



# Metro C3 Homeless Outreach Teams Contract Modification

Operations, Safety and Customer Experience Committee

May 2019



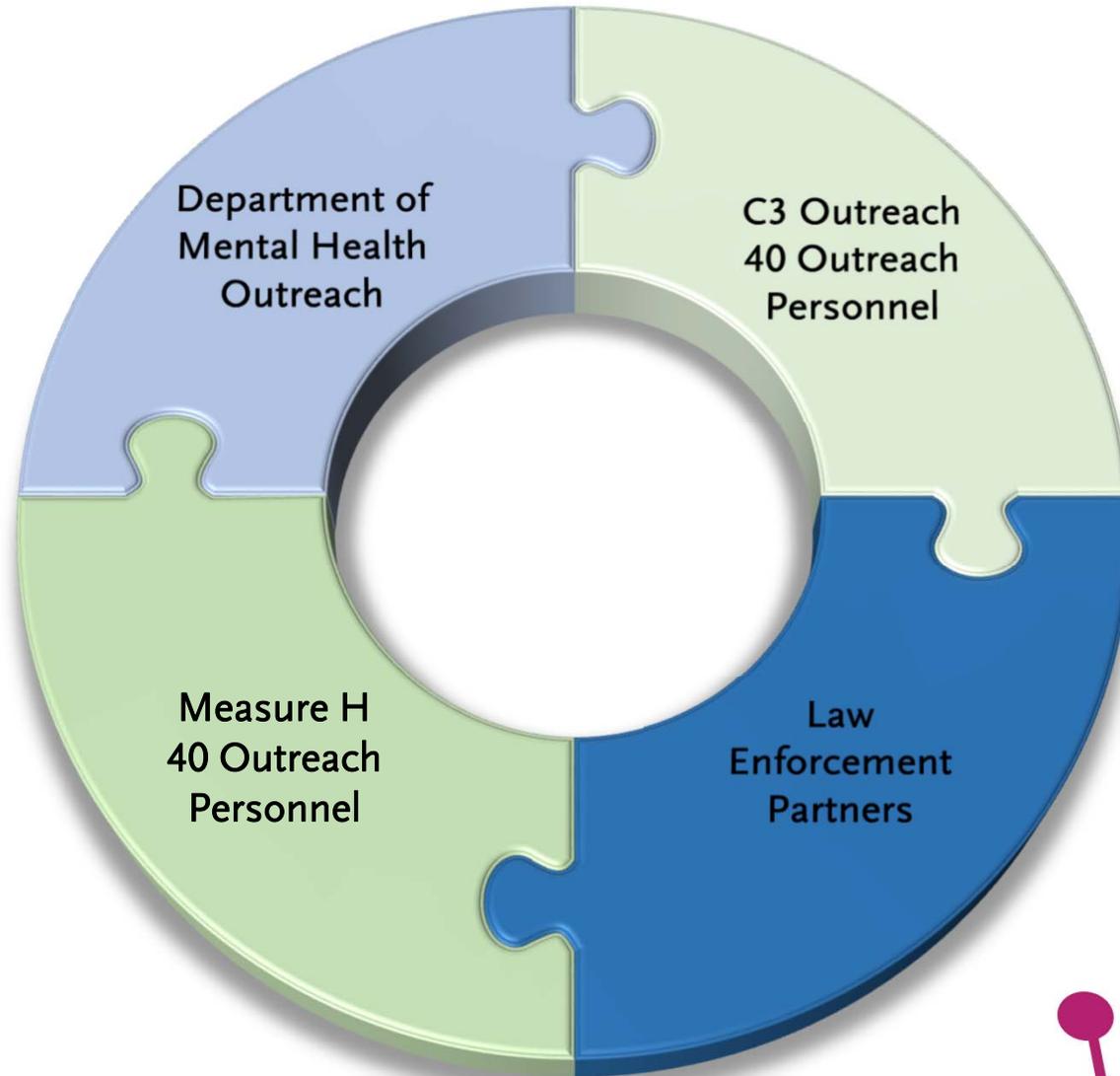
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## Los Angeles County Homeless Crisis Impact on Metro's Transit System & Properties



# Metro Homeless Outreach Components



# Metro C3 Homeless Outreach Formation & Success

## Transit Homeless Action Plan

- 2 C3 Team Pilot Program
- Red Line Only, M-F
- \$1.2 M Annually
- 19 People Permanently Housed

2016

## Homeless Task Force

- CEO Initiated
- County and Agency Stakeholders
- Identify Agency Plan to Address Homelessness on Transit



**Metro**

2017

2018

## C3 Team Expansion

- 1 year contract
- 8 Teams
- 24/7 Deployment
- Entire System: AM, PM Rail; PM Bus; Union Station
- \$5 M Annually
- 88 People Permanently Housed

2019

## C3 Contract Modification

- 2 Year Contract Extension
- 8 Teams
- 24/7 Flexible Deployment
- Entire System: Rail, Bus, Union Station, Encampments
- \$5 M Annually, 2 Year Contract





# Changing Lives Through Transit Homeless Engagement

Public Interest Story

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- ✓ 37 year old male identified as “M”
- ✓ 2 years homeless
- ✓ History of becoming easily irritated
- ✓ Accepted help after multiple PATH outreach attempts
- ✓ Housed at La Kretz Villas

