



SPUR Meeting Notes: High-Profile Events

February 2026

Meeting Summary

High-profile events occur nationwide, impacting all transit agencies, including sporting events, concerts, and other large gatherings. Understanding best practices and lessons learned is essential for preparing for such events. Adequate preparation, appropriate security measures, and comprehensive communication and action plans are crucial for managing high-profile events. This meeting concentrated on event planning for increased traffic, with a particular focus on the upcoming 2026 World Cup games and the 2028 Olympic Games.

Key Takeaways

- Detailed security planning is essential for overall event success. This includes threat and vulnerability assessments, as well as utilizing surveillance and intrusion detection, when possible.
 - Implementing barricades or other measures to control ingress and egress in or around stations will help ensure passenger flow remains safe. Ingress is best with a controlled single point of entry.
 - Maintain clear decision-making authority, control and communication without deviating from the plan. Consider using FEMA's National Incident Management System ([NIMS](#)) or another command structure such as [Bronze, Silver, Gold](#).
- Reviewing ADA guidance and priority boarding to ensure this is followed during the event.
 - Identify families with young children to ensure their safety, which may involve the use of a family car to provide additional protection for the children.
- Active coordination with communities, first responders, and other federal security partners is crucial prior to the event to plan for expedited incident response. Close coordination during an incident will also support expedited response. This reduces turnaround times, allowing trains to resume operation sooner, and avoid any additional risk.
- Dedicate time to learning about and educating your staff on the culture and traditions of the countries likely to visit for the event(s). This knowledge will facilitate genuine connections with fans, enable meaningful staff engagement, and approach crowd control from a place of understanding and respect.
 - Such education will help prevent the misinterpretation of enthusiasm and traditions/customs as threats.
- Give customers clear information so they know when to arrive and how to plan their route to each event. This helps provide a sense of control and choice among passengers.
 - Use clear and straightforward wayfinding signage and whenever feasible, employ pictograms. If using multiple languages on a single sign, consider using distinct alphabets. QR codes may also help to confer messages in additional languages.
- Encourage staff and volunteers to ask for help and identify challenges as soon as they emerge to ensure issues are addressed promptly and are less likely to escalate.