered, and the applicable event rate is displayed on temporary A-frame signs and at payment kiosks.

Metro offers three methods of payment for its operated parking lots: kiosks, the online website [ParkAtMetro.net](https://parkatmetro.net), and the mobile application. We tested each payment method. All payment methods were operational at the time of our site visits. Under the current process, patrons using kiosks must first tap their TAP card and then complete payment using cash or a bank card. For online and mobile payments, users are required to enter their TAP card number during the transaction. This requirement is intended to verify that parking users are Metro transit riders. According to Parking Management, a parking facility user is able to process one transaction without a TAP card for the same license plate. Upon the second attempt, the user will be prompted to provide a TAP card to process the parking transaction. Failure to do so will subject them to a parking citation.

Our review found that while the current process supports rider verification, the payment experience could be further streamlined. Allowing parking fees to be paid directly using a Metro TAP card, with automatic deduction from the card balance, would simplify the process, reduce reliance on cash and bank card transactions, and improve convenience for transit patrons, while continuing to support the objective of restricting parking use to Metro riders.

Eliminating the need to present a Metro TAP card and allowing parking lot patrons to use their personal bank card for parking fees would also simplify the process and improve convenience for transit patrons.

Metro TAP Operations provided us with information about using a contactless bank card to pay for Metro Bus and Rail fares to and from the 2026 FIFA World Cup events this June. Utilization of a contactless bank card for payment has been "piloted" for use on Metro Buses, Turnstiles, and Fare Gates. A complete implementation and rollout of contactless payment for Metro fare is scheduled to be in place in late spring, in time for the upcoming 2026 FIFA World Cup. Acceptable bank cards include American Express (AMEX), Japan Credit Bureau (JCB), Mastercard,

**Review of Metro's Payment System and Signage at Parking Lots for the
2026 FIFA World Cup**

Office of the Inspector General **Report No. 26-AUD-07**

VISA, and Discover. Unlike TAP cards that can be used as Metro fare for a single rider, a contactless bank card can be used for 1-5 riders at a time. The convenience of using a contactless bank card mitigates the numerous patron complaints about having to buy a TAP card and also use a bank card to pay for Metro fares.

Transitioning payment from a TAP card and a bank card to payment with a contactless bank card, or Open Pay, for parking at Metro-operated parking lots would add the same convenience that Metro Bus and Rail patrons receive. A streamlined payment process would enhance the customer experience.

Recommendations:

Finance (TAP) and Customer Experience

- Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
- Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

3. Parking Enforcement Issues: Unauthorized and Abandoned Vehicles

Metro maintains a contract with SP Plus Corporation to provide parking enforcement services, including the issuance of parking violations and warnings. The contract specifies that enforcement staff responsibilities include, among others, identifying abandoned vehicles, managing towing operations, submitting work orders, and conducting routine lot inspections.

Our review identified multiple indicators of weaknesses in parking enforcement, including:

- Recreational vehicles (RVs), motor homes, and box trucks parked for extended periods without payment
- Abandoned vehicles occupying parking spaces

At the Crenshaw parking facility, a Parkwood cleaning staff member (Metro contractor) confirmed that several RVs and abandoned vehicles have remained on-site for several months. In addition, Transit Court staff reported a recent complaint from a cited vehicle owner alleging inconsistent enforcement, noting that other vehicles had been in violation for extended periods without receiving citations.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General **Report No. 26-AUD-07**

Below is the summary of 10 vehicles we found in violation of parking rules and ordinances:

Table 1: Vehicles in Violation of Parking Rules and Ordinances					
Date of Site Inspection	Parking Location	Vehicle Description	Last Three Digits of License Plate	Paid / Unpaid	Violation / Remarks
2/25/2026	Crenshaw	Ford Box Truck	5G1	Paid	Exceeds 72 hours
2/25/2026	Crenshaw	Ford Box Truck	470	Paid	Exceeds 72 hours
2/25/2026	Crenshaw	Recreational Vehicle	Y51	Unpaid	Exceeds 72 hours; no payment; oversized vehicle
2/25/2026	Crenshaw	Ford Truck	PKY	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Ford Motor Home	480	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Ford Motor Home	888	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Recreational Vehicle	203	Paid	Exceeds 72 hours; no payment; oversized vehicle
2/25/2026	Crenshaw	Recreational Vehicle	017	Unpaid	Exceeds 72 hours; no payment; oversized vehicle
2/25/2026	Crenshaw	Hyundai Elantra	799	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Dodge Charger	-	Unpaid	Exceeds 72 hours; abandoned car

Attachment C shows pictures of the vehicles in Table 1.

Metro Parking Ordinance 8-05-160, Vehicle Parked Seventy-Two (72) or More Hours states, “Any vehicle observed parked or left standing longer than seventy-two (72) consecutive hours without an authorized permit in the same location may be cited. Any Vehicle parked longer than seventy-two (72) hours must obtain permission in advance from METRO.”

These observations indicate that parking rules are not being enforced consistently and that monitoring activities may be insufficient at certain locations. Vehicles that are unauthorized or abandoned are in violation of applicable local ordinance and CVC section 22651 and are required to be addressed.

Parking Management informed us that a couple of the above vehicles had been towed after our site inspection. They explained that delays between notification and enforcement may occur because the towing process requires coordination among multiple parties, including interagency partners, enforcement contractors, and tow service providers. According to Parking Management, this interagency coordination involves collaboration among law enforcement, SSLE, the Homeless Outreach Population Estimate (HOPE) Team, Environmental and Sustainability, and Facilities Contract Maintenance. Coordination among these entities is required prior to taking enforcement action, which can contribute to timing delays. Failure to promptly identify and remove such vehicles reduces parking availability for special events such as the 2026 World Cup, undermines equitable enforcement, and may create safety and operational risks. Active and consistent enforcement is necessary to ensure compliance and maximize the availability and efficient use of Metro parking facilities.

Recommendations:

Parking Management

- Coordinate with parking enforcement personnel to strengthen monitoring and enforcement activities at locations where unauthorized or abandoned vehicles are observed.
- Instruct enforcement personnel to prioritize high-risk locations and 2026 World Cup Lots and address long-standing violations promptly.

4. Parking Signage Condition and Maintenance

The California Manual on Uniform Traffic Control Devices (CA MUTCD) requires that parking signage be properly installed, clearly visible, and maintained in good condition to ensure compliance with applicable standards and to provide clear guidance for parking users.

Parking Management indicated that its contractor performs quarterly audits of parking signage. However, based on our site inspections, we observed multiple conditions suggesting that signage maintenance is not performed consistently or promptly. Specifically, we identified the following issues:

- Graffiti on parking signs
- Deteriorated or damaged signs
- Signs installed upside down

These conditions suggest that improvements can be made to ensure the effectiveness of the current inspection and maintenance process.

In addition, data obtained from Transit Court further supports the significance of signage-related issues. For the fourth quarter of 2025 (including the NFL event period), signage issues were the most frequently reported complaints from patrons. The top signage complaints were as follows:

1. Signage issues (26)
2. Kiosk issues (22)
3. Permit issues – Employees at divisions (22)
4. Unaware of payment requirement (21)
5. App issues (18)
6. Connectivity issues (4)
7. Line marking issues (4)
8. Website issues (3)

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

The signage-related complaints, combined with the observed deficiencies, indicate the need to ensure that signage is consistently clear, visible, and compliant with applicable standards.

Attachment D shows pictures with signage maintenance issues found during the site inspection.

Damaged, defaced, or improperly installed signage may lead to confusion among parking lot patrons, reduce compliance with parking requirements, and increase the likelihood of disputes and complaints. Additionally, unstable or improperly mounted signs present potential safety risks and do not meet established visibility and installation standards. Well-maintained and damage-free parking lot signage would enhance customer experience for all patrons, including those attending the 2026 World Cup.

Recommendations:

Parking Management

- Increase the frequency of signage inspections at the Lots beyond quarterly audits, particularly at high-traffic stations and during special event periods.
- Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage. Define response timelines based on severity and high-traffic parking facilities.

5. Incomplete ADA Signage

According to the California Vehicle Code section 22511.8 and the 2010 ADA Standards for Accessible Design, accessible parking spaces must include:

- A vertical sign displaying the International Symbol of Accessibility (ISA), visible when a vehicle is parked, with required fine notice (e.g., "Minimum Fine \$250").
- Pavement markings, including the ISA symbol and blue striping for the accessible parking stall.
- An adjacent access aisle, properly marked with diagonal striping and "No Parking" sign.
- Van-accessible spaces with appropriate width and signage.
- A clear, accessible route from the parking stall to the facility entrance.

During the inspection of selected Metro Park-and-Ride lots, we identified ADA parking spaces without the "Minimum Fine \$250" sign for accessible parking violations. (See Attachment D Picture 6.)

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

These issues may result from oversight in updating older parking areas to meet California-specific ADA requirements. A standardized inspection or monitoring program should be in place to ensure ongoing accessibility compliance.

Noncompliance with California and federal accessibility requirements could expose Metro to legal liability and reputational risk. In addition, accessibility enforcement may be hindered due to missing or unclear signage.

Recommendations:

Customer Experience Office (Creative & Brand)

- Update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

Parking Management

- Implement a regular maintenance and inspection program to ensure markings and signage remain visible and compliant, particularly for the Lots serving the 2026 World Cup.
- Provide training to facility staff on accessibility standards and the importance of maintaining compliant spaces.

6. Kiosk Condition

Payment kiosks and other facility equipment must be maintained in a safe, accessible, and functional condition.

Our review identified parking payment kiosks with cosmetic damage (See Attachment D, picture 5). While the kiosks remained functional, cosmetic damage may affect user perception of equipment reliability, cleanliness, and maintenance.

Well-maintained equipment will positively affect public perception and user confidence in the parking payment system. Parking payment equipment should be maintained in good working and physical condition to ensure reliable operation and a positive customer experience.

Recommendation:

Parking Management

- Periodically inspect payment kiosks and implement maintenance procedures to ensure kiosks remain in good physical condition, particularly for the Lots serving the 2026 World Cup.

7. Non-Transit Use of Parking Facility

Metro parking facilities are intended primarily to support transit users and authorized parking activities.

During our inspection, we observed that the Crenshaw parking facility was being used by buses transporting passengers to and from a casino. These buses were picking up and dropping off passengers within the facility. A Metro contractor employee from Parkwood Company, present during our inspection, confirmed this activity and noted that passengers from these buses were leaving trash on the ground and not using the Metro system, as required.

Unauthorized parking lot use may reduce parking availability for transit riders and create additional operational challenges. Controls should be in place to prevent such activity.

Recommendation:

Parking Management

- Determine whether the use of the Crenshaw parking facility by buses transporting passengers to and from a casino is authorized under Metro policies or agreements. If the activity is unauthorized, coordinate with enforcement personnel to prevent unauthorized use of Metro parking facilities by non-patrons. Consider engaging with the casino to explore formal arrangements or alternative solutions that align with Metro policies.

CONCLUSION

Overall, the review found that Metro's parking payment system functions as intended and is generally user-friendly and accessible; however, opportunities exist to further streamline the payment process to enhance ease of use for parking lot patrons. Parking signage at the facilities reviewed generally complies with applicable laws and regulatory requirements, with some exceptions noted.

**Review of Metro's Payment System and Signage at Parking Lots for the
2026 FIFA World Cup**

Office of the Inspector General **Report No. 26-AUD-07**

The review identified opportunities to strengthen signage maintenance and consistency, as well as parking enforcement practices. Key issues include unauthorized parking activities and abandoned vehicles, deteriorated or inconsistent signage, incomplete ADA signage, and non-transit use of parking facilities.

This report includes 11 recommendations to strengthen operational controls, ensure consistent enforcement, and enhance service for Metro patrons.

RECOMMENDATIONS

The recommendations discussed above are presented below:

Finance (TAP) and Customer Experience Office

1. Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
2. Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

Operations (Parking Management)

3. Coordinate with parking enforcement personnel to strengthen monitoring and enforcement activities at locations where unauthorized or abandoned vehicles are observed.
4. Instruct enforcement personnel to prioritize high-risk locations and 2026 World Cup Lots and address long-standing violations promptly.
5. Increase the frequency of signage inspections beyond quarterly audits, particularly at high-traffic stations and during special event periods, particularly for the Lots serving the 2026 World Cup.
6. Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage. Define response timelines based on severity and high-traffic parking facilities, particularly for the Lots serving the 2026 World Cup.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

7. Implement a regular maintenance and inspection program to ensure markings and signage remain visible and compliant.
8. Provide training to facility staff on accessibility standards and the importance of maintaining compliant spaces.
9. Periodically inspect payment kiosks and implement maintenance procedures to ensure kiosks remain in good physical condition.
10. Determine whether the use of the Crenshaw parking facility by buses transporting passengers to and from a casino is authorized under Metro policies or agreements. If the activity is unauthorized, coordinate with enforcement personnel to prevent unauthorized use of Metro parking facilities by non-patrons. Consider engaging with the casino to explore formal arrangements or alternative solutions that align with Metro policies.

Customer Experience Office (Creative & Brand)

11. Update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

MANAGEMENT COMMENTS TO RECOMMENDATIONS

On April 10, 2026, we provided Metro Management with our draft report. By April 28, 2026, Metro Management submitted its responses, summarizing the corrective actions taken. See Attachment E.

OIG EVALUATION OF MANAGEMENT RESPONSE

Metro Management's responses and the corrective actions taken are responsive to the report's findings and recommendations. Finance will revisit the recommendations upon completion of the TAP Plus implementation, which is scheduled for Fall 2027. Follow-up on the implementation of these recommendations will be conducted through the Management Audit Services Audit Report Follow-up and Resolution Tracking System.

Park-and-Ride Facilities for World Cup Matches

The Lots

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

Source: [Go Metro to the World Cup](#)

Issues Found at Park-and-Ride Facilities for FIFA World Cup

Date of Site Inspection	Line	Parking Location	Finding
2/25/2026	C	Crenshaw	(8) Recreational vehicles, motor homes, box trucks - Exceeds 72 hours, no payment, oversized, no permit (2) Cars - Exceeds 72 hours/no payment/ abandoned Scratches in parking kiosk Deteriorated sign No signage indicating minimum \$250 fine for ADA parking violations Tilted sign
2/25/2026	C	Hawthorne/Lennox	Torn/damaged sign Graffiti on sign Sign upside down Graffiti on sign (with clothes hanging on the fence)
2/26/2026	G	Pierce College	(9) Deteriorated signs Bike lockers sign with four arrows/directions No signage indicating minimum \$250 fine for ADA parking violations
2/26/2026	B	North Hollywood	(2) No ADA vertical sign, just pavement marking Damaged/torn sign Graffiti on sign Scratches on kiosk
3/11/2026	A, B, D, J	Union Station	ADA parking worn out Graffiti on sign No signage indicating minimum \$250 fine for ADA parking violations

Unauthorized and Abandoned Vehicles



Picture 1

2/25/2026 -Crenshaw (C Line)

Recreational Vehicles/Motor Homes/Box Trucks

Exceeds 72 Hours/No Payment/Oversized/No Permit



Picture 2

2/25/2026 - Crenshaw (C Line)

Abandoned Car

Unauthorized and Abandoned Vehicles

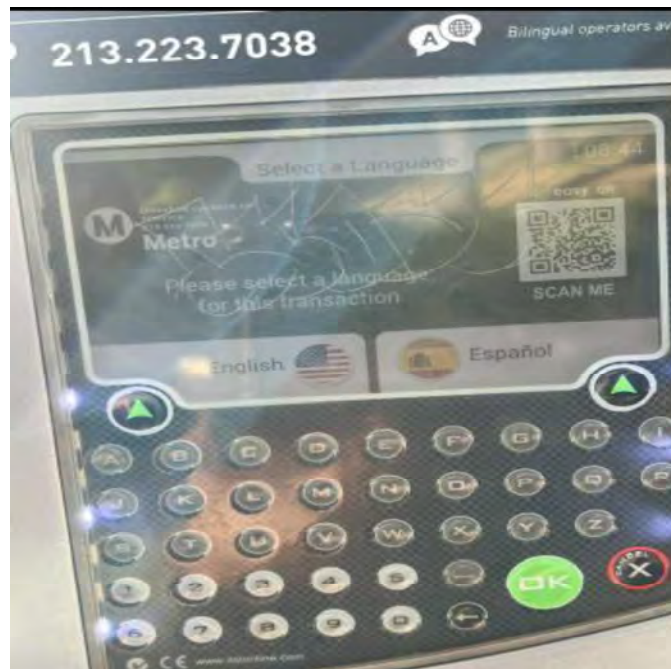


Picture 3
2/25/2026 Crenshaw (C Line)
Abandoned Car (Front)



Picture 4
2/25/2026 Crenshaw (C Line)
Abandoned Car (Back)

Issues with Signage and Kiosk



Picture 5

2/25/2026 – Crenshaw (C Line)
Scratches in Parking Kiosk



Picture 6

2/25/2026 – Crenshaw (C Line)
No Signage for “Minimum Fine \$250”

Issues with Signage and Kiosk



Picture 7

2/25/2026 – Hawthorne/Lennox (C Line)
Torn/Damaged Sign



Picture 8

2/25/2026 – Hawthorne/Lennox (C Line)
Sign Upside Down

Issues with Signage and Kiosk



Picture 9

2/25/2026 – Hawthorne/Lennox
Graffiti on Sign



Picture 10

2/26/2026 – Pierce College (G Line)
Deteriorated Sign

Issues with Signage and Kiosk



Picture 11

2/26/2026 – Pierce College (G Line)
Bike Lockers Sign with Four Different Directions



Picture 12

2/26/2026 – North Hollywood (B Line)
No Vertical ADA Sign

Issues with Signage and Kiosk



Picture 13

2/26/2026 – North Hollywood
Damaged/Torn Sign



Picture 14

3/11/2026 - Union Station
Worn Out Sign/Some Deterioration

Management Comments to Draft Report

FINANCE (TAP)



Metropolitan Transportation Authority

Metro

Interoffice Memo

Date:	April 22, 2026
To:	Sr. Manager, Audit Office of Inspector General
From:	David Sutton Sr. Executive Office Finance
cc:	Michelle Navarro Interim Chief Financial Officer
Subject:	Response(s) to Audit Recommendations in Report No. 26-AUD-07

Thank you for the opportunity to respond to the finding(s) and recommendation(s) in the draft report (Audit Report No. 26-AUD-07, Audit Report Title) prior to the release of the final report. We have reviewed the draft report and provide our response(s) to the recommendation(s) below.

RECOMMENDATION(S):

1. Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
2. Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

MANAGEMENT RESPONSE:

Agree.

TAP is currently implementing fare modernization through the TAP Plus program, including deployment of Open Payment and account-based payment capabilities through Fall 2027.

This modernization effort will provide foundational infrastructure that may support future enhancements, such as enabling parking payment using TAP stored value with additional system modifications and supporting ridership verification and payment using bank card transactions at Metro parking facilities. This change may require policy approval for several TAP programs, including corporations that provide transit benefits using Stored Value (as parking may not qualify as an approved expenditure).

Management Comments to Draft Report

FINANCE (TAP) (Continued)

Phase 2 of the TAP Plus program will provide additional application programming interfaces (APIs) that may support integration with parking payment platforms to enable ridership verification.

Metro parking facilities already support payment using bank cards through existing parking payment channels. However, implementation of Open Payment that satisfies Metro's ridership verification requirements must be evaluated following completion of TAP Plus implementation and in coordination with Parking Management and Customer Experience.

Metro will revisit these recommendations after TAP Plus deployment is complete.

Implementation date:

To be evaluated following completion of TAP Plus implementation (currently scheduled through Fall 2027).

Management Comments to Draft Report

CUSTOMER EXPERIENCE



Metropolitan Transportation Authority

Metro

Interoffice Memo

Date:	April 20, 2026
To:	Sr. Manager, Audit Office of Inspector General
From:	Jennifer Vides Chief Customer Experience Officer
Subject:	Customer Experience Response(s) to Audit Recommendations in Report No. 26-AUD-07

Thank you for the opportunity to respond to the finding(s) and recommendation(s) in the draft report (Audit Report No. 26-AUD-07, Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup) prior to the release of the final report. We have reviewed the draft report and provide our response(s) to the recommendation(s) below.

RECOMMENDATIONS:

- Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
- Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

CUSTOMER EXPERIENCE MANAGEMENT RESPONSE: **AGREE**

Customer Experience agrees with the recommendation to enhance the parking payment system by enabling customers to pay for parking directly with their TAP card, with the parking fee automatically deducted from the card balance. Customer Experience also agrees with implementing an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

Customer Experience will work with Parking Management (Operations) and TAP to find solutions to making paying for parking easier for our customers. Currently, TAP cards cannot directly pay for parking fees using stored value. Customer Experience is already working with both departments on the development of simplified Metro Mobile App that will soft launch in Spring 2026. Customer Experience will work with both departments on future iterations of the Metro Mobile App to allow customers to pay for parking.

RECOMMENDATION:

Management Comments to Draft Report

CUSTOMER EXPERIENCE (Continued)

- Incomplete ADA Signage: Update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

CUSTOMER EXPERIENCE MANAGEMENT RESPONSE: AGREE

Creative + Brand (Customer Experience) agrees with the recommendation to update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

Creative + Brand is responsible for the design and standardization of parking signage and has developed ADA-compliant accessible parking stall signage, including catalog entries CS6422 (ADA Parking) and CS2702 (Van Accessible). These standard designs incorporate required elements under California Vehicle Code and ADA guidelines, including the International Symbol of Accessibility and the “Minimum Fine \$250” notice. A review of current design standards confirms that these signs are compliant with applicable requirements.

Creative + Brand will continue to coordinate with Parking Management to support the consistent application of approved signage standards across Metro parking facilities, particularly in preparation for the 2026 FIFA World Cup.

Estimated Completion Date:

Completed (Design standards are compliant); ongoing coordination as needed

Management Comments to Draft Report

OPERATIONS


Metro

Interoffice Memo

Date	April 27, 2026
To	Karen Gorman Inspector General
From	Conan Cheung Chief Operations Officer  Digitally signed by: Conan Cheung DN: cn = Conan Cheung email = cheung@metro.net o = MTA LA Metro OIG - Operations Date: 2026.04.27 09:44:50 -0800
Subject	Management Response to 26-AUD-07 Metro's Payment System and Signage at Parking Lots for 2026 FIFA World Cup

The Office of the Inspector General (OIG) performed an audit of Metro's payment system and signage at parking lots for the 2026 FIFA World Cup. Although OIG found that Metro's parking system functions as intended and is generally user-friendly and accessible, eight opportunities for improvement were identified. Therefore, the actions below will be taken by Operations to comply with the audit recommendations:

Recommendation #3: Coordinate with parking enforcement personnel to strengthen monitoring and enforcement activities at locations where unauthorized or abandoned vehicles are observed.

Management Response: Agree; Parking Management initiated coordination efforts with parking enforcement and law enforcement partners to strengthen monitoring and address unauthorized and abandoned vehicles. These efforts will continue to expand, with a differentiated approach based on facility ownership and jurisdictional authority.

At Metro-owned locations, Parking Management will implement increased coordination with parking enforcement personnel to support more proactive monitoring, routine patrols, and timely enforcement actions. This includes strengthening communication protocols, prioritizing high-need locations, and utilizing available enforcement tools, such as citations and towing, to improve response times and overall effectiveness.

At non-Metro-owned locations, Parking Management will similarly increase coordination with parking enforcement personnel to enhance monitoring and reporting of unauthorized and abandoned vehicles. However, enforcement actions at these locations are partially dependent on the respective proper owner (typically Caltrans) and local jurisdictions (typically CHP/LASD/LAPD). As such, response times and enforcement outcomes will be influenced by external agency priorities, processes, and resource availability. Metro will continue to collaborate closely with these partners to elevate issues, advocate for timely response, and support improved enforcement outcomes where possible.

Through this tiered approach, Parking Management aims to strengthen systemwide monitoring while recognizing and working within the constraints of varying ownership and enforcement authority.

Completion Date: June 1, 2026

Recommendation #4: Instruct enforcement personnel to prioritize high-risk locations and 2026 World Cup Lots and address long-standing violations promptly.

Management Comments to Draft Report

OPERATIONS (Continued)

Management Response: Agree; Parking Management is coordinating with enforcement personnel to prioritize high-risk locations, including designated 2026 World Cup parking facilities, and to address long-standing violations in a timely manner. These efforts will continue to be reinforced to ensure consistent and effective enforcement.

Completion Date: June 1, 2026

Recommendation #5: Increase the frequency of signage inspections beyond quarterly audits, particularly at high-traffic stations and during special event periods, particularly for the Lots serving the 2026 World Cup.

Management Response: Agree; Staff will conduct weekly inspections at each Metro GETS parking and connection location to identify damaged or vandalized signage and ensure that repair or replacement requests are submitted promptly.

Completion Date: June 5, 2026

Recommendation #6: Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage. Define response timelines based on severity and high-traffic parking facilities, particularly for the Lots serving the 2026 World Cup.

Management Response: Agree; Parking Management currently coordinates and collaborates with Facilities Maintenance by identifying and reporting signage issues observed in the field, particularly at high-priority and high-visibility locations, to support timely resolution and ensure alignment with overall systemwide customer experience goals.

Facilities Maintenance has ongoing efforts to improve, correct, and clean up the signage at World Cup-impacted parking facilities. Facilities Maintenance will retrain staff and reinforce the monthly physical site inspections, which include the inspection of the parking lot and park n' ride signage.

An SOP will be prepared to capture the maintenance of parking lot signage. However, this will not occur until after the World Cup. The target date for the SOP is 8/31/26.

Completion Date: June 1, 2026

Recommendation #7: Implement a regular maintenance and inspection program to ensure markings and signage remain visible and compliant.

Management Response: Agree; Parking Management currently supports this effort through routine daily on-site inspections, during which staff identify any deficiencies related to signage and pavement markings. In addition, quarterly signage audits are conducted to provide a more comprehensive assessment of conditions and compliance across locations.

Findings from both daily inspections and quarterly audits are documented and formally reported to Facilities Maintenance for corrective action. Facilities Maintenance is then responsible for correcting the reported issue in a timely manner.

Facilities Maintenance conducts monthly physical site inspections at all Metro facilities, including parking lots. FM is inspecting the integrity of the lot, which includes markings and signage. The

Management Comments to Draft Report

OPERATIONS (Continued)

inspections are documented and filed. Each deficiency is corrected timely and such correction is captured on a work order.

Completion Date: Complete

Recommendation #8: Provide training to facility staff on accessibility standards and the importance of maintaining compliant spaces.

Management Response: Agree; Facilities Maintenance Instructors will provide training to all FM staff responsible for conducting maintenance and inspections of signage.

Completion Date: August 31, 2026

Recommendation #9: Periodically inspect payment kiosks and implement maintenance procedures to ensure kiosks remain in good physical condition.

Management Response: Agree; Parking Management already has these inspections in place. Staff conduct regular inspections of payment kiosks, and automated system alerts notify staff when kiosks experience issues, allowing for timely maintenance and response. These practices will continue to ensure kiosks remain in good working conditions.

Completion Date: Complete

Recommendation #10: Determine whether the use of the Crenshaw parking facility by buses transporting passengers to and from a casino is authorized under Metro policies or agreements. If the activity is unauthorized, coordinate with enforcement personnel to prevent unauthorized use of Metro parking facilities by non-patrons. Consider engaging with the casino to explore formal arrangements or alternative solutions that align with Metro policies.

Management Response: Disagree; The use of the Crenshaw parking facility by casino-operated bus services is considered a form of public transportation. This aligns with other permitted uses at Caltrans facilities, such as carpool parking, where individuals may park, consolidate trips, and continue to a common destination. Accordingly, this use is considered authorized, but Parking Management will continue to monitor activity at the site to ensure ongoing compliance with applicable policies, agreements, and operational expectations.

Completion Date: N/A

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