

# Metro's Homeless Response: 2022 Gaps Analysis



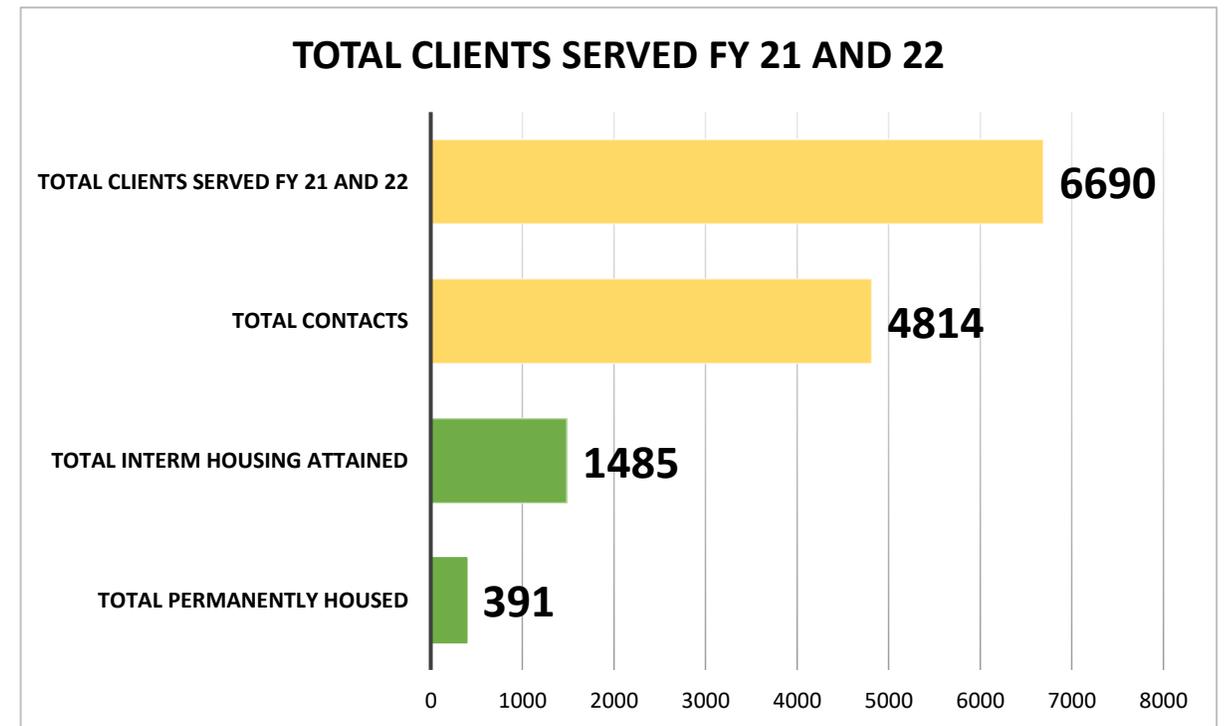
Executive Management Committee  
October 2022

- **69,144** people were experiencing homelessness in LA County in 2022, a **4.1% rise** from 2020.
- A significant number of homeless individuals and families seek shelter on Metro's rail, bus lines, station stops, and transit centers.
- Metro has taken a human-centered approach to address homelessness in our transit system, dedicating resources and partnering with homeless service providers in LA County.
- Metro has completed a Gaps Analysis and identified 15 opportunities to address this crisis.

# Overview of Metro's Current Programs

**Dedicated Outreach Teams:** Since 2017, Metro's multi-disciplinary outreach teams, staffed by People Assisting the Homeless (PATH), have grown to 10 teams on the transit system every day of the week.

**Deployment of Specialized Law Enforcement Teams:** Mental health experts have been deployed on Metro's contracted law enforcement homeless outreach teams to assist unhoused individuals in distress that require specialized care and attention.



# Overview of Metro's Programs (cont'd)

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**Encampment Protocol:** Metro has utilized a Clean-Up Protocol, which outlines the internal and external coordination required to respond to an encampment and initiate a site clean-up.

**Reorganization of Response Under Office of the Chief of Staff:** 3 new positions were funded in FY23 to staff the newly-formed Homeless Outreach, Management and Engagement (HOME) Unit.

**Housing Through Utilization of Metro Property:** Metro has prioritized affordable housing through joint development projects which has resulted in more than 2,000 income-restricted units complete, 373 in construction and over 3,000 active units. In addition, Metro has supported the creation of interim housing and safe parking on Metro property.

# Gaps Analysis

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**Recommendation 1:** The Homeless Outreach, Management and Engagement Unit should Provide Oversight, Integration, and Regional Coordination of all of Metro's regional coordination and response to homelessness.

**Recommendation 2:** Create Clear Agency-Wide Goals to Address Homelessness on Metro.

**Recommendation 3:** Develop Cross-Departmental Training that Humanizes Homelessness and Facilitates Organizational Buy-In.

**Recommendation 4:** Identify and Advocate for Additional Funding to Address Homelessness in Transit Environments.

**Recommendation 5:** Conduct An Annual Point in Time Homeless Count, in coordination with LAHSA.

# Gaps Analysis (cont'd)

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**Recommendation 6:** Improve Data Collection, Management, and Analysis.

**Recommendation 7:** Increase the Number of Multidisciplinary Homeless Outreach Teams.

**Recommendation 8:** Increase the Number of Housing Navigators serving Metro-Dedicated Outreach Teams.

**Recommendation 9:** Better Define Roles for Law Enforcement homeless outreach.

**Recommendation 10:** Integrate the Transit Ambassador Program into the agency's Homeless Response.

# Gaps Analysis (cont'd)

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**Recommendation 11:** Pilot a Hub of Services/Navigation Center.

**Recommendation 12:** Secure Crisis or Interim Housing Beds dedicated to Metro Clients 24/7.

**Recommendation 13:** Increase Throughputs into Housing Through Utilization of Metro Property by continuing to explore no-cost leases for interim housing solutions.

**Recommendation 14:** Include Housing for Formerly Homeless Individuals in Joint Development on Metro Property.

**Recommendation 15:** Create an Education and Public Information Campaign to Highlight Resources Available to Unhoused and Low-Income Ridership.

The HOME unit will initiate a strategic planning process to identify agency-wide Homeless Goals and develop a work plan to guide the implementation of the opportunities and recommendations identified in the gap analysis.

