Metro Pilot Business Interruption Fund (BIF)

Quarterly Status Report

January 1, 2020 – March 31, 2020



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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 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 January 1, 2020 – March 31, 2020. 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 – March 31, 2020)

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	23	$598,417.59
November 2019	11	$337,126.83
December 2019	15	$620,117.32
Total	**230**	**$6,586,359.18**

2020		
Month	# of Grants	Amount
January 2020	17	$534,344.29
February 2020	19	$387,758.21
March 2020	11	$265,334.70
April 2020		
May 2020		
June 2020		
July 2020		
August 2020		
September 2020		
October 2020		
November 2020		
December 2020		
Total	**47**	**$1,187,437.20**

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	230	$6,586,359.18
2020	47	$1,187,437.20
Total	**1086**	**$26,707,302.22**

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%	98%	
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 (346/370)		100%	94%	*Based on 370 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 12 months (long term, 296/348)		100%	85%	*Based on 348 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 226/293)		100%	77%	*Based on 293 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	219	4	1.83%	34	15.53%	181	82.65%
PLE1	80	2	2.50%	16	20.00%	62	77.50%
PLE2	38	1	2.63%	1	2.63%	36	94.74%
LTRC	33	5	15.15%	3	9.09%	25	75.76%
2BRC	23	2	8.70%	2	8.70%	19	82.61%
Total	**393**	**14**	**3.56%**	**56**	**14.25%**	**323**	**82.19%**

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	319	182	501
Purple Line Extension Section 1	175	147	322
Purple Line Extension Section 2	142	58	200
Little Tokyo Area R/C	140	64	204
2nd and Broadway R/C	54	24	78
Total	830	475	1305

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

5.1 Summary Statistics at a Glance

- **Quarterly: January 1, 2020 – March 31, 2020**
  - Number of Applications Received: 58
  - Number of Applications Approved: 47
  - Number of Applications Not Eligible: 10
  - Number of Applications Denied: 0
  - Value of Grants Approved: $1,187,437.20

- **Program-to-Date: March 1, 2015 – March 31, 2020**
  - Total Number of Applications Received: 1351
  - Total Number of Applications Approved: 1086
  - Number of Applications Not Eligible: 123
  - Number of Applications Denied: 2
  - *Total % of Grants Approved: 88.58%
  - Total Value of Grants Approved: $26,707,302.22

- 89.71% of grantees received the total amount of the grant award
- 9.24% 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 393 businesses approved as of this reporting period;
  - 104 businesses were in operation 2-5 years
  - 87 businesses were in operation 6-10 years
  - 103 businesses were in operation 11-20 years
  - 99 businesses were in operation 21+ years

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



Purple Line Extension Section 1 – Wilshire/Fairfax Station

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")

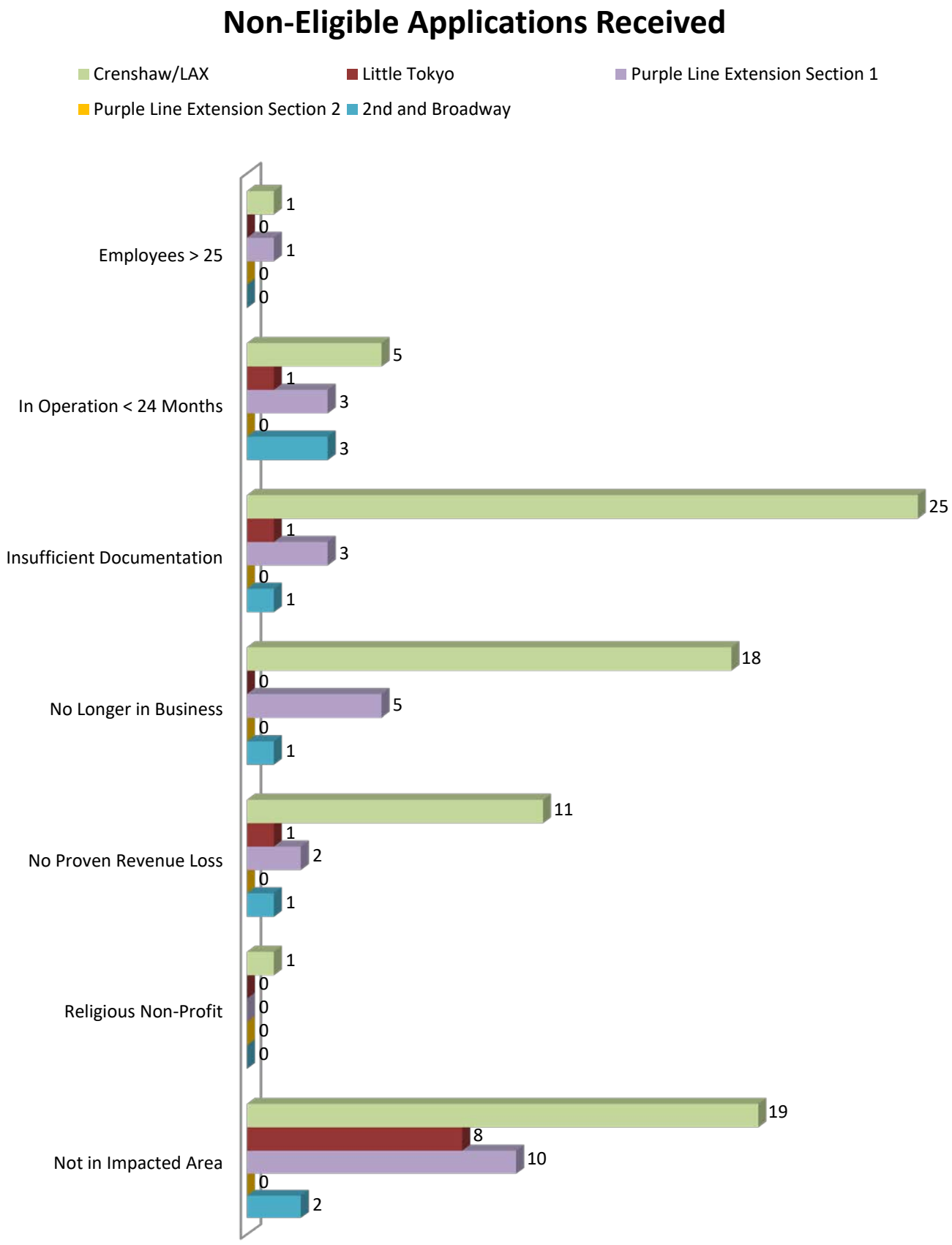
# of Applications Received						
	Crenshaw/LAX	Purple Line Ext. Section 1	Purple Line Ext. Section 2	Little Tokyo Area R/C	2nd/Broadway Area R/C	Total
2015	199	12	0	10	2	223
2016	131	73	0	64	24	292
2017	125	90	9	26	18	268
2018	182	54	34	6	0	276
2019	153	41	38	2	0	234
January 2020	15	2	3	0	0	20
February 2020	10	3	4	1	0	18
March 2020	13	5	1	1	0	20
Total	**828**	**280**	**89**	**110**	**44**	**1351**

Total Number of Applications Received - 1351
Total Number of Applications Approved as Grants - 1086
Total Number of Not Eligible Applications - 123
Total Number of Applications Denied - 2
Total Number of Incomplete Applications (Pending Financial Documents) – 140



Progress at the 1st St. and Central Ave. Station in the Little Tokyo Area of the Regional Connector.

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



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. During the last two weeks of March, outreach efforts transitioned into a social distancing format utilizing email, phone or other online contact as per the COVID-19 mandated "Stay At Home" orders issued on March 19, 2020 at the onset of the coronavirus pandemic. In-person outreach was limited but in instances where it occurred, social distancing protocol and face coverings requirements were practiced. Prior to the pandemic, on the **CLAX** corridor, direct canvassing continued with outreach to the small business owners who were recently affected by street intersection closures and sidewalk construction. PCR continued to outreach to repeat grantees for prior year construction impacts as well as small business owners who have reached their two-year anniversary. The BIF also continues to receive new applications from small businesses located on the Inglewood/Westchester border near the Metro Manchester/Aviation bridge. The Metro **CLAX** Community Construction team hosts Community Construction meetings remotely on a quarterly basis with updates on the entire **CLAX** corridor. The BIF team participates online for these meetings. According to the Metro **CLAX** construction team, the **CLAX** project is 95% complete at this reporting period. The **PLE1** corridor outreach activity remains active with street level construction impacts at intersections intermittently and detours near the construction staging yards. The two tunnel boring machines have launched from La Brea travelling 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 and extension of the 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 remains high as there are several multi-storied office buildings housing small businesses that are affected. The full street closure of Constellation extends further west to Solar Way along Constellation beginning direct construction activity to the Century City Mall property line. Initially, BIF Information Workshops during March of 2020 were being planned but were put on hold due to the coronavirus pandemic. Outreach activities have continued in the vicinity of the Wilshire/Rodeo station as construction activities increase. Decking and piling activities have begun in this area and will last several months. Outreach activities in the **LTRC** consisted primarily of weekly observations of construction activities in anticipation of street closures due to final station completion work at 1st Street. This work is expected to take 8 months. 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 (January 1, 2020 – March 31, 2020)

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	3	3	4	0	0
*Direct Canvassing	6	6	6	0	0
Partnerships/Eat, Shop, Play	0	0	0	0	0
Metro Sponsored Information Workshops	0	0	0	0	0
PCR Sponsored Application Workshops	0	0	1	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 – March 31, 2020)

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	84	36	36	23	0
Direct Canvassing	116	110	72	18	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	1	1	4
Media Photo Op Event	1	0	0	1	0
Total	**230**	**162**	**112**	**52**	**41**

Community Meetings/Presentations: During this reporting period, PCR participated in **10** community meetings and presentations, which could 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 were steady and consistent on all eligible corridors during this reporting period. 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 prior to the coronavirus pandemic. Once the "Safer at Home" mandate was issued, all construction update meetings, including **CLAX** were conducted only as online webinars. 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 either in-person with social distancing/face coverings or via online. **CLAX** Business Advisor Andre Hardy also participated in weekly outreach efforts. These efforts can 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 to business owners located on both the northern and southern segments of the alignment. These targeted efforts result 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 with prior year construction impacts 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 networking with small business owners either in person or remotely in gaining their trust and support as heavier construction activities continue near the Wilshire/Rodeo station and the ongoing hard closure of Constellation near the Century City station. Additionally, all Business Advisors take photos of direct construction activity occurring. On the **LTRC** corridor, Lead **LTRC** Business Advisor and Assistant BIF Program Manager, Bryan Miyamoto conducts weekly observation and direct canvassing activities in anticipation of the street closures for station completion work near 1st Street. 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 the 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 **PLE1** and **PLE2** corridors, Eat, Shop, Play includes community activities and a Lunch and Learn format for small business owners. During the coronavirus pandemic, all Eat, Shop, Play activities were offered as online marketing initiatives. 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, **0** Metro BIF Information Workshops were held. As the coronavirus pandemic approached, all workshops were put on hold. Discussions regarding offering remote and online workshops are being planned. 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 significant 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 to be offered remotely online for the second quarter of 2020 is being discussed:

0- Crenshaw/LAX Corridor
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 **1** 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 to be offered remotely online in the next 6 months. For **CLAX**, workshops have been previously hosted as joint events with the BSC and Eat, Shop, Play. For **PLE2,** workshops were 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 in conjunction with PCR provides a monthly online BIF program update which includes 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 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. During the onset of the coronavirus pandemic, business meetings/appointments have been held remotely or if in-person, with social distancing measures/ face coverings protocols in place.

*See Attachment B for a listing of meetings, events, presentations and workshops from January 1, 2020 – March 31, 2020 (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
2019	159	$4,325,086.34
January 2020	11	$321,642.97
February 2020	14	$303,325.12
March 2020	8	$178,479.81
Total	662	$15,830,726.45



Construction progress at Crenshaw Blvd. and Obama 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

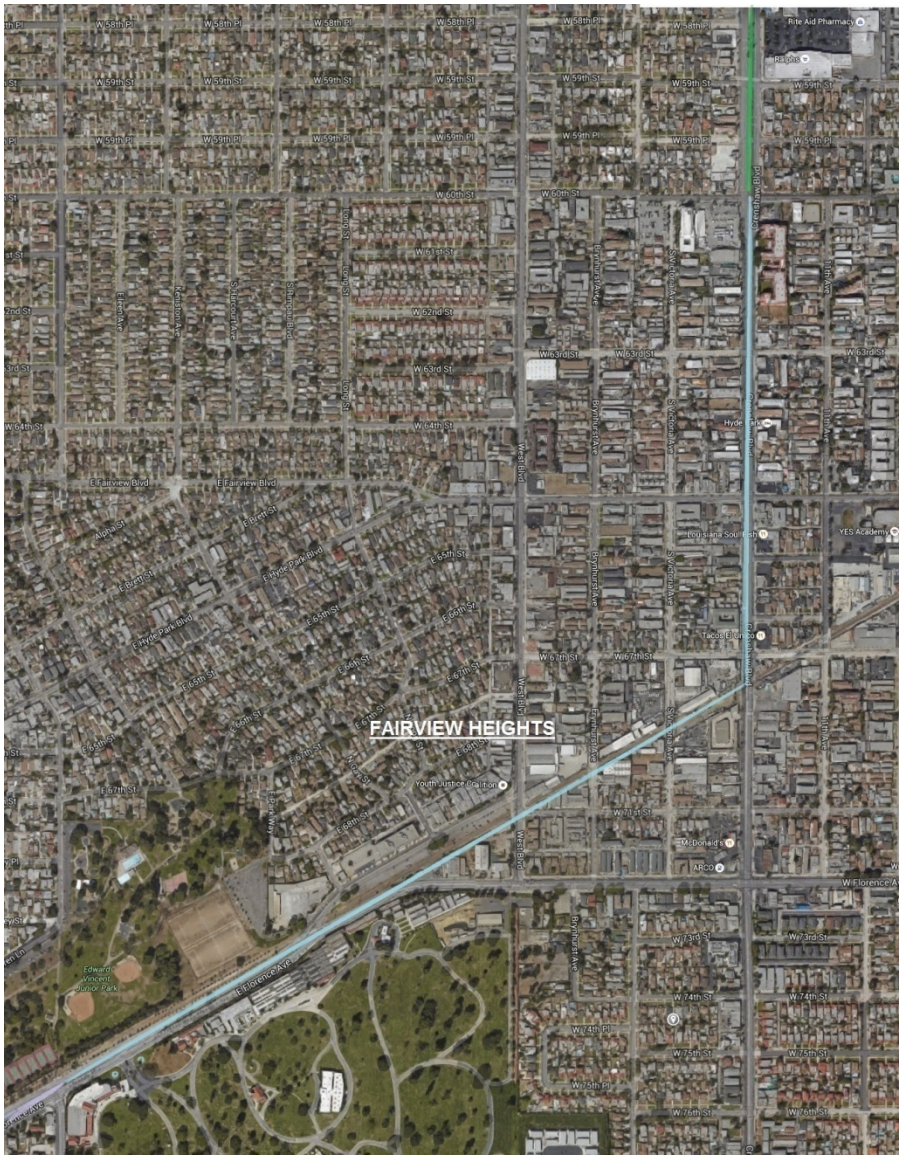




NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
40	$967,454.68	CRENSHAW/ EXPOSITION
12	$138,813.12	CRENSHAW SQUARE
65	$1,823,970.57	MARTIN LUTHER KING, JR.
265	$6,138,254.81	BALDWIN CRENSHAW MALL
74	$1,708,071.47	LEIMERT PARK
17	$193,454.77	LEIMERT PARK BUSINESSES



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
152	$3,572,964.11	HYDE PARK



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
16	$533,185.73	FAIRVIEW HEIGHTS



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

*No Grants Approved as of March 31, 2020



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
21	$754,557.19	WESTCHESTER/ VETERANS
0	$0.00	AVIATION/ CENTURY

8.1.2 Little Tokyo Area of the Regional Connector

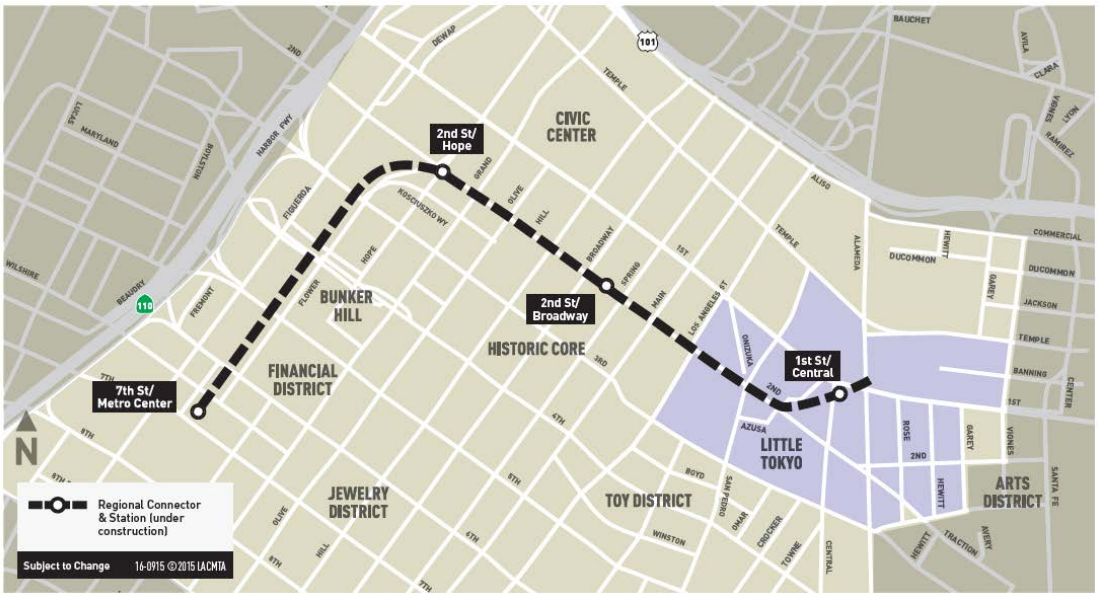
Table 2. Total Grant Amount by Month – Little Tokyo Area R/C

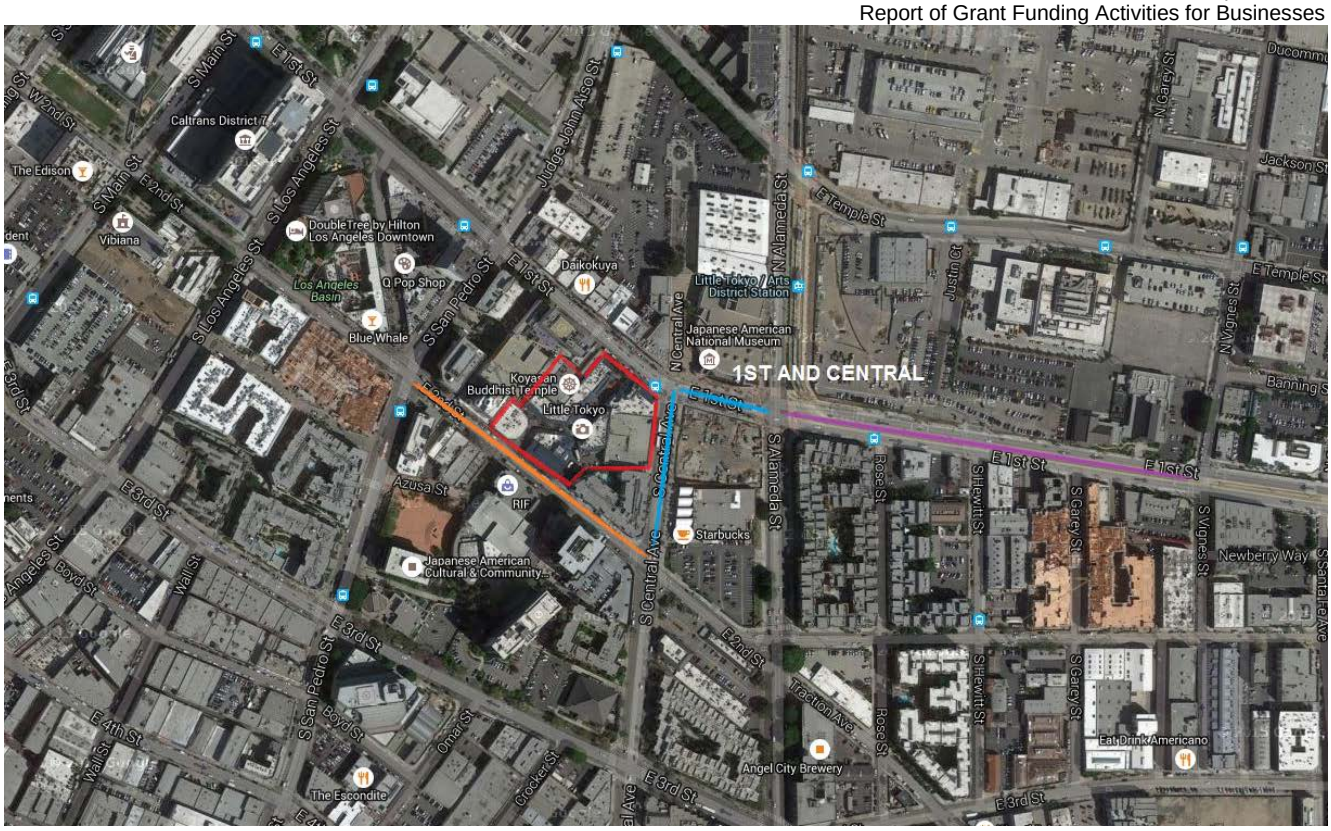
Little Tokyo Regional Connector		
	Grants	Amount
2015	5	$173,428.39
2016	57	$913,424.79
2017	24	$621,580.82
2018	7	$187,730.16
2019	2	$100,000.00
January 2020	0	$0.00
February 2020	1	$24,543.34
March 2020	1	$32,679.94
Total	97	$2,053,387.44

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
28	$625,254.18	EAST OF ALAMEDA
12	$386,386.92	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

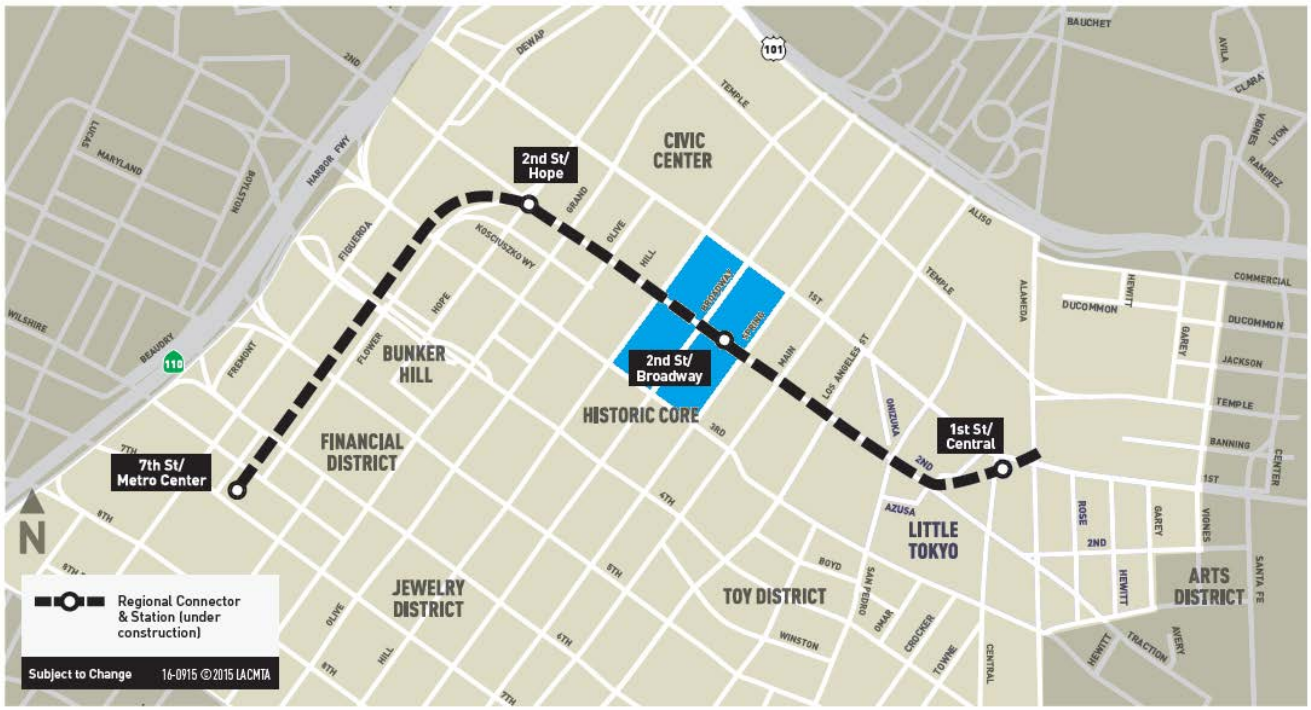
2nd and Broadway Regional Connector		
	Grants	Amount
2015	0	$0.00
2016	17	$444,681.98
2017	19	$505,482.05
Total	36	$950,164.03

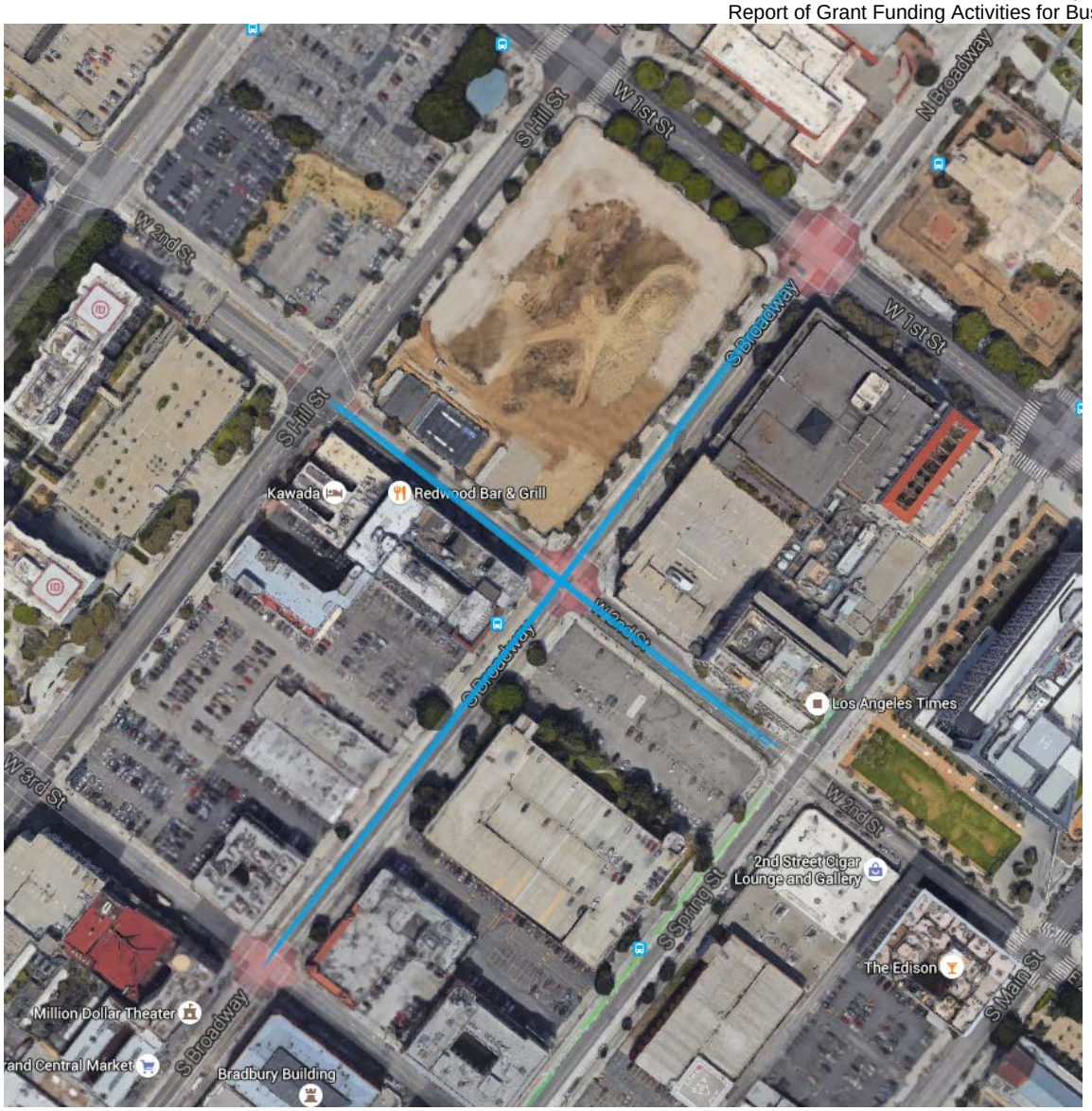
Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

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
2019	31	$880,539.01
January 2020	2	$64,483.78
February 2020	3	$54,928.36
March 2020	2	$54,174.95
Total	219	$5,658,791.43

Purple Line Extension Section 1

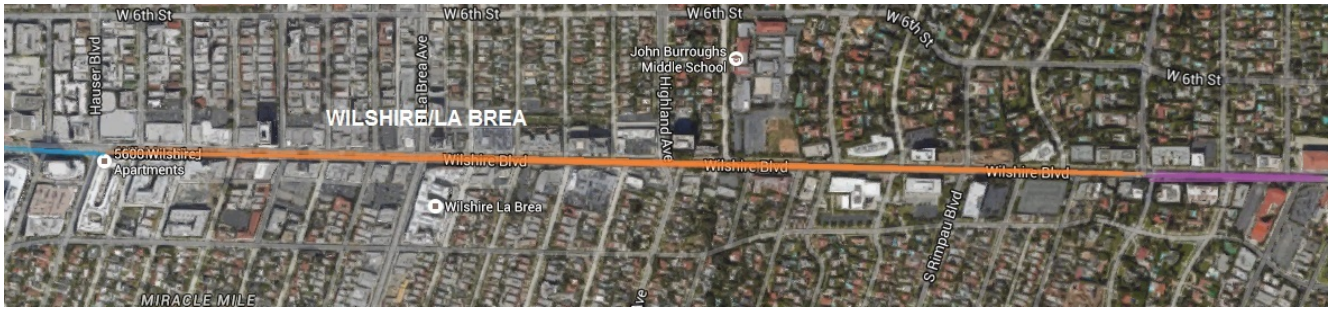
Metro Business Interruption Fund uses the following sections as impact areas:

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

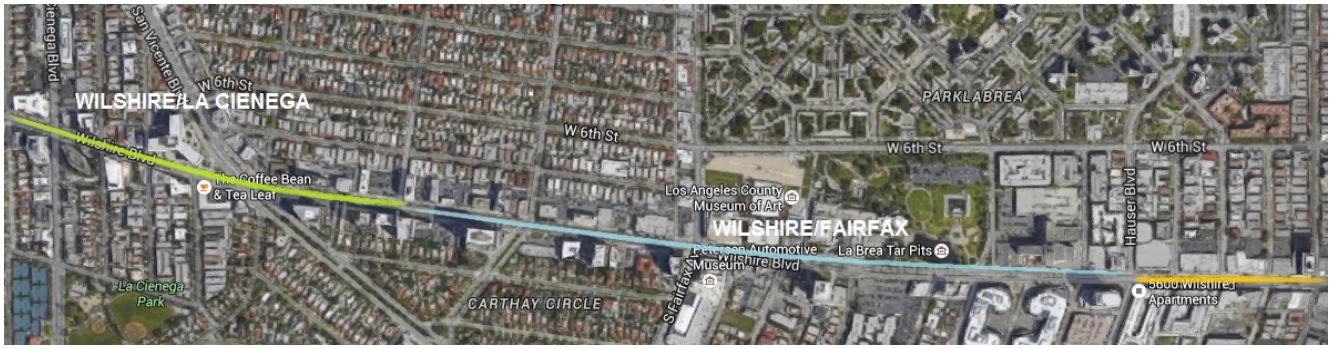




NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
28	$831,030.10	WILSHIRE/ WESTERN



	TOTAL GRANT AMOUNT	SECTION
120	$2,765,507.01	WILSHIRE/ LA BREA



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
28	$989,259.61	WILSHIRE/ FAIRFAX
43	$1,072,994.71	WILSHIRE/ LA CIENEGA

8.1.5 Purple Line Extension Section 2

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

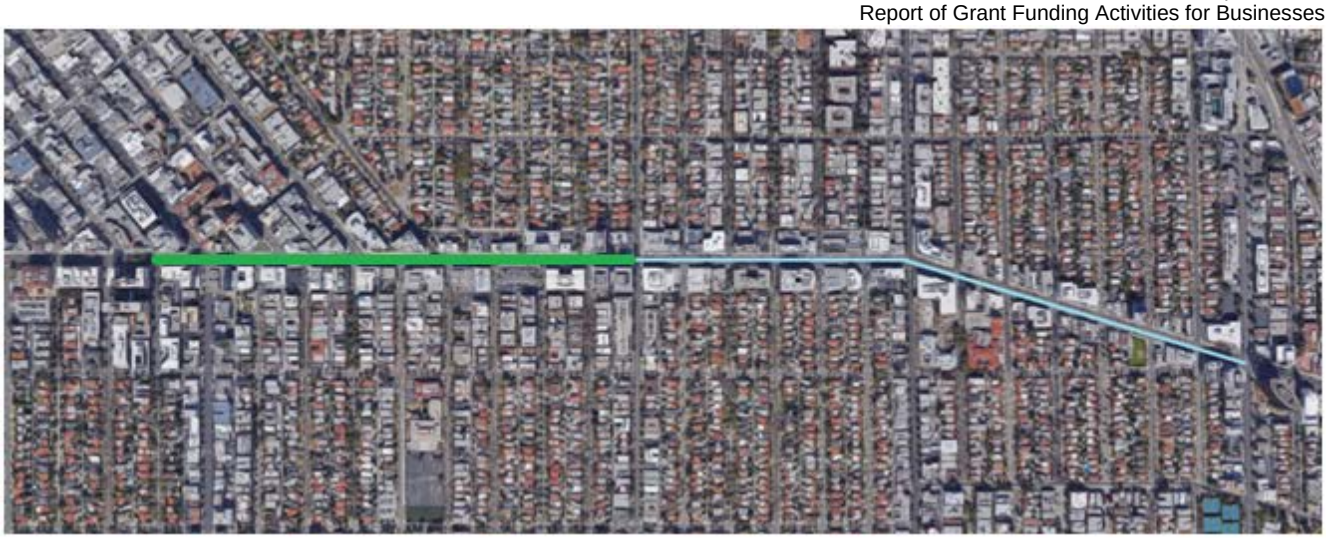
Purple Line Extension Section 2		
	Grants	Amount
2015	0	$0.00
2016	0	$0.00
2017	1	$50,000.00
2018	28	$730,320.11
2019	38	$1,280,733.83
January 2020	4	$148,217.54
February 2020	1	$4,961.39
March 2020	0	$0.00
Total	72	$2,214,232.87

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
59	$1,860,844.80	LA CIENEGA WEST
0	$0.00	WILSHIRE/ RODEO

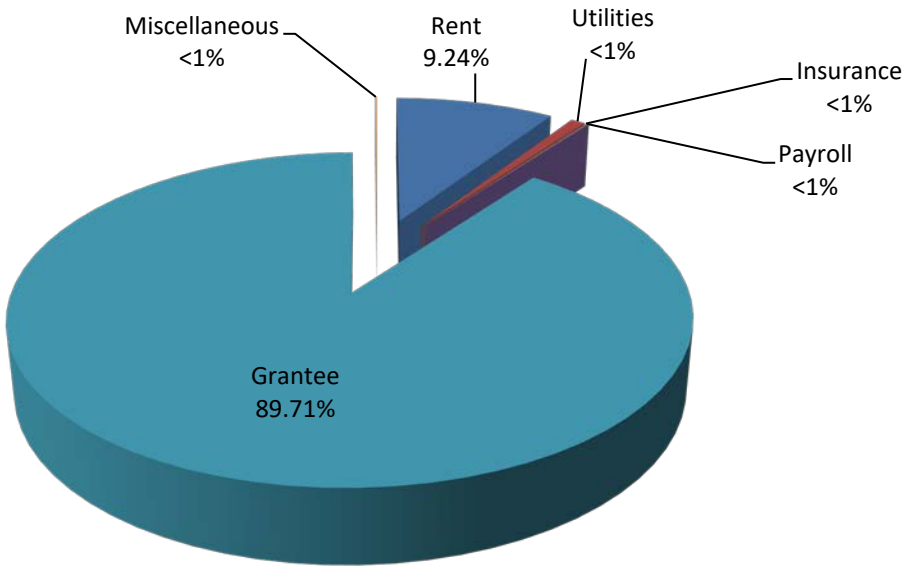


NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
0	$0.00	CENTURY CITY MALL
13	$353,388.07	CENTURY CITY/ CONSTELLATION

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	$ 2,466,979.48
Utilities	$ 222,007.32
Insurance	$ 9,695.60
Payroll	$ 30,540.31
Grantee	$ 23,958,375.48
Miscellaneous	$ 19,704.03
Total	**$ 26,707,302.22**

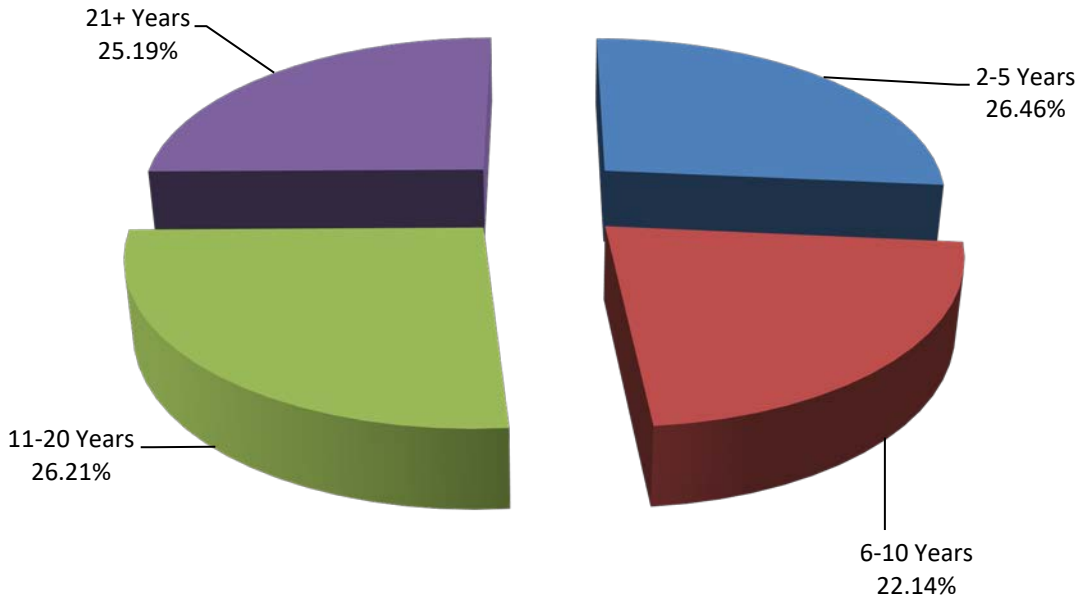
* As per Metro BIF Administrative Guidelines, grant payments are first applied to cover past due amounts of the following fixed operating expenses before award is payable to the grantee:

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

* Miscellaneous includes payments for the following business related expenses:

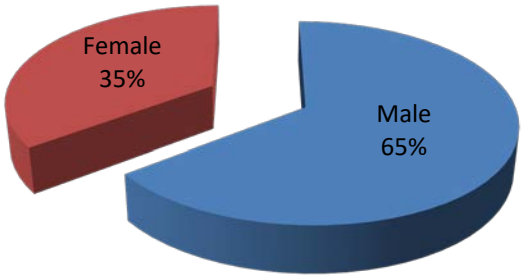
- Business Tax Certificate
- License Fees

Figure 2: Grant Disbursement by Years in Business



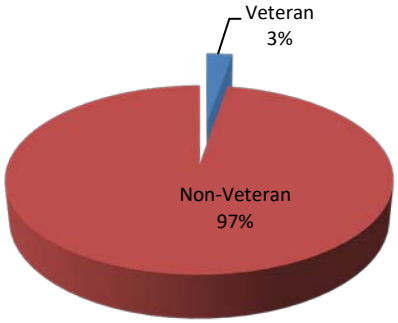
Business Age by Years	
2-5 Years	104
6-10 Years	87
11-20 Years	103
21+ Years	99

Figure 3: Grant Disbursement by Gender



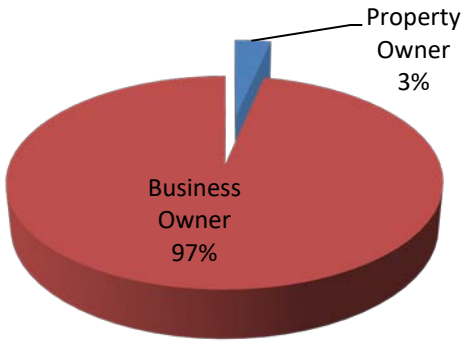
Grant Award by Gender	
Male	702
Female	384

Figure 4: Grant Disbursement by Veteran Status



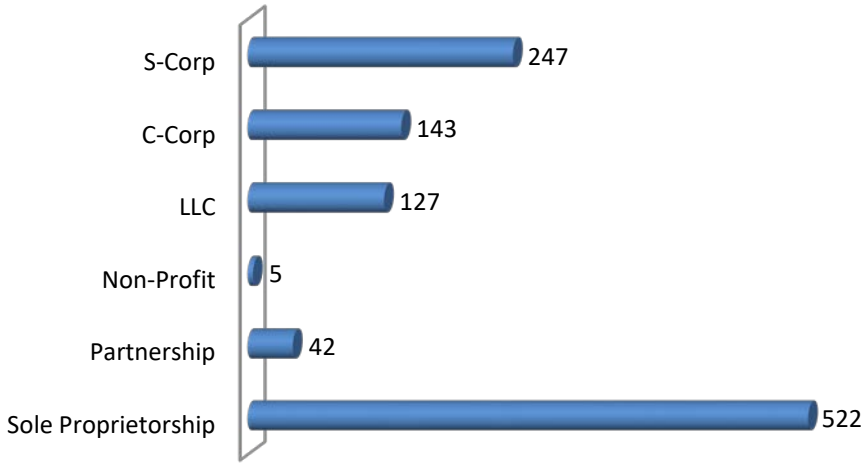
Grant Award by Veteran Status	
Veteran	29
Non-Veteran	1057

Figure 5: Property Owner vs. Business Owner



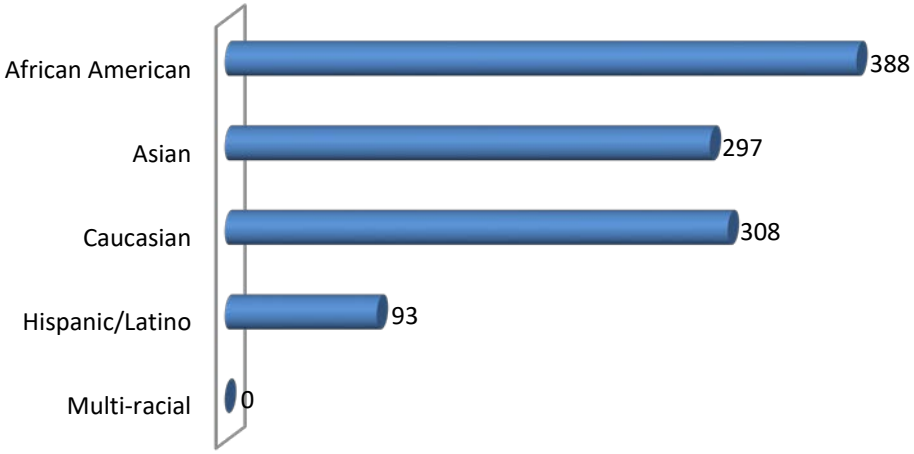
Property Owner vs. Business Owner	
Property Owner	36
Business Owner	1050

Figure 6: Grant Disbursement by Business Type



Grant Disbursement by Business Type	
S-Corp	247
C-Corp	143
LLC	127
Non-Profit	5
Partnership	42
Sole Proprietorship	522

Figure 7: Grant Disbursement by Ethnicity

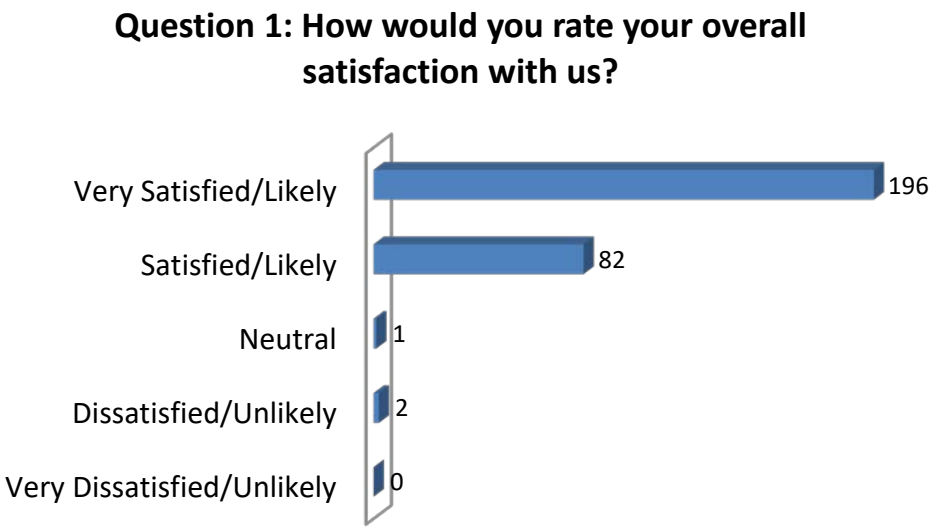


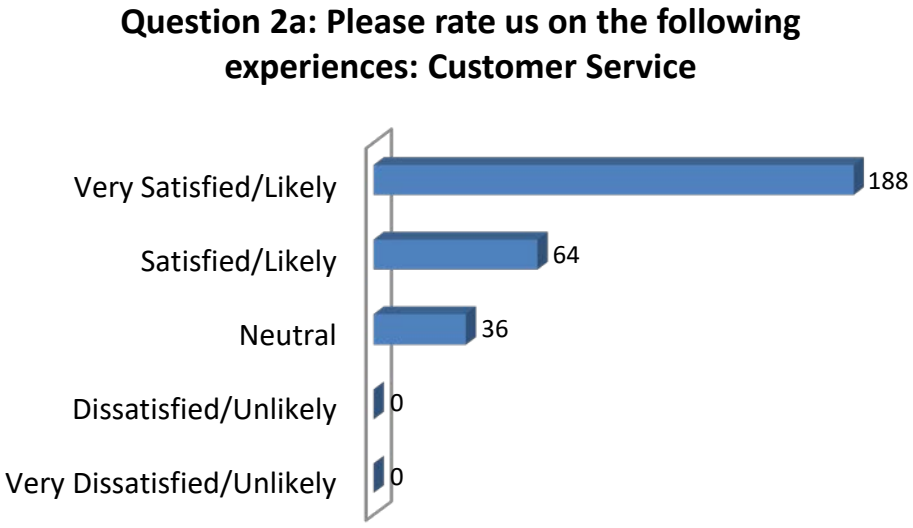
Grant Disbursement by Ethnicity	
African American	388
Asian	297
Caucasian	308
Hispanic/Latino	93
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

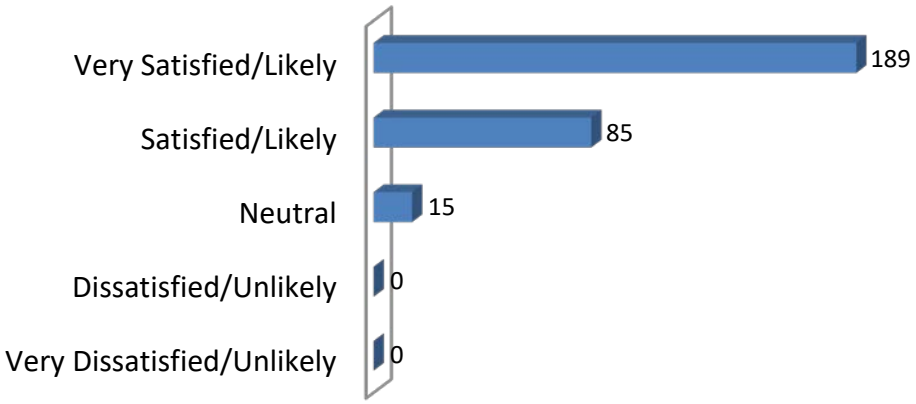
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

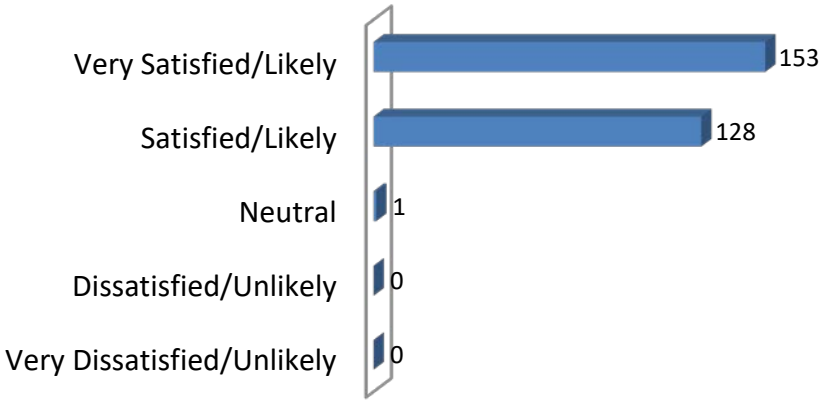




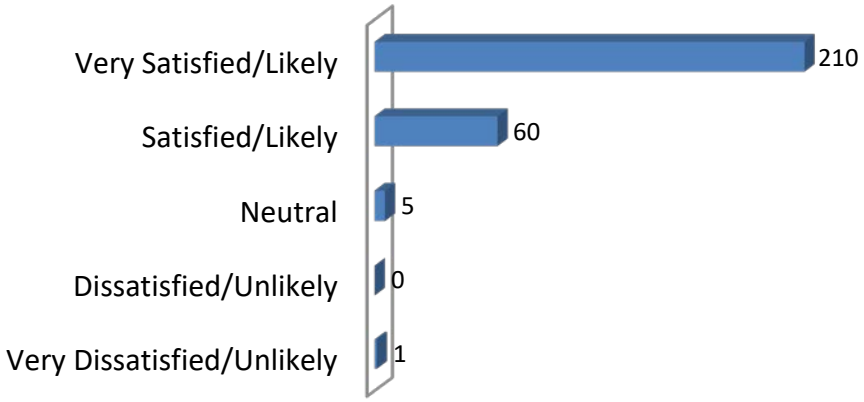
Question 2b: Please rate us on the following experiences: Professionalism



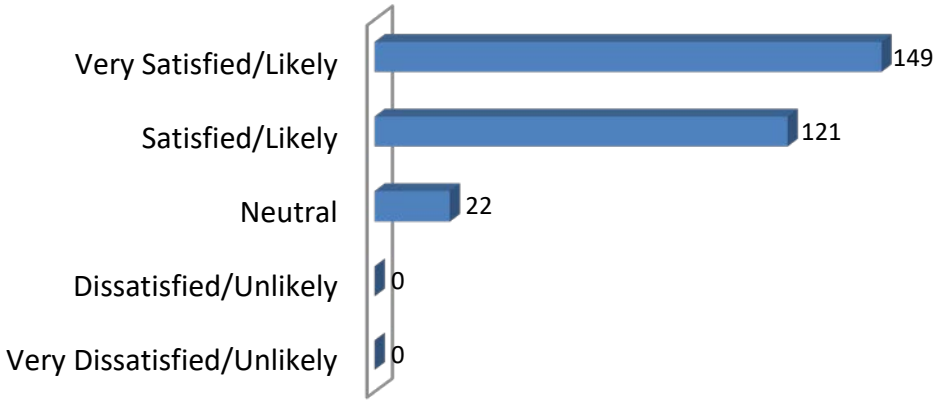
Question 2c: Please rate us on the following experiences: Quality of Services



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)

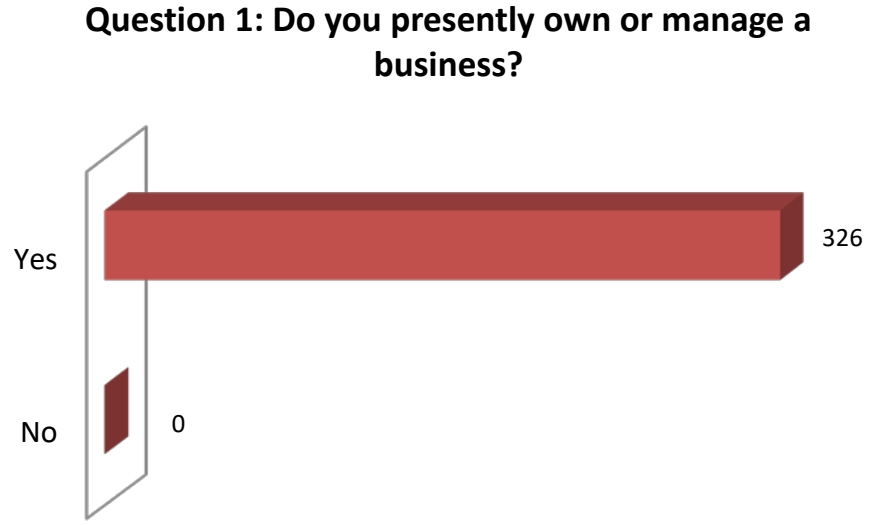
The following are a few of the comments from those applicants who answered the question: Do you have any suggestions for improving our services?

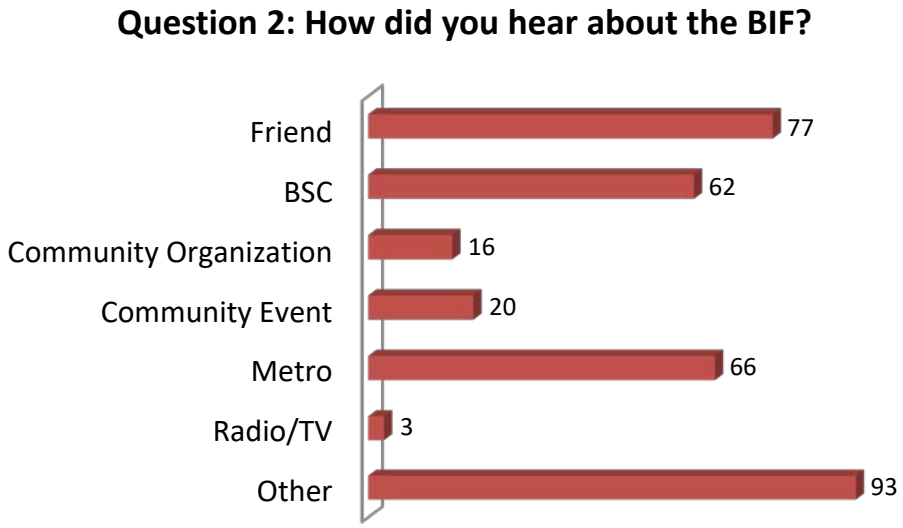
No comments were made during this reporting period.

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.





*"Other" Category includes the following:

-PCR Outreach (63)
-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?



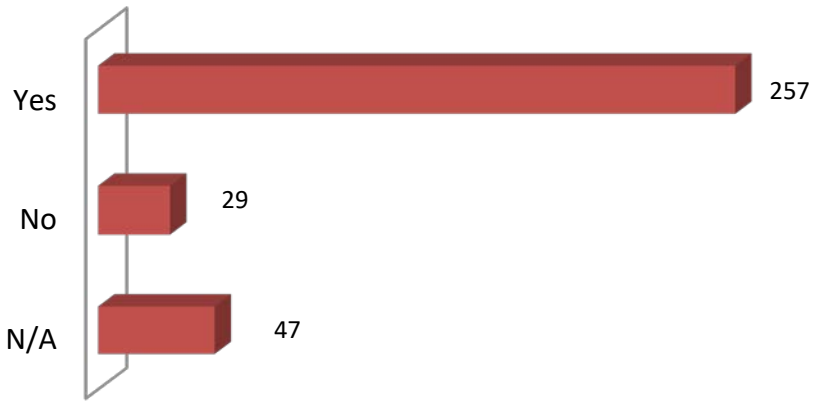
Question 6: Are you satisfied with the assistance you received?



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

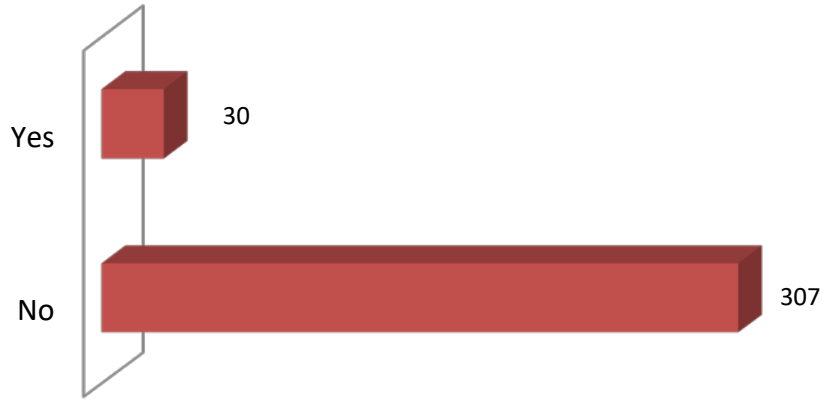


Question 8: Did you receive specific recommendations and/or referral services?



*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?

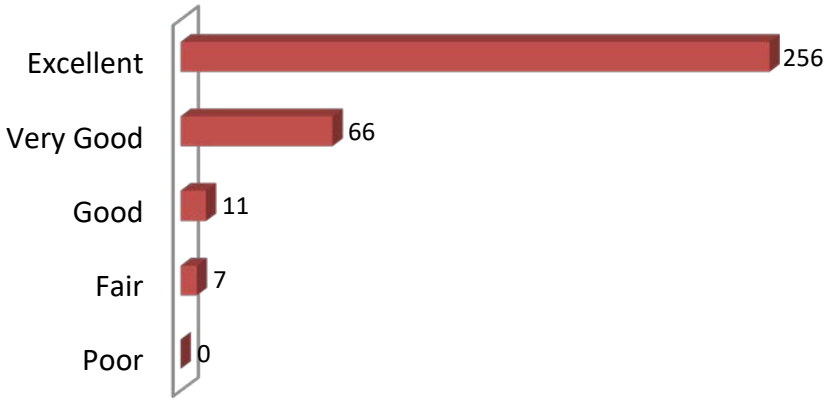


*The “Yes” responses indicated above reflect requested advising areas outside of financial assistance. These were referred to the appropriate resource.

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

- 97% 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 (during this reporting period)

a. How has the COVID-19 pandemic affected the BIF program?

Recognizing the severity of the economic impacts that COVID-19 has on local, state and national small businesses and the business community is of concern to Metro, however the integrity of the BIF and the fulfillment of the governing Board's intent to support small "mom and pop" businesses directly impacted by Metro transit rail construction is paramount. Therefore, the BIF may not be used to cover any business revenue losses or fixed operating expenses related to COVID-19.

The decline in economic activity as a consequence of COVID-19 far exceeds the impacts of Metro's transit rail construction on adjacent businesses. Furthermore, the State of California
"Stay Home" Order (Executive Order N-33-20), effective March 19, 2020, mandating the closure of all non-essential businesses has resulted in severe and sudden economic impacts and revenue losses unrelated to Metro construction. Per the BIF Administrative Guidelines, Section I, "Participation in the BIF will be limited to businesses whose revenues decrease as a result of construction activities from specified Metro construction projects." Presumably, in most if not all cases, the economic impacts of COVID-19 and governmental "stay at home" orders overshadow and exceed the impact of Metro transit rail construction.

Effective March 20, 2020 and until further notice, Metro's BIF shall not cover any revenue loss or fixed operating expenses related to the impacts of COVID-19. For businesses that have remained open, PCR continues to process applications for BIF grants covering revenue losses suffered as a result of adjacent Metro construction prior to March 19. However, for businesses that are currently closed, since a business must be open and solvent to receive a BIF grant, processing of these applications will be pending on their potential reopening.

12.1 Observations (as of this reporting period)

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

a. The advent of the coronavirus (COVID-19) pandemic began on March 19, 2020 with the Governor of California and Mayor of the City of Los Angeles issuing a "Safer at Home" mandate which required all non-essential businesses to close. Designated essential businesses were allowed to remain open. A list of essential and non- essential businesses was issued by the State of California, the City and County of Los Angeles. Metro construction activities, deemed essential, continue with construction workers practicing social distancing which means working at least 6 feet away from each other and wearing facial coverings as per the "Safer at Home " mandate. In some corridor areas, construction work has increased during the "Safer at Home" mandate which has resulted in empty streets, little to no traffic and closed businesses facilitating ideal conditions to increase construction activity. All construction update meetings are held as virtual webinars. PCR continues to operate the BIF program with only essential businesses allowed to go to Grant Approval Committee for pre-COVID-19 impact. One-on-one outreach and other in person meetings have been put on hold. PCR is conducting all outreach and documentation collection remotely by email and Grant Approval Committee Meetings by conference calls during the "Safer at Home" mandate.

b. Construction activities on the Crenshaw/LAX (CLAX) rail corridor is in its final stages with 95% of the work completed at this time, as reported by Metro Construction Relations. Final station and track construction, street lighting, traffic signals, sidewalks and landscaping improvements continue. Installation of underground station walls, platforms, stairs, escalators, elevators, plumbing and electrical systems are just about done. Track work in the guideway between Slauson Ave. and 48th Street continues with permanent fencing in place. Ongoing civil work and train operations testing continues on the southern segment and will be ongoing into mid- 2020. Targeted date for substantial completion for the CLAX rail line is Fall/Winter 2020.

c. Construction activities on Purple Line Extension Section 1 (PLE1) have increased during the coronavirus impact with significant detours and construction work from the Wilshire/Western station through the Wilshire/La Cienega station. Tunnel boring activity continues heading west from La Brea to the La Cienega station area with expected break-through at La Cienega in a few months. Other construction activities including tunneling support, street maintenance, hauling, deliveries, station excavation and instrumentation work continue at the Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega stations. PLE1 is scheduled to open in 2023.

d. Purple Line Extension Section 2 (PLE2) is experiencing the heaviest construction impacts with the complete closure of Wilshire Blvd. between Crescent and Beverly Blvd. during the coronavirus pandemic. This allows for expedited work for the piling and subsequent decking construction activities at the Wilshire/Rodeo station in Beverly Hills. In Century City, the closure of Constellation between Avenue of the Stars and Century Park East (Century City station) has been extended to July 2020. The work area within that closure will expand further west on Constellation next month with direct impacts to the Century City Shopping Mall. Two tunnel boring machines will launch late next month headed eastbound to Beverly Hills to meet with PLE1 at Wilshire/La Cienega in late 2020. PLE2 is scheduled to open in 2025.

e. Advanced Utility Relocation (AUR) on Purple Line Extension Section 3 (PLE3) is almost complete with most of the work now centered on the area that will be the future VA Hospital station. Tunneling and station construction activities will begin by late April of 2020. PLE3 is schedule to open in 2027.

f. The Little Tokyo area of the Regional Connector (LTRC) continues work on final station construction. Construction activities such as deck removal and street restoration work will result in full closures for the 1st Street and Alameda St. intersection which is expected to last for nine months. Targeted operational date for the Regional Connector is 2021.

13.1 Quarterly Testimonial

- **Business Name:** *Cuvee*
- **Address:** *2000 Avenue of the Stars, Suite #35, Los Angeles, CA 90067*
- **Phone Number**: *(310) 277-3303 (Business)*
- **Date of Creation***: 2006*
- **Business Designation**: *S- Corp.*
- **Website Address**: *www.cuveerestaurants.com*
- **Main Areas of Activity**: *Breakfast, lunch and dinner food establishment*
- **Unique Qualities***: Convenient food court restaurant setting indoors or outdoors*
- **Metro Rail Corridor**: *Purple Line Extension Section 2*

Business Narrative





Dodi Maghsoudi established Cuvee in Century City along the Purple Line Extension Section 2 Metro corridor in 2006. The business initially started as the second Cuvee Restaurant. The first restaurant located in the Fairfax district closed a few years ago.

Cuvee generates revenues from the sale of meals and delicatessen food products in a restaurant setting. Normal business hours are Monday through Friday from 7:30 a.m. to 9 p.m. Food choices range from breakfast items to lunch dishes including fresh fish such as Ahi Tuna, deli cut meats and sandwiches, salads and vegetarian meat substitutes as well as combination plates for the dinner hour.

Customers eat indoors in their limited seating arrangement or they go outdoors in the common area patio seating. The majority of their customers come from the surrounding high-rise office buildings at Century Park East and Constellation Blvd. as their business is part of the food court between the 2000 Avenue of the Stars building and the 2029/2049 Century Park East building.

Business management is provided by Dodi Maghsoudi. Cuvee has 11 full-time and 5 part-time employees. Since Metro construction began, management indicates that they have seen a decline in business as customers are detoured from their restaurant location due to road and sidewalk closures. The Century City Metro Station will be located at the corner of Century Park East and Constellation, which is currently the main location of construction. Also, management indicates that Cuvee Restaurant is a participant in the Metro Eat Shop Play program in order to develop more business and attract customers.

Despite the construction closures and impact, Dodi states that he is very excited about the potential of new customers with the addition of the Purple Line Extension Section 2 Metro station across the street from his restaurant. He has future plans to renovate his space and increase seating to accommodate more customers.

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
1040	Café Creole	Eric Lanueville	1/6/2020	1/9/2020	3	
1041	Leticia Portlock - Forever Hair and Nails	Leticia Portlock	1/4/2020	1/9/2020	5	
1042	Compro Tax	Olivia Ridgway	1/6/2020	1/9/2020	3	
1043	James J. Elist, MD A Medical Corporation	James Elist	1/5/2020	1/9/2020	4	
1044	Kid's Club	Shafiqur Rahman	1/14/2020	1/16/2020	2	
1045	Metro PCS	Hyun Lee	1/12/2020	1/16/2020	4	
1046	Waba Grill	Sun Kil Kim	1/14/2020	1/16/2020	2	
1047	Subway	Satpal Sudwal	1/8/2020	1/16/2020	8	
1048	A&B Appliances	Abel Francisco	1/13/2020	1/16/2020	3	
1049	Salon H by Sally Styles	Sally Henley	1/14/2020	1/16/2020	2	
1050	International Medical Devices	James Elist	1/14/2020	1/16/2020	2	
1051	Century Cleaners	Reyna Agustiniano	1/20/2020	1/23/2020	3	
1052	LA Customize Cellular	Modasir Mallick	1/17/2020	1/23/2020	6	
1053	KW Hair Studio	Kristopher Williams	1/20/2020	1/23/2020	3	
1054	Caffe Paraggi	Ernest Spath	1/22/2020	1/29/2020	7	
1055	Jorge A. Blanco Reyes - Landlord	Jorge Blanco	1/26/2020	1/29/2020	3	
1056	The Roof on Wilshire	Payam Pedram	1/27/2020	1/29/2020	2	
1057	Fashion Spa and Nail	Ha Nguyen	2/3/2020	2/6/2020	3	
1058	Keiko Grill	Peter Cho	2/3/2020	2/6/2020	3	
1059	Babacar African Braids	Babacar Ndiaye	2/2/2020	2/6/2020	4	
1060	I Love Lulu	Tallulah Marcelin	2/4/2020	2/6/2020	2	
1061	Auntie Anne's Pretzel Store	Moo Lee and Yoon Lee	2/10/2020	2/13/2020	3	
1062	Ebony Wigs Beauty Supply	Ki Han	2/5/2020	2/13/2020	8	
1063	Baskin Robbins	Shabnam Khan	2/5/2020	2/13/2020	8	
1064	Christopher Clarke - New Millennium	Christopher Clarke	2/10/2020	2/13/2020	3	
1065	KC Stylist	Glenn & Yuko Coach	2/7/2020	2/13/2020	6	
1066	Century City Shoe Repair	Zhirayr Papazyan	2/25/2020	2/27/2020	2	
1067	Ultimate Jewelz	Akber Mohammed	2/24/2020	2/27/2020	3	
1068	Shades Galore	Imran Kher	2/23/2020	2/27/2020	4	
1069	Glamour 'Us	Samir Kher	2/25/2020	2/27/2020	2	
1070	Cellular Repair Pro	Faisal Mallick	2/24/2020	2/27/2020	3	
1071	Mail Zone	Harriette Steele	2/24/2020	2/27/2020	3	
1072	Jordan's Hot Dogs	Cary Jordan	2/22/2020	2/27/2020	5	
1073	Rocco's Pizza	Matthew McBride	2/20/2020	2/27/2020	7	
1074	Shop and Save	Mayra Hernandez	2/24/2020	2/27/2020	3	

Attachment A: Application to Grant Turnaround Analysis

1075	John Vance Hathaway Hair	John Vance Hathaway	2/24/2020	2/27/2020	3	
1076	Quizno's	Andre Bonyadian	3/1/2020	3/5/2020	4	
1077	Elegant Chic Purse	Chinyere Jackson	3/2/2020	3/5/2020	3	
1078	Pro Image Sports	Eduardo Varela	3/2/2020	3/5/2020	3	
1079	Surf City Squeeze	Helen Chang	2/27/2020	3/5/2020	7	
1080	Everything and More Tobacco	Michael Saucer	3/2/2020	3/5/2020	3	
1081	New Crenshaw Transmission & Auto Service	Yang Hwang	2/28/2020	3/5/2020	6	
1082	healthylife	Dilcia Marquina Ramos	3/3/2020	3/5/2020	2	
1083	Holly Jones, Inc.	Holly Jones	3/3/2020	3/5/2020	2	
1084	Jeremy Collins - Hair Architects	Jeremy Collins	3/8/2020	3/12/2020	4	
1085	Kabab House	Sohrab Pirayesh	3/9/2020	3/12/2020	3	
1086	Transcranial Magnetic Stimulation Institute	Gennady Musher	3/9/2020	3/12/2020	3	

Current Quarter Average Submission Time (in business days)	**3.77**
Current Quarter Applications Processed Within 9 Business Days:	**47**

Cumulative Average Submission Time (in business days)	**4.56**
Cumulative Applications Processed Within 9 Business Days:	**1065**

ATTACHMENT B

QUARTERLY COMMUNITY OUTREACH AND COMMUNICATION ACTIVITIES CALENDAR

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
BIF Canvassing	Fri., January, 10, 2020	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., January, 24, 2020	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
CLAX Transit Project Construction Update	Thu., January, 30, 2020	6:00 p.m. - 8:00 p.m	Inglewood City Hall - 1 Manchester Blvd., Inglewood, CA 90301	Angela/Charles/Andr	Crenshaw/LAX
BIF Canvassing	Fri., February, 07, 2020	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
CLAX Transit Project CLC Meeting	Wed., February, 19, 2020	6:00 p.m. - 7:30 p.m	Inglewood Public Library	Angela/Charles	Crenshaw/LAX
BIF Canvassing	Fri., February, 21, 2020	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
West Angeles CDC Unity Awards Dinner	Fri., February, 21, 2020	6:00 p.m. - 10:00p.m	Intercontinental Hotel	Angela	Crenshaw/LAX
BIF Canvassing	Fri., March, 06, 2020	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX
BIF Canvassing	Fri., March, 13, 2020	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Charles	Crenshaw/LAX

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
BIF Canvassing	Fri., January, 10, 2020	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Thu., January, 16, 2020	6:30 p.m. - 8:00 p.m.	John Burroughs Middle School	Angela/Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., January, 24, 2020	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., February, 05, 2020	6:30 p.m. - 7:30 p.m.	Beverly Hills City Hall	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., February, 07, 2020	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., February, 21, 2020	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., March, 04, 2020	6:30 p.m. - 7:30 p.m.	Beverly Hills City Hall	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., March, 06, 2020	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
BIF Canvassing	Fri., March, 13, 2020	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
Beverly Hills Community Meeting	Wed., January, 08, 2020	6:30 p.m. - 8:00 p.m.	Bevery Hills City Hall	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., January, 10, 2020	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., January, 24, 2020	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., February, 05, 2020	7:30 p.m. - 8:30 p.m.	Beverly Hills City Hall	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., February, 07, 2020	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Meeting	Thu., February, 20, 2020	6:30 p.m. - 8:00 p.m.	2049 Century Park	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., February, 21, 2020	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Workshop - PLE2	Tue., February, 25, 2020	10:00 a.m. - 2:00 p.m.	2029 Century Park East	Angela/Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., March, 04, 2020	7:30 p.m. - 8:30 p.m.	Beverly Hills City Hall	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., March, 06, 2020	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., March, 13, 2020	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
No Outreach Activity This Quarter					

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
No Outreach Activity This Quarter					

ATTACHMENT C

QUARTERLY
GRANT AWARD MATRIX

Attachment C: BIF Grant Matrix from January 1, 2020 to March 31, 2020

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Café Creole	Eric Lanueville	3650 Martin Luther King Blvd. Ste. 114, Los Angeles, CA 90008	8	2	Retail	1/9/2020	1/17/2020	CLAX
Leticia Portlock - Forever Hair and Nails	Leticia Portlock	4064 S. Victoria Ave., Los Angeles	4	10	Service	1/9/2020	1/17/2020	CLAX
Compro Tax	Olivia Ridgway	5349 Crenshaw Blvd., Los Angeles, CA 90043	4	8	Service	1/9/2020	1/17/2020	CLAX
James J. Elist, MD A Medical Corporation	James Elist	8500 Wilshire Blvd., Suite 707, Beverly Hills, CA 90211	2	10	Professional	1/9/2020	1/17/2020	PLE2
Kid's Club	Shafiqur Rahman	3650 Martin Luther King Jr. Blvd. #295, Los Angeles, CA 90008	4	18	Retail	1/16/2020	1/24/2020	CLAX
Metro PCS	Hyun Lee	3650 Martin Luther King Jr. Blvd. #450, Los Angeles, CA 90008	2	6	Retail	1/16/2020	1/24/2020	CLAX
Waba Grill	Sun Kil Kim	5539 W. Manchester Ave., Los Angeles, CA 90045	4	3	Service	1/16/2020	1/24/2020	CLAX
Subway	Satpal Sudwal	5545 W. Manchester Blvd., Los Angeles, CA 90045	2	10	Service	1/16/2020	1/24/2020	CLAX
A&B Appliances	Abel Francisco	6310 Crenshaw Blvd., Los Angeles, CA 90042	3	3	Retail	1/16/2020	1/24/2020	CLAX
Salon H by Sally Styles	Sally Henley	8383 Wilshire Blvd., Suite #50-9, Beverly Hills, CA 90211	5	2	Service	1/16/2020	1/24/2020	PLE
International Medical Devices	James Elist	8500 Wilshire Blvd., Suite 707, Beverly Hills, CA 90211	2	5	Professional	1/16/2020	1/24/2020	PLE2
Century Cleaners	Reyna Agustiniano	1888 Century Park East, Suite 103, Los Angeles, CA 90067	1	3	Service	1/23/2020	1/31/2020	PLE2
LA Customize Cellular	Modasir Mallick	3650 W. Martin Luther King Jr. Blvd., #LR-3, Los Angeles, CA 90008	2	6	Retail	1/23/2020	1/31/2020	CLAX
KW Hair Studio	Kristopher Williams	5322 1/2 Crenshaw Blvd., Los Angeles, CA 90043	3	2	Service	1/23/2020	1/31/2020	CLAX

Attachment C: BIF Grant Matrix from January 1, 2020 to March 31, 2020

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Caffe Paraggi	Ernest Spath	1888 Century Park East, Suite 125, Los Angeles, CA 90067	1	5	Service	1/29/2020	2/6/2020	PLE2
Jorge A. Blanco Reyes - Landlord	Jorge Blanco	6310-6314 Crenshaw Blvd., Los Angeles, CA 90043	1	13	Commercial Property Owner	1/29/2020	2/6/2020	CLAX
The Roof on Wilshire	Payam Pedram	6317 Wilshire Blvd., Los Angeles, CA 90048	3	5	Service	1/29/2020	2/6/2020	PLE
Fashion Spa and Nail	Ha Nguyen	3650 W. Martin Luther King Jr. Blvd. #239, Los Angeles, CA 90008	4	6	Service	2/6/2020	2/14/2020	CLAX
Keiko Grill	Peter Cho	3650 W. Martin Luther King Jr. Blvd., #132 Los Angeles, CA 90008	5	5	Service	2/6/2020	2/14/2020	CLAX
Babacar African Braids	Babacar Ndiaye	4118 1/2 Crenshaw Blvd., Los Angeles, CA 90008	1	4	Service	2/6/2020	2/14/2020	CLAX
I Love Lulu	Tallulah Marcelin	733 South La Brea Los Angeles, CA 90036	9	5	Service	2/6/2020	2/14/2020	PLE
Auntie Anne's Pretzel Store	Moo Lee and Yoon Lee	3650 West Martin Luther King Jr. Blvd, #268 Los Angeles, CA 90008	7	6	Service	2/13/2020	2/20/2020	CLAX
Ebony Wigs Beauty Supply	Ki Han	3677 Crenshaw Blvd. Los Angeles, CA 90016	4	34	Retail	2/13/2020	2/20/2020	CLAX
Baskin Robbins	Shabnam Khan	4066 S. Victoria Ave., Los Angeles, CA 90008	7	11	Service	2/13/2020	2/20/2020	CLAX
Christopher Clarke - New Millennium	Christopher Clarke	4306 Crenshaw Blvd., Los Angeles, CA 90008	1	5	Service	2/13/2020	2/20/2020	CLAX
KC Stylist	Glenn & Yuko Coach	706 E. 1st Street, Los Angeles, CA 90012	5	3	Service	2/13/2020	2/20/2020	LTRC
Century City Shoe Repair	Zhirayr Papazyan	2029 Century Park East B Level, Century City, CA 90067	4	30	Service	2/27/2020	3/6/2020	PLE2

Attachment C: BIF Grant Matrix from January 1, 2020 to March 31, 2020

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Ultimate Jewelz	Akber Mohammed	3650 W. Martin Luther King Jr. Blvd. #LR9, Los Angeles, CA 90008	3	3	Retail	2/27/2020	3/6/2020	CLAX
Shades Galore	Imran Kher	3650 W. Martin Luther King Jr. Blvd. LR-11, Los Angeles, CA 90008	2	2	Retail	2/27/2020	3/6/2020	CLAX
Glamour 'Us	Samir Kher	3650 W. Martin Luther King Jr. Blvd., Suite 176, Los Angeles, CA 90008	12	3	Retail	2/27/2020	3/6/2020	CLAX
Cellular Repair Pro	Faisal Mallick	3650 W. Martin Luther King Jr. Blvd., Suite LR-5, Los Angeles, CA 90008	1	2	Retail	2/27/2020	3/6/2020	CLAX
Mail Zone	Harriette Steele	5440 Crenshaw Blvd., Los Angeles, CA 90043	1	11	Retail	2/27/2020	3/6/2020	CLAX
Jordan's Hot Dogs	Cary Jordan	5960 Crenshaw Blvd., Los Angeles, CA 90043	9	52	Service	2/27/2020	3/6/2020	CLAX
Rocco's Pizza	Matthew McBride	6335 Wilshire Blvd., Los Angeles, CA 90048	1	20	Service	2/27/2020	3/6/2020	PLE
Shop and Save	Mayra Hernandez	6429 Crenshaw Blvd., Los Angeles, CA 90043	3	7	Retail	2/27/2020	3/6/2020	CLAX
John Vance Hathaway Hair	John Vance Hathaway	8383 Wilshire Blvd. Suite 50-69, Beverly Hills, CA 90211	2	5	Service	2/27/2020	3/6/2020	PLE
Quizno's	Andre Bonyadian	134 S. Central Ave., Los Angeles, CA 90012	9	13	Service	3/5/2020	3/13/2020	LTRC
Elegant Chic Purse	Chinyere Jackson	3650 Martin Luther King Blvd., 17 Los Angeles, CA 90008	8	7	Retail	3/5/2020	3/13/2020	CLAX
Pro Image Sports	Eduardo Varela	3650 W. Martin Luther King Jr. Blvd. #148 Los Angeles, CA 90008	9	6	Retail	3/5/2020	3/13/2020	CLAX
Surf City Squeeze	Helen Chang	3650 W. Martin Luther King Jr. Blvd. #151 Los Angeles, CA 90008	1	16	Service	3/5/2020	3/13/2020	CLAX

Attachment C: BIF Grant Matrix from January 1, 2020 to March 31, 2020

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Everything and More Tobacco	Michael Saucer	4429 Crenshaw Blvd., Los Angeles, CA 90043	2	6	Retail	3/5/2020	3/13/2020	CLAX
New Crenshaw Transmission & Auto Service	Yang Hwang	5124 Crenshaw Blvd., Los Angeles	6	13	Service	3/5/2020	3/13/2020	CLAX
healthylife	Dilcia Marquina Ramos	6645 Crenshaw Blvd., Los Angeles, CA 90043	2	4	Retail	3/5/2020	3/13/2020	CLAX
Holly Jones, Inc.	Holly Jones	8383 Wilshire Blvd., Suite 50 Studio 95, Los Angeles, CA	2	2	Service	3/5/2020	3/13/2020	PLE
Jeremy Collins - Hair Architects	Jeremy Collins	3650 W. Martin Luther King Blvd., Unit 241, Los Angeles, CA 90008	4	17	Service	3/12/2020	3/19/2020	CLAX
Kabab House	Sohrab Pirayesh	5573 W. Manchester Ave., Los Angeles, CA 90045	1	22	Service	3/12/2020	3/19/2020	CLAX
Transcranial Magnetic Stimulation Institute	Gennady Musher	6221 Wilshire Blvd., #401, Los Angeles	2	9	Service	3/12/2020	3/19/2020	PLE

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 D1

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 _____