



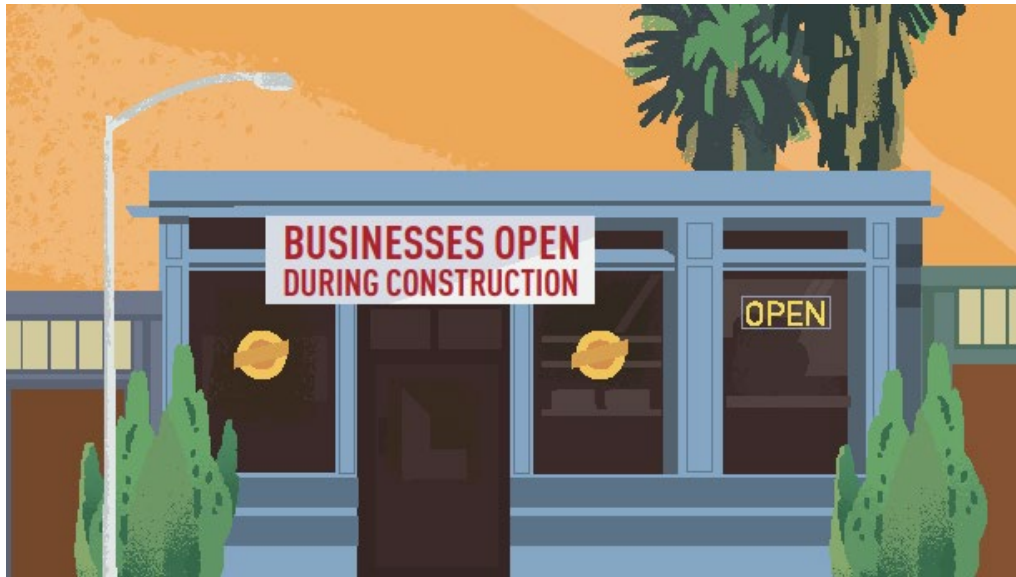
Metro®



Metro Pilot Business Interruption Fund (BIF)

Quarterly Status Report

July 1, 2020 – September 30, 2020



Prepared by

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1.1 Purpose

This report summarizes how the Metro Pilot Business Interruption Fund (BIF) has worked to provide financial assistance to small “mom and pop” businesses that demonstrate business revenue losses due to direct impact from Metro rail construction. Small “mom and pop” businesses located along three rail corridors are eligible for BIF grant funding.

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

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

The period of this report is from July 1, 2020 – September 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 – September 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	13	\$419,177.32
August 2020	12	\$347,998.67
September 2020	10	\$227,711.66
October 2020		
November 2020		
December 2020		
Total	139	\$4,001,174.44

Grant Amount by Year		
Month	# of Grants	Amount
2015	100	\$1,853,589.59
2016	222	\$4,424,877.66
2017	242	\$6,198,092.54
2018	245	\$6,456,946.05
2019	230	\$6,586,359.18
2020	139	\$4,001,174.44
Total	1178	\$29,521,039.46

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 (369/393)	100%	94%	*Based on 393 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 12 months (long term 317/370)	100%	86%	*Based on 370 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 248/318)	100%	78%	*Based on 318 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	225	4	1.78%	35	15.56%	186	82.67%
PLE1	85	2	2.35%	16	18.82%	67	78.82%
PLE2	46	1	2.17%	1	2.17%	44	95.65%
LTRC	33	5	15.15%	3	9.09%	25	75.76%
2BRC	23	2	8.70%	2	8.70%	19	82.61%
Total	412	14	3.40%	57	13.83%	341	82.77%

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	354	194	548
Purple Line Extension Section 1	191	155	346
Purple Line Extension Section 2	171	76	247
Little Tokyo Area R/C	140	64	204
2nd and Broadway R/C	54	24	78
Total	910	513	1423

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

5.1 Summary Statistics at a Glance

- **Quarterly: July 1, 2020 – September 30, 2020**

- › Number of Applications Received: 35
- › Number of Applications Approved: 35
- › Number of Applications Not Eligible: 1
- › Number of Applications Denied: 0
- › Value of Grants Approved: \$994,887.65

- **Program-to-Date: March 1, 2015 – September 30, 2020**

- › Total Number of Applications Received: 1433
- › Total Number of Applications Approved: 1178
- › Number of Applications Not Eligible: 124
- › Number of Applications Denied: 2
- › *Total % of Grants Approved: 90.13%
- › Total Value of Grants Approved: \$29,521,039.46

- 90.55% of grantees received the total amount of the grant award
- 8.39% of grant awards were disbursed for delinquent rent payments
- Less than 1% of grant awards were disbursed for delinquent utility payments
- Less than 1% of grant awards were disbursed for delinquent business insurance payments
- Less than 1% of grant awards were disbursed for delinquent miscellaneous payments such as past due business tax certificates, license fees, other miscellaneous categories
- Less than 1% of grant funds were disbursed for delinquent payroll expenses

- Out of the total of 412 businesses approved as of this reporting period;

- › 108 businesses were in operation 2-5 years
- › 92 businesses were in operation 6-10 years
- › 112 businesses were in operation 11-20 years
- › 100 businesses were in operation 21+ years

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



Lane reduction/k-rail and construction activity on Wilshire Blvd. and South Sycamore Ave.

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
July 2020	8	2	1	0	0	11
August 2020	5	3	4	1	0	13
September 2020	5	3	3	0	0	11
Total	877	295	104	113	44	1433

Total Number of Applications Received - 1433

Total Number of Applications Approved as Grants - 1178

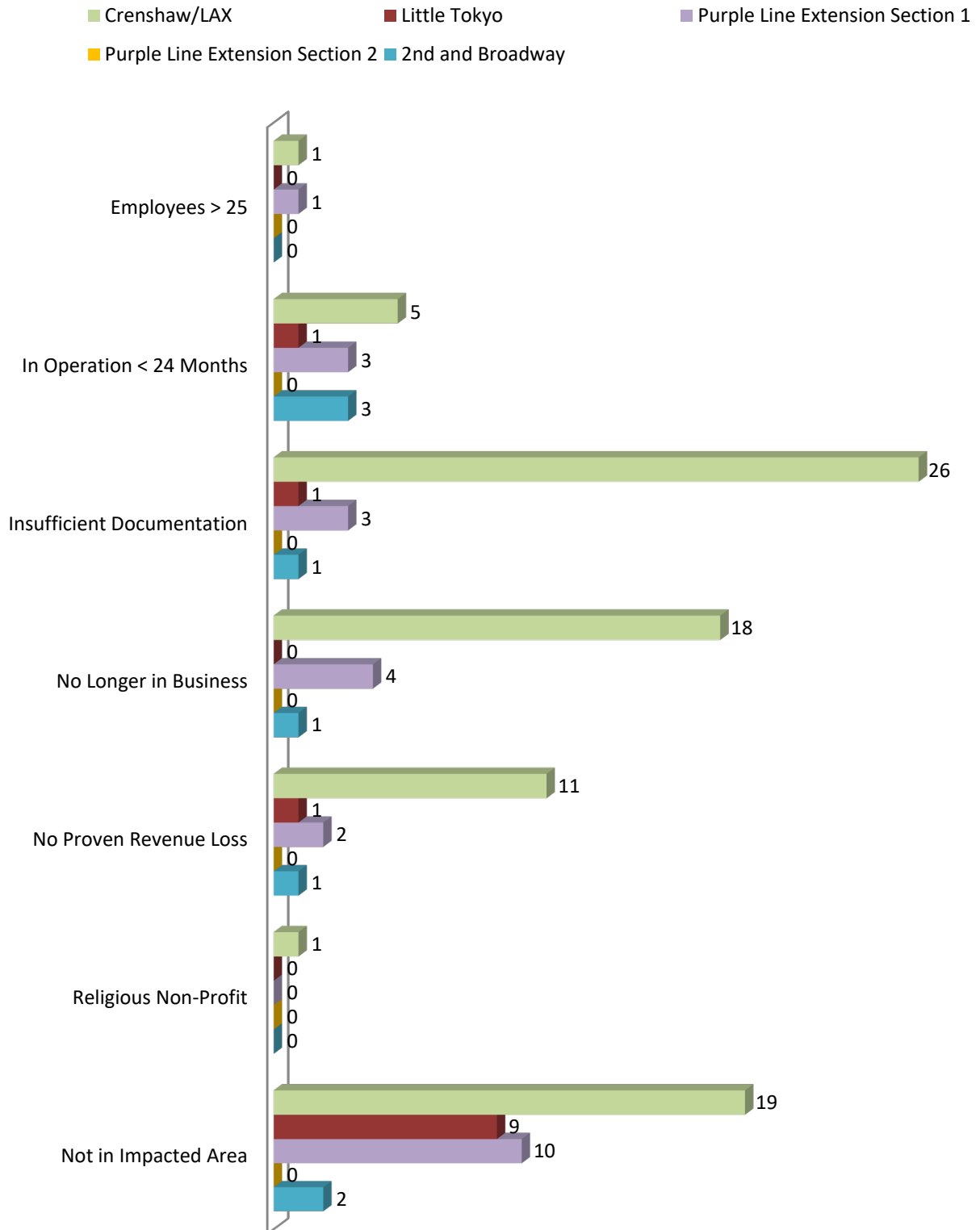
Total Number of Not Eligible Applications - 124

Total Number of Applications Denied - 2

Total Number of Incomplete Applications (Pending Financial Documents) – 129

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 **6** outreach activities occurred. PCR participated in: **2** outreach events in **Crenshaw/LAX (CLAX)**, **1** outreach event 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)**. As of this reporting period, outreach events continued to be limited even though the COVID-19 pandemic mandated “Stay At Home” orders allowed for more business re-openings including some retail and other non-essential small businesses. Business re-openings are determined by State of California, County and City of Los Angeles officials based on the number of identified COVID positives cases and hospitalizations in each county and the impacts thereof. In-person direct canvassing on all corridors continued suspended or on an “as necessary” basis only. Outreach efforts included 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 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. Construction activities continued on all corridors. The Metro **CLAX** Community Construction team hosts 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 98% complete at this reporting period. The **PLE1** corridor continues to experience significant street level construction impacts at intersections and detours especially near the construction staging yards. The two tunnel boring machines in this area 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 of the street closure of Constellation between Century Park East and Avenue of the Stars, the vicinity of the Century City station continues with heavy construction impacts. In addition, tunnel boring machine assembly and activity has begun. The full street closure of Constellation extends further west to Solar Way along Constellation with direct construction impact at the property line of the Century City Westfield Mall. Decking and piling activities continue in the Wilshire/Rodeo station area in Beverly Hills and will last a few more 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
(July 1, 2020 – September 30, 2020)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	2	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	2	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 – September 30, 2020)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	87	38	42	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	233	164	118	52	41

Community Meetings/Presentations: During this reporting period, PCR participated in **6** 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 pandemic. 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 stay closed or limited business re-openings, direct in-person canvassing efforts were suspended or conducted on an “as necessary “ basis. 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. PCR continues to provide grant funding through the BIF program process for eligible business owners for Metro construction impact prior to the COVID- 19 pandemic. Additionally, all Business Advisors continued to take photos of direct construction activity ongoing and 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 fourth 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. Many photo ops include the support of local political officials which also aid in this effort. 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. As the COVID-19 pandemic continues, 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 July 1, 2020 – September 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
July 2020	6	\$201,502.00
August 2020	6	\$232,821.00
September 2020	5	\$137,406.89
Total	718	\$17,713,157.76



Crenshaw Blvd. and 54th St.
construction activity.

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

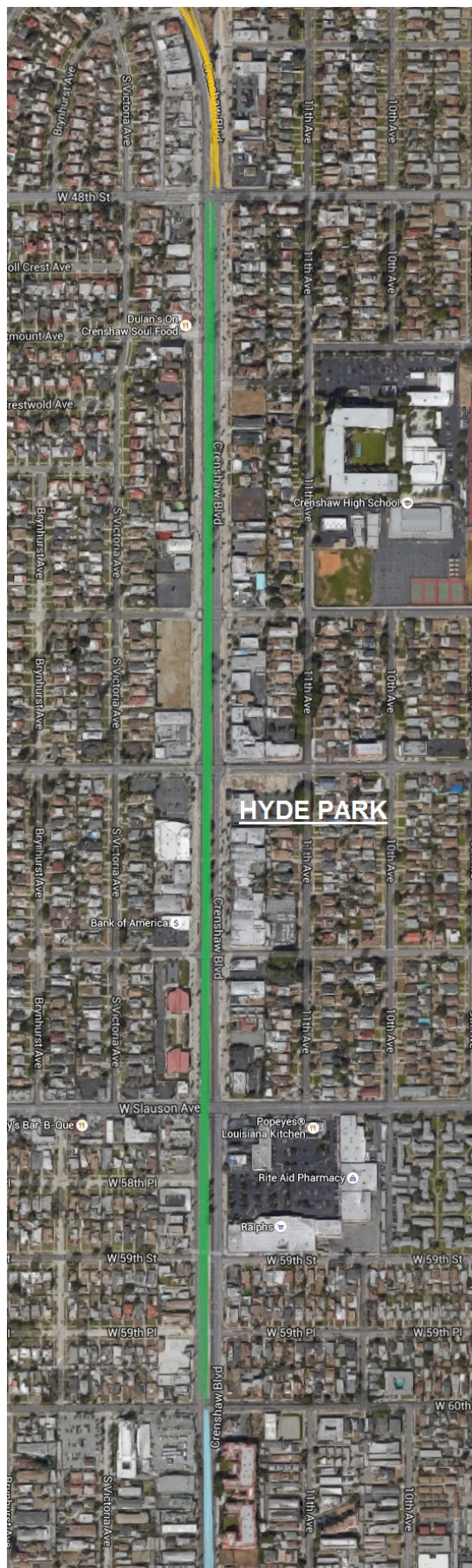
Westchester/Veterans - N. Cedar Avenue to W. Arbor Vitae Street

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.
278	\$6,446,190.43	BALDWIN CRENSHAW MALL
80	\$1,945,529.47	LEIMERT PARK
20	\$265,922.77	LEIMERT PARK BUSINESSES



NUMBER
OF
GRANTS

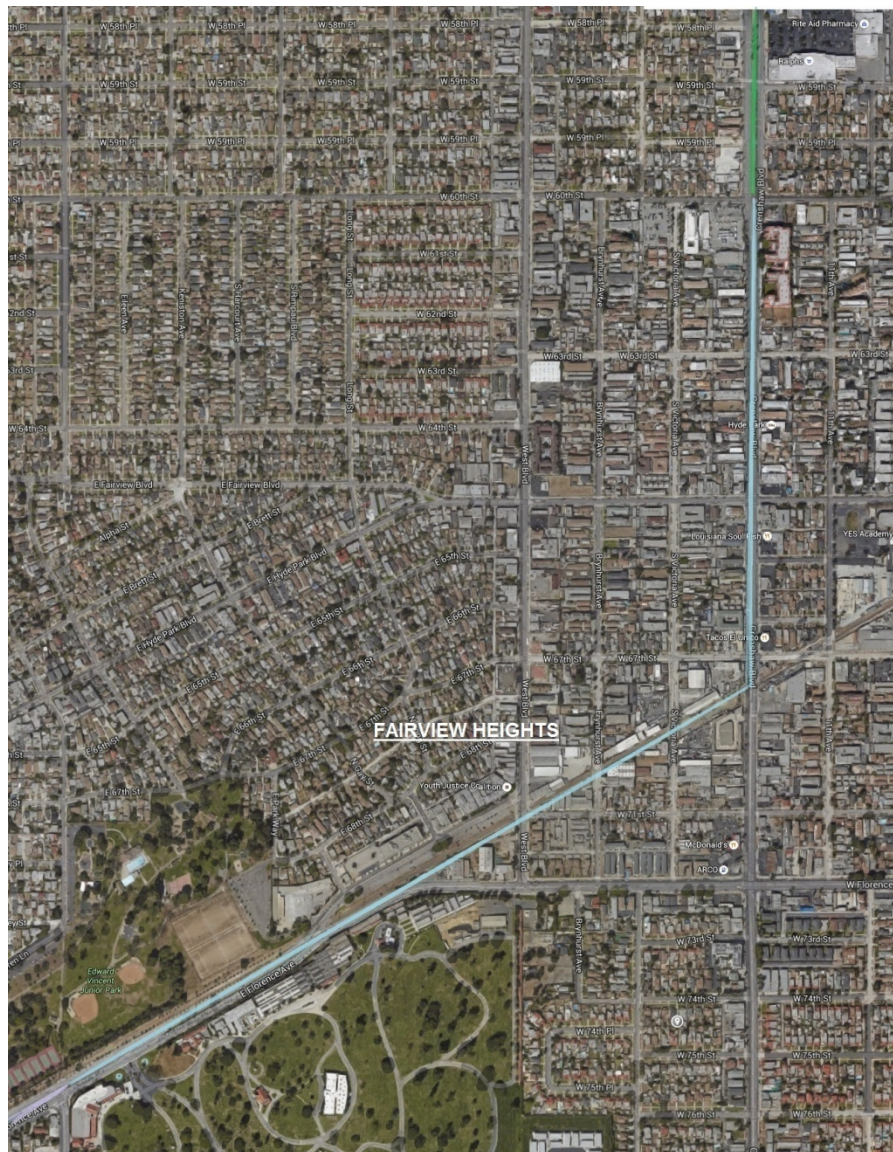
TOTAL GRANT
AMOUNT

SECTION

176

\$4,359,039.80

HYDE PARK



**NUMBER
OF
GRANTS**

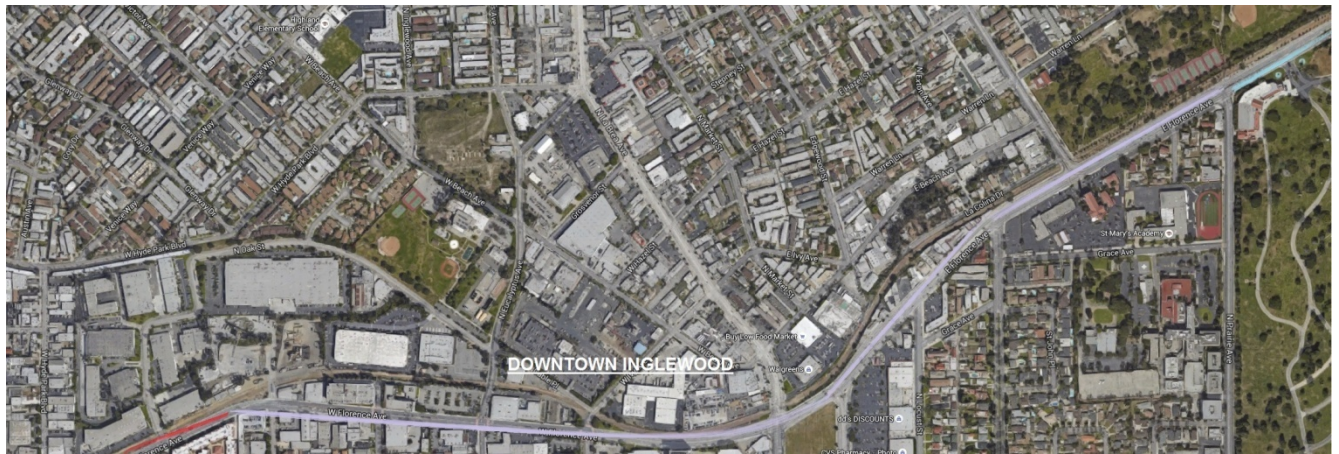
**TOTAL GRANT
AMOUNT**

SECTION

16

\$533,185.73

**FAIRVIEW
HEIGHTS**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

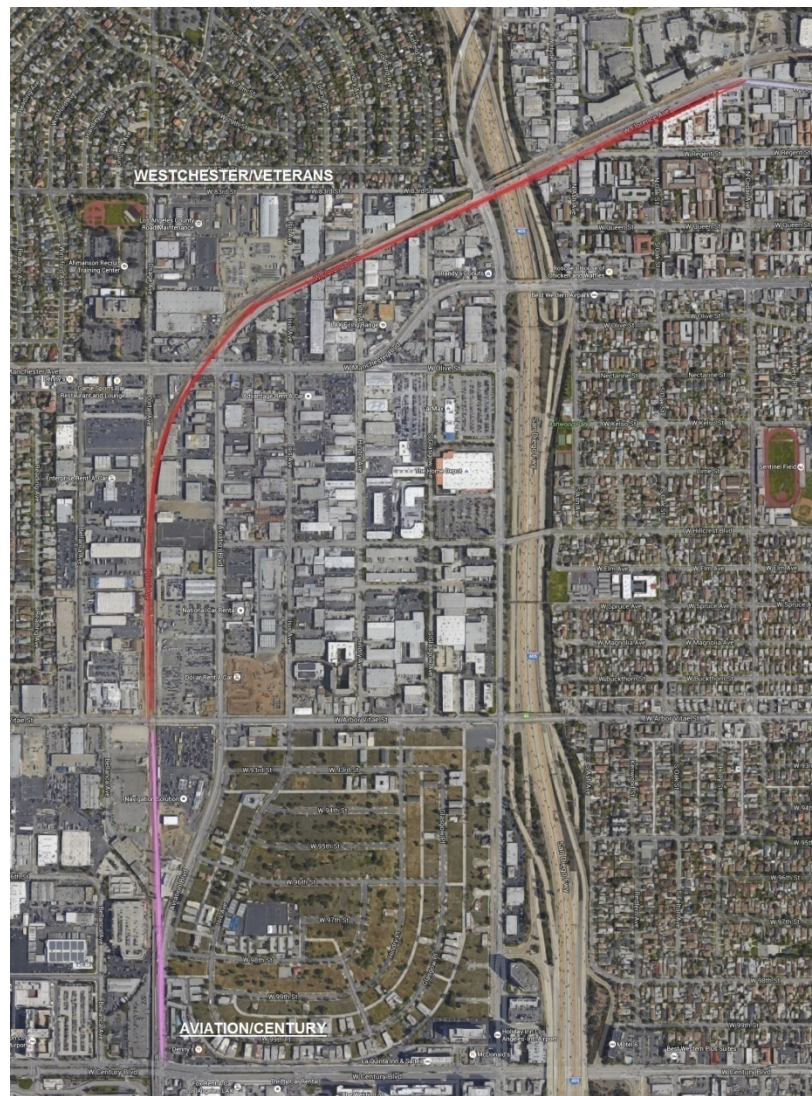
SECTION

0

\$0.00

**DOWNTOWN
INGLEWOOD**

*No Grants Approved as of September 30, 2020



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

27

\$1,040,371.19

**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
July 2020	1	\$18,148.44
August 2020	0	\$0.00
September 2020	0	\$0.00
Total	98	\$2,071,535.88

Little Tokyo Area of the Regional Connector

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

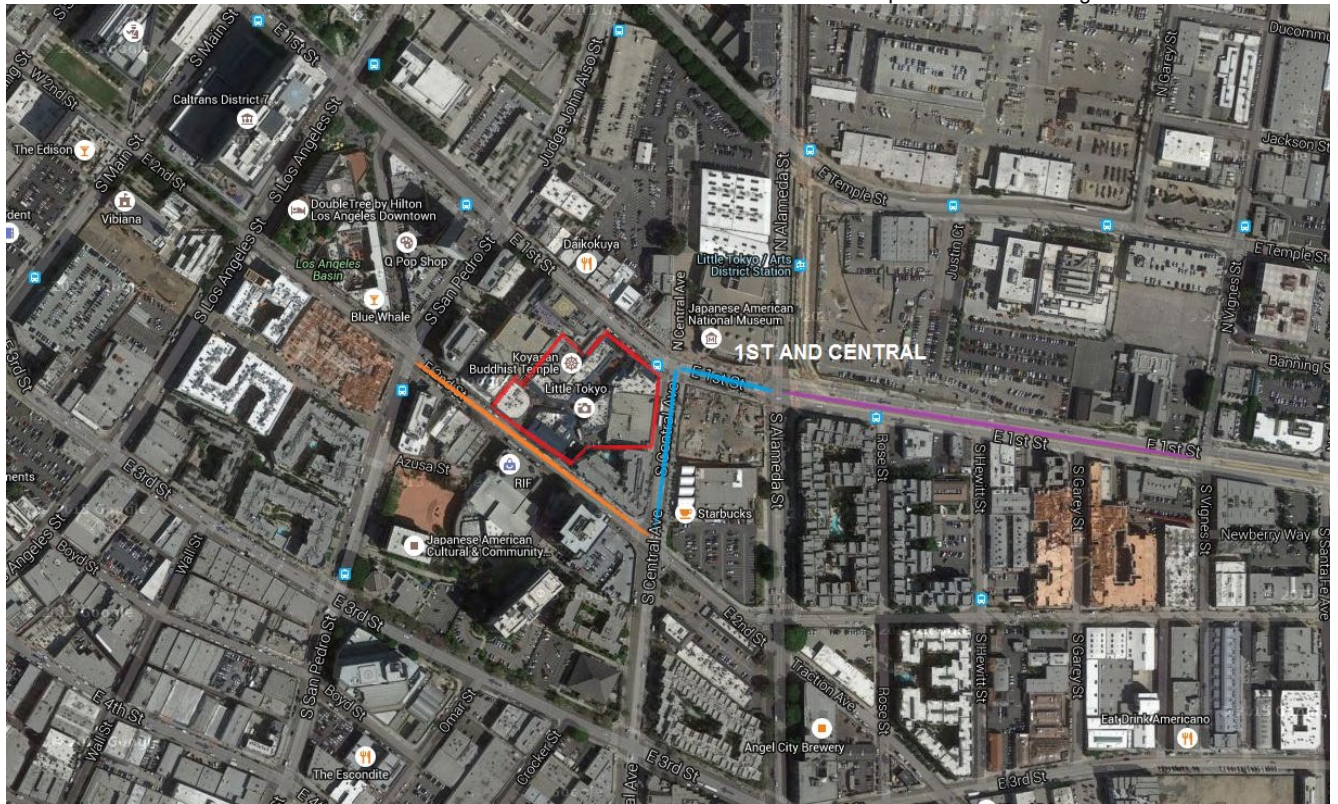
East of Alameda (1st Street)

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

29

\$643,402.62

**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

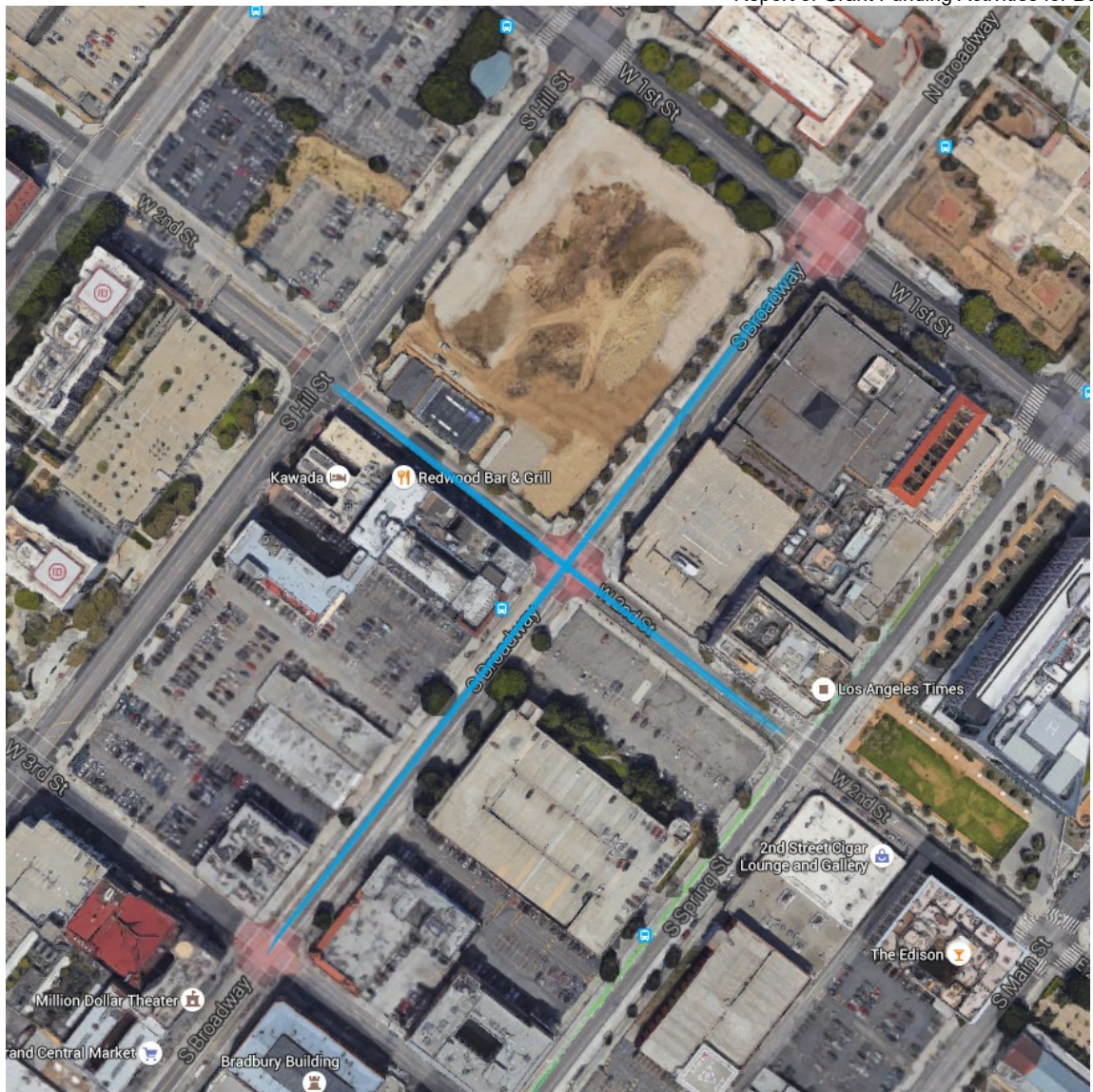
Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

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
July 2020	4	\$153,957.48
August 2020	3	\$95,487.60
September 2020	3	\$31,302.82
Total	238	\$6,172,496.47

Purple Line Extension Section 1

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

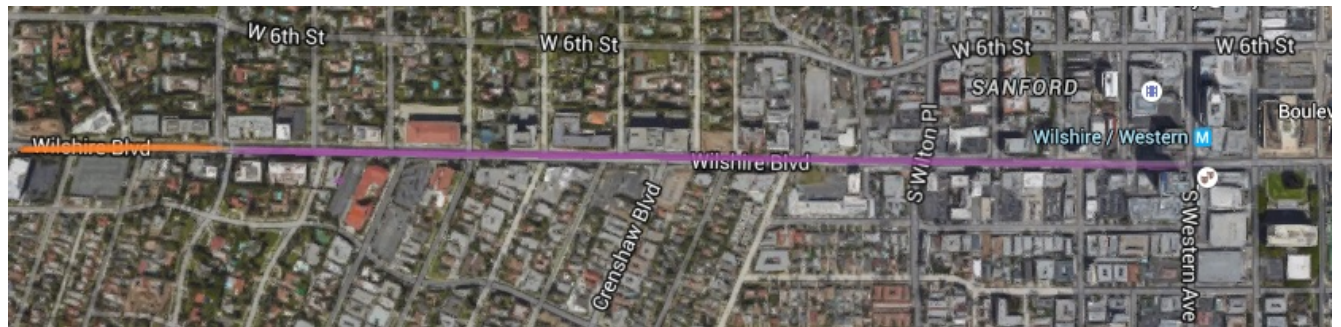
Wilshire/Western – Western to Rossmore

Wilshire/La Brea – Rossmore to Hauser

Wilshire/Fairfax – Hauser to Crescent Heights

Wilshire/La Cienega – Crescent Heights to La Cienega





**NUMBER
OF
GRANTS**

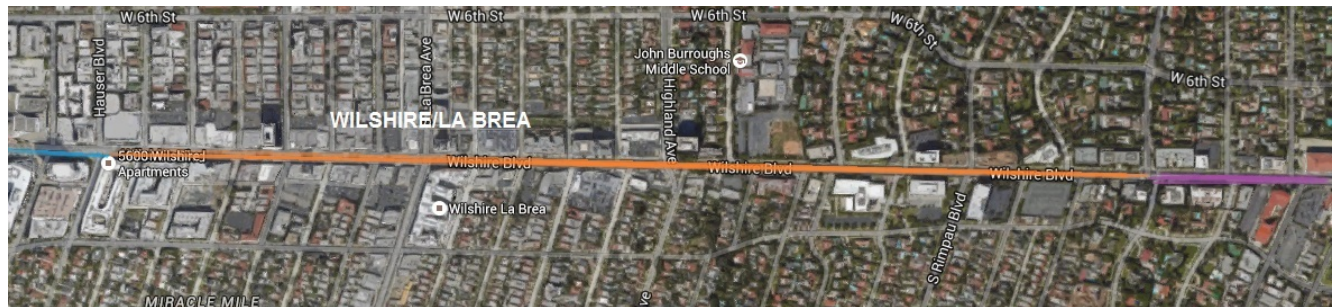
**TOTAL GRANT
AMOUNT**

SECTION

28

\$831,030.10

**WILSHIRE/
WESTERN**



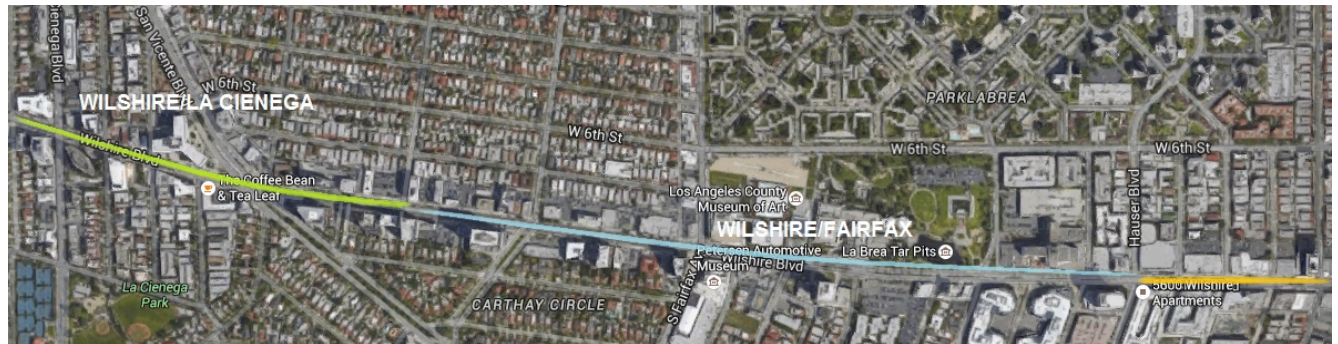
**TOTAL GRANT
AMOUNT**

SECTION

124

\$2,876,019.43

**WILSHIRE/
LA BREA**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

37

\$1,297,281.68

**WILSHIRE/
FAIRFAX**

49

\$1,168,165.26

**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
July 2020	2	\$45,569.40
August 2020	3	\$19,690.07
September 2020	2	\$59,001.95
Total	88	\$2,613,685.32

Purple Line Extension Section 2

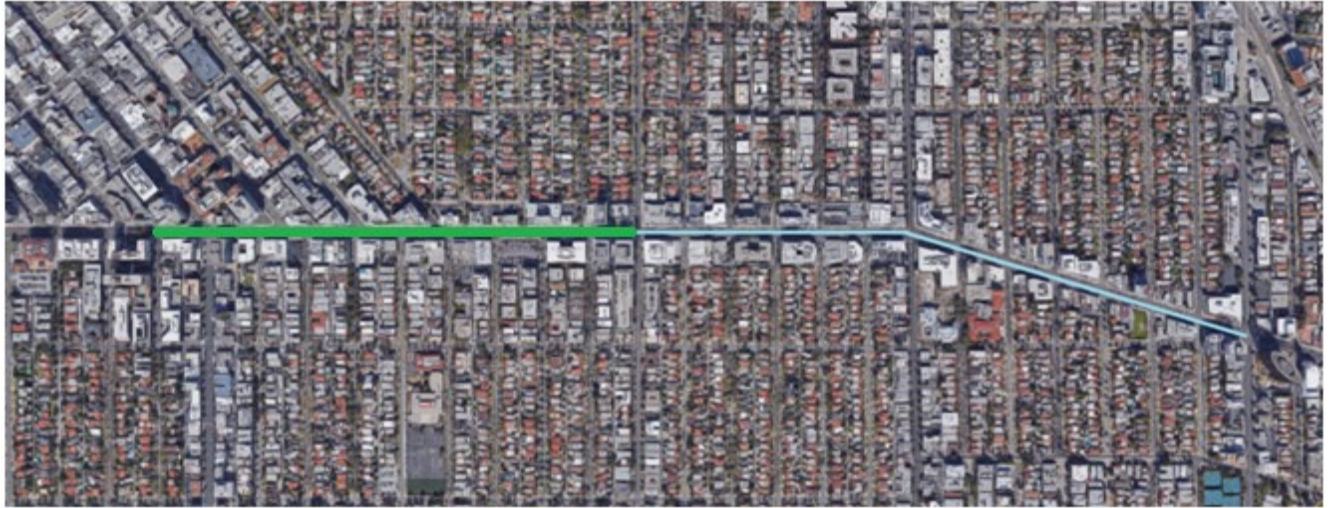
Metro Business Interruption Fund uses the following sections as impact areas:

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

65

\$2,013,844.89

**LA CIENEGA
WEST**

0

\$0.00

**WILSHIRE/
RODEO**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

CENTURY CITY MALL

23

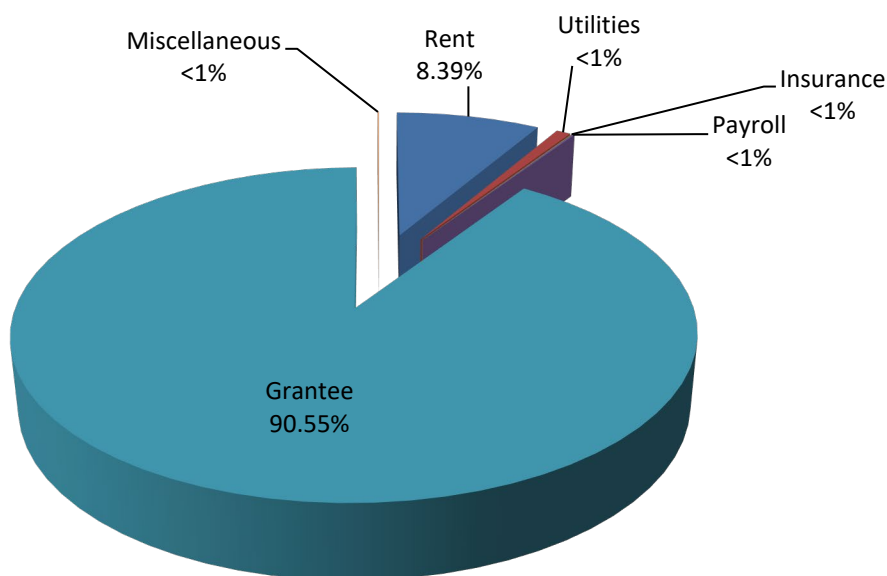
\$599,840.43

**CENTURY CITY/
CONSTELLATION**

9.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



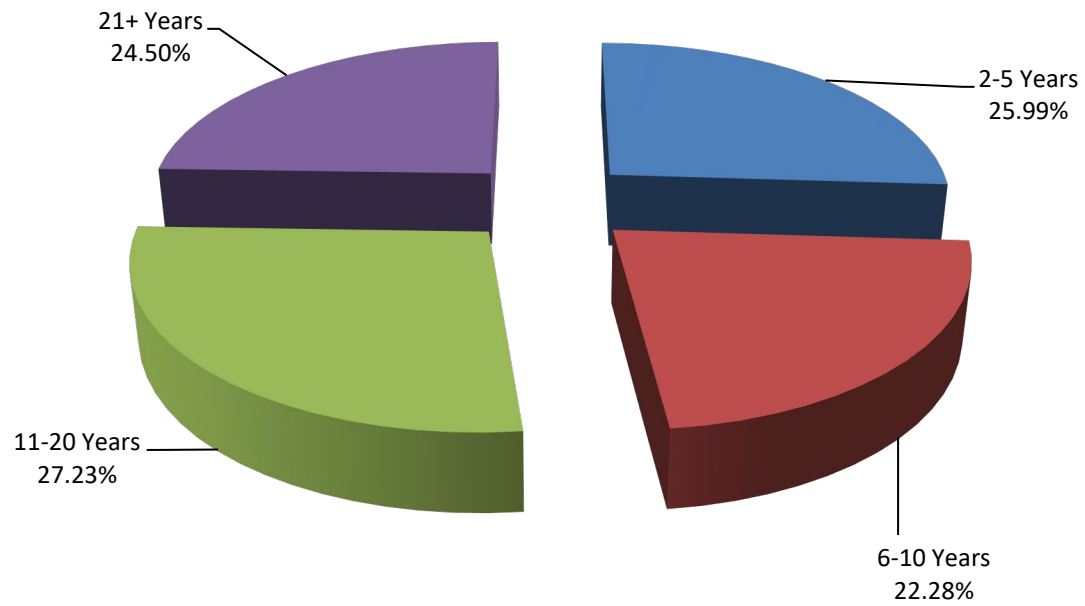
Grant Disbursement by Type	
Rent	\$ 2,477,969.55
Utilities	\$ 246,026.36
Insurance	\$ 9,695.60
Payroll	\$ 36,177.57
Grantee	\$ 26,731,466.35
Miscellaneous	\$ 19,704.03
Total	\$ 29,521,039.46

* 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

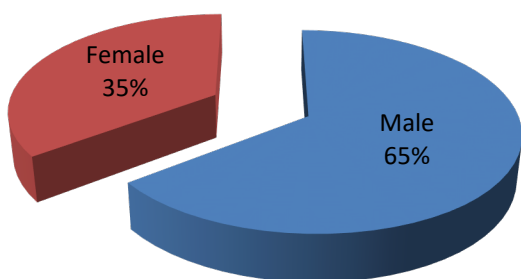
* Miscellaneous includes payments for the following business related expenses:

- Business Tax Certificate
- License Fees

Figure 2: Grant Disbursement by Years in Business

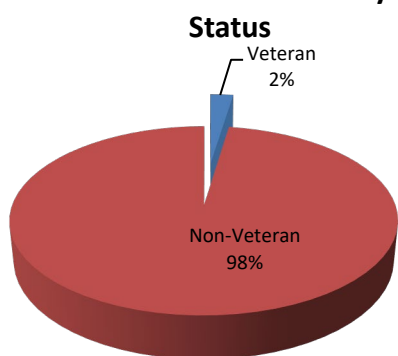
Business Age by Years	
2-5 Years	108
6-10 Years	92
11-20 Years	112
21+ Years	100

Figure 3: Grant Disbursement by Gender



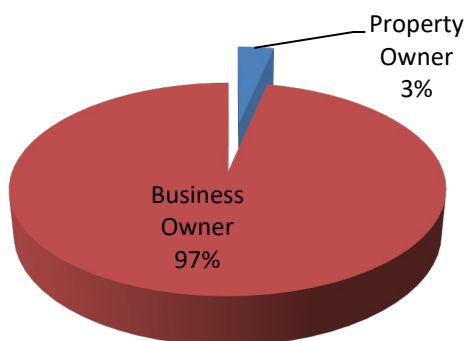
Grant Award by Gender	
Male	767
Female	411

Figure 4: Grant Disbursement by Veteran Status

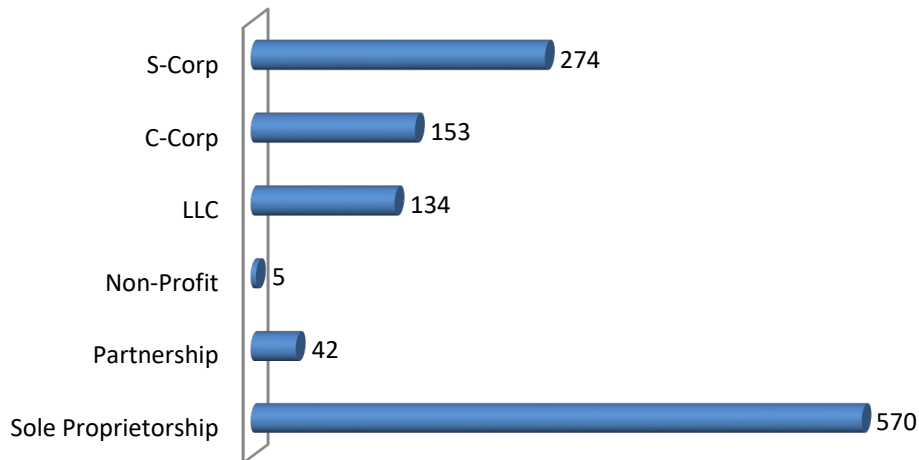


Grant Award by Veteran Status	
Veteran	28
Non-Veteran	1150

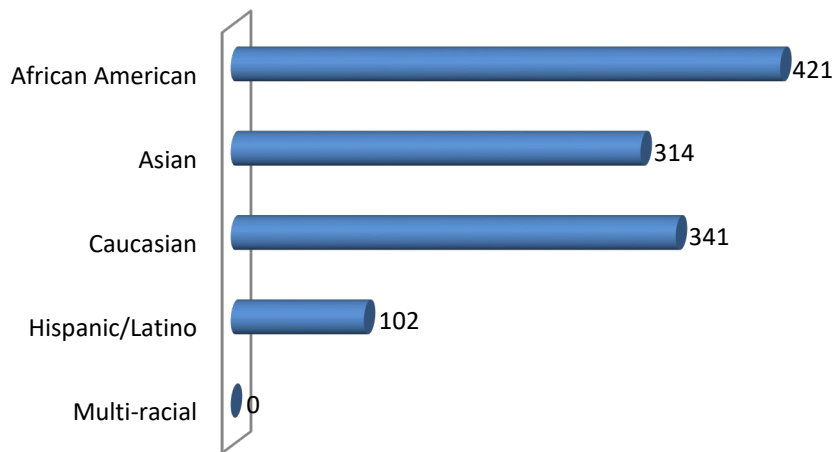
Figure 5: Property Owner vs. Business Owner



Property Owner vs. Business Owner	
Property Owner	39
Business Owner	1139

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	274
C-Corp	153
LLC	134
Non-Profit	5
Partnership	42
Sole Proprietorship	570

Figure 7: Grant Disbursement by Ethnicity

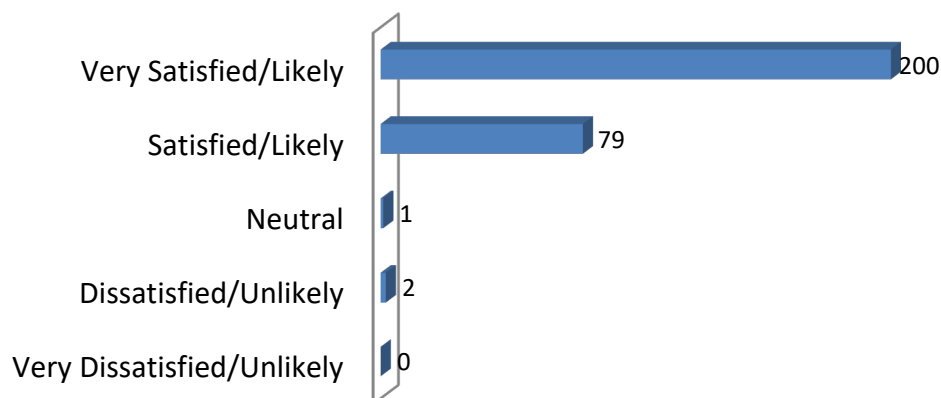
Grant Disbursement by Ethnicity	
African American	421
Asian	314
Caucasian	341
Hispanic/Latino	102
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

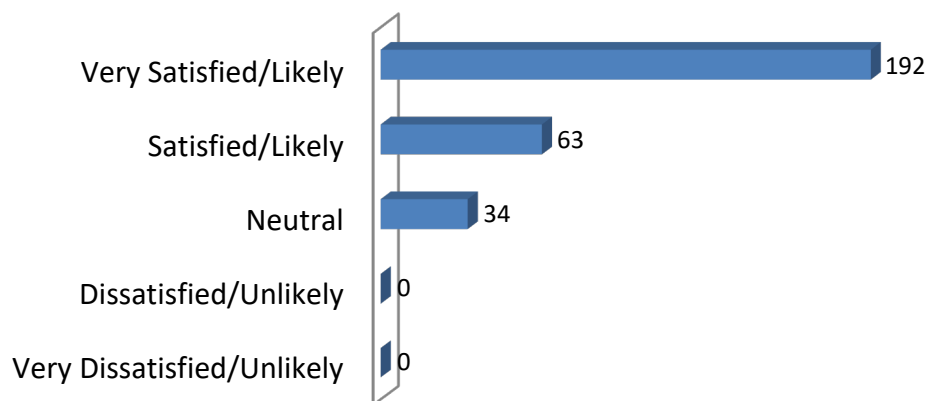
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

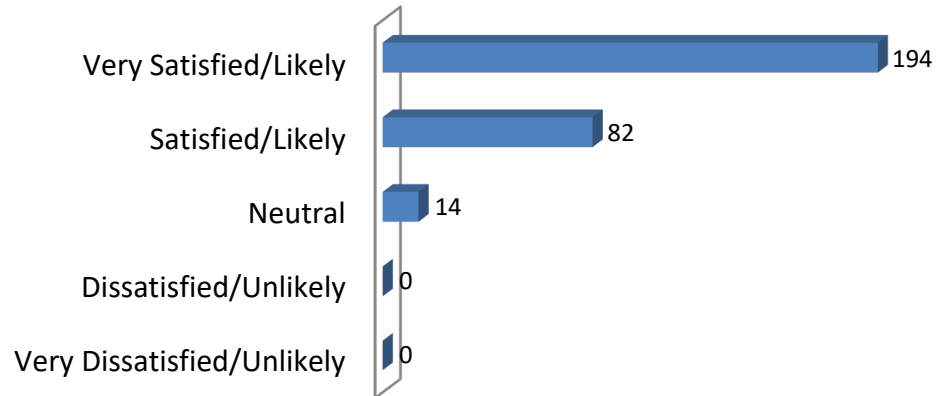
Question 1: How would you rate your overall satisfaction with us?



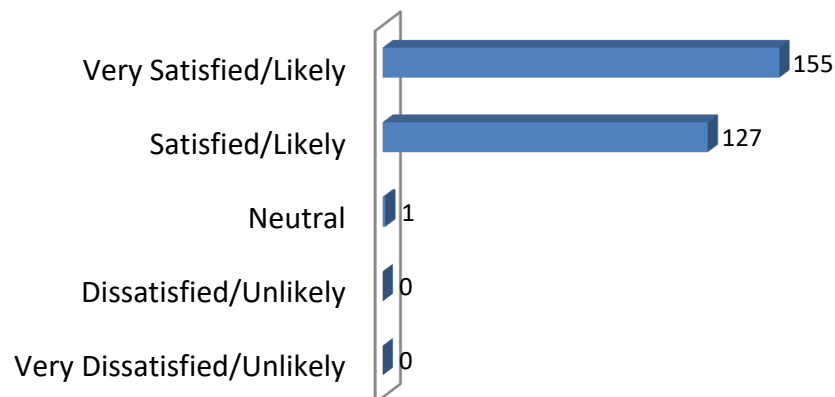
Question 2a: Please rate us on the following experiences: Customer Service

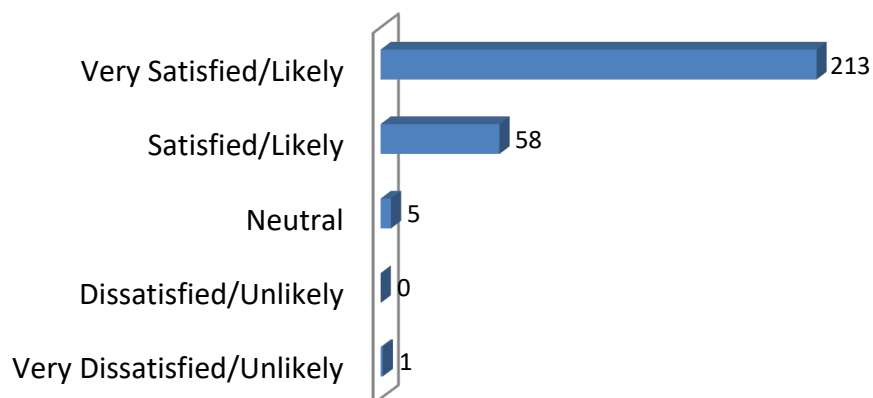
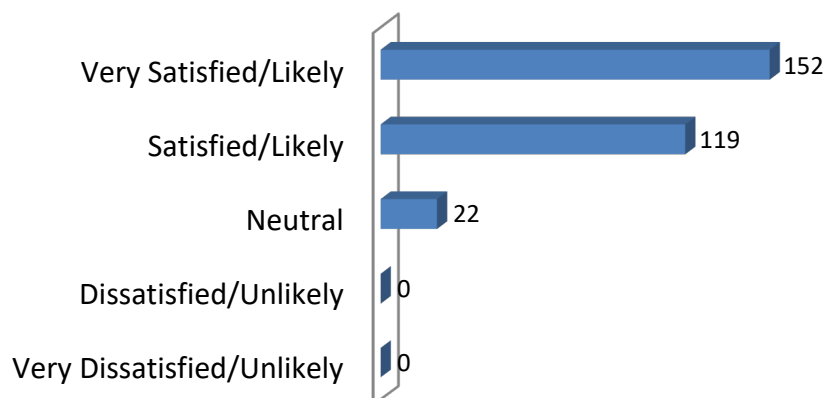


Question 2b: Please rate us on the following experiences: Professionalism



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

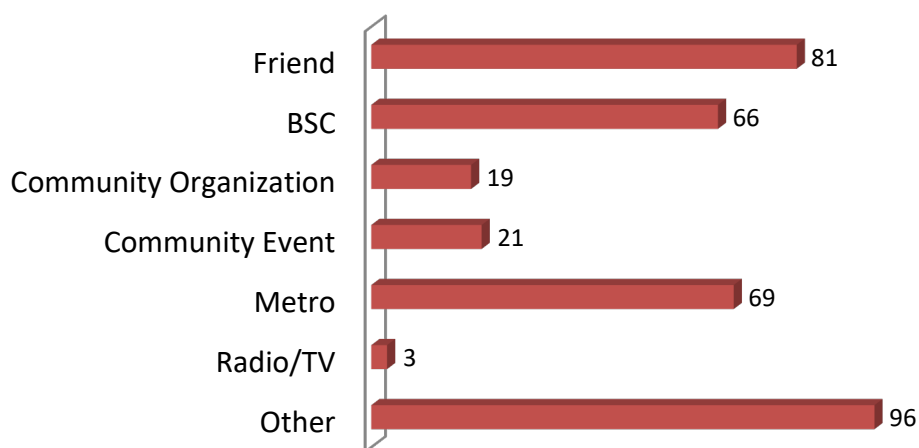
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*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?

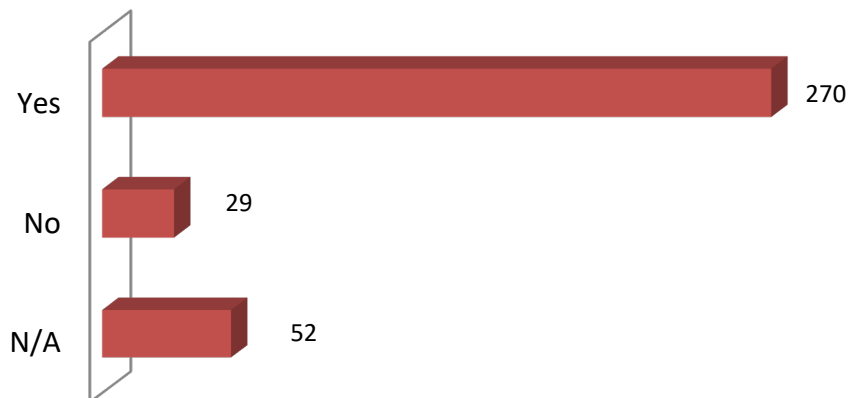


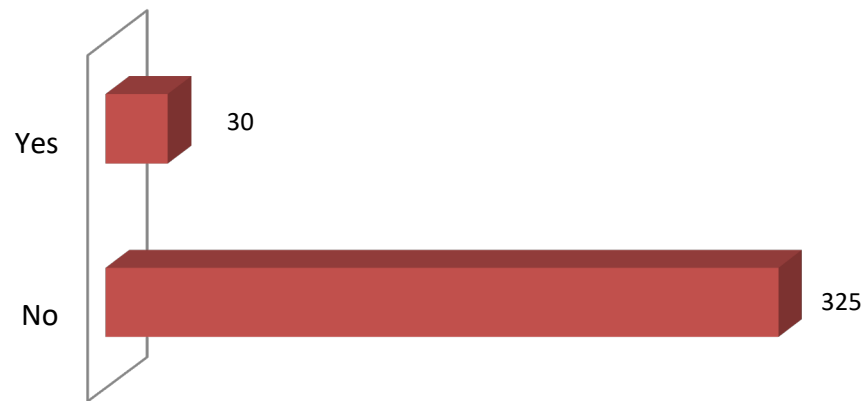
Question 7: Are you getting the assistance you need at this time?



*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?

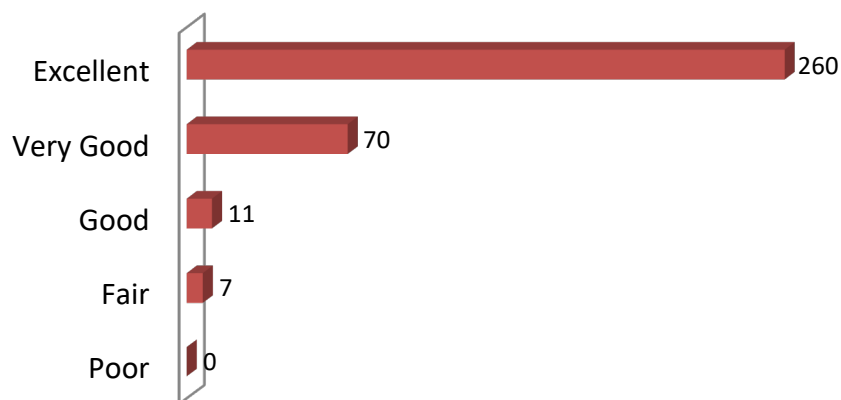


Question 9: Were there advising areas where we were not able to assist you?

*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

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

At this time, PCR has not identified any major issues or problematic areas in the analysis of the survey responses.

*Note: Not all applicants choose to complete a survey or answer every question. The survey results charted here are based on responses PCR has been able to capture from applicants. Additionally, the total number of surveys does not equal total number of grants due to business owners receiving multiple grants.

11.1 Frequently Asked Questions (during this reporting period)

- a. How has the BIF Program adapted to the repeated closings and re-openings of various eligible small businesses during the COVID-19 pandemic?

According to the Metro BIF Administrative Guidelines, a business must be open and operating (solvent) in order to receive a BIF grant. Essential businesses that were allowed to remain open during the COVID-19 pandemic that can demonstrate revenue losses directly due to Metro construction impacts prior to the initial State of California "Stay Home" (Executive Order N-33-20) effective March 19, 2020, and meet all BIF eligibility requirements are eligible to receive BIF grants. Small businesses that were allowed to re-open and can demonstrate revenue losses directly due to Metro construction impacts that occurred prior to March 2020 are also eligible to receive BIF grants but are only able to receive a grant if their business is open and operating (including businesses that were permitted to re-open). If the business was mandated to close again, the BIF program would not be able to process their application for a grant until such time that the business was allowed to reopen and operate.

PCR BIF program management extensively monitors the State of California, County and City of Los Angeles mandates regarding what businesses can remain open, what businesses must close, and when closed businesses can reopen. PCR has continued to process BIF grant applications covering revenue losses suffered as a result of adjacent Metro construction impact prior to March 2020 during the ongoing COVID pandemic for those businesses that meet the above stated criteria.

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. The decline in economic activity as a consequence of COVID-19 far exceeds the impacts of Metro's transit rail construction on adjacent businesses. 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. Therefore, the BIF may not be used to cover any business revenue losses or fixed operating expenses related to COVID-19.

This directive remains in effect until further notice.

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

- a. As the COVID-19 pandemic continues, the Governor of California, the County of Los Angeles (or County of Los Angeles Board of Supervisors) and Mayor of the City of Los Angeles allowed some sector small businesses to re-open after initially issuing a “Safer at Home” mandate on March 19, 2020 which required all non-essential businesses to close. Designated essential businesses have been allowed to remain open during the pandemic. Updated lists of businesses allowed to re-open and those that must stay closed was issued by the State of California, the County and City of Los Angeles. Metro construction activities, deemed essential, continue with construction workers practicing social distancing and wearing facial coverings as per the ongoing advisement of state, county and city officials. In all corridor areas, construction work has progressed as the pandemic resulted in empty streets, less traffic and closed businesses. All construction update meetings continue to be held as virtual webinars. PCR continues to operate the BIF program by taking businesses that are allowed to be open at this time during the pandemic to Grant Approval Committee for pre-COVID-19 construction impact. One-on-one outreach and other in person meetings have been put on hold or are extremely limited utilizing COVID-19 safety measures. PCR is conducting all outreach and documentation collection remotely by email and Grant Approval Committee Meetings by conference calls as the pandemic continues.
- b. Construction on the Crenshaw/LAX (CLAX) rail corridor is in its final stages with 98% of the work reported completed at this time. Civil and landscaping improvements are ongoing at this time. Restoration and roadway paving is beginning in various intersections. Train operations testing continues on the southern segment and will be ongoing for several months. Train testing in the northern segment is contingent upon, completion of the telecommunications system which is still ongoing. The targeted operational date for the CLAX rail line has been changed to TBD 2021.
- c. Construction activities on Purple Line Extension Section 1 (PLE1) have progressed during the pandemic with additional K-rail work zones installed along the alignment as well as intermittent lane closures. Various closures continue near the Wilshire/Fairfax and Wilshire/La Cienega stations to support concrete deliveries, hauling and excavation activities. Tunnel investigation work will begin near the Wilshire/Fairfax station with the discovery of a yet unknown anomaly. Tunnel boring activity continues heading west from La Brea to break-through at La Cienega soon. Instrumentation work continues at the Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega stations. PLE1 is on 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 this reporting period. Decking construction activities including excavation and re-installation of the staging yard sound walls at the Wilshire/Rodeo station in Beverly Hills is ongoing. In Century City, the closure of Constellation between Avenue of the Stars and Century Park East (Century City station) has been extended through the end of the 2020 year. The work area within that closure has expanded further west on Constellation near the property line of Century City Shopping Mall. Two tunnel boring machines have been launched heading eastbound to Beverly Hills to meet with PLE1 at Wilshire/LaCienega which will take several months. PLE2 is on schedule to open in 2025.
- e. Advanced Utility Relocation (AUR) on Purple Line Extension Section 3 (PLE3) is complete with most of the work now centered on the future VA Hospital station. Installation of walls for the staging yards near the Westwood and VA Hospital stations are being constructed. Heavy construction on PLE 3 will start in the first quarter of 2021. PLE3 is on 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. Beginning in October, the Little Tokyo stop of the Gold line will be temporarily stopped due to construction. A bus shuttle will be provided to riders. Targeted operational date for the Regional Connector is on schedule for late 2021 or early 2022.

13.1 Quarterly Testimonial

- **Business Name:** Hearty Nutrition
- **Address:** 6526 Crenshaw Blvd. Los Angeles, CA 90043
- **Phone Number:** (310) 508-7423 Business
- **Date of Creation:** 1/2011
- **Business Designation:** Sole Proprietor
- **Website Address:** www.hearty-nutrition-grocery-store.business.site/
- **Main Areas of Activity:** Grocery products catering to WIC (Women, Infants and Children)
- **Unique Qualities:** Business incorporates a learning component through educational activities
- **Metro Rail Corridor:** Crenshaw/LAX (CLAX)

Business Narrative

Hearty Nutrition has been owned and operated by Lacey Middough since she took over the business in 2017. The business was previously started by Majid Addassi in 2010 as evidenced by the original lease. Hearty Nutrition is located at 6526 Crenshaw Blvd. along the CLAX Metro corridor and generates revenues from the sale of grocery items with an emphasis on WIC (Women, Infants and Children) products.

Ms. Middough has a background in education having previously worked for Los Angeles Unified School District for 15 years. She saw a need in the WIC community to not only provide food and other vital day to day necessities in the store, but also to incorporate a learning side with events such as crafts during holidays, Elf on the Shelf fun at Christmas time and other educational activities which has proven to add a new dimension to “shopping with mom” for the children. This business model has worked quite successfully as customers enjoy her special touch.

Business management is provided by Ms. Middough. Hearty Nutrition’s normal business hours are 10:00 a.m. – 6:00 p.m. Monday through Friday. The business is approximately 1,100 square feet. Inventory is neatly shelved, easily accessible and well stocked including items such as snacks, chips, juices, produce, frozen foods, baby formula and baby foods.

Ms. Middough states that the Metro construction has made it difficult for customers to access her store and shop. Detours, road closures, k-rail and construction activity have caused a decline in revenues when compared with the prior year’s performance. Given the previous success of Hearty Nutrition, Ms. Middough is confident that once construction subsides, her customers will “willingly” return. She plans to welcome them back with a few special surprises for the kids as well.

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
1144	Angela Minor - Reflections	Angela Minor	7/3/2020	7/9/2020	6	
1145	Fariba Hami - SalonRepublic	Fariba Hami	7/6/2020	7/9/2020	3	
1146	KC Stylist	Glenn & Yuko Coach	7/6/2020	7/9/2020	3	
1147	Lashes by Shigeru	Martin Hanai	7/5/2020	7/9/2020	4	
1148	CoffeeWalk/YogurTalk	Tae Hong Chung/Wanmi Chung	7/3/2020	7/9/2020	6	
1149	Forever Hair and Nails	Toan Nguyen	7/6/2020	7/9/2020	3	
1150	Brighter Dental	Dr. Babak Dardashti	7/6/2020	7/9/2020	3	
1151	Blan-Well Auto Sales	Amos Wellington	7/3/2020	7/9/2020	6	
1152	New Star Accessories	Bilkis Mayet	7/3/2020	7/9/2020	6	
1153	Mystic Flowers and Gardens	James Sherer	7/20/2020	7/23/2020	3	
1154	Crenshaw Carpet Center	Bruce Barnett	7/18/2020	7/23/2020	5	
1155	Albert Fuchs, MD	Albert Fuchs, MD	7/18/2020	7/23/2020	5	
1156	Galaxy Medical Center	Gennady Musher	7/20/2020	7/23/2020	3	
1157	Leticia Portlock - Forever Hair and Nails	Leticia Portlock	8/4/2020	8/6/2020	2	
1158	Cleaners Depot	Kamran Kohan	8/3/2020	8/6/2020	3	
1159	The New Millennium Beauty & Barber Shop	Desentrie Allen	8/1/2020	8/6/2020	5	
1160	Reflections Hair Studio	Corey Hartley	8/3/2020	8/6/2020	3	
1161	Rubencio Quintana, MD	Rubencio Quintana	8/3/2020	8/6/2020	3	
1162	Jaime Hernandez, DDS	Jaime Hernandez	7/31/2020	8/6/2020	6	
1163	Transcranial Magnetic Stimulation Institute	Gennady Musher	8/3/2020	8/6/2020	3	
1164	Edibles Coffee Shop	Jeff Min	8/17/2020	8/20/2020	3	
1165	Hearty Nutrition	Lacey Middough	8/16/2020	8/20/2020	4	
1166	Master Barbers	Israel Castro	8/17/2020	8/20/2020	3	
1167	Crenshaw Medical Center	Dr. Gudata Hinika	8/17/2020	8/20/2020	3	
1168	Wilshire Fairfax Chiropractic	Scott Onoda	8/18/2020	8/20/2020	2	
1169	Noble Gateway Cleaners	Fereydoon Fairman	9/13/2020	9/17/2020	4	
1170	Vickie Thomas Casting	Victoria Thomas	9/14/2020	9/17/2020	3	
1171	Genwa	Jay Kwon	9/11/2020	9/17/2020	6	
1172	Bad Hair Gone Good	Jennifer Thomas	9/14/2020	9/17/2020	3	
1173	I Love Lulu	Tallulah Marcellin	9/14/2020	9/17/2020	3	
1174	Don Binns Electrician	Don Binns	9/15/2020	9/17/2020	2	
1175	Dulan's on Crenshaw	Greg Dulan	9/14/2020	9/17/2020	3	
1176	Mail Zone	Harriette Steele	9/14/2020	9/17/2020	3	
1177	MMAKO Insurance Company	Emmanuel Okokwe	9/10/2020	9/17/2020	7	
1178	Classic Grill	Sung Yoon	9/14/2020	9/17/2020	3	

Attachment A: Application to Grant Turnaround Analysis

Current Quarter Average Submission Time (in business days)	3.80
Current Quarter Applications Processed Within 9 Business Days:	35

Cumulative Average Submission Time (in business days)	4.50
Cumulative Applications Processed Within 9 Business Days:	1157

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., July, 16, 2020	6:00 p.m. - 8:00 p.m	Online	Angela/Charles/Andre	Crenshaw/LAX
CLAX Transit Project Construction Update	Wed., September, 23, 2020	6:00 p.m. - 8:00 p.m	Online	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., August, 05, 2020	12:00 p.m. - 12:30 p.m.	Online	Angela/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 Section 2 Community Construction Update	Wed., July, 01, 2020	7:30 p.m. - 8:30 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
PLE Sections 1, 2 & 3 Community Update	Wed., August, 05, 2020	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., September, 02, 2020	7:30 p.m. - 8:30 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2

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

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

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

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

ATTACHMENT C

QUARTERLY
GRANT AWARD MATRIX

Attachment C: BIF Grant Matrix from July 1, 2020 to September 30, 2020

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Angela Minor - Reflections	Angela Minor	4637 Crenshaw Blvd., Los Angeles, CA 90043	8	12	Service	7/9/2020	9/10/2020	CLAX
Fariba Hami - SalonRepublic	Fariba Hami	8383 Wilshire Blvd., #50 Studio 12, Los Angeles, CA 90211	City of Beverly Hills	6	Service	7/9/2020	9/8/2020	PLE
KC Stylist	Glenn & Yuko Coach	706 E. 1st Street, Los Angeles, CA 90012	14	3	Service	7/9/2020	9/8/2020	LTRC
Lashes by Shigeru	Martin Hanai	8383 Wilshire Blvd., Suite 50 Studio 76, Beverly Hills, CA 90211	City of Beverly Hills	3	Service	7/9/2020	9/8/2020	PLE
CoffeeWalk/YogurtTalk	Tae Hong Chung/Wanmi Chung	3650 W. Martin Luther King Jr. Blvd. #152 Los Angeles, CA 90008	8	12	Service	7/9/2020	8/10/2020	CLAX
Forever Hair and Nails	Toan Nguyen	4064 S. Victoria Ave., Los Angeles	8	4	Service	7/9/2020	8/10/2020	CLAX
Brighter Dental	Dr. Babak Dardashti	6621 Wilshire Blvd. Suite 507, Los Angeles, CA 90048	5	19	Service	7/9/2020	7/16/2020	PLE
Blan-Well Auto Sales	Amos Wellington	5900 Crenshaw Blvd., Los Angeles, CA 90043	8	38	Retail	7/9/2020	7/16/2020	CLAX
New Star Accessories	Bilkis Mayet	3650 W. Martin Luther King Jr. Blvd., #LR-10, Los Angeles, CA 90008	8	17	Retail	7/9/2020	11/24/2020	CLAX
Mystic Flowers and Gardens	James Sherer	1875 Century Park East, Suite 500, Los Angeles	5	15	Retail	7/23/2020	9/8/2020	PLE2
Crenshaw Carpet Center	Bruce Barnett	4611 Crenshaw Blvd., Los Angeles, CA 90043	8	91	Retail	7/23/2020	9/2/2020	CLAX
Albert Fuchs, MD	Albert Fuchs, MD	8500 Wilshire Blvd., Suite 605 Beverly Hills, CA 90211	City of Beverly Hills	18	Professional	7/23/2020	9/2/2020	PLE2
Galaxy Medical Center	Gennady Musher	6221 Wilshire Blvd., #401, Los Angeles	5	19	Service	7/23/2020	8/3/2020	PLE
Leticia Portlock - Forever Hair and Nails	Leticia Portlock	4064 S. Victoria Ave., Los Angeles	8	10	Service	8/6/2020	9/8/2020	CLAX

Attachment C: BIF Grant Matrix from July 1, 2020 to September 30, 2020

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Cleaners Depot	Kamran Kohan	2049 Century Park East, Suite ROL12, Los Angeles, CA 90067	5	15	Service	8/6/2020	9/2/2020	PLE2
The New Millennium Beauty & Barber Shop	Desentrie Allen	4310 Crenshaw Blvd. Los Angeles, CA 90008	10	17	Service	8/6/2020	9/2/2020	CLAX
Reflections Hair Studio	Corey Hartley	4637 Crenshaw Blvd., Los Angeles, CA 90043	8	22	Service	8/6/2020	9/2/2020	CLAX
Rubencio Quintana, MD	Rubencio Quintana	8500 Wilshire Blvd., Suite 605 Beverly Hills, CA 90211	City of Beverly Hills	17	Professional	8/6/2020	9/2/2020	PLE2
Jaime Hernandez, DDS	Jaime Hernandez	6221 Wilshire Blvd., #310, Los Angeles, CA 90048	5	16	Service	8/6/2020	8/31/2020	PLE
Transcranial Magnetic Stimulation Institute	Gennady Musher	6221 Wilshire Blvd., #401, Los Angeles	5	9	Service	8/6/2020	8/31/2020	PLE
Edibles Coffee Shop	Jeff Min	1888 Century Park East #LL30, Los Angeles, CA 90067	5	5	Service	8/20/2020	10/6/2020	PLE2
Hearty Nutrition	Lacey Middough	6526 Crenshaw Blvd., Los Angeles, CA 90043	8	9	Retail	8/20/2020	9/8/2020	CLAX
Master Barbers	Israel Castro	5547 W. Manchester Ave., Los Angeles, CA 90045	11	3	Service	8/20/2020	9/8/2020	CLAX
Crenshaw Medical Center	Dr. Gudata Hinika	5141 Crenshaw Blvd., Los Angeles, CA 90043	8	16	Professional	8/20/2020	9/8/2020	CLAX
Wilshire Fairfax Chiropractic	Scott Onoda	6134 Wilshire Blvd., Los Angeles, CA 90048	5	10	Service	8/20/2020	2/2/2021	PLE
Noble Gateway Cleaners	Fereydoon Fairman	1925 Century Park East, Suite F, Los Angeles, CA 90067	5	24	Service	9/17/2020	10/6/2020	PLE2
Vickie Thomas Casting	Victoria Thomas	8500 Wilshire Blvd., Suite 521, Beverly Hills, CA 90211	City of Beverly Hills	4	Service	9/17/2020	10/6/2020	PLE2
Genwa	Jay Kwon	5115 Wilshire Blvd., Suite A, Los Angeles, CA 90036	4	14	Service	9/17/2020	10/6/2020	PLE

Attachment C: BIF Grant Matrix from July 1, 2020 to September 30, 2020

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Bad Hair Gone Good	Jennifer Thomas	8383 Wilshire Blvd., Suite 50-6, Beverly Hills, CA 90211	City of Beverly Hills	22	Service	9/17/2020	10/6/2020	PLE
I Love Lulu	Tallulah Marcelin	733 South La Brea Los Angeles, CA 90036	4	5	Service	9/17/2020	10/6/2020	PLE
Don Binns Electrician	Don Binns	5443 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Service	9/17/2020	10/6/2020	CLAX
Dulan's on Crenshaw	Greg Dulan	4859 Crenshaw Blvd., Los Angeles, CA 90043	8	4	Service	9/17/2020	10/6/2020	CLAX
Mail Zone	Harriette Steele	5440 Crenshaw Blvd., Los Angeles, CA 90043	8	11	Retail	9/17/2020	10/6/2020	CLAX
MMAKO Insurance Company	Emmanuel Okokwe	5349 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	9/17/2020	10/6/2020	CLAX
Classic Grill	Sung Yoon	5569 West Manchester Ave., Los Angeles, CA 90045	11	11	Retail	9/17/2020	10/6/2020	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 _____