



Metro



**Metro Pilot Business Interruption Fund
(BIF)
Quarterly Status Report
July 1, 2019 – September 30, 2019**



Prepared by

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Contents

1.1	Purpose	3
2.1	Total Grant Amount Approved	4
3.1	Measures of Effectiveness	5
3.2	Business Retention	6
4.1	Job Retention	6
5.1	Summary Statistics at a Glance	7
6.1	Applications	8
7.1	Quarterly and Program to Date Community Outreach and Communication Activities	10
8.1	Financial Activities	13
	The following is a monthly summary of grant funding by rail project:	
8.1.1	Crenshaw/LAX Corridor	13
8.1.2	Little Tokyo Area of the Regional Connector	20
8.1.3	2nd & Broadway Segment of the Regional Connector	22
8.1.4	Purple Line Extension Section 1	24
8.1.5	Purple Line Extension Section 2	27
9.1	Grantee Statistics	30
10.1	Client Satisfaction Survey Report	34
10.2	Client Process Evaluation Form	37
11.1	Frequently Asked Questions	42
12.1	Observations	43
13.1	Quarterly Testimonial	44

Attachments

Attachment A	Application to Grant Turnaround Analysis
Attachment B	Quarterly Community Outreach and Communication Activities Calendar
Attachment C	Quarterly Grant Award Matrix
Attachment D1	Client Satisfaction Survey
Attachment D2	Client Process Evaluation Form

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.

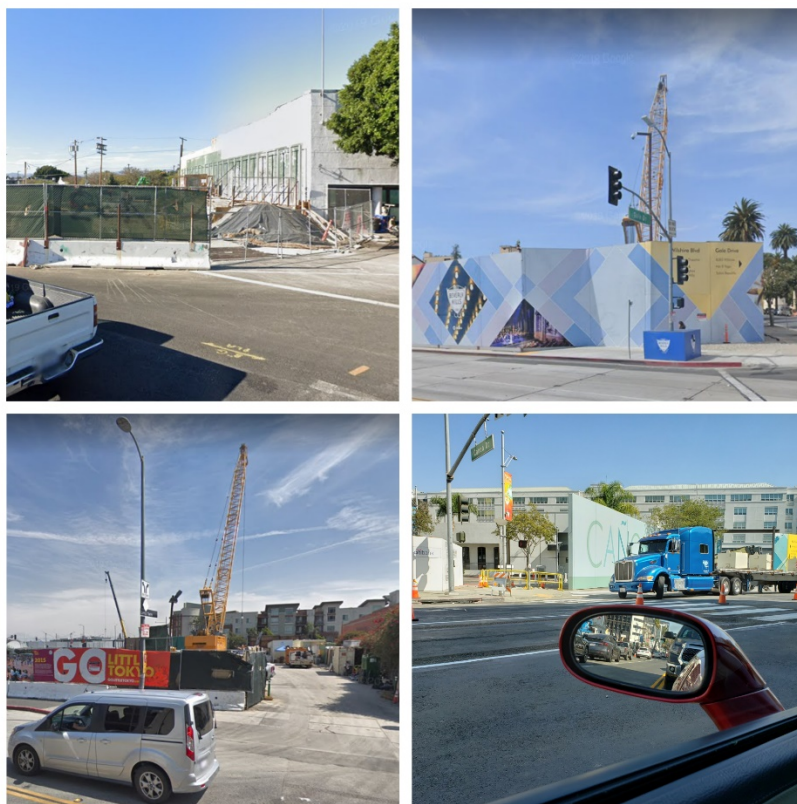
1. Crenshaw/LAX Transit Project
2. Regional Connector, Little Tokyo Area and 2nd & Broadway Segment*
3. Purple Line Extension Section 1 and Section 2

The Metro Board of Directors approved PCR's Metro Business Interruption Fund (BIF) contract at their February 28th Board Meeting for a new four-year term beginning March 12, 2019. Also approved was BIF eligibility for the Purple Line Extension Section 3 (PLE3), which is slated to be completed in 2027.

The period of this report is from July 1, 2019 – September 30, 2019. 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, Purple Line Extension Section 1, Purple Line Extension Section 2, Little Tokyo Area of the Regional Connector

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 – September 30, 2019)

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

2016		
Month	# of Grants	Amount
January 2016	8	\$173,381.22
February 2016	18	\$345,369.86
March 2016	16	\$327,536.49
April 2016	19	\$301,407.06
May 2016	14	\$255,352.60
June 2016	26	\$376,694.69
July 2016	12	\$286,475.08
August 2016	22	\$508,838.56
September 2016	34	\$776,702.83
October 2016	19	\$348,799.69
November 2016	11	\$277,745.61
December 2016	23	\$446,573.97
Total	222	\$4,424,877.66

2017		
Month	# of Grants	Amount
January 2017	27	\$843,727.17
February 2017	18	\$444,990.97
March 2017	29	\$696,594.41
April 2017	15	\$280,753.38
May 2017	19	\$487,050.65
June 2017	10	\$332,114.38
July 2017	19	\$578,981.12
August 2017	30	\$602,913.53
September 2017	25	\$680,033.23
October 2017	13	\$267,708.03
November 2017	19	\$460,851.28
December 2017	18	\$522,374.39
Total	242	\$6,198,092.54

2018		
Month	# of Grants	Amount
January 2018	22	\$610,285.99
February 2018	25	\$428,845.44
March 2018	27	\$513,989.41
April 2018	16	\$364,868.06
May 2018	22	\$677,901.25
June 2018	27	\$659,540.72
July 2018	20	\$592,532.11
August 2018	20	\$600,346.34
September 2018	9	\$275,834.87
October 2018	18	\$561,910.43
November 2018	20	\$589,952.10
December 2018	19	\$580,939.33
Total	245	\$6,456,946.05

2019		
Month	# of Grants	Amount
January 2019	19	\$485,634.53
February 2019	27	\$652,864.96
March 2019	22	\$620,908.53
April 2019	11	\$230,969.57
May 2019	29	\$916,146.44
June 2019	19	\$588,103.17
July 2019	19	\$458,204.16
August 2019	16	\$429,080.88
September 2019	19	\$648,785.20
October 2019		
November 2019		
December 2019		
Total	181	\$5,030,697.44

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	245	\$6,456,946.05
2019	181	\$5,030,697.44
Total	990	\$23,964,203.28

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, 12 months and 24 months – Goal 100%

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%	99%
4	*Number of businesses remaining in business post grant award/support for: 6 months (329/352)	100%	93%
	*Number of businesses remaining in business post grant award/support for: 12 months (long term, 266/318)	100%	84%
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 184/247)	100%	74%

*Based on 352 businesses post grant award

*Based on 318 businesses post grant award

*Based on 247 businesses post grant award

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

3.2 Business Retention

	Total	Moved	% Moved	Closed	% Closed	Retained	% Retained
CLAX	203	4	1.97%	29	14.29%	170	83.74%
PLE1	77	2	2.60%	16	20.78%	59	76.62%
PLE2	34	1	2.94%	1	2.94%	32	94.12%
LTRC	33	5	15.15%	2	6.06%	26	78.79%
2BRC	23	2	8.70%	2	8.70%	19	82.61%
Total	370	14	3.78%	50	13.51%	306	82.70%

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	344	205	549
Purple Line Extension Section 1	166	131	297
Purple Line Extension Section 2	133	56	189
Little Tokyo Area R/C	143	68	211
2nd and Broadway R/C	54	24	78
Total	840	484	1324

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



Construction on Crenshaw Blvd. at grade segment.

5.1 Summary Statistics at a Glance

- **Quarterly: July 1, 2019 – September 30, 2019**
 - › Number of Applications Received: 57
 - › Number of Applications Approved: 54
 - › Number of Applications Not Eligible: 0
 - › Number of Applications Denied: 0
 - › Value of Grants Approved: \$1,536,070.24
- **Program-to-Date: March 1, 2015 – September 30, 2019**
 - › Total Number of Applications Received: 1243
 - › Total Number of Applications Approved: 990
 - › Number of Applications Not Eligible: 111
 - › Number of Applications Denied: 2
 - › *Total % of Grants Approved: 87.61%
 - › Total Value of Grants Approved: \$23,964,203.28
- 89.56% of grantees received the total amount of the grant award
- 9.39% 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 370 businesses approved as of this reporting period;
 - › 93 businesses were in operation 2-5 years
 - › 85 businesses were in operation 6-10 years
 - › 99 businesses were in operation 11-20 years
 - › 93 businesses were in operation 21+ years

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



Construction at N. Canon Drive and Wilshire Blvd. in Beverly Hills (Purple Line Extension Section 2)

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 Area R/C	2nd/Broadway Area R/C	Total
2015	199	12	0	10	2	223
2016	131	73	0	64	24	292
2017	125	90	9	26	18	268
2018	182	54	34	6	0	276
January 2019	13	6	5	0	0	24
February 2019	17	5	3	0	0	25
March 2019	18	2	5	0	0	25
April 2019	14	3	4	0	0	21
May 2019	10	3	0	2	0	15
June 2019	11	4	2	0	0	17
July 2019	12	4	6	0	0	22
August 2019	14	2	1	0	0	17
September 2019	12	3	3	0	0	18
Total	758	261	72	108	44	1243

Total Number of Applications Received - 1243

Total Number of Applications Approved as Grants - 990

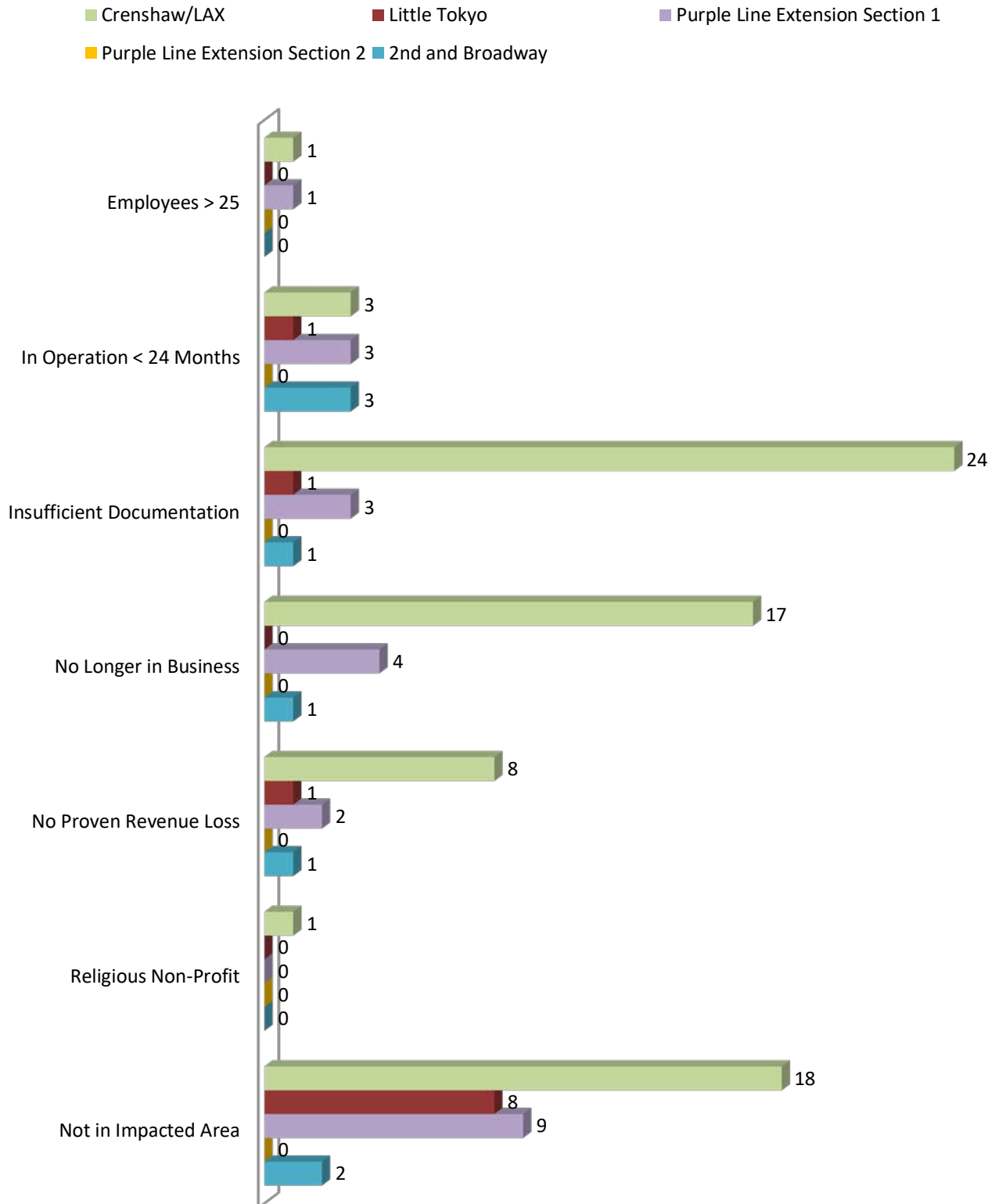
Total Number of Not Eligible Applications - 113

Total Number of Applications Denied - 2

Total Number of Incomplete Applications (Pending Financial Documents) – 138

Figure 1. Total Number of Non-Eligible Applications

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

Non-Eligible Applications Received

7.1 Quarterly and Program to Date Community Outreach and Communication Activities

During this reporting period, a total of **29** outreach activities occurred. PCR participated in: **9** outreach events in **Crenshaw/LAX (CLAX)**, **9** outreach events in **Purple Line Extension Section 1 (PLE1)**, **11** outreach events in **Purple Line Extension Section 2 (PLE2)**, **0** outreach events in the **Little Tokyo Area of the Regional Connector (LTRC)**. During this reporting period, outreach events remained consistent with one-on-one contact and relationship-building being the primary outreach component. On the **CLAX** corridor, direct canvassing increased with outreach to the small business owners who are affected by the full street intersection closures in the Hyde Park area which will last until mid-October. This closure is necessary to complete track installation and street restoration work in this area. PCR wants to ensure that all eligible business owners located within the closure area have an opportunity to apply to the BIF. To that end, two BIF Information Workshops were scheduled in partnership with the Metro Business Solution Center (BSC). Both of these workshops were held at facilities near the Hyde Park area- the first one at the West Angeles CDC and the second one at the US Bank Community Room. The Metro **CLAX** Community Construction team hosts ongoing Community Construction meetings every other month with updates on the entire **CLAX** corridor. The BIF team participates in these meetings. According to the Metro **CLAX** construction team, the **CLAX** project is approaching 97% completion at this reporting period. The **PLE1** corridor outreach activity remains active with street level construction impacts reduced and intermittent. The two tunnel boring machines finished their trek eastward breaking through at Western in late June. They have now been relaunched from La Brea to travel westward to La Cienega which is forecasted to take approximately 8 months. Outreach and canvassing activities continue on **PLE1**. The area west of La Cienega extending to Robertson on Wilshire Blvd. starts the **PLE2** (referred to as La Cienega West in this report) and overlaps construction work with the Metro contractor for **PLE1**. PCR continues outreach to the small businesses located in this area to ensure every eligible business owner has an opportunity to apply to the BIF program for the previous construction impacts with many business owners being eligible for multiple grants. With the continuation of the 15-month street closure of Constellation between Century Park East and Avenue of the Stars in full force, outreach activity in the vicinity of the Century City station is high. The full street closure of Constellation will extend further along Constellation beginning in January of 2020 which will bring direct construction activity to the Century City Mall. Additional BIF Information Workshops during Quarter 1 of 2020 in this area are being planned. Outreach activities have continued in the vicinity of the Wilshire/Rodeo station as construction of the Canon storage yard and cul-de-sac is completed. Decking and piling activities will begin in this area soon at which time outreach activity in this area is expected to increase. Outreach activities were minimal in the **LTRC** due to the steady state of construction activities. Grants continue to be awarded to repeat grantees in this area who are familiar with the process. 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
(July 1, 2019 – September 30, 2019)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	1	3	5	0	0
*Direct Canvassing	6	6	6	0	0
Partnerships/Eat, Shop, Play	0	0	0	0	0
Metro Sponsored Information Workshops	2	0	0	0	0
PCR Sponsored Application Workshops	0	0	0	0	0
Media Photo Op Event	0	0	0	0	0
Total	9	9	11	0	0

*Direct Canvassing Represents Number of Days

**Table 2. Program to Date Outreach Efforts and Communication Activities
(March 1, 2015 – September 30, 2019)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	78	31	29	23	0
Direct Canvassing	103	97	59	17	34
Partnerships/Eat, Shop, Play	8	0	0	2	1
Metro Sponsored Information Workshops	16	13	3	7	2
PCR Sponsored Application Workshops	5	3	0	1	4
Media Photo Op Event	1	0	0	1	0
Total	211	144	91	51	41

Community Meetings/Presentations: During this reporting period, we have participated in **9** 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 **PLE1** and **PLE2** segments during this reporting period. As an added convenience, construction update meetings on the **PLE1** and **PLE2** are offered as webinars at 12 noon on the day of the meetings for those constituents who are unable to attend in person. All three corridors- **CLAX**, **PLE1** and **PLE2** offer their construction update meeting power point presentations by email for interested parties.

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. **CLAX** Business Advisor Andre Hardy also participated in weekly outreach efforts. 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 and Andre Hardy continued with extensive outreach on Crenshaw especially to those business owners located within the Hyde Park street closure area. This targeted effort resulted in reaching more business owners quickly during a high construction impact period with some business owners applying for the first time to the BIF. 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 as heavier construction activities began with the Canon cul-de-sac near the Rodeo station and the hard closure of Constellation near the 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 conducted minimal direct canvassing activities but did visit that corridor periodically 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 plan, website development and financial document preparation as well as assistance with applying to the BIF. Referrals between the BIF program and the BSC continue to be consistent and on-going. 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 supports and participates 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, 2 Metro BIF Information Workshops were held on the **CLAX** corridor in advance of and during the 2 ½ month street closures in the Hyde Park area. 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 Workshop is currently being considered for the fourth quarter of 2019 or first quarter of 2020. Historically, Information Workshops have been limited or not held during the fourth quarter of the year as the holiday season approaches. When Workshops have been held during that period, attendance was low as business owners are busy with holiday customers.

0- Crenshaw/LAX Corridor (in advance of upcoming full street closures of Crenshaw in the Hyde Park area)

0- Purple Line Extension Section 1

1- Purple Line Extension Section 2 (2029 Building or hosted by small business grantee for Constellation 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 0 BIF Application Workshops, however, with heavy construction impacts increasing and continuing on the **CLAX** and **PLE2** corridor, application workshops are being considered as part of the Information Workshops in the next 6 months. For **CLAX**, workshops have been hosted as joint events with the BSC and Eat, Shop, Play. For **PLE2**, workshops are being hosted as joint events with Eat, Shop, Play.

Media Photo Op: No media photo ops occurred during this reporting period. Media Photo Ops were a great way to feature Metro BIF grantees and offer good PR for the BIF program, especially in the early months of the 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. Photos can also be especially helpful when starting up the BIF program on a new rail corridor to raise awareness and interest. Currently, 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. In addition, Metro e-blasts a monthly Business Spotlight which highlights the story of a BIF grantee each month. 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 Lead Business Advisors Brian Lazo **PLE1**, Darrell Smith **PLE2**, and **LTRC** Lead Business Advisor and Assistant BIF Program Manager, Bryan Miyamoto appointments are available at PCR which is located on Wilshire one block west of Vermont. **CLAX** Business Advisor Andre Hardy is also available for appointments at PCR or the BSC.

*See Attachment B for a listing of meetings, events, presentations and workshops from July 1, 2019 – September 30, 2019 (this reporting period).

8.1 Financial Activities

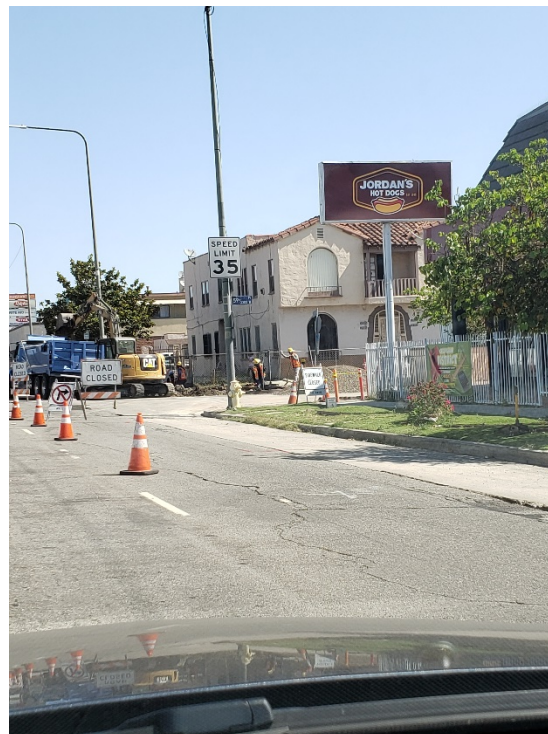
The following is a monthly summary of grant funding by rail project:

*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
2018	168	\$4,317,990.59
January 2019	12	\$295,952.21
February 2019	19	\$399,438.89
March 2019	18	\$489,077.38
April 2019	7	\$126,032.25
May 2019	19	\$565,260.06
June 2019	12	\$367,596.48
July 2019	12	\$306,897.30
August 2019	12	\$270,910.17
September 2019	13	\$424,194.88
Total	594	\$13,947,551.83



Road closure at Crenshaw
Blvd. and 59th Pl.

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

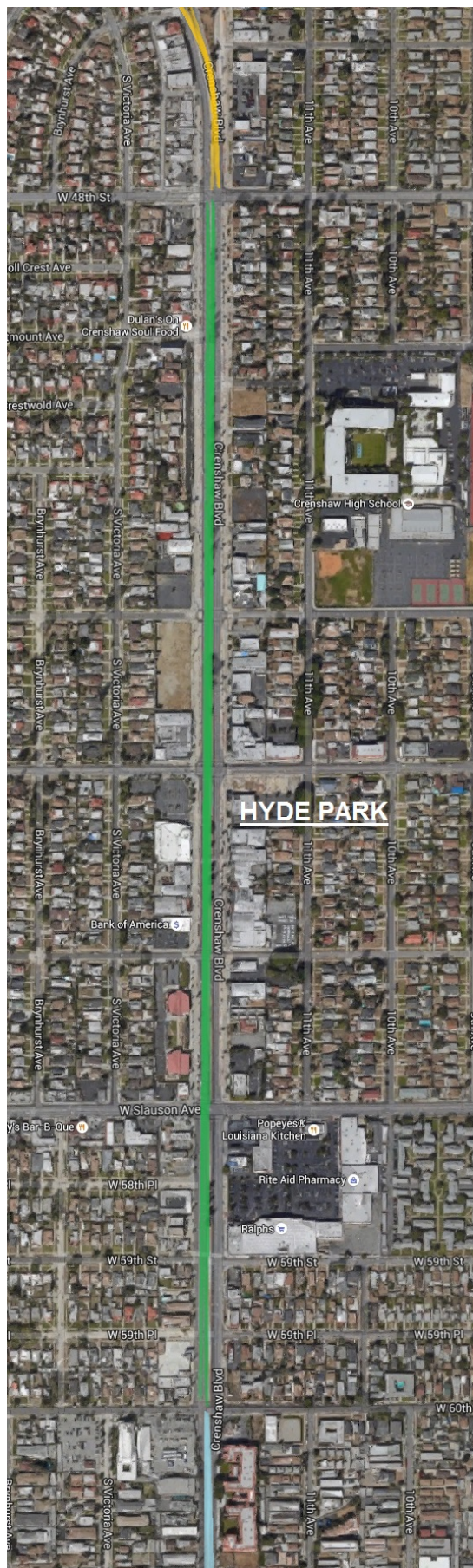
Downtown Inglewood - N. Prairie Avenue to N. Cedar Avenue

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****38****\$884,977.63****CRENSHAW/
EXPOSITION****12****\$138,813.12****CRENSHAW
SQUARE****61****\$1,689,128.57****MARTIN
LUTHER KING,
JR.****237****\$5,399,090.57****BALDWIN
CRENSHAW
MALL****69****\$1,585,821.64****LEIMERT PARK****17****\$193,454.77****LEIMERT PARK
BUSINESSES**



NUMBER
OF
GRANTS

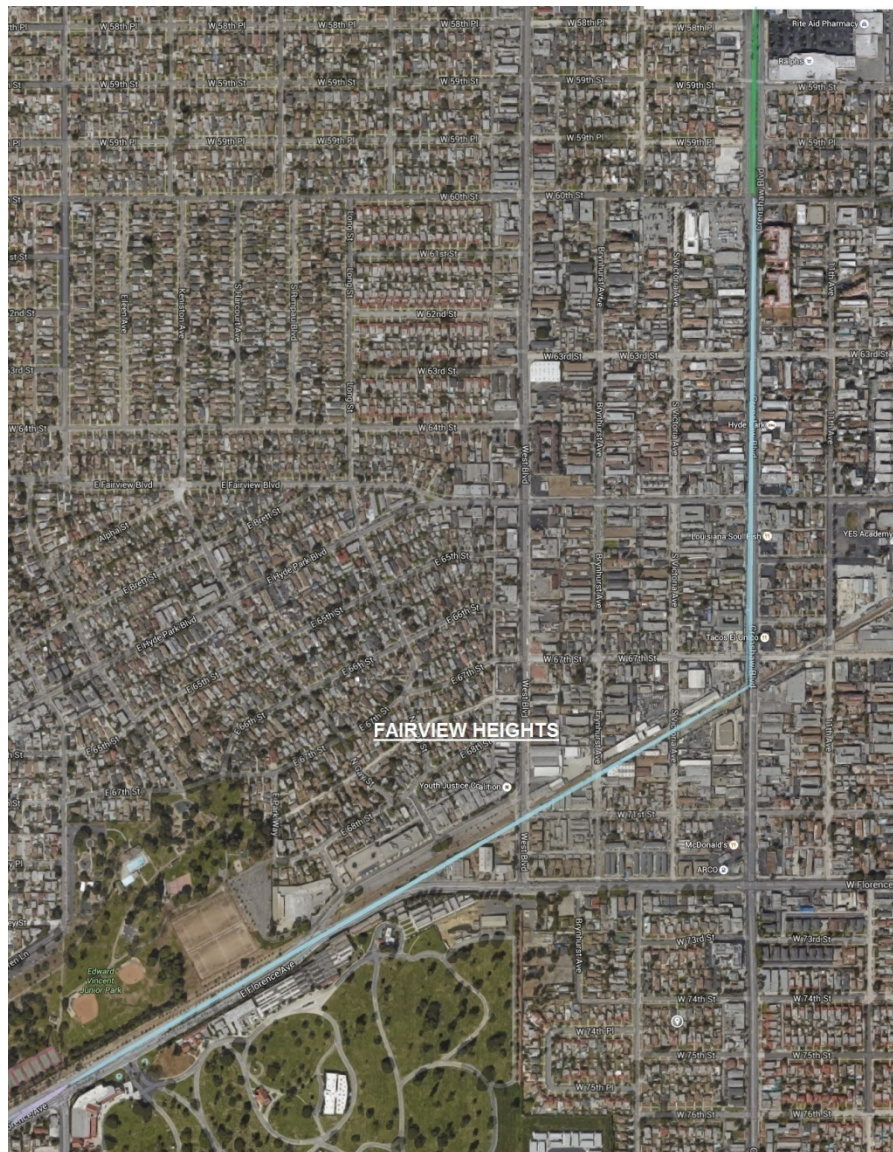
TOTAL GRANT
AMOUNT

SECTION

129

\$2,997,341.38

HYDE PARK



**NUMBER
OF
GRANTS**

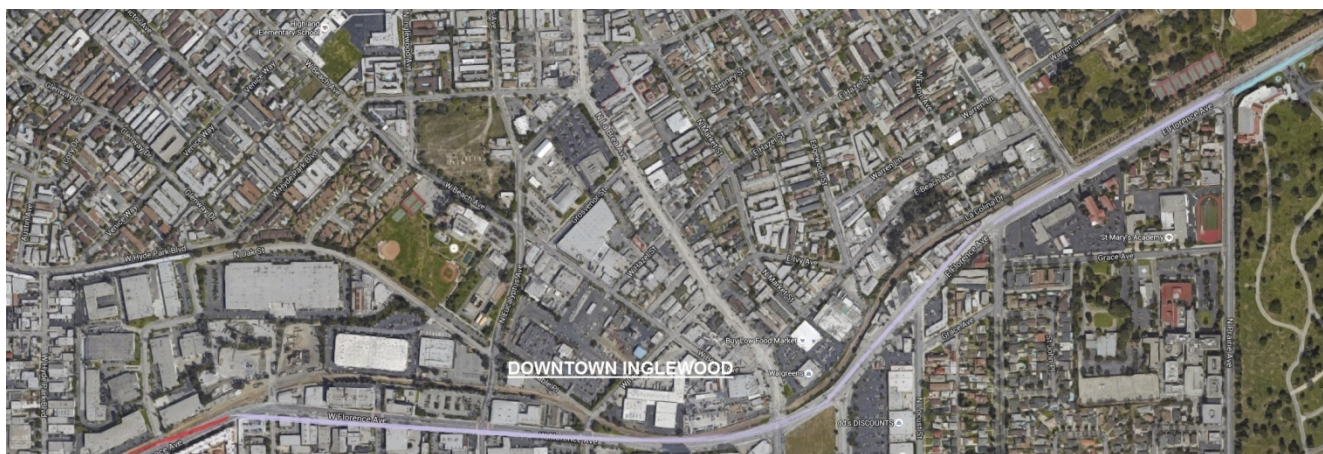
**TOTAL GRANT
AMOUNT**

SECTION

15

\$531,755.73

**FAIRVIEW
HEIGHTS**



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

*No Grants Approved as of September 30, 2019



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

16

\$527,168.42

**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
2018	7	\$187,730.16
January 2019	0	\$0.00
February 2019	0	\$0.00
March 2019	0	\$0.00
April 2019	0	\$0.00
May 2019	1	\$50,000.00
June 2019	1	\$50,000.00
July 2019	0	\$0.00
August 2019	0	\$0.00
September 2019	0	\$0.00
Total	95	\$1,996,164.16

Little Tokyo Area of the Regional Connector

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

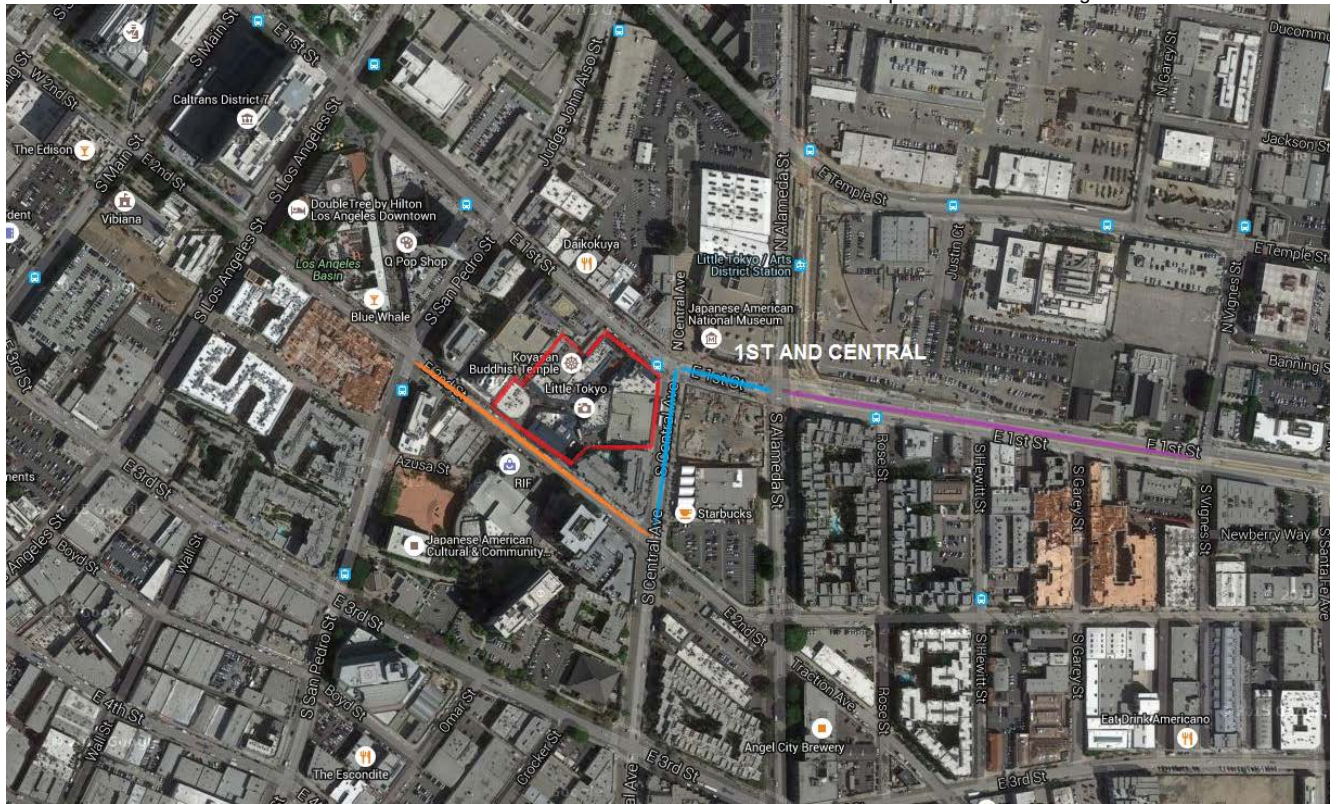
East of Alameda (1st Street)

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

27

\$600,710.84

**EAST OF
ALAMEDA**

11

\$353,706.98

**1ST AND
CENTRAL**

20

\$295,975.37

2ND STREET

37

\$745,770.97

**JAPANESE
VILLAGE PLAZA**

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

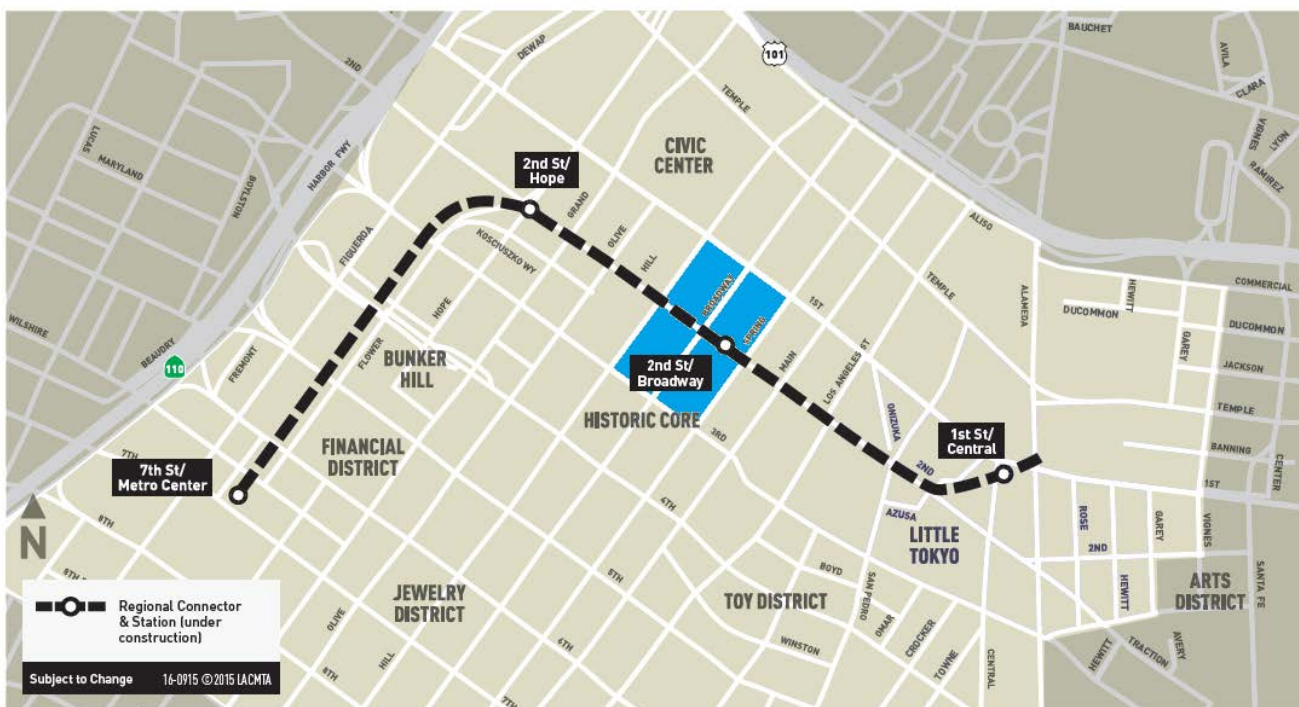
2nd and Broadway Regional Connector		
	Grants	Amount
2015	0	\$0.00
2016	17	\$444,681.98
2017	19	\$505,482.05
Total	36	\$950,164.03

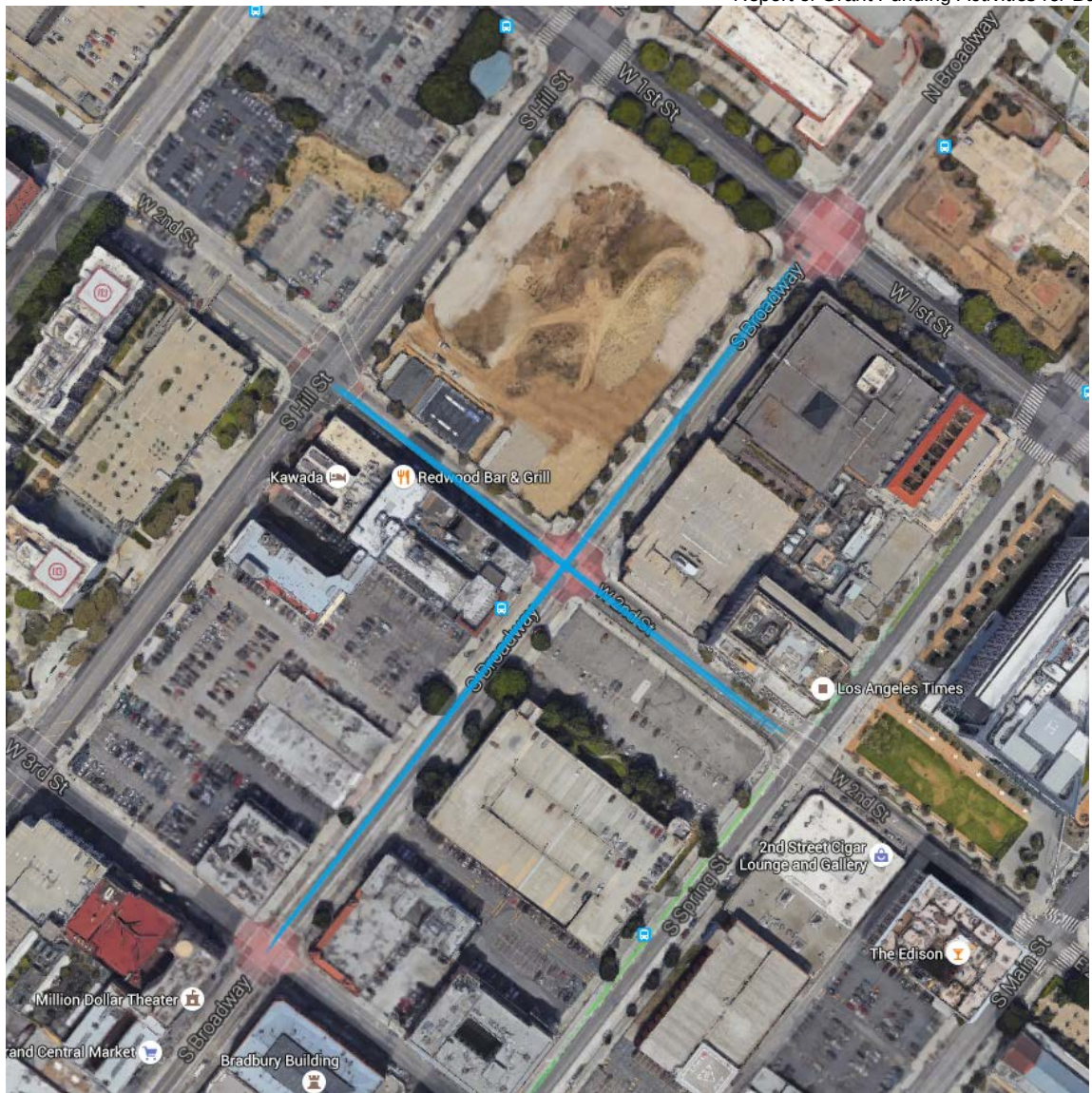
Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

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 1		
	Grants	Amount
2015	3	\$67,220.10
2016	63	\$1,236,423.81
2017	73	\$2,080,116.23
2018	42	\$1,220,905.19
January 2019	3	\$57,896.52
February 2019	3	\$72,276.94
March 2019	2	\$100,000.00
April 2019	2	\$60,284.19
May 2019	4	\$139,712.11
June 2019	3	\$107,825.00
July 2019	3	\$49,948.80
August 2019	1	\$50,000.00
September 2019	3	\$86,782.43
Total	205	\$5,329,391.32

Purple Line Extension Section 1

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

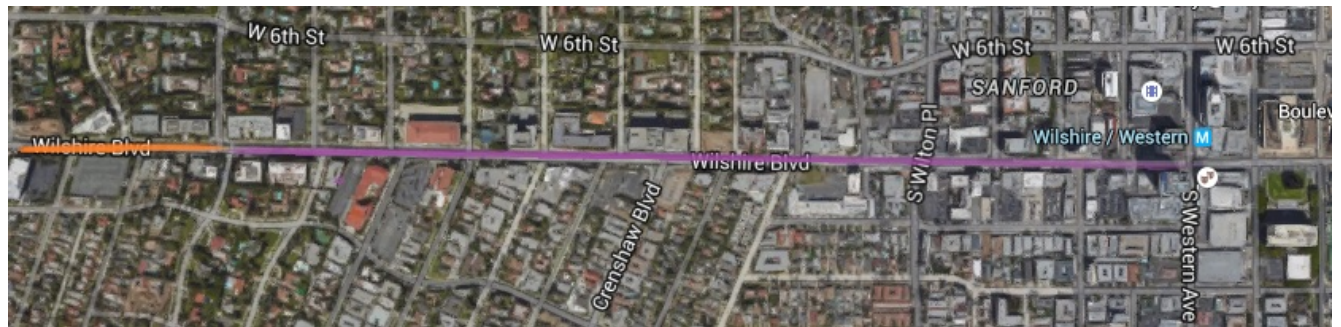
Wilshire/Western – Western to Rossmore

Wilshire/La Brea – Rossmore to Hauser

Wilshire/Fairfax – Hauser to Crescent Heights

Wilshire/La Cienega – Crescent Heights to La Cienega





**NUMBER
OF
GRANTS**

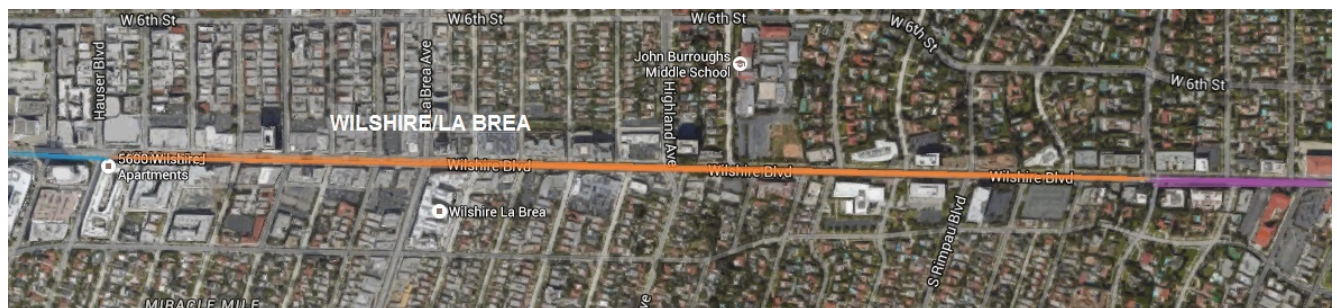
**TOTAL GRANT
AMOUNT**

SECTION

27

\$826,668.58

**WILSHIRE/
WESTERN**



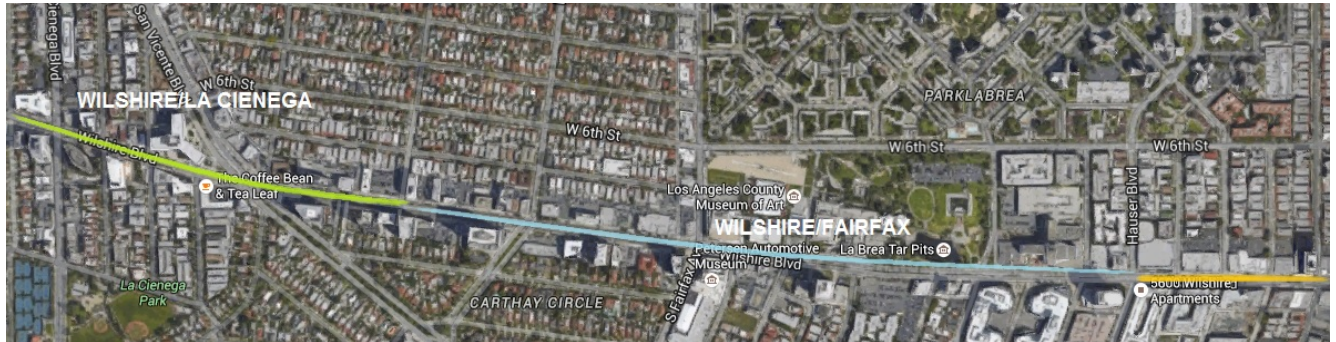
**TOTAL GRANT
AMOUNT**

SECTION

119

\$2,743,668.63

**WILSHIRE/
LA BREA**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

22

\$788,964.22

**WILSHIRE/
FAIRFAX**

37

\$970,089.89

**WILSHIRE/
LA CIENEGA**

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

Purple Line Extension Section 2		
	Grants	Amount
2015	0	\$0.00
2016	0	\$0.00
2017	1	\$50,000.00
2018	28	\$730,320.11
January 2019	4	\$131,785.80
February 2019	5	\$181,149.13
March 2019	2	\$31,831.15
April 2019	2	\$44,653.13
May 2019	5	\$161,174.27
June 2019	3	\$62,681.69
July 2019	4	\$101,358.06
August 2019	3	\$108,170.71
September 2019	3	\$137,807.89
Total	60	\$1,740,931.94

Purple Line Extension Section 2

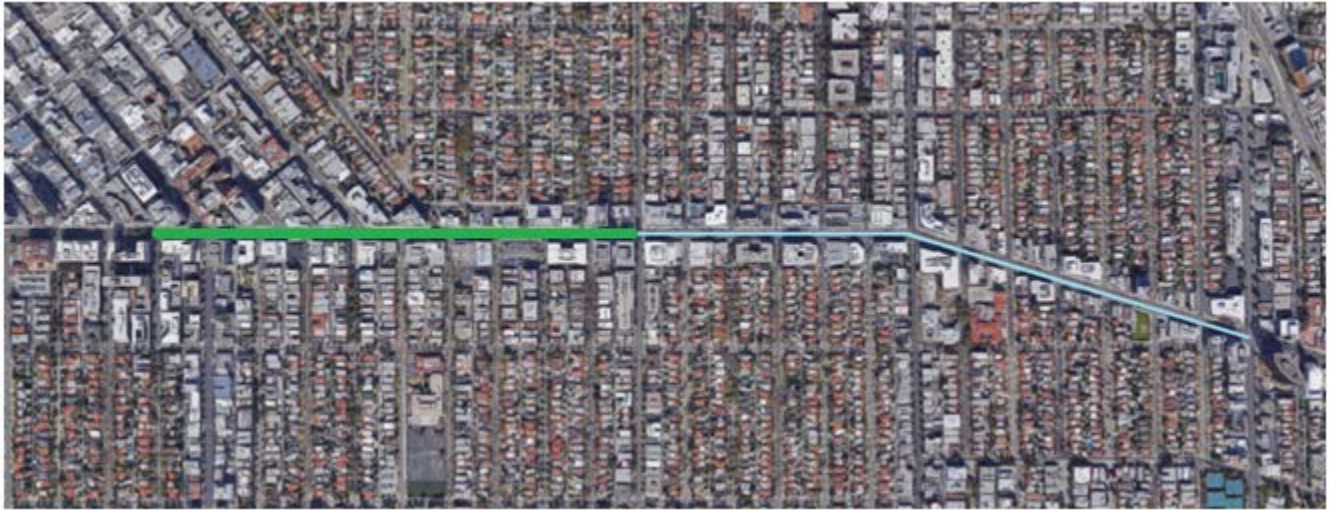
Metro Business Interruption Fund uses the following sections as impact areas:

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

52

\$1,540,722.80

**LA CIENEGA
WEST**

0

\$0.00

**WILSHIRE/
RODEO**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

CENTURY CITY MALL

8

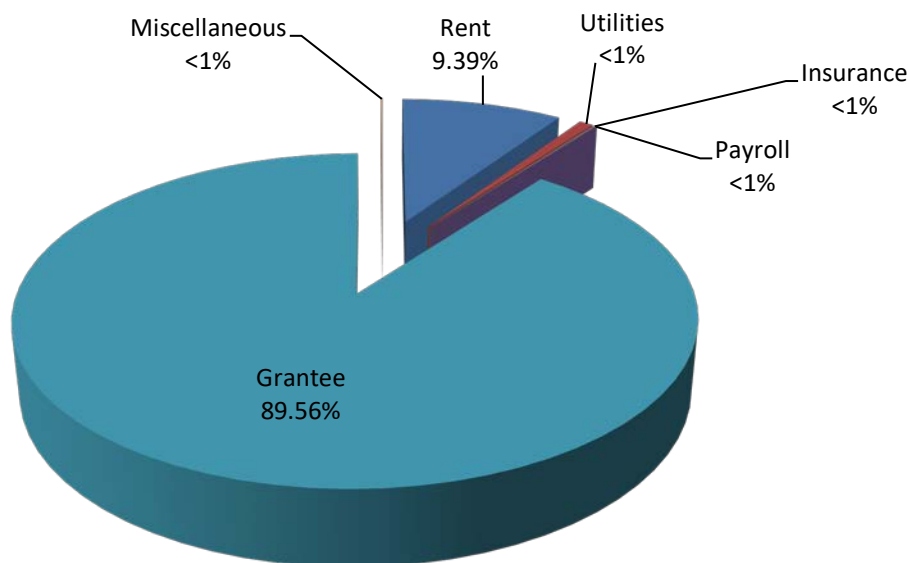
\$200,209.14

**CENTURY CITY/
CONSTELLATION**

9.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



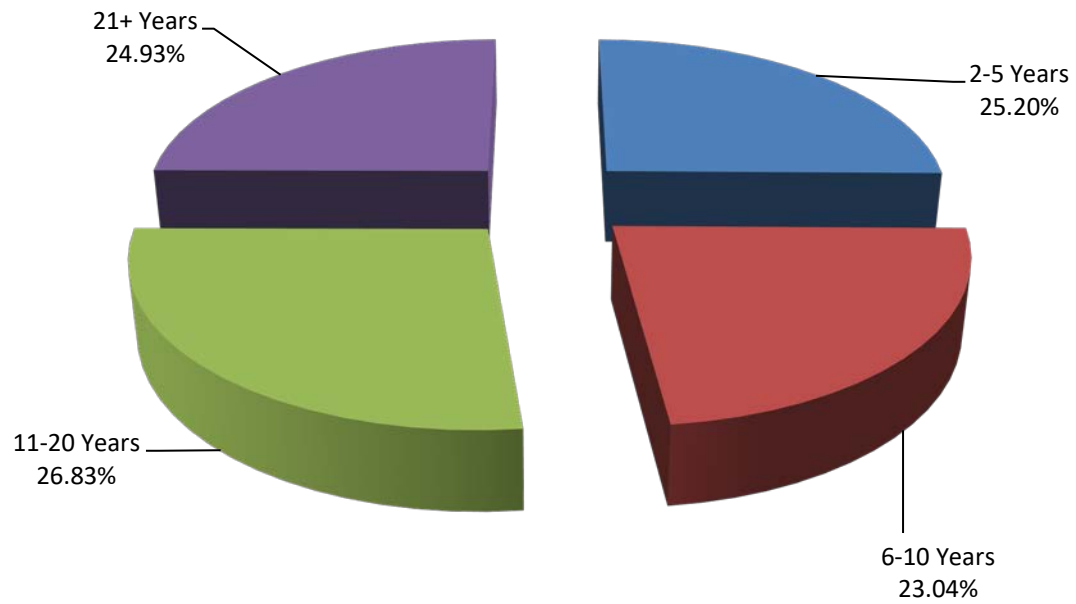
Grant Disbursement by Type	
Rent	\$ 2,249,424.43
Utilities	\$ 197,588.04
Insurance	\$ 9,695.60
Payroll	\$ 24,940.76
Grantee	\$ 21,462,850.42
Miscellaneous	\$ 19,704.03
Total	\$ 23,964,203.28

* 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

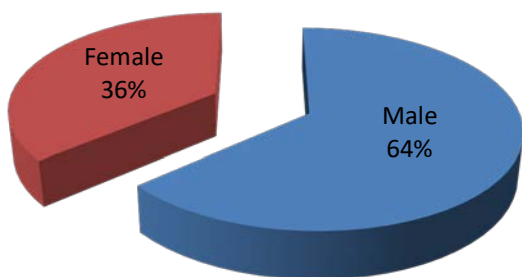
* Miscellaneous includes payments for the following business related expenses:

- Business Tax Certificate
- License Fees

Figure 2: Grant Disbursement by Years in Business

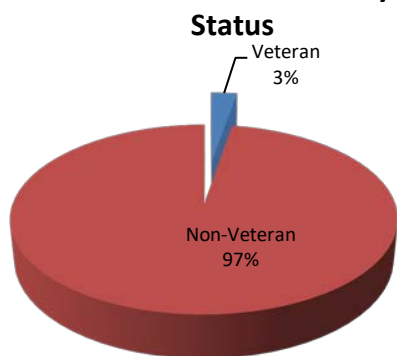
Business Age by Years	
2-5 Years	93
6-10 Years	85
11-20 Years	99
21+ Years	93

Figure 3: Grant Disbursement by Gender



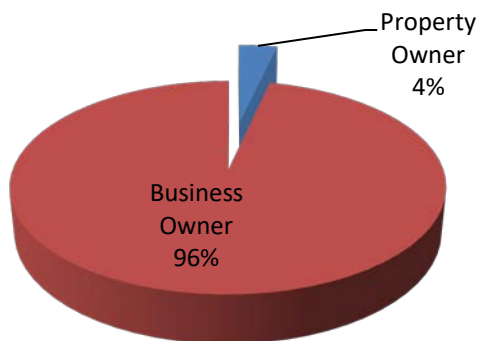
Grant Award by Gender	
Male	632
Female	358

Figure 4: Grant Disbursement by Veteran Status

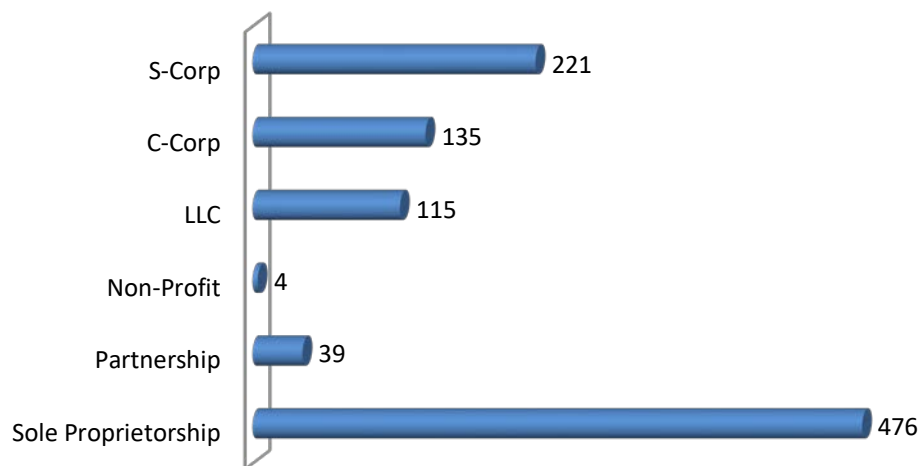


Grant Award by Veteran Status	
Veteran	27
Non-Veteran	963

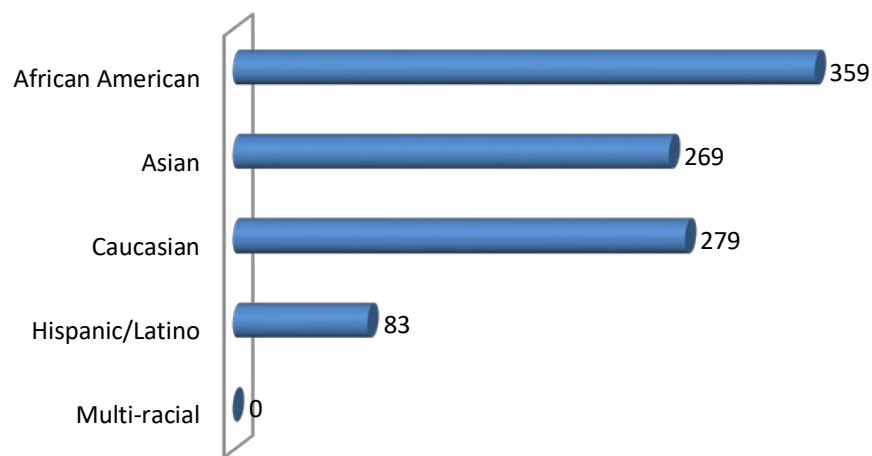
Figure 5: Property Owner vs. Business Owner



Property Owner vs. Business Owner	
Property Owner	35
Business Owner	955

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	221
C-Corp	135
LLC	115
Non-Profit	4
Partnership	39
Sole Proprietorship	476

Figure 7: Grant Disbursement by Ethnicity

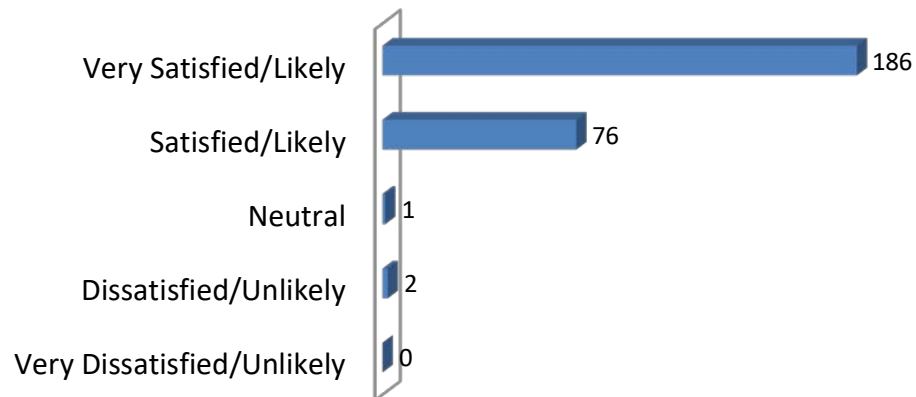
Grant Disbursement by Ethnicity	
African American	359
Asian	269
Caucasian	279
Hispanic/Latino	83
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

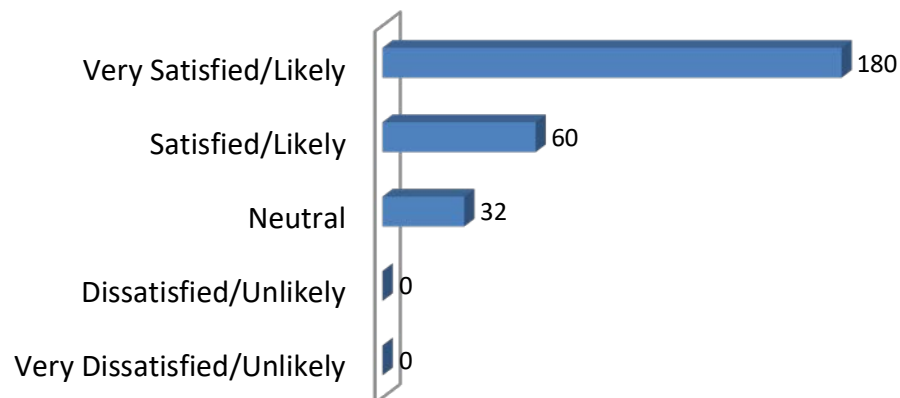
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

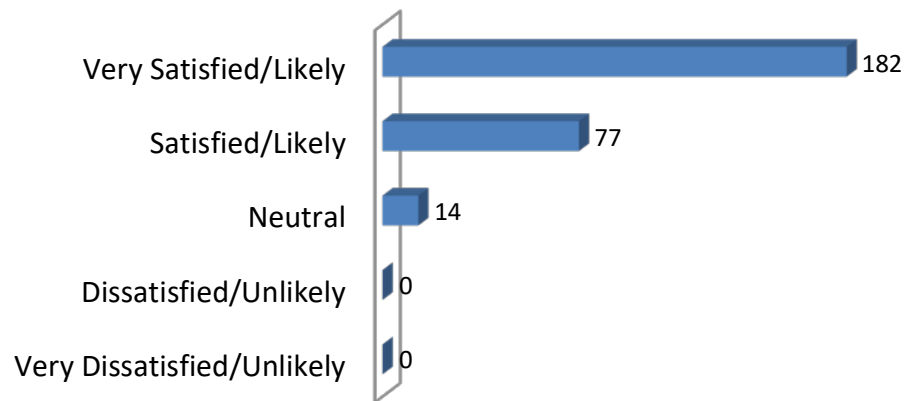
Question 1: How would you rate your overall satisfaction with us?



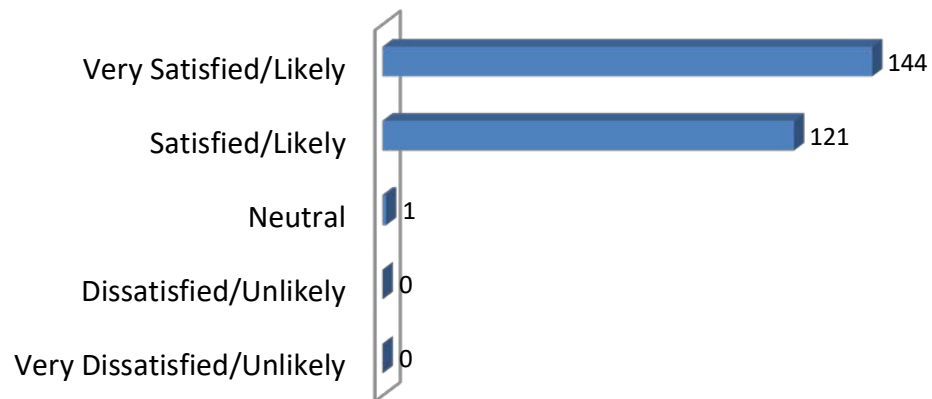
Question 2a: Please rate us on the following experiences: Customer Service

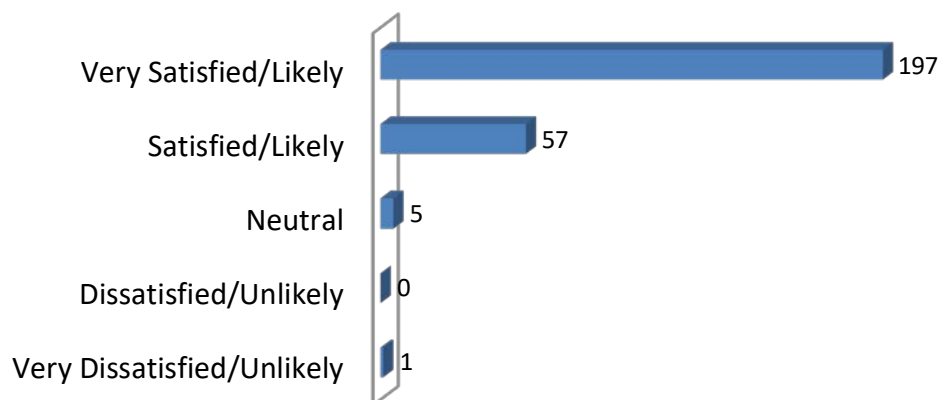
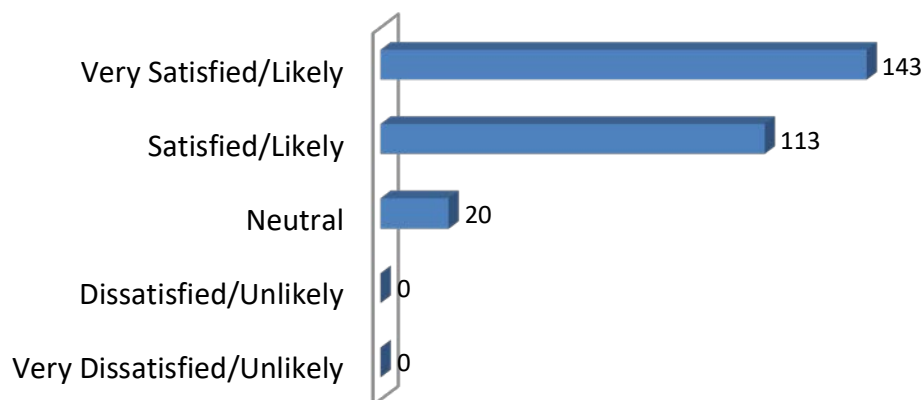


Question 2b: Please rate us on the following experiences: Professionalism



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

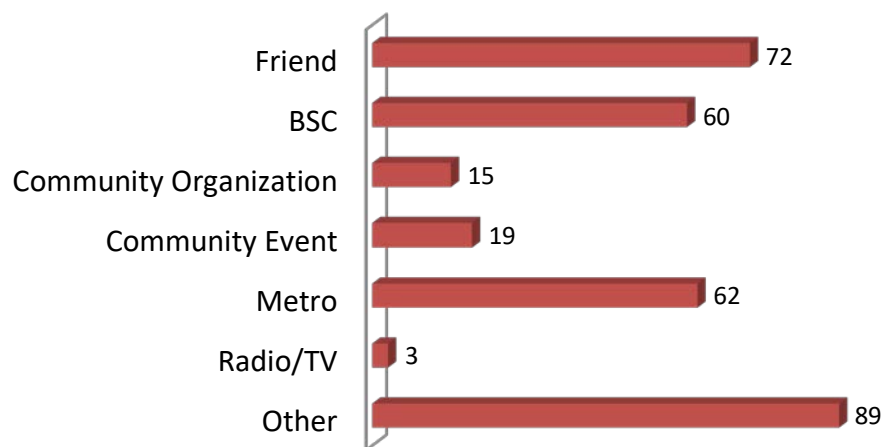
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*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 (59)
- Landlord (14)
- 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?

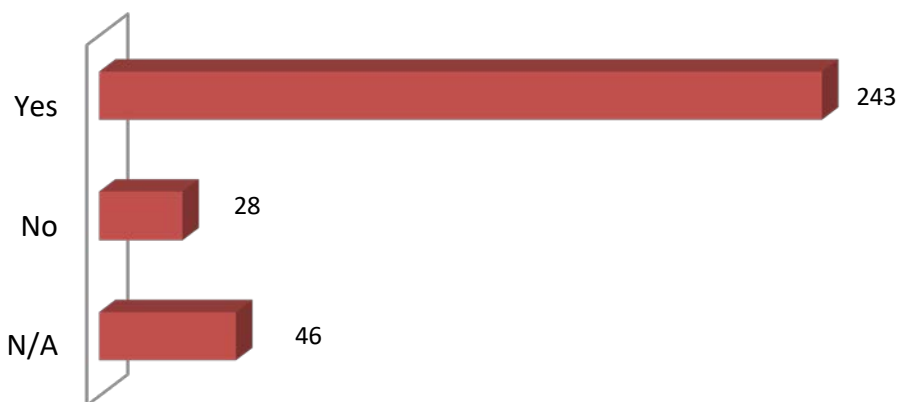


Question 6: Are you satisfied with the assistance you received?

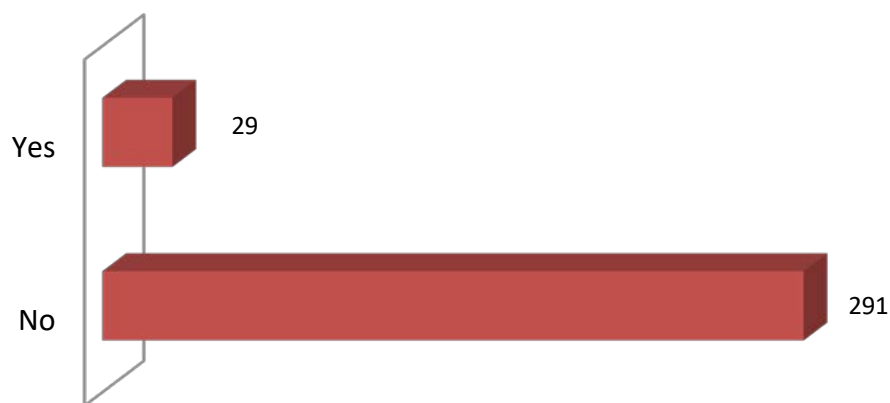


Question 7: Are you getting the assistance you need at this time?



Question 8: Did you receive specific recommendations and/or referral services?

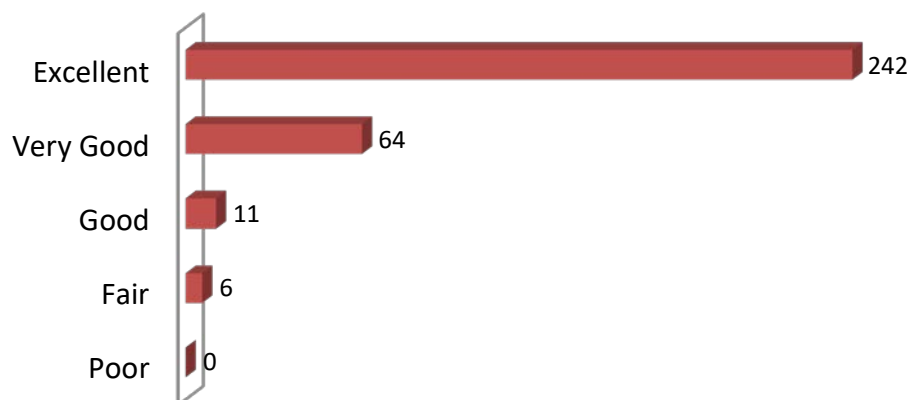
*In this instance, the “No and N/A” category was indicative of applicants who did not need recommendations or referral services.

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?

No comments were made during this period.

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. Is the Business Interruption Fund (BIF) the only program offered by Metro to financially assist business owners that are impacted by construction disruption?**

Yes, small “mom and pop” businesses that meet eligibility criteria are eligible to receive financial assistance. However, if a business has received Loss of Goodwill compensation from Metro’s Real Estate Department, the business is not eligible to participate in the BIF.

b. Is a business eligible for the BIF if it is one of several entities under a parent corporate structure?

It depends. If the applicant business is its own entity (such as an LLC, S or C Corporation) and files its tax return as a separate corporation, the business would be eligible to apply for the BIF as long as eligibility criteria is met, including having 25 or fewer full-time employees at its location. But if the applicant business is one of several locations that files its tax return under the parent company’s corporate structure or is otherwise not a separate entity, then the threshold of eligibility would be the number of total full-time employees for the entire parent company. If there are more than 25 full-time employees, the applicant would not be eligible as the number of employees would exceed the total number allowed under the BIF Program Guidelines. If the total number of full-time employees is 25 or fewer, then the applicant business would be eligible despite the corporate structure.

12.1 Observations (as of this reporting period)

The following are observations in the execution of the BIF Program:

- a. The Crenshaw/LAX (CLAX) rail corridor continues with construction activities for final station and track work, completion of curb and gutters, ADA ramps, street lighting, traffic signals, sidewalks and landscaping improvements. The full intersection and street closures in the Hyde Park area, which is located between 60th street and 67th street, began August 12th and are on-going through mid-October. The closures are necessary to facilitate restoration construction activities including removal of concrete panels, underground utility improvements, backfill and roadway paving. The work is being done in three phases moving from north to south and starting at 60th street. The closure for all three phases of construction is the same- Traffic is detoured at Slauson for the northern end and Florence for the southern end to Western on the eastern end. Two BIF workshop events were held at the West Angeles CDC and the US Bank Community Room during this period to outreach specifically to impacted businesses in the closure area.
- b. Purple Line Extension Section 1 (PLE1) continues with intermittent construction impacts from the Wilshire/Western station through the Wilshire/La Cienega station. The tunnel boring machines were transported back to La Brea and dropped to begin their trek west to La Cienega which is projected to take 8 months for break through. Station excavation and hauling continues at the Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega stations.
- c. Purple Line Extension Section 2 (PLE2) continues with major construction impacts. The 15- month closure of Constellation between Avenue of the Stars and Century Park East (Century City station) is ongoing. The work area within that closure will expand further down Constellation at the beginning of 2020 with direct impacts to the Century City Shopping Mall. PCR is planning a BIF Workshop in conjunction with Metro Eat, Shop, Play for small business owners in this area during this construction impact either before or after the end of the year holiday period. Significant construction impacts and detours are ongoing in the creation of a cul-de-sac at Canon and Wilshire near the Canon staging yard and Rodeo/Wilshire station. Additional construction impacts will occur in the next few months as piling and decking activities are set to begin. The City Council of Beverly Hills approved a holiday moratorium which prevents Metro from conducting construction work between Thanksgiving 2019 and New Years Day 2020.
- d. Construction activity on Purple Line Extension Section 3 (PLE3) continues with advanced utility relocation (AUR) work which will last throughout the end of 2019. Starting in 2020, tunneling and station construction activities will begin. PCR attends the quarterly Community Construction Update Meetings for PLE3. The two stations included in PLE3 are Westwood/UCLA, projected to be Metro's busiest station on the Purple Line, and Westwood/VA Hospital.
- e. The Little Tokyo area of the Regional Connector (LTRC) 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 east of Alameda continue to be impacted by this activity.

13.1 Quarterly Testimonial

- **Business Name:** *Lashes by Shigeru*
 - **Address:** *8383 Wilshire Blvd. Suite 50 Studio 76*
 - **Phone Number:** *(424) 333-1661 (Office & Cell)*
 - **Date of Creation:** *2014*
 - **Business Designation:** *LLC*
 - **Website Address:** *www.lashesbyshigeru.com*
 - **Main Areas of Activity:** *Eyelash Extensions*
 - **Unique Qualities:** *Offers high end line of eyelashes using Japanese Air Lash technique*
 - **Metro Rail Corridor:** *Purple Line Extension Section 1*
-

Business Narrative



Lashes by Shigeru is owned by Martin Hanai and Shigeru Hanai. The business offers eyelash extensions and a line of hypoallergenic eyelash extensions products for sale and is located in the heart of Beverly Hills at 8383 Wilshire Blvd., (on Wilshire Blvd. and Gayle) along the Wilshire Purple Line Extension Section 1 Metro corridor. The business is managed full time by Martin Hanai and Shigeru Hanai. They have no employees at this time but employ 5 independent contractors who provide eyelash services to clients. Lashes by Shigeru has been operating at this location for the past 4 years.

Shigeru Hanai got into the eyelash extension business through his work as a celebrity hair stylist in Tokyo, Japan and New York City. His goal was to make the eyelash extensions service a spa- like experience. He started by developing his own unique technique for eyelash extensions and a line of hypoallergenic eyelash extensions products for Lashes by Shigeru.

Shigeru has created a calming and relaxed atmosphere at his place of business. The shop is comprised of one floor about 500 square feet. There are 2 chairs for clients to sit in with soft music through speakers and art decorated on the walls. Business hours for Lashes by Shigeru are Monday through Sunday 9:00 am to 7:00 pm by appointment only.

Prior to Lashes by Shigeru, Martin Hanai was the owner of a business-consulting firm in New York City. Martin and his team developed solutions for struggling business owners to turn their businesses around without laying off any employees. After being in business for 13 years, Martin sold his New York consulting firm 7 years ago and moved to Los Angeles where he began his partnership with Shigeru.

According to Martin, Lashes by Shigeru suffered a decrease in clients and business revenue due to Metro's construction activities including street closures, fencing of the building and detours. Shigeru and Martin are optimistic about their business success once construction is complete. They feel that their location on Wilshire Blvd. at the intersection of San Vicente Blvd. and their loyal customer base will allow their business to significantly improve in the future.

ATTACHMENT A

QUARTERLY/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
937	I Love Lulu	Tallulah Marcelin	7/10/2019	7/15/2019	5	
938	Yogurtland	Peter Kim	7/10/2019	7/13/2019	3	
939	Piknic Century City	Tomer Kave	7/10/2019	7/12/2019	2	
940	N.K. Beverly Hills Corp.	Mohammad Nasri	7/10/2019	7/12/2019	2	
941	Live Scan and More	Bared Costanian	7/10/2019	7/14/2019	4	
942	Rajo African Product Market	Abdul Kalejaiye	7/10/2019	7/12/2019	2	
943	Café Creole	Eric Lanueville	7/18/2019	7/24/2019	6	
944	Pita Kitchen	Ziad Janah	7/18/2019	7/21/2019	3	
945	Love's Furniture	Chong-Yong Yun	7/18/2019	7/20/2019	2	
946	Natural Trends	Jzahunn Echols	7/18/2019	7/23/2019	5	
947	The N Spot Beauty and Barbershop	Nakia Burks	7/18/2019	7/20/2019	2	
948	Jordan's Hot Dogs	Cary Jordan	7/18/2019	7/20/2019	2	
949	Salon H by Sally Styles	Sally Henley	7/25/2019	7/28/2019	3	
950	Jeremy Collins - Hair Architects	Jeremy Collins	7/25/2019	7/29/2019	4	
951	Parisian Wigs	Cynthia Park	7/25/2019	7/27/2019	2	
952	Highly Favored Hair Studio	Barrington Edwards	7/25/2019	7/30/2019	5	
953	New Crenshaw Transmission & Auto Service	Yang Hwang	7/25/2019	7/28/2019	3	
954	Don Binns Electrician	Don Binns	7/25/2019	7/28/2019	3	
955	Century City Shoe Repair	Zhirayr Papazyan	7/25/2019	7/27/2019	2	
956	Via Italia	Nooh Alqudah	8/15/2019	8/20/2019	5	
957	Shades Galore	Imran Kher	8/15/2019	8/18/2019	3	
958	Lili Wigs	Jerry Song	8/15/2019	8/17/2019	2	
959	Reflections Hair Studio	Corey Hartley	8/15/2019	8/17/2019	2	
960	LAX Shopping, LLC	Daniel Khakshouri	8/15/2019	8/18/2019	3	
961	TBM Revocable Trust	Toni Barnett	8/15/2019	8/19/2019	4	
962	Dog Lovers	Rosemary Williams	8/15/2019	8/20/2019	5	
963	David Halleuga MD	David Hallegua	8/15/2019	8/17/2019	2	
964	Samuel R. Tarica, DDS and Mark E. Tarica, DDS a Partnership	Samuel Tarica	8/15/2019	8/17/2019	2	
965	The Shop Hair Lounge	Tiffany Prophette	8/22/2019	8/28/2019	6	
966	Floral Palace Landscape Design	Karen Bragg	8/22/2019	8/24/2019	2	
967	Lashes by Shigeru	Martin Hanai	8/29/2019	9/1/2019	3	
968	Z's Cleaners	Jung (Jane) Chung	8/29/2019	9/2/2019	4	
969	Know Split Endz	Tasha Rogers	8/29/2019	9/2/2019	4	
970	Game Force	AJ Singh	8/29/2019	9/3/2019	5	
971	Gary Blankstein, DDS	Dr. Gary Blankstein	8/29/2019	8/31/2019	2	

Attachment A: Application to Grant Turnaround Analysis

972	Holly Jones, Inc.	Holly Jones	9/12/2019	9/14/2019	2	
973	Printing and More	Shahnaz Davoody	9/12/2019	9/16/2019	4	
974	Candace Cohen - Hair Stylist	Candace Cohen	9/12/2019	9/15/2019	3	
975	Waba Grill	Sun Kil Kim	9/12/2019	9/17/2019	5	
976	Traps Clothing	Ahn Ji Pack	9/12/2019	9/14/2019	2	
977	Hair Architects	Ronald Graves	9/12/2019	9/14/2019	2	
978	Beverly Hills Acupuncture Center	Shirin Asgarian	9/12/2019	9/16/2019	4	
979	Specialty Trusted Advisors Review, Inc.	Fardad Forouzanpour	9/12/2019	9/14/2019	2	
980	GNC	Sonia Robinson	9/18/2019	9/21/2019	3	
981	KarLee Young - Property Owner	KarLee Young	9/18/2019	9/21/2019	3	
982	Stone Market	Raphael Thorpe	9/18/2019	9/23/2019	5	
983	Glamour 'Us	Samir Kher	9/18/2019	9/20/2019	2	
984	James J. Elist, MD A Medical Corporation	James Elist	9/18/2019	9/21/2019	3	
985	The Roof on Wilshire	Payam Pedram	9/26/2019	10/1/2019	5	
986	John Nibo - Property Owner	John Nibo	9/26/2019	9/28/2019	2	
987	Kid's Club	Shafiqur Rahman	9/26/2019	9/28/2019	2	
988	Metro PCS	Hyun Lee	9/26/2019	9/29/2019	3	
989	Ivie League Preschool and School	Mercedes Hornsby	9/26/2019	9/29/2019	3	
990	Ultimate Jewelz	Akber Mohammed	9/26/2019	9/28/2019	2	

Current Quarter Average Submission Time (in business days)	3.17
Current Quarter Applications Processed Within 9 Business Days:	54

Cumulative Average Submission Time (in business days)	4.73
Cumulative Applications Processed Within 9 Business Days:	969

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., July, 12, 2019	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., July, 26, 2019	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
CLAX BIF Workshop/BSC Resource	Thu., August, 08, 2019	6:00 p.m. - 7:30 p.m	West Angeles Community Development Corp.	Angela/Charles	Crenshaw/LAX
BIF Canvassing	Fri., August, 09, 2019	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., August, 23, 2019	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., September, 06, 2019	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
CLAX BIF Workshop/BSC Resource	Tue., September, 17, 2019	6:00 p.m. - 7:30 p.m	US Bank Community Room	Angela/Charles/Devo	Crenshaw/LAX
BIF Canvassing	Fri., September, 20, 2019	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
CLAX Construction Update	Thu., September, 26, 2019	6:00 p.m. - 7:30 p.m	Inglewood City Hall - 1 Manchester Blvd., Inglewood, CA 90301	Angela/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., July, 10, 2019	6:30p.m. - 7:30p.m.	Beverly Hills City Hall	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., July, 12, 2019	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Thu., July, 18, 2019	6:30p.m. - 7:30p.m.	SAG AFTRA	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., July, 26, 2019	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., August, 09, 2019	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., August, 23, 2019	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., September, 04, 2019	6:30p.m. - 7:30p.m.	Beverly Hills City Hall	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., September, 06, 2019	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., September, 20, 2019	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., July, 10, 2019	7:30p.m. - 8:30p.m.	Beverly Hills City Hall	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., July, 12, 2019	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., July, 26, 2019	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
Century City Building Managers Meeting	Tue., July, 30, 2019	9:00 a.m. - 10:00 a.m.	Century City	Angela	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., August, 07, 2019	7:00 p.m. - 8:00 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., August, 09, 2019	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Thu., August, 15, 2019	6:00 p.m. - 8:00 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., August, 23, 2019	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., September, 04, 2019	7:30p.m. - 8:30p.m.	Beverly Hills City Hall	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., September, 06, 2019	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., September, 20, 2019	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2

ATTACHMENT C

QUARTERLY
GRANT AWARD MATRIX

Attachment C: BIF Grant Matrix from July 1, 2019 to September 30, 2019

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
I Love Lulu	Tallulah Marcelin	733 South La Brea Los Angeles, CA 90036	4	5	Service	7/10/2019	7/18/2019	PLE
Yogurtland	Peter Kim	3939-C Crenshaw Blvd., Los Angeles, CA 90008	8	3	Service	7/10/2019	7/18/2019	CLAX
Piknic Century City	Tomer Kave	2000 Avenue of the Stars, Los Angeles, CA 90067	5	12	Service	7/10/2019	7/18/2019	PLE2
N.K. Beverly Hills Corp.	Mohammad Nasri	8500 Wilshire Blvd., Suite 820, Beverly Hills, CA 90211	City of Beverly Hills	26	Commercial Property Owner	7/10/2019	7/18/2019	PLE2
Live Scan and More	Bared Costanian	8685 Wilshire Blvd., Suite 13, Beverly Hills, CA 90211	City of Beverly Hills	7	Service	7/10/2019	7/18/2019	PLE2
Rajo African Product Market	Abdul Kalejaiye	5356 Crenshaw Blvd., Los Angeles, CA 90043	8	12	Retail	7/10/2019	7/18/2019	CLAX
Café Creole	Eric Lanueville	3650 Martin Luther King Blvd., #144 Los Angeles, CA 90008	8	2	Retail	7/18/2019	7/25/2019	CLAX
Pita Kitchen	Ziad Janah	6256 Wilshire Blvd., Los Angeles, CA 90048	5	4	Service	7/18/2019	7/25/2019	PLE
Love's Furniture	Chong-Yong Yun	4082 S. Crenshaw Blvd. Los Angeles, CA 90008	10	17	Retail	7/18/2019	7/25/2019	CLAX
Natural Trends	Jzahunn Echols	4306 Crenshaw Blvd., Los Angeles, CA 90008	10	19	Service	7/18/2019	7/25/2019	CLAX
The N Spot Beauty and Barbershop	Nakia Burks	4643 Crenshaw Blvd., Los Angeles, CA 90043	8	19	Service	7/18/2019	7/25/2019	CLAX
Jordan's Hot Dogs	Cary Jordan	5960 Crenshaw Blvd., Los Angeles, CA 90043	8	52	Service	7/18/2019	7/25/2019	CLAX
Salon H by Sally Styles	Sally Henley	8383 Wilshire Blvd., Suite #50-9, Beverly Hills, CA 90211	City of Beverly Hills	2	Service	7/25/2019	8/2/2019	PLE
Jeremy Collins - Hair Architects	Jeremy Collins	3650 W. Martin Luther King Blvd., Unit 241, Los Angeles, CA 90008	8	17	Service	7/25/2019	8/2/2019	CLAX
Parisian Wigs	Cynthia Park	4102 S. Crenshaw Boulevard Los Angeles, CA 90008	10	47	Retail	7/25/2019	8/2/2019	CLAX
Highly Favored Hair Studio	Barrington Edwards	4425 Crenshaw Blvd., Los Angeles, CA 90043	8	2	Service	7/25/2019	8/2/2019	CLAX
New Crenshaw Transmission & Auto Service	Yang Hwang	5124 Crenshaw Blvd., Los Angeles	8	13	Service	7/25/2019	8/2/2019	CLAX
Don Binns Electrician	Don Binns	5443 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Service	7/25/2019	8/2/2019	CLAX

Attachment C: BIF Grant Matrix from July 1, 2019 to September 30, 2019

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Century City Shoe Repair	Zhirayr Papazyan	2029 Century Park East B Level, Century City, CA 90067	5	30	Service	7/25/2019	8/2/2019	PLE2
Via Italia	Nooh Alqudah	3650 W. Martin Luther King Jr. Blvd. #164, Los Angeles, CA 90008	8	3	Retail	8/15/2019	8/22/2019	CLAX
Shades Galore	Imran Kher	3650 W. Martin Luther King Jr. Blvd. LR-11, Los Angeles, CA 90008	8	2	Retail	8/15/2019	8/22/2019	CLAX
Lili Wigs	Jerry Song	4072 Crenshaw Boulevard Los Angeles, CA 90008	10	43	Retail	8/15/2019	8/22/2019	CLAX
Reflections Hair Studio	Corey Hartley	4637 Crenshaw Blvd., Los Angeles, CA 90043	8	22	Service	8/15/2019	8/22/2019	CLAX
LAX Shopping, LLC	Daniel Khakshouri	5529-5593 West Manchester Ave., Los Angeles, CA 90045	11	22	Commercial Property Owner	8/15/2019	8/22/2019	CLAX
TBM Revocable Trust	Toni Barnett	5605 - 4643 Crenshaw Blvd., Los Angeles, CA 90043	8	20	Commercial Property Owner	8/15/2019	8/22/2019	CLAX
Dog Lovers	Rosemary Williams	5702 Crenshaw Blvd., Los Angeles, CA 90043	8	37	Service	8/15/2019	8/22/2019	CLAX
David Halleuga MD	David Hallegua	8641 Wilshire Blvd., #301, Beverly Hills, CA 90211	City of Beverly Hills	18	Professional	8/15/2019	8/22/2019	PLE2
Samuel R. Tarica, DDS and Mark E. Tarica, DDS a Partnership	Samuel Tarica	8500 Wilshire Blvd., Suite 620, Beverly Hills, CA 90211	City of Beverly Hills	42	Professional	8/15/2019	8/22/2019	PLE2
The Shop Hair Lounge	Tiffany Prophette	4312 Crenshaw Blvd., Los Angeles, CA 90008	10	2	Service	8/22/2019	8/29/2019	CLAX
Floral Palace Landscape Design	Karen Bragg	4830 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Retail	8/22/2019	8/29/2019	CLAX
Lashes by Shigeru	Martin Hanai	8383 Wilshire Blvd., Suite 50 Studio 76, Beverly Hills, CA 90211	City of Beverly Hills	3	Service	8/29/2019	9/7/2019	PLE
Z's Cleaners	Jung (Jane) Chung	3412 W. 43rd Place, Los Angeles, CA 90008	8	28	Retail	8/29/2019	9/7/2019	CLAX
Know Split Endz	Tasha Rogers	3650 W. Martin Luther King Blvd., Unit 283, Los Angeles, CA 90008	8	16	Service	8/29/2019	9/7/2019	CLAX
Game Force	AJ Singh	3650 W. Martin Luther King Jr. Blvd., Suite 102, Los Angeles, CA 90008	8	17	Retail	8/29/2019	9/7/2019	CLAX
Gary Blankstein, DDS	Dr. Gary Blankstein	8500 Wilshire Blvd., Suite 610. Beverly Hills, CA 90211	City of Beverly Hills	16	Professional	8/29/2019	9/7/2019	PLE2

Attachment C: BIF Grant Matrix from July 1, 2019 to September 30, 2019

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Holly Jones, Inc.	Holly Jones	8383 Wilshire Blvd., Suite 50 Studio 95, Los Angeles, CA	City of Beverly Hills	2	Service	9/12/2019	9/21/2019	PLE
Printing and More	Shahnaz Davoody	6363 Wilshire Blvd., Suite 102, Los Angeles, CA 90048	5	12	Service	9/12/2019	9/21/2019	PLE
Candace Cohen - Hair Stylist	Candace Cohen	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	9/12/2019	9/21/2019	CLAX
Waba Grill	Sun Kil Kim	5539 W. Manchester Ave., Los Angeles, CA 90045	11	3	Service	9/12/2019	9/21/2019	CLAX
Traps Clothing	Ahn Ji Pack	3650 W. Martin Luther King Jr. Blvd., Suite 276, Los Angeles, CA 90008	8	14	Retail	9/12/2019	9/21/2019	CLAX
Hair Architects	Ronald Graves	3650 West Martin Luther King, 241 Los Angeles, CA 90008	8	14	Service	9/12/2019	9/21/2019	CLAX
Beverly Hills Acupuncture Center	Shirin Asgarian	8500 Wilshire Blvd., Suite 530 Beverly Hills, CA 90211	City of Beverly Hills	30	Professional	9/12/2019	9/21/2019	PLE2
Specialty Trusted Advisors Review, Inc.	Fardad Forouzanpour	8500 Wilshire Blvd., Suite 1020, Beverly Hills, CA 90211	City of Beverly Hills	7	Service	9/12/2019	9/21/2019	PLE2
GNC	Sonia Robinson	3650 Martin Luther King Blvd., 280 Los Angeles, CA 90008	8	19	Retail	9/18/2019	9/25/2019	CLAX
KarLee Young - Property Owner	KarLee Young	5426 Crenshaw Blvd., Los Angeles, CA 90043	8	12	Commercial Property Owner	9/18/2019	9/25/2019	CLAX
Stone Market	Raphael Thorpe	6700 Crenshaw Blvd., Los Angeles, CA 90043	8	17	Retail	9/18/2019	9/25/2019	CLAX
Glamour 'Us	Samir Kher	3650 W. Martin Luther King Jr. Blvd., Suite 176, Los Angeles, CA 90008	8	3	Retail	9/18/2019	9/25/2019	CLAX
James J. Elist, MD A Medical Corporation	James Elist	8500 Wilshire Blvd., Suite 707, Beverly Hills, CA 90211	City of Beverly Hills	10	Professional	9/18/2019	9/25/2019	PLE2
The Roof on Wilshire	Payam Pedram	6317 Wilshire Blvd., Los Angeles, CA 90048	5	5	Service	9/26/2019	10/4/2019	PLE
John Nibo - Property Owner	John Nibo	4074 Crenshaw Boulevard Los Angeles, CA 90008	10	8	Commercial Property Owner	9/26/2019	10/4/2019	CLAX
Kid's Club	Shafiqur Rahman	3650 Martin Luther King Jr. Blvd. #295, Los Angeles, CA 90008	8	18	Retail	9/26/2019	10/4/2019	CLAX

Attachment C: BIF Grant Matrix from July 1, 2019 to September 30, 2019

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Metro PCS	Hyun Lee	3650 Martin Luther King Jr. Blvd. #450, Los Angeles, CA 90008	8	6	Retail	9/26/2019	10/4/2019	CLAX
Ivie League Preschool and School	Mercedes Hornsby	4827 Crenshaw Blvd., Los Angeles, CA 90043	8	19	Service	9/26/2019	10/4/2019	CLAX
Ultimate Jewelz	Akber Mohammed	3650 W. Martin Luther King Jr. Blvd. #LR9, Los Angeles, CA 90008	8	3	Retail	9/26/2019	10/4/2019	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)
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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 ☐ Fair	☐ Very Good ☐ Poor	☐ Good
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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 _____