

LA Metro's Homeless Action Plan and Outreach Model

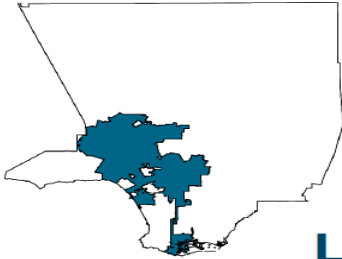
2018 Sustainability & Multimodal Planning Workshop



Metro Provides Excellence in Service and Support.

Metro Transit Homeless Action Plan

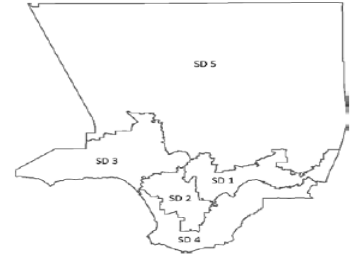
PEOPLE EXPERIENCING HOMELESSNESS



**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

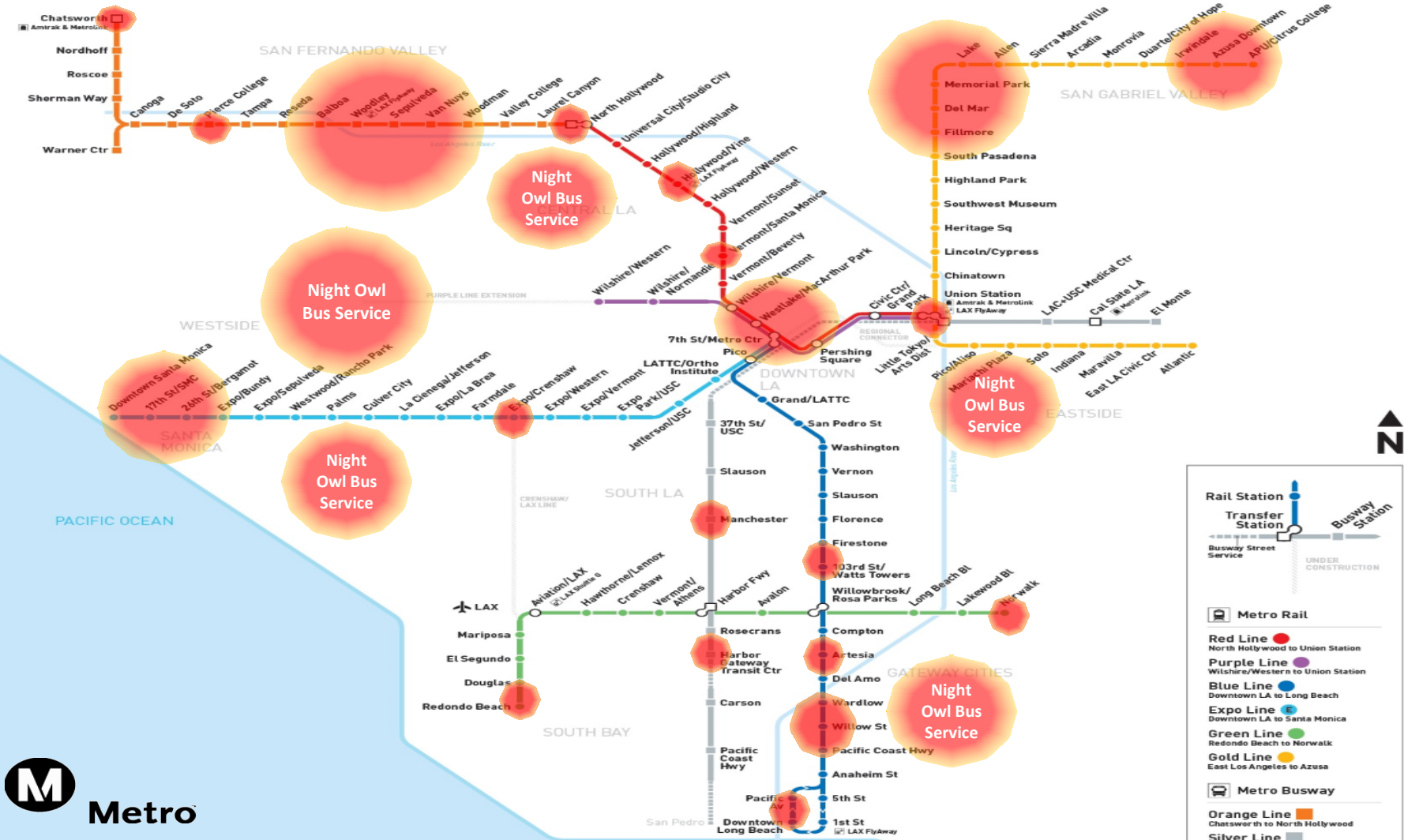


The number of

- Vehicles
- Tents
- Makeshift shelters

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

*LAHSA 2018 vs. 2017 figures



Rail Station
 Transfer Station
 Busway Station
 Busway Street Service
 UNDER CONSTRUCTION

Metro Rail

- Red Line** ● North Hollywood to Union Station
- Purple Line** ● Wilshire/Western to Union Station
- Blue Line** ● Downtown LA to Long Beach
- Expo Line** ● Downtown LA to Santa Monica
- Green Line** ● Redondo Beach to Norwalk
- Gold Line** ● East Los Angeles to Azusa

Metro Busway

- Orange Line** ■ Chatsworth to North Hollywood
- Silver Line** ■ San Pedro to El Monte

Metro Transit Homeless Action Plan



Research

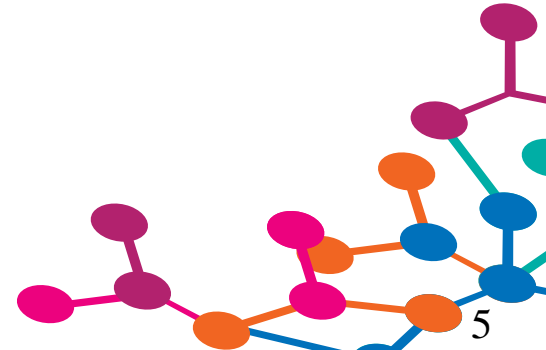
Education

Coordination

Outreach



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





Early AM Rollout on Rail



Metro



Early AM Fare Compliance



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Late Night Owl Bus Service



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ROW Impacts



A photograph of a subway station staircase. The stairs are illuminated by warm, yellow lights. On the steps, several people are sleeping. On the floor at the bottom of the stairs, a person is wrapped in a silver thermal blanket, with a metal walker nearby. There is also some scattered trash and papers on the floor. A person is lying on the floor to the right of the stairs, partially covered by a grey blanket. A green banner with white text is overlaid on the middle of the image.

Shelter During inclement Weather



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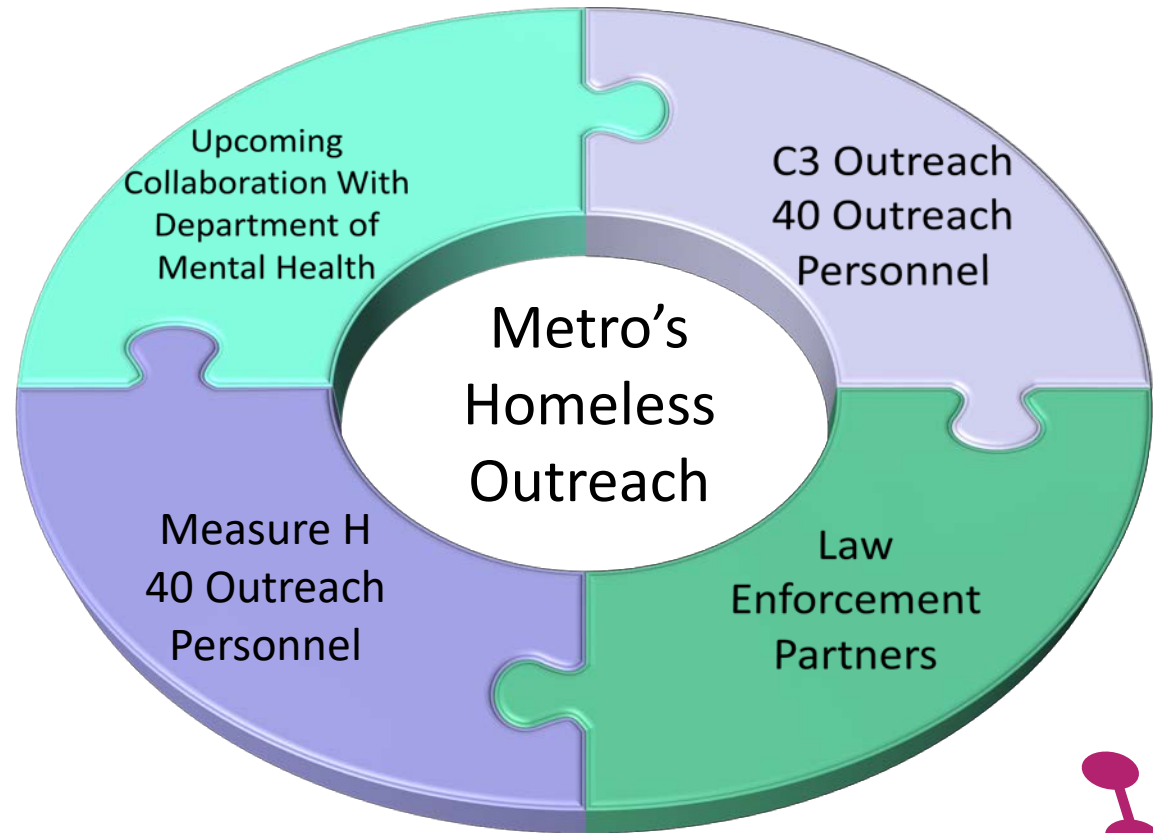
 **RESERVED FOR MOBILITY DEVICES**
Reservado para dispositivos de movilidad

 **DO NOT BLOCK LEAN AGAINST**
No se puede bloquear ni apoyarse en



Metro

Homeless Outreach Components





LA Metro "C3 Multi-disciplinary" Outreach



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

