



Board Report

File #: 2019-0712, **File Type:** Motion / Motion Response

Agenda Number: 39.

**CONSTRUCTION COMMITTEE
OCTOBER 17, 2019**

SUBJECT: METRO BUSINESS SOLUTION CENTER (BSC)

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING the status update and assessment of the Pilot Crenshaw/LAX Business Solution Center (BSC) and an analysis for the expansion of the BSC from a pilot to permanent program for all upcoming light rail projects in the Measure M pipeline; and
- B. AUTHORIZING the Chief Executive Officer to transition the Metro Business Solution Center from a pilot to a permanent program and expand the program to all upcoming light rail projects in the Measure M pipeline.

ISSUE

Metro's Board of Directors (Board) issued Motion 38.1 on June 27, 2019 (Attachment A) that authorized the Chief Executive Officer (CEO) to transition the pilot Metro Business Solution Center to a permanent program and expand the program to all upcoming light rail transit projects in the Measure M pipeline inclusive of the "Four Pillar Projects" identified as part of the "Twenty-eight by '28" Initiative. As highlighted by the Board, the light rail transit projects will bring high-quality transportation options to communities throughout Los Angeles County. However, during construction, the local small business communities will likely experience construction impacts that may hinder their daily operations.

In accordance to the Board's Motion, the Receive and File Report provides a status update and assessment of the Pilot Crenshaw/LAX Business Solution Center and an analysis for the expansion of the Business Solution Center (BSC) from a pilot to permanent program for all upcoming light rail projects in the Measure M pipeline.

BACKGROUND

Recognizing the importance of supporting small businesses during construction as vital to ensure economic sustainability of communities, Metro's Board of Directors issued Motion 79 (Attachment B)

on July 24, 2014 that authorized the CEO to establish the Pilot Crenshaw/LAX Transit Project BSC to provide hands-on case management services and business assistance to small businesses along the Crenshaw Corridor between 48th and 60th Streets during the term of the Crenshaw/LAX Transit Line Project. Furthermore, in recognition of construction impacts to small businesses outside of the original boundary of 48th and 60th Street, Metro expanded the BSC to provide an increased level of support services to all businesses along the Crenshaw/ LAX Corridor. The BSC, which has been operational for nearly five years, continues to provide direct hands-on technical assistance to small and micro businesses within the Crenshaw and Inglewood communities impacted by the transit rail construction. As of September 2019, more than 300 small businesses have been supported by Metro's BSC.

DISCUSSION

The program model for Metro's Pilot BSC was developed through the framework outlined in a July 2014 analysis, "Recommendations for a Pilot Metro Business Solutions Center," developed by Estalano LeSar Perez Advisors, LLP, and through the recommendations as outlined in Board Motion 79. The early implementation of the BSC focused on providing business assistance including expert business advice, technical assistance and other resources for businesses in the target area of Crenshaw Boulevard from 48th - 60th Street based on construction activity of the at-grade portion of the transit rail project. The BSC program model and the scope of services has evolved throughout the operations of the center; and Metro staff has gained many lessons learned, insights into the effects of construction impacts on small businesses, and the type of technical and support services that help businesses sustain during the period of impact.

This report provides a status update on the BSC, including a high-level assessment based on the current program model, and an analysis for the expansion of the BSC for Measure M light rail projects with focus on the "Four Pillar Projects." Additionally, the report provides an overview of the "Metro Pilot Business Solutions Center Expansion Analysis (Report)" developed by Chen Ryan Associates.

I. Crenshaw/LAX Business Solution Center Assessment

In response to the construction impacts that businesses within the Crenshaw and Inglewood communities were experiencing during the early stages of Crenshaw/LAX Transit Project, Metro contracted the professional services of Del Richardson and Associates, Inc (DRA) to serve as the program administrator to operationalize the BSC along the Crenshaw Corridor. Metro implemented the BSC through the soft-launch in December 2014 followed by the formal launch in February 2015. The mission of the BSC is to enhance the capacity of impacted small businesses to sustain through disruptions caused by construction and ultimately to take advantage of opportunities arising from the completion of the Crenshaw/LAX Transit Project. The active construction along the Crenshaw/LAX alignment not only resulted in the need to provide services immediately upon program soft-launch, but it also created a demand for services to be provided to businesses outside of the identified target area effected by the ongoing and phased construction activities that heavily centered around construction of the underground stations which began first. Thus, a comprehensive program assessment was conducted in 2016 and through the information, observations and lessons learned, as well as the realization that more than 60% of small businesses seeking support services were

outside of the predefined BSC target area, Metro staff made enhancements to the program model for the expansion of services. The expanded program model afforded Metro and the program administrator the opportunity to provide one-on-one client services and targeted outreach for small businesses along the Crenshaw/LAX Transit corridor regardless of location.

A. Performance Outcomes

Metro staff, in close coordination with the BSC program administrator, continue to monitor the effectiveness of the program through analysis of business intakes and assessments, business referrals and other activities such as the type of business support services requested by business owners, as well as the overall sustainability of businesses demonstrated by continued operations. A comprehensive summary of the BSC activity is outlined within the BSC Fact Sheet (Attachment C).

B. Lessons Learned

The implementation of the Pilot Crenshaw/LAX BSC has afforded Metro an opportunity to gather best practices and lessons learned that will lend to the potential expansion of the BSC program model along the forecasted Measure M light rail projects. Highlighted are various best practices and lessons learned throughout the operations of the BSC.

- **Community Trust** - Metro has achieved a level of success in delivering the BSC through a team of diverse small business professionals complemented by staff within Metro's Diversity and Economic Opportunity (DEOD) unit. Partnering with organizations anchored within the Crenshaw and Inglewood communities, the team has fostered an understanding of the community and business demographics, the social and cultural relevance and history of the community, the small business landscape, and it has facilitated trust building within the impacted communities through direct in-person contact and relationship building.
- **Co-Located Center** - A similarly important feature of the BSC is the co-location of the center along the alignment and within the impacted community. Having the center located along the alignment has been ideal in facilitating small business owners' access to the BSC program staff and the available resources. The co-location not only allows for workshops and one-on-one appointments to occur at the center and within the community, but also supports the ease and convenience of hosting one-on-one client sessions at the small business location recognizing that many "mom and pop" businesses are directly operated by the owner. The co-location also affords BSC program staff the opportunity to experience the construction activities and impacts and maintain close coordination with Metro's program staff including the Construction and Community Relations teams.
- **Phased Program Implementation** - Phased program implementation afforded Metro and the BSC program staff the opportunity to outreach and engage business owners early into the construction and impact. Recognizing the need to build trust is a significant consideration, the phased implementation supported that effort. Ideally through phased implementation, the community outreach, engagement and trust building began with pre-construction activation.
- **Program Model & Partners** - A component of the original program model focused on leveraging free business support services provided by local organizations and community partners. Early on, program staff observed that small businesses needed both immediate and

tangible resources, as well as technical assistance. Businesses required focused one-on-one services including accounting management, tax preparation, marketing, etc. from technical professionals that did not offer services free of charge. Technical professionals have been able to provide one-on-one services as well as special group trainings and workshops. The professionals are often apart of the Crenshaw and Inglewood communities allowing for community re-investment.

- **Staffing Level(s)** - The Crenshaw/LAX BSC is comprised of a small dedicated contract team that is responsible for all center activities including day-to-day operations, direct business assistance, client case management including outreach and administrative tasks as well as data collection. The demand for support was initially underestimated, yet through Metro's effort to rescope the program model including the services, additional adjustments to staffing were made; however, the demand for support is elevated as construction activities progress and impacts are experienced. Increased and adequate staffing levels would allow for more businesses to receive focused support directly from BSC program staff.
- **Services** - With the changing landscape of the corridor comes a need for business services related to real estate, commercial leasing, IT infrastructure and façade improvements. As the mission of Metro's BSC is to help small business sustain during the challenges of construction and reap the economic benefits that transit rail has demonstrated to bring to communities, focusing on long term business planning and sustainment is vital. There has been an ongoing need to assist businesses with real estate and commercial leasing as well as storefront improvements to better match the new transportation infrastructure, landscaping, station art, and overall corridor improvements such as new curbs, gutters, sidewalks and roadway restoration that enhance the business corridor.
- **Program Data** - With nearly five years of program implementation, a key lesson learned has included formalizing the data collection methods and determining the methodology by which the data is analyzed and reported. Formalizing these processes ensures data collection responsibilities can be transitioned between Metro staff and the contracted program administrator.
- **Capital to complete Assessment Recommendations** - A valuable lesson learned has been the need to have access to capital for implementation of assessment recommendations. In the current program model, BSC clients have received free assessments related to branding, IT, security systems and others. While the assessments covered by the BSC are free of charge to the business owners, the "mom and pop" owners often need access to capital to implement assessment recommendations. The completion of recommendations has led to more comprehensive brand development, upgrade of IT infrastructure and installment of new security infrastructure, business planning and other areas that support business retention and long-term growth.

II. Business Solution Center Expansion Analysis

As of July 2019, staff has advanced efforts to evaluate and measure the impact of Metro's existing Pilot BSC and perform an analysis for the transition of the pilot program to permanent with focus on

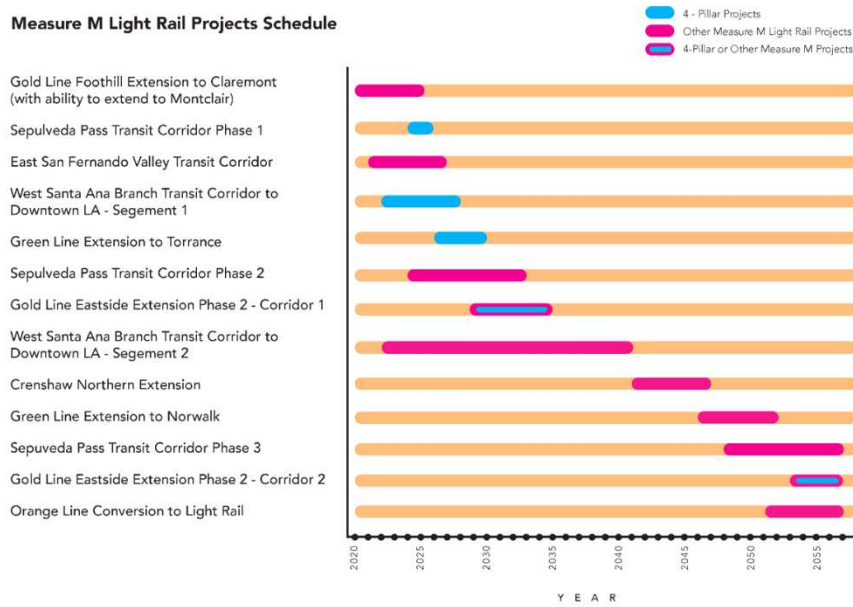
the expansion of the program along the upcoming light rail projects in the Measure M pipeline, particularly the “Four Pillar Projects,” within “Twenty-eight by ’28” Project List. Furthermore, recognizing the urgency of the request and commitment to report back to the Board by October 2019, Metro contracted the professional services of Chen Ryan Associates to perform an expansion analysis which resulted in the comprehensive Report (Attachment D). The analysis included an examination of the business composition along Measure M light rail corridors comprised of: an assessment of the potentially impacted small businesses along each corridor; estimates of business revenues within the project corridors; the number of those businesses in disadvantaged communities (based on Priority Populations as defined by California Environmental Protection Agency) and Equity Focus Areas as defined by Metro’s Equity Platform Framework; projected cost estimate for the expansion of the BSC; and recommendations for the additional services based on the expanded program.

As outlined in the Report, the projected number of small business identified within the potential impact buffer along all Measure M light rail projects is between 4,015 and 6,025. Through assessment of the current Pilot BSC program model and the contracted professional services including other considerations, an analysis was derived for the projected cumulative range of costs for implementing the expanded BSC. The forecast cost for the expansion of the BSC along all the Measure M light rail projects between 2020 and 2058 is between \$28,500,978 and \$39,632,138 (stated in 2019 dollars). The Report provides a comprehensive outline of the methodology for the cost forecast including the business impact levels which include but not limit to: assumptions made based on the current cost for operations of the Pilot Crenshaw/LAX BSC including existing service levels; inclusion of multiple alignment alternatives that currently exist for many of the Measure M projects; and the project construction schedule for each project and various alternatives including others. Costs projections are stated in 2019 dollars.

A. Construction Analysis

The construction schedule for the “Four Pillar Projects” and other Measure M Projects will span from the year 2020 to 2057. The construction timeline of the Four Pillar Projects is projected to expand the years of 2022 and 2035 while other Measure M projects are anticipated to be constructed between the years of 2020 and 2057. The analysis focused on the construction corridors located across Los Angeles County for the following Measure M funded light rail projects:

Figure 1. Measure M Light Rail Project Schedule



B. Potentially Impacted Small Businesses

To identify the extent of impacts that the transit rail construction would have on small businesses located along the business corridors of each transit rail project, an assessment of the alternative alignments was performed, and an impact buffer was applied based on the assumed alignment configuration and construction method. For the light rail projects that had alignments that were determined to be at-grade and within public right-of-way the impact buffer was identified as 200 feet, i.e. the impact distance for surrounding properties. The same methodology was applied to derive an impact buffer for the alternative alignments with construction contained within the existing right-of-way. In consideration of various assumptions, the impact buffer was identified at 400 feet. In keeping with Metro’s definition for small “mom and pop” businesses, the analysis was of businesses having 25 or fewer employees.

C. Business Corridor Composition

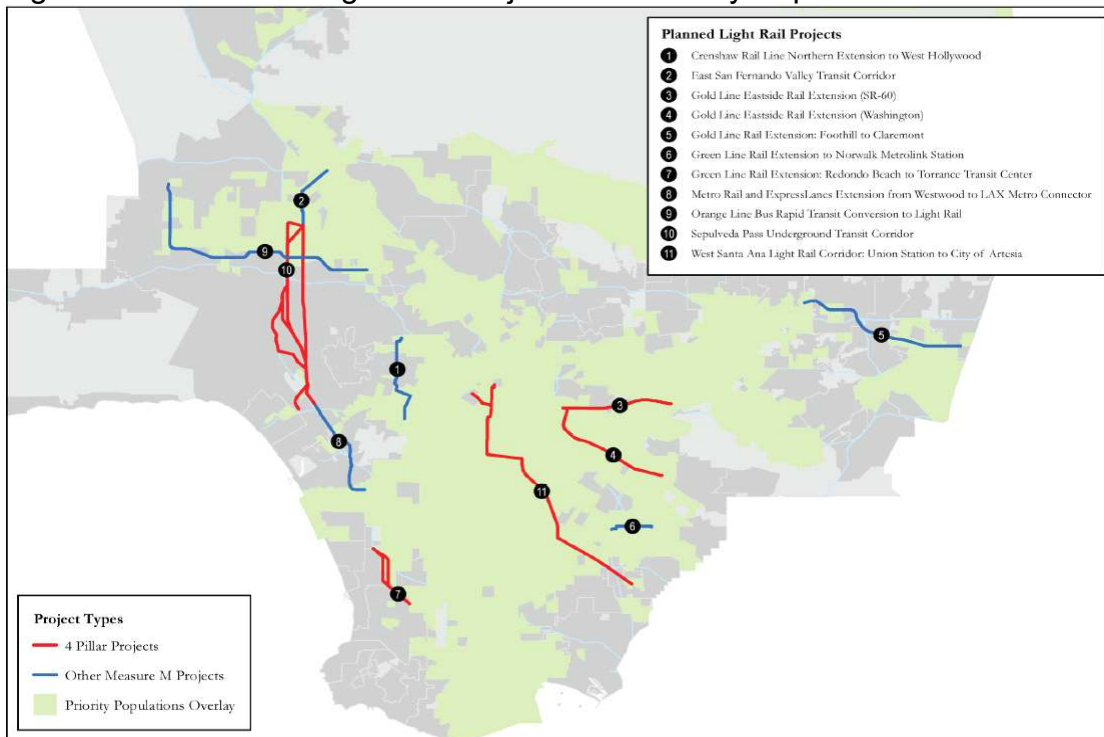
To gain an in-depth understanding of the composition of the business corridors including community characteristics and demographics with consideration to equity focus areas, the analysis examined the number of small businesses residing in Disadvantaged Communities (Priority Population Areas) and Equity Focus Areas. The analysis focused on two demographic factors that have been historical determinants of disinvestment and disenfranchisement and as result equity impact measure. These are household income and race/ethnicity. Also, keeping in alignment with Metro’s Equity Platform, households with low vehicle ownership was included as a third measure for examination. As outlined in the Report, the Equity Focus Areas measures were developed using the US Census American Community Survey (ACS) income and demographic indicators for Los Angeles County.

- **Disadvantaged Communities (Priority Population Areas) Indicators**
 - Top 25% most impacted census tracts in CalEnviroScreen 3.0
 - Low-income communities and households that are at or below 80% of the statewide median income, or at or below the threshold designated as low-income by California Department of Housing and Community Development 2016 State Income Limits

- **Equity Focus Areas Indicators**
 - Household income
 - Race/ethnicity
 - Households with low vehicle ownership.

As result of the detailed analysis, between 2,758 and 4,359 potentially impacted small businesses were found to be within disadvantaged community Priority Population Areas, with a subset of between 1,294 and 1,718 of these businesses being within Equity Focus Areas.

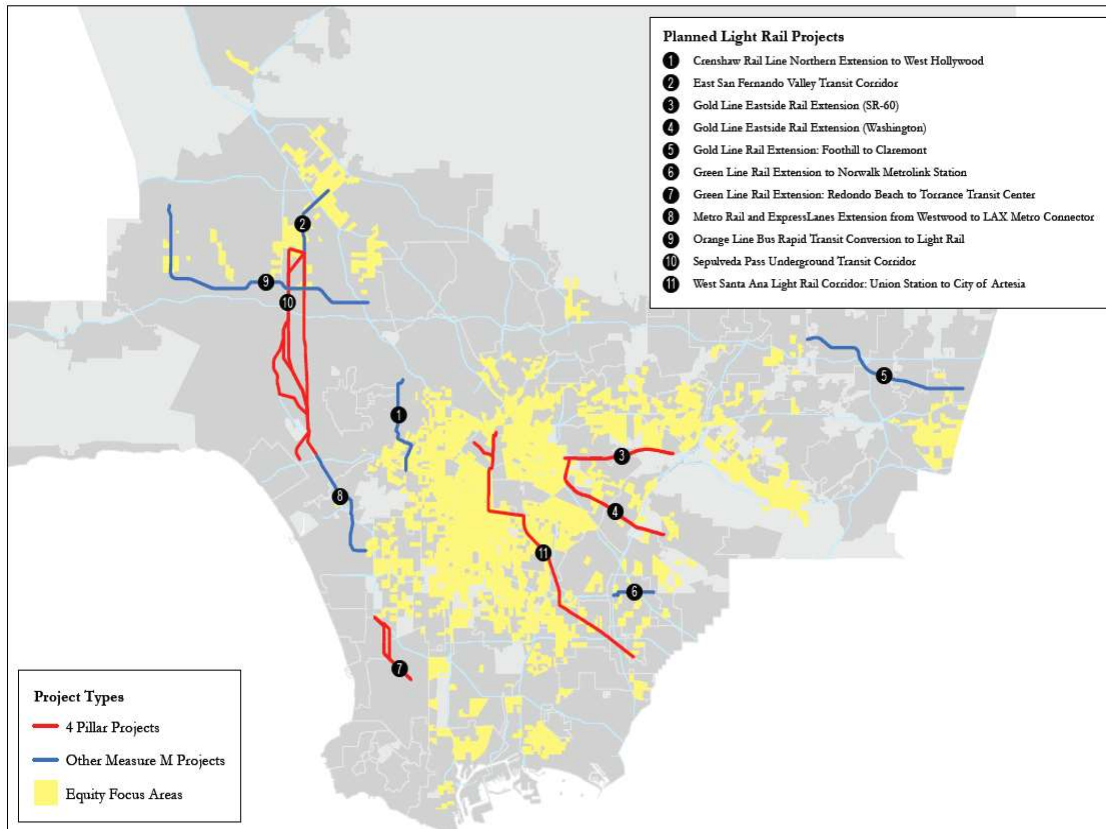
Figure 2. Measure M Light Rail Projects and Priority Population Areas



Metro Business Solution Center Analyses

Source: Chen Ryan Associates

Figure 3. Measure M Light Rail Projects and Equity Focus Areas



Metro Business Solution Center Analysis

Source: Chen Ryan Associates

D. Small Business Revenues

Annual revenues of small businesses were assessed to better understand the business characteristics of the potentially impacted small businesses along each light rail project. The information served to provide insights related to the probable economic impact to the business community and in-turn community at-large. As outlined in the Report, the annual revenue of potentially impacted small business is estimated to range between approximately \$5.3B and \$8.0B. Annual revenues of impacted small businesses in Priority Population Areas is estimated to range between approximately \$4.0B and \$6.1B while annual revenue of impacted small businesses in Equity Focus Areas is estimated to range between approximately \$2.0B and \$2.6B.

E. Projected Operating Costs

To achieve a rough order of magnitude (ROM) for the cumulative cost for the expansion of the BSC along the identified light rail projects, the consultant team performed a thorough examination of the historical costs structure for the Crenshaw/LAX BSC. The current average cost of the BSC is approximately \$310,000 per year which has outreached to approximately 450 small businesses. Of the 450 businesses, approximately 18% use the BSC on an annual basis.

i. Estimated Cumulative Operating Costs

The examination included an assessment of the current service levels, business impacts and insights obtained from the BSC program administrator. Based upon the various analyzed elements along with stated assumptions, the cumulative of costs for implementing and expanding the BSC for all Measure M light rail projects is estimated to range between \$28,500,978 and \$39,632,138 between 2020 and 2058. The analysis netted a projected annual cost between \$5,286,530 and \$13,871,481 to operate the program across all years of construction for the “Four Pillar Projects.”

ii. Estimated 5-Year Operating Costs

To further disaggregate the cumulative cost, the anticipated yearly costs for operating the BSC was examined for the first five-year period between 2020 and 2024 for all applicable Measure M light rail projects based on the construction schedule; hence, the anticipated operating cost for the first year (2020) is \$1,185,087. The five-year operating costs are estimated to range between \$8,309,821 and \$10,303,031. The estimated five-year cost basis for the operations of the BSC for the Four Pillar Projects ranges between \$2,041,891 and \$4,035,101 between 2020 and 2024.

The following chart summarizes estimated five-year BSC operating costs for the Four Pillar Projects and all other Measure M light rail projects reviewed for the analysis.

Figure 4. Estimated Five-Year BSC Operating Costs (2020-2024) (2019 Dollars)

| Cost for All Lines by Year (2020-2024) ¹ | 2020 | 2021 | 2022 | 2023 | 2024 | Summary (2020-2024) |
|---|-------------|-------------|-------------|-------------|-------------|---------------------|
| 4 Pillar Projects | | | | | | |
| Low | - | \$417,567 | \$408,332 | \$610,097 | \$605,594 | \$2,041,891 |
| High | - | \$620,365 | \$606,210 | \$1,413,269 | \$1,395,257 | \$4,035,101 |
| Other Measure M LRT Projects² | | | | | | |
| Low | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |
| High | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |
| Total Measure M LRT Projects | | | | | | |
| Low | \$1,185,087 | \$1,575,329 | \$1,565,795 | \$1,767,559 | \$2,216,051 | \$8,309,821 |
| High | \$1,185,087 | \$1,777,827 | \$1,763,672 | \$2,570,731 | \$3,005,714 | \$10,303,031 |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).
2. During the 5-year period of 2020-2024, only one alternative exists.

iii. Considerations for Expansion

The projected costs for the expansion of the program take into consideration various best practices and lessons learned from the Pilot Crenshaw/LAX BSC such as the co-location of the center within the corridor and the operationalization of the BSC prior to the activation of construction as well as

one-year post construction. In addition, the projected costs for the expansion and operations of the BSC include the analysis of various light rail alternatives which lend to elevated costs projections yet provide a ROM baseline for funding consideration. In consideration of the foreseeable impacts to potentially more than 4,000 small “mom and pop” businesses located within Priority Population Areas and Equity Focus Areas and in consideration of the success of the Crenshaw/LAX BSC’s ongoing support to help businesses sustain during the challenges of transit rail construction, Metro staff recommends to transition the BSC from a pilot to a permanent program through a phased implementation commencing with the “Four Pillar Projects.” The phased implementation approach will support the future ability for refined cost feasibility and incremental funding.

Furthermore, the phased implementation will lend to the opportunity for the internal department to make staffing adjustments in support of the expanded program. The Pilot BSC along with other small business programs is spearheaded by staff within Metro’s DEOD unit with the administration and oversight shared among staff. In effort to support the program expansion inclusive of the implementation, administration and monitoring including management of the contracted program administrator, the authorization for dedicated staffing is recommended for consideration. In keeping to industry best practices for the effective oversight of such small business and economic development programs the formation of a dedicated staff through full-time equivalent (FTE) positions will require consideration and financial authorization.

FINANCIAL IMPACT

This has no financial impact to FY20. The project manager will be responsible for budgeting costs through the annual budget process for the Business Solutions Center.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The implementation of the transition of the pilot Metro Business Solution Center to a permanent program and expand the program to all upcoming light rail transit projects in the Measure M pipeline inclusive of the “Four Pillar Projects” identified as part of the “Twenty-eight by ’28” Initiative aligns to strategic goal 3 - enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The alternative considered is not implementing the expansion of the pilot program through conversion to a permanent program. This alternative would lead to potentially impacted small businesses not receiving technical and business support services during transit light rail construction.

NEXT STEPS

Based upon Board action, staff will advance a formal solicitation in accordance with the final program model, construction schedule and other factors, and develop a staffing plan to support the regional expansion of the program.

ATTACHMENTS

Attachment A - Motion 38.1

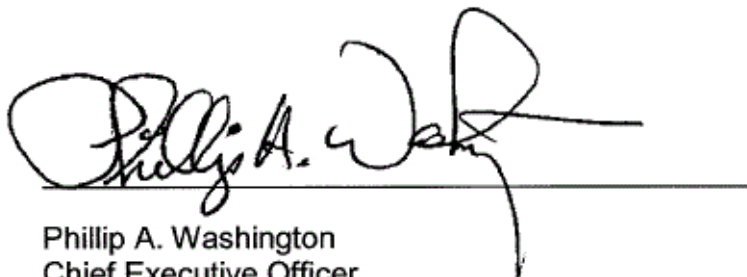
Attachment B - Motion 79

Attachment C - BSC Fact Sheet CY2019 Q2

Attachment D - Metro Pilot Business Solutions Center Expansion Analysis

Prepared by: Jessica Spearman, Principal Transportation Planner, Diversity and Economic Opportunity, Vendor/Contract Management, (213) 418-3266
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Reviewed by: Debra Avila, Chief Vendor/Contract Management Officer (213) 418-3051



Phillip A. Washington
Chief Executive Officer



Metro

Board Report

File #: 2019-0521, **File Type:** Motion / Motion Response

Agenda Number: 38.1

**REGULAR BOARD MEETING
JUNE 27, 2019**

Motion by:

Hahn, Solis, Butts, Garcia and Najarian

Related to Item 38: Metro Pilot Crenshaw/LAX Transit Project
Business Solutions Center

As Metro continues to accelerate the Twenty-eight by '28 Project List, particularly the “4 Pillar Projects,” there will soon be an extensive amount of construction activity across Los Angeles County.

These rail projects will bring high-quality transit to the neighborhoods with the fewest transportation alternatives. However, during construction, nearby businesses are likely to experience a significant interruption in their everyday operations. Many of those businesses exist in an area with existing barriers to economic development.

Over the last several years, Metro embarked on an unprecedented effort to mitigate the negative impacts of construction on small businesses. The implementation of the Metro Business Interruption Fund provides financial support to impacted businesses from the Regional Connector Project, Purple Line Extension Sections 1 and 2, and the Crenshaw/LAX Project. This program has made great strides in forming robust partnerships between Metro and the local business communities.

In addition, Metro deployed the pilot Metro Business Solutions Center (BSC), which went even further to provide technical, marketing, and financial assistance for the small and micro businesses along the Crenshaw/LAX Project corridor.

Since 2015, these complementary programs have created a template that other transit agencies have worked to replicate. The amount of investment, financial or otherwise, has minimized local small business losses and strengthened the relationships between Metro and the communities it serves. The success of these programs has created goodwill and will directly contribute to the long-term success of the projects themselves.

As Metro moves forward with its ambitious capital project timeline, the agency must take every reasonable step to ensure there is sustainable and equitable assistance for small “mom and pop” businesses affected by all future major capital projects.

SUBJECT: METRO PILOT CRENSHAW/LAX TRANSIT PROJECT BUSINESS SOLUTIONS CENTER

APPROVE Motion by Hahn, Solis, Butts, Garcia and Najarian to direct the CEO to:

1. Transition the Metro Business Solutions Center from a pilot to a permanent program, and expand the program to all upcoming light rail projects in the Measure M pipeline.
2. Evaluate and measure the impact of the current Metro Business Solutions Center and identify areas of improvement.
3. Propose a funding formula for the expanded Business Solutions Center, including the following equity criteria:
 - a. The estimated number of small and micro businesses impacted for each respective light rail project.
 - b. Percentage of businesses impacted that serve primarily low-income populations.
 - c. Number of businesses that operate in Disadvantaged Communities.
4. Coordinate with the Vendor/Contract Management to ensure that the expanded Metro Business Solutions Center complimenting Business Interruption Fund Program is properly timed according to each project's construction schedule working with the community based organization which will tailor the needs of the communities on the project corridors.

**Motion by Supervisor Mark Ridley-Thomas, Mayor Eric Garcetti and Director
Jacquelyn Dupont-Walker**

**Implementation of a Pilot Business Solution Center for the Crenshaw/LAX Line
Relates to Item 79**

July 24, 2014

Since construction began on the Crenshaw/LAX Line Project (the Project) earlier this year, doing business on the Crenshaw Corridor (the Corridor) has become more challenging for businesses and patrons. Many businesses are already experiencing significant impacts created by construction activities, specifically at the intersections of Crenshaw Boulevard and Martin Luther King Jr. Boulevard and Exposition Boulevard where work is underway to lay the groundwork for future underground stations. Businesses between 48th Street and 60th Street, where the line will run at-grade, are also anticipated to face significant challenges when construction begins on that segment.

Under both Federal and State law, Metro is prevented from providing direct cash subsidies to businesses unless access to the business is denied due to construction impacts. While this has not technically been the case on the Corridor, there is a clear nexus between construction activities and reduced business activity, especially the walk-in traffic that many of the retail businesses rely on.

In April 2014, Metro retained a consultant to assess and provide recommendations on how to address the economic impacts of construction activities on small businesses on the Corridor. The consultant's report encourages the development of a pilot Business Solution Center that would provide direct sector-specific technical assistance to businesses along the Corridor to help them through construction activities. Services that could be provided to businesses include financial planning and advice on small business operations as well as dealing with municipal permits and regulations, legal assistance, marketing and grant/loan application management. The consultant specifically suggests that a pilot effort be established to provide proactive and hands-on business assistance to support the over 100 businesses at the at-grade portion of the

Project between 48th and 60th Streets, as well as a walk-in location along the Corridor for which businesses along the entire rail alignment can receive information, resources and referrals.

The establishment of a Business Solution Center would meaningfully enhance Metro's construction and external relations protocol. While serving as a relatively nominal financial investment for Metro, it would go a long way in helping to build the capacity of small businesses to survive the construction period and ultimately contribute to a vibrant transit corridor upon completion of the Line. If the Metro Board wants to pursue future funding measures to fully build out the system, it will be fundamental that we demonstrate to local small businesses that we are a committed partner during construction periods. This pilot Business Solution Center can serve as a model for such an effort, and to do so, it is essential that Metro partner with a capable and well established service provider to roll-out these services as quickly as possible. Furthermore, it is consistent with Metro's Construction Impact Response Program (CIRP) which was developed in response to construction on the Gold and Red Lines in the 1990s. The CIRP program provided various forms of relief for businesses including economic support and rapid response teams. These resources should also be made available for the Crenshaw Corridor.

The pilot Business Solution Center would also complement Metro's other ongoing efforts to address business' needs during construction. For example, Metro continues to modify construction signage based on the feedback of surrounding business' to highlight the names of businesses, parking locations and to clarify that businesses are open during construction. In addition, Metro is finalizing a communications strategy to promote an "Eat, Shop and Play Local" campaign during construction.

WE THEREFORE MOVE THAT THE BOARD OF DIRECTORS:

1. Receive and file the "Recommendations for a Pilot Metro Business Solution Center";

ATTACHMENT B

2. Authorize the CEO to immediately solicit proposals to establish a Pilot Metro Business Services Center along the Crenshaw Corridor that includes a physical presence with consistent staffing hours for the duration of the construction of the Crenshaw/LAX Line, as well as a Business Solutions Outreach Strategy for the at-grade portion of the alignment on Crenshaw between 48th and 60th Streets and other locations that are determined to be significantly impacted by construction activities, and authorize the CEO to execute a contract with the most responsive and qualified bidder, with the objective of beginning operations by October 2014;
3. Direct the CEO to identify up to \$250,000 and amend the current budget to fund the initial year activities, with an overall project budget expected to be approximately \$1,000,000, to be included in future budgets for fiscal year 2016, 2017 and 2018 at \$250,000 per year;
4. Direct the CEO to report back in September on a plan to utilize existing Full-Time Equivalent position(s) to staff the Business Solutions Center.
5. Direct the CEO to incorporate the following elements into the Pilot Business Solution Center Program:
 - a. A single point-of-contact or case management approach for each business; and
 - b. A 72 hour quick response plan.
6. Direct the CEO to establish an additional mitigation menu and criteria based on MTA's previous Construction Impact Response Program that includes:
 - a. Marketing campaigns for impacted businesses;
 - b. Rent and mortgage subsidies to businesses;
 - c. A low-interest loan fund that is accessible to small and micro-businesses;
 - d. Report back to the Board in September with funding recommendations;
7. Direct the CEO to report back on a Post-Construction Façade Improvement Program in conjunction with the approved Design-Build Contract for the Crenshaw/LAX Transit Line;
8. Direct the CEO to report back on the feasibility of establishing Memorandums of Understanding with local business and community stakeholder groups, as has been

done in Denver, Colorado, to ensure that we are maximizing community involvement and engagement as it relates to construction activities;

9. Direct the Diversity and Economic Opportunity Department to manage and oversee the Business Solution Center Project; and
10. Provide quarterly updates to the Executive Management and Construction Committees on the Pilot Business Solution Center and the “Eat, Shop and Play Local” campaign beginning in September 2014.



CRENSHAW/LAX TRANSIT PROJECT BUSINESS SOLUTION CENTER

Fact Sheet



Metro®



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.

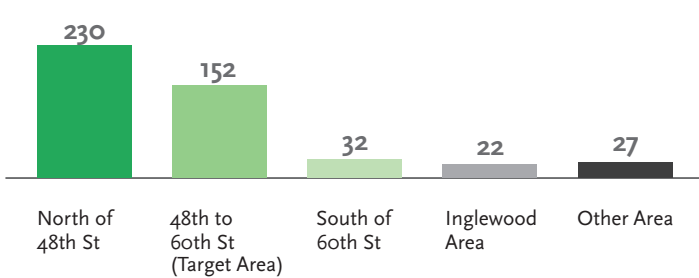
Small businesses along the corridor have access to the BSC for business and technical assistance, including business development services and referrals to partnering business resource providers.

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.

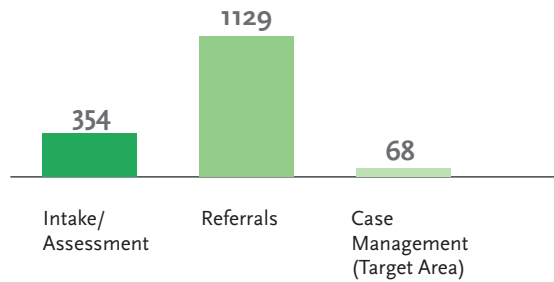


BSC Facts at a Glance (as of CY19 Q2)

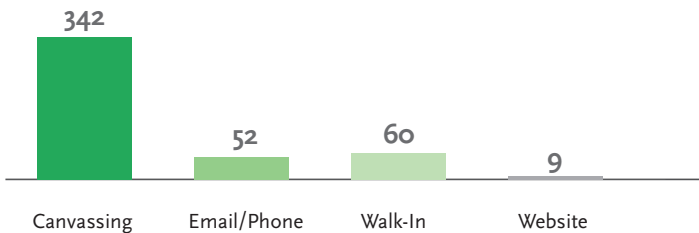
Businesses Contacted by Location – 463



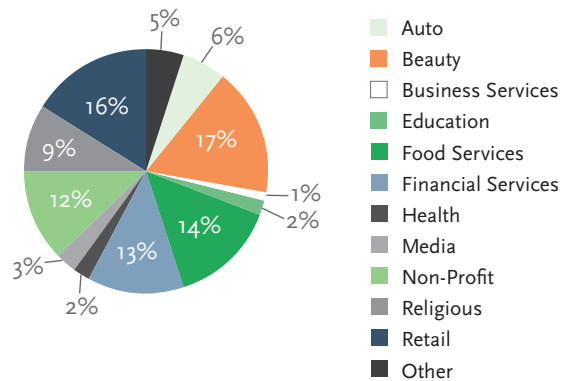
Business Support Status



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

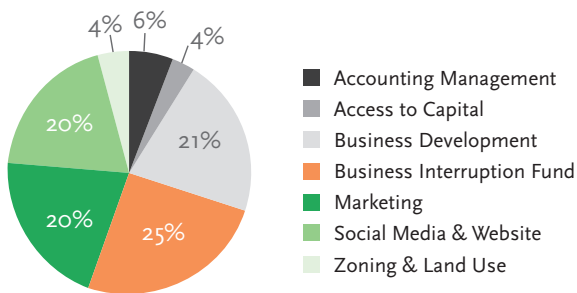


STEP 3 Meet with BSC staff



STEP 4 Begin receiving support services

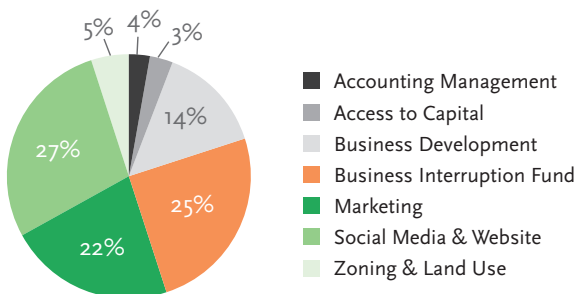
Areas of Service – Alignment



Measures of Effectiveness



Areas of Service – 48th to 60th – At Grade



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

-  323.299.9660, x2289
-  metrobsc@gmail.com
-  metrobsc.net/crenshaw

Crenshaw/LAX Transit Project

-  crenshawcorridor@metro.net
-  metro.net/crenshaw
-  [@crenshawrail](https://www.facebook.com/crenshawrail)
-  [crenshawrail](https://twitter.com/crenshawrail)



METRO PILOT BUSINESS SOLUTIONS CENTER

EXPANSION ANALYSIS

EXECUTIVE SUMMARY



Prepared for:

Metro

1 Gateway Plaza
Los Angeles, CA 90012

Prepared by:

CHEN RYAN with JLL and AECOM

801 S Grand Avenue • 11th Floor
Los Angeles, CA 90017

Executive Summary

This report establishes a quantification of the cost to expand Metro's Pilot Business Solution Center Program (BSC) based on the number of small businesses in each corridor. As such, this analysis provides an examination of the business mix along Measure M light rail corridors to identify potentially impacted small business (defined as having 25 or fewer employees), estimates the revenue of those businesses, and the number of those businesses in disadvantaged communities (based on Priority Populations as defined by California Environmental Protection Agency) and Equity Focus Areas, as defined by Metro's Equity Platform Framework.

In summary, between 4,015 and 6,025 small businesses were found to exist within a potential impact buffer of all Measure M light rail projects. A range is provided to account for variable alignments that currently exist for Measure M projects. Between 2,758 and 4,359 small businesses were found to be within disadvantaged community Priority Population areas, with a subset of between 1,294 and 1,718 of these businesses being within Equity Focus Areas.

A summary cumulative range of costs for implementing an expanded BSC is estimated to fall between \$28,500,978 and \$39,632,138 (2019 dollars) between 2020 and 2058. While this high-level estimate provides an order-of-magnitude for expanding the program to all Measure M corridors, a more detailed cost estimate of each corridor could include expanding and or targeting programs and services, and adjusting costs specific to the market conditions of each corridor.

BACKGROUND

Metro's Pilot Business Solution Center (BSC) was established in 2014 following a motion from Metro's Board of Directors (Motion 79) to provide business assistance and support services to small businesses (defined as having 25 or fewer employees) along the Crenshaw/LAX corridor during the construction of the Crenshaw/LAX Transit Project. Metro's BSC provides an array of support services to businesses, which include, but are not limited to: hands-on business development, expert business advice, coaching and technical assistance including referrals to expert professionals in the areas of accounting management and access to financial capital; branding, marketing, and social media. The current average annual operating cost of the BSC is approximately \$310,000 per year, servicing approximately 450 small businesses. Of the 450 businesses, approximately 18% of the small businesses utilize the BSC on an annual basis.

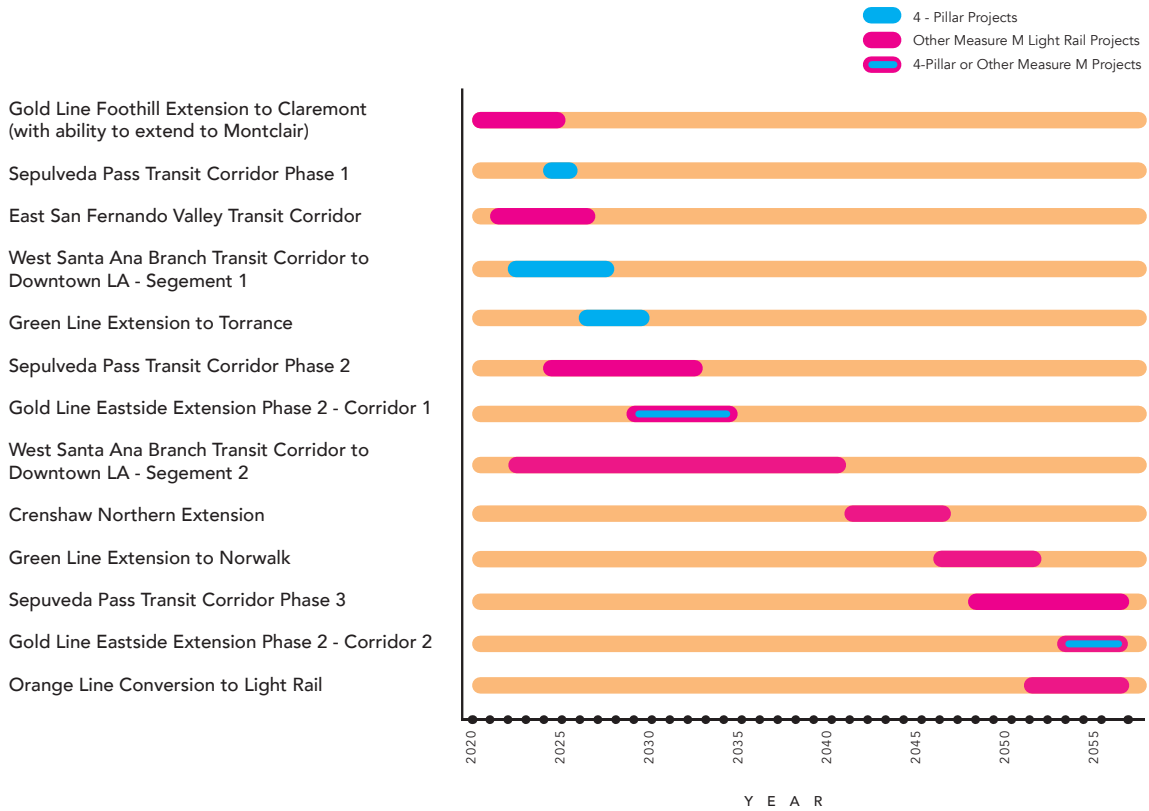
Based upon the success of the current BSC, in June 2019, Metro's Board of Directors issued Motion 38.1, that authorized the CEO to transition the pilot BSC to permanent status, and expand the program along all upcoming Measure M light rail projects. As in the pilot program, the expanded program would assist and support small "mom and pop" businesses during light rail construction.

The analysis documented in this report was conducted to establish an up-front disclosure of the number of businesses that would potentially be included in an expanded BSC Program, as well as the projected costs of the expanded Program.

MEASURE M PROJECT SCHEDULE

Figure ES-1

Measure M Light Rail Projects Schedule



Source: LA Metro, Chen Ryan Associates

The construction schedule for the 4-Pillar and other Measure M Projects will span from the year 2020 to 2057, as demonstrated per **Figure ES-1**. The construction timeline of 4-Pillar Projects is expected, based upon Metro projections, to span the years of 2022 and 2035, while other Measure M projects are anticipated to be constructed between the years of 2020 and 2057. For analyses described in later sections, one year of pre-construction and one year of post-construction activities are included for cost estimation.

Note that multiple alignment alternatives currently exist for many Measure M Projects. This analysis considered each alignment alternative where this was the case. Therefore, estimated impacted businesses, projected BSC operating costs, and estimated business revenue profiles are reported as a range of costs (low to high) when it is necessary to encompass a combination of the highest and lowest alternatives along each corridor.

Detailed information pertaining to the alignment alternatives being considered at the time of this analysis is provided in Section 2.0.

POTENTIALLY IMPACTED SMALL BUSINESSES

The number of potentially impacted small businesses along all Measure M project corridors is estimated to range between 4,015 and 6,025 based upon the chosen combination of alignment alternatives, as presented in **Table ES-1**.

PRIORITY POPULATION AND EQUITY FOCUS AREAS

Between 2,758 and 4,359 impacted small businesses were found to exist in disadvantaged community areas (defined as Priority Population areas), and between 1,294 and 1,718 impacted small businesses were found to exist in areas defined as Equity Focus Areas. Detailed methodology pertaining to the identification of businesses in Priority Population and Equity Focus Areas are presented in Section 4.0.

Table ES-1 Impacted Small Businesses along Measure M LRT Corridors

| Measure M Projects | Potentially Impacted Small Businesses ² |
|-------------------------------------|--|
| 4-Pillar Projects | |
| Low | 844 |
| High | 2,414 |
| Other Measure M LRT Projects | |
| Low | 3,171 |
| High | 3,611 |
| Total Measure M LRT Projects | |
| Low | 4,015 |
| High | 6,025 |

Source: JLL

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).

PROJECTED BSC OPERATING COSTS

Table ES-2 summarizes anticipated yearly costs for operating the BSC for the first five-year period of 2020-2024. As shown, annual operating costs are estimated to be \$1,185,087 for the year 2020. Five-year operating costs are estimated to range between \$8,309,821 and \$10,303,031.

Table ES-2 Estimated 5-Year BSC Operating Costs (2019 Dollars)

| Cost for All Lines by Year (2020-2024) ¹ | 2020 | 2021 | 2022 | 2023 | 2024 | Summary (2020-2024) |
|---|-------------|-------------|-------------|-------------|-------------|---------------------|
| 4 Pillar Projects | | | | | | |
| Low | - | \$417,867 | \$408,332 | \$610,097 | \$605,594 | \$2,041,891 |
| High | - | \$620,365 | \$606,210 | \$1,413,269 | \$1,395,257 | \$4,035,101 |
| Other Measure M LRT Projects² | | | | | | |
| Low | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |
| High | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |
| Total Measure M LRT Projects | | | | | | |
| Low | \$1,185,087 | \$1,575,329 | \$1,565,795 | \$1,767,559 | \$2,216,051 | \$8,309,821 |
| High | \$1,185,087 | \$1,777,827 | \$1,763,672 | \$2,570,731 | \$3,005,714 | \$10,303,031 |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).
2. During the 5-year period of 2020-2024, only one alternative exists.

Table ES-3 presents a summary of projected total costs of an expanded BSC along all Measure M light rail corridors between 2020-2058. Note that an additional year, representing pre-construction, was added to the construction schedule presented in Figure ES-1 for the purposes of projecting BSC operating costs. Likewise, one-year of post-construction was appended to each project. One notable exception lies with the Metro Gold Line Foothill Extension, which is scheduled to begin construction in 2020 and has already experienced pre-construction activities without a BSC program in place. This results in a timeline of 2020-2058 for BSC operation, composed of 4-Pillar Projects ranging spanning the years of 2021-2036, and other Measure M projects spanning the time period of 2020-2058.

A range of costs is also provided due to the presence of multiple alignment alternatives for many projects. As shown, costs are anticipated to range between \$28,500,978 as a low

estimate, to \$39,632,138 as a high estimate along all Measure M light rail corridors. These estimates are comprised of an estimated range of between \$5,286,530 and \$13,871,481 to operate the BSC for 4-Pillar Projects, in addition to an estimated range of between \$23,214,448 and \$25,760,657 to operate the BSC for other Measure M light rail Projects. Detailed BSC Operating Cost information is presented in Section 6.0.

Table ES-3 **Yearly Summary BSC Operating Costs for All Measure M Light Rail Corridors (2019 Dollars)**

| Project ¹ | Small Businesses | Total Cost ¹ |
|---|------------------|-------------------------|
| 4-Pillar Projects (2021-2036) | | |
| Low | 844 | \$5,286,530 |
| High | 2,414 | \$13,871,481 |
| Other Measure M LRT Projects (2020-2058) | | |
| Low | 3,171 | \$23,214,448 |
| High | 3,611 | \$25,760,657 |
| Summary of Costs (Low) | 4,015 | \$28,500,978 |
| Summary of Costs (High) | 6,025 | \$39,632,138 |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).

REVENUE PROFILES

Annual revenue of impacted small businesses is estimated to range between approximately \$5.3B and \$8.0B. Annual revenue of impacted small businesses in Priority Population Areas is estimated to range between approximately \$4.0B and \$6.1B, while annual revenue of impacted small businesses in Equity Focus Areas is estimated to range between approximately \$2.0B and \$2.6B.

Table ES-4 presents a summary of business along Measure M light rail corridors by their position within a Priority Population and/or Equity focus area, as well as their anticipated revenue profiles. Small business revenue profiles are presented in greater detail in Section 5.0.

Table ES-4 Revenue Profile of all Small Businesses along Measure M LRT Corridors (2019 Dollars in Thousands)

| Revenue Summary ¹ | Small Businesses ² | Annual Revenue of Small Businesses ² | Small Businesses in Priority Population Areas ³ | Annual Revenue of Small Businesses in Priority Population Areas ³ | Small Businesses in Equity Focus Areas ⁴ | Annual Revenue of Small Businesses in Equity Focus Areas ⁴ |
|-------------------------------------|-------------------------------|---|--|--|---|---|
| 4-Pillar Projects | | | | | | |
| Low | 844 | \$1,505,809 | 635 | \$1,286,622 | 321 | \$757,043 |
| High | 2,414 | \$3,580,181 | 1,791 | \$2,810,368 | 556 | \$1,133,134 |
| Other Measure M LRT Projects | | | | | | |
| Low | 3,171 | \$3,814,009 | 2,123 | \$2,682,404 | 973 | \$1,214,560 |
| High | 3,611 | \$4,435,142 | 2,568 | \$3,309,965 | 1,162 | \$1,463,507 |
| Total Measure M LRT Projects | | | | | | |
| Low | 4,015 | \$5,319,818 | 2,758 | \$3,969,026 | 1,294 | \$1,971,603 |
| High | 6,025 | \$8,010,045 | 4,359 | \$6,120,333 | 1,718 | \$2,596,641 |

Source: JLL

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).
2. Small businesses are defined as 25 or fewer employees.
3. Priority Populations include CalEPA defined disadvantaged communities, low-income communities, and low-income households.
4. Equity Focus areas are based on Metro defined race/ethnicity, low-income and low vehicle ownership area. All small businesses in Equity Focus Areas also exist within Priority Populations.

ADDITIONAL BSC SERVICES

Metro's BSC provides an array of support services to small businesses, which often include, but are not limited to: hands-on business development, expert business advice, coaching and technical assistance including referrals to expert professionals in the areas of accounting management and access to financial capital; branding, marketing, and social media. The current annual operating cost of the BSC is approximately \$310,000 serving approximately 18% of the 450 small businesses in the corridor. Several additional opportunities for services are discussed below, based upon best-practices research of other construction mitigation or business improvement programs from sister agencies, including:

- Business Shuttles
- Business Operations Support
- Dissemination of Public Information
- Customer Incentives
- Parking Lot Alterations or Sharing
- Forgivable Loans
- Workshops and Social Media

Based upon an interview held with Metro's Business Solution Center staff on August 27, 2019, the following were also identified as considerations held by the BSC as potential future services, based upon observations of business need while executing the Pilot BSC:

- Providing services, including those services that are currently provided, for a longer timeframe following the end of construction,
- Façade and/or signage improvements, and
- Access to capital

// SEPTEMBER 2019

METRO PILOT BUSINESS SOLUTIONS CENTER

EXPANSION ANALYSIS

FINAL REPORT



Prepared for:

Metro

1 Gateway Plaza
Los Angeles, CA 90012

Prepared by:

CHEN RYAN with JLL and AECOM

801 S Grand Avenue • 11th Floor
Los Angeles, CA 90017

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1.0 Introduction

This report establishes a quantification of the cost to expand Metro's Pilot Business Solution Center Program (BSC) based on the number of small businesses in each corridor. As such, this analysis provides an examination of the business mix along Measure M light rail corridors to identify potentially impacted small business (defined as having 25 or fewer employees), estimates the revenue of those businesses, and the number of those businesses in disadvantaged communities (based on Priority Populations as defined by California Environmental Protection Agency) and Equity Focus Areas, as defined by Metro's Equity Platform Framework.

In summary, between 4,015 and 6,025 small businesses were found to exist within a potential impact buffer of all Measure M light rail projects. A range is provided to account for variable alignments that currently exist for Measure M projects. Between 2,758 and 4,359 small businesses were found to be within disadvantaged community Priority Population areas, with a subset of between 1,294 and 1,718 of these businesses being within Equity Focus Areas.

A summary cumulative range of costs for implementing an expanded BSC is estimated to fall between \$28,500,978 and \$39,632,138 (2019 dollars) between 2020 and 2058. While this high-level estimate provides an order-of-magnitude for expanding the program to all Measure M corridors, a more detailed cost estimate of each corridor could include expanding and or targeting programs and services, and adjusting costs specific to the market conditions of each corridor.

1.1 CURRENT BUSINESS SOLUTION CENTER PROGRAM

Metro's Pilot Business Solution Center (BSC) was established in 2014 following a motion from Metro's Board of Directors (Motion 79) to provide business assistance and support services to small businesses along the Crenshaw/LAX corridor during the four-year construction 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. The BSC operates to deliver Metro's goal to help small businesses continue to thrive throughout construction and post construction.

Metro's BSC provides an array of support services to small businesses, which often include, but are not limited to: hands-on business development, expert business advice, coaching and technical assistance including referrals to expert professionals in the areas of accounting management and access to financial capital; branding, marketing, and social media. The current annual operating cost of the BSC is approximately \$310,000 serving approximately 18% of the 450 small businesses annually in the corridor.

1.2 BUSINESS SOLUTION CENTER EXPANSION

Based upon the success of the current BSC, in June 2019, Metro's Board of Directors issued Motion 38.1, that authorized the CEO to transition the pilot BSC to permanent status, and expand the program along all upcoming Measure M light rail Projects. As in the pilot program, the expanded program would assist and support small businesses during light rail construction.

The analysis documented in this report was conducted to establish an up-front disclosure of the number and annual revenue of small “mom and pop” businesses that would potentially be included in an expanded BSC Program, as well as the projected costs of the expanded Program. This analysis also includes an assessment of the number of affected small businesses in disadvantaged (Priority Population) areas and also Equity Focus Areas.

1.3 REPORT ORGANIZATION

Following this introduction, the report is organized as follows:

Chapter 2 presents an overview of the study area that is to be analyzed for this analysis.

Chapter 3 details the schedule of Measure M Projects, differentiating between accelerated “4-Pillar” Projects and other Measure M light rail Projects.

Chapter 4 documents the methodology utilized for this analysis.

Chapter 5 presents corridor revenue profiles for all small businesses impacted by Measure M light rail construction, also organized by “4-Pillar” and other Measure M Projects.

Chapter 6 documents the projected costs for operating the expanded BSC.

Chapter 7 discusses potential future services that an expanded BSC could provide to impacted businesses.

2.0 Study Area

The study area is comprised of construction corridors located across Los Angeles County where construction of Measure M-funded light rail Projects is anticipated. These corridors are illustrated in **Figure 1**. As shown, corridors include:

1. Crenshaw Line Northern Extension to West Hollywood
2. East San Fernando Valley Transit Corridor
3. Gold Line Eastside Rail Extension (SR-60 alignment)
4. Gold Line Eastside Rail Extension (Washington Boulevard Alignment)
5. Gold Line Foothill Rail Extension to Claremont
6. Green Line Rail Extension to Norwalk Metrolink Station
7. Green Line Rail Extension from Redondo Beach to Torrance Transit Center
8. Sepulveda Pass Transit Corridor – San Fernando Valley to Westside
9. Sepulveda Pass Transit Corridor – Westside to LAX
10. Orange Line Bus Rapid Transit Conversion to Light Rail
11. West Santa Ana Branch Light Rail Corridor: Union Station to City of Artesia

The eleven total corridors are subdivided into two priority-based classifications: 4-Pillar Projects, which carry the highest priority of implementation due to offering key gap closure at the regional level, and all other Measure M-funded Projects.

Further, certain corridors currently carry multiple potential alignments. For the purposes of this

analysis, 4-Pillar Projects with several alignment alternatives were analyzed for each potential alignment. This includes the following corridors:

- Sepulveda Pass Transit Corridor – San Fernando Valley to Westside (4 potential alignments)
- Green Line Rail Extension from Redondo Beach to Torrance Transit Center (3 potential alignments)
- West Santa Ana Branch Light Rail Corridor: Union Station to City of Artesia (two potential alignments within Downtown Los Angeles)

As previously mentioned, the Gold Line Eastside Rail Extension carries two potential alignments, along SR-60 and Washington Boulevard. It is anticipated that one of these two alignments will be forwarded as a 4-Pillar Project, at which time the second alignment will join the remaining list of Measure M Projects.

Other Measure M Projects were analyzed with a single alignment.

Metro’s website carries detailed overviews of each of these Projects, served by the links below. The contents of these links are included as Appendix A to this report.

PROJECT WEBSITES

Crenshaw Line Northern Extension to West Hollywood:

- <https://www.metro.net/projects/crenshaw-northern-extension/>

East San Fernando Valley Transit Corridor:

- <https://www.metro.net/projects/east-sfv/>

Gold Line Eastside Rail Extension (both alignments):

- https://www.metro.net/projects/eastside_phase2/

Gold Line Foothill Extension to Claremont:

- <https://www.metro.net/projects/foothill-extension/>

Green Line Rail Extension to Norwalk Metrolink Station:

- <http://www.scag.ca.gov/programs/Pages/NorwalkGreenlineStudy.aspx>

Green Line Rail Extension from Redondo Beach to Torrance Transit Center:

- <https://www.metro.net/projects/green-line-extension/>

Sepulveda Pass Transit Corridor (San Fernando Valley to Westside, and Westside to LAX):

- <https://www.metro.net/projects/sepulvedacorridor/>

Orange Line Bus Rapid Transit Conversion to Light Rail:

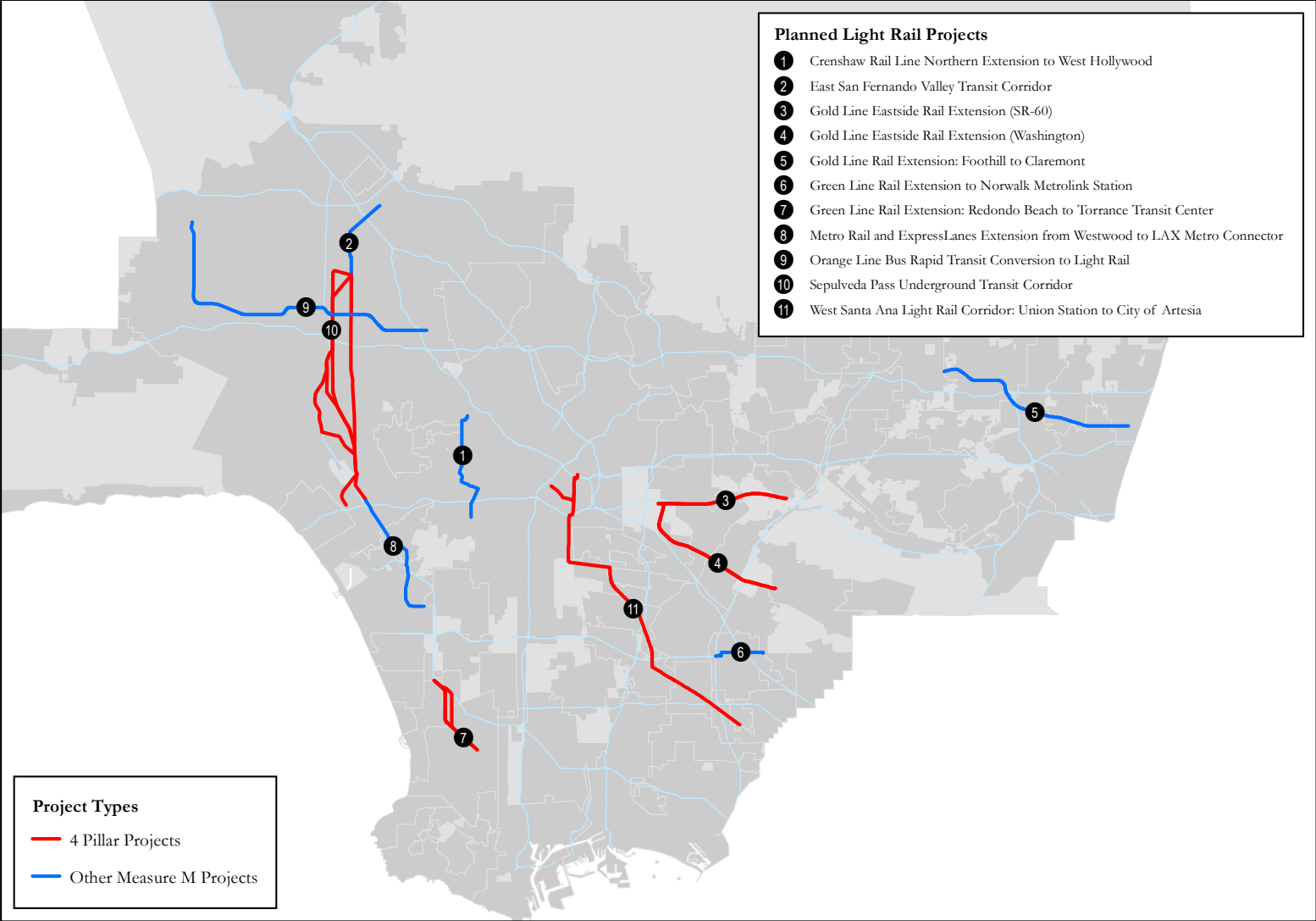
- (no project webpage)

West Santa Ana Branch Light Rail Corridor: Union Station to City of Artesia:

- <https://www.metro.net/projects/west-santa-ana/>

Figure 1

Study Area



Metro Business Solution Center Analyses

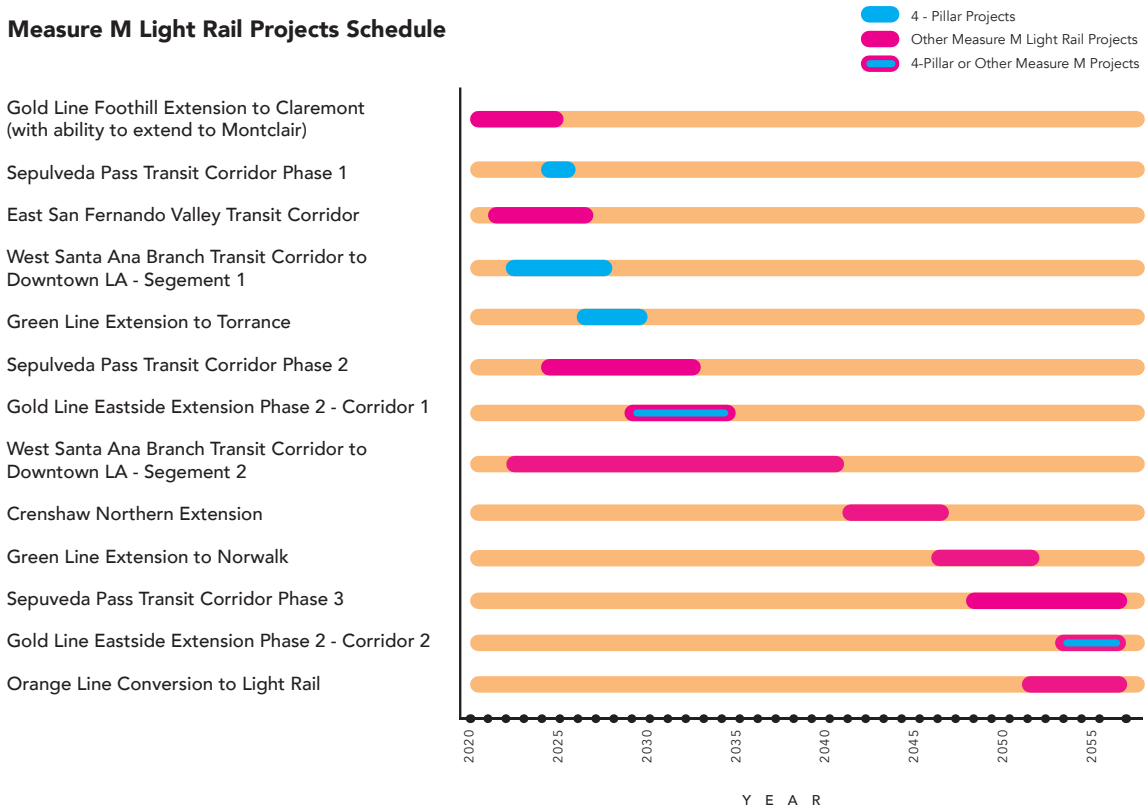
Source: Chen Ryan Associates

3.0 Schedule of 4-Pillar and Measure M Projects

The construction schedule for the 4-Pillar and Measure M Projects presented in Chapter 2 will span from the year 2020 to 2057, as demonstrated on a per-Project timeline in **Figure 2**. This timeline is based upon current (2019) Metro estimates of construction timelines. As shown, 4-Pillar Projects in particular are scheduled to span a timeline from 2022-2035.

Figure 2 Measure M Light Rail Projects Construction Schedule

Measure M Light Rail Projects Schedule



Source: Chen Ryan Associates

4.0 Methodology

4.1 TEAM AND EXPERTISE

The analysis was prepared by a team composed of Chen Ryan Associates, Inc., and their subconsultants Jones Lang LaSalle, and AECOM, providing Metro with a set of planning, demography, impact assessment, economic, and real estate experience.

Chen Ryan Associates provided the project management and backbone analyses for this project combining transit, demographic, and spatial analysis in a GIS-based environment.

Jones Lang LaSalle (JLL) JLL provided the real estate data and economic analysis that underlies this report.

AECOM provided an in-depth parcel analysis along each study corridor to determine an optimal buffer for identifying impacted businesses.

4.2 DATA SOURCES

The data utilized in the development of Metro’s Business Solution Center prioritization criteria and their sources are described in **Table 4-1**.

Table 4-1 Metro Business Solution Center Datasets

| Datasets | Source |
|---|--|
| Various Metro Rail Alignments (proposed) | Digitized by interpreting information materials from Metro’s rail project websites |
| Various Metro Rail Stations (proposed) | Digitized by interpreting information materials from Metro’s rail project websites |
| Disadvantaged Communities coverage area | Retrieved from California Air Resources Board Priority Population Investments criteria webpage https://ww3.arb.ca.gov/cc/capandtrade/auctionproceeds/communityinvestments.htm |
| Various American Community Survey 2016 and 2017 datasets at Census Block Group geography, including: <ul style="list-style-type: none"> • Population • Vehicles Available • Age • Poverty Status • Hispanic or Latino Origin by Race | Retrieved from American Fact Finder Download Center https://factfinder.census.gov/faces/nav/jsf/pages/download_center.xhtml |
| Business locations and revenue | Provided by JLL research of ESRI’s 2018 US Business Locations and Business Summary Database for locations within 200’ of Metro Rail Alignments (proposed) at-grade or elevated segments and within 400’ of Metro Rail Stations (proposed) |

Source: LA Metro, US Census Bureau, JLL, Chen Ryan Associates

4.3 IDENTIFYING EXTENT OF IMPACTS

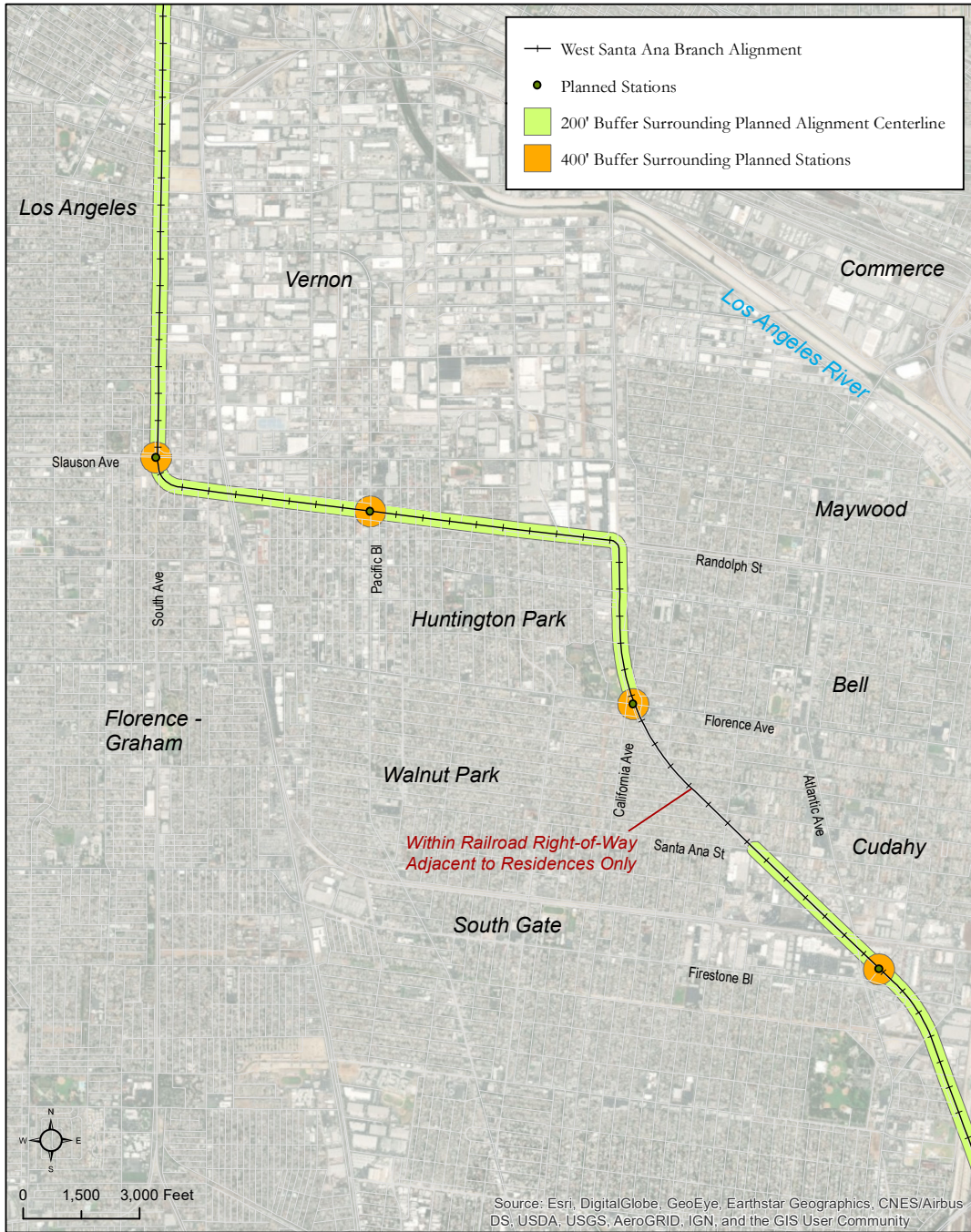
In order to identify the extent of impacts that a transit Project would have on commercial sites along a corridor, the alternative alignments and their profiles need to be known and reviewed. GIS shapefiles that were provided by Metro for all Measure M Projects that are part of this study were converted to a KMZ format. Using Google Earth, as well as understanding of the Projects as described in the Metro.net website, each alignment for each Project was reviewed, making the following assumptions:

- Where the alignment appeared to be in the center of the street or on the side of it, it was assumed that the alignment was at-grade (worst-case scenario).
- Where the alignment appeared to be within an existing railroad right-of-way, it was assumed that the proposed alignment would fit within the existing railroad right-of-way.
- Where the alignment appeared to go across neighborhoods and large developments outside the public right-of-way, it was assumed that the alignment was underground.

A graphical example of these generated buffer areas is presented on the following page in **Figure 3**.

Figure 3

Example Buffers



Metro Business Solution Center Analysis

Source: Chen Ryan Associates

4.3.1 ASSUMPTIONS FOR AT-GRADE ALIGNMENTS (PUBLIC RIGHT-OF-WAY)

For those Projects that had alignments that were determined to be at-grade and within the public right-of-way, the distance that was determined as the impacted distance for surrounding properties was approximately 200 feet from the centerline. This is the equivalent to approximately one parcel from the centerline. Exceptions were made where the alignment went through primarily residential neighborhoods. For the stations along these alignments, the impacted distance for surrounding properties extended to 400 feet, which is approximately the distance of one block from the intersection.

4.3.2 ASSUMPTIONS FOR AT-GRADE ALIGNMENTS (RAILROAD RIGHT-OF-WAY)

For those Projects that had alignments that were determined to be at-grade and within existing railroad rights-of-way no impacted distance was determined except at stations. This is because it was assumed that the construction of the alignment and its components would fit within the existing right-of-way and not intrude into the adjacent properties. In addition, the entrances or store fronts of commercial properties next to railroad rights-of-way do not typically face the railroad rights-of-way. For the stations along these alignments, the impacted distance for surrounding properties extended to 400 feet, which is approximately the distance of one block from the intersection.

4.3.3 ASSUMPTIONS FOR UNDERGROUND ALIGNMENTS

For those Projects that had alignments that were determined to be underground, no impacted distance was determined except at stations. For the stations along these alignments, the impacted distance for surrounding properties extended to 400 feet, which is approximately the distance of one block from the intersection. These assumptions are detailed in **Table 4-2**.

Table 4-2 Impacted Distance by Alignment Type

| Alignment Assumption | Impacted Distance | |
|------------------------|--------------------------|-----------------------------|
| | From Alignment | From Intersection (Station) |
| At-grade, Public ROW | 200 feet from centerline | 400 feet from intersection |
| At-grade, Railroad ROW | None | |
| Underground | None | |

Source: AECOM

For information showing how alignments were described and the impacted distances used, refer to the table in **Appendix B**.

4.3.4 ORANGE LINE

The existing Orange Line Busway has been identified through Measure M for upgrade to light rail. It was not anticipated that significant construction-related burdens would be felt by small businesses along the existing, relatively wide right-of-way except at stations. For the stations along the alignment, the impacted distance for surrounding properties extended from 400 feet, which is approximately the distance of one block from the intersection.

4.3.5 4-PILLAR PROJECTS COMPARED TO OTHER MEASURE M PROJECTS

For the 4-Pillar Projects, additional alignments were evaluated using the methodology described above. For the Sepulveda Pass Project, four alignment alternatives were evaluated. For the Eastside Extension Phase 2 Project, two alignment alternatives were evaluated. For the Green Line Extension to Torrance Project, two alignment alternatives were evaluated. Finally, for the West Santa Ana Branch Project, two alignment alternatives were evaluated. For all other Measure M Projects, one alignment alternative, as provided by Metro, was evaluated using the methodology above.

4.4 IDENTIFYING REVENUE OF IMPACTED SMALL BUSINESSES

For the business locations, revenues and employment, JLL relied on ESRI's 2018 US Business Locations and Business Summary Data base. ESRI extracts its business data from a comprehensive list of businesses licensed from Infogroup. This business list contains data on more than 12.5 million US businesses including the business name, location, franchise code, industry classification code, number of employees, and sales volume that is current as of January 2018. Infogroup methodology includes web search, phone surveys, and crowdsourcing. For small businesses, the information is typically much harder to retrieve and verify so the data for revenues may be crowdsourced and estimated.

The range of potential number of small businesses per ESRI range from a low of 844 to a high of 2,414 with a range of potential revenues from \$1.5B to \$3.6B for the Four Pillar Alternatives. For the other Measure M Projects, the estimated number of small businesses is 3,171 to 3,611 with potential revenue of \$3.8B to \$4.4B. Detailed small business revenue profiles are presented in Section 5.0.

4.5 DETERMINING COSTS OF CURRENT PROGRAM

A review of the existing operational costs of the BSC for the Crenshaw/LAX Transit project was conducted in order to provide an Order-of-Magnitude estimate for the potential costs of additional BSC's for the 4-Pillars Project line alternatives and the other Measure M project lines. JLL reviewed the operational costs of, and the following data was projected:

- Average operating cost of a BSC per small business served during the initial pre-construction year;
- Average annual operating cost of a BSC per small business served per year during the actual construction period; and
- Average operating cost of a BSC per small business served during the post-construction period (one year following construction).

Currently, the BSC operations are outsourced to the consulting firm Del Richardson & Associates, Inc. (DRA) to provide professional services to support the initialization and ongoing implementation of the Metro Pilot Crenshaw/LAX Transit Project Business Solution Center. The original contract period and extension is from November 2014 to July 2021 with a total budget of \$2,177,587. This budget includes the following:

- Direct Labor and Overhead
- Equipment and Materials
- Subcontractors
- General Administrative Costs
- Fees

This total operations budget is estimated to cover all costs through the completion of all construction and one year of post construction services. It was reported that there were an estimated 650 total businesses along the Crenshaw/Lax Transit project area and approximately 450 were small businesses with 25 or fewer employees.

JLL reviewed the BSC's Quarterly Status Report for the period from December 1, 2014 through the latest reported quarter ending on March 31, 2019. Over this 52-month time period, 351 small businesses have completed an intake form for assistance. This equates to approximately 81 small businesses assisted per year or 18% of the total number of small businesses.

Current BSC Program, December 1, 2014 – March 31, 2019 Time Period:

- 52 Months
- 650 Total Businesses
- 450 Small Businesses
- 351 Small Businesses assisted
- 81 of 450 (18%) Estimated Average Number of Small Businesses assisted annually

The following methodology was prepared to estimate average operating costs for each of the 4-Pillar Alternatives and other Measure M Projects. This methodology and process is a high-level, regional analysis. An actual cost estimate and study for each line should be conducted to estimate costs for each corridor to provide a refined estimate of targeted program and adjust for different markets and demographics.

Step 1 – Project potential operating costs per year from the existing BSC budget from November 2014 through end of contract estimated for July 2021. To estimate the operating costs, JLL made the following adjustments to the actual annual operating costs:

- Adjusted the prior year's operating costs for inflation to 2019 costs
- Prorated costs per month to adjust for different reporting years
Removed actual rent costs of approximately \$12,000 per year due to the working relationship with a local non-profit that provided DRA with office space. This business arrangement is not assumed for future BSC costs.

- Estimated potential new office lease costs based on market rents for Class B office space in the market area for the proposed 4-Pillars and other Measure M lines, as shown in Tables 4-3, 4-4 and 4-5. JLL projected FTE's for the 4-Pillars and other Measure M Projects utilizing the current ratio of small businesses per 1 FTE for every 173 small businesses. For office space requirements, JLL assumed 300 square feet of office space per FTE.

Table 4-3 Class B Office Lease Costs by Submarket (2019 Dollars)

| Submarket | Corresponding Measure M Line | Class B Rent (\$/SF) |
|--|--|----------------------|
| Mid-Wilshire | Crenshaw Northern Extension | \$3.32 |
| LA North | East San Fernando Valley | \$2.41 |
| Western San Gabriel Valley | Gold Line East Side Corridor 1 – SR-60 | \$2.39 |
| Western San Gabriel Valley | Gold Line East Side Corridor 1 – Washington Blvd | \$2.39 |
| Eastern San Gabriel Valley | Gold Line Foothill Extension | \$2.33 |
| LA Metro ¹ | Green Line Extension to Norwalk | \$3.08 ² |
| South Bay | Green Line Extension to Torrance | \$2.57 |
| Westside | Sepulveda Pass Phase 2/3 | \$4.26 |
| LA North | Orange Line LRT Conversion | \$2.41 |
| Westside | Sepulveda Pass Phase 1 | \$4.26 |
| Central Business District ³ | West Santa Ana Branch Segment 1 | \$3.23 |

Source: JLL

Note:

- Line 6 is not in a known office market, thus the LA Metro average was applied.
- Average Class B for Los Angeles Metro is \$3.08.
- The area south of the Downtown LA CBD (south of the 10 freeway) is not in a known office market, therefore the Central Business District average was applied.

Table 4-4 Projected Rental Costs – 4-Pillar Projects (2019 Dollars)

| 4-Pillar Projects | Alternative | FTE's ¹ | Lease SF Required ² | \$/SF Rent | Estimated Rent Cost | # of Small Businesses | Avg Annual # of Small Businesses | Cost/Small Business |
|---|---------------------------------------|--------------------|--------------------------------|------------|---------------------|-----------------------|----------------------------------|---------------------|
| Sepulveda Pass Phase 1 Alternatives | HRT 1 | 1.33 | 399 | \$51 | \$20,000 | 230 | 41 | \$483 |
| | HRT 2 | 2.31 | 692 | \$51 | \$35,000 | 399 | 72 | \$487 |
| | HRT 3 | 5.32 | 1,595 | \$51 | \$82,000 | 919 | 166 | \$496 |
| | MRT 1 | 5.32 | 1,595 | \$51 | \$82,000 | 919 | 166 | \$496 |
| West Santa Ana Branch Segment 1 Alternatives | Alt E | 2.81 | 844 | \$39 | \$33,000 | 487 | 88 | \$376 |
| | Alt G | 4.18 | 1,253 | \$39 | \$49,000 | 723 | 130 | \$377 |
| Gold Line East Side Corridor 1 Alternatives | SR-60 | 0.54 | 163 | \$29 | \$5,000 | 94 | 17 | \$296 |
| | Washington | 3.09 | 926 | \$29 | \$27,000 | 534 | 96 | \$281 |
| Green Line Extension to Torrance Alternatives | ROW Overcrossing | .019 | 57 | \$31 | \$2,000 | 33 | 6 | \$337 |
| | Hawthorne to 190 th Street | 1.38 | 413 | \$31 | \$13,000 | 238 | 43 | \$303 |

Source: JLL

Note:

1. Full Time Equivalents
2. Assumes 300 square feet per 1 FTE

Table 4-5 Projected Rental Costs – Other Measure M Projects (2019 Dollars)

| Measure M Project | FTE's ¹ | Lease SF Required ² | \$/SF Rent | Estimated Rent Cost | # of Small Businesses | Avg Annual # of Small Businesses | Cost/Small Business |
|---------------------------------------|--------------------|--------------------------------|------------|---------------------|-----------------------|----------------------------------|---------------------|
| Gold Line Foothill Extension | 1.34 | 402 | \$27.96 | \$11,000 | 232 | 42 | \$263 |
| East San Fernando Valley | 6.81 | 2,044 | \$28.92 | \$59,000 | 1,179 | 212 | \$278 |
| Sepulveda Pass Phase 2/3 | 2.98 | 893 | \$51.12 | \$46,000 | 515 | 93 | \$496 |
| Crenshaw Northern Extension | 3.43 | 1,028 | \$39.84 | \$41,000 | 593 | 107 | \$384 |
| Green Line Extension to Norwalk | 1.12 | 336 | \$36.96 | \$12,000 | 194 | 35 | \$344 |
| Gold Line East Side Corridor 2 | | | | | | | |
| SR-60 | 0.54 | 163 | \$28.68 | \$5,000 | 94 | 17 | \$296 |
| Washington Blvd | 3.09 | 926 | \$28.68 | \$27,000 | 534 | 96 | \$281 |
| Orange Line LRT Conversion | 2.10 | 631 | \$28.92 | \$18,000 | 364 | 66 | \$275 |

Source: JLL

Note:

1. Full Time Equivalents
2. Assumes 300 square feet per 1 FTE

Step 2 – Estimate average cost per small business assisted for Pre-Construction year. JLL used the adjusted operations costs from November 2014 to November 2015 as the estimate for pre-construction. Although, construction for the Crenshaw/LAX had already started before the BSC opening, it is reasonable to assume that costs would be similar. This resulted in an average cost of \$4,390 per small business assisted for pre-construction. In addition, JLL estimated potential rental costs of new office space based on the location of the future lines. The additional rental costs ranged from \$263 to \$496 per small business depending on the line's office market area.

Step 3 – Estimate average cost per small business assisted during construction period. JLL reviewed the adjusted budget for years 2015 through 2020 as the construction period. Total adjusted costs during operations totaled \$1,734,000 or \$346,000 per year. Per small business, this resulted in an average annual cost of \$347,000 before additional rent costs. JLL estimated an average annual cost of \$4,281 per small business assisted annually during the construction period. The additional office rental costs resulted in additional costs ranging from \$263 to \$496 annually per small business depending on the line market area.

Step 4 – Estimate average cost per business for a post-construction year. JLL used the adjusted budgeted operations costs of \$212,000 for the period July 2020 through July 2021 as the estimate for an annual post-construction budget. This resulted in an annual cost of \$2,616 per small business assisted for post-construction. The additional rental costs ranged from \$263 to \$496 per small business depending on the line's office market area.

These annual costs per small business were applied to our estimated percentage of annual small business clients served at the BSC at 18%. The costs per year was based upon the implementation schedule for the 4-Pillar and Measure M projects. The construction schedule is estimated to span from the year 2020 to 2057. One year of pre-construction costs and one year of post-construction costs was estimated for each line before and after the construction period, respectively. Note that the Gold Line Foothill Extension is one exception, since pre-construction activities have occurred by the time of this analysis. Therefore, the first year of costs modeled for this analysis begin in the year 2020, in order to capture a whole-year period.

Detailed BSC Operating Cost information is presented in Section 6.0.

4.6 IDENTIFYING DISADVANTAGED COMMUNITIES (PRIORITY POPULATIONS)

To identify Disadvantaged Communities, this analysis applied the California Environmental Protection Agency's (CalEPA) criteria for identifying Priority Population investment areas, due to the inclusion of disadvantaged and low-income considerations in its criteria. The Priority Population areas provide a method to identify the region's most vulnerable communities as described below.

The criteria of Priority Populations:

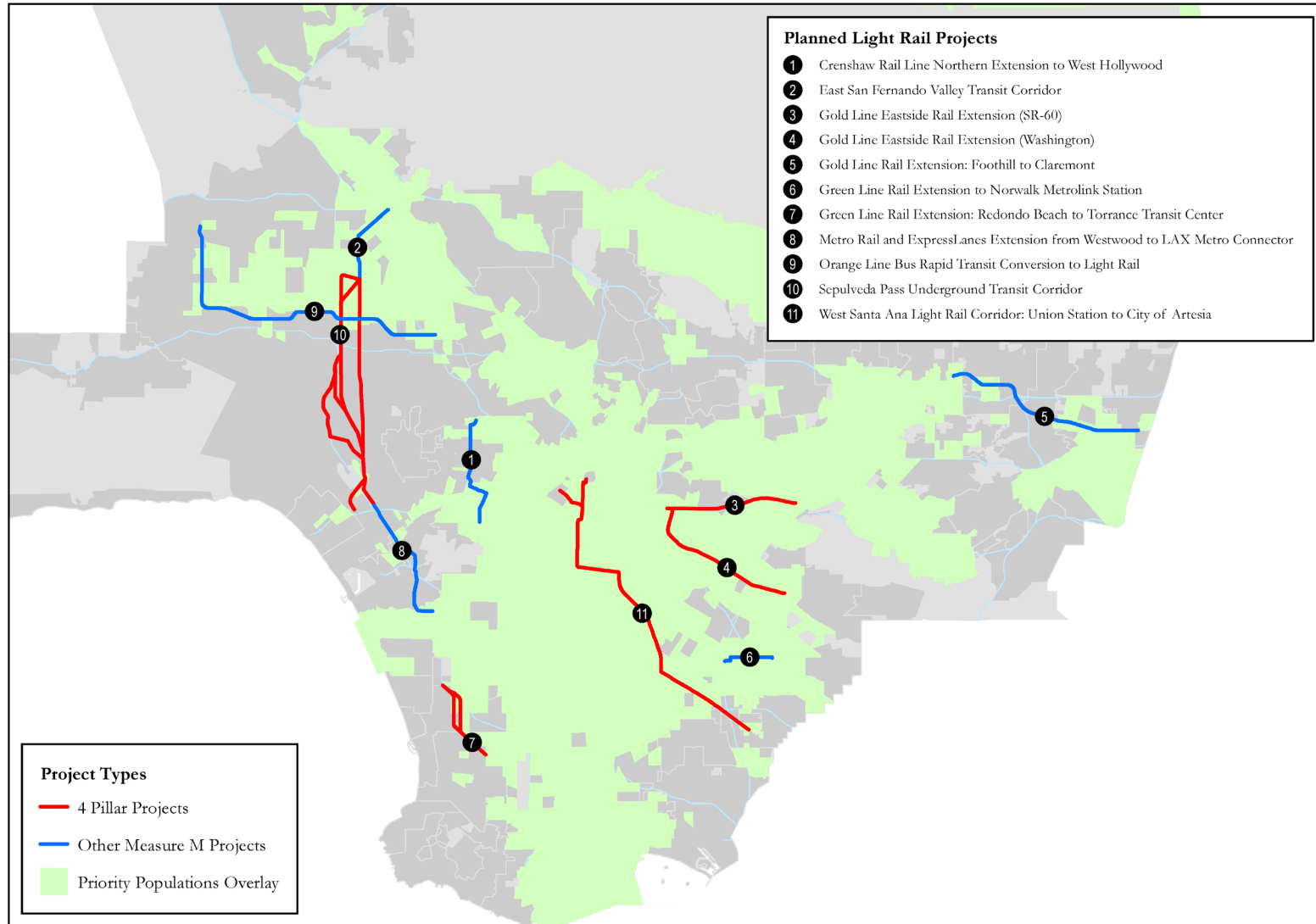
- Disadvantaged communities are identified by the California Environmental Protection Agency (CalEPA) as the top 25% most impacted census tracts in CalEnviroScreen 3.0 - a screening tool used to help identify communities disproportionately burdened by multiple sources of pollution and with population characteristics that make them more sensitive to pollution.
- Low-income communities and households are defined as the census tracts and households, respectively, that are either at or below 80 percent of the statewide median income, or at or below the threshold designated as low-income by the California Department of Housing and Community Development's (HCD) 2016 State Income Limits.

The defined criteria and census tracts are provided on the California Air Resources Board web page <https://ww3.arb.ca.gov/cc/capandtrade/auctionproceeds/communityinvestments.htm>.

Figure 4 presents a map of the Metro rail projects within the Los Angeles region with the CalEPA-defined Priority Populations. As shown, much of the Los Angeles region, including the central basin, San Fernando Valley and San Gabriel Valley meets the CalEPA definition of Disadvantaged Community.

Figure 4

Metro Measure M Light Rail Projects and Priority Populations



Metro Business Solution Center Analyses

Source: Chen Ryan Associates

4.7 IDENTIFYING EQUITY FOCUS AREAS

To determine Equity Focus areas, the factors set forth in Metro board Motion 18.1 at the June 27, 2019 meeting were applied. These factors include two demographic factors that have historically been determinants of disinvestment and disenfranchisement: household income and race/ethnicity. A third factor, households with low vehicle ownership was included in the measure.

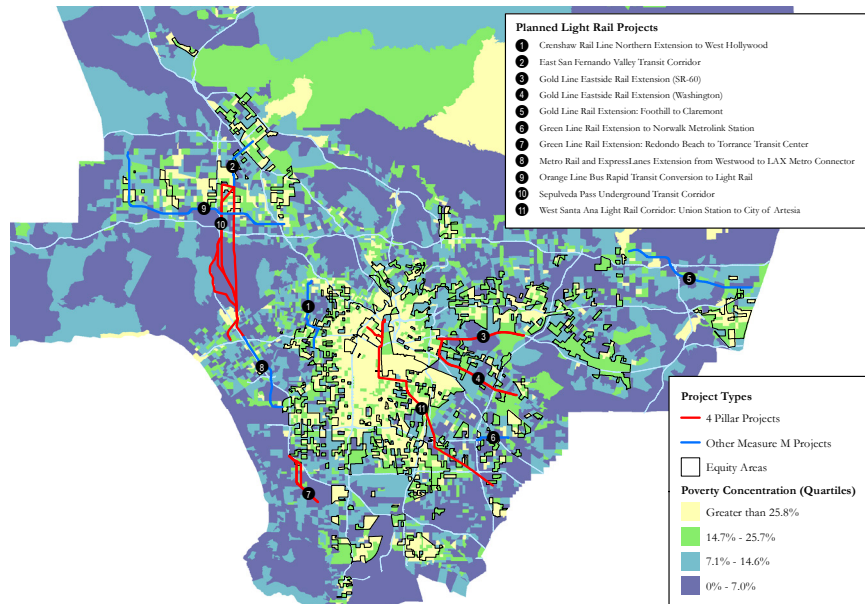
The Equity Focus Areas measure was developed using US Census American Community Survey (ACS) income and demographic indicators. This measure uses criteria based on ranking indicators within Los Angeles County.

Figure 5 presents a map of the Metro rail projects within the Los Angeles region with the Equity Focus Areas. As shown, the Equity Focus Areas exist within many of the same county sub-regions as the Priority Populations. It was found that all small businesses located in Equity Focus Areas are also located in the Priority Populations coverage area.

The Equity Focus Areas are comprised of three components, all of which utilize recent American Community Survey data at the Census Block Group (CBG) level of geography. They include: Vehicles per Driving-Age (16 years or older) Population, Concentration of Non-White/Hispanic Population, and Concentration of Poverty. Each of the indicators were divided into quartiles (four categories of equal population) based on their ranking of the indicator. All CBGs which ranked for all three indicators (weighting by population). CBGs in the highest two quartiles (above the median) for all three indicators were assigned to the Equity Focus Area. Criteria Include:

- **HOUSEHOLD INCOME CRITERIA**

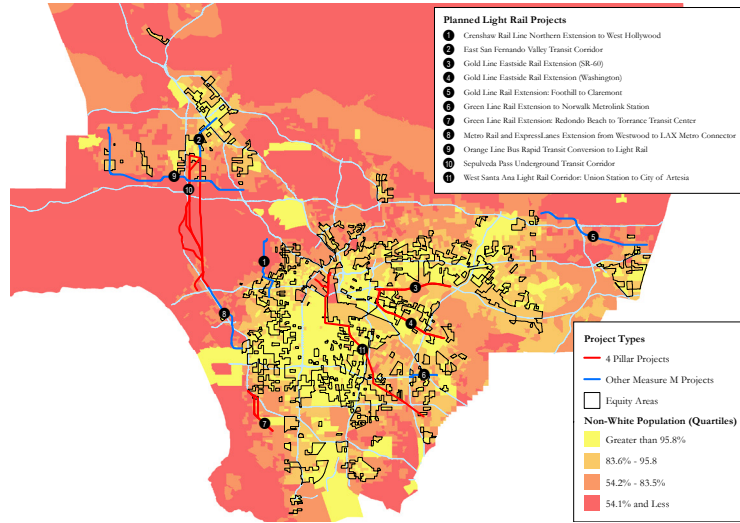
To determine this criterion, a Concentration of Poverty metric was developed by using the ACS's Poverty Status in the Past 12 months data (numerous disseminations of this data type are available) in order to estimate percentage of population in poverty within each CBG. Unlike other indicators of low-income populations such as annual median household income, poverty status controls for size of household. The above median capture for this indicator occurred within CBGs with 14.7% of the population in poverty or greater.



Household Income Criteria

RACE/ETHNICITY CRITERIA

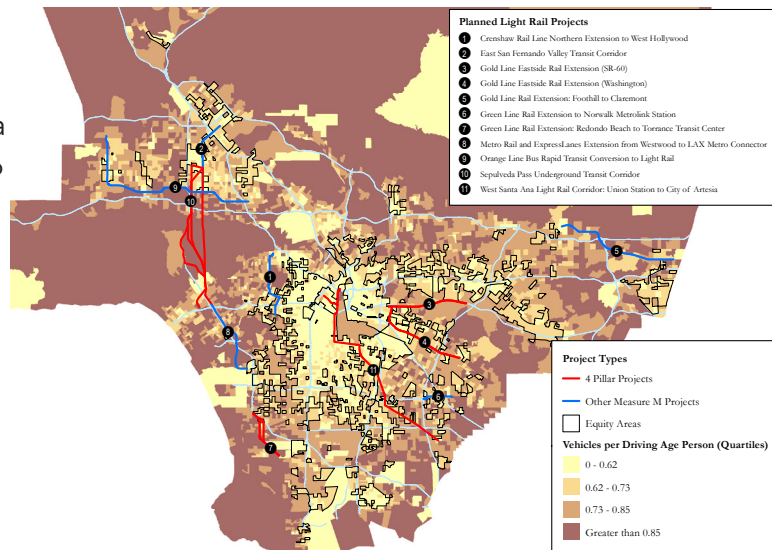
To determine this criterion, a concentration of Non-White/Non-Hispanic Population metric was developed by using the ACS's Hispanic or Latino Origin by Race dataset. White alone/not Hispanic was subtracted from the total population and the remainder was divided into the total population to determine the concentration percentage. The above median capture at the CBG level for this indicator was found to be 83.6% or greater Non-White/Hispanic.



Race/Ethnicity Criteria

LOW-VEHICLE CRITERIA

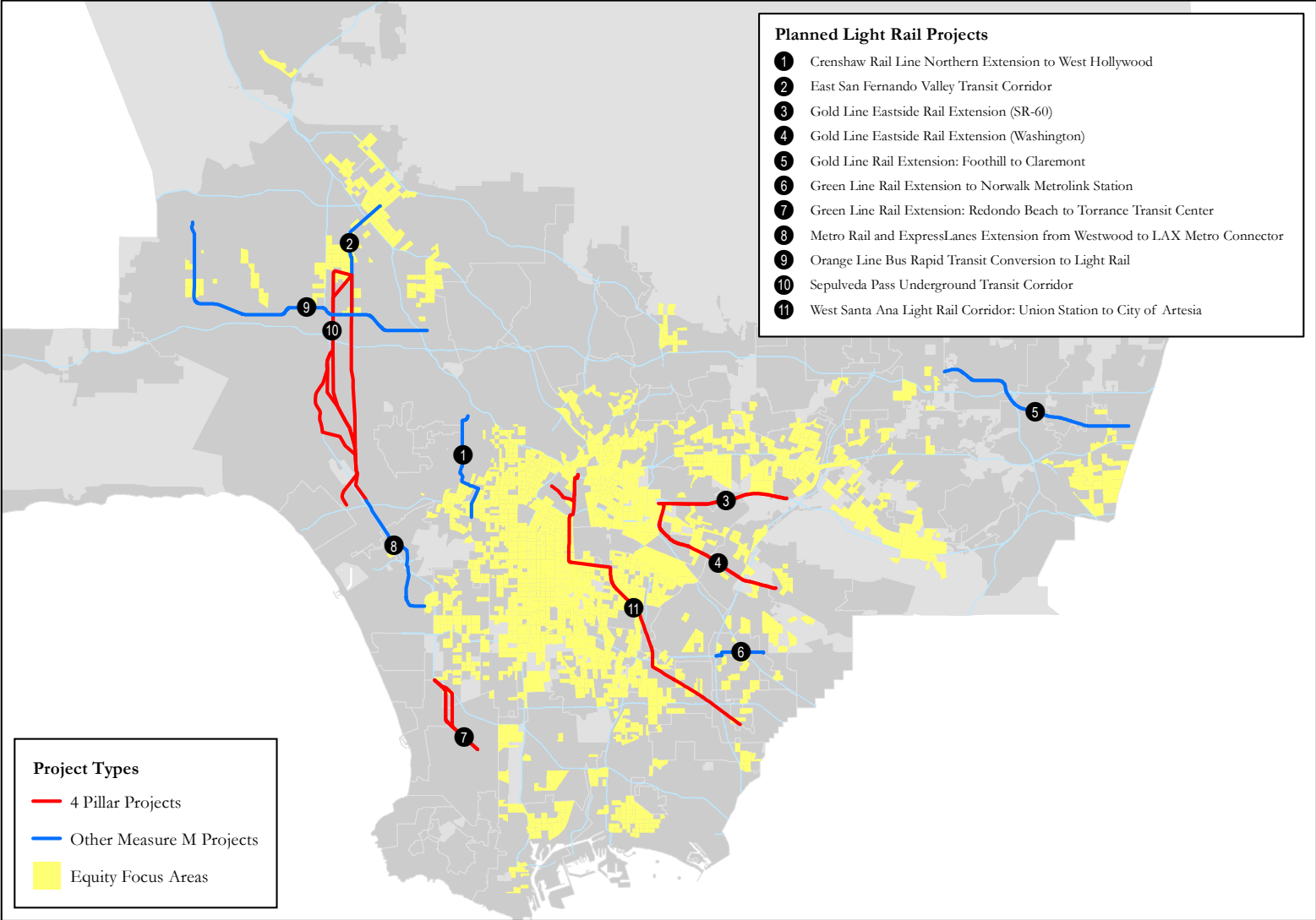
To determine this criterion, a Vehicles per Driving-Age (16 years or older) Population metric was developed by using the ACS's Vehicles Available data (multiple disseminations of this data type are available) to estimate total vehicles within each CBG. Age data from the ACS was used to estimate the driving age population of each CBG. The total vehicles were divided into driving age population to come up with the indicator. The above median capture by CBG for this indicator was found to be 0.62 or fewer vehicles per adult population.



Low-Vehicle Criteria

Figure 5

Metro Measure M Light Rail Projects and Equity Focus Areas



Metro Business Solution Center Analysis

Source: Chen Ryan Associates

5.0 Small Business Revenue Profiles

This section presents revenue profiles of small businesses that are expected to be impacted by Measure M light rail construction, which include small businesses along Measure M light rail construction corridors, those located along 4-Pillar Project corridors, and those along other Measure M Project corridors.

5.1 ALL SMALL BUSINESSES

Table 5-1 presents revenue profiles of all small business located along Measure M light rail construction corridors. Note that since several alignment alternatives exist for some Projects, a range of costs is provided. As shown, across all corridors, total annual revenue of small businesses ranges between approximately \$5.3B and \$8.0B. Revenue of businesses in Priority Populations ranged between approximately \$3.9B and \$6.1B. Revenue of businesses in Equity Focus Areas ranged between approximately \$2B and \$2.6B.

Note: This analysis found all affected small businesses in Equity Focus Areas exist within defined Priority Population areas.

Table 5-1 Revenue Profile of all Small Businesses along Measure M LRT Corridors (2019 Dollars in Thousands)

| Revenue Summary ¹ | Total Impacted Small Businesses ² | Annual Revenue of Small Businesses | Small Businesses in Priority Populations ³ | Annual Revenue of Small Businesses Priority Populations ³ | Small Businesses in Equity Focus Areas ⁴ | Annual Revenue of Small Businesses in Equity Focus Areas ⁴ |
|-------------------------------------|--|------------------------------------|---|--|---|---|
| 4-Pillar Projects | | | | | | |
| Low | 844 | \$1,505,809 | 635 | \$1,286,622 | 321 | \$757,043 |
| High | 2,415 | \$3,580,181 | 1,791 | \$2,810,368 | 556 | \$1,113,134 |
| Other Measure M LRT Projects | | | | | | |
| Low | 3,171 | \$3,814,009 | 2,123 | \$2,682,404 | 973 | \$1,214,560 |
| High | 3,611 | \$4,435,142 | 2,568 | \$3,309,965 | 1,162 | \$1,463,507 |
| Total Measure M LRT Projects | | | | | | |
| Low | 4,015 | \$5,319,818 | 2,758 | \$3,969,026 | 1,294 | \$1,971,603 |
| High | 6,025 | \$8,010,045 | 4,359 | \$6,120,333 | 1,718 | \$2,596,641 |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).
2. Small businesses are defined as 25 or fewer employees.
3. Priority Populations include CalEPA defined disadvantaged communities, low-income communities, and low-income households.
4. Equity Focus areas are based on Metro defined race/ethnicity, low-income and low vehicle ownership. All small businesses in Equity Focus Areas also exist within Priority Populations.

5.2 4-PILLAR PROJECTS

Table 5-2 presents revenue profiles of all small business located along 4-Pillar Measure M light rail construction corridors. A more detailed presentation of the number of impacted small businesses, annual revenue, and number and revenue of small businesses in Priority Population and Equity Focus Areas, is provided for each alignment alternative of each 4-Pillar Project.

Table 5-2 Revenue Profile of 4-Pillar Projects (2019 Dollars in Thousands)

| 4-Pillar Projects | Total Impacted Small Businesses ¹ | Annual Revenue of Small Businesses ¹ | Small Businesses in Priority Populations ² | Annual Revenue of Small Businesses in Priority Populations ² | Small Businesses in Equity Focus Areas ³ | Annual Revenue of Small Businesses in Equity Focus Areas ³ |
|--|--|---|---|---|---|---|
| Sepulveda Pass Phase 1 Alternatives | | | | | | |
| HRT 1 | 230 | \$219,942 | 73 | \$58,269 | 12 | \$21,326 |
| HRT 2 | 399 | \$427,658 | 78 | \$61,346 | 6 | \$11,861 |
| HRT 3 | 919 | \$1,147,963 | 494 | \$634,611 | 48 | \$120,811 |
| MRT 1 | 919 | \$1,147,963 | 494 | \$634,611 | 48 | \$120,811 |
| West Santa Ana Branch Segment 1 Alternatives | | | | | | |
| Alternative E – Union Station Underground | 487 | \$1,118,845 | 459 | \$1,094,084 | 280 | \$720,368 |
| Alternative G – Downtown Core Underground | 723 | \$1,366,304 | 547 | \$1,158,951 | 278 | \$718,997 |
| Gold Line East Side Corridor 1 Alternatives | | | | | | |
| SR-60 | 94 | \$106,870 | 88 | \$99,314 | 28 | \$14,630 |
| Washington Blvd | 534 | \$728,003 | 533 | \$726,875 | 217 | \$263,577 |
| Green Line Extension to Torrance Alternatives | | | | | | |
| ROW Overcrossing | 33 | \$60,152 | 15 | \$34,955 | 11 | \$28,378 |
| Hawthorne to 190 th Street | 238 | \$332,633 | 217 | \$289,931 | 9 | \$11,555 |

Source: Chen Ryan Associates

Note:

1. Small businesses are defined as 25 or fewer employees.
2. Priority Populations include CalEPA defined disadvantaged communities, low-income communities, and low-income households.
3. Equity Focus areas are based on Metro defined race/ethnicity, low-income and low vehicle ownership. All small businesses in Equity Focus Areas also exist within Priority Populations.

5.3 OTHER MEASURE M LIGHT RAIL PROJECTS

Table 5-3 presents revenue profiles of all small business located along other Measure M light rail construction corridors. A more detailed presentation of the number of impacted small businesses, annual revenue, and number and revenue of small businesses in Priority Population and Equity Focus Areas, is provided for each other Measure M Project.

As in previous sections of this report, note that since it is unknown at this time which Gold Line East Side Extension Phase 2 alignment will represent a 4-Pillar Project, both alignments have been presented in this table, in addition to **Table 5-2**.

**Table 5-3 Revenue Profile of Other Measure M LRT Projects
(2019 Dollars in Thousands)**

| Other Measure M LRT Projects | Total Impacted Small Businesses ¹ | Annual Revenue of Small Businesses ¹ | Small Businesses in Priority Populations ² | Annual Revenue of Small Businesses in Priority Populations ² | Small Businesses in Equity Focus Areas ³ | Annual Revenue of Small Businesses in Equity Focus Areas ³ |
|--|--|---|---|---|---|---|
| Gold Line Foothill Extension | 232 | \$221,263 | 111 | \$124,910 | 17 | \$18,775 |
| East San Fernando Valley | 1,179 | \$1,439,975 | 1,179 | \$1,439,975 | 728 | \$953,261 |
| Sepulveda Pass Phase 2/3 | 515 | \$611,731 | 39 | \$47,956 | 1 | \$237 |
| Crenshaw Northern Extension | 593 | \$728,084 | 236 | \$347,745 | 78 | \$98,779 |
| Green Line Extension to Norwalk | 194 | \$230,365 | 194 | \$230,365 | 47 | \$35,622 |
| Gold Line East Side Corridor 2 | | | | | | |
| SR-60 | 94 | \$106,870 | 88 | \$99,314 | 28 | \$14,630 |
| Washington Blvd | 534 | \$728,003 | 533 | \$726,875 | 217 | \$263,577 |
| Orange Line LRT Conversion | 364 | \$475,721 | 276 | \$392,139 | 74 | \$93,256 |

Source: Chen Ryan Associates

Note:

1. Small businesses are defined as 25 or fewer employees.
2. Priority Populations include CalEPA defined disadvantaged communities, low-income communities, and low-income households.
3. Equity Focus areas are based on Metro defined race/ethnicity, low-income and low vehicle ownership. All small businesses in Equity Focus Areas also exist within Priority Populations.

6.0 Projected Costs of Business Solution Center Program

This chapter presents a summary of the projected annual costs to expand Metro’s BSC program. Costs are provided for all corridors in Chapter 6.1, followed by a more detailed breakdown of BSC operating costs pertaining to 4-Pillar Projects in Chapter 6.2, and BSC operating costs pertaining to other Measure M light rail Projects in Chapter 6.3.

6.1 ESTIMATED FIVE-YEAR OPERATING COSTS

Table 6-1 summarizes anticipated yearly costs for operating the BSC for the first five-year period of 2020-2024. As shown, annual operating costs are estimated to be \$1,185,087 for the year 2020. Five-year operating costs are estimated to range between \$8,309,821 and \$10,303,031.

Table 6-1 Estimated 5-Year BSC Operating Costs (2020-2024) (2019 Dollars)

| Cost for All Lines by Year (2020-2024) ¹ | 2020 | 2021 | 2022 | 2023 | 2024 | Summary (2020-2024) |
|---|-------------|-------------|-------------|-------------|-------------|---------------------|
| 4 Pillar Projects | | | | | | |
| Low | - | \$417,567 | \$408,332 | \$610,097 | \$605,594 | \$2,041,891 |
| High | - | \$620,365 | \$606,210 | \$1,413,269 | \$1,395,257 | \$4,035,101 |
| Other Measure M LRT Projects² | | | | | | |
| Low | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |
| High | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |
| Total Measure M LRT Projects | | | | | | |
| Low | \$1,185,087 | \$1,575,329 | \$1,565,795 | \$1,767,559 | \$2,216,051 | \$8,309,821 |
| High | \$1,185,087 | \$1,777,827 | \$1,763,672 | \$2,570,731 | \$3,005,714 | \$10,303,031 |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).
2. During the 5-year period of 2020-2024, only one alternative exists.

6.2 BSC OPERATING COSTS FOR ALL MEASURE M LIGHT RAIL CORRIDORS

Table 6-2 presents an overview of the projected costs for operating the BSC for all Measure M light rail Projects, grouped by 5-year construction periods. These periods begin in in 2020, when the earliest Measure M light rail Project is anticipated to begin construction, and ends in 2059, one year after the final Measure M light rail Project is anticipated to be built. The additional year was given to capture post-construction costs for Projects that extend through 2058, while residual pre-construction costs for Projects beginning construction in the year 2020 are included in the 2020-2024 cost summary due to the timing of this analysis.

Note that many projects currently carry multiple alternative alignments, as presented in greater detail in Chapter 2.0. This yields a high and low range in terms of BSC operating costs due to differences in small businesses potentially impacted. As shown, projected BSC cumulative operating costs range between \$28,500,978 and \$39,621,138 (in 2019 dollars) for all Measure M Projects between 2020 and 2058.

Table 6-2 Summary BSC Operating Costs for All Measure M Projects (2019 Dollars)

| Cost for All Lines by Year ¹ | 2020-2024 | 2025-2029 | 2030-2034 | 2035-2039 | 2040-2044 | 2045-2049 | 2050-2054 | 2055-2058 | Summary Costs – All Years |
|---|---------------------|---------------------|--------------------|------------------|--------------------|--------------------|--------------------|--------------------|---------------------------|
| 4-Pillar Projects (2021-2036) | | | | | | | | | |
| Low | \$2,041,891 | \$2,685,707 | \$421,208 | \$126,724 | - | - | - | - | \$5,286,530 |
| High | \$4,035,101 | \$6,592,297 | \$2,524,182 | \$719,901 | - | - | - | - | \$13,871,481 |
| Other Measure M LRT Projects (2020-2058) | | | | | | | | | |
| Low | \$6,267,930 | \$6,041,981 | \$2,060,235 | - | \$2,501,745 | \$2,625,789 | \$2,321,916 | \$1,394,852 | \$23,214,448 |
| High | \$6,267,930 | \$6,041,981 | \$2,060,235 | - | \$2,501,745 | \$2,625,789 | \$3,418,071 | \$2,844,906 | \$25,760,657 |
| Total Measure M LRT Projects (2020-2058) | | | | | | | | | |
| Low | \$8,309,821 | \$8,727,688 | \$2,492,443 | \$126,724 | \$2,501,745 | \$2,625,789 | \$2,321,916 | \$1,394,852 | \$28,500,978 |
| High | \$10,303,031 | \$12,634,278 | \$4,584,418 | \$719,901 | \$2,501,745 | \$2,625,789 | \$3,418,071 | \$2,844,906 | \$39,621,138 |
| Average Cost Per Year | | | | | | | | | |
| Low | \$1,661,964 | \$1,745,537 | \$498,488 | \$25,344 | \$500,349 | \$525,157 | \$464,383 | \$278,970 | |
| High | \$2,060,606 | \$2,526,855 | \$916,883 | \$143,980 | \$500,349 | \$525,157 | \$683,614 | \$568,981 | |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).

6.3 BSC OPERATING COSTS FOR 4-PILLAR PROJECTS

Projected annual costs for running the BSC for 4-Pillar Measure M Projects are presented in **Table 6-3**, grouped by 5-year construction periods from 2021 and 2036, at which time each Project is scheduled to have completed its post-construction phase. Note that each of the 4-Pillar Projects carry multiple alignment alternatives at this time. Therefore, each was analyzed providing a high and low estimate for operating the BSC among 4-Pillar Projects.

As shown, projected BSC operating costs are between \$5,286,530 and \$13,871,481 to operate across all years of construction for 4-Pillar Projects.

Table 6-4 presents the per-line costs of operating the BSC among 4-Pillar projects for the years spanning 2020-2024.

Table 6-3 Summary of BSC Operating Costs for 4-Pillar Projects (2019 Dollars)

| Cost for Each Line ¹ | 2020-2024 | 2025-2029 | 2030-2034 | 2035-2039 | Summary Costs – All Years |
|--|--------------------|--------------------|--------------------|------------------|---------------------------|
| Sepulveda Pass Phase 1 | | | | | |
| HRT 1 | \$399,026 | \$522,863 | - | - | \$921,890 |
| HRT 2 | \$692,224 | \$907,054 | - | - | \$1,599,278 |
| HRT 3 | \$1,596,106 | \$2,091,453 | - | - | \$3,687,558 |
| MRT 1 | \$1,596,106 | \$2,091,453 | - | - | \$3,687,558 |
| West Santa Ana Branch Segment 1 Alternatives | | | | | |
| Alternative E – Union Station Underground | \$1,642,864 | \$1,895,733 | - | - | \$3,538,597 |
| Alternative G – Downtown Core Underground | \$2,438,996 | \$2,814,404 | - | - | \$5,253,400 |
| Gold Line East Side Corridor 1 Alternatives | | | | | |
| SR-60 | - | \$156,733 | \$387,230 | \$126,724 | \$678,687 |
| Washington Blvd | - | \$890,374 | \$2,199,799 | \$719,901 | \$3,810,073 |
| Green Line Extension to Torrance Alternatives | | | | | |
| ROW Overcrossing | - | \$110,379 | \$44,978 | - | \$155,356 |
| Hawthorne to 190 th Street | - | \$796,066 | \$324,384 | - | \$1,120,450 |
| Summary of Costs | | | | | |
| Low | \$2,041,891 | \$2,685,707 | \$432,208 | \$126,724 | \$5,286,530 |
| High | \$4,035,101 | \$6,592,297 | \$2,524,182 | \$719,901 | \$13,871,481 |
| Average Cost Per Year | | | | | |
| Low | \$408,378 | \$537,141 | \$86,441 | \$25,344 | |
| High | \$807,020 | \$1,318,459 | \$504,836 | \$143,980 | |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).

Table 6-4 Estimated 5- Year BSC Operating Costs for 4-Pillar Projects (2020-2024) (2019 Dollars)

| Cost for Each Line ¹ | Construction Start (FY) | Completion/Opening (FY) | 2020 | 2021 | 2022 | 2023 | 2024 | Summary Costs |
|--|-------------------------|-------------------------|------|-----------|-----------|-------------|-------------|---------------|
| Sepulveda Pass Phase 1 | | | | | | | | |
| HRT 1 | 2024 | 2026 | - | - | - | \$201,765 | \$197,262 | \$399,026 |
| HRT 2 | 2024 | 2026 | - | - | - | \$350,018 | \$342,206 | \$692,224 |
| HRT 3 | 2024 | 2026 | - | - | - | \$807,059 | \$789,047 | \$1,596,106 |
| MRT 1 | 2024 | 2026 | - | - | - | \$807,059 | \$789,047 | \$1,596,106 |
| West Santa Ana Branch Segment 1 Alternatives | | | | | | | | |
| Alternative E – Union Station Underground | 2022 | 2028 | - | \$417,867 | \$408,332 | \$408,332 | \$408,332 | \$1,642,864 |
| Alternative G – Downtown Core Underground | 2022 | 2028 | - | \$620,365 | \$606,210 | \$606,210 | \$606,210 | \$2,438,996 |
| Gold Line East Side Corridor 1 Alternatives | | | | | | | | |
| SR-60 | 2029 | 2035 | - | - | - | - | - | - |
| Washington Blvd | 2029 | 2035 | - | - | - | - | - | - |
| Green Line Extension to Torrance Alternatives | | | | | | | | |
| ROW Overcrossing | 2026 | 2030 | - | - | - | - | - | - |
| Hawthorne to 190 th Street | 2026 | 2030 | - | - | - | - | - | - |
| Summary of Costs | | | | | | | | |
| Low | | | - | \$417,867 | \$408,332 | \$610,097 | \$605,549 | \$2,041,891 |
| High | | | - | \$620,365 | \$606,210 | \$1,413,269 | \$1,395,269 | \$4,035,101 |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).

6.4 BSC OPERATING COSTS FOR OTHER MEASURE M LIGHT RAIL PROJECTS

Projected annual costs for running the BSC in other Measure M Projects are presented in Table 6-5, grouped by 5-year construction periods from 2020-2059, at which point all other Measure M light rail Projects are scheduled to have cleared their post-construction phase. Note that the Gold Line East Side Corridor may include either the SR-60 or Washington Boulevard alignment as a 4-Pillar Project. Thus, the unchosen corridor, when the selection occurs, will be counted among other Measure M light rail Projects. In anticipation of this, both alignments were included, resulting in a high and low estimate for other Measure M Project BSC operating costs.

As shown, projected BSC operating costs are between \$23,214,448 and \$25,760,657 to operate across all years of construction for other Measure M Projects.

Table 6-6 presents the per-line costs of operating the BSC among other Measure M projects for the years spanning 2020-2024.

Table 6-5 Summary BSC Operating Costs for Other Measure M Projects (2019 Dollars)

| Cost for Each Line ¹ | 2020-2024 | 2025-2029 | 2030-2034 | 2035-2039 | 2040-2044 | 2045-2049 | 2050-2054 | 2055-2058 | Summary Costs – All Years |
|---------------------------------|-----------------------|-----------------------|---------------------|-----------|---------------------|---------------------|---------------------|---------------------|---------------------------|
| Gold Line Foothill Extension | \$953,558 | \$310,085 | - | - | - | - | - | - | \$1,263,643 |
| East San Fernando Valley | \$4,861,377 | \$3,517,336 | - | - | - | - | - | - | \$8,378,713 |
| Sepulveda Pass Phase 2/3 | \$452,995 | \$2,214,561 | \$2,060,235 | - | - | - | - | - | \$4,727,791 |
| Crenshaw Northern Extension | - | - | - | - | \$2,501,745 | \$1,814,409 | - | - | \$4,316,153 |
| Green Line Extension to Norwalk | - | - | - | - | - | \$811,380 | \$587,931 | - | \$1,399,312 |
| Gold Line East Side Corridor 2 | | | | | | | | | |
| SR-60 | - | - | - | - | - | - | \$234,179 | \$309,784 | \$543,963 |
| Washington Blvd | - | - | - | - | - | - | \$1,330,334 | \$1,759,838 | \$3,090,173 |
| Orange Line LRT Conversion | - | - | - | - | - | - | \$1,499,806 | \$1,085,067 | \$2,584,873 |
| Summary of Costs | | | | | | | | | |
| Low | \$6,267,930 | \$6,041,981 | \$2,060,235 | - | \$2,501,745 | \$2,625,789 | \$2,321,916 | \$1,394,852 | \$23,214,448 |
| High | \$6,267,930 | \$6,041,981 | \$2,060,235 | - | \$2,501,745 | \$2,625,789 | \$3,418,071 | \$2,844,906 | \$25,760,657 |
| Average Cost Per Year | | | | | | | | | |
| Low | \$1,253,586.00 | \$1,208,396.20 | \$412,047.00 | - | \$500,349.00 | \$525,157.80 | \$464,383.20 | \$278,970.40 | |
| High | \$1,253,586.00 | \$1,208,396.20 | \$412,047.00 | - | \$500,349.00 | \$525,157.80 | \$683,614.20 | \$568,981.20 | |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).

Table 6-6 Estimated 5- Year BSC Operating Costs for Other Measure M Projects (2020-2024) (2019 Dollars)

| Cost for Each Line ¹ | Construction Start (FY) | Completion/ Opening (FY) | 2020 | 2021 | 2022 | 2023 | 2024 | Summary Costs |
|---------------------------------|-------------------------|--------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Gold Line Foothill Extension | 2020 | 2025 | \$194,345 | \$189,803 | \$189,803 | \$189,803 | \$189,803 | \$953,558 |
| East San Fernando Valley | 2021 | 2027 | \$990,742 | \$967,659 | \$967,659 | \$967,659 | \$967,659 | \$4,861,377 |
| Sepulveda Pass Phase 2/3 | 2024 | 2057 | - | - | - | - | \$452,995 | \$452,995 |
| Crenshaw Northern Extension | 2041 | 2047 | - | - | - | - | - | - |
| Green Line Extension to Norwalk | 2046 | 2052 | - | - | - | - | - | - |
| Gold Line East Side Corridor 2 | | | | | | | | |
| SR-60 | 2053 | 2057 | - | - | - | - | - | - |
| Washington Blvd | 2053 | 2057 | - | - | - | - | - | - |
| Orange Line LRT Conversion | 2051 | 2057 | - | - | - | - | - | - |
| Summary of Costs | | | | | | | | |
| Low | | | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |
| High | | | \$1,185,087 | \$1,157,462 | \$1,157,462 | \$1,157,462 | \$1,610,457 | \$6,267,930 |

Source: Chen Ryan Associates

Note:

1. Low or high figures based on combination of lowest or highest Alternatives within each corridor (based on number of small businesses).

7.0 Potential Business Solution Center Services

The BSC was established in accordance with a thorough review of the potential services that would be best utilized for addressing potential impacts of construction of the Crenshaw/LAX light rail Project, with a particular focus paid to small businesses located between 48th and 60th Streets along Crenshaw Boulevard. While the chosen services reflect a well-researched implementation based upon the best ability to benefit along the corridor, an expansion of the BSC to all Measure M light rail corridors may also carry an expansion of services in which it may offer impacted businesses.

A particular consideration for transit builders is a project's tendency to displace local businesses. A 2017 study published in the Journal of Transportation and Land Use (Open for Business? Effects of Los Angeles Metro Rail Construction on Adjacent Businesses), "...station construction appears to increase the risk of business failure by 46% for businesses within 400 meters of a station, though station location always appears to be somewhat riskier than location away from a station."

Several additional opportunities for services are discussed below, based upon best-practices research of other construction mitigation or business improvement programs from sister agencies.

7.1 BUSINESS SHUTTLES

The Hillcrest Lunch Loop in San Diego, CA is operated as a free community service, fully financed by the Uptown Community Parking District, in order to encourage patronization of local businesses that some may find otherwise difficult to access due to limited parking opportunities. In Portland, Oregon, TriMet sponsored special media and social events along light rail construction corridors to encourage people to visit the local businesses. TriMet also sponsored a "lunch bus" program to ferry city officials and transportation workers to Interstate Avenue restaurants that were affected by the construction.

7.2 BUSINESS OPERATIONS SUPPORT

Particularly within the pre-construction phase of a light rail line, helping businesses improve their day-to-day efficiency better positions them to weather an anticipated slowdown in customer traffic. Helping businesses identify ways to strengthen their operations by cutting unnecessary inventory, expanding sales channels, developing customer-oriented communications strategies, sharing costs, or maintaining more accurate books, proved to be a key success during construction of the Minneapolis Green Line.

7.3 DISSEMINATION OF PUBLIC INFORMATION

A future BSC may be able to extend the communications services of such as through the regular dissemination of information regarding the status of construction and access along affected areas. Such considerations may include notification of the local community through media and signage as to which sidewalks may be closed, which driveways may be obstructed, parking impacts, or temporary transit stop relocations.

7.4 CUSTOMER INCENTIVES

During construction of Minneapolis' Green Line, the Midway Area Chamber of Commerce, an organization representing commercial districts, issued a coupon booklet that offered discounts to many of its member businesses. It also organized a monthly Lunch on the Avenue event held at restaurants that had active construction in front of them. These events brought dozens of new customers to businesses that were susceptible to revenue loss.

In Salt Lake City, Utah, Trax light rail construction coincided with the allocation of \$300,000 to implement business impact mitigation programs, using the funds in four ways:

1. 4th South Bucks. The 4th South Bucks Program, named after the alignment along 400 South, distributed over \$75,000 in coupons (each worth \$1) that could be redeemed at businesses along 400 South. The program was believed to be an acceptable way to randomly disseminate the coupons through a radio station campaign. It was anticipated that business patrons would spend additional money beyond the 4th South Bucks.
2. "Go Fourth" Radio Advertisement Campaign. The "Go Fourth" radio advertising campaign was chosen because it was determined to be an effective means of reaching the intended customer demographics of the businesses along the project alignment. The contractor's public information specialist assisted a subcommittee in developing a radio campaign. A set of criteria was used to evaluate all of the businesses along the corridor (preference was given to independent businesses) to create a priority list for radio spots. Each month, six businesses were featured on the radio. In addition, a remote broadcast featured the six chosen businesses on the 4th of each month. The radio remote broadcasts would feature prizes including 4th South Bucks.
3. Catalyst Advertisements. Sixteen businesses were given advertisement space on the back cover of Catalyst Magazine each month. Catalyst Magazine, a local publication, was chosen because its reader demographic closely matched the radio station's demographics.
4. It was recognized that media coverage is often perceived as more credible than advertisements. In coordination with the contractor's public information staff, media events distributed the message that businesses were accessible during construction. Accessibility was emphasized in several media campaigns, including the "First Rail Weld" and the "Half-time Celebration."

7.5 PARKING LOT ALTERATIONS OR SHARING

While encouraging mode shift to transit remains Metro's goal, vehicular access impacts business patronage, particularly during construction when transit may be unavailable or temporarily relocated. It may be desirable to explore working with businesses with large private parking lots to temporarily allow shared use for patrons of neighboring businesses, or allow, where able, accommodation of parking on unused or vacant parcels, to partially mitigate

for parking loss during construction, or in the immediate aftermath as new travel patterns are solidified.

7.6 FORGIVABLE LOANS

In the twin cities of Minneapolis and St. Paul, Minnesota, the central corridor is home to a diverse number of businesses and local residents. The Green Line, also called the Central Corridor, is 11 miles long and opened in 2014. One of the largest programs created to support businesses was the \$4 million Ready for Rail Business Support Fund. It was established in January 2011 through a Joint Powers Agreement between the Met Council and the Housing and Redevelopment Authority of the City of St. Paul (HRA).

The \$4 million fund was originally envisioned as a low-interest loan program, but quickly became a forgivable loan once it became clear that a repayable loan would not meet the needs of businesses that were facing significant revenue losses. Up to \$20,000 was available for businesses along the corridor that had gross sales of no more than \$2 million and could show a loss in sales due to the light rail construction. The loan was forgiven at a rate of 20 percent each year over a five-year period.

7.7 WORKSHOPS AND SOCIAL MEDIA

In Portland, Oregon, TriMet staff used a wide range of strategies to distribute construction information to stakeholders along light rail construction corridors. Business owners were invited to attend workshops teaching business management skills and were paired with personal mentors who were skilled in giving business strategy advice to help businesses throughout the construction process. Staff attended meetings and gave presentations at a wide range of meetings including the Interstate MAX Advisory Committee, Interstate Corridor Urban Renewal Area Committee, various business associations, N/NE Portland Coalition meetings, and local neighborhood association meetings. TriMet's Community Affairs department also distributed 12 seasonal newsletters to a mailing list of 7,500 residents throughout North Portland. TriMet's web site included an extensive section pertaining to Interstate MAX construction and community outreach, including an information section in Spanish.

TriMet sponsored special media and social events along the corridor to encourage people to visit the local businesses. Additionally, there was a 24-hour construction hotline with a live operator at all times. The operator had the ability to page community relations staff for after-hours issues, and over two dozen construction staff were available on a 24-hour basis.

7.8 FAÇADE OR SIGNAGE IMPROVEMENTS

Based upon an interview held with Metro's Business Solution Center staff on August 27, 2019, the BSC stated a desire to offer potential façade or business signage-related improvements. Prior precedent was found to exist during construction of the Central Corridor in the Minneapolis area, whereby \$150,000 was spent contributing to façade upgrades of local businesses along the right-of-way. Funding was contributed to the program through the University Avenue Business Preparation Collaborative (U7).

7.9 ADDITIONAL SERVICES

Based upon an interview held with Metro’s Business Solution Center staff on August 27, 2019, the following were also identified as considerations held by the BSC as potential future services, based upon observations of business need while executing the Pilot BSC:

- Providing services, including those services that are currently provided, for a longer timeframe following the end of construction and introduction of revenue service to ensure lingering impacts to businesses are also addressed,
- Grant funding allowing businesses to acquire software and/or hardware that complements existing training services provided by the BSC, such as business management, bookkeeping, or budgeting software.

Access to capital, which would provide businesses assistance to purchase their property in advance of the opening of the transit in order to prevent being priced out with an increase in rent. The BSC currently helps with grant applications, but it was expressed that access to capital could provide greater help. Metro’s own research into impacts along the Metro Red Line identified a desire to track rent vs. own ratios, indicating “...the first step for community advocates and transit agencies concerned with business displacement would be to begin tracking not only revenue loss, as the Metropolitan Council did in Minneapolis-St. Paul, but also whether the businesses rent and own. Much like with residential gentrification, benefits may accrue to those who own, while those who rent are displaced.”

The full documents referenced in this chapter are provided as **Appendix C**.

8.0 Conclusions & Next Steps

This high-level analysis provides an overall cost to expand the Pilot BSC program to Measure M light rail corridors. Cost estimates, and thus service assumptions were based upon the current program. Thus, a more detailed cost estimate for each corridor, that includes potentially expanded services targeted to each corridor, would be a worthwhile analysis to undertake prior to project procurement and implementation.

CRENSHAW/LAX
TRANSIT PROJECT
BUSINESS SOLUTION CENTER



Supporting local business as we build.

Metro Pilot Business Solution Center Expansion Analysis

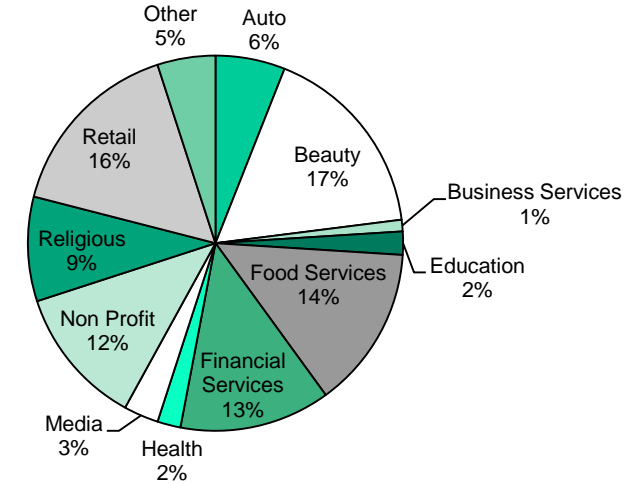


Item #39
Construction Committee
October 17, 2019

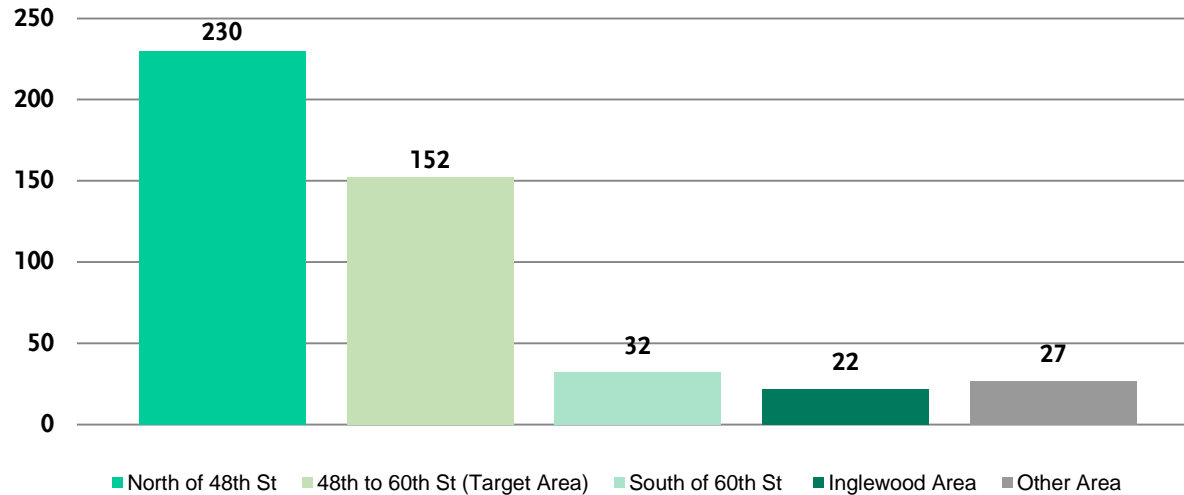
Measurable Outcomes

Since the launch of the Pilot Crenshaw/LAX BSC in late 2014, small business clients have represented a diverse group of small “mom and pop” businesses.

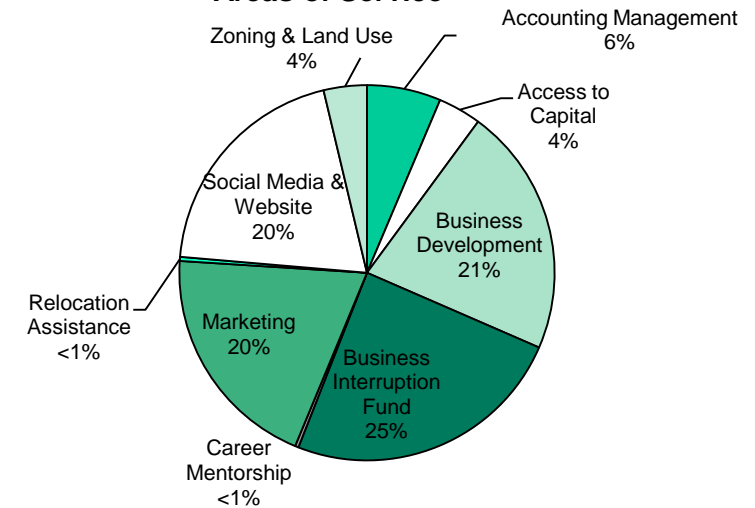
Clients by Industry Type



Businesses Contacted by Location



Areas of Service





“Through the Metro BSC, I was able to attend informative workshops and received direct assistance in website development, mobile and search engine optimization, accounting and QuickBooks. The BSC staff has made a great difference toward helping me sustain and grow Ride On! Bike Shop/Co-op.”

Ade E. Neff, Owner
Ride On! Bike Shop/Co-op



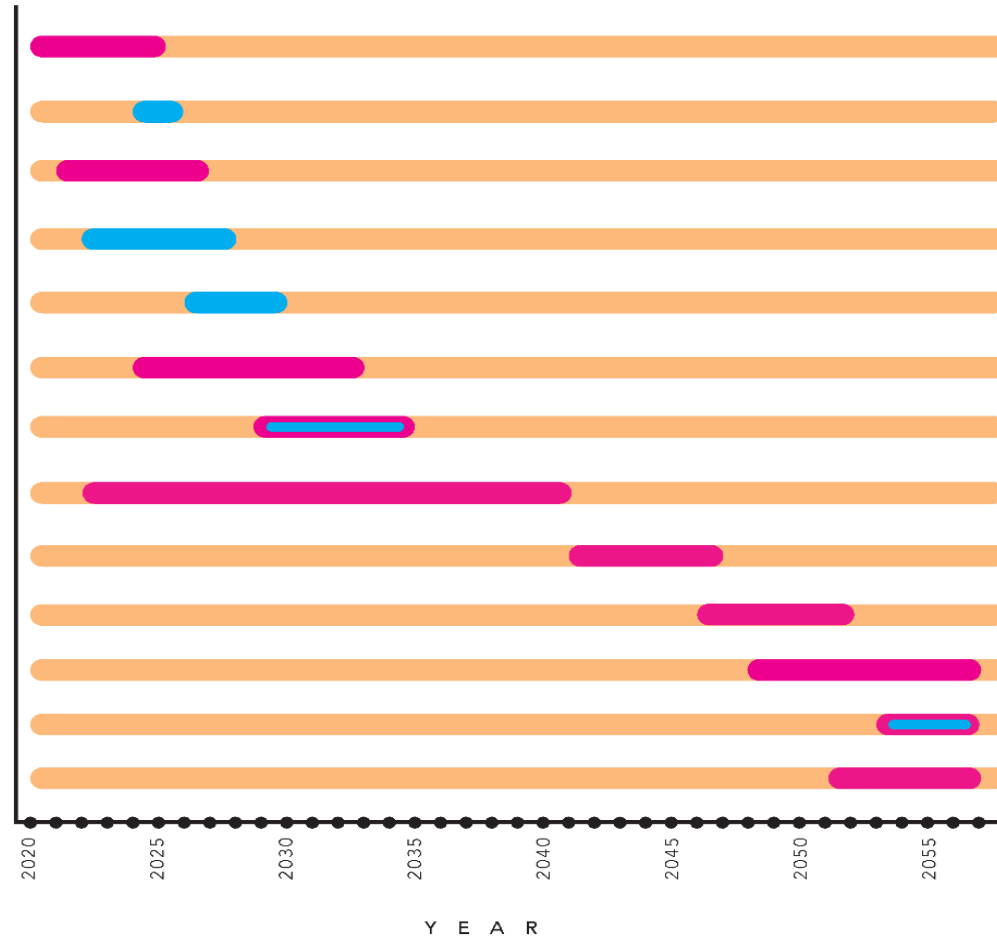
Metro

Schedule of Measure M Construction

Measure M Light Rail Projects Schedule

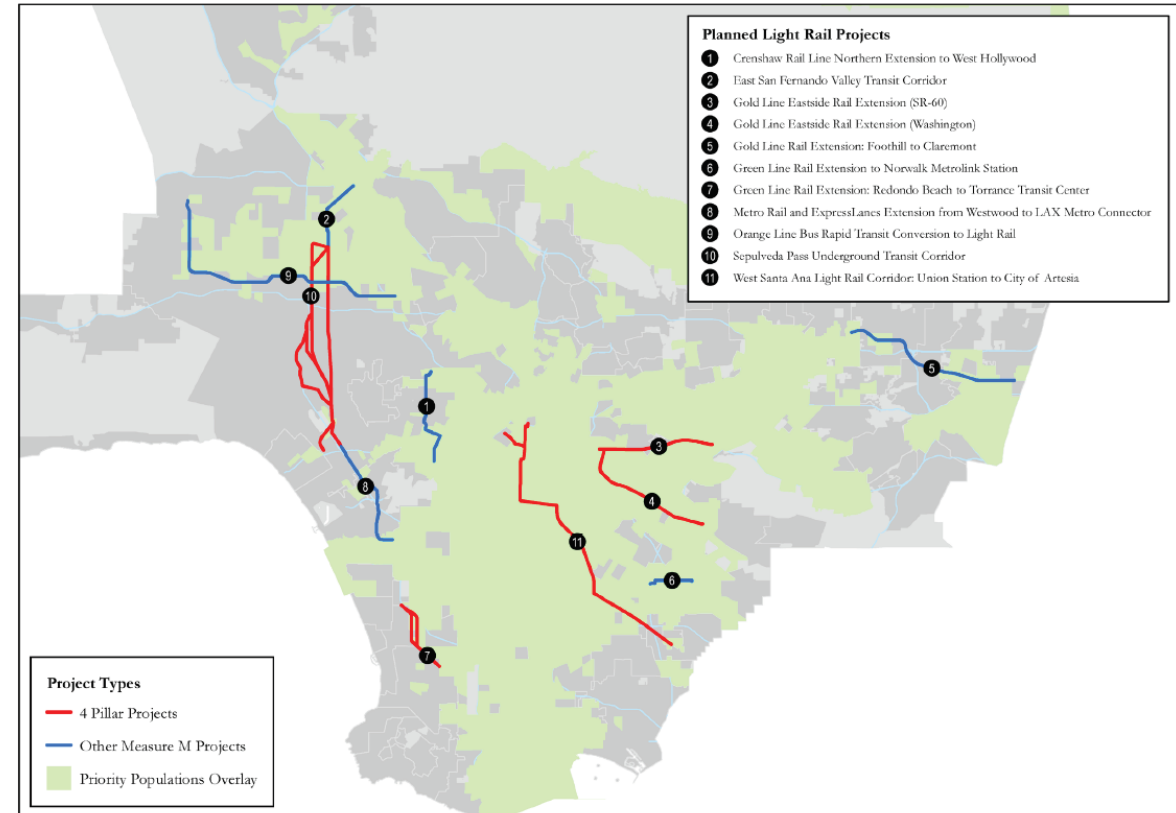
- 4 - Pillar Projects
- Other Measure M Light Rail Projects
- 4-Pillar or Other Measure M Projects

- Gold Line Foothill Extension to Claremont (with ability to extend to Montclair)
- Sepulveda Pass Transit Corridor Phase 1
- East San Fernando Valley Transit Corridor
- West Santa Ana Branch Transit Corridor to Downtown LA - Segment 1
- Green Line Extension to Torrance
- Sepulveda Pass Transit Corridor Phase 2
- Gold Line Eastside Extension Phase 2 - Corridor 1
- West Santa Ana Branch Transit Corridor to Downtown LA - Segment 2
- Crenshaw Northern Extension
- Green Line Extension to Norwalk
- Sepulveda Pass Transit Corridor Phase 3
- Gold Line Eastside Extension Phase 2 - Corridor 2
- Orange Line Conversion to Light Rail



Analysis Method – Disadvantaged Communities (Priority Population Areas)

- Use of the California Environmental Protection Agency's (CalEPA) criteria for identifying Priority Population investment areas.
- Criteria includes disadvantaged and low-income considerations in its criteria.
- Population areas provide a method to identify the region's most vulnerable communities.

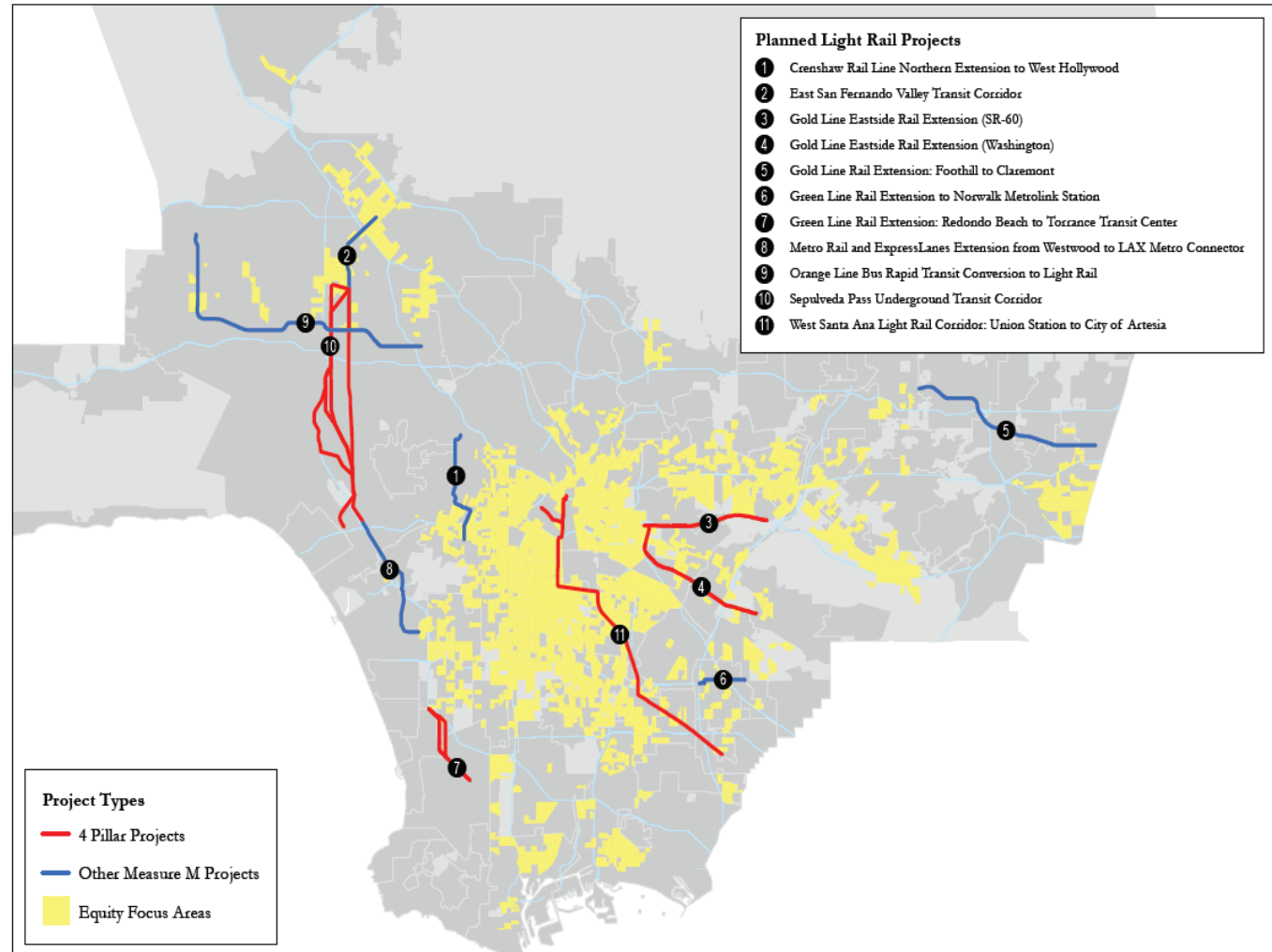


Metro Business Solution Center Analyses

Source: Chen Ryan Associates

Analysis Method – Equity Focus Areas

- Household income
- Race/ethnicity
- Household with low vehicle ownership



Metro Business Solution Center Analysis

Source: Chen Ryan Associates

Expansion Approach

- Phased implementation
- "Four Pillar Projects"
- Incremental funding
- Resource scaling
- Focus on pre and post construction operations

Thank You