



Metro[®]



**Metro Pilot Business Interruption Fund
(BIF)
Quarterly Status Report
April 1, 2018 – June 30, 2018**



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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 Transit Project
2. Regional Connector, Little Tokyo Area and 2nd & Broadway Segment*
3. Purple Line Extension, Section 1 and Section 2

The period of this report is from April 1, 2018 – June 30, 2018. 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.

*Applications for 2nd/Broadway are no longer being accepted. Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

Figures reported are indicative of applications that have been approved.



Construction activity in all four BIF areas: (clockwise from top left) Crenshaw/LAX, Little Tokyo Area of the Regional Connector, Purple Line Extension, Section 1, Purple Line Extension, Section 2

2.1 Total Grant Amount Approved

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

Table 1. Total Grant Amount Approved (January 1, 2015 – June 30, 2018)

2015			2016		
Month	# of Grants	Amount	Month	# of Grants	Amount
January 2015	-	-	January 2016	8	\$173,381.22
February 2015	-	-	February 2016	18	\$345,369.86
March 2015	4	\$66,310.00	March 2016	16	\$327,536.49
April 2015	8	\$111,239.29	April 2016	19	\$301,407.06
May 2015	12	\$75,583.64	May 2016	14	\$255,352.60
June 2015	11	\$435,549.37	June 2016	26	\$376,694.69
July 2015	15	\$270,194.99	July 2016	12	\$286,475.08
August 2015	5	\$57,058.59	August 2016	22	\$508,838.56
September 2015	8	\$88,327.88	September 2016	34	\$776,702.83
October 2015	12	\$216,078.91	October 2016	19	\$348,799.69
November 2015	7	\$226,330.86	November 2016	11	\$277,745.61
December 2015	18	\$306,916.06	December 2016	23	\$446,573.97
Total	100	\$1,853,589.59	Total	222	\$4,424,877.66

2017			2018		
Month	# of Grants	Amount	Month	# of Grants	Amount
January 2017	27	\$843,727.17	January 2018	22	\$610,285.99
February 2017	18	\$444,990.97	February 2018	25	\$428,845.44
March 2017	29	\$696,594.41	March 2018	27	\$513,989.41
April 2017	15	\$280,753.38	April 2018	16	\$364,868.06
May 2017	19	\$487,050.65	May 2018	22	\$677,901.25
June 2017	10	\$332,114.38	June 2018	27	\$659,540.72
July 2017	19	\$578,981.12	July 2018		
August 2017	30	\$602,913.53	August 2018		
September 2017	25	\$680,033.23	September 2018		
October 2017	13	\$267,708.03	October 2018		
November 2017	19	\$460,851.28	November 2018		
December 2017	18	\$522,374.39	December 2018		
Total	242	\$6,198,092.54	Total	139	\$3,255,430.87

Grant Amount by Year		
Month	# of Grants	Amount
2015	100	\$1,853,589.59
2016	222	\$4,424,877.66
2017	242	\$6,198,092.54
2018	139	\$3,255,430.87
Total	703	\$15,731,990.66

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 100%
- Number of businesses remaining in business post grant award/support for: 6 months and 12 months – Goal 100%

* These are businesses that have not closed or businesses that have not moved off the corridor.

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%	97%
3	Client satisfaction rating (via survey): <= 30 days after grant award	100%	87%
4	*Number of businesses remaining in business post grant award/support for: 6 months (248/267)	100%	92%
	*Number of businesses remaining in business post grant award/support for: 12 months (long term, 187/220)	100%	85%
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 112/139)	100%	80%

*Based on 267 businesses post grant award

*Based on 220 businesses post grant award

*Based on 139 businesses post grant award

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	327	189	516
Purple Line Extension Sec. 1	150	107	257
Purple Line Extension Sec. 2	58	31	89
Little Tokyo Area R/C	149	68	217
2nd and Broadway R/C	59	33	92
Total	743	428	1171

*Based on businesses that are still in operation as of this reporting period.

5.1 Summary Statistics at a Glance

- **Quarterly: April 1, 2018 – June 30, 2018**

- › Number of Applications Received: 77
- › Number of Applications Approved: 65
- › Number of Applications Not Eligible: 5
- › Number of Applications Denied: 0
- › Value of Grants Approved: \$1,703,310.03

- **Program-to-Date: March 1, 2015 – June 30, 2018**

- › Total Number of Applications Received: 932
- › Total Number of Applications Approved: 703
- › Number of Applications Not Eligible: 90
- › Number of Applications Denied: 2
- › *Total % of Grants Approved: 83.69%
- › Total Value of Grants Approved: \$15,732,990.66

- 87.91% of grantees received the total amount of the grant award
- 10.96% 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 303 businesses approved as of this reporting period;

- 72 businesses were in operation 2-5 years
- 71 businesses were in operation 6-10 years
- 81 businesses were in operation 11-20 years
- 79 businesses were in operation 21+ years

*BIF Applications Percent Approved = Applications Approved / (Applications Submitted to Date - Applications Deemed Not Eligible - Applications Denied)



Full closure outside the
4600 block of Crenshaw
Blvd.

6.1 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	Purple Line Ext. Section 1	Purple Line Ext. Section 2	Little Tokyo	2nd/Broadway	Total
2015	199	12	0	10	2	223
2016	131	73	0	64	24	292
2017	125	90	9	26	18	268
January 2018	15	4	2	0	0	21
February 2018	15	10	6	0	0	31
March 2018	12	5	3	0	0	20
April 2018	11	4	2	2	0	19
May 2018	14	7	1	0	0	22
June 2018	25	8	3	0	0	36
Total	547	213	26	102	44	932

Total Number of Applications Received - 932

Total Number of Applications Approved as Grants - 703

Total Number of Not Eligible Applications - 90

Total Number of Applications Denied - 2

Total Number of Incomplete Applications (Pending Financial Documents) – 137

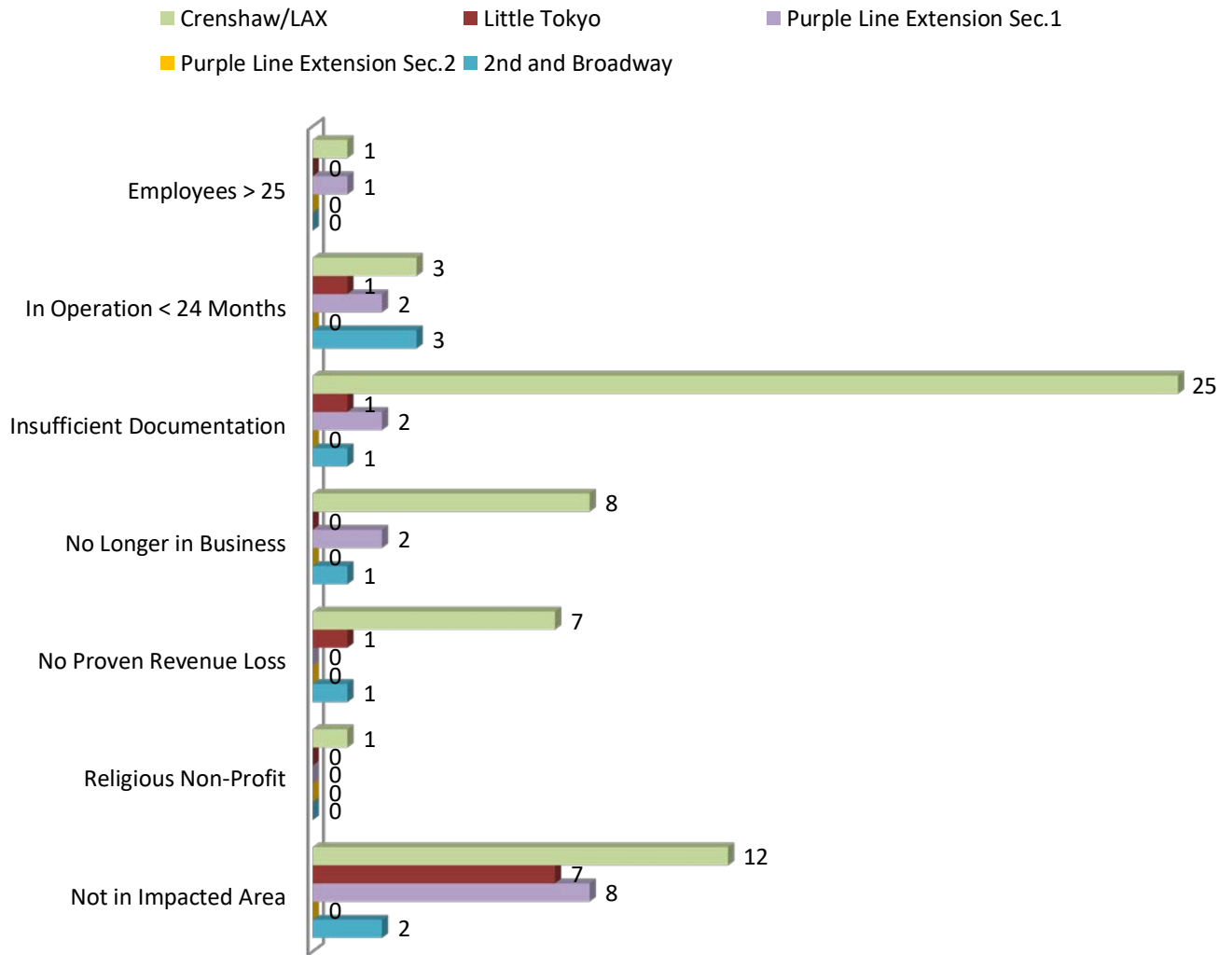
Figure 1. Total Number of Non-Eligible Applications

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



Lane closure of Wilshire Blvd. on
Purple Line Extension Section 1

Non-Eligible Applications Received



Fairview Heights Station,
Crenshaw/LAX at Slauson Ave.

7.1 Quarterly and Program to Date Community Outreach and Communication Activities

During this reporting period, a total of **33** outreach activities occurred. PCR participated in: **11** outreach events in **Crenshaw/LAX (CLAX)**, **10** outreach events in **Purple Line Extension, Section 1 (PLE1)**, **12** outreach events in **Purple Line Extension, Section 2 (PLE2)**, **0** outreach events in the **Little Tokyo Area of the Regional Connector (LTRC)**, and **0** outreach events in the **2nd & Broadway Segment of the Regional Connector (2BRC)**. On the **CLAX** corridor, outreach activities and direct canvassing increased in anticipation of the full intersection closures on Crenshaw Blvd. at Vernon, Martin Luther King, Jr. and Exposition to conduct street build-up and dirt backfilling of those underground stations. The Metro **CLAX** Community Construction team continues to schedule Community Construction meetings monthly with updates on the entire **CLAX** corridor. The BIF team participates in these meetings. As construction activity along the **CLAX** corridor enters the restoration phase of the project which includes the above mentioned street closures, other activities will include installation of new traffic signals, new curbs and gutters, trees, plants and other landscape elements. According to the Metro **CLAX** construction team, the **CLAX** project is 80% complete at this reporting period. The **PLE1** corridor outreach activity is still quite active. **PLE1** remains under considerable construction activity from Western through La Cienega with multiple detours, k-rail, fencing, lane reductions and intermittent weekend closures occurring. Additional outreach and canvassing activities are occurring in these areas to ensure that every small business owner affected by these construction activities is aware of the Metro BIF and encouraged to apply. The area west of La Cienega extending to Robertson on Wilshire starts the **PLE2** (referred to as La Cienega West in this report) and overlaps construction work with the Metro contractor for **PLE1**. Lane reductions and intermittent weekend street closures continue to occur in the La Cienega West area. Additional construction impacts include k-rail located in the middle of the street. PCR continues extensive outreach to the small businesses located in this area to ensure every eligible business owner has an opportunity to apply to the BIF program. Advanced Utility Relocation (AUR) work continues in the vicinity of the Wilshire/Rodeo and Century City stations on **PLE2** but is expected to conclude within the next several weeks. Outreach activity near these stations has begun and is ongoing as the construction becomes more impactful. Additional activity includes demolition of a few buildings near both of these stations. Further, extensive outreach activities are planned in July of 2018 near the Century City Station in advance of the 15-month street closure of Constellation between Century Park East and Avenue of the Stars. Outreach activities were not conducted in the **LTRC** due to the decrease of construction activities. Grants now being awarded in this area are given to repeat grantees that are familiar with the process as those small business owners who are eligible for the BIF have already applied. No outreach activities occurred for **2BRC** as the project area eligibility ended June 30, 2017.

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

**Table 1. Quarterly Outreach Efforts and Communication Activities
(April 1, 2018 – June 30, 2018)**

	Crenshaw/ LAX	Purple Line Ext., Section 1	Purple Line Ext., Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	2	3	5	0	0
*Direct Canvassing	7	7	7	0	0
Partnerships/Eat, Shop, Play	1	0	0	0	0
Metro Sponsored Information Workshops	1	0	0	0	0
PCR Sponsored Application Workshops	0	0	0	0	0
Media Photo Op Event	0	0	0	0	0
Total	11	10	12	0	0

*Direct Canvassing Represents Number of Days

**Table 2. Program to Date Outreach Efforts and Communication Activities
(March 1, 2015 – June 30, 2018)**

	Crenshaw/ LAX	Purple Line Ext., Section 1	Purple Line Ext., Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	64	18	12	22	0
Direct Canvassing	71	66	28	13	35
Partnerships/Eat, Shop, Play	8	0	0	2	1
Metro Sponsored Information Workshops	12	13	1	7	2
PCR Sponsored Application Workshops	5	3	0	1	4
Media Photo Op Event	1	0	0	1	0
Total	161	100	41	46	42

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. Participation in these community meetings mostly occurred in the **PLE2** segment during this reporting period as construction impacts start to ramp up along this area of the Purple Line Extension corridor.

Direct Canvassing Efforts: During this reporting period, Lead **CLAX** Business Advisor Charles Boyd, Lead **PLE1** Business Advisor Brian Lazo, and Lead **PLE2** Business Advisor, Darrell Smith conducted 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. On the **CLAX** corridor, Charles Boyd has begun extensive outreach in advance of the three major hard closures on Crenshaw to occur over the summer months. On **PLE1**, Brian Lazo continued outreach to new businesses reaching their second-year anniversary on the corridor as well as repeat grantees to collect additional documents. On **PLE2**, direct canvassing efforts continued with the increased construction activity to impacted businesses. Darrell Smith has spent a significant amount of time meeting and networking with small business owners in gaining their trust and support for the Metro BIF ahead of heavier construction activities including building demolition near the Wilshire/Rodeo station and a hard closure of Constellation between Century City East and Avenue of the Stars near the Wilshire/Century City station. Additionally, all Business Advisors take photos of direct construction activity occurring. Due to the decrease of construction impacts in the **LTRC** corridor, Lead **LTRC** Business Advisor and Assistant BIF Program Manager, Bryan Miyamoto did not conduct direct canvassing activities but did visit that corridor at least once a week to meet with repeat grantees and for general observation. PCR's direct canvassing efforts have proven to be most effective. 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. Additional outreach activities occur in advance of a BIF Information or Application Workshop and/or if heavy construction or street closures warrant more one-on-one contact with small business owners.

Outreach Partnerships with the BSC and Eat, Shop, Play: PCR continues to work closely with the BSC on the **CLAX** corridor to encourage small business owners to get any assistance they need to help with their general business operations, marketing efforts, financial document preparation as well as help to apply to the BIF. Referrals between the BIF program and the BSC continue to be consistent and on-going. The Metro BIF team has lent its support through strong relationships and contacts with the Baldwin Hills Crenshaw Mall population in helping the BSC integrate the Mall tenants. PCR's partnership with Metro's Eat, Shop, Play program on 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 events. Metro's Eat, Shop, Play provides multiple ways for small business owners to participate. On the **CLAX** corridor, Eat, Shop, Play is a mostly social media platform that allows for small business owners and customers to participate remotely. On the **PLE1** and **PLE2** corridors, Eat, Shop, Play includes community activities and a Lunch and Learn format for small business owners. PCR continues to support and participate in Metro's Eat, Shop, Play

initiatives. Metro's Eat, Shop, Play program representatives continue to make direct referrals to the Metro BIF of those small business owners affected by construction impact.

Metro Sponsored BIF Information Workshops: Each calendar quarter, Metro has historically sponsored a series of BIF Information 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. During this reporting period, **1** Metro BIF Information Workshop was held on the **CLAX** corridor. As mentioned in previous Metro BIF Quarterly Status Reports, PCR's strategy is to target specific area small business populations that are currently experiencing or about to experience construction impacts including street closures to ensure that they are aware of the BIF program, determine eligibility and encourage eligible small businesses to apply.

The following Metro BIF Information Workshops are currently being considered for the third quarter of 2018.

2- Crenshaw/LAX Corridor (Baldwin Hills Crenshaw Mall Community Room in advance of and during the three street intersection closures)

0- Purple Line Extension, Section 1

1- Purple Line Extension, Section 2 (Century City Mall in advance of adjacent street closure)

0- Regional Connector, Little Tokyo Area

PCR Sponsored BIF Application Workshops: PCR sponsored Application Workshops provide the opportunity to work one-on-one with small business owners to complete their Metro BIF application and address any questions or concerns on the spot. Previous Application Workshops were well attended and provided an intimate working space to submit applications directly to the BIF team. During this reporting period, PCR sponsored **no** BIF Application Workshops, however, with heavy construction impacts increasing on the **CLAX** and **PLE2** corridor, application workshops are being considered for next quarter. For **CLAX**, workshops are being planned as joint events with the BSC.

Media Photo Op: No media photo ops occurred during this reporting period. Media Photo Ops was a great way to feature Metro BIF grantees and offer good PR for the BIF program, especially in the early months of the BIF program. When small business owners "saw" other small business owners receiving BIF grant awards from PCR, Metro and political officials, it validated the BIF grant program and encouraged other business owners to apply. However, in lieu of media photo ops, Metro hosts the BIF page on its website which includes grantee success stories as well as posting grantee success stories on "The Source."

Metro BIF Newsletter: In addition to "The Source," Metro has established a BIF newsletter which is e-blasted quarterly to Metro's various social media networks, constituents and customers. The newsletter includes updated information on program dollar and grant amounts, measures of effectiveness as well as a grantee success story. This newsletter provides high visibility and awareness for the BIF program. PCR also provides BIF information updates and grantee success stories periodically in its company bi-monthly e-newsletter.

Business meetings/appointments: BIF Business Advisors schedule all of their meetings/appointments for the small business owners' convenience. Almost all 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 and it presents a level of privacy and confidentiality. All BIF Business Advisors are flexible and generally meet with small business owners at their place of business for convenience and comfort. However, additional meeting places in the field quite often occur. This has resulted in effectively expediting submission of applications to the BIF and collecting documents for financial analysis and subsequent grant recommendations. Appointments are also available with **CLAX** Lead Business Advisor, Charles Boyd at the BSC hosted by the Los Angeles Urban League. For both Lead Business Advisors Brian Lazo **PLE1** and Darrell Smith **PLE2**, appointments are available at PCR which is located on Wilshire one block west of Vermont. For **LTRC** Lead Business Advisor and Assistant BIF Program Manager, Bryan Miyamoto, appointments can be scheduled at the Metro Community Office located at 1st Street and Central Street near the Japanese Village Plaza. Part-time Business Advisor Andre Hardy, **CLAX**, is also available for appointments at PCR.

*See Attachment B for a listing of meetings, events, presentations and workshops from April 1, 2018 – June 30, 2018 (this reporting period).

8.1 Financial Activities

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

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

8.1.1 Crenshaw/LAX Corridor

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

Crenshaw/LAX		
	Grants	Amount
2015	92	\$1,612,941.10
2016	85	\$1,830,347.08
2017	125	\$2,940,913.44
January 2018	16	\$412,003.14
February 2018	18	\$306,060.16
March 2018	17	\$279,731.26
April 2018	8	\$135,132.26
May 2018	14	\$466,615.69
June 2018	21	\$452,975.96
Total	396	\$8,436,720.09



Full closure outside the 4300 block of 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

29

\$643,834.55

**CRENSHAW/
EXPOSITION**

12

\$138,813.12

**CRENSHAW
SQUARE**

38

\$842,926.23

**MARTIN
LUTHER KING,
JR.**

164

\$3,642,278.65

**BALDWIN
CRENSHAW
MALL**

48

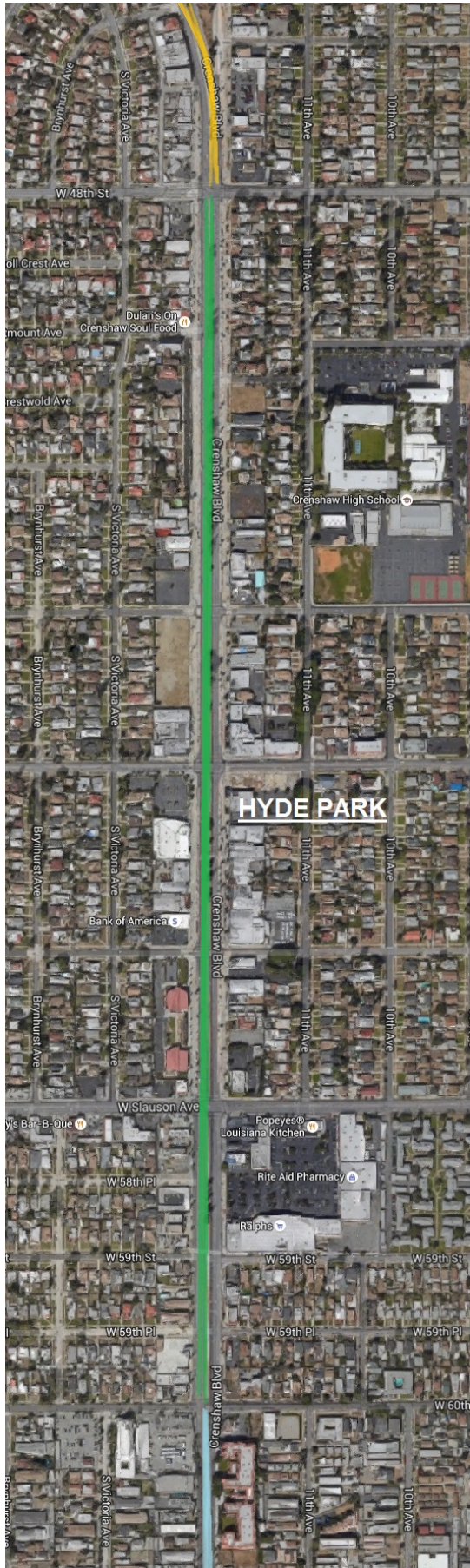
\$1,034,843.24

LEIMERT PARK

11

\$110,617.53

**LEIMERT PARK
BUSINESSES**



NUMBER
OF
GRANTS

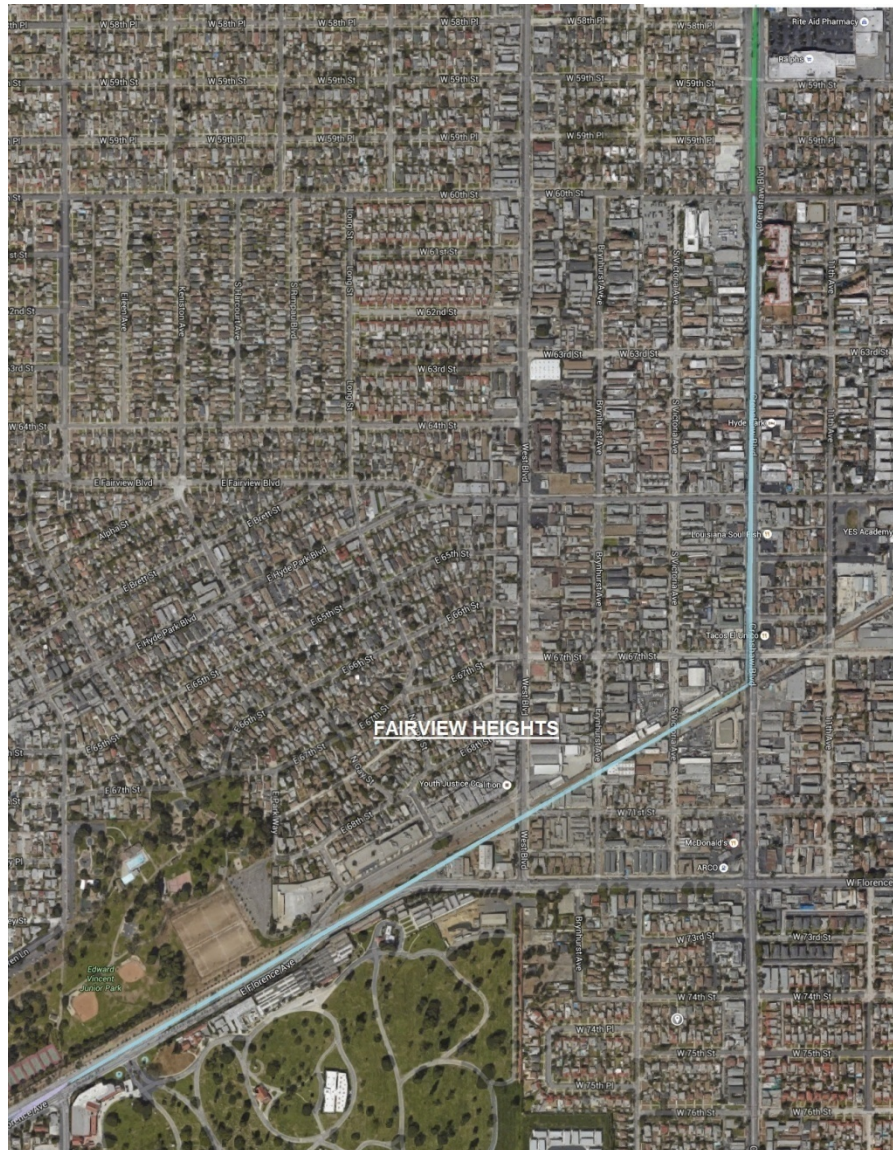
TOTAL GRANT
AMOUNT

SECTION

75

\$1,455,466.53

HYDE PARK



**NUMBER
OF
GRANTS**

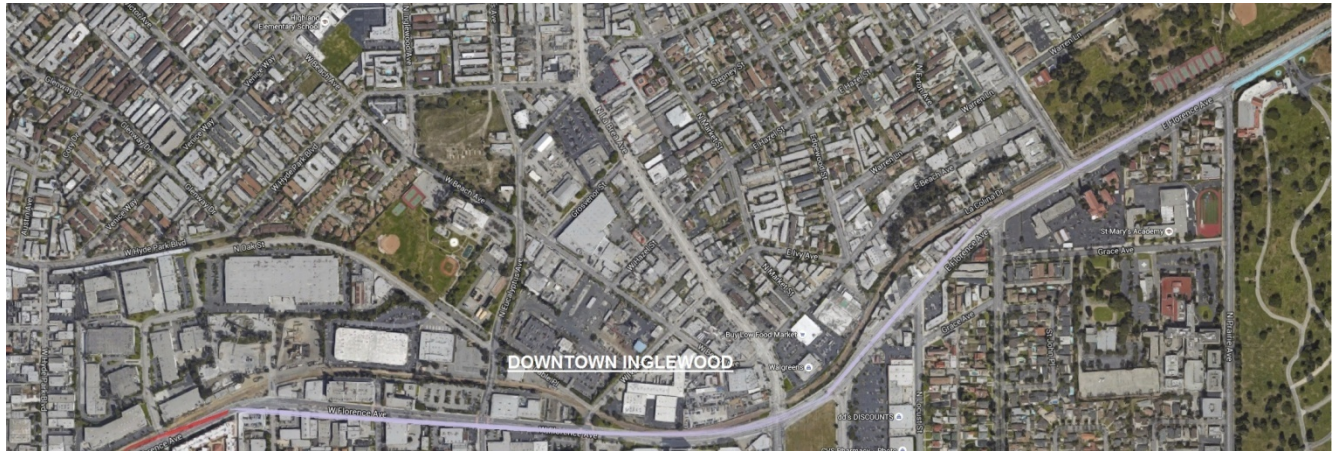
**TOTAL GRANT
AMOUNT**

SECTION

11

\$331,755.73

**FAIRVIEW
HEIGHTS**

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

*No Grants Approved as of June 30, 2018



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

8

\$236,184.51

**WESTCHESTER/
VETERANS**

0

\$0.00

**AVIATION/
CENTURY**

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

Little Tokyo Regional Connector		
	Grants	Amount
2015	5	\$173,428.39
2016	57	\$913,424.79
2017	24	\$621,580.82
January 2018	0	\$0.00
February 2018	0	\$0.00
March 2018	1	\$34,953.82
April 2018	0	\$0.00
May 2018	2	\$55,570.68
June 2018	0	\$0.00
Total	89	\$1,798,958.50

Little Tokyo Area of the Regional Connector

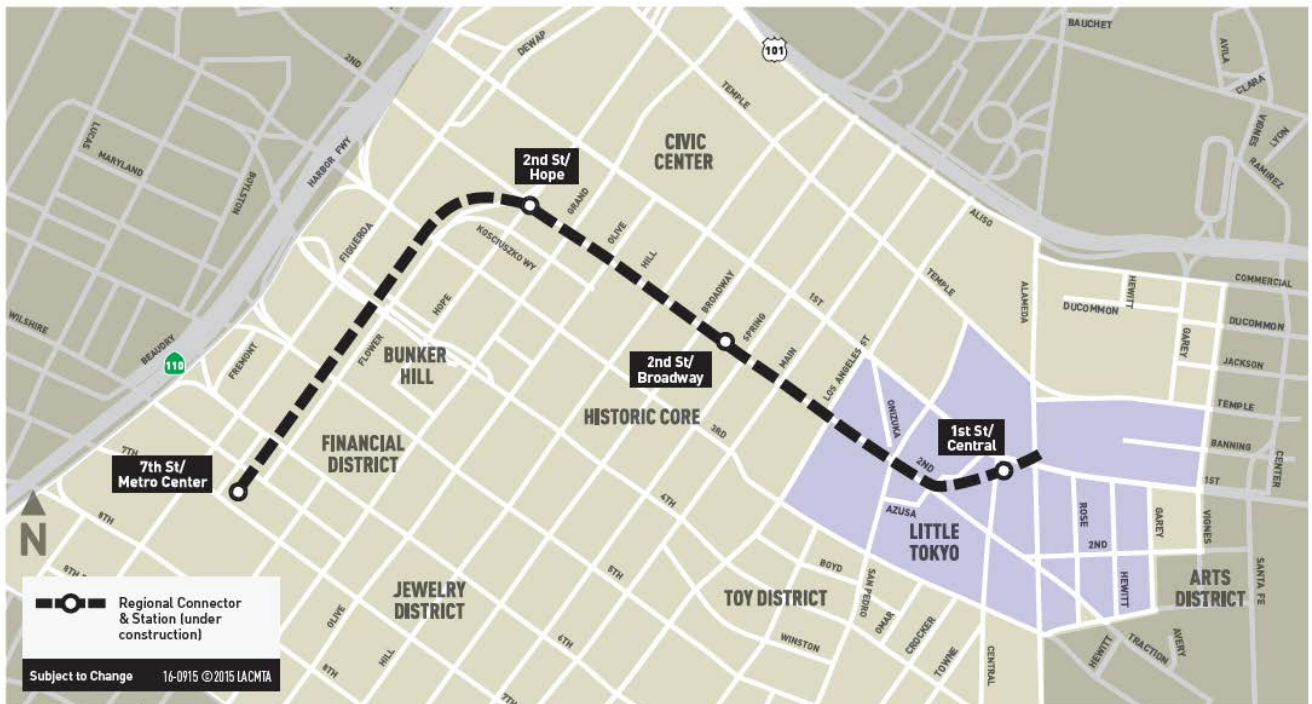
Metro Business Interruption Fund uses the following sections as impact areas:

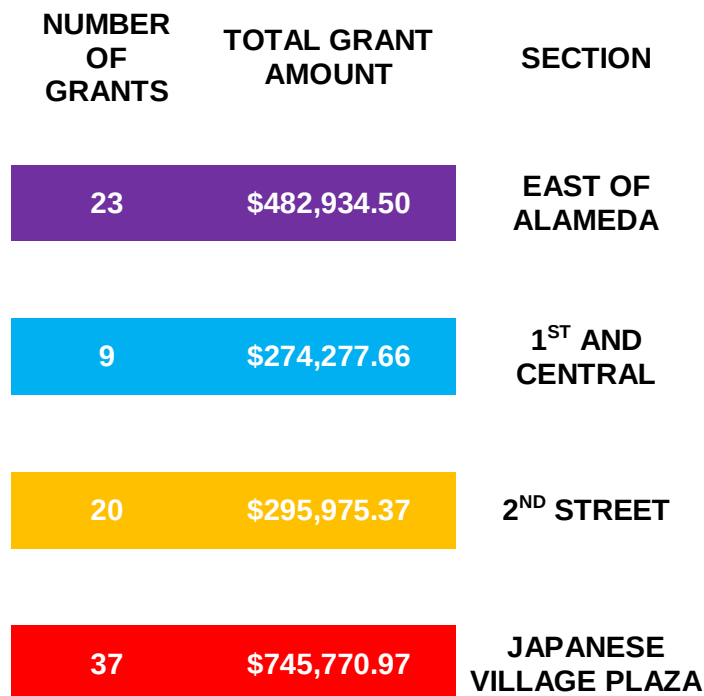
East of Alameda (1st Street)

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

2nd Street (West of Central Ave.)

Japanese Village Plaza Mall





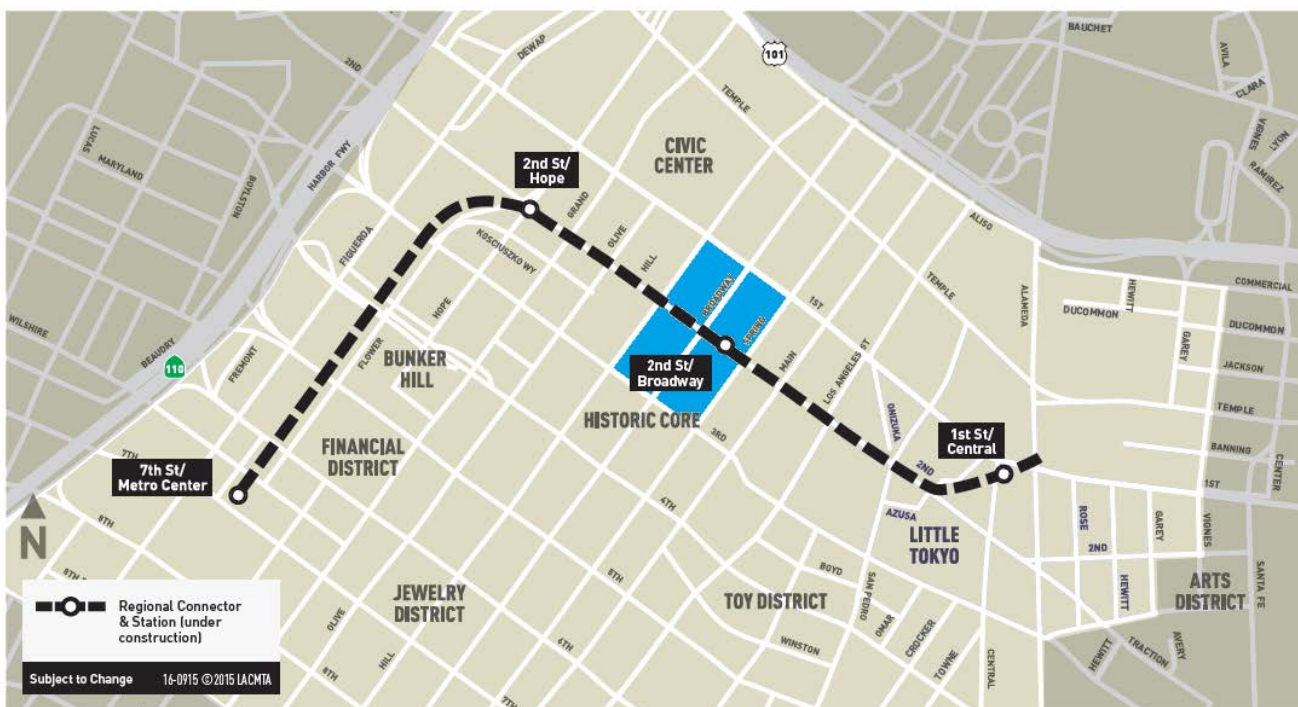
8.1.3 2nd & Broadway Segment of the Regional Connector**Table 3. Total Grant Amount by Month – 2nd & Broadway R/C**

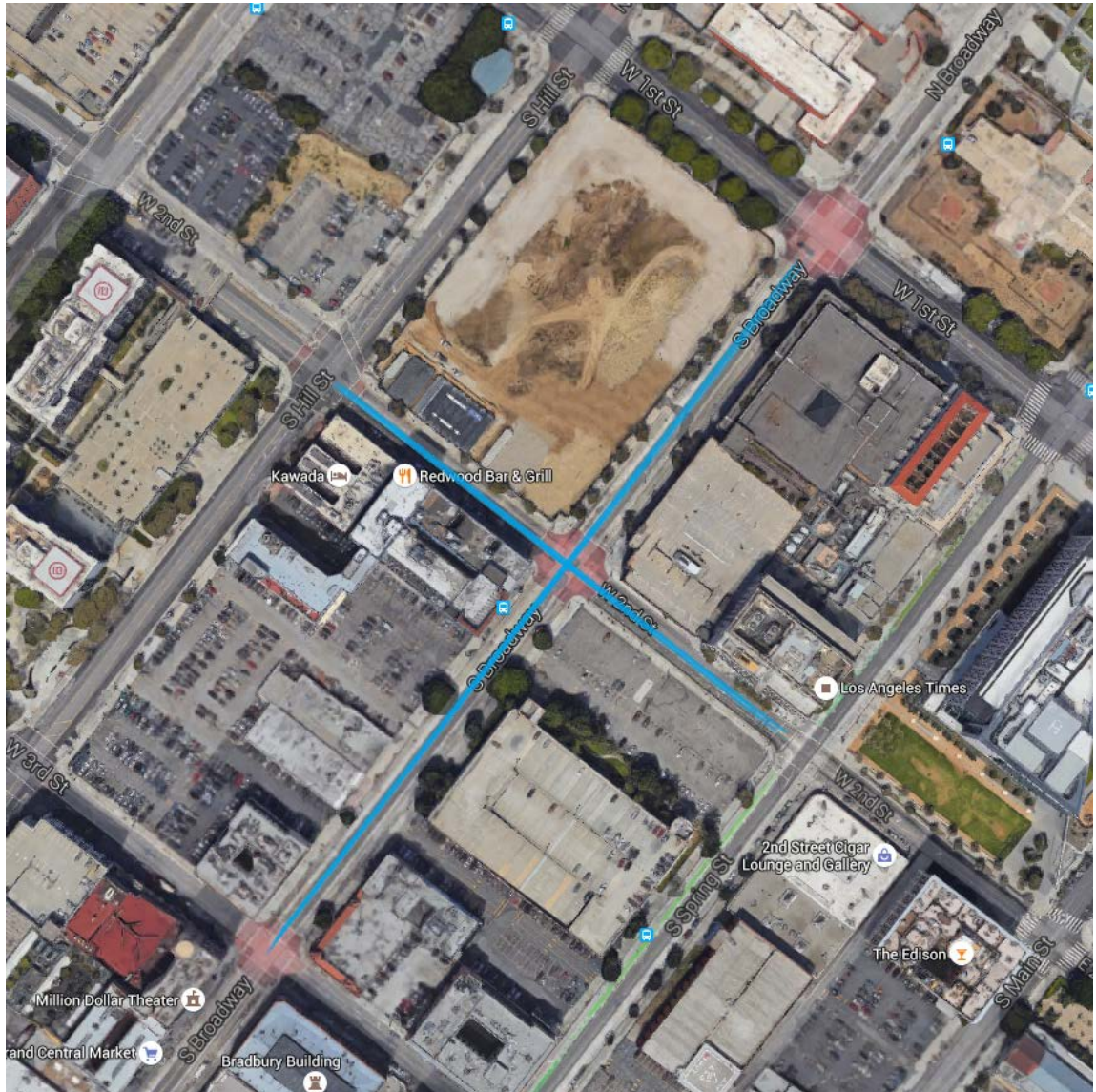
2nd and Broadway Regional Connector		
	Grants	Amount
2015	0	\$0.00
2016	17	\$444,681.98
2017	19	\$505,482.05
January 2018	0	\$0.00
February 2018	0	\$0.00
March 2018	0	\$0.00
April 2018	0	\$0.00
May 2018	0	\$0.00
June 2018	0	\$0.00
Total	36	\$950,164.03

2nd & Broadway Segment of the Regional Connector

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

2nd & Broadway





**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

36

\$950,164.03

**2nd &
BROADWAY**

8.1.4 Purple Line Extension, Section 1**Table 4. Total Grant Amount by Month – Purple Line Extension, Section 1**

Purple Line Extension, Section I		
	Grants	Amount
2015	3	\$67,220.10
2016	63	\$1,236,423.81
2017	73	\$2,080,116.23
January 2018	4	\$137,455.87
February 2018	5	\$65,857.25
March 2018	6	\$118,272.40
April 2018	5	\$159,612.84
May 2018	5	\$133,342.66
June 2018	6	\$206,564.76
Total	170	\$4,204,865.92

Purple Line Extension, Section 1

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**

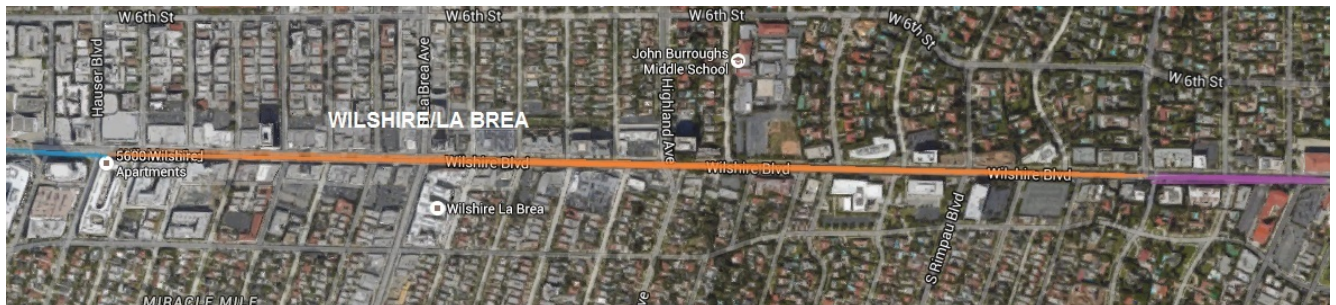
**TOTAL GRANT
AMOUNT**

SECTION

21

\$620,906.64

**WILSHIRE/
WESTERN**



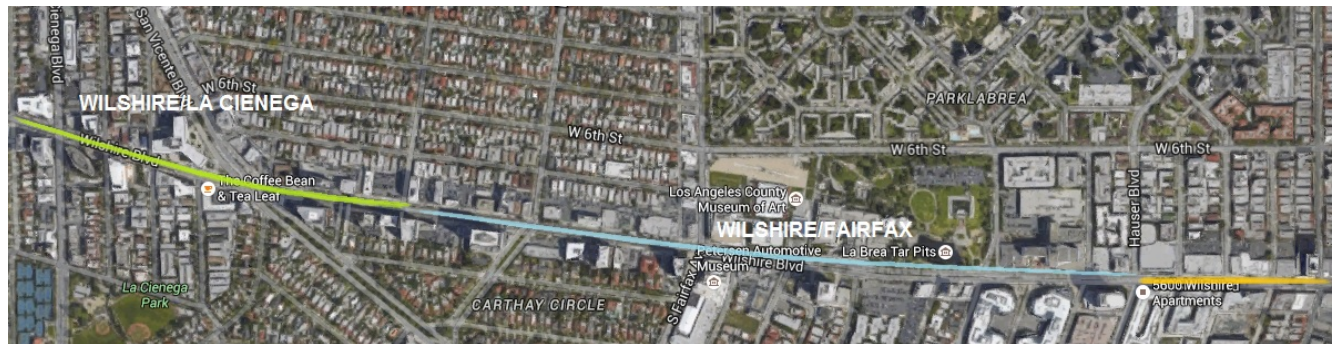
**TOTAL GRANT
AMOUNT**

SECTION

111

\$2,441,515.62

**WILSHIRE/
LA BREA**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

14

\$526,860.07

**WILSHIRE/
FAIRFAX**

24

\$615,583.59

**WILSHIRE/
LA CIENEGA**

8.1.4 Purple Line Extension, Section**Table 4. Total Grant Amount by Month – Purple Line Extension, Section 2**

Purple Line Extension, Section II		
	Grants	Amount
2015	0	\$0.00
2016	0	\$0.00
2017	1	\$50,000.00
January 2018	2	\$60,826.98
February 2018	2	\$56,928.03
March 2018	3	\$81,031.93
April 2018	3	\$70,122.96
May 2018	1	\$23,372.22
June 2018	0	\$0.00
Total	12	\$342,282.12

Purple Line Extension, Section 2

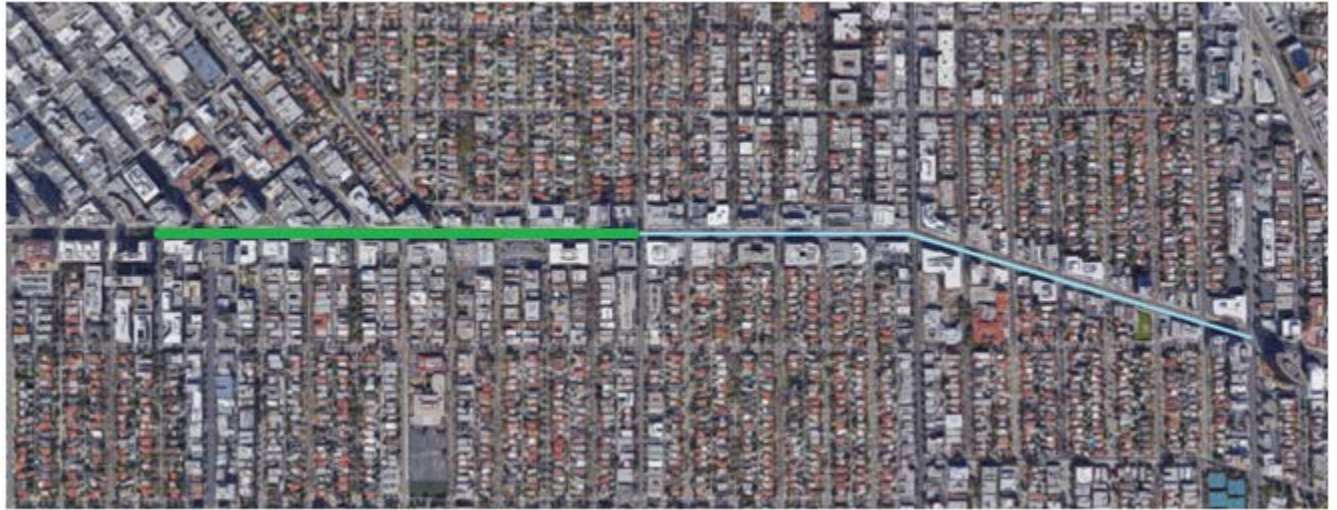
Metro Business Interruption Fund uses the following sections as impact areas:

La Cienega West – La Cienega to Doheny

Wilshire/Rodeo – Doheny to Century Park East

Century City/Constellation – Century Park East to Century Park West





**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

11

\$318,909.90

**LA CIENEGA
WEST**

0

\$0.00

**WILSHIRE/
RODEO**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

CENTURY CITY MALL

1

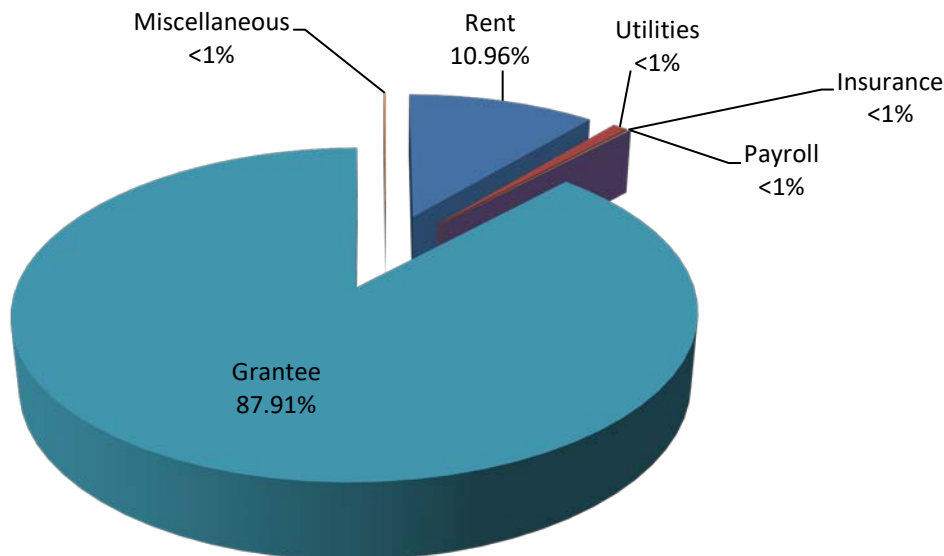
\$22,372.22

**CENTURY CITY/
CONSTELLATION**

9.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



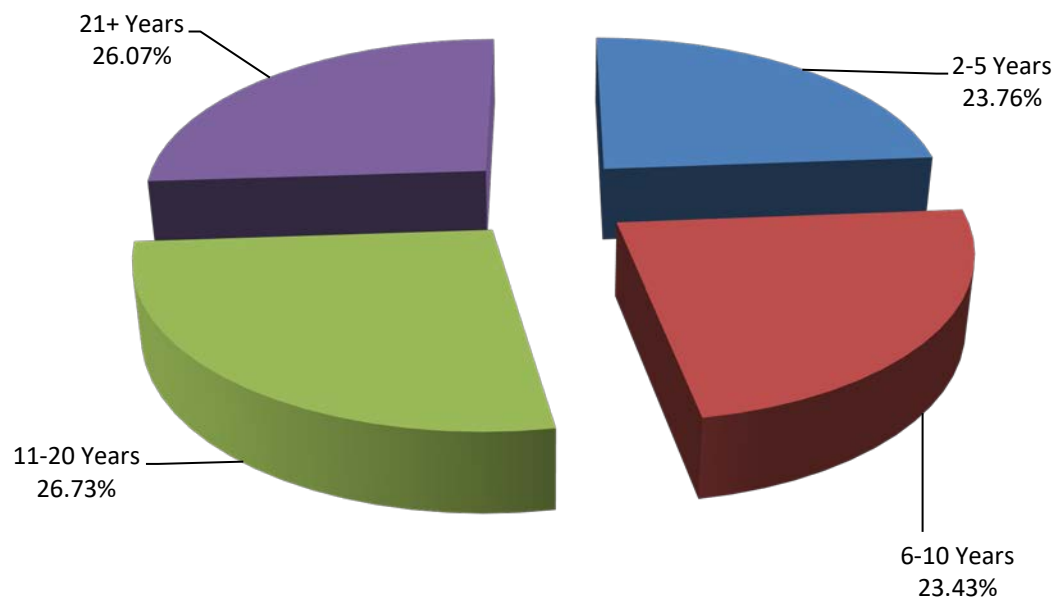
Grant Disbursement by Type	
Rent	\$ 1,723,760.39
Utilities	\$ 136,546.82
Insurance	\$ 9,695.60
Payroll	\$ 12,721.88
Grantee	\$ 13,829,561.94
Miscellaneous	\$ 19,704.03
Total	\$ 15,731,990.66

* As per Metro BIF 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:

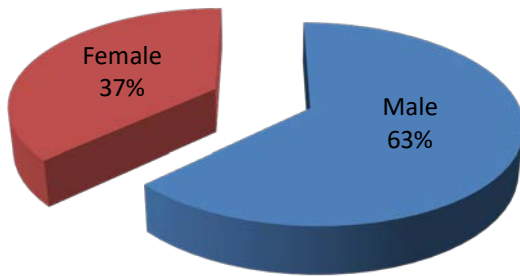
- Rent/Mortgage
- Utilities
- Insurance
- Payroll
- Other types of business related expenses

* Miscellaneous includes payments for the following business related expenses:

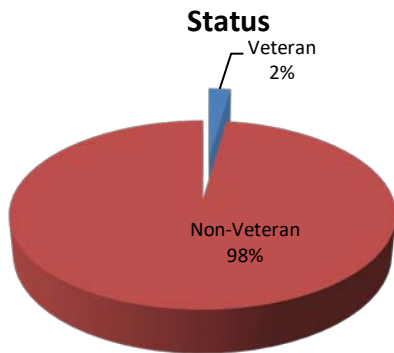
- Business Tax Certificate
- License Fees

Figure 2: Grant Disbursement by Years in Business

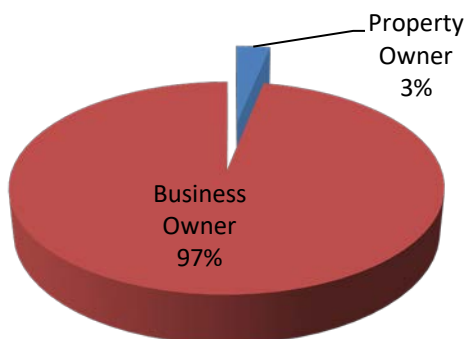
Business Age by Years	
2-5 Years	72
6-10 Years	71
11-20 Years	81
21+ Years	79

Figure 3: Grant Disbursement by Gender

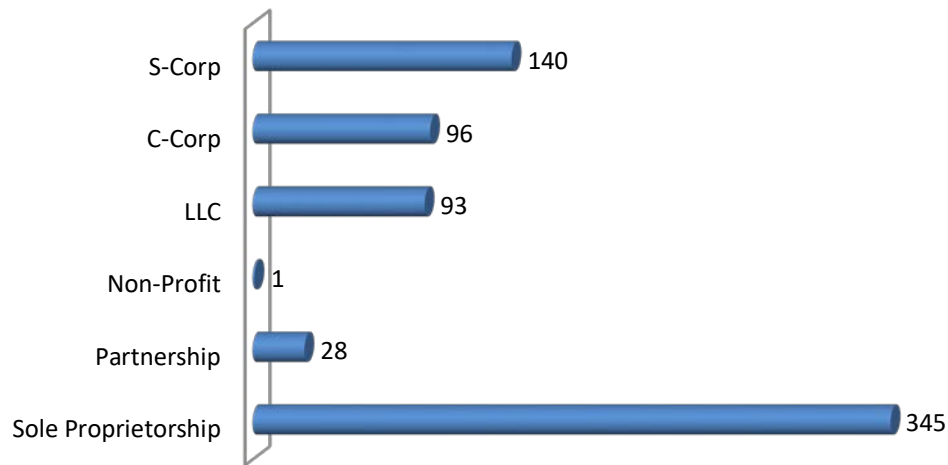
Grant Award by Gender	
Male	443
Female	260

Figure 4: Grant Disbursement by Veteran

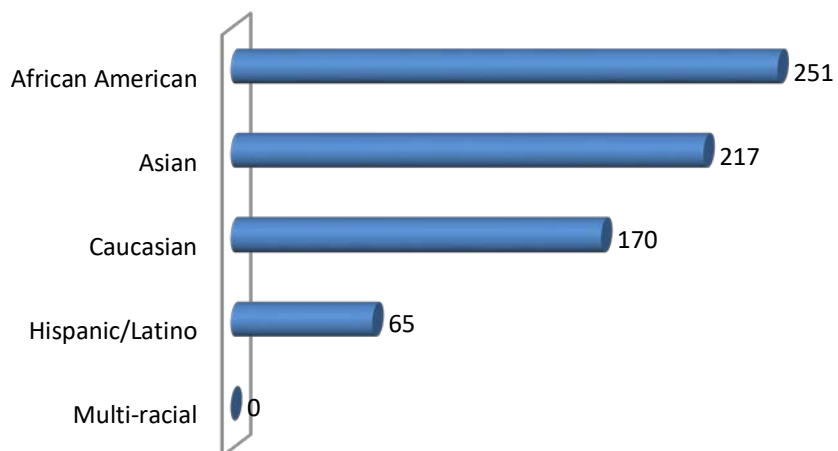
Grant Award by Veteran Status	
Veteran	16
Non-Veteran	687

Figure 5: Property Owner vs. Business Owner

Property Owner vs. Business Owner	
Property Owner	22
Business Owner	681

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	140
C-Corp	96
LLC	93
Non-Profit	1
Partnership	28
Sole Proprietorship	345

Figure 7: Grant Disbursement by Ethnicity

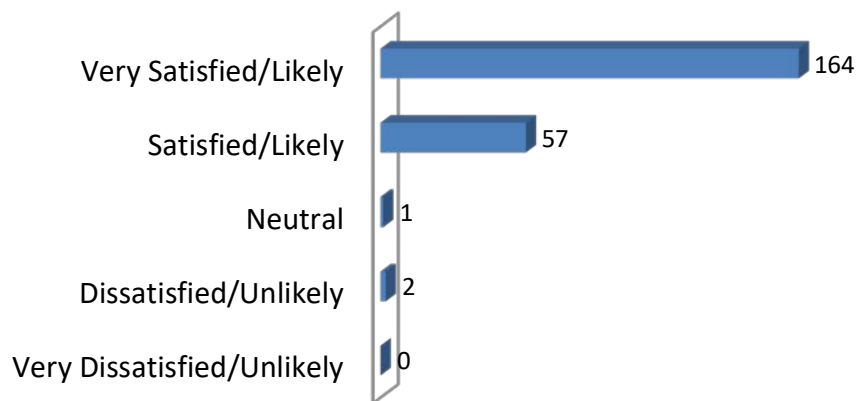
Grant Disbursement by Ethnicity	
African American	251
Asian	217
Caucasian	170
Hispanic/Latino	65
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

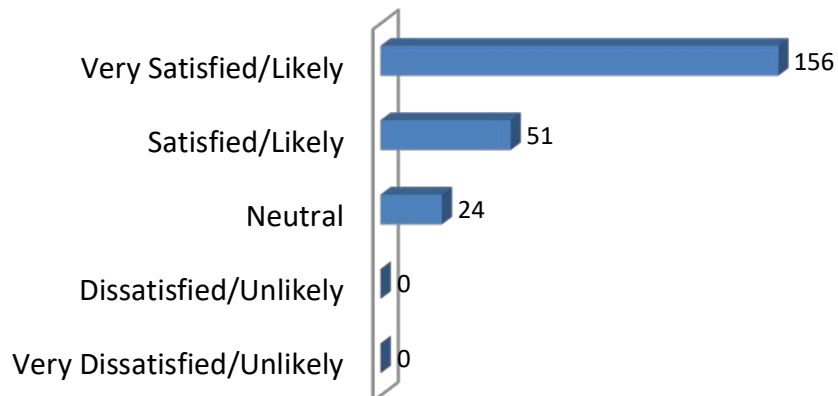
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

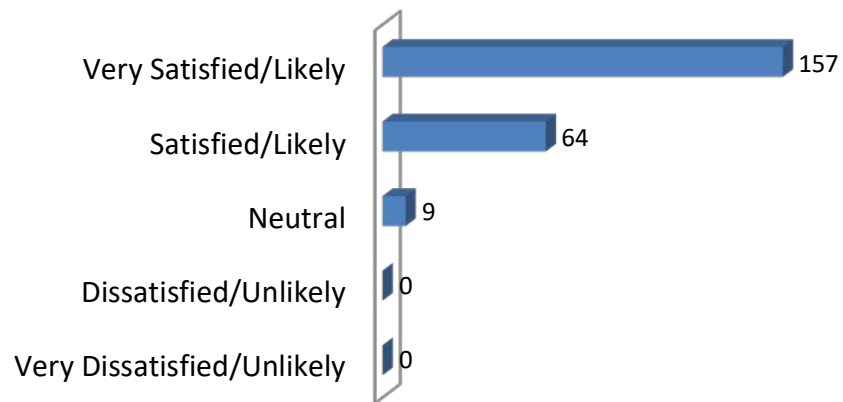
Question 1: How would you rate your overall satisfaction with us?



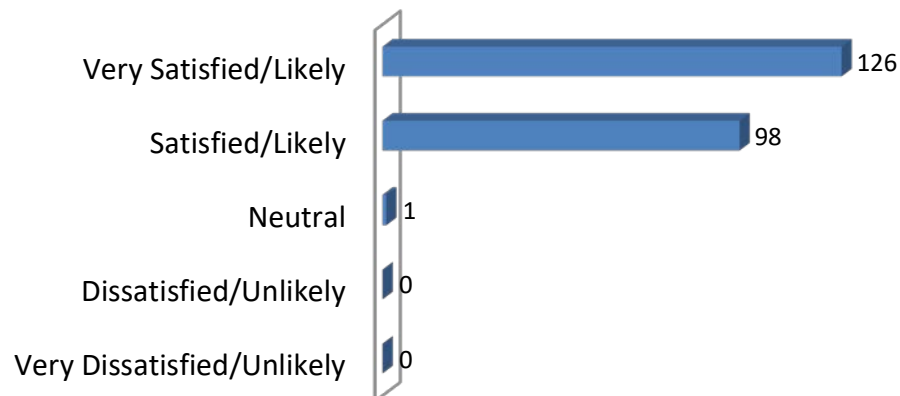
Question 2a: Please rate us on the following experiences: Customer Service

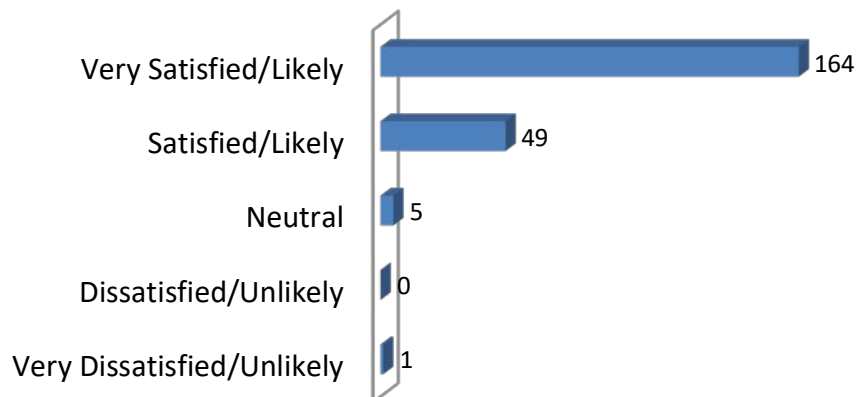
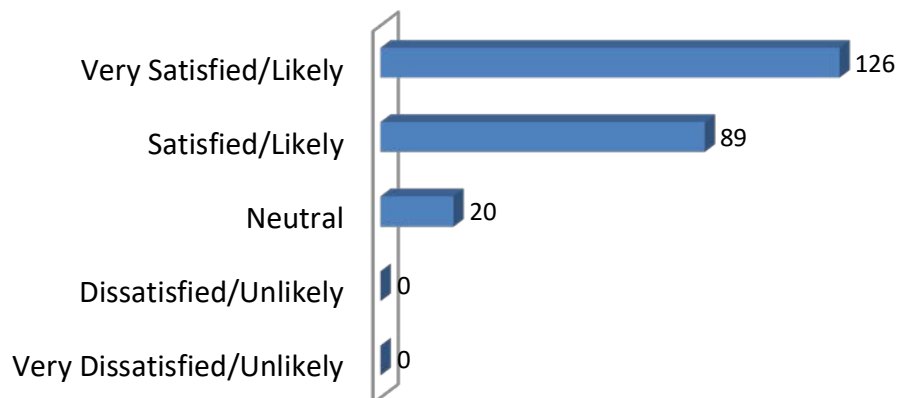


Question 2b: Please rate us on the following experiences: Professionalism



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?

No comments were made during this reporting period.

10.2 Client Process Evaluation Form – Program to Date

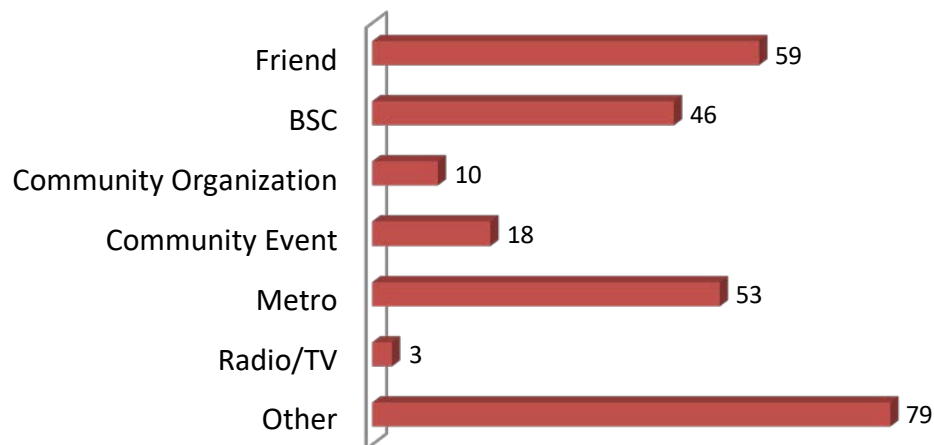
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*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?

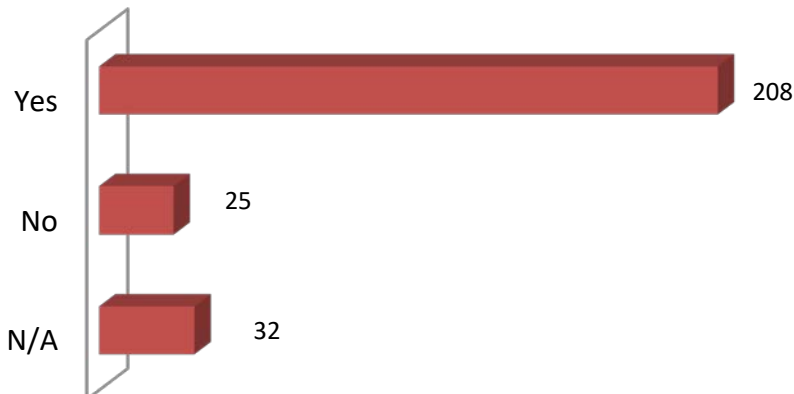


*"Other" Category includes the following:

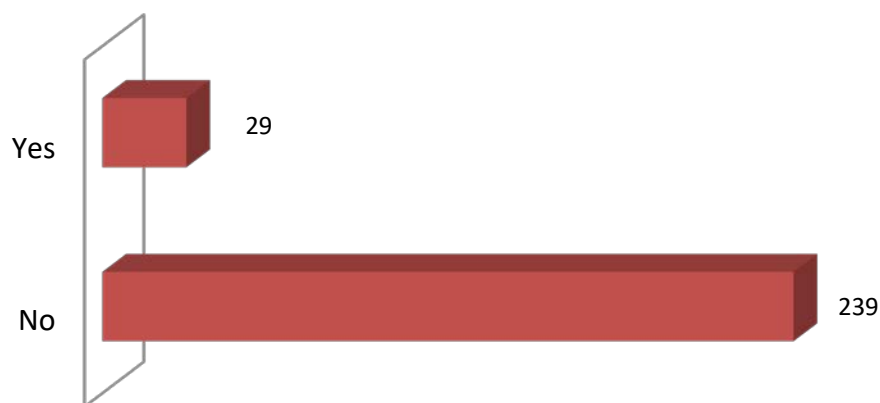
- PCR Outreach (50)
- Landlord (13)
- Fellow Business Owner (4)
- Internet (1)
- Workshop (4)
- Community Leader (1)
- Did Not Specify (6)

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?

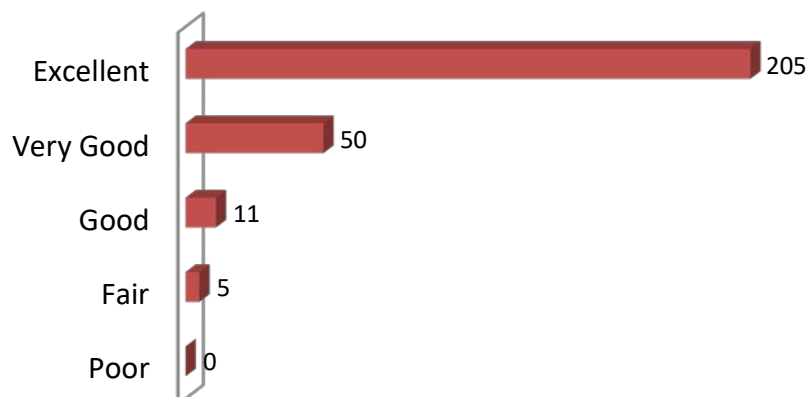
*In this instance, the "No and N/A" category was indicative of applicants who did not need recommendations or referral services.

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?

“Extremely professional and friendly team.”

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.

Survey Highlights

- 98% of applicants surveyed said the Metro BIF application was easy to complete and submit.
- 99% of the applicants surveyed said they received an appointment with their BIF Business Advisor in a timely manner.
- 99% of the applicants surveyed said their BIF Business Advisor was informative and friendly.
- 99% of the applicants surveyed said they are getting the assistance they need at this time.
- 98% of the applicants surveyed said that the overall BIF process was smooth.

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.

11.1 Frequently Asked Questions (as of this reporting period)

a. How is 2-years on the corridor determined for Metro BIF eligibility?

The determination for 2-year eligibility on the corridor means that a business can apply to the Metro BIF program when it reaches its 2-year anniversary date of being located and doing business on the rail project corridor that is eligible for the Metro BIF.

b. What if a property owner is also a business owner located in the same building? Can the property owner apply to the Metro BIF for rental revenue loss as well as business revenue loss?

The answer is yes. A property owner may apply to the Metro BIF by first meeting the basic eligibility criteria of owning the building located on the corridor and renting it out for at least 2 years, the business has less than 25 full-time employees and the property owner can provide documentation that proves rental revenue loss. In addition, the property owner needs to prove that tenants either moved out or are making partial rent payments due to construction impacts. The property owner can provide documentation such as lease agreements, letters from tenants as to why they left or why they are late paying, invoices to prove the property owner billed the tenants as well as financial statements and tax returns to prove rental revenue loss for the period of impact. In the case of the tenant leaving, another requirement is to be able to provide documentation that the property owner has tried to re-lease the space and has not been able to do so due to construction impact. This documentation can be a copy of the agreement from a leasing company, a photo of a For Lease sign etc. Other requirements and documentation may be applicable on a case by case basis.

The property owner may also apply to the Metro BIF as a business owner if the business is located in the same building or another building located on the corridor. All eligibility and financial documentation requirements would apply for the property owner's business in proving business revenue loss due to Metro construction activities. While only one application would be necessary, applying as a property owner and as a business owner is two separate grant recommendation requests.

c. Is every Metro construction project eligible for the BIF?

No. Not every Metro construction project is eligible for the BIF. The Metro Board of Directors has to approve all Metro projects for BIF participation. At this time, only three projects areas have been approved by the Metro Board of Directors for BIF program participation- The Crenshaw/LAX corridor, the Purple Line Extension Sections 1 and 2, the 2nd & Broadway and Little Tokyo areas of the Regional Connector. Note that the 2nd & Broadway area of the Regional Connector construction impacts have ended.

12.1 Observations (as of this reporting period)

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

- a. The Crenshaw/LAX (CLAX) rail line has begun the first of three extended hard closures of Crenshaw Blvd. at the intersection of Vernon Avenue for the Leimert Park station. The other two closures will be at the intersections of Martin Luther King, Jr. Blvd. and Exposition Blvd. All three closures allow for construction work to complete the street build-up and backfilling for the underground stations. Metro and PCR will be holding additional BIF workshops for small business owners over the summer during these intersection closures which will last through mid-October. The CLAX opening date is currently on schedule for end of October 2019.
- b. Purple Line Extension Section 1 (PLE1) continues with heavy construction impacts from the Wilshire/Western station through the Wilshire/La Cienega station. The intersection of Wilshire/Western has been involved in lengthy street lane detours with cones, k-rail and fencing as construction moves underground. Also, left turns are prohibited on many streets along this segment.
- c. Purple Line Extension Section 2 (PLE2) is poised for major construction impacts. The creation of a cul-de-sac at Canon and Wilshire near the Rodeo/Wilshire station is up for approval next month, demolition of the Ace Gallery has been slightly delayed as has the 15- month closure of Constellation between Avenue of the Stars and Century Park East (Century City station). Construction activity for all three areas are planned for mid- summer of 2018.
- d. Outreach by PCR of the Purple Line Extension Section 2 has been ongoing. PCR continues to receive new applications to the Metro BIF from small business owners affected by construction impacts on Wilshire Blvd. between La Cienega and Robertson. PCR outreach has begun to small businesses located near the Century City station as well as in Beverly Hills near the Wilshire/Rodeo station. Establishing relationships with business owners in these areas is going well and contributing to positive results. Metro BIF Information Sessions in the Century City area are being planned for late summer 2018.
- e. The Little Tokyo area of the Regional Connector remains in steady state, with very few additional construction impacts. Most construction activity remains behind the K-rail or within the staging/storage yards. However, small business owners on 1st Street continue to be impacted by this activity.

13.1 Quarterly Testimonial

- **Business Name:** Rustyro Inc. dba *Hair Architects*
- **Address:** 3650 W. Martin Luther King Jr. Blvd. Los Angeles, CA 90008
- **Phone Number:** (323) 299-3577 (Office) (702) 372-5878 (Cell)
- **Date of Creation:** 2013
- **Business Designation:** C-corp.
- **Website Address:** www.hairarchitects.com
- **Main Areas of Activity:** Full Service Barbershop and Beauty Salon
- **Unique Qualities:** Commitment to Crenshaw community clients
- **Metro Rail Corridor:** Crenshaw/LAX corridor

Business Narrative

Rustyro Inc. dba Hair Architects was established on July 25th, 2013 by brothers Ronald Graves and Russell Brown. The business is located along the Crenshaw Metro Corridor at 3650 W. Martin Luther King Jr., Blvd. Suite 241 on the second floor of the Baldwin Hills Crenshaw Mall. The company earns the bulk of its revenues as a full-service barbershop and beauty salon. A small portion of income is derived from the sale of hair products. The company has one employee who runs the day-to-day operations. All hair stylists and barbers are independent contractors.

Rustyro, Inc. was created to assume ownership of Hair Architect's Inc.'s Baldwin Hills Crenshaw Mall location after the owner, Henry Graham passed away. Mr. Graves had worked at the salon for more than fourteen years serving as manager and stylist for both men and women. Mr. Brown joined Hair Architects from the technology industry. He currently serves as operations manager.

Hair Architects has maintained its “upscale” feel and has a clean, wide-open space with mirrored walls and excellent lighting. There is a waiting area near the entrance that seats approximately ten customers. The main work area has ten chairs for operators, five on each side of the room. Of note, six of the ten operators have also been Metro Business Interruption Fund (BIF) grantees.

Mr. Graves stated that Metro's ongoing construction activities reduced mall foot-traffic thereby having an adverse impact on Hair Architect's revenues. He indicated road closures, rerouting of traffic, disruption of public transportation schedules and heavy equipment blocking the mall entrance are major contributors to a 38% decline in revenues. He believes many of his long-term customers have found new salons to patronize. Despite those factors, Mr. Graves remains optimistic that business will return given his industry experience, vision, and drive once construction is complete. He has expressed an interest in expanding to multiple locations, nationwide.



ATTACHMENT A

PROGRAM TO DATE 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
639	Ramada Inn	Joseph Ghim	4/3/2018	4/5/2018	3	
640	Miracle Mile Toys & Games	Christine Johnson	4/3/2018	4/5/2018	3	
641	La Jolie Salon	Ilanit Bouzaglo	4/3/2018	4/5/2018	3	
642	Elite Beauty Lab	Mina Kanany	4/2/2018	4/5/2018	4	
643	Krispy Krunchy Chicken	Kevin Ramsey	4/2/2018	4/5/2018	4	
644	Margarita's Café	Maria Bazan	4/2/2018	4/5/2018	4	
645	Time Island	Hee Soon Park	4/10/2018	4/12/2018	3	
646	Kids Land	Paula Kim	4/10/2018	4/12/2018	3	
647	IT IS	Larry Broussard	4/6/2018	4/12/2018	5	
648	Mytuch Hair Salon	Jeffrey Hubbard	4/10/2018	4/12/2018	3	
649	Highland Express Cleaners	Touraj Rojhani	4/20/2018	4/25/2018	4	
650	Jacobs and Liang Dental Group	Kenneth J Jacobs	4/12/2018	4/25/2018	10	No GAC 04/19/18
651	Mexicano Restaurant	Ramiro Arvizu	4/20/2018	4/25/2018	4	
652	Michael Purnell - Hair Architects	Michael Purnell	4/19/2018	4/25/2018	5	
653	Isaiah Gillette - Hair Architects	Isaiah Gillette	4/13/2018	4/25/2018	9	
654	HD Sportswear	Herman Tinson	4/18/2018	4/25/2018	6	
655	Beauty Bar LA	Vy Phan	4/23/2018	5/3/2018	9	
656	Quizno's	Andre Bonyadian	4/30/2018	5/3/2018	4	
657	Yakiniku Grill	Albert Jang	4/27/2018	5/3/2018	5	
658	MS Jewelry	Jimmy Pak	4/26/2018	5/3/2018	6	
659	LAX Shopping, LLC	Daniel Khakshouri	5/1/2018	5/3/2018	3	
660	MMAKO Insurance Company	Emmanuel Okokwe	5/1/2018	5/3/2018	3	
661	Beverly Hills Design Institute	Thierry Ete	5/7/2018	5/10/2018	4	
662	Forever Hair and Nails	Toan Nguyen	5/4/2018	5/10/2018	5	
663	Fashion Spa and Nail	Ha Nguyen	5/4/2018	5/10/2018	5	
664	Salon H by Sally Styles	Sally Henley	5/15/2018	5/17/2018	3	
665	Bong Soonga Hak Dang	Ji Yeon Kim	5/14/2018	5/17/2018	4	
666	Levon's Jewelry	Levon Nazlikian	5/14/2018	5/17/2018	4	
667	Crenshaw Carpet Center	Bruce Barnett	5/15/2018	5/17/2018	3	
668	HNJ Coin Laundry	Hee Sook Choi	5/14/2018	5/17/2018	4	
669	New World Investments, LLC	Jay Chen	5/14/2018	5/17/2018	4	
670	Candace Cohen - Hair Stylist	Candace Cohen	5/11/2018	5/17/2018	5	
671	Unismog	Don Sharma	5/14/2018	5/17/2018	4	
672	San Wilshire Stationiers	Masoud Kabaizadeh	5/21/2018	5/24/2018	4	
673	Piknic Century City	Tomer Kave	5/22/2018	5/24/2018	3	
674	Keiko Grill	Peter Cho	5/22/2018	5/24/2018	3	
675	Pamela Elleston - Hair Architects	Pamela Elleston	5/21/2018	5/24/2018	4	
676	Baskin Robbins	Shabnam Khan	5/21/2018	5/24/2018	4	

Attachment A: Application to Grant Turnaround Analysis

677	The Shop and H&B Supply	Yo Song	5/31/2018	6/7/2018	6	
678	Pink Memory	Stephanie Zhang	6/4/2018	6/7/2018	4	
679	Pro Image Sports	Eduardo Varela	6/4/2018	6/7/2018	4	
680	Game Force	AJ Singh	6/4/2018	6/7/2018	4	
681	Jordan's Hot Dogs	Cary Jordan	6/5/2018	6/7/2018	3	
682	Rasta Smoke Shop and Market	Yohannes Abre	6/1/2018	6/7/2018	5	
683	Cheaper Tobacco #2	Eden Kassa	5/30/2018	6/7/2018	7	
684	Rajo African Product Market	Abdul Kalejaiye	6/1/2018	6/7/2018	5	
685	All Star Passports and Visas	Kenneth Ripoll	6/5/2018	6/14/2018	8	
686	Coffee Bean	Dong Lee	6/12/2018	6/14/2018	3	
687	Crenshaw Avalon Properties	Paul Guidry	6/13/2018	6/14/2018	2	
688	Southern Girl Desserts	Catarah Coleman	6/13/2018	6/14/2018	2	
689	Kemp Monument Company	Stanley Kemp	6/13/2018	6/14/2018	2	
690	Lloyd Kemp - Property Owner	Lloyd Kemp	6/13/2018	6/14/2018	2	
691	Elegant Chic Purse	Chinyere Jackson	6/12/2018	6/14/2018	3	
692	Angela Minor - Reflections	Angela Minor	6/7/2018	6/14/2018	6	
693	Full Out Cross Fit	Marco Bennachio	6/15/2018	6/21/2018	5	
694	Wilshire Optometry	Alexander Kim	6/19/2018	6/21/2018	3	
695	N&S Gifts and Collectibles	Stuart Weinstein	6/18/2018	6/21/2018	4	
696	New Millennium Beauty Salon	Melissa Stewart	6/19/2018	6/21/2018	3	
697	Pita Kitchen	Ziad Janah	6/21/2018	6/28/2018	6	
698	Doc Popcorn	Nagwa Girgis	6/19/2018	6/28/2018	8	
699	Dog Lovers	Rosemary Williams	6/25/2018	6/28/2018	4	
700	Traps Clothing	Ahn Ji Pack	6/25/2018	6/28/2018	4	
701	Know Split Endz	Tasha Rogers	6/25/2018	6/28/2018	4	
702	For Show Beauty & Barber	Jamaro Gibbs	6/21/2018	6/28/2018	6	
703	Reflections Hair Studio	Corey Hartley	6/25/2018	6/28/2018	4	

Current Quarter Average Submission Time (in business days)	4.33
Current Quarter Applications Processed Within 9 Business Days:	65

Cumulative Average Submission Time (in business days)	4.93
Cumulative Applications Processed Within 9 Business Days:	682

ATTACHMENT B

QUARTERLY 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>
BIF Canvassing	Fri., April, 06, 2018	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., April, 20, 2018	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., May, 04, 2018	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Charles	Crenshaw/LAX
Eat, Shop, Play - Crenshaw	Fri., May, 11, 2018	11:30 a.m. - 1:00 p.m.	Earle's Grill	Angela	Crenshaw/LAX
Crenshaw/LAX IMPO Meeting	Mon., May, 14, 2018	1:30 p.m. - 3:00 p.m.	IMPO Office	Angela/Charles	Crenshaw/LAX
BIF Information Session	Wed., May, 16, 2018	9:00 a.m. - 10:00 a.m.	Baldwin Hills Crenshaw Plaza	Angela/Charles/Andre	Crenshaw/LAX
CLAX Community Meeting	Wed., May, 16, 2018	6:00 p.m. - 7:30 p.m.	Baldwin Hills Crenshaw Plaza	Angela/Charles	Crenshaw/LAX
BIF Canvassing	Fri., May, 18, 2018	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., June, 01, 2018	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., June, 15, 2018	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., June, 29, 2018	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Charles	Crenshaw/LAX

Attachment B: Metro BIF Outreach Activities Calendar - Purple Line Extension Section 1

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
PLE Section 1 Community Construction Update	Wed., April, 04, 2018	6:30p.m. - 7:30p.m.	Beverly Hills City Hall	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., April, 06, 2018	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Construction Update	Thu., April, 19, 2018	6:00 p.m. - 7:30 p.m.	Pio Pico Library	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., April, 20, 2018	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., May, 04, 2018	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., May, 18, 2018	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., June, 01, 2018	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., June, 06, 2018	6:30p.m. - 7:30p.m.	Beverly Hills City Hall	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., June, 15, 2018	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., June, 29, 2018	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1

Attachment B: Metro BIF Outreach Activities Calendar - Purple Line Extension Section 2

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
PLE Section 2 Community Construction Update	Wed., April, 04, 2018	7:30p.m. - 8:30p.m.	Beverly Hills City Hall	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., April, 06, 2018	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., April, 20, 2018	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
Century City Building Managers Meeting	Fri., April, 27, 2018	9:00 a.m. - 10:00 a.m.	Century Park East	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., May, 04, 2018	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., May, 18, 2018	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Thu., May, 24, 2018	6:30 p.m. - 8:00 p.m.	Century Plaza Towers	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., June, 01, 2018	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
Lunch & Learn Century City	Tue., June, 05, 2018	11:00 a.m. - 1:30 p.m.	Century Park East	Angela/Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., June, 06, 2018	7:30p.m. - 8:30p.m.	Beverly Hills City Hall	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., June, 15, 2018	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., June, 29, 2018	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2

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>
No Outreach Activity This Quarter					

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>
No Outreach Activity This Quarter					

ATTACHMENT C

QUARTERLY
GRANT AWARD MATRIX

Attachment C: BIF Grant Matrix from April 1, 2018 to June 30, 2018

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Ramada Inn	Joseph Ghim	3900 Wilshire Blvd., Los Angeles, CA 90010	4	14	Service	4/5/2018	4/12/2018	PLE
Miracle Mile Toys & Games	Christine Johnson	5363 Wilshire Blvd., Los Angeles, CA 90036	4	3	Retail	4/5/2018	4/12/2018	PLE
La Jolie Salon	Ilanit Bouzaglo	8712 Wilshire Blvd., Suite A, Beverly Hills, CA 90211	City of Beverly Hills	9	Service	4/5/2018	4/12/2018	PLE2
Elite Beauty Lab	Mina Kanany	8681 Wilshire Blvd., Beverly Hills, CA 90211	City of Beverly Hills	4	Service	4/5/2018	4/12/2018	PLE2
Krispy Krunchy Chicken	Kevin Ramsey	3650 Martin Luther King Jr. Blvd., #131, Los Angeles, CA 90008	8	2	Service	4/5/2018	4/12/2018	CLAX
Margarita's Café	Maria Bazan	5026 Crenshaw Blvd., Los Angeles, CA 90043	8	48	Service	4/5/2018	4/12/2018	CLAX
Time Island	Hee Soon Park	4001 Wilshire Blvd., Suite F, Los Angeles, CA 90010	4	11	Retail	4/12/2018	4/20/2018	PLE
Kids Land	Paula Kim	3807 Wilshire Blvd., Suite 200, Los Angeles, CA 90010	10	32	Retail	4/12/2018	4/20/2018	PLE
IT IS	Larry Broussard	5348 Crenshaw Blvd., Los Angeles, CA 90043	8	3	Service	4/12/2018	4/20/2018	CLAX
Mytuch Hair Salon	Jeffrey Hubbard	5445 Crenshaw Blvd., Los Angeles, CA 90043	8	16	Service	4/12/2018	4/20/2018	CLAX
Highland Express Cleaners	Touraj Rojhani	5034 Wilshire Blvd, Los Angeles, CA 90036	4	37	Service	4/25/2018	5/2/2018	PLE
Jacobs and Liang Dental Group	Kenneth J Jacobs	8641 Wilshire Blvd., Beverly Hill	City of Beverly Hills	32	Professional	4/25/2018	5/2/2018	PLE2
Mexicano Restaurant	Ramiro Arvizu	3650 W. Martin Luther King Jr. Blvd., #127 Los Angeles, CA 90008	8	5	Retail	4/25/2018	5/2/2018	CLAX
Michael Purnell - Hair Architects	Michael Purnell	3650 W. Martin Luther King Jr. Blvd., #241 Los Angeles, CA 90008	8	5	Service	4/25/2018	5/2/2018	CLAX
Isaiah Gillette - Hair Architects	Isaiah Gillette	3650 W. Martin Luther King Jr. Blvd., #241 Los Angeles, CA 90008	8	9	Service	4/25/2018	5/2/2018	CLAX
HD Sportswear	Herman Tinson	4320 Crenshaw Blvd. Los Angeles, CA 90008	10	12.5	Retail	4/25/2018	5/2/2018	CLAX
Beauty Bar LA	Vy Phan	5115 Wilshire Blvd., Suite B, Los Angeles, CA 90036	4	9	Service	5/3/2018	5/10/2018	PLE
Quizno's	Andre Bonyadian	134 S. Central Ave., Los Angeles, CA 90012	14	13	Service	5/3/2018	5/10/2018	LTRC
Yakiniku Grill	Albert Jang	3650 W. Martin Luther King Jr. Blvd. #140, Los Angeles, CA 90008	8	12	Service	5/3/2018	5/10/2018	CLAX

Attachment C: BIF Grant Matrix from April 1, 2018 to June 30, 2018

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
MS Jewelry	Jimmy Pak	3650 W. Martin Luther King Jr. Blvd, #K6 Los Angeles, CA 90008	8	18	Retail	5/3/2018	5/10/2018	CLAX
LAX Shopping, LLC	Daniel Khakshouri	5529-5593 West Manchester Ave., Los Angeles, CA 90045	11	22	Commercial Property Owner	5/3/2018	5/10/2018	CLAX
MMAKO Insurance Company	Emmanuel Okokwe	5349 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	5/3/2018	5/10/2018	CLAX
Beverly Hills Design Institute	Thierry Ete	8484 Wilshire Blvd., Suite 730, Beverly Hills, CA 90211	City of Beverly Hills	12	Professional	5/10/2018	5/17/2018	PLE
Forever Hair and Nails	Toan Nguyen	4064 S. Victoria Ave., Los Angeles	8	4	Service	5/10/2018	5/17/2018	CLAX
Fashion Spa and Nail	Ha Nguyen	3650 W. Martin Luther King Jr. Blvd., #236 Los Angeles, CA 90008	8	7	Service	5/10/2018	5/17/2018	CLAX
Salon H by Sally Styles	Sally Henley	8383 Wilshire Blvd., Suite #50-9, Beverly Hills, CA 90211	City of Beverly Hills	2	Service	5/17/2018	5/25/2018	PLE
Bong Soonga Hak Dang	Ji Yeon Kim	3950 Wilshire Blvd., Los Angeles, CA 90010	10	13	Service	5/17/2018	5/25/2018	PLE
Levon's Jewelry	Levon Nazlikian	3650 W. Martin Luther King Jr. Blvd., 236, Los Angeles, CA 90008	8	27	Retail	5/17/2018	5/25/2018	CLAX
Crenshaw Carpet Center	Bruce Barnett	4611 Crenshaw Blvd., Los Angeles, CA 90043	8	91	Retail	5/17/2018	5/25/2018	CLAX
HNJ Coin Laundry	Hee Sook Choi	6530 S. Crenshaw Blvd., Los Angeles, CA 90043	8	8	Service	5/17/2018	5/25/2018	CLAX
New World Investments, LLC	Jay Chen	700 E. 1st Street, Los Angeles, CA 90012	14	14	Commercial Property Owner	5/17/2018	5/25/2018	LTRC
Candace Cohen - Hair Stylist	Candace Cohen	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	5/17/2018	5/25/2018	CLAX
Unismog	Don Sharma	1201 W. Manchester Ave., Inglewood, CA 90301	3	9	Service	5/17/2018	5/25/2018	CLAX
San Wilshire Stationiers	Masoud Kabaizadeh	8310 Wilshire Blvd., Los Angeles, CA 90211	City of Beverly Hills	12	Retail	5/24/2018	6/1/2018	PLE
Piknic Century City	Tomer Kave	2000 Avenue of the Stars, Los Angeles, CA 90067	5	12	Service	5/24/2018	6/1/2018	PLE2
Keiko Grill	Peter Cho	3650 Martin Luther King Blvd. Ste. 132, Los Angeles, CA 90008	8	6	Service	5/24/2018	6/1/2018	CLAX

Attachment C: BIF Grant Matrix from April 1, 2018 to June 30, 2018

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Pamela Elleston - Hair Architects	Pamela Elleston	3650 W. Martin Luther King Jr. Blvd. #241, Los Angeles, CA 90008	8	6	Service	5/24/2018	6/1/2018	CLAX
Baskin Robbins	Shabnam Khan	4066 S. Victoria Ave., Los Angeles, CA 90008	8	23	Retail	5/24/2018	6/1/2018	CLAX
The Shop and H&B Supply	Yo Song	3908 Wilshire Blvd., Los Angeles, CA 90010	10	3	Retail	6/7/2018	6/14/2018	PLE
Pink Memory	Stephanie Zhang	3650 W. Martin Luther King Jr. Blvd. #259A, Los Angeles, CA 90008	8	10	Retail	6/7/2018	6/14/2018	CLAX
Pro Image Sports	Eduardo Varela	3650 W. Martin Luther King Jr. Blvd. #148 Los Angeles, CA 90008	8	9	Retail	6/7/2018	6/14/2018	CLAX
Game Force	AJ Singh	3650 W. Martin Luther King Jr. Blvd. #102, Los Angeles, CA 90008	8	19	Retail	6/7/2018	6/14/2018	CLAX
Jordan's Hot Dogs	Cary Jordan	5960 Crenshaw Blvd., Los Angeles, CA 90043	8	53	Service	6/7/2018	6/14/2018	CLAX
Rasta Smoke Shop and Market	Yohannes Abre	6524 Crenshaw Blvd., Los Angeles, CA 90043	8	11	Retail	6/7/2018	6/14/2018	CLAX
Cheaper Tobacco #2	Eden Kassa	5535 W. Manchester Ave., Inglewood, CA 90045	11	9	Retail	6/7/2018	6/14/2018	CLAX
Rajo African Product Market	Abdul Kalejaiye	5356 Crenshaw Blvd., Los Angeles, CA 90043	8	13	Retail	6/7/2018	6/14/2018	CLAX
All Star Passports and Visas	Kenneth Ripoll	5455 Wilshire Blvd., Suite 1107, Los Angeles, CA 90036	4	11	Service	6/14/2018	6/21/2018	PLE
Coffee Bean	Dong Lee	5115 Wilshire Blvd., Unit G, Los Angeles, CA 90036	4	2	Service	6/14/2018	6/21/2018	PLE
Crenshaw Avalon Properties	Paul Guidry	4343 S. Crenshaw Blvd., Los Angeles, CA 90008	8	12	Commercial Property Owner	6/14/2018	6/21/2018	CLAX
Southern Girl Desserts	Catarah Coleman	3650 West Martin Luther King Jr. Blvd., Suite 100 Los Angeles, CA 90008	8	7	Service	6/14/2018	6/21/2018	CLAX
Kemp Monument Company	Stanley Kemp	1121 E. Florence Ave., Inglewood, CA 90302	1 - Inglewood	59	Retail	6/14/2018	6/21/2018	CLAX
Lloyd Kemp - Property Owner	Lloyd Kemp	1121 E. Florence Ave., Inglewood, CA 90302	1 - Inglewood	59	Commercial Property Owner	6/14/2018	6/21/2018	CLAX

Attachment C: BIF Grant Matrix from April 1, 2018 to June 30, 2018

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Elegant Chic Purse	Chinyere Jackson	3650 Martin Luther King Blvd., 17 Los Angeles, CA 9008	8	7	Retail	6/14/2018	6/21/2018	CLAX
Angela Minor - Reflections	Angela Minor	4637 Crenshaw Blvd., Los Angeles, CA 90043	8	12	Service	6/14/2018	6/21/2018	CLAX
Full Out Cross Fit	Marco Bennachio	733 South La Brea Los Angeles, CA 90036	4	7	Service	6/21/2018	6/28/2018	PLE
Wilshire Optometry	Alexander Kim	3873 Wilshire Blvd., Suite 103, Los Angeles, CA 90010	10	25	Service	6/21/2018	6/28/2018	PLE
N&S Gifts and Collectibles	Stuart Weinstein	3650 Martin Luther King Jr. Blvd. #K-1, Los Angeles, CA 90008	8	23	Retail	6/21/2018	6/28/2018	CLAX
New Millennium Beauty Salon	Melissa Stewart	4310 Crenshaw Blvd. Los Angeles, CA 90008	8	22	Service	6/21/2018	6/28/2018	CLAX
Pita Kitchen	Ziad Janah	6256 Wilshire Blvd., Los Angeles, CA 90048	5	4	Service	6/28/2018	7/6/2018	PLE
Doc Popcorn	Nagwa Girgis	3650 W. Martin Luther King Jr. Blvd. #K-3, Los Angeles, CA 90008	8	3	Service	6/28/2018	7/6/2018	CLAX
Dog Lovers	Rosemary Williams	5702 Crenshaw Blvd., Los Angeles, CA 90043	8	37	Service	6/28/2018	7/6/2018	CLAX
Traps Clothing	Ahn Ji Pack	3650 W. Martin Luther King Jr. Blvd., Suite 276, Los Angeles, CA 90008	8	14	Retail	6/28/2018	7/6/2018	CLAX
Know Split Endz	Tasha Rogers	3650 W. Martin Luther King Blvd., Unit 283, Los Angeles, CA 90008	8	16	Service	6/28/2018	7/6/2018	CLAX
For Show Beauty & Barber	Jamaro Gibbs	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	9	Service	6/28/2018	7/6/2018	CLAX
Reflections Hair Studio	Corey Hartley	4637 Crenshaw Blvd., Los Angeles, CA 90043	8	22	Service	6/28/2018	7/6/2018	CLAX

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 ☐ Pacific Coast Regional (PCR)
---	--
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 ☐ NA
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 _____