

Homelessness on Metro Survey

PARTICIPANTS

1,063

BUS OPERATORS

38.73%

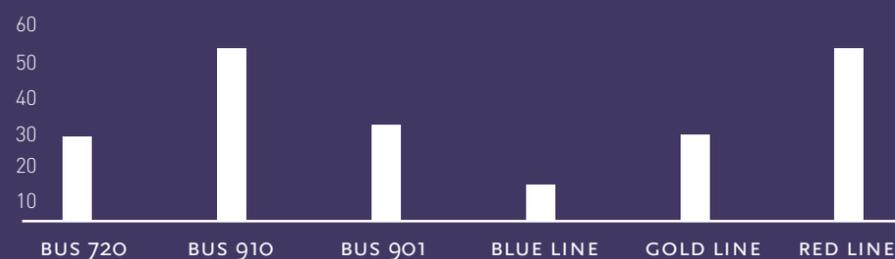
RAIL OPERATORS

61.22%

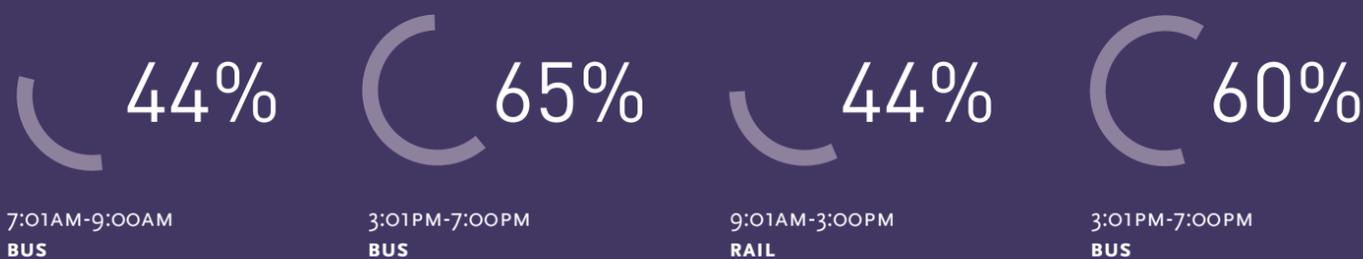
PARTICIPANT'S ROLE AT METRO



FREQUENTLY USED BUS AND RAIL LINES



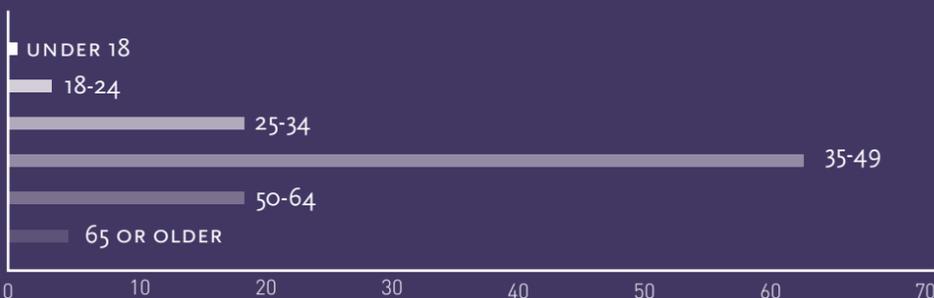
MOST COMMON HOURS PARTICIPANTS RIDE METRO



GENDER OF HOMELESS AROUND METRO



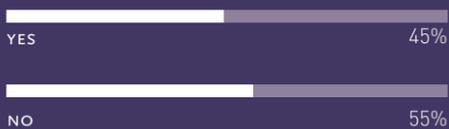
PREDOMINANT AGE OF HOMELESS ON METRO



AVERAGE OF DAILY FREQUENCY BEHAVIORS OBSERVED



OBSERVED FAMILIES ON METRO



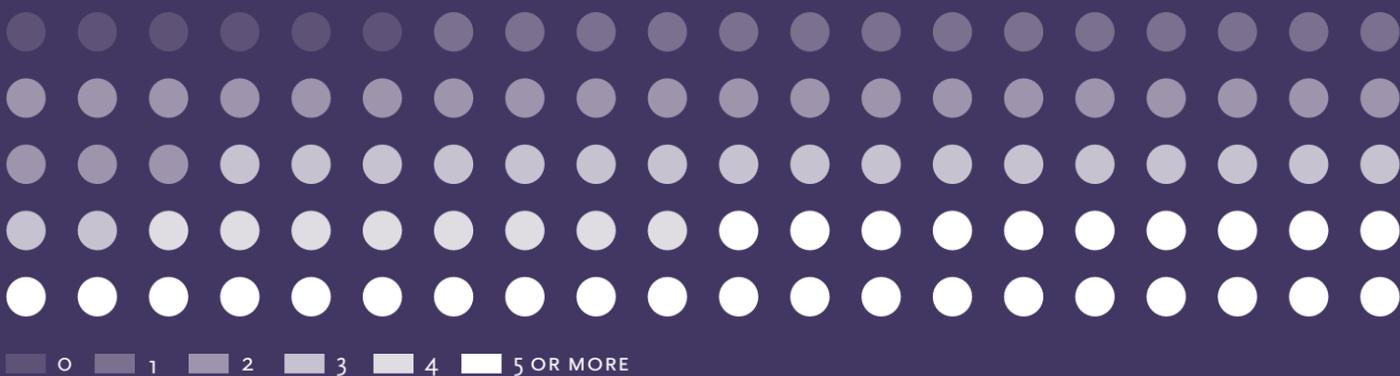
SPECIFIC HOMELESS SEEN DAILY ON BUS



SPECIFIC HOMELESS SEEN DAILY ON RAIL



COUNT OF HOMELESS INDIVIDUALS SEEN DAILY



TOP 5 RECOMMENDED SERVICES TO BE PROVIDED TO HOMELESS



Suggestions for Providing Support to Homeless

Categories	Major Themes
Education & Training	<ul style="list-style-type: none">Provide job training/basic needs training to homeless individualsHire a homeless outreach coordinator that either works for Metro or is contractedEducate and train Metro employees and patrons on how to assist the homeless
Giving Back	<ul style="list-style-type: none">Transportation to servicesProvide opportunities for Metro employees to assistCreation of transit hubs to include: phones, computers, showers, clothes, etc.
Housing	<ul style="list-style-type: none">Connection to existing housing/sheltersFund sheltersCreation of housing that includes services
Metro Logistics	<ul style="list-style-type: none">Agency-wide communicationCustomer service agents/security at every stationCreate a closed system and systemwide design criteria24/7 outreach servicesAddition of restrooms/hygiene stationsEtiquette campaignLong-term encampment solutionsCleanliness of buses, bus shelters, stations and trains

Categories	Major Themes
Outreach Services	<p>24/7 outreach services and referrals (wallet cards) at stations and on trains</p> <p>24/7 hotline number</p> <p>Increase mental health workers, health workers and police</p> <p>Increase outreach workers and they should be more available with faster response times</p> <p>Mobile service center that accesses areas around Metro bus and Metro Rail locations</p> <p>Safer shelters/alternatives so homeless will go/stay</p> <p>Target regulars for services</p> <p>Provide showers, clean clothes and hygiene kits</p> <p>Provide transportation tokens</p> <p>Place signs around facilities with contact information for specific services</p>
Research	<p>Subway employee program in New York City during the 1990s was effective</p> <p>Use the Office of Innovation to study best practices and adopt those solutions which are cost-effective and encourage sustained change</p> <p>Metro should document and highlight issues of homelessness on the system</p>

Categories	Major Themes
Safety	<p>Riders more vulnerable to potential threats with diminished sense of security</p> <p>Riders fearful due to homeless panhandling or aggressive behavior</p> <p>Floor to ceiling turnstiles that allow only customers access to Metro Rail</p> <p>Fences around all stations, including center loading stations, to deter "free rides"</p> <p>Include Stops and Zones department to keep the homeless from creating encampments in bus shelters/along rail rights of way</p> <p>Improve and increase LASD response time and responsiveness to calls</p> <p>LASD should increase on-board presence and further diversify their locations</p> <p>Gloves for operators</p> <p>Non-porous material on train seats</p> <p>Hand sanitizers on trains</p> <p>Clean and usable restrooms and elevators</p>
Services & Coordination	<p>Collaborate with other agencies, non-profits and internal departments to share information, resources, and best practices</p> <p>Strengthen relationships with homeless resource providers</p> <p>Develop or work with the city and county to provide assistance in obtaining long term assistance</p> <p>Centralized location within the city/county where services and resources can be optimally provided and utilized</p> <p>Develop a team of homeless advocates to work with law enforcement, mental health and outreach workers</p> <p>Partner with local shelters and programs</p> <p>Grant transit security department the authority to do something about homelessness</p>

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Transportation	<p>Connect homeless to transportation services that will lead them to shelter</p> <p>Hire mental health specialists that will transport homeless to hospitals/ shelters</p> <p>Have a team specifically assigned to removing homeless from the transit system (fare evaders) and transport them to shelters, etc.</p> <p>Have shuttle vans available at stations to transport individuals to various resources</p> <p>Provide a TAP card with preloaded reduced fare for Metro transportation</p>