



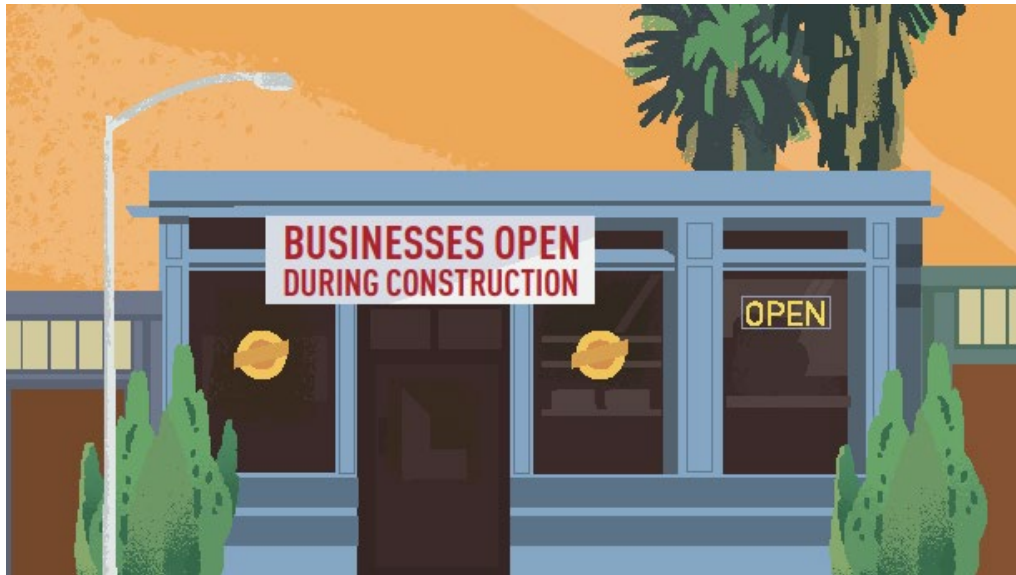
Metro®



Metro Pilot Business Interruption Fund (BIF)

Quarterly Status Report

April 1, 2021 – June 30, 2021



Prepared by

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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.

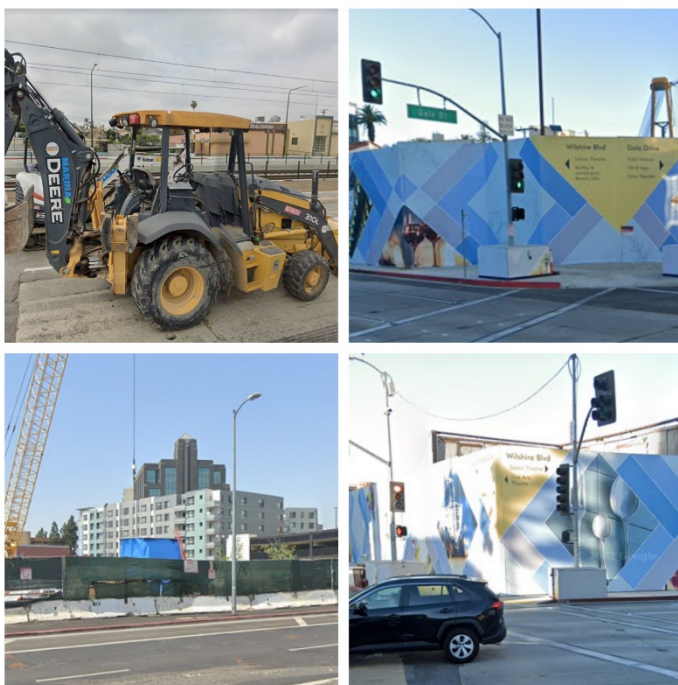
1. Crenshaw/LAX Transit Project
2. Regional Connector, Little Tokyo Area and 2nd & Broadway Segment*
3. Purple Line Extension Section 1 and Section 2

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, 2021 – June 30, 2021. 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, 2021)

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	18	\$453,788.32
November 2020	6	\$197,892.14
December 2020	7	\$196,650.45
Total	170	\$4,849,505.35

2021		
Month	# of Grants	Amount
January 2021	11	\$387,427.46
February 2021	11	\$228,802.63
March 2021	7	\$202,535.29
April 2021	9	\$239,170.85
May 2021	9	\$344,052.41
June 2021	5	\$136,926.75
July 2021		
August 2021		
September 2021		
October 2021		
November 2021		
December 2021		
Total	52	\$1,538,915.39

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	170	\$4,849,505.35
2021	52	\$1,538,915.39
Total	1261	\$31,908,285.76

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 (394/418)	100%	94%	*Based on 418 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 12 months (long term 351/404)	100%	87%	*Based on 404 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 287/361)	100%	80%	*Based on 361 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	232	4	1.72%	37	15.95%	191	82.33%
PLE1	87	2	2.30%	16	18.39%	69	79.31%
PLE2	49	1	2.04%	1	2.04%	47	95.92%
LTRC	33	5	15.15%	4	12.12%	24	72.73%
2BRC	23	2	8.70%	2	8.70%	19	82.61%
Total	424	14	3.30%	60	14.15%	350	82.55%

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	349	184	533
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	905	503	1408

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

5.1 Summary Statistics at a Glance

- **Quarterly: April 1, 2021 – June 30, 2021**
 - › Number of Applications Received: 30
 - › Number of Applications Approved: 23
 - › Number of Applications Not Eligible: 0
 - › Number of Applications Denied: 0
 - › Value of Grants Approved: \$720,150.01
- **Program-to-Date: March 1, 2015 – June 30, 2021**
 - › Total Number of Applications Received: 1529
 - › Total Number of Applications Approved: 1261
 - › Number of Applications Not Eligible: 124
 - › Number of Applications Denied: 2
 - › *Total % of Grants Approved: 89.88%
 - › Total Value of Grants Approved: \$31,908,285.76
- 90.95% of grantees received the total amount of the grant award
- 8.09% 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 424 businesses approved as of this reporting period;
 - › 116 businesses were in operation 2-5 years
 - › 93 businesses were in operation 6-10 years
 - › 113 businesses were in operation 11-20 years
 - › 102 businesses were in operation 21+ years

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

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
2020	111	28	31	6	0	176
January 2021	6	1	2	0	0	9
February 2021	11	2	1	0	0	14
March 2021	3	2	2	0	0	7
April 2021	5	1	2	1	0	9
May 2021	7	2	1	0	0	10
June 2021	10	1	0	0	0	11
Total	943	307	120	115	44	1529

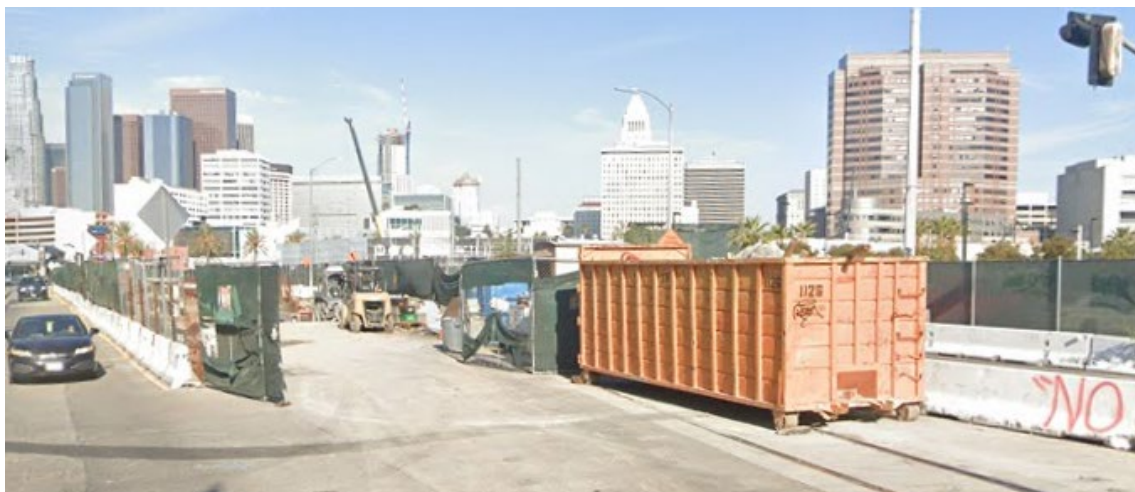
Total Number of Applications Received - 1529

Total Number of Applications Approved as Grants - 1261

Total Number of Not Eligible Applications - 124

Total Number of Applications Denied - 2

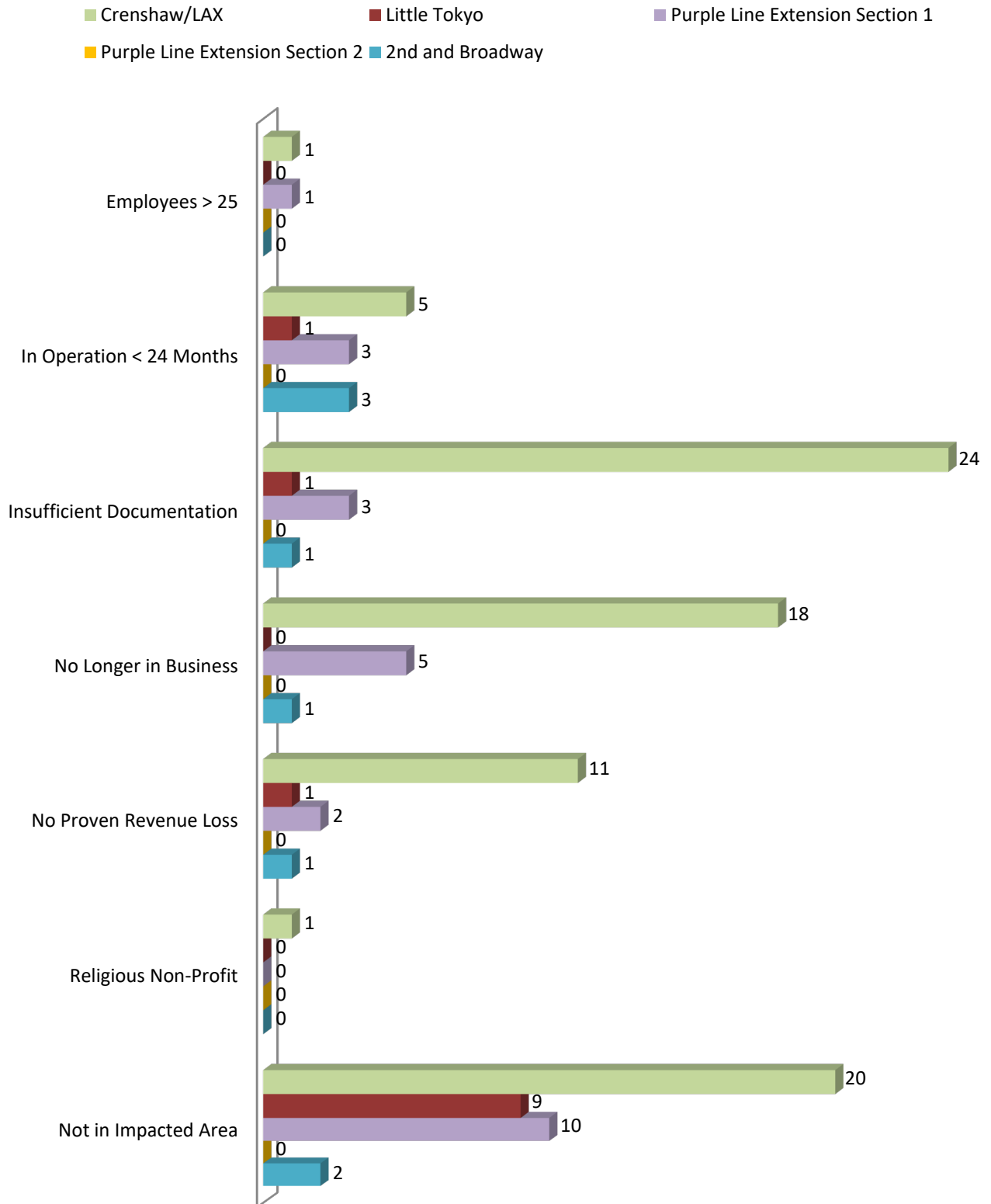
Total Number of Incomplete Applications (Pending Financial Documents) – 142



K-Rail Construction Activity on 1st Street, East of Alameda
Little Tokyo Area of the Regional Connector

Figure 1. Total Number of Non-Eligible Applications

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

Non-Eligible Applications Received

7.1 Quarterly and Program to Date Community Outreach and Communication Activities

During this reporting period, a total of **9** outreach activities occurred. PCR participated in: **3** outreach events in **Crenshaw/LAX (CLAX)**, **3** 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)**. As of this reporting period, outreach events were conducted remotely as construction progressed on all corridors and the COVID-19 pandemic saw the emergence of a new variant, Delta. All businesses were allowed to remain open and operating provided that social distancing and mask mandate protocols were exercised as per State of California, Los Angeles County and City of Los Angeles officials. 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 continue to be hosted in an on-line webinar format. Most site visits continue to be drive-by confirmations but if conducted in person, social distancing protocol and face covering requirements are practiced. The Metro **CLAX** Community Construction team hosts Community Construction Update meetings remotely on a bi-monthly basis with updates on the entire **CLAX** corridor. However, internal construction update meetings with Metro and PCR also occur. According to the Metro **CLAX** construction team, the **CLAX** project is 98% complete at this reporting period with train testing, final station construction, street restoration and civil improvement work ongoing. The **PLE1** corridor continues to experience significant street level construction impacts with excavation and hauling near the stations areas, K-Rail, work zones, cones and detours throughout the alignment. **PLE1** hosts Community Construction Update meetings quarterly and is on schedule for completion in early 2024. 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**. There has been no significant construction impacts in this area as of this reporting period. In the Beverly Hills area at the Wilshire/Rodeo Drive station, excavation activity continues and Reeves Drive will remain closed until completion of the station entrance decking. The vicinity of the Century City station continues with significant construction activity. Excavation of the underground station has begun and will continue through the 1st quarter of 2022. The two tunnel boring machines continue their journey heading eastward to break through at the La Cienega station. Constellation Blvd. lane closures and detours extend to Solar Way and still impact the property line of the Century City Westfield Mall. **PLE2** hosts Community Construction Update meetings with **PLE1** La Cienega station monthly and is on schedule 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 ongoing 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. 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, 2021 – June 30, 2021)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	3	3	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	3	3	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, 2021)**

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Little Tokyo Area	2nd & Broadway
Community Meetings	93	47	51	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	239	173	127	52	41

Community Meetings/Presentations: During this reporting period, PCR participated in **9** community meetings and presentations, which could include various Chamber meetings, business expos, 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 continuation of the COVID-19 pandemic and Delta variant. All three corridors- **CLAX**, **PLE1** and **PLE2** offer their construction update meeting power point presentations by email and online at the Metro website 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, direct in-person canvassing efforts were limited and conducted on an “as necessary “ basis as an abundance of caution. Most 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 low-contact means or very limited in- person meetings when collecting documents or performing site visits. 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. Beginning in July 2021, PCR will begin the new process analysis to provide grant funding for eligible business owners whose businesses are impacted by Metro construction activity and are allowed to be open and operating during 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 are a partnership and on-going. PCR’s relationship 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 before the COVID-19 pandemic, 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 events are 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 impacted by construction activities.

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 are put on hold. Discussions regarding offering remote and online workshops continue to be in process. 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 Quarter 3 of 2021 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 construction impacts progressing 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, BIF grantee success stories can be found on Metro's online blog, "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 (MOEs) 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 their business operations 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 and face coverings protocols in place.

*See Attachment B for a listing of meetings, events, presentations and workshops from April 1, 2021 – June 30, 2021 (this reporting period).

8.1 Financial Activities

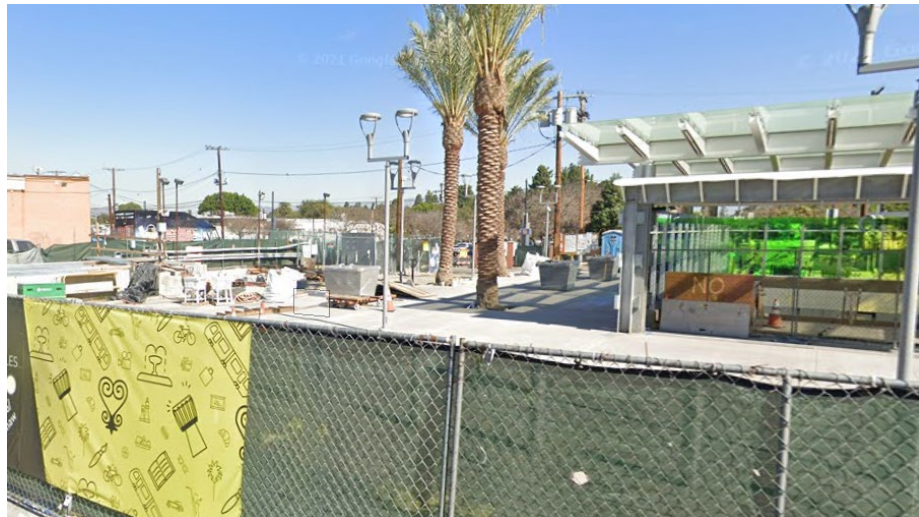
The following is a monthly summary of grant funding by rail project:

*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
2020	111	\$3,305,729.63
January 2021	8	\$335,190.71
February 2021	8	\$157,353.29
March 2021	3	\$82,575.00
April 2021	5	\$182,566.45
May 2021	6	\$300,954.00
June 2021	4	\$125,598.39
Total	775	\$19,517,246.02



Leimert Park Station
Crenshaw Boulevard/43rd Place

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

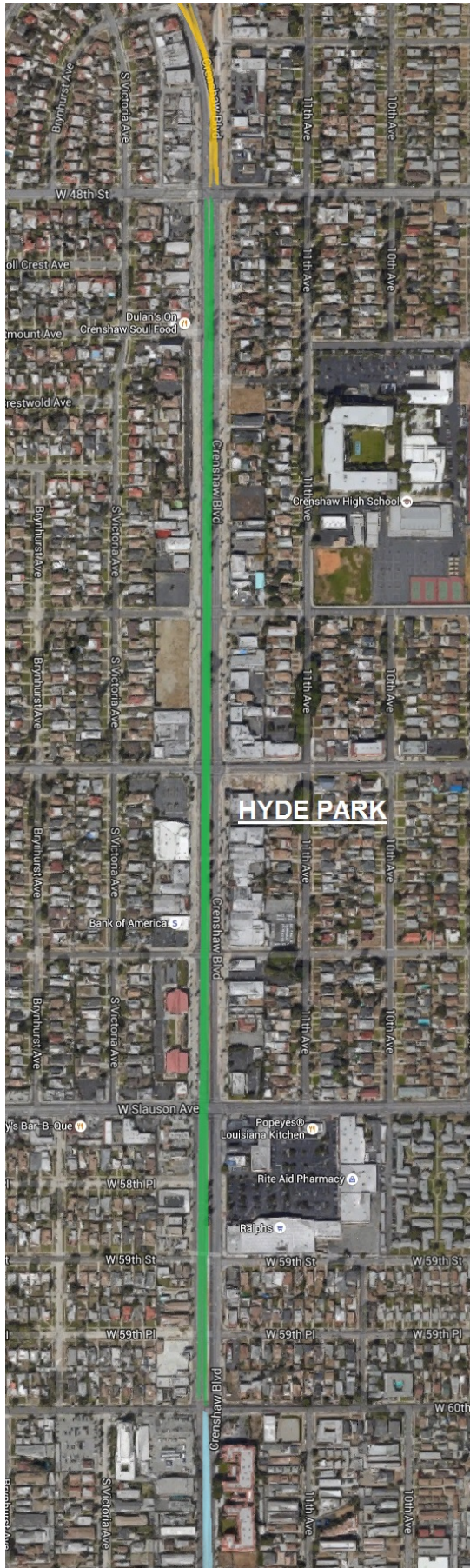
Westchester/Veterans - N. Cedar Avenue to W. Arbor Vitae Street

Aviation/Century - W. Arbor Vitae Street to W. Century Boulevard





NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
42	\$1,067,454.68	CRENSHAW/EXPOSITION
12	\$138,813.12	CRENSHAW SQUARE
72	\$2,090,322.57	MARTIN LUTHER KING, JR.
300	\$6,914,073.89	BALDWIN CRENSHAW MALL
84	\$2,070,359.47	LEIMERT PARK
21	\$315,922.77	LEIMERT PARK BUSINESSES



**NUMBER
OF
GRANTS**

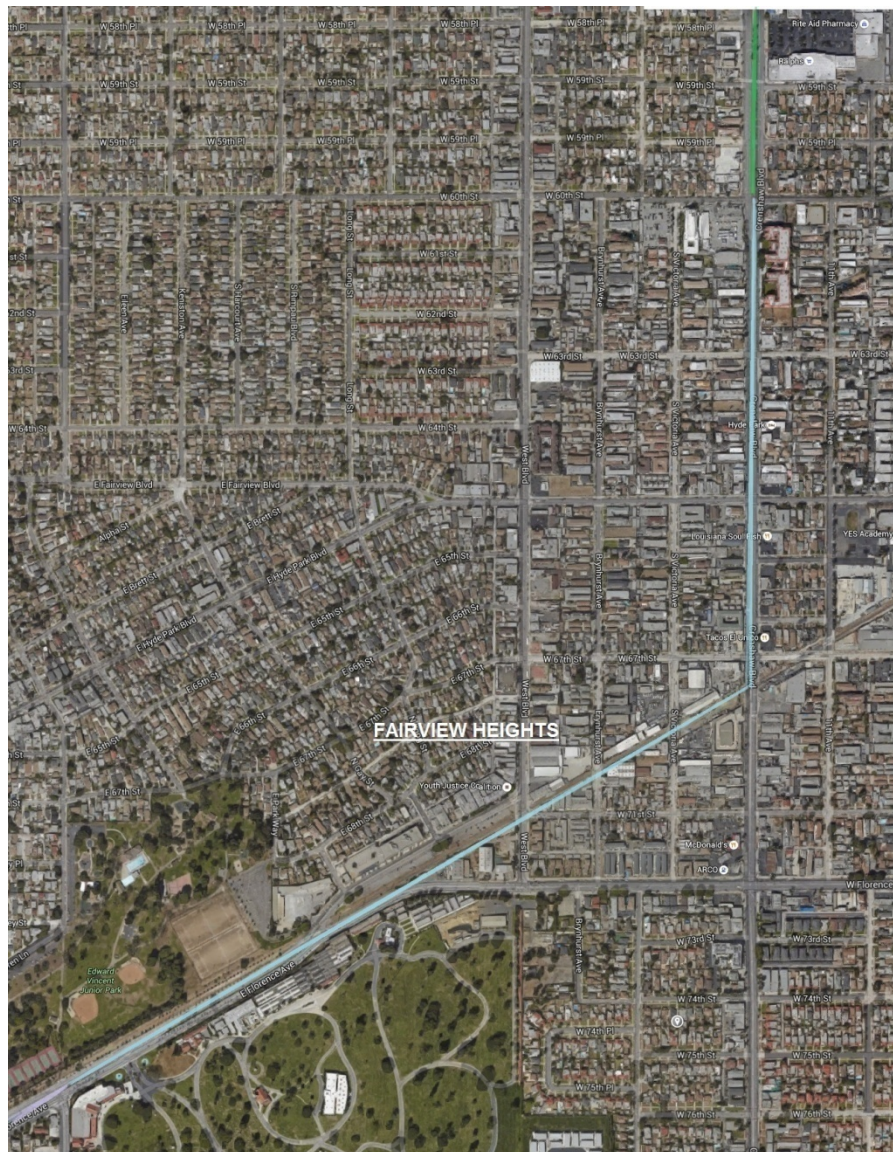
**TOTAL GRANT
AMOUNT**

SECTION

188

\$4,823,243.51

HYDE PARK



**NUMBER
OF
GRANTS**

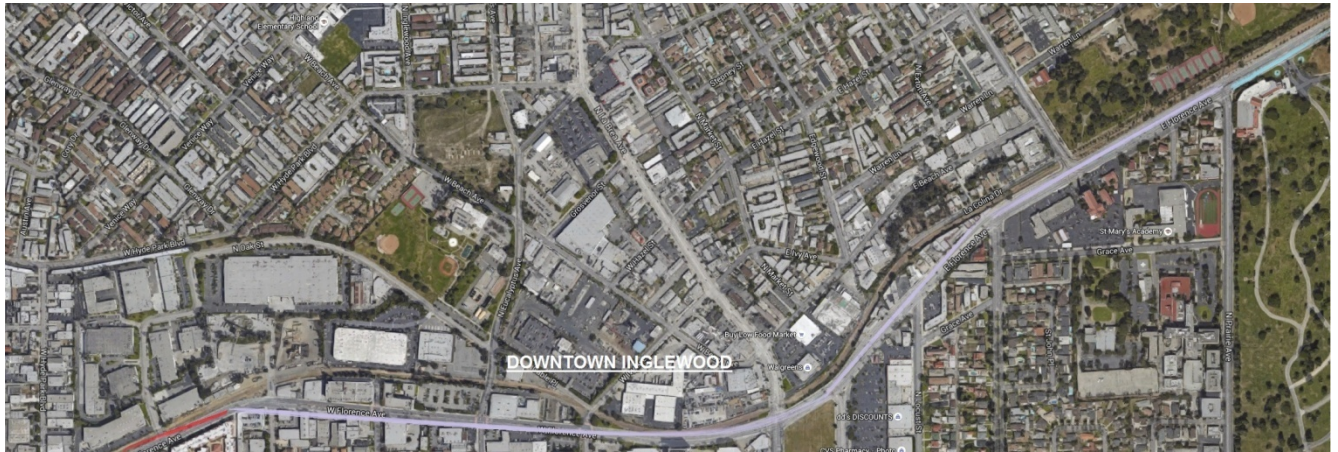
**TOTAL GRANT
AMOUNT**

SECTION

17

\$561,186.18

**FAIRVIEW
HEIGHTS**

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

*No Grants Approved as of June 30, 2021



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

39

\$1,535,869.83

**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
2020	4	\$125,371.72
January 2021	0	\$0.00
February 2021	0	\$0.00
March 2021	0	\$0.00
April 2021	1	\$21,450.80
May 2021	0	\$0.00
June 2021	0	\$0.00
Total	100	\$2,142,986.68

Little Tokyo Area of the Regional Connector

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

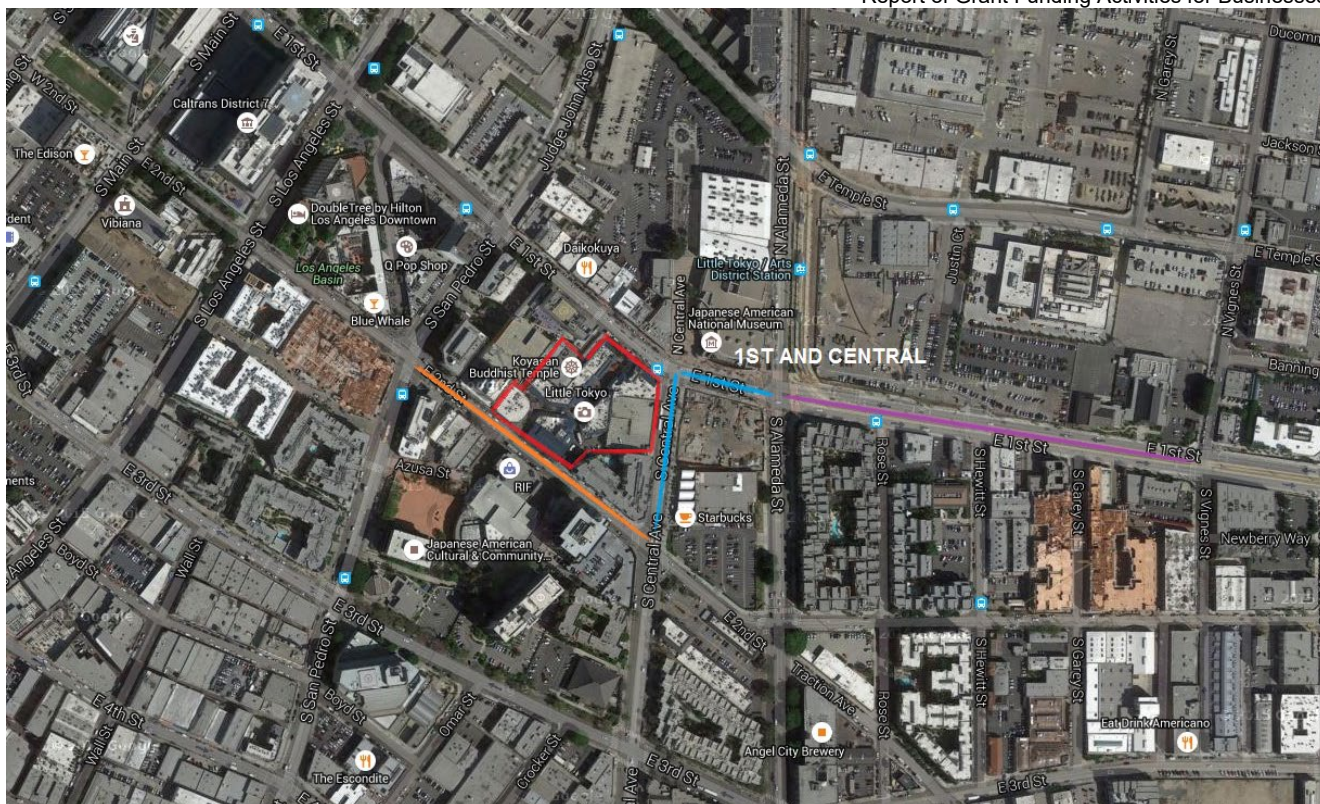
East of Alameda (1st Street)

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
31	\$714,853.42	EAST OF ALAMEDA
12	\$386,386.92	1 ST AND CENTRAL
20	\$295,975.37	2 ND 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

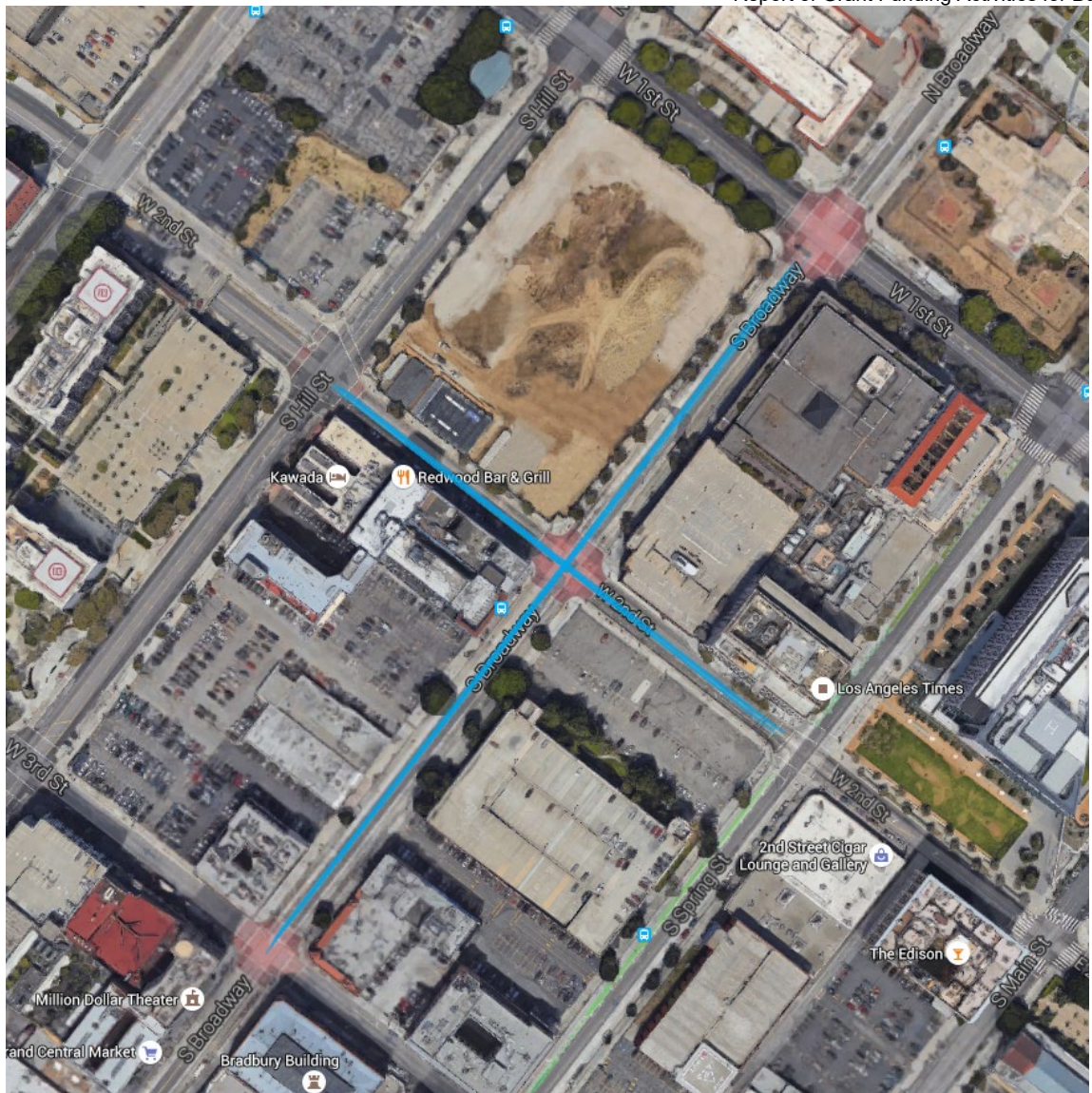
Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

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
2020	30	\$763,062.44
January 2021	1	\$35,352.00
February 2021	2	\$56,236.34
March 2021	2	\$19,960.29
April 2021	1	\$1,994.00
May 2021	1	\$7,008.31
June 2021	1	\$11,328.36
Total	250	\$6,380,146.08

Purple Line Extension Section 1

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

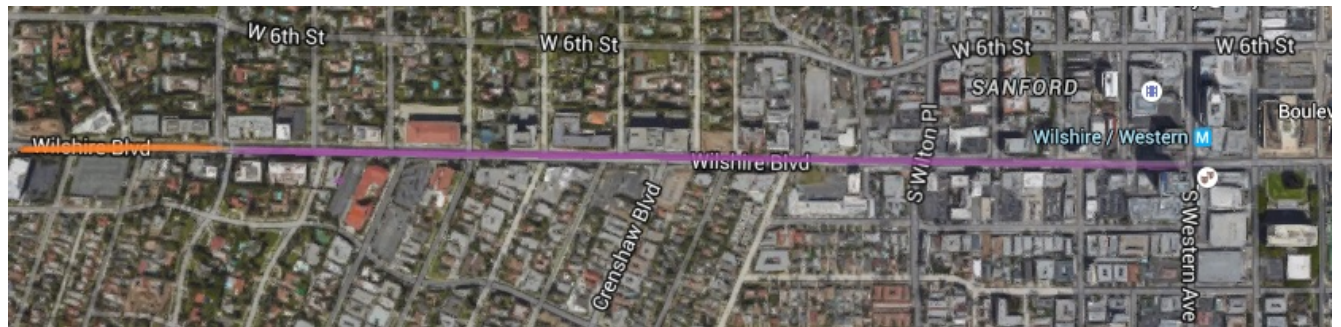
Wilshire/Western – Western to Rossmore

Wilshire/La Brea – Rossmore to Hauser

Wilshire/Fairfax – Hauser to Crescent Heights

Wilshire/La Cienega – Crescent Heights to La Cienega





**NUMBER
OF
GRANTS**

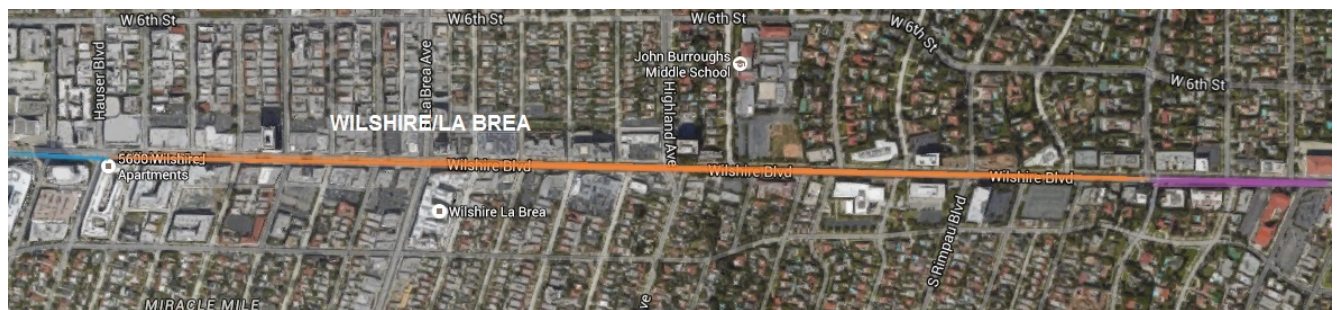
**TOTAL GRANT
AMOUNT**

SECTION

29

\$881,030.10

**WILSHIRE/
WESTERN**



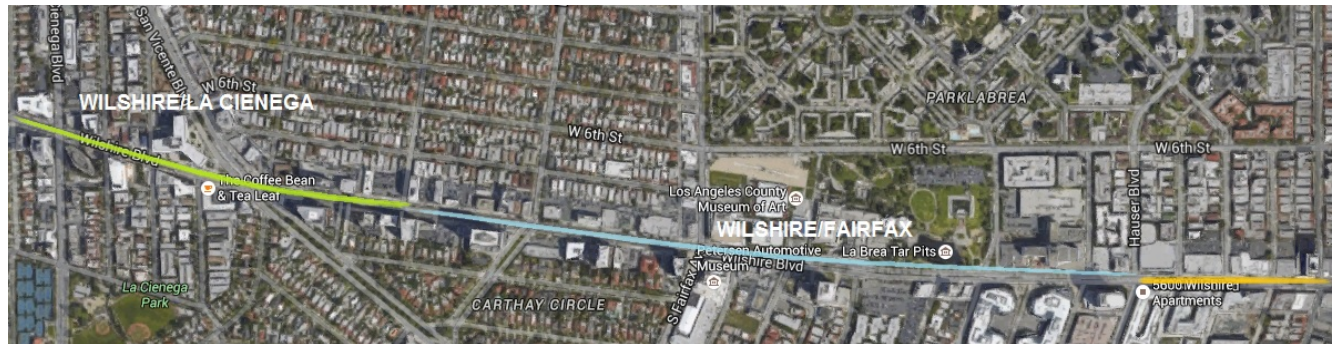
**TOTAL GRANT
AMOUNT**

SECTION

126

\$2,929,532.43

**WILSHIRE/
LA BREA**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

39

\$1,349,080.97

**WILSHIRE/
FAIRFAX**

56

\$1,220,502.58

**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
2020	25	\$655,341.56
January 2021	2	\$16,884.75
February 2021	1	\$15,213.00
March 2021	2	\$100,000.00
April 2021	2	\$33,159.60
May 2021	1	\$36,090.10
June 2021	0	\$0.00
Total	100	\$2,917,742.95

Purple Line Extension Section 2

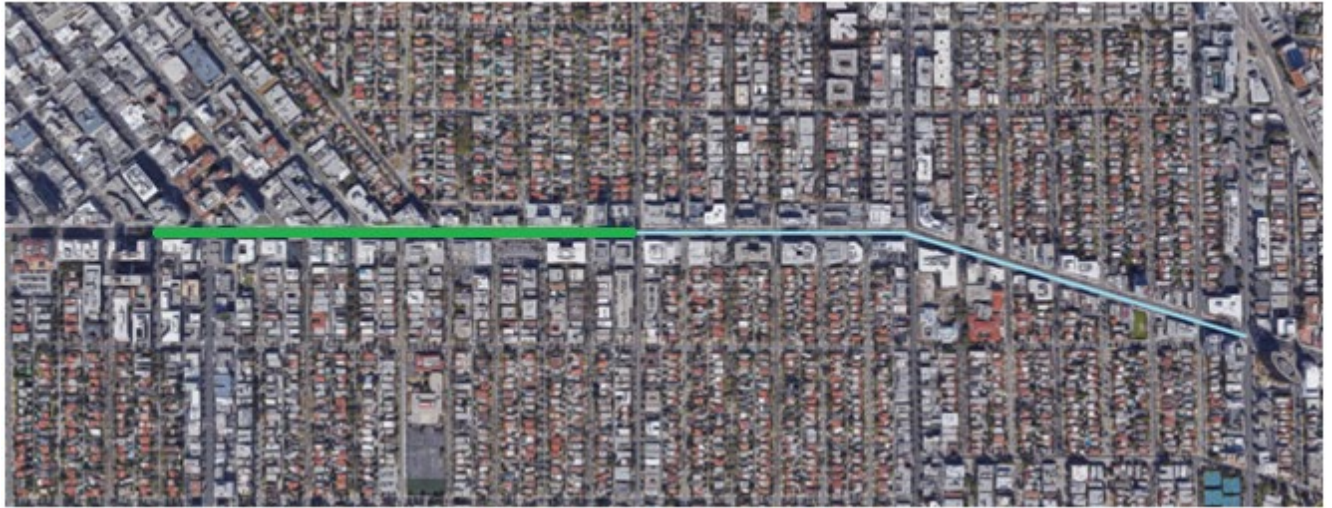
Metro Business Interruption Fund uses the following sections as impact areas:

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**

2

\$86,090.10

**WILSHIRE/
RODEO**

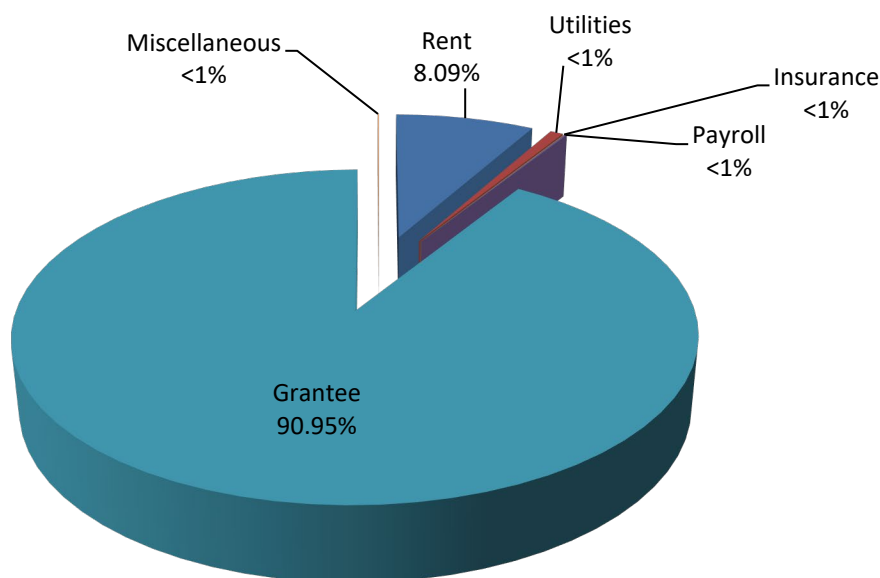


NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
0	\$0.00	CENTURY CITY MALL
33	\$817,807.96	CENTURY CITY/ CONSTELLATION

9.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



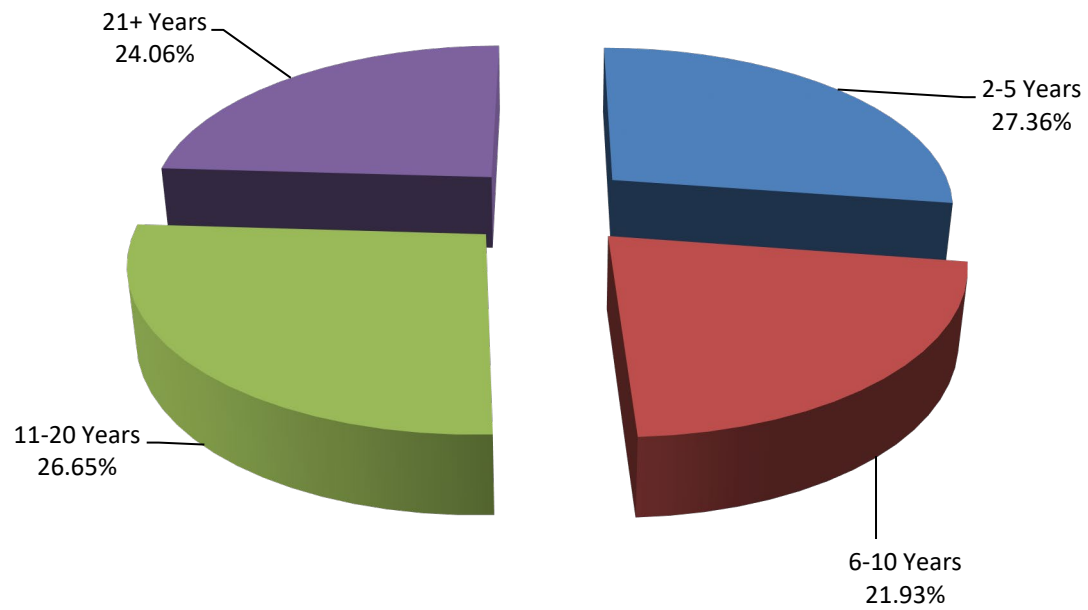
Grant Disbursement by Type		
Rent	\$	2,581,503.19
Utilities	\$	241,066.98
Insurance	\$	9,695.60
Payroll	\$	36,177.57
Grantee	\$	29,020,138.39
Miscellaneous	\$	19,704.03
Total	\$	31,908,285.76

* 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:

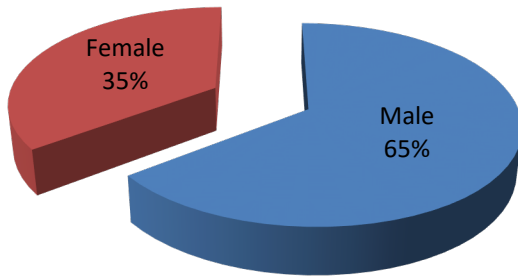
- Rent/Mortgage
- Utilities
- Insurance
- Payroll
- Other types of business related expenses

* Miscellaneous includes payments for the following business related expenses:

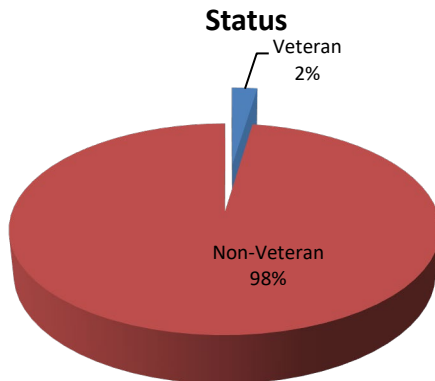
- Business Tax Certificate
- License Fees

Grant Disbursement by Years in Business

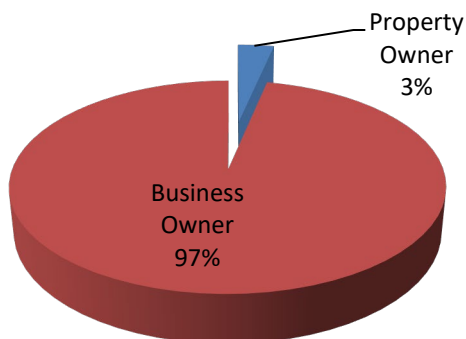
Business Age by Years	
2-5 Years	116
6-10 Years	93
11-20 Years	113
21+ Years	102

Figure 3: Grant Disbursement by Gender

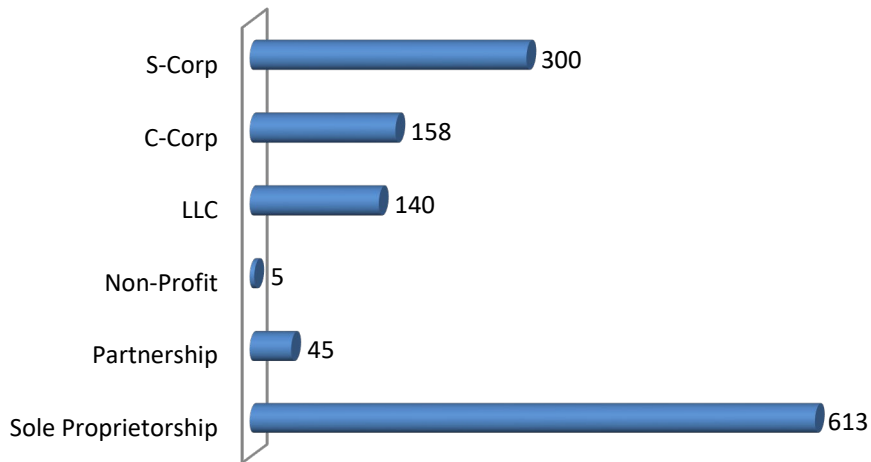
Grant Award by Gender	
Male	818
Female	443

Figure 4: Grant Disbursement by Veteran Status

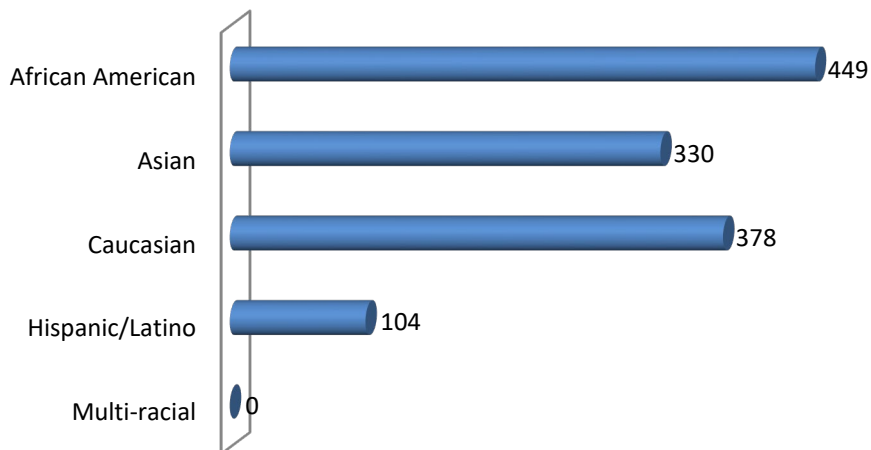
Grant Award by Veteran Status	
Veteran	28
Non-Veteran	1233

Figure 5: Property Owner vs. Business Owner

Property Owner vs. Business Owner	
Property Owner	40
Business Owner	1221

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	300
C-Corp	157
LLC	140
Non-Profit	5
Partnership	45
Sole Proprietorship	613

Figure 7: Grant Disbursement by Ethnicity

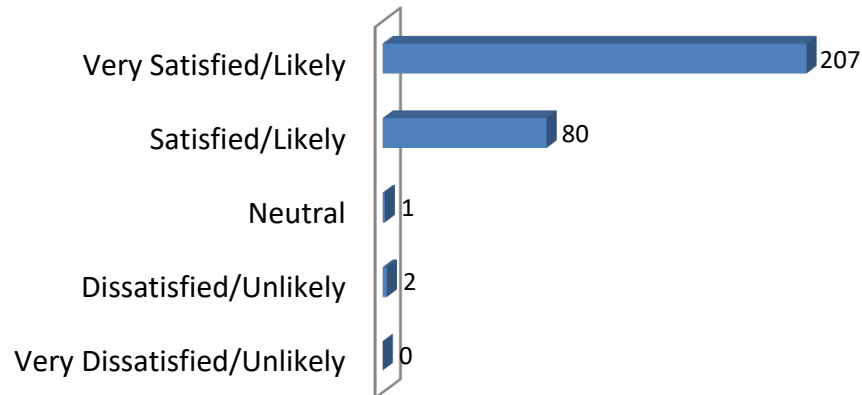
Grant Disbursement by Ethnicity	
African American	448
Asian	330
Caucasian	378
Hispanic/Latino	104
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

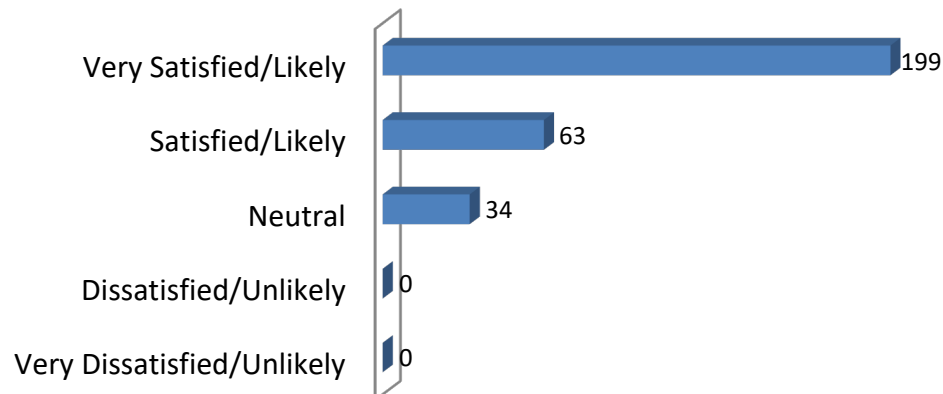
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

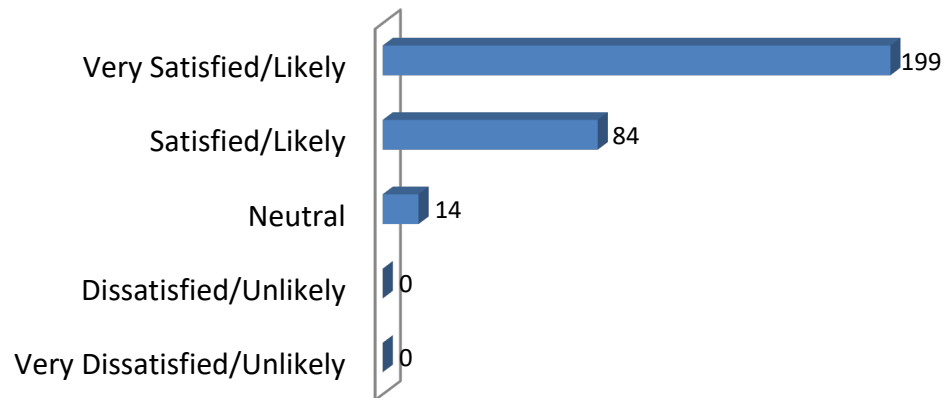
Question 1: How would you rate your overall satisfaction with us?



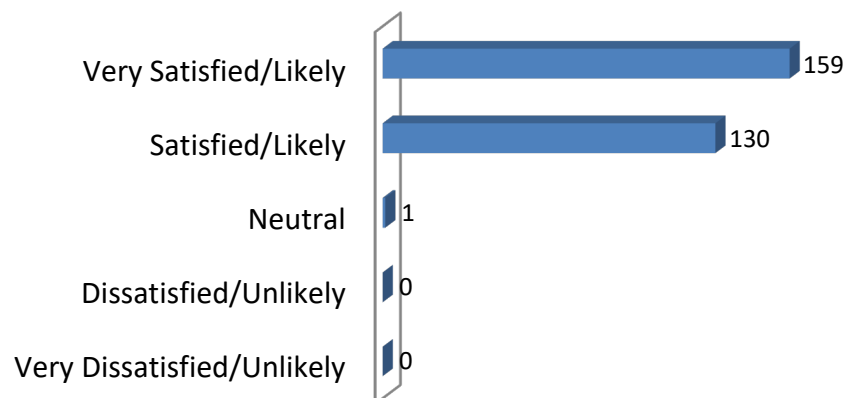
Question 2a: Please rate us on the following experiences: Customer Service

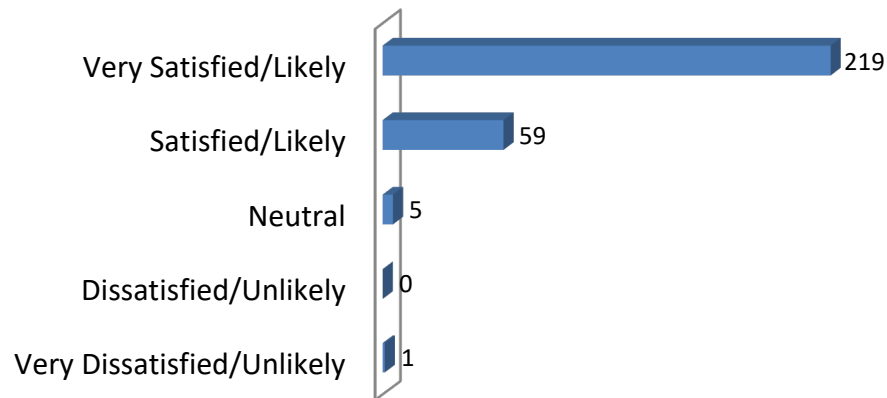
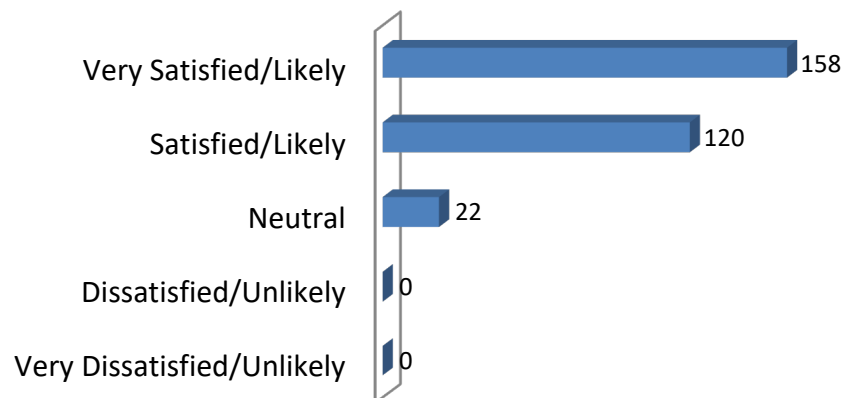


Question 2b: Please rate us on the following experiences: Professionalism



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

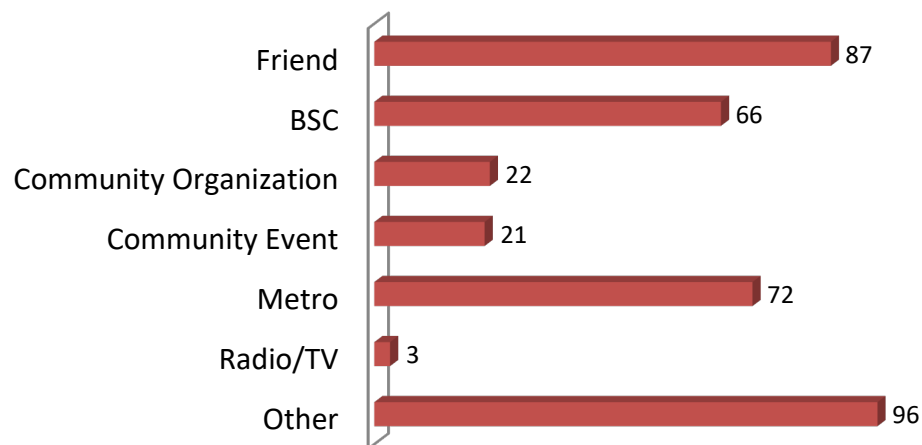
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*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?



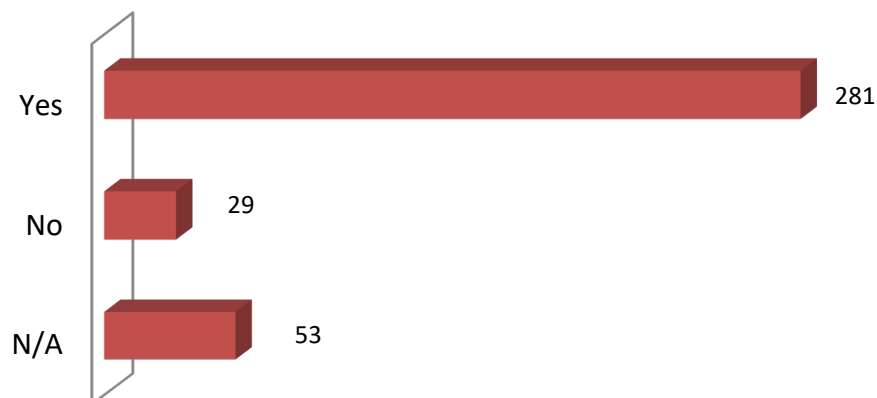
**"Other" Category includes the following:

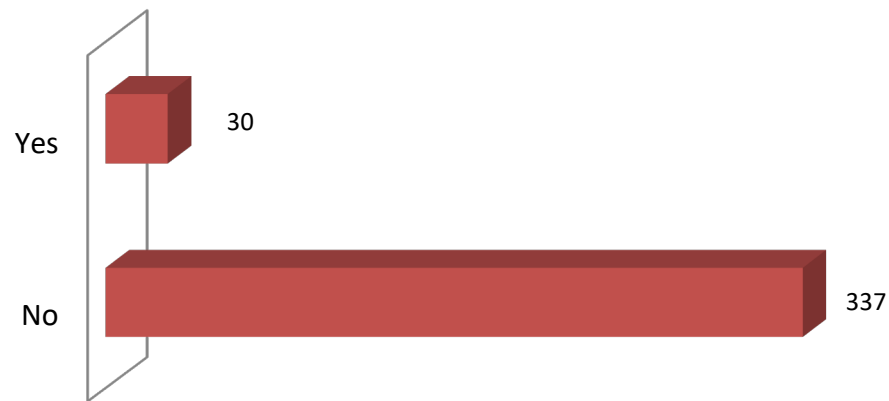
- PCR Outreach (65)
- Landlord (15)
- Fellow Business Owner (4)
- Internet (1)
- Workshop (4)
- Community Leader (1)
- Did Not Specify (6)

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.

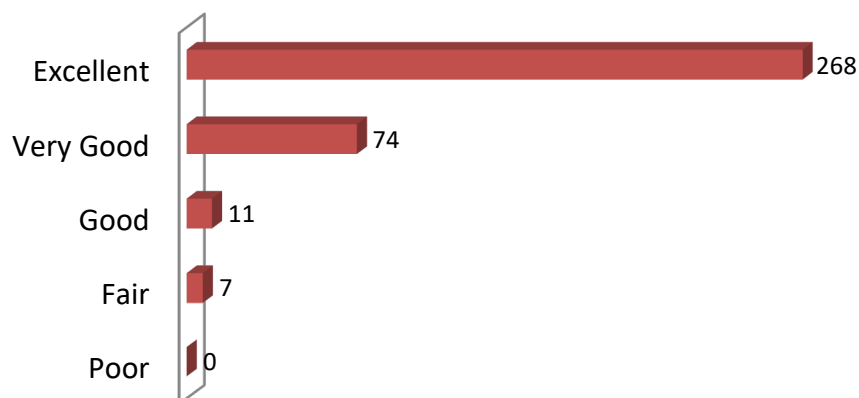
Question 8: Did you receive specific recommendations and/or referral services?

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.
- 99% 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 is the revenue analysis performed for small businesses that have experienced impact from Metro construction activities during the COVID-19 pandemic?

As Metro transit rail construction impacts continued throughout the COVID-19 pandemic, effective May 2021, Metro made an amendment to the BIF Administrative Guidelines that allowed BIF grant applications for impacts that occurred during the COVID-19 pandemic to be accepted.

Small businesses must meet all BIF program eligibility requirements and technical qualifications, including having direct construction impact and business revenue loss related to Metro transit rail construction disruption. The analysis used to calculate the grant award utilizes available historical revenue data and, for repeat grantees, uses historical revenue data from previous grant awards.

Eligibility requirements for BIF have not changed and businesses must continue to be open and operating to apply for a BIF Grant. If a business was mandated to be closed during the COVID-19 pandemic due to LA County Health Orders, they may submit an application for the time period in which they were permitted to be open and operating, per BIF eligibility criteria.

Applications for businesses who have experienced construction impact during the COVID-19 pandemic will be accepted beginning July 2021.

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

- a. Metro construction activities continue on all corridors during this reporting period. Construction workers continue to practice social distancing and mask protocols as per the ongoing advisement of state, county and city officials as the COVID-19 pandemic continues. All construction update meetings are held as virtual webinars. PCR operates the BIF program by taking businesses that are open and operating to Grant Approval Committee for pre-COVID-19 impact. However, starting in July 2021, Metro will accept grant applications for businesses who were allowed to be open and operating, and experienced Metro transit rail construction impact during the COVID-19 pandemic.
- b. On the Crenshaw/LAX (CLAX) rail corridor, technical and communications work is ongoing along the entire alignment with work also being conducted at the underground station level. Final striping of traffic lanes is ongoing. Civil work continues with lane closures adjacent to construction activity. Train operations testing can be observed on the northern and southern segments with specific attention to the intersections that previously underwent street restorations. Targeted operational date for the CLAX rail line is TBD.
- c. Construction activities on Purple Line Extension Section 1 (PLE1) include tunneling support and street maintenance for Cross Passage Excavation near the Wilshire/Western connection with intermittent lane closures. New work zones with K-rail have been put in place at the intersections of Wilshire/Rimpau and Wilshire/Plymouth which will remain in effect for at least one year. Additional intermittent land closures will continue to support concrete and materials deliveries in addition to hauling work at the Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega stations. PLE1 is scheduled to open in 2024.
- d. On Purple Line Extension Section 2 (PLE2) construction activities are progressing with station decking and excavation work at the Wilshire/Rodeo station. Reeves Drive will remain closed until that work is completed. At the Century City/Constellation station, excavation of the underground station has begun and is anticipated to be completed by the first quarter of 2022. Both tunnel boring machines have been launched heading eastbound for approximately two years to meet with Section 1 near Wilshire/La Cienega. Partial lane closures continue on Constellation Blvd. near Century Park East. PLE2 is scheduled to open in 2025.
- e. Installation of walls for the staging yards near the Westwood/UCLA and the VA Hospital stations on Purple Line Extension Section 3 (PLE3) is ongoing as AUR (Advanced Utility Relocation) work in the VA Hospital station area wraps up. Heavy construction on PLE 3 including piling and decking construction activities will start at the Westwood/UCLA station in late summer 2021. PLE3 is scheduled to open in 2027.
- f. Construction activities are ongoing in the Little Tokyo Area of the Regional Connector (LTRC). Station box construction including hauling and deliveries will continue throughout 2021. An extended 6- month closure of Temple St. between Alameda St. and Garey St. is in effect for the construction of the Alameda Tunnel box which began at the end of January. Central Avenue deck removal continues and final street restoration work is ongoing through December 2021. The Little Tokyo stop of the Gold line is obstructed due to work at the Mangrove station yard. A bus shuttle is provided to riders. Targeted operational date for the Regional Connector is scheduled for 2022.

13.1 Quarterly Testimonial

- **Business Name:** Ninth Wave Custom Framing
- **Address:** 3411 West 54th Street, Los Angeles, CA 90043
- **Phone Number:** (323) 291-4481 *Business*
- **Date of Creation:** 7/1998
- **Business Designation:** C- Corp.
- **Website Address:** None- located on several internet website search engines
- **Main Areas of Activity:** Picture framing and artwork sales
- **Unique Qualities:** Legacy business committed to the Crenshaw community
- **Metro Rail Corridor:** Crenshaw/LAX (CLAX)

Business Narrative



Ninth Wave Custom Framing was founded in July, 1998 by Tucker Boyd and Traci Franklin. The business is located along the Crenshaw Metro Corridor at 3411 West 54th Street, Los Angeles, CA 90043. It should be noted that Ninth Wave Custom Framing's address is the same parcel and part of the building under the address 5365 Crenshaw Blvd. at the corner of Crenshaw Blvd. and 54th Street. As such, this building has been identified as eligible for the BIF on the Crenshaw/LAX corridor as per Metro Administrative Guidelines.

Ninth Wave Custom Framing earns its revenues from custom picture framing and retail sales of artwork. Since opening over 20 years ago, the business has developed a loyal following of customers and sells frames priced between \$150.00 - \$750.00. Artwork is priced from \$45.00 - \$1,500.00. Daily operations and management are provided by Mr. Tucker. Mr. Tucker actually builds and customizes frames in his workshop located in the business. Ms. Franklin handles the sales and revenue operations.

Ninth Wave Custom Framing's normal business hours are Monday through Saturday from 10:00 AM – 7:00 PM. The shop is approximately 1,200 square feet with one entrance, consisting of a front retail area and workshop. A separate room in the back includes a work area, an office and restroom. The space is decorated nicely with wall displays of frames and artwork for sale.

Mr. Tucker described Metro's construction activities including heavy machinery and K-Rail in the middle of the street as contributing factors to the decline in revenue. In addition to the K- Rail and lane closures, he indicated that Metro's fencing placed at the corner of Crenshaw Boulevard and West 54th Street made pedestrian access difficult. However, Mr. Tucker indicated that one of the main reasons he keeps his business in the Crenshaw community is that he is looking forward to the Crenshaw/LAX rail line opening and the potential of new and diverse customers patronizing businesses in the community.

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
1239	Mystic Flowers and Gardens	James Sherer	4/8/2021	4/11/2021	3	
1240	Ana Rivas - SalonRepublic	Ana Rivas	4/7/2021	4/11/2021	4	
1241	4 US Image, Inc.	Avraham Farzan	4/8/2021	4/11/2021	3	
1242	KC Stylist	Glenn & Yuko Coach	4/6/2021	4/11/2021	5	
1243	LA Beauty Bar	Nishonda Porter-Forrest	4/6/2021	4/11/2021	5	
1244	LA Customize Cellular	Modasir Mallick	4/6/2021	4/11/2021	5	
1245	Shades Galore	Imran Kher	4/5/2021	4/11/2021	6	
1246	Stone Market	Raphael Thorpe	4/8/2021	4/11/2021	3	
1247	Subway	Satpal Sudwal	4/6/2021	4/11/2021	5	
1248	Classic Grill	Sung Yoon	5/8/2021	5/13/2021	5	
1249	Ninth Wave Custom Framing	Tucker Boyd	5/10/2021	5/13/2021	3	
1250	Universal College of Beauty	John Williams	5/6/2021	5/13/2021	7	
1251	R.E.D. Salon Studio	Diane Griffin	5/8/2021	5/13/2021	5	
1252	Dr. Jean Jacques Elbaz, DDS	Dr. Jean Jacques Elbaz	5/10/2021	5/13/2021	3	
1253	Xtreme Klean Laundry	Donald Taylor	5/10/2021	5/13/2021	3	
1254	Holly Jones, Inc.	Holly Jones	5/22/2021	5/27/2021	5	
1255	Mail Zone	Harriette Steele	5/24/2021	5/27/2021	3	
1256	Tiffany Martin - LA Beauty Bar	Tiffany Martin	5/23/2021	5/27/2021	4	
1257	King's Creative Spaces	Jordana Soares	6/6/2021	6/10/2021	4	
1258	Sushi Kura	Sushi Kura	6/4/2021	6/10/2021	6	
1259	Love's Furniture	Chong-Yong Yun	6/5/2021	6/10/2021	5	
1260	Metro PCS	Hyun Lee	6/21/2021	6/24/2021	3	
1261	Stephanie Young - SalonRepublic	Stephanie Young	6/21/2021	6/24/2021	3	

Current Quarter Average Submission Time (in business days)

4.26

Current Quarter Applications Processed Within 9 Business Days:

23

Cumulative Average Submission Time (in business days)

4.49

Cumulative Applications Processed Within 9 Business Days:

1240

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 Construction Update	Wed., April, 14, 2021	11:00 a.m. - 12:00 p	Online	Angela/Bryan	Crenshaw/LAX
CLAX Construction Update	Wed., May, 12, 2021	11:00 a.m. - 12:00 p	Online	Angela/Bryan	Crenshaw/LAX
CLAX Construction Update	Wed., June, 09, 2021	11:00 a.m. - 12:00 p	Online	Angela/Bryan	Crenshaw/LAX

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

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
PLE Section 1 Community Construction Update	Wed., April, 07, 2021	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., May, 05, 2021	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., June, 02, 2021	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1

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

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
PLE Section 2 Community Construction Update	Wed., April, 07, 2021	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., May, 05, 2021	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., June, 02, 2021	12:30 p.m. - 1:00 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 April 1, 2021 to June 30, 2021

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Mystic Flowers and Gardens	James Sherer	1875 Century Park East, Suite 500, Los Angeles	5	15	Retail	4/11/2021	5/21/2021	PLE2
Ana Rivas - SalonRepublic	Ana Rivas	8383 Wilshire Blvd., Suite 50-39, Los Angeles, CA 90211	City of Beverly Hills	7	Service	4/11/2021	5/21/2021	PLE
4 US Image, Inc.	Avraham Farzan	2029 Century Park East, Suite 400, Los Angeles, CA 90067	5	3	Service	4/11/2021	5/21/2021	PLE2
KC Stylist	Glenn & Yuko Coach	706 E. 1st Street, Los Angeles, CA 90012	14	3	Service	4/11/2021	5/21/2021	LTRC
LA Beauty Bar	Nishonda Porter-Forrest	5559 W. Manchester Ave., Los Angeles, CA 90045	11	5	Service	4/11/2021	5/21/2021	CLAX
LA Customize Cellular	Modasir Mallick	3650 W. Martin Luther King Jr. Blvd., #LR-3, Los Angeles, CA 90008	8	6	Retail	4/11/2021	5/21/2021	CLAX
Shades Galore	Imran Kher	3650 W. Martin Luther King Jr. Blvd. LR-11, Los Angeles, CA 90008	8	2	Retail	4/11/2021	5/21/2021	CLAX
Stone Market	Raphael Thorpe	6700 Crenshaw Blvd., Los Angeles, CA 90043	8	17	Retail	4/11/2021	5/21/2021	CLAX
Subway	Satpal Sudwal	5545 W. Manchester Blvd., Los Angeles, CA 90045	11	10	Service	4/11/2021	5/21/2021	CLAX
Classic Grill	Sung Yoon	5569 West Manchester Ave., Los Angeles, CA 90045	11	11	Retail	5/13/2021	6/24/2021	CLAX
Ninth Wave Custom Framing	Tucker Boyd	3411 W. 54th Street, Los Angeles, CA 90043	8	22	Retail	5/13/2021	6/24/2021	CLAX
Universal College of Beauty	John Williams	3419 W. 43rd Place, Los Angeles, CA 90008	10	45	Service	5/13/2021		CLAX
R.E.D. Salon Studio	Diane Griffin	4700 Crenshaw Blvd., Los Angeles, CA 90043	8	6	Service	5/13/2021	6/24/2021	CLAX

Attachment C: BIF Grant Matrix from April 1, 2021 to June 30, 2021

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Dr. Jean Jacques Elbaz, DDS	Dr. Jean Jacques Elbaz	9465 Wilshire Blvd., Suite 450, Beverly Hills, CA 90212	City of Beverly Hills	23	Professional	5/13/2021	6/24/2021	PLE2
Xtreme Klean Laundry	Donald Taylor	6522 Crenshaw Blvd., Los Angeles, CA 90043	8	9	Service	5/13/2021	6/24/2021	CLAX
Holly Jones, Inc.	Holly Jones	8383 Wilshire Blvd., Suite 50 Studio 95, Los Angeles, CA	City of Beverly Hills	2	Service	5/27/2021	7/7/2021	PLE
Mail Zone	Harriette Steele	5440 Crenshaw Blvd., Los Angeles, CA 90043	8	11	Retail	5/27/2021	7/7/2021	CLAX
Tiffany Martin - LA Beauty Bar	Tiffany Martin	5559 W. Manchester Ave., Los Angeles, CA 90045	2	5	Service	5/27/2021	7/7/2021	CLAX
King's Creative Spaces	Jordana Soares	4068 Crenshaw Blvd., Los Angeles, CA 90008	8	4	Service	6/10/2021	7/12/2021	CLAX
Sushi Kura	Sushi Kura	5567 W. Manchester Ave., Los Angeles, CA 90045	11	16	Service	6/10/2021	7/12/2021	CLAX
Love's Furniture	Chong-Yong Yun	4082 S. Crenshaw Blvd. Los Angeles, CA 90008	10	17	Retail	6/10/2021	7/12/2021	CLAX
Metro PCS	Hyun Lee	3650 Martin Luther King Jr. Blvd. #450, Los Angeles, CA 90008	8	6	Retail	6/24/2021	7/12/2021	CLAX
Stephanie Young SalonRepublic	Stephanie Young	8383 Wilshire Blvd., Suite 50 Studio 41, Beverly Hills, CA 90211	City of Beverly Hills	4	Service	6/24/2021	7/12/2021	PLE

ATTACHMENT D1

CLIENT SATISFACTION
SURVEY

Metro Business Interruption Fund (BIF) Client Satisfaction Survey

Thank you for your participation in the Metro Business Interruption Fund (BIF). Please take the time to answer a few quick questions regarding your experience.

1. How would you rate your overall satisfaction with us?

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

2. Please rate us on the following experiences:

Customer Service

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Professionalism

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Quality of Services

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

3. How likely would you recommend us to a friend/business owner?

Very Likely Likely Neutral Unlikely Very Unlikely

4. If needed, will you use our services in the future?

Very Likely Likely Neutral Unlikely Very Unlikely

5. Do you have any suggestions for improving our services?

ATTACHMENT 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 _____