



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

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January 22, 2018

**TO: BOARD OF DIRECTORS**

**THROUGH: PHILLIP A. WASHINGTON** *PAW*  
**CHIEF EXECUTIVE OFFICER**

**FROM: W** *W* **ALEX Z. WIGGINS**  
**CHIEF SYSTEM SECURITY AND LAW ENFORCEMENT**

**SUBJECT: METRO'S HOMELESS TASK FORCE UPDATE**

#### **ISSUE**

In furtherance of Metro's Transit Homeless Action Plan, Metro continues to deploy our homeless outreach teams and engage in community partnerships to aid the 58,000 people in LA County who are homeless, some of whom take shelter on Metro system and properties. This report provides an update on Metro's C3 homeless outreach teams, most recent community partnerships, and press inquiries.

#### **BACKGROUND**

In spring 2016, at the direction of Metro's CEO, Metro created a Homeless Task Force to address the presence of the homeless on Metro system and properties due to the Los Angeles County homeless crisis. Los Angeles Homeless Services Agency (LAHSA) counts as many as 58,000 individuals in LA County who are homeless; two-thirds of whom are unsheltered and seek alternative shelter on Metro system and properties. In February 2017, Metro finalized our Metro Transit Homeless Action Plan which focuses on enhancing the customer experience and providing a safe and secure system while aligning itself to the resources under Measures H and HHH. Under the Action Plan, Metro created a pilot program to hire two homeless multi-disciplinary outreach teams to engage the homeless and get them into services. Thus far, this pilot program is showing great success with roughly 12% of those homeless contacted going into permanent housing solutions. The Action Plan also includes community partnerships to aid the homeless, the most recent of which are outlined within.

## DISCUSSION

### C3 Outreach Homeless Teams Figures

The following is the C3 H May 22, 2017 through December 30, 2017.

Performance Measure	Monthly Number Served	Contract Year to Date Served
Unduplicated individuals' initiated contact (pre-engagement phase)	100	2150
Unduplicated individuals engaged (engagement phase)	46	1472
Unduplicated individuals who are provided services who are successfully	45	754
Unduplicated individuals engaged who successfully attained interim housing resource (this includes	18	174
Unduplicated individuals engaged who are successfully linked to a permanent housing program	12	213
Unduplicated individuals engaged who are permanently housed	2	17

### Recent Community Partnerships

Metro partners with the community to provide resources to the homeless on Metro service and properties.

Metro will partner with LAHSA for the 2018 Greater Los Angeles Homeless Count. This will mark the third year of the partnership between the two entities. Volunteers for Metro's portion of the count will be provided by the United Way which will occur at 5am each day of the count; January 24, 25, and 26. In prior years the Metro count started at 7pm, however, to capture the most inhabitants of the Metro system which are early morning sleepers during rush hour the count time has been shifted to 5am. Metro's count will be folded into the Greater Los Angeles Homeless Count data released in June 2018.

Metro has partnered with LAHSA to provide winter shelter hotline information to Metro law enforcement contractors and all of our employees, including our front line personnel. Thereby, when Metro employees are in contact with a homeless individuals during their job function who are in immediate need of shelter a resource is accessible. Metro has also contracted with the East San Gabriel Mission through LAHSA to use the El Monte Bus Station as a pick up and drop off location for the homeless to be transported to winter shelters (See **Attachment A-LAHSA Winter Shelter List**).

Winter shelters are in operation from December 1, 2017 through February 28, 2018. The winter shelter hotline operates Monday through Friday, 8am to 5pm, except holidays with hotline staff available at 1-800-548-6047. Callers seeking resources outside of these hours of operation are able to dial 2-1-1.

#### Press Inquiry

On January 8, 2018 LA Times writer, Laura Nelson interviewed Metro for an article that she is writing related to the presence of homeless on the Metro system and to learn more about the work being done C3 homeless outreach teams. It is not known at this time when that story will run.

#### **NEXT STEPS**

Metro continues to implement the elements of the Homeless Action Plan with monthly updates provided at Metro's System Security and Operations Committee.

#### **ATTACHMENT**

Attachment A- LAHSA Winter Shelter List



# 2017-2018 LAHSA Winter Shelter Program

**Dates:** Dec 1, 2017— March 31, 2018

Most Shelters will operate through March 31, 2018.

Please call shelters directly to verify.

**Time:** 5:00PM-7:00AM (times may vary)

**Winter Shelter Hotline:** 1-800-548-6047

(Available 24-hours, 7 days a week)

**Visit our website for more information:**



## In Need of Emergency Shelter?

Please go directly to one of our listed transportation points and get a ride to one of our Winter Shelters.

Only single adults ages 18 and over are eligible to access these shelters.

All families are encouraged to call 2-1-1 for additional assistance.

### Hope of the Valley-Pacoima: (818)687-8744 (120beds)

Transportation Pick Up	Pick Up Address	Pick Up Time
Burbank Metrolink Station	201 N. Front Street Burbank, 91502	5:15PM
North Hollywood- Outside of McDonald's	8045 Lonkershim Blvd. North Hollywood, 91605	5:40PM, 6:40PM, 7:40PM, 8:40PM
Pacoima #1- NE Corner of Paxton & Bradley	13348 Paxton Street Pacoima, 91331	6:00PM, 7:00PM, 8:00PM, 9:00PM
Pacoima #2- Paxton Park & Ride	12501 Foothill Blvd Pacoima, 91331	6:10PM, 7:10PM, 8:10PM, 9:10 PM
North Hills - Church Parking lot	15453 Royen Street North Hills, 91343	5:15PM, 6:15PM
Van Nuys #1- In Front of Church Gate	6425 Tyrone Avenue Van Nuys, 91401	5:30PM, 6:30PM, 7:30PM, 8:30PM
Van Nuys #2- Bus Stop @ Sylvan & Van Nuys Blvd.	6269 Van Nuys Blvd. Van Nuys, 91401	5:40PM, 6:40PM, 7:40PM, 8:40PM

**Note:** No walk-ins are allowed; please call intake number for special accommodations.

### Service Planning Area 1: Antelope Valley

**Valley Oasis-Lancaster Armory: (661) 942-2758 (85 beds)**  
14 hour shelter

Transportation Pick Up	Pick Up Address	Pick Up Time
Salvation Army	44517 Sierra Hwy Lancaster, 93534	4:30PM

**Note:** No walk-ins; please call intake number for special accommodations.

**Salvation Army -High Desert MACC: (661) 405-9439 (93 beds)**  
24 hour shelter

Transportation Pick Up	Pick Up Address	Pick Up Time
Salvation Army	44517 Sierra Hwy Lancaster, 93534	4:30PM

**Note:** Walk-ins are allowed

### Service Planning Area 2: San Fernando Valley

**Bridge to Home-Santa Clarita: (661) 388-3002 (60 beds)**

Transportation Pick Up	Pick Up Address	Pick Up Time
Vallarta Market	23449 Lyons Avenue Valencia, 91355	5:45PM
Newhall Metrolink Station	24300 Railroad Avenue Newhall, 91321	6:15PM

**Note:** Walk-ins are allowed; please call intake number for special accommodations.

### Service Planning Area 3: San Gabriel Valley

**Volunteers of America: (909) 593-4796 (104 beds)**

Location	Address	Time
Volunteers of America	600 S. Park Avenue Pomona, 91766	Gates open at 4pm.

**Note:** Walk-ups Only; Limited Availability-Please call first

**East San Gabriel Valley Coalition Church (174 beds)**  
(See route schedule on page 2)

Schedule Dates	Location
Dec 1-Dec 15 (Bus Route B)	Sacred Heart Church 344 W. Workman Street, Covina, 91723
Dec 16-Jan 1 (Bus Route B)	St. Dorothy's Church 241 S. Volley Center Drive, Glendora, 91741
Jan 2- Jan 16 (Bus Route B)	Glenkirk Presbyterian Church 1700 E. Palopinto Avenue, Glendora, 91741
Jan 17-Jan 31 (Bus Route A)	St. John Vianney Church 1345 Turnbull Cyn Road, Hacienda Heights, 91745
Feb 1-Feb 15, (Bus Route B)	Holy Nome of Mary Church 724 East Bonito Avenue, San Dimas, 91773
Feb 16-Mar 1 (Bus Route A)	St. Elizabeth Ann Seton Church 1835 Larkvane Road, Rowland Heights, 91748

### Service Planning Area 3: San Gabriel Valley

**East San Gabriel Valley Coalition: (626) 252-9060**

**Bus Route A: January 17-31; February 16- March 1**

Transportation Pick Up	Pick Up Address	Pick Up Time
El Monte- Lot Across from Victory Motel	11647 Garvey Avenue El Monte, 91732	5:00PM-5:10PM
El Monte Metro Station	Lower Level Bus Bay 4 El Monte, 91731	5:20PM-5:30PM
Baldwin Park-Home Depot Parking Lot	Northside of 10 FWY at Puente Ave (Meet at S/E Corner of lot)	5:50PM-6:00PM
Covino	S/W Corner of Grand Ave and Arrow Hwy	5:00PM-5:10PM
West Covino-Sidewalk at the Former Big O Tires	444 S. Glendora Avenue West Covino, 91790	5:30PM-5:40PM
Lo Puente Park-Parking Lot	At the corner of E. Temple Ave & N. Hacienda Blvd.	6:00PM-6:10PM

**Bus Route B: December 1 - January 16; February 1- 15**

Transportation Pick Up	Pick Up Address	Pick Up Time
El Monte- Lot Across from Victory Motel	11707 Garvey Avenue El Monte, 91732	5:00PM- 5:10PM
El Monte-Metro Station	Lower Level Bus Bay 4 El Monte, 91731	5:20PM-5:30PM
Baldwin Park-Home Depot Parking Lot	Northside of 10 FWY at Puente Ave (Meet at S/E Corner of lot)	5:50PM-6:00PM
Covino	S/W Corner of Grand Ave and Arrow Hwy	5:00PM-5:10PM
West Covino-Sidewalk at the Former Big O Tires	444 S. Glendora Avenue West Covino, 91790	5:00PM-5:10PM
Lo Puente Park-Parking Lot	At the corner of E. Temple Ave & N. Hacienda Blvd.	6:00PM-6:10PM

**Note:** No walk-ins are allowed; please call intake number for special accommodations.

### Service Planning Area 4: Metro Los Angeles

**Weingart Center: (213)627-9000-Men Only (10 beds)**

Location	Address	Time
Weingart Center	566 S. Son Pedro Street Los Angeles, 90013	7:00pm

**Note:** Walk-ups Only; Limited Availability-Please call first

**Ascencia-Highland Park: (323) 999-4816 (35 beds)**

Location	Address	Time
All Saints Church	5619 Monte Vista Street Los Angeles, 90042	5:00pm

**Note:** Walk-ups Only; Limited Availability-Please call first

### Service Planning Area 5: West Los Angeles

**First to Serve: (310) 906-7688 (160 beds)**

Transportation Pick Up	Pick Up Address	Pick Up Time
Intersection of Topanga Canyon Blvd & PCH	3931 S. Topanga Canyon Blvd, Malibu 90265	4:00PM (Only)
Malibu Civic Center	Topanga Canyon Blvd, Malibu	4:30PM (Only)
West LA— Bus Stop near Gos Station	Cadillac Ave & Lo Cienega Blvd, Los Angeles , 90034	4:30PM (Only)
Venice Beach Boardwalk	North Venice Ave at Ocean Front Walk, Venice	5:00PM,6:00PM, 7:00 PM

**Note:** No walk ins are allowed; please call intake number for special accommodations.

### Service Planning Area 6: South Los Angeles

**First to Serve: (310) 906-7688 (150 beds)**

Transportation Pick Up	Pick Up Address	Pick Up Time
MacArthur Park	645 S. Park View Street Los Angeles, 90057	4:30PM
Union Rescue Mission	Southeast Corner of San Julian & 6th Street	3:30PM, 4:30PM & 5:30PM

**Note:** No walk ins are allowed; please call intake number for special accommodations.

**Bethel Los Angeles CDC: (213) 713-7309 (164 beds)**

Transportation Pick Up	Pick Up Address	Pick Up Time
Downtown Los Angeles- Volunteers of America	6th St. & San Julian Street	3:30pm (Every 45 minutes)
South Los Angeles- Bus Stop on Slauson & Broadway	SW Corner	3:30pm (Every 30 minutes)
South Los Angeles- Bus Stop on Manchester & Broadway	SW Corner	3:30pm (Every 30 minutes)

**Note:** Transportation pick up times start at 3:30pm and conclude at 6:30pm; Walk-ins also allowed starting 4pm.

**SSG Hopics: (323) 750-7177-Ages 18-24 Only (35 beds)**

Transportation Pick Up	Pick Up Address	Pick Up Time
WLCAC	10950 S. Central Avenue Los Angeles, 90059	4:00 PM
Ruth's Place	4775 S. Broadway Avenue Los Angeles, 90037	4:30PM
Community Build	4305 Degnan Blvd., #102, Los Angeles, 90008	5:00PM

**Note:** No walk-ins are allowed; please call intake number for special accommodations.

### Service Planning Area 8: South Bay/ Harbor Cities

**U.S. Vets (562) 200-7303 (150 beds)**

Transportation Pick Up	Pick Up Address	Pick Up Time
Channel St. Park and Ride	110 Underpass/ Channel Street, San Pedro	4:15PM 6:15PM
Long Beach Multi-Service Center (7 days a week, including Holidays)	1301 W. 12th Street Long Beach	5:00PM 6:45PM
Destination-Winter Shelter	5571 Orange Avenue Long Beach	5:30PM 7:15PM

**Note:** No walk-ins are allowed; please call intake number for special accommodations.

### Service Planning Area 8: South Bay/ Harbor Cities

**First to Serve (310) 906-7688 (100 beds)**

Transportation Pick Up	Pick Up Address	Pick Up Time
Jesse Owens Park- Century Blvd & Western Ave (near swimming pool)	9651 S. Western Avenue Los Angeles, 90047	4:30PM (only)
SW Corner- Hawthorne Blvd. & Century Blvd.	Inglewood, 90304	5:00 PM (only)
St. Margaret's Center	10217 S. Inglewood Ave. Inglewood, 90304	5:15PM (only)
Hawthorne Memorial Park- Corner of El Segundo Blvd. & Prairie Ave.	3901 W. El Segundo Blvd. Hawthorne, 90250	5:30 PM (only)

**Note:** No walk-ins are allowed; please call intake number for special accommodations.

