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TRB TRANSPORTATION RESEARCH BOARD

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.

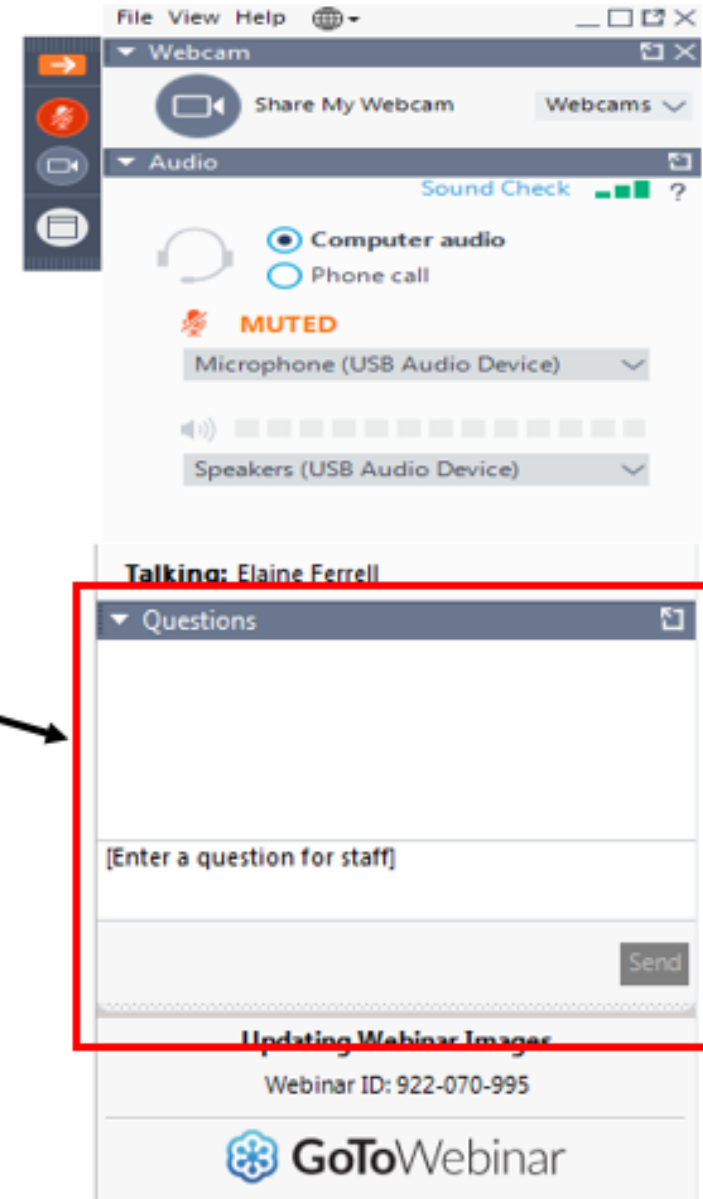
Learning Objectives

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

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John MacArthur

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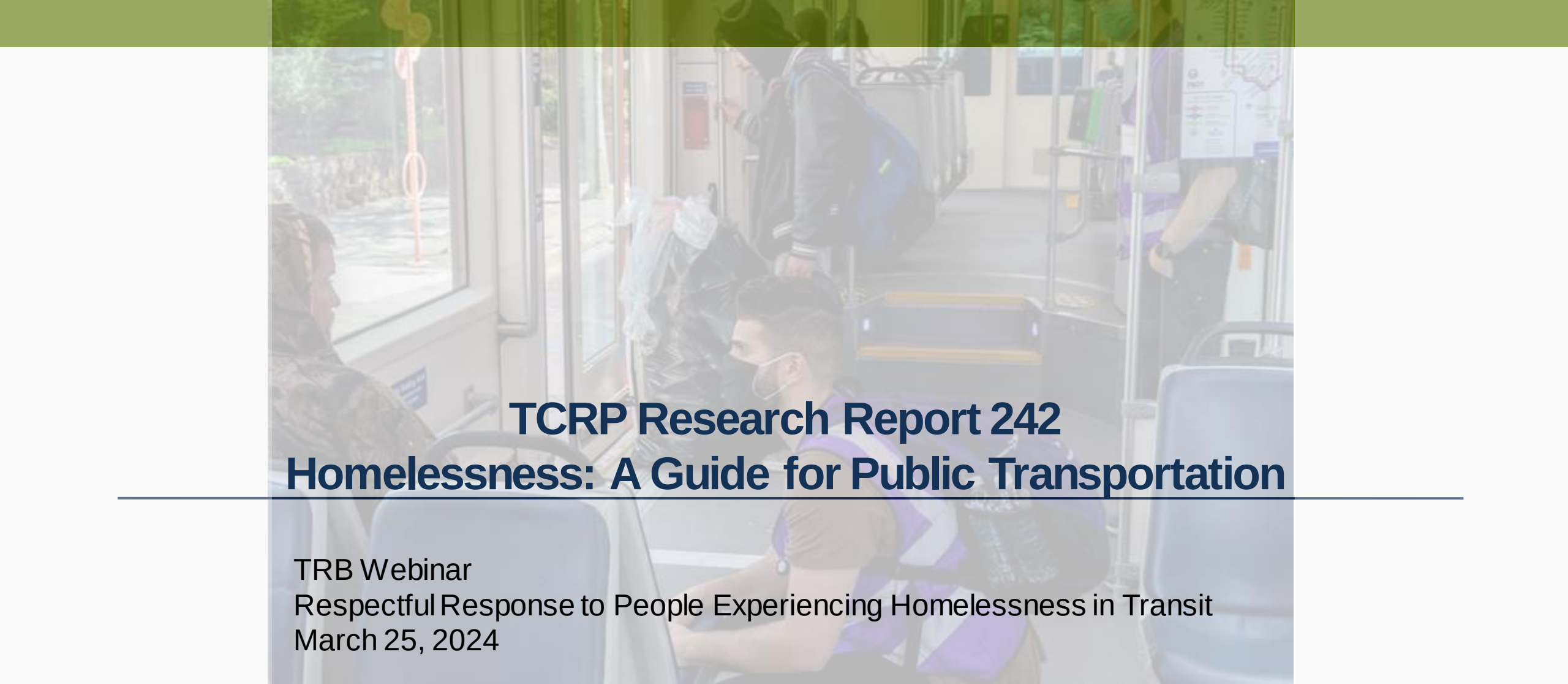


Holly Winge

holly.winge@capmetro.org



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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



Methodology

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

Metropolitan Area	Transit Agency
Atlanta, GA	Metropolitan Atlanta Rapid Transit Authority
Cleveland, OH	Greater Cleveland Regional Transit Authority
Eugene, OR	Lane Transit District
Honolulu, HI	Honolulu Authority for Rapid Transportation/Oahu Transit Service
Philadelphia, PA	Southeastern Pennsylvania Transportation Authority
Phoenix, AZ	Valley Metro Regional Public Transportation Authority
Reno, NV	Regional Transportation Commission of Washoe County, Nevada
San Francisco, CA	Bay Area Rapid Transit
Washington, DC	Washington Metropolitan Area Transit Authority

Common Actions by Transit Agencies in Response to Homelessness

Category	Policies and Procedures on Homelessness	Agencies		TCRP Synthesis 121	
		#	%	#	%
Enforcement	Requirement that riders exit the transit vehicle at the last stop or pay an additional fare to re-board	70	66.7%	16	35.6%
	Installation of structural elements or landscaping to discourage sleeping at stops or stations	52	49.5%	-	
	Enforcement of anti-loitering laws	51	48.6%	28	62.2%
	Clearance of encampments from transit settings	49	46.7%	-	
	Sweeps of areas where unhoused people are known to congregate	44	41.9%	18	40.0%
Service and outreach	Discounted or free fares for unhoused riders or distribution of free or discounted passes to homeless service providers	33	31.4%	13	28.9%
	Using vehicles or facilities as cooling/heating centers during extreme weather	25	23.8%	-	
	Additional service or modified routes connecting to shelters	23	21.9%	-	
	Allowing unhoused people to use transit facilities to spend the night	5	4.8%	-	
	Discounted or free bike share for unhoused people	1	1.0%	-	

Transit Agency Supportive Service Responses

Transit Agency Actions Related to Homelessness

Homeless outreach programs	41%
Fare reduction	36%
Crisis management staff response	30%
Transportation to shelters	22%
Ambassador programs	16%
Crisis intervention training	11%
Onsite homeless service	5%



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

TCRP Research Report 242: Homelessness: A Guide for Public Transportation



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





Serving people experiencing homelessness

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





Program implementation

- Launching and developing programs
 - Pilot programs
 - Comprehensive approaches
- Building support
 - Agency leadership
 - Promote internal buy-in
 - 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

Primer

Overview of Homelessness
in the United States

Homelessness in an
Airport Setting

Guiding Principles for
Airport Response
Strategies

Strategic Action Plan

① Learning the
Fundamentals

② Assessing Current
Conditions

③ Identifying and Working
with Partners

④ Planning a Response

⑤ Outlining Staff and Stakeholder
Roles and Responsibilities

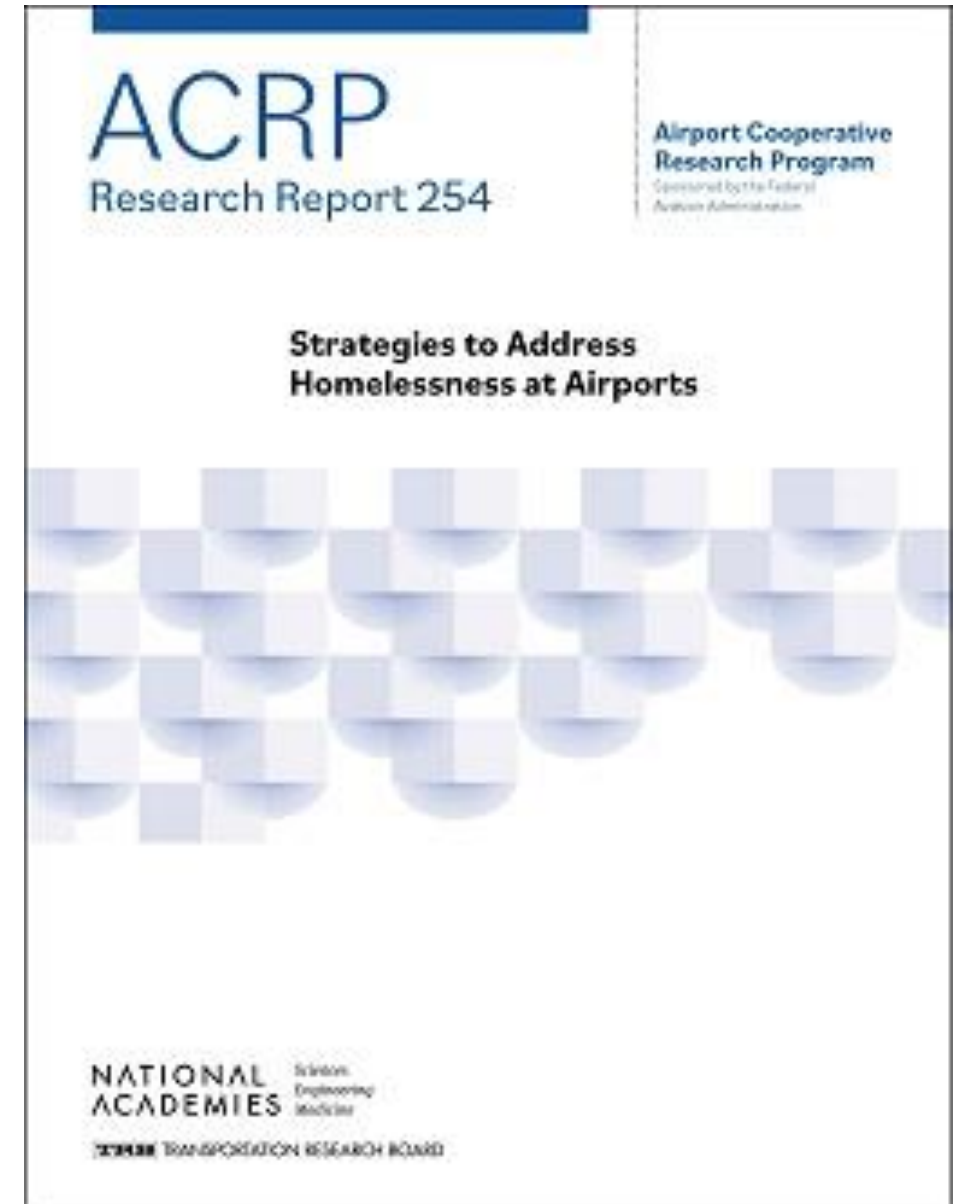
⑥ Developing and Implementing
a Training Program

⑦ Developing an Engagement
Protocol

⑧ Tracking Progress



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



<https://www.trb.org/Publications/Blurbs/183025.aspx>

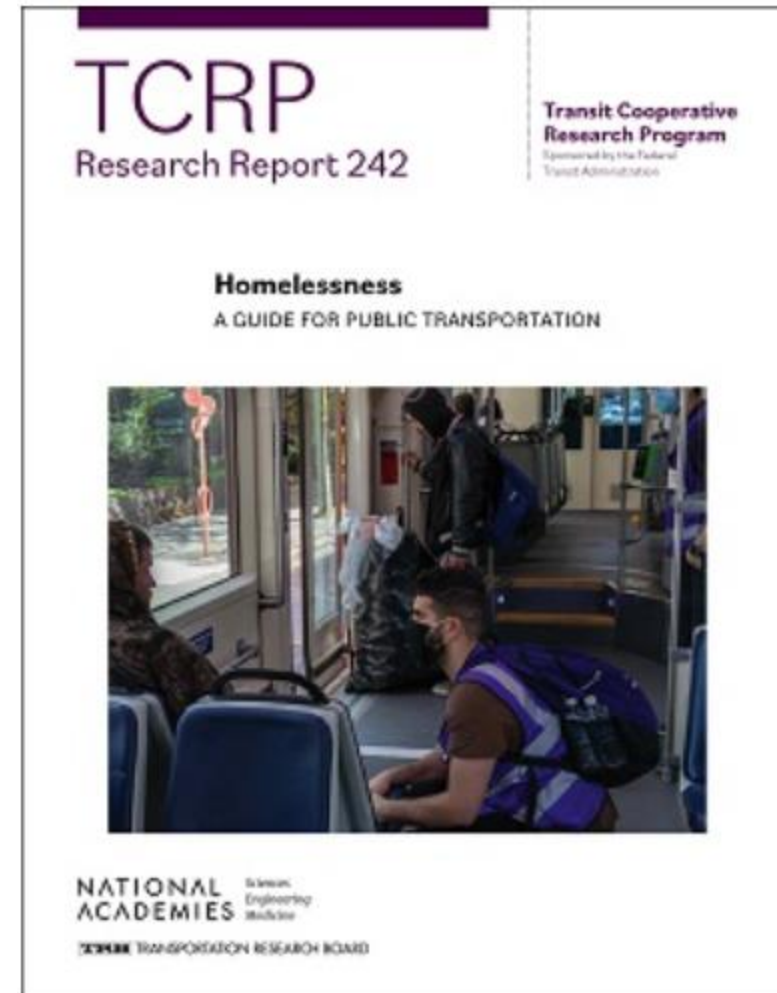
More Work is Needed

- 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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TCRP Research Report 242
Homelessness: A Guide for Public Transportation

<https://www.trb.org/Publications/Blurbs/183111.aspx>



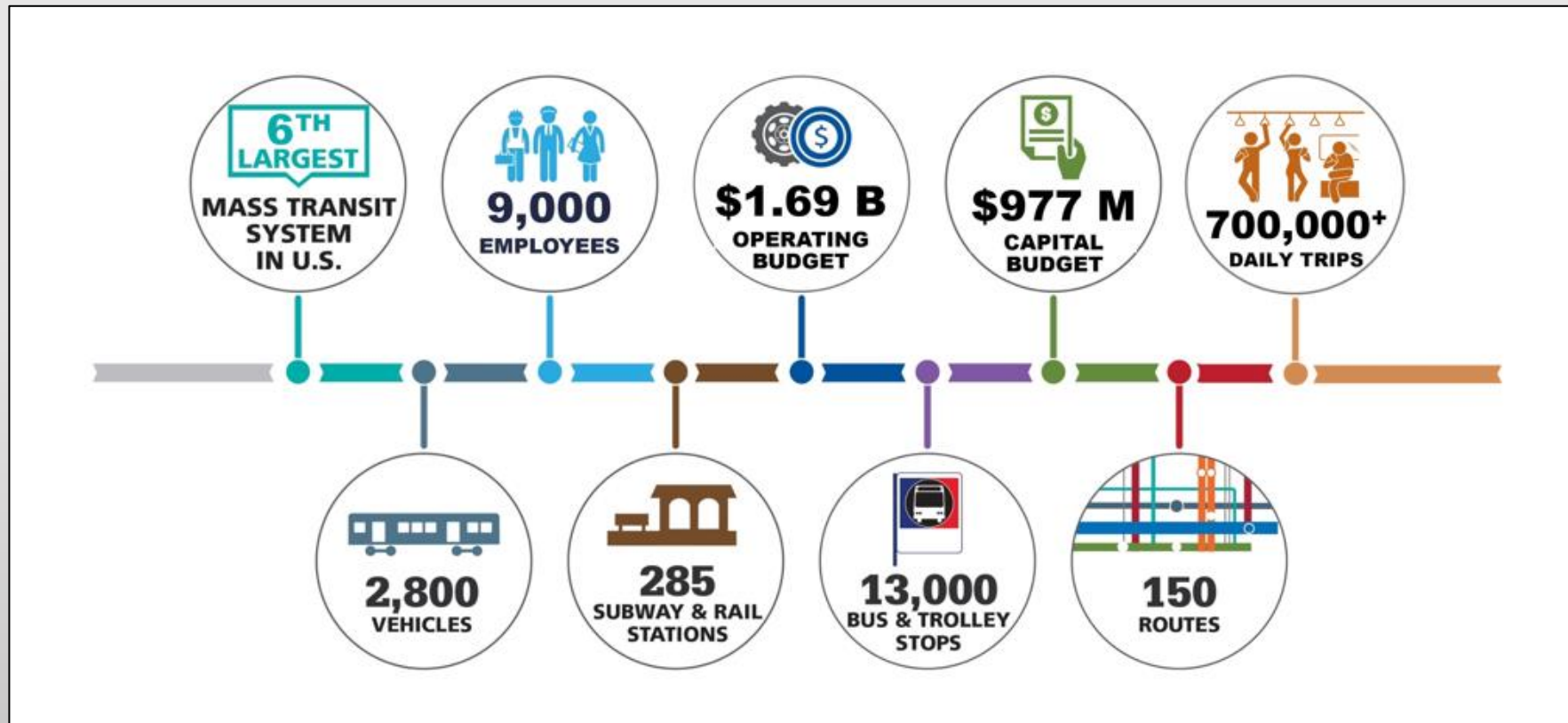
Southeastern Pennsylvania Transportation Authority

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





Agenda



Who are the
vulnerable
population?



Where is the
vulnerable
population on
SEPTA?



What is SEPTA
doing about the
vulnerable
population?

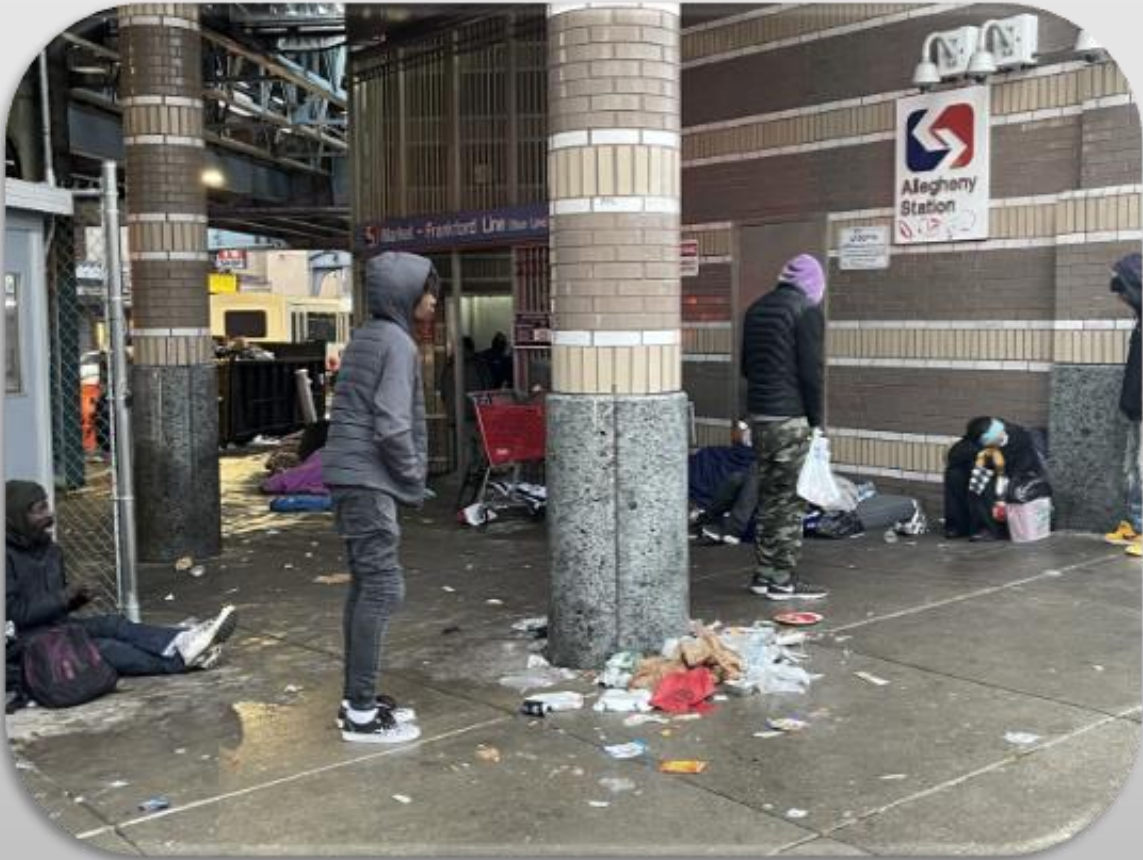


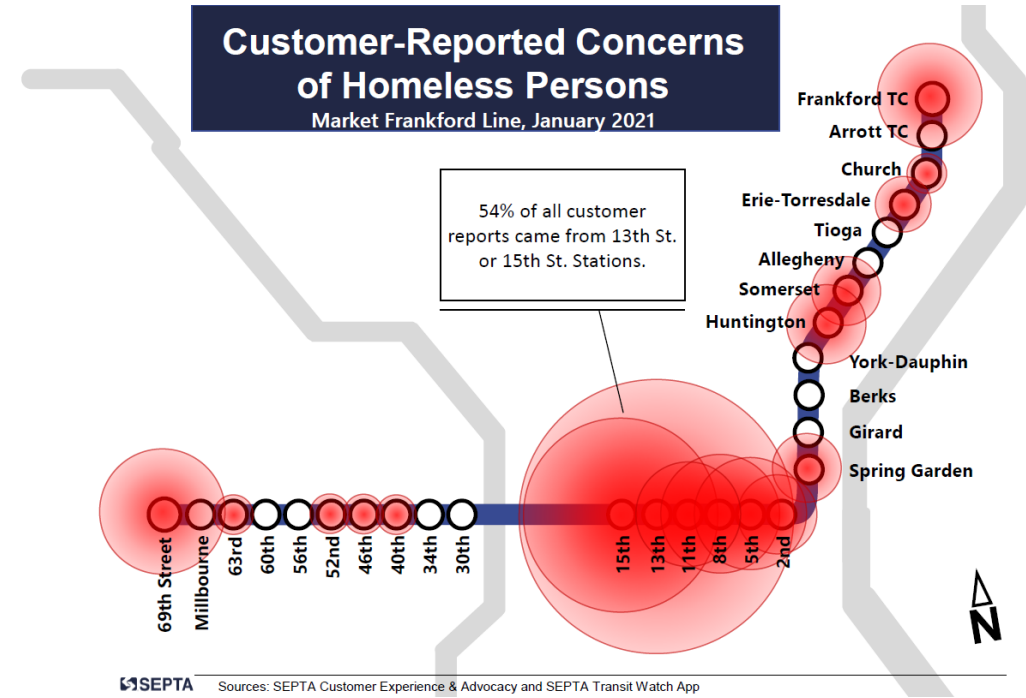
What do SEPTA
need help with?

SEPTA Who are the Vulnerable Population?

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		5:00 AM - 2:00 PM			Monday		2:00 PM - 12:00 AM		
One Day at a Time (ODAAT) Horizon House Outreach Team Outreach Specialist (Horizon House) Drexel Street Medicine Student Drexel Street Medicine Student Drexel Street Medicine Student Key Platform Attendant (KPA)	Name	Time In	Time Off	Location	One Day at a Time (ODAAT) Horizon House Outreach Team Outreach Specialist (Horizon House) Drexel Street Medicine Student Drexel Street Medicine Student Drexel Street Medicine Student Key Platform Attendant (KPA)	Name	Time In	Time Off	Location
	Name	6a	2p	Roaming		Name	2p	10p	Roaming
	Name	11a	3p	Roaming		Name	5p	8p	Roaming
	Name	11a	7p	Roaming		Name	11a	7p	Roaming
	Name	9:30a	11:30a	Roaming		Name	2p	4p	Roaming
	Name	9:30a	11:30a	Roaming		Name	2p	4p	Roaming
	Name	9:30a	11:30a	Roaming		Name	2p	4p	Roaming
	Name	6a	1:30p	NHSL		Name	12:30p	9p	NHSL
	Allied Barton Security	5a	12:30a	MFL Fare		Allied Barton Security	5a	12:30a	MFL Fare
	Allied Barton Security	5a	12:30a	MFL Fare		Allied Barton Security	5a	12:30a	MFL Fare
Security Guard		Allied Barton Security	5a	12:30a	Security Guard		Allied Barton Security	5a	12:30a
Security Guard		Allied Barton Security	5a	12:30a	Security Guard		Allied Barton Security	5a	12:30a
Security Guard		Allied Barton Security	5a	12:30a	Security Guard		Allied Barton Security	5a	12:30a
SEPTA PD		On Site	7a	3p	SEPTA PD		On Site	3p	11p
SEPTA PD		On Site	7a	3p	SEPTA PD		On Site	3p	11p
Site Commander: ODAAT					Site Commander: ODAAT				
Tuesday		5:00 AM - 2:00 PM			Tuesday		2:00 PM - 12:00 AM		
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	Name	11a	7p	Roaming		Name	11a	7p	Roaming
	Name	9:30a	11:30a	Roaming		Name	2p	4p	Roaming
	Name	9:30a	11:30a	Roaming		Name	2p	4p	Roaming
	Name	9:30a	11:30a	Roaming		Name	2p	4p	Roaming
	Name	6a	1:30p	NHSL		Name	12:30p	9p	NHSL
	Allied Barton Security	5a	12:30a	MFL Fare		Allied Barton Security	5a	12:30a	MFL Fare
	Allied Barton Security	5a	12:30a	MFL Fare		Allied Barton Security	5a	12:30a	MFL Fare
Security Guard		Allied Barton Security	5a	12:30a	Security Guard		Allied Barton Security	5a	12:30a
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Site Commander: ODAAT					Site Commander: ODAAT				

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SEPTA Outreach Services

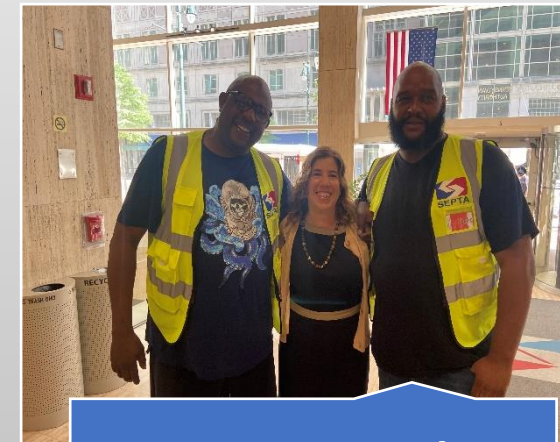
S.O.S.



We're adding
**200 NEW
CLEANERS**



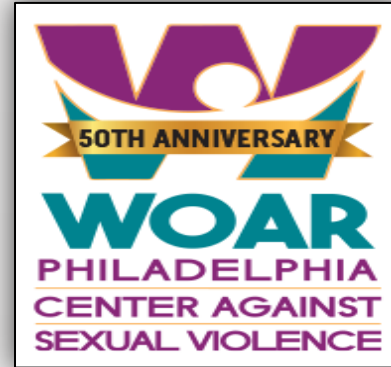
Health Navigators



Outreach



Employee Home Ownership



Woman Services



Youth Services



Young Adult Connections



Youth Services



- ✓ 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.



SAVAGE**SISTERS**

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

SCOPE



CBS NEWS
PHILADELPHIA

49°

6:08 PM

3 LATEST NEWS OUTLET TO UNDERGO LAYOFFS

- ✓ 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.



Working together to **STOP**
youth homelessness and
trafficking.

SCOPE

- ✓ 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
- ✓ 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.





Continuing Overnight End of Line Operations

FTC & 69th Street
10:00 PM – 6:00 PM



Winter Initiative

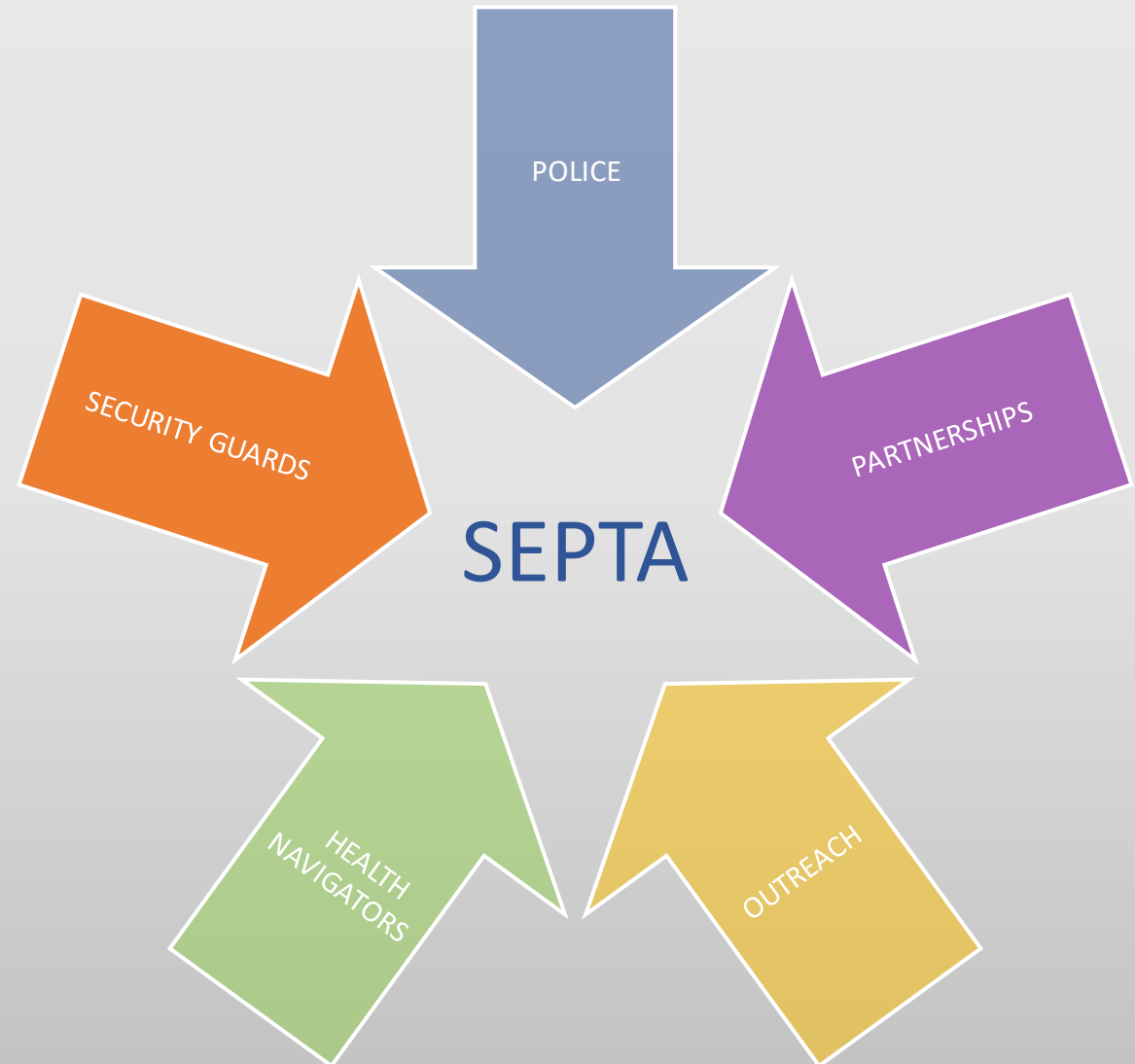
Monday through Saturday
2nd to 13th: & 15th Street Concourse 5:00 AM – 8:00 AM
2nd to 13th: & 15th Street Concourse 6:00 PM – 9:00 PM

SEPTA Monitoring Live Cameras Across the System

- ✓ 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.



*Stock image



Public Health Safety

- ✓ Nicotine Replacement Therapy (NRT) Kits
- ✓ Public Restroom Specialists
- ✓ Syringe Needle Safety Boxes
- Naloxone (Narcan) Tower



Department of Public Health

[Philadelphia Department of Public Health](#)

Public Restroom Specialists: City partners will add SEPTA's bathrooms in the non-paid area as part of the monitoring rotation. Their role is to observe and report conditions to the onsite team who is striving to create a safe, clean and pleasant customer experience for riders and non-paying customers at Suburban Station.

Environmental Services/Project REACH: Responsible for installing and maintaining needle boxes in several SEPTA stations.

PHD Smoking Program (Tobacco Policy and Control Program): The Pennsylvania Statewide Tobacco-Free Recovery Initiative (PA STFRI) envisions behavioral health systems that integrate tobacco use disorder treatment and tobacco-free services in pursuit of the highest quality of care and best possible treatment outcomes.

Philadelphia Office of Homeless Service granted SEPTA Unique Access to HMIS

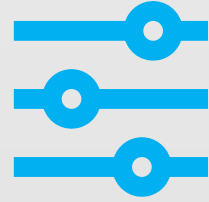
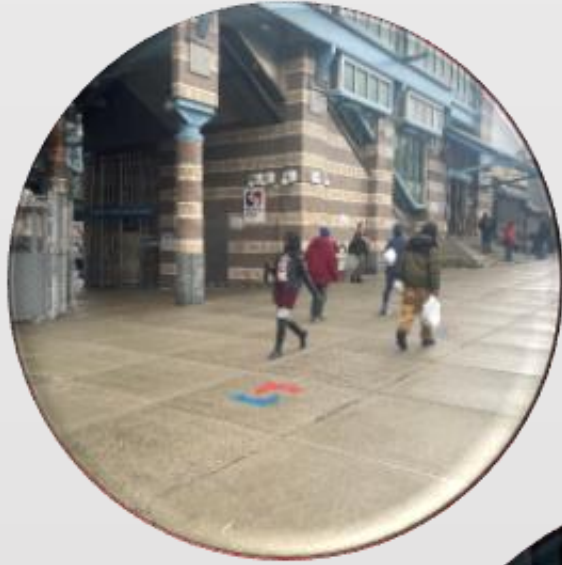
Philadelphia Homeless Management Information System (PHILAHMIS)

GOVERNANCE CHARTER

20

Adopted on: Philadelphia CoC PA-500
Version: [1]

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 Substance Use Prevention and Harm Reduction regarding staging a Naloxone tower at SEPTA's Broad & Erie station (street level).

SEPTA Transit Police (194 officers) Narcan Doses administered in 2023

Q1	149
Q2	116
Q3	99
Q4	126
Total	490

SCOPE Outreach Teams (7 teams) Narcan Doses administered in 2023

Q1	37
Q2	22
Q3	89
Q4	86
Total	234

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.

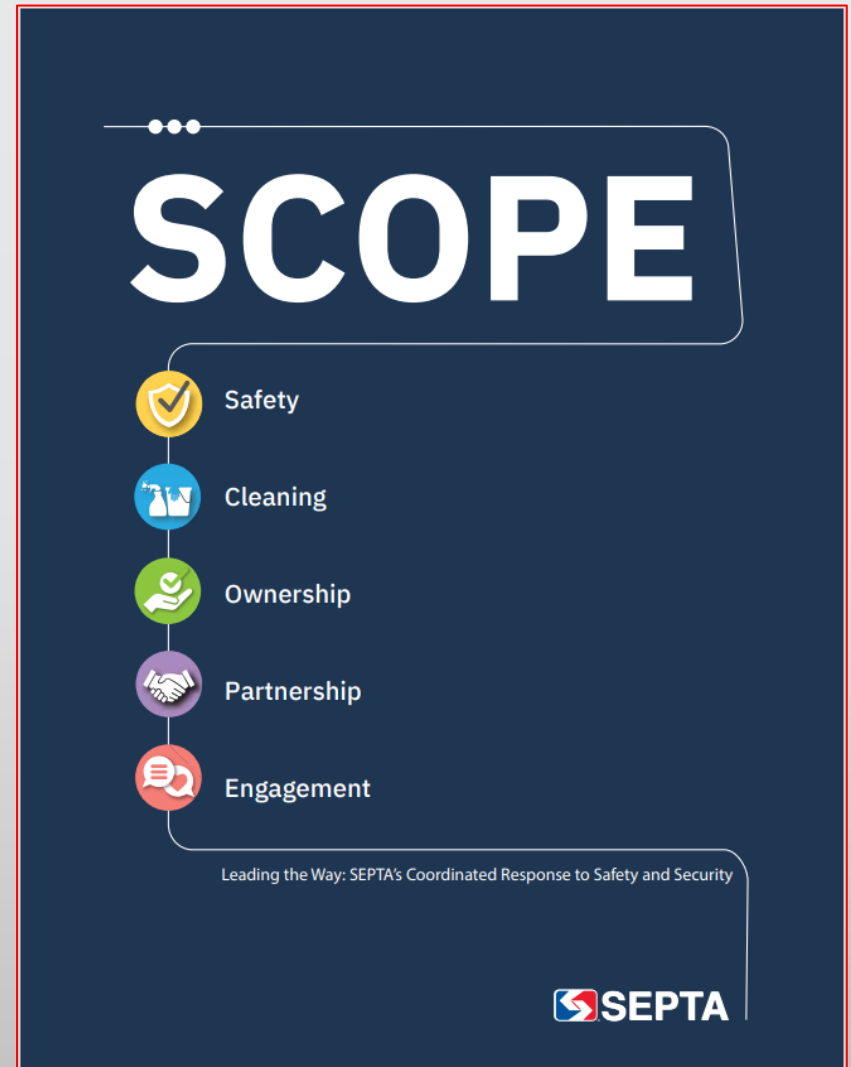


- Opioid Response Unit Public Safety Strategy Meeting
- Weekly cleaning update meeting with councilmember
- Monthly shared public spaces meeting with various partners



- 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




[Travel](#)
[Help](#)
[Safety](#)
[News](#)
[About](#)

Select Language

Search ...

SCOPE Program Supportive Resources

Home > Safety > SCOPE Program > SCOPE Program Supportive Resources

SCOPE, which stands for [Safety](#), [Cleaning](#), [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 who may need it. We will continue to update these lists as more information becomes available.

Philadelphia County

Food/Clothing

Housing

Healthcare

Substance Use Services

Youth/LGBTQ+/Veteran

Women's Services

Mental Health Services

Bucks County

Chester County

Delaware County

Montgomery County



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

SCOPE





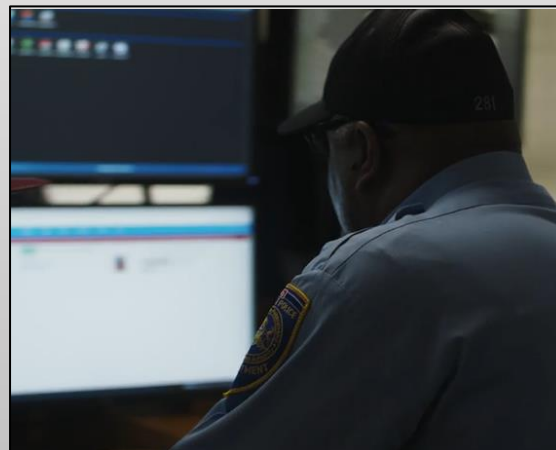
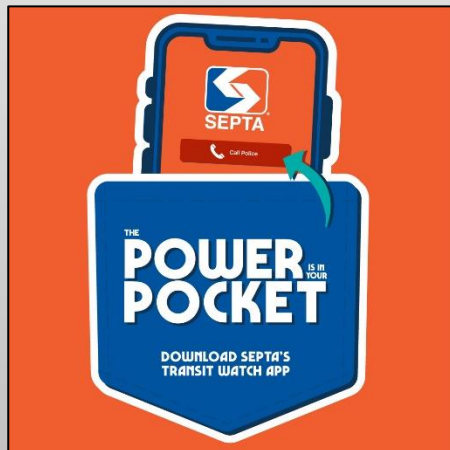
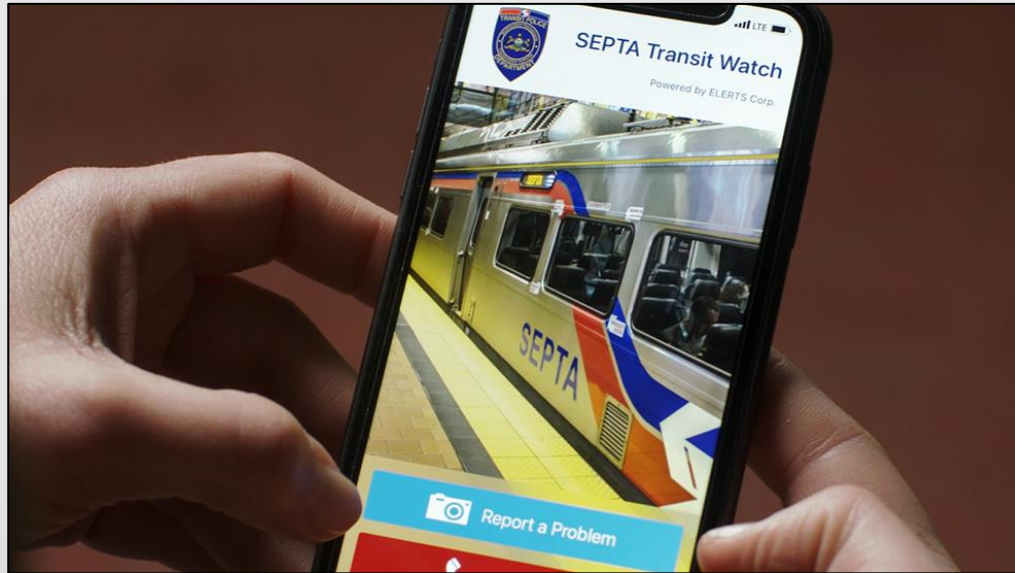


Safety Cleaning Ownership Partnership Engagement



<https://bit.ly/41MIML3>

Emergency Housing Services
 Homeless Outreach Hotline:
 (215) 232-1984
Drop-In Centers
 Hub of Hope: (215) 309-5225
 Grace Café: (215) 568-6250
Health Care
 Stephen Klein Wellness Center:
 (215) 320-6187
Recovery Resources
 Alcohol & Drug Recovery: (800) 221-6333
 Community Behavioral Health (CBH):
 (888) 545-2600
Mental Health Support
 Suicide Prevention and Crisis Response:
 Dial 988
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
 Victims Service Center: (610) 566-4342



THE POWER POCKET IS IN YOUR



REPORT SECURITY & SAFETY ISSUES DIRECTLY TO TRANSIT POLICE FROM SEPTA'S TRANSIT WATCH APP

DOWNLOAD FOR FREE!

Available on the  **App Store**

Available on  **Google play**

SCAN QR CODE



IT'LL TAKE YOU LONGER TO READ THIS CARD THAN TO REPORT AN ISSUE WITH SEPTA'S TRANSIT WATCH APP

INSTANT • DISCREET • ANONYMOUS • 24/7



CHOOSE TO INSTANTLY CALL THE POLICE RIGHT FROM THE APP – OR – REPORT A PROBLEM



TAKE OR UPLOAD A PHOTO AND ADD HELPFUL DETAILS



IDENTIFY THE ISSUE AND WHERE YOU SAW IT

EITHER WAY, TRANSIT POLICE WILL BE NOTIFIED IMMEDIATELY TO COME OUT TO ADDRESS THE ISSUE

TRANSIT POLICE CAN ALSO BE REACHED 24/7 BY TEXTING A TIP TO 215-234-1911 OR BY USING A STATION OR VEHICLE CALL BOX

DOWNLOAD FOR FREE!

Available on the  **App Store**

Available on  **Google play**

FIND MORE SAFETY TIPS AT SEPTA.ORG

 **SEPTA**

In the Year of 2023 SEPTA's outreach teams recorded:

84,339 ENGAGEMENTS*

71,846* Removals **WITHOUT** Police Assistance

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.

6,991 RESOURCE DISTRIBUTIONS

Food, clothing, wound care, and transportation are resources distributed by SEPTA's outreach teams.

7,154 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.

234 NARCAN DEPLOYMENTS

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

2,514 Smokers Stopped*

3,146* Number of Smokers Engaged

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)

25 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. (*We began tracking this data in September 2023)

480 WARM HAND-OFFS

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

2,986 CALLS TO POLICE DISPATCH*

12,493* Removals **WITH** Police Assistance

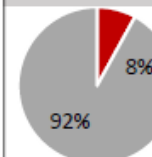
Outreach teams reduce the number of contacts between police and vulnerable individuals.

**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.*

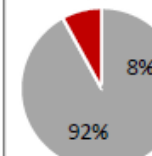
In the time period from January 1st to December 31st, SEPTA's outreach teams averaged:

- 7,028 engagements
- 582 resource distributions
- 596 referrals
- 19 Narcan deployment
- 40 warm hand-offs
- 1,041 calls to police

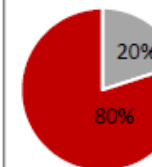
each Month



8% of engagements included a distribution of resources.



8% of engagements included a referral to services.



80% of Smokers engaged stopped smoking

For the Year of 2023 SEPTA's contracted outreach teams averaged an overall staffing level of **63.6%**

From the month of January 2024 SEPTA's outreach teams recorded:

10,881 ENGAGEMENTS*

8,591* Removals **WITHOUT** Police Assistance

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.

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*

341* Number of Smokers Engaged

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.

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*

2,290* Removals **WITH** Police Assistance

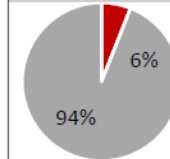
Outreach teams reduce the number of contacts between police and vulnerable individuals.

**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.*

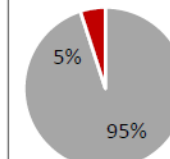
In the time period from January 1st to January 31st, SEPTA's outreach teams averaged:

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

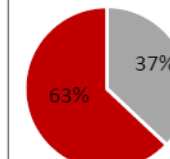
each day



6% of engagements included a distribution of resources.



5% of engagements included a referral to services.



63% of Smokers engaged stopped smoking

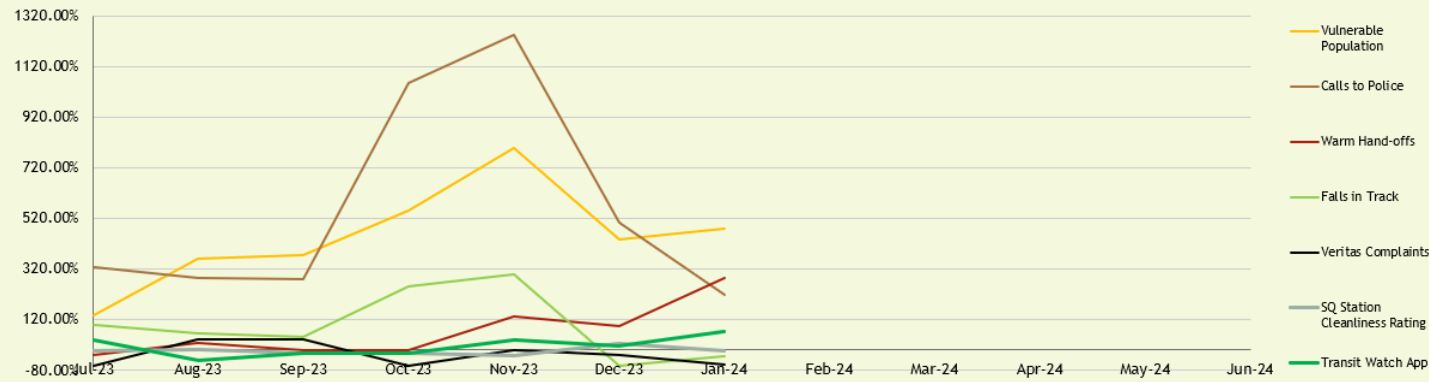
For the Month of January 2024 SEPTA's contracted outreach teams averaged an overall staffing level of **73%**

Measuring the size of SEPTA's homelessness population SEPTA's Annual Point-in-Time Count

County	SEPTA 2022	SEPTA 2023	SEPTA 2024
	Unsheltered	Unsheltered	Unsheltered
Bucks	0	0	0
Chester	0	1	0
Delaware	95	41	47
Montgomery	19	16	21
Philadelphia	437	279	240
Trenton TC*	11	26	2
Totals	562	363	310

**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



NOTES:

FY' 24 KPIs will focus on five hotspot locations: Allegheny, FTC, Tioga, Somerset, and 69th Street stations. Improving these stations will have a direct and demonstrable impact on SEPTA's overall KPI including OTP 100

It is reasonable to expect great variances from FY' 23 compared to FY' 24 in the first few months due to aggregate assumed as a result of faulty reporting by the outreach agencies. Moving forward, these variances will level out as expected

Transit Watch App report types includes: homelessness, sleeping/laying, drug/alcohol use

Veritas Report Types includes: Cleanliness,

FY'24: Allegheny – FTC – Somerset – Tioga – 69th Street

Incident Type	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
Vulnerable Population	139%	359%	375%	550%	798%	435%	481%						3136%
Calls to Police	327%	284%	280%	1052%	1246%	503%	219%						3910.87%
Warm Hand-offs	-19%	29%	0%	0%	133%	94%	286%						524.06%
Falls in Track	100%	67%	50%	250%	300%	-63%	-25%						679.17%
Veritas Complaints	-63%	40%	44%	-63%	0%	-21%	-57%						-119.16%
SQ Station Cleanliness Rating	-3%	2%	-12%	-15%	-21%	24%	-2%						-27.37%
Transit Watch App	41%	-41%	-13%	-11%	38%	17%	72%						103.23%



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.



More Help is
Needed

NEEDLE DISTRIBUTION AND SOCIETAL DECAY

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.

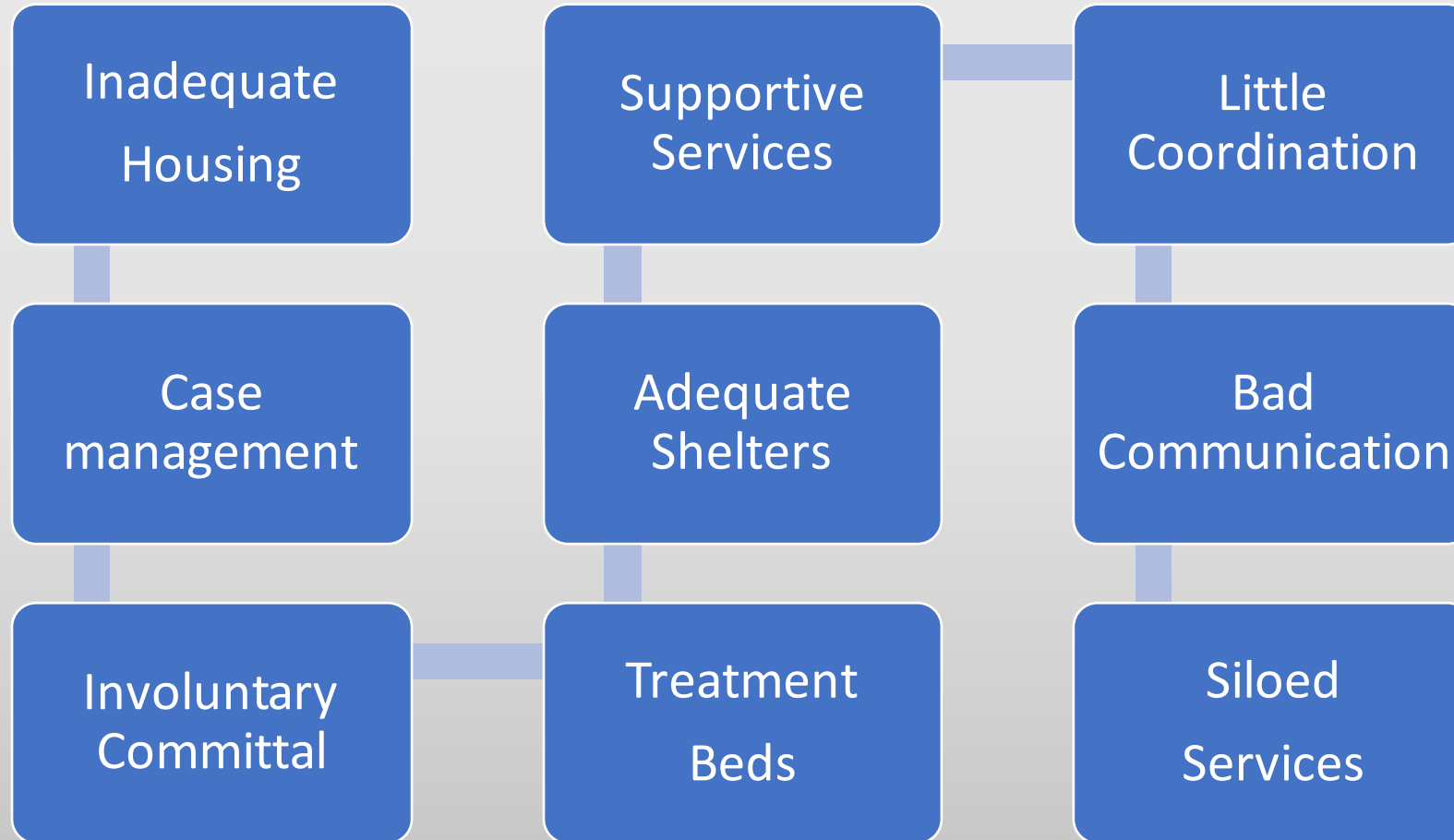
There are no homeless shelters in Kensington.

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.



Call to Action

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.

Scope Video



AMERICAN PUBLIC
TRANSPORTATION ASSOCIATION
2022

Innovation Award - SCOPE

**Southeastern Pennsylvania
Transportation Authority
(SEPTA), Philadelphia, PA**





Questions
or
Comments

CapMetro

National Transit & Vulnerable Populations Workgroup

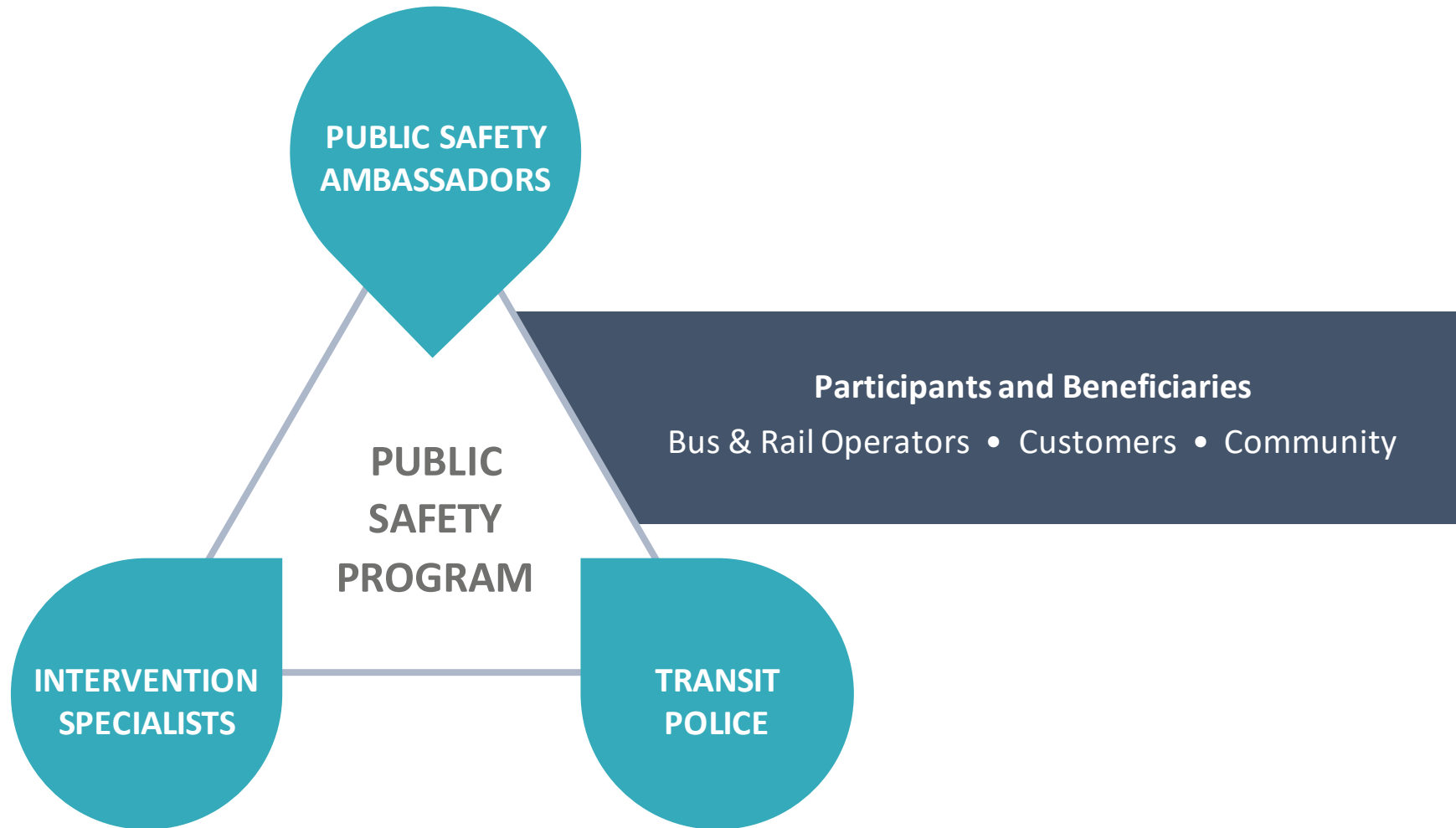
Holly Winge, LMSW

3/25/2024



CapMetro Community Intervention Overview

New Public Safety Approach

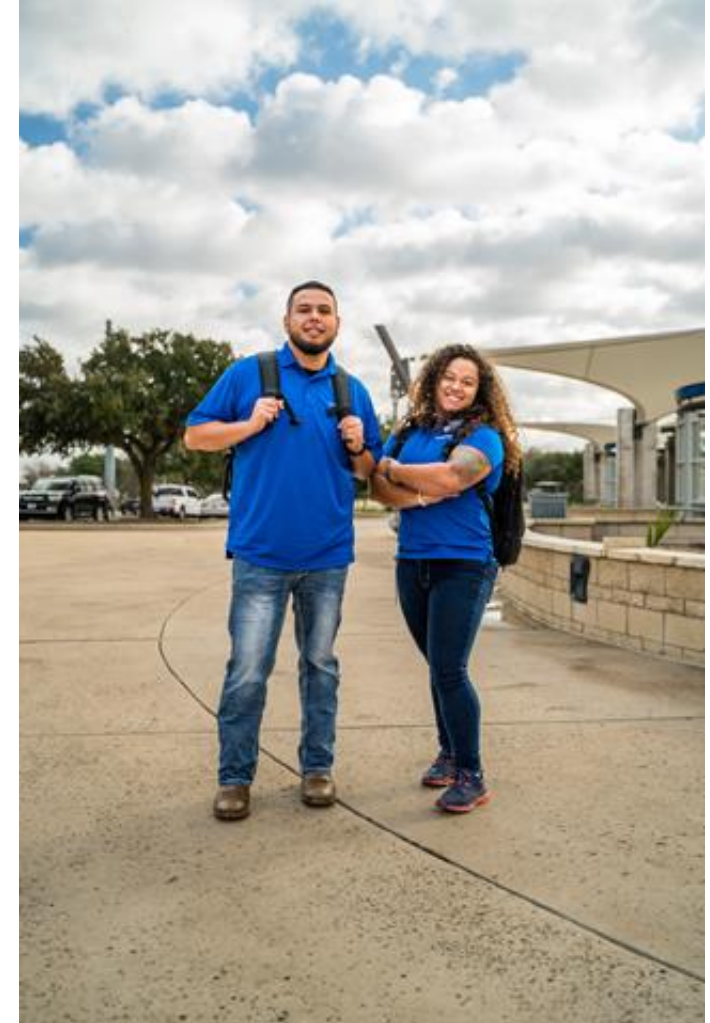


Community Intervention Operations

- 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

Overview

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

History

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

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Holly Winge

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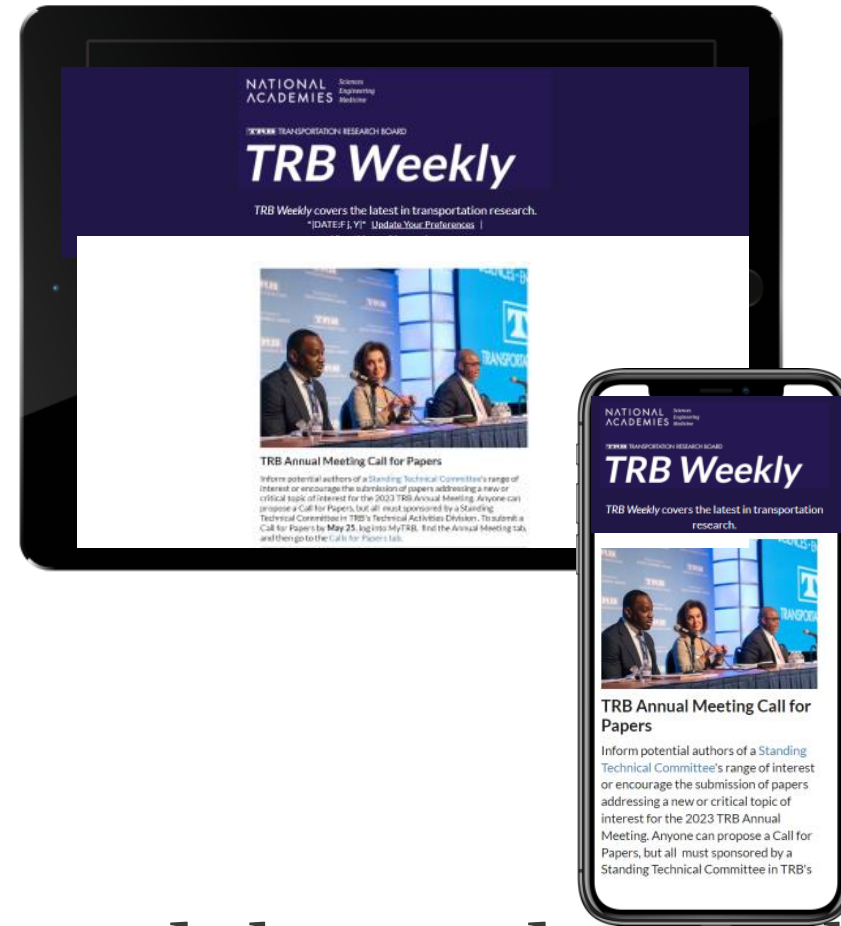


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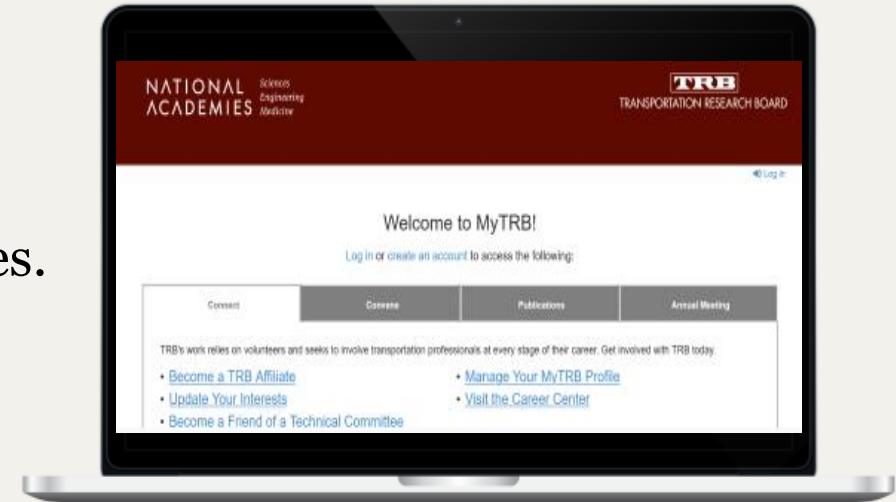


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