



**Metro Pilot Business Interruption Fund
(BIF)
Quarterly Status Report
January 1, 2016 – March 31, 2016**



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
4. 2nd and Broadway Area of the Regional Connector

The period of this report is from January 1, 2016 – March 31, 2016. 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 – March 31, 2016)

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
January 2016	8	\$173,381.22
February 2016	18	\$345,369.86
March 2016	16	\$327,536.49
Total	142	\$2,699,877.16

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%	94%
3	Client satisfaction rating (via survey): <= 30 days after grant award	60%	84%
4	*Number of businesses remaining in business post grant award/support for: 6 months	60%	97%
	Number of businesses remaining in business post grant award/support for: 12 months (long term)	60%	N/A

*Based on 63 businesses post grant award.

4.1 Summary Statistics at a Glance

- **Quarterly: January 1, 2016 – March 31, 2016**

- › Number of Applications Received: 65
- › Number of Applications Approved: 42
- › Value of Grant Awards: \$846,287.57

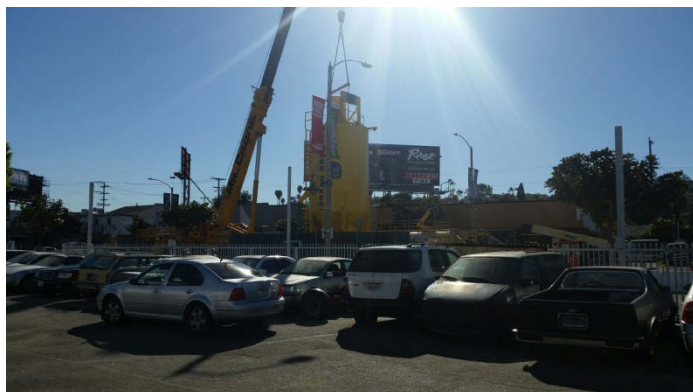
- **Program-to-Date: March 1, 2015 – March 31, 2016**

- › Total Number of Applications Received: 288
- › Total Number of Applications Approved: 142
- › Total Value of Grant Awards: \$2,699,877.16

- 91% of grantees received the total amount of the grant award
- 6% of grant awards were disbursed for delinquent rent payments
- Less than 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 business tax certificates, license fees, other miscellaneous categories
- Less than 1% of grant funds were disbursed for delinquent payroll expenses

Out of the total of 142 grants approved as of this reporting period;

- 27 businesses were in operation 2-5 years
- 38 businesses were in operation 6-10 years
- 40 businesses were in operation 11-20 years
- 37 businesses were in operation 21+ years



Construction machinery outside of grantee Cool Muffler Auto Repair on the Crenshaw/LAX corridor.

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”)

# of Applications Received				
	Crenshaw/LAX	Little Tokyo	Phase 1 Purple Line	2nd/Broadway
March 2015	33	0	0	0
April 2015	28	0	0	0
May 2015	17	0	0	0
June 2015	22	0	1	0
July 2015	17	0	0	1
August 2015	12	0	1	0
September 2015	3	1	1	0
October 2015	19	1	4	1
November 2015	33	6	3	0
December 2015	15	2	2	0
January 2016	13	1	7	0
February 2016	16	2	7	0
March 2016	11	2	4	2
Total	239	15	30	4

Total Number of Applications Approved as Grants - 142

Total Number of Applications Declined - 2

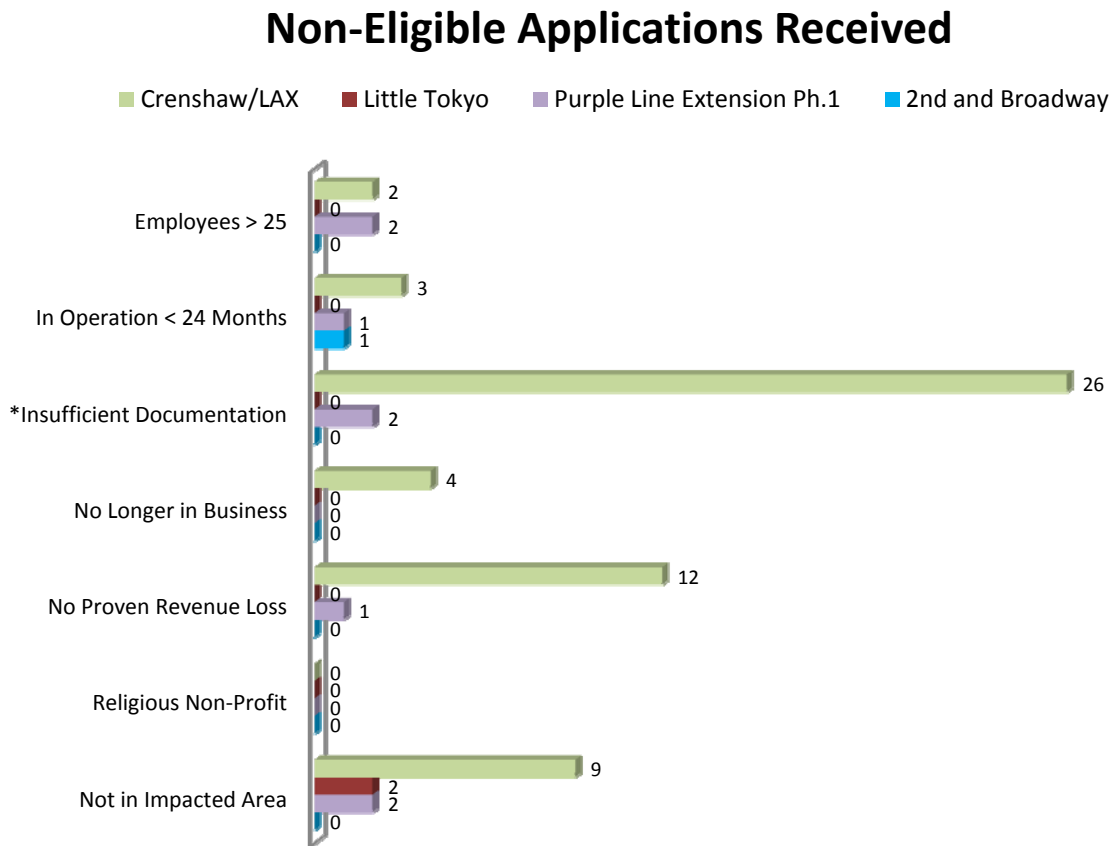
Total Number of Non-Eligible Applications - 67

Total Number of Incomplete Applications (Pending Financial Documents) - 77



PCR's BIF Team speaks regularly at the Baldwin Hills Crenshaw Mall Quarterly Tenants Meeting to outreach and engage with the impacted businesses within the mall.

Figure 1. Total Number of Non-Eligible Applications
(Non-Eligible is defined as not meeting the basic eligibility criteria upon submission of application)



Newest members of the Business Interruption Fund team: Stacey Farmer, Program Assistant and Darrell Smith, Lead Business Advisor for the 2nd and Broadway Area of the Regional Connector.

6.1 Quarterly and Program to Date Community Outreach and Communication Activities

During this reporting period, a total of **41** outreach activities occurred. PCR participated in: **15** outreach events in the **Crenshaw/LAX Corridor (CLAX)**, **12** outreach events in the **Little Tokyo Area of the Regional Connector (LTRC)** and **10** 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 **2nd & Broadway area of the Regional Connector (2BRC)** in anticipation of the full closure occurring in February 2016. Outreach momentum increased on the **LTRC** and **PLE** while maintaining on the **CLAX**. However, as construction reaches peak activity on all three corridors, outreach activities to engage small business owners will increase exponentially 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
(January 1, 2016 – March 31, 2016)**

	Crenshaw/LAX	Little Tokyo	Purple Line Extension	2 nd and Broadway
Community Meetings	8	7	2	0
Direct Canvassing	6	3	6	4
Partnerships/Eat, Shop, Play	0	0	0	0
Metro Sponsored Workshops	1	2	2	0
PCR Sponsored Workshops	0	0	0	0
Media Photo Op Event	0	0	0	0
Total	15	12	10	4

*Direct Canvassing Represents Number of Days

**Table 2. Program to Date Outreach Efforts and Communication Activities
(March 1, 2015 – March 31, 2016)**

	Crenshaw/LAX	Little Tokyo	Purple Line Extension	2 nd and Broadway
Community Meetings	26	14	7	0
Direct Canvassing	11	5	7	4
Partnerships/Eat, Shop, Play	4	1	0	0
Metro Sponsored Workshops	6	5	3	0
PCR Sponsored Workshops	2	0	1	0
Media Photo Op Event	1	0	0	0
Total	50	25	18	4

Community Meetings/Presentations: During this reporting period, we have participated in **17** 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 instituted a policy for the Lead Business Advisors on all three corridors- Lead **CLAX** Business Advisor Andre Hardy, Lead **PLE** Business Advisor

Brian Lazo, Lead **LTRC** Business Advisor Bryan Miyamoto and Lead **2BRC** Business Advisor, Darrell Smith to conduct ongoing outreach efforts weekly. These efforts include door-to-door and one-on-one meetings with small business owners speaking with them about applying to the BIF, distributing BIF information flyers, tri-folds, upcoming BIF Workshop flyers and business cards. Additionally, Business Advisors also take photos of direct construction activity occurring. Our strategy continues to be reaching small business owners before direct construction impacts occur to help prepare them apply to the BIF program. PCR's canvassing efforts continue 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 the BIF Lead Business Advisors spending time on their respective corridors visiting applicants, taking photos of construction impacts and general outreach activities.

Outreach Partnerships with the BSC and Eat, Shop, Play: PCR's partnership with the BSC on the **CLAX Corridor** continues to be very effective and efficient for outreach efforts as construction impacts begin in 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 between the BIF program and the BSC are consistent and on-going demonstrating a very fluid relationship. In addition, the BSC has been helpful in marketing the Metro BIF Workshops held at the Los Angeles Urban League. 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.

Metro Sponsored BIF Workshops: Each calendar quarter, Metro sponsors a series of BIF Workshops in each of the three corridors. These workshops have proven to be very effective in presenting BIF program details to potential applicants with an opportunity for Q & A. Most of the small business owners who have previously attended a BIF workshop have subsequently applied to the BIF program with almost all of the documentation required. For this reporting period, January 1, 2016 – March 31, 2016, the following BIF workshops have been hosted:

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

Six more BIF workshops are currently scheduled for the second quarter of 2016 accordingly and include the 2nd & Broadway area of the Regional Connector:

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

PCR Sponsored BIF Workshops: While PCR did not sponsor any BIF workshops during this reporting period, a series of Applications Workshops are being planned for each corridor during the coming months. PCR also plans to sponsor a series of small, industry targeted BIF Information Workshops to specifically reach small business owners belonging to particular industries as a group and small business owners that are location specific such as tenants in strip mall or high rise building. These types of information workshops have been successful in the past. (ie. Cash- Based Businesses Workshop at PCR, The BIF Application Workshop at the BSC hosted by the Los Angeles Urban League on the **CLAX corridor**, BIF Information Workshop at the Landmark Center on the **PLE**).

Media Photo Op: No media photo ops were scheduled during this reporting period. However, a media photo op has been scheduled for April 2016 for the **Little Tokyo Area of the Regional Connector**. Media Photo Ops are a great way to feature BIF grantees and offers good PR for the BIF program. When small business owners “see” other small business owners receiving BIF grant awards from PCR, Metro and political officials, it validates the BIF grant program and encourages other business owners to apply. Feedback on BIF Photo Ops has been very positive and is an extremely useful marketing tool.

Business appointments: Small business owners can schedule appointments with BIF Business Advisors for their convenience. Appointments are available with **Crenshaw/LAX** Lead Business Advisor, Andre Hardy at the BSC hosted by the Los Angeles Urban League. For both Lead Business Advisor, Brian Lazo-**Purple Line Extension Phase 1** and Lead Business Advisor Darrell Smith **2nd & Broadway Area of the Regional Connector**, appointments are available at PCR which is located on Wilshire 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. However, 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. Andre, Brian, Bryan and Darrell 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 and subsequent grant recommendations.

*See Attachment B for a listing of meetings, events, presentations and workshops from March 2015 – March 2016 (Program 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
January 2016	8	\$173,381.22
February 2016	9	\$252,931.89
March 2016	8	\$144,439.64
Total	117	\$2,183,693.85



Construction activity outside of Hyde Park on the Crenshaw/LAX corridor. Drilling and excavation created three blocks of detours.

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

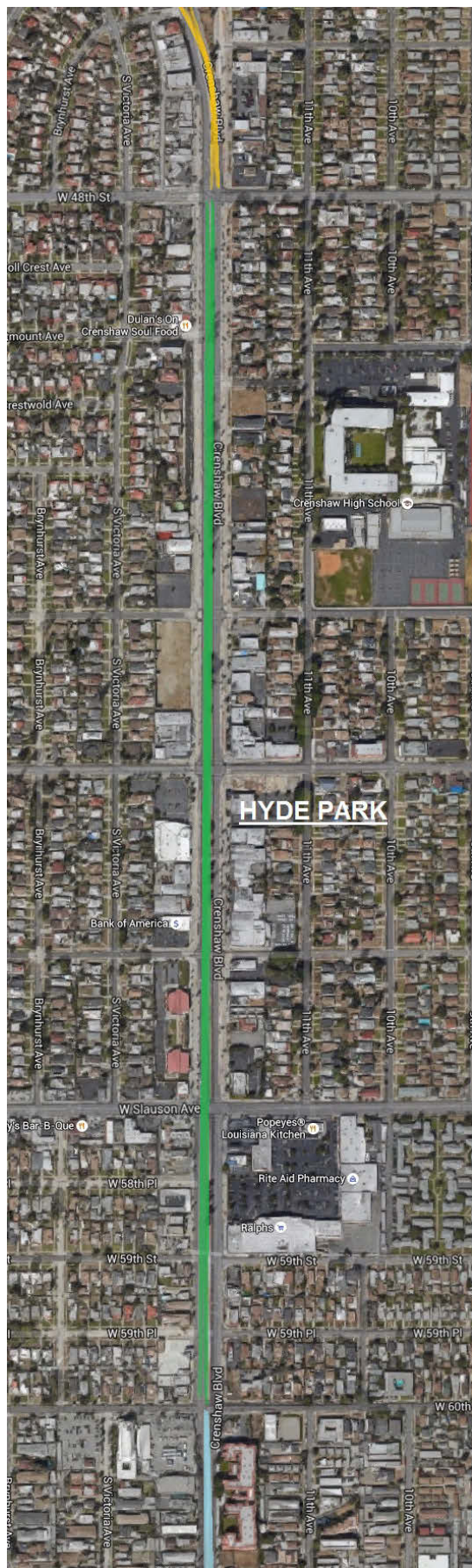
Downtown Inglewood - N. Prairie Avenue to N. Cedar Avenue

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

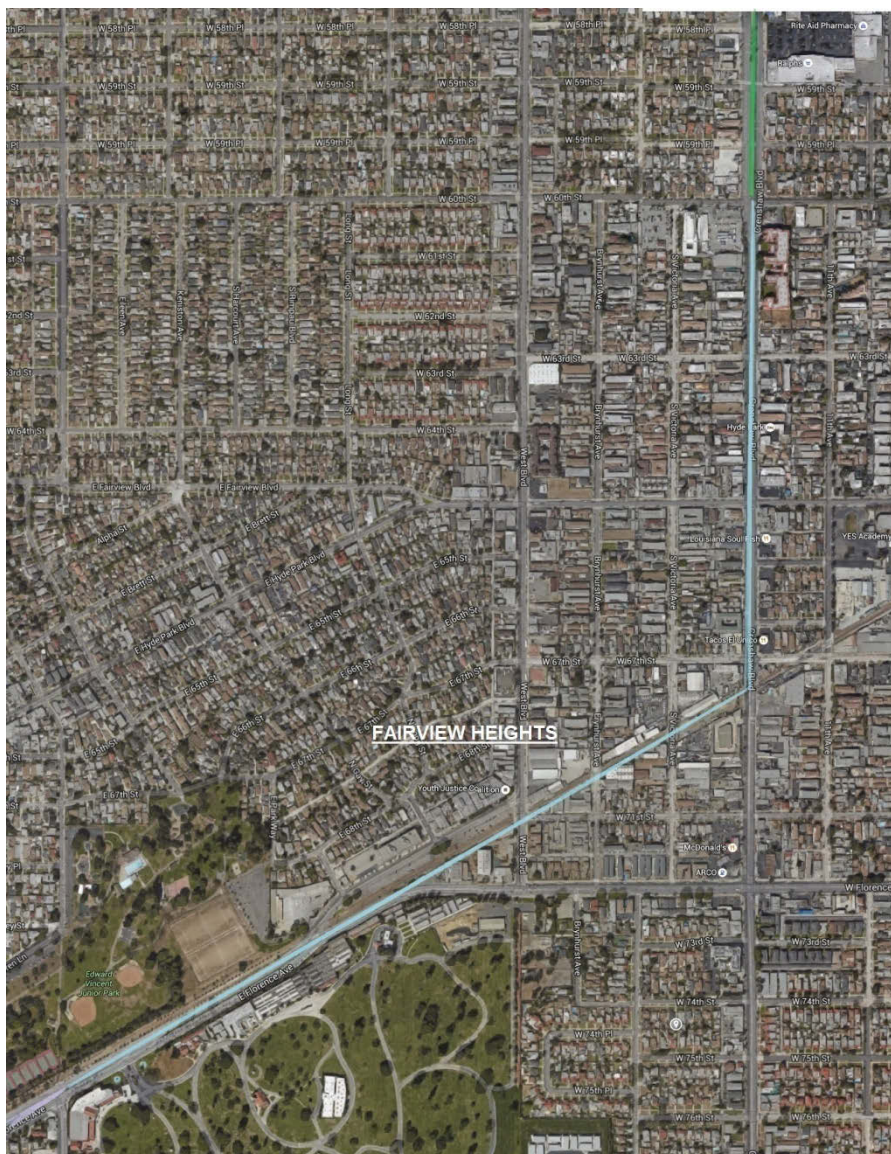
Aviation/Century - W. Arbor Vitae Street to W. Century Boulevard



**NUMBER
OF
GRANTS****TOTAL GRANT
AMOUNT****SECTION****22****\$420,332.72****CRENSHAW/
EXPOSITION****12****\$138,813.12****CRENSHAW
SQUARE****24****\$451,916.58****MARTIN
LUTHER KING,
JR.****29****\$503,675.23****BALDWIN
CRENSHAW
MALL****25****\$596,095.31****LEIMERT PARK****4****\$38,531.00****LEIMERT PARK
BUSINESSES**

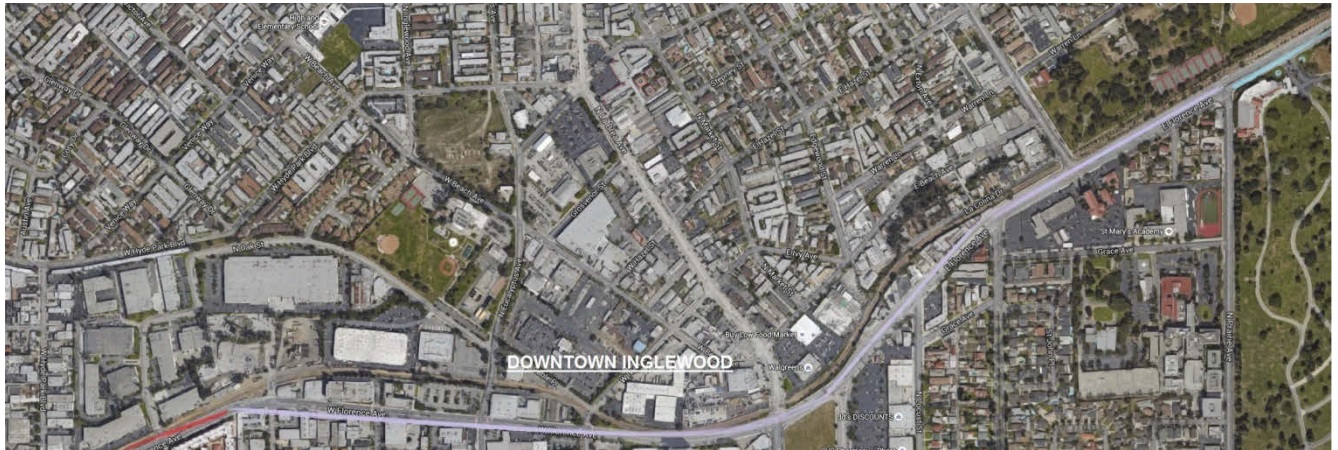


NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
1	\$34,329.89	HYDE PARK



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
0	\$0.00	FAIRVIEW HEIGHTS

*No Grants Approved as of March 31, 2016



	NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION	
as of March 31, 2016	0	\$0.00	DOWNTOWN INGLEWOOD	*No Grants Approved



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

**WESTCHESTER/
VETERANS**

0

\$0.00

**AVIATION/
CENTURY**

***No Grants Approved as of March 31, 2016**

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

Little Tokyo Regional Connector		
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
January 2016	0	\$0.00
February 2016	0	\$0.00
March 2016	3	\$31,728.75
Total	8	\$205,157.14



Intermittent road closure at 2nd and Central in the Little Tokyo area of the Regional Connector. Traffic is detoured away from the restaurants on Central St.

Little Tokyo Area of the Regional Connector

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

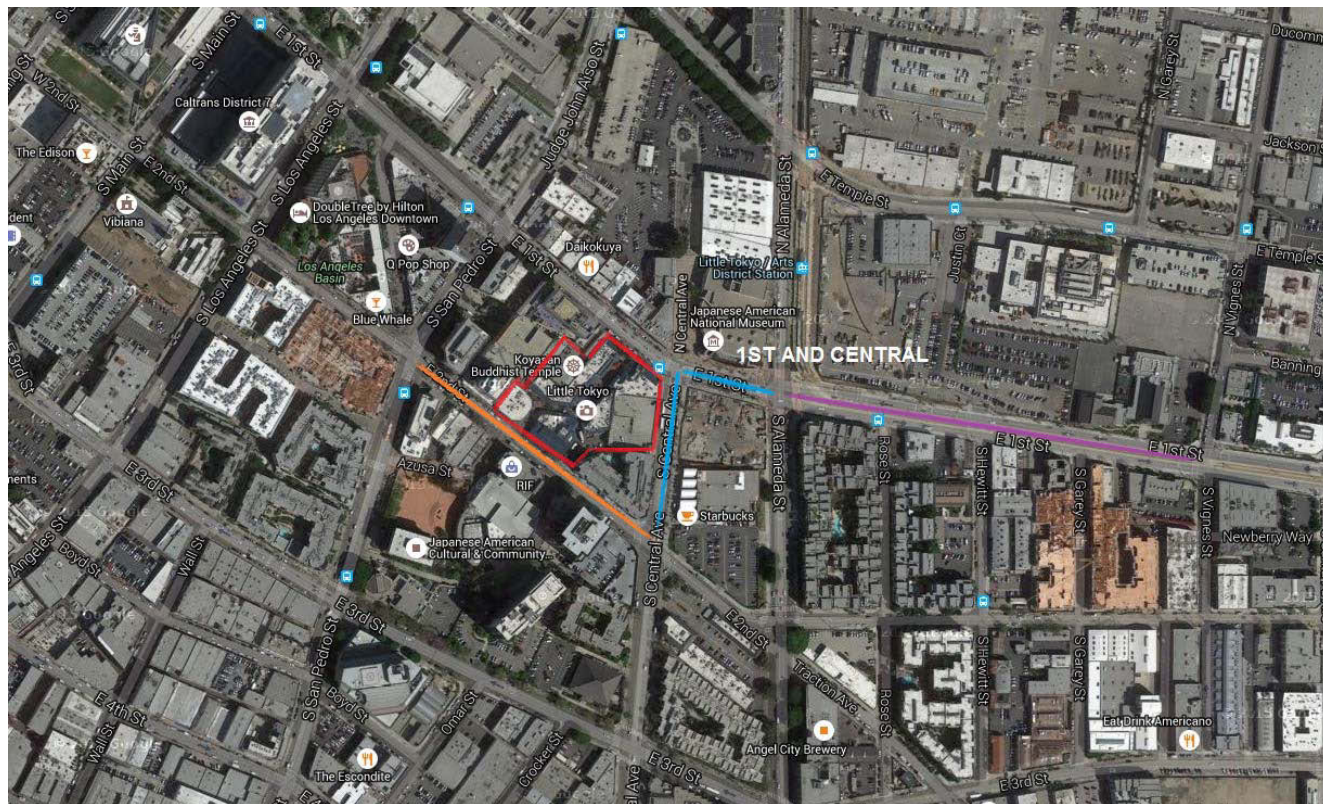
East of Alameda (1st Street)

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
6	\$113,305.71	EAST OF ALAMEDA
2	\$91,851.43	1 ST AND CENTRAL
0	\$0.00	2 ND STREET
0	\$0.00	JAPANESE VILLAGE PLAZA

7.1.3 2nd and Broadway Area of the Regional Connector**Table 2. Total Grant Amount by Month – 2nd and Broadway R/C**

Little Tokyo Regional Connector		
Month	Grants	Amount
March 2015		
April 2015		
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015		
December 2015		
January 2016		
February 2016		
March 2016		
Total	0	\$0.00

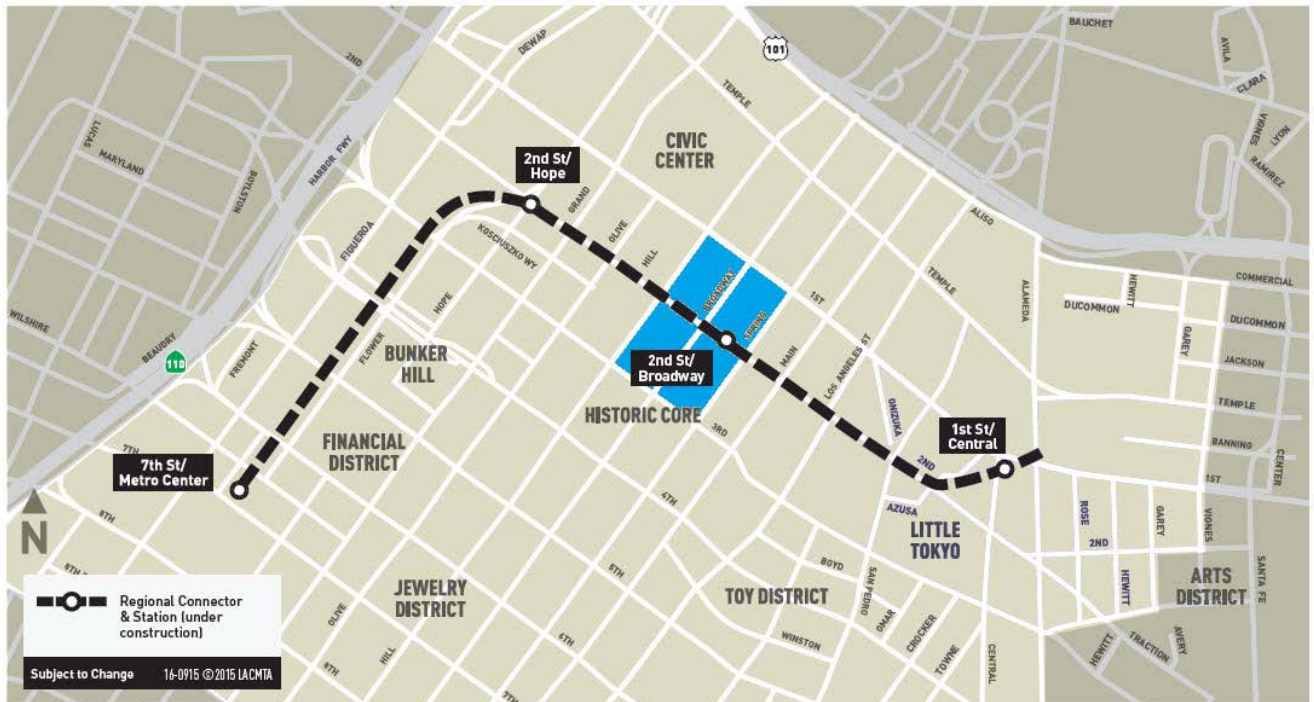


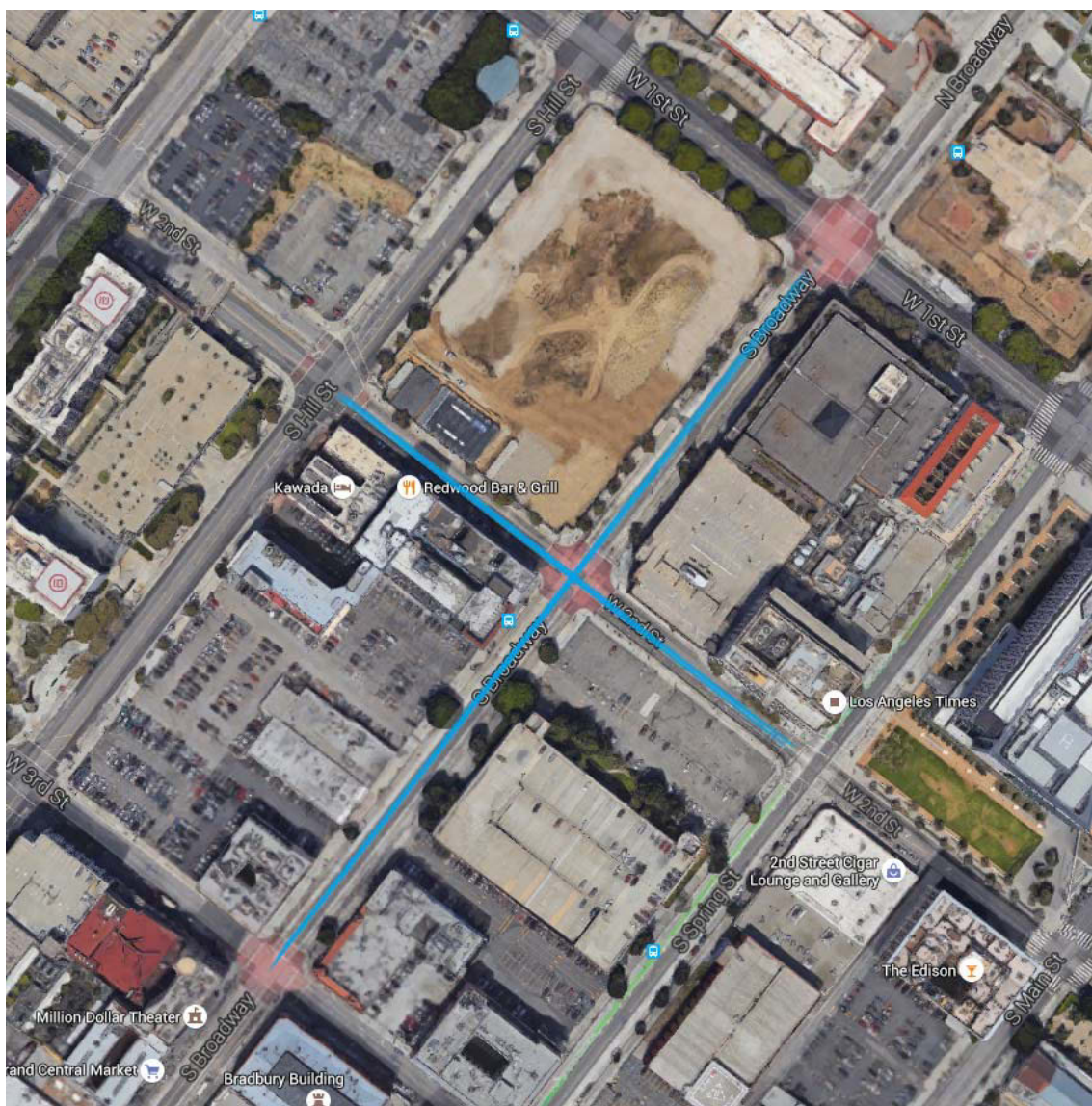
Full closure at 2nd and Broadway area of the Regional Connector. Westbound and eastbound traffic is detoured around the 2nd and Broadway intersection.

2nd and Broadway Area of the Regional Connector

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

2nd and Broadway





**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

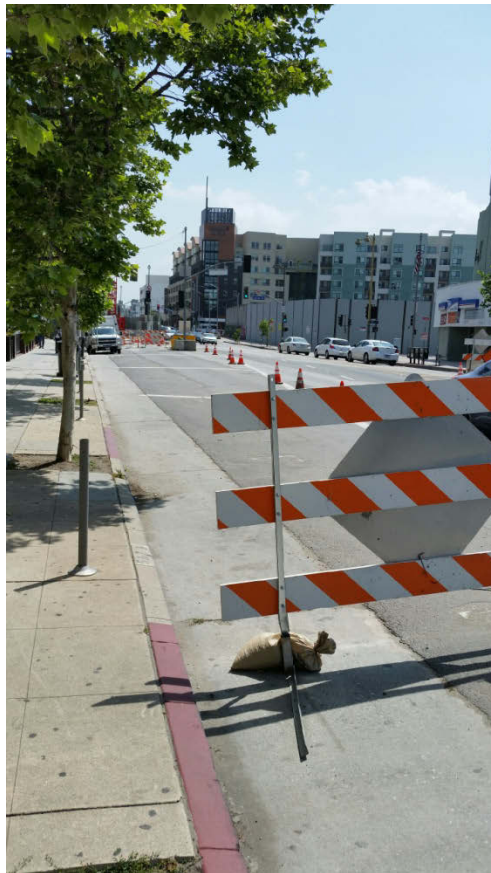
**2nd and
BROADWAY**

*No Grants Approved

as of March 31, 2016

7.1.4 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
January 2016	0	\$0.00
February 2016	9	\$92,437.97
March 2016	5	\$151,368.10
Total	17	\$311,026.17



Construction Activity at
Wilshire Blvd. and Detroit St.
on the Purple Line Extension
Phase I.

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

Legend:

- Purple Line & Station
- - -○- - - Purple Line Extension Alignment & Station (under construction)
-○..... Purple Line Extension Alignment & Station (approved)

Map Labels: Westwood, Century City, West Los Angeles, Santa Monica, Culver City, Mid-City, Koreatown, Wilshire, West Hollywood, Beverly Hills, UCLA, Westwood/UCLA, Century City/Constellation, Wilshire/Rodeo, Wilshire/La Cienega, Wilshire/Fairfax, Wilshire/La Brea, Wilshire/Western, Wilshire/Normandie.

Freeways: 405, 10, 105.

Landmarks: UCLA, Santa Monica, Culver City, Mid-City, Koreatown.

Subject to Change 16-0915 ©2015 LACMTA



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

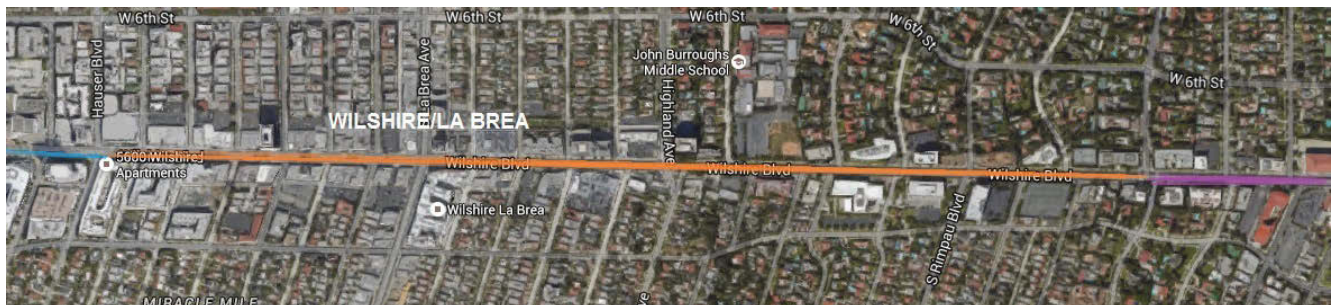
SECTION

0

\$0.00

**WILSHIRE/
WESTERN**

*No Grants Approved as of March 31, 2016



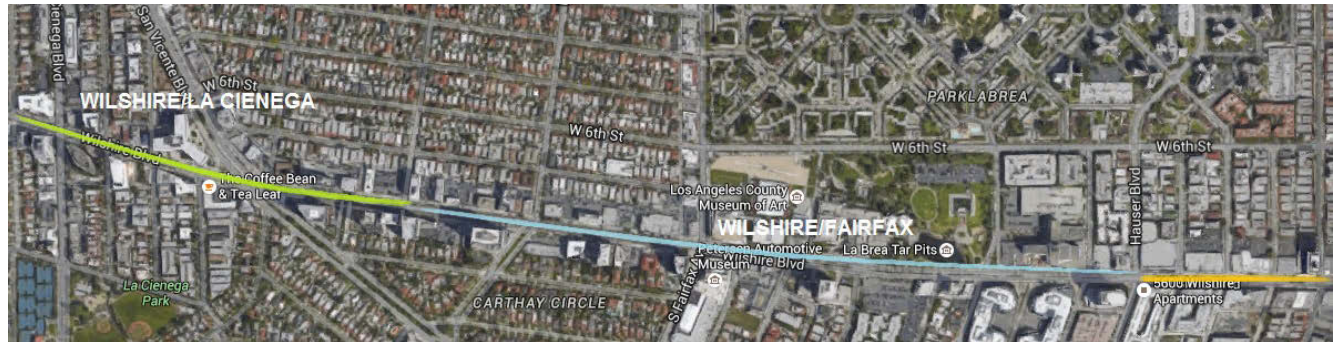
**TOTAL GRANT
AMOUNT**

SECTION

14

\$241,700.34

**WILSHIRE/
LA BREA**

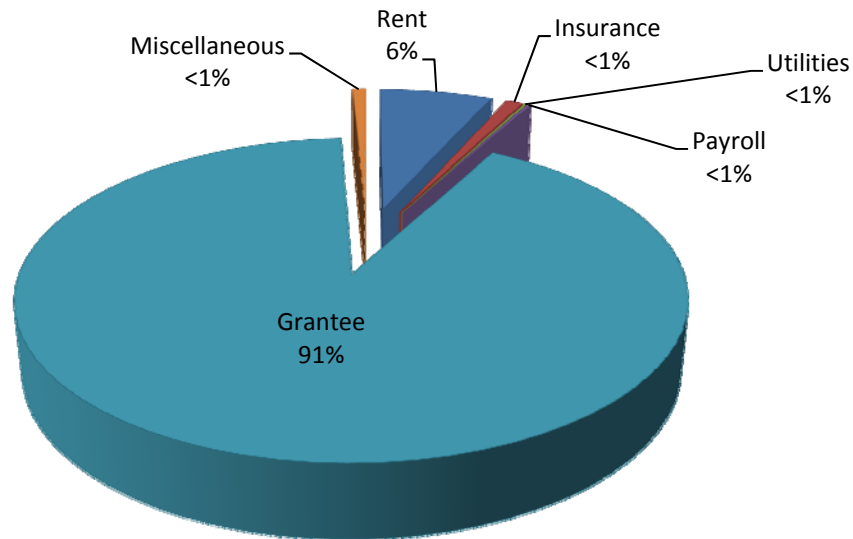


NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
0	\$0.00	WILSHIRE/ FAIRFAX
3	\$69,325.83	WILSHIRE/ LA CIENEGA

8.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



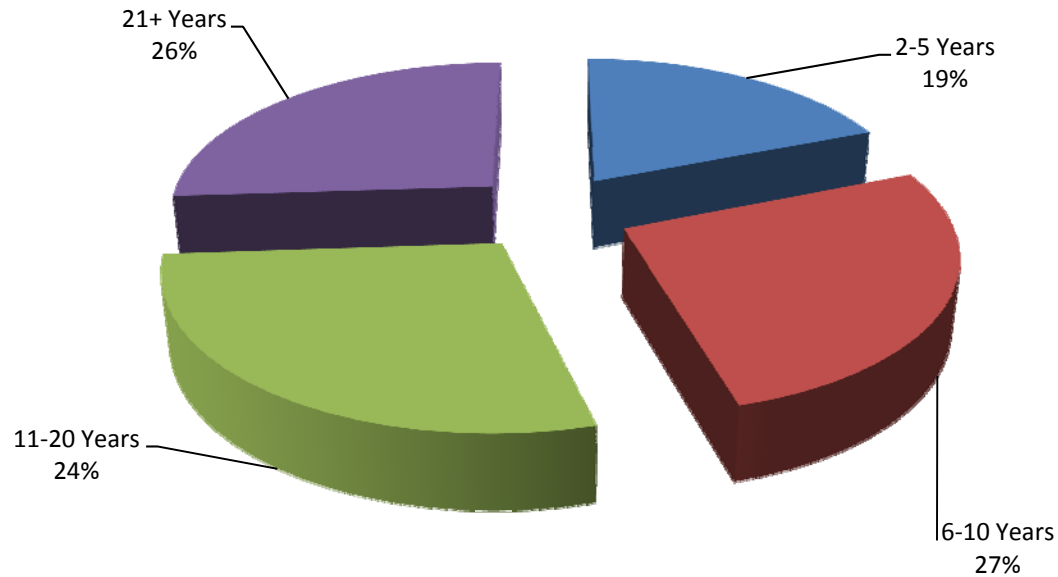
Grant Disbursement by Type	
Rent	\$ 178,992.59
Utilities	\$ 25,580.20
Insurance	\$ 3,517.04
Payroll	\$ 5,721.88
Grantee	\$ 2,466,361.42
Miscellaneous	\$ 19,704.03
Total	\$ 2,699,877.16

* 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:

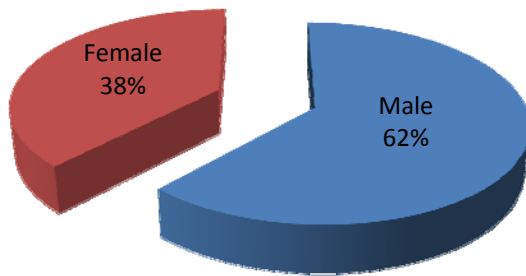
- Business Tax Certificate
- License Fees

Figure 2: Grant Disbursement by Years in Business

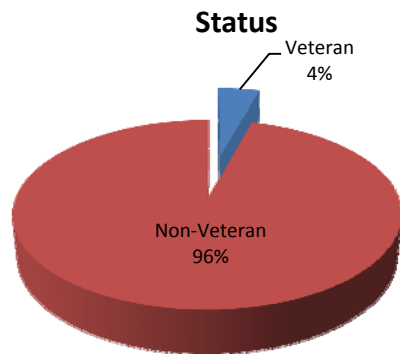
Grants by Years in Business	
2-5 Years	27
6-10 Years	38
11-20 Years	40
21+ Years	37



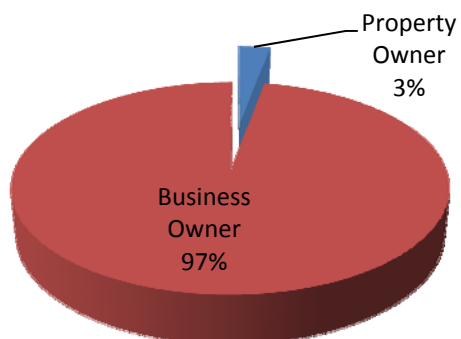
Pacific Coast Regional Corporation was honored at the GLAAACC 23rd Annual Economic Awards Dinner in March 2016. Mark Robertson, President/CEO accepted the award for Minority Business Advocate.

Figure 3: Grant Disbursement by Gender

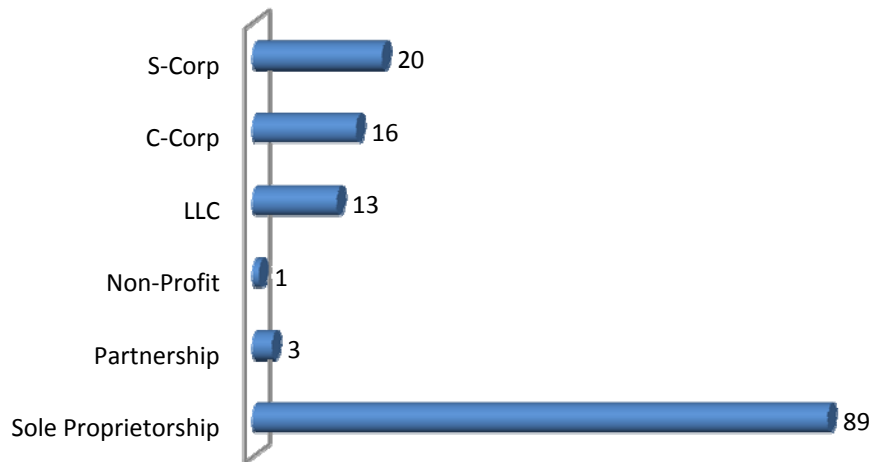
Grant Award by Gender	
Male	88
Female	54

Figure 4: Grant Disbursement by Veteran

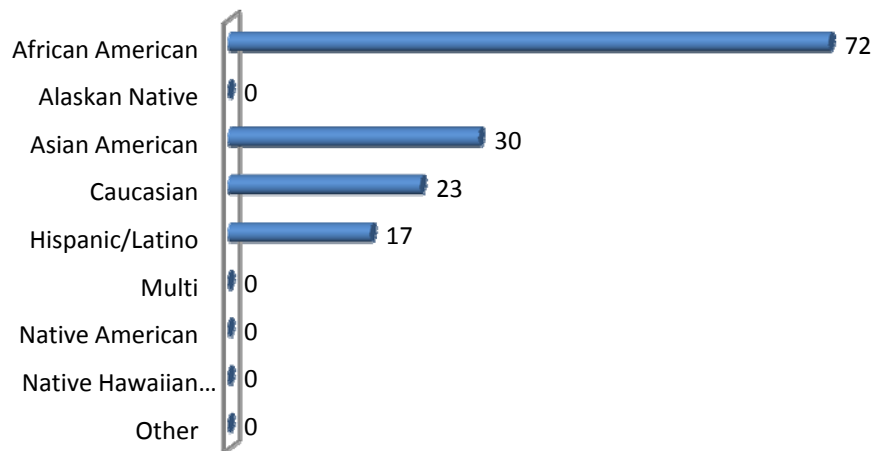
Grant Award by Veteran Status	
Veteran	6
Non-Veteran	136

Figure 5: Property Owner vs. Business Owner

Property Owner vs. Business Owner	
Property Owner	4
Business Owner	138

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	20
C-Corp	16
LLC	13
Non-Profit	1
Partnership	3
Sole Proprietorship	89

Figure 7: Grant Disbursement by Ethnicity

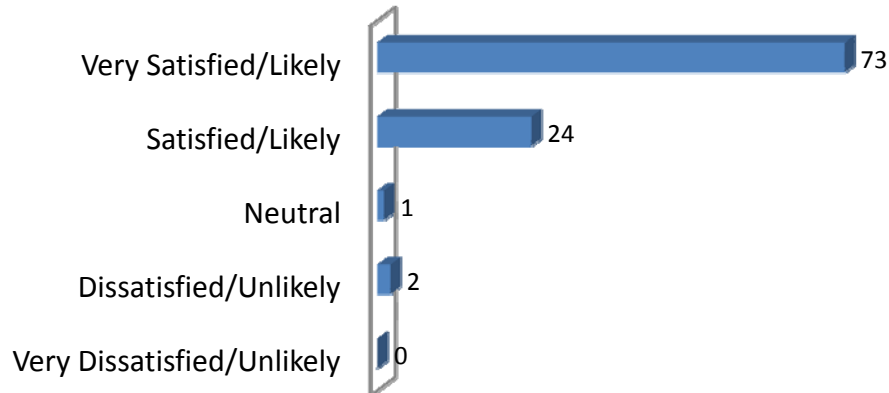
Grant Disbursement by Ethnicity	
African American	72
Alaskan Native	0
Asian American	30
Caucasian	23
Hispanic/Latino	17
Multi	0
Native American	0
Native Hawaiian /Pac. Islander	0
Other	0

9.1 Client Satisfaction Survey Report

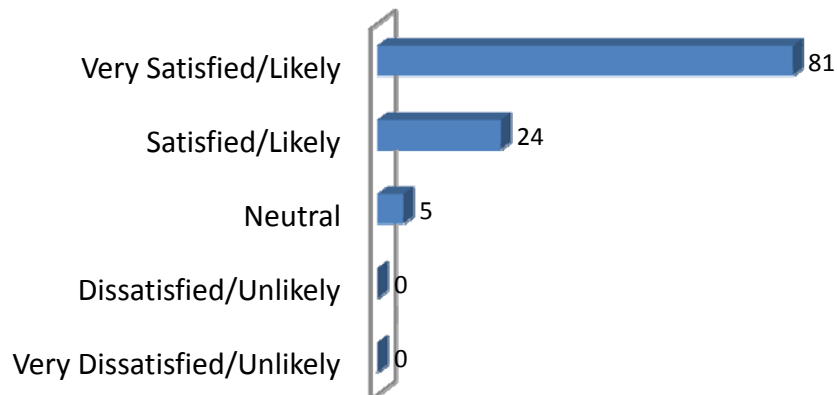
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

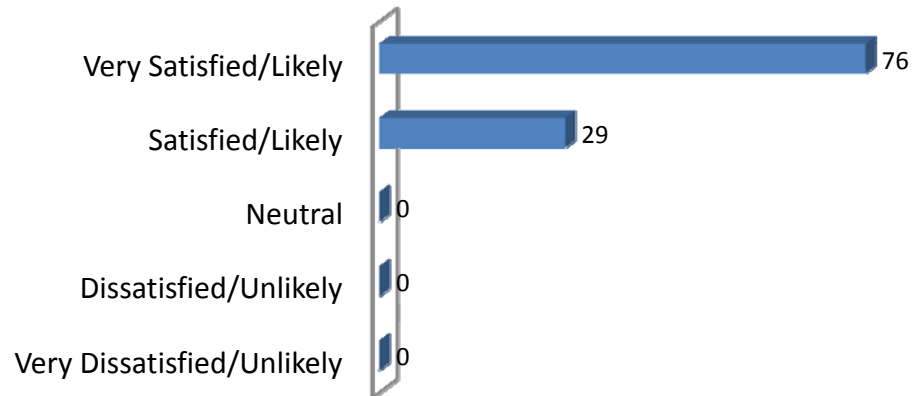
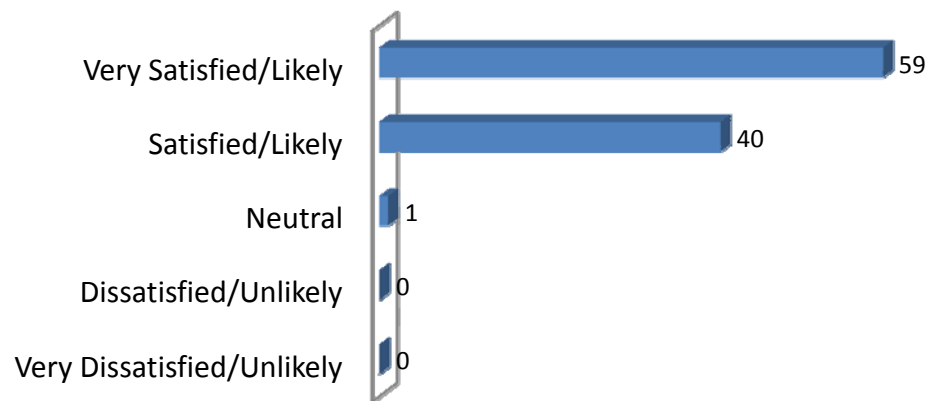
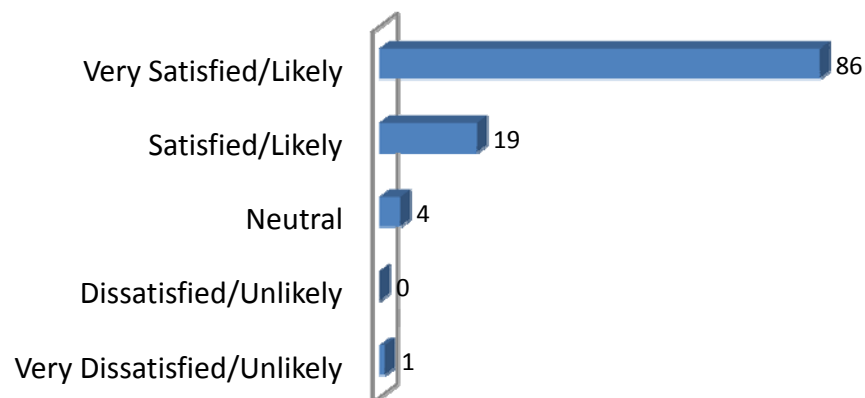
*See Attachment D1 for actual survey administered.

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

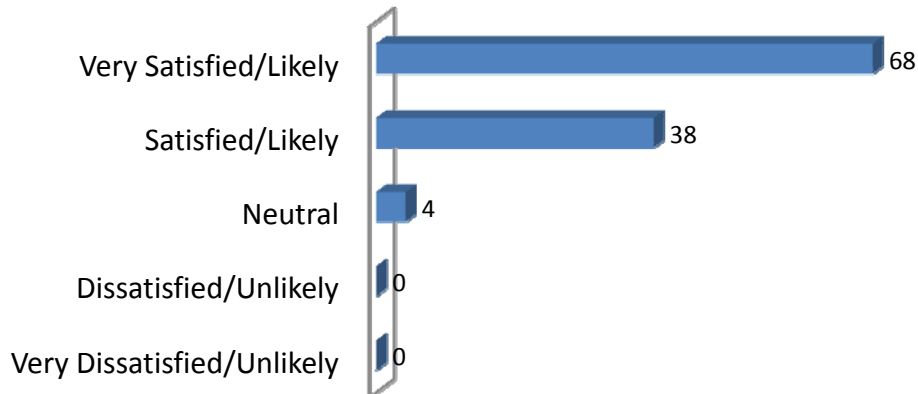


Question 2a: Please rate us on the following experiences: Customer Service



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?

"Very nice staff."

"Looking forward to working with PCR."



Pacific Coast Regional Corporation BIF Team. (From left to right) Darrell Smith, Stacey Farmer, Andre Hardy, Vice President/Program Manager Angela Winston, Devon Davis, Bryan Miyamoto, Brian Lazo.

9.2 Client Process Evaluation Form

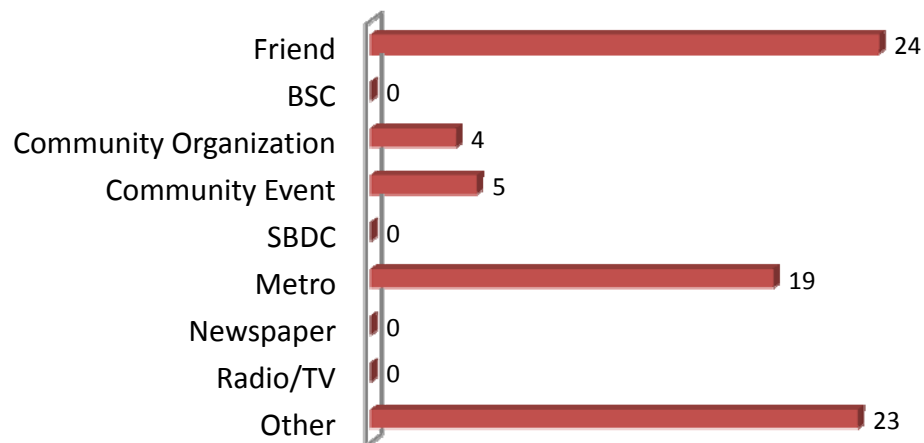
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*See Attachment D2 for actual survey administered.

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

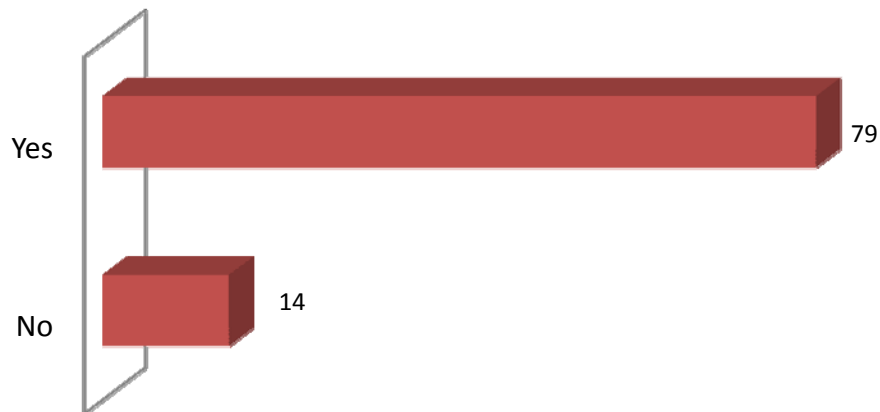


Question 2: How did you hear about the BIF?



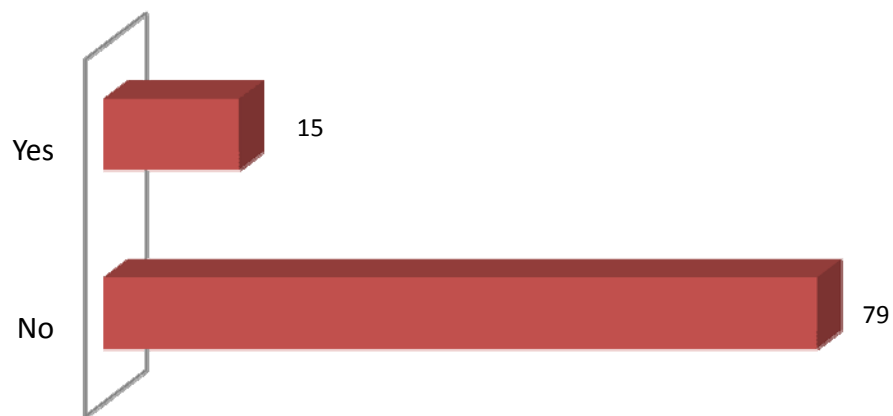
*Note: While we receive direct referrals from the BSC, applicants have not listed the BSC as their referral source to date.

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?**

*In this instance, the "No" category was indicative of applicants who did not need recommendations or referral services. We have recently added a "N/A" category to capture these responses.

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

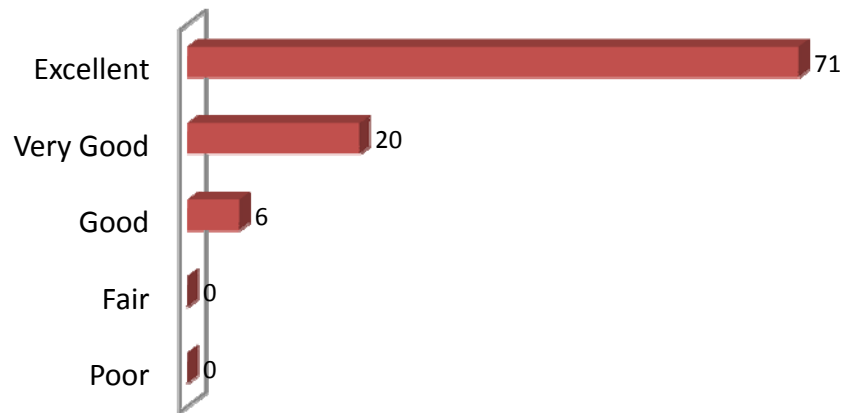


*The “Yes” responses indicated above reflect requested advising areas outside of financial assistance. These were referred to the appropriate resource.

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?

"Our business advisor was great. Willing to answer any questions and concerns I had."

"Wonderful staff."

"Our business advisor is very friendly and helpful."

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 there a fee to apply to the BIF?

There is absolutely no fee to apply to the BIF and no fee associated if you receive a BIF grant award.

10.3 Can applying to the BIF lead to an IRS audit?

Applying to the BIF is not related to an IRS audit in any way. PCR asks for tax returns for your file as you must be a taxpayer to be eligible for the BIF program. The information you provide to PCR is not shared with the IRS. However, according to PCR's BIF policy, applicants must have on file a signed 4506T form, which allows PCR to verify that your tax return has been filed with the IRS. This policy is in place to prevent fraudulent tax returns.

10.4 When will construction leave my area?

Each Metro rail corridor eligible for the BIF has a construction community relations team that hosts Construction Community Update meetings on a consistent basis which explain upcoming construction activities and how long those activities are expected to last. PCR refers interested potential BIF applicants to these meetings and/or to the appropriate construction community relations team member to get information. PCR strongly encourages all BIF potential applicants to attend these construction update meetings as they are extremely informative and meeting attendees can sign up for email blasts regarding construction activities in their area.

10.5 What really constitutes impact in calculating the BIF grant award amount?

The BIF grant award is calculated by comparing gross business revenue from the period of direct construction impact to the gross business revenue for the same period the year prior to direct construction impact. Direct construction impact is construction activities occurring immediately in front of, adjacent to or on the same block as your business. Metro provides PCR with a construction verification report for reference as part of the analysis when determining construction impact periods in calculating the BIF grant award amount. Loss of parking, detours not related to direct construction activities, k-rail and fencing not related to direct construction activities are a few examples that are not eligible for impact for the purposes of the BIF program.

10.6 How can I turn the construction impact into a positive for my business?

Honestly, attitude is everything. PCR has observed business owners who have made a conscious decision to "get busy" and not allow themselves to go out of business. Some successful mitigation suggestions to offset construction impacts on your business are: aggressive marketing techniques including increase online presence, drop off and pick up customer options when parking is limited, adjust price list during construction phase to compensate for less volume of customers, negotiate lesser rent/mortgage payment during construction phase to offset becoming delinquent, etc. PCR has received feedback from business owners who have put these types of mitigation measures in practice with good outcomes and results.

10.7 What if I don't speak or understand the English language well?

PCR can request translation services for your first language of preference from Metro as needed to help you with the application process. Your BIF Business Advisor can sit down with you and the translator to ensure that you understand how to apply to the BIF and help you with that process. Family members or coworkers who understand and speak English well can also assist. The Metro BIF program also provides Fact Sheets about the program in four languages- English, Spanish, Korean and Japanese in addition to BIF applications upon request.

11.1 Observations

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

- a) The **2nd & Broadway** closure began in early February 2016. The Lead Business Advisor, Darrell Smith, has engaged the small business owners located in the impact area prior to the closure as well as during the closure. What PCR has found is that business owners generally have no reference to what impact the construction activity and street closure will have on their business and therefore in many cases, do not take it seriously when we reach out in advance of the construction activity. The reality check comes when the k-rail is installed and the closure actually begins.
- b) Business owners on the **Crenshaw/LAX** corridor and in Leimert Park have consistently complained about the recent acceleration of homelessness and criminal activity in Leimert Park which they say started with Metro's 40- day closure of Crenshaw in that area. Lack of police presence and city support were cited as major factors in what is appearing to resemble somewhat blight conditions in the Leimert Park area. Metro has scheduled the **Crenshaw/LAX** Halfway There Community Celebration in May 2016 in Leimert Park which will bring the community together in what is hoped to be maintained as a clean, safe and vibrant space going forward.
- c) PCR has observed that some business owners, especially those located on the **Purple Line Extension**, are attempting to determine their own BIF grant amounts. They are interested in knowing what their BIF grant award would be ahead of time to determine if it is worth their time to apply. PCR has had a significant number of business owners contact their BIF Business Advisor with anticipated BIF grant amounts based on their own calculations. To mitigate this development, PCR has maintained that BIF grant awards cannot be calculated or revealed in advance of grant approval and that applying to the BIF is worth it and takes minimal time. Regarding how BIF grant awards are calculated, PCR and Metro have deleted any reference to financial calculations in PowerPoint presentations and any other outreach materials. BIF Business Advisors have patiently explained in very general terms to small business owners that the financial calculation and approval of BIF grant awards are specific processes of PCR's standard operating procedures. Business owners are thanked for their efforts but are reminded that the job of their Business Advisor is to determine award amounts. This strategy has been well received.
- d) Many small business owners assume they can apply to the BIF on a continuous basis regardless of whether direct construction is occurring in front of, or on the same block as their business. The feedback that PCR has received is that business owners misunderstand that to be eligible for the BIF, with all other requirements being met, you must have direct construction activities occurring and continuously occurring to be eligible again. PCR is re-messaging this assumption by clearly explaining what impact is during the application process and again when business owners sign documents for their BIF award. PCR explains that business owners cannot immediately assume they will be eligible repeatedly.
- e) Lead Business Advisor for the **Little Tokyo Area of the Regional Connector**, Bryan Miyamoto has increased his time spent canvassing small business owners in the Little Tokyo area as heavy construction activity and closures begin. However, many times, the actual business owner is not available and hard to reach. Bryan has had to rely on the business workers to relay the information to the actual owner. Reasons that the business owner is not available include: owner lives in Japan, owner comes in sporadically to check in on his business, owner works off site. PCR continues to determine the best time to reach business owners that are not on site of their business on a day-to-day basis.
- f) PCR has observed that there is still some hesitancy from small business owners to initially apply to the BIF. Some of the reasons stated are: fear of opening up their financial bookkeeping, not believing in the program, maximum BIF award is not enough money, applying may lead to IRS audit, do not have good

accounting methods. PCR works one-on-one with small business owners to help them overcome these obstacles in applying to the BIF by offering encouragement, dispelling rumors and incorrect information and providing direct referrals to community resources.

- g) Loss of customer parking is the number 1 complaint from small business owners regarding Metro construction in all BIF eligible corridors. Loss of parking is not eligible for BIF consideration.
- h) PCR has observed a significantly increased number of medical marijuana dispensaries opening up for business on the **Crenshaw/LAX** corridor in the Leimert Park area in properties where other businesses have had to vacate. Local property owners and landlords have told PCR that they are not able to find suitable tenants due to Metro construction and that owners of these dispensaries are the only tenants that will lease space and are able to pay their rent in full and on time. They indicate “some rent is better than no rent.” This is becoming a seriously disturbing community issue. Medical marijuana dispensaries are not eligible to participate in the BIF.

12.1 Quarterly Testimonial

- **Business Name:** *I Love Lulu*
- **Address:** *733 South La Brea, Los Angeles, CA 90036*
- **Phone Number:** *(323) 934-5727 (Office) (310) 497-3552 (Cell)*
- **Date of Creation:** *2010*
- **Business Designation:** *LLC*
- **Website Address:** *www.iloveluluhairspa.com*
- **Main Areas of Activity:** *Hair Salon*
- **Grant Amount:** *1st grant amount: \$23,947.95- 2nd grant amount: \$17,626.07*
- **Unique Qualities:** *Offers own line of organic hair products*
- **Metro Rail Corridor:** *Purple Line Extension*

Business Narrative

I Love Lulu, LLC doing business as I Love Lulu is owned by Tallulah M. Holmes-Marcelin. Located at 733 South La Brea Avenue, Los Angeles, CA, (between Wilshire Blvd. and 8th Street) along the Purple Line Extension Metro corridor, the business has been operating at this location for the past 4 years. I Love Lulu is a best-in-class and unique hair salon providing services and products to help their clients grow and maintain healthy hair naturally. The salon's inviting and calming spa ambiance gives clients the chance to enjoy some relaxing "me" time as they pamper and treat your hair with the utmost care. I Love Lulu implements a 3-step approach (Ready...Set...Grow!). The business promotes their clients' hair and scalp health by using their exclusive line of I Love Lulu herbal infused, all-natural hair treatments combined with steam therapy, as well as their I Love Lulu shampoo, conditioner and finishing products. I Love Lulu's licensed stylists are trained in expert styling techniques for natural hair of all textures.

Tallulah Marcelin a.k.a Lulu is a 20-year veteran of the beauty industry and has a reputation for innovative styling and hair-integrity preservation techniques. She has taken her personal knowledge of the outstanding benefits of steam treatments, organic ingredients, and aromatherapy to hair, to the "next level" so that it now benefits those outside of her regular celebrity clientele.

I Love Lulu is a two-time BIF grantee.

Grantee Quote

"Thank you for all of your hard work and making it easy to apply for the BIF grant."

-Tallulah M. Holmes-Marcelin



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	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 Fadzabbay	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	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	
101	Dental Playground	Dr. Peter Bae	1/4/2016	1/7/2016	4	
102	Sal's Auto Body & Paint Inc.	Salvador & Elizabeth Hurtado	12/29/2015	1/7/2016	8	
103	USA Fragrances	Munawer Fajzabov	1/4/2016	1/7/2016	4	
104	Glamour 'Us	Samir Kher	1/12/2016	1/14/2016	3	
105	Crenshaw Car Wash	Nuriel Zeituni	1/21/2016	1/28/2016	6	
106	Castillo Tire Shop	Jose Castillo	1/22/2016	1/28/2016	5	
107	HD Sportswear	Herman Tinson	1/27/2016	1/28/2016	2	
108	The Shop Hair Lounge	Tiffany Prophette	1/22/2016	1/28/2016	5	
109	Full Out LLC	Marco Bennachio	1/29/2016	2/4/2016	5	
110	Beauty Images	Barbara Spicer	1/28/2016	2/4/2016	6	
111	Aurora Foot Spa	Felipe Yang & Ruey Lan Liu	1/27/2016	2/4/2016	7	
112	Brooks Custom Shoe	Gevorg Tavanyan	1/29/2016	2/4/2016	5	
113	J's Unfadable Cuts	Jason Cobb	1/28/2016	2/4/2016	6	
114	Southern Girl Desserts, LLC	Catarah Coleman & Shoneil	1/28/2016	2/4/2016	6	
115	Smile Hair Salon	Hui Zheng	2/8/2016	2/11/2016	4	
116	New York Floor Covering	Jorge Blanco	2/9/2016	2/11/2016	3	
117	Robeks Juice	Bum-Suk (Tom) Koo	2/15/2016	2/18/2016	4	
118	Cloverdale Market	Yasin Amini	2/8/2016	2/18/2016	9	

Attachment A: Application to Grant Turnaround Analysis

119	Speedy Computer Center	Farhad Vatandoust	2/10/2016	2/18/2016	7	
120	Natural Trends	Jzahunn Echols	2/8/2016	2/18/2016	9	
121	More than Hair Salon	Tracie Smith	2/12/2016	2/18/2016	5	
122	Press Start Games	Jeffrey Bryson	2/17/2016	2/25/2016	7	
123	Candace Green	Candace Green	2/17/2016	2/25/2016	7	
124	Reflections Hair Studio	Corey Hartley	2/16/2016	2/25/2016	8	
125	Crenshaw Industrial Medical Clinic	Dr. Paul Guidry	2/17/2016	2/25/2016	7	
126	Rustyro, Inc.	Ronald Graves	2/19/2016	2/25/2016	5	
127	Family Pharmacy	David Newman	3/1/2016	3/4/2016	4	
128	Lili Wigs	Jerry Song	3/1/2016	3/4/2016	4	
129	Louisiana Fried Chicken	Richard Ny	3/1/2016	3/4/2016	4	
130	Highly Favored Hair Studio	Barrington Edwards	2/29/2016	3/4/2016	5	
131	Dr. Steven Bae, Optometrist	Steven Bae	3/3/2016	3/10/2016	6	
132	The Crepe Kitchen	Yafit Barades	3/3/2016	3/10/2016	6	
133	I Love Lulu LLC	Tallulah Marcelin	3/12/2016	3/17/2016	4	
134	Wilshire Beauty	Nouriel Kohan	3/9/2016	3/17/2016	7	
135	Project Ink Tattoo	Jibrail Hasan	3/9/2016	3/17/2016	7	
136	Auntie Anne's Pretzel Store	Moo Lee and Yoon Lee	3/18/2016	3/24/2016	5	
137	NT Auto Repair	Noboru Kakuma	3/18/2016	3/24/2016	5	
138	Richard's Auto and Electric Repair	Jose Bermudez	3/29/2016	3/31/2016	3	
139	CoffeeWalk/YogurTalk	Tae Hong Chung/Wanmi	3/21/2016	3/31/2016	9	
140	CA's Nails	Danh Lam	3/25/2016	3/31/2016	5	
141	Little Tokyo Car Wash	Herbert Martinez	3/21/2016	3/31/2016	9	
142	Akimoto Chiropractic Office	Dr. Arthur Akimoto	3/21/2016	3/31/2016	9	

Average Submission Time (in calendar days)

5.95

Applications Processed Within 9 Business Days:

134

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)	Wed. 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	Fri. 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
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

Attachment B: Metro BIF Outreach Activities Calendar - 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
BIF Canvassing	Fri. January 8, 2016	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri. January 22, 2016	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BSC Focus Group	Wed. January 27, 2016	9:00 a.m. - 11:00 a.m.	Crenshaw IMPO Office	Angela	Crenshaw/LAX
Crenshaw Monthly Project Meeting	Wed. January 27, 2016	1:00 p.m. - 3:00 p.m.	Crenshaw IMPO Office	Angela	Crenshaw/LAX
BIF Canvassing	Fri. February 12, 2016	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri. February 26, 2016	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
CLC Economic Development Work Group Meeting	Thurs. March 3, 2016	10:00 a.m. - 12:00 p.m.	Crenshaw IMPO Office	Angela	Crenshaw/LAX
Recycling Black Dollars Monthly Networking Breakfast	Tues. March 8, 2016	8:00 a.m. - 10:00 a.m.	Denny's - Crenshaw	Angela	Crenshaw/LAX
BIF Canvassing	Fri. March 11, 2016	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
Metro BIF Workshop	Wed. March 16, 2016	4:00 p.m. - 6:00 p.m.	Business Solutions Center	Angela, Andre	Crenshaw/LAX
GLAAACC Award Dinner	Thurs. March 17, 2016	5:30 p.m. - 9:00 p.m.	J.W. Marriot	Angela, Devon, Stacey, Bryan	Crenshaw/LAX
Park Mesa Heights Construction Meeting	Mon. March 21, 2016	6:30 p.m. - 7:30 p.m.	Crenshaw Yoga and Dance Studio	Angela	Crenshaw/LAX
Crenshaw/LAX Monthly Project Meeting	Wed. March 23, 2016	1:00 p.m. - 3:00 p.m.	Crenshaw IMPO Office	Angela	Crenshaw/LAX
BIF Canvassing	Fri. March 25, 2016	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
Baldwin Hills Quarterly Merchant Meeting	Tues. March 29, 2016	8:30 a.m. - 9:30 a.m.	Baldwin Hills Crenshaw Plaza	Angela, Andre	Crenshaw/LAX

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
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	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
Little Tokyo Leaders Community Meeting	Mon. January 18, 2016	3:00 p.m. - 4:00 p.m.	Miyako Hotel	Angela, Bryan	LT Area/Regional Connector
Metro BIF Workshop	Tues. January 26, 2016	9:30 a.m. - 11:00 a.m.	Metro Community Office	Angela, Darrell, Bryan	LT Area/Regional Connector
BIF Canvassing	Fri. January 29, 2016	3:00 p.m. - 5:30 p.m.	Little Tokyo - Japanese Village Plaza	Bryan	LT Area/Regional Connector
Little Tokyo Leaders Community Meeting	Mon. February 8, 2016	3:00 p.m. - 4:00 p.m.	Miyako Hotel	Angela, Bryan	LT Area/Regional Connector
Women Leading the Way Breakfast	Tues. February 16, 2016	8:00 a.m. - 9:30 a.m.	DoubleTree Hilton	Angela	LT Area/Regional Connector
BIF Canvassing	Tues. February 16, 2016	12:00 p.m. - 3:00 p.m.	Little Tokyo	Bryan	LT Area/Regional Connector
Metro BIF Workshop	Tues. February 16, 2016	3:00 p.m. - 4:30 p.m.	Little Tokyo Library	Angela, Darrell, Bryan	LT Area/Regional Connector
Little Tokyo Leaders Community Meeting	Mon. February 22, 2016	3:00 p.m. - 4:00 p.m.	Miyako Hotel	Angela, Bryan	LT Area/Regional Connector
Little Tokyo Business Assistance Center Open House	Thurs. February 25, 2016	4:00 p.m. - 6:00 p.m.	Metro Community Office	Angela, Darrell, Bryan	LT Area/Regional Connector
Little Tokyo Leaders Community Meeting	Mon. March 7, 2016	3:00 p.m. - 4:00 p.m.	Miyako Hotel	Angela, Bryan	LT Area/Regional Connector
Little Tokyo Leaders Community Meeting	Mon. March 21, 2016	3:00 p.m. - 4:00 p.m.	Miyako Hotel	Angela, Bryan	LT Area/Regional Connector
BIF Canvassing	Wed. March 30, 2016	10:00 a.m. - 12:00 p.m.	Japanese Village Plaza	Bryan	LT Area/Regional Connector

Attachment B: Metro BIF Outreach Activities Calendar - 2nd and Broadway

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
BIF Canvassing	Fri. February 26, 2016	9:30 a.m. - 2:30 p.m.	2nd and Broadway	Darrell	2nd and Broadway
BIF Canvassing	Fri. March 4, 2016	9:30 a.m. - 2:30 p.m.	2nd and Broadway	Darrell	2nd and Broadway
BIF Canvassing	Fri. March 11, 2016	9:30 a.m. - 2:30 p.m.	2nd and Broadway	Darrell	2nd and Broadway
BIF Canvassing	Fri. March 25, 2016	9:30 a.m. - 2:30 p.m.	2nd and Broadway	Darrell	2nd and Broadway

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
BIF Canvassing	Fri. January 8, 2016	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Phase 1 Purple Line Extension
Metro BIF Workshop	Fri. January 22, 2016	11:30 a.m. - 1:00 p.m.	5200 Wilshire Apartments	Angela, Brian	Phase 1 Purple Line Extension
BIF Canvassing	Fri. January 22, 2016	1:30 p.m. - 4:30 p.m.	Wilshire Blvd.	Brian	Phase 1 Purple Line Extension
BIF Canvassing	Fri. February 12, 2016	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Phase 1 Purple Line Extension
Metro BIF Business Meeting	Wed. February 17, 2016	11:30 a.m. - 1:00 p.m.	Candela Taco Bar & Lounge	Angela, Brian	Phase 1 Purple Line Extension
BIF Canvassing	Fri. February 26, 2016	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Phase 1 Purple Line Extension
Metro BIF Workshop	Thurs. February 25, 2016	9:00 a.m. - 11:00 a.m.	BREATHE LA	Angela, Brian	Phase 1 Purple Line Extension
BIF Canvassing	Fri. March 11, 2016	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Phase 1 Purple Line Extension
Metro Construction Update Community Meeting	Thurs. March 17, 2016	6:30 p.m. - 7:30 p.m.	LACMA	Brian	Phase 1 Purple Line Extension
BIF Canvassing	Fri. March 25, 2016	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Phase 1 Purple Line Extension

ATTACHMENT C

GRANT AWARD MATRIX

Attachment C: BIF Grant Awards March 31, 2016

Business Name	Business Owner	Business Address	Council District	Years in Busines	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

Attachment C: BIF Grant Awards March 31, 2016

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Crenshaw Car Wash	Nuriel Zeituni	4220 Crenshaw Boulevard Los Angeles, CA 90008	10	30	Service	4/16/2015	4/22/2015	CLAX
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

Attachment C: BIF Grant Awards March 31, 2016

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
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
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

Attachment C: BIF Grant Awards March 31, 2016

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
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
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

Attachment C: BIF Grant Awards March 31, 2016

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
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
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

Attachment C: BIF Grant Awards March 31, 2016

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
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
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

Attachment C: BIF Grant Awards March 31, 2016

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
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
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

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Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
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
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

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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
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

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Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
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

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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
Dental Playground	Dr. Peter Bae	3651 S. Crenshaw Blvd., Los Angeles, CA 90016	10	6	Service	1/7/2016	1/14/2016	CLAX

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Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Sal's Auto Body & Paint Inc.	Salvador & Elizabeth Hurtado	4242 S. Crenshaw Blvd., Los Angeles, CA 90008	10	17	Service	1/7/2016	1/14/2016	CLAX
USA Fragrances	Munawer Falzahboy	3650 W. Martin Luther King Jr. Blvd., Los Angeles, CA 90008	10	20	Retail	1/7/2016	1/14/2016	CLAX
Glamour 'Us	Samir Kher	3650 W. Martin Luther King Jr. Blvd., Suite 176, Los Angeles, CA 90008	8	3	Retail	1/14/2016	1/21/2016	CLAX
Crenshaw Car Wash	Nuriel Zeituni	4220 Crenshaw Boulevard Los Angeles, CA 90008	10	31	Service - Automotive	1/28/2016	2/2/2016	CLAX
Castillo Tire Shop	Jose Castillo	3501 S. Crenshaw Blvd. Los Angeles, CA 90016	10	17	Service - Automotive	1/28/2016	2/2/2016	CLAX
HD Sportswear	Herman Tinson	4320 Crenshaw Blvd. Los Angeles, CA 90008	10	10	Retail - Clothing	1/28/2016	2/2/2016	CLAX
The Shop Hair Lounge	Tiffany Prophette	4312 Crenshaw Blvd., Los Angeles, CA 90008	10	2	Service - Hair Stylist	1/28/2016	2/2/2016	CLAX
Full Out LLC	Marco Bennachio	739 South La Brea, Los Angeles, CA 90036	4	5	Service - Gym	2/4/2016	2/11/2016	PLE
Beauty Images	Barbara Spicer	678 S. Cloverdale Ave., Los Angeles, CA 90036	4	19	Service - Hair Stylist	2/4/2016	2/11/2016	PLE
Aurora Foot Spa	Felipe Yang & Ruey Lan Liu	8324 Wilshire Blvd., Beverly Hills, CA 90211	City of Beverly Hills	9	Service - Spa	2/4/2016	2/11/2016	PLE
Brooks Custom Shoe	Gevorg Tavanyan	680 S. Cloverdale Ave., Los Angeles, CA 90036	4	15	Service - Shoe Repair	2/4/2016	2/11/2016	PLE
J's Unfadable Cuts	Jason Cobb	4306 Crenshaw Blvd., Los Angeles, CA 90008	10	17	Service - Barber	2/4/2016	2/17/2016	CLAX
Southern Girl Desserts, LLC	Catarah Coleman & Shoneji Robinson	3650 W. Martin Luther King Jr. Blvd. #100, Los Angeles, CA 90008	8	7	Retail - Bakery	2/4/2016	2/11/2016	CLAX

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Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Smile Hair Salon	Hui Zheng	8304 Wilshire Blvd., Beverly Hills, CA 90211	City of Beverly Hills	5	Service - Hair Stylist	2/11/2016	2/18/2016	PLE
New York Floor Covering	Jorge Blanco	6314 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Professional - Contactor	2/11/2016	2/18/2016	CLAX
Robeks Juice	Bum-Suk (Tom) Koo	5353 Wilshire Blvd. Suite B, Los Angeles, CA 90036	4	11	Retail - Juice	2/18/2016	2/25/2016	PLE
Cloverdale Market	Yasin Amini	672 S. Cloverdale Avenue, Los Angeles, CA 90036	4	26	Retail - Mini Market	2/18/2016	2/25/2016	PLE
Speedy Computer Center	Farhad Vatandoust	5217 Wilshire Blvd., Los Angeles, CA 90036	4	5	Service - Computer Repair	2/18/2016	2/25/2016	PLE
Natural Trends	Jzahunn Echols	4306 Crenshaw Blvd., Los Angeles, CA 90008	10	19	Service - Natural Hair Stylist	2/18/2016	2/25/2016	CLAX
More than Hair Salon	Tracie Smith	3411 1/2 West 43rd Place Los Angeles, CA 90008	10	8	Service - Hair Stylist	2/18/2016	2/25/2016	CLAX
Press Start Games	Jeffrey Bryson	5360 Wilshire Blvd., Los Angeles, CA 90036	4	7	Retail - Games	2/25/2016	3/1/2016	PLE
Candace Green	Candace Green	3401 W. 43rd Place #B, Los Angeles, CA 90008	10	3	Service - Hair Stylist	2/25/2016	3/1/2016	CLAX
Reflections Hair Studio	Corey Hartley	4637 Crenshaw Blvd., Los Angeles, CA 90043	8	22	Service - Hair Stylist	2/25/2016	3/1/2016	CLAX
Crenshaw Industrial Medical Clinic	Dr. Paul Guidry	4343 S. Crenshaw Blvd., Los Angeles, CA 90008	10	23	Service - Health Care	2/25/2016	3/1/2016	CLAX
Rustyro, Inc.	Ronald Graves	3650 West Martin Luther King Jr. Blvd., Los Angeles, CA 90008	8	2	Service - Hair Salon	2/25/2016	3/1/2016	CLAX
Family Pharmacy	David Newman	8314 Wilshire Blvd., Beverly Hills, CA 90211	City of Beverly Hills	21	Retail - Medicine	3/4/2016	3/11/2016	PLE
Lili Wigs	Jerry Song	4072 Crenshaw Boulevard Los Angeles, CA 90008	10	45	Retail - Wigs	3/4/2016	3/11/2016	CLAX

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Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Louisiana Fried Chicken	Richard Ny	4050 Crenshaw Blvd., Los Angeles, CA 90008	10	23	Service - Fast Food	3/4/2016	3/11/2016	CLAX
Highly Favored Hair Studio	Barrington Edwards	4425 Crenshaw Blvd., Los Angeles, CA 90043	8	2	Service - Barber	3/4/2016	3/11/2016	CLAX
Dr. Steven Bae, Optometrist	Steven Bae	5166 Wilshire Blvd., Los Angeles, CA 90036	4	20	Service - Eye Exams	3/10/2016	3/16/2016	PLE
The Crepe Kitchen	Yafit Barades	5223 Wilshire Blvd., Los Angeles, CA 90036	4	7	Service - Fast Food	3/10/2016	3/16/2016	PLE
I Love Lulu LLC	Tallulah Marcelin	733 South La Brea Los Angeles, CA 90036	4	8	Service - Beauty Salon	3/17/2016	3/23/2016	PLE
Wilshire Beauty	Nouriel Kohan	5401 Wilshire Blvd., Los Angeles, CA 90036	4	35	Retail - Beauty Supply	3/17/2016	3/23/2016	PLE
Project Ink Tattoo	Jibrail Hasan	4116 Crenshaw Blvd., Los Angeles, CA 90008	10	5	Service - Tattoo	3/17/2016	3/23/2016	CLAX
Auntie Anne's Pretzel Store	Moo Lee and Yoon Lee	3650 West Martin Luther King Jr. Blvd, Los Angeles, CA 90008	8	6	Retail - Food	3/24/2016	3/30/2016	CLAX
NT Auto Repair	Noboru Kakuma	810 E. 1st Street, Los Angeles, CA 90012	14	25	Service - Auto Repair	3/24/2016	3/30/2016	LTRC
Richard's Auto and Electric Repair	Jose Bermudez	3511 Crenshaw Blvd., Los Angeles, CA 90016	10	12	Service - Auto Repair	3/31/2016	4/7/2016	CLAX
CoffeeWalk/YogurtTalk	Tae Hong Chung/Wanmi Chung	3650 West Martin Luther King Jr. Blvd, Los Angeles, CA 90008	8	12	Retail - Coffee	3/31/2016	4/7/2016	CLAX
CA's Nails	Danh Lam	3631 Crenshaw Blvd. #102, Los Angeles, CA 90043	10	10	Service - Nail Salon	3/31/2016	4/7/2016	CLAX
Little Tokyo Car Wash	Herbert Martinez	622 East 1st Street, Los Angeles, CA 90012	14	6	Service - Car Wash	3/31/2016	4/7/2016	LTRC

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Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Akimoto Chiropractic Office	Dr. Arthur Akimoto	712 East 1st Street, Los Angeles, CA 90012	14	34	Service - Chiropractic	3/31/2016	4/7/2016	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 _____