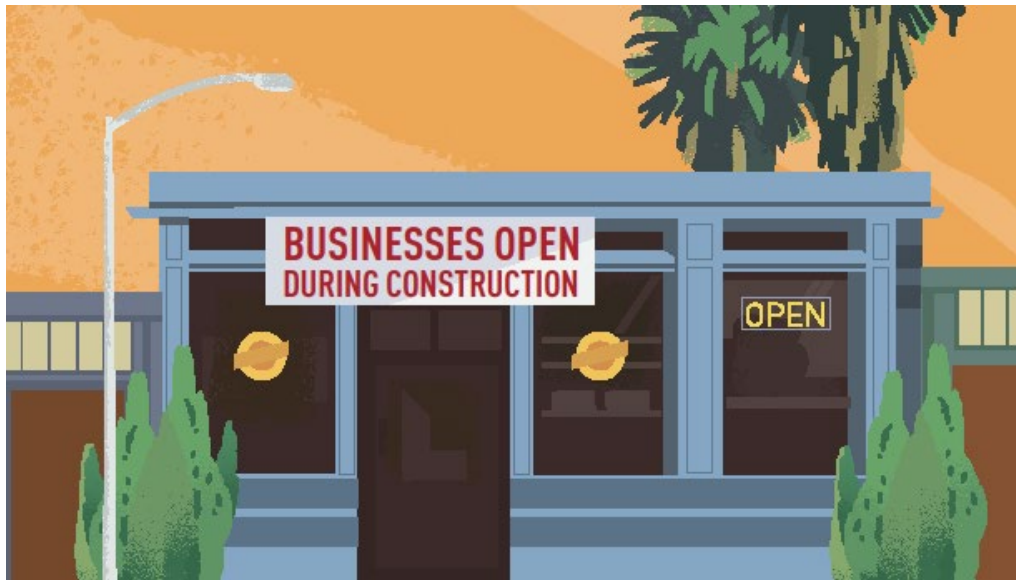




Metro®



**Metro Pilot Business Interruption Fund
(BIF)
Biannual Status Report
January 1, 2022 – June 30, 2022**



Prepared by

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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
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 January 1, 2022 – June 30, 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 – June 30, 2022)

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

2017			2018		
Month	# of Grants	Amount	Month	# of Grants	Amount
January 2017	27	\$843,727.17	January 2018	22	\$610,285.99
February 2017	18	\$444,990.97	February 2018	25	\$428,845.44
March 2017	29	\$696,594.41	March 2018	27	\$513,989.41
April 2017	15	\$280,753.38	April 2018	16	\$364,868.06
May 2017	19	\$487,050.65	May 2018	22	\$677,901.25
June 2017	10	\$332,114.38	June 2018	27	\$659,540.72
July 2017	19	\$578,981.12	July 2018	20	\$592,532.11
August 2017	30	\$602,913.53	August 2018	20	\$600,346.34
September 2017	25	\$680,033.23	September 2018	9	\$275,834.87
October 2017	13	\$267,708.03	October 2018	18	\$561,910.43
November 2017	19	\$460,851.28	November 2018	20	\$589,952.10
December 2017	18	\$522,374.39	December 2018	19	\$580,939.33
Total	242	\$6,198,092.54	Total	245	\$6,456,946.05

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

2020		
Month	# of Grants	Amount
January 2020	17	\$534,344.29
February 2020	19	\$387,758.21
March 2020	11	\$265,334.70
April 2020	29	\$753,143.72
May 2020	15	\$521,280.57
June 2020	13	\$544,425.30
July 2020	13	\$419,177.32
August 2020	12	\$347,998.67
September 2020	10	\$227,711.66
October 2020	18	\$453,788.32
November 2020	6	\$197,892.14
December 2020	7	\$196,650.45
Total	170	\$4,849,505.35

2021		
Month	# of Grants	Amount
January 2021	11	\$387,427.46
February 2021	11	\$228,802.63
March 2021	7	\$202,535.29
April 2021	9	\$239,170.85
May 2021	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 2021	0	\$0.00
August 2021	0	\$0.00
September 2021	0	\$0.00
October 2021	0	\$0.00
November 2021	0	\$0.00
December 2021	0	\$0.00
Total	51	\$1,295,878.64

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	51	\$1,295,878.64
Total	1393	\$34,810,759.78

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 (408/433)	100%	94%	*Based on 433 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 12 months (long term 371/424)	100%	88%	*Based on 424 businesses post grant award
	*Number of businesses remaining in business post grant award/support for: 24 months (long term, 306/404)	100%	76%	*Based on 404 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	56	23.83%	5	2.13%	174	74.04%
PLE1	91	16	17.58%	3	3.30%	72	79.12%
PLE2	51	1	1.96%	1	1.96%	49	96.08%
LTRC	33	6	18.18%	5	15.15%	22	66.67%
2BRC	23	3	13.04%	2	8.70%	18	78.26%
Total	433	82	18.94%	16	3.70%	335	77.37%

4.1 Job Retention

Job Retention by Corridor			
Rail Corridor	Full Time	Part Time	Total
Crenshaw/LAX	279	145	424
Purple Line Extension Section 1	190	155	345
Purple Line Extension Section 2	171	76	247
Purple Line Extension Section 3	0	0	0
Little Tokyo Area R/C	119	50	169
2nd and Broadway R/C	53	24	77
Total	812	450	1262

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

5.1 Summary Statistics at a Glance

- **Biannual: January 1, 2022 – June 30, 2022**
 - › Number of Applications Received: 63
 - › Number of Applications Approved: 51
 - › Number of Applications Pending Completion: 12
 - › Number of Applications Deemed Ineligible: 0
 - › Number of Applications Not Eligible: 0
 - › Number of Applications Denied: 0
 - › Value of Grants Approved: \$1,295,878.64
- **Program-to-Date: March 1, 2015 – June 30, 2022**
 - › Total Number of Applications Received: 1673
 - › Total Number of Applications Approved: 1393
 - › Number of Applications Pending Completion: 154
 - › Number of Applications Not Eligible: 124
 - › Number of Applications Denied: 2
 - › *Total % of Grants Approved: 90.04%
 - › Total Value of Grants Approved: \$34,810,759.78
- 91.69% of grantees received the total amount of the grant award
- 7.42% 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 432 businesses approved as of this reporting period;
 - › 118 businesses were in operation 2-5 years
 - › 95 businesses were in operation 6-10 years
 - › 117 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. Section 1	Purple Line Ext. Section 2	Little Tokyo Area R/C	2nd/Broadway Area R/C	Total
2015	199	12	0	10	2	223
2016	131	73	0	64	24	292
2017	125	90	9	26	18	268
2018	182	54	34	6	0	276
2019	153	41	38	2	0	234
2020	111	28	31	6	0	20
2021	87	20	29	5	0	1313
January 2022	4	1	1	0	0	6
February 2022	6	5	2	0	0	13
March 2022	7	4	4	0	0	15
April 2022	5	1	2	1	0	9
May 2022	6	1	1	0	0	8
June 2022	5	3	4	0	0	12
Total	1021	333	155	120	44	1673

Total Number of Applications Received - 1673

Total Number of Applications Approved as Grants - 1393

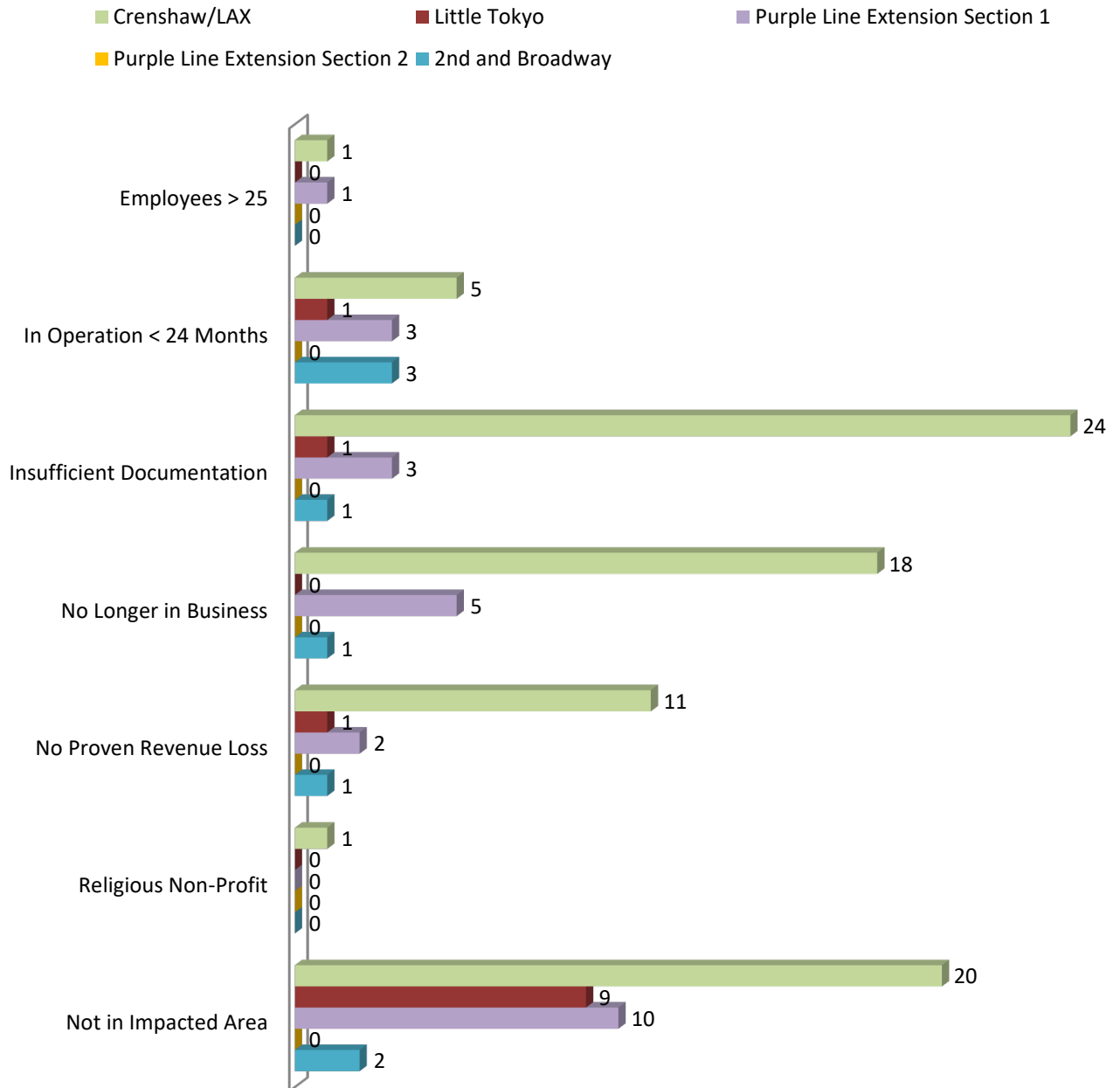
Total Number of Non- Eligible Applications - 124

Total Number of Applications Denied - 2

Total Number of Incomplete Applications (Pending Financial Documents) – 154

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 **11** outreach activities occurred. PCR participated in: **three** outreach events in **Crenshaw/LAX (CLAX)**, **three** outreach events in **Purple Line Extension Section 1 (PLE1)**, **three** outreach events in **Purple Line Extension Section 2 (PLE2)**, **two** 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
(January 1, 2022 – June 30, 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	1	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	7	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 – June 30, 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	58	62	7	23	0
*Direct In Person Canvassing	122	116	78	7	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	252	190	144	14	52	41

Community Meetings/Presentations: During this reporting period, PCR participated in **19** 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 beginning. 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	0	\$0.00
August 2022	0	\$0.00
September 2022	0	\$0.00
October 2022	0	\$0.00
November 2022	0	\$0.00
December 2022	0	\$0.00
Total	850	\$21,189,345.62

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

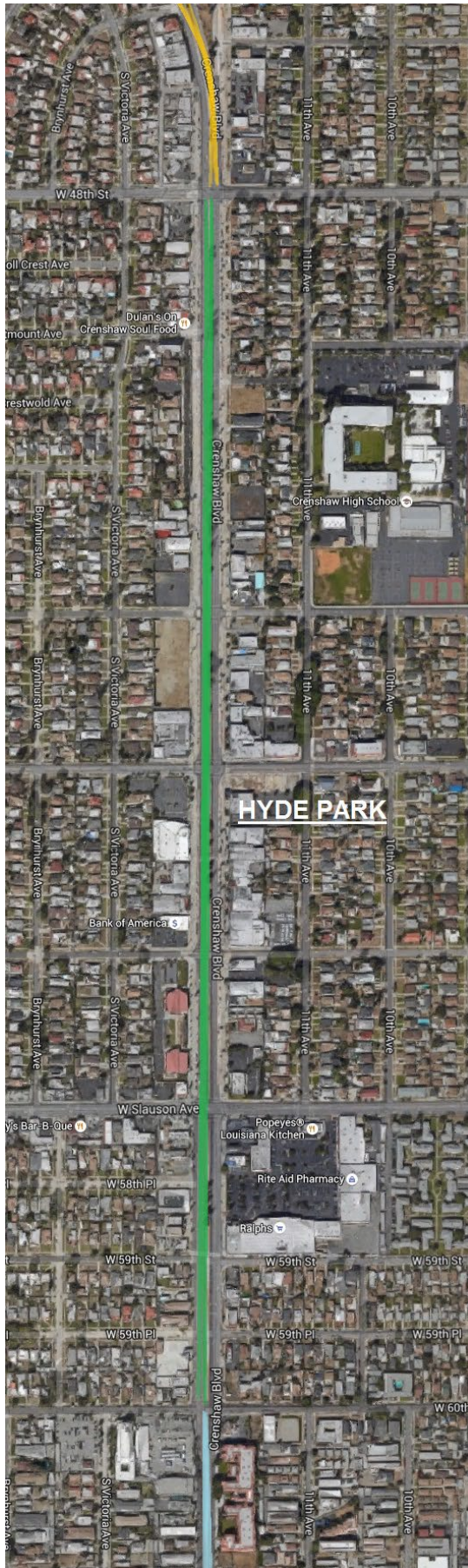
Downtown Inglewood - N. Prairie Avenue to N. Cedar Avenue

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

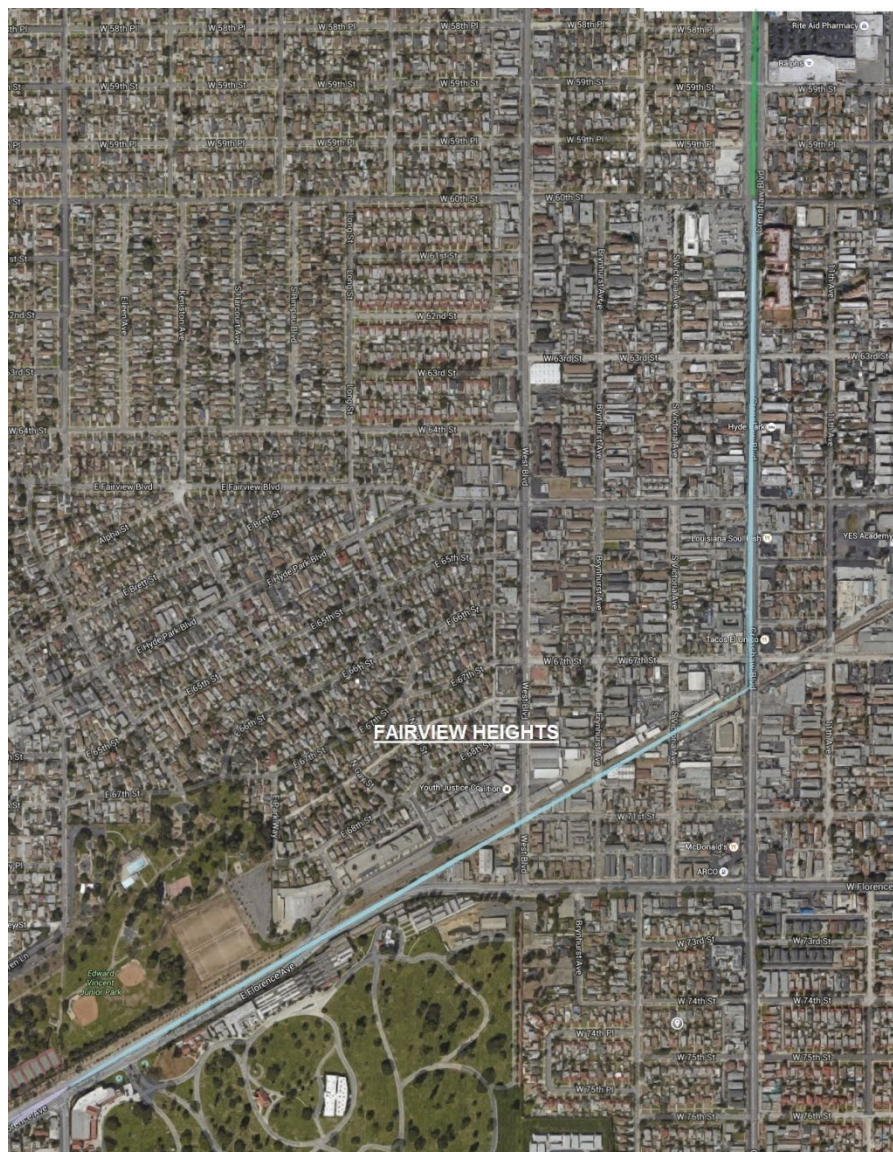
Aviation/Century - W. Arbor Vitae Street to W. Century Boulevard



**NUMBER
OF
GRANTS****TOTAL GRANT
AMOUNT****SECTION****43****\$1,117,454.68****CRENSHAW/
EXPOSITION****12****\$138,813.12****CRENSHAW
SQUARE****78****\$2,245,371.25****MARTIN
LUTHER KING,
JR.****336****\$7,548,790.26****BALDWIN
CRENSHAW
MALL****89****\$2,203,816.97****LEIMERT PARK****20****\$265,922.77****LEIMERT PARK
BUSINESSES**



207	\$5,290,942.71
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**NUMBER
OF
GRANTS**

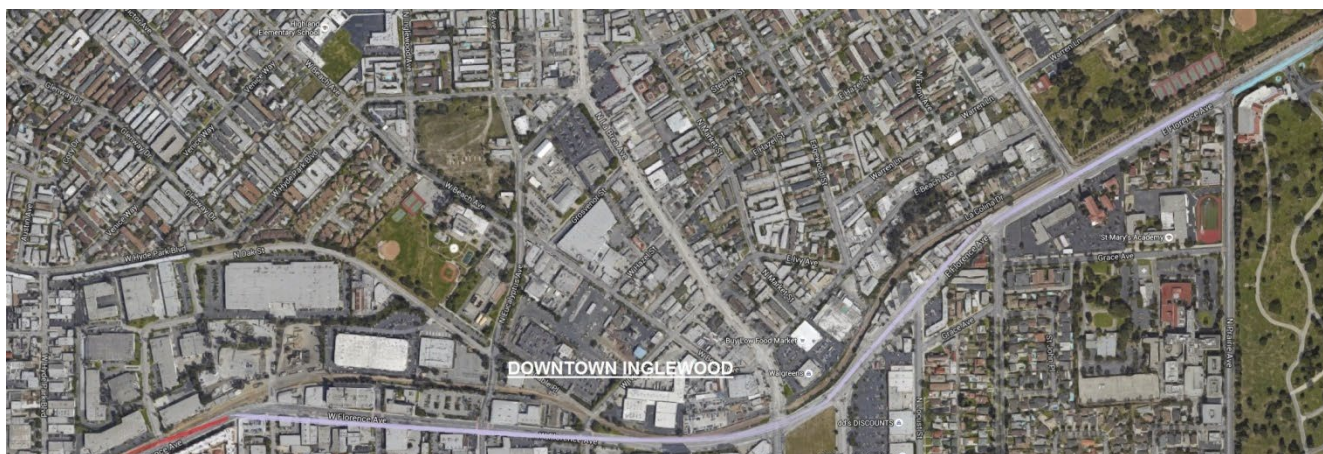
**TOTAL GRANT
AMOUNT**

SECTION

17

\$561,186.18

**FAIRVIEW
HEIGHTS**



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

*No Grants Approved as of June 30, 2022



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

48

\$1,817,047.68

**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	0	\$0.00
August 2022	0	\$0.00
September 2022	0	\$0.00
October 2022	0	\$0.00
November 2022	0	\$0.00
December 2022	0	\$0.00
Total	106	\$2,279,761.21

Little Tokyo Area of the Regional Connector

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

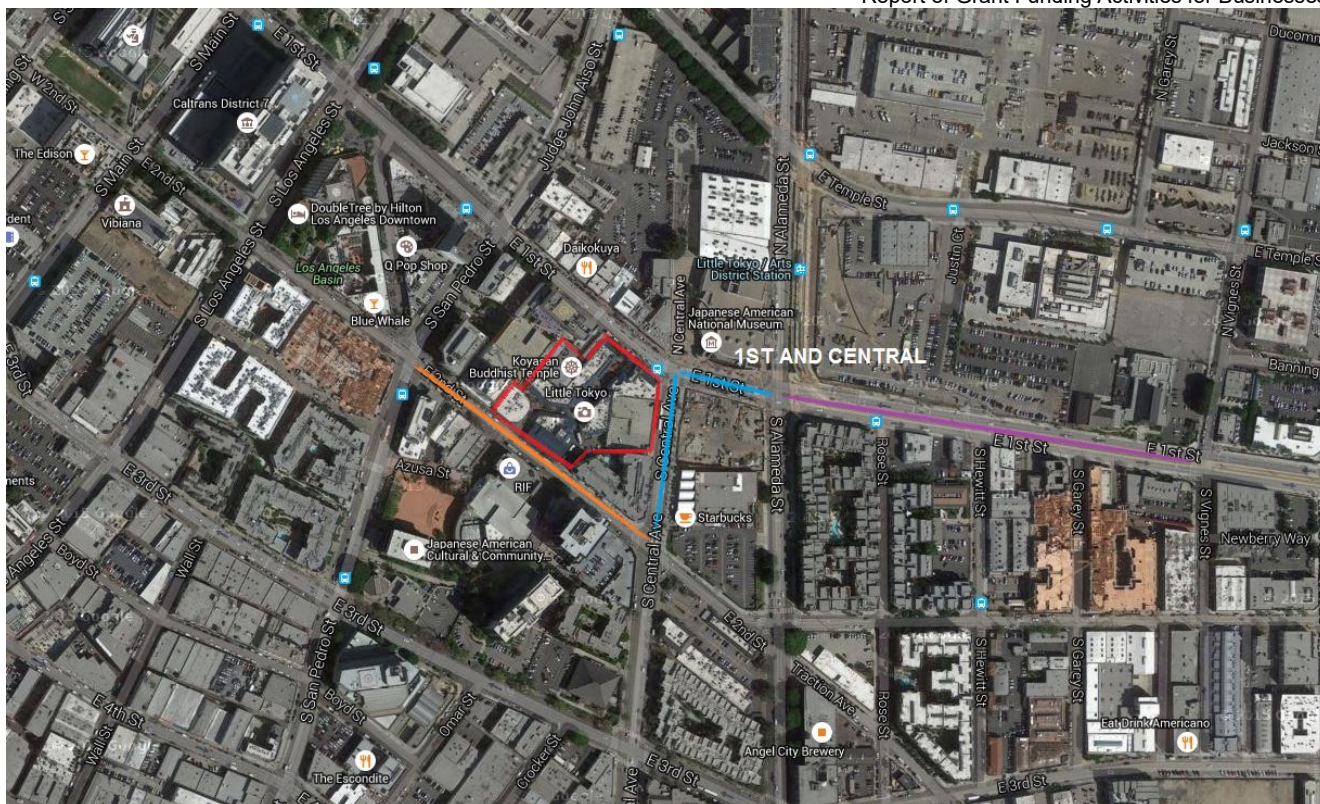
East of Alameda (1st Street)

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
37	\$851,627.95	EAST OF ALAMEDA
12	\$386,386.92	1 ST AND CENTRAL
20	\$295,975.37	2 ND STREET
37	\$745,770.97	JAPANESE VILLAGE PLAZA

8.1.3 2nd & Broadway Segment of the Regional Connector**Table 3. Total Grant Amount by Month – 2nd & Broadway R/C**

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

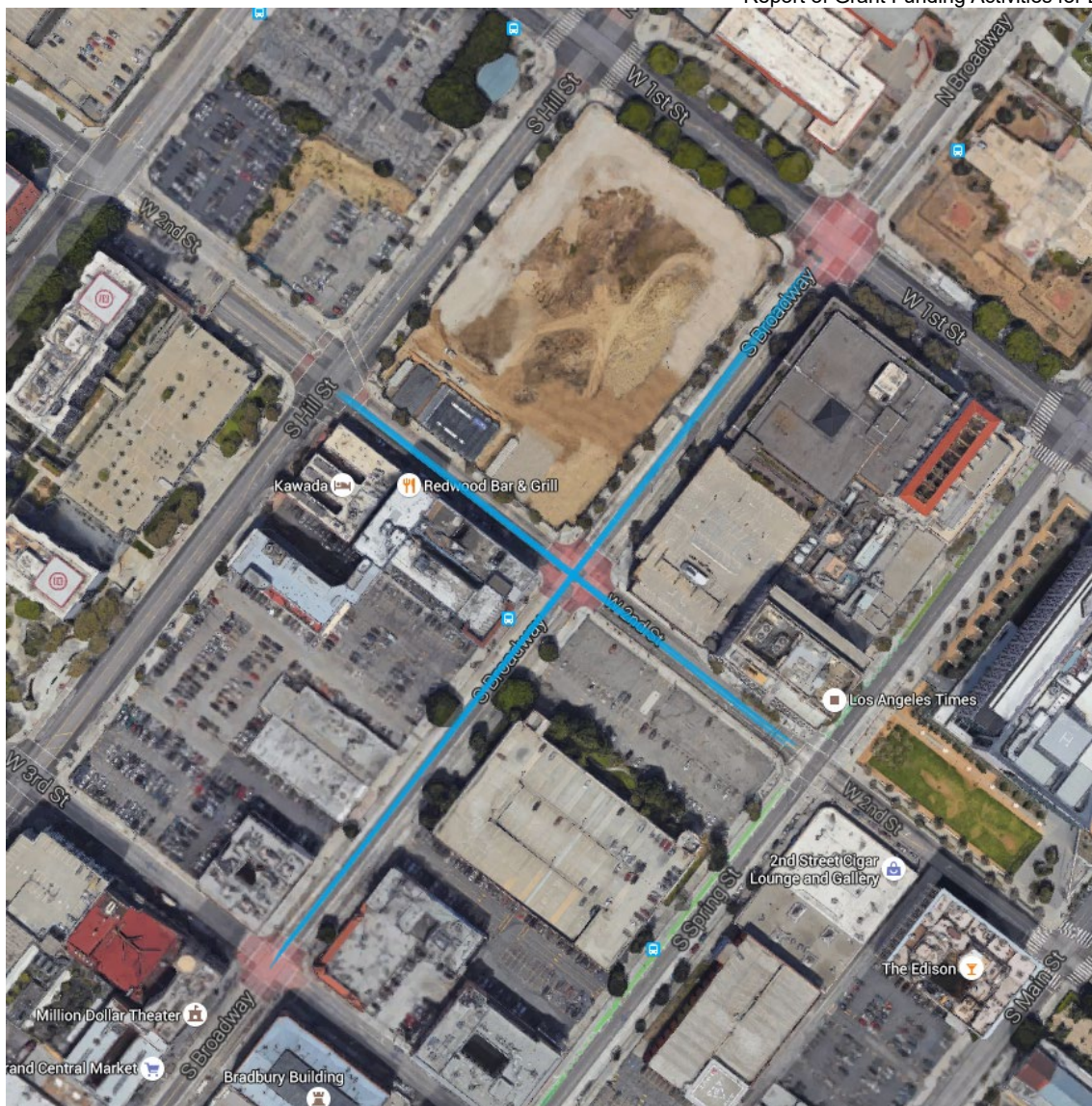
Project area eligibility for the 2nd/Broadway segment of the Regional Connector ended June 30, 2017. Information shown in this report is reflective of its historical performance.

2nd & Broadway Segment of the Regional Connector

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

2nd & Broadway





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

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

Purple Line Extension Section 1		
	Grants	Amount
2015	3	\$67,220.10
2016	63	\$1,236,423.81
2017	73	\$2,080,116.23
2018	42	\$1,220,905.19
2019	31	\$880,539.01
2020	30	\$763,062.44
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	0	\$0.00
August 2022	0	\$0.00
September 2022	0	\$0.00
October 2022	0	\$0.00
November 2022	0	\$0.00
December 2022	0	\$0.00
Total	267	\$6,767,380.78

Purple Line Extension Section 1

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

Wilshire/Western – Western to Rossmore

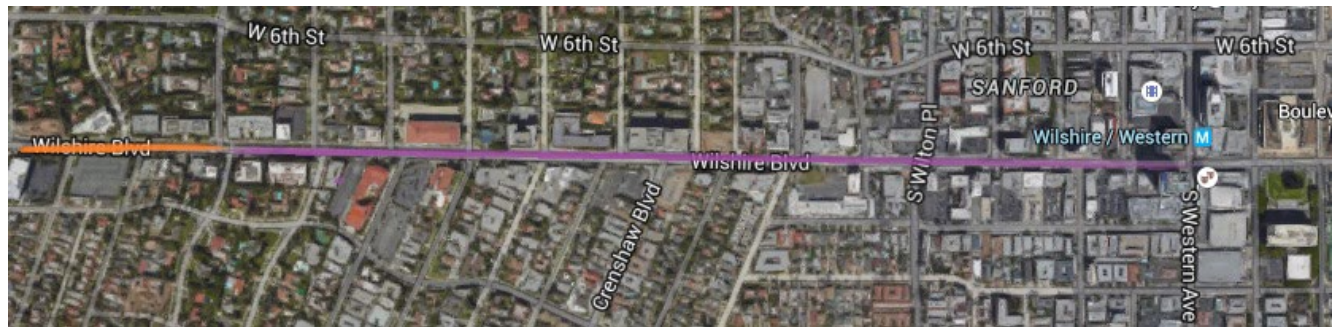
Wilshire/La Brea – Rossmore to Hauser

Wilshire/Fairfax – Hauser to Crescent Heights

Wilshire/La Cienega – Crescent Heights to La Cienega



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



**NUMBER
OF
GRANTS**

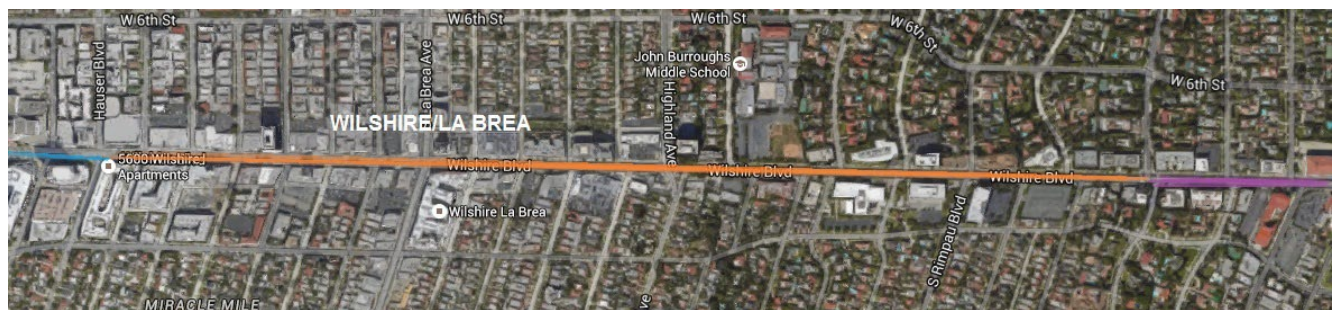
**TOTAL GRANT
AMOUNT**

SECTION

29

\$881,030.10

**WILSHIRE/
WESTERN**



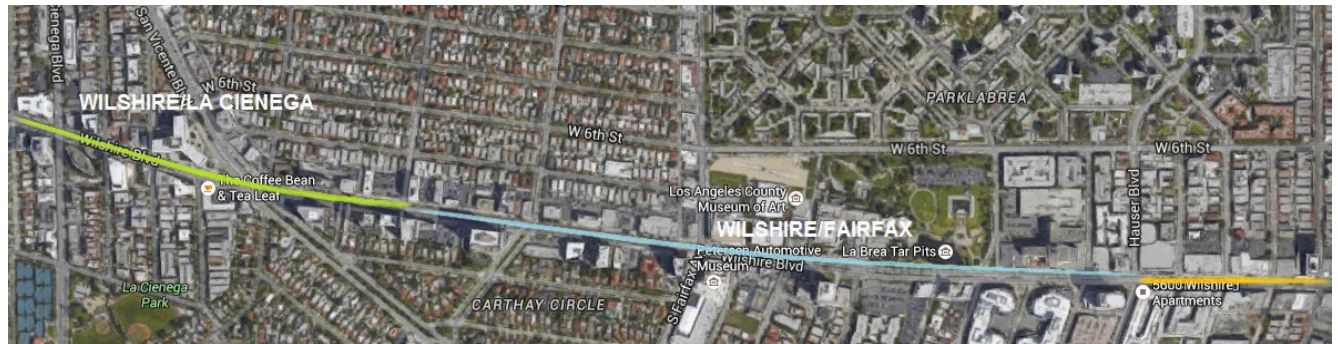
**TOTAL GRANT
AMOUNT**

SECTION

129

\$2,961,290.40

**WILSHIRE/
LA BREA**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

39

\$1,349,080.97

**WILSHIRE/
FAIRFAX**

70

\$1,575,979.31

**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	0	\$0.00
August 2022	0	\$0.00
September 2022	0	\$0.00
October 2022	0	\$0.00
November 2022	0	\$0.00
December 2022	0	\$0.00
Total	134	\$3,624,108.14

Purple Line Extension Section 2

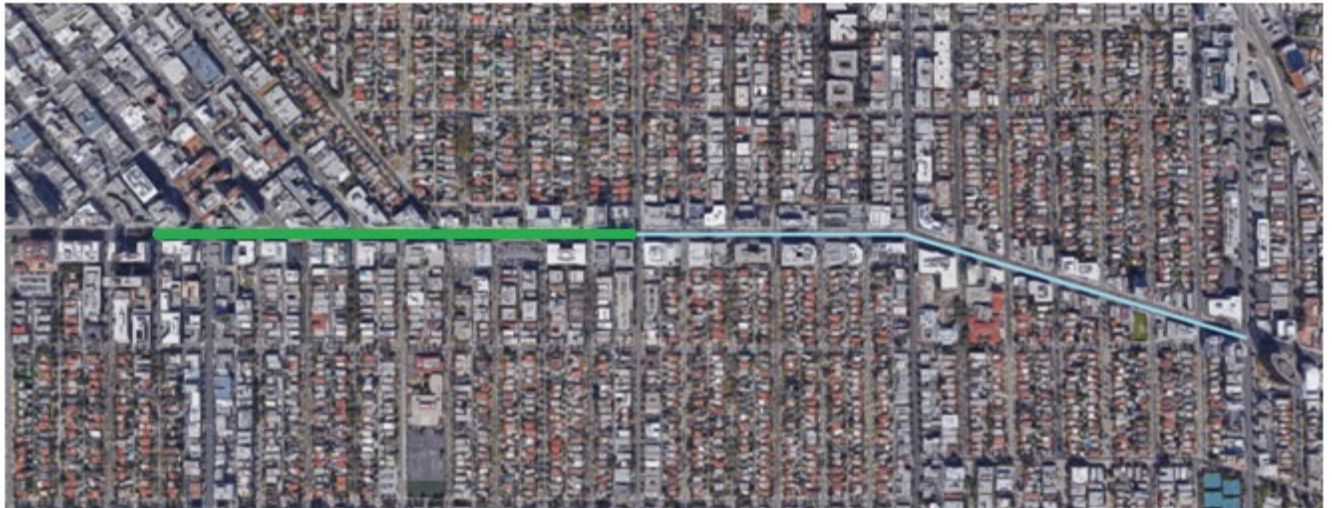
Metro Business Interruption Fund uses the following sections as impact areas:

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

81

\$2,361,222.96

**LA CIENEGA
WEST**

4

\$174,051.10

**WILSHIRE/
RODEO**



**NUMBER
OF
GRANTS**

**TOTAL GRANT
AMOUNT**

SECTION

0

\$0.00

CENTURY CITY MALL

49

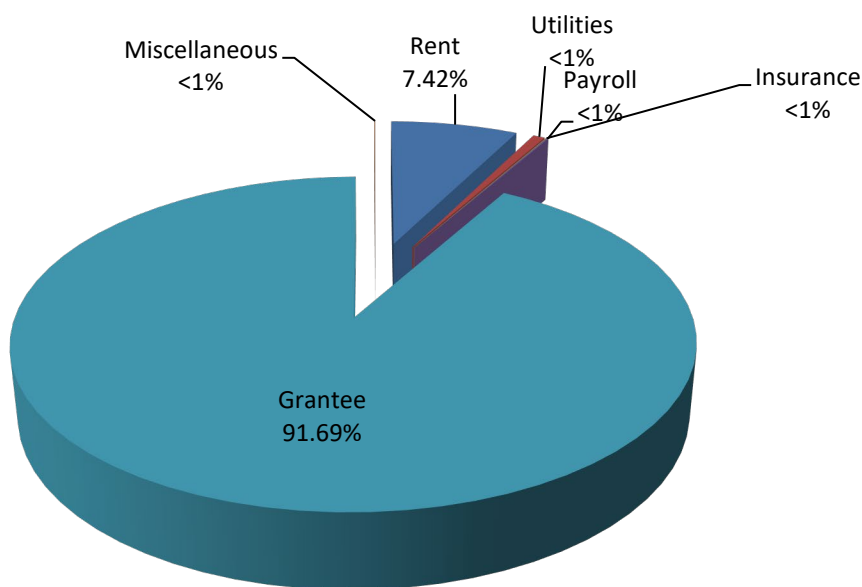
\$1,088,834.08

**CENTURY CITY/
CONSTELLATION**

9.1 Grantee Statistics

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

Figure 1: Grant Disbursement Payments by Type



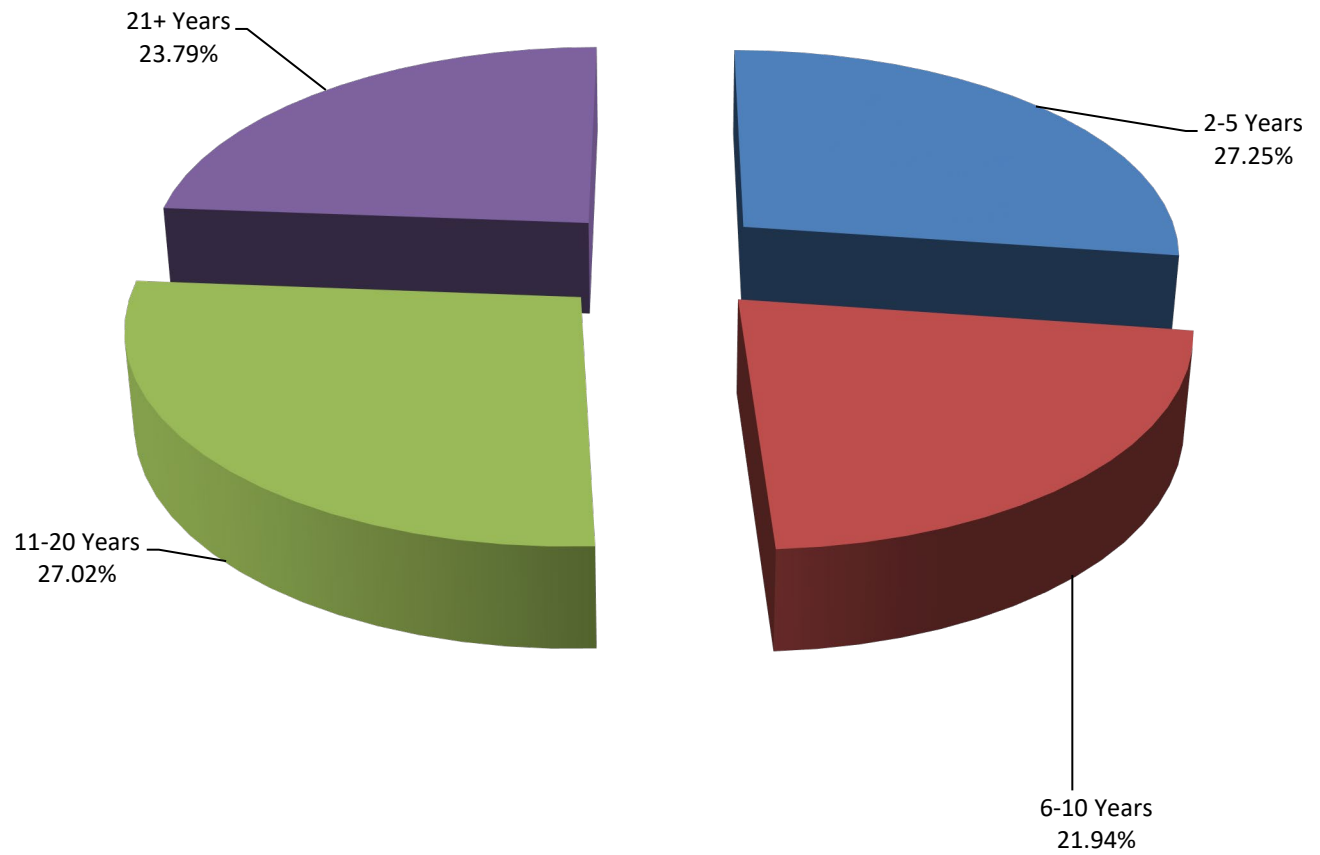
Grant Disbursement by Type		
Rent	\$	2,584,574.19
Utilities	\$	241,066.98
Insurance	\$	9,695.60
Payroll	\$	36,177.57
Grantee	\$	31,919,541.41
Miscellaneous	\$	19,704.03
Total	\$	34,810,759.78

* As per Metro BIF Administrative Guidelines, grant payments are first applied to cover past due amounts of the following fixed operating expenses before award is payable to the grantee:

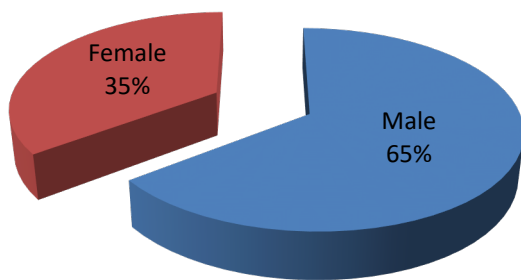
- Rent/Mortgage
- Utilities
- Insurance
- Payroll
- Other types of business related expenses

* Miscellaneous includes payments for the following business related expenses:

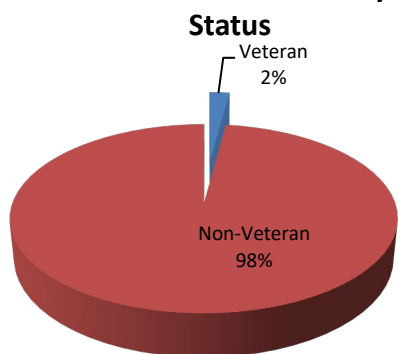
- Business Tax Certificate
- License Fees

Figure 2. Grant Disbursement by Years in Business

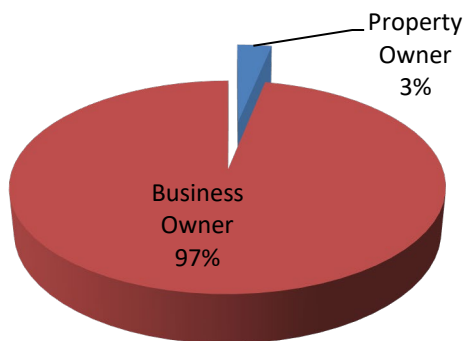
Business Age by Years	
2-5 Years	118
6-10 Years	95
11-20 Years	117
21+ Years	103

Figure 3: Grant Disbursement by Gender

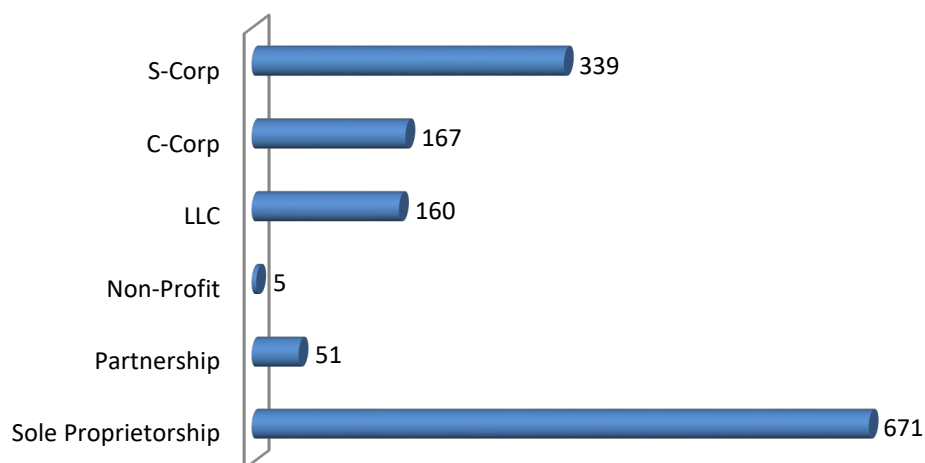
Grant Award by Gender	
Male	904
Female	489

Figure 4: Grant Disbursement by Veteran

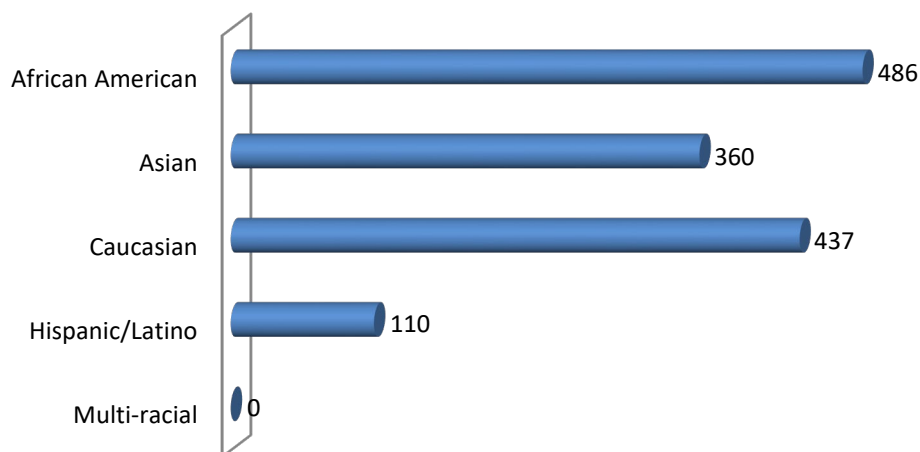
Grant Award by Veteran Status	
Veteran	28
Non-Veteran	1365

Figure 5: Property Owner vs. Business Owner

Property Owner vs. Business Owner	
Property Owner	45
Business Owner	1348

Figure 6: Grant Disbursement by Business Type

Grant Disbursement by Business Type	
S-Corp	339
C-Corp	167
LLC	160
Non-Profit	5
Partnership	51
Sole Proprietorship	671

Figure 7: Grant Disbursement by Ethnicity

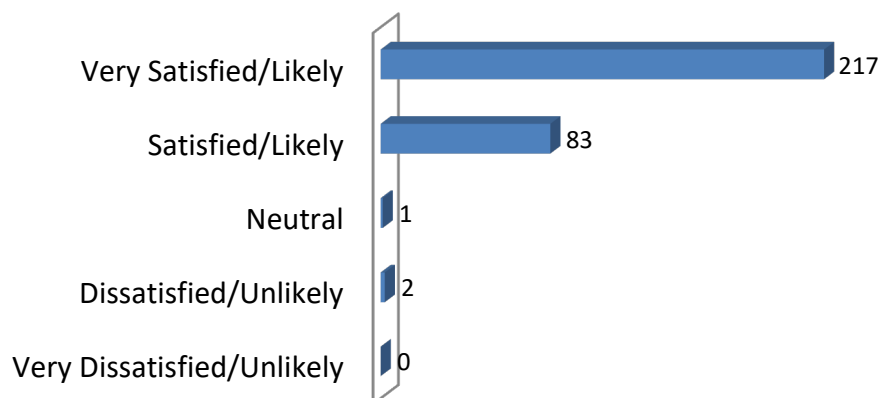
Grant Disbursement by Ethnicity	
African American	486
Asian	360
Caucasian	437
Hispanic/Latino	110
Multi-racial	0

10.1 Client Satisfaction Survey Report – Program to Date

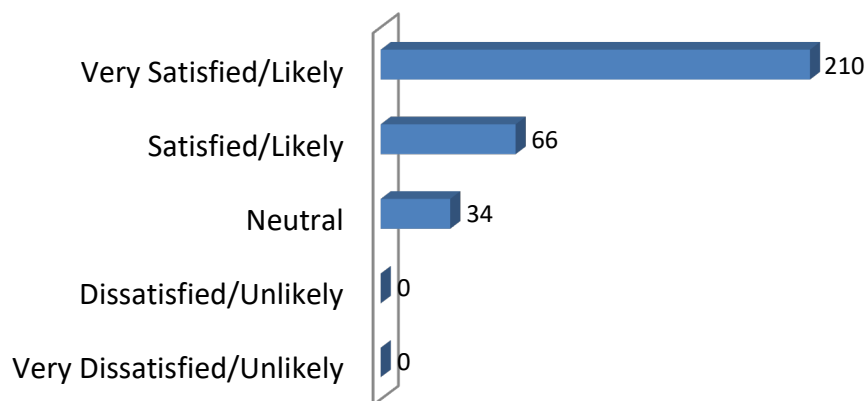
The intent of the client satisfaction survey is to assess the initial client experience and contact with the BIF Program process. This survey was distributed to BIF applicants after the first visit with their assigned Business Advisor.

*See Attachment D1 for actual survey administered.

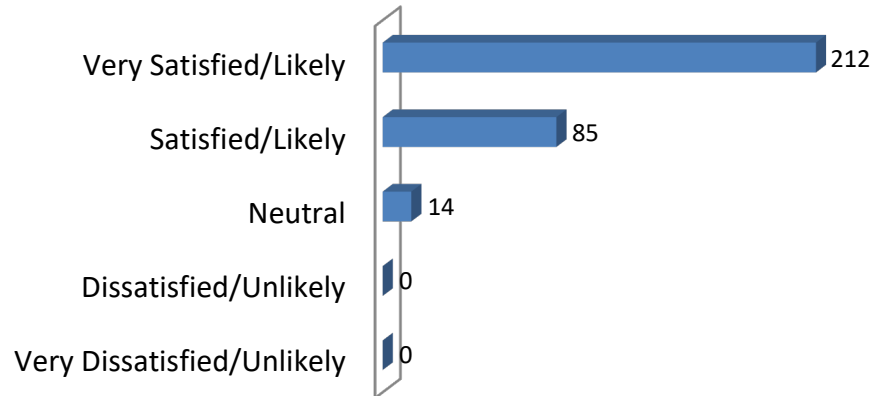
Question 1: How would you rate your overall satisfaction with us?



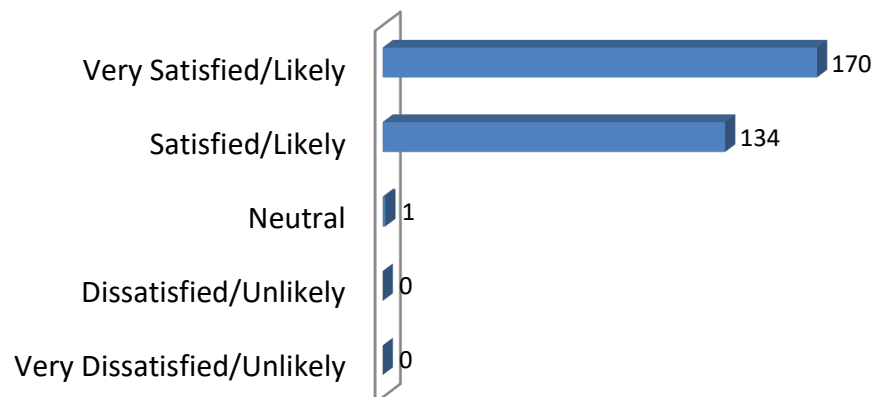
Question 2a: Please rate us on the following experiences: Customer Service

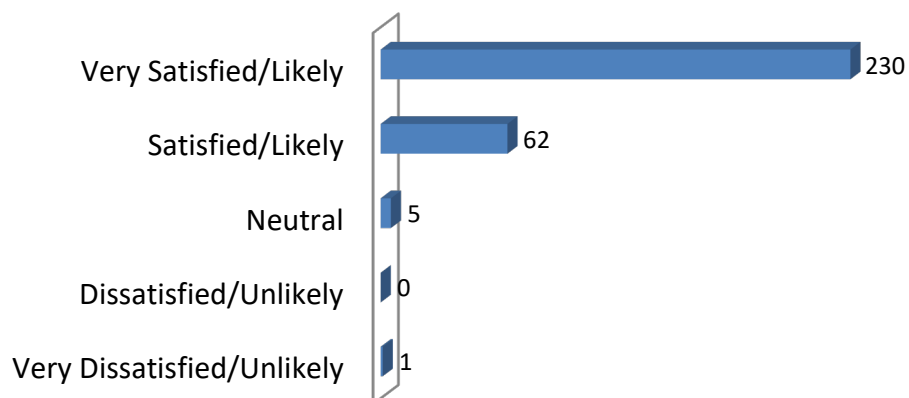
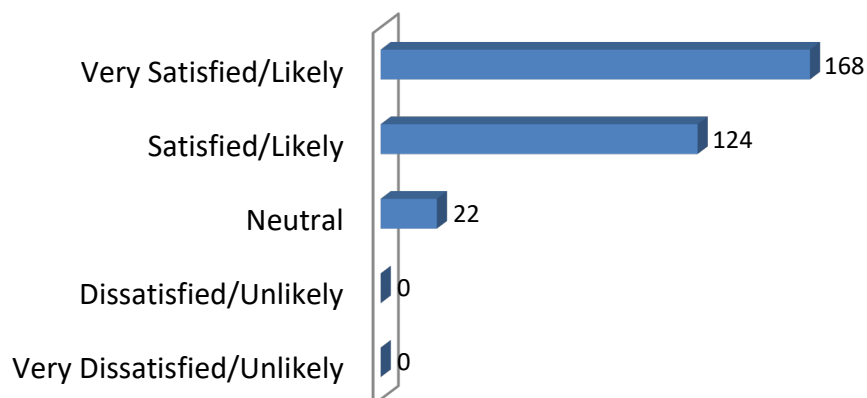


Question 2b: Please rate us on the following experiences: Professionalism



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

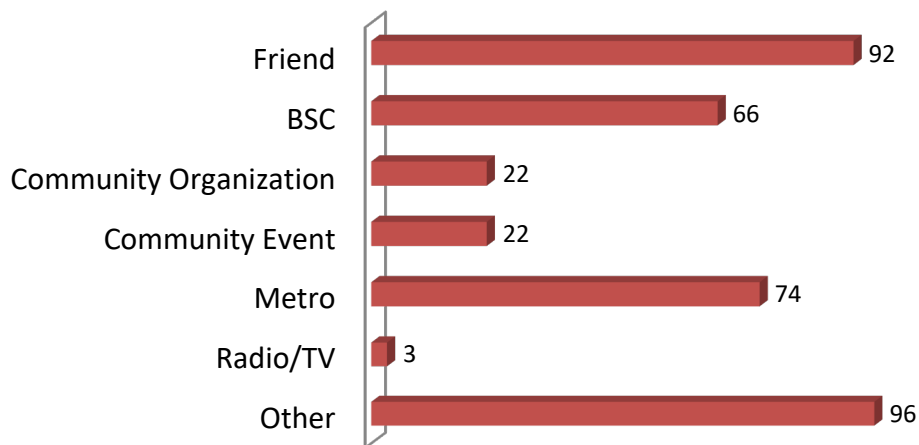
The intent of the Client Process Evaluation Form is to assess the performance of the assigned Business Advisor and to evaluate the application and complete program processes of the BIF. This survey was distributed to BIF grantees at the end of the BIF grant process.

*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?



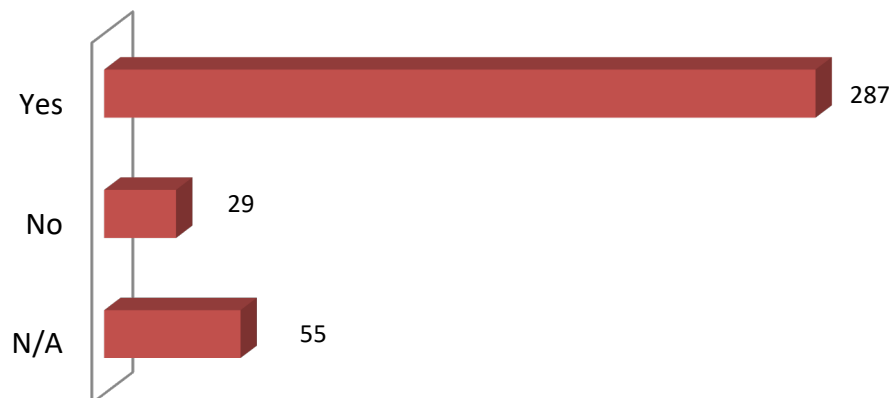
**"Other" Category includes the following:

- 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.

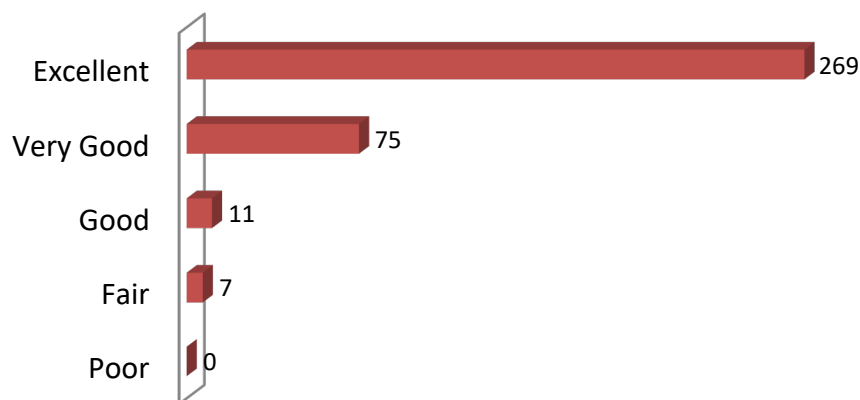
Question 8: Did you receive specific recommendations and/or referral services?

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. No questions asked this reporting period.

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

- a. Metro construction activities continue to progress on all corridors during this reporting period. The COVID-19 pandemic remains a major public health and safety concern keeping mask protocols and social distancing procedures in place. As such, Metro construction update meetings remain as virtual webinars. Small businesses that continue to be impacted by Metro's construction activities and experienced revenue loss are able to apply for grants for impact 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 continue to be limited utilizing COVID-19 safety protocols. PCR conducts most outreach and documentation collection remotely by email, conference calls and virtual platforms.
- b. On the Crenshaw/LAX (CLAX) rail corridor, technical and communications work is ongoing along the entire alignment. Work as of February 2022 has been completed aside from various punch list items.
- c. Construction activities on Purple Line Extension Section 1 (PLE1) continue to progress. A work zone is in place at the Wilshire/Rimpau intersection until March 2022. Appendage construction is ongoing at the Wilshire/La Brea station and will continue into first quarter of 2022. Excavation and hauling activities with intermittent lane closures and reductions resume at the Wilshire/Fairfax and Wilshire/La Cienega station areas to support subsurface investigation work along the tunnel alignment. PLE1 is scheduled to open in 2024.
- d. On Purple Line Extension Section 2 (PLE2) construction activities continue. The Reeves Drive closure is open for public access however, some intermittent closures remain in place. The long-term traffic control configuration for the area between Avenue of the Stars and Solar Way is ongoing to facilitate excavation of that station. Both tunnel boring machines continue eastbound with good progress to breakthrough at Wilshire/La Cienega station on PLE1 in about two years. PLE2 is scheduled to open in 2025.
- e. Pile installation at UCLA Lot 35 (Westwood/UCLA station) is complete however, piling continues on the north side of Wilshire Blvd. between Westwood Blvd. and Gayley Ave. resulting in lane reductions on Purple Line Extension Section 3 (PLE3). Temporary lane reductions are occurring on Wilshire Blvd. between Shelby Ave. and Glendson Ave. for geotechnical investigation work. PLE3 is scheduled to open in 2027.
- f. For the Little Tokyo Area of the Regional Connector (LTRC) the westbound directional closure along 1st St. between Vignes St. and Alameda St. continues through August 2022. The Little Tokyo stop of the Gold line remains obstructed due to work at the Mangrove station yard. To accommodate riders, a bus shuttle service is provided. Targeted operational date for the Regional Connector is scheduled for early 2023.

13.1 Quarterly Testimonial

- **Business Name:** *Cohan Law Group*
- **Address:** *8383 Wilshire Blvd, Suite 935, Beverly Hills, CA 90211*
- **Phone Number:** *(310) 748-9748 Business*
- **Date of Creation:** *2004*
- **Business Designation:** *S-Corp*
- **Website Address:** *none*
- **Main Areas of Activity:** *Counsel services*
- **Unique Qualities:** *Long time practicing lawyer in Beverly Hills*
- **Metro Rail Corridor:** *Purple Line Extension Section 1 (PLE1)*

Business Narrative

Peyman Cohan is the President and Founder of Cohan Law Group, Mr. Cohan was admitted to practice law in California in the year 2000. Mr. Cohan practices in the areas of Estate Planning and Business and Business Succession Planning. Additionally, Mr. Cohan provides counsel on matters concerning insurance services, executive benefit planning, qualified retirement plans, buy/sell buy out planning for executives, professionals, and owners of closely held businesses.



Cohan Law Group is located at 8383 Wilshire Blvd., Suite 935. The business is managed full time by Peyman Cohan and presently has 1 full time employee and 2 part time employees. The business has been operating on the Wilshire corridor for the past 19 years and has been open for business during the Metro construction in 2023. The business is comprised of 3,264 square feet. There are six offices, a reception area, a full kitchen area and a file room where all client's files are stored. The offices are nicely decorated with modern office furniture and conference room that sits up to eight people.

According to Mr. Cohan, his Law firm 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
Kevin Williamson - Hair Architects	Kevin Williamson	1/9/2022	1/13/2022	4	
Piknic Century City	Tomer Kave	1/9/2022	1/13/2022	4	
Michael Purnell - Hair Architects	Michael Purnell	1/10/2022	1/13/2022	3	
Pamela Elleston - Hair Architects	Pamela Elleston	1/8/2022	1/13/2022	5	
I Love Lulu	Tallulah Marcelin	1/8/2022	1/13/2022	5	
Salon H by Sally Styles	Sally Henley	1/7/2022	1/13/2022	6	
Pro Image Sports	Eduardo Varela	1/28/2022	2/3/2022	6	
Century City Shoe Repair	Zhirayr Papazyan	1/29/2022	2/3/2022	5	
Levon's Jewelry	Levon Nazlikian	1/28/2022	2/3/2022	6	
Crenshaw Discount Store	Nimol Chea	1/31/2022	2/3/2022	3	
Families United: New Beginnings	Miki Hazzard	1/31/2022	2/3/2022	3	
MMAKO Insurance Company	Emmanuel Okokwe	1/29/2022	2/3/2022	5	
Behrooz Zinati, DDS	Behrooz Zinati	1/28/2022	2/3/2022	6	
Ninth Wave Custom Framing	Tucker Boyd	2/25/2022	3/3/2022	6	
Stephanie Young - SalonRepublic	Stephanie Young	2/26/2022	3/3/2022	5	
Friedman & Friedman Law Office	Ira Friedman	2/25/2022	3/3/2022	6	
Habanero Grill	Dodi Maghsoudi	3/12/2022	3/17/2022	5	
Cuvee	Dodi Maghsoudi	3/12/2022	3/17/2022	5	
4 US Image, Inc.	Avraham Farzan	3/11/2022	3/17/2022	6	
Kid's Club	Shafiqur Rahman	3/10/2022	3/17/2022	7	
Know Split Endz	Tasha Rogers	3/14/2022	3/17/2022	3	
Traps Clothing	Ahn Ji Pack	3/12/2022	3/17/2022	5	
King's Creative Spaces	Jordana Soares	3/12/2022	3/17/2022	5	
Everything and More Tobacco	Michael Saucer	3/14/2022	3/17/2022	3	
Subway	Satpal Sudwal	3/13/2022	3/17/2022	4	
NT Auto Repair	Noboru Kakuma	3/10/2022	3/17/2022	7	
Lashes by Shigeru	Martin Hanai	3/10/2022	3/17/2022	7	
Lala Massage	Gisli Youngblood	4/1/2022	4/7/2022	6	
Akimoto Chiropractic Office	Dr. Arthur Akimoto	4/4/2022	4/7/2022	3	
Steven Morris Law Corporation	Steven Morris	4/4/2022	4/7/2022	3	
Cleaners Depot	Kamran Kohan	4/15/2022	4/21/2022	6	
Surf City Squeeze	Helen Chang	4/14/2022	4/21/2022	7	
N&S Gifts and Collectibles	Stuart Weinstein	4/18/2022	4/21/2022	3	
Yogurtland	Peter Kim	4/18/2022	4/21/2022	3	
Beverly Hills Acupuncture Center	Shirin Asgarian	4/18/2022	4/21/2022	3	
Tiffany Martin - LA Beauty Bar	Tiffany Martin	4/30/2022	5/5/2022	5	

Attachment A: Application to Grant Turnaround Analysis

LA Beauty Bar	Nishonda Porter-Forrest	4/28/2022	5/5/2022	7	
Steven Morris Law Corporation	Steven Morris	4/28/2022	5/5/2022	7	
Pro Image Sports	Eduardo Varela	5/16/2022	5/19/2022	3	
Mystic Flowers and Gardens	James Sherer	5/14/2022	5/19/2022	5	
Shades Galore	Imran Kher	5/14/2022	5/19/2022	5	
Glamour 'Us	Samir Kher	5/15/2022	5/19/2022	4	
Families United: New Beginnings	Miki Hazzard	5/15/2022	5/19/2022	4	
Bad Hair Gone Good	Jennifer Thomas	5/16/2022	5/19/2022	3	
Muyo Bati Properties	Dr. Gudata Hinika	6/12/2022	6/16/2022	4	
MMAKO Insurance Company	Emmanuel Okokwe	6/25/2022	6/30/2022	5	
John Nibo - Property Owner	John Nibo	6/25/2022	6/30/2022	5	
Compro Tax	Olivia Ridgway	6/27/2022	6/30/2022	3	
Pink Memory	Stephanie Zhang	6/28/2022	6/30/2022	2	
Leon R. Peck, DDS	Leon Peck	6/27/2022	6/30/2022	3	
Samuel R. Tarica, DDS and Mark E. Tarica, DDS a Partnership	Samuel Tarica	6/27/2022	6/30/2022	3	

Current Biannual Average Submission Time (in business days)	4.65
Current Biannual Applications Processed Within 9 Business Days:	51

Cumulative Average Submission Time (in business days)	4.48
Cumulative Applications Processed Within 9 Business Days:	1372

ATTACHMENT B

BIANNUAL 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., January, 12, 2022	11:00 a.m. - 12:00 p.m.	Online	Angela	Crenshaw/LAX
BIF Canvassing	Fri., January, 14, 2022	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., February, 11, 2022	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., March, 11, 2022	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., April, 15, 2022	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., May, 13, 2022	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX
BIF Canvassing	Fri., June, 10, 2022	9:30 a.m. - 2:30 p.m.	Crenshaw Blvd.	Andre	Crenshaw/LAX

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

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
PLE Section 1 Community Construction Update	Wed., January, 05, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., January, 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., February, 02, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., February, 11, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., March, 02, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., March, 11, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., April, 06, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., April, 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., May, 04, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., May, 13, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1
PLE Section 1 Community Construction Update	Wed., June, 01, 2022	12:00 p.m. - 12:30 p.m.	Online	Angela	Purple Line Ext., Section 1
BIF Canvassing	Fri., June, 10, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Brian	Purple Line Ext., Section 1

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

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
PLE Section 2 Community Construction Update	Wed., January, 05, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., January, 14, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., January, 14, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., February, 02, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., February, 11, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., February, 11, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., March, 02, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., March, 11, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., March, 11, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., April, 06, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., April, 15, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., April, 15, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., May, 04, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., May, 13, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., May, 13, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 2
PLE Section 2 Community Construction Update	Wed., June, 01, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., June, 10, 2022	9:30 a.m. - 2:30 p.m.	Century City	Darrell	Purple Line Ext., Section 2
BIF Canvassing	Fri., June, 10, 2022	9:30 a.m. - 2:30 p.m.	Wilshire Blvd.	Charles	Purple Line Ext., Section 2

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

<u>OUTREACH EVENT NAME</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>BIF STAFF ASSIGNED</u>	<u>Project</u>
PLE Section 3 Community Construction Update	Wed., January, 05, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., February, 02, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., March, 02, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., April, 06, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., May, 04, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 3
PLE Section 3 Community Construction Update	Wed., June, 01, 2022	12:30 p.m. - 1:00 p.m.	Online	Angela/Darrell	Purple Line Ext., Section 3

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

**BIANNUAL
GRANT AWARD MATRIX**

Attachment C: BIF Grant Matrix from January 1, 2022 to June 30, 2022

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Kevin Williamson Hair Architects	Kevin Williamson	3650 W. Martin Luther King Jr. Blvd., #241 Los Angeles, CA 90008	8	7	Service	1/13/2022	2/23/2022	CLAX
Piknic Century City	Tomer Kave	2000 Avenue of the Stars, Los Angeles, CA 90067	5	12	Service	1/13/2022	2/23/2022	PLE2
Michael Purnell - Hair Architects	Michael Purnell	3650 W. Martin Luther King Jr. Blvd., #241 Los Angeles, CA 90008	8	5	Service	1/13/2022	2/23/2022	CLAX
Pamela Elleston - Hair Architects	Pamela Elleston	3650 W. Martin Luther King Jr. Blvd., Suite 241, Los Angeles, CA 90008	8	5	Service	1/13/2022	2/23/2022	CLAX
I Love Lulu	Tallulah Marcelin	733 South La Brea Los Angeles, CA 90036	4	5	Service	1/13/2022	2/23/2022	PLE
Salon H by Sally Styles	Sally Henley	8383 Wilshire Blvd., Suite #50-9, Beverly Hills, CA 90211	City of Beverly Hills	2	Service	1/13/2022	2/23/2022	PLE
Pro Image Sports	Eduardo Varela	3650 W. Martin Luther King Jr. Blvd. #148 Los Angeles, CA 90008	8	6	Retail	2/3/2022	3/17/2022	CLAX
Century City Shoe Repair	Zhirayr Papazyan	2029 Century Park East B Level, Century City, CA 90067	5	30	Service	2/3/2022	3/17/2022	PLE2
Levon's Jewelry	Levon Nazlikian	3650 W. Martin Luther King Jr. Blvd., 236, Los Angeles, CA 90008	8	27	Retail	2/3/2022	3/17/2022	CLAX
Crenshaw Discount Store	Nimol Chea	3657 Crenshaw Blvd. Los Angeles, CA 90016	10	3	Retail	2/3/2022	3/17/2022	CLAX
Families United: New Beginnings	Miki Hazzard	5349 Crenshaw Blvd. Suite 104/105, Los Angeles, CA 90043	8	9	Service	2/3/2022	3/17/2022	CLAX
MMAKO Insurance Company	Emmanuel Okokwe	5349 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	2/3/2022	3/17/2022	CLAX
Behrooz Zinati, DDS	Behrooz Zinati	8500 Wilshire Blvd., Suite #818, Los Angeles, CA 90211	City of Beverly Hills	20	Professional	2/3/2022	3/17/2022	PLE2

Attachment C: BIF Grant Matrix from January 1, 2022 to June 30, 2022

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Ninth Wave Custom Framing	Tucker Boyd	3411 W. 54th Street, Los Angeles, CA 90043	8	22	Retail	3/3/2022	4/1/2022	CLAX
Stephanie Young SalonRepublic	Stephanie Young	8383 Wilshire Blvd., Suite 50 Studio 41, Beverly Hills, CA 90211	City of Beverly Hills	4	Service	3/3/2022	4/1/2022	PLE
Friedman & Friedman Law Office	Ira Friedman	9454 Wilshire Blvd., Suite 313, Beverly Hills, CA 90212	City of Beverly Hills	29	Professional	3/3/2022	4/1/2022	PLE2
Habanero Grill	Dodi Maghsoudi	2000 Avenue of the Stars, Los Angeles #25, CA 90067	5	12	Service	3/17/2022	5/13/2022	PLE2
Cuvee	Dodi Maghsoudi	2000 Avenue of the Stars, Los Angeles #35, CA 90067	5	12	Service	3/17/2022	5/13/2022	PLE2
4 US Image, Inc.	Avraham Farzan	2029 Century Park East, Suite 400, Los Angeles, CA 90067	5	3	Service	3/17/2022	4/1/2022	PLE2
Kid's Club	Shafiqur Rahman	3650 Martin Luther King Jr. Blvd. #295, Los Angeles, CA 90008	8	18	Retail	3/17/2022	4/1/2022	CLAX
Know Split Endz	Tasha Rogers	3650 W. Martin Luther King Blvd., Unit 283, Los Angeles, CA 90008	8	16	Service	3/17/2022	4/1/2022	CLAX
Traps Clothing	Ahn Ji Pack	3650 W. Martin Luther King Jr. Blvd., Suite 276, Los Angeles, CA 90008	8	14	Retail	3/17/2022	4/1/2022	CLAX
King's Creative Spaces	Jordana Soares	4068 Crenshaw Blvd., Los Angeles, CA 90008	8	4	Service	3/17/2022	4/1/2022	CLAX
Everything and More Tobacco	Michael Saucer	4429 Crenshaw Blvd., Los Angeles, CA 90043	8	6	Retail	3/17/2022	4/1/2022	CLAX
Subway	Satpal Sudwal	5545 W. Manchester Blvd., Los Angeles, CA 90045	11	10	Service	3/17/2022	4/1/2022	CLAX
NT Auto Repair	Noboru Kakuma	810 E. 1st Street, Los Angeles, CA 90012	14	25	Service	3/17/2022	4/1/2022	LTRC

Attachment C: BIF Grant Matrix from January 1, 2022 to June 30, 2022

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Lashes by Shigeru	Martin Hanai	8383 Wilshire Blvd., Suite 50 Studio 76, Beverly Hills, CA 90211	City of Beverly Hills	3	Service	3/17/2022	4/1/2022	PLE
Lala Massage	Gisli Youngblood	5571 W. Manchester Ave., Los Angeles, CA 90045	11	11	Service	4/7/2022	6/6/2022	CLAX
Akimoto Chiropractic Office	Dr. Arthur Akimoto	712 East 1st Street, Los Angeles, CA 90012	14	34	Professional	4/7/2022	6/6/2022	LTRC
Steven Morris Law Corporation	Steven Morris	8383 Wilshire Blvd. Suite 935, Beverly Hills, CA 90211	City of Beverly Hills	15	Service	4/7/2022	6/6/2022	PLE
Cleaners Depot	Kamran Kohan	2049 Century Park East, Suite ROL12, Los Angeles, CA 90067	5	15	Service	4/21/2022	6/6/2022	PLE2
Surf City Squeeze	Helen Chang	3650 W. Martin Luther King Jr. Blvd. #151 Los Angeles, CA 90008	8	16	Service	4/21/2022	6/6/2022	CLAX
N&S Gifts and Collectibles	Stuart Weinstein	3650 W. Martin Luther King Jr. Blvd., #K1 Los Angeles, CA 90008	8	21	Retail	4/21/2022	6/6/2022	CLAX
Yogurtland	Peter Kim	3939-C Crenshaw Blvd., Los Angeles, CA 90008	8	3	Service	4/21/2022	6/6/2022	CLAX
Beverly Hills Acupuncture Center	Shirin Asgarian	8500 Wilshire Blvd., Suite 530 Beverly Hills, CA 90211	City of Beverly Hills	30	Professional	4/21/2022	6/6/2022	PLE2
Tiffany Martin - LA Beauty Bar	Tiffany Martin	5559 W. Manchester Ave., Los Angeles, CA 90045	2	5	Service	5/5/2022	6/29/2022	CLAX
LA Beauty Bar	Nishonda Porter-Forrest	5559 W. Manchester Ave., Los Angeles, CA 90045	11	5	Service	5/5/2022	6/29/2022	CLAX
Steven Morris Law Corporation	Steven Morris	8383 Wilshire Blvd. Suite 935, Beverly Hills, CA 90211	City of Beverly Hills	15	Service	5/5/2022	6/29/2022	PLE
Pro Image Sports	Eduardo Varela	3650 W. Martin Luther King Blvd., Unit 148, Los Angeles, CA 90008	10	7	Retail	5/19/2022	6/29/2022	CLAX

Attachment C: BIF Grant Matrix from January 1, 2022 to June 30, 2022

Business Name	Business Owner	Business Address	Council District	Years in Business	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Mystic Flowers and Gardens	James Sherer	1875 Century Park East, Suite 500, Los Angeles	5	15	Retail	5/19/2022	6/29/2022	PLE2
Shades Galore	Imran Kher	3650 W. Martin Luther King Jr. Blvd. LR-11, Los Angeles, CA 90008	8	2	Retail	5/19/2022	6/29/2022	CLAX
Glamour 'Us	Samir Kher	3650 W. Martin Luther King Jr. Blvd., Suite 176, Los Angeles, CA 90008	8	3	Retail	5/19/2022	6/29/2022	CLAX
Families United: New Beginnings	Miki Hazzard	5349 Crenshaw Blvd. Suite 104/105, Los Angeles, CA 90043	8	9	Service	5/19/2022	6/29/2022	CLAX
Bad Hair Gone Good	Jennifer Thomas	8383 Wilshire Blvd., Suite 50-6, Beverly Hills, CA 90211	City of Beverly Hills	22	Service	5/19/2022	6/29/2022	PLE
Muyo Bati Properties	Dr. Gudata Hinika	5141 S. Crenshaw Blvd., Los Angeles, CA 90043	8	15	Commercial Property Owner	6/16/2022	8/11/2022	CLAX
MMAKO Insurance Company	Emmanuel Okokwe	5349 Crenshaw Blvd., Los Angeles, CA 90043	8	10	Service	6/30/2022	8/11/2022	CLAX
John Nibo - Property Owner	John Nibo	4074 Crenshaw Boulevard Los Angeles, CA 90008	8	10	Commercial Property Owner	6/30/2022	8/11/2022	CLAX
Compro Tax	Olivia Ridgway	5349 Crenshaw Blvd., Los Angeles, CA 90043	8	8	Service	6/30/2022	8/11/2022	CLAX
Pink Memory	Stephanie Zhang	3650 W. Martin Luther King Jr. Blvd. #259A, Los Angeles, CA 90008	8	10	Retail	6/30/2022	8/11/2022	CLAX
Leon R. Peck, DDS	Leon Peck	8500 Wilshire Blvd., Suite #815, Los Angeles, CA 90211	City of Beverly Hills	23	Professional	6/30/2022	8/11/2022	PLE2

Attachment C: BIF Grant Matrix from January 1, 2022 to June 30, 2022

Business Name	Business Owner	Business Address	Council District	Years in Busines	Business Type	Grant Approval Date	Grant Payment Date	Rail Corridor
Samuel R. Tarica, DDS and Mark E. Tarica, DDS a Partnership	Samuel Tarica	8500 Wilshire Blvd., Suite 620, Beverly Hills, CA 90211	City of Beverly Hills	42	Professional	6/30/2022	8/11/2022	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?

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

<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 _____