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**FEBRUARY 26, 2020**

**TO: BOARD OF DIRECTORS**

**THROUGH: PHILLIP A. WASHINGTON** *PAW*  
**CHIEF EXECUTIVE OFFICER**

**FROM: DEBRA AVILA** *Avila*  
**CHIEF VENDOR/CONTRACT MANAGEMENT OFFICER**

**RICK CLARKE** *RFC*  
**CHIEF PROGRAM MANAGEMENT OFFICER**

**SUBJECT: BUSINESS SOLUTION CENTER EXPANSION**  
**Bus Rapid Transit (BRT) Analysis**

**ISSUE**

Metro's Board of Directors (Board) issued Motion 38.1 on June 27, 2019 that authorized the Chief Executive Officer to transition the pilot Metro Business Solution Center (BSC) 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. In October 2019, Metro's Board of Directors directed staff to report back to the Board in January 2020 regarding the feasibility of expanding the BSC services to small businesses impacted by bus rapid transit (BRT) projects.

**DISCUSSION**

As a result of the Board's request, staff advanced efforts to evaluate and measure the potential impacts of future BRT projects to small businesses; and performed a high-level feasibility analysis of implementing an expanded BSC program along BRT project corridors

The analysis, which entailed review of the current alternatives for the North San Fernando Valley, North Hollywood to Pasadena and Vermont BRT projects, utilized the same methodology as the analysis that was performed to assess the expansion of the BSC to all upcoming light rail transit projects in the Measure M pipeline presented to the Board in October 2019.

Furthermore, the analysis included an assessment of the potentially impacted small businesses along each corridor; the number of businesses in disadvantaged communities (based on Priority Populations as defined by California Environmental Protection Agency); and the number of businesses in Equity Focus Areas as defined by Metro’s Equity Platform Framework relevant to household income, race/ethnicity and households with low vehicle ownership.

Keeping to staff’s recommendation for a phased regional implementation and expansion of the BSC program with specific focus on small businesses in equity focus areas along the various transit light rail projects and potential BRT project corridors, the results of the analysis identified the following:

<b>BRT Projects</b>	<b>Percentage of Small Businesses in Equity Focus Areas</b>
North Hollywood to Pasadena BRT	0%
Vermont BRT	78%
North San Fernando Valley BRT	25-30%

In consideration to the variation of construction methods, schedules and potential impact between BRT and transit light rail projects, staff is proposing to develop a phased regional model for the BSC expansion that supports the scaled operationalization of center(s) designated along transit light rail project areas that will provide the same level and quality of supportive services for small businesses impacted by neighboring BRT projects. This approach will allow Metro to continue to support small “mom and pop” businesses impacted by transit rail construction with consideration to construction methods, schedules, potential community impacts in relation to priority populations and equity focus areas; and consideration to financial projections for BSC expansion.

**NEXT STEPS**

Staff is currently in the process of developing the BSC expansion model and project scope of services to facilitate the contracted services for a BSC program administrator. The program model and scope of services will be presented to the Board in April 2020.