

# LA Metro's Homeless Action Plan and Outreach Model

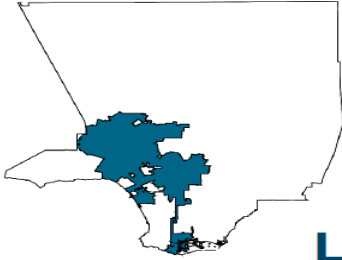
2018 APTA Annual Meeting



*Metro Provides Excellence in Service and Support.*

# Metro Transit Homeless Action Plan

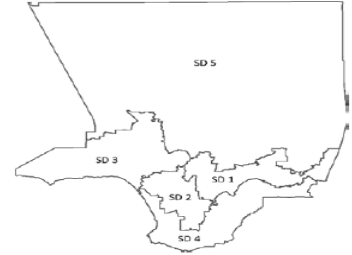
## PEOPLE EXPERIENCING HOMELESSNESS



**City of  
Los Angeles**

**31,516**

**5% Decrease**



**County of  
Los Angeles**

**53,195**

**3% Decrease**



2018 HOMELESS COUNT RESULTS

The LA CoC total number was 50,385, a 4% decrease from 2017. The LA CoC is Los Angeles County excluding Glendale, Pasadena, & Long Beach CoCs. 4

\*LAHSA 2018 vs. 2017 figures

# Metro Transit Homeless Action Plan

## Homelessness remains visible on our streets

3 out of 4 people remain unsheltered



**39,826**

(75%) Unsheltered



**13,369**

(25%) Sheltered

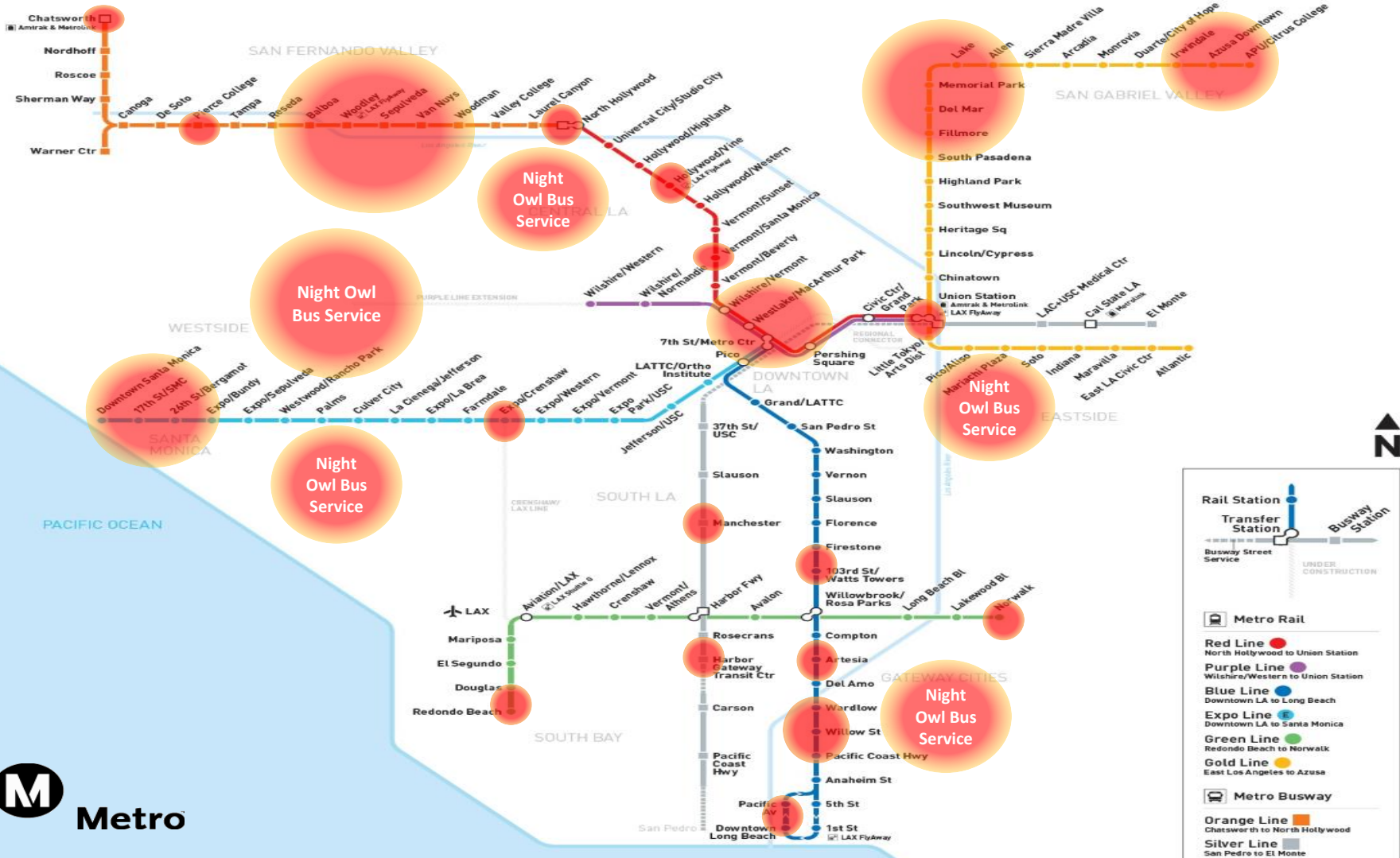


The number of

- Vehicles
- Tents
- Makeshift shelters

increased 5%\*  
from last year and  
32%\* since 2016

\*LAHSA 2018 vs. 2017 figures



# Metro Transit Homeless Action Plan



**Research**

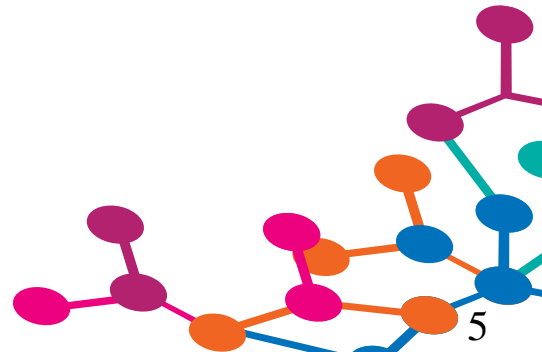
**Education**

**Coordination**

**Outreach**



- Enhanced ridership experience
- Improved public safety for all passengers
- Coordinated and responsive homeless outreach and engagement



A photograph of a person lying on a white stretcher, completely covered by a white sheet. The stretcher is positioned on a dark blue carpet with a colorful pattern. A green banner with white text is overlaid at the bottom of the image.

## Early AM Rollout on Rail





## Early AM Fare Compliance



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## Late Night Owl Bus Service



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## ROW Impacts







# Shelter During inclement Weather



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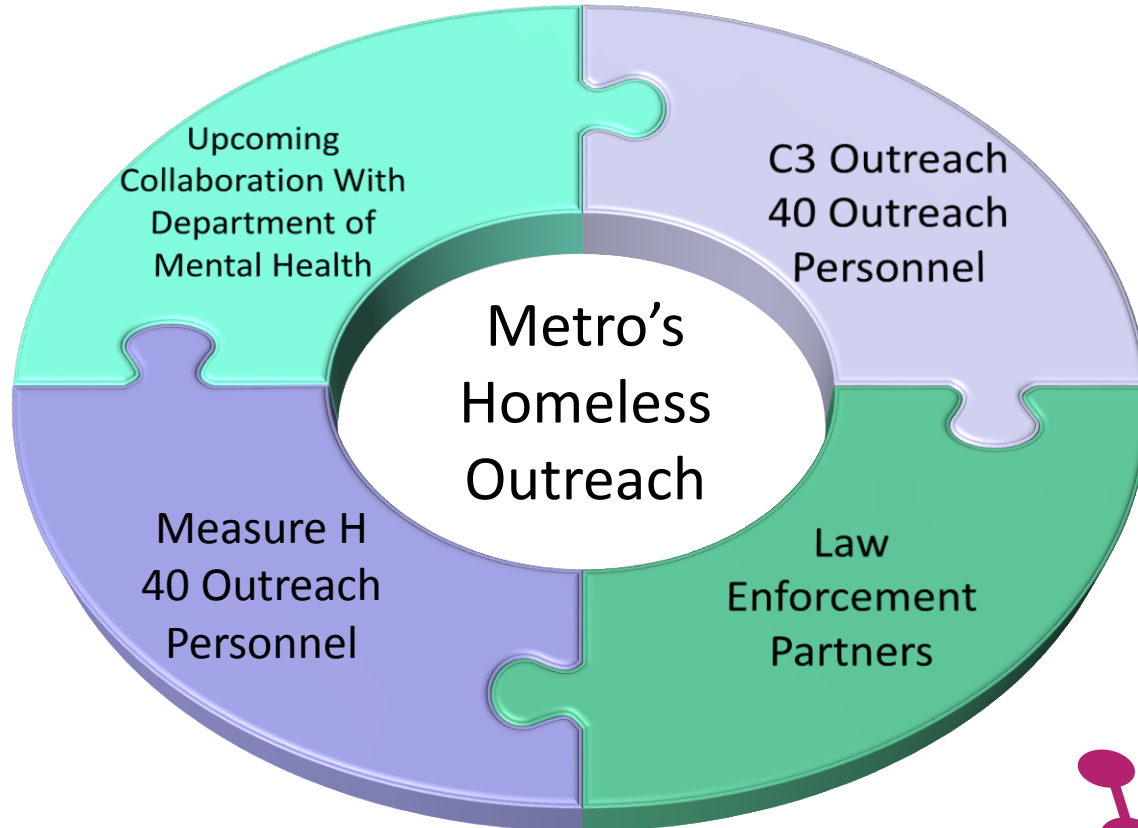




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# Homeless Outreach Components





## LA Metro "C3 Multi-disciplinary" Outreach



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## LASD "MET" Outreach



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## LAPD “HOPE” Outreach



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# LAPD HOPE Outreach

- Transit Services Bureau models the HOPE Team after the current geographic bureau HOPE Teams.
- Officers engage the homeless throughout Metro's System and work to identify the following:
  - Level of vulnerability
  - Mental Health needs & substance abuse
  - Veteran status
  - Family or other potential support systems
  - Significant health or disability issues
  - Situations that create obstacles such as unmarried couples, pets and pending criminal cases
  - Past attempts to seek help that were unsuccessful

# 2018 “Full Court Press” on Outreach

**Effective May 2018:** Expand pilot from 2 teams to a total of 8 teams, 7 days per week for 1 year. Approx. Cost- \$4,207,125

## Bus



## Rail



### Bus: Owl Service

- 1, PM Team

### Rail: All Lines

- 3, AM Teams
- 3, PM Teams

### Union Station: On Site

- 1, PM Team

