


Date: February 14, 2023

To: Mayor and Members of the City Council

From: Thomas B. Modica, City Manager 

Subject: **Letter to Los Angeles Metro regarding the Homelessness Emergency**

On October 4, 2022, the City Council moved to request Los Angeles Metro (Metro) evaluate its end of line policy requiring passengers to disembark when trains are taken out of service for cleaning. Since the City of Long Beach's (City) request, Director Janice Hahn and several of her colleagues on the LA Metro Board directed their staff to evaluate the end of line policy. LA Metro staff returned on [January 26, 2023](#), with an initial review and status report. They conducted a survey of passengers disembarking the A Line in Downtown Long Beach at the end of service, and the team identified 234 unhoused riders offboarding over six evenings, an average of 39 riders a night. The survey further showed that there are riders who need services and housing support when Metro's trains go out of service. Metro is continuing to analyze best practices to expand housing and services for unhoused riders in the late night and early morning hours and will continue to partner with local jurisdictions.

As a follow-up to the City's initial request, the City has sent the attached letter to LA Metro leadership outlining the following priorities:

- Expand LA Metro's Transit Ambassador Pilot Program to support people experiencing homelessness on the A Line throughout the time of service and as trains are taken out of service for cleaning.
- Support the development of overnight shelter capacity for passengers disembarking the train at the end of line, to help provide additional outreach and connection to homeless services.

We will continue to coordinate with LA Metro on these requests and their efforts to bolster resources for people experiencing homelessness on Metro trains. We will continue to provide updates on these requests.

ATTACHMENT

CC: DAWN MCINTOSH, CITY ATTORNEY
DOUGLAS P. HAUBERT, CITY PROSECUTOR
LAURA L. DOUD, CITY AUDITOR
LINDA F. TATUM, ASSISTANT CITY MANAGER
TERESA CHANDLER, DEPUTY CITY MANAGER
KATY NOMURA, DEPUTY CITY MANAGER
APRIL WALKER, ADMINISTRATIVE DEPUTY CITY MANAGER
KEVIN LEE, CHIEF PUBLIC AFFAIRS OFFICER
MONIQUE DE LA GARZA, CITY CLERK
DEPARTMENT HEADS



MAYOR REX RICHARDSON

January 31, 2023

Los Angeles Metro Board of Directors
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012

RE: Expanding Los Angeles Metro's Transit Ambassador Pilot Program and Shelter Capacity

Dear Chair Najarian and Board Members,

On January 10, 2023, the City of Long Beach declared an emergency on homelessness. As part of our efforts to alleviate homelessness in the region, we request that LA Metro expand its Transit Ambassador Pilot Program and support the development of a localized emergency shelter for passengers deboarding the train at the end of line, providing additional outreach and connection to services for Metro riders on the A Line.

Last year, Long Beach requested LA Metro evaluate its end of line policy requiring passengers to deboard when trains are taken out of service for cleaning, and we appreciate your leadership to identify additional funding, services, shelter, and other solutions to address the regional challenge of homelessness.

As part of the City's contract with LA Metro, the Long Beach Police Department deploys two Quality of Life officers focused on connecting people experiencing homelessness to social services. The City is exploring the feasibility of changing the schedules of our Quality of Life officers to provide additional resources at the end of the A Line service each day. The City also recently expanded the Restorative Engagement to Achieve Collective Health (REACH) team to help connect the unhoused population to critical services such as shelter and mental healthcare.

Expanding LA Metro's Transit Ambassador Pilot Program and overnight shelter capacity and access to homeless services at the end of line will help strengthen the City's local efforts to provide resources for A Line passengers. While the ambassador program is currently only available for limited hours, we request that ambassadors be deployed in Long Beach on the A Line throughout the time of service. Furthermore, having overnight shelter capacity for passengers to sleep and access services is vital to ensure passengers connect with the local resources they need.

Thank you for your consideration to expand the Transit Ambassador Pilot Program and provide shelter capacity at the end of line. If you have any questions about our request, please contact Tyler Bonanno-Curley, Manager of Government Affairs, at tyler.curley@longbeach.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Rex Richardson", with a long horizontal line extending to the right.

Mayor Rex Richardson
City of Long Beach

cc: Thomas B. Modica, City Manager, City of Long Beach
Stephanie Wiggins, CEO
Gina Osborn, Chief Safety Officer