LA Metro’s Homeless Action Plan and Outreach Model

2018 Sustainability & Multimodal Planning Workshop
Metro Transit Homeless Action Plan

PEOPLE EXPERIENCING HOMELESSNESS

City of Los Angeles

31,516

5% Decrease

County of Los Angeles

53,195

3% Decrease

*LAHSA 2018 vs. 2017 figures
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
Early AM Rollout on Rail
Early AM Fare Compliance
Late Night Owl Bus Service
ROW Impacts
Shelter During inclement Weather
LAPD “HOPE” Outreach
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:** Owl Service
- 1, PM Team

**Rail:** All Lines
- 3, AM Teams
- 3, PM Teams

**Union Station:** On Site
- 1, PM Team