

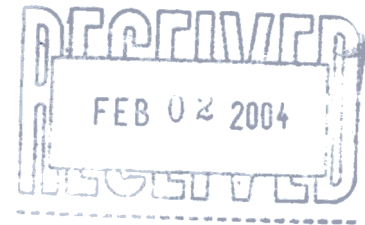


**CITY OF GLENDALE, CALIFORNIA**  
Police Department

140 North Isabel Street  
Glendale, California 91206-4382  
(818) 548-  
www.ci.glendale.ca.us

January 28, 2004

Mitchell Netburn, Executive Director  
Los Angeles Homeless Services Authority  
548 South Spring Street, Suite 400  
Los Angeles, CA 90013



Dear Director Netburn.

The City of Glendale Police Department, takes the homelessness situation very seriously and is working with other city divisions to reduce the number of homeless on our streets while improving the quality of life for all who live in Glendale. Because of this, we are only too willing to assist you by providing answers to the questions you raised regarding the homeless situation in Glendale.

- 1) On any given night we have just under 500 homeless on our streets.
- 2) The Glendale Police Department has recently begun an outreach to survey the homeless in Glendale. To date we have spoken with just over 230. We also utilize the booking process when homeless individuals have been arrested for major and minor crimes within our borders.
- 3) The City of Glendale outside of the police department spends on an annual basis some 2.1 million dollars on outreach, and services such as homelessness prevention and Project Achieve to name only a few. The police department books an average of 800 to 1000 homeless people every year in Glendale. The cost in hard dollars to our department is a minimum of \$210.00 to book and house a homeless person. The cost in hard dollars would be \$168,000.00 to \$210,000.00 annually. We are unable to calculate the soft dollar cost for the amount of time an officer must spend arresting, contacting or report writing related to the homeless. Nor are we able to accurately account for the other associated costs for record keeping and wear and tear on equipment for transporting and detaining homeless individuals. Our costs are over and above what is spent by the city on the homeless.
- 4) Through the use of Community Development Block Grant funds to local charity groups such as Project Achieve and Catholic Charities some success has been reported in these efforts. The primary practice is not necessarily to prevent homelessness but eliminate it. These efforts have not reached a large segment of our homeless population, for example our chronic homeless and those not wishing to be rehabilitated.

- 5) Based on a limited application from a police perspective, taking a sustained zero tolerance approach to law violations is necessary. By doing that we will begin to change the mindset that Glendale is a haven for less than acceptable behavior. Through a series of interviews with our homeless population we have learned that Glendale is regarded as a safe place for the homeless to congregate because of the services provided by the city and because they feel safer here than on the streets of Los Angeles and other cities from which they have come.
- 6) The City of Glendale offers a cold-weather shelter, meals, outreach and many other services but does not practice strict compliance with the established rules and protocols that have been set-up. This often makes the problem worse, drawing more homeless to our city because they know that the rules are not strictly enforced. That anti-social behavior is better tolerated here cannot be allowed to continue.
- 7) By addressing questions 5 & 6 we would begin to mitigate the problems caused by the homeless, but we will not substantially reduce chronic homelessness in Glendale.

If there is any question that we can clarify further please call (818) 548-4015.

Respectfully,

A handwritten signature in blue ink that reads "Mark Hansen". The signature is written in a cursive style with a long horizontal line extending to the right.

Sergeant Mark Hansen  
Community Policing Unit.