

Strategies to Respectfully Address Homelessness at Airports

April 30, 2024

3:00 p.m. – 4:30 p.m. EST

Today's Learning Objectives

- **(1) Gain insights into the extent and nature of homelessness at airports, including factors contributing to this issue and its impacts on both individuals experiencing homelessness and airport operations**
- **(2) Use effective collaborative strategies and best practices that promote partnerships between airports, local communities, service providers, and advocacy groups to address homelessness in a comprehensive and humane manner**

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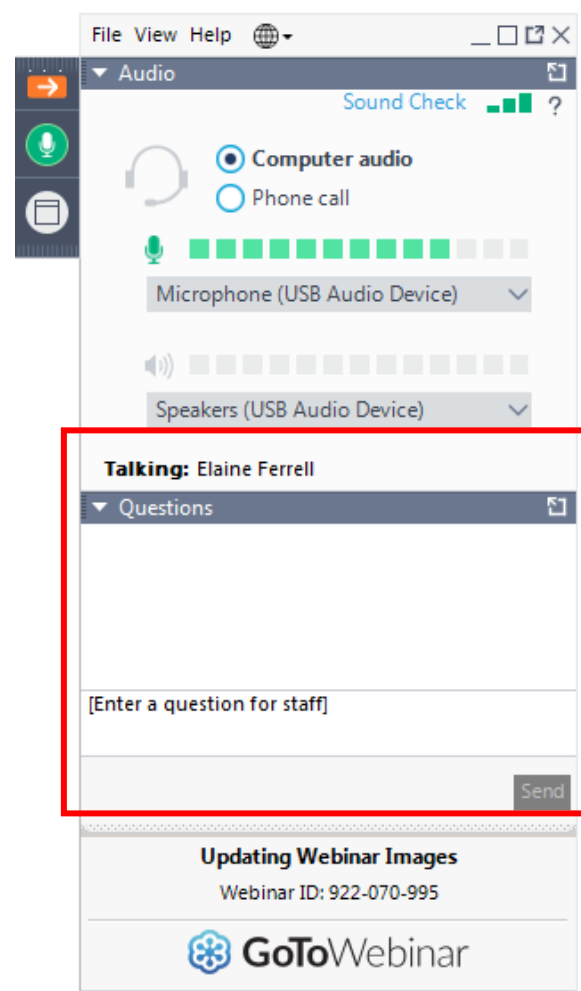
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Questions and Answers

Please type your questions into your webinar control panel

We will read your questions out loud, and answer as many as time allows

#TRBwebinar



Juliana Urrego

The Cadmus Group

- Specialist
- 10+ years experience in quantitative and qualitative research in epidemiology, environment and climate considerations, public health, and international development.
- led and supported three recent ACRP projects: ACRP 03-59, ACRP 04-24, and ACRP 11-02/Task 44.



Today's Speakers



Darryl McKinney
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Officer Michelle Bregel
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Seattle-Tacoma
International
Airport



SEA Cares –

Our strategy to respectfully
address homelessness

04/25/2024



Presenters

Darryl McKinney is a Senior Manager in Aviation Security at Seattle-Tacoma International Airport (SEA).

Michelle Bregel is a police officer, advanced crisis negotiator/team leader with the Valley Hostage Negotiations Team, and the Crisis Coordinator for the Port of Seattle Police Department.

Viktoriya Shook is a licensed social worker and mental health professional with experience providing services to individuals in crisis.

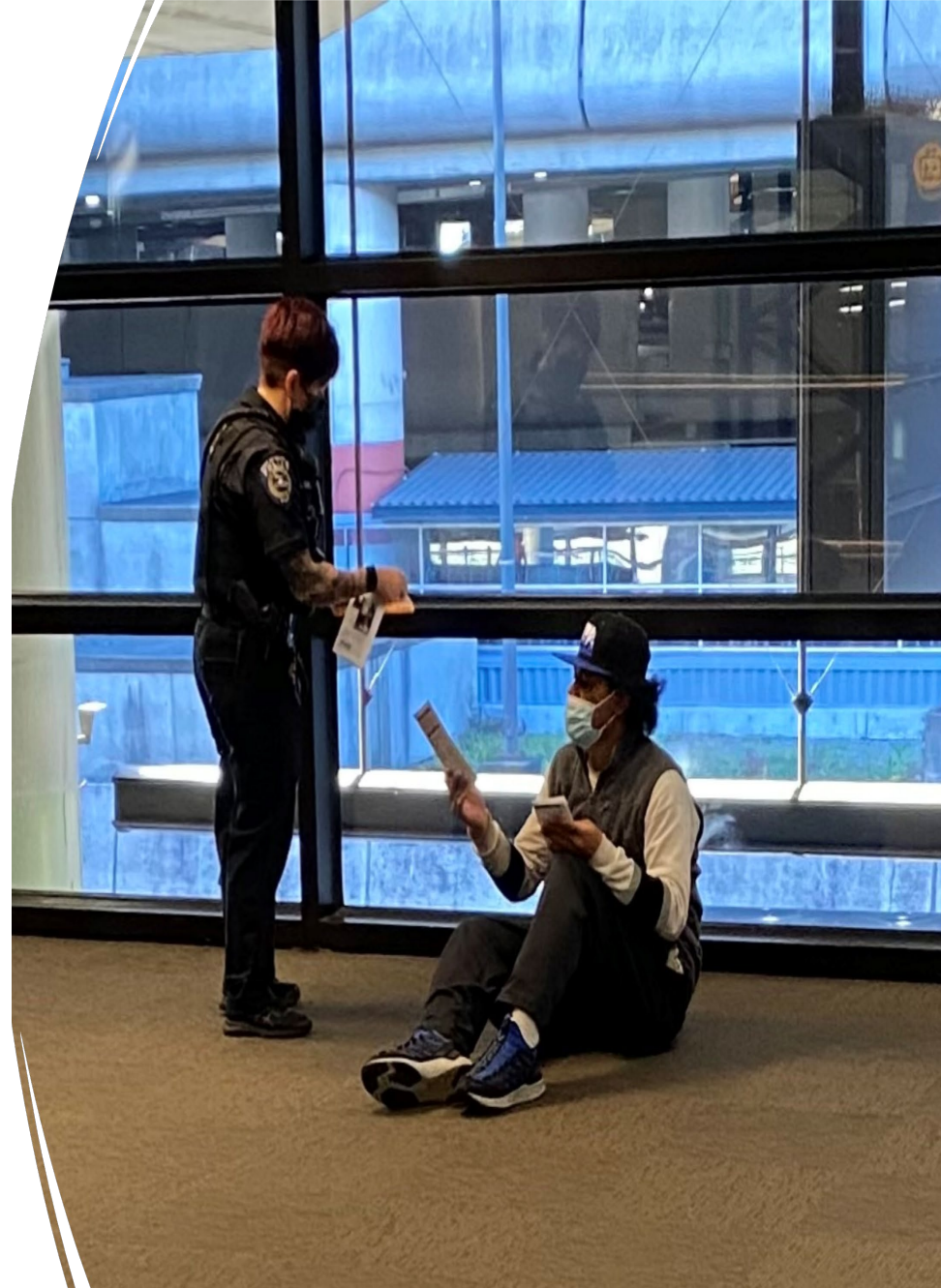


SEA Cares

- In 2022...
- Added a full-time Crisis Coordinator within the Port of Seattle Police Department
 - Trained in how to respond to people in the airport who need specialized assistance
 - Engages with a network of regional organizations who can provide direct assistance to people in distress
- Partnering with King County Mobile Crisis Team and other social service agencies to facilitate connections to resources for people experiencing homelessness (PEH)
- Established a three-year agreement with the City of SeaTac for law enforcement support with recurring unlawful actions
- Additional changes included limitations increased lighting in baggage claim, limited bathroom access during certain hours, etc.

Strategy 1: Learning the Fundamentals

- Behavioral health issues, substance use, affordability
- Frequent non-flyers
- Effects of COVID
 - Stringent booking restrictions
 - Enforcement limitations
 - Limited community partnerships & resources
- Challenges of overcoming bias/stigmas



Strategy 2: Assessing Current Conditions

- Tracking
 - Not community care focused prior to SEA Cares program
 - Only crisis officer & MHP contacts are tracked
- Training
 - CIT training, Recurring in-service trainings
- Response
 - Before 2021
 - Current
 - Future goals

Strategy 3: Identifying & Working with Partners

- Challenges in developing external partnerships
- Creation of MHP Role within the airport
- King County Resources
 - Mobile Crisis Team
 - Recovery Navigation Team
 - Designated Crisis Responders
 - SCORE Jail Resources
- The challenge of procurement within the Port





Strategy 4: Planning a Response

- Overview of how the Port Crisis Team responds to calls for service involving People Experiencing Homelessness (PEH)
- Collected Data

Strategy 5: Outlining Staff and Stakeholder Roles & Responsibilities

- SEA Partners Experience for external stakeholders
- Training for Port employees & airline partners on crisis communication
- See Something Say Something
 - SeeSay app
 - 911 or non-emergency line
 - In-person reporting



Strategy 6: Developing & Implementing a Training Program

- Training for Crisis Response Team
 - Initial training & certification
 - Ongoing trainings
- Training for Port employees & airline partners on crisis communication
- CIT & in-service training for officers

Strategy 7: Developing an Engagement Protocol

- Considerations in response
 - Number of personnel, uniforms, space, etc.
- Co-responder Model with a softened uniform response

Strategy 8: Tracking Progress

- What does progress look like?
 - Fewer uniformed/patrol contacts
 - Fewer uses of force
 - Fewer duplicate contacts
 - Increase connections to resources
- Challenges include...
 - PD staffing
 - Availability of resources
 - Weather & seasonal impacts
 - And more...





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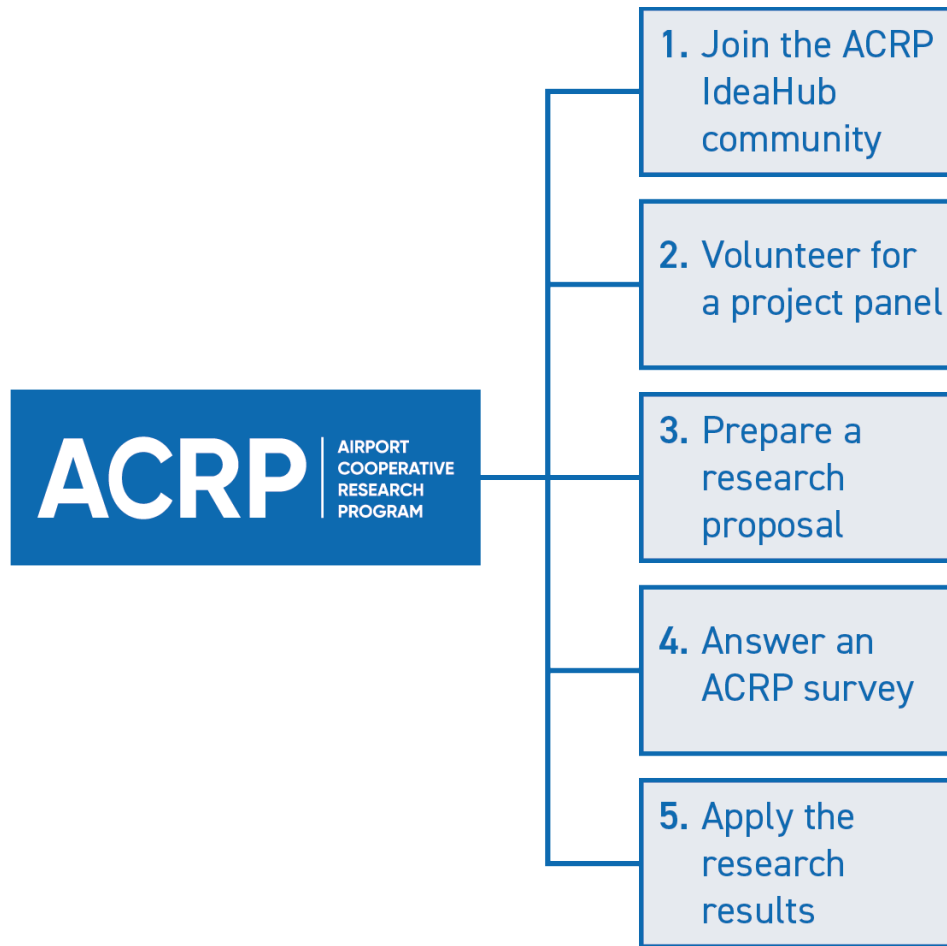
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