



CRENSHAW/LAX TRANSIT PROJECT BUSINESS SOLUTION CENTER

Fact Sheet



Metro's Pilot Business Solution Center (BSC) provides hands-on business assistance and support services to small businesses along the Crenshaw/LAX corridor during the four-year term of the Crenshaw/LAX Transit Project.

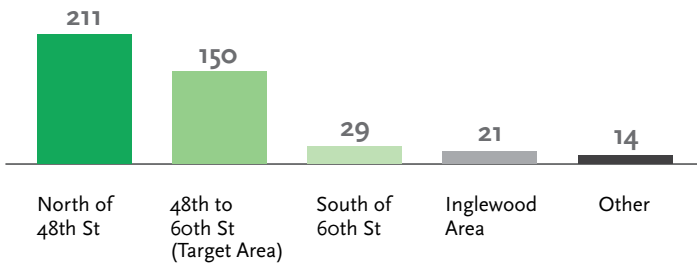
Small businesses along the corridor have access to the BSC for business and technical assistance, including business development services and referrals to partnering business resource providers.

Metro's goal is to help small businesses continue to thrive throughout construction and post construction. The BSC is a demonstration of Metro's commitment to being a trusted community builder, partner and stakeholder.

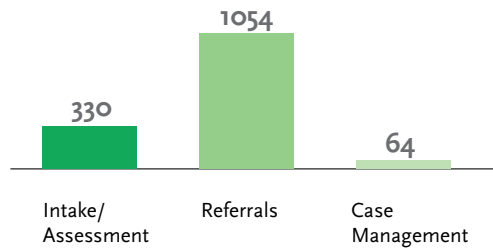


BSC Facts at a Glance (as of CY17 Q2)

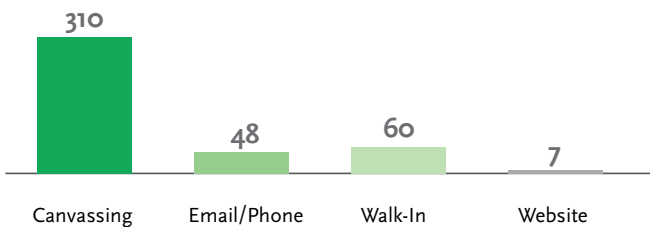
Businesses Contacted by Location – 425



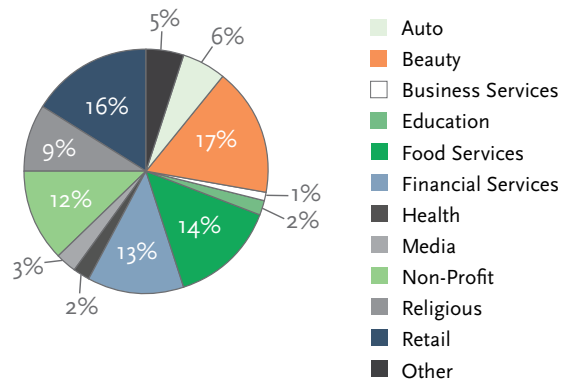
Business Support Status



Method of Contact



Client by Industry Type



BSC Services

The BSC provides an array of support services to small businesses, such as but not limited to:

- > Hands-on business development
- > Expert business advice, coaching and technical assistance
- > Referrals to expert professionals in the areas of:
 - Accounting management (i.e. record keeping and tax preparation)
 - Capital access
 - Branding and marketing
 - Web design and social media
 - Commercial real estate counseling
 - Industry specific assistance (i.e. cosmetology and restaurateurs)
 - Computer repair and IT assessments

Getting Started with the BSC

Getting support and assistance through the BSC is a simple process:



STEP 1 Identify your business need(s)



STEP 2 Contact the BSC

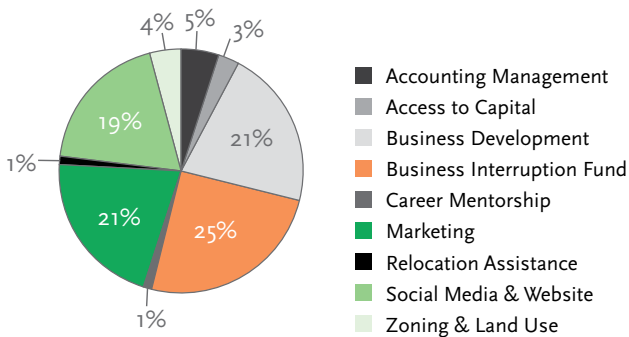


STEP 3 Meet with BSC Staff

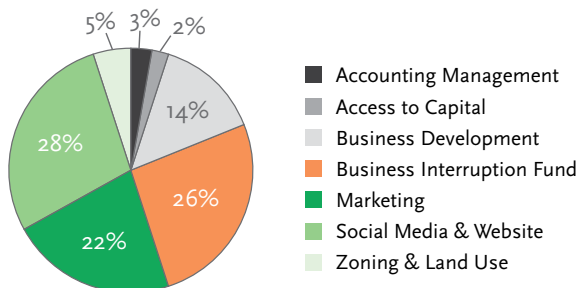


STEP 4 Begin receiving support services

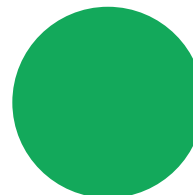
Areas of Service – Alignment



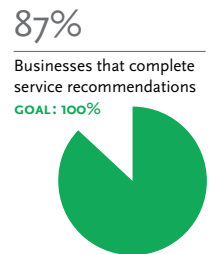
Areas of Service – Target Area



Measures of Effectiveness



100%
Service request responded to within 48 business hours
GOAL: 100%



87%
Businesses that complete service recommendations
GOAL: 100%



83%
BSC clients that engaged in services post intake/assessment
GOAL: 80%



90%
Businesses sustained in operations six months post BSC intake
GOAL: 100%



88%
Businesses sustained in operations 12 months post BSC intake
GOAL: 100%

BSC Location

The BSC can be accessed directly by visiting the main office located inside the Los Angeles Urban League at 4401 Crenshaw Bl, Suite 201, Los Angeles. The BSC main office is accessible Monday through Friday during standard business hours of operations between 9am – 5pm.




Small businesses located further south along the Crenshaw/LAX corridor, such as businesses located in the Inglewood area, may access the BSC by visiting the main office located inside the Los Angeles Urban League and/or by scheduling an appointment at the BSC satellite office located in Inglewood at 510 South La Brea Av, Inglewood, CA.

The BSC team also provides on-site assessments and business site meetings.

BSC Team

Metro's BSC is provided in partnership with Del Richardson & Associates, Inc. (DRA) through an established collaborative with Vermont Slauson Economic Development Corporation (VSEDC) and the Los Angeles Urban League.

Business Solution Center

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Crenshaw/LAX Transit Project

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