

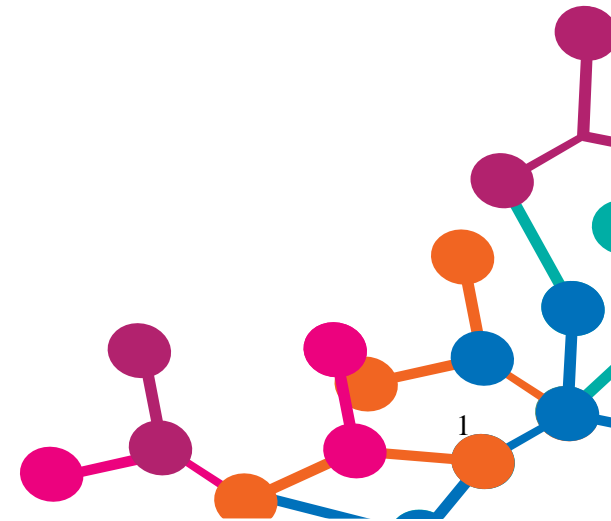


# Metro's Ongoing Homeless Outreach Efforts

October 12, 2017 Board Staff Briefing

# CEO Vision

*Support the CEO's vision to  
make Metro "...the best transit  
agency in the world."*



# Metro Homeless Task Force

## Formation of Homeless Task Force:

- **Spring 2016: Task Force formation at request of Metro CEO**
  - Address growing homeless presence on Metro system and properties
  - 57,794 Homeless individuals in LA County (42,828 Unsheltered)\*

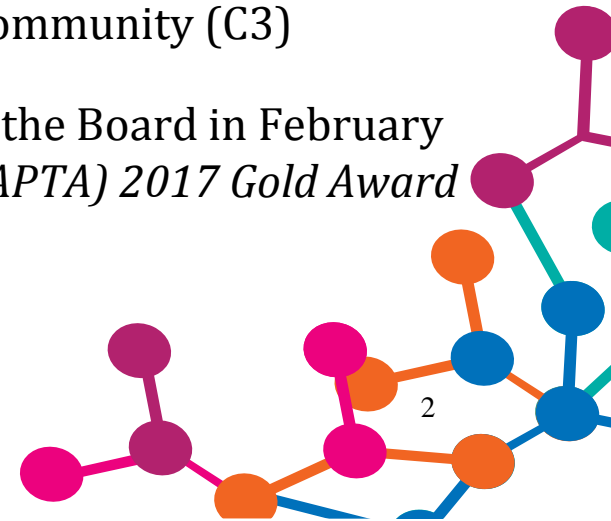
## Task Force Composition:

- **Meet quarterly with stakeholders to coordinate and collaborate:**
  - Partners include: Metro staff, Los Angeles Homeless Services Agency (LAHSA), Department of Health Services (DHS), LA City, LA County CEO's Office, Law Enforcement, City Prosecutors, homeless outreach providers, elected official offices, faith based community etc.
- **October 2017 Motion:** Directors Ridley-Thomas, Fasana, Bonin and Dupont-Walker motion to develop one year pilot program with City, County and Community (C3)
- **Metro's Transit Homeless Action Plan** created and presented to the Board in February 2017, earning Metro *American Public Transportation Association (APTA) 2017 Gold Award in Rail Safety & Security*

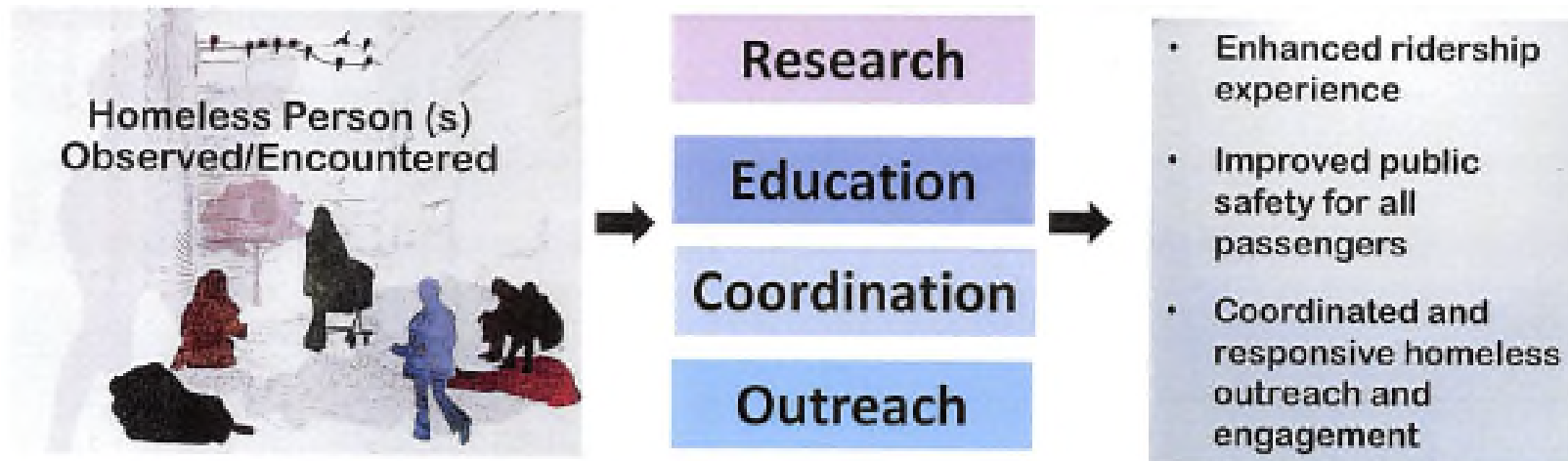


**Metro**

\* 2017 LAHSA Homeless Count Data



# Metro Transit Homeless Action Plan



## I. RESEARCH

- Conduct *demographic surveys* of homeless individuals and families
- Collect and analyze *data from outreach teams*
- Conduct a *cost-benefit analysis* of Metro's current investment in clearing *homeless encampments* on Metro properties
- Review and analyze data specific to Metro from the Greater Los Angeles *Homeless Count and Metro Customer Surveys*

## II. EDUCATION

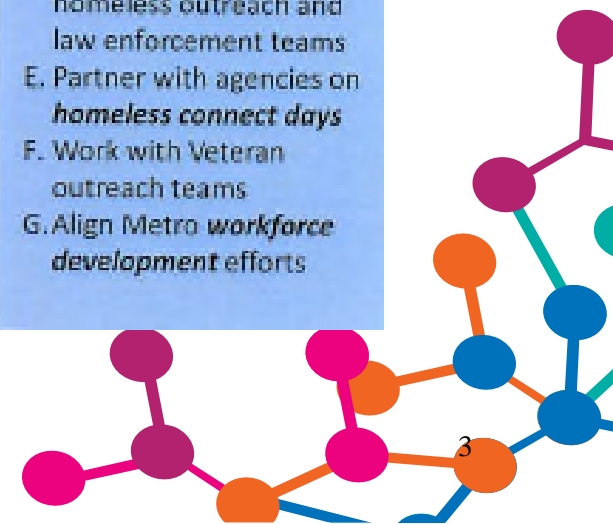
- Develop materials and information for Metro staff and passengers on *reporting transit homelessness* and *how they should respond or assist*
- Develop curriculum and implement *formalized training* for Metro staff and law enforcement
- Formalize the "*Transit Homelessness*" concept and integrate it into implementation plans

## III. COORDINATION

- Work with the County and City of Los Angeles to *align and integrate with adopted homeless strategies*
- Participate in *committees and workgroups* related to the homeless system
- Partner and collaborate with partners on *encampment protocols*
- Partner with the County and City of Los Angeles on *critical initiatives* related to homelessness

## IV. OUTREACH

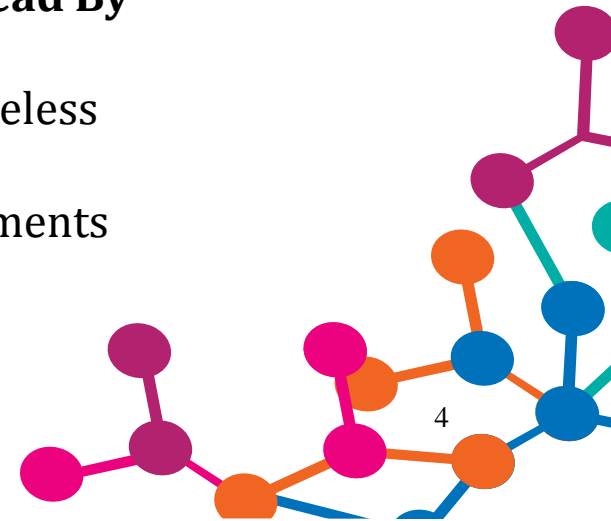
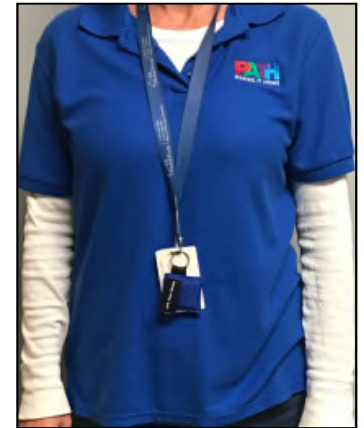
- Implement and integrate the *C3 Outreach Teams*
- Develop *uniform outreach standards*
- Implement *specialized outreach teams*
- Lead and *coordinate* homeless outreach and law enforcement teams
- Partner with agencies on *homeless connect days*
- Work with Veteran outreach teams
- Align Metro *workforce development* efforts



# Homeless Outreach: C3 Teams

## C3 Team Composition and Outreach

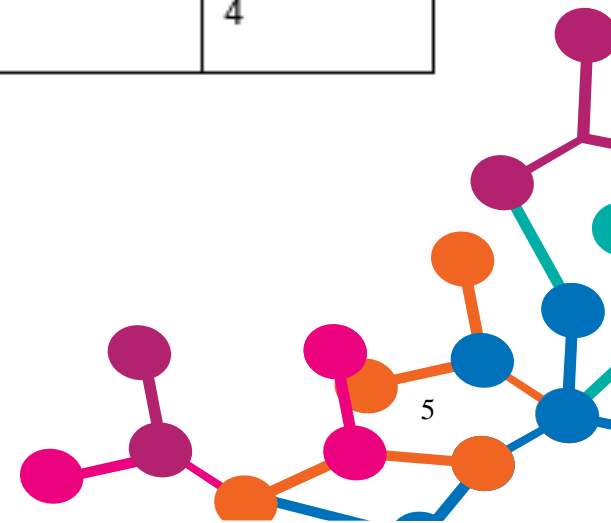
- **May 2017-** Start of one year pilot program
  - Contract with Department of Health Services, sub contract with People Assisting the Homeless (P.A.T.H.)
- **Two C3 Outreach Teams**
  - **5 members-** nurse, substance abuse counselor, mental health clinician, outreach worker and formerly homeless
  - **Red Line-** 7a.m-4p.m Monday through Friday
    - Recommendation by Department of Health Services (DHS) due to demand and functionality of C3 model
  - **Additional Outreach and Coordination with C3 Teams: Lead By Metro Staff**
    - Sheriff Mental Evaluation Teams (MET) and LAPD Homeless Outreach Protective Engagement (HOPE) Teams
      - Non C3 Locations- Other Metro lines and encampments
      - Off peak hours on Red Line
      - MET and HOPE Teams are a limited resource



# Homeless Outreach: C3 Teams

## C3 Team Outreach Numbers for August 2017

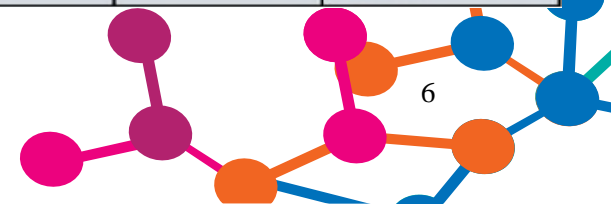
Performance Measure	Monthly Number Served	Fiscal Year to Date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	218	1468
Number of unduplicated individuals engaged (engagement phase)	180	1105
Number of unduplicated individuals who are provided services or who successfully attained referrals	94	403
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	17	57
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	27	129
Number of unduplicated individuals engaged who are permanently housed	1	4



# Homeless Hot Spot Summary-Rail & BRT

Stop/Sections	SPA	Sup. District	City Jurisdiction	Notes
<i>Blue Line</i>				
103 <sup>rd</sup> / Watts Towers	6	2	City of L.A.	In other stops and sections, particularly through South L.A., crime is a larger problem.
Willow (Willow Street or WillowBrook? )	8	4	Compton	
Artesia	7	1	Artesia	
Wardlow	8	4	Long Beach	
<i>Expo Line</i>				
Expo/Bundy	5	3	City of L.A.	
Downtown Santa Monica	5	3	Santa Monica	
<i>Gold Line</i>				
South Pasadena	3	5	Pasadena	
Fillmore	3	5		
Del Mar	3	5		
Memorial Park	3	5		
Lake	3	5		
Allen	3	5		
Irwindale	3	1	Irwindale	
Azusa Downtown	3	1	Azusa	
APU/Citrus College	3	1	APU/Citrus College	
<i>Green Line</i>				
Norwalk	7	4	Norwalk	
Redondo Beach	8	4	Redondo Beach	

Stop/Sections	SPA	Sup. District	City Jurisdiction	Notes
<i>Orange Line</i>				
North Hollywood Station	2	3	City of L.A.	Van Nuys to Woodley is clustered near the reserve where there have been large homeless encampments.
Woodman Station	2	3		
Van Nuys	2	3		
Sepulveda	2	3		
Woodley	2	3		
Balboa	2	3		
Pierce	2	3		
Reseda	2	3		
Chatsworth	2	5		
<i>Purple - All stops that cross the Red Line</i>				
<i>Red Line</i>				
Union Station*	4	1	City of L.A.	Most of the Red Line stops have high concentrations of homeless persons, but the asterisks indicate the most impact stations within the Red Line.
Pershing Square*	4	1		
7th Street Metro	4	1		
Westlake Macarthur	4	1		
Wilshire/Vermont	4	2		
Vermont/Santa Monica	4	3		
Hollywood/ Vine*	4	3		
North Hollywood*	2	3		
<i>Metrolink Corridor</i>	1 and 3	1 and 5	Multiple Jurisdictions	Antelope, Ventura and San Bernardino borders impacted.



# Homeless Hot Spot Summary- Bus & Assets

Stop/Sections	SPA	Supervisory District	City Jurisdiction	Notes
<i>Silver Line</i>				
Harbor Gateway	8	2	Unincorporated	
Manchester	6	2	City Los Angeles	
<i>Other Bus Lines</i>				
Line 2	4,5	1, 3	Echo Park to Pacific Palisades	
Line 4	4,5	1, 3	Downtown to Santa Monica	
Line 20	4,5	1, 3	Downtown to Santa Monica	
Line 30	4,5,6	1,2,3	East L.A. to Beverly Hills	
Line 33	4,5	1, 3	Downtown to Santa Monica	
Line 60	4,6,7 and 8	1,2 and 4	Downtown to Long Beach	

Line	Location	SPA	Sup. District	Impacted Cities
EXPO	East side of Nevin, west of Long Beach Ave	6	2	City of L.A.
HARBOR SUB	Torrance, behind Plaza del Amo between Carson & Washington	8	4	Torrance
HARBOR SUB	Harbor City between Normandie & Vermont	8	4	City of L.A. Unincorporated
Green /Blue	Underneath Imperial Hwy adjacent to the Imperial/Wilmington Station	6	2	City of L.A. Unincorporated
Green /Blue	Rosa Parks Station – (On and Off transfer point)	6	2	Compton
Orange	Vesper Ave. to Cedros Ave. (Bike path / Metro )	2	3	City of L.A.
Orange	Kester Ave. to Sepulveda Blvd. (Bike path / Metro)	2	3	City of L.A.
Orange	Hazeltine Ave. to Tyrone Ave. (Bike Path/ Metro)	2	3	City of L.A.
Orange	Woodley to Balboa stations (south of the busway down by the ridge)	2	3	City of L.A.
Orange	Balboa station east (underneath the flood control bridge)	2	3	City of L.A.
Orange	South of Nordhoff station along Canoga Ave. (underneath the flood control bridge)	2	5	City of L.A.
Gold	Irwindale Station	3	1	Irwindale/Baldwin Park
Gold	Sierra Madre Station	3	5	Pasadena
Gold	Fillmore Station	3	5	Pasadena
Gold	Atlantic Street	3	1	East L.A.
Red	Wilshire / Vermont	4	2	City of L.A.
San Gabriel Sub	Within railroad corridor between Lone Hill Ave and West of the 57 Freeway, North side of r/w	3	1	Multiple Metrolink Connection



# Additional Efforts For Homeless Response

## Hiring Additional Outreach Teams :

- **Metro is working with Los Angeles County Department of Health Services (DHS) to**
  - Hire at least 2-3 additional outreach teams
  - Outreach exclusively on Metro service area

## Encampment and Property Outreach :

- Continue to coordinate with Sheriff MET and LAPD HOPE teams for homeless outreach
- **Ongoing collaboration with Los Angeles County Measure H Strategies**
  - Commitment of forty (40) additional homeless outreach staff for government properties
  - Staff shared between Metro, parks, libraries, beaches and harbors throughout LA County

