



Metro®



**Metro Pilot Business Interruption Fund
(BIF)
Quarterly Status Report
October 1, 2015 – December 31, 2015**



Prepared by

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1.1 Purpose

This Report summarizes how the Metro Pilot Business Interruption Fund (BIF) has worked to provide financial assistance to small “mom and pop” businesses that demonstrate business revenue losses due to direct impact from Metro rail construction. Small “mom and pop” businesses located along three rail corridors are eligible for BIF grant funding.

1. Crenshaw/LAX
2. Little Tokyo Area of the Regional Connector
3. Purple Line Extension Phase 1

The period of this report is from October 1, 2015 - December 31, 2015. The activities summarized include number of applications submitted, community outreach and communications, grantee statistics, financial data and payments. Metrics on client satisfaction and general program observations are also reported. Further, included is a business profile on a BIF grantee.

2.1 Total Grant Amount Awarded

The following is the total grant amount awarded as of this reporting period, by month.

Table 1. Total Grant Amount Awarded (March 1, 2015 – December 31, 2015)

Total Grant Amount by Month		
Month	# of Grants	Amount
March 2015	4	\$66,310.00
April 2015	8	\$111,239.29
May 2015	12	\$75,583.64
June 2015	11	\$435,549.37
July 2015	15	\$270,194.99
August 2015	5	\$57,058.59
September 2015	8	\$88,327.88
October 2015	12	\$216,078.91
November 2015	7	\$226,330.86
December 2015	18	\$306,916.06
Total	100	\$1,853,589.59

3.1 Measures of Effectiveness

The measures of effectiveness for the BIF Program include:

- Number of businesses referred to support services post grant award – Goal 75%
- Number of completed applications processed within 9 business days – Goal 100%
- Client satisfaction rating (via survey of Grantees) – Goal 60%
- Number of businesses remaining in business post grant award/support for: 6 months and 12 months (long term)

As of this reporting period:

Measure of Effectiveness		Goal	Actual
1	Number of businesses referred to support services post grant award	75%	100%
2	Number of completed applications processed within 9 business days	100%	92%
3	Client satisfaction rating (via survey): ≤ 30 days after grant award	60%	87%
4	*Number of businesses remaining in business post grant award/support for: 6 months	60%	94%
	Number of businesses remaining in business post grant award/support for: 12 months (long term)	60%	N/A

*Based on 35 businesses post grant award.

4.1 Summary Statistics at a Glance

- **Quarterly: October 1, 2015 – December 31, 2015**

- › Number of Applications Received: 79
- › Number of Applications Approved: 37
- › Value of Grant Awards: \$749,325.83

- **Year-to-Date: March 1, 2015 – December 31, 2015**

- › Total Number of Applications Received: 216
- › Total Number of Applications Approved: 100
- › Total Value of Grant Awards: \$1,853,589.59

- 92% of grantees received the total amount of the grant award
- 6% of grant awards were disbursed for delinquent rent payments
- 1% of grant awards were disbursed for delinquent utility payments
- Less than 1% of grant awards were disbursed for delinquent business insurance payments
- Less than 1% of grant awards were disbursed for delinquent miscellaneous payments such as past due tax bills, business license fees, other miscellaneous categories
- Less than 1% of grant funds were disbursed for delinquent payroll expenses

Out of the total of 100 grants approved as of this reporting period;

- 18 businesses were in operation 2-5 years
- 26 businesses were in operation 6-10 years
- 29 businesses were in operation 11-20 years
- 27 businesses were in operation 21+ years



Baldwin Hills Crenshaw Mall,
construction of the Martin Luther
King Jr. Station.

5.1 Applications

The following is the total number of applications received for the BIF Program via online submission:

Table 1. Total Number of Applications Submitted by Month and Rail Corridor

(Online submission is defined as completing all questions on the application form and pressing “submit”)

Month	# of Applications Received		
	Crenshaw/LAX	Little Tokyo	Phase 1 Purple Line
March 2015	37	0	0
April 2015	29	0	0
May 2015	18	0	0
June 2015	22	0	0
July 2015	15	1	0
August 2015	9	0	1
September 2015	3	1	1
October 2015	19	2	4
November 2015	33	6	3
December 2015	9	2	1
Total	194	12	10

Total Number of Applications Approved as Grants - 100

Total Number of Applications Declined - 2

Total Number of Non-Eligible Applications - 57

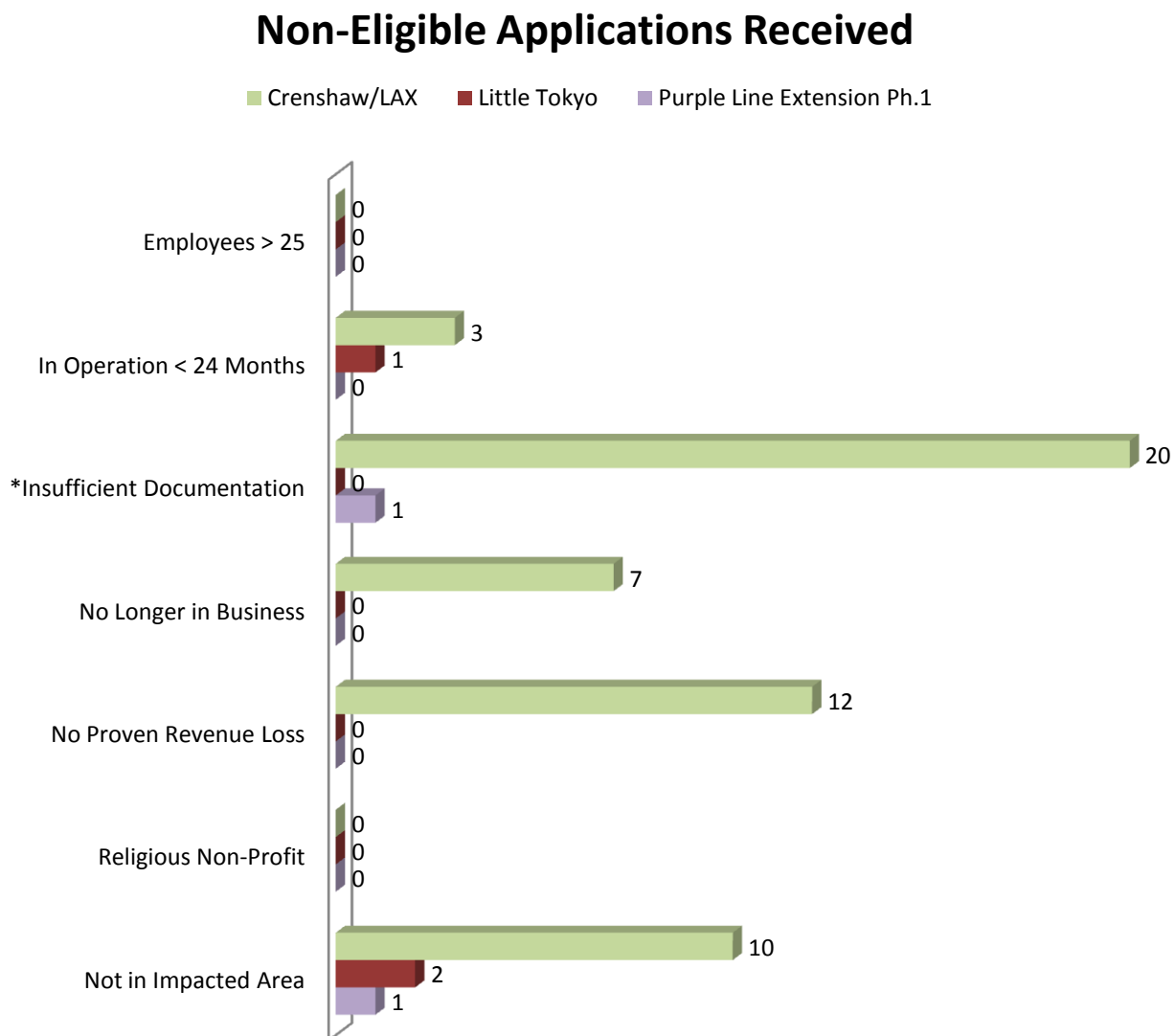
Total Number of Incomplete Applications (Pending Financial Documents) - 57



BIF Application Workshop, November 9, 2015 held at Metro's Business Solutions Center (BSC) during the 40-day closure of Crenshaw Blvd.

Figure 1. Total Number of Non-Eligible Applications

(Non-Eligible is defined as not meeting the basic eligibility criteria upon submission of application)



Devon Davis, Program Assistant, helps a prospective BIF grantee submit documents to complete their application.

6.1 Quarterly and Year to Date Community Outreach and Communication Activities

During this reporting period, a total of **21** outreach activities occurred. PCR participated in: **10** outreach events in the **Crenshaw/LAX** corridor (**CLAX**), **7** outreach events in the **Little Tokyo Area of the Regional Connector** (**LTRC**) and **4** outreach events in the **Purple Line Extension, Phase I** corridor (**PLE**). At the time of this report, targeted outreach was in the early stages for the **LTRC** and the **PLE** while maintaining momentum on the **CLAX**. As construction closures and major impacts are anticipated on all three corridors, outreach activities will increase exponentially in reaching out to small business owners to help get them prepared for the BIF program ahead of impact.

The following is a summary of Outreach Efforts and Communication Activities for this reporting period:

**Table 1. Quarterly Outreach Efforts and Communication Activities
(October 1, 2015 – December 31, 2015)**

	Crenshaw/LAX	Little Tokyo	Purple Line Extension
Community Meetings	5	4	1
Direct Canvassing	1	2	1
Partnerships/Eat, Shop, Play	1	0	0
Metro Sponsored Workshops	2	1	1
PCR Sponsored Workshops	1	0	1
Media Photo Op Event	0	0	0
Total	10	7	4

*Direct Canvassing Represents Number of Days

**Table 2. Year to Date Outreach Efforts and Communication Activities
(March 1, 2015 – December 31, 2015)**

	Crenshaw/LAX	Little Tokyo	Purple Line Extension
Community Meetings	18	7	5
Direct Canvassing	5	2	1
Partnerships/Eat, Shop, Play	4	1	0
Metro Sponsored Workshops	5	3	1
PCR Sponsored Workshops	2	0	1
Media Photo Op Event	1	0	0
Total	35	13	8

Community Meetings/Presentations: During this reporting period, we have participated in **10** community meetings and presentations which include various Chamber meetings, business expos staffing tables, business organization meetings, construction update meetings, mall and strip mall tenant meetings.

Direct canvassing efforts: During this reporting period, PCR dedicated **2** full days - October 22, 2015 and November 4, 2015 to direct canvassing efforts on the **Little Tokyo Area of the Regional Connector** specifically in advance of the 1st Street and Central closure and the on-going construction activity east of Alameda Street. Lead Business Advisor, Bryan Miyamoto went door-to-door and met one-on-one with approximately 15 small business owners in these locations speaking with them about applying to the BIF,

distributing BIF information flyers, tri-folds, upcoming BIF Workshop flyers and business cards. Additionally, Lead Business Advisor Andre Hardy spent 1 day on October 2, 2015 re-canvassing the **Crenshaw/LAX** corridor from Exposition down to 60th Street to reach out to any businesses that have not applied for the BIF. Lead Business Advisor Brian Lazo canvassed a portion of **Purple Line Phase I** corridor for 1 day on December 11, 2015. PCR's strategy continues to be reaching small business owners before direct construction impacts occur to help prepare them to apply to the BIF program. PCR's canvassing efforts have proven to be especially effective and always results in an immediate increase in applications submitted as well as increased awareness through word of mouth among small business owners. On-going canvassing efforts and outreach generally occur on Fridays with all lead business advisors. The Lead Business Advisors spend time on their perspective corridors visiting applicants, taking photos of construction impacts and general outreach activities at least once a week.

Outreach Partnerships with Metro's BSC and Eat, Shop, Play: PCR's partnership with the BSC on the Crenshaw/LAX corridor has been very effective and efficient for outreach efforts as construction impact moves into the BSC target area (48th Street – 60th Street) as well as the Inglewood and Westchester areas. PCR has worked with the BSC in identifying small business owners in advance of major construction impacts that may need a little more attention or understanding of how to apply to the BIF. Referrals to the BIF program from the BSC are consistent and on-going. In addition, referrals of small business owners that may not be eligible for whatever reason or otherwise not ready to apply to the BIF, to the BSC have also been consistent and on-going demonstrating a very fluid relationship between PCR and the BSC. PCR's partnership with Metro's Eat, Shop, Play program in all three corridors has proven to be a valuable tool for referring small business owners for help and assistance in marketing their business during construction activities as well as networking with small business owners at Eat, Shop, Play sponsored Lunch Meet Up events.

Open House Networking Event: PCR led the effort to sponsor a First Open House event for business owners located on the **Crenshaw/LAX** corridor in collaboration with Metro's BSC, including other Metro programs and staff on October 8, 2015 at the US Bank Crenshaw Branch Community Room. The event included information tables for the BIF; BSC; Eat, Shop, Play and DEOD, food and networking with attendees. Approximately 35 business owners attended. It was a great opportunity to meet, greet and network with small business owners on the Crenshaw/LAX corridor in a venue that offered Metro resources all in one place.

Metro Sponsored BIF Workshops: For this reporting period, October 1, 2015 to December 31, 2015, the following BIF workshops have been hosted:

- 1 - Little Tokyo Area of the Regional Connector
- 2 - Crenshaw/LAX Corridor
- 1 - Purple Line Extension, Phase I

Five more BIF workshops are currently calendared for the first quarter of 2016 accordingly:

- 2 - Little Tokyo Area of the Regional Connector
- 1 - Crenshaw/LAX Corridor
- 2 - Purple Line Extension, Phase I

PCR has observed that the Metro sponsored BIF workshops, within each of the three corridors, have proven to be very effective in presenting the BIF program details to potential applicants with an opportunity for Q & A.

PCR Sponsored BIF Workshops: PCR has sponsored two BIF workshops during this reporting period. The BIF Application Workshop was held on November 9, 2015 at the BSC. Business owners located on the **Crenshaw/LAX** corridor were invited to attend for a brief presentation and received one-on-one assistance in applying to the BIF on site. Working with Crenshaw/LAX Lead Business Advisor Andre Hardy and BIF

Program Manager, Angela Winston, six computer stations were available at The Los Angeles Urban League for business owners' use to apply on line. Considered a very successful event, 30 business owners applied to the BIF during the Application Workshop. PCR also sponsored a BIF Information Workshop at the Landmark Center on the **Purple Line Extension** exclusively for the tenants of Landmark Center strip mall. In addition to 100% participation of the tenants, the owner of the strip mall also attended. The purpose of this workshop was to reach out specifically to these tenants who were unable to attend a regularly scheduled workshop for Purple Line Extension business owners. This workshop was offered in the evening hours after the tenants had closed their businesses for the day.

Business appointments: Small business owners can schedule appointments with BIF Business Advisors for their convenience. For the **Crenshaw/LAX** corridor, appointments are available with Lead Business Advisor, Andre Hardy at the BSC hosted by the Los Angeles Urban League. Andre is generally available on Fridays between 9 a.m. – 4 p.m. for these appointments. For the **Purple Line Extension**, appointments are available at PCR Monday- Thursday with Lead Business Advisor, Brian Lazo. PCR is located on Wilshire Blvd, one block west of Vermont. For the **Little Tokyo Area of the Regional Connector**, Lead Business Advisor, Bryan Miyamoto can schedule appointments at the Metro Community Office located at 1st Street and Central near the Japanese Village Plaza on Mondays and Fridays. What PCR has found is that most business owners prefer BIF Business Advisors to meet with them one-on-one at their place of business as it often times is difficult for the business owner to leave. The Lead Business Advisors are flexible and generally meet with small business owners almost always at their place of business for convenience and comfort. This has resulted in effectively expediting submission of applications to the BIF and collecting documents for financial analysis necessary for subsequent grant recommendations.

*See Attachment B for a listing of meetings, events, presentations and workshops from March-December 2015 (Year to Date).

7.1 Financial Activities

The following is a monthly summary of grant funding by rail project:

*See attachment C - Grant Award Matrix for grantee details.

7.1.1 Crenshaw/LAX Corridor

Table 1. Total Grant Amount by Month – Crenshaw/LAX

Crenshaw/LAX		
Month	Grants	Amount
March 2015	4	\$66,310.00
April 2015	8	\$111,239.29
May 2015	12	\$75,583.64
June 2015	11	\$435,549.37
July 2015	15	\$270,194.99
August 2015	5	\$57,058.59
September 2015	8	\$88,327.88
October 2015	10	\$153,215.41
November 2015	6	\$176,330.86
December 2015	13	\$179,131.07
Total	92	\$1,612,941.10



Twenty-one day closure of Crenshaw Blvd. starting at Exposition. Traffic was diverted around Crenshaw Blvd.

CRENSHAW/LAX Transit Project

Metro Business Interruption Fund uses the following sections as impact areas:

Exposition/Crenshaw - Exposition to 39th Street

Martin Luther King Jr. - 39th Street to Homeland

Leimert Park - Homeland to 48th Street

Hyde Park - 48th Street to 60th Street

Fairview Heights - 60th to N. Prairie Avenue

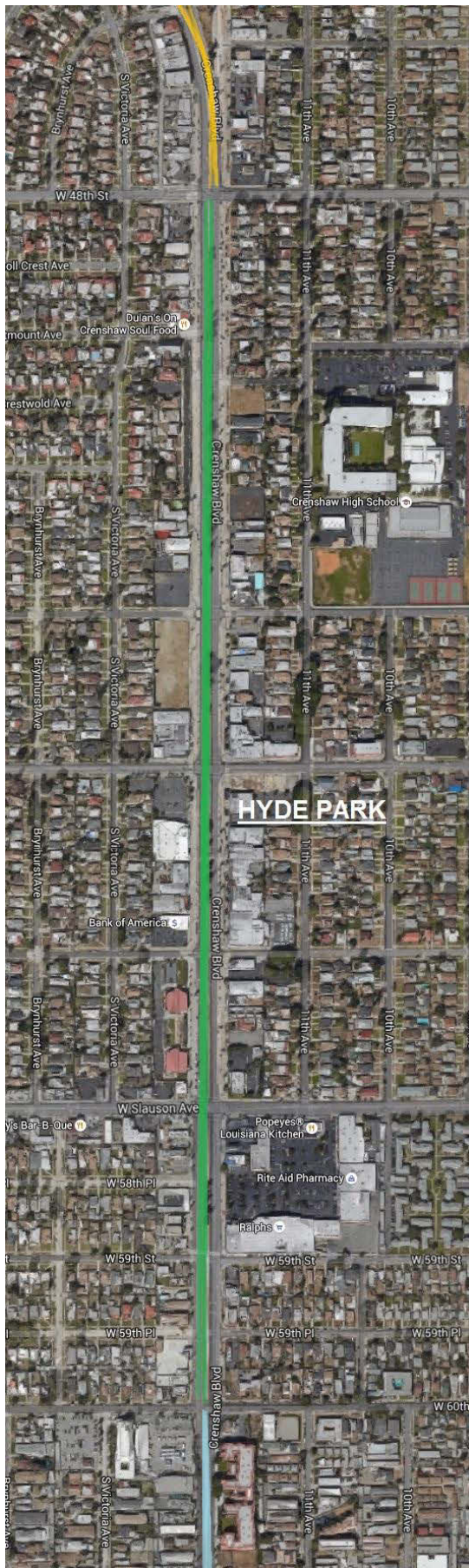
Downtown Inglewood - N. Prairie Avenue to N. Cedar Avenue

Westchester/Veterans - N. Cedar Avenue to W. Arbor Vitae Street

Aviation/Century - W. Arbor Vitae Street to W. Century Boulevard



**NUMBER
OF
GRANTS****TOTAL GRANT
AMOUNT****SECTION****18****\$337,378.22****CRENSHAW/
EXPOSITION****12****\$138,813.12****CRENSHAW
SQUARE****19****\$335,446.07****MARTIN
LUTHER KING,
JR.****23****\$335,004.38****BALDWIN
CRENSHAW
MALL****18****\$443,458.31****LEIMERT PARK****2****\$22,841.00****LEIMERT PARK
BUSINESSES**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

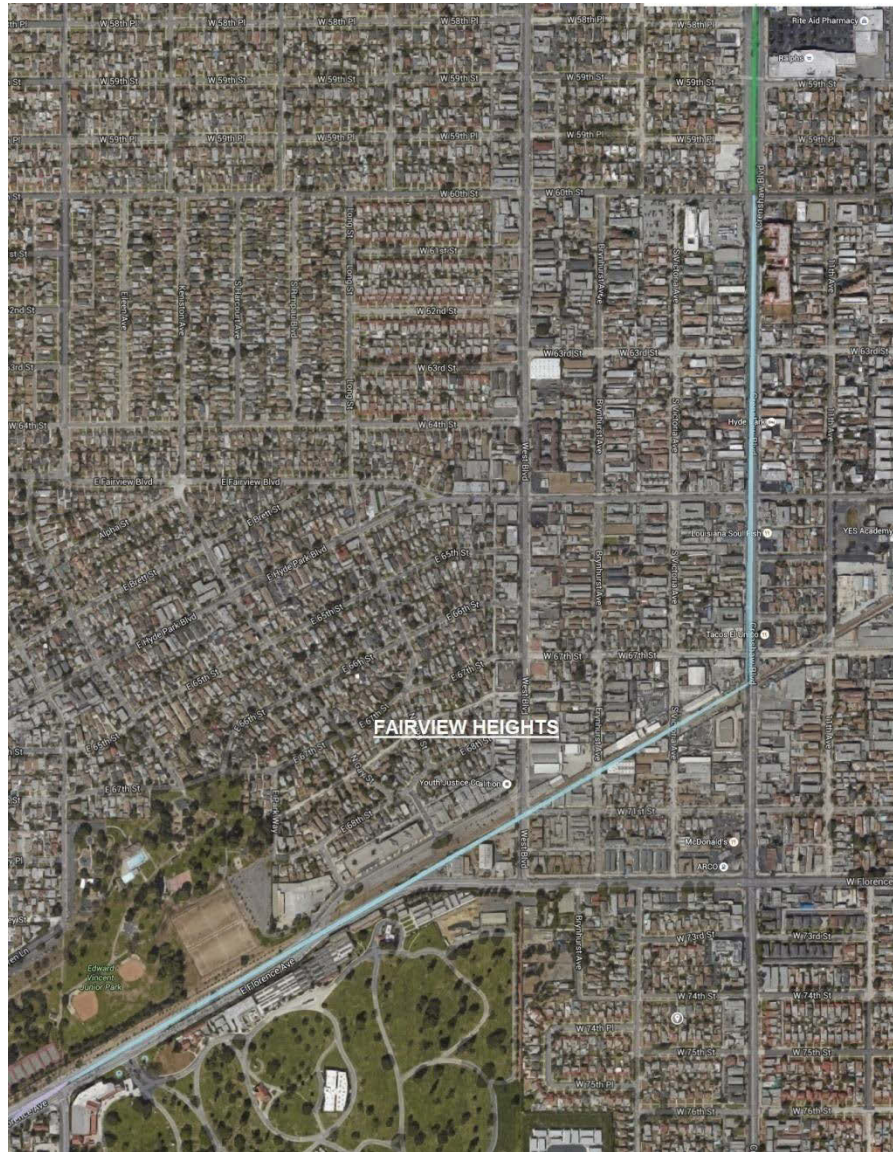
SECTION

0

\$0.00

HYDE PARK

*No Grants Approved as of December 31, 2015



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

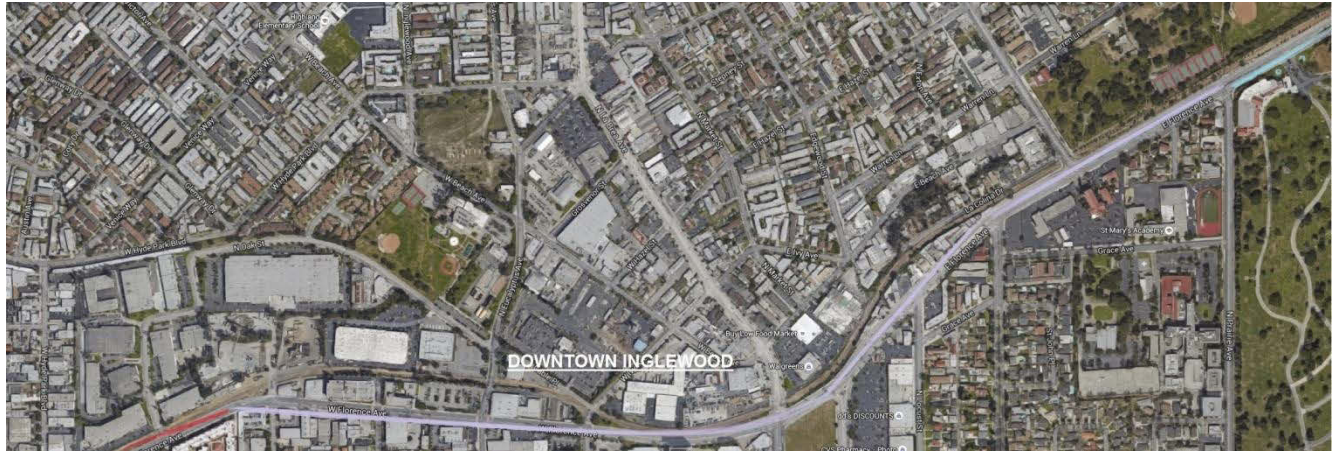
SECTION

0

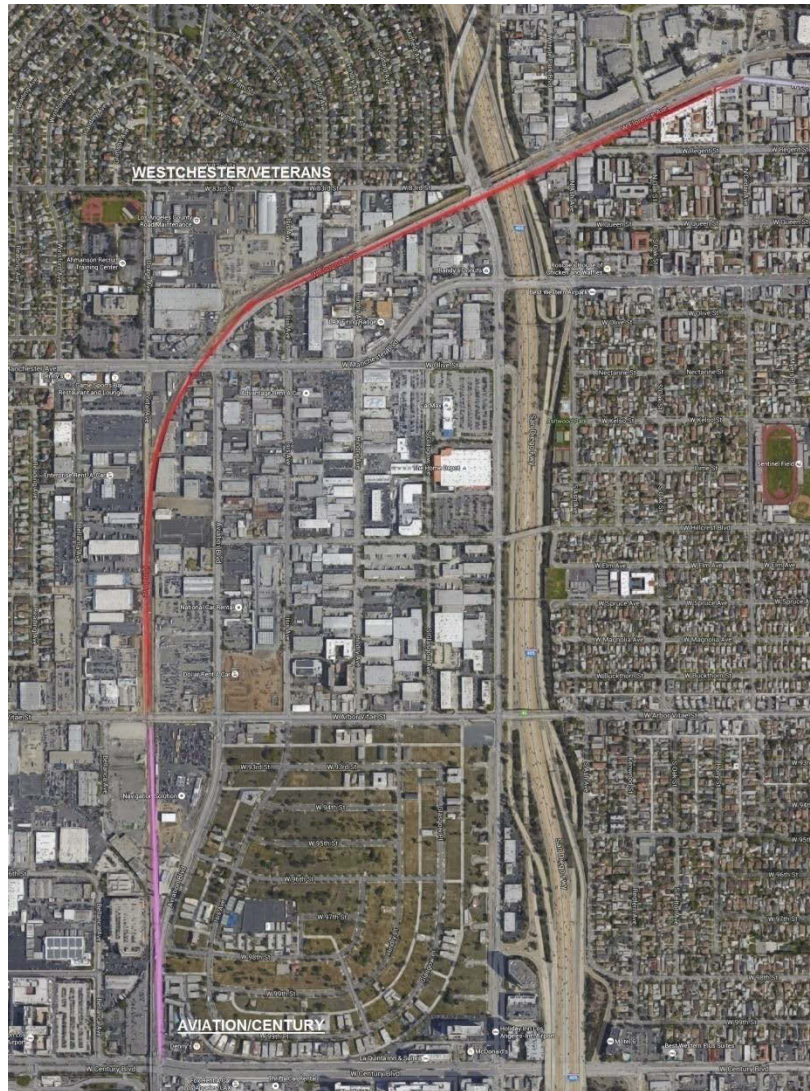
\$0.00

**FAIRVIEW
HEIGHTS**

*No Grants Approved as of December 31, 2015

**NUMBER
OF
GRANTS****TOTAL GRANT
AMOUNT****SECTION****0****\$0.00****DOWNTOWN
INGLEWOOD**

*No Grants Approved as of December 31, 2015



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

**WESTCHESTER/
VETERANS**

0

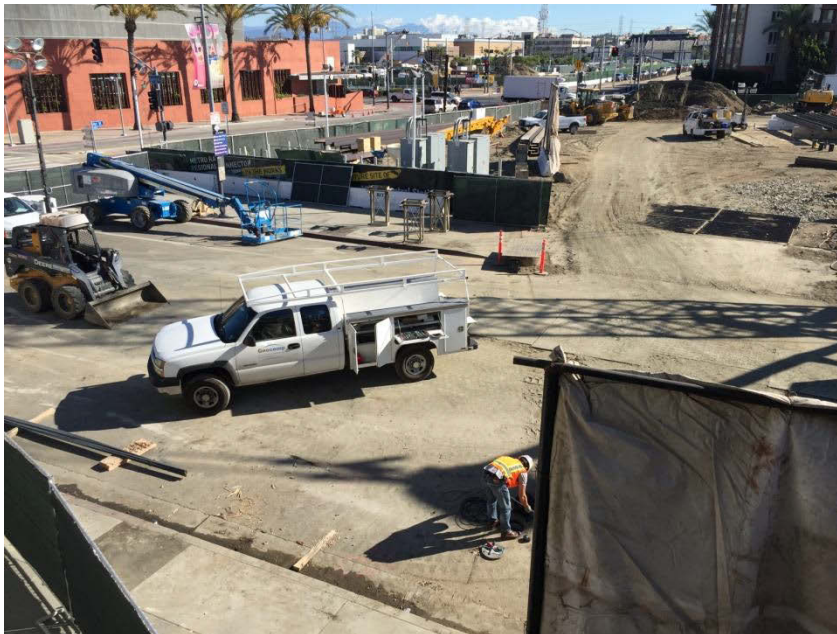
\$0.00

**AVIATION/
CENTURY**

***No Grants Approved as of December 31, 2015**

7.1.2 Little Tokyo Area of the Regional Connector**Table 2. Total Grant Amount by Month – Little Tokyo R/C**

Little Tokyo RC		
Month	Grants	Amount
March 2015		
April 2015		
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015	1	\$50,000.00
December 2015	4	\$123,428.39
Total	5	\$173,428.39



Construction of the 1st & Broadway Station. Road closure of Central Ave. between 1st and 2nd Street.

Little Tokyo Area of the Regional Connector

Metro Business Interruption Fund uses the following sections as impact areas:

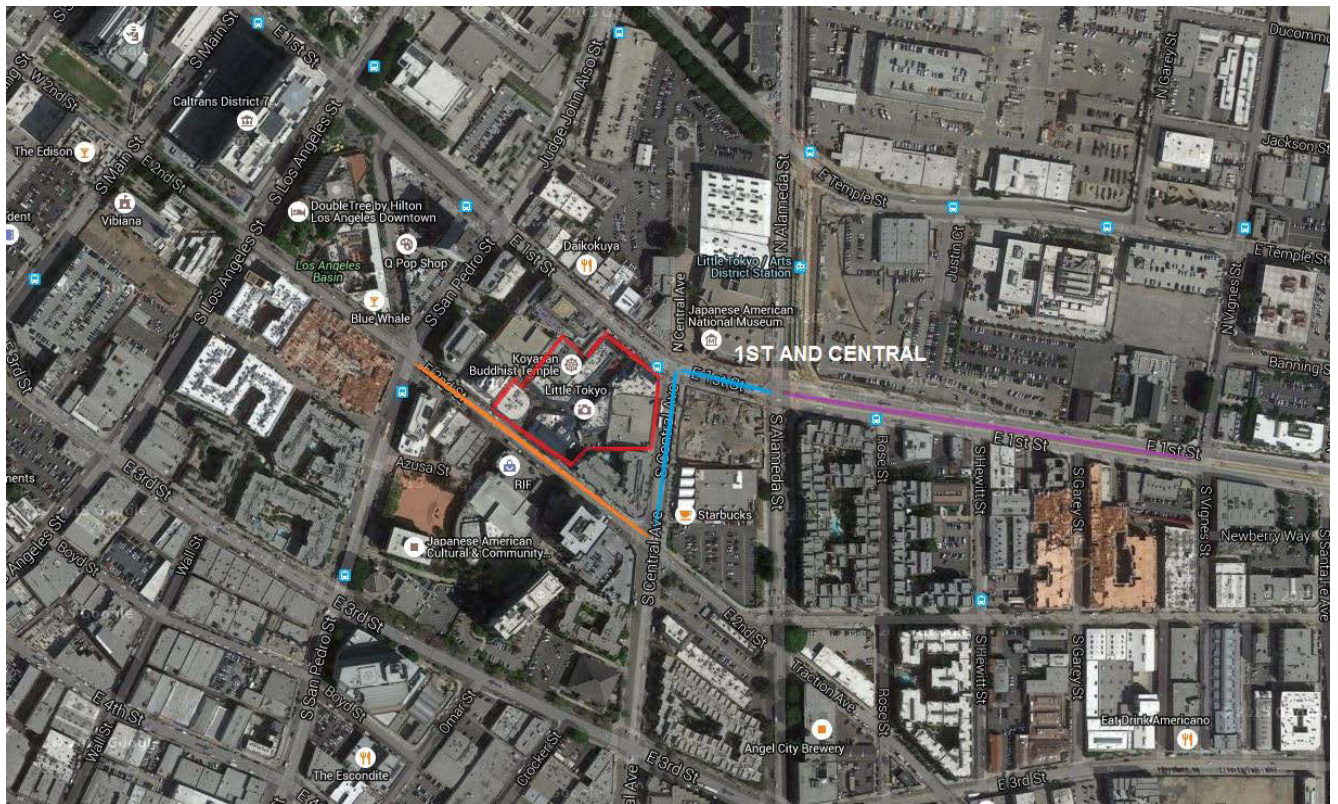
East of Alameda (1st Street)

1st and Central (1st Street between Central and Alameda, Central between 1st and 2nd)

2nd Street (West of Central Ave.)

Japanese Village Plaza Mall





**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

3

\$81,576.96

**EAST OF
ALAMEDA**

2

\$91,851.43

**1ST AND
CENTRAL**

0

\$0.00

2ND STREET

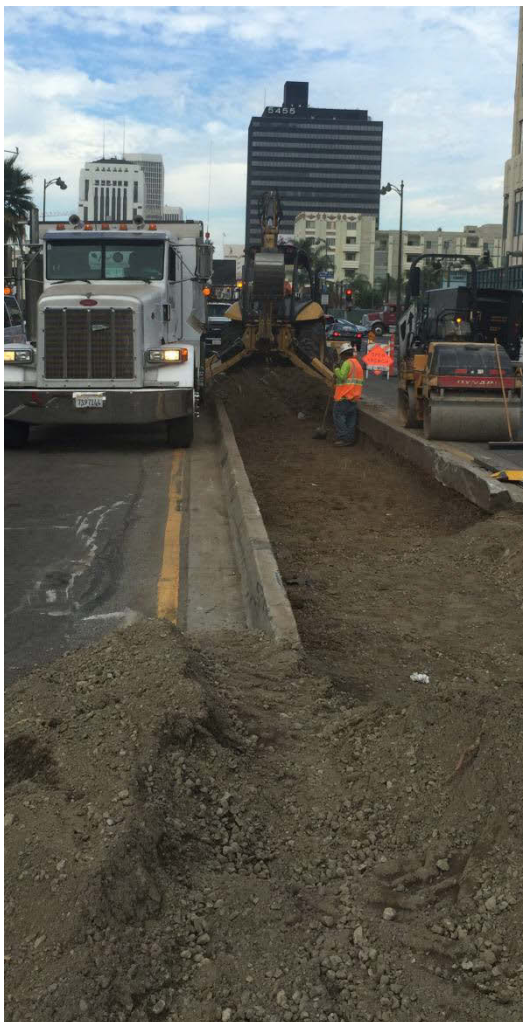
0

\$0.00

**JAPANESE
VILLAGE PLAZA**

7.1.3 Purple Line Extension Phase 1**Table 3. Total Grant Amount by Month – Purple Line Extension Phase I**

Purple Line Phase I		
Month	Grants	Amount
March 2015		
April 2015		
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015	2	\$62,863.50
November 2015	0	\$0.00
December 2015	1	\$4,356.60
Total	3	\$67,220.10



Tree removal on Wilshire Blvd. near Sycamore.

Purple Line Extension – Phase I

Metro Business Interruption Fund uses the following sections as impact areas:

Wilshire/Western – Western to Rossmore
 Wilshire/La Brea – Rossmore to Hauser
 Wilshire/Fairfax – Hauser to Crescent Heights
 Wilshire/La Cienega – Crescent Heights to La Cienega





**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

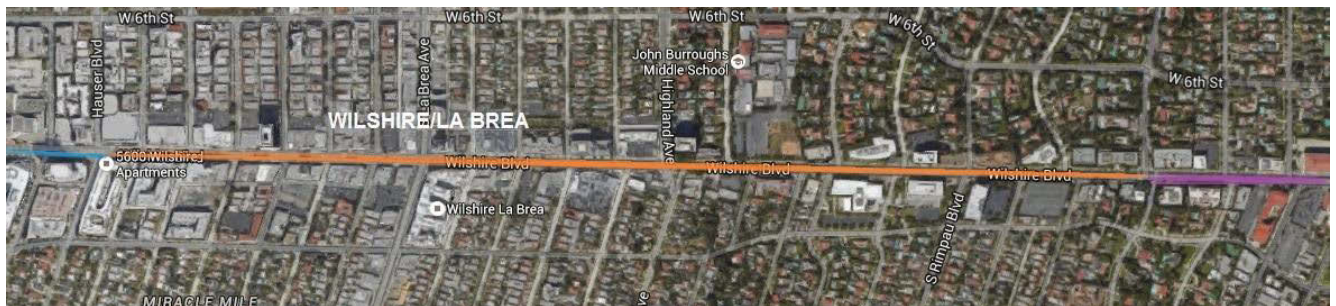
SECTION

0

\$0.00

**WILSHIRE/
WESTERN**

*No Grants Approved as of December 31, 2015



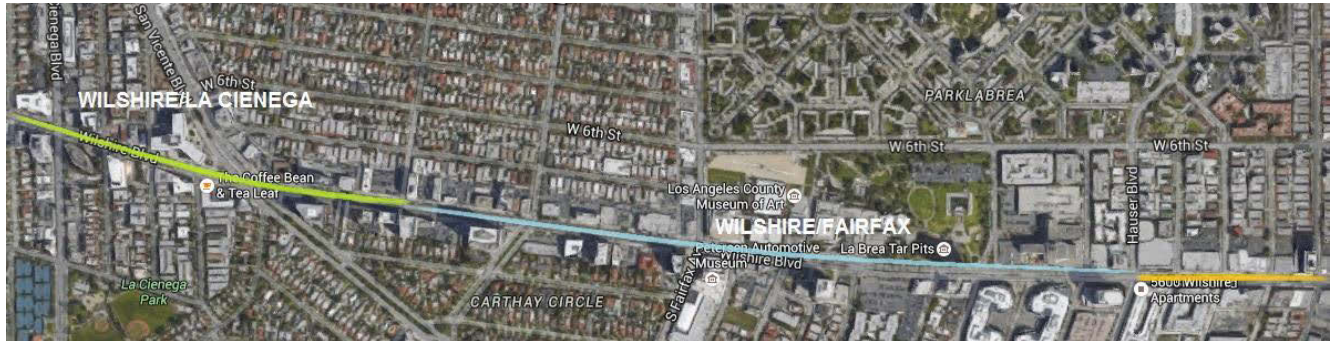
**TOTAL GRANT
AMOUNT**

SECTION

3

\$67,220

**WILSHIRE/
LA BREA**



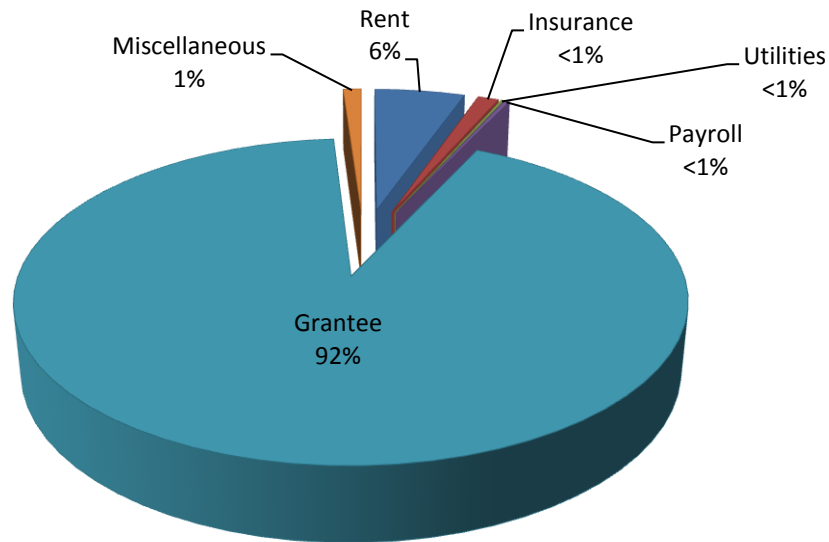
NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
0	\$0.00	WILSHIRE/ FAIRFAX
0	\$0.00	WILSHIRE/ LA CIENEGA

*No Grants Approved as of December 31, 2015

8.1 Grantee Statistics

The following charts (Figures 1-7) illustrate grant disbursement categories.

Figure 1: Grant Disbursement Payments by Type



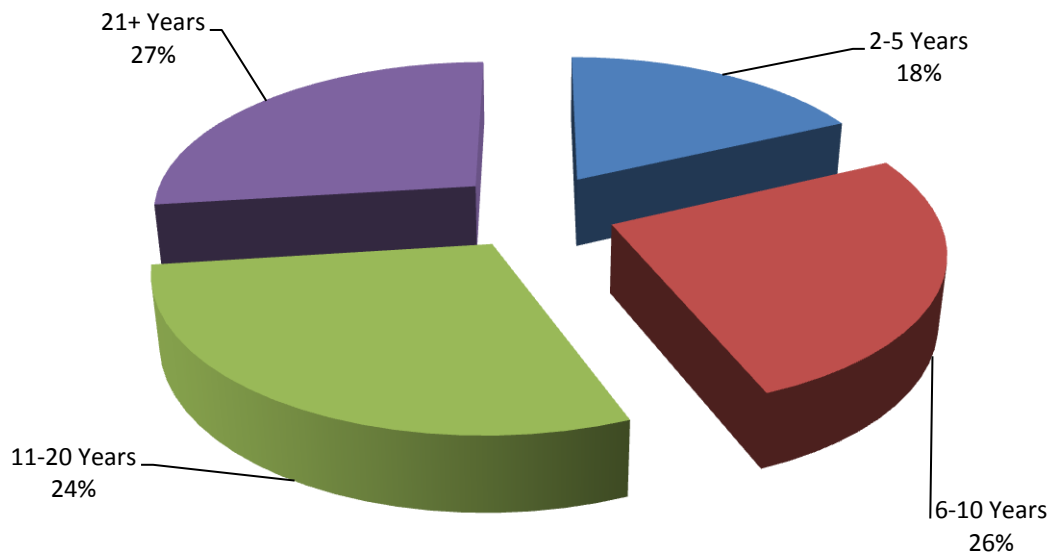
Grant Disbursement by Type	
Rent	\$ 98,873.59
Utilities	\$ 22,811.08
Insurance	\$ 2,622.46
Payroll	\$ 5,721.88
Grantee	\$ 1,703,856.55
Miscellaneous	\$ 19,704.03
Total	\$ 1,853,589.59

* As per Administrative Guidelines, grant payments are first applied to cover past due amounts of the following fixed operating expenses before award is payable to the grantee:

- Rent/Mortgage
- Utilities
- Insurance
- Payroll
- Other types of business related expenses

* Miscellaneous includes payments for the following business related expenses:

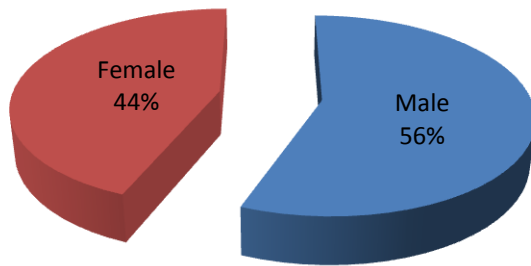
- Business Tax Certificate
- License Fees

Figure 2: Grant Disbursement by Years in Business

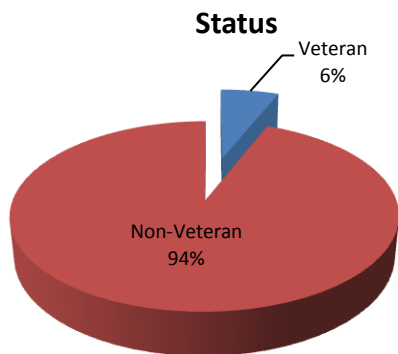
Grants by Years in Business	
2-5 Years	18
6-10 Years	26
11-20 Years	29
21+ Years	27



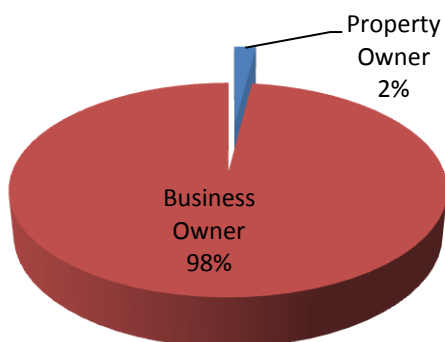
Pacific Coast Regional Corporation (BIF) attended the annual Taste of Soul event on October 17, 2015 with BIF grantee – Lula Washington Dance Academy.

Figure 3: Grant Disbursement by Gender

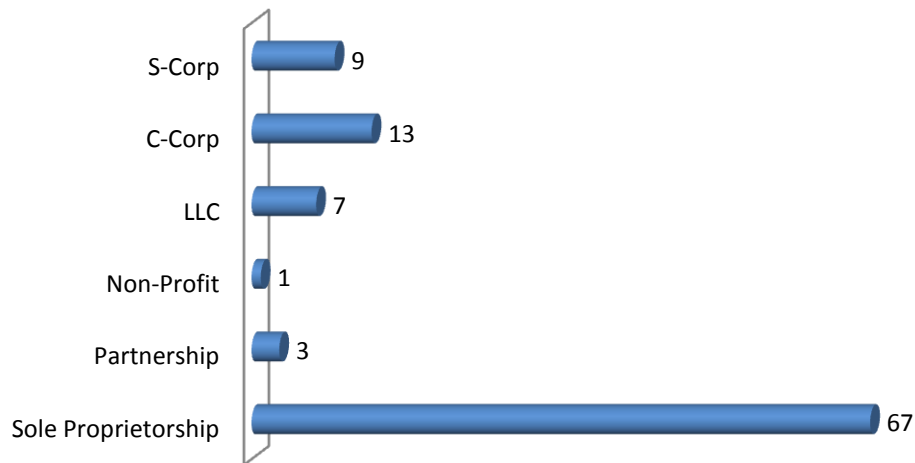
Grant Award by Gender	
Male	56
Female	44

Figure 4: Grant Disbursement by Veteran Status

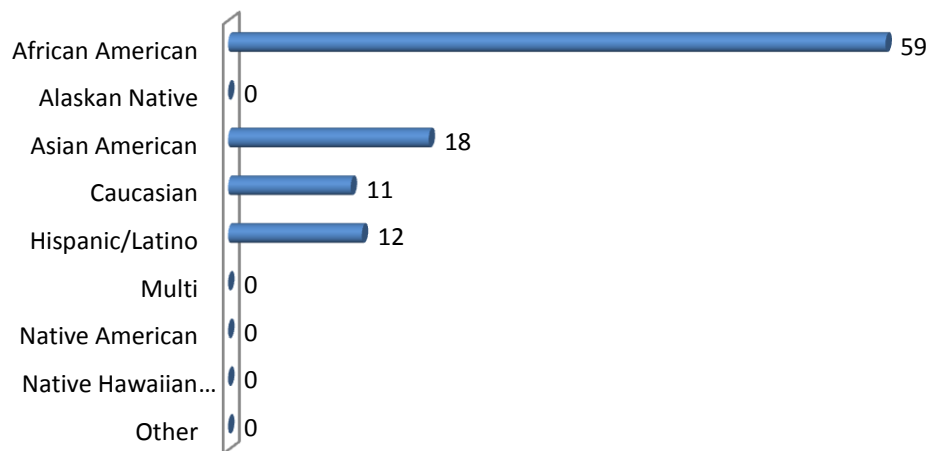
Grant Award by Veteran Status	
Veteran	6
Non-Veteran	94

Figure 5: Property Owner vs. Business Owner

Property Owner vs. Business Owner	
Property Owner	2
Business Owner	98

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	9
C-Corp	13
LLC	7
Non-Profit	1
Partnership	3
Sole Proprietorship	67

Figure 7: Grant Disbursement by Ethnicity

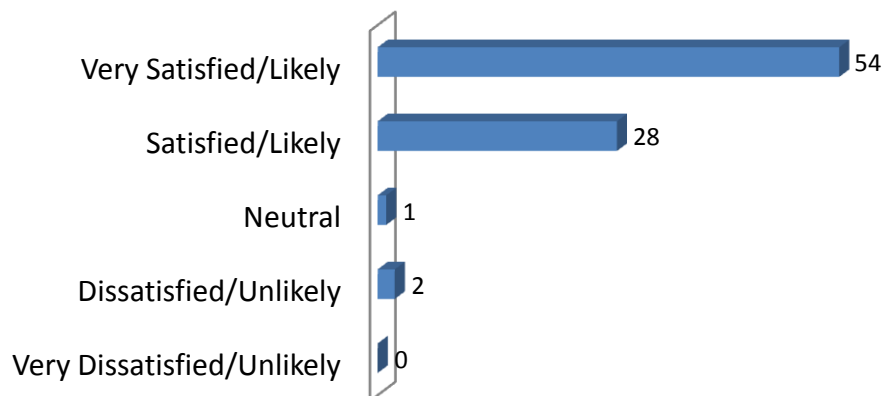
Grant Disbursement by Ethnicity	
African American	59
Alaskan Native	0
Asian American	18
Caucasian	11
Hispanic/Latino	12
Multi	0
Native American	0
Native Hawaiian /Pac. Islander	0
Other	0

9.1 Client Satisfaction Survey Report

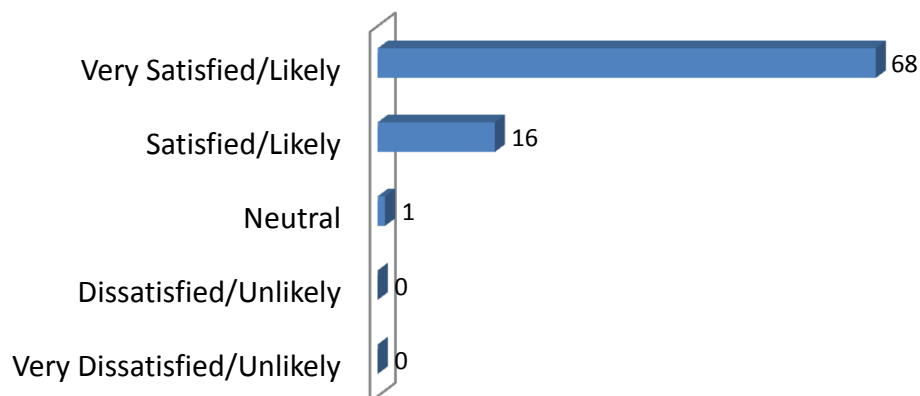
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

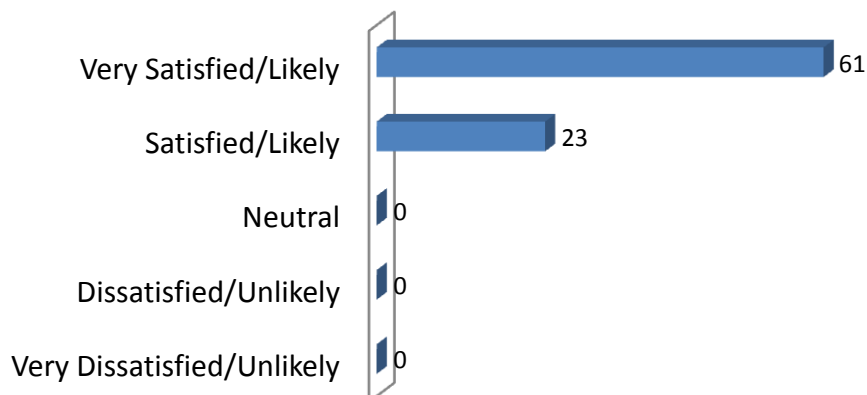
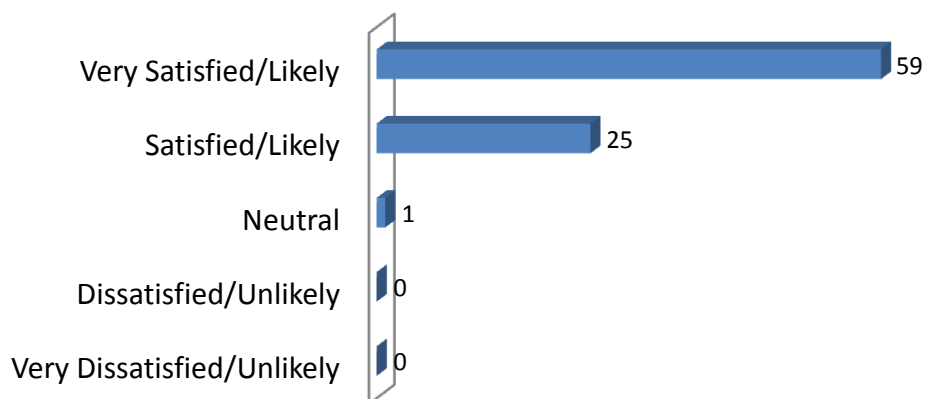
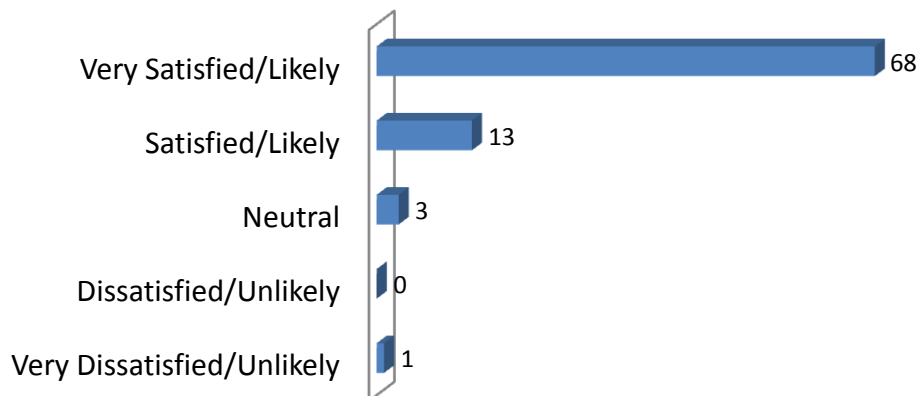
*See Attachment D1 for actual survey administered.

Question 1: How would you rate your overall satisfaction with us?

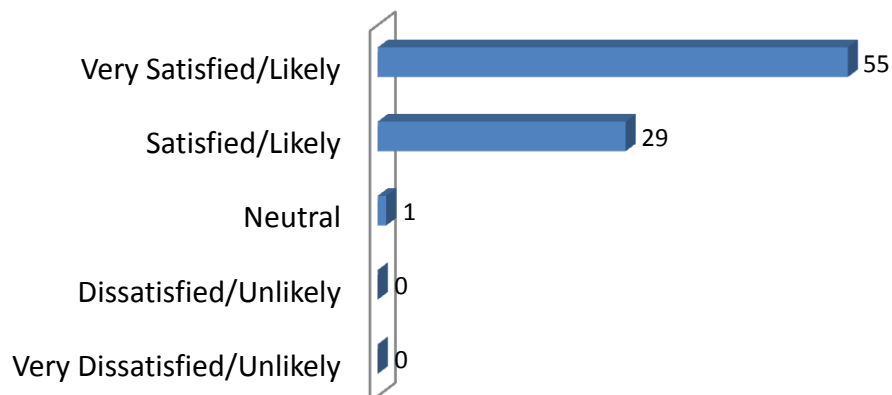


Question 2a: Please rate us on the following experiences: Customer Service



Question 2b: Please rate us on the following experiences: Professionalism**Question 2c: Please rate us on the following experiences: Quality of Services****Question 3: How likely would you recommend us to a friend/business owner?**

Question 4: If needed, will you use our services in the future?



Comments (Client Satisfaction Survey)

The following are a few of the comments from those applicants who answered the question: Do you have any suggestions for improving our services?

"More public awareness."

"No, everyone I talked to was very nice to me."



Pacific Coast Regional Corporation (BIF), the Business Solutions Center (BSC) and Metro hosted an Open House at the US Bank Crenshaw Branch Community Building on October 8, 2015.

9.2 Client Process Evaluation Form

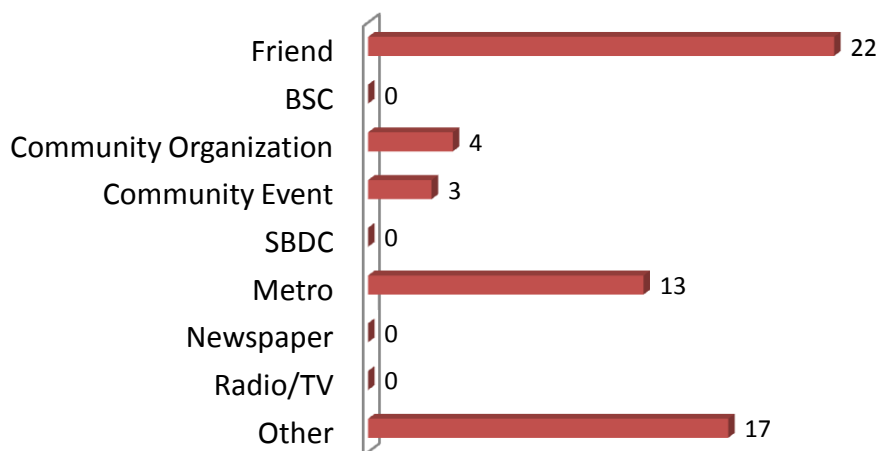
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*See Attachment D2 for actual survey administered.

Question 1: Do you presently own or manage a business?

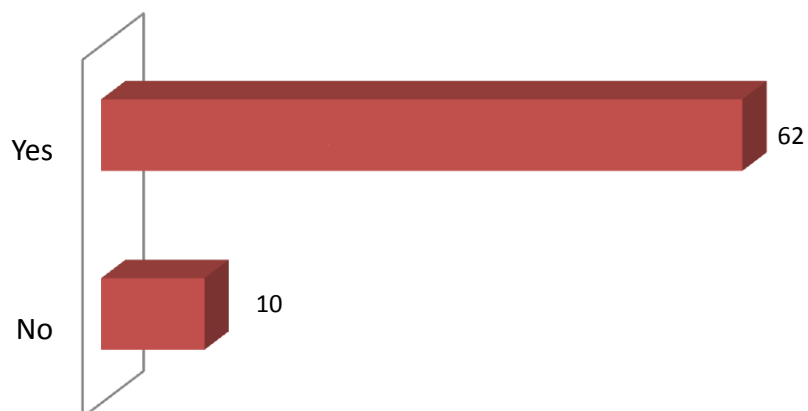


Question 2: How did you hear about the BIF?



*Note: While we receive direct referrals from the BSC, applicants have not listed the BSC as their referral source to date.

Question 3: Was the BIF application form easy to complete and submit?**Question 4: Did you receive an appointment with a BIF Business Advisor in a timely manner?****Question 5: Was your initial contact with the BIF informative and friendly?**

Question 6: Are you satisfied with the assistance you received?**Question 7: Are you getting the assistance you need at this time?****Question 8: Did you receive specific recommendations and/or referral services?**

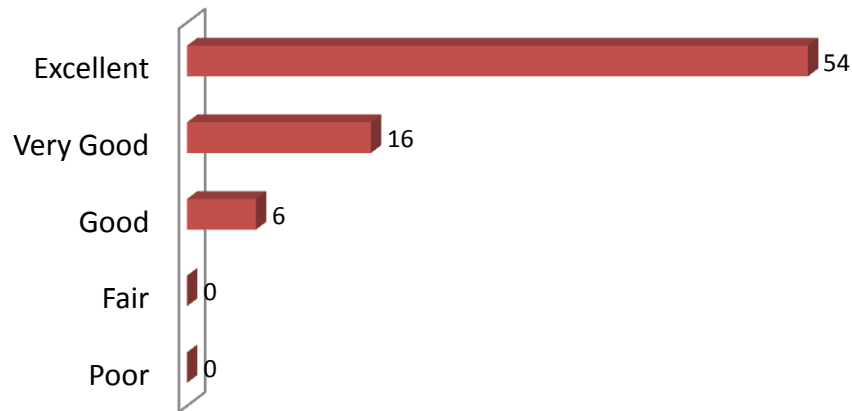
Question 9: Were there advising areas where we were not able to assist you?



Question 10: Was the overall BIF application process smooth?



Question 11: How would you rate the business advising services you received at the BIF?



The following are a few comments from those applicants who answered the question: Any additional comments?

"A great group of people!."

"My business advisor was very helpful and did everything very fast."

"Very easy process."

"Very professional, timely and informative. It has been an ease to work with this organization."

Conclusion: The overall results of both surveys indicate that BIF applicants are very satisfied with the client experience at PCR as well as the BIF application process and general program procedures. At this time, PCR has not identified any major issues or problematic areas in the analysis of the survey responses.

***Note:** Not all applicants choose to complete a survey or answer every question. The survey results charted here are based on responses PCR has been able to capture from applicants. Additionally, the total number of surveys does not equal total number of grants due to business owners receiving multiple grants.

10.1 Frequently Asked Questions

10.2 Is it worth the time and effort to apply to the Metro BIF?

Absolutely. You have nothing to lose. Take advantage of the Metro BIF grant program. This is not a loan program that you have to pay back. It was put in place to help small businesses sustain operations as Metro construction impacts occur. The BIF application takes no more than 15 minutes to complete and submit. Your assigned Metro BIF Business Advisor will tell you exactly what paperwork he needs from you to perform your financial analysis. He will walk you through the process with one-on-one personal attention. Help him help you receive a BIF grant award!

10.3 As a Metro BIF grantee, do I have to report the amount of my grant award on my tax return?

Yes. All BIF grantees will receive a 1099 statement verifying the amount of their grant award. This amount must be reported on the year's tax return of the year the BIF grant was awarded. By law, all 1099's are mailed out to grantees no later than January 31st of the following year after they received their grant award.

10.4 If I am not eligible for the BIF, are there other services available to me?

Yes. Regardless of the reason that you may not be eligible for the Metro BIF, you will be referred to PCR's Small Business Development Center (SBDC) for business support services in the form of one-on-one free consulting or low cost business management classes. Whatever your business need is, PCR will be able to provide advice and/or assistance. If you are a business owner located on the CLAX corridor and not eligible for the Metro BIF, you will be referred to the Metro Business Solutions Center located at the Los Angeles Urban League for your business assistance needs. Business owners can also receive marketing assistance through Metro's Eat, Shop, Play initiative.

10.5 If my business is not eligible for the BIF because I have not been on the rail corridor for 2 years, can I apply after my two-year anniversary date?

Yes. Once you have reached your two-year anniversary of being in business on the rail corridor, you are eligible to apply for the BIF. However, keep in mind that while you are eligible to apply to the BIF, there must be direct impact of Metro construction activities immediately adjacent or facing your business or on the same block as your business at or after your 2-year anniversary. Retroactive or direct impact prior to your 2-year anniversary is not eligible. PCR can accept BIF applications from business owners located on the rail corridor prior to their 2-year anniversary but those applications will be held until that business reaches its 2-year anniversary date. At that time, the application will be re-evaluated by PCR to determine eligibility.

11.1 Observations

The following are issues we have observed in the execution of the BIF Program:

- a. As seen with the **Crenshaw/LAX (CLAX)** corridor, business owners on the **Purple Line Extension (PLE)** corridor are becoming increasingly anxious and afraid that they will be forced to close with major construction impacts beginning. Lead BIF Business Advisor on the **PLE** corridor, Brian Lazo has been implementing the same strategy as on the **CLAX** corridor by offering mitigation suggestions to business owners such as: increasing on- line marketing and business strategies especially during construction activities and street closures, going to the customer instead of having the customer come to them, attempt to negotiate partial payments on rent/mortgage and other operating expenses during construction, offer special discounts and sales to attract customers to seek out your business despite construction.
- b. Business owners on all three Metro BIF rail corridors are resistant to and/or confused about the changing landscape that will occur with the advent of Metro light rail in their neighborhoods. They are unsure and have no idea how to adapt and market their business products and services for the new environment that will be created. BIF Business Advisors often ask business owners: what will your business model and customer base look like with the increased mobility that Metro light rail will bring? How will you capitalize on that increased mobility to grow your revenue? In administering the BIF, PCR has a unique 360 degree holistic perspective on what that change will look like in the three BIF rail corridors. However, there may be a need for some kind of overarching coaching and/or business seminars to help small business owners realize this “new normal.”
- c. Property owners are taking advantage of the construction disruption to move out undesirable tenants. BIF Business Advisors are constantly running into small business owners with uncooperative landlords who are not willing to work with struggling business owners that may have gotten behind on their rent due to loss of customers from Metro construction activities. Fortunately, the majority of property owners that PCR has encountered thus far are willing to work with their tenants in accepting partial payments during Metro construction activities and helping their tenants apply to the BIF.
- d. New investors are also taking advantage of the construction disruption by purchasing distressed business centers to develop especially on the **CLAX** corridor (ie. Crenshaw Square) that have lost tenants and business owners. It appears these investors are taking advantage of getting in before the rail line is completed. PCR has heard rumors of this same kind of activity occurring on the **PLE** corridor and the **Little Tokyo Area of the Regional Connector**.
- e. Business owners on the **CLAX** have indicated that they feel business customers are slowly returning to Crenshaw since the street closures have been limited to overnights during November-December 2015. This could be due to the 2015 holiday season which brought a significant increase of retail sales to the Baldwin Hills Crenshaw Mall and other small retail stores located on the **CLAX** corridor.
- f. Each of the three corridors has its own “personality.” PCR’s ability to put the “right people in the right seat on the bus” has been very effective in administering the BIF on several levels including but not limited to: outreach and engagement of business owners, business support assistance with application to the BIF, general business support services to eligible as well as non-eligible businesses, referral services. Significant time is spent during BIF Team meetings to discuss best practices in mitigating any negative experiences and attitudes as well as how to change that experience to positive outcomes and mindsets.

12.1 Quarterly Testimonial

- **Business Name:** *Kato's Sewing Machine Company*
- **Address:** *604 E. 1st Street, Los Angeles, CA 90012*
- **Phone Number:** *(213)628-2365- Office (213)280-2864 - Cell*
- **Date of Creation:** *May 1961*
- **Business Designation:** *LLC*
- **Website Address:** *n/a*
- **Main Areas of Activity:** *Sewing Machine Repair/Sales*
- **Grant Amount:** *\$13,351.62*
- **Unique Qualities:** *Family owned business, has sewing machines dating back over 100 years old.*

Business Narrative

Kato's Sewing Machine Company, located on 1st Street, east of Alameda has been a fixture within the Little Tokyo Community for over half a century. As an extremely niche business, Kato's Sewing Machine has utilized community relations to engage customers who are as close as Little Tokyo, to as far away as Santa Barbara. Kato's specializes in the repair and sales of sewing machines, new and vintage.

Mr. Alvin Kato has worked for Kato's Sewing Machine Company since the mid-1980's. His father, Frank Kato, founded the business in 1961. For 50 years, Frank made connections and relationships within the Japanese community to leverage a stream of constant business that spanned all across Southern California. Alvin implemented a business strategy to target the entertainment business, which is right in the backyard of Little Tokyo. Upon Frank's passing in 2014, Alvin took over his father's legacy and continues the tradition of excellent customer service as the "go-to shop for any sewing machine needs".

Kato's Sewing Machine Company serves as the best and most knowledgeable business of its kind throughout Los Angeles County. Some of Alvin's clientele have included Cirque de Soleil, Ice Capades and various high end fashion designers.

"The BIF application process was a very nice, smooth process. The PCR people were very accommodating. I am grateful there is program like this for the merchants." – Alvin Kato



ATTACHMENT A

APPLICATION TO GRANT TURNAROUND ANALYSIS

Attachment A: Application to Grant Turnaround Analysis

	Business Name	Business Owner	Date of Complete File	Grant Approval Date	Business Days to Turnaround	Notes
1	Lili Wigs	Jerry Song	3/12/2015	3/19/2015	6	
2	1st Choice Driving and Traffic School	Gibert Carrillo	3/16/2015	3/19/2015	4	
3	Design Studio 27	Marilyn Brown	3/6/2015	3/19/2015	10	
4	Parisian Wigs, Inc.	Cynthia Park	3/12/2015	3/19/2015	6	
5	One of a Kind Hats	Sonja Robinson	3/23/2015	4/9/2015	14	No GAC on 03/26 and 04/02
6	Crenshaw Industrial Medical Clinic	Dr. Paul Guidry	3/31/2015	4/9/2015	8	
7	James Brumfield Design	Dawn Brumfield	4/3/2015	4/9/2015	5	
8	Metropolitan Optical	Jose Diaz	4/9/2015	4/16/2015	6	
9	Crenshaw Car Wash	Nuriel Zeituni	4/3/2015	4/16/2015	10	Waited for 4506-T to verify
10	Gina of Beverly Hills Salon	Regina Wilson	4/3/2015	4/16/2015	10	Waited for manual sales ledger
11	More than Hair Salon	Tracie Smith	4/23/2015	4/30/2015	6	
12	John Nibo	John Nibo	4/21/2015	4/30/2015	8	
13	Jendayi, Inc.	Monnae Michael	5/1/2015	5/7/2015	5	
14	Tak's Coffee Shop	Florentino Bravo	4/29/2015	5/7/2015	7	
15	Call The Tax Doctor.com	Kevin Hayes	4/29/2015	5/7/2015	7	
16	Tax Ease Plus Accounting	Taylor Mayfield	5/1/2015	5/14/2015	10	
17	Lili Wigs	Jerry Song	5/14/2015	5/21/2015	6	
18	Crenshaw Discount Store	Hyung Park	5/14/2015	5/28/2015	11	Waited for signed 4506-T
19	Total Body Nutrition	Sonia Robinson	5/19/2015	5/28/2015	8	
20	Parisian Wigs, Inc.	Cynthia Park	5/18/2015	5/28/2015	9	
21	Rustyro, Inc.	Ronald Graves	5/22/2015	5/28/2015	5	
22	Maurice Guillmeno	Maurice Guillmeno	5/21/2015	5/28/2015	6	
23	Southern Girl Desserts, LLC	Catarah Coleman	5/21/2015	5/28/2015	6	
24	Elegant Chic Purse	Chinyere Jackson	5/18/2015	5/28/2015	9	
25	Crenshaw Gold for Cash	Gennady Tikhonov	6/10/2015	6/11/2015	2	Rewrite from 05/07/15
26	Cynthia Park - Property Owner	Cynthia Park	6/2/2015	6/11/2015	8	
27	Lula Washington Dance Theater	Erwin Washington	5/27/2015	6/11/2015	12	First non-profit analysis
28	Cool Muffler Electric Auto Repair	Ingrid Gudiel	6/12/2015	6/18/2015	5	
29	Sense Fashion	Eunice Pae	6/15/2015	6/18/2015	4	
30	Black Sheep Insurance	Erica Sykes	6/12/2015	6/18/2015	5	
31	A Sharp Edge Beauty & Barber Salon	Jacquelyn Hunt	6/8/2015	6/18/2015	9	
32	Ebony Wigs Beauty Supply	Ki Han	6/16/2015	6/25/2015	8	
33	Nationwide Insurance	Lucious Wilder	6/15/2015	6/25/2015	9	
34	Proby's Tax Service	Elaine Proby	6/16/2015	6/25/2015	8	
35	Dave's Tattoos	David Velazquez	6/16/2015	6/25/2015	8	
36	Lucious Wilder Insurance	Lucious Wilder	6/29/2015	7/9/2015	9	
37	Kim's Restaurant	Kwok Der	6/30/2015	7/9/2015	8	
38	Magic 99C	Seifollah Safiel	7/13/2015	7/16/2015	4	

Attachment A: Application to Grant Turnaround Analysis

39	Mr2 Hair and Nails	Rudolph Walsh	7/15/2015	7/16/2015	2	
40	Ms. Gwyns Hair	Gwynardia Price	7/8/2015	7/16/2015	7	
41	HD Sportswear	Herman Tinson	7/10/2015	7/16/2015	5	
42	A Kut Above Hair Design	Mae Shaw	7/8/2015	7/16/2015	7	
43	Crenshaw Gold for Cash	Gennady Tikhonov	7/16/2015	7/23/2015	6	
44	Delicious Southern Cuisine	Vidal Cortes	7/15/2015	7/23/2015	7	
45	CoffeeWalk/YogurTalk	Tae Hong Chung	7/20/2015	7/23/2015	4	
46	Pro Image Sports	Eduardo Varela	7/28/2015	7/30/2015	3	
47	Tax Ease Plus Accounting	Taylor Mayfield	7/23/2015	7/30/2015	6	
48	Phaze II Hair Salon	Karen Butler	7/28/2015	7/30/2015	3	
49	Jendayi, Inc.	Monnae Michael	7/23/2015	7/30/2015	6	
50	Right Choice Caribbean Market	Victoria Fortson	7/27/2015	7/30/2015	4	
51	Love's Furniture	Chong-Yong Yun	8/4/2015	8/6/2015	3	
52	Wanda Williams	Wanda Williams	7/29/2015	8/6/2015	7	
53	Total Body Nutrition	Sonia Robinson	8/11/2015	8/13/2015	3	
54	Excel Fashions	Beatrice Eyo	8/10/2015	8/13/2015	4	
55	Fatty Boys Car Stereo	Steve Kim	8/24/2015	8/27/2015	4	
56	Heaven Sent	Olive Barnett	8/26/2015	9/3/2015	7	
57	Castillo Tire Shop	Jose Castillo	9/2/2015	9/3/2015	2	
58	Elegant Chic Purse	Chinyere Jackson	8/26/2015	9/3/2015	7	
59	The New Millennium Beauty & Barber Shop	Desentrie Allen	9/1/2015	9/3/2015	3	
60	Daddy Dave's with Big Momma's Cooking	David Williams	9/1/2015	9/3/2015	3	
61	Men's Land	Hussan Azzam	9/3/2015	9/10/2015	6	
62	A/M Financial Services	Jerry Anderson	9/2/2015	9/10/2015	7	
63	African Family Fashion	Ibrahim Fall	9/14/2015	9/17/2015	4	
64	Brimberry Barber & Beauty Salon	Earnestine Brimberry	9/22/2015	10/1/2015	8	
65	Levon's Jewelry	Levon Nazlikian	9/24/2015	10/1/2015	6	
66	USA Fragrances	Munawer Falzahboy	9/29/2015	10/1/2015	3	
67	Healthcare Medical Services & Enterprises	Emmanuel Eyo	9/29/2015	10/8/2015	8	
68	Phenomenal Hands	Clauzelle Fredeling	10/5/2015	10/15/2015	9	
69	Heaven Sent	Olive Barnett	10/13/2015	10/22/2015	8	
70	I Love Lulu LLC	Tallulah Marcelin	10/19/2015	10/22/2015	4	
71	Origen Mexican Restaurant	Javier and Azalea Martinez	10/19/2015	10/22/2015	4	
72	Healthcare Medical Services & Enterprises	Emmanuel Eyo	10/28/2015	10/29/2015	2	
73	Excel Fashions	Beatrice Eyo	10/28/2015	10/29/2015	2	
74	Zam Zam Perfume	Shaib Uddin & Mohammad Rahman	10/21/2015	10/29/2015	7	
75	Color Me Beautiful	Chantal Ossyi-Doh	10/28/2015	10/29/2015	2	
76	The New Millennium Beauty & Barber Shop	Desentrie Allen	10/22/2015	11/5/2015	11	Commercial Property Owner
77	View Park Automotive	Frank and Susan Espinoza	11/3/2015	11/5/2015	3	
78	Belmart Wireless	Gil Johnson	10/28/2015	11/5/2015	7	

Attachment A: Application to Grant Turnaround Analysis

79	Magic 99C	Seifollah Safiel	10/30/2015	11/5/2015	5	
80	Quizno's	Andre Bonyadian	11/16/2015	11/19/2015	4	
81	Comet Cleaners	Fred Nik	11/13/2015	11/19/2015	5	
82	Fresh Prints LA	Coy Guy	11/13/2015	11/19/2015	5	
83	The Crepe Kitchen	Yafit Barades	11/24/2015	12/3/2015	8	
84	Cool Muffler Electric Auto Repair	Ingrid Alvarez de Gudiol	12/2/2015	12/3/2015	2	
85	Chado Tea Room	Tek Mehreteab	12/1/2015	12/3/2015	3	
86	Jendayi, Inc.	Monnae Michael	12/1/2015	12/3/2015	3	
87	Phaze II Hair Salon	Karen Butler	11/30/2015	12/3/2015	4	
88	Ms. Gwyns Hair	Gwynard Price	11/30/2015	12/3/2015	4	
89	A Kut Above Hair Design	Mae Shaw	11/24/2015	12/3/2015	8	
90	Tax Ease Plus Accounting	Taylor Mayfield	11/24/2015	12/3/2015	8	
91	Lucy's Hair Care	Lucy King	11/24/2015	12/3/2015	8	
92	Pink Memory	Stephanie Zhang	12/1/2015	12/10/2015	8	
93	Dave's Tattoo	David Velazquez	12/2/2015	12/10/2015	7	
94	Wanda Williams - Hair Stylist	Wanda Williams	12/7/2015	12/10/2015	4	
95	Crenshaw Avalon Properties	Paul Guidry	12/10/2015	12/17/2015	6	
96	Fatty Boys Car Stereo	Steve J. Kim	12/10/2015	12/17/2015	6	
97	We Help Families Get Paid	Julian Johnson	12/8/2015	12/17/2015	8	
98	KC Stylist	Glenn & Yuko Coach	12/8/2015	12/17/2015	8	
99	Kato's Sewing Machine Company	Alvin Kato	12/16/2015	12/17/2015	2	
100	NT Auto Repair	Noboru Kakuma	12/11/2015	12/17/2015	5	

Average Submission Time (in calendar days)

6.06

Applications Processed Within 9 Business Days:

92

ATTACHMENT B

COMMUNITY OUTREACH AND COMMUNICATION ACTIVITIES CALENDAR

Attachment B: Metro BIF Outreach Activities Calendar - Crenshaw/LAX

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
Eat, Shop Play Community Fest	Sat. March 21, 2015	10:00 a.m. - 4:00 p.m.	Leimert Park Village	Angela, Devon, Andre	Crenshaw/LAX
Mayor's Small Business Resource Fair	Sat. March 28, 2015	10:00 a.m. - 2:00 p.m.	Baldwin Crenshaw Mall Center Court	Angela, Devon, Robert	Crenshaw/LAX
Crenshaw Chamber Meeting	Thurs. April 16, 2015	12 p.m. - 2:00 p.m.	Baldwin Crenshaw Mall Center Court	Angela	Crenshaw/LAX
BIF Canvassing	Fri. April 17, 2015	8:00 a.m. - 5:00 p.m.	Crenshaw/Exposition	Angela, Devon, Andre	Crenshaw/LAX
2015 Business Mixer (West Adams Worksource Center & Crenshaw)	Thurs. April 30, 2015	6:00 p.m. - 8:00 p.m.	2900 Crenshaw Boulevard, Los Angeles, CA 90016	Angela	Crenshaw/LAX
Crenshaw Square Visit	Mon. May 11, 2015	3:00 p.m. - 5:00 p.m.	3860-3870 Crenshaw Blvd.	Angela	Crenshaw/LAX
Keynote Speaker @ Crenshaw Chamber Meeting	Thurs. May 21, 2015	12 p.m. - 2:00 p.m.	Baldwin Crenshaw Mall Center Court	Angela	Crenshaw/LAX
BIF Canvassing	Fri. May 22, 2015	8:00 a.m. - 5:00 p.m.	Crenshaw/Exposition	Angela, Devon, Andre	Crenshaw/LAX
Metro Construction Update Community Meeting	Thurs. May 28, 2015	6:00 p.m. - 7:30 p.m.	Inglewood City Hall - 1 Manchester Blvd., Inglewood, CA 90301	Angela	Crenshaw/LAX
Recycling Black Dollars Presentation	Tue. June 9, 2015	8:00 a.m. - 10:00 a.m.	Denny's 3740 S. Crenshaw Blvd.	Angela	Crenshaw/LAX
Baldwin Hills Crenshaw Mall Quarterly Tenants Meeting	Wed. June 17, 2015	8:30 a.m. - 10 a.m.	Baldwin Crenshaw Mall Center Court	Angela	Crenshaw/LAX
PCR Workshop	Mon. June 22, 2015	10:00 a.m. - 12:00 p.m.	Pacific Coast Regional - Little Center for Business Excellence	Andre	Crenshaw/LAX
Eat, Shop Play - Inglewood	Fri. June 26, 2015	11:30 a.m. - 2:00 p.m.	Orleans & York 400 E. Florence Ave.	Angela	Crenshaw/LAX
The Leimert Park Village 20 20 Initiative	Sat. June 27, 2015	8:00 a.m. - 3:00 p.m.	Leimert Park Village	Angela	Crenshaw/LAX
BIF Workshop - Crenshaw/LAX	Mon. July 13, 2015	10:30 a.m. - 11:30 a.m.	L.A. Urban League - BSC 3450 Mount Vernon Drive	Angela, Andre, Devon	Crenshaw/LAX
SCAG Event	Thur., July 23, 2015	5:30 p.m. - 7:00 p.m.	L.A. Urban League - BSC 3450 Mount Vernon Drive	Angela	Crenshaw/LAX
Envisioning Discussion with Phil Washington (Metro CEO)	Wednesday, July 29, 2015	5:00 p.m. - 7:00 p.m.	Vision Theater 3341 W. 43rd Place	Angela	Crenshaw/LAX
Inglewood Canvassing	Fri, July 31, 2015	9:00 a.m. - 5:00 p.m.	Crenshaw 48th-Inglewood	Angela, Andre, Devon	Crenshaw/LAX
BIF Workshop - Crenshaw/LAX	Mon, August 3, 2015	10:30 a.m. - 11:30 a.m.	L.A. Urban League - BSC 3450 Mount Vernon Drive	Angela, Andre, Devon	Crenshaw/LAX
Inglewood Canvassing	Friday, August 7, 2015	9:00 a.m. - 5:00 p.m.	Crenshaw 48th-Inglewood	Andre	Crenshaw/LAX
Crenshaw/LAX Special Construction Meeting	Wed. August 19, 2015	6:00 p.m. - 7:30 p.m.	Crenshaw/LAX Project Office, 3699 Crenshaw Blvd.	Angela, Andre	Crenshaw/LAX
West Angeles P.O.W.E.R. Community Fair	Sat. August 29, 2015	9:00 a.m. - 4:00 p.m.	West Angeles Cathedral, 3600 Crenshaw Blvd.	Angela, Andre, Devon	Crenshaw/LAX
New Millenium Check Presentation	Thurs. September 17, 2015	8:30 a.m. - 10 a.m.	The New Millennium Beauty and Barber	Angela, Andre	Crenshaw/LAX
Eat, Shop, Play - Dulan's on Crenshaw	Mon. September 28, 2015	12:00 p.m. - 2:00 p.m.	Dulan's on Crenshaw	Angela, Andre	Crenshaw/LAX
BIF Workshop - Crenshaw/LAX	Wed. September 30, 2015	4:00 p.m. - 5:00 p.m.	Los Angeles Urban League (BSC)	Angela, Andre, Devon	Crenshaw/LAX
Crenshaw Canvassing	Fri. October 2, 2015	10:00 a.m. - 5:00 p.m.	Exposition - 60th	Andre, Devon	Crenshaw/LAX
Crenshaw Open House - US Bank	Thurs. October 8, 2015	6:00 p.m. - 8:00 p.m.	US Bank - Crenshaw/Slauson	Angela, Andre, Devon, Bryan	Crenshaw/LAX
BSC Lunch & Learn	Tue. October 13, 2015	11:30 a.m. - 1:00 p.m.	Los Angeles Urban League (BSC)	Andre	Crenshaw/LAX
Go Metro to Taste of Soul Press Conference	Wed. October 14, 2015	11:00 a.m. - 11:30 a.m.	West Angeles Cathedral, 3600 Crenshaw Blvd.	Andre	Crenshaw/LAX
Taste of Soul	Sat. October 17, 2015	8:00 a.m. - 3:00 p.m.	Crenshaw	Angela, Andre, Devon	Crenshaw/LAX
Baldwin Hills Mall Merchant Meeting	Wed. October 21, 2015	8:30 a.m. - 9:30 a.m.	Baldwin Crenshaw Mall	Angela, Andre	Crenshaw/LAX

Attachment B: Metro BIF Outreach Activities Calendar - Crenshaw/LAX

Metro BIF Workshop	Tues. October 27, 2015	10:30 a.m. - 11:30 a.m.	Inglewood City Hall - 1 Manchester Blvd., Inglewood, CA 90301	Angela, Andre, Devon	Crenshaw/LAX
Crenshaw/LAX Project Meeting	Thurs, November 5, 2015	10:00 a.m. - 11:30 a.m.	Crenshaw Project Office - 3699 Crenshaw Blvd.	Angela	Crenshaw/LAX
BIF Application Workshop	Mon. November 9, 2015	11:00 a.m. - 1:00 p.m.	Los Angeles Urban League (BSC)	Angela, Andre, Bryan	Crenshaw/LAX
AADAP/Chamber of Commerce Holiday Mixer	Wed. December 16, 2015	5:00 p.m. - 7:00 p.m.	Baldwin Hills Crenshaw Plaza	Angela, Andre	Crenshaw/LAX

Attachment B: Metro BIF Outreach Activities Calendar - Little Tokyo Area/Regional Connector

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
BIF Presentation - Little Tokyo Connector	Tue. April 28, 2015	11:30 a.m. - 1:30 p.m.	Japanese American Museum, Alameda & 1st	Angela, Brian, Bryan	LT Area/Regional Connector
Little Tokyo LT Area/Regional Connector Project Update Meeting	Wed. June 3, 2015	5:30 p.m. - 7:30 p.m.	100 W. 1st Street - Deaton Auditorium	Angela	LT Area/Regional Connector
Little Tokyo Community Forum	Wed. June 17, 2015	6:00 p.m. - 8:00 p.m.	St. Francis Xavier Japanese Catholic Church - 222 S. Hewitt Street Classroom	Angela	LT Area/Regional Connector
BIF Workshop - Little Tokyo	Tue. June 30, 2015	6:00 p.m. - 8:00 p.m.	Little Tokyo Branch Library 200 S. Los Angeles Street	Angela	LT Area/Regional Connector
Eat, Shop Play - Little Tokyo	Wed, July 15, 2015	11:30 a.m. - 1:00 p.m.	Mitsuru Sushi & Grill 316 E. 1st Street	Angela, Bryan	LT Area/Regional Connector
BIF Workshop - Little Tokyo	Mon, July 20, 2015	10:30 a.m. - 11:30 a.m.	Little Tokyo Branch Library 200 S. Los Angeles Street	Angela, Brian, Bryan	LT Area/Regional Connector
Little Tokyo Canvassing	Thurs., October 22, 2015	3:00 p.m. - 5:30 p.m.	Little Tokyo	Bryan	LT Area/Regional Connector
Little Tokyo Canvassing	Wed, November 4, 2015	9:30 a.m. - 11:30 a.m.	Little Tokyo	Bryan	LT Area/Regional Connector
BIF Workshop - Little Tokyo	Tues. November 10, 2015	10:30 a.m. - 11:30 a.m.	Little Tokyo Branch Library 200 S. Los Angeles Street	Angela, Brian, Bryan	LT Area/Regional Connector
Little Tokyo Business Association Board Meeting	Thurs. November 19, 2015	2:00 p.m. - 3:00 p.m.	Union Bank - 120 S. San Pedro, Los Angeles	Angela	LT Area/Regional Connector
BIF Outreach and Construction Update	Fri, November 20, 2015	11:00 a.m. - 12:00 p.m.	Metro Mangrove Office	Angela, Bryan	LT Area/Regional Connector
Little Tokyo Community Council General Meeting	Tue. November 24, 2015	11:30 a.m. - 12:45 p.m.	Japanese American National Museum 369 E. 1st Street, Los Angeles	Angela	LT Area/Regional Connector
Little Tokyo Community Meeting	Mon. November 30, 2015	6:00 p.m. - 8:00 p.m.	Japanese American National Museum 369 E. 1st Street, Los Angeles	Bryan	LT Area/Regional Connector

Attachment B: Metro BIF Outreach Activities Calendar - Purple Line Extension Phase I

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
Beverly Hills Chamber of Commerce Meeting	Thurs. March 19, 2015	8:00 a.m - 10:00 a.m.	9400 S. Santa Monica Blvd., Beverly Hills, CA 90210	Angela	Phase 1 Purple Line Extension
Greater Wilshire Neighborhood Council Presentation	Wed. May 13, 2015	7:00 p.m. - 8:00 p.m.	Ebell Theater - 4401 W. 8th Street, Los Angeles, CA 90005	Angela	Phase 1 Purple Line Extension
Sec 1 Construction Community Meeting	Thurs. May 21, 2015	5:30 p.m. - 7:00 p.m.	Temple Beth Am, 1039 S. La Cienega Blvd. 90035	Angela	Phase 1 Purple Line Extension
Purple Line Extension Community Meeting Presentation	Thurs. September 17, 2015	5:30 p.m. - 7:00 p.m.	Korean Cultural Center - 5505 Wilshire Blvd.	Angela, Brian, Bryan	Phase 1 Purple Line Extension
Metro BIF Workshop	Wed. October 14, 2015	11:30 a.m. - 12:30 p.m.	5200 Wilshire Apartments	Angela, Brian, Bryan	Phase 1 Purple Line Extension
BIF Information Session	Thurs., October 28, 2015	6:30 p.m. - 7:30 p.m.	Landmark Center, 8200 Wilshire Blvd.	Angela, Brian, Bryan	Phase 1 Purple Line Extension
PLE Construction Meeting	Thurs. November 12, 2015	5:30 p.m. - 7:30 p.m.	John Burroughs Middle School 600 S. McCadden Place, Los Angeles, CA	Angela	Phase 1 Purple Line Extension
Purple Line Phase I Canvassing	Fri. December 11, 2015	10:00 a.m. - 4:00 p.m.	Wilshire Blvd.	Brian	Phase 1 Purple Line Extension

ATTACHMENT C

GRANT AWARD MATRIX -
CRENSHAW/LAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Design Studio 27	Marilyn Brown	3679 Crenshaw Blvd. Suite 219 Los Angeles, CA 90016	10	25	Service; hair salon	3/19/2015	4/1/2015	CLAX
1st Choice Driving and Traffic School	Gibert Carrillo	4112 Crenshaw Blvd. Los Angeles, CA 90008	10	9	Service; traffic school	3/19/2015	4/1/2015	CLAX
Lili Wigs	Jerry Song	4072 Crenshaw Boulevard Los Angeles, CA 90008	10	43	Retail; speciality hair products	3/19/2015	4/1/2015	CLAX
Parisian Wigs, Inc.	Cynthia Park	4102 S. Crenshaw Boulevard Los Angeles, CA 90008	10	47	Retail; speciality hair products	3/19/2015	4/1/2015	CLAX
Crenshaw Industrial Medical Clinic	Dr. Paul Guidry	4343 Crenshaw Blvd. Suite 305 Los Angeles, CA 90008	8	22	Service	4/9/2015	4/15/2015	CLAX
One of a Kind Hats	Sonja Robinson	3856 Crenshaw Boulevard Los Angeles, CA 90008	10	28	Retail	4/9/2015	4/15/2015	CLAX
James Brumfield Design	Dawn Brumfield	3650 West Martin Luther King Jr. Boulevard Los Angeles, CA 90008	8	16	Retail	4/9/2015	4/15/2015	CLAX
Gina of Beverly Hills Salon	Regina Wilson	3870 Crenshaw Blvd., Suite 103 Los Angeles, CA 90008	10	9	Service; hair salon	4/16/2015	4/22/2015	CLAX
Crenshaw Car Wash	Nuriel Zeituni	4220 Crenshaw Boulevard Los Angeles, CA 90008	10	30	Service	4/16/2015	4/22/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Metropolitan Optical	Jose Diaz	3848 Crenshaw Boulevard Los Angeles, CA 90008	10	40	Retail	4/16/2015	4/23/2015	CLAX
John Nibo	John Nibo	4074 Crenshaw Boulevard Los Angeles, CA 90008	10	8	Commercial property Owner	4/30/2015	5/1/2015	CLAX
More than Hair Salon	Tracie Smith	3411 1/2 West 43rd Place Los Angeles, CA 90008	10	8	Service; hair salon	4/30/2015	5/1/2015	CLAX
Tak's Coffee Shop	Florentino Bravo	3870 Crenshaw Blvd., Suite 101 Los Angeles, CA 90008	10	23	Restaurant	5/7/2015	5/13/2015	CLAX
Jendayi, Inc.	Monnae Michael	3650 West Martin Luther King Jr Blvd Ste# 245 Los Angeles, CA 90008	8	7	Jewelry Store	5/7/2015	5/13/2015	CLAX
Call The Tax Doctor.com	Kevin Hayes	3860 Crenshaw Blvd #203 Los Angeles, CA 90008	10	20	Tax Preparer	5/7/2015	5/13/2015	CLAX
Tax Ease Plus Accounting	Taylor Mayfield	4371 Crenshaw Blvd. Unit B2 Los Angeles, CA 90008	8	3	Tax Preparer	5/14/2015	5/20/2015	CLAX
Lili Wigs	Jerry Song	4072 Crenshaw Boulevard Los Angeles, CA 90008	10	43	Retail, Specialty Hair	5/21/2015	5/26/2015	CLAX
Maurice Guillmeno	Maurice Guillmeno	4283 Crenshaw Boulevard Los Angeles, CA 90008	8	20	Barber	5/28/2015	6/3/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Rustyro, Inc.	Ronald Graves	3650 West Martin Luther King Los Angeles, CA 90008	8	14	Hair Salon	5/28/2015	6/3/2015	CLAX
Elegant Chic Purse	Chinyere Jackson	3650 Martin Luther King Blvd Los Angeles, CA 9008	8	7	Retail	5/28/2015	6/3/2015	CLAX
Southern Girl Desserts, LLC	Catarah Coleman	3650 West Martin Luther King Jr. Blvd., Suite 100 Los Angeles, CA 90008	8	7	Bakery	5/28/2015	6/3/2015	CLAX
Crenshaw Discount Store	Hyung Park	3657 Crenshaw Blvd. Los Angeles, CA 90016	10	3	Retail	5/28/2015	6/3/2015	CLAX
Total Body Nutrition	Sonia Robinson	3650 Martin Luther King Blvd. Los Angeles, CA 90008	8	19	Retail	5/28/2015	6/3/2015	CLAX
Parisian Wigs, Inc.	Cynthia Park	4102 S. Crenshaw Boulevard Los Angeles, CA 90008	10	47	Retail	5/28/2015	6/3/2015	CLAX
Cynthia Park - Property Owner	Cynthia Park	4086/4114 Crenshaw Blvd. Los Angeles, CA 90008	10	17	Commercial Property Owner	6/11/2015	6/17/2015	CLAX
Crenshaw Gold for Cash	Gennady Tikhonov	4343 Crenshaw Blvd. Suite 106 Los Angeles, CA 90008	8	2	Retail	6/11/2015	6/17/2015	CLAX
Lula Washington Dance Theater	Erwin Washington	3773 Crenshaw Blvd. Los Angeles, CA 90016	10	35	Non-Profit Service	6/11/2015	6/17/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
A Sharp Edge Beauty & Barber Salon	Jacquelyn Hunt	4088 Crenshaw Blvd. Los Angeles, CA 90008	10	2	Service	6/18/2015	6/24/2015	CLAX
Sense Fashion	Eunice Pae	3868 Crenshaw Blvd. Los Angeles, CA 90008	10	6	Retail	6/18/2015	6/24/2015	CLAX
Black Sheep Insurance Services	Erica Sykes	3886 Crenshaw Blvd. Los Angeles, CA 90008	10	15	Service	6/18/2015	6/24/2015	CLAX
Cool Muffler Electric Auto Repair	Ingrid Alvarez de Gudiel	4252 Crenshaw Blvd. Los Angeles, CA 90008	10	8	Service	6/18/2015	6/24/2015	CLAX
Proby's Tax Service	Elaine Proby	3870 Crenshaw Blvd. Ste. 226 Los Angeles, CA 90008	10	31	Service	6/25/2015	7/1/2015	CLAX
Dave's Tattoo	David Velazquez	4343 Crenshaw Blvd. #102 Los Angeles, CA 90008	8	5	Service	6/25/2015	7/1/2015	CLAX
Ebony Wigs Beauty Supply	Ki Han	3677 Crenshaw Blvd. Los Angeles, CA 90016	10	34	Retail	6/25/2015	7/1/2015	CLAX
Nationwide Insurance	Lucious Wilder	3631 Crenshaw Blvd. Suite 101 Los Angeles, CA 90016	10	9	Service	6/25/2015	7/1/2015	CLAX
Lucious Wilder Insurance	Lucious Wilder	3631 Crenshaw Blvd. Suite 101 Los Angeles, CA 90016	10	9	Service	7/9/2015	7/16/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Kim's Restaurant	Kwok Der	3860 Crenshaw Blvd. Unit 105 Los Angeles, CA 90008	10	11	Restaurant	7/9/2015	7/16/2015	CLAX
Magic 99C	Seifollah Safiel	3417 Crenshaw Blvd. Los Angeles, CA 90016	10	6	Retail	7/16/2015	7/24/2015	CLAX
A Kut Above Hair Design	Mae Shaw	3631 Crenshaw Blvd. Suite 106 Los Angeles, CA 90016	10	28	Service	7/16/2015	7/24/2015	CLAX
HD Sportswear	Herman Tinson	4320 Crenshaw Blvd. Los Angeles, CA 90008	10	10	Retail	7/16/2015	7/24/2015	CLAX
Ms. Gwyns Hair	Gwynardia Price	4062 Victoria Ave. Los Angeles, CA 90008	8	26	Service	7/16/2015	7/24/2015	CLAX
Mr2 Hair and Nails	Rudolph Walsh	3852 Crenshaw Blvd. Los Angeles, CA 90008	10	32	Service	7/16/2015	7/24/2015	CLAX
Crenshaw Gold for Cash	Gennady Tikhonov	4343 Crenshaw Blvd. Unit 106 Los Angeles, CA 90008	8	2	Wholesale	7/23/2015	7/31/2015	CLAX
CoffeeWalk/YogurtTalk	Tae Hong Chung/Wanmi Chung	3650 W. Martin Luther King Jr. Blvd. #152 Los Angeles, CA 90008	8	12	Retail Coffee/Yogurt	7/23/2015	7/31/2015	CLAX
Delicious Southern Cuisine	Vidal Cortes	4371 Crenshaw Blvd. #D Los Angeles, CA 90008	8	4	Restaurant	7/23/2015	7/31/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Phaze II Hair Salon	Karen Butler	4062 Victoria Ave. Los Angeles, CA 90008	8	16	Service - Hair Stylist	7/30/2015	8/6/2015	CLAX
Tax Ease Plus Accounting	Taylor Mayfield	4371 Crenshaw Blvd. Unit B2 Los Angeles, CA 90008	8	4	Services - Accounting	7/30/2015	8/6/2015	CLAX
Right Choice Caribbean Market	Victoria Fortson	4233 Crenshaw Blvd. Los Angeles, CA 90008	8	15	Retail - Specialty Grocery Store	7/30/2015	8/6/2015	CLAX
Jendayi, Inc.	Monnae Michael	3650 W. Martin Luther King Jr. Blvd. #245 Los Angeles, CA 90008	8	6	Retail - Jewelry Store	7/30/2015	8/6/2015	CLAX
Pro Image Sports	Eduardo Varela	3650 W. Martin Luther King Jr. Blvd. #148 Los Angeles, CA 90008	8	6	Retail	7/30/2015	8/6/2015	CLAX
Wanda Williams	Wanda Williams	4062 Victoria Ave. Los Angeles, CA 90008	8	23	Service - Hair Stylist	8/6/2015	8/13/2015	CLAX
Love's Furniture	Chong-Yong Yun	4082 S. Crenshaw Blvd. Los Angeles, CA 90008	10	17	Retail - Furniture	8/6/2015	8/13/2015	CLAX
Excel Fashions	Beatrice Eyo	4108 Crenshaw Blvd. Los Angeles, CA 90008	10	3	Retail	8/13/2015	8/13/2015	CLAX
Total Body Nutrition	Sonia Robinson	3650 W. Martin Luther King Jr. Blvd. #280 Los Angeles, CA 90008	8	19	Retail	8/13/2015	8/13/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Fatty Boys Car Stereo	Steve Kim	3501 S. Crenshaw Blvd. Los Angeles, CA 90016	10	21	Retail	8/27/2015	9/2/2015	CLAX
Heaven Sent	Olive Barnett	3427 Crenshaw Blvd. Los Angeles, CA 90016	10	6	Service	9/3/2015	9/10/2015	CLAX
Daddy Dave's with Big Momma's Cooking	David Williams	4287 Crenshaw Blvd. Los Angeles, CA 90008	8	16	Service	9/3/2015	9/10/2015	CLAX
The New Millennium Beauty & Barber Shop	Desentrie Allen	4310 Crenshaw Blvd. Los Angeles, CA 90008	10	17	Service	9/3/2015	9/10/2015	CLAX
Castillo Tire Shop	Jose Castillo	3501 S. Crenshaw Blvd. Los Angeles, CA 90016	10	16	Service/Retail	9/3/2015	9/10/2015	CLAX
Elegant Chic Purse	Chinyere Jackson	3650 W. Martin Luther King Jr. Blvd. Los Angeles, CA 90008	8	6	Retail	9/3/2015	9/10/2015	CLAX
A/M Financial Services	Jerry Anderson	3870 Crenshaw Blvd. Los Angeles, CA 90016	10	34	Service	9/10/2015	9/17/2015	CLAX
Men's Land	Hussam Azzam	3736 Crenshaw Blvd. Los Angeles, CA 90016	10	22	Retail	9/10/2015	9/17/2015	CLAX
African Family Fashions	Ibrahim Fall	4343 Crenshaw Blvd. Los Angeles, CA 90008	8	17	Retail	9/17/2015	9/24/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Brimberry Barber & Beauty Salon	Earnestine Brimberry	3401 W. 43rd Place #B, Los Angeles, CA 90008	10	2	Service	10/1/2015	10/8/2015	CLAX
Levon's Jewelry	Levon Nazlikian	3650 W. Martin Luther King Jr. Blvd., Los Angeles, CA 90008	8	27	Retail	10/1/2015	10/8/2015	CLAX
USA Fragrances	Munawer Falzahboy	3650 W. Martin Luther King Jr. Blvd., Los Angeles, CA 90008	8	19	Retail	10/1/2015	10/8/2015	CLAX
Healthcare Medical Services & Enterprises	Emmanuel Eyo	4108 Crenshaw Blvd. Los Angeles, CA 90008	10	17	Retail	10/8/2015	10/14/2015	CLAX
Phenomenal Hands	Clauzelle Fredeling	4431 Crenshaw Blvd. Los Angeles, CA 90043	8	6	Service	10/15/2015	10/21/2015	CLAX
Heaven Sent	Olive Barnett	3427 Crenshaw Blvd. Los Angeles, CA 90016	10	6	Service	10/22/2015	10/29/2015	CLAX
Origen Mexican Restaurant	Javier and Azalea Martinez	5354 Wilshire Blvd. Los Angeles, CA 90036	4	15	Service	10/22/2015	10/29/2015	PLE
I Love Lulu LLC	Tallulah Marcelin	733 South La Brea Los Angeles, CA 90036	4	5	Service	10/22/2015	10/29/2015	PLE
Healthcare Medical Services & Enterprises	Emmanuel Eyo	4108 Crenshaw Blvd. Los Angeles, CA 90008	10	17	Retail	10/29/2015	11/3/2015	CLAX
Excel Fashions	Beatrice Eyo	4108 Crenshaw Blvd. Los Angeles, CA 90008	10	3	Retail	10/29/2015	11/3/2015	CLAX
Zam Zam Perfume	Shaib Uddin \$ Mohammad Rahman	3850 S. Crenshaw Blvd., Los Angeles, CA 90008	10	14	Retail	10/29/2015	11/3/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Color Me Beautiful	Chantal Ossyi-Doh	3650 W. Martin Luther King Jr. Blvd., Los Angeles, CA 90008	10	9	Retail	10/29/2015	11/3/2015	CLAX
The New Millennium Beauty & Barber Shop	Desentrie Allen	4310 Crenshaw Blvd. Los Angeles, CA 90008	10	17	Commercial property Owner	11/5/2015	11/16/2015	CLAX
View Park Automotive	Frank and Susan Espinoza	4301 Crenshaw Blvd. Los Angeles, CA 90008	10	25	Service	11/5/2015	11/16/2015	CLAX
Belmart Wireless	Gil Johnson	3631 Crenshaw Blvd. Los Angeles, CA 90016	10	11	Retail	11/5/2015	11/16/2015	CLAX
Magic 99C	Seifollah Safiel	3417 Crenshaw Blvd. Los Angeles, CA 90016	10	6	Retail	11/5/2015	12/04/215	CLAX
Quizno's	Andre Bonyadian	134 S. Central Ave., Los Angeles, CA 90012	14	13	Service	11/19/2015	12/3/2015	LTRC
Comet Cleaners	Fred Nik	3651 Crenshaw Blvd. Unit B, Los Angeles, CA 90016	10	4	Service	11/19/2015	12/4/2015	CLAX
Fresh Prints LA	Coy Guy	4343 S. Crenshaw Ave., Los Angeles, CA 90008	8	4	Service	11/19/2015	12/4/2015	CLAX
The Crepe Kitchen	Yafit Barades	5233 Wilshire Blvd., Los Angeles, CA 90036	4	6	Service	12/3/2015	12/11/2015	PLE
Cool Muffler Electric Auto Repair	Ingrid Alvarez de Gudiel	4252 Crenshaw Blvd. Los Angeles, CA 90008	10	8	Service	12/3/2015	12/11/2015	CLAX
Chado Tea Room	Tek Mehreteab	369 East 1st Street, Los Angeles, CA 90012	14	7	Service - Food	12/3/2015	12/23/2015	LTRC
Jendayi, Inc.	Monnae Michael	3650 West Martin Luther King Jr. Blvd., Suite 245 Los Angeles, CA 90008	8	6	Retail	12/3/2015	12/11/2015	CLAX
Phaze II Hair Salon	Karen Butler	4064 Victoria Ave., Los Angeles, CA 90008	8	16	Service	12/3/2015	12/11/2015	CLAX
Ms. Gwyns Hair	Gwynardia Price	4062 Victoria Ave. Los Angeles, CA 90008	8	26	Service	12/3/2015	12/11/2015	CLAX

Attachment C: BIF Grant Awards December 31, 2015

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
A Kut Above Hair Design	Mae Shaw	3631 Crenshaw Blvd #106, Los Angeles, CA 90016	10	19	Service	12/3/2015	12/11/2015	CLAX
Tax Ease Plus Accounting	Taylor Mayfield	4371 Crenshaw Blvd. Unit B2 Los Angeles, CA 90008	8	4	Service	12/3/2015	12/11/2015	CLAX
Lucy's Hair Care	Lucy King	4062 Victoria Ave. Los Angeles, CA 90008	8	4	Service	12/3/2015	12/11/2015	CLAX
Pink Memory	Stephanie Zhang	3650 West Martin Luther King Jr. Blvd., Suite 259 Los Angeles, CA 90008	10	7	Retail	12/10/2015	12/17/2015	CLAX
Dave's Tattoo	David Velazquez	4343 Crenshaw Blvd. #102 Los Angeles, CA 90008	8	4	Service	12/10/2015	12/17/2015	CLAX
Wanda Williams - Hair Stylist	Wanda Williams	4062 Victoria Ave. Los Angeles, CA 90008	8	23	Service	12/10/2015	12/11/2015	CLAX
Crenshaw Avalon Properties	Paul Guidry	4343 S. Crenshaw Blvd., Los Angeles, CA 90008	8	12	Commercial Property	12/17/2015	12/28/2015	CLAX
Fatty Boys Car Stereo	Steve J. Kim	3501 S. Crenshaw Blvd. Los Angeles, CA 90016	10	21	Retail - Audio	12/17/2015	12/23/2015	CLAX
We Help Families Get Paid	Julian Johnson	4321 Crenshaw Blvd., Los Angeles, CA 90008	8	17	Service - Accounting	12/17/2015	12/22/2015	CLAX
KC Stylist	Glenn & Yuko Coach	706 E. 1st Street, Los Angeles, CA 90012	14	3	Service - Hair	12/17/2015	12/22/2015	LTRC
Kato's Sewing Machine Company	Alvin Kato	604 E. 1st Street, Los Angeles, CA 90012	14	54	Service - Repair	12/17/2015	12/22/2015	LTRC
NT Auto Repair	Noboru Kakuma	810 E. 1st Street, Los Angeles, CA 90012	14	25	Service - Auto	12/17/2015	12/22/2015	LTRC

ATTACHMENT D1

CLIENT SATISFACTION SURVEY

Metro Business Interruption Fund (BIF) Client Satisfaction Survey

Thank you for your participation in the Metro Business Interruption Fund (BIF). Please take the time to answer a few quick questions regarding your experience.

1. How would you rate your overall satisfaction with us?

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

2. Please rate us on the following experiences:

Customer Service

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Professionalism

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Quality of Services

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

3. How likely would you recommend us to a friend/business owner?

Very Likely Likely Neutral Unlikely Very Unlikely

4. If needed, will you use our services in the future?

Very Likely Likely Neutral Unlikely Very Unlikely

5. Do you have any suggestions for improving our services?

ATTACHMENT D2

**CLIENT PROCESS
EVALUATION FORM**

Metro Business Interruption Fund (BIF) Client Process Evaluation Form

Dear BIF Client:

The desire of the Metro Business Interruption Fund (BIF) is to make the process of applying to the BIF as meaningful and beneficial as possible for our clients. You can help us by completing this form and returning it to us.

BIF BUSINESS ADVISOR NAME: _____

1. Do you presently own or manage a business? ☐ Yes ☐ No
2. How did you hear about the BIF?

☐ Friend ☐ Business Solutions Center (BSC) ☐ Community Organization: _____ ☐ Community Event: _____ ☐ Workshop: _____ ☐ Other: _____	☐ SBDC ☐ Metro ☐ Newspaper (name): _____ ☐ Radio/TV: _____ ☐ Little Tokyo Small Business Assistance Center
---	---
3. Was the BIF application form easy to complete and submit? ☐ Yes ☐ No
4. Did you receive an appointment with a BIF Business Advisor in a timely manner? ☐ Yes ☐ No
5. Was your initial contact with the BIF informative and friendly? ☐ Yes ☐ No
 If no, please comment: _____
6. Are you satisfied with the assistance you received? ☐ Yes ☐ No
 If no, please comment: _____
7. Are you getting the assistance you need at this time? ☐ Yes ☐ No ☐ Unsure
 If no or unsure, please explain: _____
8. Did you receive specific recommendations and /or referral services from the BIF Business Advisor? ☐ Yes ☐ No
9. Were there advising areas where we were not able to assist you? ☐ Yes ☐ No
 If yes, please list those areas: _____
10. Was the overall BIF application process smooth? ☐ Yes ☐ No
11. Generally speaking, how would you rate the business advising services you received at the BIF?

☐ Excellent	☐ Very Good	☐ Good
☐ Fair	☐ Poor	
12. Any additional comments? _____

Thank you for your time and consideration. If you would like us to contact you regarding any of your concerns please check the box and leave a phone number.

☐ Please contact me at _____