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 CY19 Q4)

#### Businesses Contacted by Location – 471

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>North of 48th St</td>
<td>232</td>
</tr>
<tr>
<td>48th to 60th St (Target Area)</td>
<td>154</td>
</tr>
<tr>
<td>South of 60th St</td>
<td>36</td>
</tr>
<tr>
<td>Inglewood Area</td>
<td>22</td>
</tr>
<tr>
<td>Other Area</td>
<td>27</td>
</tr>
</tbody>
</table>

#### Business Support Status

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake/Assessment</td>
<td>361</td>
</tr>
<tr>
<td>Referrals</td>
<td>1130</td>
</tr>
<tr>
<td>Case Management (Target Area)</td>
<td>68</td>
</tr>
</tbody>
</table>

#### Method of Contact

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvassing</td>
<td>350</td>
</tr>
<tr>
<td>Email/Phone</td>
<td>52</td>
</tr>
<tr>
<td>Walk-In</td>
<td>60</td>
</tr>
<tr>
<td>Website</td>
<td>9</td>
</tr>
</tbody>
</table>

#### Client by Industry Type

- Auto: 11%
- Beauty: 19%
- Business Services: 16%
- Education: 18%
- Food Services: 5%
- Financial Services: 6%
- Health: 5%
- Media: 7%
- Non-Profit: 2%
- Retail: 1%
- Religious: 3%
- Other: 7%
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 – 48th to 60th – At Grade

Measures of Effectiveness

100% Service request responded to within 48 business hours
62% Businesses that complete service recommendations

86% BSC clients that engaged in services post intake/assessment
74% Businesses sustained in operations six months post BSC intake
72% Businesses sustained in operations 12 months post BSC intake
94% Client satisfaction rating (based on 18 businesses)
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 operation from 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 S 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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crenshawrail