

Metro Pilot Crenshaw/LAX Transit Project Business Solution Center



Construction Committee
June 20, 2019

Pilot Program Goal

- ***Metro's Goal: Help small businesses continue to thrive throughout construction and post construction.***
- Immediate, hands-on business assistance and support services to small businesses along the Crenshaw/LAX Transit Project.
- Services include technical assistance, business development and referrals to partnering business resource providers.



Program History

- **Metro's first-ever pilot business resource center:**
 - Board Authorization: July 2014
 - BSC soft launch: December 2014
 - BSC formal launch: February 2015
 - Pilot program model re-scope: October 2016

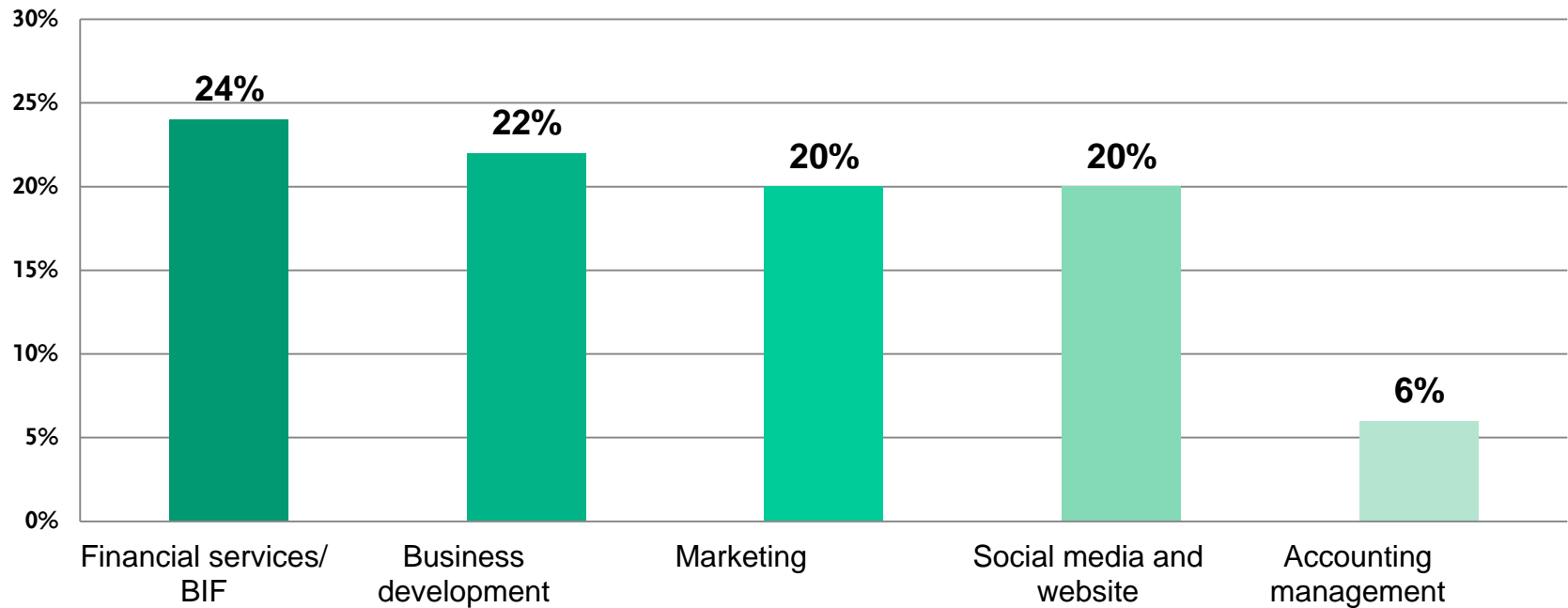
Facts at a Glance

- **As of December 2018:**

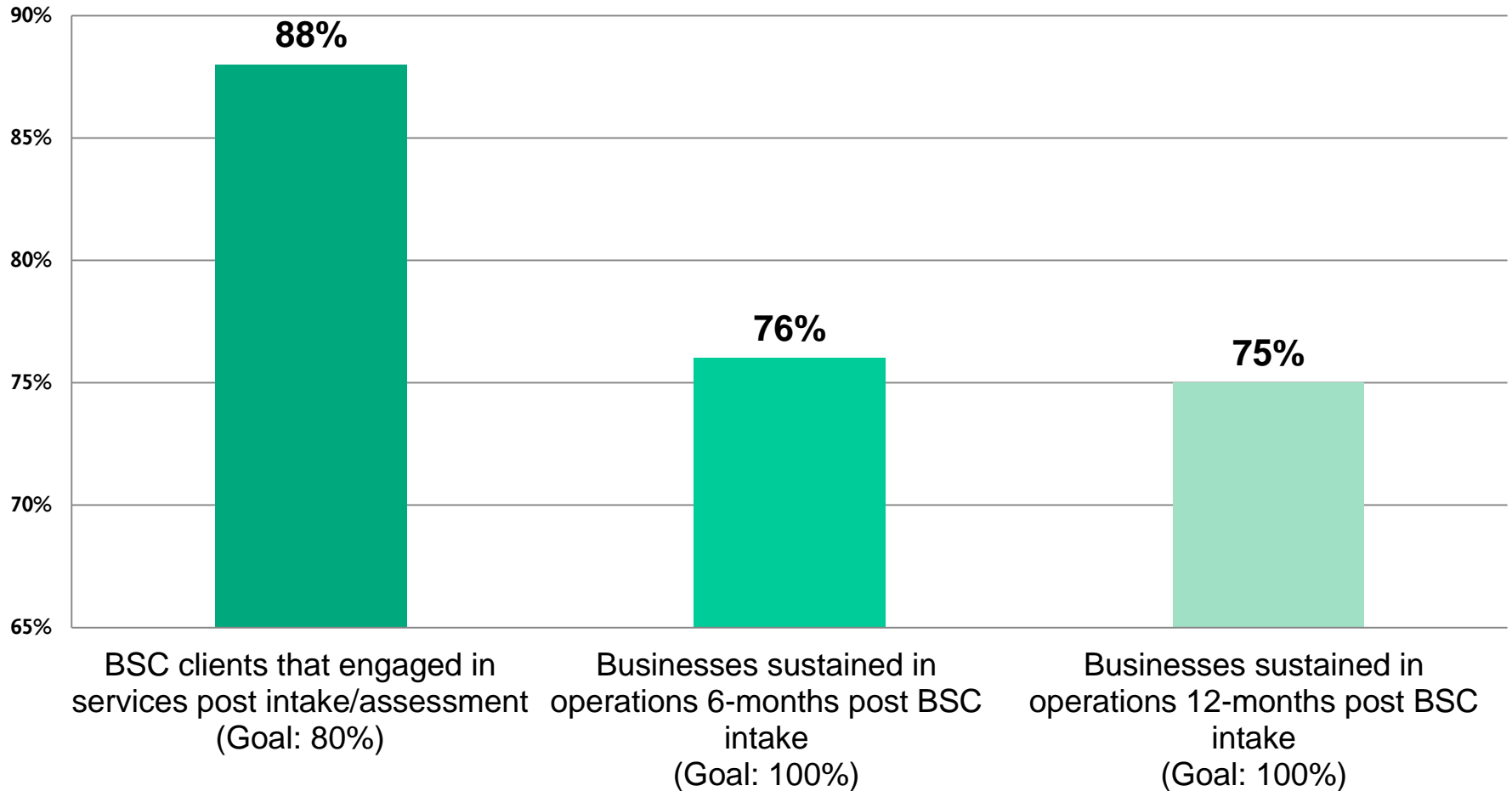
- More than 450 businesses contacted
- Over than 350 businesses completed intake/assessment
- More than 300 business referred to resource providers, small business experts and/or other service providers
- More than 1,100 business referrals

Areas of Service

Top Five Areas of Service - Alignment



Measures of Effectiveness



Business Spotlight



“The Metro Business Solutions has been very instrumental in assisting Jordan's Hot Dogs. The BSC has and continues to provide much needed help with grant funding, website design, social media, advocacy and a host of other support services. Most importantly staff are honest, knowledgeable, and available to assist when needed. Thank you Metro Business Solution Center.”

Cary Jordan, Owner

Business Spotlight



"I would like to thank the Metro Business Solution Center for all the support provided during the construction of the Metro line. We truly appreciate the assistance. On behalf of Shop & Save, I thank you."

Mayra Hernandez, Owner

Next Steps

- Execution of contract modification
- Ongoing focused support services for small businesses engaged in the BSC focusing on client transition plans, long-term business planning and actionable business solutions
- Continue proactive oversight and assessment of the pilot program during the final term of the center's operations
- Implement final program events/ activities in preparation for transition Pilot BSC and opening of Crenshaw/LAX line



Thank you