



Metro's Homeless Outreach Efforts

Quarterly Update

2020-0234

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

Operation “Shelter the Unsheltered”



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



Closure of Union Station nightly 12:00 – 4:00 a.m. to clean and sanitize station and trains



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 offer resources, water and snacks to persons who appear homeless

Operation “Shelter the Unsheltered”

Operation Summary	Qt.
# OF AM OFF-LOADINGS	44,072
# OF PM OFF-LOADINGS	1,392
TOTAL	45,464
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	495
# OF INDIVIDUALS SHELTERED (PATH only)	472
# OF INDIVIDUALS CONTACTED (LA DOOR only)	259
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	428

C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served March 2020	Number of Persons Served April 2020	Number of Persons Served May 2020	Number of Persons Served June 2020	Quarterly Total Served	Contract to Date Number Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	178	395	145	176	894	8,605
Number of Unduplicated individuals engaged (engagement phase)	68	127	56	69	320	4,066
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	309	63	21	427	2,156
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	5	1	2	10	415
Number of unduplicated individuals engaged who are permanently housed	13	16	13	13	55	330

Quarterly Summary Motel Placements

P.A.T.H. Motel Placements

- ▶ March: 50 homeless persons were housed in 30 motel rooms
- ▶ April: 127 homeless persons were housed in 82 motel rooms
- ▶ May: 36 homeless persons were housed in 26 motel rooms
- ▶ June: 45 homeless persons were housed in 31 motel rooms



New CBO Partnerships + Deployment Schedules

Dream Center Outreach Team (Blue T-Shirts)

- Provides resources to individuals suffering from addiction, cognitive struggles and physical challenges
- Launch Date: Friday, July 10, 2020
- Union Station: Every Friday at station closure, 12 a.m.

L.A. DOOR Outreach Team (Gray T-Shirts)

- Proactively engages individuals at elevated risk of returning to the LA City Attorney's Office and delivers peer-led multidisciplinary social services.
- Launch Date: Wednesday, July 8, 2020
- Union Station: Wednesdays, 7 a.m.
- Civic & Grand Station: Thursdays, 7 a.m.
- Westlake/MacArthur Park Station: Fridays, 7 a.m.