

Metro's Homeless Response: 2022 Gaps Analysis



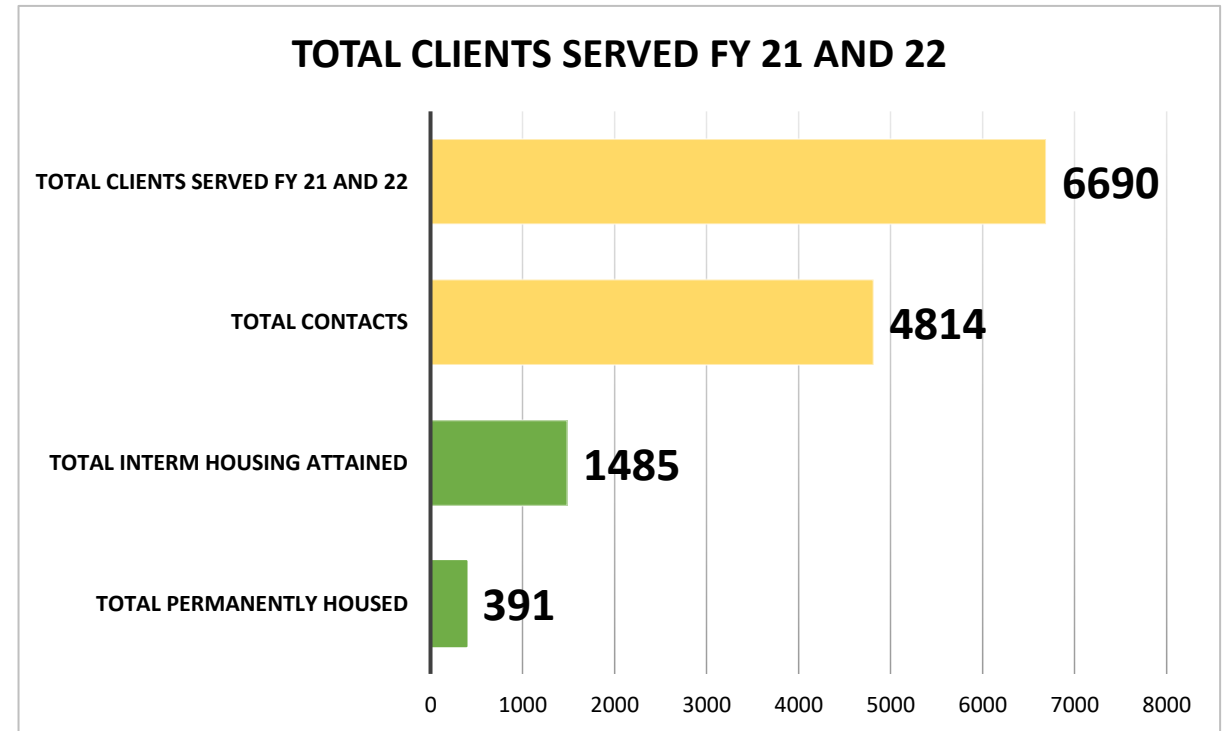
Executive Management Committee
October 2022

- **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)

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

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)

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)

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.

