



Managing Homeless, Vulnerable, and Migrant Persons

The SITUATION

Vulnerable people need help

Passengers and workers feel unsafe

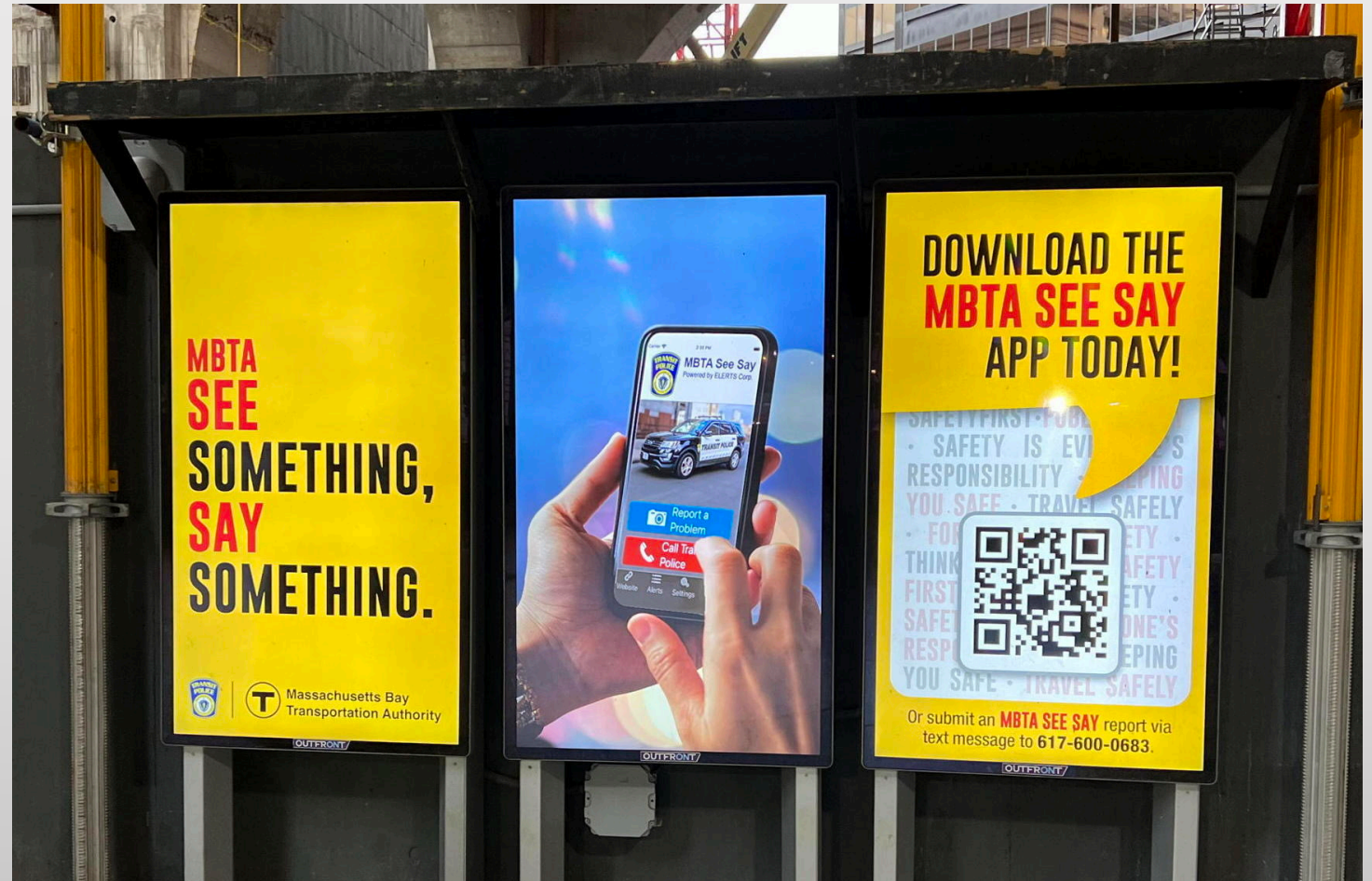
Helpers need help

Ambassadors, Crisis Intervention teams, social workers



WHAT WE DO AT ELERTS

- **Discreet reporting**
of concerns for the public.
- **Actionable information**
for dispatcher/responders.
- **Analytics & Statistics**
for leadership.

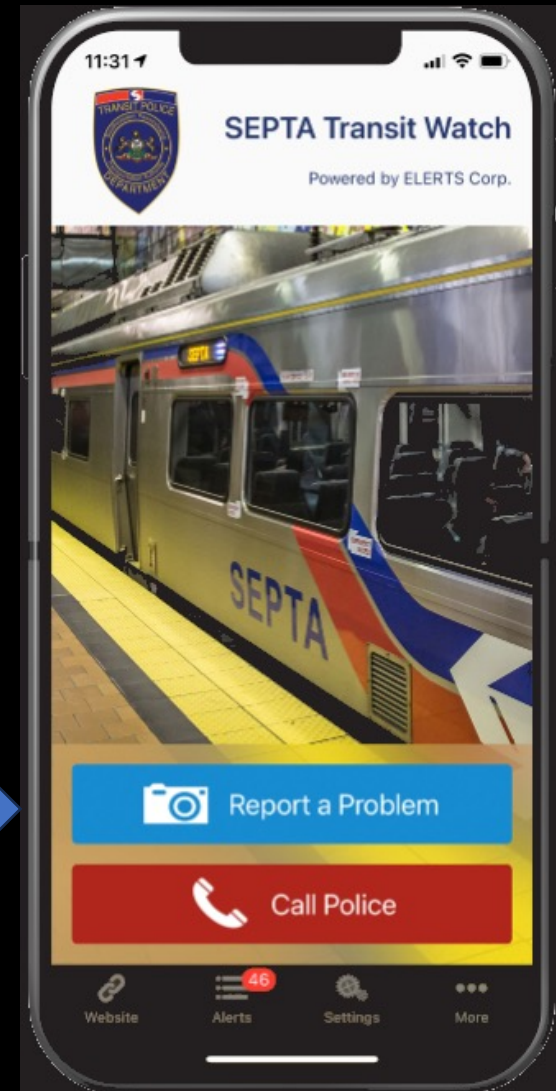




SEE SOMETHING? SAY SOMETHING?

People want to help, but
phone calls are not discreet
and can feel too involved.

Now you can
“Say Something”
in under 25 Seconds



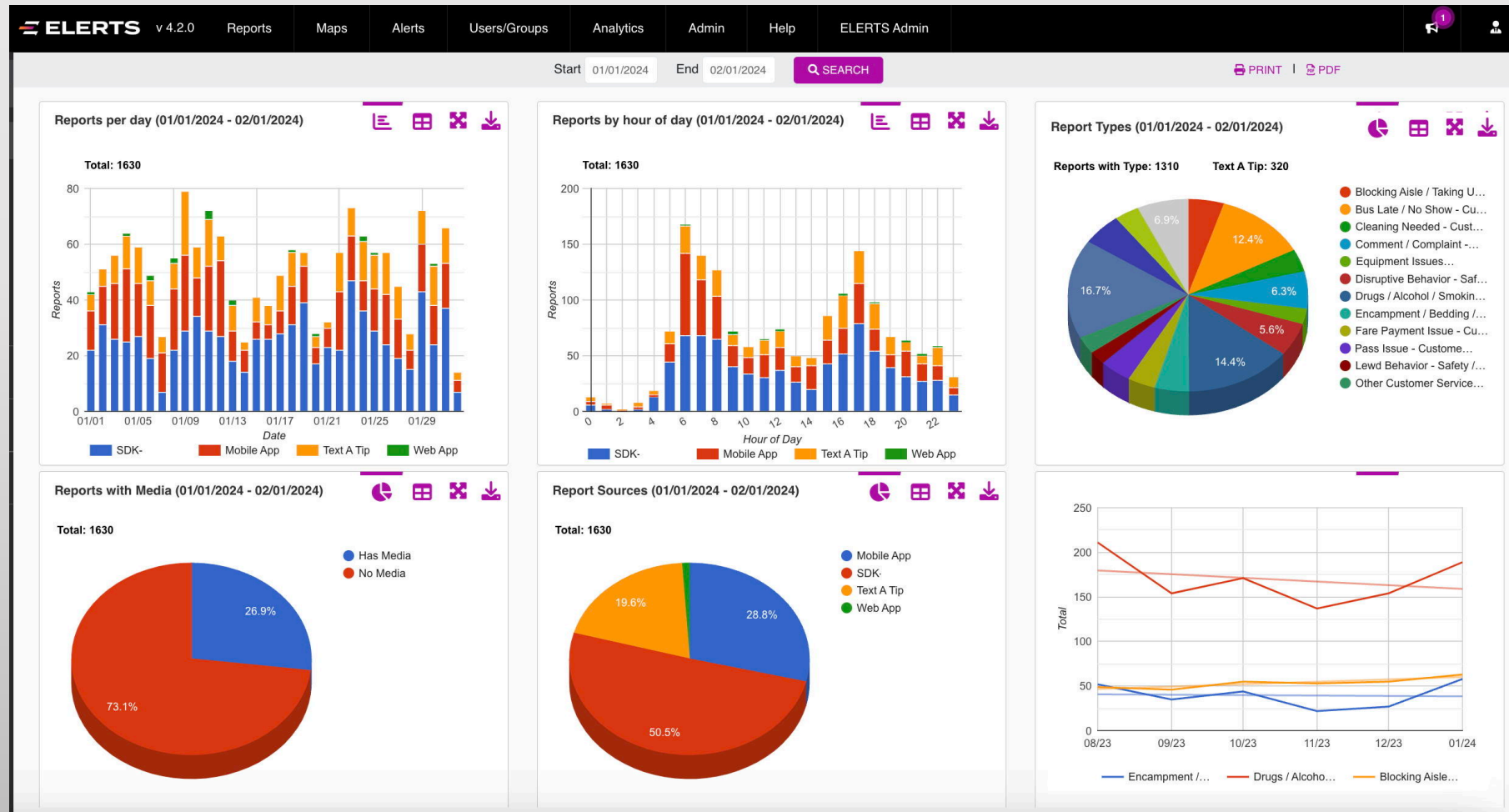
The 4 W's of AWARENESS

- **WHAT** IS GOING ON?
- **WHEN?** Right Now!
- **WHERE?** Geo-Location
- **WHO?** Photos and video



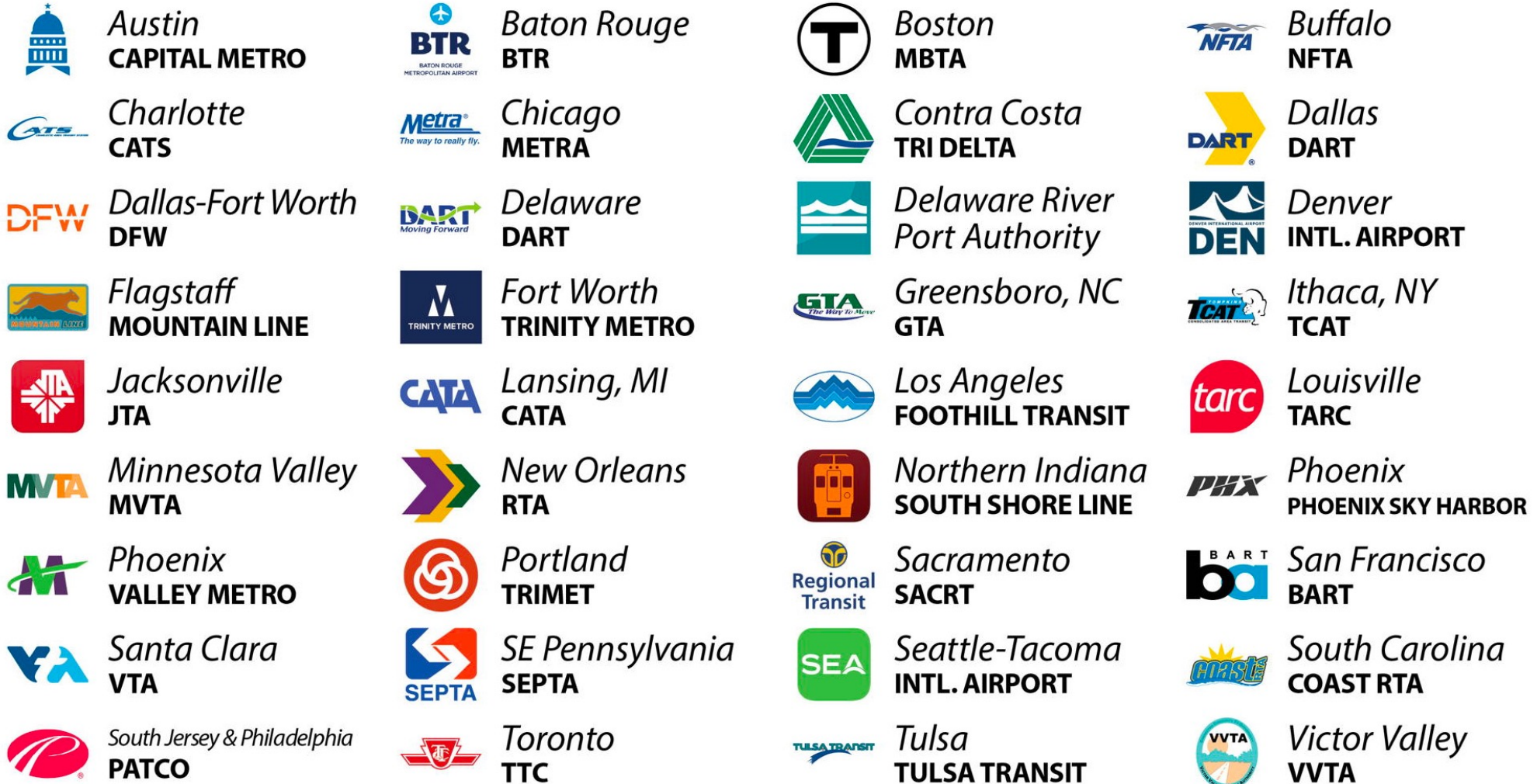
Leadership needs data

Where over time are most Vulnerable reports coming from?



Trend line analysis –
what is going up
or down?

ENHANCING SAFETY & CUSTOMER EXPERIENCE AT



AWARENESS IS EVERYTHING.

 **ELERTS**

THANK YOU.

Ed English
CEO
877-256-1971
ede@elerts.com





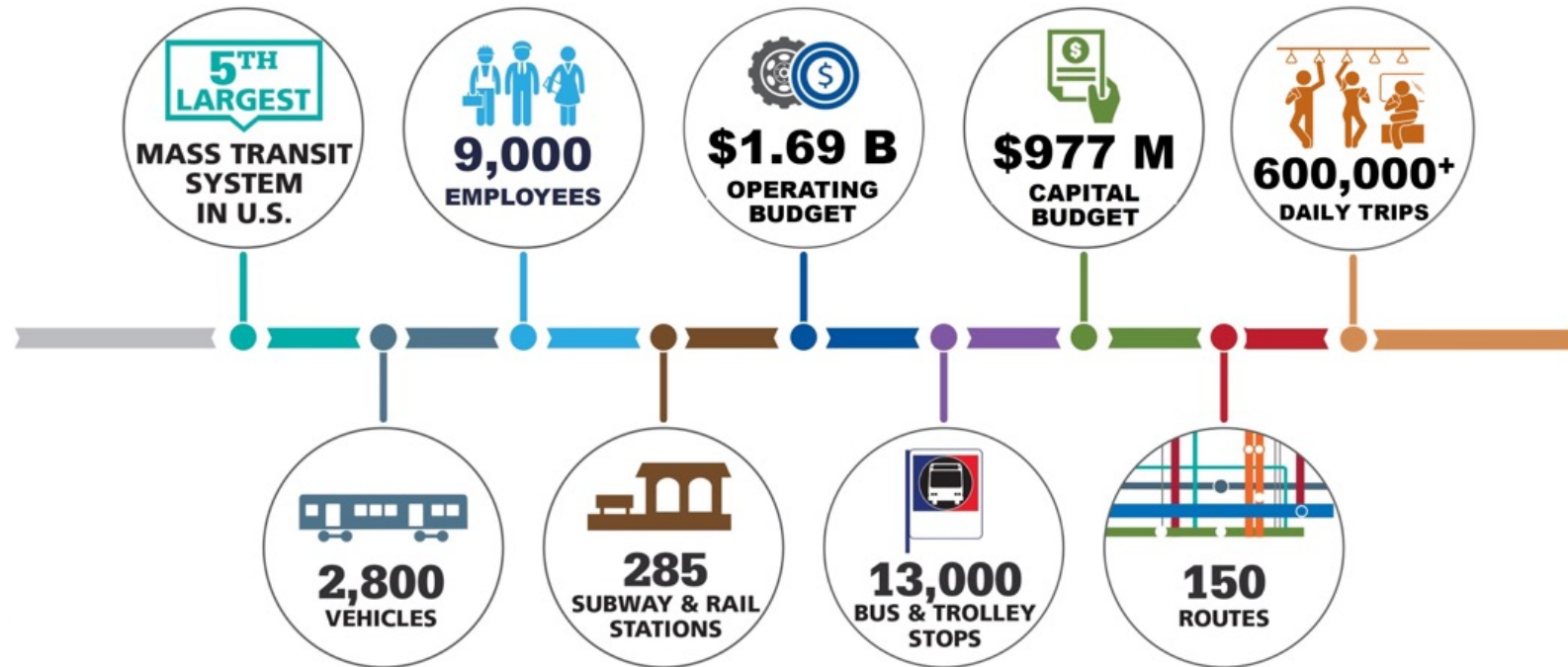
Southeastern Pennsylvania Transportation Authority

Kenneth A. Divers - *Director, Outreach Programs*

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





Aspect



Who are the
vulnerable
population?



Where is the
vulnerable
population on
SEPTA?



What is SEPTA
doing about the
vulnerable
population?



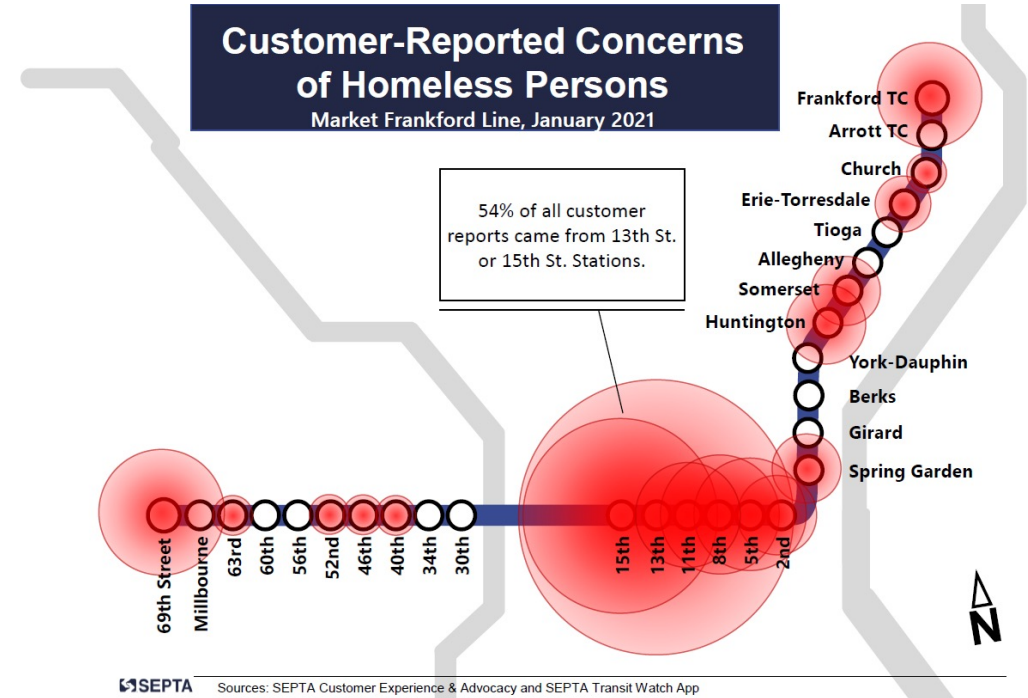
What do SEPTA
need help with?

SEPTA Who are the Vulnerable Population?

Those experiencing homelessness, drug abuse, mental health issues, and sexual assault define who we refer to as...

THE VULNERABLE 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.

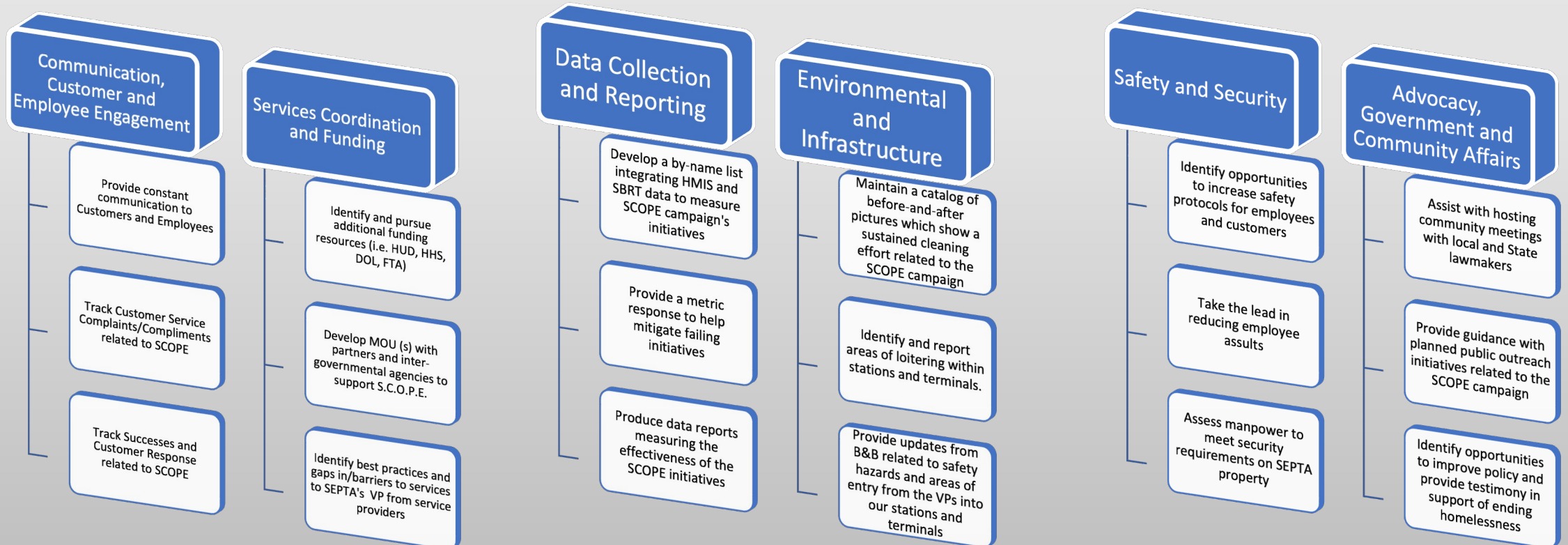
✓ Partnership

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) Security Guard Security Guard Security Guard SEPTA PD SEPTA PD | 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) Security Guard Security Guard Security Guard SEPTA PD SEPTA PD | 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 |
| Site Commander: ODAAT | | | | | Site Commander: ODAAT | | | | |
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Medical Students

Health & Exercise Sciences
Students

Coming Soon: Nursing Students



SCOPE is built on partnerships.

Stakeholders work together to address broader societal issues like homelessness, substance use disorder & mental illness:



Eagle Staffing

Fit4God Outreach Ministry

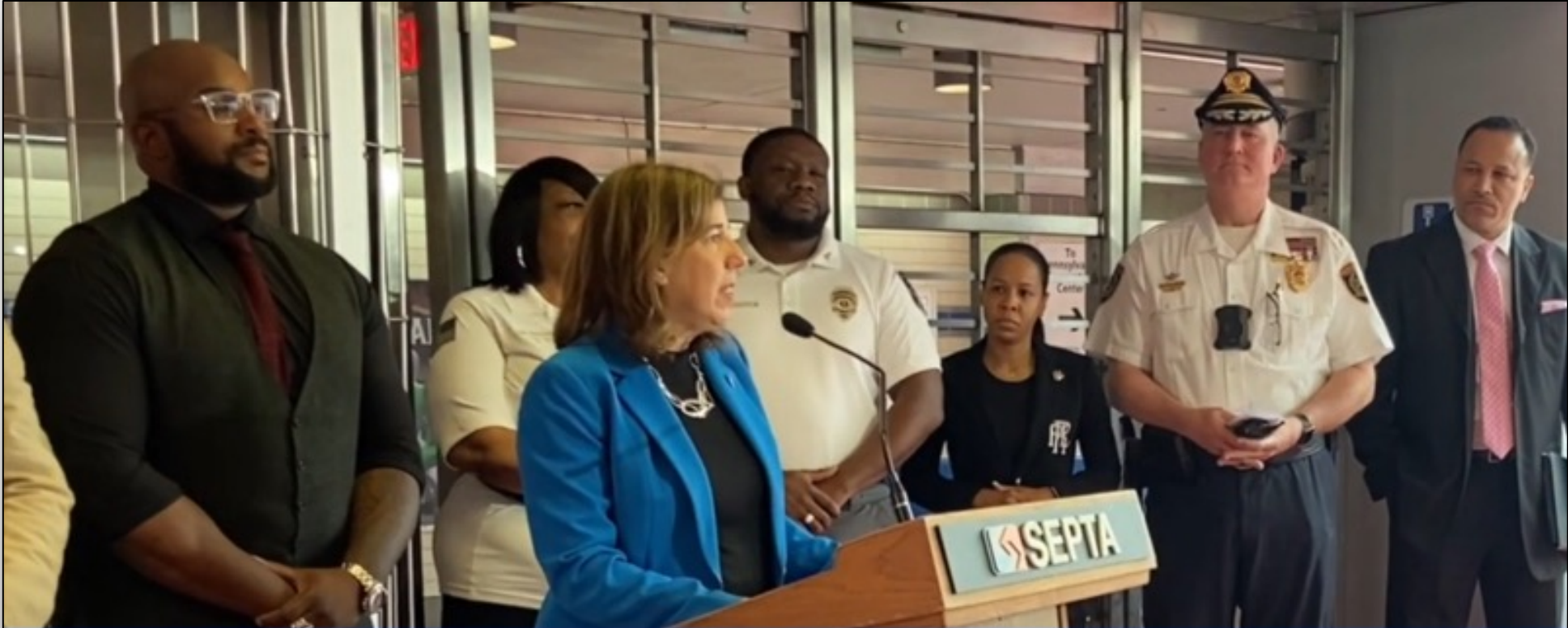
Merakey Parkside Recovery

One Day At A Time (ODAAT)

Northeast Treatment Centers

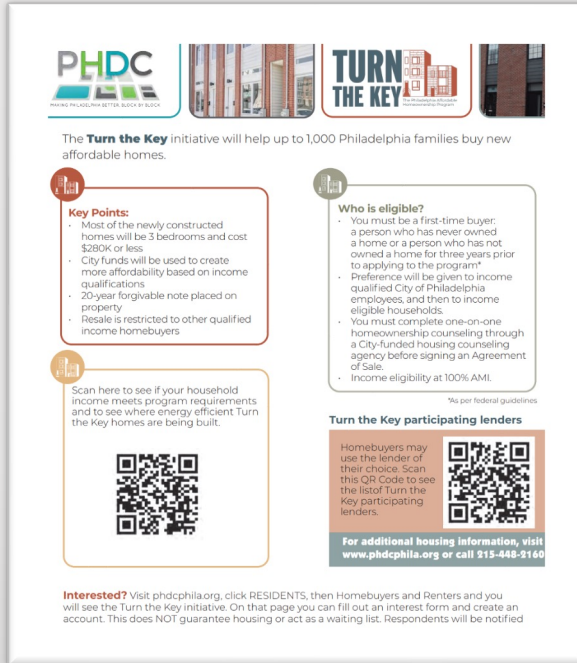
Drexel University Medical Students

WOAR - Philadelphia Center Against Sexual Violence



SEPTA Outreach Services

S.O.S.



PHDC **TURN THE KEY**

The **Turn the Key** initiative will help up to 1,000 Philadelphia families buy new affordable homes.

Key Points:

- Most of the newly constructed homes will be 3 bedrooms and cost \$280K or less.
- City funds will be used to create more affordability based on income qualifications.
- 20-year forgivable note placed on property.
- Resale is restricted to other qualified income homebuyers.

Who is eligible?

- You must be a first-time buyer: a person who has never owned a home or a person who has not owned a home for three years prior to applying to the program.
- Preference will be given to income qualified City of Philadelphia employees, and then to income eligible households.
- You must complete one-on-one homeownership counseling through a City-funded housing counseling agency before signing an Agreement of Sale.
- Income eligibility at 100% AML.

Scan here to see if your household income meets program requirements and to see where energy efficient Turn the Key homes are being built.

Turn the Key participating lenders

Homebuyers may use the lender of their choice. Scan this QR Code to see the list of Turn the Key participating lenders.

For additional housing information, visit www.phdcphila.org or call 215-440-2160

Interested? Visit phdcphila.org, click RESIDENTS, then Homebuyers and Renters and you will see the Turn the Key initiative. On that page you can fill out an interest form and create an account. This does NOT guarantee housing or act as a waiting list. Respondents will be notified.

Employee Home Ownership



Woman Services



Youth Services



Young Adult Connections



Mission Kids
Child Advocacy Center

Youth Services



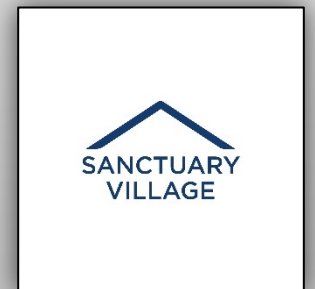
Young Adult Connections



SAVAGE SISTERS



Nursing Health Navigators



Tiny Homes

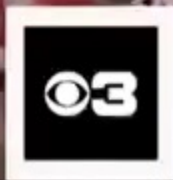
- Based in Kensington, Savage Sisters is a nonprofit dedicated to providing trauma care and sober housing to people affected by addiction.
- Using a mobile wound care van with showers, Savage Sister specialists will take vulnerable individuals out of the stations at 69th Street, Chester, and Norristown Transportation Centers and West Philly station on the MFL.
- Besides providing wound care and showers, they will 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

- Covenant House is an organization that works to build bridges of hope for young people facing homelessness and survivors of trafficking. Covenant House is not only street outreach but also has multiple housing opportunities, employment and education services, and counseling for health and well-being.
- Covenant House has begun working on SEPTA at its Broad and Olney Station to engage anyone under the age of 21 who may appear to be facing homelessness or trafficking on the SEPTA system.
- Covenant House 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. We are picking up 100 in Spanish and 100 in English for our outreach and employees to have and hand out to people who may need it.

- Dariel Benton Updike- Temple Intern who starts on Monday and will be solely focused on our women's safety workgroup. Is working under Sophia supervision with the guidance of Emmanuella. She will be polling riders and peers about safety perceptions and experiences.
- Women Against Abuse – working with Sophia to curate a workshop for women who have experienced assault/harassment. Will be held every Thursday at Leows





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 are monitored by SEPTA Transit Police and Video personnel.
- ✓ New 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.





SCOPE

People, Partnership, and Purpose

Keeping SEPTA Safe and Clean While Connecting Vulnerable People to Services



Safety

- Increased lighting in stations and added field observers to greet, assist, educate and report
- Equipping custodians with SEPTA cell phones to communicate directly with transit police
- Enhanced the Transit Watch App to allow riders to get help, discreetly and anonymously report a crime, or other dangerous situation
- Creating a Virtual Patrol Center to monitor the system's stations and concourse cameras



Cleaning

- Added custodial staff and increased cleaning shifts at multiple stations
- Upgraded elevators, escalators, stairways, overpasses, exits and entrances
- Trained key platform attendants and created an elevator monitor attendant role
- Partnered with Community Life Improvement Program (CLIP) and Public Works to enhance SEPTA's cleaning efforts



Ownership

- Educated elected officials, business community, universities, homeless 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 nimble 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 experiencing homelessness to services throughout the SEPTA system
- Expanded the co-responder model of transit officer and social worker to dispatch as needed to additional locations throughout the system
- Engaged over 1,446 vulnerable individuals over a nine-month period and connected 156 to housing, treatment and mental health services

HOW YOU CAN HELP US!

If you see someone in need, contact SEPTA Transit Police using the Transit Watch App, the QR Code or SEPTA's Text-a-Tip (215-234-3911).

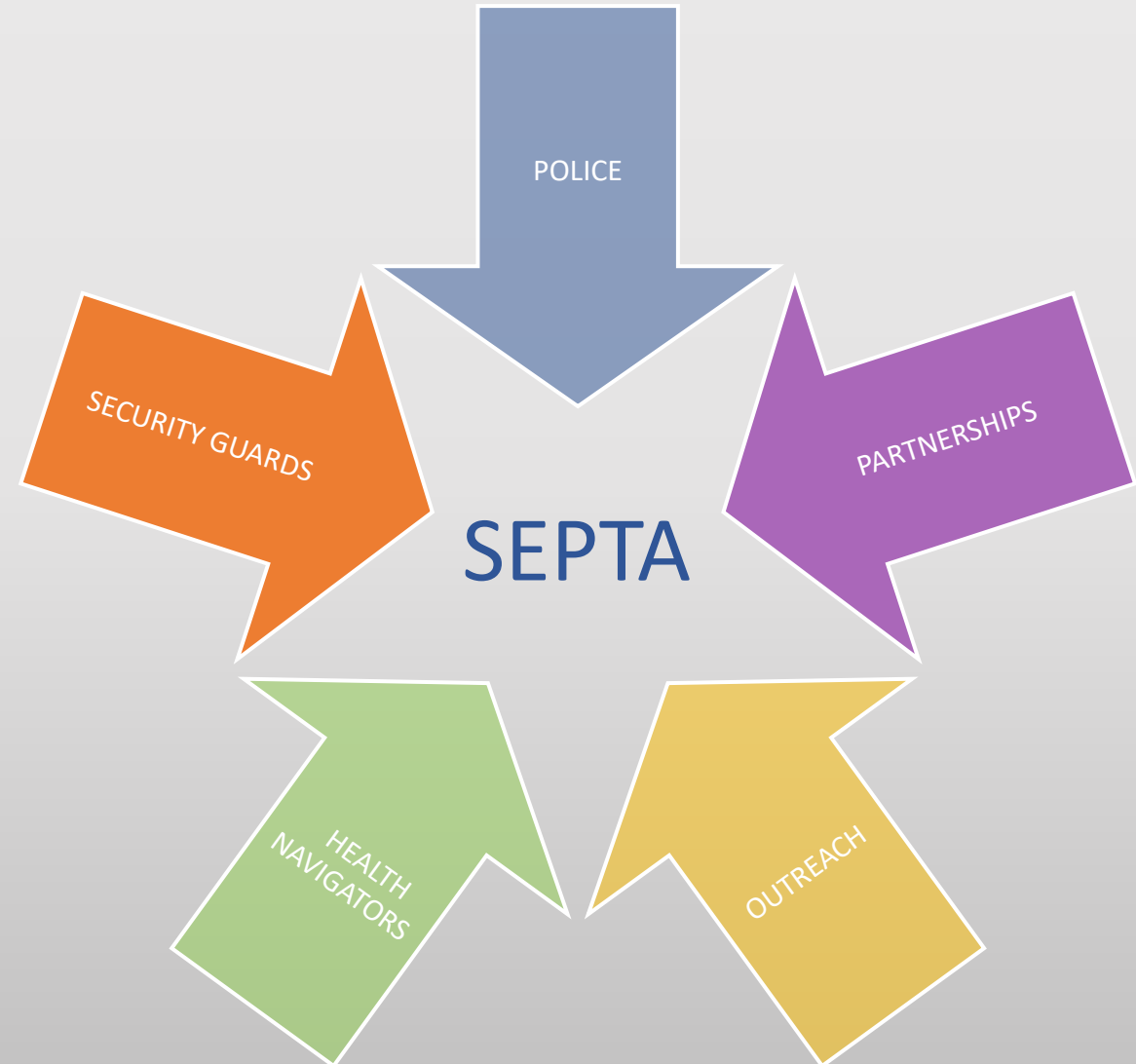
If you have an emergency while on SEPTA, call 911. You can also use the emergency call boxes located on all Broad Street and Market-Frankford Line cars and at every station.

Download Transit Watch App for free









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]

SEPTA Blockwise Report

September 2023



Methodology

The data presented in this report was collected from the 30th of August to the 30th of September. Overall, 950 respondents who travel on SEPTA subway elevated trains were digitally recruited (e.g., over social media, mobile apps, and survey panels). Respondents were randomly assigned to think about either their home station or their destination station when answering the survey.

Zencity built a representative sample each month by matching respondent data to the US Census Bureau's race, ethnicity, age, and gender distributions for commuters who travel on SEPTA subway elevated trains. Rake-weighting was then also applied as a statistical safeguard to balance out any remaining discrepancies in distribution, such that no demographic group was overrepresented or underrepresented in the final score.

Respondents under the age of 18, those who did not give a valid postcode, and those who travel on SEPTA subway elevated trains less than once a month were excluded from the sample.

The questions that were included in this survey can be found [here](#).

Quick Capture

Geofencing technology enabled to track outreach specialists in real time.

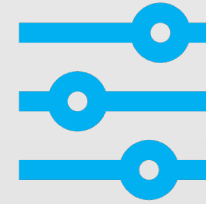
ZenCity

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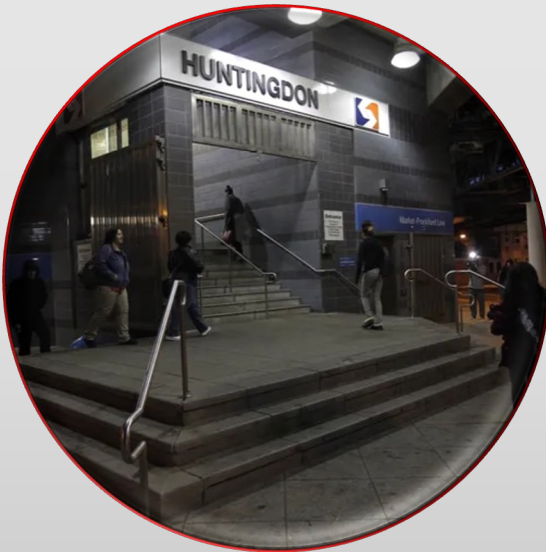


- **Hiring specialists to meet the challenges of a growing vulnerable population:**
 - Onboarded 57 outreach social workers
 - Created elevator and bathroom monitors
 - Installed 88 SEPTA guides on trains and in stations to create presence
 - Recruited more SEPTA police officers
 - Engaged additional transportation managers to help remove “destination-less riders” off of SEPTA vehicles
- **Expanding existing positions and tools to better meet conditions:**
 - Equipped our 282-cleaning staff with SEPTA cell phones to call police when they see something of concern
 - Hired additional cleaning staff (200)
 - Provide mandatory overtime for the current SEPTA officers on staff
 - Created enhanced crowdsourcing tools for the public and SEPTA employees to report concerns
 - Expanded use of SEPTA’s YouTube Channel to seek the public’s help in identifying suspects
- **Forming new partnerships to work with us:**
 - Created a first-of-its kind partnership with 13 first-year medical students from Drexel University serving as health navigators, performing their six-month practicum
 - Onboarded five “health and exercise science” college students as health navigators
 - Formed multiple county partnerships

Homeless Encampment Removals



Stations Removed From Hotspot List



Huntingdon Station



Jefferson Station



Snyder Station

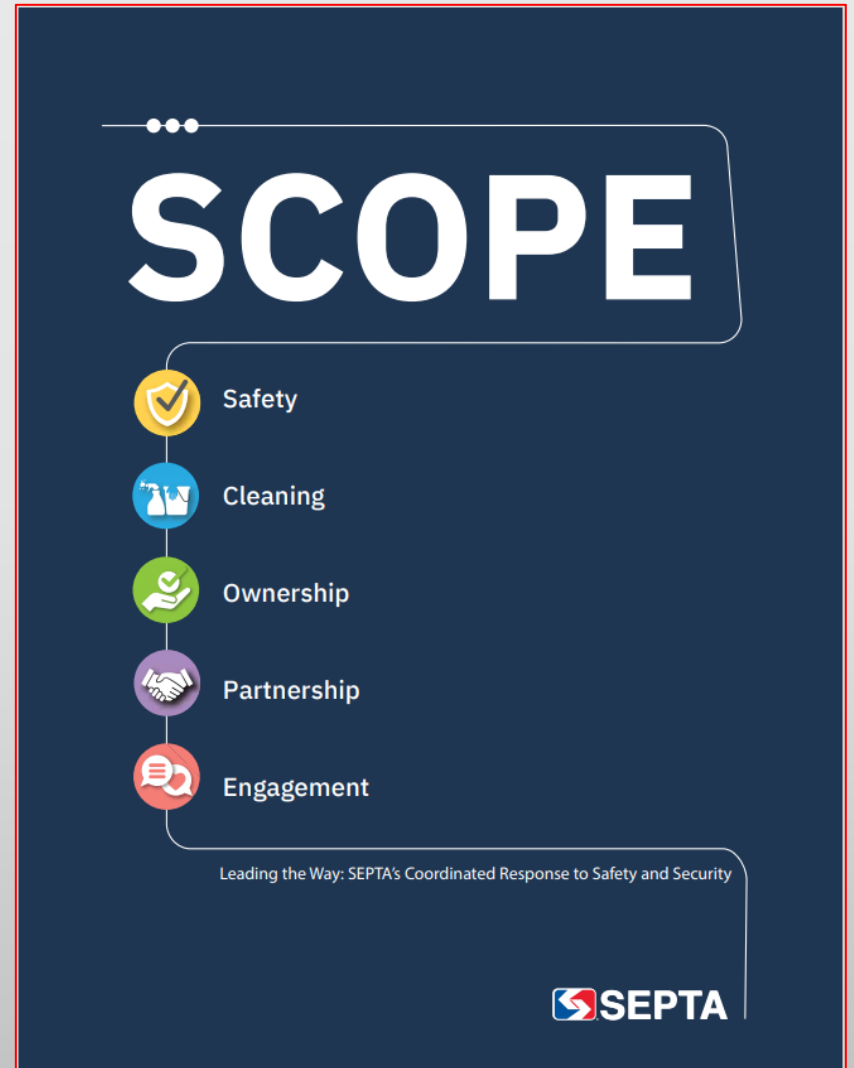
Recurring Meetings


- Opioid Response Unit Public Safety Strategy Meeting
- Weekly cleaning update meeting with councilmember Quetcy Lozada (District 7)
- 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
- LSC Meetings – Authority Wide

Speaking Engagements

- Philadelphia Chamber of Commerce: InterCity Leadership Visit Series
- Maryland Transportation Authority (MTA): Emerging Leaders Program
- Mpact Conference: Phoenix, Arizona: How Transit is Responding to Security Challenges
- FTA Webinar: Developing Community Based Public Safety Programs
- TRB Annual Meeting: How Transit Agencies Navigate Within Our Communities In Crisis
- Transportation Cooperative Research Program (TCRP): Transits Response to People Experiencing Homelessness

A Holistic and Compassionate Approach to Homelessness




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[Help](#)
[Safety](#)
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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







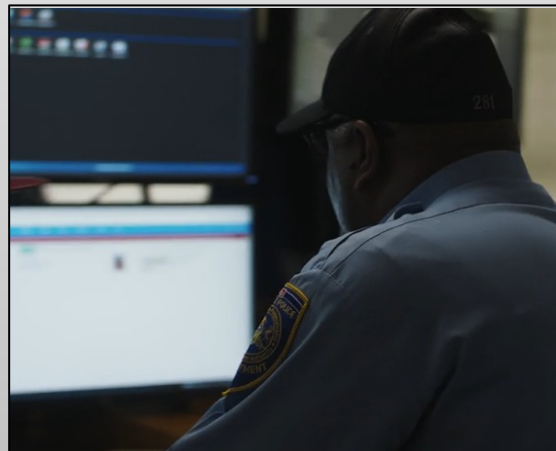
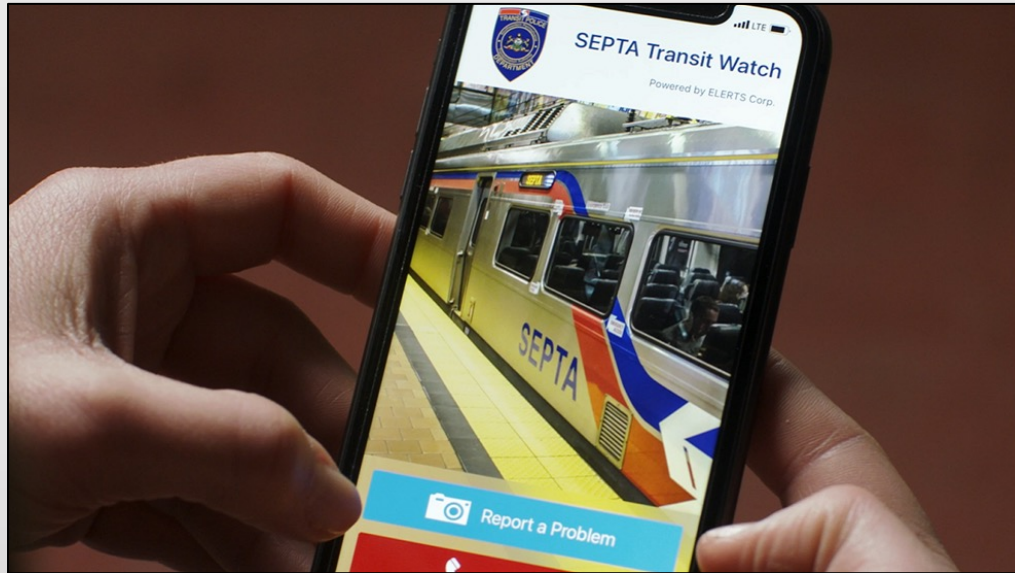
Safety Cleaning Ownership Partnership Engagement



<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

SEPTA Transit Watch by ELERTS



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

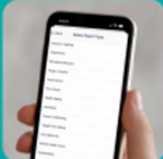
INSTANT • DISCREET • ANONYMOUS • 24/7



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

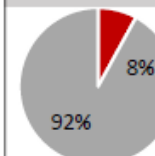
Outreach teams reduce the number of contacts between police and vulnerable individuals.

**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.*

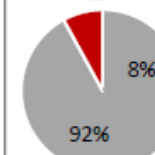
In the time period from January 1st to December 31st, SEPTA's outreach teams averaged:

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

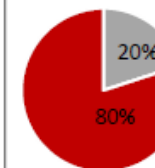
each Month



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 December 2023 SEPTA's outreach teams recorded:

11,343 ENGAGEMENTS*

9,340 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.

964 RESOURCE DISTRIBUTIONS

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

536 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.

23 NARCAN DEPLOYMENTS

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

361 Smokers Stopped*

480* 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.

0 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.

113 WARM HAND-OFFS

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

329 CALLS TO POLICE DISPATCH*

1,737* Removals WITH Police Assistance

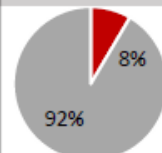
Outreach teams reduce the number of contacts between police and vulnerable individuals.

**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.*

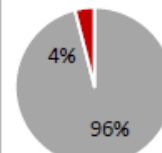
In the time period from December 1st to December 31st, SEPTA's outreach teams averaged:

- 365 engagements
- 31 resource distributions
- 17 referrals
- >1 Narcan deployment
- 3 warm hand-offs
- 10 calls to police

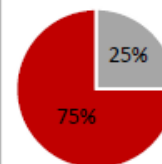
each day



8% of engagements included a distribution of resources.



3% of engagements included a referral to services.



75% of Smokers engaged stopped smoking

For the Month of December 2023 SEPTA's contracted outreach teams averaged an overall staffing level of 80%

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 |

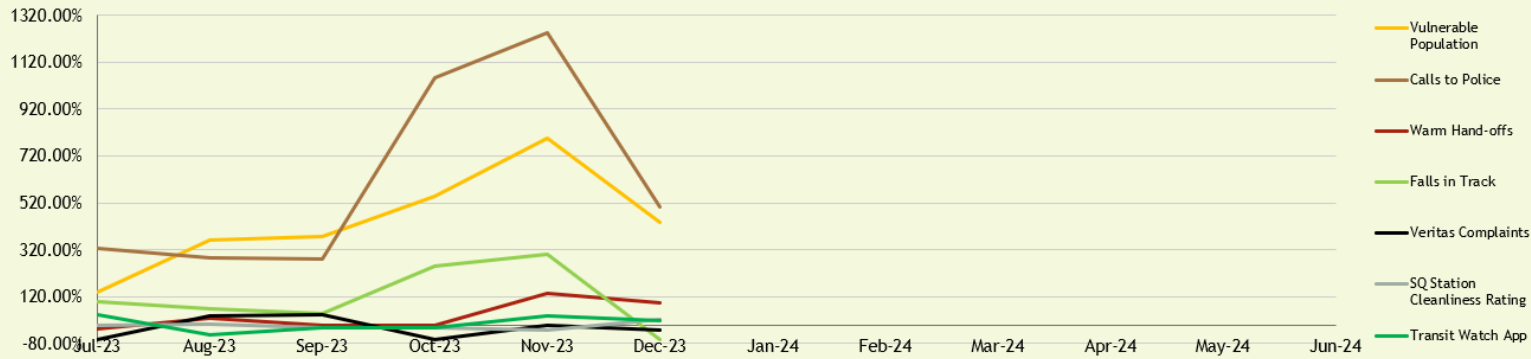
Additionally, SEPTA's Director of Outreach Programs serves on the advisory board of Philadelphia Fire Department's Alternative Response Unit 2 (AR2) and Alternative Response Unit 3 (AR3). While AR2 addresses opioid and substance use disorder, AR3 addresses behavioral and mental health issues. Together, 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.

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

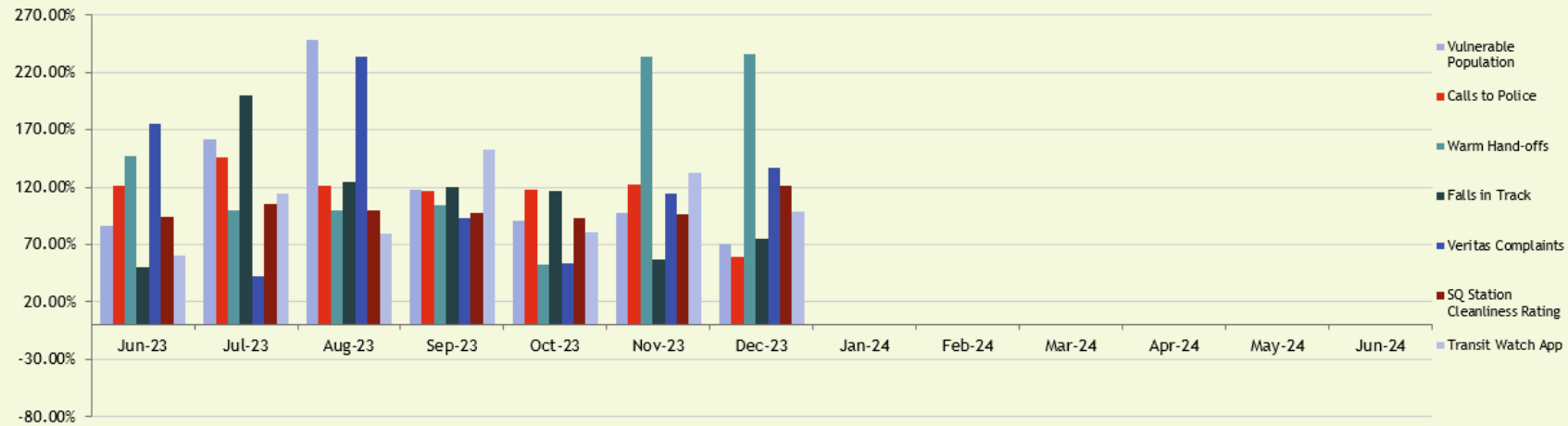
Transit Watch App report types includes: homelessness, sleeping/laying, drug/alcohol use

Veritas Report Types includes: Cleanliness, homelessness, and quality of life

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% | | | | | | | 2656% |
| Calls to Police | 327% | 284% | 280% | 1052% | 1246% | 503% | | | | | | | 3691.82% |
| Warm Hand-offs | -19% | 29% | 0% | 0% | 133% | 94% | | | | | | | 238.34% |
| Falls in Track | 100% | 67% | 50% | 250% | 300% | -63% | | | | | | | 704.17% |
| Veritas Complaints | -63% | 40% | 44% | -63% | 0% | -21% | | | | | | | -62.64% |
| SQ Station Cleanliness Rating | -3% | 2% | -12% | -15% | -21% | 24% | | | | | | | -25.43% |
| Transit Watch App | 41% | -41% | -13% | -11% | 38% | 17% | | | | | | | 31.56% |

Outreach Programs Department KPI Progress Report Compared Month to Month



NOTES:

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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 | % Per Month | % Per Year |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|-------------|------------|
| Vulnerable Population | 3398 | 8444 | 9955 | 9020 | 8834 | | | | | | | | 39651 | -2% | 798% |
| Calls to Police | 158 | 192 | 224 | 265 | 323 | | | | | | | | 1162 | 22% | 1246% |
| Warm Hand-offs | 22 | 22 | 23 | 12 | 28 | | | | | | | | 107 | 133% | 133% |
| Falls in Track | 4 | 5 | 6 | 7 | 4 | | | | | | | | 26 | -43% | 300% |
| Veritas Complaints | 6 | 14 | 13 | 7 | 8 | | | | | | | | 48 | 14% | 0% |
| SQ Station Cleanliness Rating | 2.69 | 2.68 | 2.63 | 2.46 | 2.36 | | | | | | | | 12.82 | -4% | -21% |
| Transit Watch App | 79 | 63 | 96 | 77 | 102 | | | | | | | | 417 | 32% | 38% |



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.

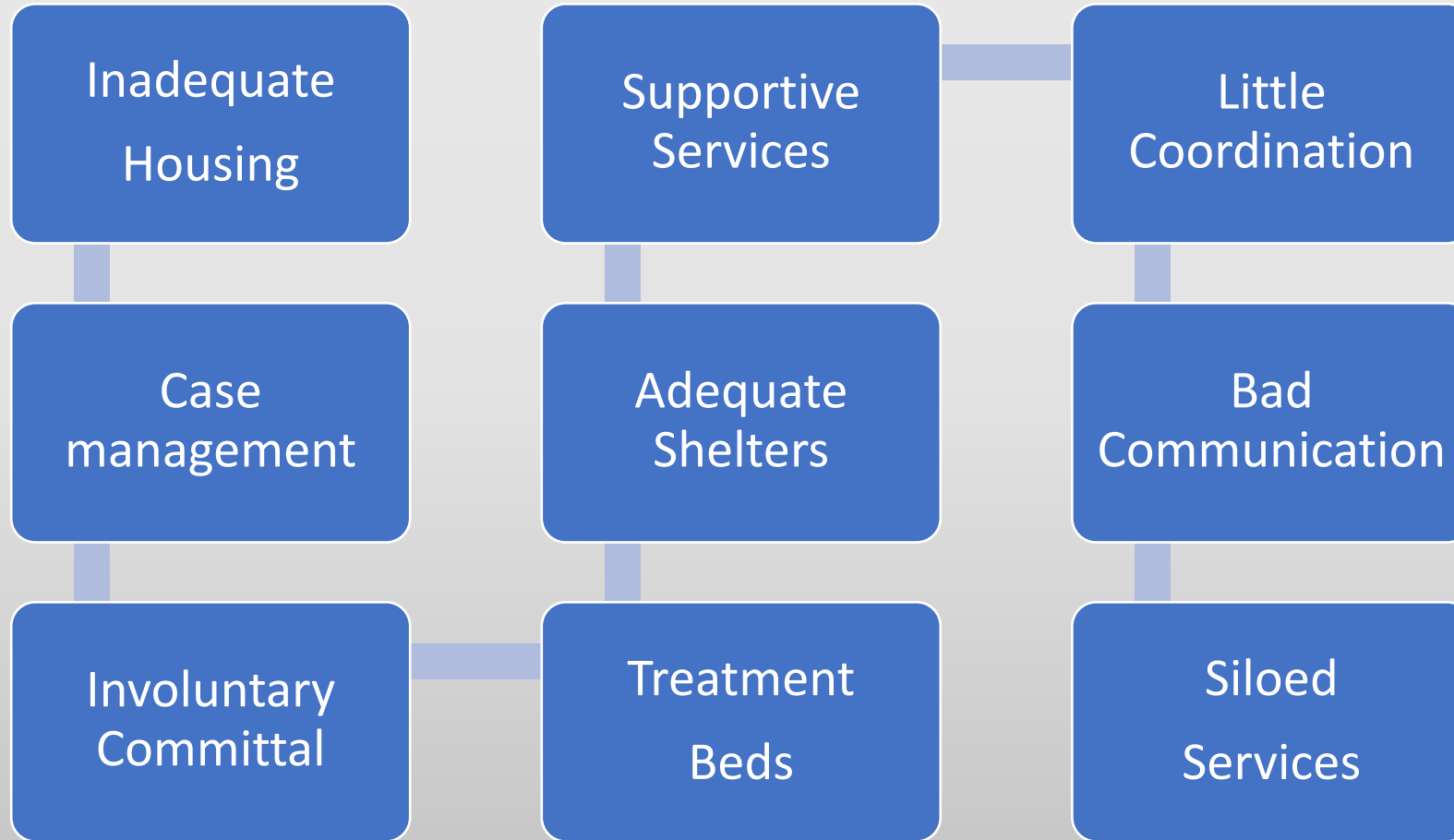


More Help is
Needed

NEEDLE DISTRIBUTION AND SOCIETAL DECAY

- Prevention Point – the largest needle exchange/distribution organization in North America.
 - ❖ In 2022 Prevention Point distributed over 7 million needles.
- Out of the eight mobile needles exchange/distribution locations – five are located within one city block of a SEPTA rail station.
- Kensington is a billion-dollar drug industry situated within ½ mile of SEPTA's Allegheny Station (MFL).
 - ❖ There are no homeless shelters in Kensington.
 - ❖ There is only one “Safe Haven” (lower barrier – longer wait list shelter) in Kensington, which is consistently at capacity.
 - ❖ There's only one mobile “wound care” van to address flesh wounds and septic infections.
- Although cleaning efforts are underway, the growing problem persists due to lack of enforcement.







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**



Managing Homeless, Vulnerable, and Migrant Persons



THANK YOU.

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