TRB Webinar: Respectful Response to People Experiencing Homelessness in Transit

March 25, 2024
1:00 – 2:30 PM
AICP Credit Information

1.5 American Institute of Certified Planners Certification Maintenance Credits

You must attend the entire webinar

Log into the American Planning Association website to claim your credits

Contact AICP, not TRB, with questions
Purpose Statement

This webinar will present transit agency experiences and lessons learned explored in the TCRP Research Report 242: Homelessness: A Guide for Public Transportation. Presenters will also share the activities of Southeastern Pennsylvania Transportation Authority’s (SEPTA) nationally recognized SCOPE program and the National Transit & Vulnerable Populations workgroup.

Learning Objectives

At the end of this webinar, you will be able to:

1. Recognize the complex nature of homelessness as it relates to public transportation
2. Use current practices and approaches within the transit industry in interactions with people experiencing homelessness
3. Build partnerships and collaborate on solutions to address homelessness, locally and nationally, while providing a safe, reliable, and customer-friendly experience for all riders
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
Today’s presenters

Flora Castillo
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Kenneth Divers
kdivers@septa.org

John MacArthur
jhmacart@pdx.edu

Holly Winge
holly.winge@capmetro.org
TCRP Research Report 242
Homelessness: A Guide for Public Transportation

TRB Webinar
Respectful Response to People Experiencing Homelessness in Transit
March 25, 2024

John MacArthur, Marisa Zapata, Anna Rockhill, Rebeca Petean
Portland State University
Objectives

TRB's Transit Cooperative Research Program (TCRP) J-11/Task 40

The objective of this research is to develop a guide for public transportation agencies and concerned stakeholders on effective approaches and best practices that are responsive to those who are experiencing homelessness.

*TCRP Project J-11/Task 40 is not intended to resolve the underlying influences that give rise to homelessness in our society and recognizes that these drivers are beyond the control of public transportation agencies. Rather, this project is intended to help public transportation agencies preserve the quality of their services and facilities, while respecting the rights and mobility needs of those experiencing homelessness, including the need for safe places.*
What is Homelessness?

• Cause of homelessness
• Unsheltered vs. sheltered
• Chronic vs. episodic homelessness
• Confounding factors
How to Prevent, Respond, & Resolve Homelessness

• Prevent
  • Affordable housing production
  • Affordable housing access
  • Livable wages
  • Health care access/social support

• Respond
  • Shelter
  • Alternative shelter
  • Supportive services through partnerships and relationships
  • Hygiene services

• Resolve
  • All of the above
  • Case workers
  • Social support services and access to housing
  • Supplies/move-in
Overview of the Research Approach

- Literature Review
- Industry Analysis & Scan
- Case Studies
- Report
Methodology

- Literature review
- Industry scan
- Case studies, including National Transit & Vulnerable Populations workgroup

<table>
<thead>
<tr>
<th>Metropolitan Area</th>
<th>Transit Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta, GA</td>
<td>Metropolitan Atlanta Rapid Transit Authority</td>
</tr>
<tr>
<td>Cleveland, OH</td>
<td>Greater Cleveland Regional Transit Authority</td>
</tr>
<tr>
<td>Eugene, OR</td>
<td>Lane Transit District</td>
</tr>
<tr>
<td>Honolulu, HI</td>
<td>Honolulu Authority for Rapid Transportation/Oahu Transit Service</td>
</tr>
<tr>
<td>Philadelphia, PA</td>
<td>Southeastern Pennsylvania Transportation Authority</td>
</tr>
<tr>
<td>Phoenix, AZ</td>
<td>Valley Metro Regional Public Transportation Authority</td>
</tr>
<tr>
<td>Reno, NV</td>
<td>Regional Transportation Commission of Washoe County, Nevada</td>
</tr>
<tr>
<td>San Francisco, CA</td>
<td>Bay Area Rapid Transit</td>
</tr>
<tr>
<td>Washington, DC</td>
<td>Washington Metropolitan Area Transit Authority</td>
</tr>
</tbody>
</table>
## Common Actions by Transit Agencies in Response to Homelessness

<table>
<thead>
<tr>
<th>Category</th>
<th>Policies and Procedures on Homelessness</th>
<th>Agencies</th>
<th>TCRP Synthesis 121</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>#</td>
<td>%</td>
</tr>
<tr>
<td><strong>Enforcement</strong></td>
<td>Requirement that riders exit the transit vehicle at the last stop or pay an additional fare to re-board</td>
<td>70</td>
<td>66.7%</td>
</tr>
<tr>
<td></td>
<td>Installation of structural elements or landscaping to discourage sleeping at stops or stations</td>
<td>52</td>
<td>49.5%</td>
</tr>
<tr>
<td></td>
<td>Enforcement of anti-loitering laws</td>
<td>51</td>
<td>48.6%</td>
</tr>
<tr>
<td></td>
<td>Clearance of encampments from transit settings</td>
<td>49</td>
<td>46.7%</td>
</tr>
<tr>
<td></td>
<td>Sweeps of areas where unhoused people are known to congregate</td>
<td>44</td>
<td>41.9%</td>
</tr>
<tr>
<td><strong>Service and outreach</strong></td>
<td>Discounted or free fares for unhoused riders or distribution of free or discounted passes to homeless service providers</td>
<td>33</td>
<td>31.4%</td>
</tr>
<tr>
<td></td>
<td>Using vehicles or facilities as cooling/heating centers during extreme weather</td>
<td>25</td>
<td>23.8%</td>
</tr>
<tr>
<td></td>
<td>Additional service or modified routes connecting to shelters</td>
<td>23</td>
<td>21.9%</td>
</tr>
<tr>
<td></td>
<td>Allowing unhoused people to use transit facilities to spend the night</td>
<td>5</td>
<td>4.8%</td>
</tr>
<tr>
<td></td>
<td>Discounted or free bike share for unhoused people</td>
<td>1</td>
<td>1.0%</td>
</tr>
</tbody>
</table>
## Transit Agency Supportive Service Responses

<table>
<thead>
<tr>
<th>Transit Agency Actions Related to Homelessness</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeless outreach programs</td>
<td>41%</td>
</tr>
<tr>
<td>Fare reduction</td>
<td>36%</td>
</tr>
<tr>
<td>Crisis management staff response</td>
<td>30%</td>
</tr>
<tr>
<td>Transportation to shelters</td>
<td>22%</td>
</tr>
<tr>
<td>Ambassador programs</td>
<td>16%</td>
</tr>
<tr>
<td>Crisis intervention training</td>
<td>11%</td>
</tr>
<tr>
<td>Onsite homeless service</td>
<td>5%</td>
</tr>
</tbody>
</table>

Note: Grey literature sites with homelessness responses (64 transit agencies)
Additional Themes

- Importance of leadership
- Build external collaborations and partnerships
- Rethinking enforcement
- Need for data and metrics
- Funding needs

Need more techniques/tools for identifying, creating, and identifying strategies.
Providing access and mobility

Serving people experiencing homelessness

Land, facilities, and public spaces

Program implementation
Providing access and mobility

- Access to essential services
- Low-income, discounted and free fare programs
- Fare compliance
Serving people experiencing homelessness

Outreach services & emergency response approaches & activities

- Providing helpful information
- Building relationships
- Connecting people with services
- Providing outreach services
- Providing services on-site
- Adopting alternative policing & emergency response
- Decriminalizing or de-emphasizing minor infractions
Transit agency staff roles
- Transit police
- Crisis management staff
- Ambassadors

Transit agency teams
- Homeless outreach/response teams
- Crisis response teams

Serving people experiencing homelessness
Training
- Crisis intervention training
- De-escalation training
- General awareness training
Land, facilities, and public spaces

- Facilities & assets
  - Public places
  - Encampments
- Hygiene & public restrooms
Land, facilities, and public spaces

- Public transportation vehicles
- Alternative shelter or housing
  - Alternative shelters
  - Housing development
• Launching and developing programs
  o Pilot programs
  o Comprehensive approaches
• Building support
  o Agency leadership
  o Promote internal buy-in
  o Rider engagement and education
• Utilizing data, performance measures, and evaluation
• Accessing funding
## ACRP Research Report 254
### Strategies to Address Homelessness at Airports

**Guidebook for Developing and Implementing Strategies to Address Homelessness at Airports**

<table>
<thead>
<tr>
<th>Primer</th>
<th>Strategic Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of Homelessness in the United States</td>
<td>1. Learning the Fundamentals</td>
</tr>
<tr>
<td>Homelessness in an Airport Setting</td>
<td>2. Assessing Current Conditions</td>
</tr>
<tr>
<td>Guiding Principles for Airport Response Strategies</td>
<td>3. Identifying and Working with Partners</td>
</tr>
<tr>
<td></td>
<td>4. Planning a Response</td>
</tr>
<tr>
<td></td>
<td>5. Outlining Staff and Stakeholder Roles and Responsibilities</td>
</tr>
<tr>
<td></td>
<td>6. Developing and Implementing a Training Program</td>
</tr>
<tr>
<td></td>
<td>7. Developing an Engagement Protocol</td>
</tr>
<tr>
<td></td>
<td>8. Tracking Progress</td>
</tr>
</tbody>
</table>

Accessibility from Mass Transit Systems: Formalize a partnership with the applicable transit agency.

https://www.trb.org/Publications/Blurbs/183025.aspx
More Work is Needed

• Evaluations of programs, including cost analysis and effectiveness.
• Development of data, metrics, and performance measures to aid in program evaluation.
• Development of a knowledge exchange, including policies, procedures, job descriptions, training, etc.
• Research to explore how local, state and federal resources can be used to fund programs, especially for outreach and response programs, staff and partners.
Contact Information

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macarthur@pdx.edu

TCRP Research Report 242
Homelessness: A Guide for Public Transportation
https://www.trb.org/Publications/Blurbs/183111.aspx
Southeastern Pennsylvania Transportation Authority

Kenneth A. Divers – Director, Outreach Programs
SCOPE: A Holistic, Compassionate Approach
Mission Statement

Make homelessness on SEPTA rare, brief, and nonrecurring, while creating an environment that is clean and safe for our employees and customers.
SEPTA Serves 4.2 Million Residents in Southeast PA

- 6th largest mass transit system in the U.S.
- 9,000 employees
- $1.69 billion operating budget
- $977 million capital budget
- 700,000+ daily trips
- 2,800 vehicles
- 285 subway & rail stations
- 13,000 bus & trolley stops
- 150 routes

TRB: Respectful Response to People Experiencing Homelessness
Monday, March 25, 2024: 1:00p – 2:30p
Who are the vulnerable population?
Where is the vulnerable population on SEPTA?
What is SEPTA doing about the vulnerable population?
What do SEPTA need help with?

TRB: Respectful Response to People Experiencing Homelessness
Monday, March 25, 2024: 1:00p – 2:30p
Those experiencing homelessness, drug abuse, mental health issues, and sexual assault define who we refer to as the Venerable Population.
Where is the Vulnerable Population?
What is SEPTA doing about the Vulnerable Population?
SAFETY
Strategically place SEPTA police at known hotspots while acquiring the aid of public and private security firms to help offset the challenge of coverage gaps.

CLEANING
Maintain and increase cleaning schedules by procuring additional resources needed to maintain a state of good repair and safety throughout stations, terminals, and SEPTA’s rolling stock.

OWNERSHIP
Recruit local community groups, CAC, CDCs, city, government, and county stakeholders to take a vested interest in assisting SEPTA with barriers related to addressing the vulnerable population seeking shelter on the SEPTA system.

PARTNERSHIP
Create a robust network of partners within the SEPTA service area. These partners will help offset financial, labor, and human barriers that often hinder the vulnerable population from receiving much needed services.

ENGAGEMENT
Deploy the above resources throughout the five-county service area to aid SEPTA in eliminating homelessness on our system.
Established an internal structure to build buy-in across the agency, be nimble in responding to internal opportunities and to make decisions real-time.

Increased transparency and cross-communications while creating a culture that addressing the vulnerable populations is everyone’s priority.
# 69th Street Transportation Center

### Monday

<table>
<thead>
<tr>
<th>Time</th>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00 AM - 2:00 PM</td>
<td>One Day at a Time (ODAAT)</td>
<td>On Site</td>
</tr>
<tr>
<td></td>
<td>Horizon House Outreach Team</td>
<td>7a - 9a</td>
</tr>
<tr>
<td></td>
<td>Outreach Specialist (Horizon House)</td>
<td>9a - 11a</td>
</tr>
<tr>
<td></td>
<td>Drexel Street Medicine Student</td>
<td>9a - 11a</td>
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<tr>
<td></td>
<td>Drexel Street Medicine Student</td>
<td>9a - 11a</td>
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<tr>
<td></td>
<td>Key Platform Attendant (KPA)</td>
<td>9a - 11a</td>
</tr>
<tr>
<td></td>
<td>Security Guard</td>
<td>9a - 11a</td>
</tr>
<tr>
<td></td>
<td>Allied Barton Security</td>
<td>9a - 11a</td>
</tr>
<tr>
<td></td>
<td>Security Guard</td>
<td>9a - 11a</td>
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<tr>
<td></td>
<td>SEPTA PD</td>
<td>9a - 11a</td>
</tr>
<tr>
<td>2:00 PM - 12:00 AM</td>
<td>One Day at a Time (ODAAT)</td>
<td>On Site</td>
</tr>
<tr>
<td></td>
<td>Horizon House Outreach Team</td>
<td>2p - 3p</td>
</tr>
<tr>
<td></td>
<td>Outreach Specialist (Horizon House)</td>
<td>2p - 3p</td>
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<td></td>
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<td>9a - 11a</td>
</tr>
<tr>
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<td>On Site</td>
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</tr>
<tr>
<td></td>
<td>SEPTA PD</td>
<td>2p - 3p</td>
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</tbody>
</table>

Site Commander: ODAAT
SEPTA

Investing in Infrastructure and Resources

Outreach

Health Navigators

Outreach
Building Partnerships That Matter

- Employee Home Ownership
- Woman Services
- Youth Services
- Young Adult Connections
- Mission Kids
- Child Advocacy Center
- Savage Sisters
- Pathways to Housing PA
- Community College of Philadelphia
- Success Starts Here
- Department of Public Health
- Substance Use Prevention & Harm Reduction
✓ Providing trauma care and sober housing to people affected by addiction.

✓ Mobile wound care van with showers.

✓ Connect individuals to vital resources such as shelter, treatment, and assistance with identification.

We are proud to partner with Savage Sisters Recovery, a nonprofit offering vulnerable individuals care and resources off the SEPTA system.
Strategic Partnerships...

- Works to build bridges of hope for young people facing homelessness and survivors of trafficking.

- Begun working on SEPTA to engage anyone under the age of 21 who may appear to be facing homelessness or trafficking on the SEPTA system.

- Will serve in this capacity on Wednesday and Thursdays during peak school hours (3pm to 5 pm) to connect young individuals to immediate resources.
Women’s Safety Initiatives

- Temple Intern focused on SEPTA’s women’s safety workgroup. Polling riders and peers about safety perceptions and experiences.
- Women Against Abuse – curate a workshop for women who have experienced assault.
- Adding sexual assault language within Code of Conduct signage.

- Women in Transition - Offers a bystander intervention training
- Courage cards – resources cards for domestic violence and trafficking resources in Philadelphia.
- Adding sexual assault language in Transit Watch App
Continued Initiative

Continuing Overnight End of Line Operations
FTC & 69th Street
10:00 PM – 6:00 PM

Winter Initiative
Monday through Saturday
2nd to 13th & 15th Street
Concourse 5:00 AM – 8:00 AM
2nd to 13th & 15th Street
Concourse 6:00 PM – 9:00 PM
30,000 cameras placed across the system in vehicles and stations

Virtual Patrol Center is now staffed to monitor surveillance video live streams with a special focus on “hot spots” to dispatch patrol officers to parts of the system where they are needed the most.
Creating a System that is Safe and Interconnected

Keeping SEPTA Safe and Clean While Connecting Vulnerable People to Services

**SCOPE**

**Safety**
- Increased lighting in stations and added fixed observers in peak, transit, and transit centers
- Coordinating with SEPTA to ensure consistent communication with transit police
- Enhanced the Travel Watch App to allow riders to report incidents to get help, discourage, and immediately report a crime or other dangerous situations
- Created a virtual patrol center to monitor the system's stations and secure cameras

**Cleaning**
- Added additional staff and increased cleaning shifts at multiple stations
- Updated elevators, escalators, stairs, stairwells, elevators, and entrances
- Trained key partners, platforms, and created a dedicated monitor attendance role
- Distributed a mobile internal command task force to align resources and develop system-wide solutions for the SCOPE program

**Ownership**
- Educated transit officials, business community, universities, tenant service providers, and housing advocates about the impact of homelessness throughout the system
- Advocated for increased emergency shelter beds, permanent housing, and access to mental health and addiction treatment services
- Established a mobile internal command task force to align resources and develop system-wide solutions for the SCOPE program

**Partnership**
- Created a diverse network of regional partners within SEPTA's service area to:
  - Connect individuals to health services
  - Coordinate housing and behavioral health services
  - Provide case management for individuals with high acuity needs

**Engagement**
- Increased the number of social service outreach specialists from seven to more than 50
- Deployed outreach workers to engage and connect individuals to services throughout the SEPTA system
- Expanded the in-person intake and social service dispatch as needed to additional locations throughout the system
- Engaged over 2,400 vulnerable individuals over a nine-month period and connected 1,418 to housing, treatment, and mental health services

**HOW YOU CAN HELP!**

• Download the Travel Flash App, available on SEPTA’s Travel Info Page using the Travel Watch App, the QR Code, or SEPTA’s Text-to-GO

• Report suspicious activity and request assistance through the Travel Watch App or by calling SEPTA

SEPTA

SEPTA

SECURITY GUARDS

POLICE

PARTNERSHIPS

HEALTH NAVIGATORS

OUTREACH
Public Health Safety

✓ Nicotine Replacement Therapy (NRT) Kits
✓ Public Restroom Specialists
✓ Syringe Needle Safety Boxes
  ▪ Naloxone (Narcan) Tower
Philadelphia Office of Homeless Service granted SEPTA Unique Access to HMIS
Homeless Encampment Removals
Stations Removed From Hotspot List

- Huntingdon Station
- Jefferson Station
- Snyder Station
Naloxone (Narcan)

In CY’23 both SEPTA police and the SCOPE teams have administered 724 Narcan doses. These 724 lives were saved due to training and quick actions from our police and outreach teams. SEPTA is currently in discussions with Philadelphia’s Department of Public Health Division of Public Health Division of Substance Use Prevention and Harm Reduction regarding staging a Naloxone tower at SEPTA’s Broad & Erie station (street level).

<table>
<thead>
<tr>
<th>SEPTA Transit Police (194 officers)</th>
<th>SCOPE Outreach Teams (7 teams)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Narcan Doses administered in 2023</strong></td>
<td><strong>Narcan Doses administered in 2023</strong></td>
</tr>
<tr>
<td>Q1</td>
<td>149</td>
</tr>
<tr>
<td>Q2</td>
<td>116</td>
</tr>
<tr>
<td>Q3</td>
<td>99</td>
</tr>
<tr>
<td>Q4</td>
<td>126</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>490</strong></td>
</tr>
</tbody>
</table>

Additionally, SEPTA’s Director of Outreach Programs serves on the advisory board of Philadelphia Fire Department’s Alternative Response Unit 2 (AR2) and Alternative Response Unit 3 (AR3). While AR2 addresses opioid and substance use disorder, AR3 addresses behavioral and mental health issues. Together, SEPTA and the Fire Department’s AR units convene to engage members of the vulnerable community, both inside and outside the SEPTA’s stations in Kensington.
• Opioid Response Unit Public Safety Strategy Meeting
• Weekly cleaning update meeting with councilmember
• Monthly shared public spaces meeting with various partners

• Biweekly outreach team meetings with Delaware County
• National Transit & Vulnerable Population Workgroup
• Montgomery County and Delaware County Task Force meetings
A Holistic and Compassionate Approach to Homelessness
SEPTA Resource Repository

SCOPE Program Supportive Resources

SCOPE, which stands for Safety, Caring, Ownership, Partnership, and Engagement, is SEPTA's system-wide, compassionate approach to connect vulnerable individuals with social services and provide a safe, clean transit system for both riders and employees. We have compiled a handful of resources that can help not only the populations we serve, but anyone who may need it. We will continue to update these lists as more information becomes available.

Philly County

| Food/Clothing | + |
| Housing       | + |
| Healthcare    | + |
| Substance Use Services | + |
| Youth/LGBTQ+ | + |
| Women's Services | + |
| Mental Health Services | + |

Bucks County

Chester County

Delaware County

Montgomery County

Emergency Housing Services
Homeless Outreach Hotline: (215) 232-1984
Drop-in Centers Hub of Hope: (215) 309-5225
Grace Cafe: (215) 568-6659

Health Care
Stephen Klein Wellness Center: (215) 320-6182

Recovery Resources
Alcohol & Drug Recovery: (800) 221-6333
Community Behavioral Health (CBH): (888) 545-2600

Mental Health Support
Suicide Prevention and Crisis Response: Oral 088

Youth Services
Youth Emergency Service: (800) 371-7233

Meals
Philly House: (215) 922-6400

Violence and Sexual Assault
Phila. Domestic Violence: (866) 723-3014
WOAR (Phila. Center Against Sexual Violence) (215) 985-3333
Victim Services Center: (610) 566-4342

Transit Police 215-580-8111
Customer Service 215-580-7800

Elerts: Transit Watch App
In the Year of 2023 SEPTA’s outreach teams recorded:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Engagements</strong></td>
<td>84,339</td>
</tr>
<tr>
<td>Each engagement represents an individual who was guided off SEPTA’s system and some guided into services. Most of these interactions do not require police intervention.</td>
<td></td>
</tr>
<tr>
<td><strong>Resource Distributions</strong></td>
<td>6,991</td>
</tr>
<tr>
<td>Food, clothing, wound care, and transportation are resources distributed by SEPTA’s outreach teams.</td>
<td></td>
</tr>
<tr>
<td><strong>Referrals</strong></td>
<td>7,154</td>
</tr>
<tr>
<td>Mental health treatment, drug and alcohol treatment, shelters, PAD office, and other social service providers are examples of places a vulnerable individual may be referred.</td>
<td></td>
</tr>
<tr>
<td><strong>Narcan Deployments</strong></td>
<td>234</td>
</tr>
<tr>
<td>Narcan is a treatment that reverses an opioid overdose. With opioid overdoses on the rise in Philly, this is essential work.</td>
<td></td>
</tr>
<tr>
<td><strong>Smokers Stopped</strong></td>
<td>2,514</td>
</tr>
<tr>
<td>SEPTA strives to provide a smoke free ride for passengers, all individuals seen smoking are asked to stop for the duration they are on SEPTA property. (We began tracking this data in September 2023)</td>
<td></td>
</tr>
<tr>
<td><strong>Number of Smokers Engaged</strong></td>
<td>3,146</td>
</tr>
<tr>
<td><strong>Nicotine Replacement Therapy</strong></td>
<td>25</td>
</tr>
<tr>
<td>Nicotine Replacement Therapy (Patches, Gum, Lozenges) is a resource distributed by outreach teams to encourage more people to stop smoking on the SEPTA system. (We began tracking this data in September 2023)</td>
<td></td>
</tr>
<tr>
<td><strong>Warm Hand-Offs</strong></td>
<td>480</td>
</tr>
<tr>
<td>During a warming hand-off, outreach teams directly and physically connect a vulnerable individual with a social service provider.</td>
<td></td>
</tr>
<tr>
<td><strong>Calls to Police Dispatch</strong></td>
<td>2,986</td>
</tr>
<tr>
<td>Outreach teams reduce the number of contacts between police and vulnerable individuals.</td>
<td></td>
</tr>
<tr>
<td><strong>Removals WITHOUT Police Assistance</strong></td>
<td>71,846</td>
</tr>
<tr>
<td><strong>Removals WITH Police Assistance</strong></td>
<td>12,493</td>
</tr>
</tbody>
</table>

*There is not a 1 to 1 equivalency between calls to police and engagement. A single call to dispatch may address a group of multiple vulnerable individuals, with each individual being counted as a separate engagement.*
From the month of January 2024 SEPTA's outreach teams recorded:

**10,881 ENGAGEMENTS*** Each engagement represents an individual who was guided off SEPTA’s system and some guided into services. Most of these interactions do not require police intervention.

8,591* Removals WITHOUT Police Assistance

**732 RESOURCE DISTRIBUTIONS** Food, clothing, wound care, and transportation are resources distributed by SEPTA’s outreach teams.

**649 REFERRALS** Mental health treatment, drug and alcohol treatment, shelters, PAD office, and other social service providers are examples of places a vulnerable individual may be referred.

**20 NARCAN DEPLOYMENTS** Narcan is a treatment that reverses an opioid overdose. With opioid overdoses on the rise in Philly, this is essential work.

**217 Smokers Stopped*** SEPTA strives to provide a smoke-free ride for passengers, all individuals seen smoking are asked to stop for the duration they are on SEPTA property.

341* Number of Smokers Engaged

**4 NRT DISTRIBUTIONS** Nicotine Replacement Therapy (Patches, Gum, Lozenges) is a resource distributed by outreach teams to encourage more people to stop smoking on the SEPTA system.

**162 WARM HAND-OFFS** During a warm hand-off, outreach teams directly and physically connect a vulnerable individual with a social service provider.

**343 CALLS TO POLICE DISPATCH*** Outreach teams reduce the number of contacts between police and vulnerable individuals.

2,290* Removals WITH Police Assistance

*There is not a 1 to 1 equivalency between calls to police and engagement. A single call to dispatch may address a group of multiple vulnerable individuals, with each individual being counted as a separate engagement.

In the time period from January 1st to January 31st, SEPTA’s outreach teams averaged:

- 413 engagements
- 28 resource distributions
- 25 referrals
- < 1 Narcan deployment
- 6 warm hand-offs
- 13 calls to police each day

For the Month of January 2024 SEPTA’s contracted outreach teams averaged an overall staffing level of 73%. 

6% of engagements included a distribution of resources.

5% of engagements included a referral to services.

63% of Smokers engaged stopped smoking.
### Measuring the size of SEPTA’s homelessness population

**SEPTA’s Annual Point-in-Time Count**

<table>
<thead>
<tr>
<th>County</th>
<th>SEPTA 2022 Unsheltered</th>
<th>SEPTA 2023 Unsheltered</th>
<th>SEPTA 2024 Unsheltered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bucks</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Chester</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Delaware</td>
<td>95</td>
<td>41</td>
<td>47</td>
</tr>
<tr>
<td>Montgomery</td>
<td>19</td>
<td>16</td>
<td>21</td>
</tr>
<tr>
<td>Philadelphia</td>
<td>437</td>
<td>279</td>
<td>240</td>
</tr>
<tr>
<td>Trenton TC*</td>
<td>11</td>
<td>26</td>
<td>2</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>562</strong></td>
<td><strong>363</strong></td>
<td><strong>310</strong></td>
</tr>
</tbody>
</table>

SEPTA’s SCOPE efforts continues to decrease homelessness on the SEPTA system by an additional 15%
### Outreach Programs Department

#### KPI Progress Report

**FY’24 Compared to FY’23**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerable Population</td>
<td>139%</td>
<td>339%</td>
<td>375%</td>
<td>555%</td>
<td>798%</td>
<td>435%</td>
<td>481%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3136%</td>
</tr>
<tr>
<td>Calls to Police</td>
<td>127%</td>
<td>284%</td>
<td>180%</td>
<td>1052%</td>
<td>1246%</td>
<td>503%</td>
<td>219%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3910.57%</td>
</tr>
<tr>
<td>Warm Hand-offs</td>
<td>-19%</td>
<td>-29%</td>
<td>0%</td>
<td>0%</td>
<td>12%</td>
<td>9%</td>
<td>286%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>524.06%</td>
</tr>
<tr>
<td>Falls in Track</td>
<td>100%</td>
<td>67%</td>
<td>50%</td>
<td>258%</td>
<td>100%</td>
<td>-63%</td>
<td>-25%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>679.17%</td>
</tr>
<tr>
<td>Written Complaints</td>
<td>-63%</td>
<td>-4%</td>
<td>-44%</td>
<td>-63%</td>
<td>0%</td>
<td>-21%</td>
<td>-57%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>-119.16%</td>
</tr>
<tr>
<td>SQ Station Cleanliness Rating</td>
<td>-3%</td>
<td>2%</td>
<td>-12%</td>
<td>-15%</td>
<td>-21%</td>
<td>24%</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>-37.37%</td>
</tr>
<tr>
<td>Transit Watch App</td>
<td>41%</td>
<td>-41%</td>
<td>-13%</td>
<td>-11%</td>
<td>38%</td>
<td>17%</td>
<td>72%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>103.23%</td>
</tr>
</tbody>
</table>

**FY’24: Allegheny – FTC – Somerset – Tioga – 69th Street**

NOTES:
- FY’24 KPIs will focus on five key locations: Allegheny, FTC, Tioga, Somerset, and 69th Street stations. Improving these stations will have a direct and demonstrable impact on SEPTA’s overall KPIs.
- Non-Compliance will focus on 100.
- It is reasonable to expect great variances from FY’23 compared to FY’24 in the first few months due to aggregate issues, resulting from faulty reporting by the outreach agencies. Moving forward, these variances will level out as expected.

Transit Watch app report types include: homelessness, sleeping, lying, drug, alcohol use, etc.

Ventra Report Types include: Cleanness, etc.
Notable Visitors

Long Beach, CA
Los Angeles, CA
New York, NY
Chicago, IL
Washington, DC
Toronto, Canada
Even with all the actions we are taking to address the intertwined public health crises of homelessness, drug addiction and mental illness, SEPTA’s system continues to be overwhelmed by the vulnerable population.

Time and again, our outreach workers engage with vulnerable individuals and refer them to services, only to have them come right back on our system in a revolving door effect.
Needle Distribution and Societal Decay

The Kensington Conundrum

Kensington is home of the largest needle/exchange distribution organization in North America.

In 2022 - 7 million needles were distributed in Philadelphia.

From eight mobile needle exchange/distribution locations – five are located within one city block of a SEPTA rail station.

There are no homeless shelters in Kensington.

Kensington is a billion-dollar drug industry situated within ½ mile of SEPTA’s Allegheny Station (MFL).

There is only one “Safe Haven” (lower barrier – longer wait list shelter) in Kensington, which is consistently at capacity.

Although cleaning efforts are underway, the growing problem persists due to lack of enforcement.

There are limited mobile “wound care” vans to address flesh wounds and septic infections.
Systemic Barriers

- Inadequate Housing
- Supportive Services
- Little Coordination
- Case Management
- Adequate Shelters
- Bad Communication
- Involuntary Committal
- Treatment Beds
- Siloed Services
Call to Action for our riders
- If you encounter someone who is experiencing homelessness or addiction on SEPTA’s system, treat them with dignity.
- If someone is in crisis, you should alert an expert. You can seek out an outreach worker or use SEPTA’s Transit Watch app – available for iPhone and androids – to report a problem or quality of life concern involving an individual experiencing homelessness or addiction. You can also text a tip to 215-234-1911 or use a call box, located in transit vehicles.

Call to action for our advocates
- Reach out to your local elected officials to ask what they are doing about homelessness, addiction and mental health.
- Speak up in favor of low-income housing, group homes, shelters, and homelessness prevention programs at neighborhood and public meetings.

Call to Action for County’s Continuum of Care (CoC)
- Allocate funding for SEPTA’s outreach and engagement program that connects individuals with the CoC service providers.
Call to Action Continued...

Call to action for our city, counties, Congress, state elected officials
- Increase support and funding for transitional housing and supportive services, and permanent and affordable housing services in the five-county area.
- Allocate housing vouchers to meet the needs of individuals experiencing homelessness on SEPTA and engaged by our outreach teams.
- Partner with SEPTA’s SCOPE program to learn firsthand about the impact of homelessness on the system.

Call to action for the business community
- Reach out to your local elected officials to ask what they are doing about homelessness and to support relevant legislation.
- Organize site visits for political leaders and the media to visit local homeless programs to highlight ways that your community is successfully addressing the many problems associated with homelessness.

Call to action for our employees
- As our eyes and ears throughout our system, we ask our employees to say something if they see something, using SEPTA’s Transit Watch app or text a tip to 215-234-1911.
- If you encounter someone who is homeless on SEPTA’s system, treat them with dignity and contact your supervisor.
- Reach out to Ken Divers to learn how you can volunteer to support SEPTA’s SCOPE program to address safety and security on our system.
AMERICAN PUBLIC TRANSPORTATION ASSOCIATION

2022

Innovation Award - SCOPE

Southeastern Pennsylvania Transportation Authority (SEPTA), Philadelphia, PA
Questions or Comments
National Transit & Vulnerable Populations Workgroup

Holly Winge, LMSW
3/25/2024
CapMetro Community Intervention Overview
New Public Safety Approach

Participants and Beneficiaries
Bus & Rail Operators • Customers • Community
Community Intervention Operations

• Street outreach

• Intensive Case Management

• Referral/follow up based

• M-F, 7am-3pm

• Everything in pairs

• Transit Centers, Bus Stops, Rail
Community Intervention
National Transit & Vulnerable Populations Workgroup
Mission
Support the development, implementation, and operation of transit programs that assist vulnerable populations such as people experiencing homelessness or mental health challenges.

Goals
1. Space to network
2. Create resource library
3. Establish best practices
2021
TriMet, CapMetro, RTD-Denver, and BART form workgroup

2022
20 people from 11 transit agencies attended a 2-day workshop hosted by RTD in Denver

2022
Several members speak on panel at APTA Mobility Conference

2023
Steering Committee established
Activities

- Monthly meetings
  - Expert presentations
  - Open discussion

- Results from idea sharing:
  - Mobile health clinic vans
  - Mental Health training videos
  - Point in Time Count
  - Reserved Shelter beds
Steering Committee

- Membership
  Marissa Clarke, TriMet

- Governance
  Armando Sandoval, BART

- Notetaker
  Thomas Hunt, TriMet

- Outreach
  Flora Castillo, Pivot
  Strategies

- Records
  Cheryl Webb, RTD

- Facilitator
  Holly Winge, CapMetro
Holly Winge, LMSW
Community Intervention Lead
CapMetro
Holly.winge@capmetro.org
Today’s presenters

Flora Castillo
flora@pivotstrategies.io

Kenneth Divers
kdivers@septa.org

John MacArthur
jhmacart@pdx.edu

Holly Winge
holly.winge@capmetro.org
Upcoming events for you

June 23-26, 2024

2nd International Roadside Safety Conference

https://www.nationalacademies.org/trb/events
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