



Board Report

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Agenda Number:

**EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 18, 2025**

SUBJECT: HOME QUARTERLY REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the HOME Quarterly Report.

ISSUE

Los Angeles County is experiencing a homelessness crisis, and many unhoused individuals seek shelter on Metro’s rail and busway system. Since 2017, Metro has been funding, with operations eligible fund sources, local social service agencies to deploy multidisciplinary teams who engage and deliver resources and services to unhoused riders. In addition, Metro has partnered with local homeless shelters to provide beds for the outreach teams to utilize. This is a report on the status and outcomes of Metro’s homeless engagements for the quarter April - June of 2025.

BACKGROUND

Metro continues to fund multidisciplinary teams (MDTs) who perform outreach to people experiencing homelessness (PEH) on Metro’s rail and bus systems. Metro began contracting eight MDTs through the LA County Department of Health Services (DHS) in 2017, expanding contracted outreach services to the current operating total of 24 MDTs. The initial eight teams were employed by the community agency People Assisting the Homeless (PATH); Metro now has five additional community agencies who deploy MDTs: Christ Centered Ministries (CCM), HOPICS, LA Family Housing, Union Station Homeless Services, and Helpline Youth Counseling.

Metro has made notable progress in addressing homelessness on Metro’s rail and busway systems since 2017 through the expansion of MDT outreach, increased access to housing resources, and improved partnerships with City, County, and Community partners. Metro MDTs focus on engaging individuals and connecting them to housing and other services and are deployed across the entire rail and bus system seven days a week, with 24-hour coverage Monday through Friday. The six community agencies that deploy the 24 MDTs are based in different areas of LA County and are strategically assigned to segments of the Metro system located in their regions.

In addition to MDT outreach, Metro currently funds, with operations eligible fund sources, a total of 45

interim housing beds through LA County DHS. These beds, located in Central Los Angeles and the San Fernando Valley, are reserved for MDTs to directly refer the people they serve. Metro MDTs also have access to 25 beds through partnerships with the LA County Chief Executive Office Homeless Initiative (LA CEO-HI) and the Los Angeles Homeless Services Agency (LAHSA). Through a partnership with LA CEO-HI and National Healthcare & Housing Advisors (NHHA), a 6-month pilot program for 10 beds in Long Beach was executed on January 1, 2025. Supervisory District Four has agreed to continue funding these beds through June 2026 to ensure resources remain available at the A line end of line station.

Since 2023, Metro has increased the number of interim housing resources from 25 to the current total of 80. These beds provide occupants with access to a wide range of resources and programming that address a variety of client needs. All beds are required to provide 24-hour access, offering a vital resource to people experiencing homelessness during the late evening and early morning hours of Metro operation. Through the key partnerships between Metro and external stakeholders, staff plan for continued expansion of Metro-specific interim housing resources.

Since 2018, Metro MDTs have enrolled more than 23,000 individuals into the Homeless Management and Information System (HMIS), allowing them to gain access to homeless resources and services. The teams have successfully connected more than 6,000 people to interim housing and more than 1,700 people to permanent housing.

DISCUSSION

The following quarterly report provides an overview of the homeless response activities from April to June 2025 and the outcomes year to date.

Operational Capacity and Deployment

Of the 24 teams currently funded under the active DHS contract, 23 teams have been deployed, with the remaining team in the recruitment process. MDTs perform outreach on the rail and bus system seven days a week, with 24-hour coverage Monday through Friday. Outreach data is collected daily and analyzed to inform strategic deployment planning. Data analysis shows the highest levels of activity on the A, B, D, and E lines, which is where most teams are deployed using three strategic approaches: 1) co-deployment with Metro Ambassadors, Transit Security, and Law Enforcement partners at mutually agreed upon focus stations, 2) rover from station to station along designated lines within their respective deployment zones, and 3) nighttime deployment to End of Line stations Monday through Friday.

Impact

MDTs use a person-centered approach when performing outreach on the Metro system, focusing on building rapport and trust to meet individuals' needs. The primary goal is to connect people to interim or permanent housing. The multidisciplinary nature of these teams allows them to provide individuals with a variety of resources, from basic food, water, and clothing to substance use and mental health interventions.

During this quarter, the MDTs successfully enrolled 1,656 people into the Homeless Management Information System (HMIS). The total number of individuals enrolled into HMIS during the fiscal year

is 6,671.

The HOME department sets an annual housing connection goal, which includes the total number of individuals placed into either interim or permanent housing. Metro's total housing placement goal for this fiscal year is 1,800, which represents an 86% increase over last year's goal of 966 total placements. During this quarter, the MDTs enrolled 513 individuals into interim housing and connected 92 individuals to permanent housing. This amounts to a total of 605 housing placements in quarter four. The MDTs connected 2,708 individuals to housing resources this fiscal year, representing 150% of the annual goal. Figure 1 in Attachment A shows the quarterly outcomes for the current fiscal year.

MDT staff have a variety of housing placement options for both interim and permanent housing. When making connections to housing, teams attempt to prioritize the needs and preferences of everyone they engage, while balancing the types of housing resources available for referrals. Successful alignment of these factors can be challenging, but MDTs have made strong impacts toward their housing placement goal. For this fiscal year, 75% of non-permanent placements were traditional interim housing and crisis housing. For permanent placements, Metro MDTs have successfully reunited individuals with either their family or friends, which collectively account for 54% of the total placements. Figure 2 and Figure 3 in Attachment A show the breakdown of interim and permanent placements from July 1, 2024, through June 30, 2025.

End of Line Outreach

Various communities have expressed concerns regarding unhoused riders exiting trains at end of line (EOL) stations located in their neighborhoods. In response to these concerns, the Metro Board requested an EOL assessment be conducted. Beginning in September 2023, a bi-annual count & survey began and continues to take place each March and September. On a single night between the hours of 11:30pm to 2am, 30 volunteers consisting of Metro homeless outreach teams, Metro Staff and County partners deploy to all 11 EOL stations where trains terminate service for nightly maintenance. Each of the 11 stations deboard between two and three trains after 11:30 pm, and passengers are asked to exit the trains and the stations as rail service concludes. Volunteers conduct counts and surveys of unhoused passengers as they vacate, offering gift cards for survey participation. Security and law enforcement partners direct passengers toward surveyors during deboarding to promote engagement and accurate counts.

Five separate counts & surveys have taken place since September 2023. Over the course of these five events, the average total number of PEH counted across all end of line stations is 215 (see Figure 4, Attachment A). A sixth count is scheduled for September 17th and it's data will be incorporated into future reports.

Throughout the five counts, surveys have been conducted to learn more about people who ride to the EOL stations when trains go out of service. By incentivizing participants with a \$25 gift card, teams have obtained a 47% survey participation rate. Figure 5 in Attachment A shows the combined results of the survey data collected by volunteers.

The combined survey data provides a few insights into the behaviors of unhoused riders who exit trains at the end of service. Of those surveyed, more than half reported becoming unhoused in the

past one to four years. 70% of respondents indicated they use Metro for shelter, with 76% reboarding when service resumes in the morning. More than half of the respondents reported exiting to an outdoor location after deboarding; however, when asked if they would accept services such as shelter, food, clothing, etc., almost *all* respondents replied in the affirmative. This speaks to the need for more services to be available during the late evening and early morning hours.

In addition to the bi-annual count & survey, HOME deploys swing shift outreach teams who visit EOL hotspot stations (stations with higher numbers of PEH) between the hours of 6 pm and 3 am. During these deployments, the teams collect data on the number of PEH exiting the last three trains, consistent with the data captured in the bi-annual EOL count & survey. Since this data is captured daily and is therefore more representative of EOL stations' activity, it is important to provide it here (and in subsequent reports) for comparison. Figure 6 in Attachment A shows the monthly average number of PEH exiting EOL hotspot stations for the fiscal year, July 1, 2024, through June 30, 2025.

2025 Point In Time Homeless Count Results

Each year, LAHSA coordinates a countywide point in time count of people experiencing homelessness. In conjunction with LAHSA, Metro performs its own count of the rail and busway system stations, parking lots and platforms. Volunteers deploy across the system on a single night, counting all rail and busway stations with the same mobile application used by LASHA. While vehicles are not included in the count due to data collection challenges, the results are collected via the application by LAHSA, which produces a report for Metro.

The countywide 2025 annual point-in-time count shows a modest decline in the number of people experiencing homelessness, equating to a total reduction of 4% over the past two years. The report also shows a significant reduction in unsheltered homelessness, down 14% over the same timeframe. The 2025 Metro count shows between 631 and 684 people experiencing homelessness on the system - a reduction of nearly 40% from the previous year's range of 1,041 - 1,092.

In addition to the Metro PIT results showing a significant reduction of PEH, the Metro Customer Experience department's Pulse Survey reports a statistically significant improvement in customer satisfaction with how Metro addresses homelessness on the rail system. The Pulse Survey is conducted quarterly, asking customers a variety of questions and generating feedback that helps drive system initiatives and interventions. Survey results from August 2023 to July 2025 to the question "How well does Metro address homelessness?" show an increase from 37% to 40%, respectively.

Executive Order - "Ending Crime and Homelessness on America's Streets"

While the results from the recent annual point-in-time counts demonstrate a downward trend of homelessness in Los Angeles, the region might expect a reversal in the near future as federal cuts take effect. The six homeless service agencies who perform outreach on Metro's system are likely to experience challenges as a result of the order, which:

1. Expands the use of police and institutionalization to respond to homelessness
2. Prioritizes funding for states that treat homelessness as a crime and end housing-based solutions
3. Cuts off funding for life-saving programs like harm-reduction

Reductions in funding to evidence-based practices used widely across California, especially in Los Angeles County, will create service delivery gaps for outreach teams across the county. Although Metro funds the teams through its operational budget, our partners rely on community resources to make positive impacts for people experiencing homelessness on Metro's system. Staff will monitor the implementation of this Executive Order closely and keep the Board updated on the impact.

EQUITY PLATFORM

Metro's efforts to address homelessness on the transit system through its homeless outreach program directly benefit unhoused individuals in LA County. Using a multi-layered deployment strategy that combines several departments, Metro strategically engages the most disenfranchised members of the community. The homeless population in Los Angeles is disproportionately represented by Black and Latino individuals - an effect of historically exclusionary racist policies that impact access to affordable housing.

Teams are deployed across the entire rail and busway system, allowing them to outreach to regions with dense populations of people experiencing homelessness. By connecting more than 2,700 individuals to housing resources throughout this fiscal year, Metro has improved equitable access to housing for many disenfranchised members of the community. Connecting people with housing resources, mental health services, and other important interventions positively impacts the overall goal of reducing homelessness across Los Angeles and demonstrates Metro's investment in providing access to opportunities for disenfranchised populations.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides support for people who seek shelter on Metro. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

**Based on population Estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.*

NEXT STEPS

Staff will continue to report quarterly on homeless outreach activity, outcomes and strategic initiatives

that address the presence of people experiencing homelessness on Metro's system.

Attachment

Attachment A - Additional Data

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