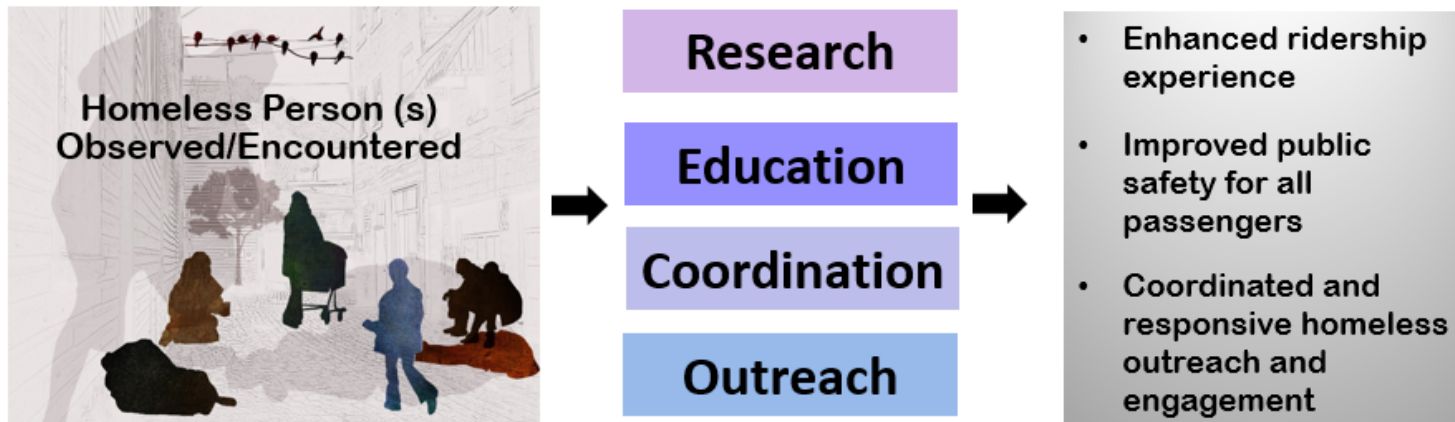


Metro Transit Homeless Action Plan

Attachment A

Metro Cares – Transit Homeless Action Plan



I. RESEARCH

- Conduct **demographic surveys** of homeless individuals and families
- Collect and analyze **data from outreach teams**
- Conduct a **cost-benefit analysis** of Metro's current investment in clearing **homeless encampments** on Metro properties
- Review and analyze data specific to Metro from the Greater Los Angeles **Homeless Count and Metro Customer Surveys**

II. EDUCATION

- Develop materials and information for Metro staff and passengers on **reporting transit homelessness** and **how they should respond or assist**
- Develop curriculum and implement **formalized training** for Metro staff and law enforcement
- Formalize the **"Transit Homelessness"** concept and integrate it into implementation plans

III. COORDINATION

- Work with the LA County, LA City, and Long Beach City to **align and integrate with adopted homeless strategies**
- Participate in **committees and workgroups** related to the homeless system
- Partner and collaborate with partners on **encampment protocols**
- Partner with the County and City of Los Angeles on **critical initiatives** related to homelessness

IV. OUTREACH

- Implement and integrate the **C3 Outreach Teams**
- Develop **uniform outreach** standards
- Implement specialized outreach teams**
- Lead and **coordinate** homeless outreach and law enforcement teams
- Partner with agencies on **homeless connect days**
- Work with Veteran outreach teams
- Align Metro **workforce development** efforts



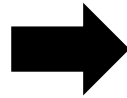
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Research

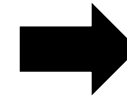
PLAN

- A. Conduct **demographic surveys**
- B. Collect and analyze **data from outreach teams**
- C. Conduct **cost-benefit analysis of homeless encampment removal or other options**
- D. Review and analyze data from **Homeless Count and Metro Customer Survey**



FINDING

- A. Each station/ line has **varying clientele**
- B. 12% of **homeless contacts placed into housing services**
- C. **Identified Civil Rights complexities** in clean-ups
- D. **23% County increase to homelessness** from 2016 to 2017. **Noticed increase by customers.**

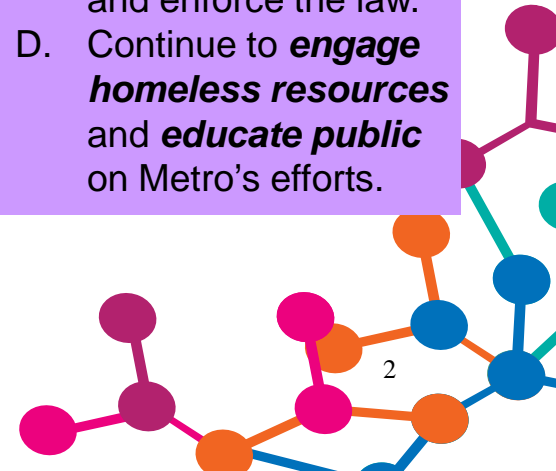


NEXT STEP

- A. Engage a **variety of homeless outreach to meet varying needs.**
- B. Identify ways to provide for **consistency on reporting if possible.**
- C. Obtain **legal opinion** and **build network** for encampments to support civil liberties and enforce the law.
- D. Continue to **engage homeless resources** and **educate public** on Metro's efforts.



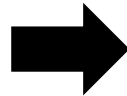
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Education

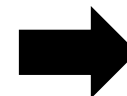
PLAN

- A. Develop materials and information on **reporting transit homelessness** and **how they should respond or assist.**
- B. Develop **formalized training** for Metro staff and law enforcement
- C. Formalize **“Transit Homelessness”** concept



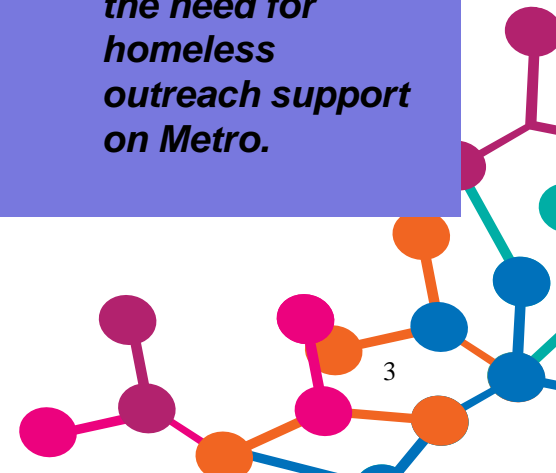
FINDING

- A. Absence for network reporting, use **211 and winter shelter hotline.**
- B. Absence of full network created, requested to report through **Law Enforcement Service Request Forms (LESR)-HOPE & MET Teams**
- C. Many **unaware** in provider network such **extensive homeless presence on transit and transit properties.**



NEXT STEP

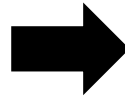
- A. Once solidified **share information with Metro staff and riders.**
- B. Train officers and staff to **use identified new resources**
- C. Continue to attend meetings within the homeless outreach network, **advocate for resources and the need for homeless outreach support on Metro.**



Coordination

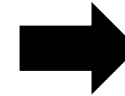
PLAN

- A. Work with the County and City of Los Angeles to **align homeless strategies.**
- B. Participate in **committees and workgroups** related to the homeless system
- C. Partner and collaborate on **encampment protocols**
- D. Partner with the County and City of Los Angeles and Long Beach for **critical initiatives.**



FINDING

- A. No resources under **Measure H or HHH for Metro-** until advocacy (40 outreach workers)
- B. Personnel sits on **Regional Homeless Advisory Council** and attends **Measure H** planning meetings.
- C. LA City and LA County had **different encampment protocols** based on history
- D. Series of **resources not geared to Metro** but can shape.



NEXT STEP

- A. Work with LA County CEO to **deploy 40 outreach workers** effectively
- B. Continue to **advocate** at decision making bodies for Metro consideration.
- C. Adopt **stricter encampment protocol to guard against litigation** while maintaining minimum legal standards.
- D. Advocate, obtain and distribute resources.



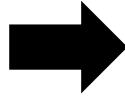
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Outreach

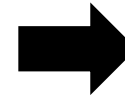
PLAN

- A. Implement **C3 Outreach Teams**
- B. Develop **uniform outreach standards**
- C. Implement **specialized outreach teams**
- D. Lead and **coordinate** Metro's homeless outreach
- E. Partner with agencies on **homeless connect days**
- F. Work with Veteran outreach teams
- G. Align Metro **workforce development efforts**



FINDING

- A. High presence one line. 12% placed.
- B. Can not be uniform based on entity or client.
- C. Large price tag, **engage non-profits.**
- D. Coordinate engagement and police departments
- E. Opportunity for **Mobile Customer Service Center**
- F. Partnership Developing for Veterans
- G. Metro's **WIN Program**



NEXT STEP

- A. Work with additional resources- 40 outreach workers, non-profit
- B. Identify **more uniform reporting opportunities**
- C. Identify more non-profit opportunities
- D. Identify **additional areas for information sharing-** outreach and Police were "ok".
- E. Engage **non-profit/faith based on connect days**
- F. Continue to engage
- G. Collaborate on WIN



Metro

