



Board Report

File #: 2017-0694, **File Type:** Informational Report

Agenda Number: 26.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE OCTOBER 19, 2017

**SUBJECT: UPDATE ON METRO'S ONGOING HOMELESS
OUTREACH EFFORTS**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Metro's Ongoing Homeless Outreach Efforts.

ISSUE

At the September 2017 System Security, Security and Operations Committee, following the Transit Policing report, the Committee requested a standalone item on Metro's ongoing homeless outreach efforts.

This report reflects Metro's ongoing efforts to address the presence of homelessness on the Metro system and properties by providing coordinated and responsive outreach in furtherance of Metro's Homeless Task force and Metro's Transit Homeless Action Plan.

DISCUSSION

In Spring 2016, at the direction of the CEO, Metro created a Metro Homeless Task Force to address the influx of homelessness on Metro's system and properties. This increase is reflective of the Los Angeles Homeless Service Agency (LAHSA) reported increase of homeless throughout Los Angeles County. The Metro Homeless Task Force meets quarterly and includes stakeholders such as Metro staff, LAHSA, Department of Health Services, Law Enforcement, City Prosecutors, homeless outreach providers and the County CEO's office whom is responsible for developing the Measure H strategies. The Task Force is unique in the transportation industry and among other Metro initiatives, it has earned Metro the American Public Transportation Association (APTA) Gold Award for Security in Heavy Rail.

In October 2016, Directors Ridley-Thomas, Fasana, Bonin and Dupont-Walker introduced a motion to develop a pilot program with City, County, and Community (C3) outreach teams to conduct coordinated homeless outreach (See Attachment A- Motion). In February 2017, staff presented to the Board a Metro Transit Homeless Action Plan with the aid of consultants, Communities in Motion.

That plan identified Metro as the lead to coordinate homeless response between the C3 teams and law enforcement. The Metro Transit Homeless Action Plan serves as a guide to improve safety for passengers and employees and provides coordinated outreach and engagement efforts toward the homeless.

METRO’S C3 HOMELESS OUTREACH

On May 22, 2017, Metro’s C3 Homeless Outreach teams began to conduct their outreach. Metro’s C3 teams are contracted through the L.A. County Department of Health Services which is subcontracted with People Assisting the Homeless (P.A.T.H.). At the recommendation of the L.A. County Department of Health, the two C3 homeless outreach teams work exclusively on the Metro Red Line due to homeless sheer demand. The C3 teams conduct their outreach Monday through Friday between 7 a.m. and 4 p.m., as those times best match operating hours for homeless services. The following are Metro’s homeless contact numbers for the month of 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

With Metro System Security and Law Enforcement personnel as the lead, on an ongoing basis Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LA County Sheriff’s Mental Evaluation Teams (MET) and Metro’s Transit Security Officers (TSO’s) to provide coordinated homeless response along the Red Line. Beyond the Red Line, TSOs, LASD MET Teams and LAPD Hope Teams provide homeless outreach and response. LASD MET Teams are LASD officers paired with nurses to engage the homeless and get them into services while LAPD HOPE teams are LAPD officers who partner with LAHSA, the LA City Attorney’s Office and the LA City Department of Sanitation for homeless response. In each structure, the MET and HOPE teams have limited staffing despite the homeless presence throughout Metro’s system and properties (See Attachment B- Homeless Hot Spot Summary).

ADDITIONAL EFFORTS FOR HOMELESS RESPONSE

Metro is currently in discussions with LA County’s Department of Health Services to expand the

existing pilot program to hire at least 2-3 additional homeless outreach teams. These additional outreach teams would conduct homeless outreach exclusively inside the Metro service area.

To address Metro property encampments and homeless presence throughout the system, Metro has relied upon limited Sheriff MET and LAPD HOPE Teams but is expanding their outreach to further include outreach staff in LAHSA's Service Planning Area (SPA) network. As noted in the Transit Policing report, the LA County Board of Supervisors have additionally committed forty (40) additional homeless outreach staff focused on government properties-- Metro, parks, libraries, beaches, and harbors.

ATTACHMENTS

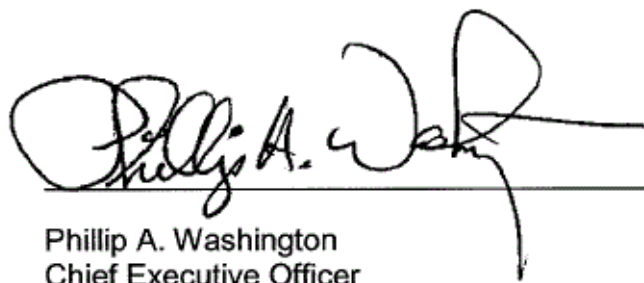
Attachment A - Motion

Attachment B - Homeless Hot Spot Summary

Prepared by: Jennifer Loew, Manager, Security Special Projects (213) 922-3646

Reviewed by: Alex Wiggins, Chief System Security & Law Enforcement Officer (213) 922-4433

Reviewed by: Stephanie Wiggins, Deputy Chief Executive Officer (213) 922-1023



Phillip A. Washington
Chief Executive Officer

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA



Board Report

File #:2016-0838, File Type:Motion / Motion
Response

Agenda Number:43.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 20, 2016

Motion by:

Ridley-Thomas, Fasana, Bonin and Dupont-Walker

Item 43: 2016-0838: Addressing Homelessness on the Metro System

The Los Angeles Metropolitan Transportation Authority (Metro) is impacted by the homeless crisis that is pervasive in all corners of Los Angeles County (County). Based on the 2016 Homeless Count, 47,000 individuals are homeless across the County. From Long Beach to Lancaster, many of those individuals seek shelter within Metro's stations, and by riding trains and buses. This impacts Metro's operations, as well as the quality of life and safety of our riders and employees.

The increased presence has been noticed by employees, law enforcement and Metro patrons. Metro's Chief Executive Officer has initiated a Task Force which has been tasked with developing a plan to address this issue, and initial assessments emphasize that Metro must prioritize timely, coordinated, comprehensive and ongoing outreach to homeless individuals which links individuals to services and housing.

In February 2016, both the County and City of Los Angeles adopted Homeless Strategies. In both plans, increasing comprehensive and coordinated outreach services was prioritized. A pilot program has rolled-out over the past six months on Skid Row, which includes four "County-City-Community" (C3) teams consisting of a nurse, substance abuse counselor, mental health clinician, a formerly homeless individual, and outreach worker. These teams have been deployed to engage the 2,000 individuals living on Skid Row and since the effort was initiated, the C3 teams have conducted daily outreach and have already assisted 772 homeless residents.

In September 2016, the Board of Supervisors allocated funds during the FY16/17 Supplemental Budget to expand this program by 16 additional outreach teams which will be operated by local community organizations (CBOs), under a "Coordinated Entry System" model, to ensure cohesion and efficiency of providing services and housing for the individuals identified. The County of Los Angeles, in coordination with the Los Angeles Homeless Services Authority will oversee this initiative, and anticipates that the CBOs will hire the outreach teams early next year with the goal of training and deploying teams by Spring 2017.

While Metro's deployment strategy will be unique, its outreach efforts should be done in coordination with this larger countywide hiring and deployment effort. Metro should move forward with expediency to make sure that resources are committed to address this significant social and moral crisis.

APPROVE Motion by Directors Ridley-Thomas, Fasana, Bonin and Dupont-Walker that the Board of Directors direct the Chief Executive Officer (CEO) to dedicate up to \$1.2M towards the deployment of two or more multidisciplinary homeless outreach teams that are dedicated exclusively to the Metro system, take all actions necessary to transfer the funds to the County of Los Angeles to administer the program in coordination with the implementation of the Countywide Homeless Strategy Initiative, and report back to the Board of Directors during the FY17/18 budget cycle on whether ongoing funds for this initiative are warranted and recommended.

Draft L.A. Metro Homeless “Hot Spot” Summary June 2017

Summary

Homelessness in and around Metro’s rail and bus system has grown significantly, consistent with the increases experienced throughout the County of Los Angeles. The passage of Measure H in L.A. County has resulted in the anticipation of expanded efforts to fund strategies that will result in needed housing service as for homeless individuals and families. A key strategy involves expanding homeless outreach teams. Metro’s transit system is a critical geographic footprint embedded within L.A. County. This document provides a summary of critical homeless “hot spots” throughout Metro’s rail, bus and properties.

Metro has conducted a review involving its law enforcement, security, and operations staff, as well as other information provided by recent outreach efforts on the Red Line. The data is broken down into three major sections, indicating Service Planning Areas (SPAs) and Supervisorial Districts that correlate which each identified hot spot:

- I. Rail
- II. Bus
- III. Other Properties

Rail Lines

When reviewing rail line information, homelessness is identified in actual rail cars, stops and platforms.

Stop/Sections	SPA	Sup. District	City Jurisdiction	Notes
<i>Blue Line</i>				
103 rd / 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	

Draft L.A. Metro Homeless “Hot Spot” Summary June 2017

Stop/Sections	SPA	Sup. District	City Jurisdiction	Notes
<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	
<i>Orange Line</i>				
North Hollywood Station	2	3	City of L.A.	
Woodman Station	2	3		Van Nuys to Woodley is clustered near the reserve where there have been large homeless encampments.
Van Nuys	2	3		
Sepulveda	2	3		
Woodley	2	3		
Balboa	2	3		
Pierce	2	3		
Reseda	2	3		
Chatsworth	2	5		Metrolink connection at this station

Draft L.A. Metro Homeless “Hot Spot” Summary June 2017

Stop/Sections	SPA	Sup. District	City Jurisdiction	Notes
<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.

Bus Lines

Lines that run 24 hours are those identified as most common lines homeless people ride.

Stop/Sections	SPA	Supervisory District	City Jurisdiction	Notes
<i>Silver Line</i>				
Harbor Gateway	8	2	Unincorporated	
Manchester	6	2	City Los Angeles	

Draft L.A. Metro Homeless “Hot Spot” Summary June 2017

Stop/Sections	SPA	Supervisory District	City Jurisdiction	Notes
<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	

Assets/Other Properties

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.

**Draft L.A. Metro Homeless “Hot Spot” Summary
June 2017**

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