



## Board Report

File #: 2020-0833, File Type: Informational Report

Agenda Number: 27.

---

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 21, 2021

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

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

#### **ISSUE**

In spring 2016, Metro created the Metro Homeless Task Force to address displaced persons that have turned to Metro's system and property for alternative shelter. Since then, Metro has made significant progress in addressing the homelessness issue by expanding its resources and partnering with community-based organizations.

#### **BACKGROUND**

The homelessness crisis has significantly grown in the last couple of years. The Los Angeles Homeless Services Authority (LAHSA) released the results of the 2020 Greater Los Angeles Homeless Count, which showed 66,436 people in Los Angeles County experiencing homelessness. This represents a 12.7% rise from last year's Point-in-Time count of 58,936 homeless persons. The city of Los Angeles saw a 16.1% rise to 41,290 from last year's point-in-time count of 36,300 homeless persons.

#### **DISCUSSION**

##### **P.A.T.H.**

PATH outreach teams remain agile in their ability to use a crises deployment model to continue providing outreach and support to homeless persons. The outreach teams work hand in hand with law enforcement and work closely with the Departments of Health Services, Public Health and Mental Health to provide services and housing.

PATH's current level of staffing is 32 outreach workers. The optimum outreach number is 40. PATH has modified their daily outreach efforts to early and mid-morning deployment on rail. Lack of outreach staff limits outreach on Metro's system. Metro's rail system does not have a presence of outreach teams between the hours of 3:30 p.m. and 3:00 a.m. P.A.T.H. is currently in the process of hiring two additional outreach workers and continue to actively recruit qualified personnel to fill the vacant positions. PATH recruits through their website, [epath.org](http://epath.org).

### **Quarterly Summary of Motel Placements**

The demographics and justifications for July through December 2020 motel placements are contained in Attachment C.

### **PATH/DHS Pilot Program**

As part of Metro's Customer Experience Plan the Department of Health Services' MOU is in the process of being extended to June 2023, contingent on Board approval. During the period of March 1, 2021 through June 30, 2021, Metro and the County Department of Health Services plan to pilot an expanded outreach model to assist Metro with Operation Shelter the Unsheltered and services for the unhoused at (6) six Metro stations. Amendment number two to the letter of agreement for multidisciplinary street-based engagement services is being drafted.

### **Metro Bus/Rail 4-Day Homeless Count**

In Fall 2020, Metro SSLE in collaboration with our Law Enforcement partners and Operations conducted a 4-day Homeless Count on all directly operated bus and rail lines. Please see Attachment C for a detailed report of the findings. The following is a summary of the count:

#### Count Goals

- Establish baseline numbers for future trend analysis
- Inform near-term resource planning and outreach efforts
- Improve coordination with law enforcement and homeless services
- Identify technology requirements to develop automated solution.
- Develop lessons-learned to improve future counts

#### Count Methodology

- Rail Count (10/05/2020 to 10/09/2020)
  - Law Enforcement and Transit Security Officers counted homeless persons on trains and in stations at 7:00am and 7:00pm.
- Bus Count (11/09/2020 to 11/12/2020)
  - Bus Operators counted homeless persons on buses at 6:00am, 6:00pm, 12:00am, and 2:00am. Number count was recorded on fare box.
- All personnel recording count were provided a copy of LAHSA's Homeless Person Definition/Criteria Guidelines.

#### Summary of Findings - Rail

- Average Morning Homeless Population Total (AM): 598
- Average Morning Homeless Population On-Train (AM): 404
- Average Morning Homeless Population In-Station (AM): 194
- Average Evening Homeless Population Total (PM): 545
- Average Evening Homeless Population On-Train (PM): 307
- Average Evening Homeless Population In-Station (PM): 238

#### Summary of Findings - Bus

- Average Morning Homeless Population (6AM): 777
- Average Evening Homeless Population (6PM): 1,048
- Average Midnight Homeless Population (12AM): 338

- 
- Average Late-Night Homeless Population (2AM): 269
  - Service Council Region with Highest Homeless Population: Westside/Central

### Next Steps

SSLE plans to execute subsequent rail and bus homeless counts to be performed on a quarterly basis. The second rail and bus homeless counts are tentatively scheduled for late January 2021. Additional counts will continue to aid us as we adjust our outreach efforts to focus on locations that are in need. We are working with the Executive Officer for Customer Experience to develop a method to obtain more detailed information on behaviors that are observed on the system to enable Metro to better determine the specific support that should be provided to assist the unhoused.

### **Metro Transit Ambassador Program**

SSLE is working with Metro's WIN-LA Program to pilot a Transit Ambassador Program designed to assist law enforcement with Operation Shelter the Unsheltered that connects individuals to outreach services. Select ex-offenders will be recruited to work with law enforcement in this pilot program.

### **Operation "Shelter the Unsheltered"**

Metro has taken a proactive role in developing innovative solutions to provide resources to homeless persons seeking shelter on Metro's system and infrastructures. Operation "Shelter the Unsheltered" is one of the solutions implemented to provide services to unhoused persons on Metro's system through coordinated efforts with County and City of Los Angeles. The Operation is a collaborative outreach effort between Metro's law enforcement partners and partnerships with PATH, The Dream Center and LA DOOR. The Operation began April 1, 2020 and is ongoing. Since the inception, the total number of individuals housed April 2020 through December 31, 2020 is 649.

### **Outreach Partnerships**

#### LA DOOR - Los Angeles City Attorney's Office

The program is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR outreach teams participate in Operation "Shelter the Unsheltered". The outreach teams deploy to Union Station, MacArthur Park and 7<sup>th</sup> Street/Metro locations. The total number of contacts by LA DOOR beginning July 8, 2020 to date is 1,315.

#### The Dream Center - A community-based organization within Angeles Temple

Los Angeles faith-based organization provides outreach services at Union Station Friday nights, at the close of the station, providing end-of-the-line service to offer assistance to homeless persons. The Dream Center outreach teams participate in Operation "Shelter the Unsheltered." The total number of contacts by the Dream Center beginning July 10, 2020 to date is 1,036.

### **Interagency Collaboration**

On November 19, Metro SSLE Special Projects Manager Joyce Burrell Garcia was a featured panelist in a Metro-sponsored webinar focused on the agency's efforts to engage with unhoused riders through our Homeless Action Plan. *Metro Conversations* is a new quarterly web series where Metro staff and our partners discuss stories about Metro's work that is little-known but enhances the quality of life in LA County. Over 80 attendees joined this inaugural event, which was moderated by Metro Community Relations Manager Julia Brown, and included Steve Fiechter and Karen Barnes from PATH. An article on this event was published in *Progressive Railroading*.

### **City and County Homeless Outreach Partnerships**

- P.A.T.H. (People Assisting the Homeless)
- LAHSA (The Los Angeles Homeless Services Authority)
- The Department of Health Services
- The Department of Mental Health
- The Unified Homelessness Response Center
- Mayor's Office of City Homelessness Initiatives (MOCHI)
- Office of the City of Los Angeles City Attorney, Central Division

### **NEXT STEPS**

SSLE in partnership with the Executive Officer for Customer Experience are moving forward together with the Customer Experience Plan that was recently adopted by the Board of Directors to conduct additional homeless counts, expand shelter bed availability, establish a flexible dispatch program, and expand locations and times for our Operation Shelter the Unsheltered on Metro's system.

### **ATTACHMENTS**

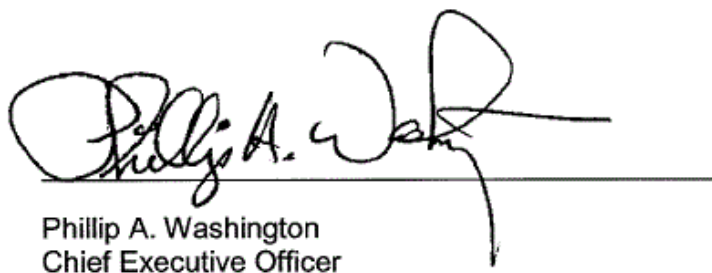
Attachment A - Homeless Outreach Success Stories July - December 2020

Attachment B - Motel Report July - December 2020

Attachment C - Bus\_Rail Homeless Count Data

Prepared by Joyce Burrell Garcia, Project Manager, System Security and Law Enforcement, (213) 922-5551

Reviewed by: Bob Green, Chief System Security and Law Enforcement Officer, (213) 922-4811



Phillip A. Washington  
Chief Executive Officer

## Homeless Outreach Success Stories

### **PATH Success Story (July)**

Client is a 62-year-old African American male with multiple medical conditions and mobility concerns. Client was first engaged at Union Station on January 28, 2019. Client had been released from custody on January 16, after approximately 13 years. Client was bussed to a shelter in Los Angeles and upon stepping off the bus, he suffered a heart attack and was hospitalized. First encountered client at Union Station, he had just been released from the hospital and was trying to get a ride to Bell Shelter. Client uses a walker/wheelchair for mobility and has multiple progressive medical conditions.

Client has been in most shelters in the city. Due to background issues as well as medical needs, client had to move frequently. Over the past year and a half, the client's health began to decline significantly. Client has spent one or two nights in the hospital most every month. In recent months, he was connected to home health and hospice.

In June 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing. Due to the client's condition, he was temporarily housed in a motel paid for by PATH Metro (The People Concern assumed payment for the motel in June 2020) due to his inability to access another shelter as well as his now severe medical needs. He was referred to Project RoomKey. The client was granted an automatic extension on his voucher due to COVID closures. It was at that time that Metro outreach team received a call from Casa Lucerne. They had an opening and accepted Section 8 vouchers. The Casa Lucerne worker immediately conducted a phone interview with the client and shortly thereafter met with the client. The client was approved for a housing unit. The client signed the apartment lease and moved in July 21 and 22, 2020. In June of 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing.

### **PATH Success Story (August)**

P.A.T.H. Team members responded to a request from Metro Security to assist a young lady who had been at Union Station for the last 24 hours or more sleeping off and on by the giant fish-tank. The team approached the 23 years old lady and assessed her situation. Initial assessments were completed; there were no overt signs of severe psychiatric issues or substance abuse. The client reported that she came to Los Angeles to meet a gentleman with whom she had an online relationship. She stated that once she met up with the individual, he was not the person that he had presented himself to be and she began to fear for her safety. The client reported that originally, the man had promised to help her with her modeling career, however, she stated that she quickly realized that the modeling was really prostitution. Fearing for her safety and unsure how to get home, the client began riding the Metro system for security. The client reported that she had no way of returning home or money to secure shelter for herself. She went on to disclose that her

family in Louisiana was more than likely mad at her for leaving home without their knowledge. The client was provided with food, water and hygiene products. A Program Manager at First To Serve graciously provided an emergency placement even though the shelter was at capacity. The client was transported to the shelter by Uber and completed intake. It took several conversations with the client's aunt in New Orleans, over the course of a few days, to convince her to send a bus ticket to get her niece home safely to Louisiana.

On August 15<sup>th</sup> the client was transported by the Metro Transit Outreach team to the Los Angeles Greyhound Station. The team purchased enough food to last the two and one-half day trip and waited for the client to board the bus. On August 18<sup>th</sup>, 2020. The client's arrival was confirmed by her aunt via telephone.

**PATH Success Story (September)**

Client, Mr. Ricky Nelson, was originally outreached on the Metro Red Line platform at Union Station. Mr. Nelson is a 58 years old male who experienced homelessness for roughly 25 years before being engaged by a PATH outreach team. Mr. Nelson struggled with mental health and substance abuse issues in addition to strained family relationships due to his drug addiction. Instead of giving up, Mr. Nelson began to grab a hold of the services available and seemed to develop a sense of purpose. First To Serve - Vernon assisted PATH with Crisis Placement. COVID 19 Project Room Key program placed client in a hotel facility, the Mayfair Hotel, where he was able to feel comfortable enough to begin the process of addressing long standing mental health and substance abuse issues. First To Serve - Vernon and Skid Row Housing Trust demonstrated endless patience assisting Mr. Nelson with navigating life at his interim facility. A Substance Abuse Specialist from PATH was able to be a voice of reason when situations occurred where the he felt that he could not overcome his substance abuse addictions.

Through collective agency efforts the client is permanently housed at The Crescent Apartments and has acclimated to his new environment well. Mr. Nelson has started to strengthened family relationship with his sister and participates regularly and independently in Mental Health and other supportive services; Mr. Nelson's apartment at the Crescent is the first place of his own after 25 years of residing in abandoned buildings in Downtown Los Angeles, the Metro train lines, or outdoors.

Quote: "I finally have a safe and clean place to lay my head to sleep at night after being homeless for so long, I feel like somebody now."



**PATH Success Story (October)**

PATH Metro transit encountered male 59 years old client at Union Station. The client had several challenges that led him into being homeless. Client was provided assistance in becoming document ready for housing. Initially, client was sheltered at 38th & Broadway until a bed was provided for him. Client received assistance with accessing pension from prior job. Client is now housed after spending over a year in shelter. Client experienced difficulties in shelter and wanted to give up but stuck with it. Client quote: “Good Morning Mike, I took the studio. Thanks for all your help, god bless. Nice neighborhood everything close.”

**PATH Success Story (November)**

Client was engaged at Union Station and services were provided in the San Fernando Valley, downtown Los Angeles, Centinela Hospital, South Los Angeles, and in Pasadena.

Participant is a male in his early 50’s who was experiencing chronic homelessness for at least 2 years, possibly longer before accepting outreach services through PATH outreach team members. Participant utilizes a wheelchair for mobility and has had problems with his leg since the outreach team met him. The client has a history of Substance Use Disorder, incarceration, and a serious health condition and experiences severe anxiety.

The client's history and medical/psychological conditions affected his ability to access congregate living situations, which led to him experiencing homeless in a place not meant for habitation for extended periods.

Participant has received assistance and support from PATH and Metro MDT outreach specialists. Participant has been supported with ongoing medical needs, particularly following his recent leg surgery. He was also supported with placement in a motel at the beginning of the COVID crisis due to his health condition. Shortly thereafter, he was successfully referred to and placed in the PRK program at Dragon's Gate Hotel in downtown Los Angeles.

In late summer, a PATH Mental Health Specialist received notification that participant was matched to a unit in the new Rampart Mint Apartment. A PATH mental health specialist facilitated the connection with both Rampart Mint staff and Heritage Clinic staff in order to complete the required documentation. Participant was able to move into his unit on November 12.

Participant is now in Permanent Supportive Housing at Rampart Mint Apartments in Los Angeles. PATH Metro mental health specialists continue to provide transitional support and soon will be completing the final warm-hand off with his HFSP team.

Participant has a very strong Christian faith and would often express praise to God during sessions and when he was permanently placed.

**PATH Success Story (December)**

Participant is a 64-year-old male who has experienced continuous homelessness for two years. He is a cancer survivor who struggles with chronic pain and mobility difficulties. He relies on a walker and wheelchair for mobility.

Participant was initially engaged at the Slauson Silver Line Station in March 2020. Shortly after initial engagement, participant was connected to Project Room Key, but his stay was not successful, and he returned to the small encampment at Slauson. In the subsequent months, a strong rapport was established with participant that enabled a PATH Mental Health Specialist to assist him with accessing medical care as well as navigate the housing process once he was matched to permanent shelter housing options. Participant was not able to be re-connected to Project Room Key and remained at the encampment for several months while completing the housing process. However, upon notification that he would soon be housed, a PATH Program Manager approved a motel voucher and participant was placed at The Rosa Bell Motel in September. Participant experienced a medical emergency during his time at the motel and was assisted by PATH Metro Multi-disciplinary team members with accessing medical care. Participant underwent orthopedic surgery and recovered at a Skilled Nursing Facility for several weeks before returning to the motel. PATH Mental Health Specialist continued to provide support and



## Attachment A

assistance by providing grocery gift cards as well as completing grocery shopping on several occasions. Participant was also supported with ongoing medical follow up and courtesy visits from the PATH Metro Multi-disciplinary team Nurse. Participant signed his lease and moved into Residences on Main Street on December 18, 2020. PATH Mental Health Specialist submitted an external flex funds request, which was approved, and purchased furniture, kitchenware and other household goods for participant to use in his new apartment .PATH Mental Health Specialist will continue to work with participant through the month of January to allow time for him to stabilize before completing the warm hand off with his Case Manager. Participant has been successfully housed at Residences on Main. Client quote: "You guys are angels."

## Motel Report: July 2020 – December 2020

### July Motel Report – Demographic Overview:

- A total of 53 homeless persons were housed in 29 motel rooms
- 30 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 14 were singularly housed
- 57% of clients were a combination of families

Total Motel Cost: \$59,733.23

\*COVID-19 Motel Expense: \$21,062.52

### August Motel Report – Demographic Overview:

- A total of 58 homeless persons were housed in 39 motel rooms
- 10 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 1 of the clients was a deaf female
- 28 clients were singularly housed
- 48% of the clients were singularly housed

Total Motel Cost: \$70,084.31

\*COVID-19 Motel Expense: \$36,023.48

### September Motel Report – Demographic Overview:

- A total of 71 homeless persons were housed in 41 motel rooms
- 12 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 10 of the clients were elderly singles
- 25 clients were singularly housed
- 35% of the clients were singularly housed

Total Motel Cost: \$85,493.83

\*COVID-19 Motel Expense: \$59,183.20

### October Motel Report – Demographic Overview:

- A total of 69 homeless persons were housed in 41 motel rooms
- 43 of the clients were a combination of single mothers with children
- 26 clients were singularly housed
- 62% of the clients were single mothers with children

Total Motel Cost: \$97,152.27

\*COVID-19 Motel Expense: \$63,090.50

### November Motel Report – Demographic Overview:

- A total of 51 homeless persons were housed in 26 motel rooms
- 12 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 10 of the clients were elderly single males
- 4 clients were single (3 single males and 1 single female)
- 24% of the clients were a combination of families

Total Motel Cost: \$50,974.18

\*COVID-19 Motel Expense: \$30,600.36

December Motel Report – Demographic Overview:

- A total of 28 homeless persons were housed in 17 motel rooms
- 6 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 8 of the clients were single elderly individuals (5 males and 3 females)
- 3 clients were single males
- 28% of the clients were single elderly individuals

Total Motel Cost: \$31,692.66

\*COVID-19 Motel Expense: \$19,306.60

COVID Motel Expenses

General COVID-related expenses are for PPE (personal protective equipment), cleaning supplies, hand sanitizer and other basic expenses that are related to keeping participants and staff as safe as possible during the pandemic.

Motel COVID expenses are based on the team's judgement that a participant's vulnerability (health) puts them at greater risk for COVID (based on the guidelines-folks over 65, with pre-existing conditions such as lung/heart issues, etc). Most of these folks are first encountered during the off-boardings

Detailed motel information is available upon request.

# Los Angeles Metro Homeless Count

FALL 2020



**Metro**<sup>®</sup>

SYSTEM SECURITY AND  
LAW ENFORCEMENT



# Today's Discussion



**01**

**Executive  
Summary**

**02**

**Rail Count  
Overview**

**03**

**Bus Count  
Overview**

**04**

**Next Steps,  
Wrap-Up, Q&A**



# Homeless Count Executive Summary



**Metro**<sup>®</sup>

SYSTEM SECURITY AND  
LAW ENFORCEMENT

# Los Angeles Metro Homeless Count

## Study Goals

- 1 Establish baseline numbers for future trend analysis
- 2 Inform near-term resource planning and outreach efforts
- 3 Improve coordination with law enforcement and homeless services
- 4 Identify technology requirements to develop automated solution
- 5 Develop lessons-learned to improve future counts

# Los Angeles Metro Homeless Count

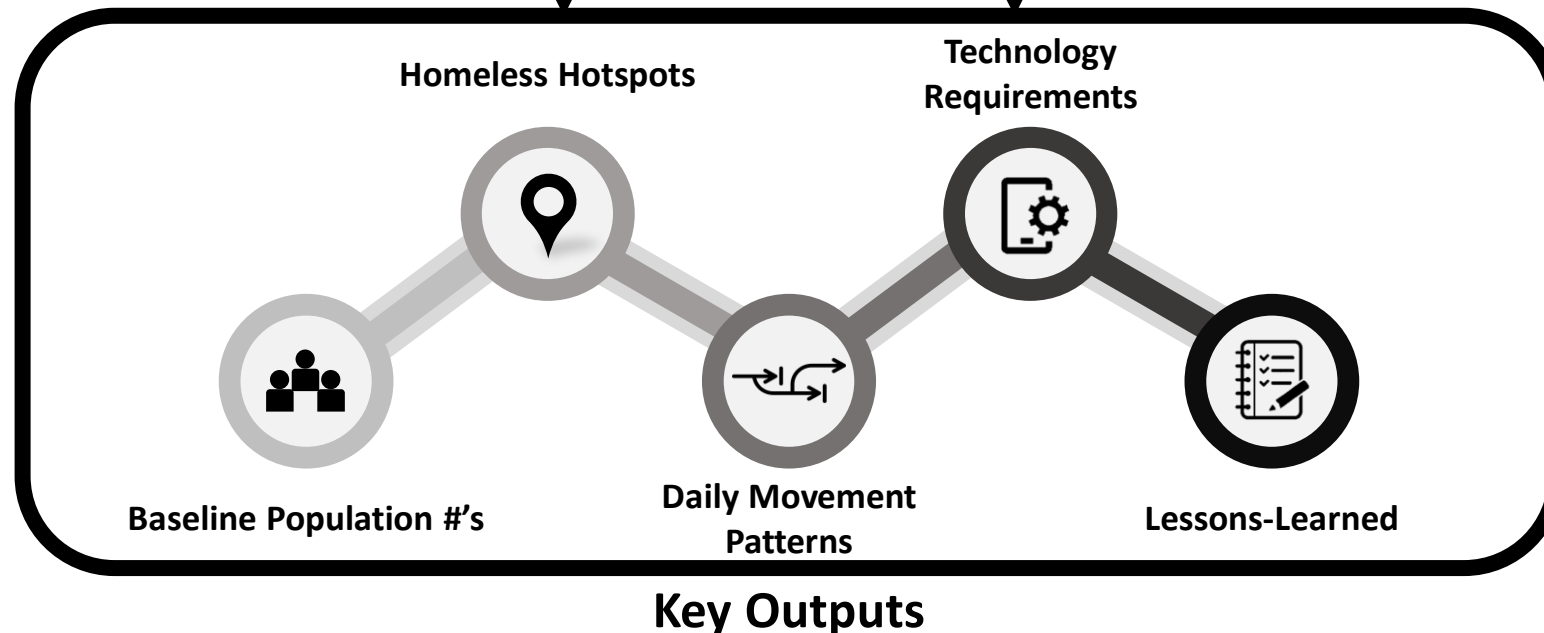
## Study Methodology & Outputs

### Rail Count (10/05 – 10/09)


- LEO's and Security counted homeless on trains and in stations at 7AM and 7PM

### Bus Count (11/09 – 11/12)

- Bus operators counted homeless at 6AM, 6PM, 12AM, and 2AM







# Homeless Count Rail Count Overview



**Metro**<sup>®</sup>

SYSTEM SECURITY AND  
LAW ENFORCEMENT

# Los Angeles Metro Homeless Count

## Summary of Findings – Rail

### Morning Rail Homeless Metrics



### Evening Rail Homeless Metrics



Average Morning Homeless Population (AM)

598



Average Evening Homeless Population (PM)

545



Average Morning Homeless Population On-Train (AM)

404



Average Evening Homeless Population On-Train (PM)

307



Average Morning Homeless Population In-Station (AM)

194



Average Evening Homeless Population In-Station (PM)

238

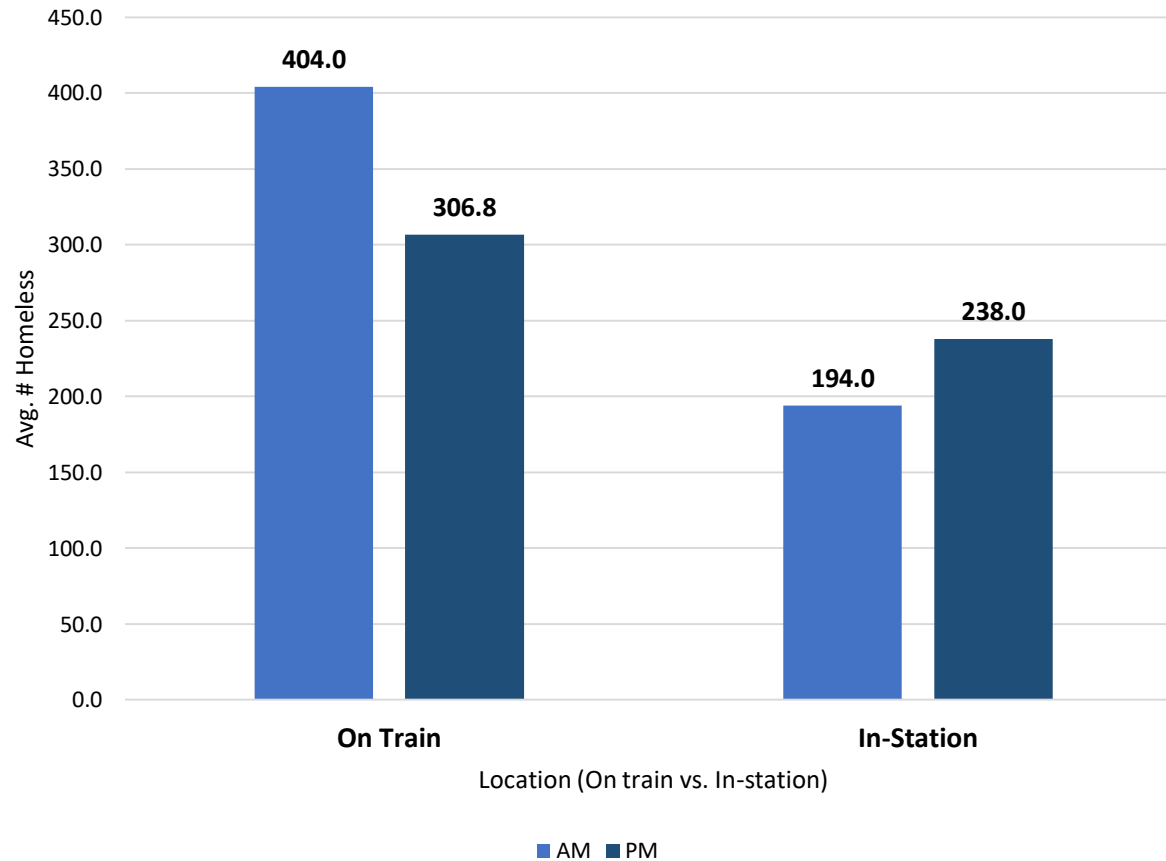
### % Homeless Population / Rail Line (Total On-Train & In-Station)

B (Red)	A (Blue)	E (Expo)	L (Gold)	C (Green)	D (Purple)	G (Orange)	J (Silver)
38.1%	18.1%	16.7%	11.2%	6.0%	5.6%	2.6%	1.5%

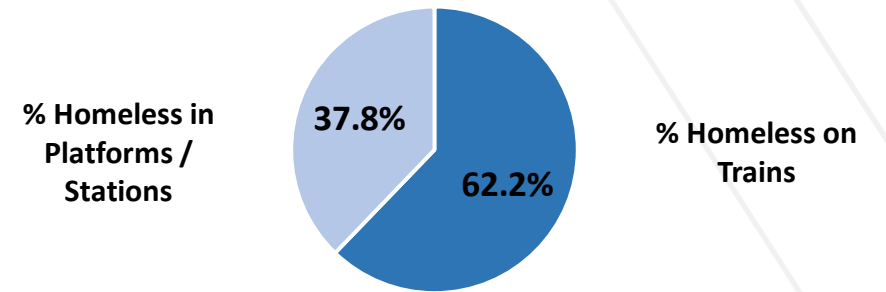
# Los Angeles Metro Homeless Count

## Rail Count Overview – On-Train & In-Station

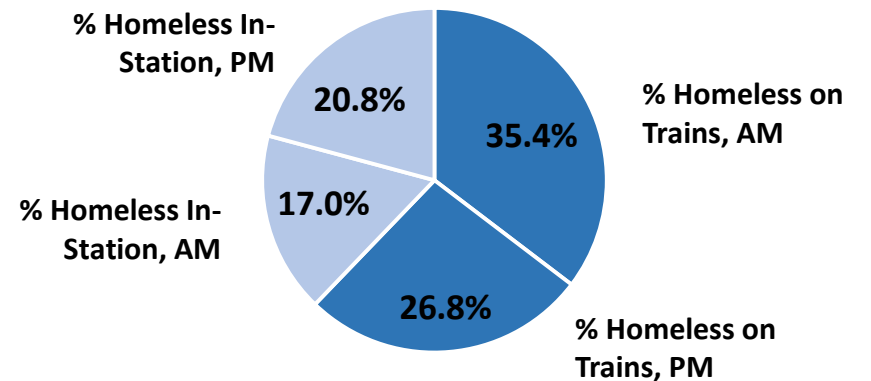
Average Daily Homeless Count by Location Type



Average Daily Homeless Distribution On-Train vs. Stations / Platforms



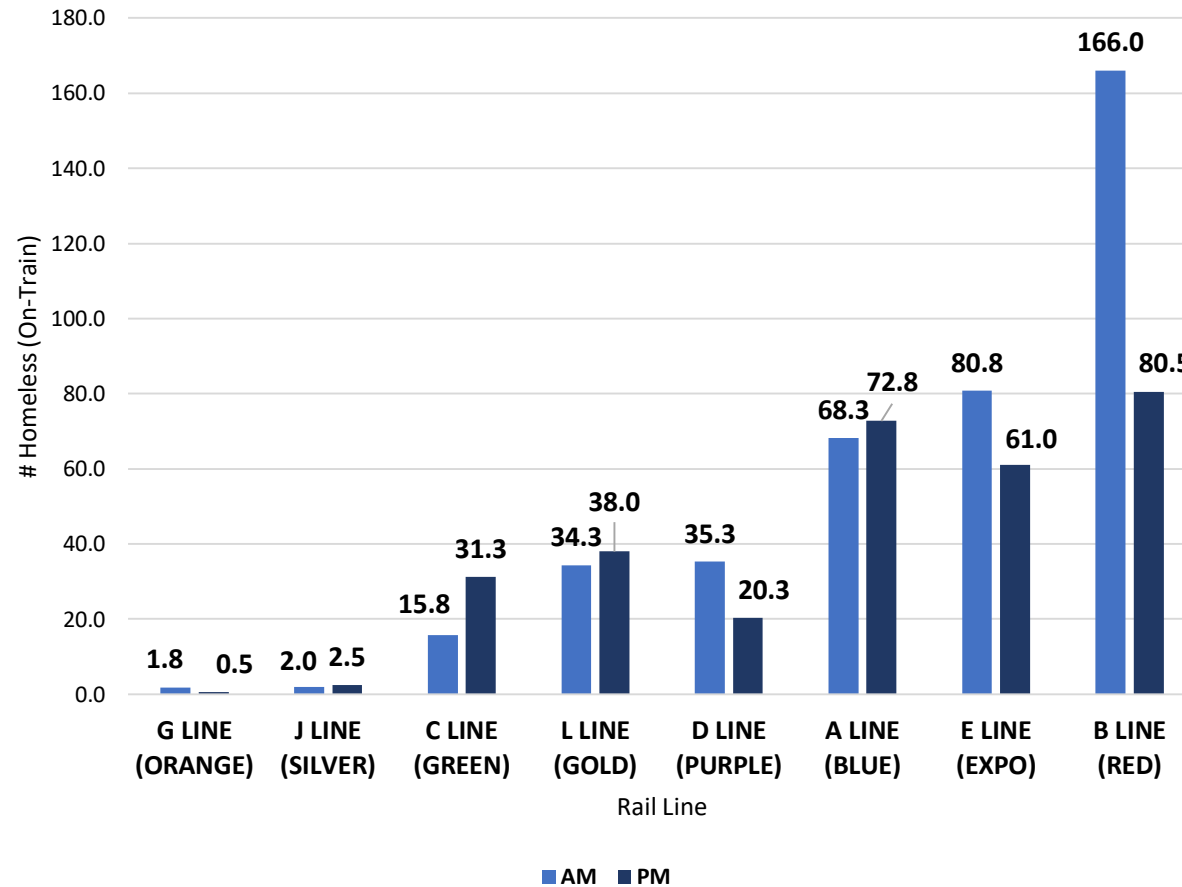
Average Daily Homeless Distribution By Location Type & Time of Day



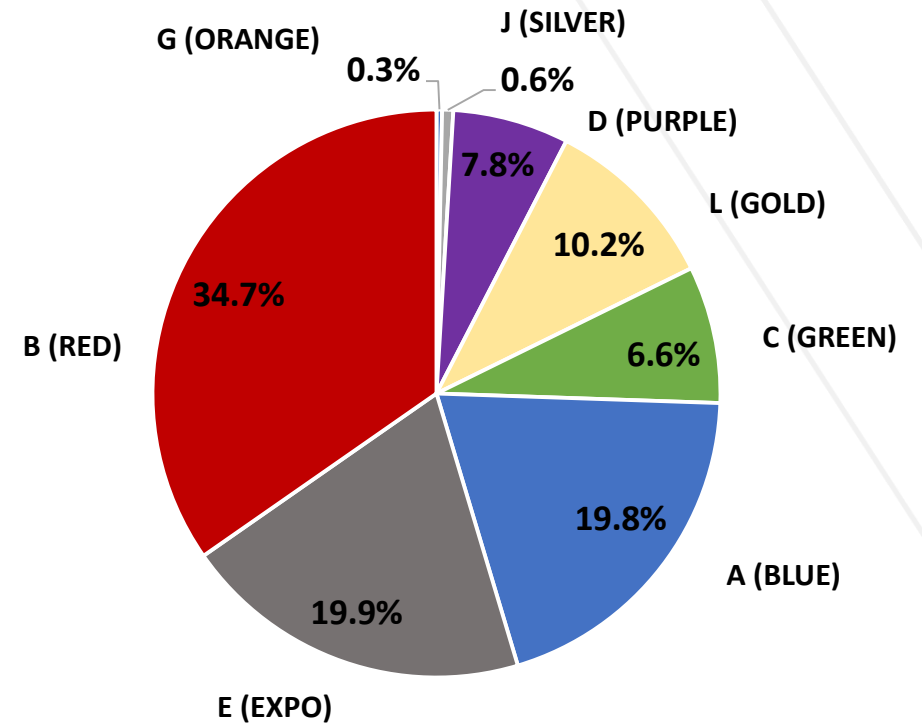
# Los Angeles Metro Homeless Count

## Rail Count Overview – On-Train

Average On-Train Homeless Count by Rail Line



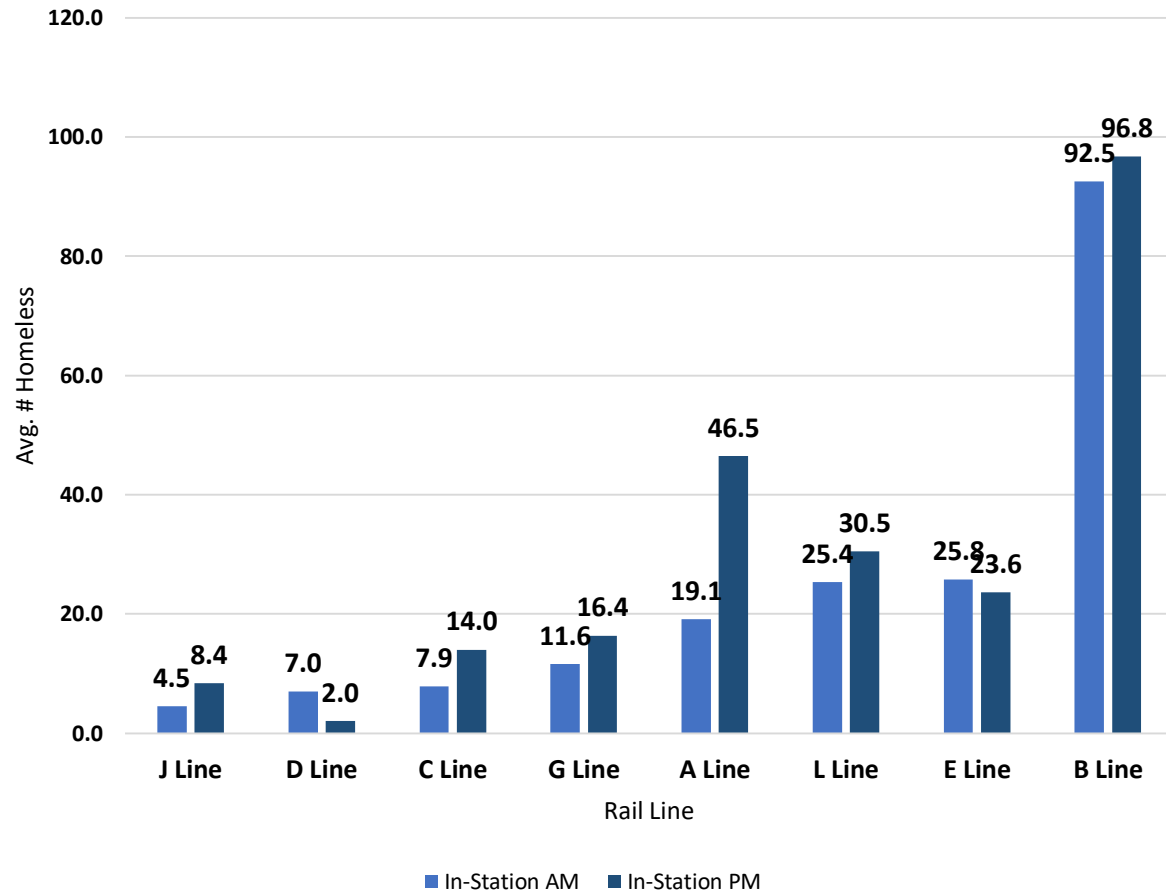
Average Daily Homeless Distribution by Line



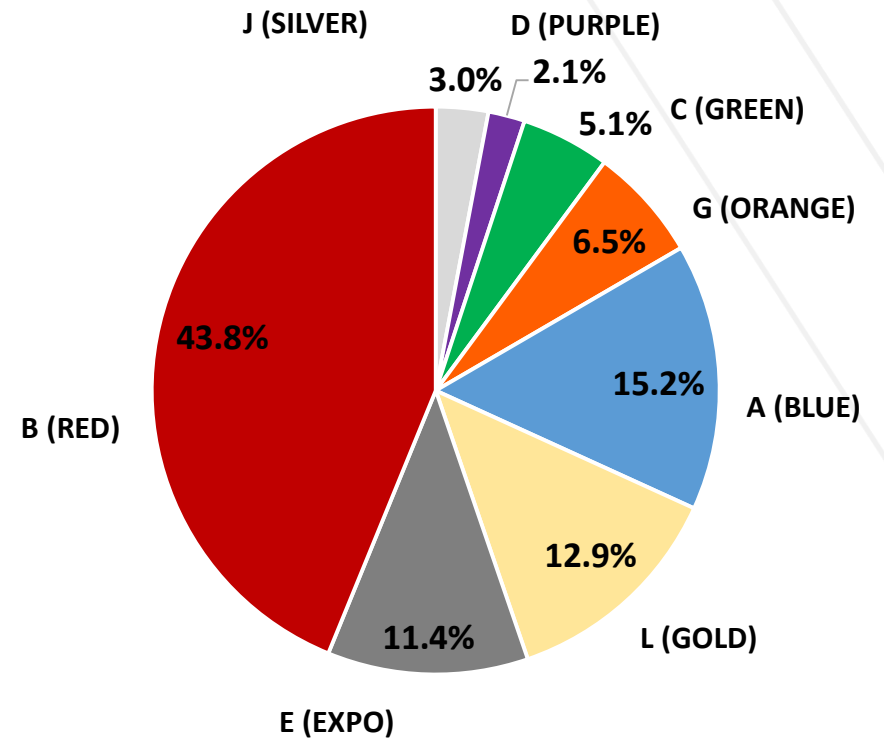
# Los Angeles Metro Homeless Count

## Rail Count Overview – In-Station & On Platforms

Average In-Station Homeless Count by Line



In-Station Homeless Distribution by Line





# Homeless Count Bus Count Overview



**Metro**<sup>®</sup>

SYSTEM SECURITY AND  
LAW ENFORCEMENT

# Los Angeles Metro Homeless Count

## Summary of Findings – Bus



**Average Morning Homeless Population (6AM)**

**777**



**Average Evening Homeless Population (6PM)**

**1048**



**Average Midnight Homeless Population (12AM)**

**338**



**Average Late-Night Homeless Population (2AM)**

**269**



**Service Council with Highest Homeless Population**

**Westside / Central**

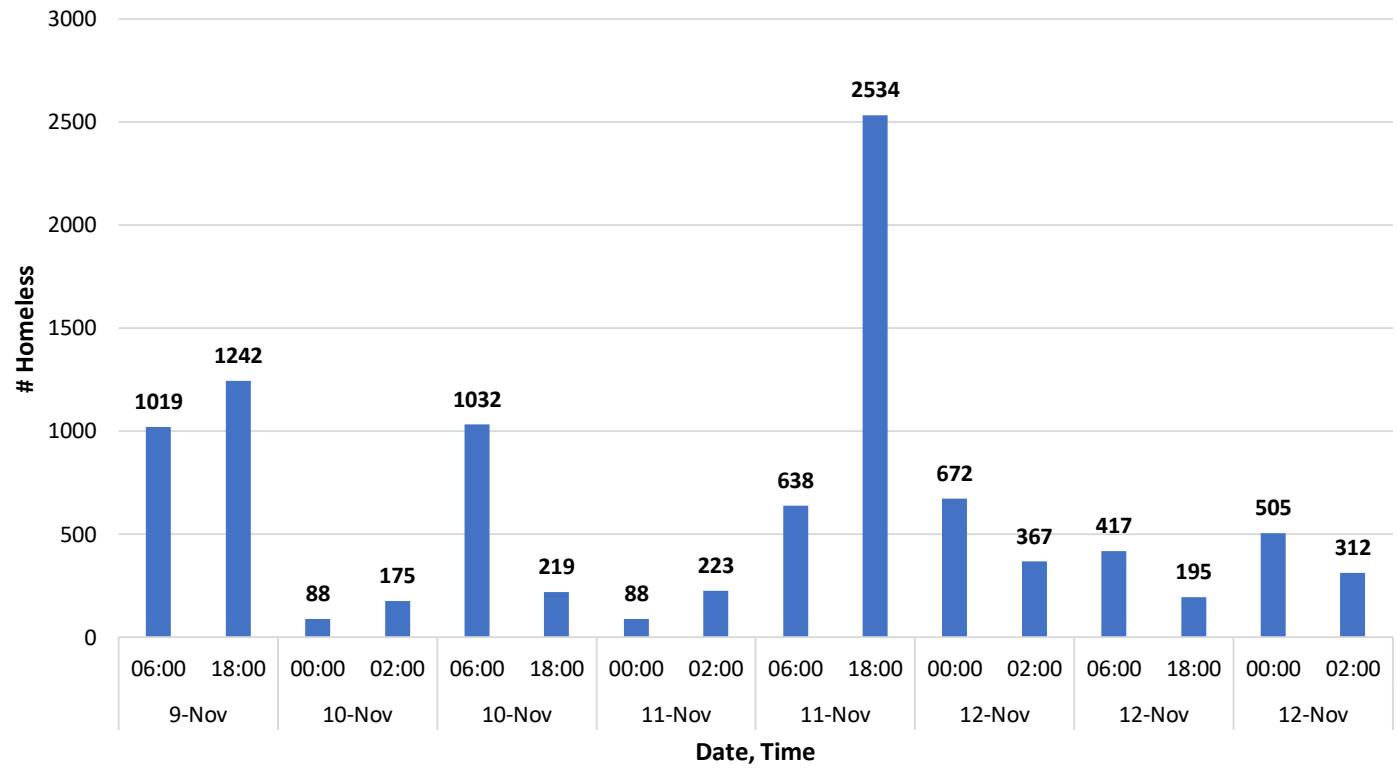
### Homeless Population / Bus Line (Top 10 Routes)

	Line 4 E.	Line 720	Line 33	Line 180	Line 51	Line 60	Line 20	Line 910	Line 733	Line 2 E.
<b>Avg. Count</b>	198	123.25	114.5	98.75	79	69.75	64.5	64.5	59.5	57.75
<b>% of Total</b>	8.1%	5.1%	4.7%	4.1%	3.2%	2.9%	2.7%	2.7%	2.4%	2.4%

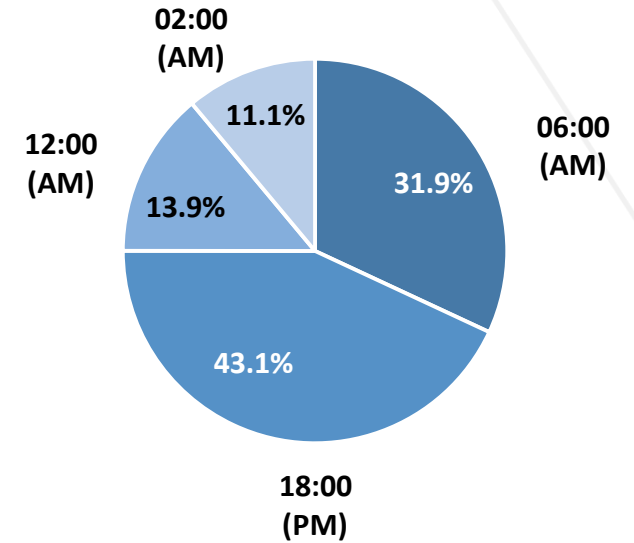
# Los Angeles Metro Homeless Count

## Bus Count Overview – Major Timepoints

Homeless Count by Date and Time of Day



Average Homeless Distribution by Time of Day



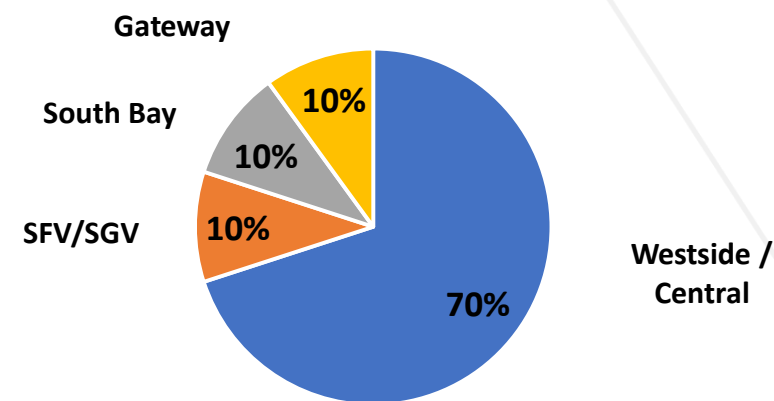


# Los Angeles Metro Homeless Count

## Bus Count Overview – Service Council Analysis (Top 10 Lines)

Service Council	Bus Lines
Westside / Central	4 East, 720, 33, 51, 20, 733, 2 East
Gateway	60
San Gabriel Valley	180
South Bay	910
San Fernando Valley	None

Service Council Homeless Distribution (Top 10 Lines)



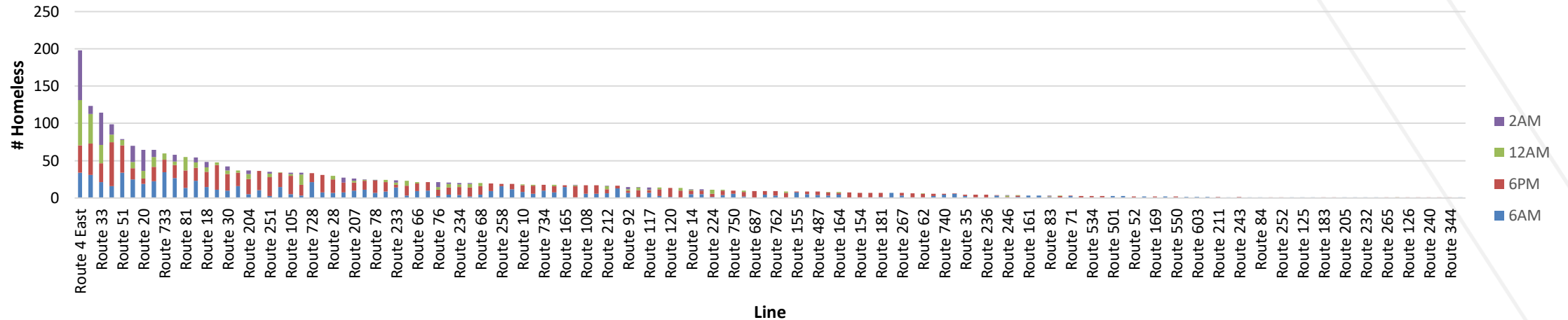
### Overview of Findings

- **Key Metrics**
  - Service Council Homeless Presence (Top 10 Routes):
    - Westside / Central: 7 (70%)
    - Gateway Cities: 1 (10%)
    - SFV / SGV: 1 (10%)
    - South Bay: 1 (10%)
- **What Does this Mean?**
  - Westside central has significantly higher homeless population presence in the Westside / Central service council than all other areas
  - SSLE should focus the bulk of its outreach and law enforcement efforts within this council area to have the greatest impact

# Los Angeles Metro Homeless Count

## Bus Count Overview – Route Analysis

Average Homeless Count by Route



### Overview of Findings

- **Key Metrics**
  - Average homeless count per line: 18.4
  - 51% of homeless are concentrated in top 17 lines
  - 49% of homeless are spread over bottom 115 lines
- **What Does this Mean?**
  - **51% of the homeless population is concentrated in only 13% of lines**, which suggests these lines cover major homeless population centers or areas with popular homeless services

# Homeless Count Next Steps



**Metro**

SYSTEM SECURITY AND  
LAW ENFORCEMENT

# Next Steps



1

Discuss findings with Law Enforcement and Homeless Outreach Partners

2

Discuss coordination and deployment of resources and outreach services

3

Create strategies to address homelessness on the bus system

4

Design future state quarterly homeless count study methodology

5

Begin development / testing efforts for the technology solution

# Questions?

Carlos Rico  
Transit Security Community Liaison  
Special Projects and Homelessness Initiatives  
[ricoc@metro.net](mailto:ricoc@metro.net)  
T: 213.317.0650



**Metro**

**SYSTEM SECURITY AND  
LAW ENFORCEMENT**

# Focused **Forward**



**Metro**<sup>®</sup>

SYSTEM SECURITY AND  
LAW ENFORCEMENT



# Metro's Homeless Outreach Efforts Quarterly Update

2020-0833

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

# Fall 2020 Homeless Count



## Summary of Findings – Rail

Average Daily Homeless Population	Total
<b>Average Morning – Total (AM)</b>	<b>598</b>
Average Morning – On-Train (AM)	404
Average Morning – In-Station (AM)	194
<b>Average Evening – Total (PM)</b>	<b>545</b>
Average Evening – On-Train (PM)	307
Average Evening – In-Station	238



## Summary of Findings – Bus

Average Daily Homeless Population	Total
Average Morning – Total (6AM)	777
Average Evening – Total (6PM)	1,048
Average Midnight – Total (12AM)	338
Average Late-Night – Total (2AM)	269



# PATH C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served July 2020	Number of Persons Served August 2020	Number of Persons Served September 2020	Number of Persons Served October 2020	Number of Persons Served November 2020	Number of Persons Served December 2020	Quarterly Total Served	Contract YTD Total Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	170	218	248	218	118	160	1,132	8,159
Number of Unduplicated individuals engaged (engagement phase)	95	199	220	99	50	93	756	4,180
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	39	35	34	32	44	21	205	1,902
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	11	0	1	1	0	14	414
Number of unduplicated individuals engaged who are permanently housed	11	12	15	1	6	19	64	337

# Quarterly Summary Motel Placements

## P.A.T.H. Motel Placements

- ▶ July: 53 homeless persons were housed in 29 motel rooms
- ▶ August: 58 homeless persons were housed in 39 motel rooms
- ▶ September: 71 homeless persons were housed in 41 motel rooms
- ▶ October: 69 homeless persons were housed in 41 motel rooms
- ▶ November: 51 homeless persons were housed in 26 motel rooms
- ▶ December: 28 homeless persons were housed in 17 motel rooms



# Operation “Shelter the Unsheltered”



Heightened presence of outreach teams and law enforcement partners at select stations for end of the line services



Closure of Metro Stations nightly 12:00 – 4:00 a.m. to clean and sanitize stations



Off-loading of all riders at the end of the line. Riders must exit through the turnstiles and retap to reenter train platform



Outreach Teams positioned at turnstiles to offer housing, mental health and addiction resources.

# Operation “Shelter the Unsheltered”

July 1, 2020 – December 31, 2020

Operation Summary	Qt.
# OF AM OFF-LOADINGS	32,858
# OF PM OFF-LOADINGS	6,840
<b>TOTAL</b>	<b>39,698</b>
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	227
# OF INDIVIDUALS SHELTERED (PATH only)	189
# OF INDIVIDUALS CONTACTED (LA DOOR only)	1,532
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	1,036

# Outreach Ambassador Program

SSLE is working with Metro's WIN-LA Program to pilot an Outreach Ambassador Program designed to assist with Operation *Shelter the Unsheltered* that connects individuals to outreach services. Select ex-offenders will be recruited to work with PATH and law enforcement partners in this pilot program.