



# Metro Task Force: Address the Impact of Homelessness on Ridership

# Overview

- ***Goal: Reducing the adverse impact of homelessness on the Metro Transit System***
- Ideas previously discussed:
  - Station design
  - Elevators locked during non revenue hours
  - Deployment of private security at hotspots
  - Provide services
  - Transit specific grants
  - One seat, one ride
  - Develop a modal approach

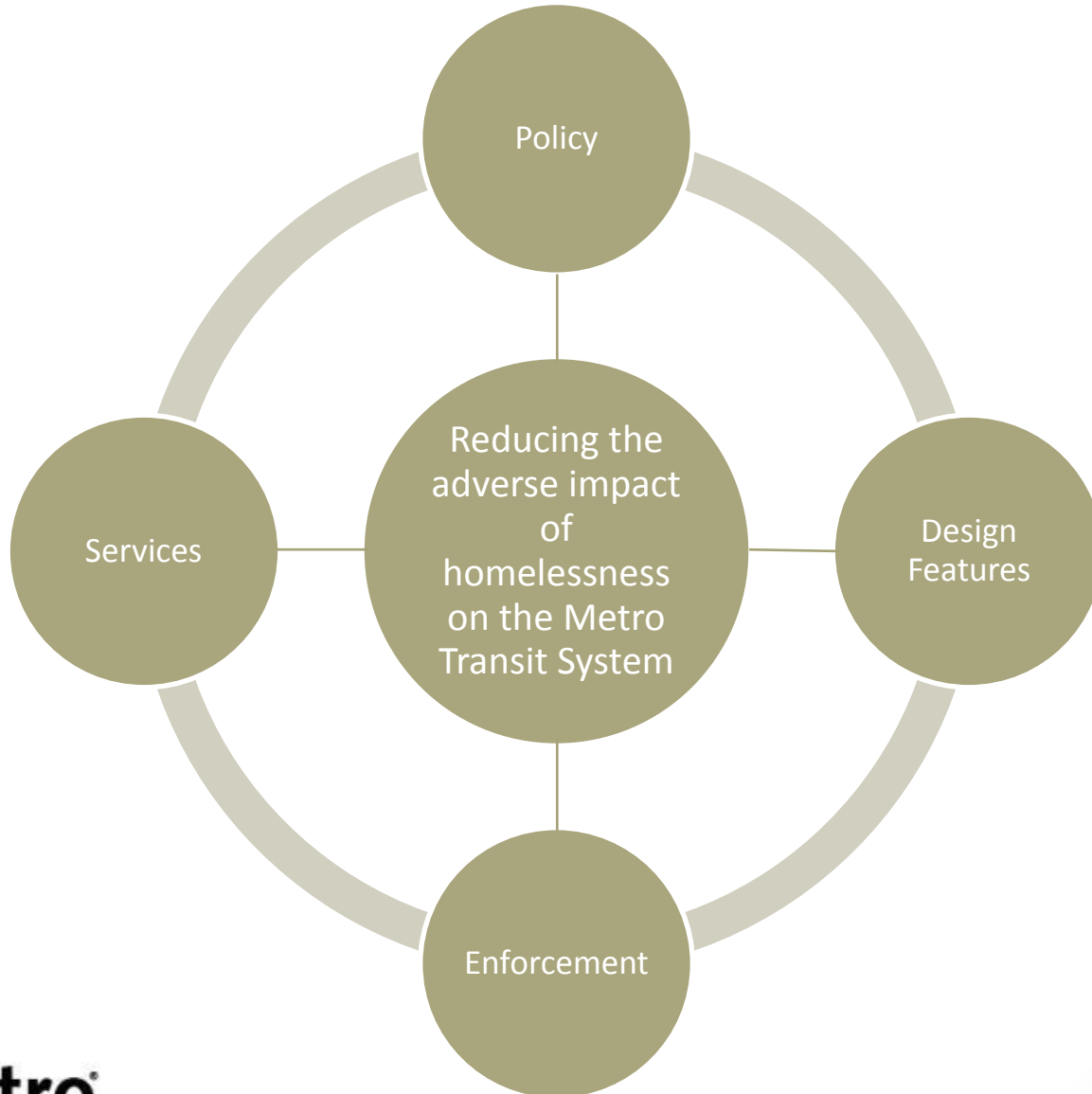


# Impact on ridership



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# Holistic Approach



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# Current Resources

- Transit Policing Division
  - Crisis Response Unit (CRU)
    - 4 specially trained deputies teamed with Department of Mental Health RN or Psych Technician
    - Mission: Provide services to those in need

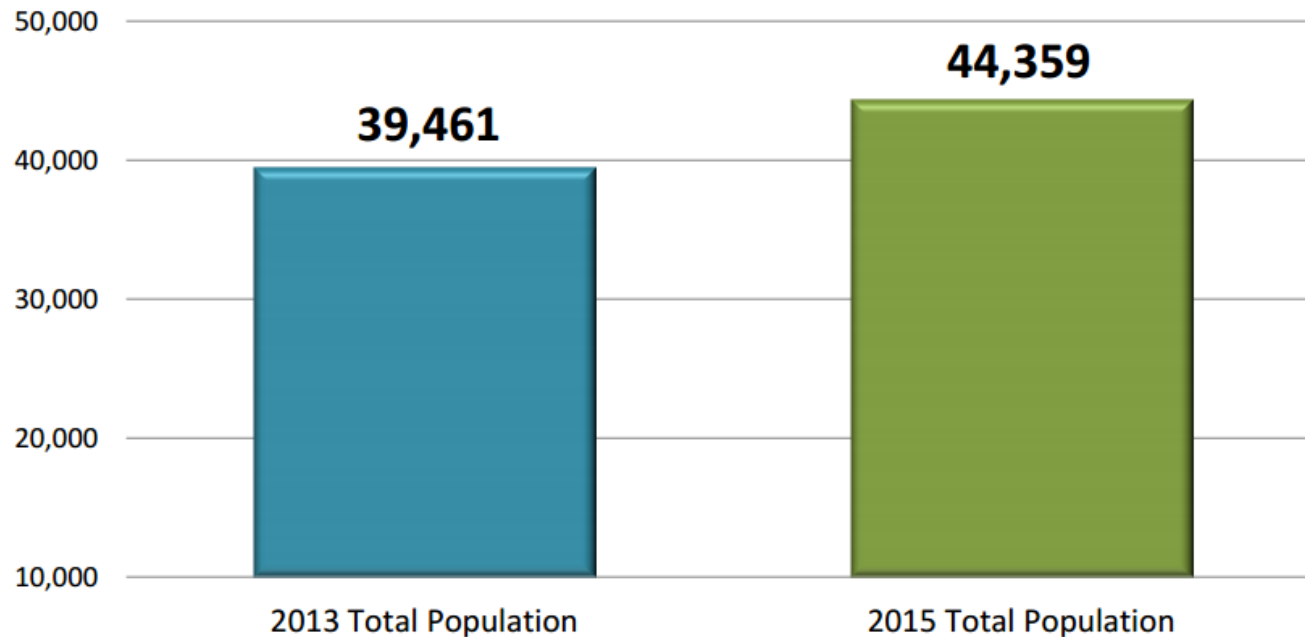


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# 2015 LAHSA Homeless Count

**2015 Los Angeles County  
Total Homeless Population  
(Includes Glendale, Long Beach, and Pasadena)**

*An increase of 12% or  
4,898 homeless persons  
across the County of LA.*



# BART's Actions to Address Homelessness

BART



## Current/Potential Solutions

3.5 ft high "no trespassing gates" - \$400k

Hiring of 15 "special projects" workers to clean stations + current staff

Contract for an outside team to deal with biohazards

Hiring of a Homeless Outreach Team manager (cleans up stations, gets people services)

Ban on sleeping, lying, or sitting with legs extended

Rule banning riders from spreading into multiple train seats (fines up to \$500)

New subway posters

Design & build permanent gated canopies at 27 BART & Muni station entrances (\$60m)



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# CTA's Actions to Address Homelessness

CTA



## Current/Potential Solutions

Partner with outreach organizations/social services

Hiring of "Renew Crews" that go to stations and do repairs/ cleanings based on the needs of a station

Provides homeless students with transit cards

Subway etiquette campaign against littering, seat sprawling, obnoxious behavior, etc.



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# King County's Actions to Address Homelessness



## Current/Potential Solutions

King County is increasing homeless shelter capacity

ORCA LIFT card for low income riders to save 50% or more on Transportation which led to an increase in ridership

ORCA LIFT - nation's largest reduced-fare program for lower-income riders

Provides homeless students with transit cards



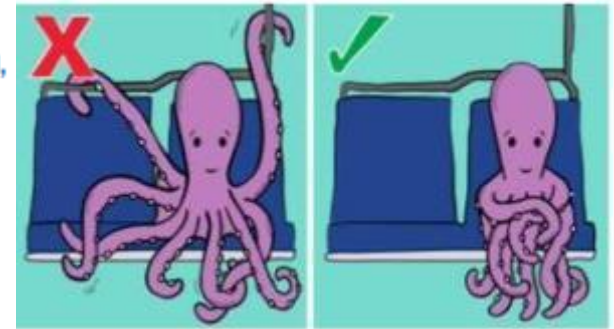
# One seat, one ride

- New York MTA, in addition to similar slogans by Seattle, Philadelphia, Chicago



NY MTA

Dude...  
Stop The Spread,  
Please  
It's a space issue.



Sound Transit



SEPTA



CTA

# Next Steps

- Goal: *Reduce the adverse impact of homelessness on the Metro Transit System*

FY16Q4

- Develop a list of partnerships

FY17Q1

- Create a strategic action plan

FY17Q2

- Execute action plan

FY17Q4

- Evaluate results & determine next steps



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# Feedback

- Other approaches
- Current partnerships
  - Los Angeles County Sheriff's (Crisis Response Unit, Community Services Bureau) Los Angeles Homeless Services Authority, Department of Mental Health
  - *Potential Partnerships: Veteran's Affairs*
  - Additional partnerships?