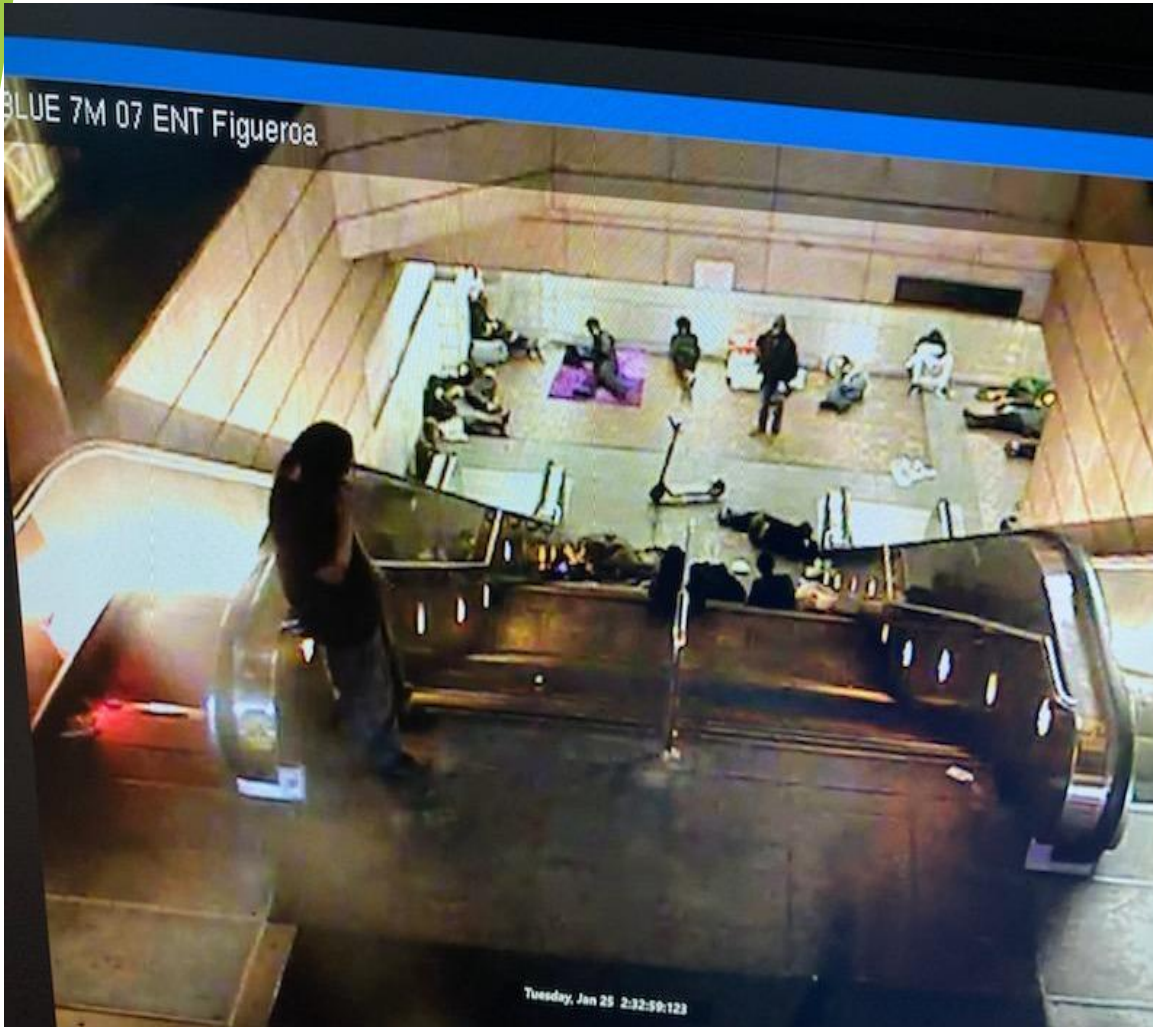
The background of the slide features a photograph of a city street. In the foreground, there is a sidewalk with a bus stop shelter and several shopping carts filled with items. A low green hedge runs along the sidewalk. Behind the hedge is a large, light-colored building with arched windows. Several tall palm trees are planted in front of the building. In the background, a taller skyscraper is visible against a clear blue sky.

End of Line Policy Evaluation Status Update

Background

- The homelessness crisis continues to challenge communities across the nation, including their respective transit agencies.
- Increase in people experiencing homelessness (PEH) seeking shelter on the Metro system.
- Metro customers are concerned about homelessness on the system - this impacts their decision to use the Metro system.
- Metro employees are concerned about homelessness on the system – as frontline assaults on cleaning staff and the unhoused sheltering in ancillary corridors have increased the calls for security escorts.
- Metro has taken a human-centered approach to address homelessness on the Metro system
 - Allocated more than \$28 million of transit funds to support unhoused individuals who take shelter on the Metro system.

Background



- Metro conducted its own point in time count in March 2022 and estimates that approximately 800 individuals experiencing homelessness were sheltering at the rail and bus rapid transit stations on any given night.
- LAHSA has committed to including the Metro system in the Point in Time Count. The first such count will occur between January 24-26, 2023
- Despite the significant efforts, the scale of homelessness on the system far exceeds Metro's ability.
- Consistent with Director Hahn's motion at the Board of Supervisors, Metro is a transit provider first and not a social services provider.³

End Of Line Policy Evaluation

13 End-of-Line Locations

- A Line (Blue): 7th/Metro Center, Downtown Long Beach (between 1st and Pacific Ave Stations along the loop)
- B Line (Red): Union Station, North Hollywood
- D Line (Purple): Union Station, Wilshire/Western
- C Line (Green): Redondo Beach, Norwalk
- E Line (Expo): Downtown Santa Monica, 7th Street/Metro Center
- L Line (Gold): APU/Citrus College, Union Station, Pico/Aliso, Atlantic
- K Line (Crenshaw): Expo/Crenshaw, Westchester/Veterans

End Of Line Policy

Consistent with standard transit agency operating procedures vehicles go out of service at the end of the revenue service day. Trains pull into end of line stations, passengers disembark and then trains are authorized to exit the mainline and travel to the yard This disembarking procedure is part of the system closing process as it is critical for Metro to ensure that the vehicles are thoroughly cleaned and adequately serviced and maintained at the end of the day.



Requires the disembarking of all passengers and belongings



All electronic signs on the platform and train display read “out of service.”



Audible announcement advising passengers that the train is out of service, the system is closed, and they need to exit the station.



The train operator conducts a walk-through, which includes visual inspections of each car. If the passenger(s) do not comply, the train operator is required to notify rail operations control and request transit security or law enforcement assistance.

- ▶ The Long Beach City Council raised concerns about the number of PEH offboarding at the end of the A Line nightly in their city.
- ▶ October 2022, Motion 20 by Directors Hahn, Najarian, Solis, Barger, Dutra and Krekorian directed the End of Line evaluations
- ▶ Metro staff partnered with PATH and law enforcement agencies to complete counts and surveys
- ▶ The count and survey of the Downtown Long Beach Station occurred December 7-10 and December 12-13, 2022, for both late night deboarding and early morning departures.
- ▶ Surveys were also completed for the end of line stations in Santa Monica and APU/Citrus College Station two weeks ago. Surveys at the remaining end of line locations are scheduled for later in January and early February 2023.

End of Line Policy Evaluation

Downtown Long Beach Offboarding Count and Survey

- ▶ Metro conducted a count and survey of riders who were offboarding from the last two trains arriving at the Downtown Long Beach Station.
- ▶ The surveys were completed at approximately 12:45 a.m. and 1:15 a.m.
- ▶ Tables were staffed by a Sheriff's Mental Evaluation Team and Long Beach Police Department, Quality of Life Team.
- ▶ Offered an incentive for completing the survey, and provided coffee and donuts for individuals.
- ▶ The team identified 234 unhoused riders offboarding over the 6 evenings, an average of 39 riders a night. There were 44 PEH willing to complete the survey.

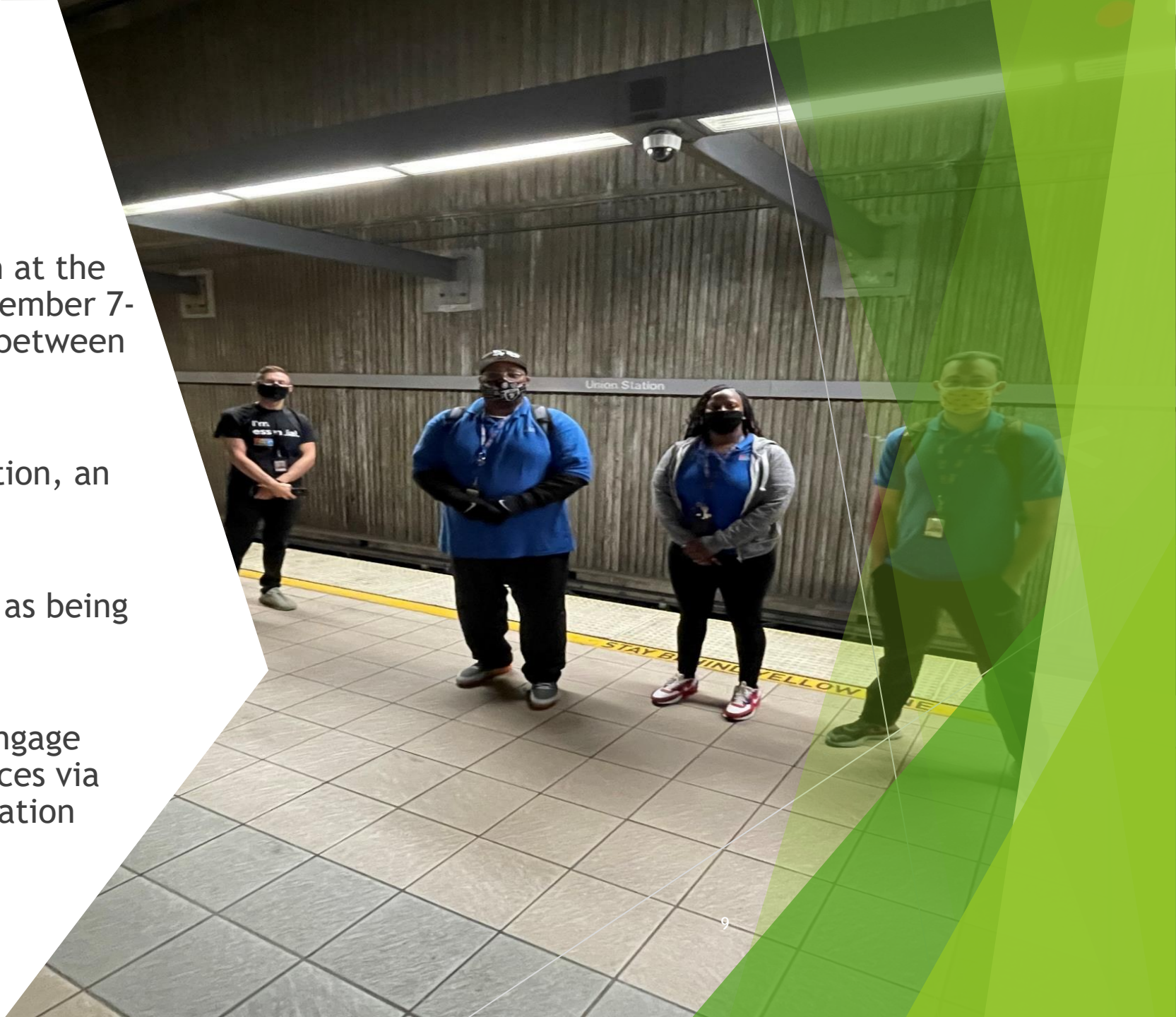
| Number of Survey Participants | Unsheltered and living in an outdoor location in the past 30 days | Had some form of shelter available in the past 30 days. | Last known city of residence was Long Beach | Reported at some point they resided in Long Beach | Homeless for a year or more | Willing and ready to receive assistance in the form of services and/or housing |
|-------------------------------|---|---|---|---|-----------------------------|--|
| 44 | 30 | 10 | 9 | 24 | 22 | 29 |

Long Beach Offboard Survey

Long Beach Point in Time Onboard Survey

In addition, PATH conducted outreach at the Downtown Long Beach station on December 7-9, 2022, and on December 12, 2022, between the hours of 3 a.m. and 5 a.m.

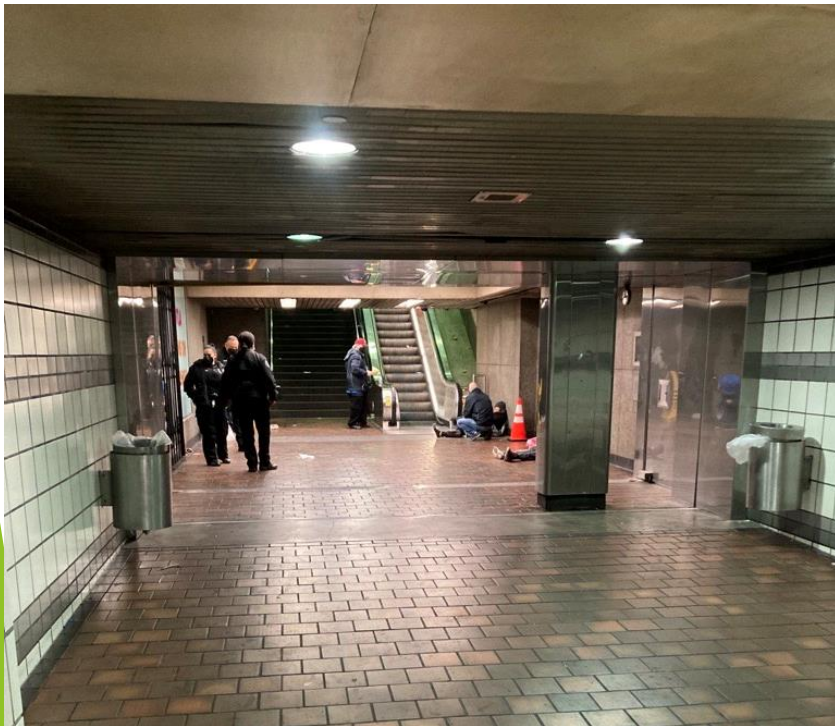
- PATH observed 181 PEH at the station, an average of 45 individuals per day.
- More than half of those identified as being from the Long Beach area.
- Sixty individuals were willing to engage with PATH and 8 enrolled for services via the Homeless Management Information System (HMIS).



Key Takeaways

- ▶ The survey showed that there are riders who need social services when Metro's trains go out of service.
- ▶ Metro outreach teams have no options for shelter referrals after regular business hours. Shelters and interim housing sites across the County do not accommodate intake outside of normal business hours (Mon-Fri, 9 a.m. - 5 p.m.).
- ▶ Metro lacks the necessary external funding to support the level of engagement and housing resources needed on the system to curb the influx of PEH seeking shelter on the transit system daily.

Industry Best Practices



- ▶ Metro CEO surveyed the Chief Executive Officers of:
 - ▶ New York City Transit (MTA)
 - ▶ Bay Area Rapid Transit (BART),
 - ▶ Metropolitan Atlanta Rapid Transit Authority (MARTA),
 - ▶ Southeastern Pennsylvania Transportation Authority (SEPTA),
 - ▶ Washington Metropolitan Area Transit Authority,
 - ▶ Massachusetts Bay Transportation Authority,
 - ▶ Chicago Transit Authority,
 - ▶ New Jersey Transit.

- ▶ All agencies confirmed that they closely coordinate with their respective social services agency to provide services to unhoused riders at the end of the line. Very few provide minimal direct funding for homeless-related services.

Industry Best Practices

Whole of Government Approach

- ▶ The City of Philadelphia operates a year-round “Hub of Hope” daily from 6:00 a.m. to 4:00 p.m. to support unhoused individuals that congregate in the lower concourse of SEPTA’s Suburban Station.
 - ▶ Daily services include resource coordination and case management, coffee and meal service, showers, laundry, transportation to shelters, and group meetings/therapy sessions.
- ▶ In New York City, MTA officials work with the New York City Police Department, the New York City Department of Homelessness, and the homeless service provider Bowery Residents’ Committee to identify unhoused individuals and provide linkages to services and shelter and the end of line stations.

Social Services Partnership Support

Staff recommends stronger coordination with the County, the City of Los Angeles, and local jurisdictions to provide the necessary housing and services for unhoused riders in the late night and early morning hours, seven days a week.

1. Request hotel vouchers or spaces in master leased interim housing locations near end-of-line stations in partnership with the County and local jurisdictions as a pilot.
2. Allow Metro property for a pilot navigation hub to serve people experiencing homelessness on the Metro system.
3. Explore faith-based, community-specific partnership opportunities associated with end-of-the-line stations.
4. Require set-asides for PEH on Metro when leasing Metro property for interim and supportive housing.
5. Request that LAHSA report disaggregated data for the Metro system in the upcoming Point in Time Count

- Complete the counts and surveys at the remaining end-of-line stations.
- Continue to meet with end-of-line local jurisdictions to explore partnership opportunities.
- Continue to research and dialogue best practices to support PEH at end-of-line stations with our peer transit agencies.
- Identify possible locations and partners for a pilot service hub.
- Seek opportunities to participate in the County and City's emergency interagency coordination activities to expedite housing placements for unhoused individuals sheltering on the Metro system.
- Return to the Board with another progress report in April 2023.

Next Steps