



# **TRANSIT'S RESPONSE TO PEOPLE WHO ARE HOMELESS**

## **SEPTA'S EXPERIENCE**

**JEFFREY D. KNUEPPEL, PE  
GENERAL MANAGER**

- Of the 10 largest U.S. cities, Philadelphia ranks first in poverty
- As a result, homelessness is a city-wide issue
- Other contributing factors: housing costs, budget cuts, drug addiction and mental illness

Philadelphia

## How to Fix Philly: New text-to-donate program aims to curb panhandling

This latest initiative could also help stem the ongoing opioid crisis.

By Hayden Mitman Published : June 19, 2017 | Updated : June 19, 2017



### FIGHTING FOR A HOME



#### Homeless Youth: A Silent Epidemic

Hundreds of young people in Philadelphia are homeless. Meet the kids fighting for a place to call home.

## Ubiñas: City of Brotherly Love turning into the City of Homeless

Updated: MARCH 2, 2017 — 4:33 PM EST



ED HILLE / STAFF PHOTOGRAPHER.

At Suburban Station, an unidentified homeless man sleeps on a bench near the ticket counters.



- Many of the City's homeless seek refuge in public transportation locations
- SEPTA has seen an increase of homeless persons at our stations and concourses with as many as 100 individuals observed in each of our Center City Regional Rail Stations at any given time
- This situation calls for innovative problem solving



# HUB OF HOPE BUILDING AND PARTNERSHIP

- SEPTA partnered with Project HOME and the City of Philadelphia to assist with the growing homeless population at transit facilities
- SEPTA designed and constructed a homeless engagement center - the Hub of Hope - on City property adjacent to transit that is now managed by Project HOME Staff
- The Hub of Hope (11,000 s.f.) provides services to homeless individuals including
  - Assistance finding shelters/ housing
  - Meals and coffee
  - Laundry service
  - Shower and restroom facilities
  - Access to physical / behavior health resources



- Hours of operation expanded (full weekend service)
- 25,898 total visits with an average of 1,992 unique visits per week
- 635 placed in shelters
- 60+ placed in safe haven/long term respite
- 70+ referred to locations for permanent housing
- 168 received medical services with 36 referred to medical/treatment programs
- 1,466 showers and 716 loads of laundry
- 7,500+ meals served





# ADDITIONAL SEPTA EFFORTS TO COMBAT HOMELESSNESS



**Southeastern Pennsylvania Transportation Authority**  
**2018 United Way PLUS Campaign**

Driving Toward a Better Community!  
Show you care...  
Everyone matters...  
People are in need...  
Take the time  
Answer the call...

SEPTA Employees: THANK YOU! You make a difference!

**How To Make Your United Way Plus Pledge**

1. Use the official United Way Plus pledge card provided to authorize your payroll deduction and the amount of your pledge.
2. Indicate on the pledge card which of the four (4) primary organizations you are designating to receive your contribution.
3. If you would like to further designate your gift to a Donor Choice agency, please complete the United Way Optional Section on the bottom of the other side.

**Note**

- SEPTA has a perpetual pledge designation system—that means your contribution amount and designated agency will remain the same unless you initiate a change.
- See reverse side. Use designated section to indicate a change in your contribution amount and to change the name of the designated agency to which you are contributing. Also, if you have designated to more than one agency, please indicate how your contribution should be divided among the agencies you selected.

Please see your coordinator for questions or help in completing your pledge card and/or Donor Choice form. Otherwise, contact LaVerna Peay at 215-580-3756, LPeay@septa.org or Adam Robinson at United Way, 856-583-1871.

For PA: The Pennsylvania Bureau of Charitable Organizations in Harrisburg, PA, 717-783-1720 (800-732-0999 within PA) will address questions relating to the registration of any named organizations. For NJ: <http://www.njcommcharaffairs.gov> - charity search.

We and the community thank you for your support and caring.

**United Way of Greater Philadelphia and Southern New Jersey**  
1709 Benjamin Franklin Parkway  
Philadelphia, PA 19103  
Phone: 215 665-2500  
Fax: 215 665-2578  
[www.UnitedWayImpact.org](http://www.UnitedWayImpact.org)

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**WE ARE ON A MISSION TO END POVERTY IN OUR REGION...JOIN US.**

**United Way Impact Fund – Choose Code 34.** Gifts to the Impact Fund support the work of United Way and our Impact Partners – select nonprofit organizations delivering measurable results. Your support of the Impact Fund advances a two-generational approach to breaking the cycle of poverty in our region.

**Impact Fund Investments, initiatives and partners focus on strategies that are proven**

**Project HOME HUB OF HOPE**  
1515 Fairmount Avenue  
Philadelphia, PA 19130  
Phone: 215-232-7272  
Fax: 215-232-7277  
[www.projecthome.org](http://www.projecthome.org)

The mission of the Project HOME community is to empower adults, children, and families to break the cycle of homelessness and poverty, to alleviate the underlying causes of poverty, and to enable all of us to attain our fullest potential as individuals and as members of the broader society. We strive to create a safe and respectful environment where we support each other in our struggles for self-esteem, recovery, and the confidence to move toward self-actualization.

**WOMEN'S WAY CONNECTS EMPOWERS INVESTS**  
123 S. Broad Street, Suite 1320  
Philadelphia, PA 19109  
Phone: 215 985-3322  
Fax: 215 985-3369  
[www.womensway.org](http://www.womensway.org)

**WOMEN'S WAY** is the leading community foundation for women in the Greater Philadelphia region, at the forefront of identifying needs, sharing knowledge, and building awareness to challenge social inequities and empower women. **WOMEN'S WAY** is dedicated to advancing gender equity for all.

**WOMEN'S WAY** grants critical funds to agencies addressing a broad continuum of care issues that impact women. We will fund programs that address the unique needs of women and their families, including but not limited to: domestic violence, sexual assault, substance abuse, mental health, economic empowerment, housing, education, women's and girls' empowerment, women's and maternal health, aging, and reproductive rights.

The Women's Economic Security Initiative is a system-based collaborative initiative that seeks to address the economic challenges women face.

**EarthShare Pennsylvania**  
1500 Walnut Street, Suite 502  
Philadelphia, PA 19102  
800-875-3863  
Website: [bit.ly/ESPennsylvania](http://bit.ly/ESPennsylvania)

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EarthShare Pennsylvania member







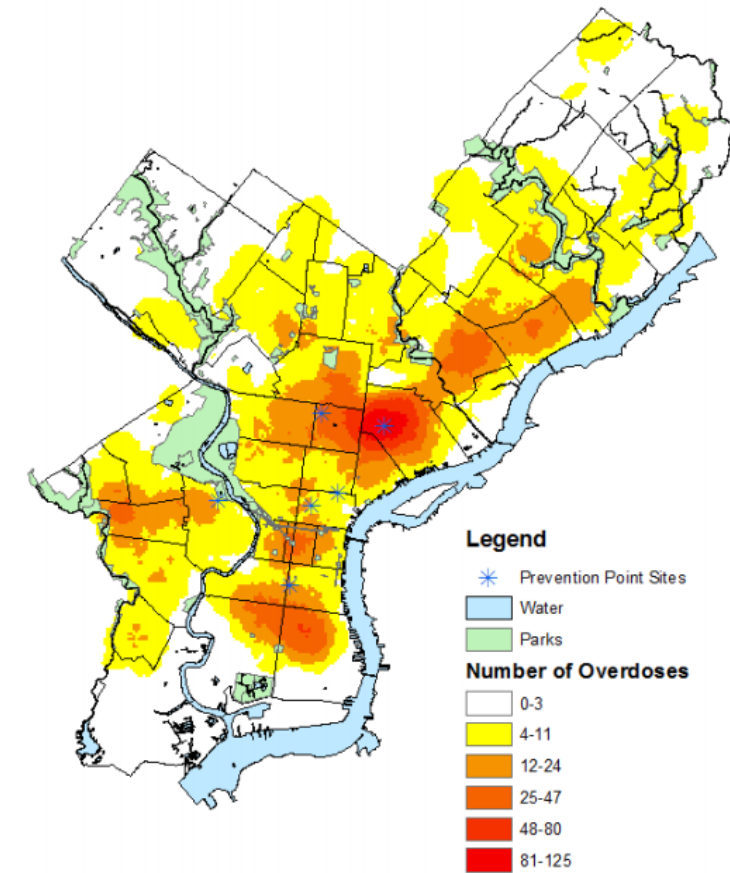
New Transit Police Kiosk in Suburban Station

- SEPTA must balance customer comfort and safety with treating homeless with dignity and compassion
- Code of Conduct posted at stations in February 2017
- Transit Police interact with homeless individuals and escort them to the Hub of Hope for services
- In March 2019, Transit Police began working with a Mental Health Professional to make contact with the resistant population in/around our stations
  - 649 engagements made
  - 19 involuntarily committed for safety
  - 18 individuals now in treatment facilities



- Between 2000 and 2015, selected opioid sales quadrupled in Philadelphia
- In 2003, Philadelphia recorded 311 unintentional drug overdose deaths
- Unintentional fatal drug overdoses in Philadelphia hit a high of 1,217 in 2017
- Fatal drug related overdoses would be higher if not for availability of the overdose reversal drug Naloxone (Narcan)

Unintentional Drug-Related Fatal Overdoses by Incidence, 2018



This map illustrates all overdose deaths that occurred in 2018 in Philadelphia. There are several areas of the city where the number of overdose deaths tend to be higher. Generally, these locations align with Prevention Point Philadelphia's needle and syringe exchange sites.

\*Source: City of Philadelphia Department of Public Health Opioid Misuse and Overdose Report, May 2019



- In 2018, SEPTA Transit Police delivered Narcan to 390 people who were overdosing on or around SEPTA vehicles and facilities



- 182 unresponsive/sick passengers reported on Subway/Elevated in 2019 with increasing passenger falls into the track area

- SEPTA Transit Police Department received \$500,000 Department of Justice grant to create overdose response team
- Officers trained by local drug rehab center to encourage persons suffering from addiction to accept help
- Respond to overdose calls to administer Narcan/transport to emergency treatment
- Engage population most likely to overdose
- Involves partnership between Angels in Motion – a drug rehab facilitator – and Temple University





- Find solutions that treat homeless individuals with dignity
- Everyone wants to help
- The situation is constantly evolving
- Engagement is good but permanent housing is key
- Mental health professionals important for strategic interaction particularly with resistant homeless population



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