



SPUR Meeting Notes: World Cup Preparations

May 2026

Meeting Summary

The 2026 World Cup will take place in North America, impacting many transit agencies and commuter rail systems. Preparation for such large-scale events is crucial for success. Coordination, communication, appropriate training, and increased vigilance will be important for all staff. Adjusting strategies based on lessons learned from initial preparation and experiences will help to ensure ongoing success and can help enhance preparation for future high-profile events.

Key Takeaways

- **Implement a communication plan.** Effective communication is essential during large-scale events, particularly when unexpected situations arise.
 - Consider using platforms (such as Teams, HayStax, and PageGate) that streamline communication among staff teams and avoid potentially congested phone lines.
 - Develop communication redundancy plans, as overloaded systems may hinder some communication platforms more easily.
- **Conduct community outreach.** Consider distributing flyers or mailers to residents living near the railroad tracks to better inform them about safety procedures, appropriate walking routes, and other information about any changes that may impact local residents. Reinforce these messages with social media campaigns to extend awareness.
- **Plan event training efforts.** Large-scale events present increased risks for human trafficking. Consider integrating human trafficking identification training alongside other event training efforts. Include deescalation training for staff and volunteers who may be asked to manage unruly passengers.
 - Schedule training sessions ahead of major events to increase overall preparedness and awareness for all staff, including volunteers.
 - If contracting external security personnel, consider requiring that they are mandated to take the same training programs to ensure consistent knowledge and capabilities across all partners.
- **Increase security measures.** Additional security measures may be needed, such as bag policies and restrictions and light-touch security checks, to ensure that prohibited and dangerous items are not brought onto the system.
- **Stay flexible.** For multi-day events, regroup after the first day to review crucial insights into unforeseen challenges or particularly successful strategies, and adjust operational plans based on early experiences.
- **Document successes.** Documentation may help justify resources for future events or promote rail ridership, such as safety successes, carbon savings or time savings of rail vs. passenger vehicle travel to the game. Documenting lessons learned can also help to make continued improvements to event preparations over time.