



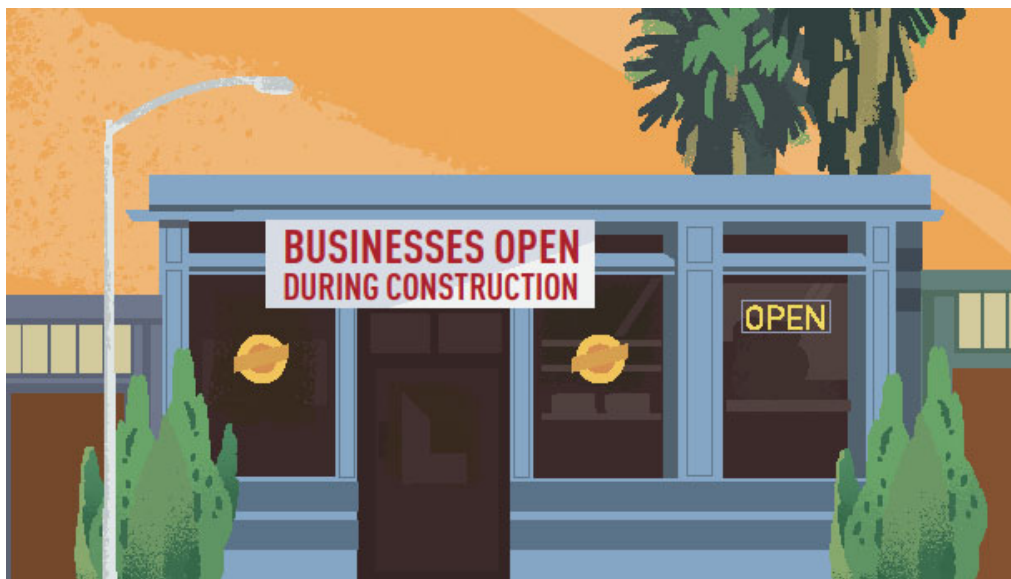
Metro®



Metro Pilot Business Interruption Fund (BIF)

Quarterly Status Report

April 1, 2020 – June 30, 2020



Prepared by

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Development Corporation
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Attachment C	Quarterly Grant Award Matrix
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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.

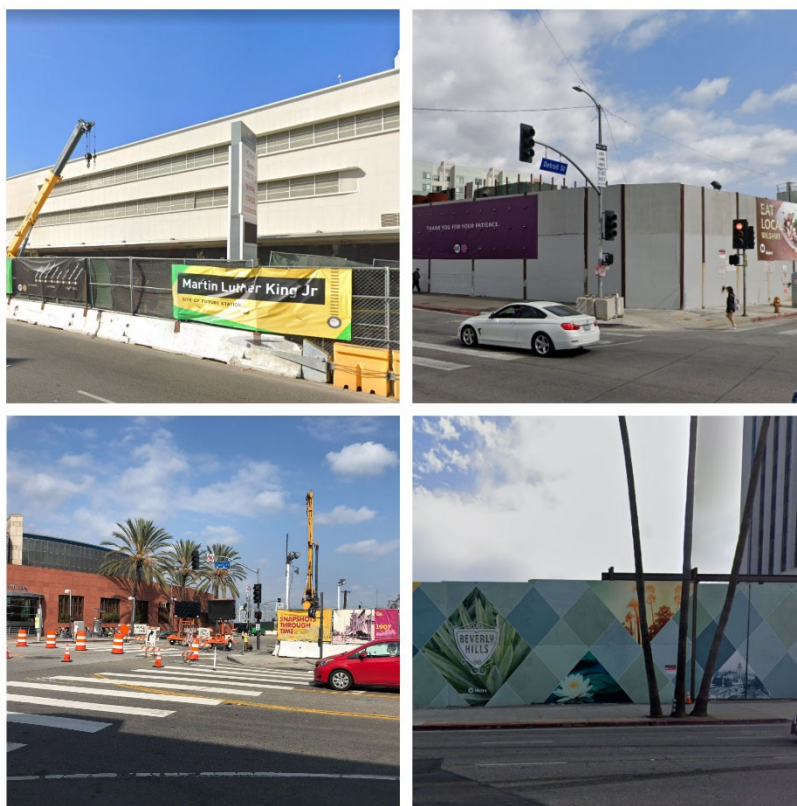
1. Crenshaw/LAX Transit Project
2. Regional Connector, Little Tokyo Area and 2nd & Broadway Segment*
3. Purple Line Extension Section 1 and Section 2

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 April 1, 2020 – June 30, 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 corridors: (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 – June 30, 2020)

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

2017			2018		
Month	# of Grants	Amount	Month	# of Grants	Amount
January 2017	27	\$843,727.17	January 2018	22	\$610,285.99
February 2017	18	\$444,990.97	February 2018	25	\$428,845.44
March 2017	29	\$696,594.41	March 2018	27	\$513,989.41
April 2017	15	\$280,753.38	April 2018	16	\$364,868.06
May 2017	19	\$487,050.65	May 2018	22	\$677,901.25
June 2017	10	\$332,114.38	June 2018	27	\$659,540.72
July 2017	19	\$578,981.12	July 2018	20	\$592,532.11
August 2017	30	\$602,913.53	August 2018	20	\$600,346.34
September 2017	25	\$680,033.23	September 2018	9	\$275,834.87
October 2017	13	\$267,708.03	October 2018	18	\$561,910.43
November 2017	19	\$460,851.28	November 2018	20	\$589,952.10
December 2017	18	\$522,374.39	December 2018	19	\$580,939.33
Total	242	\$6,198,092.54	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	29	\$753,143.72
May 2020	15	\$521,280.57
June 2020	13	\$544,425.30
July 2020		
August 2020		
September 2020		
October 2020		
November 2020		
December 2020		
Total	104	\$3,006,286.79

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	104	\$3,006,286.79
Total	1143	\$28,526,151.81

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 (359/383)	100%	94%	*Based on 383 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 12 months (long term 309/361)	100%	86%	*Based on 361 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 236/303)	100%	78%	*Based on 303 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	223	4	1.79%	35	15.70%	184	82.51%
PLE1	83	2	2.41%	16	19.28%	65	78.31%
PLE2	42	1	2.38%	1	2.38%	40	95.24%
LTRC	33	5	15.15%	3	9.09%	25	75.76%
2BRC	23	2	8.70%	2	8.70%	19	82.61%
Total	404	14	3.47%	57	14.11%	333	82.43%

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	346	190	536
Purple Line Extension Section 1	186	155	341
Purple Line Extension Section 2	147	59	206
Little Tokyo Area R/C	140	64	204
2nd and Broadway R/C	54	24	78
Total	830	475	1365

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

5.1 Summary Statistics at a Glance

- **Quarterly: April 1, 2020 – June 30, 2020**
 - › Number of Applications Received: 47
 - › Number of Applications Approved: 57
 - › Number of Applications Not Eligible: 0
 - › Number of Applications Denied: 0
 - › Value of Grants Approved: \$1,818,849.59
- **Program-to-Date: March 1, 2015 – June 30, 2020**
 - › Total Number of Applications Received: 1398
 - › Total Number of Applications Approved: 1143
 - › Number of Applications Not Eligible: 123
 - › Number of Applications Denied: 2
 - › *Total % of Grants Approved: 89.79%
 - › Total Value of Grants Approved: \$28,526,151.81
- 90.27% of grantees received the total amount of the grant award
- 8.69% 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 404 businesses approved as of this reporting period;
 - › 105 businesses were in operation 2-5 years
 - › 90 businesses were in operation 6-10 years
 - › 110 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)



Station Construction at Crenshaw Blvd. and Exposition Blvd.

6.1 Applications

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

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

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

# of Applications Received						
	Crenshaw/LAX	Purple Line Ext. Section 1	Purple Line Ext. Section 2	Little Tokyo 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
April 2020	12	2	3	1	0	18
May 2020	8	2	3	1	0	14
June 2020	11	3	1	0	0	15
Total	859	287	96	112	44	1398

Total Number of Applications Received - 1398

Total Number of Applications Approved as Grants - 1143

Total Number of Not Eligible Applications - 123

Total Number of Applications Denied - 2

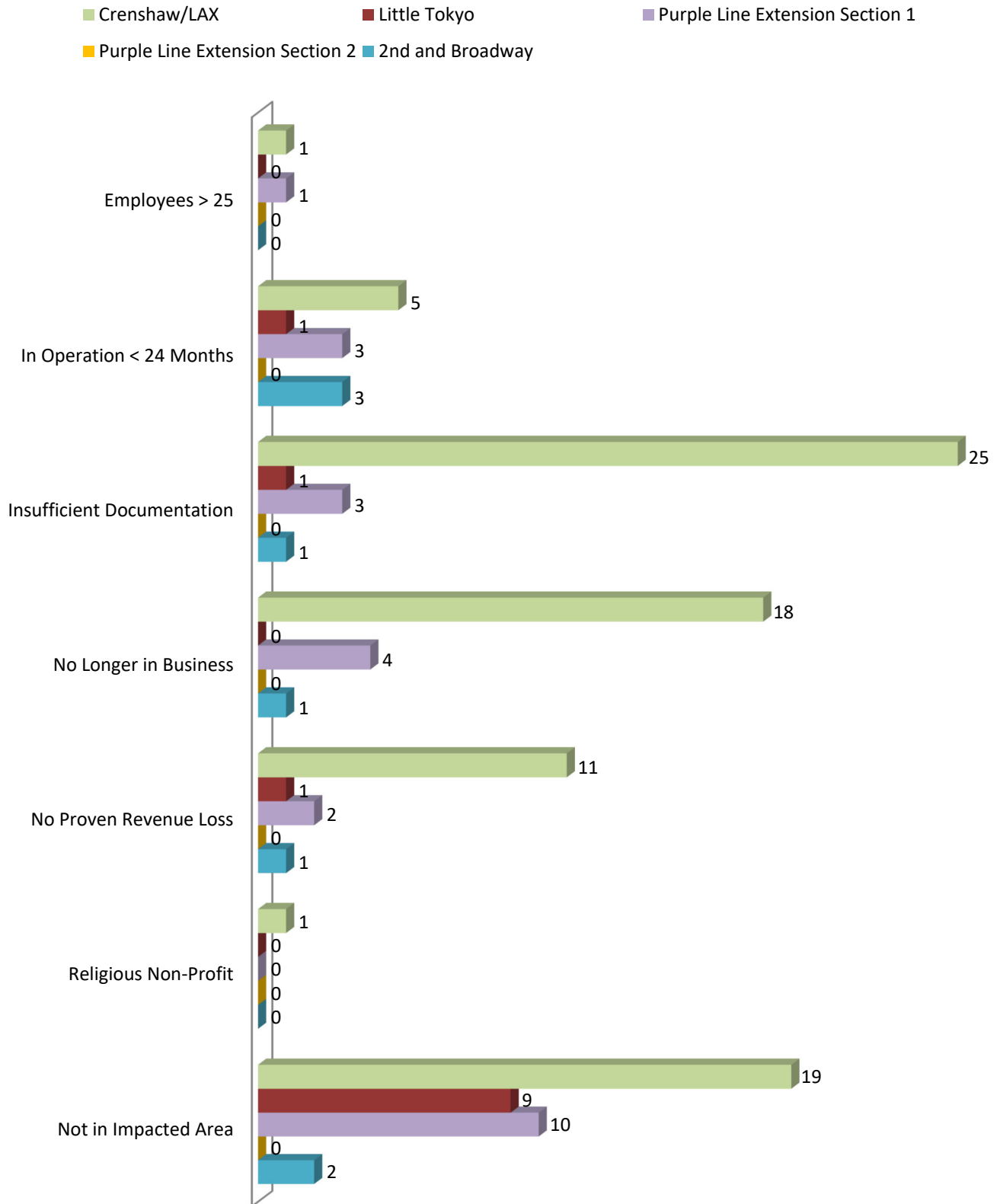
Total Number of Incomplete Applications (Pending Financial Documents) – 130



Construction Activity at the Little Tokyo/Arts District Station 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)

Non-Eligible Applications Received

7.1 Quarterly and Program to Date Community Outreach and Communication Activities

During this reporting period, a total of **5** outreach activities occurred. PCR participated in: **1** outreach event in **Crenshaw/LAX (CLAX)**, **1** outreach events in **Purple Line Extension Section 1 (PLE1)**, **3** 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 were very limited as the COVID-19 pandemic mandated “Stay At Home” orders were initially increased to include retail, personal care and other non- essential small business closures. In- person direct canvassing on all corridors was temporarily suspended in late March and early April but resumed on an “as necessary” basis in mid-April through June 2020 as “Stay At Home” orders allowed for some business re-openings. Outreach efforts transitioned into a social distancing format utilizing email, phone or other online contact as per the initial COVID-19 mandated “Stay At Home” orders issued on March 19, 2020 at the onset of the COVID-19 pandemic. Community meetings on all corridors are hosted in an on-line webinar format. All site visits include social distancing protocol and face covering requirements are practiced. In addition, with the advent of business closures and less traffic, construction activities increased on all corridors. The Metro **CLAX** Community Construction team continues to host Community Construction Update meetings remotely on a quarterly basis with updates on the entire **CLAX** corridor. According to the Metro **CLAX** construction team, the **CLAX** project is 97% complete at this reporting period. The **PLE1** corridor continues to experience significant street level construction impacts at intersections and detours near the construction staging yards. The two tunnel boring machines are inching their way from La Brea travelling westward to La Cienega which is forecasted for a Spring 2021 breakthrough. **PLE1** hosts Community Construction Update meetings quarterly as well and is on target for completion in 2023. 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**. With the continuation and extension of the street closure of Constellation between Century Park East and Avenue of the Stars in full force, the vicinity of the Century City station has heavy construction impacts affecting several multi-storied office buildings housing small businesses. 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. Decking and piling activities continue in the Wilshire/Rodeo station area in Beverly Hills and will last several months. **PLE2** hosts Community Construction Update meetings with **PLE1** La Cienega station monthly and is on target for completion in 2025. The BIF team participates on **CLAX**, **PLE1** and **PLE2** Community Construction Update meetings remotely online. BIF Information Workshops that were being planned during this reporting period have been put on hold due to the COVID-19 pandemic and may possibly be revisited in an online format in the near future. No outreach activities occurred for **LTRC** as construction activities began for final station completion work at 1st Street as well no outreach activities occurred for **2BRC** as the project area eligibility ended June 30, 2017.

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

**Table 1. Quarterly Outreach Efforts and Communication Activities
(April 1, 2020 – June 30, 2020)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	1	1	3	0	0
*Direct In Person Canvassing	0	0	0	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	0	0	0
Media Photo Op Event	0	0	0	0	0
Total	1	1	3	0	0

*Direct In Person Canvassing Represents Number of Days

**Table 2. Program to Date Outreach Efforts and Communication Activities
(March 1, 2015 – June 30, 2020)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	85	37	39	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	231	163	115	52	41

Community Meetings/Presentations: During this reporting period, PCR participated in **5** 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. All community meetings were hosted remotely in an online format due to the COVID-19 “Safer at Home” mandate. 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 most outreach efforts via online with limited in-person contact. **CLAX** Business Advisor Andre Hardy also participated in these online efforts. Prior to the COVID-19 pandemic, outreach 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. These efforts 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. As the COVID-19 pandemic continued with many business owners being forced to close for mandated “Safer At Home” orders, direct in-person canvassing efforts were temporarily suspended. Outreach activities consisted by phone, email or online format for the Business Advisors on all corridors. As outreach is an extremely essential and an important component to the BIF program, BIF Business Advisors were encouraged to maintain consistent, ongoing contact with current BIF small business grantees as well as touch points with potential, new BIF applicants by non-contact means or very limited in-person meetings when collecting documents or performing site visits. Gaining the trust and support of these small business owners as heavier construction activities continue on all corridors during the COVID-19 pandemic was certainly more important than ever in providing awareness of the BIF program. Additionally, all Business Advisors continued to take photos of direct construction activity occurring during this reporting period.

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. 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 COVID-19 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. With the ongoing COVID-19 pandemic, 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 third quarter of 2020 is being discussed:

0- Crenshaw/LAX Corridor

0- Purple Line Extension Section 1

1- Purple Line Extension Section 2 (2029 Building tenants, Bank of America building tenants in Beverly Hills)

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 due to the COVID-19 pandemic, 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. Prior to the COVID-19 pandemic, BIF Business Advisors could generally meet with small business owners at their place of business for convenience and comfort as well as additional meeting places in the field. This practice resulted in effectively expediting submission of applications to the BIF and collecting documents for financial analysis and subsequent grant recommendations. Since the COVID-19 pandemic, appointments are generally by phone or remotely online for **CLAX** Lead Business Advisor, Charles Boyd, **CLAX** Business Advisor Andre Hardy, **PLE1** Lead Business Advisor Brian Lazo, **PLE2** Lead Business Advisor Darrell Smith and **LTRC** Lead Business Advisor and Assistant BIF Program Manager, Bryan Miyamoto. During the onset of the COVID-19 pandemic, any in-person meetings/appointments are conducted with social distancing measures/ face coverings protocols in place.

*See Attachment B for a listing of meetings, events, presentations and workshops from April 1, 2020 – June 30, 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
April 2020	19	\$500,348.10
May 2020	9	\$332,024.32
June 2020	11	\$478,329.00
Total	701	\$17,141,427.87



Leimert Park Station at
Crenshaw Blvd. and 43rd 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

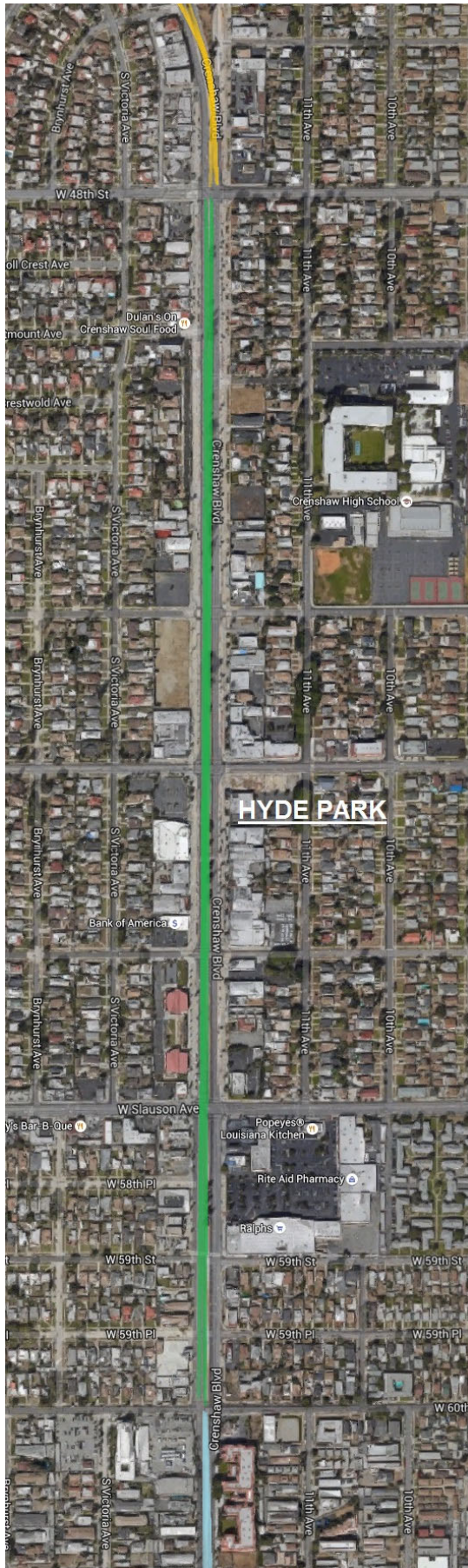
Downtown Inglewood - N. Prairie Avenue to N. Cedar Avenue

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****41****\$1,017,454.68****CRENSHAW/
EXPOSITION****12****\$138,813.12****CRENSHAW
SQUARE****68****\$1,966,650.57****MARTIN
LUTHER KING,
JR.****274****\$6,322,804.43****BALDWIN
CRENSHAW
MALL****78****\$1,856,489.47****LEIMERT PARK****20****\$265,922.77****LEIMERT PARK
BUSINESSES**



**NUMBER
OF
GRANTS**

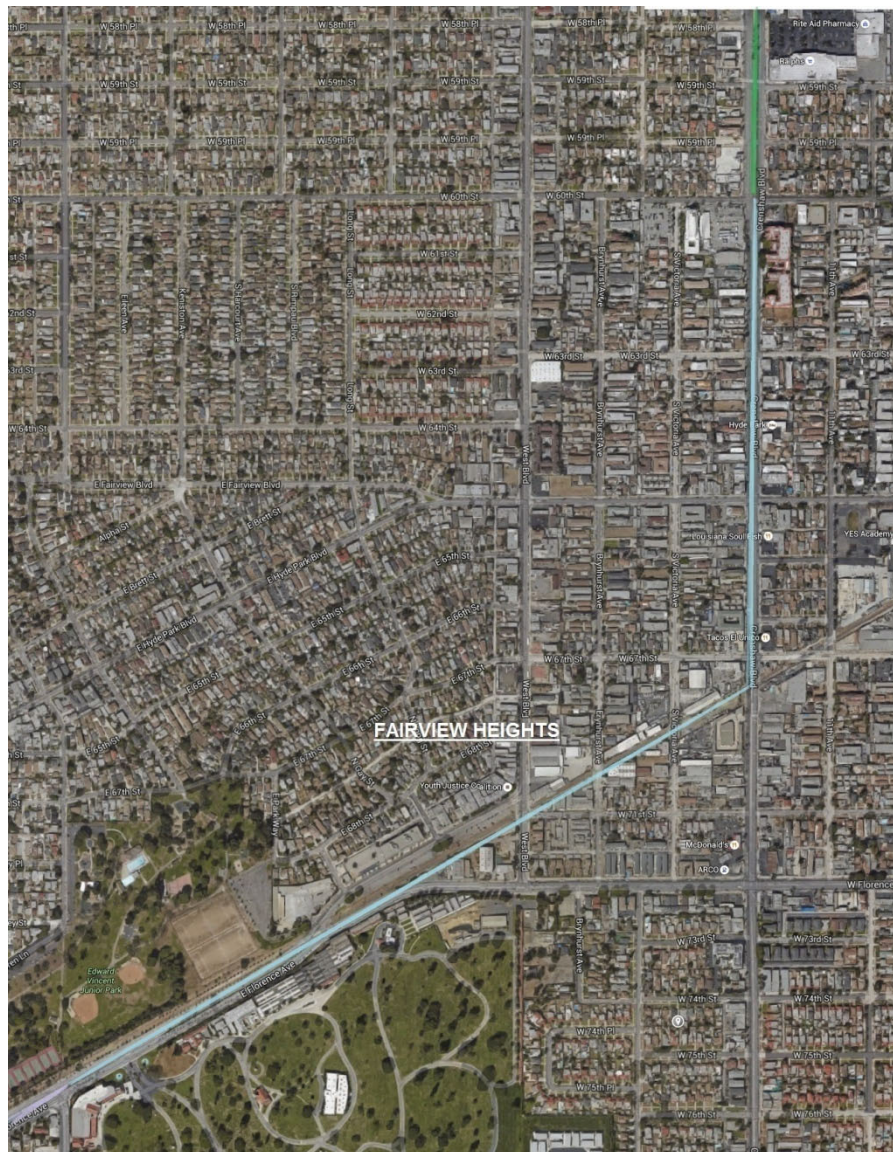
**TOTAL GRANT
AMOUNT**

SECTION

167

\$4,085,549.91

HYDE PARK



**NUMBER
OF
GRANTS**

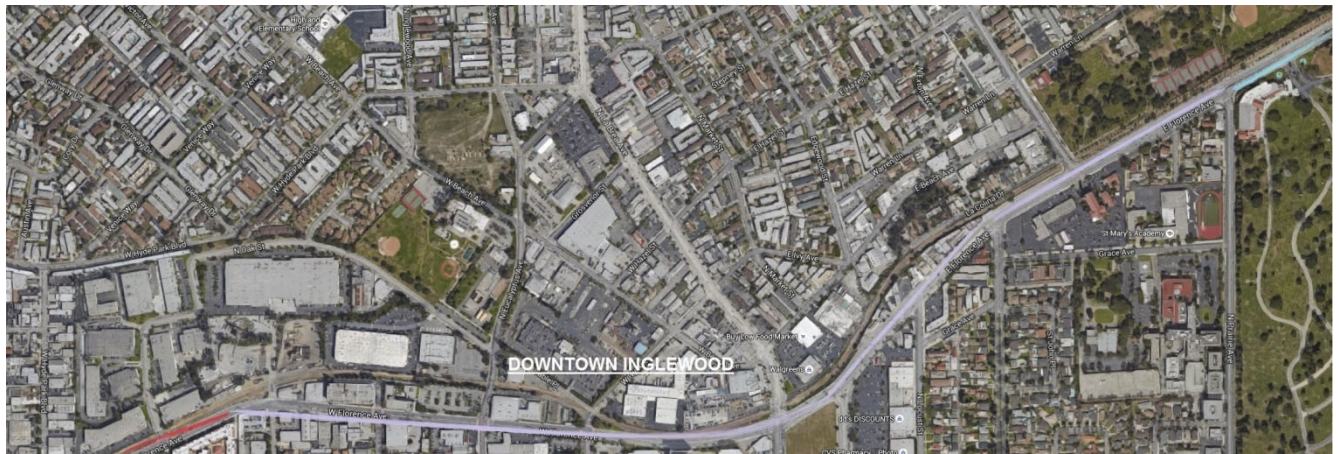
**TOTAL GRANT
AMOUNT**

SECTION

16

\$533,185.73

**FAIRVIEW
HEIGHTS**

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

*No Grants Approved as of June 30, 2020



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

25

\$954,557.19

**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
April 2020	0	\$0.00
May 2020	0	\$0.00
June 2020	0	\$0.00
Total	97	\$2,053,387.44

Little Tokyo Area of the Regional Connector

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

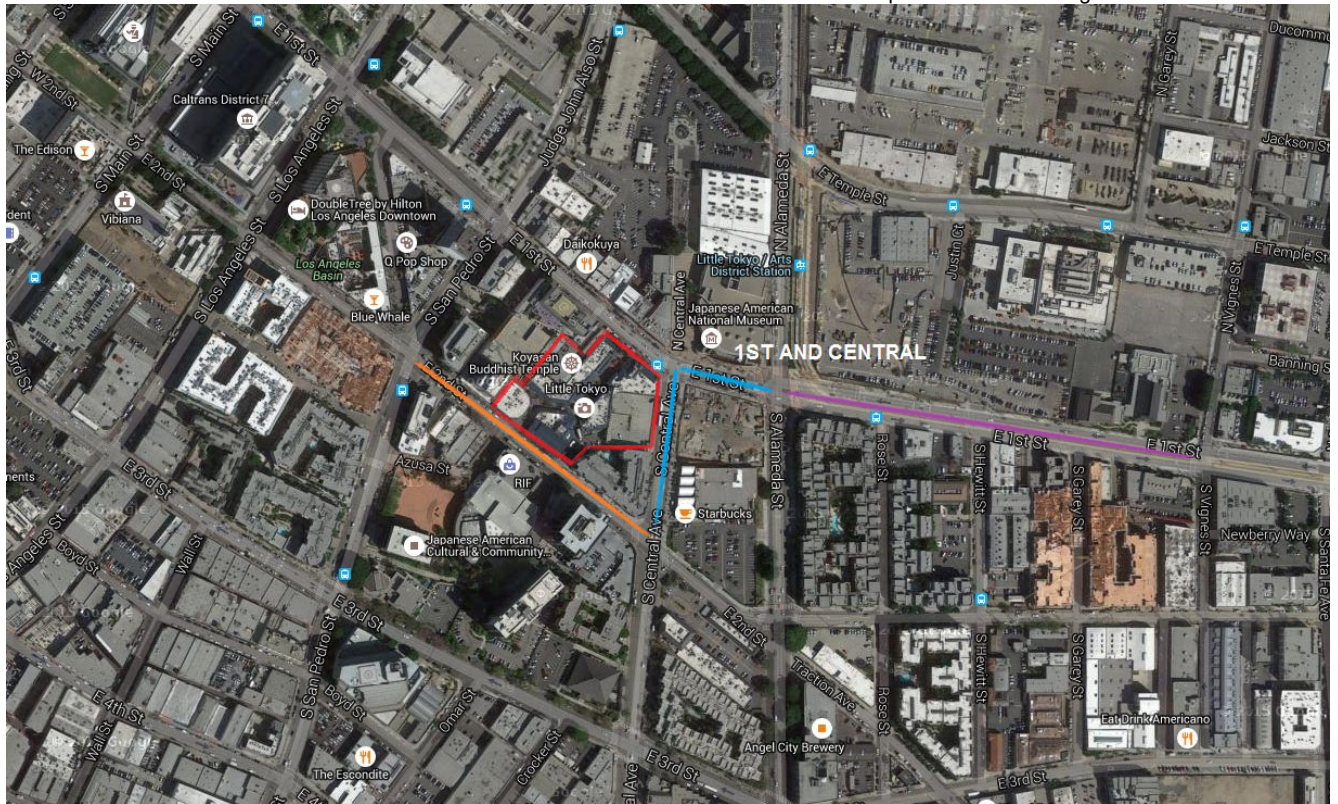
East of Alameda (1st Street)

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**

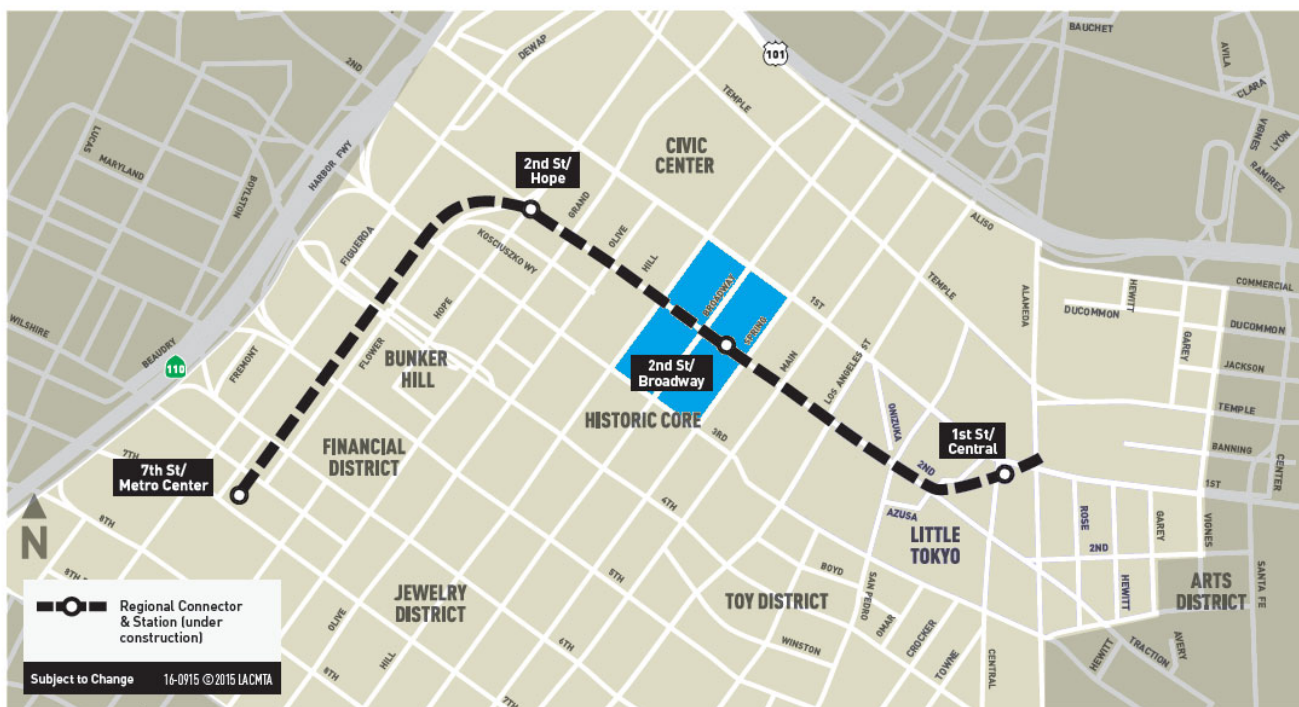
2nd and Broadway Regional Connector		
	Grants	Amount
2015	0	\$0.00
2016	17	\$444,681.98
2017	19	\$505,482.05
Total	36	\$950,164.03

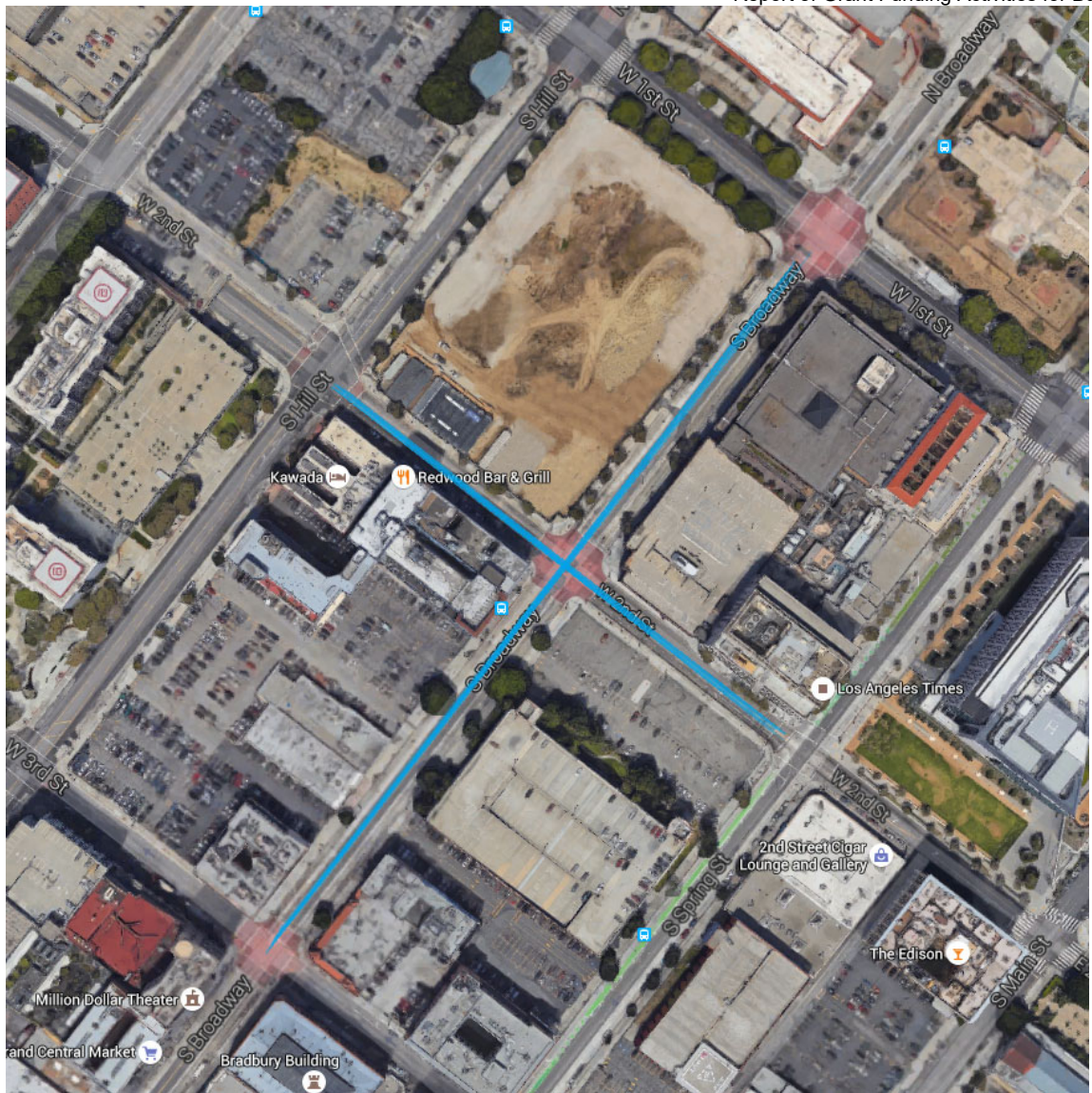
Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

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
April 2020	4	\$64,218.72
May 2020	3	\$102,642.12
June 2020	2	\$66,096.30
Total	228	\$5,891,748.57

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**

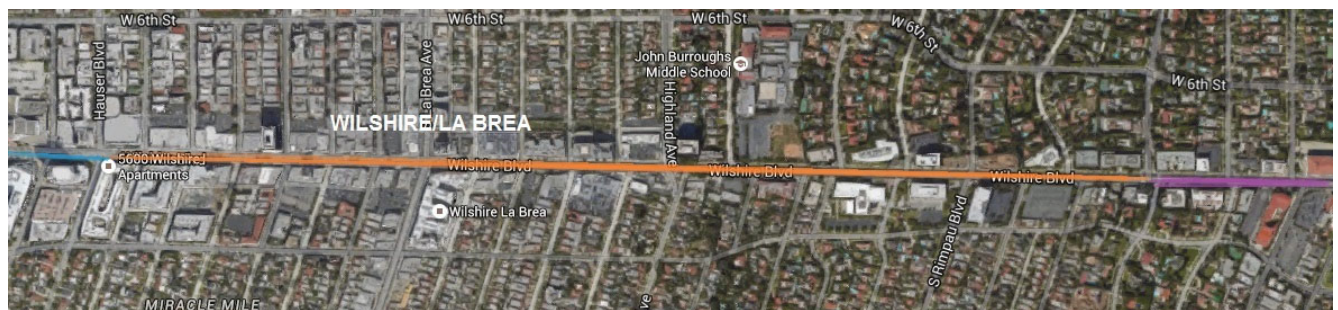
**TOTAL GRANT
AMOUNT**

SECTION

28

\$831,030.10

**WILSHIRE/
WESTERN**



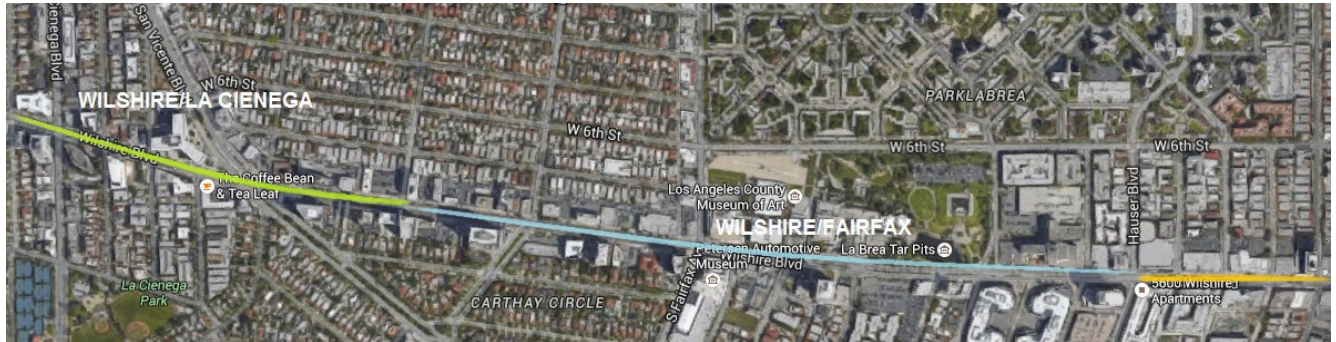
**TOTAL GRANT
AMOUNT**

SECTION

122

\$2,848,215.06

**WILSHIRE/
LA BREA**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

32

\$1,101,794.08

**WILSHIRE/
FAIRFAX**

46

\$1,110,709.33

**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
April 2020	6	\$188,576.90
May 2020	3	\$86,614.13
June 2020	0	\$0.00
Total	81	\$2,489,423.90

Purple Line Extension Section 2

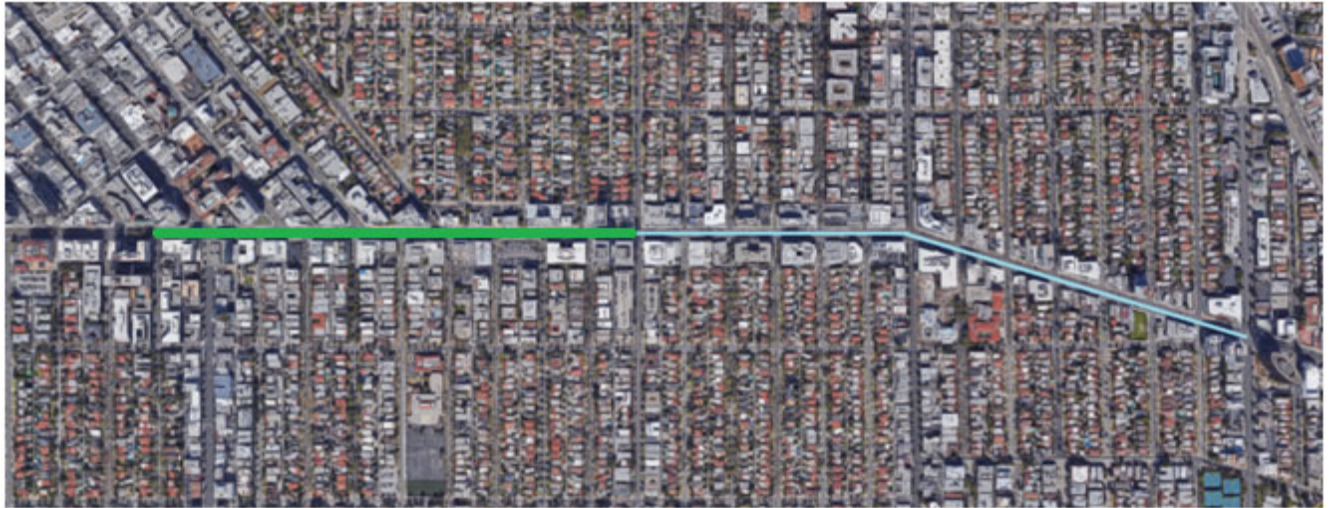
Metro Business Interruption Fund uses the following sections as impact areas:

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

62

\$1,931,018.70

**LA CIENEGA
WEST**

0

\$0.00

**WILSHIRE/
RODEO**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

CENTURY CITY MALL

19

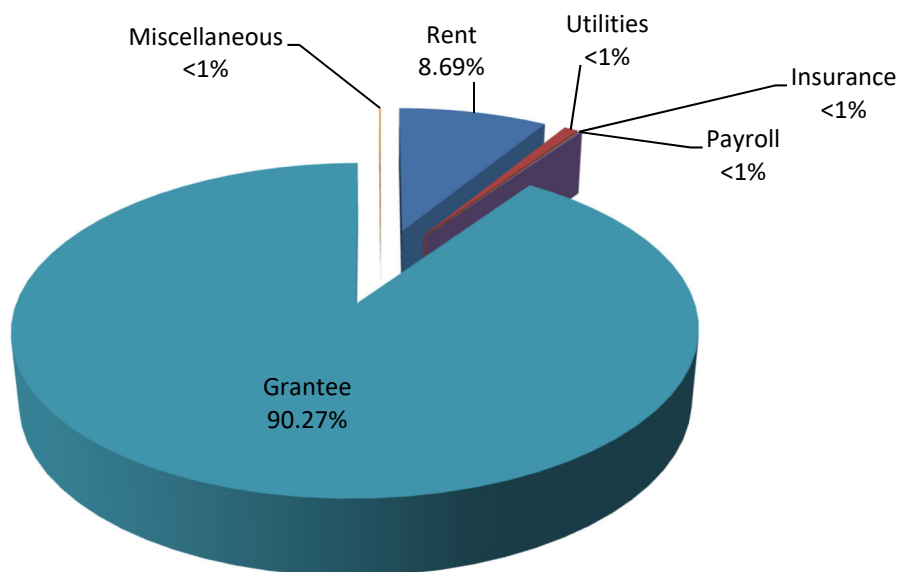
\$558,405.20

**CENTURY CITY/
CONSTELLATION**

9.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



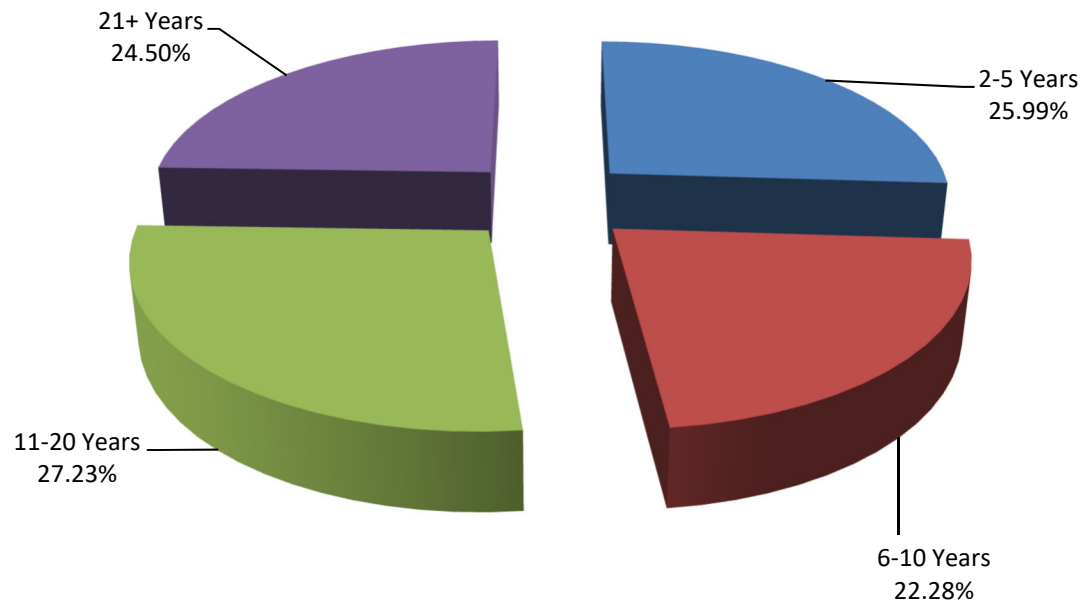
Grant Disbursement by Type	
Rent	\$ 2,477,969.55
Utilities	\$ 233,195.70
Insurance	\$ 9,695.60
Payroll	\$ 36,177.57
Grantee	\$ 25,749,409.36
Miscellaneous	\$ 19,704.03
Total	\$ 28,526,151.81

* 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:

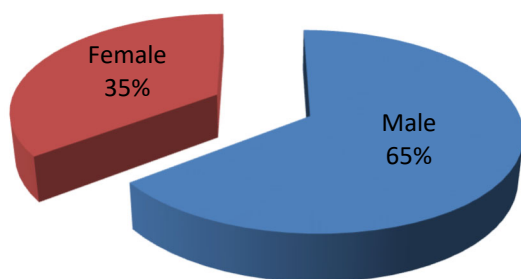
- Rent/Mortgage
- Utilities
- Insurance
- Payroll
- Other types of business related expenses

* Miscellaneous includes payments for the following business related expenses:

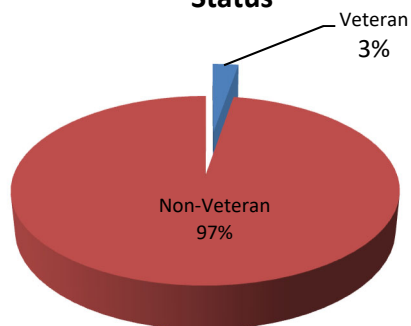
- Business Tax Certificate
- License Fees

Figure 2: Grant Disbursement by Years in Business

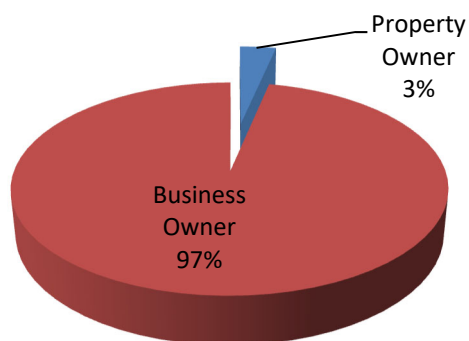
Business Age by Years	
2-5 Years	105
6-10 Years	90
11-20 Years	110
21+ Years	99

Figure 3: Grant Disbursement by Gender

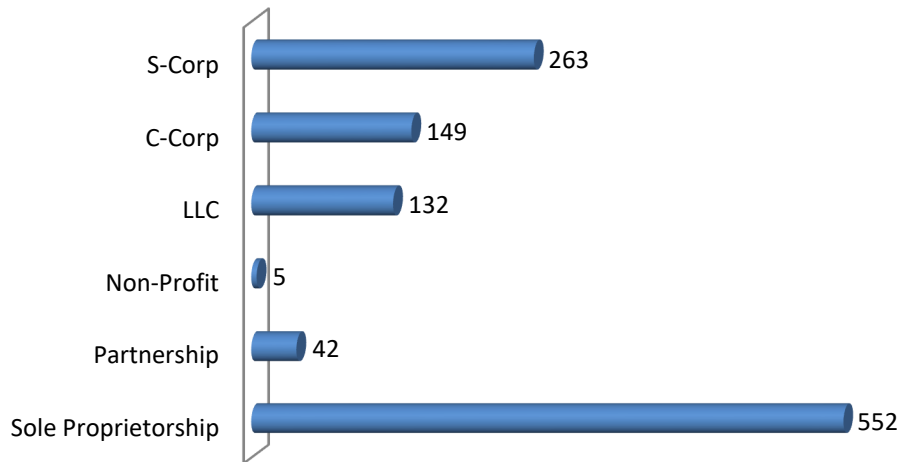
Grant Award by Gender	
Male	743
Female	400

Figure 4: Grant Disbursement by Veteran Status

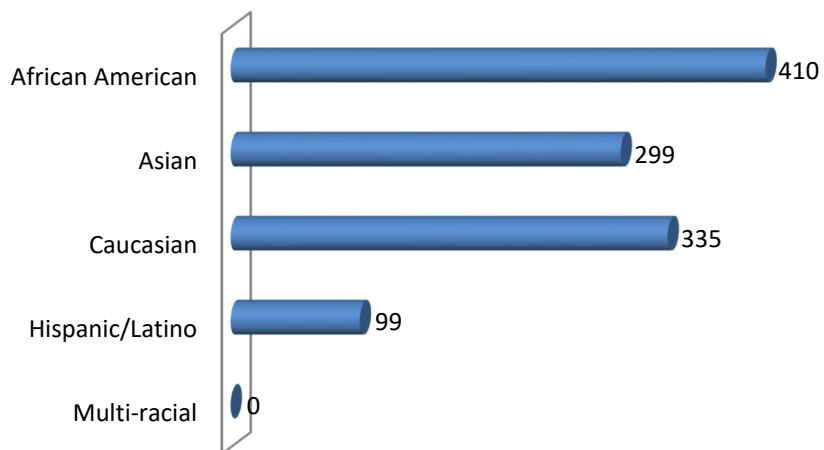
Grant Award by Veteran Status	
Veteran	29
Non-Veteran	1114

Figure 5: Property Owner vs. Business Owner

Property Owner vs. Business Owner	
Property Owner	39
Business Owner	1104

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	263
C-Corp	149
LLC	132
Non-Profit	5
Partnership	42
Sole Proprietorship	552

Figure 7: Grant Disbursement by Ethnicity

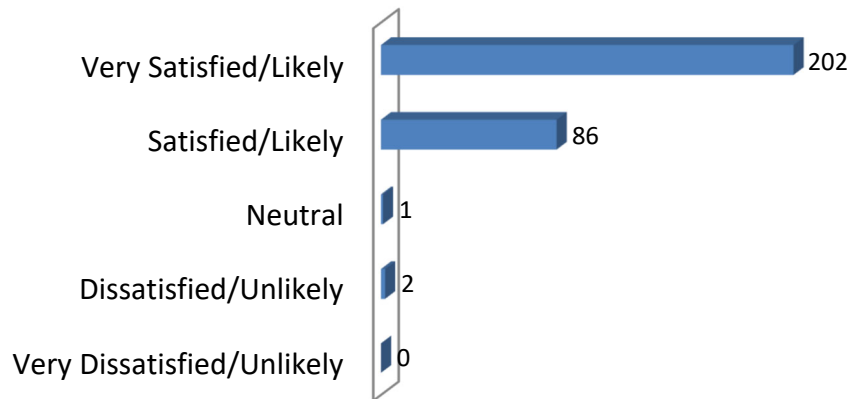
Grant Disbursement by Ethnicity	
African American	410
Asian	299
Caucasian	335
Hispanic/Latino	99
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

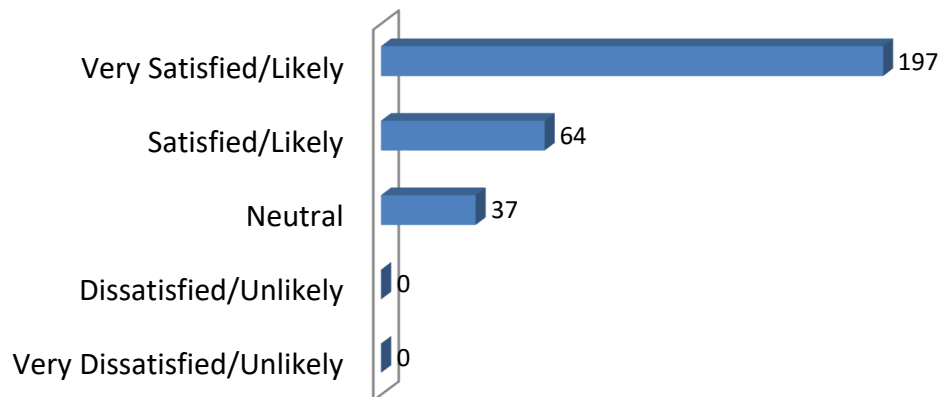
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

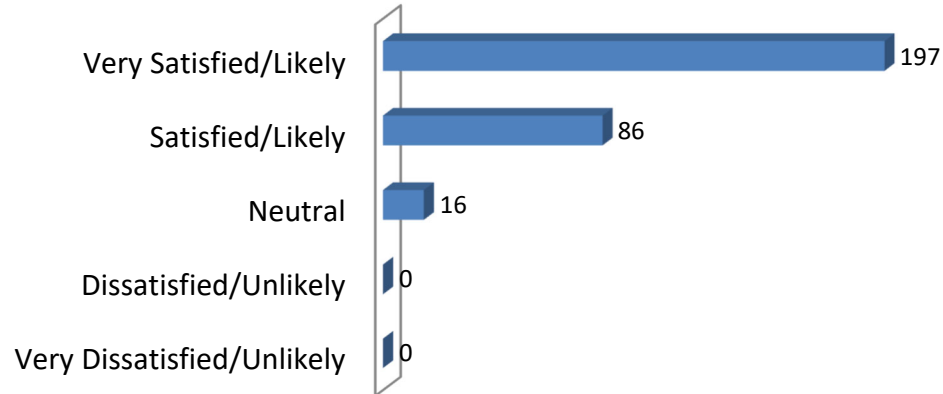
Question 1: How would you rate your overall satisfaction with us?



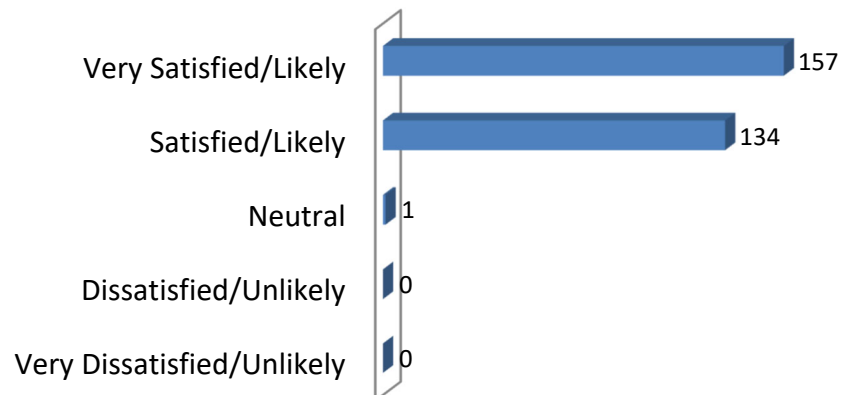
Question 2a: Please rate us on the following experiences: Customer Service

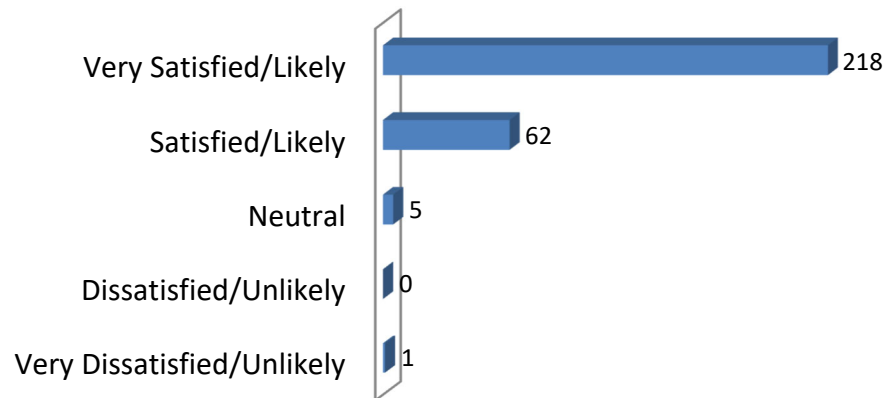
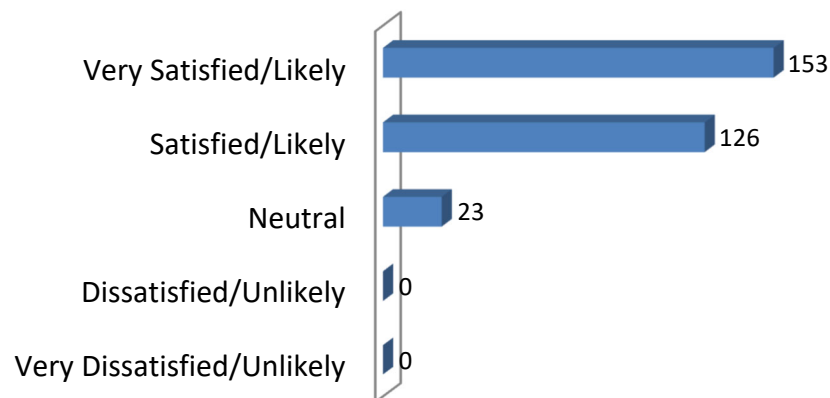


Question 2b: Please rate us on the following experiences: Professionalism



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

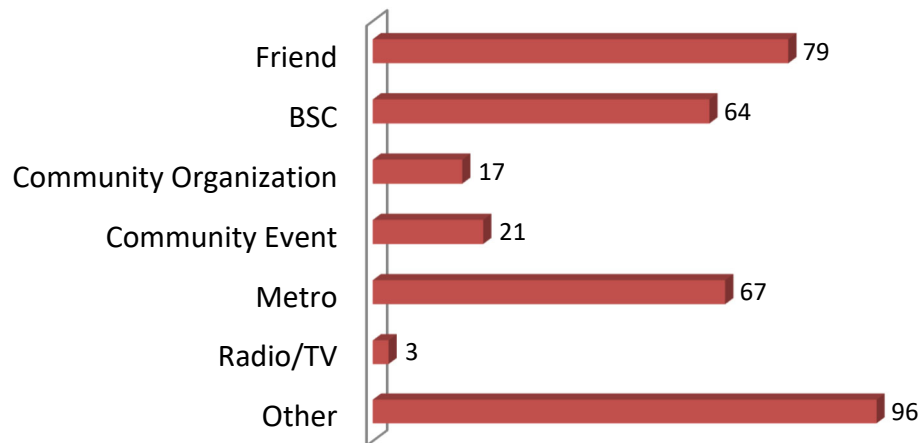
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*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?



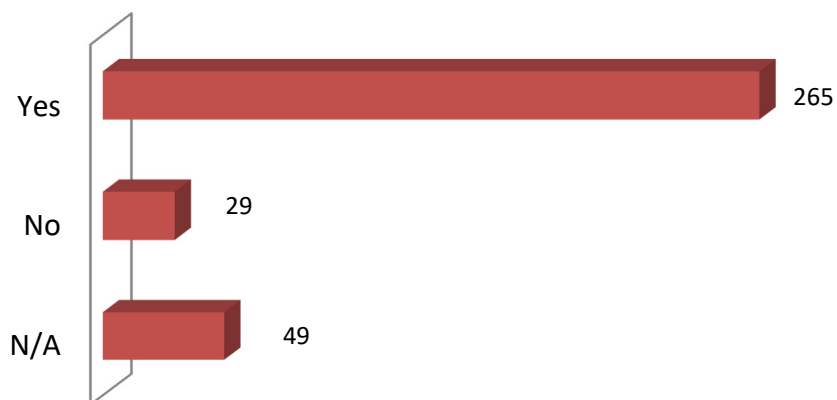
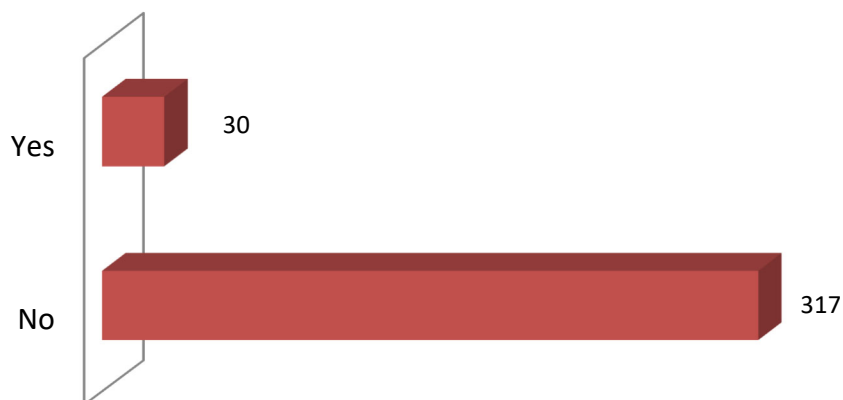
**Other" Category includes the following:

- PCR Outreach (65)
- Landlord (15)
- 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?**

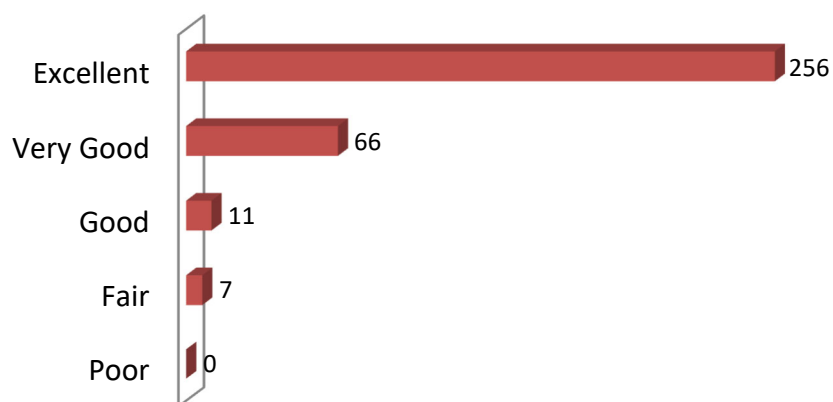
*In this instance, the "No and N/A" category was indicative of applicants who did not need recommendations or referral services.

Question 8: Did you receive specific recommendations and/or referral services?**Question 9: Were there advising areas where we were not able to assist you?**

*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 BIF program transitioned to working remotely during the COVID-19 pandemic?

Fortunately, the BIF program has continued to provide grant funds to small business owners who are open and operating since the advent of COVID-19 in March 2020, that can prove business revenue loss directly due to Metro construction impacts occurring prior to the COVID-19 pandemic. As “Safer at Home” mandates were ordered, the BIF team has transitioned operations to a “work from home” remote format. PCR BIF team members are able to access computer databases, voicemail and email remotely. Contact with business owners is primarily conducted by phone, email or online. Additional adjustments include extremely limited in-person contact and temporarily suspending direct canvassing efforts. Site visits are drive-by or if in-person, BIF team members practice social distancing and facial covering requirements. Document collection is generally done by email. The grant payment process is moving to ACH electronic direct deposit instead of disbursing manual checks with grant payout documents signed electronically. Word of mouth has been the primary source of new applicants as PCR continues to receive a significant number of new applications during the period. Many property owners have been particularly helpful especially those owners of strip malls, in making sure their tenants are aware and apply to the BIF program. As the BIF team is working remotely in various locations, BIF Grant Approval Committee meetings are held remotely and have moved from weekly to every other week to allow the time and care necessary for the underwriting process. While the COVID-19 pandemic has forced a change in BIF operations at this time, the program remains strong, ongoing and as committed as ever to helping small businesses survive Metro construction impacts.

12.1 Project Updates and Observations (as of this reporting period)

- a. The advent of the 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 temporarily. Designated essential businesses were allowed to remain open. As of this reporting period, many non-essential businesses were allowed to reopen. Metro construction activities 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 most corridor areas, construction work has dramatically increased during the “Safer at Home” mandate which has resulted in less traffic with the continuation of restrictions on some business re-openings. All construction update meetings are held as virtual webinars. PCR continues to operate the BIF program with only essential businesses and/or businesses allowed to open/re-open 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 on the Crenshaw/LAX (CLAX) rail corridor is in its final stages with 97% of the work completed at this time. 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 through the end of 2020. Targeted operational date for the CLAX rail line is TBD 2021.
- c. Construction activities on Purple Line Extension Section 1 (PLE1) have increased during the COVID-19 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) continues to experience heavy 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/LaCienega 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:** Genwa Korean BBQ
- **Address:** 5115 Wilshire Blvd. Suite A, Los Angeles, CA 90036
- **Phone Number:** (323) 549-0760 (Business) (323) 304-6655 (Cell)
- **Date of Creation:** 2006
- **Business Designation:** C- Corp.
- **Website Address:** www.genwakoreanbbq.com
- **Main Areas of Activity:** Award- winning Korean BBQ restaurant
- **Unique Qualities:** Everything is prepared fresh and in- house
- **Metro Rail Corridor:** Purple Line Extension Section 1

Business Narrative



Genwa Korean BBQ is owned by Jay B. Kwon. The restaurant is located at 5115 Wilshire Blvd. Suite A in Los Angeles (on Wilshire Blvd. between Mansfield Avenue and Orange Drive) along the Wilshire Purple Line Extension Section 1 Metro corridor. It should be noted that originally Genwa occupied only Suite A but as business boomed, walls were knocked down to make the space bigger thus occupying additional Suites B and C. Genwa Korean BBQ is listed as one of the 20 Best Restaurants in Los Angeles by DineRank.com as well as one of the 21 Best Korean BBQ restaurants in the country by Thrillist.

The business is operated and managed full time by Mr. Kwon and presently has (7) full-time and (5) part-time employees. The business has been operating at this location for the past 14 years and was open for business during Metro construction.

At Genwa Korean BBQ, you are the chef. Choose from their delectable selection of various, beef, pork, chicken or fish; then cook it all up on their state of the art smokeless grills, right at your table. Enjoy over 23 types of their traditional Banchan

accompanied with every meal including unlimited refills as well as a selection from their drink menu. The business also offers several dishes to choose from, perfectly prepared for you from their kitchen. Whatever your taste, you are sure to find something to tempt your palate and their helpful staff is happy to offer recommendations or answer any questions.

Genwa's business hours are 11:30 a.m. to 8:00 p.m. The business presently is offering pick up service and delivery of your meal to your place of business or residence. The restaurant space is one floor and very spacious decorated with bamboo plants and some Korean art. There is a greeting area as you enter the premises to check in for your reservation or to place an order. There is a private room/banquet room that can hold up to 60 patrons. Genwa also has a bar area that sits about 8 patrons. There are two fully operational kitchens and two bathrooms for patrons to use.

Mr. Kwon states that construction activities and machinery impaired access to the business and caused a significant decline in customers and revenues during the impact months. He says customers have complained about the business not being easily accessible and in some instances have taken their business elsewhere. However, Mr. Kwon has a loyal customer base and he is confident that his customers will return along with increased business revenues once construction subsides.

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
1087	Jaime Hernandez, DDS	Jaime Hernandez	3/28/2020	4/2/2020	5	
1088	Candace Green - Hair Stylist	Candace Green	3/30/2020	4/2/2020	3	
1089	Wings 'N Stuff	Gee Ikuta	3/29/2020	4/2/2020	4	
1090	Kevin Williamson - Hair Architects	Kevin Williamson	3/29/2020	4/2/2020	4	
1091	Hair by Sparkle	Sparkle Christopher	3/27/2020	4/2/2020	6	
1092	Know Split Endz	Tasha Rogers	3/30/2020	4/2/2020	3	
1093	MS Jewelry	Jimmy Pak	3/30/2020	4/2/2020	3	
1094	Jonathan Contreras - Hair Architects	Jonathan Contreras	3/29/2020	4/2/2020	4	
1095	Game Force	AJ Singh	3/28/2020	4/2/2020	5	
1096	Yogurtland	Peter Kim	3/30/2020	4/2/2020	3	
1097	R.E.D. Salon Studio	Diane Griffin	3/29/2020	4/2/2020	4	
1098	Candace Cohen - Hair Stylist	Candace Cohen	3/30/2020	4/2/2020	3	
1099	Stephanie Young - SalonRepublic	Stephanie Young	3/30/2020	4/2/2020	3	
1100	Albert Fuchs, MD	Albert Fuchs, MD	3/29/2020	4/2/2020	4	
1101	Lisa M. Shapiro - salonrepublic	Lisa Shapiro	4/11/2020	4/16/2020	5	
1102	Galaxy Medical Center	Gennady Musher	4/13/2020	4/16/2020	3	
1103	1st Choice Driving and Traffic School	Gibert Carrillo	4/12/2020	4/16/2020	4	
1104	Joseph Williams - Brimberry Beauty and Barber	Joseph Williams	4/12/2020	4/16/2020	4	
1105	Crenshaw Yoga and Dance	Kar Lee Young	4/13/2020	4/16/2020	3	
1106	Families United: New Beginnings	Miki Hazzard	4/10/2020	4/16/2020	6	
1107	Crenshaw Medical Center	Dr. Gudata Hinika	4/13/2020	4/16/2020	3	
1108	MMAKO Insurance Company	Emmanuel Okokwe	4/13/2020	4/16/2020	3	
1109	Cuvee	Dodi Maghsoudi	4/12/2020	4/16/2020	4	
1110	Habanero Grill	Dodi Maghsoudi	4/11/2020	4/16/2020	5	
1111	Mystic Flowers and Gardens	James Sherer	4/11/2020	4/16/2020	5	
1112	Dulan's on Crenshaw	Greg Dulan	4/27/2020	4/30/2020	3	
1113	Floral Palace Landscape Design	Karen Bragg	4/27/2020	4/30/2020	3	
1114	Dorothy Lowe, MD	Dorothy Lowe	4/28/2020	4/30/2020	2	
1115	Rubencio Quintana, MD	Rubencio Quintana	4/26/2020	4/30/2020	4	
1116	Pita Kitchen	Ziad Janah	5/10/2020	5/14/2020	4	
1117	Coffee Bean	Dong Lee	5/11/2020	5/14/2020	3	
1118	John Nibo - Property Owner	John Nibo	5/8/2020	5/14/2020	6	
1119	Unismog	Don Sharma	5/11/2020	5/14/2020	3	
1120	Century Cleaners	Reyna Agustiniano	5/11/2020	5/14/2020	3	
1121	Piknic Century City	Tomer Kave	5/10/2020	5/14/2020	4	

Attachment A: Application to Grant Turnaround Analysis

1122	Genwa	Jay Kwon	5/25/2020	5/28/2020	3	
1123	One Day Tax Service	Demisew Getaneh	5/25/2020	5/28/2020	3	
1124	Don Binns Electrician	Don Binns	5/24/2020	5/28/2020	4	
1125	Dujack Investments	Young Jun	5/24/2020	5/28/2020	4	
1126	KarLee Young - Property Owner	KarLee Young	5/23/2020	5/28/2020	5	
1127	Margarita's Café	Maria Bazan	5/23/2020	5/28/2020	5	
1128	Classic Grill	Sung Yoon	5/25/2020	5/28/2020	3	
1129	HD Sportswear	Herman Tinson	5/24/2020	5/28/2020	4	
1130	Caffe Paraggi	Ernest Spath	5/26/2020	5/28/2020	2	
1131	Printing and More	Shahnaz Davoody	6/8/2020	6/11/2020	3	
1132	A&B Appliances	Abel Francisco	6/8/2020	6/11/2020	3	
1133	Universal College of Beauty	John Williams	6/7/2020	6/11/2020	4	
1134	Rajo African Product Market	Abdul Kalejaiye	6/8/2020	6/11/2020	3	
1135	Subway	Satpal Sudwal	6/7/2020	6/11/2020	4	
1136	Crenshaw Discount Store	Nimol Chea	6/8/2020	6/11/2020	3	
1137	Heather Abuel Hair	Heather Abuel	6/22/2020	6/25/2020	3	
1138	Parisian Wigs	Cynthia Park	6/21/2020	6/25/2020	4	
1139	New York Floor Covering	Jorge Blanco	6/22/2020	6/25/2020	3	
1140	Highly Favored Hair Studio	Barrington Edwards	6/22/2020	6/25/2020	3	
1141	Ken Wireless	Ken Mayers	6/22/2020	6/25/2020	3	
1142	Michael Purnell - Hair Architects	Michael Purnell	6/21/2020	6/25/2020	4	
1143	Kabab House	Sohrab Pirayesh	6/22/2020	6/25/2020	3	

Current Quarter Average Submission Time (in business days)

3.72

Current Quarter Applications Processed Within 9 Business Days:

104

Cumulative Average Submission Time (in business days)

4.52

Cumulative Applications Processed Within 9 Business Days:

1122

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>
CLAX Transit Project Construction Update	Thu., May 07, 2020	6:00 p.m. - 7:30 p.m.	Webinar	Angela/Charles/Andre	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 Sections 1, 2 & 3 Community Update	Wed., April, 01, 2020	12:00 p.m. - 12:30 p.m.	Webinar	Anglea/Bryan/Brian/Darrell	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 Sections 1, 2 & 3 Community Update	Wed., April, 01, 2020	12:30 p.m. - 1:00 p.m.	Webinar	Anglea/Bryan/Brian/Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., May 06, 2020	12:30 p.m. - 1:00 p.m.	Webinar	Angela/Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed. June 3, 2020	12:30 p.m. - 1:00 p.m.	Webinar	Angela/Darrell	Purple Line Ext., Section 2

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

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
No Outreach Activity This Quarter					

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

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
No Outreach Activity This Quarter					

ATTACHMENT C

QUARTERLY
GRANT AWARD MATRIX

Attachment C: BIF Grant Matrix from April 1, 2020 to June 30, 2020

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Jaime Hernandez, DDS	Jaime Hernandez	6221 Wilshire Blvd., #310, Los Angeles, CA 90048	5	16	Service	4/2/2020	5/15/2020	PLE
Candace Green - Hair Stylist	Candace Green	3401 W. 43rd Place #B, Los Angeles, CA 90008	10	3	Service	4/2/2020	6/8/2020	CLAX
Wings 'N Stuff	Gee Ikuta	3650 Martin Luther King Jr. Blvd., #133 Los Angeles, CA 90008	8	7	Service	4/2/2020	6/18/2020	CLAX
Kevin Williamson Hair Architects	Kevin Williamson	3650 Martin Luther King Jr. Blvd., #241 Los Angeles, CA 90008	8	11	Service	4/2/2020	6/18/2020	CLAX
Hair by Sparkle	Sparkle Christopher	3650 Martin Luther King Jr. Blvd., Suite 283, Los Angeles, CA 90008	8	11	Service	4/2/2020	6/18/2020	CLAX
Know Split Endz	Tasha Rogers	3650 W. Martin Luther King Blvd., Unit 283, Los Angeles, CA 90008	8	16	Service	4/2/2020	6/8/2020	CLAX
MS Jewelry	Jimmy Pak	3650 W. Martin Luther King Jr. Blvd, #K6 Los Angeles, CA 90008	8	18	Retail	4/2/2020	6/18/2020	CLAX
Jonathan Contreras - Hair Architects	Jonathan Contreras	3650 W. Martin Luther King Jr. Blvd. #241, Los Angeles, CA 90008	8	2	Service	4/2/2020	6/18/2020	CLAX
Game Force	AJ Singh	3650 W. Martin Luther King Jr. Blvd., Suite 102, Los Angeles, CA 90008	8	17	Retail	4/2/2020	6/18/2020	CLAX
Yogurtland	Peter Kim	3939-C Crenshaw Blvd., Los Angeles, CA 90008	8	3	Service	4/2/2020	5/15/2020	CLAX
R.E.D. Salon Studio	Diane Griffin	4700 Crenshaw Blvd., Los Angeles, CA 90043	8	6	Service	4/2/2020	6/8/2020	CLAX
Candace Cohen - Hair Stylist	Candace Cohen	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	4/2/2020	6/8/2020	CLAX
Stephanie Young SalonRepublic	Stephanie Young	8383 Wilshire Blvd., Suite 50 Studio 41, Beverly Hills, CA 90211	City of Beverly Hills	4	Service	4/2/2020	6/8/2020	PLE

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Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Albert Fuchs, MD	Albert Fuchs, MD	8500 Wilshire Blvd., Suite 605 Beverly Hills, CA 90211	City of Beverly Hills	18	Professional	4/2/2020	5/15/2020	PLE2
Lisa M. Shapiro - salonrepublic	Lisa Shapiro	8383 Wilshire Blvd., Suite 50 Studio 38, Los Angeles, CA 90211	City of Beverly Hills	5	Service	4/16/2020	6/22/2020	PLE
Galaxy Medical Center	Gennady Musher	6221 Wilshire Blvd., #401, Los Angeles	5	19	Service	4/16/2020	5/15/2020	PLE
1st Choice Driving and Traffic School	Gibert Carrillo	4112 Crenshaw Blvd. Los Angeles, CA 90008	10	9	Service	4/16/2020	6/8/2020	CLAX
Joseph Williams - Brimberry Beauty and Barber	Joseph Williams	3401 W. 43rd Place #B, Los Angeles, CA 90008	10	3	Service	4/16/2020	6/8/2020	CLAX
Crenshaw Yoga and Dance	Kar Lee Young	5426 Crenshaw Blvd., Los Angeles, CA 90043	8	13	Service	4/16/2020	6/18/2020	CLAX
Families United: New Beginnings	Miki Hazzard	5349 Crenshaw Blvd. Suite 104/105, Los Angeles, CA 90043	8	9	Service	4/16/2020	5/15/2020	CLAX
Crenshaw Medical Center	Dr. Gudata Hinika	5141 Crenshaw Blvd., Los Angeles, CA 90043	8	16	Professional	4/16/2020	5/15/2020	CLAX
MMAKO Insurance Company	Emmanuel Okokwe	5349 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	4/16/2020	5/15/2020	CLAX
Cuvee	Dodi Maghsoudi	2000 Avenue of the Stars, Los Angeles #35, CA 90067	5	12	Service	4/16/2020	5/15/2020	PLE2
Habanero Grill	Dodi Maghsoudi	2000 Avenue of the Stars, Los Angeles #25, CA 90067	5	12	Service	4/16/2020	5/15/2020	PLE2
Mystic Flowers and Gardens	James Sherer	1875 Century Park East, Suite 500, Los Angeles	5	15	Retail	4/16/2020	5/15/2020	PLE2
Dulan's on Crenshaw	Greg Dulan	4859 Crenshaw Blvd., Los Angeles, CA 90043	8	4	Service	4/30/2020	5/15/2020	CLAX

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Floral Palace Landscape Design	Karen Bragg	4830 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Retail	4/30/2020	5/15/2020	CLAX
Dorothy Lowe, MD	Dorothy Lowe	8500 Wilshire Blvd., Suite 605 Beverly Hills, CA 90211	City of Beverly Hills	13	Professional	4/30/2020	5/15/2020	PLE2
Rubencio Quintana, MD	Rubencio Quintana	8500 Wilshire Blvd., Suite 605 Beverly Hills, CA 90211	City of Beverly Hills	17	Professional	4/30/2020	5/15/2020	PLE2
Pita Kitchen	Ziad Janah	6256 Wilshire Blvd., Los Angeles, CA 90048	5	4	Service	5/14/2020	5/29/2020	PLE
Coffee Bean	Dong Lee	5115 Wilshire Blvd., Unit G, Los Angeles, CA 90036	4	2	Service	5/14/2020	5/29/2020	PLE
John Nibo - Property Owner	John Nibo	4074 Crenshaw Boulevard Los Angeles, CA 90008	10	8	Commercial Property Owner	5/14/2020	5/29/2020	CLAX
Unismog	Don Sharma	1201 W. Manchester Ave., Inglewood, CA 90301	3	9	Service	5/14/2020	5/29/2020	CLAX
Century Cleaners	Reyna Agustiniano	1888 Century Park East, Suite 103, Los Angeles, CA 90067	5	3	Service	5/14/2020	5/29/2020	PLE2
Piknic Century City	Tomer Kave	2000 Avenue of the Stars, Los Angeles, CA 90067	5	12	Service	5/14/2020	5/29/2020	PLE2
Genwa	Jay Kwon	5115 Wilshire Blvd., Suite A, Los Angeles, CA 90036	4	14	Service	5/28/2020	6/18/2020	PLE
One Day Tax Service	Demisew Getaneh	6425 Crenshaw Blvd., Los Angeles, CA 90043	8	9	Service	5/28/2020	6/18/2020	CLAX
Don Binns Electrician	Don Binns	5443 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Service	5/28/2020	6/18/2020	CLAX
Dujack Investments	Young Jun	6520-6530 Crenshaw Blvd., Los Angeles, CA 90043	8	6	Commercial Property Owner	5/28/2020	6/18/2020	CLAX
KarLee Young - Property Owner	KarLee Young	5426 Crenshaw Blvd., Los Angeles, CA 90043	8	12	Commercial Property Owner	5/28/2020	6/18/2020	CLAX

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Margarita's Café	Maria Bazan	5026 Crenshaw Blvd., Los Angeles, CA 90043	8	48	Service	5/28/2020	6/18/2020	CLAX
Classic Grill	Sung Yoon	5569 West Manchester Ave., Los Angeles, CA 90045	11	11	Retail	5/28/2020	6/18/2020	CLAX
HD Sportswear	Herman Tinson	4320 Crenshaw Blvd. Los Angeles, CA 90008	10	10	Retail	5/28/2020	6/18/2020	CLAX
Caffe Paraggi	Ernest Spath	1888 Century Park East, Suite 125, Los Angeles, CA 90067	5	5	Service	5/28/2020	6/18/2020	PLE2
Printing and More	Shahnaz Davoody	6363 Wilshire Blvd., Suite 102, Los Angeles, CA 90048	5	12	Service	6/11/2020	6/26/2020	PLE
A&B Appliances	Abel Francisco	6310 Crenshaw Blvd., Los Angeles, CA 90042	8	3	Retail	6/11/2020	6/26/2020	CLAX
Universal College of Beauty	John Williams	3419 W. 43rd Place, Los Angeles, CA 90008	10	45	Service	6/11/2020	6/26/2020	CLAX
Rajo African Product Market	Abdul Kalejaiye	5356 Crenshaw Blvd., Los Angeles, CA 90043	8	12	Retail	6/11/2020	6/26/2020	CLAX
Subway	Satpal Sudwal	5545 W. Manchester Blvd., Los Angeles, CA 90045	11	10	Service	6/11/2020	6/26/2020	CLAX
Crenshaw Discount Store	Nimol Chea	3657 Crenshaw Blvd. Los Angeles, CA 90016	10	3	Retail	6/11/2020	6/26/2020	CLAX
Heather Abuel Hair	Heather Abuel	8383 Wilshire Blvd., #50 Studio 12, Los Angeles, CA 90008	City of Beverly Hills	4	Service	6/25/2020	6/26/2020	PLE
Parisian Wigs	Cynthia Park	4102 S. Crenshaw Boulevard Los Angeles, CA 90008	10	47	Retail	6/25/2020	6/26/2020	CLAX
New York Floor Covering	Jorge Blanco	6314 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	6/25/2020	6/26/2020	CLAX
Highly Favored Hair Studio	Barrington Edwards	4425 Crenshaw Blvd., Los Angeles, CA 90043	8	2	Service	6/25/2020	6/26/2020	CLAX
Ken Wireless	Ken Mayers	5358 Crenshaw Blvd., Los Angeles, CA 90043	8	3	Retail	6/25/2020	6/26/2020	CLAX

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Michael Purnell - Hair Architects	Michael Purnell	3650 W. Martin Luther King Jr. Blvd., #241 Los Angeles, CA 90008	8	5	Service	6/25/2020	6/26/2020	CLAX
Kabab House	Sohrab Pirayesh	5573 W. Manchester Ave., Los Angeles, CA 90045	11	22	Service	6/25/2020	6/26/2020	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	☐ 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 _____