



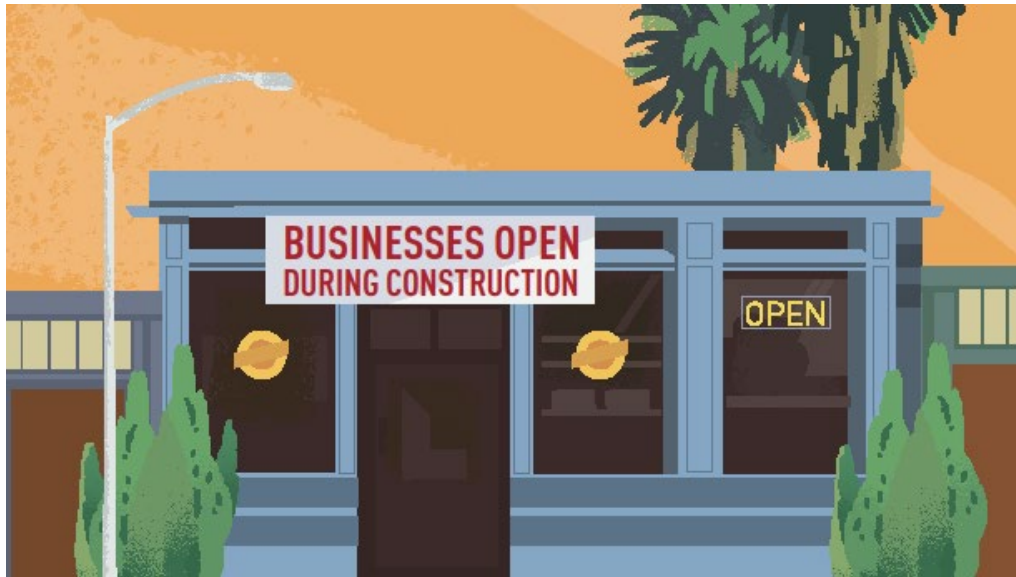
**Metro®**



## **Metro Pilot Business Interruption Fund (BIF)**

### **Quarterly Status Report**

**July 1, 2021 – September 30, 2021**



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## Attachments

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| Attachment A  | Application to Grant Turnaround Analysis                           |
| Attachment B  | Quarterly Community Outreach and Communication Activities Calendar |
| Attachment C  | Quarterly Grant Award Matrix                                       |
| Attachment D1 | Client Satisfaction Survey                                         |
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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 28<sup>th</sup> 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, 2021 – September 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 2<sup>nd</sup>/Broadway are no longer being accepted. Project area eligibility for the 2<sup>nd</sup>/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, 2021)**

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

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

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

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

| 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          |
| <b>Total</b>   | <b>230</b>  | <b>\$6,586,359.18</b> |

| 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          |
| <b>Total</b>   | <b>170</b>  | <b>\$4,849,505.35</b> |

| 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       | 8           | \$294,052.41          |
| June 2021      | 5           | \$136,926.75          |
| July 2021      | 10          | \$207,875.25          |
| August 2021    | 9           | \$189,602.76          |
| September 2021 | 17          | \$342,892.35          |
| October 2021   |             |                       |
| November 2021  |             |                       |
| December 2021  |             |                       |
| <b>Total</b>   | <b>87</b>   | <b>\$2,229,285.75</b> |

| 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                 | 87          | \$2,229,285.75         |
| <b>Total</b>         | <b>1296</b> | <b>\$32,598,656.12</b> |

### 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         | 235        | 4         | 1.70%        | 37        | 15.74%        | 194        | 82.55%        |
| PLE1         | 90         | 2         | 2.22%        | 16        | 17.78%        | 72         | 80.00%        |
| PLE2         | 50         | 1         | 2.00%        | 1         | 2.00%         | 48         | 96.00%        |
| LTRC         | 33         | 5         | 15.15%       | 4         | 12.12%        | 24         | 72.73%        |
| 2BRC         | 23         | 2         | 8.70%        | 2         | 8.70%         | 19         | 82.61%        |
| <b>Total</b> | <b>431</b> | <b>14</b> | <b>3.25%</b> | <b>60</b> | <b>13.92%</b> | <b>357</b> | <b>82.83%</b> |

## 4.1 Job Retention

| Job Retention by Corridor       |           |           |       |
|---------------------------------|-----------|-----------|-------|
| Rail Corridor                   | Full Time | Part Time | Total |
| Crenshaw/LAX                    | 349       | 187       | 536   |
| Purple Line Extension Section 1 | 192       | 157       | 349   |
| Purple Line Extension Section 2 | 175       | 78        | 253   |
| Little Tokyo Area R/C           | 140       | 64        | 204   |
| 2nd and Broadway R/C            | 54        | 24        | 78    |
| Total                           | 910       | 510       | 1420  |

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

## 5.1 Summary Statistics at a Glance

- **Quarterly: July 1, 2021 – September 30, 2021**
  - › Number of Applications Received: 35
  - › Number of Applications Approved: 36
  - › Number of Applications Not Eligible: 0
  - › Number of Applications Denied: 0
  - › Value of Grants Approved: \$740,370.36
- **Program-to-Date: March 1, 2015 – September 30, 2021**
  - › Total Number of Applications Received: 1564
  - › Total Number of Applications Approved: 1296
  - › Number of Applications Not Eligible: 124
  - › Number of Applications Denied: 2
  - › \*Total % of Grants Approved: 90.13%
  - › Total Value of Grants Approved: \$32,598,656.12
- 91.13% of grantees received the total amount of the grant award
- 7.93% 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 431 businesses approved as of this reporting period;
  - › 117 businesses were in operation 2-5 years
  - › 95 businesses were in operation 6-10 years
  - › 116 businesses were in operation 11-20 years
  - › 103 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.<br>Section 1 | Purple Line Ext.<br>Section 2 | Little Tokyo Area<br>R/C | 2nd/Broadway<br>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    |
| July 2021                  | 5            | 3                             | 3                             | 0                        | 0                        | 11    |
| August 2021                | 5            | 2                             | 2                             | 1                        | 0                        | 10    |
| September 2021             | 11           | 1                             | 2                             | 0                        | 0                        | 14    |
| Total                      | 964          | 313                           | 127                           | 116                      | 44                       | 1564  |

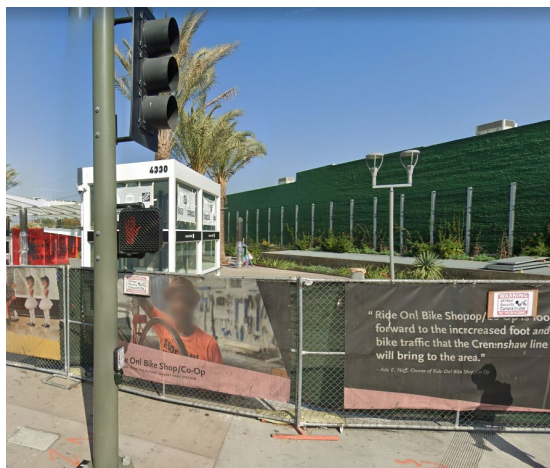
**Total Number of Applications Received - 1564**

**Total Number of Applications Approved as Grants - 1296**

**Total Number of Non- Eligible Applications - 124**

**Total Number of Applications Denied - 2**

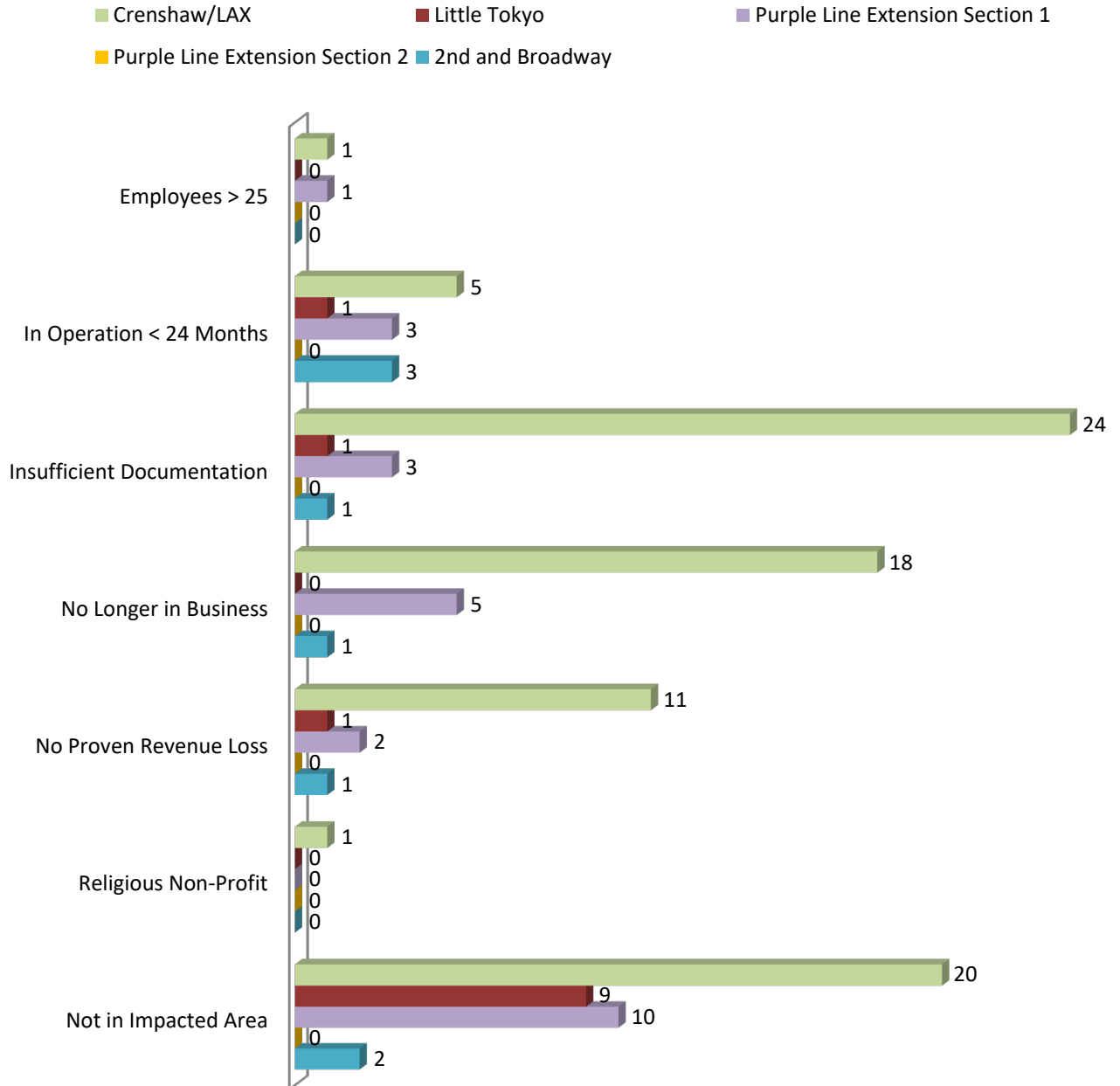
**Total Number of Incomplete Applications (Pending Financial Documents) – 142**



Leimert Park Station –  
Crenshaw/LAX (K-Line)

**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 continued to be conducted remotely as construction progressed on all corridors and the COVID-19 pandemic surged with the Delta variant. All businesses remained open and operating practicing social distancing and mask mandate protocols 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. Community meetings on all corridors are 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 coverings are required. 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 99% complete at this reporting period with train testing, final station construction and civil improvement work ongoing. The **PLE1** corridor continues to experience significant street level construction impacts with excavation, hauling and appendage construction near the stations areas as well as K-Rail, work zones, cones and detours throughout the alignment. **PLE1** hosts Community Construction Update meetings quarterly and is on schedule for completion in 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, utility potholing has begun in preparation for permanent power feeds to the station. The Reeves Drive closure has been reopened for public access however, some intermittent closures remain in place. The vicinity of the Century City station continues with significant construction activity. Excavation of the underground station continues through the 1<sup>st</sup> quarter of 2022. The two tunnel boring machines continue their journey heading eastward to break through at the La Cienega station. On Constellation Blvd. lane closures and detours continue to Solar Way to facilitate excavation 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. Upcoming soon, **PLE3** construction impacts to begin with piling activities at the Wilshire/Westwood station and lane reductions on Wilshire Blvd. No outreach activities occurred for **LTRC** as construction activities began for final station completion work at 1<sup>st</sup> 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  
(July 1, 2021 – September 30, 2021)**

|                                       | Crenshaw/<br>LAX | Purple Line<br>Extension<br>Section 1 | Purple Line<br>Extension<br>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              |
| <b>Total</b>                          | <b>3</b>         | <b>3</b>                              | <b>3</b>                              | <b>0</b>          | <b>0</b>       |

\*Direct In- Person Canvassing Represents Number of Days

**Table 2. Program to Date Outreach Efforts and Communication Activities  
(March 1, 2015 – September 30, 2021)**

|                                       | Crenshaw/<br>LAX | Purple Line<br>Extension<br>Section 1 | Purple Line<br>Extension<br>Section 2 | Little Tokyo Area | 2nd & Broadway |
|---------------------------------------|------------------|---------------------------------------|---------------------------------------|-------------------|----------------|
| Community Meetings                    | 96               | 50                                    | 54                                    | 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              |
| <b>Total</b>                          | <b>242</b>       | <b>176</b>                            | <b>130</b>                            | <b>52</b>         | <b>41</b>      |

**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 are 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. 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 continues, direct in-person canvassing efforts are limited and conducted on an “as necessary “ basis with 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 of 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 as well as grant funding for construction impact during the COVID pandemic for businesses that are allowed to be open and operating. 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 continue. 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 for 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 about offering remote and online workshops are ongoing. 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 4 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 **PLE2** corridor, application workshops are being considered as part of the Information Workshops to be offered remotely online within 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 additional 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, stakeholders 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 July 1, 2021 – September 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          | \$250,954.00           |
| June 2021      | 4          | \$125,598.39           |
| July 2021      | 5          | \$140,679.14           |
| August 2021    | 5          | \$135,620.88           |
| September 2021 | 13         | \$214,973.95           |
| <b>Total</b>   | <b>797</b> | <b>\$19,958,519.99</b> |



Construction activity at  
Crenshaw Boulevard/Slauson Avenue

**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

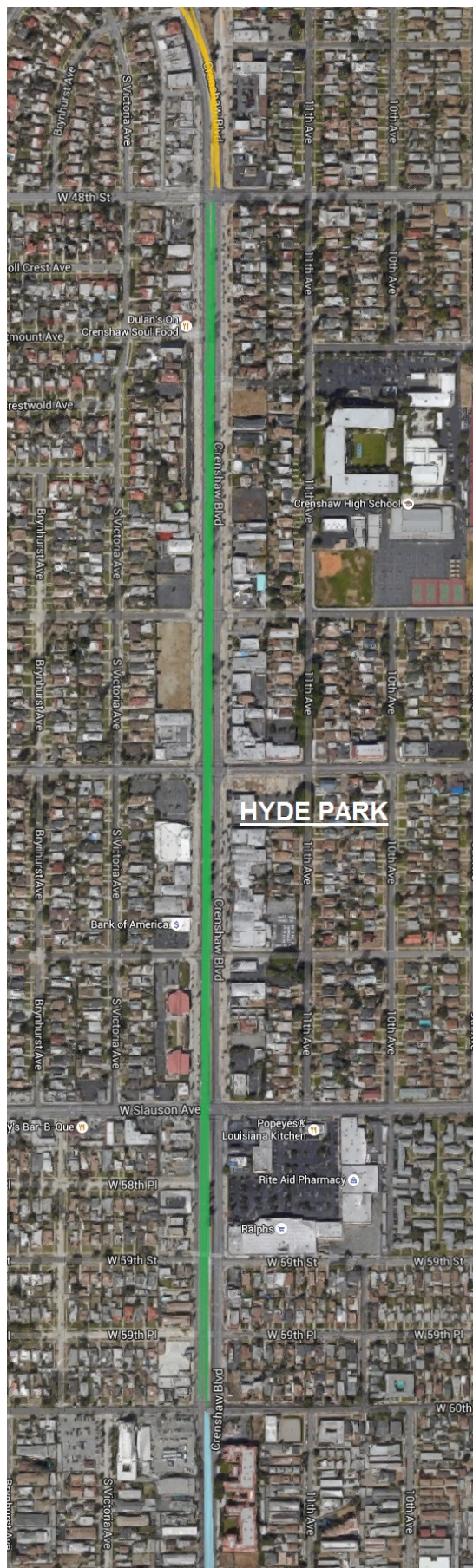
Downtown Inglewood - N. Prairie Avenue to N. Cedar Avenue

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.****316****\$7,186,129.70****BALDWIN  
CRENSHAW  
MALL****86****\$2,126,186.47****LEIMERT PARK****20****\$265,922.77****LEIMERT PARK  
BUSINESSES**



**NUMBER  
OF  
GRANTS**

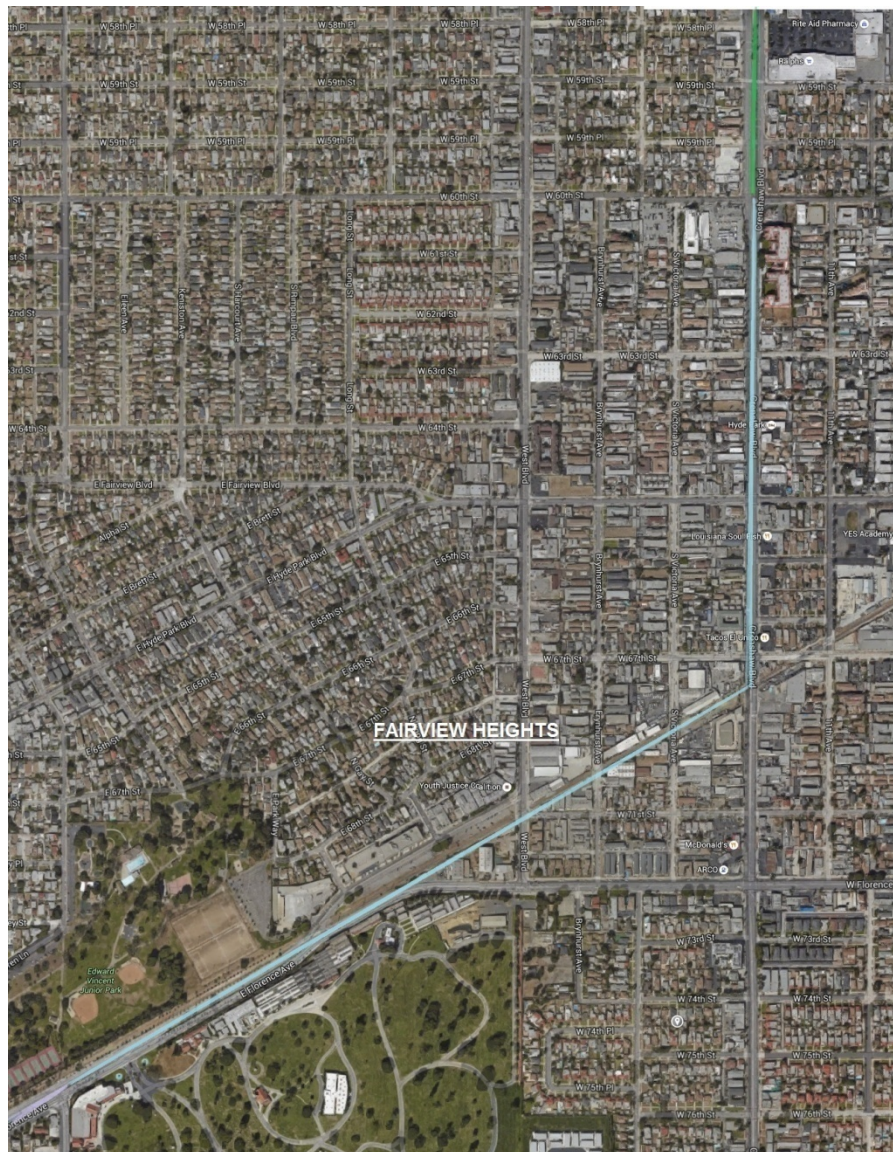
**TOTAL GRANT  
AMOUNT**

**SECTION**

**192**

**\$4,953,742.70**

**HYDE PARK**



**NUMBER  
OF  
GRANTS**

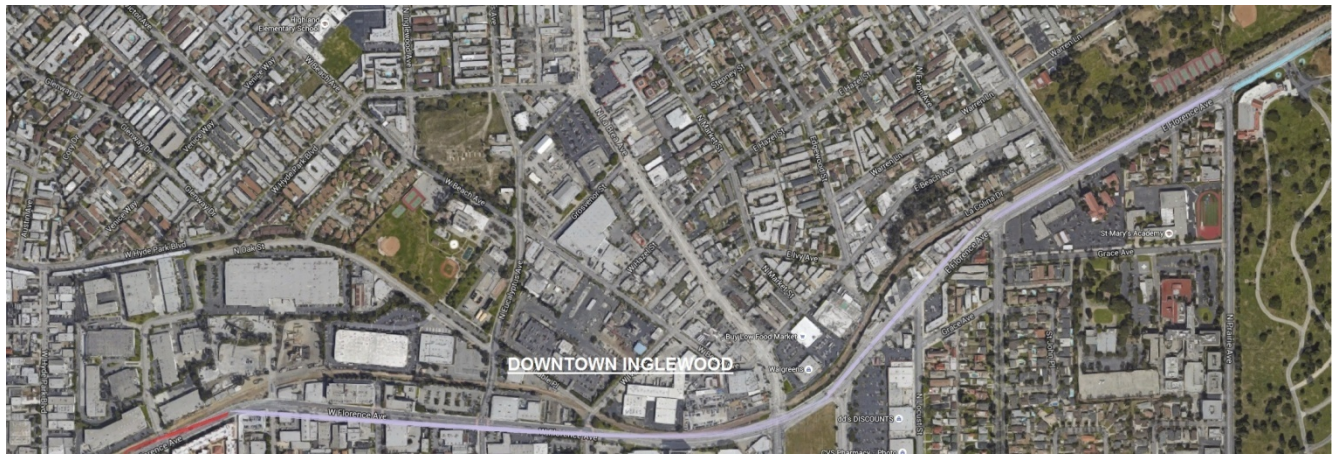
**TOTAL GRANT  
AMOUNT**

**SECTION**

**17**

**\$561,186.18**

**FAIRVIEW  
HEIGHTS**



**NUMBER  
OF  
GRANTS**

**TOTAL GRANT  
AMOUNT**

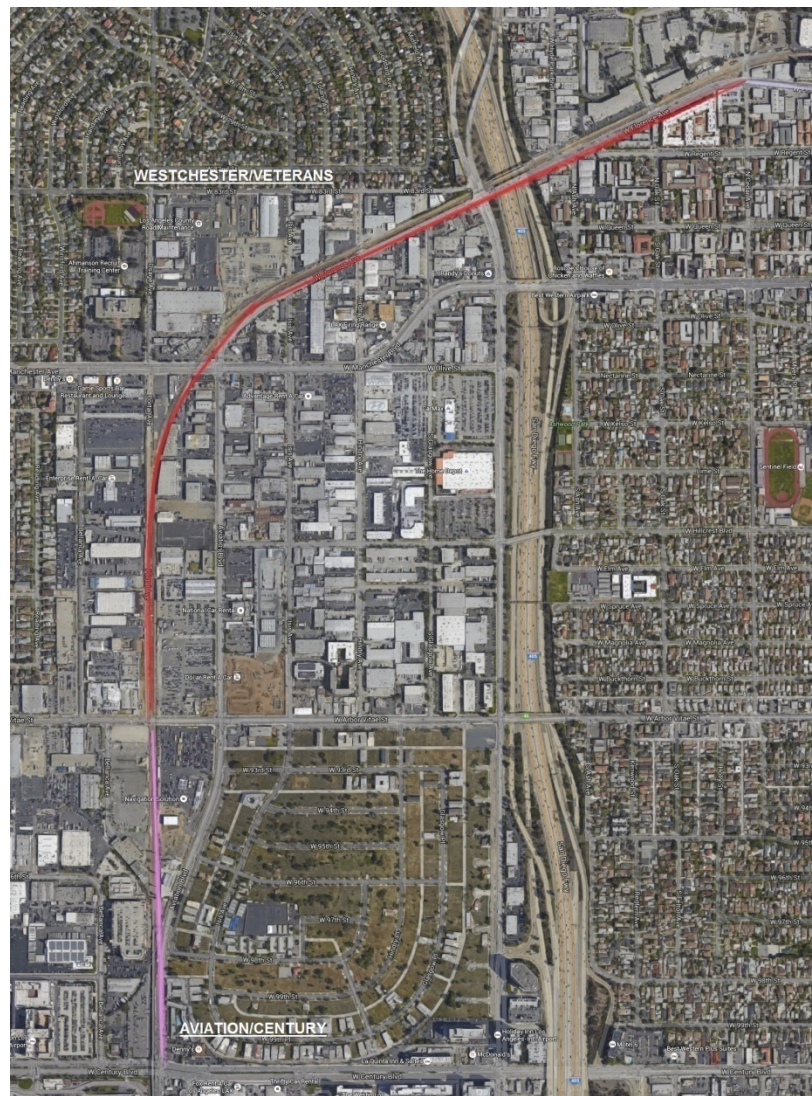
**SECTION**

0

\$0.00

**DOWNTOWN  
INGLEWOOD**

\*No Grants Approved as of September 30, 2021



**NUMBER  
OF  
GRANTS**

**TOTAL GRANT  
AMOUNT**

**SECTION**

**40**

**\$1,568,761.80**

**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                |
| June 2021                       | 0          | \$0.00                |
| July 2021                       | 1          | \$42,681.00           |
| August 2021                     | 0          | \$0.00                |
| September 2021                  | 0          | \$0.00                |
| <b>Total</b>                    | <b>101</b> | <b>\$2,185,667.68</b> |

### Little Tokyo Area of the Regional Connector

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

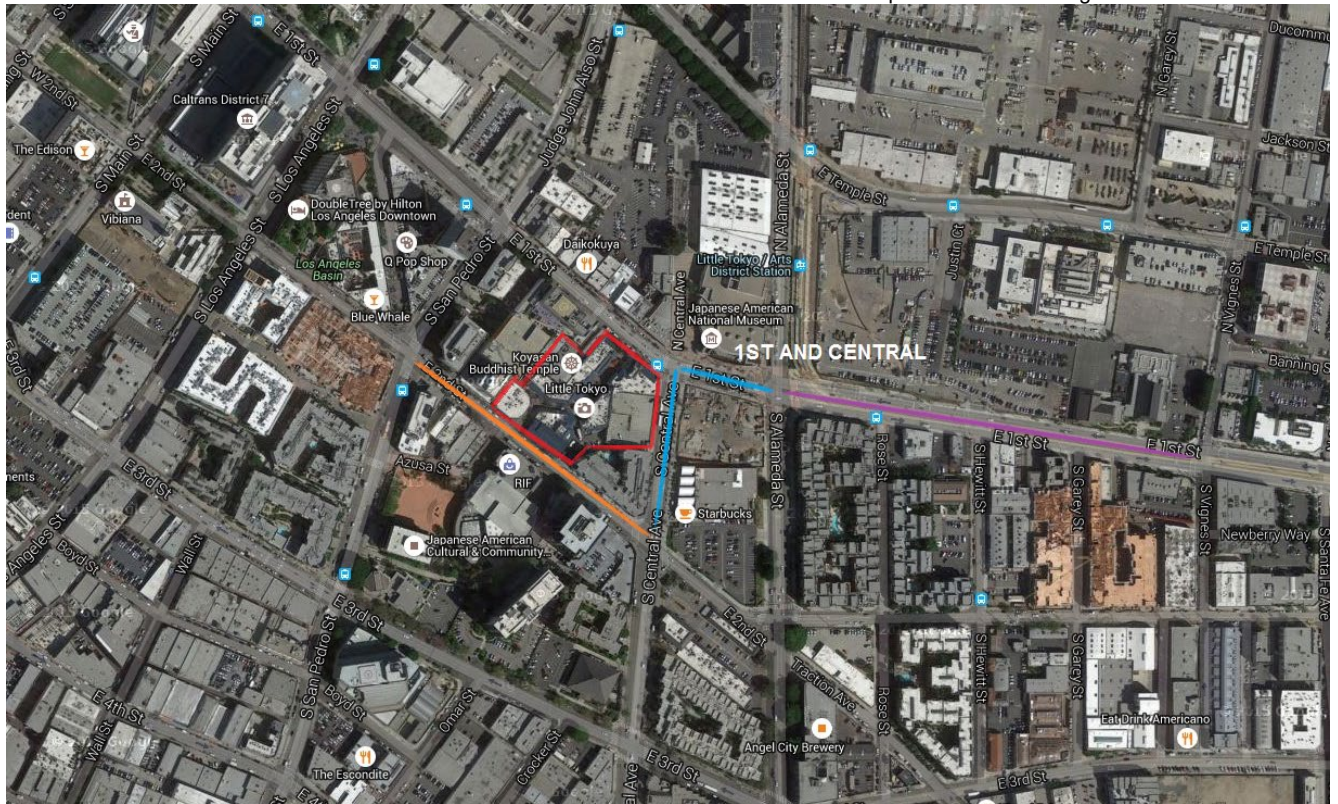
East of Alameda (1<sup>st</sup> Street)

1<sup>st</sup> and Central (1<sup>st</sup> Street between Central and Alameda, Central between 1<sup>st</sup> and 2<sup>nd</sup>)

2<sup>nd</sup> Street (West of Central Ave.)

Japanese Village Plaza Mall





**NUMBER  
OF  
GRANTS**

**TOTAL GRANT  
AMOUNT**

**SECTION**

**32**

**\$757,534.42**

**EAST OF  
ALAMEDA**

**12**

**\$386,386.92**

**1<sup>ST</sup> AND  
CENTRAL**

**20**

**\$295,975.37**

**2<sup>ND</sup> 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        |
| <b>Total</b>                        | <b>36</b> | <b>\$950,164.03</b> |

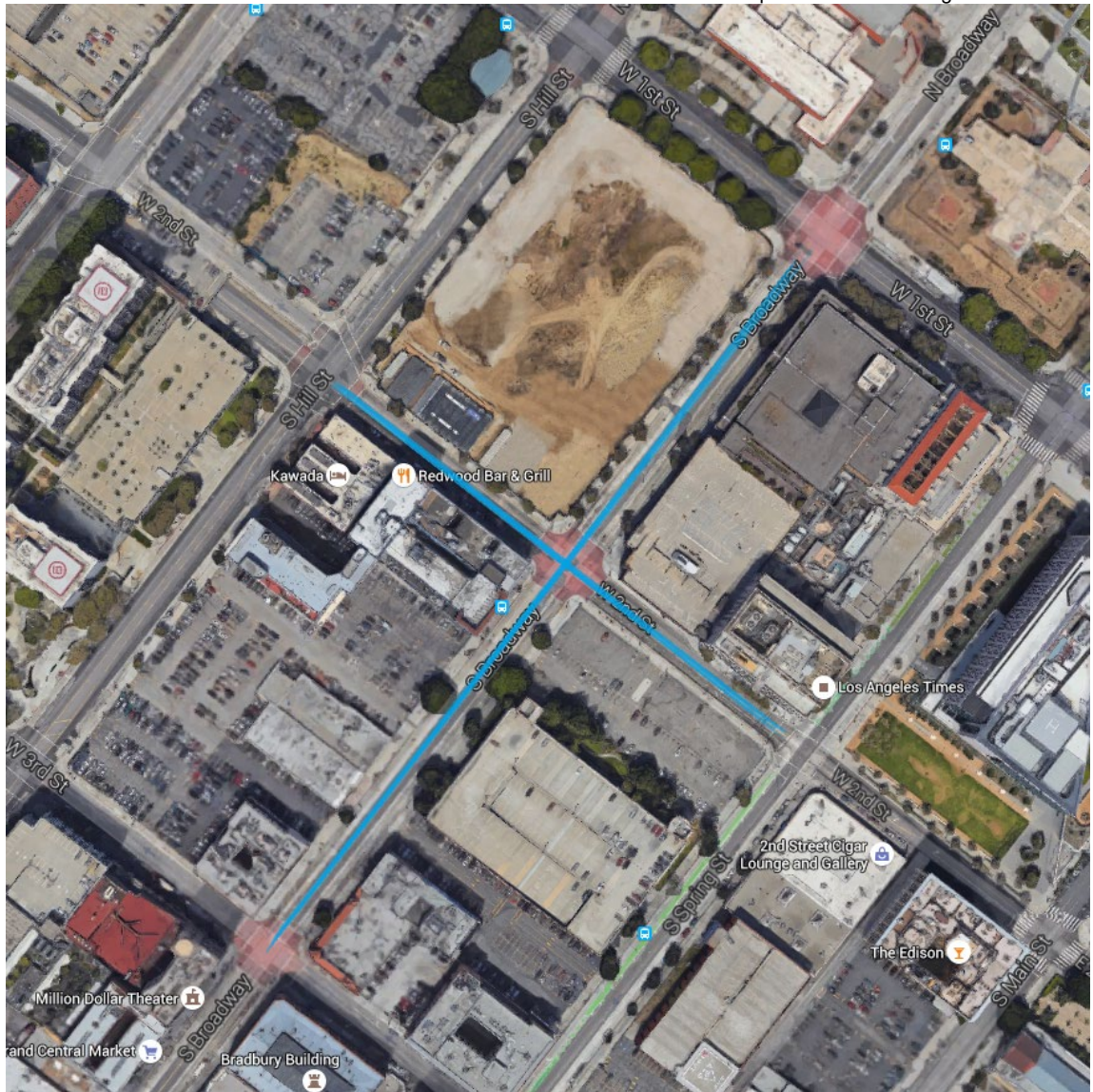
Project area eligibility for the 2<sup>nd</sup>/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

**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    |
| July 2021                       | 1      | \$9,746.00     |
| August 2021                     | 2      | \$29,185.70    |
| September 2021                  | 2      | \$73,906.00    |
| Total                           | 255    | \$6,492,983.78 |

**Purple Line Extension Section 1**

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

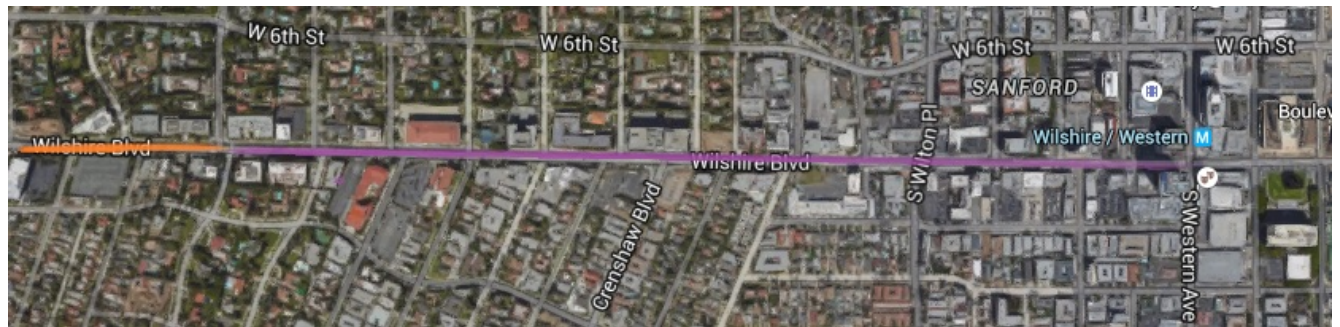
Wilshire/Western – Western to Rossmore

Wilshire/La Brea – Rossmore to Hauser

Wilshire/Fairfax – Hauser to Crescent Heights

Wilshire/La Cienega – Crescent Heights to La Cienega





**NUMBER  
OF  
GRANTS**

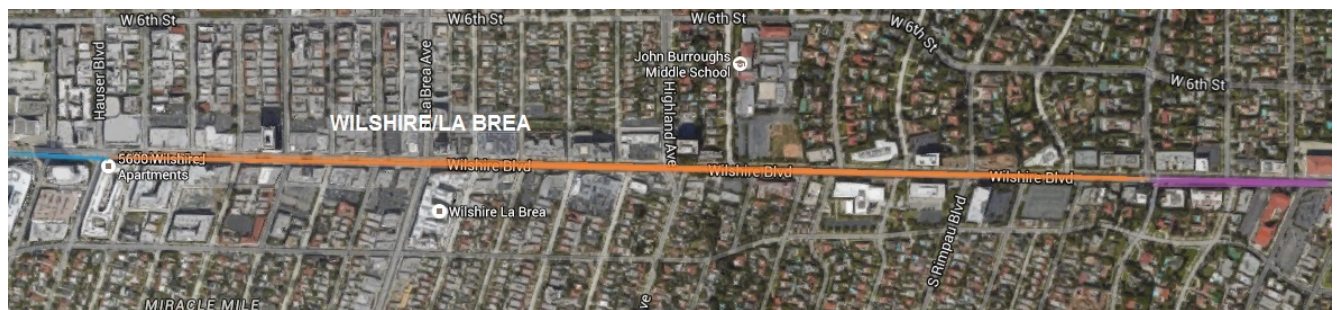
**TOTAL GRANT  
AMOUNT**

**SECTION**

**29**

**\$881,030.10**

**WILSHIRE/  
WESTERN**



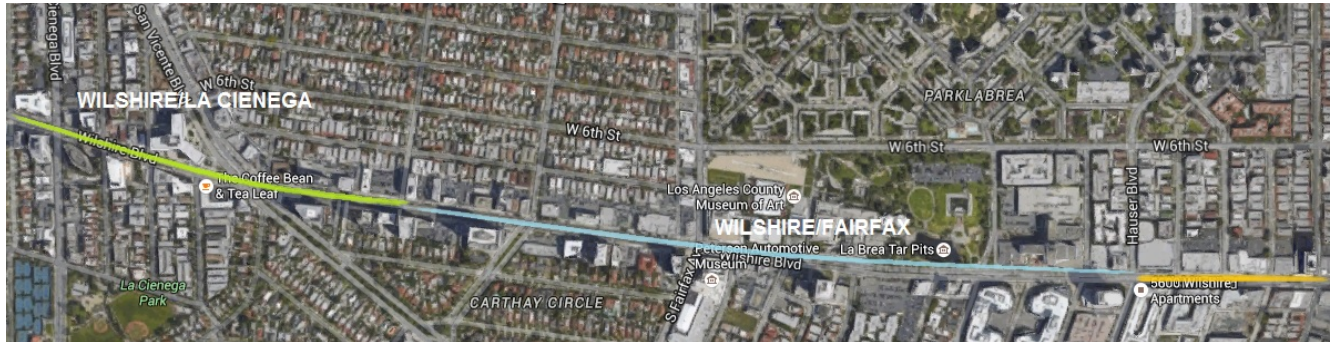
**TOTAL GRANT  
AMOUNT**

**SECTION**

**128**

**\$2,958,718.13**

**WILSHIRE/  
LA BREA**



**NUMBER  
OF  
GRANTS**

**TOTAL GRANT  
AMOUNT**

**SECTION**

39

\$1,349,080.97

**WILSHIRE/  
FAIRFAX**

59

\$1,304,154.58

**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         |
| July 2021                       | 3      | \$14,769.11    |
| August 2021                     | 2      | \$24,796.18    |
| September 2021                  | 2      | \$54,012.40    |
| Total                           | 107    | \$3,011,320.64 |

**Purple Line Extension Section 2**

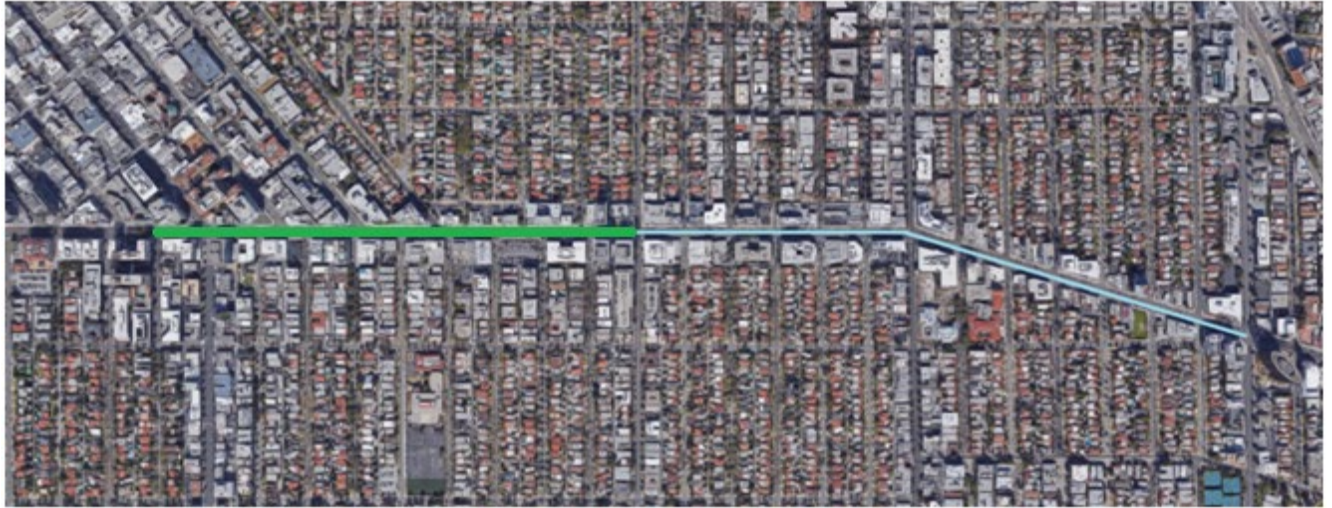
Metro Business Interruption Fund uses the following sections as impact areas:

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**

**66**

**\$2,017,857.29**

**LA CIENEGA  
WEST**

**3**

**\$136,090.10**

**WILSHIRE/  
RODEO**



**NUMBER  
OF  
GRANTS**

**TOTAL GRANT  
AMOUNT**

**SECTION**

**0**

**\$0.00**

**CENTURY CITY MALL**

**38**

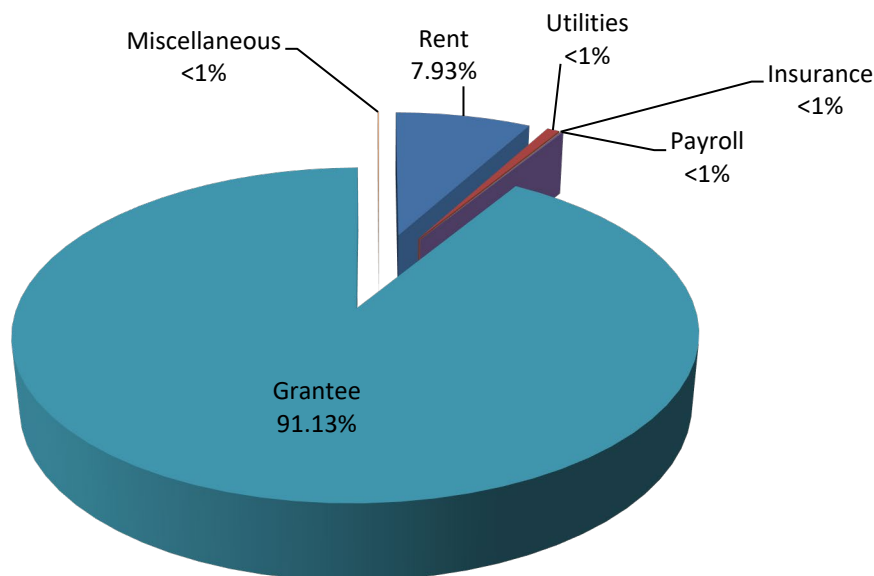
**\$857,373.256**

**CENTURY CITY/  
CONSTELLATION**

## 9.1 Grantee Statistics

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

**Figure 1: Grant Disbursement Payments by Type**



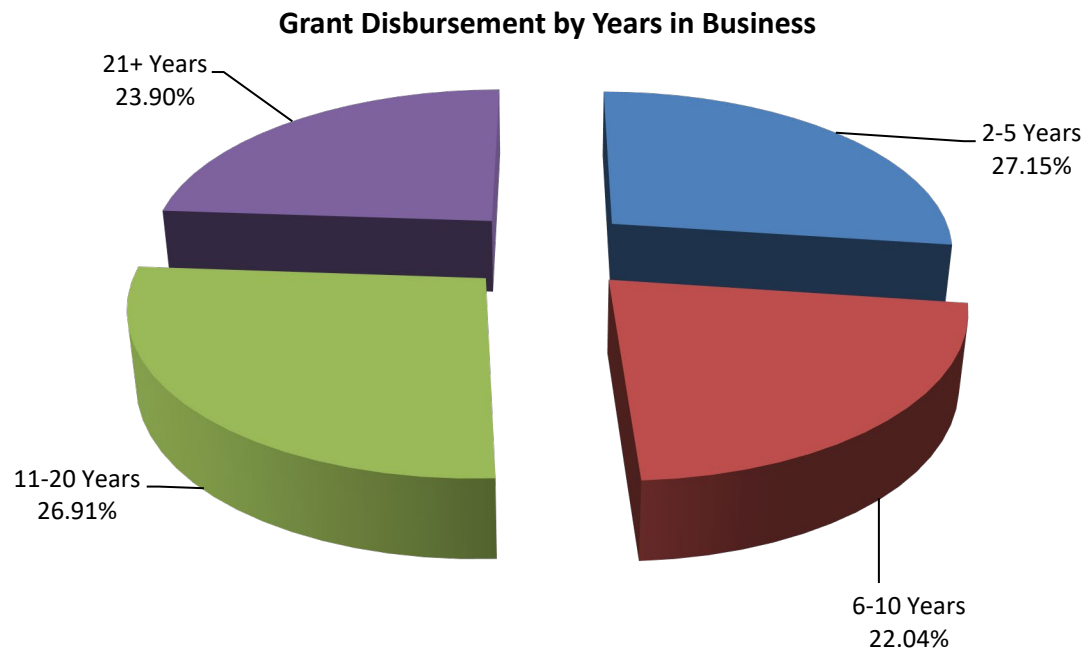
| Grant Disbursement by Type |           |                      |
|----------------------------|-----------|----------------------|
| Rent                       | \$        | 2,584,574.19         |
| Utilities                  | \$        | 241,066.98           |
| Insurance                  | \$        | 9,695.60             |
| Payroll                    | \$        | 36,177.57            |
| Grantee                    | \$        | 29,707,437.75        |
| Miscellaneous              | \$        | 19,704.03            |
| <b>Total</b>               | <b>\$</b> | <b>32,598,656.12</b> |

\* 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:

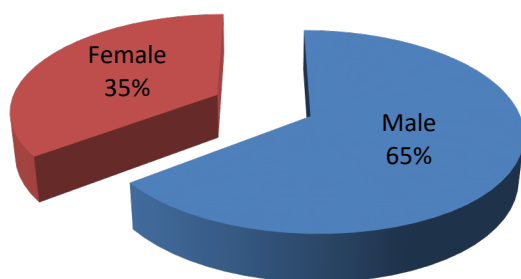
- Rent/Mortgage
- Utilities
- Insurance
- Payroll
- Other types of business related expenses

\* Miscellaneous includes payments for the following business related expenses:

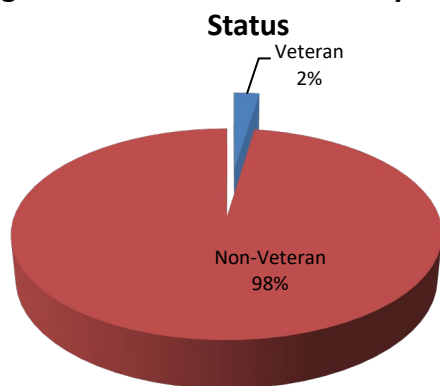
- Business Tax Certificate
- License Fees



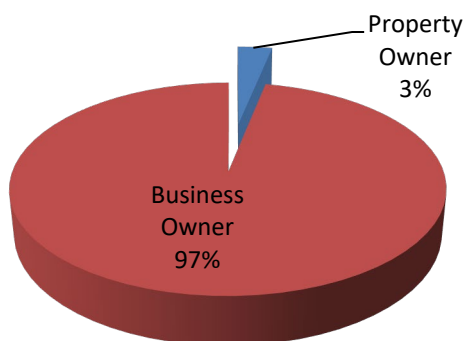
| Business Age by Years |     |
|-----------------------|-----|
| 2-5 Years             | 117 |
| 6-10 Years            | 95  |
| 11-20 Years           | 116 |
| 21+ Years             | 103 |

**Figure 3: Grant Disbursement by Gender**

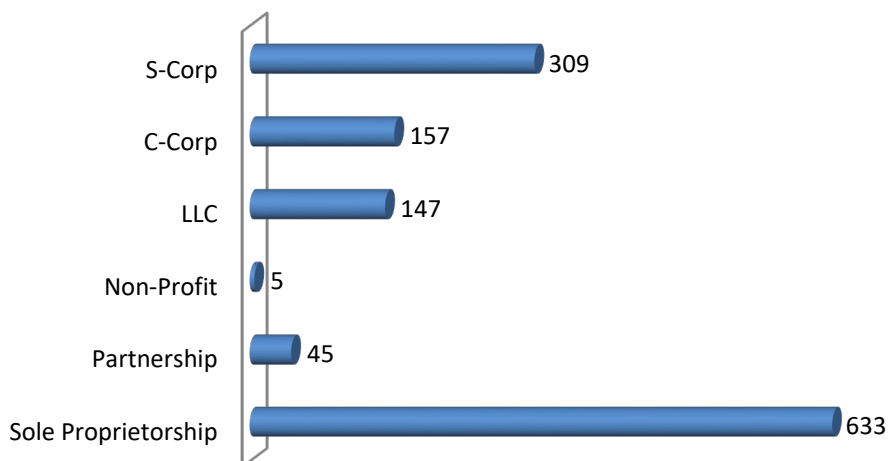
| Grant Award by Gender |     |
|-----------------------|-----|
| Male                  | 840 |
| Female                | 456 |

**Figure 4: Grant Disbursement by Veteran Status**

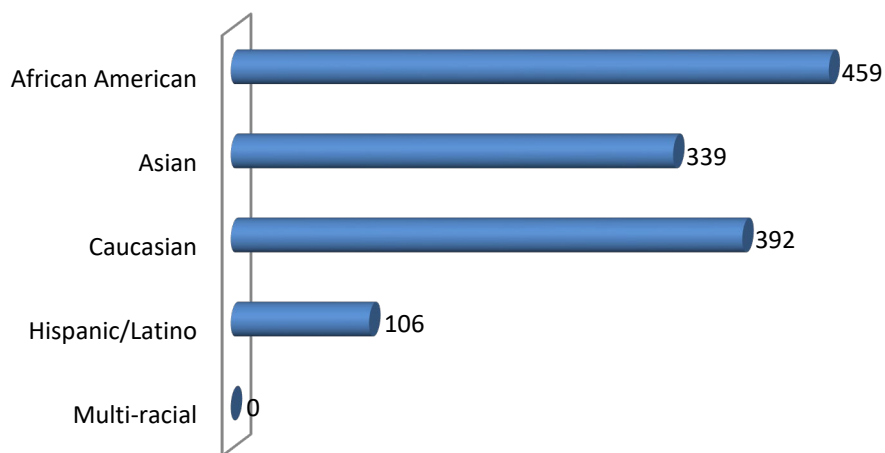
| Grant Award by Veteran Status |      |
|-------------------------------|------|
| Veteran                       | 28   |
| Non-Veteran                   | 1268 |

**Figure 5: Property Owner vs. Business Owner**

| Property Owner vs. Business Owner |      |
|-----------------------------------|------|
| Property Owner                    | 41   |
| Business Owner                    | 1255 |

**Figure 6: Grant Disbursement by Business Type**

| Grant Disbursement by Business Type |     |
|-------------------------------------|-----|
| S-Corp                              | 309 |
| C-Corp                              | 157 |
| LLC                                 | 147 |
| Non-Profit                          | 5   |
| Partnership                         | 45  |
| Sole Proprietorship                 | 633 |

**Figure 7: Grant Disbursement by Ethnicity**

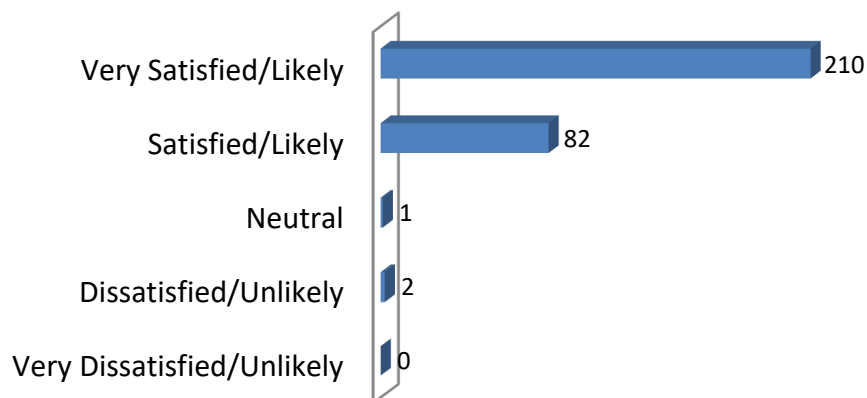
| Grant Disbursement by Ethnicity |     |
|---------------------------------|-----|
| African American                | 459 |
| Asian                           | 339 |
| Caucasian                       | 392 |
| Hispanic/Latino                 | 106 |
| Multi-racial                    | 0   |

## 10.1 Client Satisfaction Survey Report – Program to Date

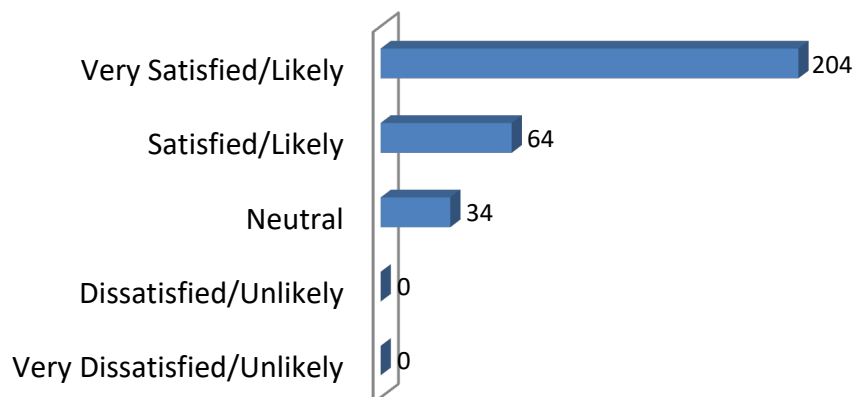
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

\*See Attachment D1 for actual survey administered.

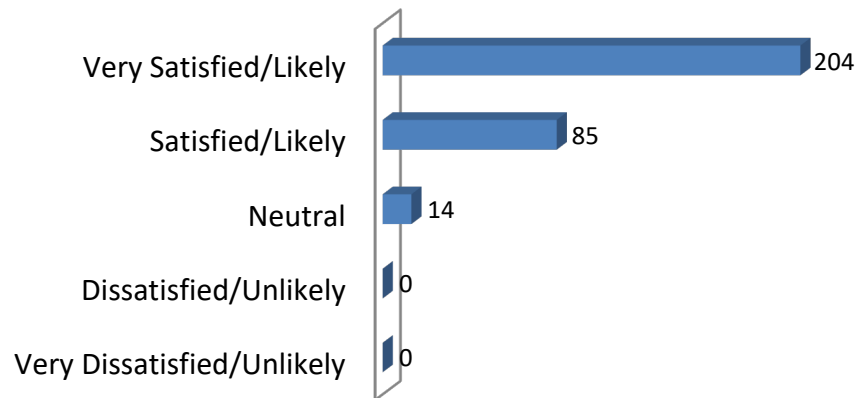
### Question 1: How would you rate your overall satisfaction with us?



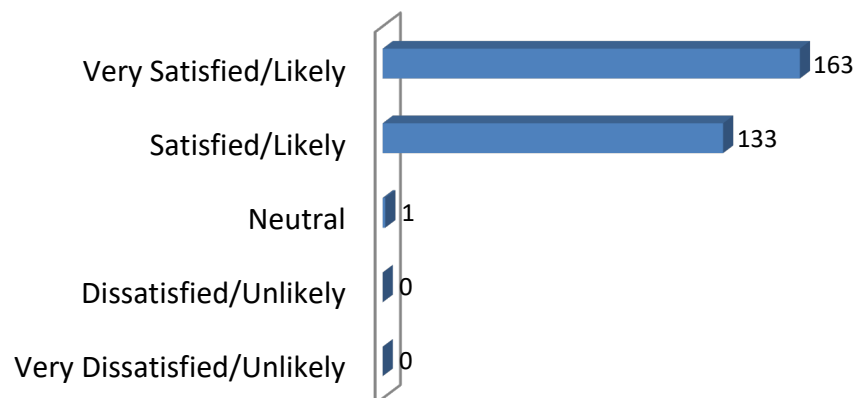
### Question 2a: Please rate us on the following experiences: Customer Service

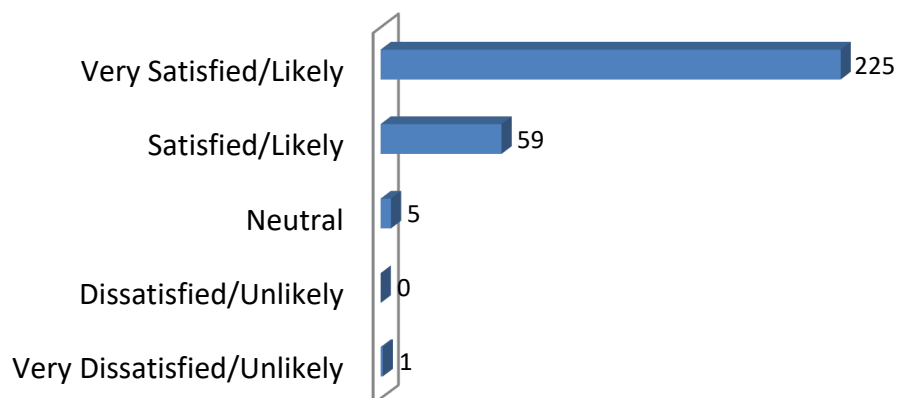
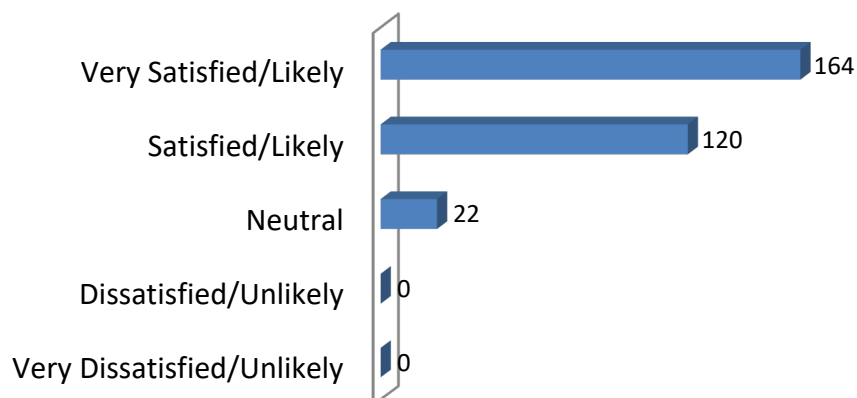


**Question 2b: Please rate us on the following experiences: Professionalism**



**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

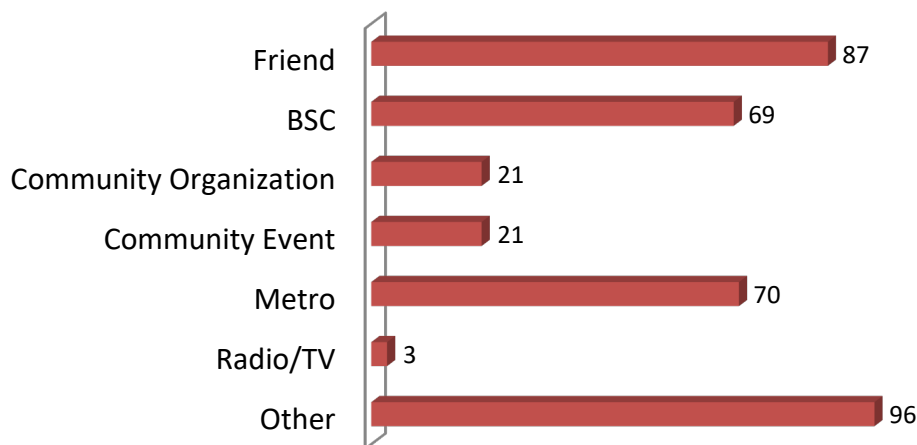
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

\*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?**

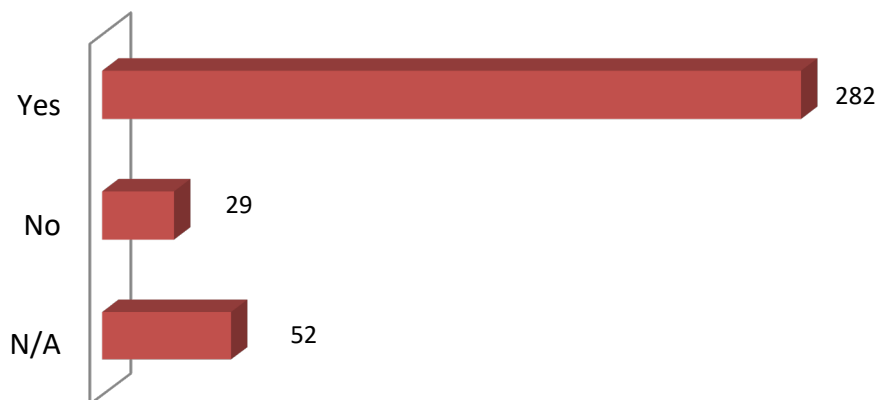


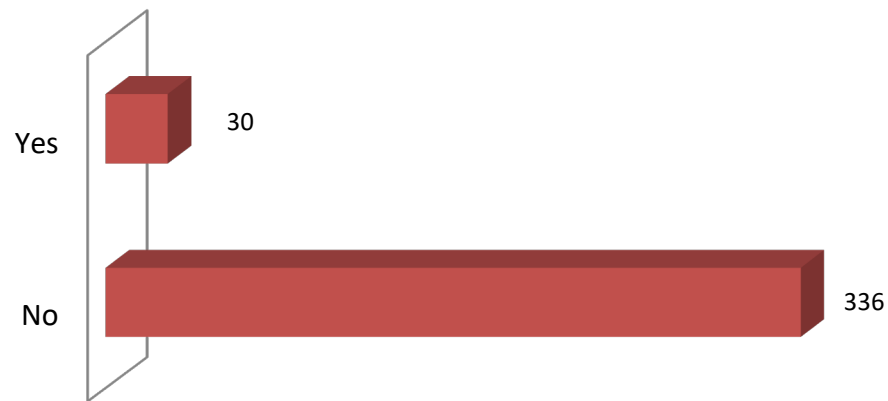
**Question 7: Are you getting the assistance you need at this time?**



\*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?**

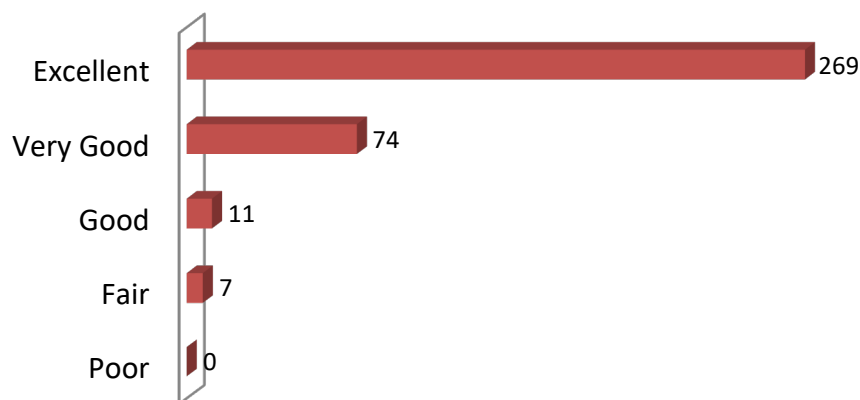


**Question 9: Were there advising areas where we were not able to assist you?**

\*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. Why aren't delinquent operating expenses paid from grants approved during the COVID-19 pandemic period?

Delinquent operating expenses are not eligible to be paid during the COVID-19 pandemic period because the reason for the delinquency cannot be determined. The BIF grant cannot pay out delinquent operating expenses due to pandemic-related circumstances.

Delinquent operating expenses that occurred prior to the COVID-19 pandemic period which began in March 2020, and are related to the impact of construction activity are eligible for payment through the BIF grant process.

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

- a. Metro construction activities continue on all corridors during this reporting period. Social distancing and mask protocols are ongoing. Metro construction update meetings remain as virtual webinars as well. Beginning in July 2021, small businesses that were impacted by Metro's construction activities and experienced revenue loss were able to apply for grants during the COVID-19 pandemic period if their business was allowed to be open and operating. The Construction Impact During COVID (CIDC) analysis calculates available historical data and for repeat grantees, uses historical revenue data from previous grant awards. One-on-one outreach and other in-person meetings are still limited utilizing COVID-19 safety protocols. PCR conducts most outreach and documentation collection remotely by email and Grant Approval Committee Meetings are held by conference calls until further notice.
- b. On the Crenshaw/LAX (CLAX) rail corridor, technical and communications work continues along the entire alignment. Work is ongoing at the underground station level as well as the station plaza level. Train operations testing has expanded throughout Crenshaw Blvd and through the intersections that previously underwent street restorations. Civil work continues in the City of Inglewood, Westchester and the LAX airport areas. Targeted operational date for the CLAX rail line is TBD.
- c. Construction activities on Purple Line Extension Section 1 (PLE1) remain consistent. Tunneling support and street maintenance continue for Cross Passage Excavation near the Wilshire/Western connection with intermittent lane closures. Work zones with K-rail have not changed as excavation and hauling activities are ongoing in the station areas including Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega. Intermittent lane reductions and closures will continue through March 2022. PLE1 is scheduled to open in 2024.
- d. On Purple Line Extension Section 2 (PLE2) construction activities are progressing with potholing and excavation work at the Wilshire/Rodeo station. The Reeves Drive closure has been reopened for public access however, some intermittent closures remain in place. At the Century City/Constellation station, excavation of the underground station is ongoing through the first quarter of 2022. Both tunnel boring machines are heading eastbound for approximately two years to breakthrough at PLE1 near Wilshire/La Cienega. A new long-term traffic control configuration for the area between Avenue of the Stars and Solar Way to facilitate excavation will be in place through early 2022. PLE2 is scheduled to open in 2025.
- e. Pile installation began at the Westwood/UCLA station resulting in intermittent lane reductions on Purple Line Extension Section 3 (PLE3). Piling will continue through October 2021. Utility work is ongoing in the VA Hospital station area with traffic signal installations, relocation of sewer lines and storm drains. Continuous lane reductions are expected. PLE3 is scheduled to open in 2027.
- f. The final stages of construction activities are ongoing in the Little Tokyo Area of the Regional Connector (LTRC). A new directional closure along 1<sup>st</sup> Street in between Vignes Street and Alameda Street will last through March 2022. Station box construction including hauling and deliveries are ongoing through the remainder of 2021. The extended 6-month closure of Temple St. between Alameda St. and Garey St. remains in effect. 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:** Century City Shoe Repair
- **Address:** 2029 Century Park East B Level, Century City, CA 90067
- **Phone Number:** (310) 277-3732 Business
- **Date of Creation:** 5/1998
- **Business Designation:** Sole Proprietor
- **Website Address:** None- located on several internet website search engines
- **Main Areas of Activity:** Shoe-making and repair services
- **Unique Qualities:** Classic small “mom and pop” business with a loyal customer base
- **Metro Rail Corridor:** Purple Line Extension Section 2 (PLE2)

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#### **Business Narrative**

Zhirayr (Jerry) Papazyan actually started his shoe repair business over 30 years ago and moved to his current location in April of 2016. He became the owner of the business one year later. Century City Shoe Repair is located along the Purple Line Section 2 (PLE2) Metro corridor inside the 2029 Century Park East Building. The business generates revenues from making shoes and custom- made handbags, repairing shoes and other leather goods. Business management is provided by Jerry Papazyan as he is the only employee of the business.



Since Metro construction began, Jerry indicates that business has slowed down considerably as his customers come from the local business neighborhood which includes the high-rise buildings on Avenue Of The Stars, Constellation, Century Park East and Century City Mall. He says that 100% of his business is foot traffic and the construction work and detours cause his customers to decide to go elsewhere for shoe repair services. His business relies on word-of-mouth and he has built a stellar reputation for quality work and great customer service.

Century City Shoe Repair is located on the bottom floor of the 2029 Building in a small two- room suite. The suite consists of the front reception area containing a showcase and racks of leather goods for sale and the back room is filled with shoe and leather goods, machinery and repair equipment. This room also serves as his office.

Jerry says his business is struggling during the construction and the extended complete closure of Constellation between Century Park East and Avenue Of The Stars, but that the BIF grant has helped him stay afloat. He is encouraged about the prospect of a mobile customer base and looks forward to the new Century City Metro Station being built right across the street from the building in which his business is located.

# 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 |
|------|-----------------------------------------|-------------------|-----------------------|---------------------|--------------------|-------|
| 1261 | Ghazian Law Group                       | Niki Ghazian      | 7/4/2021              | 7/8/2021            | 4                  |       |
| 1262 | Forever Hair and Nails                  | Toan Nguyen       | 7/2/2021              | 7/8/2021            | 6                  |       |
| 1263 | Jorge Veloz - The N Spot                | Jorge Veloz       | 7/2/2021              | 7/8/2021            | 6                  |       |
| 1264 | NT Auto Repair                          | Noboru Kakuma     | 7/5/2021              | 7/8/2021            | 3                  |       |
| 1265 | Ingrid Bembrey - SalonRepublic          | Ingrid Bembrey    | 7/6/2021              | 7/8/2021            | 2                  |       |
| 1266 | Piknic Century City                     | Tomer Kave        | 7/18/2021             | 7/22/2021           | 4                  |       |
| 1267 | Century City Shoe Repair                | Zhirayr Papazyan  | 7/18/2021             | 7/22/2021           | 4                  |       |
| 1268 | Kid's Club                              | Shafiqur Rahman   | 7/16/2021             | 7/22/2021           | 6                  |       |
| 1269 | Yogurtland                              | Peter Kim         | 7/19/2021             | 7/22/2021           | 3                  |       |
| 1270 | Crenshaw Medical Center                 | Dr. Gudata Hinika | 7/19/2021             | 7/22/2021           | 3                  |       |
| 1271 | Edibles Coffee Shop                     | Jeff Min          | 8/16/2021             | 8/19/2021           | 3                  |       |
| 1272 | Century Cleaners                        | Reyna Agustiniano | 8/15/2021             | 8/19/2021           | 4                  |       |
| 1273 | CoffeeWalk/YogurTalk                    | You Kwon          | 8/13/2021             | 8/19/2021           | 6                  |       |
| 1274 | Shades Galore                           | Imran Kher        | 8/14/2021             | 8/19/2021           | 5                  |       |
| 1275 | Glamour 'Us                             | Samir Kher        | 8/14/2021             | 8/19/2021           | 5                  |       |
| 1276 | Southern Girl Desserts                  | Catarah Coleman   | 8/15/2021             | 8/19/2021           | 4                  |       |
| 1277 | Hair Architects                         | Ronald Graves     | 8/16/2021             | 8/19/2021           | 3                  |       |
| 1278 | Genwa                                   | Jay Kwon          | 8/14/2021             | 8/19/2021           | 5                  |       |
| 1279 | Coffee Bean                             | Dong Lee          | 8/13/2021             | 8/19/2021           | 6                  |       |
| 1280 | Pro Image Sports                        | Eduardo Varela    | 9/4/2021              | 9/9/2021            | 5                  |       |
| 1281 | Pink Memory                             | Stephanie Zhang   | 9/6/2021              | 9/9/2021            | 3                  |       |
| 1282 | Floral Palace Landscape Design          | Karen Bragg       | 9/6/2021              | 9/9/2021            | 3                  |       |
| 1283 | Dulan's on Crenshaw                     | Greg Dulan        | 9/6/2021              | 9/9/2021            | 3                  |       |
| 1284 | Muyo Bati Properties                    | Dr. Gudata Hinika | 9/5/2021              | 9/9/2021            | 4                  |       |
| 1285 | Lala Massage                            | Gisli Youngblood  | 9/5/2021              | 9/9/2021            | 4                  |       |
| 1286 | Prime Pacific Insurance Solutions, Inc. | Peyman Cohan      | 9/4/2021              | 9/9/2021            | 5                  |       |
| 1287 | Friedman & Friedman Law Office          | Ira Friedman      | 9/5/2021              | 9/9/2021            | 4                  |       |
| 1288 | Jeremy Collins - Hair Architects        | Jeremy Collins    | 9/17/2021             | 9/23/2021           | 6                  |       |
| 1289 | Know Split Endz                         | Tasha Rogers      | 9/19/2021             | 9/23/2021           | 4                  |       |
| 1290 | Leon Young - Hair Architects            | Leon Young        | 9/19/2021             | 9/23/2021           | 4                  |       |
| 1291 | Michael Purnell - Hair Architects       | Michael Purnell   | 9/20/2021             | 9/23/2021           | 3                  |       |
| 1292 | Pamela Elleston - Hair Architects       | Pamela Elleston   | 9/19/2021             | 9/23/2021           | 4                  |       |
| 1293 | Jack Clardy - Hair Architects           | Jackie Clardy     | 9/18/2021             | 9/23/2021           | 5                  |       |
| 1294 | Anthony Edmonds - M3J Beauty Salon      | Anthony Edmonds   | 9/18/2021             | 9/23/2021           | 5                  |       |
| 1295 | Cohan Law Group, APC                    | Peyman Cohan      | 9/19/2021             | 9/23/2021           | 4                  |       |
| 1296 | Behrooz Zinati, DDS                     | Behrooz Zinati    | 9/18/2021             | 9/23/2021           | 5                  |       |

## Attachment A: Application to Grant Turnaround Analysis

|                                                                |             |
|----------------------------------------------------------------|-------------|
| Current Quarter Average Submission Time (in business days)     | <b>4.26</b> |
| Current Quarter Applications Processed Within 9 Business Days: | <b>36</b>   |
| Cumulative Average Submission Time (in business days)          | <b>4.48</b> |
| Cumulative Applications Processed Within 9 Business Days:      | <b>1275</b> |

# 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., July, 07, 2021      | 11:00 a.m. - 12:00 p. | Online          | Angela/Bryan              | Crenshaw/LAX   |
| CLAX Construction Update   | Wed., August, 11, 2021    | 11:00 a.m. - 12:00 p. | Online          | Angela/Bryan              | Crenshaw/LAX   |
| CLAX Construction Update   | Wed., September, 08, 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**

| <b><u>OUTREACH EVENT NAME</u></b>           | <b><u>DATE</u></b>        | <b><u>TIME</u></b>      | <b><u>LOCATION</u></b> | <b><u>BIF STAFF ASSIGNED</u></b> | <b><u>Project</u></b>       |
|---------------------------------------------|---------------------------|-------------------------|------------------------|----------------------------------|-----------------------------|
| PLE Section 1 Community Construction Update | Thu., July, 01, 2021      | 12:00 p.m. - 12:30 p.m. | Online                 | Angela                           | Purple Line Ext., Section 1 |
| PLE Section 1 Community Construction Update | Wed., August, 04, 2021    | 12:00 p.m. - 12:30 p.m. | Online                 | Angela                           | Purple Line Ext., Section 1 |
| PLE Section 1 Community Construction Update | Wed., September, 01, 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**

| <b><u>OUTREACH EVENT NAME</u></b>           | <b><u>DATE</u></b>        | <b><u>TIME</u></b>     | <b><u>LOCATION</u></b> | <b><u>BIF STAFF ASSIGNED</u></b> | <b><u>Project</u></b>       |
|---------------------------------------------|---------------------------|------------------------|------------------------|----------------------------------|-----------------------------|
| PLE Section 2 Community Construction Update | Thu., July, 01, 2021      | 12:30 p.m. - 1:00 p.m. | Online                 | Angela/Darrell                   | Purple Line Ext., Section 2 |
| PLE Section 2 Community Construction Update | Wed., August, 04, 2021    | 12:30 p.m. - 1:00 p.m. | Online                 | Angela/Darrell                   | Purple Line Ext., Section 2 |
| PLE Section 2 Community Construction Update | Wed., September, 01, 2021 | 12:30 p.m. - 1:00 p.m. | Online                 | Angela/Darrell                   | Purple Line Ext., Section 2 |

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

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

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

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

ATTACHMENT C

QUARTERLY  
GRANT AWARD MATRIX

## Attachment C: BIF Grant Matrix from July 1, 2021 to September 30, 2021

| Business Name                  | Business Owner    | Business Address                                                  | Council District      | Years in Business | Business Type | Grant Approval Date | Grant Payment Date | Rail Corridor |
|--------------------------------|-------------------|-------------------------------------------------------------------|-----------------------|-------------------|---------------|---------------------|--------------------|---------------|
| Ghazian Law Group              | Niki Ghazian      | 2029 Century Park East, #400, Los Angeles, CA 90067               | 5                     | 4                 | Professional  | 7/8/2021            | 8/17/2021          | PLE2          |
| Forever Hair and Nails         | Toan Nguyen       | 4064 S. Victoria Ave., Los Angeles                                | 8                     | 4                 | Service       | 7/8/2021            | 8/17/2021          | CLAX          |
| Jorge Veloz - The N Spot       | Jorge Veloz       | 4643 Crenshaw Blvd., Los Angeles, CA 90043                        | 8                     | 8                 | Service       | 7/8/2021            | 8/17/2021          | CLAX          |
| NT Auto Repair                 | Noboru Kakuma     | 810 E. 1st Street, Los Angeles, CA 90012                          | 14                    | 25                | Service       | 7/8/2021            | 8/17/2021          | LTRC          |
| Ingrid Bembrey - SalonRepublic | Ingrid Bembrey    | 8383 Wilshire Blvd. Suite 50 Studio 41, Beverly Hills, CA 90211   | City of Beverly Hills | 5                 | Service       | 7/8/2021            | 8/17/2021          | PLE           |
| Piknic Century City            | Tomer Kave        | 2000 Avenue of the Stars, Los Angeles, CA 90067                   | 5                     | 12                | Service       | 7/22/2021           | 8/23/2021          | PLE2          |
| Century City Shoe Repair       | Zhirayr Papazyan  | 2029 Century Park East B Level, Century City, CA 90067            | 5                     | 30                | Service       | 7/22/2021           | 8/23/2021          | PLE2          |
| Kid's Club                     | Shafiqur Rahman   | 3650 Martin Luther King Jr. Blvd. #295, Los Angeles, CA 90008     | 8                     | 18                | Retail        | 7/22/2021           | 8/23/2021          | CLAX          |
| Yogurtland                     | Peter Kim         | 3939-C Crenshaw Blvd., Los Angeles, CA 90008                      | 8                     | 3                 | Service       | 7/22/2021           | 8/23/2021          | CLAX          |
| Crenshaw Medical Center        | Dr. Gudata Hinika | 5141 Crenshaw Blvd., Los Angeles, CA 90043                        | 8                     | 16                | Professional  | 7/22/2021           | 8/23/2021          | CLAX          |
| Edibles Coffee Shop            | Jeff Min          | 1888 Century Park East #LL30, Los Angeles, CA 90067               | 5                     | 5                 | Service       | 8/19/2021           | 9/22/2021          | PLE2          |
| Century Cleaners               | Reyna Agustiniano | 1888 Century Park East, Suite 103, Los Angeles, CA 90067          | 5                     | 3                 | Service       | 8/19/2021           | 9/22/2021          | PLE2          |
| CoffeeWalk/YogurtTalk          | You Kwon          | 3650 W. Martin Luther King Jr. Blvd. #152, Los Angeles, CA 90008  | 8                     | 15                | Service       | 8/19/2021           | 9/22/2021          | CLAX          |
| Shades Galore                  | Imran Kher        | 3650 W. Martin Luther King Jr. Blvd. LR-11, Los Angeles, CA 90008 | 8                     | 2                 | Retail        | 8/19/2021           | 9/22/2021          | CLAX          |

## Attachment C: BIF Grant Matrix from July 1, 2021 to September 30, 2021

| Business Name                           | Business Owner    | Business Address                                                           | Council District      | Years in Business | Business Type             | Grant Approval Date | Grant Payment Date | Rail Corridor |
|-----------------------------------------|-------------------|----------------------------------------------------------------------------|-----------------------|-------------------|---------------------------|---------------------|--------------------|---------------|
| Glamour 'Us                             | Samir Kher        | 3650 W. Martin Luther King Jr. Blvd., Suite 176, Los Angeles, CA 90008     | 8                     | 3                 | Retail                    | 8/19/2021           | 9/22/2021          | CLAX          |
| Southern Girl Desserts                  | Catarah Coleman   | 3650 West Martin Luther King Jr. Blvd., Suite 100<br>Los Angeles, CA 90008 | 8                     | 7                 | Service                   | 8/19/2021           | 9/22/2021          | CLAX          |
| Hair Architects                         | Ronald Graves     | 3650 West Martin Luther King, 241<br>Los Angeles, CA 90008                 | 8                     | 14                | Service                   | 8/19/2021           | 9/22/2021          | CLAX          |
| Genwa                                   | Jay Kwon          | 5115 Wilshire Blvd., Suite A, Los Angeles, CA 90036                        | 4                     | 14                | Service                   | 8/19/2021           | 9/22/2021          | PLE           |
| Coffee Bean                             | Dong Lee          | 5115 Wilshire Blvd., Unit G, Los Angeles, CA 90036                         | 4                     | 2                 | Service                   | 8/19/2021           | 9/22/2021          | PLE           |
| Pro Image Sports                        | Eduardo Varela    | 3650 W. Martin Luther King Jr. Blvd. #148<br>Los Angeles, CA 90008         | 8                     | 6                 | Retail                    | 9/9/2021            | 10/19/2021         | CLAX          |
| Pink Memory                             | Stephanie Zhang   | 3650 West Martin Luther King Jr. Blvd., Suite 259<br>Los Angeles, CA 90008 | 10                    | 7                 | Retail                    | 9/9/2021            | 10/19/2021         | CLAX          |
| Floral Palace Landscape Design          | Karen Bragg       | 4830 Crenshaw Blvd., Los Angeles, CA 90043                                 | 8                     | 25                | Retail                    | 9/9/2021            | 10/19/2021         | CLAX          |
| Dulan's on Crenshaw                     | Greg Dulan        | 4859 Crenshaw Blvd., Los Angeles, CA 90043                                 | 8                     | 4                 | Service                   | 9/9/2021            | 10/19/2021         | CLAX          |
| Muyo Bati Properties                    | Dr. Gudata Hinika | 5141 S. Crenshaw Blvd., Los Angeles, CA 90043                              | 8                     | 15                | Commercial Property Owner | 9/9/2021            | 10/19/2021         | CLAX          |
| Lala Massage                            | Gisli Youngblood  | 5571 W. Manchester Ave., Los Angeles, CA 90045                             | 11                    | 11                | Service                   | 9/9/2021            | 10/19/2021         | CLAX          |
| Prime Pacific Insurance Solutions, Inc. | Peyman Cohan      | 8383 Wilshire Blvd., Suite 935, Beverly Hills, CA 90211                    | City of Beverly Hills | 10                | Service                   | 9/9/2021            | 10/19/2021         | PLE           |

## Attachment C: BIF Grant Matrix from July 1, 2021 to September 30, 2021

| Business Name                      | Business Owner  | Business Address                                                       | Council District      | Years in Business | Business Type | Grant Approval Date | Grant Payment Date | Rail Corridor |
|------------------------------------|-----------------|------------------------------------------------------------------------|-----------------------|-------------------|---------------|---------------------|--------------------|---------------|
| Friedman & Friedman Law Office     | Ira Friedman    | 9454 Wilshire Blvd., Suite 313, Beverly Hills, CA 90212                | City of Beverly Hills | 29                | Professional  | 9/9/2021            | 10/19/2021         | PLE2          |
| Jeremy Collins - Hair Architects   | Jeremy Collins  | 3650 W. Martin Luther King Blvd., Unit 241, Los Angeles, CA 90008      | 8                     | 17                | Service       | 9/23/2021           | 11/2/2021          | CLAX          |
| Know Split Endz                    | Tasha Rogers    | 3650 W. Martin Luther King Blvd., Unit 283, Los Angeles, CA 90008      | 8                     | 16                | Service       | 9/23/2021           | 11/2/2021          | CLAX          |
| Leon Young - Hair Architects       | Leon Young      | 3650 W. Martin Luther King Jr. Blvd. #241, Los Angeles, CA 90008       | 8                     | 2                 | Service       | 9/23/2021           | 11/2/2021          | CLAX          |
| Michael Purnell - Hair Architects  | Michael Purnell | 3650 W. Martin Luther King Jr. Blvd., #241 Los Angeles, CA 90008       | 8                     | 5                 | Service       | 9/23/2021           | 11/2/2021          | CLAX          |
| Pamela Elleston - Hair Architects  | Pamela Elleston | 3650 W. Martin Luther King Jr. Blvd., Suite 241, Los Angeles, CA 90008 | 8                     | 5                 | Service       | 9/23/2021           | 11/2/2021          | CLAX          |
| Jack Clardy - Hair Architects      | Jackie Clardy   | 3650 W. Martin Luther King Jr. Blvd., Suite 241, Los Angeles, CA 90008 | 8                     | 3                 | Service       | 9/23/2021           | 11/2/2021          | CLAX          |
| Anthony Edmonds - M3J Beauty Salon | Anthony Edmonds | 4302 Crenshaw Blvd., Los Angeles, CA 90008                             | 10                    | 7                 | Service       | 9/23/2021           | 11/2/2021          | CLAX          |
| Cohan Law Group, APC               | Peyman Cohan    | 8383 Wilshire Blvd., Suite 935, Beverly Hills, CA 90211                | City of Beverly Hills | 17                | Professional  | 9/23/2021           | 11/2/2021          | PLE           |
| Behrooz Zinati, DDS                | Behrooz Zinati  | 8500 Wilshire Blvd., Suite #818, Los Angeles, CA 90211                 | City of Beverly Hills | 20                | Professional  | 9/23/2021           | 11/2/2021          | PLE2          |

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?**

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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?
 

|                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Friend<br><input type="checkbox"/> Business Solutions Center (BSC)<br><input type="checkbox"/> Community Organization: _____<br><input type="checkbox"/> Community Event: _____<br><input type="checkbox"/> Workshop: _____<br><input type="checkbox"/> Other: _____ | <input type="checkbox"/> SBDC<br><input type="checkbox"/> Metro<br><input type="checkbox"/> Newspaper (name): _____<br><input type="checkbox"/> Radio/TV: _____<br><input type="checkbox"/> Little Tokyo Small Business Assistance Center<br><input type="checkbox"/> Pacific Coast Regional (PCR) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
3. Was the BIF application form easy to complete and submit? ☐ Yes ☐ No
4. Did you receive an appointment with a BIF Business Advisor in a timely manner? ☐ Yes ☐ No
5. Was your initial contact with the BIF informative and friendly? ☐ Yes ☐ No  
 If no, please comment: \_\_\_\_\_  
 \_\_\_\_\_
6. Are you satisfied with the assistance you received? ☐ Yes ☐ No  
 If no, please comment: \_\_\_\_\_  
 \_\_\_\_\_
7. Are you getting the assistance you need at this time? ☐ Yes ☐ No ☐ Unsure  
 If no or unsure, please explain: \_\_\_\_\_  
 \_\_\_\_\_
8. Did you receive specific recommendations and /or referral services from the BIF Business Advisor? ☐ Yes ☐ No ☐ NA
9. Were there advising areas where we were not able to assist you? ☐ Yes ☐ No  
 If yes, please list those areas: \_\_\_\_\_  
 \_\_\_\_\_
10. Was the overall BIF application process smooth? ☐ Yes ☐ No
11. Generally speaking, how would you rate the business advising services you received at the BIF?
 

|                                    |                                    |                               |
|------------------------------------|------------------------------------|-------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good |
| <input type="checkbox"/> Fair      | <input type="checkbox"/> 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 \_\_\_\_\_