



**Board Report**

**File #:** 2018-0047, **File Type:** Oral Report / Presentation

**Agenda Number:** 14.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE  
MARCH 15, 2018**

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

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE oral update on Metro's Homeless Outreach Efforts.

**DISCUSSION**

In furtherance of Metro's Transit Homeless Action Plan presented to the Metro Board in February 2017, the Board requested quarterly updates on Metro's Ongoing Homeless Outreach Efforts. The updates provided are consistent with the Board's request.

**ATTACHMENTS**

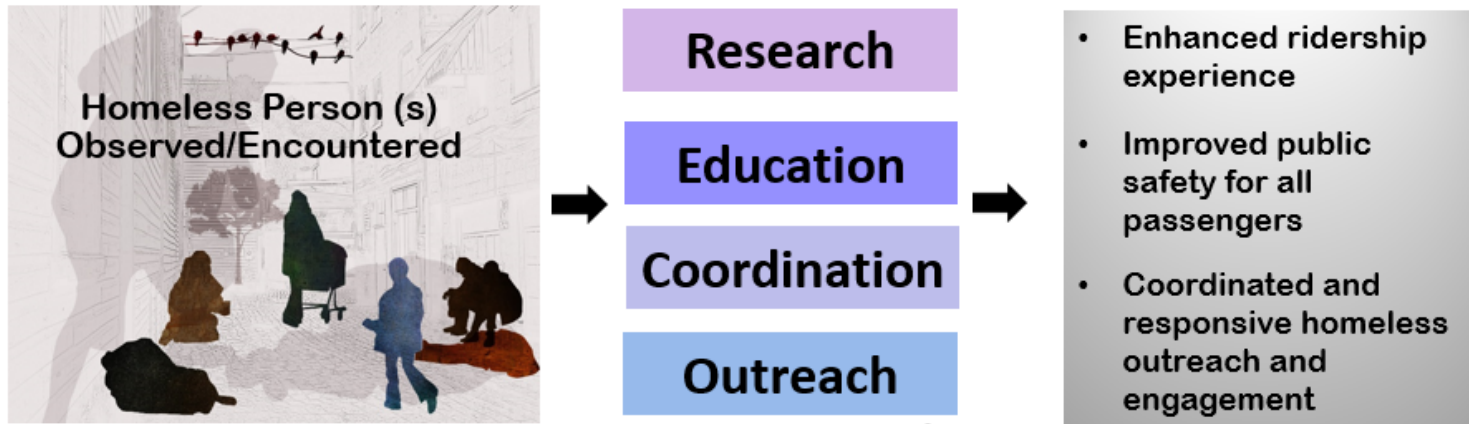
Attachment A - Metro Transit Homeless Action Plan

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

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

Phillip A. Washington  
Chief Executive Officer

## Metro Cares – 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 LA County, LA City, and Long Beach City 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**

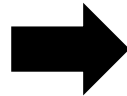
- Implement and integrate the **C3 Outreach Teams**
- Develop **uniform outreach** standards
- Implement specialized outreach teams**
- Lead and **coordinate** homeless outreach and law enforcement teams
- Partner with agencies on **homeless connect days**
- Work with Veteran outreach teams
- Align Metro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



# Research

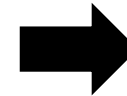
## PLAN

- A. Conduct **demographic surveys**
- B. Collect and analyze **data from outreach teams**
- C. Conduct **cost-benefit analysis of homeless encampment removal or other options**
- D. Review and analyze data from **Homeless Count and Metro Customer Survey**



## FINDING

- A. Each station/ line has **varying clientele**
- B. 12% of **homeless contacts placed into housing services**
- C. **Identified Civil Rights complexities** in clean-ups
- D. **23% County increase to homelessness** from 2016 to 2017. **Noticed increase by customers.**

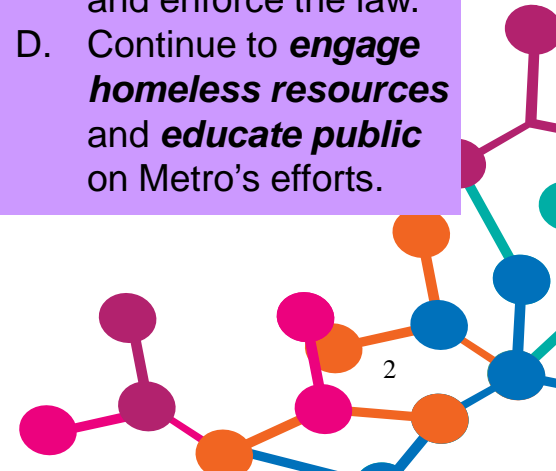


## NEXT STEP

- A. Engage a **variety of homeless outreach to meet varying needs.**
- B. Identify ways to provide for **consistency on reporting if possible.**
- C. Obtain **legal opinion** and **build network** for encampments to support civil liberties and enforce the law.
- D. Continue to **engage homeless resources** and **educate public** on Metro's efforts.



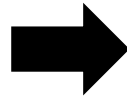
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# Education

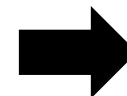
## PLAN

- A. Develop materials and information on **reporting transit homelessness** and **how they should respond or assist.**
- B. Develop **formalized training** for Metro staff and law enforcement
- C. Formalize **“Transit Homelessness”** concept



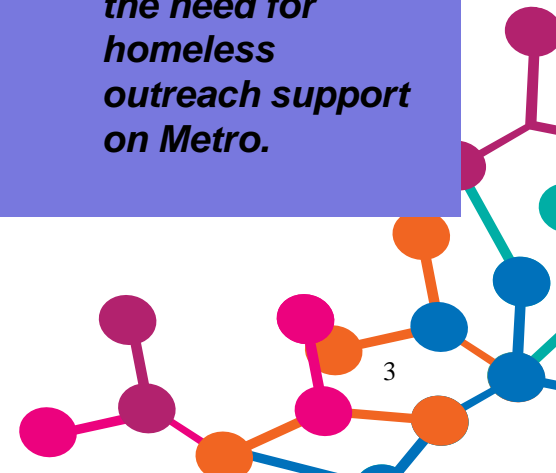
## FINDING

- A. Absence for network reporting, use **211 and winter shelter hotline.**
- B. Absence of full network created, requested to report through **Law Enforcement Service Request Forms (LESR)-HOPE & MET Teams**
- C. Many **unaware** in provider network such **extensive homeless presence on transit and transit properties.**



## NEXT STEP

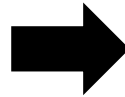
- A. Once solidified **share information with Metro staff and riders.**
- B. Train officers and staff to **use identified new resources**
- C. Continue to attend meetings within the homeless outreach network, **advocate for resources and the need for homeless outreach support on Metro.**



# Coordination

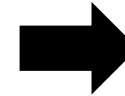
## PLAN

- A. Work with the County and City of Los Angeles to **align homeless strategies.**
- B. Participate in **committees and workgroups** related to the homeless system
- C. Partner and collaborate on **encampment protocols**
- D. Partner with the County and City of Los Angeles and Long Beach for **critical initiatives.**



## FINDING

- A. No resources under **Measure H or HHH for Metro-** until advocacy (40 outreach workers)
- B. Personnel sits on **Regional Homeless Advisory Council** and attends **Measure H** planning meetings.
- C. LA City and LA County had **different encampment protocols** based on history
- D. Series of **resources not geared to Metro** but can shape.



## NEXT STEP

- A. Work with LA County CEO to **deploy 40 outreach workers** effectively
- B. Continue to **advocate** at decision making bodies for Metro consideration.
- C. Adopt **stricter encampment protocol to guard against litigation** while maintaining minimum legal standards.
- D. Advocate, obtain and distribute resources.



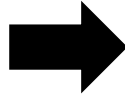
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# Outreach

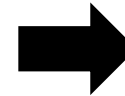
## PLAN

- A. Implement **C3 Outreach Teams**
- B. Develop **uniform outreach standards**
- C. Implement **specialized outreach teams**
- D. Lead and **coordinate** Metro's homeless outreach
- E. Partner with agencies on **homeless connect days**
- F. Work with Veteran outreach teams
- G. Align Metro **workforce development efforts**



## FINDING

- A. High presence one line. 12% placed.
- B. Can not be uniform based on entity or client.
- C. Large price tag, **engage non-profits.**
- D. Coordinate engagement and police departments
- E. Opportunity for **Mobile Customer Service Center**
- F. Partnership Developing for Veterans
- G. Metro's **WIN Program**



## NEXT STEP

- A. Work with additional resources- 40 outreach workers, non-profit
- B. Identify **more uniform reporting opportunities**
- C. Identify more non-profit opportunities
- D. Identify **additional areas for information sharing-** outreach and Police were "ok".
- E. Engage **non-profit/faith based on connect days**
- F. Continue to engage
- G. Collaborate on WIN



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# Metro's Ongoing Homeless Outreach Efforts

System Security and Operations Committee

Quarterly Report- March 2018

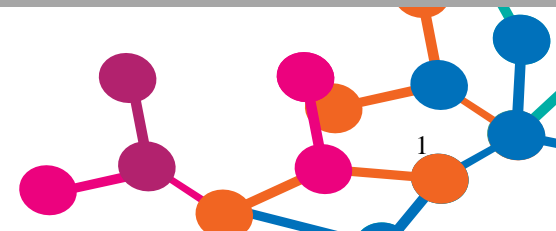


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# LA County Homeless Snapshot

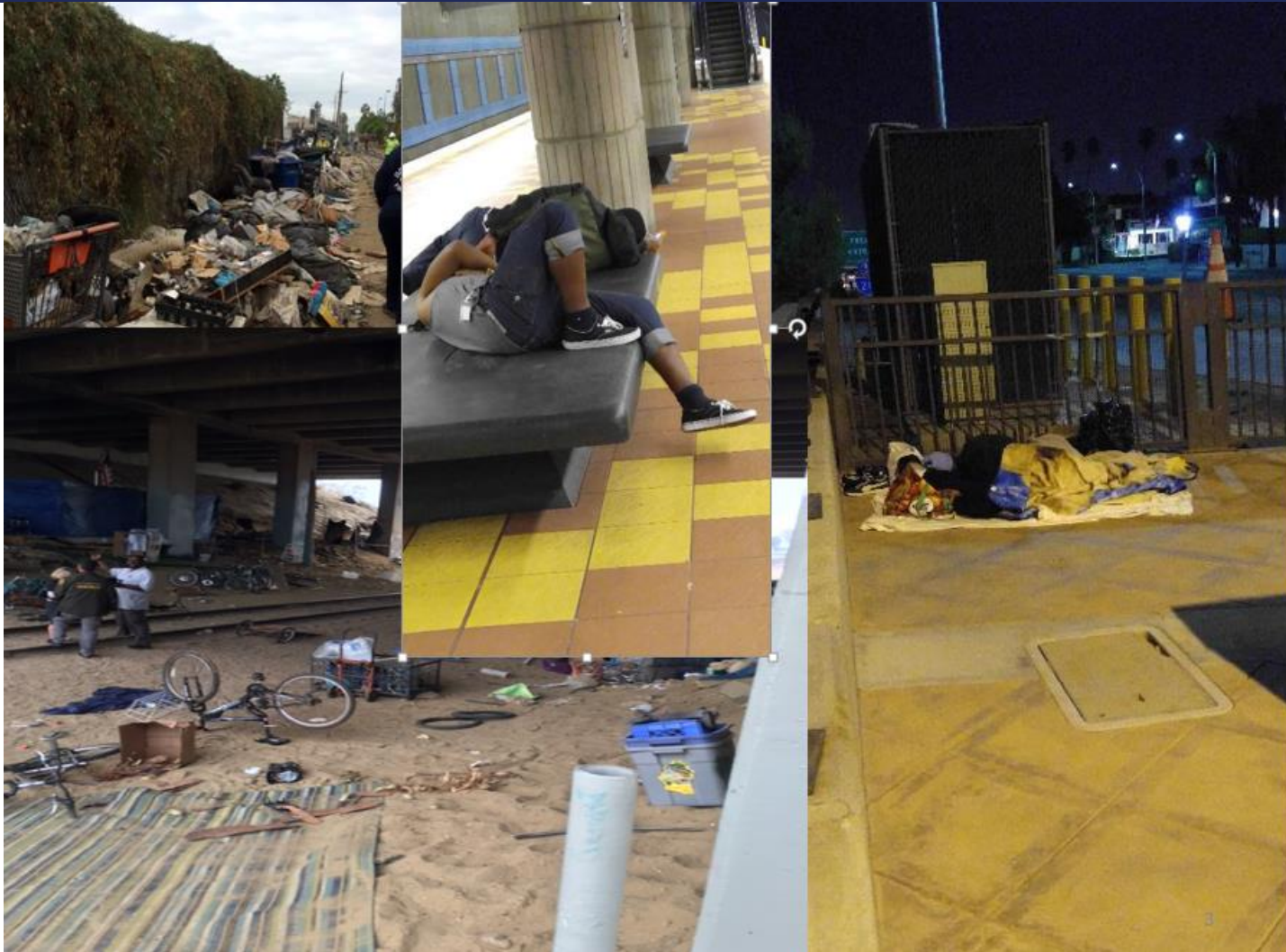


Data from 2017 LAHSA Homeless Count





# Metro Homeless Snapshot



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# Metro Homeless Snapshot –By System Outreach

## C3 Teams

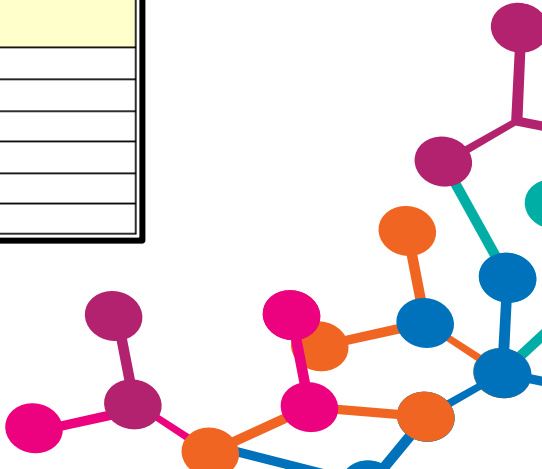
Performance Measure	Monthly Number Served	Fiscal Year to Date Number Served
Contacts with unduplicated individuals	134	2,284
Unduplicated individuals engaged	67	1,539
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	67	821
Unduplicated individuals engaged who are successfully linked to an interim housing resource	34	208
Unduplicated individuals engaged who are linked to a permanent housing resource	24	237
Unduplicated individuals engaged who are permanently housed	2	19

## LAPD

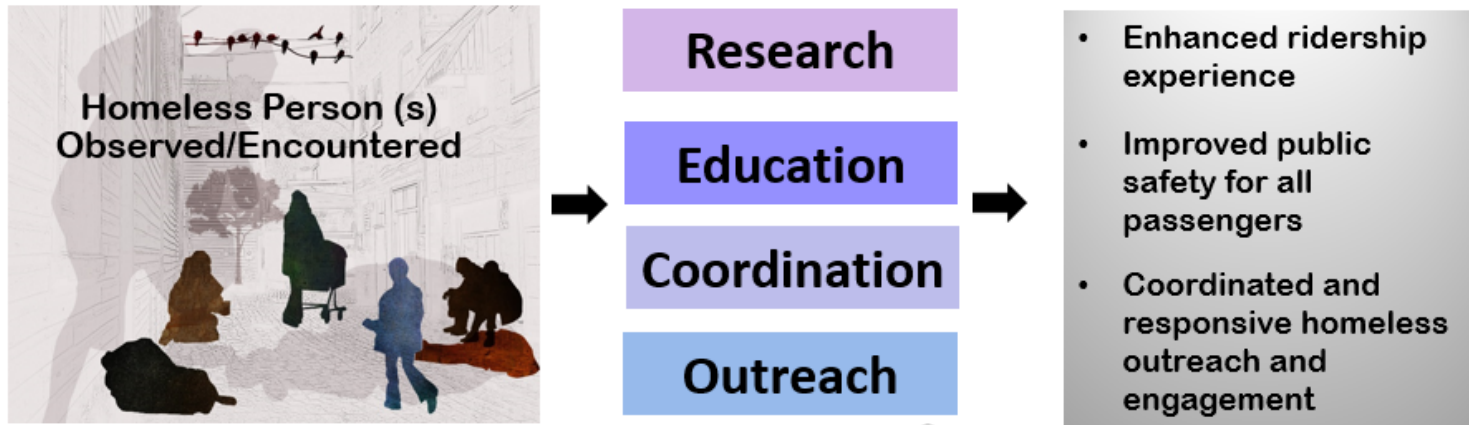
ACTION	HOPE	TSD	TOTAL
Contacts	129	92	221
Referrals	48	5	53
5150 Hold	0	6	6
Mental Illness	20	5	25
Substance Abuse	12	1	13
Veterans	4	2	6
Shelter	3	0	3
Motel With Housing Plan	1	0	1
VA Housing	1	0	1
Return To Family	0	0	0
Transitional Long Term Housing	0	0	0
Detox	1	0	1
Rehab	0	0	0

## LASD

ACTION	FIGURE
Bus Contacts	106
Rail Contacts	240
Department of Mental Health Contacts	00
<b>Total Contacts</b>	<b>346</b>
Transports to Outreach Services	36
5150 Transports	07



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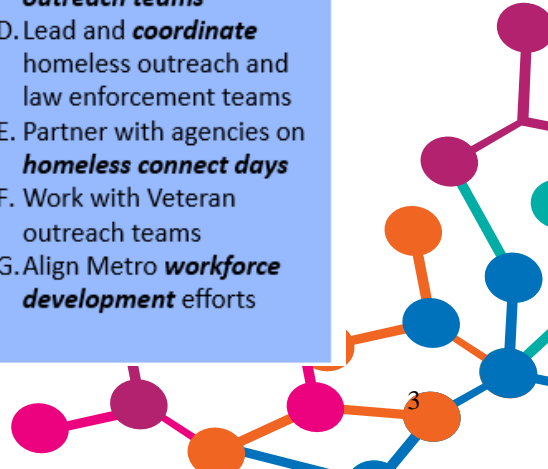
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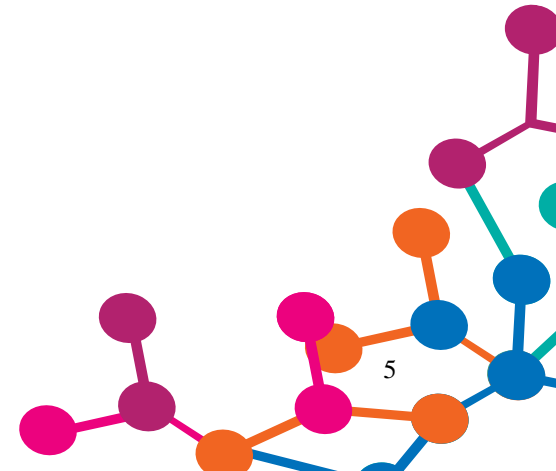
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# Action Plan Highlights

## Metro's Homeless Presence

- **Finding:** System and properties previously ignored for homeless outreach and resources
  - ✓ Exception: Motion C3 Outreach Program
- **Next Steps:** Have and will continue to advocate for planning and resources
  - ✓ Regional Homeless Advisory Council (Ongoing)
  - ✓ Measure H and HHH Planning- 40 outreach workers (E-6) (March/ April 2018)
  - ✓ Inclusion in LAHSA Count (2019)



# Action Plan Highlights

## Homeless Outreach

- **Finding:** Extensive need throughout the system with varying homeless demographics. Greater than C3 pilot scope.
- **Next Step:** Work with varying resources for homeless outreach.
  - ✓ C3 Teams, LAHSA, LASD MET and LAPD HOPE Teams (Ongoing)
  - ✓ LA County Department of Mental Health and Long Beach (Ongoing)
  - ✓ Measure H- 40 Outreach Workers (March / April 2018)
  - ✓ Non-for-profit and faith-based community (Ongoing)

## Metro Homeless Encampments

- **Finding:** Metro must balance the rights of the homeless and desire to clean up homeless encampments
- **Next Step:** Establish a Metro homeless encampment protocol
  - ✓ Counsel draft legal opinion on Metro legal requirements (April 2018)
  - ✓ Design support network to be consistent with the law (Approx. September 2018)



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