



Homeless Strategic Plan

Project Overview

The increase of homelessness in Metro's transit system continues to challenge the agency, resulting in the need for more collaboration and coordination. With the adoption of County and City of Los Angeles strategies to address homelessness this year, Metro recognizes the need to address homelessness in and around the transit system that will align with County and City of Los Angeles priorities. Metro is creating a strategic plan to develop a coordinated and comprehensive approach that maintains a safe and clean environment for patrons, while connecting homeless persons in the transit system to services and resources.

Strategic Plan Objectives

- > *Safety*: Maintain a safe and clean environment for all Metro transit patrons.
- > *Outreach and Service Coordination*: Solidify a coordinated homeless outreach service approach that reduces the incidence of homelessness in and around Metro's transit stations and corridors.
- > *Quality Service*: Create a culture of service when engaging and encountering homeless persons.
- > *Teamwork and Partnership*: Build a network of community-based and government agencies who can provide support and leverage resources.
- > *Alignment with Regional Priorities*: Align strategies with County and City of Los Angeles Homeless Strategies.

Strategic Planning Process

Metro has engaged Communities in Motion to lead and coordinate the strategic planning process that will involve comprehensive community and stakeholder engagement. Communities in Motion is a consulting firm with expertise in strategic planning, social policy and community engagement with specific experience in homelessness and the social service delivery system in Los Angeles County. Metro recognizes the importance of engaging organizations that are currently part of the homeless housing and service delivery system, and those communities directly impacted by homelessness in and around the Metro transit system. A comprehensive community engagement approach will help Metro create a plan that is inclusive, strengthen partnerships and effectively leverage resources. The strategic planning process began in July 2016 and is scheduled to be completed in January 2017.

The planning process will involve many stakeholders who participated in the development of City and County strategies, including the City and County of Los Angeles. Metro sees its planning process as an opportunity to leverage other resources and partner with community and public agencies currently implementing strategies related to the coordination of homeless outreach. Coordination with adopted policies and strategies will maximize already invested resources and better inform the implementation of strategies related to outreach, services and training for first responders on homelessness.



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Involvement of Local Government and Independent Cities

There will be a specific effort to approach and work with independent cities throughout the County. This will include convening a meeting with a team of cities interested in actively participating in this process, meeting with the Council of Governments and launching a survey specifically targeting cities.

The survey will provide Metro with data and information on the effects of homelessness in cities most impacted by transit and homelessness. This will assist in obtaining feedback on how to best form strategic partnerships with cities along transit corridors to address homelessness.

Getting Involved in the Planning Process

There will be different ways for the community and stakeholders to contribute and be part of the engagement process from October 2016 to January 2017.

- > Stakeholder groups will be formed, involving homeless services experts and partner agencies that serve homeless individuals and families.
- > Presentations with feedback sessions will be scheduled with community and business groups.
- > Surveys will be distributed and posted online for people to provide input from a variety of stakeholders and individuals.
- > Metro will launch a portal on our website specific to this plan. This will allow anybody to regularly get information about this effort and be informed about opportunities to engage in this process.

Contact Information

For more information, questions or comments, please email us at HomelessTaskForce@metro.net.

