



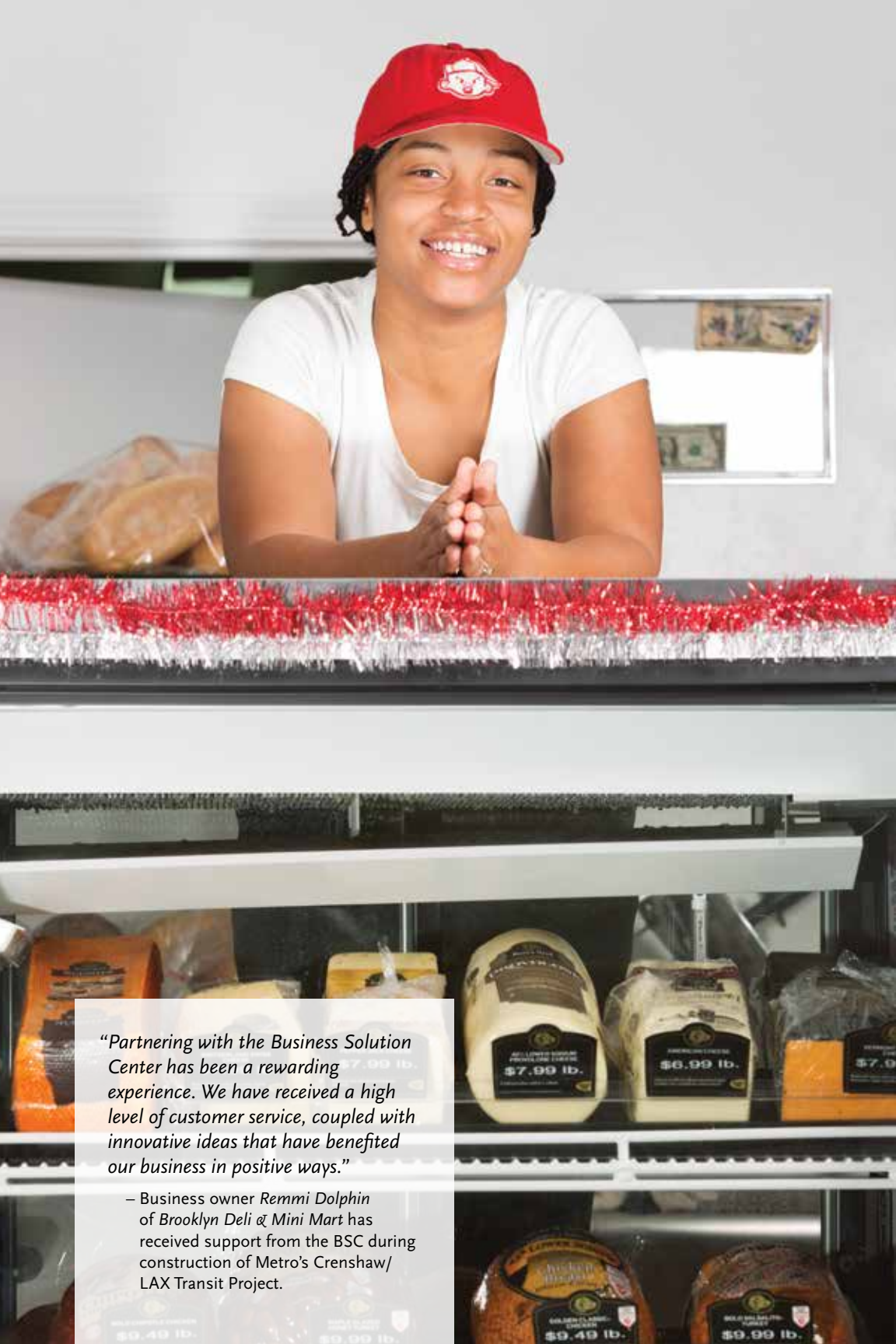
We're helping local businesses as we build.



Metro

*Metro's Pilot Business Interruption
Fund and Crenshaw/LAX Pilot
Business Solution Center Report*

SPRING 2017



“Partnering with the Business Solution Center has been a rewarding experience. We have received a high level of customer service, coupled with innovative ideas that have benefited our business in positive ways.”

– Business owner Remmi Dolphin of Brooklyn Deli & Mini Mart has received support from the BSC during construction of Metro’s Crenshaw/LAX Transit Project.

There's a transportation revolution afoot in LA, and Metro is leading the charge. There are big changes happening, and we want LA County's small businesses to thrive as we build.

Construction can be challenging for “mom and pop” businesses located along transit corridors, yet there is opportunity for growth as our communities become more connected.

With the establishment of Metro's two first-ever pilot programs targeted at helping small businesses, we are able to provide support and assistance to impacted businesses as we build for the future.

Metro's Pilot Business Interruption Fund and Crenshaw/LAX Pilot Business Solution Center have been supporting small businesses for more than two years. Look inside and learn about the accomplishments these programs have brought to the communities impacted by Metro's construction.

“We recognize the vital role that small businesses have not only on our economy but also our communities. Metro is committed to supporting the small business community as we build the future of transportation in LA County. It's innovative programs such as the Business Interruption Fund and the Crenshaw/LAX Pilot Business Solution Center that allow Metro to support “mom and pop” businesses to sustain construction so they can realize the economic benefits of transit rail.”

Phillip A. Washington, Chief Executive Officer
Los Angeles County Metropolitan Transportation Authority

Recognizing that small businesses are vital to the economic sustainability of our communities, Metro has committed an unprecedented level of resources for the implementation of the agency's first-ever pilot Business Interruption Fund and Crenshaw/LAX Pilot Business Solution Center.

OCTOBER 2014

Metro's Board of Directors provided authorization for Metro to establish the pilot Business Interruption Fund (BIF).

APRIL 2015

BIF formally launched.

DECEMBER 2015

Metro's Board of Directors authorized the expansion of the BIF to include "mom and pop" businesses directly impacted by unprecedented full street closures with a duration greater than six continuous months, such as the 2nd/Broadway segment of the Regional Connector.

JULY 2014

Metro's Board of Directors authorized the establishment of Metro's Crenshaw/LAX Pilot Business Solution Center (BSC).

FEBRUARY 2015

BSC formally launched.

2014

2015

MORE THAN

500

SMALL BUSINESSES HAVE BENEFITTED FROM THE RESOURCES
THAT METRO HAS DEDICATED TO THESE TWO PROGRAMS.

DECEMBER 2016

Metro's Board of Directors authorized the expansion of the BIF to include "mom and pop" businesses directly impacted by transit rail construction along Metro's Purple Line Extension, Section 2.

MARCH 2017

BIF has provided more than **\$8 million** in financial assistance to directly impacted businesses along these Metro transit project corridors:

- Crenshaw/LAX
- Purple Line Extension, Section 1
- Regional Connector, Little Tokyo area
- Regional Connector, 2nd/Broadway segment

DECEMBER 2016

Metro expanded the BSC program to provide an increased level of services to small businesses along the Crenshaw/LAX corridor.

MARCH 2017

BSC has provided assistance to more than **300 businesses** along the Crenshaw/LAX transit corridor.

2016

2017



THROUGH THE BIF, WE HAVE AWARDED OVER

\$8 MILLION

IN GRANTS TO MORE THAN

200

SMALL “MOM AND POP” BUSINESSES.

“I’m grateful to have received a grant from the BIF. It’s made a critical difference in helping us get through the current construction.”

— Business owner *Christine Johnson* of *Miracle Mile Toys & Games* has received support from the BIF during construction of Metro’s Purple Line Extension, Section 1.



BUSINESS INTERRUPTION FUND



Sometimes our “mom and pop” neighbors see their businesses impacted by Metro’s rail construction. So we created the Business Interruption Fund to provide access to financial assistance, helping these neighbors through the construction process.

Recognizing the importance of supporting small businesses during construction as vital to the economic sustainability of communities, Metro’s Board of Directors authorized the agency to designate \$10,000,000 annually to be used for implementation of the Business Interruption Fund.

Through an innovative collaboration with Pacific Coast Regional Small Business Development Corporation (PCR), **Metro has successfully provided financial assistance to more than 200 small “mom and pop” businesses** located along the Crenshaw/LAX Transit Project, the Little Tokyo area and the 2nd/ Broadway segment of the Regional Connector, and Section 1 of the Purple Line Extension.

The BIF has demonstrated Metro’s ongoing commitment to the communities and business corridors that have been impacted by transit rail construction. **With 89% of businesses remaining open 12 months after receiving a grant,**

the program continues to thrive and support the businesses’ ability to sustain through the challenges of construction.

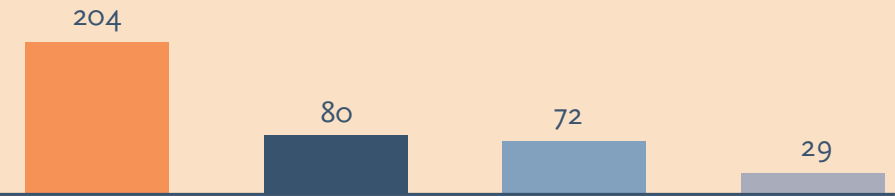
Small businesses that have received grants represent an amazingly diverse business community that is iconic of LA County. Owners of restaurants, salons, video game stores, production studios, and other specialty businesses have been helped by the BIF.

Recognizing Metro’s commitment to being a trusted community builder and partner, it has been a priority to outreach and engage business and community members. In delivering the BIF, **Metro staff has attended more than 100 community meetings and events, and hosted more than 40 workshops** throughout our diverse communities. This level of engagement has resulted in extraordinary confidence from business owners and community members and continues to demonstrate Metro’s commitment to help businesses as we build for the future.

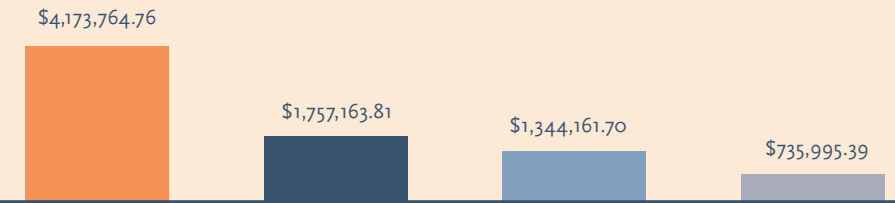
Business Interruption Fund Facts at a Glance

MONTHLY AS OF MARCH 2017

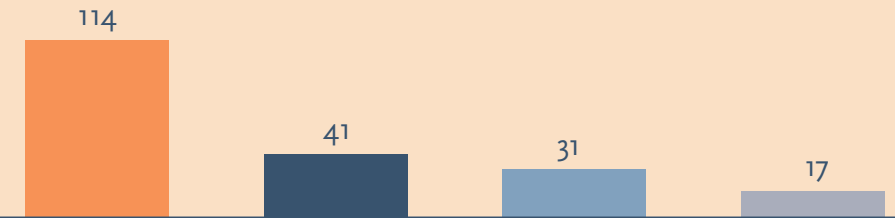
BIF Grants Awarded – 385



Value of BIF Grants Awarded – \$8,011,085.66



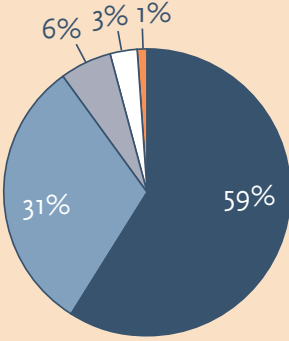
BIF Grantees – 203



- Crenshaw/LAX Transit Project
- Purple Line Extension, Section 1
- Regional Connector, Little Tokyo Area
- Regional Connector, 2nd/Broadway Segment

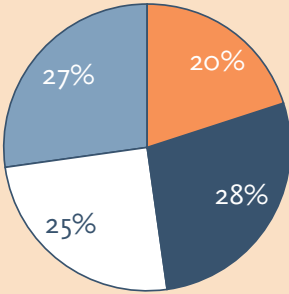
Business Information

QUARTERLY AS OF CY2016 Q4



Businesses by Category

- Service
- Retail
- Professional
- Commercial Property Owners
- Non-Profits

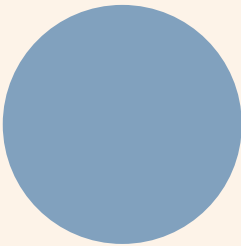


Businesses by Years of Operation

- 2 to 5 years
- 6 to 10 years
- 11 to 20 years
- 21+ years

Measures of Effectiveness

QUARTERLY AS OF CY2016 Q4

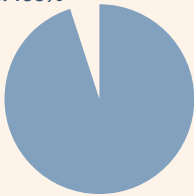


100%

Businesses referred to support services post grant award
GOAL: 75%

95%

Completed applications processed within nine business days
GOAL: 100%



84%

Clients satisfaction rating
GOAL: 100%

91%

Businesses remaining open after six months of grant award
GOAL: 100%



89%

Businesses remaining open after 12 months of grant award
GOAL: 100%



"The BIF grant came at a time when we were impacted greatly by Metro construction. It helped continue our work and it continues to help us serve kids in our community. Our future will get brighter with the coming of the new train down Crenshaw."

- Co-founders Erwin and Lula Washington and Associate Director Tamica Miller of Lula Washington Contemporary Dance Foundation, a non-profit organization, have received support from the BIF during construction of Metro's Crenshaw/LAX Transit Project.



52%

OF BIF GRANTEES ARE COMMUNITY-ANCHORED BUSINESSES
AND HAVE BEEN OPERATING FOR MORE THAN

10 YEARS.



CRENSHAW/LAX TRANSIT PROJECT BUSINESS SOLUTION CENTER



Metro established the first-ever Business Solution Center to provide immediate and hands-on services to small businesses along the Crenshaw/LAX Transit Project corridor.

The BSC was developed to serve as a direct link for small businesses impacted by construction of the Crenshaw/LAX transit line to a network of special support services within the Crenshaw and Inglewood communities. Metro's first-ever BSC provides small businesses with direct access to resources through the establishment of a business resource center located within the Crenshaw/LAX corridor.

In recognition of the challenges that transit rail construction can have on small businesses, yet also the pathways to economic vitality that transit rail can bring to communities and businesses, the BSC is another demonstration of Metro's commitment to being a trusted partner that is invested in the diverse communities of LA County. Small businesses impacted by the transit rail construction have access to supportive services delivered by a team of small business and economic development professionals.

Through an innovative model, Metro in partnership with Del Richardson & Associates, Inc. and a collaborative with Vermont Slauson Economic

Development Corporation and the Los Angeles Urban League has delivered a team of small business and economic development professionals to **provide hands-on assistance to more than 300 small businesses.**

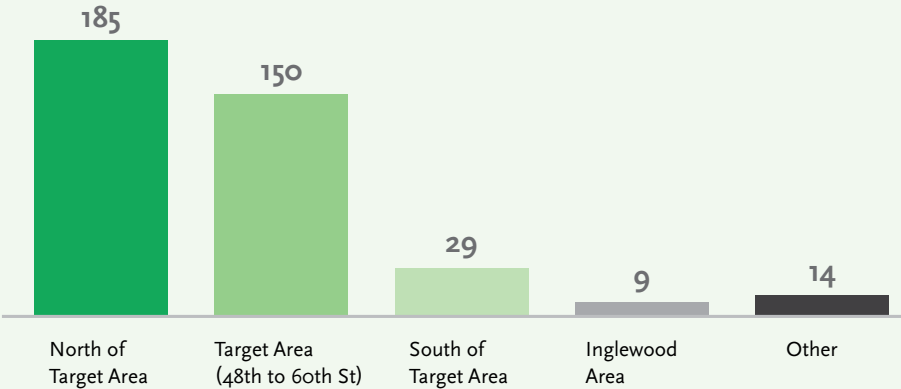
Through the innovative collaboration, Metro continues to deliver not only hands-on business development services to small businesses within the Crenshaw and Inglewood communities, but also referrals to experts in areas, such as accounting management, access to financial capital, brand development, marketing, social media and specialized business service areas, **resulting in more than 900 individual referrals.**

Metro's goal is not only to help businesses sustain throughout construction, but also to support them through the realization of the economic benefits that transit rail brings to communities; hence the BSC encourages small businesses to envision the future of their business by focusing on long-term business planning, and leveraging technology and social media.

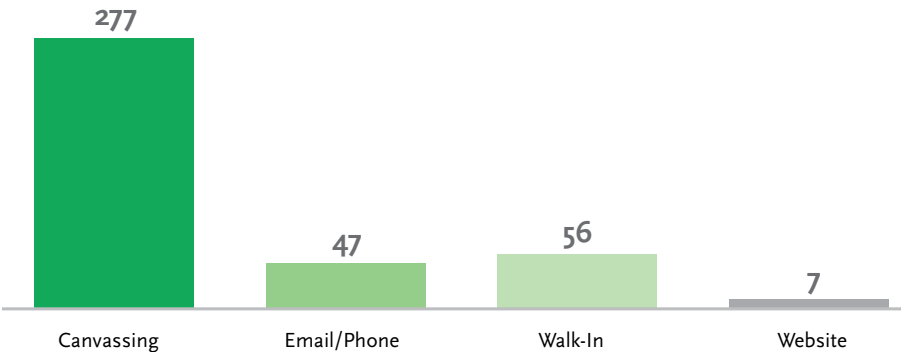
Business Solution Center Facts at a Glance

QUARTERLY AS OF CY2016 Q4

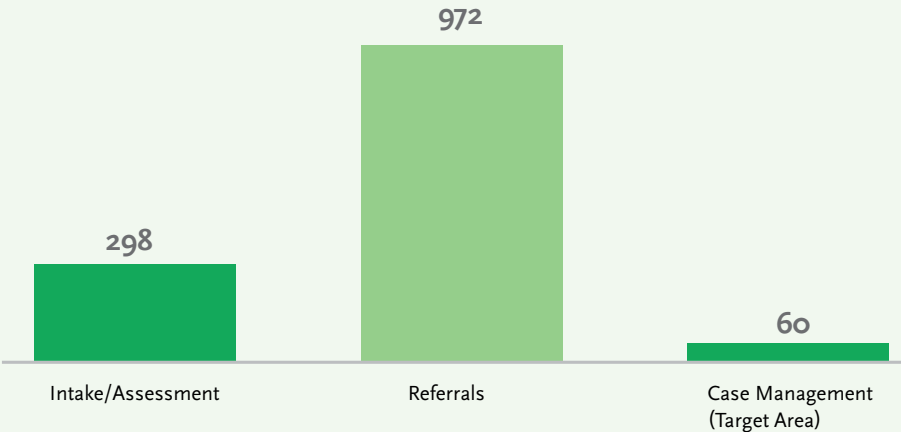
Businesses Contacted by Location – 387



Method of Contact

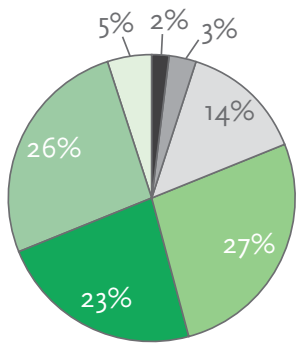


Business Support Status



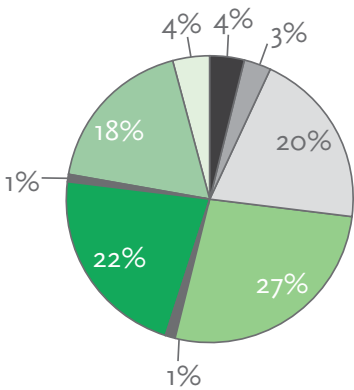
Areas of Service

QUARTERLY AS OF CY2016 Q4



Target Area

- Accounting Management
- Access to Capital
- Business Development
- Business Interruption Fund
- Marketing
- Social Media & Website
- Zoning & Land Use



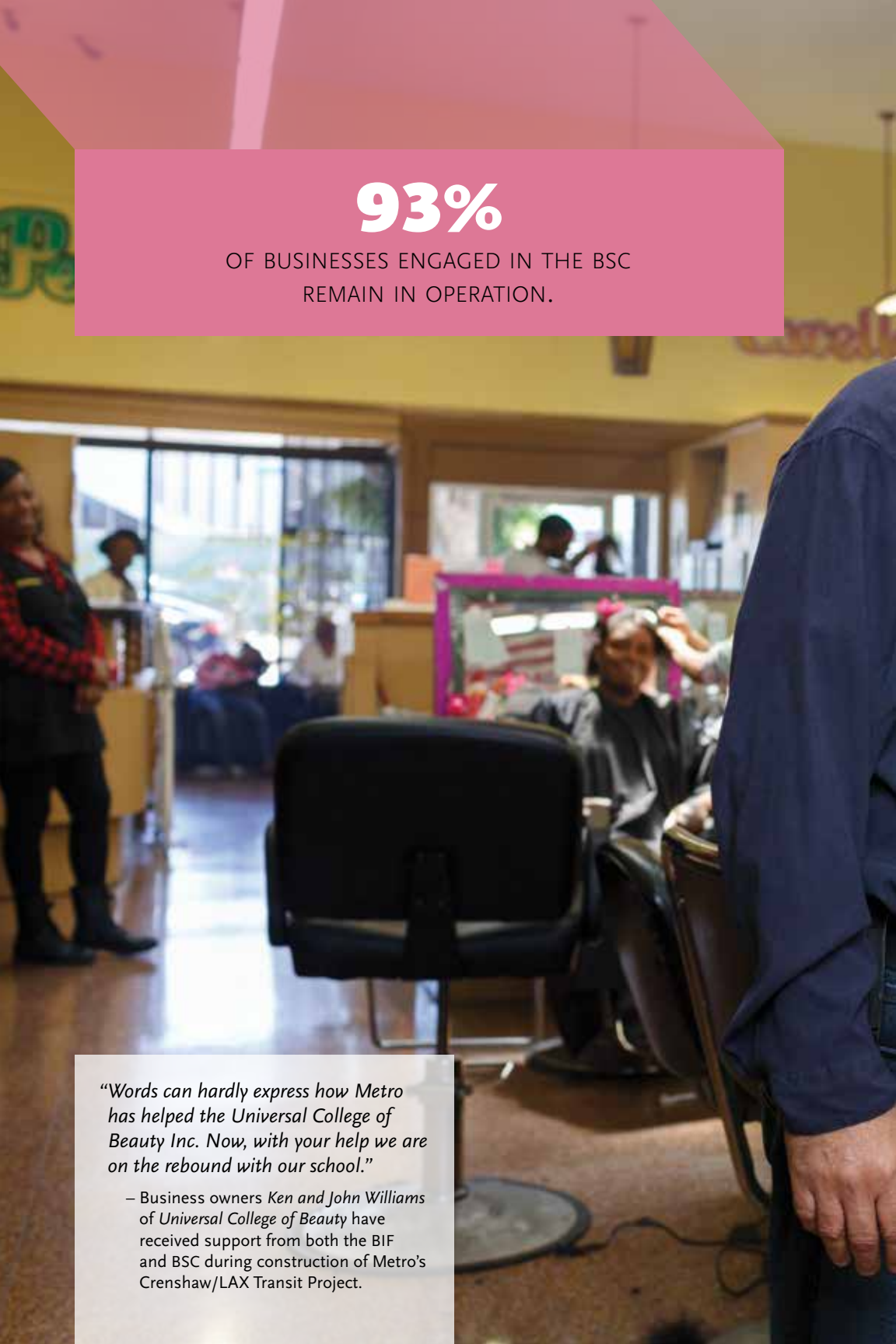
Alignment

- Accounting Management
- Access to Capital
- Business Development
- Business Interruption Fund
- Career Mentorship
- Marketing
- Relocation Assistance
- Social Media & Website
- Zoning & Land Use

Measures of Effectiveness

QUARTERLY AS OF CY2016 Q4





93%

OF BUSINESSES ENGAGED IN THE BSC
REMAIN IN OPERATION.

“Words can hardly express how Metro has helped the Universal College of Beauty Inc. Now, with your help we are on the rebound with our school.”

– Business owners Ken and John Williams of Universal College of Beauty have received support from both the BIF and BSC during construction of Metro's Crenshaw/LAX Transit Project.





"The help I've received through the Business Solution Center has been both educational and relevant. The staff is always patient and available to answer my questions as we transition through Metro's construction."

– Business owner Kar Lee Young of Crenshaw Yoga & Dance has received support from the BSC during construction of Metro's Crenshaw/LAX Transit Project.

Our small business partners teach us so much. Metro listens closely, and then delivers enhancements to improve our BIF and BSC programs.

In delivering Metro's first-ever pilot BIF and BSC programs, we recognized the importance of direct community outreach and in-person engagement as the most effective opportunity for building community trust and overall engagement in the programs.

The great diversity of the business communities that comprise our county demonstrated the importance for us to deliver each program through a collaboration consisting of a diverse team of small business professionals and Metro staff.

The success of the small business programs require ongoing and clear communication between program staff, community members, constituents and stakeholders.

Capturing feedback and promoting engagement of the small business community early into the implementation of the small business programs provided an opportunity to enhance the structure of each of the pilot programs.

In delivering these innovative small business programs through the defined program eligibility requirements and guidelines for the BIF, Metro has ensured equitable access to the program and available financial resources for businesses in each of the transit rail project corridors.

THE BSC HAS REFERRED OVER

250

BUSINESSES TO RESOURCE PROVIDERS, EXPERTS
AND ECONOMIC DEVELOPMENT PROFESSIONALS
THROUGHOUT LA COUNTY.

MORE THAN

800

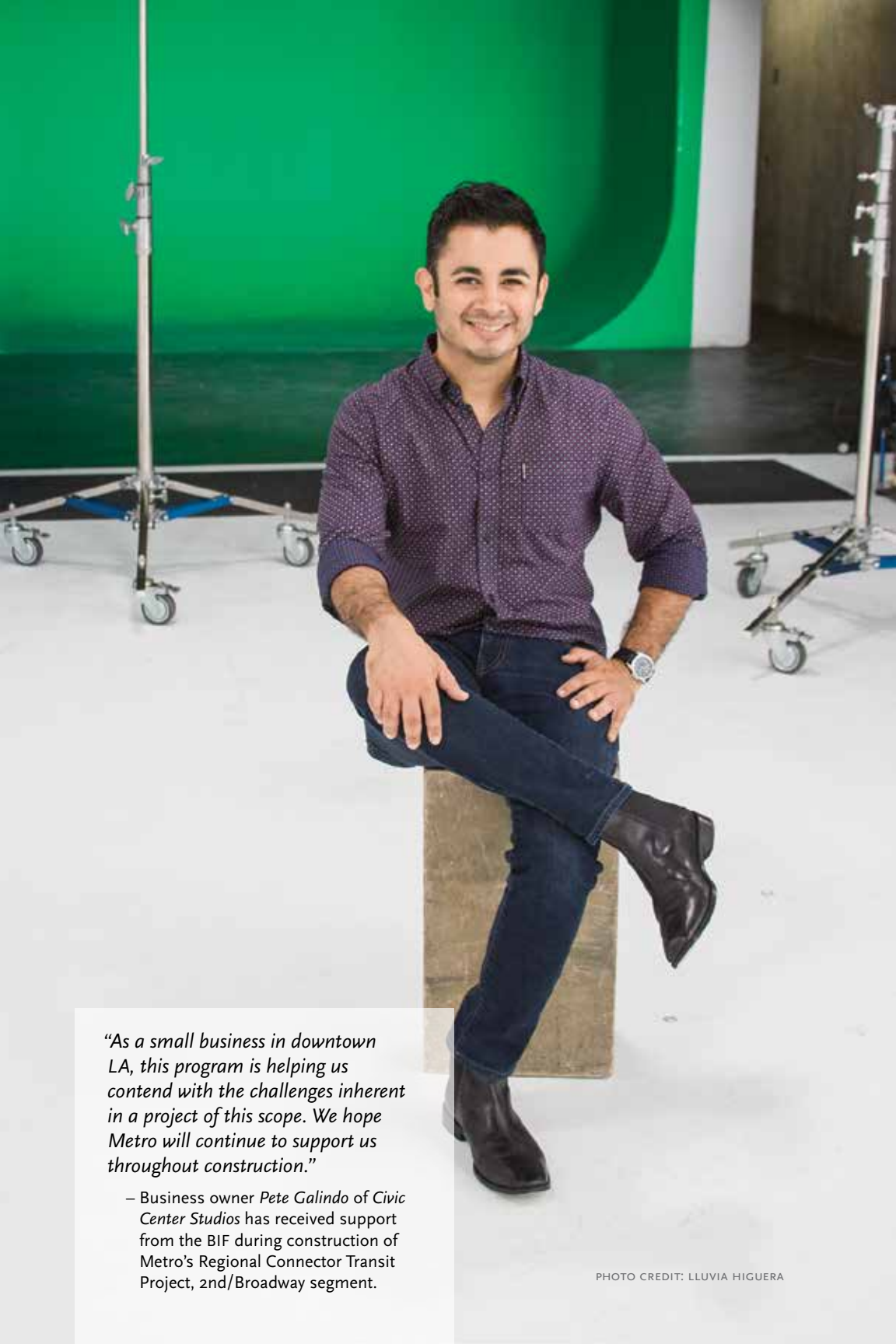
JOBS HAVE BEEN SUSTAINED THROUGH FINANCIAL
ASSISTANCE PROVIDED BY THE BIF.





“BIF has been a true partner in helping us survive through construction.”

– Business owner *Rumi Yamaguchi* of *Mitsuru Café* has received support from the BIF during construction of Metro’s Regional Connector Transit Project, Little Tokyo area.



“As a small business in downtown LA, this program is helping us contend with the challenges inherent in a project of this scope. We hope Metro will continue to support us throughout construction.”

– Business owner *Pete Galindo* of *Civic Center Studios* has received support from the BIF during construction of Metro’s Regional Connector Transit Project, 2nd/Broadway segment.

PHOTO CREDIT: LLUVIA HIGUERA

Our commitment to supporting communities through innovative small business programs has garnered attention throughout the industry.

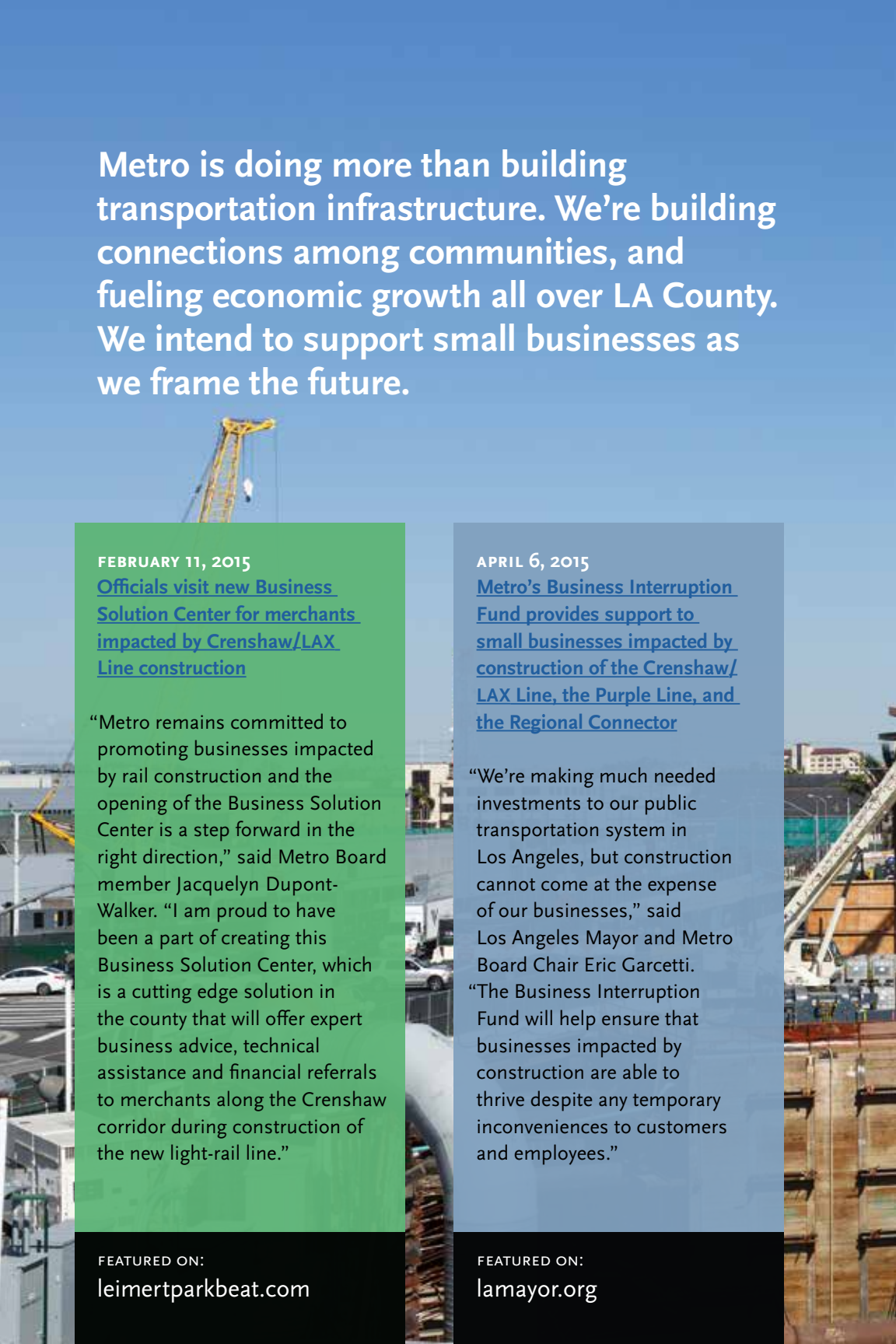
We've received attention and interest throughout the public sector and transportation industry, both nationally and abroad from:

- > New York MTA, Second Avenue Subway Project
- > Federal Transit Agency (FTA)
- > Honolulu Authority for Rapid Transportation
- > Melbourne Metro Rail Authority
- > KPMG Tel Aviv, Ministry of Finance of the Government of Israel
- > Los Angeles Department Water and Power (LADWP)

THE BIF AND BSC COLLABORATIVES
HAVE CONDUCTED MORE THAN

350

DIRECT OUTREACH ACTIVITIES TO SUCCESSFULLY
ENGAGE THE SMALL BUSINESS COMMUNITY.



Metro is doing more than building transportation infrastructure. We're building connections among communities, and fueling economic growth all over LA County. We intend to support small businesses as we frame the future.

FEBRUARY 11, 2015

[Officials visit new Business Solution Center for merchants impacted by Crenshaw/LAX Line construction](#)

"Metro remains committed to promoting businesses impacted by rail construction and the opening of the Business Solution Center is a step forward in the right direction," said Metro Board member Jacquelyn Dupont-Walker. "I am proud to have been a part of creating this Business Solution Center, which is a cutting edge solution in the county that will offer expert business advice, technical assistance and financial referrals to merchants along the Crenshaw corridor during construction of the new light-rail line."

FEATURED ON:

leimertparkbeat.com

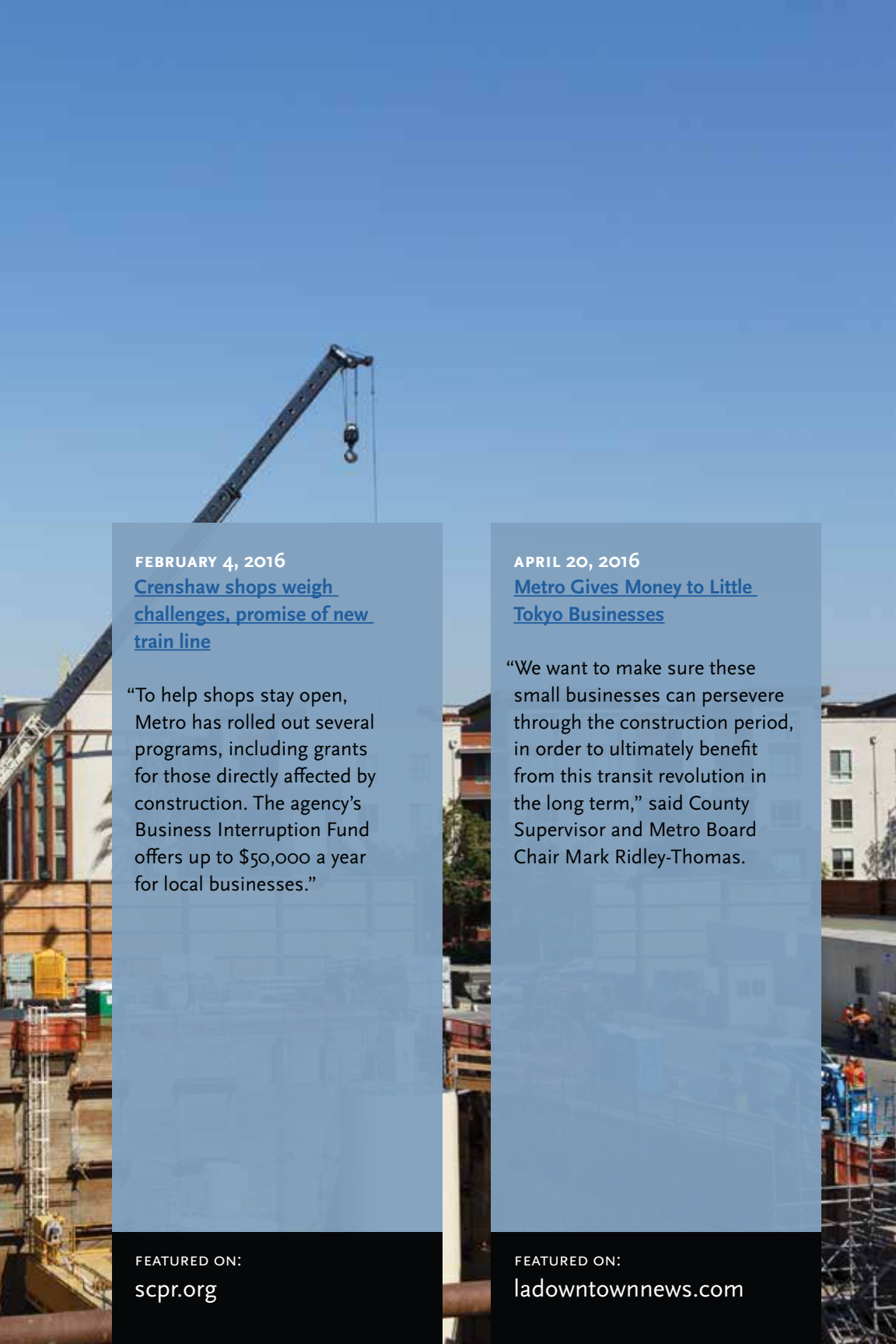
APRIL 6, 2015

[Metro's Business Interruption Fund provides support to small businesses impacted by construction of the Crenshaw/LAX Line, the Purple Line, and the Regional Connector](#)

"We're making much needed investments to our public transportation system in Los Angeles, but construction cannot come at the expense of our businesses," said Los Angeles Mayor and Metro Board Chair Eric Garcetti. "The Business Interruption Fund will help ensure that businesses impacted by construction are able to thrive despite any temporary inconveniences to customers and employees."

FEATURED ON:

lamayor.org



FEBRUARY 4, 2016

[Crenshaw shops weigh challenges, promise of new train line](#)

“To help shops stay open, Metro has rolled out several programs, including grants for those directly affected by construction. The agency’s Business Interruption Fund offers up to \$50,000 a year for local businesses.”

FEATURED ON:

scpr.org

APRIL 20, 2016

[Metro Gives Money to Little Tokyo Businesses](#)

“We want to make sure these small businesses can persevere through the construction period, in order to ultimately benefit from this transit revolution in the long term,” said County Supervisor and Metro Board Chair Mark Ridley-Thomas.

FEATURED ON:

ladowntownnews.com

Metro's Business Interruption Fund

metro.net/bif

Metro's Business Solution Center

metrobsc.net/crenshaw

We thank and acknowledge Pacific Coast Regional Small Business Development Corporation (PCR) and Del Richardson & Associates, Inc (DRA) for their collaboration in the implementation of Metro's pilot small business programs.



Metro[®]

