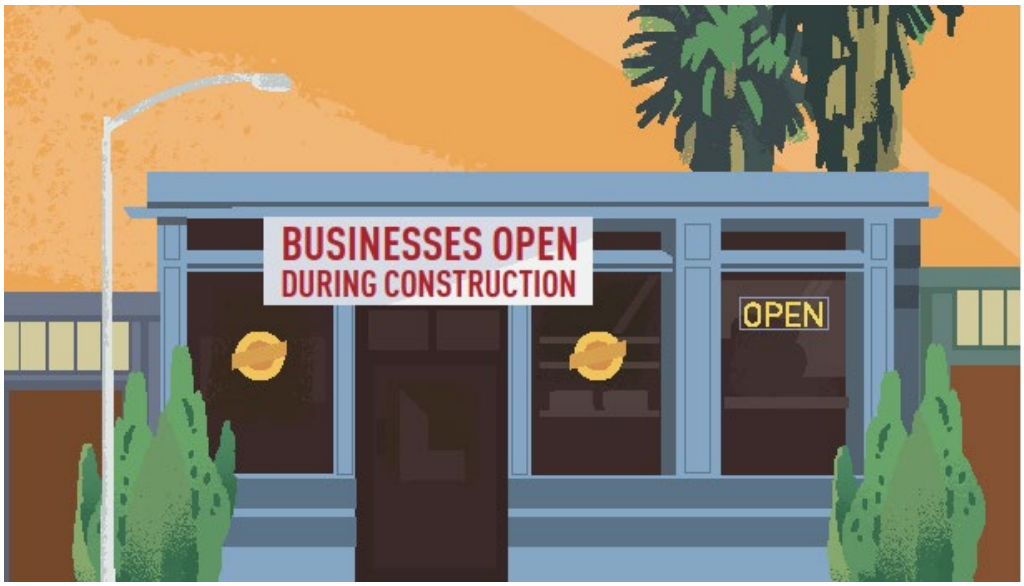
Metro Pilot Business Interruption Fund (BIF)
Biannual Status Report
July 1, 2022 – December 31, 2022



Prepared by

Bryan Miyamoto
Vice President/Program Manager

Pacific Coast Regional Small Business Development Corporation
3255 Wilshire Blvd. Suite 1501
Los Angeles, CA 90010

Contents

1.1 Purpose 3
2.1 Total Grant Amount Approved 4
3.1 Measures of Effectiveness 6
3.2 Business Retention 6
4.1 Job Retention 7
5.1 Summary Statistics at a Glance 7
6.1 Applications 8
7.1 Quarterly and Program to Date Community Outreach and Communication Activities 10
8.1 Financial Activities 12
The following is a monthly summary of grant funding by rail project:
8.1.1 Crenshaw/LAX Corridor 12
8.1.2 Little Tokyo Area of the Regional Connector 19
8.1.3 2nd & Broadway Segment of the Regional Connector 21
8.1.4 Purple Line Extension Section 1 23
8.1.5 Purple Line Extension Section 2 26
9.1 Grantee Statistics 29
10.1 Client Satisfaction Survey Report 33
10.2 Client Process Evaluation Form 36
11.1 Frequently Asked Questions 41
12.1 Projects Updates and Observations 42
13.1 Quarterly Testimonial 43

Attachments

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
Attachment D2 Client Process Evaluation Form

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.

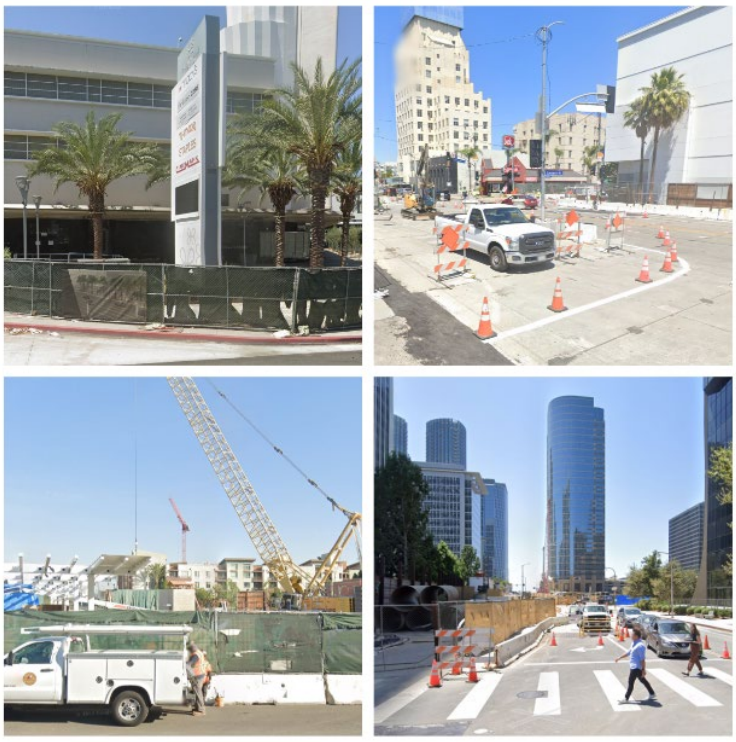
1. Crenshaw/LAX Transit Project
2. Regional Connector, Little Tokyo Area and 2nd & Broadway Segment*
3. Purple Line Extension Section 1, Section 2 and Section 3

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

The period of this report is from July 2022 – December 2022. 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 – December 31, 2022)

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

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

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

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

2019		
Month	# of Grants	Amount
January 2019	19	$485,634.53
February 2019	27	$652,864.96
March 2019	22	$620,908.53
April 2019	11	$230,969.57
May 2019	29	$916,146.44
June 2019	19	$588,103.17
July 2019	19	$458,204.16
August 2019	16	$429,080.88
September 2019	19	$648,785.20
October 2019	23	$598,417.59
November 2019	11	$337,126.83
December 2019	15	$620,117.32
Total	**230**	**$6,586,359.18**

2020		
Month	# of Grants	Amount
January 2020	17	$534,344.29
February 2020	19	$387,758.21
March 2020	11	$265,334.70
April 2020	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	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	18	$277,810.92
November 2021	8	$182,427.92
December 2021	20	$455,986.18
Total	**133**	**$3,145,510.77**

2022		
Month	# of Grants	Amount
January 2022	6	$99,511.56
February 2022	7	$146,978.14
March 2022	14	$480,189.44
April 2022	8	$199,873.28
May 2022	9	$202,534.61
June 2022	7	$166,791.61
July 2022	10	$198,639.98
August 2022	18	$348,752.40
September 2022	9	$190,528.74
October 2022	16	$297,721.52
November 2022	15	$422,241.68
December 2022	11	$214,333.19
Total	**130**	**$2,968,096.15**

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	133	$3,145,510.77
2022	130	$2,968,096.15
Total	**1472**	**$36,482,977.29**

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 (409/433)		100%	94%
	*Number of businesses remaining in business post grant award/support for: 12 months (long term 379/432)		100%	88%
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 320/418)		100%	77%

*Based on 433 businesses post grant award

*Based on 432 businesses post grant award

*Based on 418 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	238	56	23.53%	5	2.10%	177	74.37%
PLE1	95	16	16.84%	3	3.16%	76	80.00%
PLE2	52	1	1.92%	1	1.92%	50	96.15%
PLE3	1	0	0.00%	0	0.00%	1	100.00%
LTRC	33	5	15.15%	6	18.18%	22	66.67%
2BRC	23	6	26.09%	2	8.70%	15	65.22%
Total	442	84	19.00%	17	3.85%	341	77.15%

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	312	159	471
Purple Line Extension Section 1	200	162	362
Purple Line Extension Section 2	176	78	254
Purple Line Extension Section 3	4	0	4
Little Tokyo Area R/C	119	50	169
2nd and Broadway R/C	53	24	77
Total	864	473	1337

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

5.1 Summary Statistics at a Glance

- **Biannual: June 30, 2022 – December 31, 2022**
  - Number of Applications Received: 85
  - Number of Applications Approved: 69
  - Number of Applications Pending Completion: 5
  - Number of Applications Deemed Ineligible: 0
  - Number of Applications Not Eligible: 0
  - Number of Applications Denied: 0
  - Value of Grants Approved: $1,672,217.51

- **Program-to-Date: March 1, 2015 – December 31, 2022**
  - Total Number of Applications Received: 1758
  - Total Number of Applications Approved: 1462
  - Number of Applications Pending Completion: 159
  - Number of Applications Not Eligible: 124
  - Number of Applications Denied: 2
  - *Total % of Grants Approved: 89.25%
  - Total Value of Grants Approved: $36,482,977.29

- 92.31% of grantees received the total amount of the grant award
- 6.84% 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 442 businesses approved as of this reporting period;
  - 122 businesses were in operation 2-5 years
  - 98 businesses were in operation 6-10 years
  - 117 businesses were in operation 11-20 years
  - 105 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:

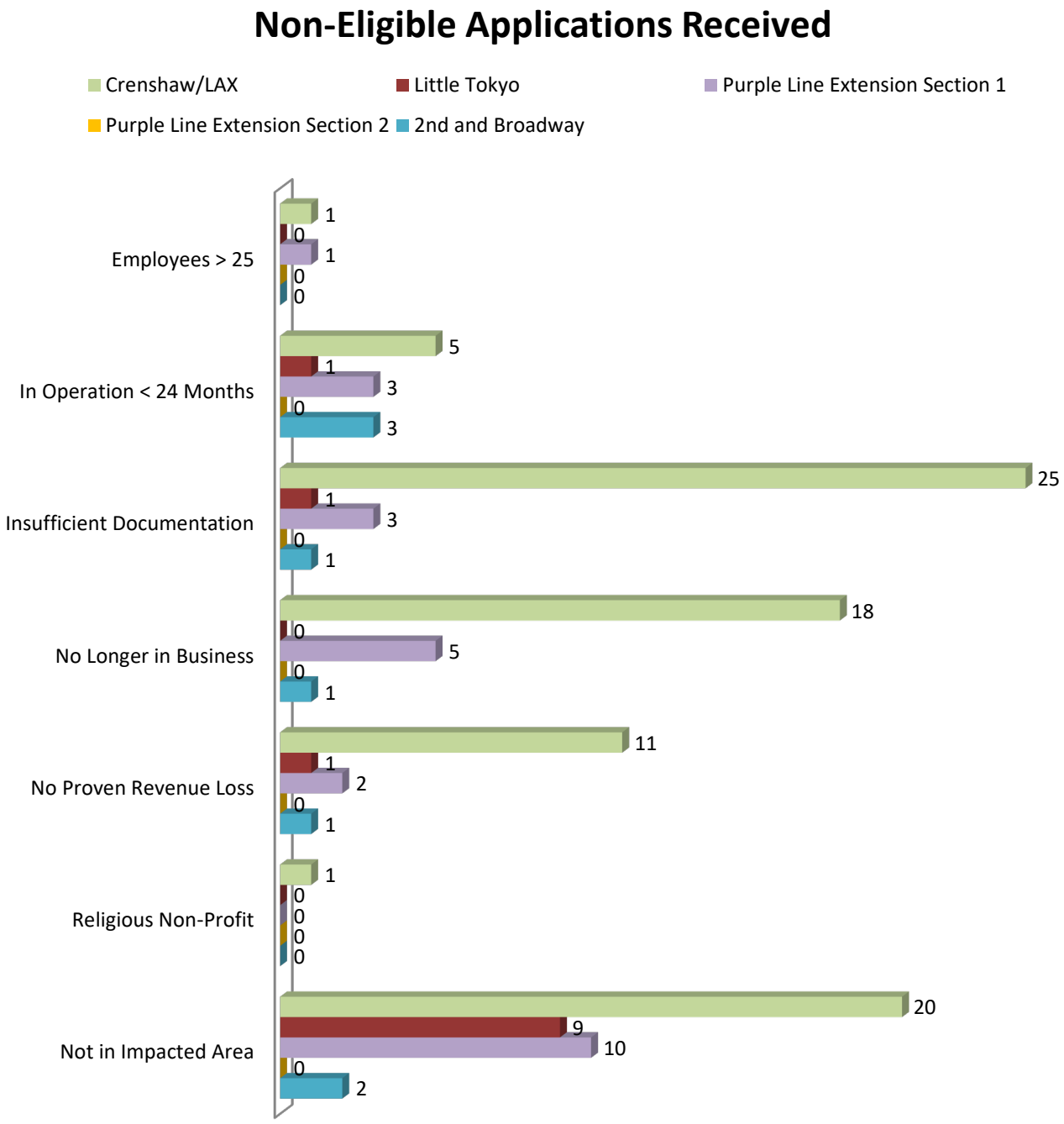
Table 1. Total Number of Applications Submitted by Month and Rail Corridor
(Online submission is defined as completing all questions on the application form and pressing "submit")

# of Applications Received							
	Crenshaw/LAX	Purple Line Ext. Section 1	Purple Line Ext. Section 2	Purple Line Ext. Section 3	Little Tokyo Area R/C	2nd/Broadway Area R/C	Total
2015	199	12	0	0	10	2	223
2016	131	73	0	0	64	24	292
2017	125	90	9	0	26	18	268
2018	182	54	34	0	6	0	276
2019	153	41	38	0	2	0	234
2020	111	28	31	0	6	0	176
2021	87	20	29	0	5	0	141
January 2022	4	1	1	0	0	0	6
February 2022	6	5	2	0	0	0	13
March 2022	7	4	4	0	0	0	15
April 2022	5	1	2	0	1	0	9
May 2022	6	1	1	0	0	0	8
June 2022	5	3	4	0	0	0	12
July 2022	6	1	1	0	3	0	11
August 2022	16	1	2	0	2	0	21
September 2022	5	3	1	0	0	0	9
October 2022	11	5	1	0	0	0	17
November 2022	9	3	3	1	0	0	16
December 2022	7	2	2	0	0	0	11
Total	**1075**	**348**	**165**	**1**	**125**	**44**	**1758**

Total Number of Applications Received - 1758
Total Number of Applications Approved as Grants - 1462
Total Number of Non- Eligible Applications - 125
Total Number of Applications Denied - 2
Total Number of Incomplete Applications (Pending Financial Documents) – 169

Figure 1. Total Number of Non-Eligible Applications

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



7.1 Bi-annual and Program to Date Community Outreach and Communication Activities

During this reporting period, a total of **42** outreach activities occurred. PCR participated in: **six** outreach events in **Crenshaw/LAX (CLAX)**, **twelve** outreach events in **Purple Line Extension Section 1 (PLE1), twelve** outreach events in **Purple Line Extension Section 2 (PLE2), twelve** outreach events in **Purple Line Extension Section 3 (PLE3), 0** outreach events in the **Little Tokyo Area of the Regional Connector (LTRC).** As of this reporting period, outreach events continued to be conducted virtually as construction progressed on all corridors and the COVID-19 pandemic continued. 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 is limited 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 virtually on a bi-monthly basis with updates on the entire **CLAX** corridor. However, internal construction update meetings with Metro and PCR also occur. The BIF team participates on **CLAX, PLE1**, **PLE2, PLE3** Community Construction Update meetings virtually online.

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, 2022 – December 31, 2022)

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Purple Line Extension Section 3	Little Tokyo Area Regional Connector	2nd & Broadway Regional Connector
Community Meetings	0	6	6	6	0	0
*Direct In Person Canvassing	6	6	6	6	0	0
Partnerships/Eat, Shop, Play	0	0	0	0	0	0
Metro Sponsored Information Workshops	0	0	0	0	0	0
PCR Sponsored Application Workshops	0	0	0	0	0	0
Media Photo Op Event	0	0	0	0	0	0
Total	6	12	12	12	0	0

*Direct In- Person Canvassing Represents Number of Days

Table 2. Program to Date Outreach Efforts and Communication Activities (March 1, 2015 – December 31, 2022)

	Crenshaw/ LAX	Purple Line Extension Section 1	Purple Line Extension Section 2	Purple Line Extension Section 3	Little Tokyo Area Regional Connector	2nd & Broadway Regional Connector
Community Meetings	100	64	68	13	23	0
*Direct In Person Canvassing	128	122	74	13	18	34
Partnerships/Eat, Shop, Play	8	0	0	0	2	1
Metro Sponsored Information Workshops	16	13	3	0	7	2
PCR Sponsored Application Workshops	5	3	1	0	1	4
Media Photo Op Event	1	0	0	0	1	0
Total	**258**	**202**	**156**	**26**	**52**	**41**

Community Meetings/Presentations: During this reporting period, PCR participated in **18** 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**, **PLE2, PLE3 and LTRC** offer their construction update meeting power point presentations by email and online at the Metro website for interested parties. **PLE3** Construction Update meetings are offered quarterly as part of the **PLE1** and **PLE2** meetings.

Direct Canvassing Efforts: During this reporting period, Lead **CLAX and PLE3** Business Advisor Charles Boyd, Lead **PLE1** Business Advisor Brian Lazo, and Lead **PLE2** Business Advisor, Darrell Smith conducted **24** direct canvassing days. **CLAX** Business Advisor Andre Hardy also participated in these efforts. Outreach activities were also conducted by phone, email or online format for the Business Advisors on all corridors. Outreach efforts on **PLE3** are in the early stages as heavy construction has just begun and consist of developing the client database and identifying contact points. 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. 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 on all corridors. 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, **zero** Metro BIF Information Workshops were held. With the ongoing COVID-19 pandemic, all in-person workshops were put on hold. Discussions about offering remote and online workshops continue and future dates are being discussed. 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. With the start of construction activities on **PLE3**, virtual workshops are being planned-one for the building property managers in the Westwood area on Wilshire Blvd. and one for the tenants in the 10921 Wilshire Blvd. building where construction activities are begining. There are no current BIF Information Workshops being planned.

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 **zero** BIF Application Workshops due to the COVID-19 pandemic, however, with construction impacts progressing on the **PLE2** corridor and beginning on the **PLE3** 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. Future workshops for **PLE3** are also expected to be a joint effort with BIF and 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.

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.

*See Attachment B for a listing of meetings, events, presentations and workshops from January 1, 2022 to June 30, 2022 (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
2021	80	$2,134,076.46
January 2022	3	$26,639.98
February 2022	5	$137,636.99
March 2022	7	$240,292.61
April 2022	4	$96,359.19
May 2022	6	$106,137.30
June 2022	5	$115,194.91
July 2022	6	$127,640.59
August 2022	13	$226,354.55
September 2022	5	$40,878.76
October 2022	11	$168,646.38
November 2022	9	$193,081.56
December 2022	7	$121,814.65
Total	901	$22,067,762.11

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

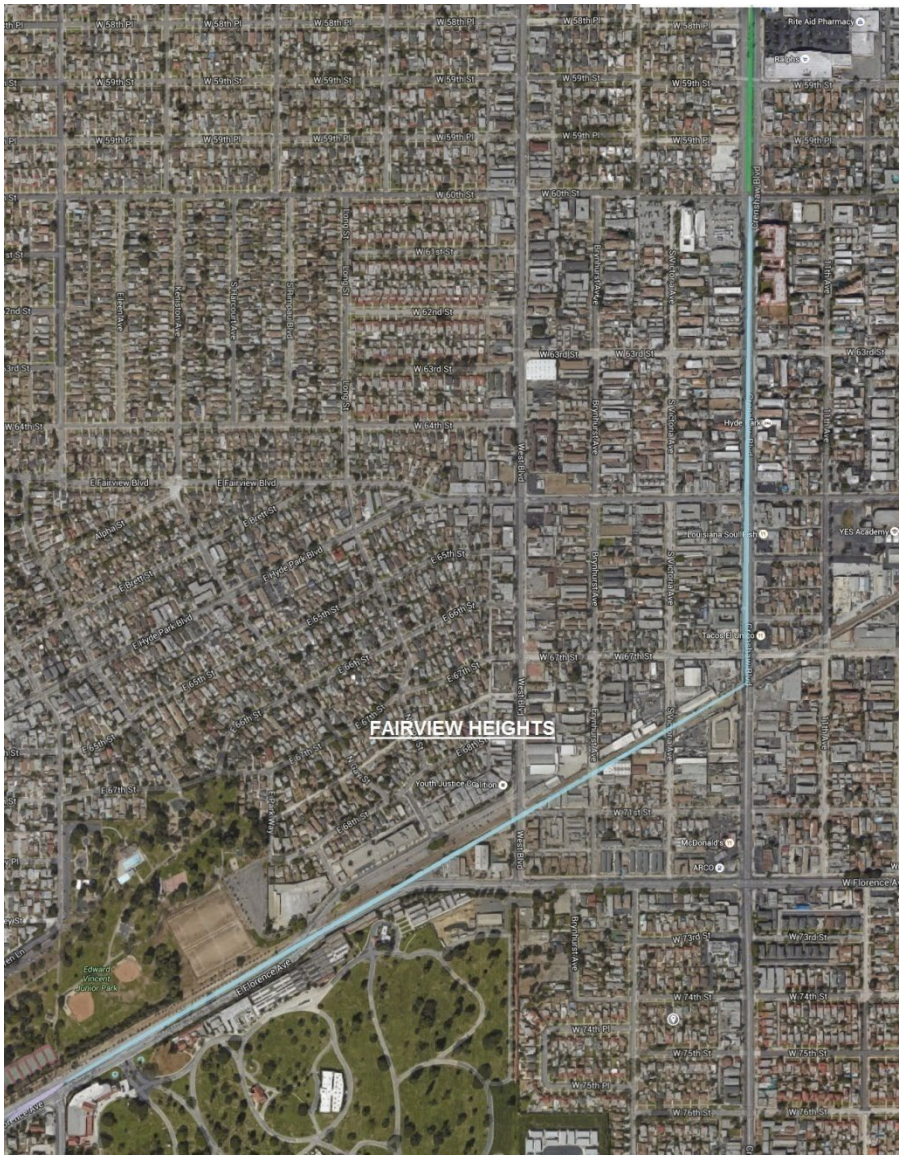




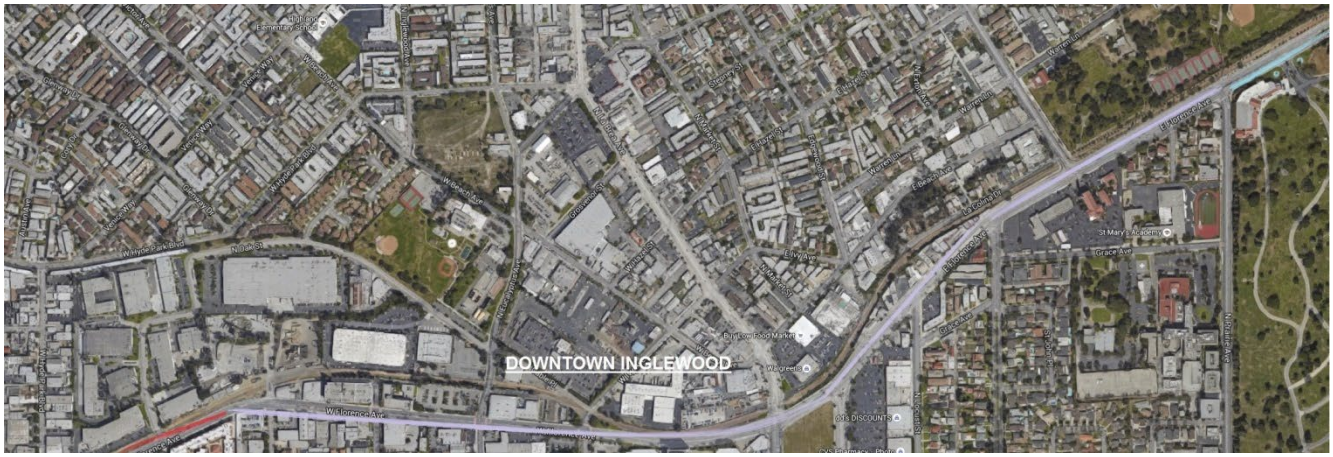
NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
45	$1,213,800.66	CRENSHAW/ EXPOSITION
12	$138,813.12	CRENSHAW SQUARE
85	$2,357,464.66	MARTIN LUTHER KING, JR.
353	$7,769,350.48	BALDWIN CRENSHAW MALL
97	$2,380,675.07	LEIMERT PARK
20	$265,922.77	LEIMERT PARK BUSINESSES



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
220	$5,498,934.42	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 December 31, 2022



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
52	$1,881,614.75	WESTCHESTER/ VETERANS
0	$0.00	AVIATION/ CENTURY

8.1.2 Little Tokyo Area of the Regional Connector

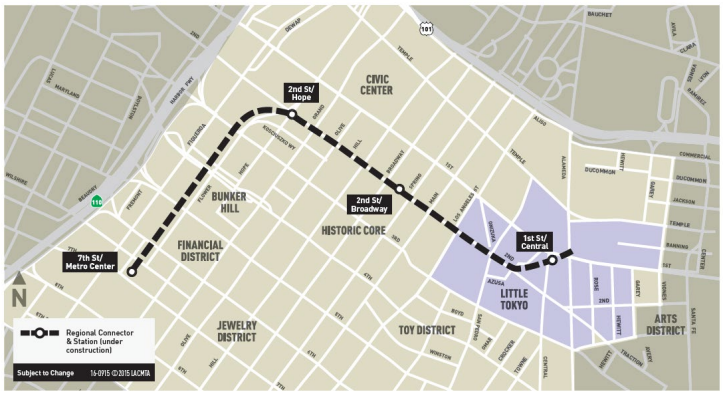
Table 2. Total Grant Amount by Month – Little Tokyo Area R/C

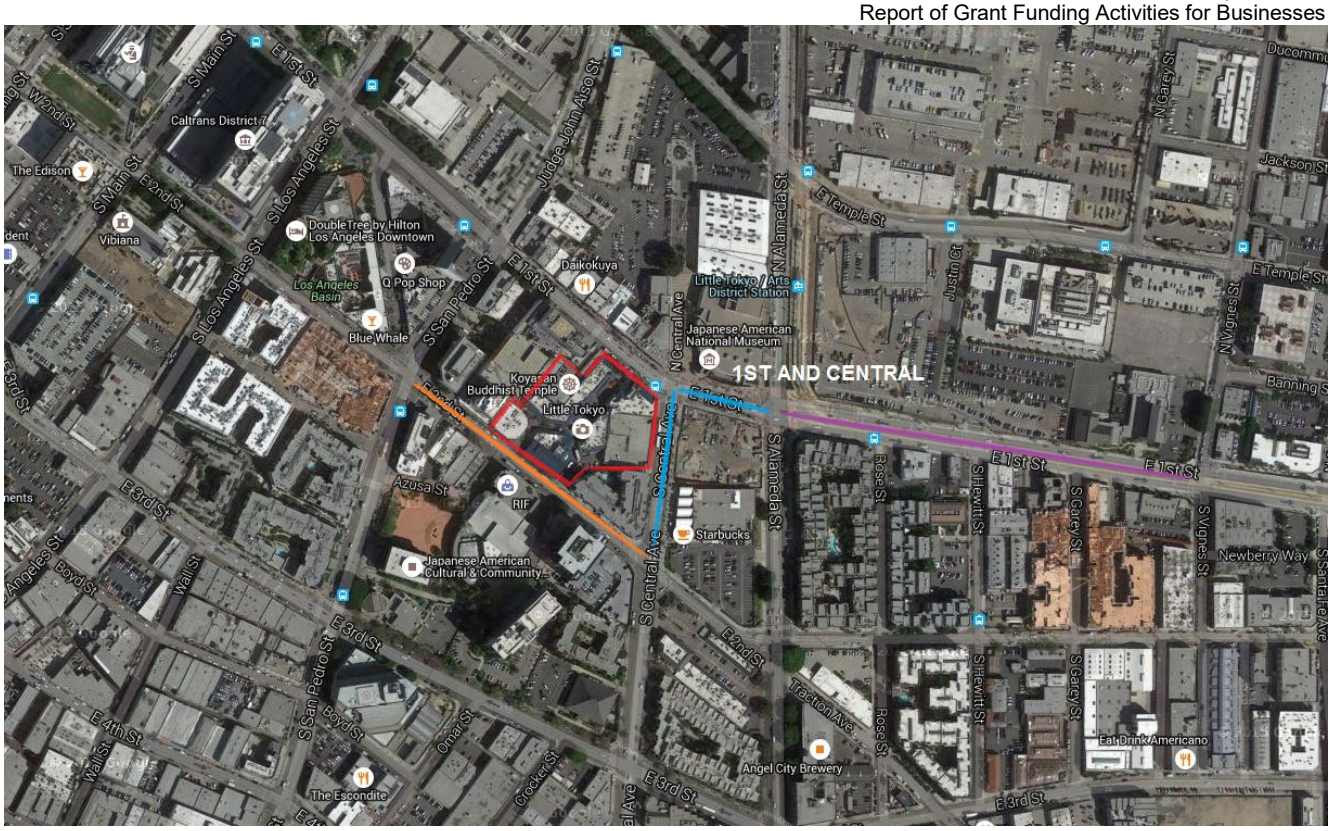
Little Tokyo Regional Connector		
	Grants	Amount
2015	5	$173,428.39
2016	57	$913,424.79
2017	24	$621,580.82
2018	7	$187,730.16
2019	2	$100,000.00
2020	4	$125,371.72
2021	5	$117,094.33
January 2022	0	$0.00
February 2022	0	$0.00
March 2022	1	$29,635.00
April 2022	1	$11,496.00
May 2022	0	$0.00
June 2022	0	$0.00
July 2022	2	$29,078.47
August 2022	2	$55,767.97
September 2022	0	$0.00
October 2022	0	$0.00
November 2022	0	$0.00
December 2022	0	$0.00
Total	110	$2,364,607.65

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
41	$936,474.39	EAST OF ALAMEDA
12	$386,386.92	1ST AND CENTRAL
20	$295,975.37	2ND STREET
37	$745,770.97	JAPANESE VILLAGE PLAZA

8.1.3 2nd & Broadway Segment of the Regional Connector

Table 3. Total Grant Amount by Month – 2nd & Broadway R/C

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

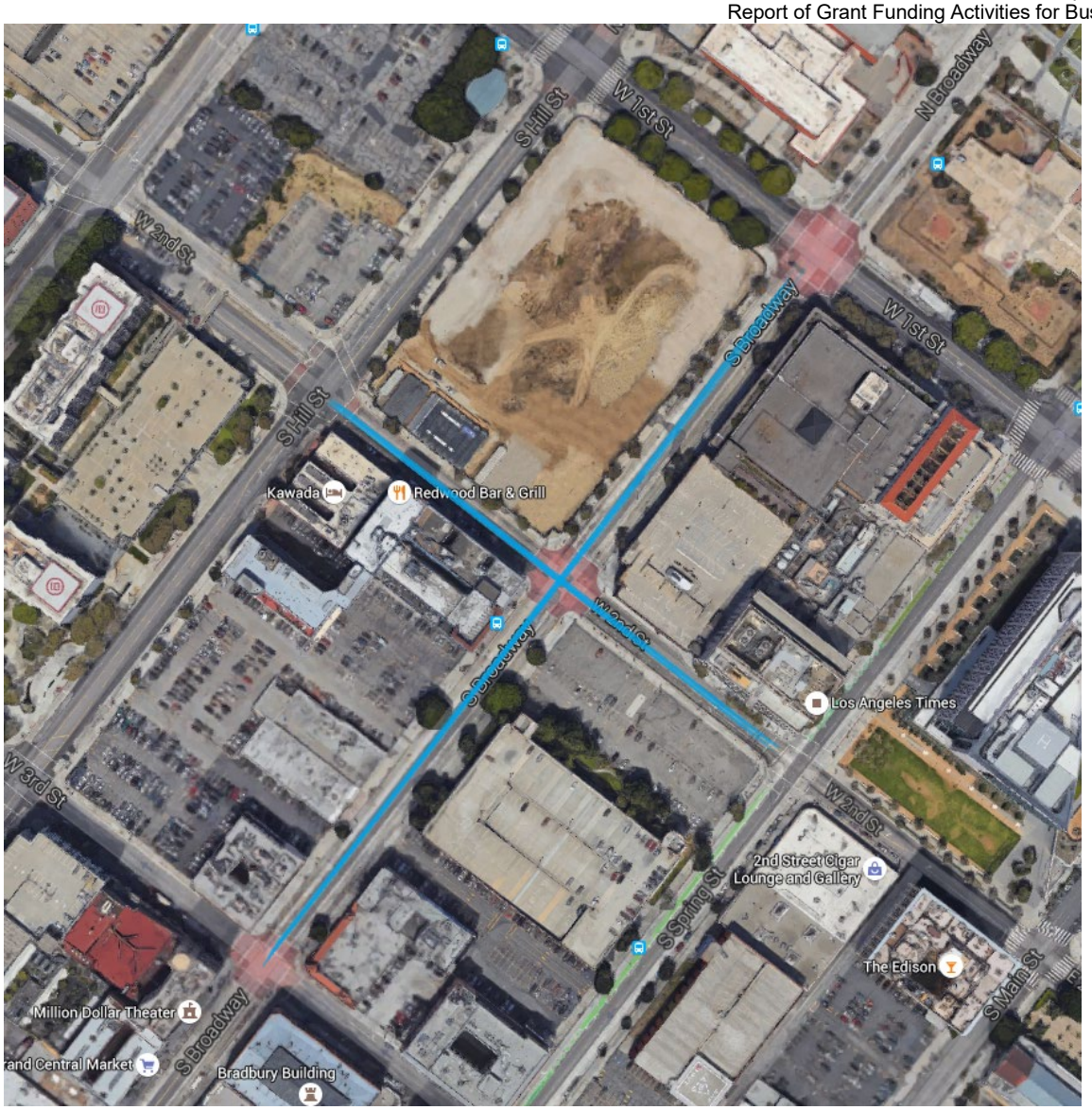
Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

2nd & Broadway Segment of the Regional Connector

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

2nd & Broadway





NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
36	$950,164.03	2nd & BROADWAY

8.1.4 Purple Line Extension, Section 1

Table 4. Total Grant Amount by Month – Purple Line Extension Section 1

Purple Line Extension Section 1		
	Grants	Amount
2015	3	$67,220.10
2016	63	$1,236,423.81
2017	73	$2,080,116.23
2018	42	$1,220,905.19
2019	31	$880,539.01
2020	30	$763,062.44
2021	18	$311,816.93
January 2022	2	$22,871.58
February 2022	0	$0.00
March 2022	2	$51,830.49
April 2022	1	$50,000.00
May 2022	2	$82,595.00
June 2022	0	$0.00
July 2022	1	$17,929.53
August 2022	1	$50,000.00
September 2022	3	$109,936.70
October 2022	4	$102,352.18
November 2022	2	$100,000.00
December 2022	2	$35,597.86
Total	280	$7,183,197.05

Purple Line Extension Section 1

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

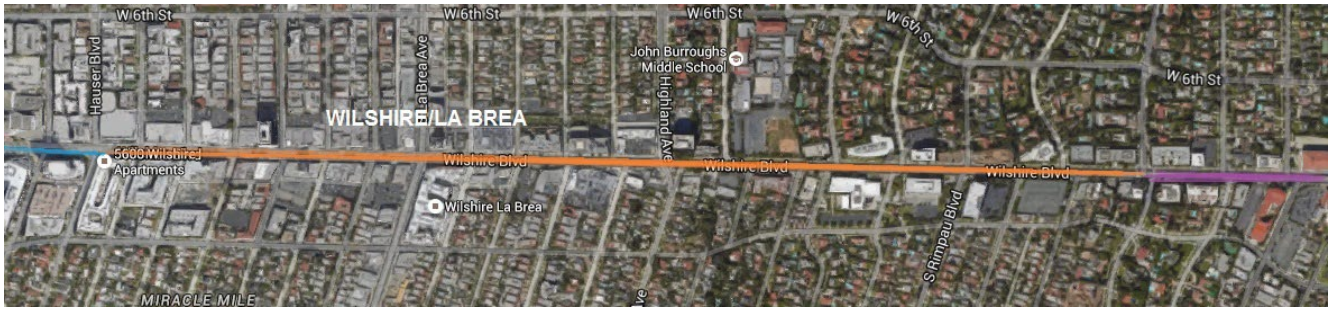
Wilshire/Western – Western to Rossmore
Wilshire/La Brea – Rossmore to Hauser
Wilshire/Fairfax – Hauser to Crescent Heights
Wilshire/La Cienega – Crescent Heights to La Cienega



For more project information, call 213-739-2999 ext. 223 or visit www.pcrcorp.org

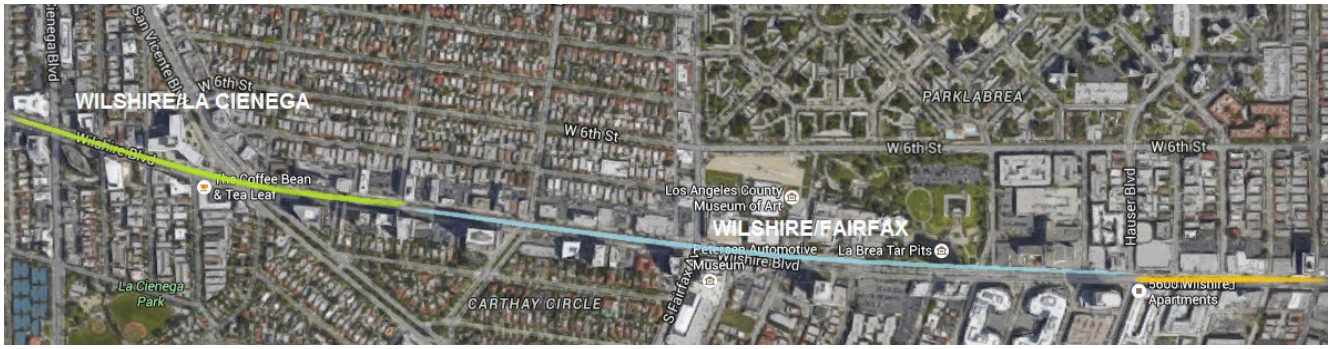


NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
29	$881,030.10	WILSHIRE/ WESTERN



TOTAL GRANT AMOUNT	SECTION
$3,034,363.91	WILSHIRE/ LA BREA

131



NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
39	$1,349,080.97	WILSHIRE/ FAIRFAX
81	$1,918,722.07	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
2021	30	$582,523.05
January 2022	1	$50,000.00
February 2022	2	$9,341.15
March 2022	4	$158,431.34
April 2022	2	$42,018.09
May 2022	1	$13,802.31
June 2022	2	$51,596.70
July 2022	1	$23,991.39
August 2022	2	$16,629.88
September 2022	1	$39,713.28
October 2022	1	$26,722.96
November 2022	3	$79,160.12
December 2022	2	$56,920.68
Total	144	$3,867,246.45

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
82	$2,379,647.95	LA CIENEGA WEST
5	$186,090.10	WILSHIRE/ RODEO

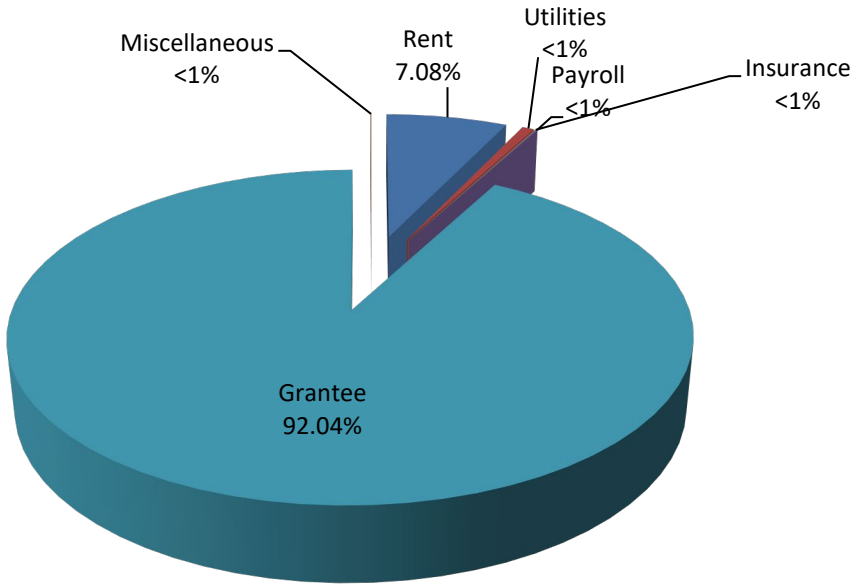


NUMBER OF GRANTS	TOTAL GRANT AMOUNT	SECTION
0	$0.00	CENTURY CITY MALL
57	$1,301,508.40	CENTURY CITY/ CONSTELLATION

9.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



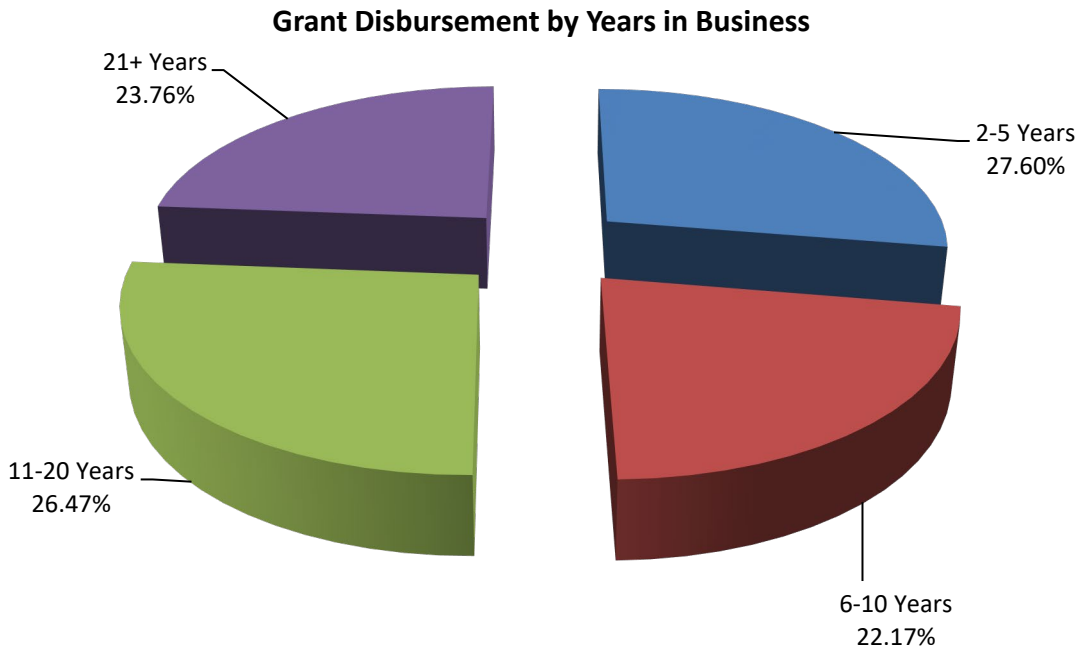
Grant Disbursement by Type		
Rent	$	2,584,574.19
Utilities	$	253,012.12
Insurance	$	9,695.60
Payroll	$	36,177.57
Grantee	$	33,579,813.78
Miscellaneous	$	19,704.03
Total	**$**	**36,482,977.29**

* 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

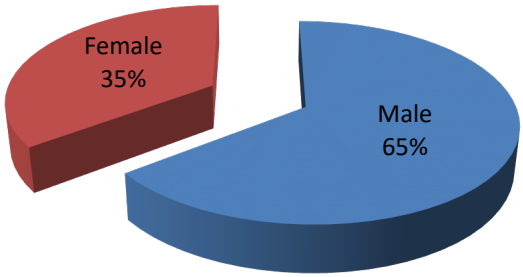
* Miscellaneous includes payments for the following business related expenses:

- Business Tax Certificate
- License Fees



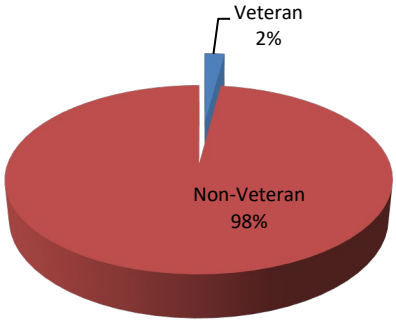
Business Age by Years	
2-5 Years	122
6-10 Years	98
11-20 Years	117
21+ Years	105

Figure 3: Grant Disbursement by Gender



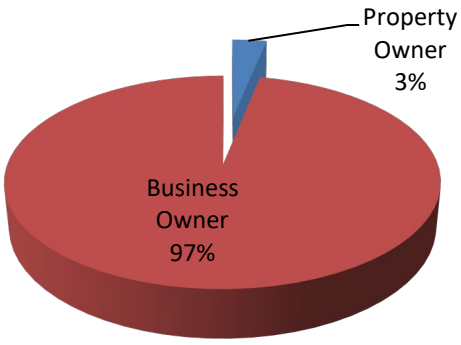
Grant Award by Gender	
Male	956
Female	516

Figure 4: Grant Disbursement by Veteran Status



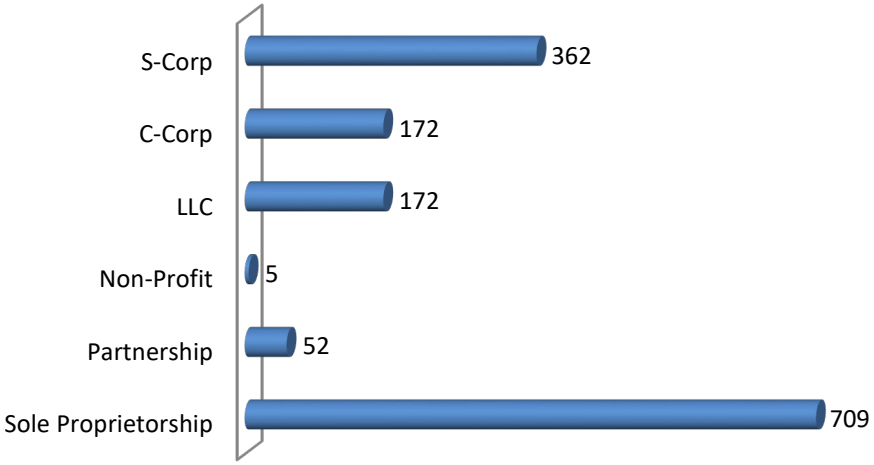
Grant Award by Veteran Status	
Veteran	28
Non-Veteran	1444

Figure 5: Property Owner vs. Business Owner



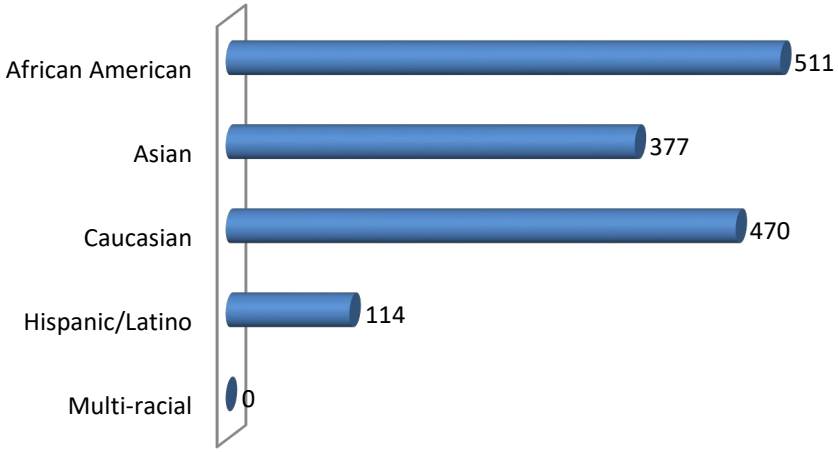
Property Owner vs. Business Owner	
Property Owner	45
Business Owner	1424

Figure 6: Grant Disbursement by Business Type



Grant Disbursement by Business Type	
S-Corp	362
C-Corp	172
LLC	172
Non-Profit	5
Partnership	52
Sole Proprietorship	709

Figure 7: Grant Disbursement by Ethnicity

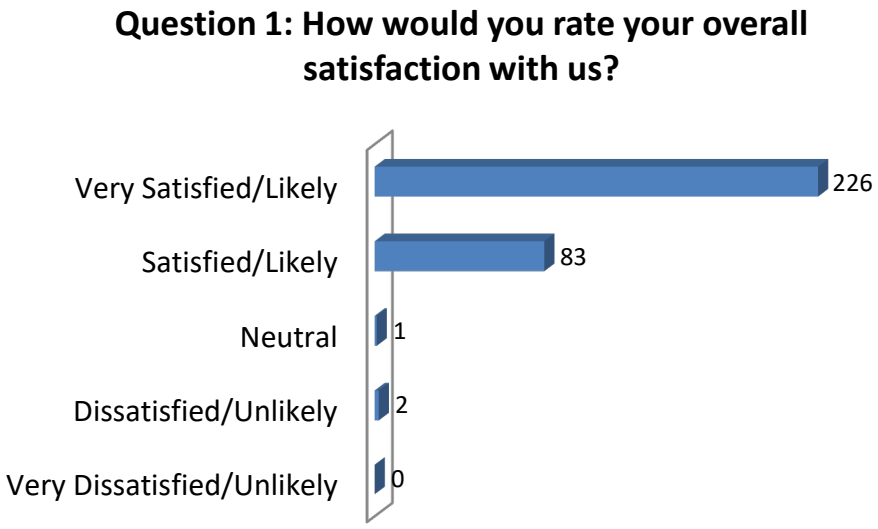


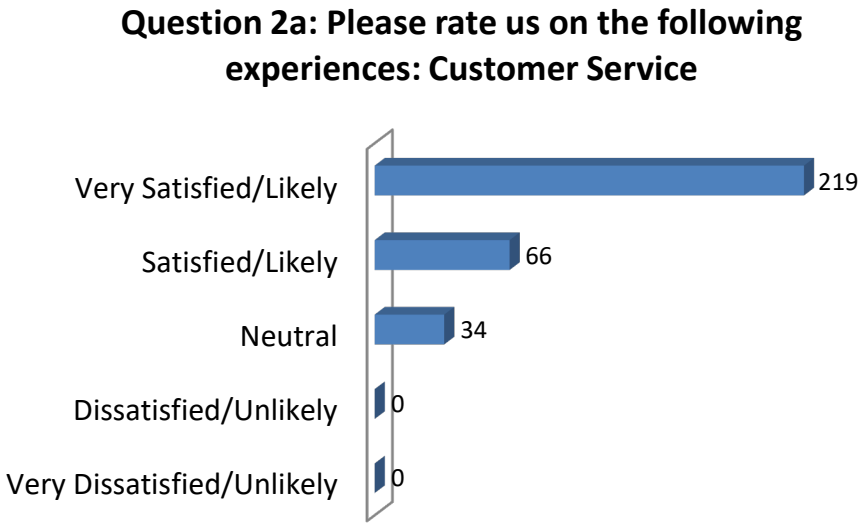
Grant Disbursement by Ethnicity	
African American	511
Asian	377
Caucasian	470
Hispanic/Latino	114
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

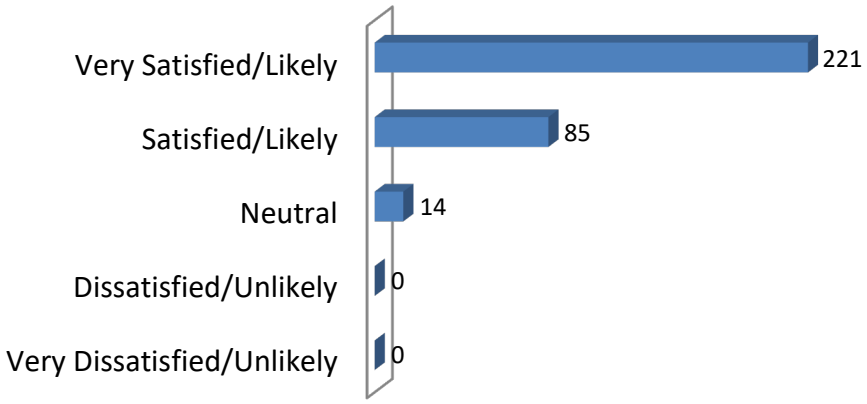
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

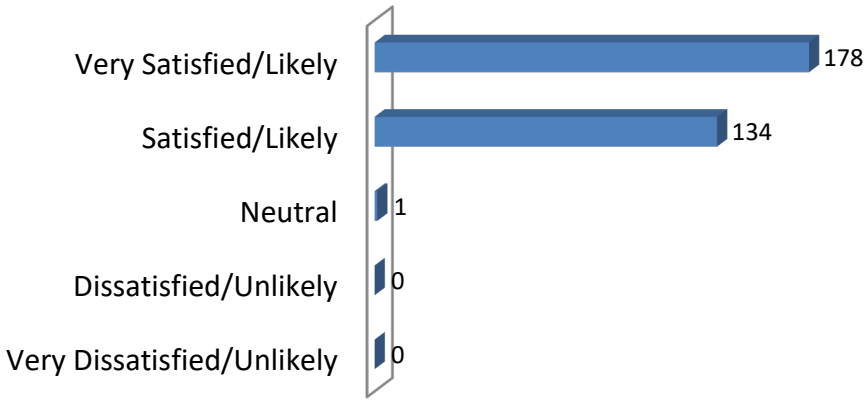




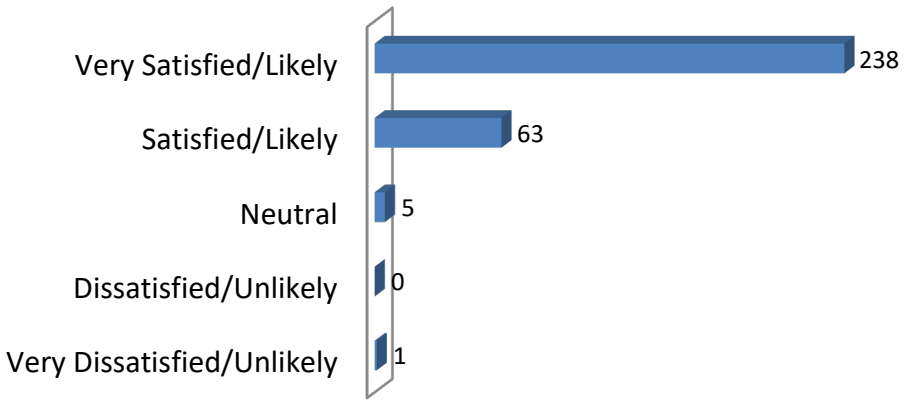
Question 2b: Please rate us on the following experiences: Professionalism



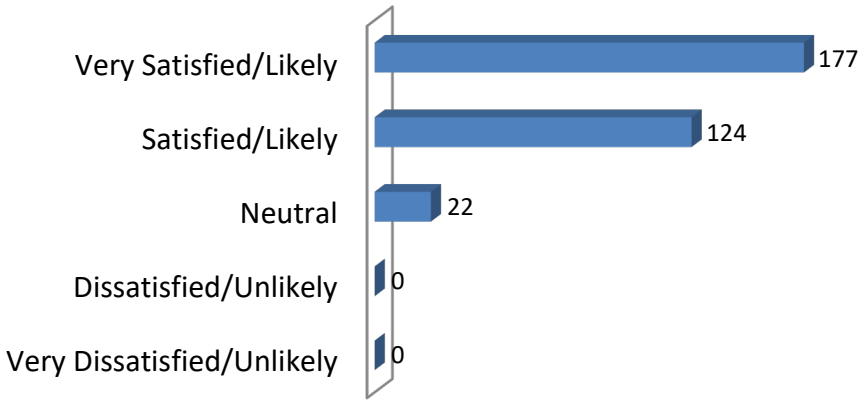
Question 2c: Please rate us on the following experiences: Quality of Services



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



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



Comments (Client Satisfaction Survey)

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

No comments were made during this reporting period.

10.2 Client Process Evaluation Form – Program to Date

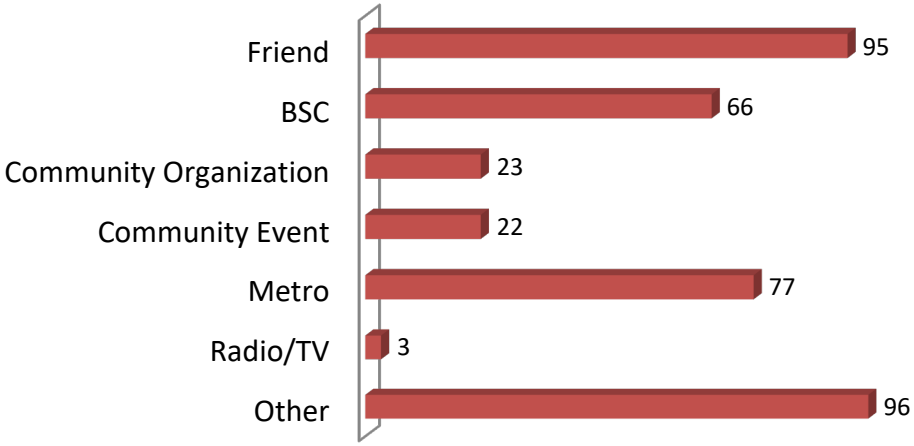
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*See Attachment D2 for actual survey administered.

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?

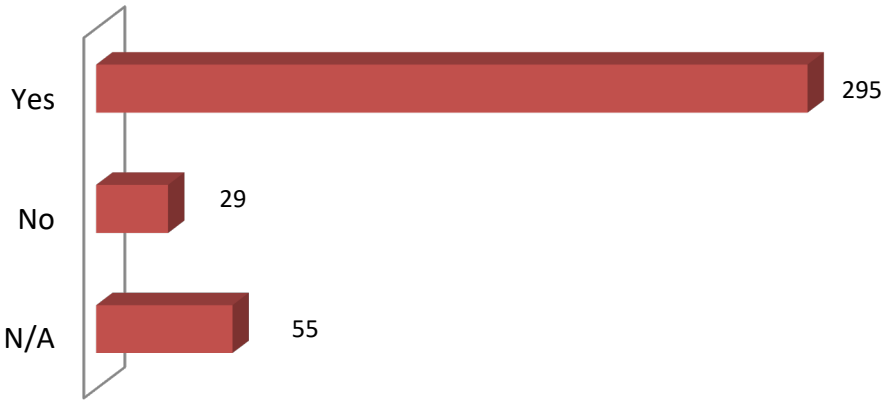


Question 7: Are you getting the assistance you need at this time?



*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?

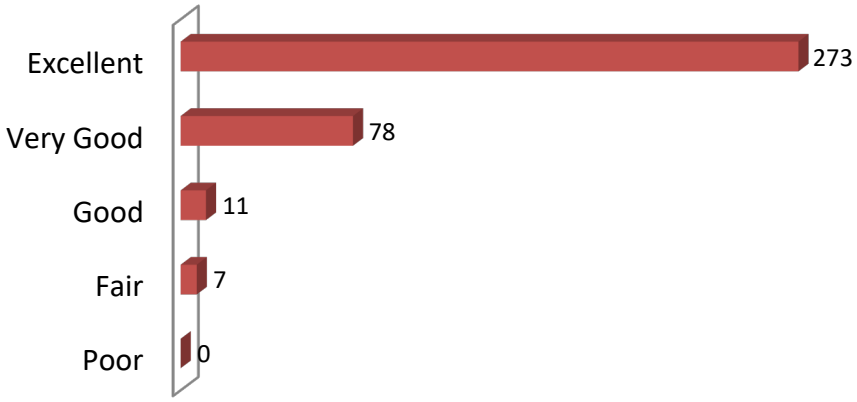


*The "Yes" responses indicated above reflect requested advising areas outside of financial assistance. These were referred to the appropriate resource.

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. No questions asked this reporting period.

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

a. No observations this period.

13.1 Bi-Annual Testimonial

- **Business Name:** *Status Collection & Co.*
- **Address:** *8383 Wilshire Blvd, Suite 112, Beverly Hills, CA 90211*
- **Phone Number**: *(310) 432-7788 Business*
- **Date of Creation***: 2004*
- **Business Designation**: *S-Corp*
- **Website Address**: none
- **Main Areas of Activity**: *Jewelry Shop*
- **Unique Qualities***: Long time jewelry store in Beverly Hills*
- **Metro Rail Corridor**: Purple Line Extension Section 1 (PLE1)

Business Narrative

Mr. Spielman owns and operates a high-end jewelry manufacturing company. He started his company 19 years ago in downtown Los Angeles and worked incredibly hard to build his business and move to Beverly Hills. He focus on high end handmade custom jewelry and work for high end brands and stores. Mr. Spielman specializes in making jewelry the old-fashioned way. Each piece is handmade and unique depending on the requirements of the client.

The business is located at 8383 Wilshire Blvd. Suite 112 in Beverly Hills (on Wilshire Blvd. and Gayle) along the Wilshire Metro corridor. The business has 4 full-time employees and has been operating on the Wilshire corridor for the past 17 years and has been open for business during the Metro construction in 2024.

According to the business owner, the business has suffered a decrease in clients and business revenue due to Metro's construction activities. Street closures, fencing of the building, detours, and the presence and use of construction vehicles have all played a role in loss of customers and revenues.



ATTACHMENT A

BIANNUAL/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
The Shave Place	Cristina Gonzales	7/17/2022	7/21/2022	4	
Kid's Club	Shafiqur Rahman	7/18/2022	7/21/2022	3	
CoffeeWalk/YogurTalk	You Kwon	7/16/2022	7/21/2022	5	
Ultimate Jewelz	Akber Mohammed	7/16/2022	7/21/2022	5	
Lili Wigs	Jerry Song	7/14/2022	7/21/2022	7	
Muyo Bati Properties	Dr. Gudata Hinika	7/16/2022	7/21/2022	5	
Mytuch Hair Salon	Jeffrey Hubbard	7/15/2022	7/21/2022	6	
KC Stylist	Glenn & Yuko Coach	7/16/2022	7/21/2022	5	
Akimoto Chiropractic Office	Dr. Arthur Akimoto	7/18/2022	7/21/2022	3	
Cohan Law Group, APC	Peyman Cohan	7/16/2022	7/21/2022	5	
Keiko Grill	Peter Cho	8/9/2022	8/11/2022	2	
Floral Palace Landscape Design	Karen Bragg	8/9/2022	8/11/2022	2	
Muyo Bati Properties	Dr. Gudata Hinika	8/6/2022	8/11/2022	5	
KC Stylist	Glenn & Yuko Coach	8/7/2022	8/11/2022	4	
Lashes by Shigeru	Martin Hanai	8/8/2022	8/11/2022	3	
Century Cleaners	Reyna Agustiniano	8/15/2022	8/18/2022	3	
Surf City Squeeze	Helen Chang	8/15/2022	8/18/2022	3	
Leon Young - Hair Architects	Leon Young	8/13/2022	8/18/2022	5	
Traps Clothing	Ahn Ji Pack	8/14/2022	8/18/2022	4	
Southern Girl Desserts	Catarah Coleman	8/14/2022	8/18/2022	4	
1st Choice Driving and Traffic School	Gibert Carrillo	8/12/2022	8/18/2022	6	
Highly Favored Hair Studio	Barrington Edwards	8/11/2022	8/18/2022	7	
Floral Palace Landscape Design	Karen Bragg	8/13/2022	8/18/2022	5	
Muyo Bati Properties	Dr. Gudata Hinika	8/13/2022	8/18/2022	5	
Candace Cohen - Hair Stylist	Candace Cohen	8/15/2022	8/18/2022	3	
Mytuch Hair Salon	Jeffrey Hubbard	8/15/2022	8/18/2022	3	
Akimoto Chiropractic Office	Dr. Arthur Akimoto	8/14/2022	8/18/2022	4	
Friedman & Friedman Law Office	Ira Friedman	8/12/2022	8/18/2022	6	
Edibles Coffee Shop	Jeff Min	9/2/2022	9/8/2022	6	
Ninth Wave Custom Framing	Tucker Boyd	9/3/2022	9/8/2022	5	
Ultimate Jewelz	Akber Mohammed	9/3/2022	9/8/2022	5	
Cellular Repair Pro	Faisal Mallick	9/3/2022	9/8/2022	5	
Floral Palace Landscape Design	Karen Bragg	9/5/2022	9/8/2022	3	
Coffee Bean	Dong Lee	9/4/2022	9/8/2022	4	
Cyber City E-Sports Center	Paul Seo	9/5/2022	9/8/2022	3	
Candace Cohen - Hair Stylist	Candace Cohen	9/4/2022	9/8/2022	4	

Attachment A: Application to Grant Turnaround Analysis

Salon H by Sally Styles	Sally Henley	9/4/2022	9/8/2022	4	
Unismog	Don Sharma	10/2/2022	10/6/2022	4	
The Shave Place	Cristina Gonzales	9/30/2022	10/6/2022	6	
Ninth Wave Custom Framing	Tucker Boyd	10/1/2022	10/6/2022	5	
Ultimate Jewelz	Akber Mohammed	10/1/2022	10/6/2022	5	
LA Customize Cellular	Modasir Mallick	10/2/2022	10/6/2022	4	
1st Choice Driving and Traffic School	Gibert Carrillo	10/2/2022	10/6/2022	4	
Lala Massage	Gisli Youngblood	10/2/2022	10/6/2022	4	
Heather Abuel Hair	Heather Abuel	10/4/2022	10/6/2022	2	
Glamorus Look	Abdul Irshad Mohammad	10/3/2022	10/6/2022	3	
Magnificent Brothers	Simone Santiel	10/1/2022	10/6/2022	5	
Status Collection & Co.	Jeremiah Spielman	10/3/2022	10/6/2022	3	
LA Customize Cellular	Modasir Mallick	10/10/2022	10/13/2022	3	
Game Force	AJ Singh	10/8/2022	10/13/2022	5	
Heather Abuel Hair	Heather Abuel	10/11/2022	10/13/2022	2	
Magnificent Brothers	Simone Santiel	10/11/2022	10/13/2022	2	
Status Collection & Co.	Jeremiah Spielman	10/10/2022	10/13/2022	3	
Mystic Flowers and Gardens	James Sherer	10/28/2022	11/3/2022	6	
Levon's Jewelry	Levon Nazlikian	10/29/2022	11/3/2022	5	
Pink Memory	Stephanie Zhang	10/30/2022	11/3/2022	4	
Beverly Hills Permanent Makeup	Atefeh Shariat	10/30/2022	11/3/2022	4	
Comoncy Westwood	Kevin Khalili	11/10/2022	11/15/2022	5	
Habanero Grill	Dodi Maghsoudi	11/10/2022	11/15/2022	5	
Elegant Chic Purse	Chinyere Jackson	11/9/2022	11/15/2022	6	
Dental Playground	Dr. Peter Bae	11/12/2022	11/15/2022	3	
The Smiley Group, Inc.	Tavis Smiley	11/11/2022	11/15/2022	4	
The Smiley Group, Inc.	Tavis Smiley	11/10/2022	11/15/2022	5	
For Show Beauty & Barber	Jamaro Gibbs	11/11/2022	11/15/2022	4	
Compro Tax	Olivia Ridgway	11/11/2022	11/15/2022	4	
Classic Grill	Sung Yoon	11/11/2022	11/15/2022	4	
Status Collection & Co.	Jeremiah Spielman	11/12/2022	11/15/2022	3	
Cohan Law Group, APC	Peyman Cohan	11/10/2022	11/15/2022	5	
Cuvee	Dodi Maghsoudi	11/25/2022	12/1/2022	6	
Dental Playground	Dr. Peter Bae	11/26/2022	12/1/2022	5	
Classic Grill	Sung Yoon	11/26/2022	12/1/2022	5	
Noble Gateway Cleaners	Fereydoon Fairman	12/4/2022	12/8/2022	4	
Elegant Chic Purse	Chinyere Jackson	12/5/2022	12/8/2022	3	
Elegant Chic Purse	Chinyere Jackson	12/5/2022	12/8/2022	3	

Attachment A: Application to Grant Turnaround Analysis

Babacar African Braids	Babacar Ndiaye	12/5/2022	12/8/2022	3	
Candace Cohen - Hair Stylist	Candace Cohen	12/3/2022	12/8/2022	5	
For Show Beauty & Barber	Jamaro Gibbs	12/2/2022	12/8/2022	6	
Tara Love Hair	Tara Love	12/2/2022	12/8/2022	6	
Beverly Hills Travel	Farzad Nosrati	12/4/2022	12/8/2022	4	

Current Quarter Average Submission Time (in business days)	**4.28**
Current Quarter Applications Processed Within 9 Business Days:	**79**
Cumulative Average Submission Time (in business days)	**4.46**
Cumulative Applications Processed Within 9 Business Days:	**1400**

ATTACHMENT B

BIANNUAL COMMUNITY OUTREACH AND COMMUNICATION ACTIVITIES CALENDAR

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
BIF Canvassing	Fri., July, 15, 2022	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., August, 19, 2022	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., September, 16, 2022	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., October, 14, 2022	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., November, 18, 2022	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., December, 09, 2022	9:30 a.m. - 2:30 p.m	Crenshaw Blvd.	Andre	Crenshaw/LAX

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
BIF Canvassing	Fri., July, 15, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., August, 03, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., August, 19, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., September, 07, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., September, 16, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., October, 05, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., October, 14, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., November, 02, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., November, 18, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., December, 07, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., December, 09, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1

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

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
PLE Section 2 Community Construction Update	Wed., July, 06, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., July, 15, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., August, 03, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., August, 19, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., September, 07, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., September, 16, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., October, 05, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., October, 14, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., November, 02, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., November, 18, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., December, 07, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., December, 09, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2

Attachment B: Metro BIF Outreach Activites Calendar - Purple Line Extension Section 3

OUTREACH EVENT NAME	DATE	TIME	LOCATION	BIF STAFF ASSIGNED	Project
PLE Section 3 Community Construction Update	Wed., July, 06, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Charles	Purple Line Ext., Section 3
BIF Canvassing	Fri., July, 15, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., August, 03, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Charles	Purple Line Ext., Section 3
BIF Canvassing	Fri., August, 19, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., September, 07, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Charles	Purple Line Ext., Section 3
BIF Canvassing	Fri., September, 16, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., October, 05, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Charles	Purple Line Ext., Section 3
BIF Canvassing	Fri., October, 14, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., November, 02, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Charles	Purple Line Ext., Section 3
BIF Canvassing	Fri., November, 18, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., December, 07, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Charles	Purple Line Ext., Section 3
BIF Canvassing	Fri., December, 09, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 3

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

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

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

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

ATTACHMENT C

BIANNUAL
GRANT AWARD MATRIX

Attachment C: BIF Grant Matrix from October 1, 2021 to December 31, 2021

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
The Shave Place	Cristina Gonzales	2049 Century Park East, Suite ROL13, Los Angeles, CA 90067	5	5	Service	7/21/2022	9/5/2022	PLE2
Kid's Club	Shafiqur Rahman	3650 Martin Luther King Jr. Blvd. #295, Los Angeles, CA 90008	8	18	Retail	7/21/2022	9/5/2022	CLAX
CoffeeWalk/YogurTalk	You Kwon	3650 W. Martin Luther King Jr. Blvd. #152, Los Angeles, CA 90008	8	15	Service	7/21/2022	9/5/2022	CLAX
Ultimate Jewelz	Akber Mohammed	3650 W. Martin Luther King Jr. Blvd. #LR9, Los Angeles, CA 90008	8	3	Retail	7/21/2022	9/5/2022	CLAX
Lili Wigs	Jerry Song	4072 Crenshaw Boulevard Los Angeles, CA 90008	10	43	Retail	7/21/2022	9/5/2022	CLAX
Muyo Bati Properties	Dr. Gudata Hinika	5141 S. Crenshaw Blvd., Los Angeles, CA 90043	8	15	Commercial Property Owner	7/21/2022	9/5/2022	CLAX
Mytuch Hair Salon	Jeffrey Hubbard	5445 Crenshaw Blvd., Los Angeles, CA 90043	8	15	Service	7/21/2022	9/5/2022	CLAX
KC Stylist	Glenn & Yuko Coach	706 E. 1st Street, Los Angeles, CA 90012	14	3	Service	7/21/2022	9/5/2022	LTRC
Akimoto Chiropractic Office	Dr. Arthur Akimoto	712 East 1st Street, Los Angeles, CA 90012	14	34	Professional	7/21/2022	9/5/2022	LTRC
Cohan Law Group, APC	Peyman Cohan	8383 Wilshire Blvd., Suite 935, Beverly Hills, CA 90211	City of Beverly Hills	17	Professional	7/21/2022	9/5/2022	PLE
Keiko Grill	Peter Cho	3650 W. Martin Luther King Jr. Blvd., #132 Los Angeles, CA 90008	8	5	Service	8/11/2022	10/6/2022	CLAX
Floral Palace Landscape Design	Karen Bragg	4830 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Retail	8/11/2022	10/6/2022	CLAX

Attachment C: BIF Grant Matrix from October 1, 2021 to December 31, 2021

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Muyo Bati Properties	Dr. Gudata Hinika	5141 S. Crenshaw Blvd., Los Angeles, CA 90043	8	15	Commercial Property Owner	8/11/2022	10/6/2022	CLAX
KC Stylist	Glenn & Yuko Coach	706 E. 1st Street, Los Angeles, CA 90012	14	3	Service	8/11/2022	10/6/2022	LTRC
Lashes by Shigeru	Martin Hanai	8383 Wilshire Blvd., Suite 50 Studio 76, Beverly Hills, CA 90211	City of Beverly Hills	3	Service	8/11/2022	10/6/2022	PLE
Century Cleaners	Reyna Agustiniano	1888 Century Park East, Suite 103, Los Angeles, CA 90067	5	3	Service	8/18/2022	10/6/2022	PLE2
Surf City Squeeze	Helen Chang	3650 W. Martin Luther King Jr. Blvd. #151 Los Angeles, CA 90008	8	16	Service	8/18/2022	10/6/2022	CLAX
Leon Young - Hair Architects	Leon Young	3650 W. Martin Luther King Jr. Blvd. #241, Los Angeles, CA 90008	8	2	Service	8/18/2022	10/6/2022	CLAX
Traps Clothing	Ahn Ji Pack	3650 W. Martin Luther King Jr. Blvd., Suite 276, Los Angeles, CA 90008	8	14	Retail	8/18/2022	10/6/2022	CLAX
Southern Girl Desserts	Catarah Coleman	3650 West Martin Luther King Jr. Blvd., Suite 100 Los Angeles, CA 90008	8	7	Service	8/18/2022	10/6/2022	CLAX
1st Choice Driving and Traffic School	Gibert Carrillo	4112 Crenshaw Blvd. Los Angeles, CA 90008	10	9	Service	8/18/2022	10/6/2022	CLAX
Highly Favored Hair Studio	Barrington Edwards	4425 Crenshaw Blvd., Los Angeles, CA 90043	8	2	Service	8/18/2022	10/6/2022	CLAX
Floral Palace Landscape Design	Karen Bragg	4830 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Retail	8/18/2022	10/6/2022	CLAX

Attachment C: BIF Grant Matrix from October 1, 2021 to December 31, 2021

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Muyo Bati Properties	Dr. Gudata Hinika	5141 S. Crenshaw Blvd., Los Angeles, CA 90043	8	15	Commercial Property Owner	8/18/2022	10/6/2022	CLAX
Candace Cohen - Hair Stylist	Candace Cohen	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	8/18/2022	10/6/2022	CLAX
Mytuch Hair Salon	Jeffrey Hubbard	5445 Crenshaw Blvd., Los Angeles, CA 90043	8	15	Service	8/18/2022	10/6/2022	CLAX
Akimoto Chiropractic Office	Dr. Arthur Akimoto	712 East 1st Street, Los Angeles, CA 90012	14	34	Professional	8/18/2022	10/6/2022	LTRC
Friedman & Friedman Law Office	Ira Friedman	9454 Wilshire Blvd., Suite 313, Beverly Hills, CA 90212	City of Beverly Hills	29	Professional	8/18/2022	10/6/2022	PLE2
Edibles Coffee Shop	Jeff Min	1888 Century Park East #LL30, Los Angeles, CA 90067	5	5	Service	9/8/2022	11/4/2022	PLE2
Ninth Wave Custom Framing	Tucker Boyd	3411 W. 54th Street, Los Angeles, CA 90043	8	22	Retail	9/8/2022	11/4/2022	CLAX
Ultimate Jewelz	Akber Mohammed	3650 W. Martin Luther King Jr. Blvd. #LR9, Los Angeles, CA 90008	8	3	Retail	9/8/2022	11/4/2022	CLAX
Cellular Repair Pro	Faisal Mallick	3650 W. Martin Luther King Jr. Blvd., Suite LR-5, Los Angeles, CA 90008	8	2	Retail	9/8/2022	11/4/2022	CLAX
Floral Palace Landscape Design	Karen Bragg	4830 Crenshaw Blvd., Los Angeles, CA 90043	8	25	Retail	9/8/2022	11/4/2022	CLAX
Coffee Bean	Dong Lee	5115 Wilshire Blvd., Unit G, Los Angeles, CA 90036	4	2	Service	9/8/2022	11/4/2022	PLE
Cyber City E-Sports Center	Paul Seo	5166 Wilshire Blvd., Los Angeles, CA 90036	4	5	Service	9/8/2022	11/4/2022	PLE

Attachment C: BIF Grant Matrix from October 1, 2021 to December 31, 2021

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Candace Cohen - Hair Stylist	Candace Cohen	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	9/8/2022	11/4/2022	CLAX
Salon H by Sally Styles	Sally Henley	8383 Wilshire Blvd., Suite #50-9, Beverly Hills, CA 90211	City of Beverly Hills	2	Service	9/8/2022	11/4/2022	PLE
Unismog	Don Sharma	1201 W. Manchester Ave., Inglewood, CA 90301	3	9	Service	10/6/2022	11/17/2022	CLAX
The Shave Place	Cristina Gonzales	2049 Century Park East, Suite ROL13, Los Angeles, CA 90067	5	5	Service	10/6/2022	11/17/2022	PLE2
Ninth Wave Custom Framing	Tucker Boyd	3411 W. 54th Street, Los Angeles, CA 90043	8	22	Retail	10/6/2022	11/17/2022	CLAX
Ultimate Jewelz	Akber Mohammed	3650 W. Martin Luther King Jr. Blvd. #LR9, Los Angeles, CA 90008	8	3	Retail	10/6/2022	11/17/2022	CLAX
LA Customize Cellular	Modasir Mallick	3650 W. Martin Luther King Jr. Blvd., #LR-3, Los Angeles, CA 90008	8	6	Retail	10/6/2022	11/17/2022	CLAX
1st Choice Driving and Traffic School	Gibert Carrillo	4112 Crenshaw Blvd. Los Angeles, CA 90008	10	9	Service	10/6/2022	11/17/2022	CLAX
Lala Massage	Gisli Youngblood	5571 W. Manchester Ave., Los Angeles, CA 90045	11	11	Service	10/6/2022	11/17/2022	CLAX
Heather Abuel Hair	Heather Abuel	8383 Wilshire Blvd., #50 Studio 12, Los Angeles, CA 90008	City of Beverly Hills	4	Service	10/6/2022	11/17/2022	PLE
Glamorus Look	Abdul Irshad Mohammad	3650 W. Martin Luther King Jr. Blvd. #8, Los Angeles, CA 90008	8	4	Retail	10/6/2022	11/17/2022	CLAX
Magnificent Brothers	Simone Santiel	4267 Crenshaw Blvd., Los Angeles, CA 90008	8	59	Service	10/6/2022	11/17/2022	CLAX
Status Collection & Co.	Jeremiah Spielman	8383 Wilshire Blvd., #112, Los Angeles, CA 90008	City of Beverly Hills	5	Retail	10/6/2022	11/17/2022	PLE

Attachment C: BIF Grant Matrix from October 1, 2021 to December 31, 2021

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
LA Customize Cellular	Modasir Mallick	3650 W. Martin Luther King Jr. Blvd., #LR-3, Los Angeles, CA 90008	8	6	Retail	10/13/2022	11/17/2022	CLAX
Game Force	AJ Singh	3650 W. Martin Luther King Jr. Blvd., Suite 102, Los Angeles, CA 90008	8	17	Retail	10/13/2022	11/17/2022	CLAX
Heather Abuel Hair	Heather Abuel	8383 Wilshire Blvd., #50 Studio 12, Los Angeles, CA 90008	City of Beverly Hills	4	Service	10/13/2022	11/17/2022	PLE
Magnificent Brothers	Simone Santiel	4267 Crenshaw Blvd., Los Angeles, CA 90008	8	59	Service	10/13/2022	11/17/2022	CLAX
Status Collection & Co.	Jeremiah Spielman	8383 Wilshire Blvd., #112, Los Angeles, CA 90008	City of Beverly Hills	5	Retail	10/13/2022	11/17/2022	PLE
Mystic Flowers and Gardens	James Sherer	1875 Century Park East, Suite 500, Los Angeles	5	15	Retail	11/3/2022	12/8/2022	PLE2
Levon's Jewelry	Levon Nazlikian	3650 W. Martin Luther King Jr. Blvd., 236, Los Angeles, CA 90008	8	27	Retail	11/3/2022	12/8/2022	CLAX
Pink Memory	Stephanie Zhang	3650 West Martin Luther King Jr. Blvd., Suite 259 Los Angeles, CA 90008	10	7	Retail	11/3/2022	12/8/2022	CLAX
Beverly Hills Permanent Makeup	Atefeh Shariat	9730 Wilshire Blvd., Suite 105, Beverly Hills, CA 90212	City of Beverly Hills	6	Service	11/3/2022	12/8/2022	PLE2
Comoncy Westwood	Kevin Khalili	10900 Wilshire Blvd., #170A, Los Angeles, CA 90024	4	5	Retail	11/15/2022	12/8/2022	PLE3
Habanero Grill	Dodi Maghsoudi	2000 Avenue of the Stars, Los Angeles #25, CA 90067	5	12	Service	11/15/2022	12/8/2022	PLE2
Elegant Chic Purse	Chinyere Jackson	3650 Martin Luther King Blvd., 17 Los Angeles, CA 9008	8	7	Retail	11/15/2022	12/8/2022	CLAX
Dental Playground	Dr. Peter Bae	3651 S. Crenshaw Blvd., Los Angeles, CA 90016	10	6	Service	11/15/2022	12/8/2022	CLAX

Attachment C: BIF Grant Matrix from October 1, 2021 to December 31, 2021

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
The Smiley Group, Inc.	Tavis Smiley	4434 Crenshaw Blvd., Los Angeles, CA 90043	8	22	Service	11/15/2022	12/8/2022	CLAX
The Smiley Group, Inc.	Tavis Smiley	4434 Crenshaw Blvd., Los Angeles, CA 90043	8	22	Service	11/15/2022	12/8/2022	CLAX
For Show Beauty & Barber	Jamaro Gibbs	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	9	Service	11/15/2022	12/8/2022	CLAX
Compro Tax	Olivia Ridgway	5349 Crenshaw Blvd., Los Angeles, CA 90043	8	8	Service	11/15/2022	12/8/2022	CLAX
Classic Grill	Sung Yoon	5569 West Manchester Ave., Los Angeles, CA 90045	11	11	Retail	11/15/2022	12/8/2022	CLAX
Status Collection & Co.	Jeremiah Spielman	8383 Wilshire Blvd., Suite 112, Beverly Hills, CA 90211	City of Beverly Hills	5	Retail	11/15/2022	12/8/2022	PLE
Cohan Law Group, APC	Peyman Cohan	8383 Wilshire Blvd., Suite 935, Beverly Hills, CA 90211	City of Beverly Hills	17	Professional	11/15/2022	12/8/2022	PLE
Cuvee	Dodi Maghsoudi	2000 Avenue of the Stars, Los Angeles #35, CA 90067	5	12	Service	12/1/2022	2/9/2023	PLE2
Dental Playground	Dr. Peter Bae	3651 S. Crenshaw Blvd., Los Angeles, CA 90016	10	6	Service	12/1/2022	2/9/2023	CLAX
Classic Grill	Sung Yoon	5569 West Manchester Ave., Los Angeles, CA 90045	11	11	Retail	12/1/2022	2/9/2023	CLAX
Noble Gateway Cleaners	Fereydoon Fairman	1925 Century Park East, Suite F, Los Angeles, CA 90067	5	24	Service	12/8/2022	2/9/2023	PLE2
Elegant Chic Purse	Chinyere Jackson	3650 Martin Luther King Blvd., 17 Los Angeles, CA 9008	8	7	Retail	12/8/2022	2/9/2023	CLAX
Elegant Chic Purse	Chinyere Jackson	3650 Martin Luther King Blvd., 17 Los Angeles, CA 9008	8	7	Retail	12/8/2022	2/9/2023	CLAX
Babacar African Braids	Babacar Ndiaye	4118 1/2 Crenshaw Blvd., Los Angeles, CA 90008	8	4	Service	12/8/2022	2/9/2023	CLAX
Candace Cohen - Hair Stylist	Candace Cohen	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	12/8/2022	2/9/2023	CLAX

Attachment C: BIF Grant Matrix from October 1, 2021 to December 31, 2021

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
For Show Beauty & Barber	Jamaro Gibbs	5330 Crenshaw Blvd., Los Angeles, CA 90043	8	9	Service	12/8/2022	2/9/2023	CLAX
Tara Love Hair	Tara Love	8383 Wilshire Blvd., Suite 50 Studio 106, Beverly Hills, CA 90211	City of Beverly Hills	6	Service	12/8/2022	2/9/2023	PLE
Beverly Hills Travel	Farzad Nosrati	8383 Wilshire Blvd., Suite 50 Suite 106	City of Beverly Hills	6	Service	12/8/2022	2/9/2023	PLE

ATTACHMENT D1

CLIENT SATISFACTION SURVEY

Metro Business Interruption Fund (BIF)
Client Satisfaction Survey

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

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

   Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied

2. **Please rate us on the following experiences:**

   Customer Service

   Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied

   Professionalism

   Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied

   Quality of Services

   Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied

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

   Very Likely | Likely | Neutral | Unlikely | Very Unlikely

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

   Very Likely | Likely | Neutral | Unlikely | Very Unlikely

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

   _____

   _____

Attachment D1

ATTACHMENT D2

CLIENT PROCESS EVALUATION FORM

Metro Business Interruption Fund (BIF)
Client Process Evaluation Form

Dear BIF Client:

The desire of the Metro Business Interruption Fund (BIF) is to make the process of applying to the BIF as meaningful and beneficial as possible for our clients. You can help us by completing this form and returning it to us.

BIF BUSINESS ADVISOR NAME: _____

1. Do you presently own or manage a business? ☐ Yes ☐ No

2. How did you hear about the BIF?
   - ☐ Friend
   - ☐ Business Solutions Center (BSC)
   - ☐ Community Organization: _____
   - ☐ Community Event: _____
   - ☐ Workshop: _____
   - ☐ Other: _____
   - ☐ SBDC
   - ☐ Metro
   - ☐ Newspaper (name): _____
   - ☐ Radio/TV: _____
   - ☐ Little Tokyo Small Business Assistance Center
   - ☐ Pacific Coast Regional (PCR)

3. Was the BIF application form easy to complete and submit? ☐ Yes ☐ No

4. Did you receive an appointment with a BIF Business Advisor in a timely manner? ☐ Yes ☐ No

5. Was your initial contact with the BIF informative and friendly? ☐ Yes ☐ No
   If no, please comment: _____

6. Are you satisfied with the assistance you received? ☐ Yes ☐ No
   If no, please comment: _____

7. Are you getting the assistance you need at this time? ☐ Yes ☐ No ☐ Unsure
   If no or unsure, please explain: _____

8. Did you receive specific recommendations and /or referral services from the BIF Business Advisor? ☐ Yes ☐ No ☐ NA

9. Were there advising areas where we were not able to assist you? ☐ Yes ☐ No
   If yes, please list those areas: _____

10. Was the overall BIF application process smooth? ☐ Yes ☐ No

11. Generally speaking, how would you rate the business advising services you received at the BIF?
    - ☐ Excellent
    - ☐ Very Good
    - ☐ Good
    - ☐ Fair
    - ☐ Poor

12. Any additional comments? _____

Thank you for your time and consideration. If you would like us to contact you regarding any of your concerns please check the box and leave a phone number.

☐ Please contact me at _____