

Central Corridor
Light Rail Transit



**Status Report
On the Implementation of Mitigation Measures –
CCLRT Construction-Related Business Impacts**

January 2012



**Prepared by
The Central Corridor Project Office
On behalf of
The Metropolitan Council**

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1.0 Purpose

This Report summarizes how the Metropolitan Council and other partner agencies worked during the month of December to minimize impacts from Central Corridor LRT (CCLRT) construction to local businesses. This monthly report is a requirement of the Federal Transit Administration (FTA). The requirement is described in the Finding of No Significant Impacts (FONSI), which FTA issued following publication of the April 2011 *Supplemental Environmental Assessment of Construction-Related Potential Impacts on Business Revenues* (Business Impacts SEA).

1. Construction-related complaints and responses
2. Public outreach and communication activities
3. Funds spent to assist businesses during construction
4. Requests for business assistance and responses
5. Number of business openings / closings / relocations

1.1 Mitigation Activities to Assist Central Corridor Businesses

Mitigation activities to assist businesses during construction were summarized in the Business Impacts SEA and form the basis of reporting for items #3 and #4 above, as required by the FTA's FONSI. These activities focus on: (1) minimizing the impacts of construction activities; (2) communications with corridor businesses and the community regarding construction activities; (3) promotional and marketing activities to encourage customers to shop at businesses during construction; (4) technical assistance to businesses during construction; (5) financial assistance to businesses losing nearby on-street parking, and; (6) general financial assistance to small businesses affected by construction activities.

Business assistance activities are summarized in Tables 1 and 2 below.

Table 1: Attachment A to the CCLRT Business Impacts SEA FONSI – Summary Table of Mitigation Measures and Financial Commitments

| Mitigation Measures | | Financial Commitment | Responsible Agency | Contact Information |
|---|---|----------------------|----------------------|---|
| Construction Contract (see Section 2.3.5) | Construction Access Plan | \$200,000 | Metropolitan Council | Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457 |
| | Contractor Incentive Program | \$850,000 | Metropolitan Council | Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457 |
| Project Communications (see Section 2.3.6) | Community Outreach Coordinators | \$4,000,000 | Metropolitan Council | Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457 |
| | Construction Communication Plan (Special Signage) | \$200,000 | Metropolitan Council | Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457 |

| Mitigation Measures | | Financial Commitment | Responsible Agency | Contact Information |
|---|---|----------------------------|---|---|
| Parking Assistance (see Section 2.3.1) | Neighborhood Commercial Parking Program | \$2,100,000 | City of St. Paul | Craig Blakely Craig.blakely@ci.stpaul.mn.us 651-266-6697 |
| | Alley Improvements Program | \$350,000 | City of St. Paul | Craig Blakely Craig.blakely@ci.stpaul.mn.us 651-266-6697 |
| Business Assistance Programs (see Section 2.3.2) | Business Support Fund | \$4,000,000 | City of St. Paul | Nancy Homans Nancy.homans@ci.stpaul.mn.us 651-266-8568 |
| | Business Improvement / Expansion Assistance | \$700,000 ⁽¹⁾ | Neighborhood Development Center | Isabel Broyld ibroyld@ndc-mn.org 651-379-3782 |
| | Business Resources Collaborative | \$315,000 ⁽⁵⁾ | N/A | Jonathan Sage-Martinson jonathan@funderscollaborative.org 651-280-2384 |
| | University Avenue Business Preparation Collaborative | \$875,000 ⁽²⁾ | N/A | Isabel.broyld ibroyld@ndc-mn.org 651-379-3782 |
| | Great Streets and Business Association Assistance Program | \$210,000 | City of Minneapolis | Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191 |
| | Other | \$7,670 | N/A | Jonathan Sage-Martinson jonathan@funderscollaborative.org 651-280-2384 |
| | Business Marketing Program ⁽⁴⁾ | \$1,200,000 | Metropolitan Council | Anne Taylor anne.taylor@metc.state.mn.us 651-602-1449 |
| University Avenue / Cedar Riverside Betterments | Improved Street Lighting / Street Amenities | \$1,000,000 ⁽³⁾ | City of St. Paul / Metropolitan Council | Kathryn O'Brien kathryn.obrien@metc.state.mn.us 651-602-1927 |

| Mitigation Measures | | Financial Commitment | Responsible Agency | Contact Information |
|--|---|----------------------|----------------------|---|
| (see Section 2.3.3) | Business Façade Improvements | \$150,000 | City of Minneapolis | Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191 |
| Promoting Business Access (see Section 2.3.4) | Additional Business Signage | \$50,000 | Metropolitan Council | Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457 |
| | Cooperative Advertising and Transit Fare Passes | \$250,000 | Metro Transit | Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457 |
| TOTAL | | \$16,457,670 | | |

- (1) This amount reflects a decrease of \$150,000 from the amount reported in the Business Impacts SEA. This decrease reflects the actual amount dedicated in Living Cities funds to this effort.
- (2) This amount reflects an increase of \$200,000 from the amount reported in the Business Impacts SEA. This increase reflects an additional commitment of \$200,000 in funding from the Central Corridor Funders Collaborative supporting business marketing and support efforts.
- (3) This amount reflects an increase of \$350,000 from the amount reported in the Business Impacts SEA. This increase reflects the actual amount dedicated to this effort.
- (4) This amount was approved September 28, 2011 by the Metropolitan Council to be used to retain a consultant to provide marketing assistance to Central Corridor businesses.
- (5) This amount reflects an increase of \$75,000 from the amount reported in the Business Impacts SEA. This increase reflects additional funds committed by the Central Corridor Funders Collaborative for marketing efforts from November 2011 to March 2012.

Table 2: Attachment A to the CCLRT Business Impacts SEA FONSI – Mitigation Measures: Staffing and Contract Commitments (Non-Direct Financial Commitments)

| Mitigation Measures | | Responsible Agency |
|------------------------|---------------------------------------|---------------------------------|
| Construction Contract | Special Events Plans | Metropolitan Council/Contractor |
| | Best Management Practices (BMPs) | Metropolitan Council/Contractor |
| Project Communications | Contractor Community Relations Leader | Contractor |
| | Construction Communication Plan | Metropolitan Council |
| | Construction Information Packet | Metropolitan Council |
| | Construction Signage | Metropolitan Council/Contractor |
| Parking Assistance | Construction Employee Parking Plan | Metropolitan Council/Contractor |

This Report will be updated by the Metropolitan Council monthly throughout construction. The construction period is currently scheduled to be completed in 2013.

2.0 Activities Reported

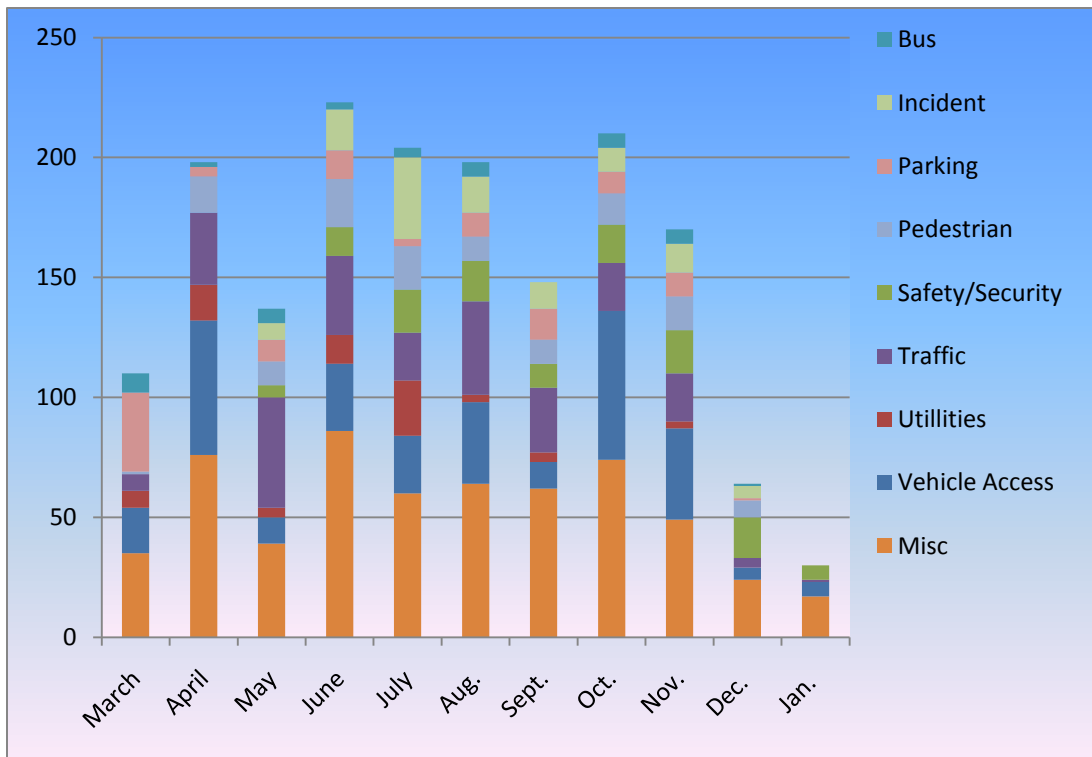
2.1 Construction-related Calls, Complaints and Responses

Attachment A to this Report is a summary of construction and other calls and complaints received during the month of January and their response / resolution. During this month, a total of 30 complaints, comments or questions were received by Central Corridor Project Office staff (see Figure 1). This compares to a total of 64 in the December 2011. A majority of calls and e-mails were responded to within 24-hours. Most issues were responded to within 1 week.

- Calls/complaints received in the month of January concerned some of the following:
 - Inquiries about the 2012 construction schedule;
 - Vehicle access;
 - Street lights that were not functioning.

Figure 1 is a summary, sorted by subject, of construction-related calls and e-mails received in from March 2011 to January 2012.

Figure 1: 2011-2012 Construction Hotline Complaints Received



2.2 Public Outreach and Communication Activities

During the month of January, the following major outreach activities took place.

Construction Updates: Construction updates, including maps of construction activities, were published weekly for the following areas:

- Downtown St. Paul

Weekly construction updates for other portions of the Project will likely begin in March with the resumption of heavy construction activities. All current construction updates can be viewed at www.centralcorridor.org. In the last month, approximately 8,350 were recorded of users visiting the Web.

News Releases: There were no news releases issued in January.

Former news releases can be viewed at www.centralcorridor.org

Transit Rider Alerts: A link has been established on the home page of Metro Transit alerting riders of Central Corridor transit services affected by construction to detours and other information. <http://metrotransit.org/rail-construction.aspx>

Constant Contact: Constant Contact is a listserv that CCLRT Outreach and Communications staff uses to update people on project news, including construction activities. It currently has over 5,600 contacts to which information project information is sent.

Social Media: CCLRT Outreach and Communications Staff uses Twitter to send press releases, newsletters, and weekly construction updates to the public. At the end of January @cclrt had 1,346 followers.



January Public Meetings / Events:

Approximately 63 meetings / events took place in January attended by over 750 people. These included numerous meetings with business owners whose access will be affected by 2012 construction, two Lunch on the Avenue events, access meetings with individual businesses, and meetings with Construction Coordination Committees to discuss and award fourth quarter contractor incentives. See Attachment B1 for a list of all meetings held in January.

Upcoming Public Meetings / Events: A list of upcoming meetings scheduled for the month of February is included as Attachment B2. Many of the meetings listed are open to the public. More details can be had by contacting the Outreach Coordinator identified in Attachment B2.

2.3 Funds Spent to Assist Businesses during Construction

The following is a summary of monthly activities related to the programs summarized in Tables 1 and 2 above.

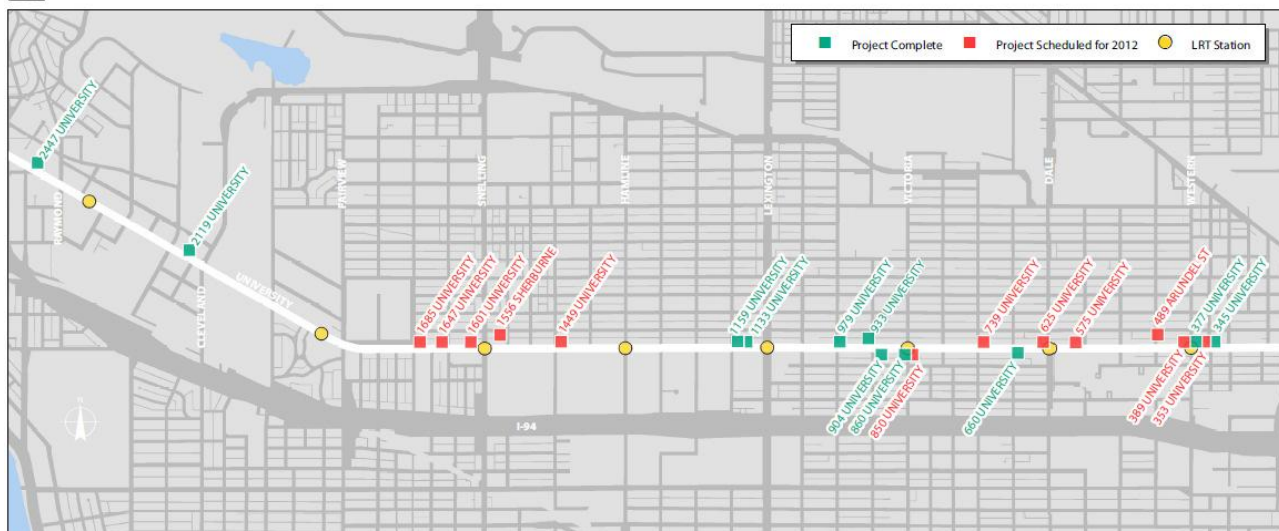
2.3.1 Parking Assistance:

Neighborhood Commercial Parking Program: The City of St. Paul is funding and administering a program to address parking loss during and after CCLRT construction. The program provides low-interest loans to individual businesses that can be used to reach agreements with other businesses for shared parking, or for limited construction to improve off-street parking. Figure 2, below, depicts the locations where parking lot improvements are being made.

Figure 2 – Parking Lot Improvement Locations



Neighborhood Commercial Parking Program Progress Report - November 21, 2011



Significant Activities:

To date, the City of St. Paul HRA has approved \$1,325,000 in funding for 24 parking improvement projects.

- As of the end of the 2011 construction season, the following parking improvement projects have been completed under this program:
 - 345 University – Metro Social Services
 - 860-866 University – Victoria Best Steak House and E-W Beauty Salon
 - 904 University – Thong's Auto Repair
 - 933 University – Safety Care
 - 1133-1141 University – Twin Cities Monument/Kimble Chiropractic
 - 1159 University – The Vietnam Center
 - 2447 University – Design Press
 - 377 University – May's Market
 - SE corner of St. Albans and University
 - 979 University – Shear Pleasure
 - 2119 University – Subway parking lot

- The following parking improvement projects will be completed in spring 2012:
 - 1685 University – Milbern Clothing
 - 353 University – Ha Tien Market
 - 389-393 University – Anh’s Hair Salon
 - 489 Arundel – a remote lot for 441 University
 - 575 University – Unidale Insurance
 - NW corner of Dale and University – Hickory Hut
 - 739 University – Trung Nam
 - 850-856 University – Tai Hoa BBQ
 - 1449 University – Hair Salons
 - NE block of Snelling and University – central parking lot on Sherburne
 - NW block of Snelling and University – shared parking between Axman and Turf Club
 - 1647 University – Hammond Awards

See Attachment C for the City of St. Paul’s neighborhood parking program status report.

Alley Improvements Program: The City of St. Paul has dedicated \$350,000 in their Capital Improvement Budget to improve alleys adjacent to the Central Corridor.

Significant Activities:

- All of the committed funds (a total of \$350,000) have been obligated in the City of St. Paul’s Capital Improvements Budget (CIB) to complete this program. As of the end of the 2011 construction season, the following alley projects have been completed:
 - Lexington to Oxford (north side of University)
 - Victoria to Avon (south side of University)
 - Avon to Grotto (north side of University)
 - Grotto to St. Albans (bet. Thomas & Lafond)
 - Grotto to St. Albans (north side of University)
 - St. Albans to Dale (north side of University)
 - MacKubin to Arundel (bet. Edmund & Thomas)
 - Arundel to Western (north side of University)
 - St. Albans to Dale (added as part of a parking improvement project)
 - Arundel to Western (north side of University)
- The following projects will be completed in 2012
 - Fry to Snelling (north side of University)
 - Snelling to Asbury (north side of University)
 - Pascal to Albert (north side of University)

Construction Employee Parking Plan: Central Corridor LRT construction contracts require contractors to minimize use of available on-street parking by developing an employee parking plan.

Significant Activities:

A construction employee parking plan has been developed, submitted, and approved by CCPO staff for the Civil East (St. Paul) and Civil West (Minneapolis) construction contracts. Enforcement of contractor parking requirements is part of the duties of CCPO construction inspectors. Any complaints received from the public regarding contractor parking are immediately responded to by CCPO outreach staff.

2.3.2 Business Assistance Programs:

Business Support Fund: The Business Support Fund program provides no-interest forgivable loans to small businesses (gross annual sales less than \$2 million) that experience construction-related loss of sales.

Significant Activities:

The Business Support Fund administrators established targeted amounts of funds available to different areas along the corridor. The areas are summarized in the table below, along with the total targeted amount and the amount disbursed to date in the area. See Attachment D for a visual depiction of these areas and the status of funds disbursed to date.

| Financial Activities – Business Support Fund | Allocation | Approved | Available | Percent Remaining |
|--|--------------------|--------------------|--------------------|------------------------------|
| City of Minneapolis | | | | |
| Cedar Riverside North | \$129,496 | \$55,684 | \$73,812 | 57% |
| Cedar Riverside South | \$160,329 | \$217,744 | (\$57,415) | (36%) |
| Stadium Village | \$221,994 | \$180,000 | \$41,994 | 19% |
| Prospect Park | \$345,324 | \$0 | \$345,324 | 100% |
| Minneapolis Total | \$857,143 | \$453,428 | \$403,715 | 47% |
| City of St. Paul | | | | |
| Emerald to Hampden (North Side of University Avenue) | \$169,616 | \$91,497 | \$78,119 | 46% |
| Emerald to Hampden (South Side of University Avenue) | \$514,149 | \$45,321 | \$468,828 | 91% |
| Hampden to Aldine (North Side of University Avenue) | \$524,749 | \$128,013 | \$396,736 | 76% |
| Hampden to Aldine (South Side of University Avenue) | \$180,217 | \$191,036 | (\$10,819) | (6%) |
| Aldine to Syndicate (North Side of University Avenue) | \$222,621 | \$248,118 | (\$25,497) | (11%) |
| Aldine to Syndicate (South Side of University Avenue) | \$270,326 | \$65,918 | \$204,408 | 76% |
| Syndicate to Rice (North Side of University Avenue) | \$593,657 | \$0 | \$593,657 | 100% |
| Syndicate to Rice (South Side of University Avenue) | \$381,636 | \$0 | \$381,636 | 100% |
| Lowertown St. Paul | \$95,409 | \$111,912 | (\$16,503) | (17%) |
| St. Paul Total | \$2,952,380 | \$881,815 | \$2,070,565 | 70% |
| Grand Total | \$3,809,523 | \$1,335,243 | \$2,474,280 | 65% |

During the month of January, a total of 23 applications for business assistance were approved – three of these were to businesses that had received previous loans for less than the maximum allowed of \$20,000. Of the 23 loans approved, funds have been disbursed to six applicants, loans have been closed for seven, and 10 are in the process of closing. In addition, funds were disbursed to 23 businesses whose loans were approved and closed in previous months.

A total of 26 applications for loans were processed in January. Of these, three were determined to be ineligible (one did not experience a business loss, one was outside the eligibility area, and one moved into the area in July 2011 and has not been on the Corridor for the minimum one-year period).

The total value of loans approved to date through the Business Support Fund is \$1,335,243.

Business Improvement / Expansion Assistance: The Business Improvement / Expansion Assistance program includes \$700,000 available in loan, grant, and Program Related Investment (PRI) funds to assist targeted businesses with significant growth opportunities and/or that are in a position to buy or improve their own buildings with the goal of reinforcing the importance of locally- and minority-owned businesses to the Central Corridor. This program will be administered by the Neighborhood Development Center (NDC).

Significant Activities:

There are a total of 13 Living Cities potential loan projects in the pipeline, which were developed in Fall 2011

See Attachment E for a report prepared by U7 summarizing program activities to date.

| Financial Activities: | Amount |
|---|------------------|
| Business façade improvement for small businesses | \$49,500 |
| Loan Loss Reserve Fund that supports Program Related Investment loan for building owners and business expansion | \$100,000 |
| NDC's administrative costs | \$33,500 |
| Total | \$183,000 |

Business Resources Collaborative (BRC): The Business Resources Collaborative (BRC) is an informal coalition that provides support and technical assistance to businesses affected by the Central Corridor LRT Project. The BRC has received \$315,000 in grants in support of its operations. The BRC provides the following services to businesses along the Central Corridor:

- Provide business consulting and technical assistance (e.g., business and real estate development loan assistance; parking; energy efficiency programs; advocacy, information and referrals).
- Provide and maintain a business resource/information clearinghouse (<http://www.readyforrail.net>).
- Provide a grassroots "buy local" marketing campaign to help provide customers to Central Corridor businesses during project construction.

| Financial Activities: | Amount |
|---|------------------|
| Creation and facilitation of Central Corridor Business Resources Collaborative. (June 2009) | \$15,000 |
| Creation of the Central Corridor Funders Collaborative Corridor-wide business development strategy, announcement of the strategy, creation of an evaluation framework, and facilitation for 2010. (Feb. 2010) | \$90,000 |
| Grassroots buy local marketing plan. (Nov. 2010) | \$50,000 |
| City of St. Paul funding to Midway Chamber of Commerce to assist in business marketing efforts. | \$25,000 |
| Central Corridor Funders Collaborative funding to Midway Chamber of Commerce to assist in Business Marketing Efforts | \$75,000 |
| Total | \$255,000 |

University Avenue Business Preparation Collaborative (U7): The University Avenue Business Preparation Collaborative (U7) was created by community development organizations to provide marketing support, on-site business consulting, resource center and planning center, small business workshops, grants for marketing and façade improvements, microlending and financing support to small businesses along the Central Corridor. All funds reported in the Business Impacts SEA for this activity have been disbursed.



Global Hair Salon and Spa opens at the Griggs Midway Building

Significant Activities:

Significant activities currently underway as part of this program include:

- Providing accounting services to numbers of small businesses through the Ready for Rail initiative.
- Providing full branding packages to Global Hair Salon and Spa, Structure & Flow, Milan's Motors, Cyber Café, and Xtreme Beauty.
- Completion of Web sites for Grooming House, DPI Printing, and the Cave Cave Mobile Truck.

Since April 2009, U7 staff has provided 135.5 hours of assistance to 47 Central Corridor businesses.

(See Attachment F for a list of FY 2010 (April 2010 to April 2011) accomplishments.)

| Financial Activities | Amount |
|---|---------------|
| Program to help small through training, technical assistance, and financing. (Jan 2009) | \$200,000 |
| Program to help small business through training, technical assistance, and financing. (Feb. 2010) | \$100,000 |
| Program to help small businesses through training, technical assistance, and financing.(Sept. 2010) | \$100,000 |

| | |
|--|------------------|
| Program to help small businesses through training, technical assistance, and financing. (April 2011) | \$200,000 |
| Bigelow Foundation (\$50,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction. | \$125,000 |
| St. Paul Foundation (\$75,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction. | \$150,000 |
| Total | \$875,000 |

Great Streets and Business Association Assistance Program: The City of Minneapolis will contribute a total of \$210,000 for business technical and marketing support.

There were no disbursements in the month of January through this program.

| Financial Activities (Minneapolis along University Ave, Cedar Riverside): | Amount |
|--|------------------|
| Business Association Assistance Program | \$13,000 |
| Great Streets Business District Support Grants | \$109,800 |
| City Business Finance Assistance to the African Development Center | \$40,000 |
| Total | \$162,800 |

Other Business Assistance: The "Other" category in Table 1 consists of funding commitments from the Central Corridor Funders Collaborative (CCFC). All funds reported in the Business Impacts SEA for this activity have been disbursed.

| Financial Activities | Amount |
|---|----------------|
| Central Corridor Partnership to support public presentations from Bill Knowles (business mitigation consultant) | \$3,000 |
| Asian Economic Development Association to support consultation / presentations by Thao Tran (business mitigation consultant). | \$4,670 |
| Total | \$7,670 |

Business Marketing Program: On September 28, 2011, the Metropolitan Council approved the use of \$1.2 million in Central Corridor LRT project contingency funding for use to market businesses during project construction. The program will focus on increasing awareness of the diversity of businesses in the Central Corridor area of St. Paul and Minneapolis, increase customer traffic, and minimize lost business revenues.

Significant Activities:

In November, the Met Council received three proposals from contractors that were deemed responsive to the bid. The selection committee is in the midst of evaluating proposals and will make a recommendation for Council action in February 2012.

2.3.3 University Avenue / Cedar-Riverside Betterments:

Improved Street Lighting / Street Amenities: The City of St. Paul has contributed additional funds to the project in the amount of \$1,000,000 to include street lighting, colored paving, and other amenities within the public right of way, to enhance the pedestrian character of University Avenue and downtown business districts.

Significant Activities:

These improvements will be implemented concurrently with CCLRT construction, but will be funded by the City of St. Paul. To date, no funds have been expended.

Business Façade Improvement Financing: The City of Minneapolis has committed \$150,000 for business façade-improvement matching grants to businesses along the project corridor.

Significant Activities:

To date, the City of Minneapolis has expended \$53,530 for the Great Streets Façade Improvement Program in Central Corridor business districts. No new façade improvement grant applications were received in the month of January.

2.3.4 Promoting Business Access:

Additional Business Signage: The Metropolitan Council will employ movable variable message signs during construction to assist travelers in accessing businesses in response to frequent changes in construction activities. A total of \$50,000 will be allocated by the Metropolitan Council for this additional business signage.

Significant Activities:

All funds (\$50,000) in this category have been expended to purchase the variable message signs.

The signs are currently in storage with the halt of most major construction activities and will be in use again when heavy construction resumes in mid-March 2012.



VMS used to alert drivers to the traffic switch on University Avenue

Cooperative Advertising and Transit Fare Passes: Metro Transit will provide \$250,000 in marketing support in the form of cooperative advertising and fare passes to businesses for distribution to customers.

Significant Activities:

To date, a total of \$22,155 has been expended on the following activities:

- **Development / Deployment of Metro Transit Bus Side Ads:** A total of six Metro Transit buses are presently being used to promote patronage of Central Corridor businesses during construction. These ads will run from May through November.

- Go To Passes for U7 Business Support Staff: Four Go To Passes with two months fare were provided to U7 to support their outreach efforts to Central Corridor businesses by providing transportation to interns going door-to-door to talk about available loan programs and related workshops.

2.3.5 Construction Contract:

Construction Access Plans: Construction contracts (Civil East – St. Paul, and Civil West – Minneapolis) include \$200,000 for construction access plans. Businesses will be notified of any changes to access at least two weeks prior to the start of construction.

Significant Activities:

During the month of January, the following activities took place:

- CCPO Outreach staff met with numerous businesses whose access will be affected by 2012 construction to develop plans to maintain alternate access during construction.

Contractor Incentive Program: A contractor incentive program is being provided for the two major construction contracts (Civil East – St. Paul and Civil West – Minneapolis). This program is intended to encourage effective communication and cooperation between the contractor, businesses and residents. A Construction Communication Committee (“CCC”) comprised of business owners, residents, and other stakeholders will be created for each outreach sector identified in contract documents. The CCC will meet every two weeks to vote on identified evaluation criteria measuring contractor efforts to minimize construction-related impacts and award quarterly incentives to contractors demonstrating compliance with these measures. The construction contracts include an \$850,000 allowance (projectwide total) for the contractor incentive program.

Significant Activities:

To date, five evaluations have taken place by CCC's for the Civil East and Civil West construction contracts. The following table summarizes, by contract by Quarter, the Contractor Incentive funds available and the amount the CCC voted to award, based on Contractor performance.

| | Civil East | | Civil West | |
|-------------------------|-----------------|-----------------------------------|-----------------|------------------------------------|
| | Funds Available | Funds Awarded | Funds Available | Funds Awarded |
| 2010 – Quarter 4 | \$50,000 | \$46,920 (94 percent of total) | \$10,000 | \$9,920 (99 percent of total) |
| 2011 – Quarter 1 | \$40,000 | \$30,993 (77 percent of total) | \$20,000 | \$20,000 (100 percent of total) |
| 2011 – Quarter 2 | \$60,000 | \$25,085 (42 percent of total) | \$25,000 | \$18,891 (75 percent of total) |

| | | | | |
|-------------------------|------------------|--|------------------|---|
| 2011 – Quarter 3 | \$70,000 | \$23,200 (33 percent of total) | \$25,000 | \$20,000 (80 percent of total) |
| 2011 – Quarter 4 | \$70,000 | \$27,500 (39 percent of total) | \$25,000 | \$18,150 (73 percent of total) |
| Total (to date) | \$290,000 | \$153,698 (53 percent of total) | \$105,000 | \$86,961 (83 percent of total) |

For the most recent evaluation period (Quarter 4, 2011), the Civil West Contractor, AMJV, was awarded 73 percent of eligible incentive funds. Comments from evaluators included concerns related to construction vehicles parking in loading areas or at parking meters. Positive feedback was received regarding outreach efforts and coordination of sidewalk construction with businesses. The Civil East Contractor, Walsh Construction, was awarded 39 percent of eligible incentive funds. Comments included concerns related to pedestrian access and construction vehicles and activities blocking access to businesses. Positive feedback was received regarding Walsh's hiring of a new outreach coordinator, whose efforts resulted in 20 percent fewer hotline calls between October and November and also resulted in a percentage point increase of six percent from the previous award period.

2.3.6 Project Communications:

Construction Communication Plan (Special Signage):

Construction signage will include "Open or Business" signage and other information alerting drivers and pedestrians to construction impacts or other relevant information (e.g., available parking, alternative access, etc.). Approximately four signs will be required per block of construction, and signs will be in place until substantial completion of construction of the surface elements of the project.

Significant Activities:

Construction signage is in place in areas where Civil East (St. Paul) and Civil West (Minneapolis) construction activities are ongoing.

Community Outreach Coordinators: Community Outreach Coordinators will be provided by the Metropolitan Council throughout project construction. The Community Outreach Coordinators act as a liaison between the public and local businesses, including minority-owned businesses, and project contractors. Community Outreach Coordinators are available to answer questions and direct specific construction related concerns back to project contractors and the Metropolitan Council. The Metropolitan Council has dedicated \$4,000,000 to this effort, which includes salary and benefits for a fully staffed Central Corridor Outreach and Communications Team for the four years of project construction from 2010 through 2013. See Attachment G for a display of current Outreach staff and their contact information.

2.4 Requests for Business Assistance and Response

Several of the programs summarized in Section 3 involve direct assistance to businesses in the forms of loans, grants, or other direct assistance. Programs that are managed in this way are listed below, along with information on the number of requests to receive assistance from these programs.

Neighborhood Commercial Parking Program (City of St. Paul): To date, a total of 50 applications have been received by the City of St. Paul and 24 projects have been funded.

Business Support Fund: To date, a total of 111 applications have been received by the City of St. Paul and 98 have been approved for funding. Of the 13 applications not funded:

- One of the applicant businesses closed prior to the loan being disbursed.
- Six of the 13 were not eligible as they actually demonstrated business revenues that increased from periods prior to construction.
- Two of the 13 were not eligible as they were not retail establishments.
- Two of the 13 was not eligible as they were outside the established geographic area for qualified applicants.
- One of the 13 did not meet minimum required time for being in business on the corridor (one-year minimum).
- One of the 13 was the subject of an adverse action taken by the City of St. Paul and was evicted by the landlord before the loan application was processed

(See Attachment C for a visual depiction of the status of funds approved.)

Business Improvement / Expansion Assistance: Currently there are 13 potential projects being investigated with three projects moving through to a loan application – all of the projects moving forward to a loan application are for businesses between Lexington Parkway and Rice Street in St. Paul.

Business Façade Improvement Financing (City of Minneapolis): To date, 18 applications have been received to access funds administered through this program with 15 applications approved and/or funded (one additional application was submitted and then later withdrawn).

2.5 Business Openings / Closings / Relocations

The following update on number of Central Corridor business openings, closings, and relocations uses data gathered by CCPO Outreach staff. Outreach staff maintains an inventory of Central Corridor businesses, which serves as a comprehensive contact database. This inventory is a list of street-level business establishments that are found along the Central Corridor alignment from the West Bank area of Minneapolis to downtown St. Paul.

The information in the following table reflects known business openings, closings and relocations on the Central Corridor for the month of January.



Change in Central Corridor Businesses (January 1, 2011 to January 31, 2012)

| | |
|-----------------------------------|---|
| Business Openings | 5 |
| Business Closings | 2 |
| Business Relocations Off Corridor | 0 |
| Business Relocations On Corridor | 0 |

3.0 Frequently Asked Questions

3.1 How do I request a translated summary of this report?

Please contact the Central Corridor Public Outreach and Communications Team for assistance:

Central Corridor email: centralcorridor@metc.state.mn.us

Hotline: 651-602-1404

Requesting a Spanish Summary of Report:

¿Cómo puedo solicitar un resumen traducido de este informe?

Por favor comuníquese con el *Equipo de Corredor Central Publico de Alcance y Comunicación* (Central Corridor Public Outreach and Communications Team) para asistencia.

Correo electrónico del Equipo de Corredor Central: centralcorridor@metc.state.mn.us

Línea de ayuda: (651) 602-1404

Requesting a Vietnamese Summary of Report:

Làm thế nào để yêu cầu một bản tóm tắt dịch của báo cáo này?

Xin vui lòng liên hệ với Central Corridor Public Outreach and Communications Team để được hỗ trợ:

Central Corridor email: centralcorridor@metc.state.mn.us

Hotline: 651-602-1404

Requesting a Somali Summary of Report:

Sideen u dalbadaa warbixintaan kooban oo la fasiray?

Fadlan la soo xiriir Central Corridor caawimada dadweeynaha iyo kooxda farriinta dadweeynaha u qaabilsan.

Central Corridor Eemeylkoodu waa: centralcorridor@metc.state.mn.us

Telefoonka: 651 602 1404

Requesting a Hmong Summary of Report:

Yuav ua li cas thiab li thov tau daim ntawv txhais ua lus Hmoob txog cov xov xwm no?

Yog koj xav tau kev pab, thov hu los yog sau ntawv rau tom cov Koos Haum (Central Corridor Public Outreach and Communications Team).

Sau ntawv rau: centralcorridor@metc.state.mn.us

Xov Tooj: 651-602-1404

3.2 How can I report a construction-related problem?

To report problems that arise during construction, call the 24-hour hotline at 651-602-1404.

3.3 How can I get information on business assistance during construction?

“Ready for Rail” is a great source for information on programs to assist Central Corridor businesses during construction and can be found at <http://www.readyforrail.net/> or by calling 651-280-2384.

3.4 How can I comment on the project?

The outreach program provides many avenues for people to submit comments and concerns. The outreach team forwards your comments and concerns to the engineers.

Central Corridor email: centralcorridor@metc.state.mn.us

Phone line: 651-602-1645

Attend a public meeting. See the Central Corridor meetings page at www.centralcorridor.org

3.5 Where do I get information about job opportunities

The Met Council and Central Corridor Funders Collaborative created www.lrtworks.org for job seekers to register their qualifications.

3.6 How can the public get construction information?

Details about construction will be available at www.centralcorridor.org and the public will be notified in advance about work, including detours and road closures. Project outreach coordinators began surveying business and property owners in the spring of 2008 for details on their points of access to help engineers design the line and plan construction.

Attachment A

Summary of Monthly Complaints / Response

| Category | Description | Response | Responded within 24 Hours | Responded within 1 Week | Date Received | Date Responded |
|-------------------|--|---|---------------------------|-------------------------|---------------|----------------|
| Civil East | | | | | | |
| Misc | Construction question | Laura Callaghan left a message on caller's voice mail | | X | 01.04.2012 | 01.09.2012 |
| Misc | Drop off in project zone | 1-9-11 Rita left message with caller and referred to Walsh Construction to resolve. | | X | 01.05.2012 | 01.09.2012 |
| Misc | Spring construction schedule | Nkongo called back. | X | | 01.05.2012 | 01.05.2012 |
| Misc | Construction Schedule | Nkongo responded via email. | X | | 01.05.2012 | 01.05.2012 |
| Misc | Central corridor light rail detailed map | Nkongo responded via email. | X | | 01.06.2012 | 01.06.2012 |
| Misc | Missing Signage | 1-9-11 Rita referred issue to Walsh Construction to resolve. | X | | 01.09.2012 | 01.09.2012 |
| Misc | Construction Schedule | Nkongo responded via email. | X | | 01.12.2012 | 01.12.2012 |
| Misc | Debris | Kimberly Sannes did follow up. Walsh will remove today per Robin. | | X | 01.15.2012 | 01.17.2012 |
| Misc | station plans at Cedar and 10th Street | Laura C. called and answered question. | X | | 01.17.2012 | 01.17.2012 |
| Misc | Graphic on website | Laura called Kim and provided the information sought by kim on 1/18/12. | X | | 01.18.2012 | 01.18.2012 |
| Misc | map question | Laura answered question and forwarded to Jill Hentges to give additional input | | X | 01.20.2012 | 01.23.2012 |
| Misc | Construction schedule | 1-25-12 Rita returned call and will make a site visit. | X | | 01.25.2012 | 01.25.2012 |
| Misc | Rita Rodriguez, please call. | 1-25-12 Rita returned call and provided resources for funding. | X | | 01.25.2012 | 01.25.2012 |
| Safety Security | Safety Concern | Dana and contractors responded | X | | 01.04.2012 | 01.04.2012 |
| Safety Security | Better road markings | 1-9-11 Rita talked to caller and Walsh Construction will resolve | X | | 01.08.2012 | 01.08.2012 |
| Safety Security | Safety | 1-12-12 Rita notified Xcel Energy and caller. | X | | 01.12.2012 | 01.12.2012 |
| Safety Security | Safety | 1-18-12 Rita called and forwarded to City of St. Paul Public works to resolve. | X | | 01.18.2012 | 01.18.2012 |
| Safety Security | Safety & ADA issue | 1-27-12 Kimberly returned call. | X | | 01.27.2012 | |

| Category | Description | Response | Responded within 24 Hours | Responded within 1 Week | Date Received | Date Responded |
|-------------------|---|---|---------------------------|-------------------------|---------------|----------------|
| Traffic | Traffic | 1-10-11 Rita left a message for caller | X | | 01.10.2012 | 01.10.2012 |
| Vehicle Access | Vehicle Access | 1-3-11 Rita returned call and referred issue to Dan Soler to follow-up | X | | 01.03.2012 | 01.03.2012 |
| Vehicle Access | Vehicle access | 1-1-12 Rita returned call and resolved question | X | | 01.11.2012 | 01.11.2012 |
| Vehicle Access | Vehicle Access | 1-27-12 Kimberly returned call. | X | | 01.27.2012 | |
| Civil West | | | | | | |
| Misc | Contruccion debris | | | | 01.13.2012 | |
| Misc | Question regarding lights on Pillsbury - Roundabout | Jessica responded by email, info provided. | X | | 01.17.2012 | 01.18.2012 |
| Misc | Work that city has done | | | | 01.18.2012 | |
| Misc | Construction equipment & damagae to landscaping | Jessica email Dave back, no material was found on private property. | X | | 01.19.2012 | 01.19.2012 |
| Safety Security | Street lights out | CCPO responded, checking with contractors in area but not believed to be related to CCLRT. | X | | 01.20.2012 | 01.20.2012 |
| Vehicle Access | Vehicle Access | Dan repsonded by phone, no CCLRT work near Huron Boulevard exit scheduled. Advised to contact MnDOT | X | | 01.18.2012 | 01.18.2012 |
| Vehicle Access | Vehicle Access | Jessica Hill called Cindy Owen back. Access was open. | X | | 01.18.2012 | 01.18.2012 |
| Vehicle Access | Vehicle Access | Jessica Hill called Cindy back. Access is and will be maintained. No blockage of access exists. | X | | 01.19.2012 | 01.19.2012 |

Attachment B1
Summary of Past Monthly Meetings
(January 2012)

Central Corridor LRT Meeting Summary

January 2012

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees | Attendees Expected | Project Contact & Phone # |
|---------|------------|---|--|---|--|--------------------|---------------------------|
| 1/10/12 | 10:00 AM | Theatre In The Round, 245 Cedar Avenue S, Minneapolis, MN, 55454 | CCPO | West Bank Quaterly Contractor Evaluation Meeting | West Bank CCC members | 8 | Pfeiffer, Daniel |
| 1/11/12 | 3:00 PM | Stassen Building, 600 N. Robert Street, Saint Paul, MN 55101, Room 2000 | CCPO | Capitol Area Quarterly Contractor Evaluation Meeting | Capitol Area Stakeholders--CCC Members | 10 | Cigolo, Nkongo |
| 1/12/12 | 2:00 PM | Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414 | CCPO | East Bank Quarterly Contractor Evaluation Meeting | East Bank CCC members | 10 | Pfeiffer, Daniel |
| 1/12/12 | 4:00 PM | Central Corridor Office, 540 Fairview Avenue, St. Paul, MN 55104 | CCPO | Ubiversity Avenue Quarterly Contractor Evaluation Meeting | Construction communication committee | 11 | Rodriguez, Rita |
| 1/12/12 | 10:00 AM | Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101 | CCPO | Downtown St. Paul Quarterly Contractor Evaluation Meeting | Construction Communication Committee Members | 10 | Happel, Dana |
| 1/18/12 | 10:00 AM | Target Field in the Carew Atrium | Metropolitan Council | Chair's first State of the Region | Regional partners | 200 | Richardson, Mary |
| 1/19/12 | 10:00 AM | Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101 | CCPO | Construction Communication Committee | Construction Communication Committee members | 15 | Happel, Dana |
| 1/12/12 | 12:00 PM | Caribe 791 Raymond ave St Paul MN 55104 | Midway Chamber of Commerce | Lunch on the Avenue | Business owners, community | 30 | Richardson, Mary |
| 1/12/12 | 3:00 PM | McKnight Foundation Office 710 S 2nd Street Suite #400, Minneapolis | Central Corridor Funders Collaborative | Central Corridor Funders Collaborative Learning Session | Business owners, community | 15 | Richardson, Mary |
| 1/23/12 | 8:00 AM | Central Corridor Resources Center, 1080 University Avenue, St. Paul (SE corner of Lexington and University) | Commissioner Toni Carter | Business roundtable - NOTE LOCATION | business representatives. | 10 | Caufman, Robin |

Page 1 of 7 or information about a specific meeting, contact the identified outreach coordinator:

Laura Callaghan (651) 602-1853 Robin Caufman (651) 602-1457 Nkongo Cigolo (651) 602-1559 Dana Happel (651) 602-1954 Jessica Hill (651) 602-1840
 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

January 2012

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees* | Attendees Expected | Project Contact & Phone # |
|---------|------------|---|----------------------------|---|---|--------------------|---------------------------|
| 1/26/12 | 12:00 PM | Noodles & Company 470 Hamline Ave N St Paul, MN 55104 | Midway Chamber of Commerce | Lunch on the Avenue | Business owners, community | 30 | Richardson, Mary |
| 1/3/12 | 2:00 PM | World Trade Center Parking Ramp | CCPO | Discuss upcoming construction on Cedar Street for World Trade center parking ramp | parking lot manager | 2 | Happel, Dana |
| 1/4/12 | 10:00 AM | 2929 University Avenue SE, Minneapolis, MN 55414 | CCPO | Design Review Anytime Fitness | Business Owner, CCPO | 2 | Hill, Jessica |
| 1/5/12 | 1:00 PM | Menlo Park, 1246 University Ave West, St Paul, MN 55104 | CCPO | Access Meeting with Menlo Park | Menlo Park tenants and businesses | 5 | Webb, Michelle |
| 1/9/12 | 1:00 PM | 1271 University Avenue W, NAPA Auto Parts | Nkongo Cigolo | NAPA Auto Parts-- Access Meeting with Manager | NAPA Auto Part- University Avenue Business | 6 | Cigolo, Nkongo |
| 1/9/12 | 2:00 PM | 1159 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Prestige Chiropractic and NGT Fine Art and Framing--Access Meetings Combined | Prestige Chiropractic-- University Avenue Business | 6 | Cigolo, Nkongo |
| 1/9/12 | 10:00 AM | 866 University Avenue West, St Paul, MN 55104 | CCPO | Access meeting with East and West Beauty Salon | East & West Beauty Salon | 4 | Webb, Michelle |
| 1/9/12 | 10:30 AM | 1161 University Avenue, Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting for Brothers Auto Sales, Midway Car Wash and Auto World | Brothers Auto Sales, Midway Car Wash, Auto World-- University Avenue Businesses | 7 | Cigolo, Nkongo |
| 1/9/12 | 1:00 PM | 1277 University Avenue W., St. Paul, MN 55104 | Nkongo Cigolo | Access Meeting-Subway (combined with NAPA) | Subway-University Avenue Businesses | 2 | Cigolo, Nkongo |
| 1/9/12 | 2:30 PM | 1133 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting--Twin City Monuments | Twin City Monuments- University Avenue Business | 2 | Cigolo, Nkongo |

Page 2 of 7 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

January 2012

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees* | Attendees Expected | Project Contact & Phone # |
|---------|------------|---|---------------|---|---|--------------------|---------------------------|
| 1/9/12 | 3:00 PM | 1105 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting for Hoa Bien Vietnamese Restaurant | Hoa Bien Restaurant-University Avenue Business | 2 | Cigolo, Nkongo |
| 1/9/12 | 3:30 PM | 1075 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting-AutoZone | AutoZone-University Avenue Business | 6 | Cigolo, Nkongo |
| 1/10/12 | 2:00 PM | 938 University Ave West, St Paul, MN 55104 | CCPO | Access Meeting with Avenue Moter Sales and Economy Muffler | Avenue Motor Sales and Economy Muffler | 5 | Webb, Michelle |
| 1/10/12 | 9:00 AM | 1276 University Ave West, St Paul, MN 55104 | CCPO | Access Meeting with Catholic Charities | Catholic Charities | 5 | Webb, Michelle |
| 1/10/12 | 1:30 PM | 970 University Ave West, St Paul, MN 55104 | CCPO | Access meeting with Super America | Super America | 5 | Webb, Michelle |
| 1/10/12 | 3:00 PM | 880 and 900 University Avenue West, St Paul, MN 55104 | CCPO | Access meeting with Enterprise and Latuff | Enterprise, Latuff | 5 | Webb, Michelle |
| 1/10/12 | 9:30 AM | 1190 University Ave West, St Paul, MN | CCPO | Access meeting with ABRA Auto Body | Abra | 4 | Webb, Michelle |
| 1/10/12 | 10:00 AM | 451 Lexington, St Paul, MN 55104 | CCPO | Access Meeting with Wilder Foundation and Aldi and CSL Plasma | Wilder | 5 | Webb, Michelle |
| 1/10/12 | 1:00 PM | 1120 University Avenue West, St. Paul, MN | CCPO | Access meeting with White Castle | White Castle | 5 | Webb, Michelle |
| 1/10/12 | 2:30 PM | 928 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting for Gil's Paint and Body | Gil's Paint and Body-University Avenue Business | 6 | Cigolo, Nkongo |
| 1/11/12 | 10:30 AM | 1089 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting--KFC | KFC-University Avenue Business | 6 | Cigolo, Nkongo |

Page 3 of 7 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

January 2012

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees* | Attendees Expected | Project Contact & Phone # |
|---------|------------|---|---|---|--|--------------------|---------------------------|
| 1/11/12 | 2:15 PM | 1300 University Ave West, St Paul, MN 55104 | CCPO | Access meeting for Target | Target | 5 | Webb, Michelle |
| 1/11/12 | 5:30 PM | US Bank, 2nd floor, 101 East 5th Street, St. Paul, MN 55101 | CapitolRiver Council | Noise Variance discussion with the CapitolRiver Council | CapitolRiver Council members | 10 | Happel, Dana |
| 1/11/12 | 5:30 PM | 1183 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting for Arnellia's | Arnellia's Bar-- University Avenue Business | 5 | Cigolo, Nkongo |
| 1/12/12 | 11:30 AM | 1141 University Avenue, Saint Paul, MN 55104 | Nkongo Cigolo | Kimble Chiropractic-- Access Meeting | Kimble Chiropractic-- University Avenue Business | 6 | Cigolo, Nkongo |
| 1/12/12 | 12:00 PM | 459 Lexington Pkwy, St Paul, MN 55104 | CCPO | Access meeting with TCF Bank | TCF Bank | 5 | Webb, Michelle |
| 1/17/12 | 2:30 PM | 1134 University Ave West, St Paul, MN | | Aldi Access Meeting | Aldi | 5 | Webb, Michelle |
| 1/18/12 | 6:00 PM | Dar Al Quba, 1501 S. 6th Street, Minneapolis, MN, 55414 | West Bank Community Coalition monthly meeting | West Bank Community Coalition | Community Members | 25 | Pfeiffer, Daniel |
| 1/18/12 | 3:00 PM | 883 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting for U-Haul | U-Haul-University Avenue Business | 6 | Cigolo, Nkongo |
| 1/18/12 | 5:00 PM | 432 University Ave West, St Paul, MN 55103 | CCPO | Access Meeting with Al Hue's Bakery and Deli and Bangkok Thai and Wolter Brothers Liquors | Restaurant Owners | 6 | Webb, Michelle |
| 1/18/12 | 9:30 AM | 320 University Ave W, St Paul, MN 55103 | CCPO | Access meeting with Lao Family Community Center | Owner | 5 | Webb, Michelle |

Page 4 of 7 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

January 2012

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees* | Attendees Expected | Project Contact & Phone # |
|---------|------------|---|--|---|--|--------------------|---------------------------|
| 1/18/12 | 10:00 AM | 490 University Avenue West, St Paul, MN 55103 | CCPO | Access Meeting with Max It Pawn | University Ave businesses | 6 | Webb, Michelle |
| 1/18/12 | 9:00 AM | 471 Marion St, St Paul, MN | CCPO | Access Meeting with McDonalds | businesses on University Ave | 6 | Webb, Michelle |
| 1/18/12 | 4:00 PM | 448 University Ave West, St Paul, MN 55103 | CCPO | Access meeting with Cheng Heng Restaurant and 422 University | businesses on University | 5 | Webb, Michelle |
| 1/18/12 | 10:30 AM | 262 University Avenue West, St Paul, MN 55103 | CCPO | Access meeting with Hmong Studio | University Avenue businesses | 5 | Webb, Michelle |
| 1/18/12 | 3:30 PM | 612 University Avenue West, St Paul, MN | CCPO | Access meeting for Wendy's | University Avenue business | 6 | Webb, Michelle |
| 1/19/12 | 4:00 PM | Augsburg Gateway Center, 2211 Riverside Avenue, Minneapolis, MN 55414 | Monthly WBBA Board Meeting | West Bank Business Association Board Meeting | Business Owners and Community Members of West Bank | 30 | Pfeiffer, Daniel |
| 1/19/12 | 2:30 PM | University Hotel Minneapolis, 615 Washington Avenue SE, MN, 55454 | Monthly Stadium Village Commercial Association Meeting | Stadium Village Commercial Association | Stadium Village Businesses, CCPO Outreach | 20 | Pfeiffer, Daniel |
| 1/23/12 | 2:30 PM | 506 Cedar Street, St. Paul, MN 55123 | CCPO | Discuss Vibration results with Church of St. Louis, King of France | Church leaders | 3 | Happel, Dana |
| 1/23/12 | 10:30 AM | 500 Cedar Street, St. Paul, MN 55101 | CCPO | Updated: Discuss vibration results with Central Presbyterian Church | Church staff | 3 | Happel, Dana |
| 1/23/12 | 6:30 PM | Prospect Park United Methodist Church, 66 SE Malcolm Ave, Minneapolis, MN 55414 | community group | Prospect Park East River Road Improvement Association Community Meeting | Prospect Park residents and businesses, CCPO, AMJV | 40 | Hill, Jessica |

Page 5 of 7 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

January 2012

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees* | Attendees Expected | Project Contact & Phone # |
|---------|------------|---|------------------------------------|---|---|--------------------|---------------------------|
| 1/24/12 | 2:00 PM | 1010 University Avenue West, St Paul, MN 55104 | CCPO | Access meeting for 1000 University building and 1010 - My Home, Inc. | Property Manager and Tenants of 1000/1010 | 5 | Webb, Michelle |
| 1/24/12 | 10:00 AM | 666 University Avenue West, St Paul, MN 55104 | CCPO | Business Access and Areaway Meeting with A-1 Vacuum | businesses along corridor | 6 | Webb, Michelle |
| 1/24/12 | 10:30 AM | 698 University Ave West, St Paul, MN 55104 | CCPO | Access meeting for Payless Tires | businesses | 5 | Webb, Michelle |
| 1/24/12 | 3:00 PM | 500 & 510 University Avenue West, St Paul, MN 55103 | CCPO | Access meeting for Trieu Chau Restaurant and Discount Auto Glass | businesses along corridor | 6 | Webb, Michelle |
| 1/24/12 | 4:30 PM | 962 University Ave West, St Paul, MN 55104 | CCPO | Access meeting with Midway Spine Care, EZY Urgent Care, and home health care business in 962 University | businesses along corridor | 9 | Webb, Michelle |
| 1/24/12 | 6:30 PM | Minnehaha Recreation Center, 685 Minnehaha Avenue, Saint Paul 55103 | Frogstown Neighborhood Association | Frogstown Neighborhood Forum | residents and business owners | 15 | Lee, Shoua |
| 1/24/12 | 11:30 AM | University Bank- 200 University Avenue W, St. Paul, MN | Midway Chamber | Project Update to the Midway Chamber, Economic Development Cmte | corridor business leaders | 15 | Caufman, Robin |
| 1/24/12 | 1:30 PM | 468 University Avenue West, St Paul, MN 55103 | CCPO | Access meeting with Le's Auto Tech | businesses along corridor | 6 | Webb, Michelle |
| 1/24/12 | 2:30 PM | 520 University Avenue West, St Paul, MN | CCPO | Access meeting for Midas Auto Service | businesses along corridor | 6 | Webb, Michelle |
| 1/25/12 | 10:30 AM | 145 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting-League of Minnesota Cities | University Avenue Businesses | 6 | Cigolo, Nkongo |

Page 6 of 7 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

January 2012

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees* | Attendees Expected | Project Contact & Phone # |
|---------|------------|--|--|---|--|--------------------|---------------------------|
| 1/26/12 | 1:00 PM | Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, Suite 175, St. Paul, MN 55101 | CCPO | Cedar Street Construction Update meeting (7th to 4th Street) | Cedar Street property managers | 15 | Happel, Dana |
| 1/27/12 | 9:00 AM | Wilder Foundation, 451 Lexington Parkway North, Saint Paul, MN 55104 | Business Resources Collaborative partners | Business Resources Collaborative | Business Resources Collaborative partners | 20 | Lee, Shoua |

Page 7 of 7 or information about a specific meeting, contact the identified outreach coordinator:

Laura Callaghan (651) 602-1853 Robin Caufman (651) 602-1457 Nkongo Cigolo (651) 602-1559 Dana Happel (651) 602-1954 Jessica Hill (651) 602-1840
 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Attachment B2
Summary of Upcoming Monthly Meetings
(February 2012)

Central Corridor LRT Meeting Summary

February 2012-Upcoming Meetings

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees | Attendees Expected | Project Contact & Phone # |
|---------|------------|--|---|---|---|--------------------|---------------------------|
| 2/16/12 | 10:00 AM | Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101 | CCPO | Construction Communication Committee | Construction Communication Committee members | 15 | Happel, Dana |
| 3/15/12 | 10:00 AM | Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101 | CCPO | Construction Communication Committee | Construction Communication Committee members | 15 | Happel, Dana |
| 2/1/12 | 12:00 PM | 654 University Ave West, St Paul, MN | CCPO | Access meeting for Shuang Hur Supermarket, 712 University, and 704 University | University Avenue Businesses | 8 | Webb, Michelle |
| 2/1/12 | 9:00 AM | University Bank, 200 university Avenue, Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting-University Bank | University Avenue Businesses | 5 | Cigolo, Nkongo |
| 2/6/12 | 9:00 AM | 3415 University Avenue SE, Minneapolis, MN 55454 | CCPO | Precondition Survey at KSTP Studios | CCPO Outreach, Braun Intertec, Property Manager | 3 | Pfeiffer, Daniel |
| 2/9/12 | 11:00 AM | 480 Cedar Street, St. Paul, MN 55101 | MPR | Construction update meeting with MPR | MPR staff | 3 | Happel, Dana |
| 2/14/12 | 3:00 PM | 591 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Frogtown Square Construction Update Meeting | Senior Tenants-University Avenue Residents & Businesses | 60 | Cigolo, Nkongo |
| 2/15/12 | 6:00 PM | Dar Al Quba, 1501 S. 6th Street, Minneapolis, MN, 55414 | West Bank Community Coalition monthly meeting | West Bank Community Coalition | Community Members | 25 | Pfeiffer, Daniel |
| 2/15/12 | 6:00 PM | Model Cities, 839 University Ave. W., Saint Paul, MN 55104 | Aurora St. Anthony Development Cooperation | Construction Information Meeting | University Avenue Businesses | 60 | Cigolo, Nkongo |

Page 1 of 3 or information about a specific meeting, contact the identified outreach coordinator:

Laura Callaghan (651) 602-1853 Robin Caufman (651) 602-1457 Nkongo Cigolo (651) 602-1559 Dana Happel (651) 602-1954 Jessica Hill (651) 602-1840
 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

February 2012-Upcoming Meetings

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees | Attendees Expected | Project Contact & Phone # |
|---------|------------|---|--|---|--|--------------------|---------------------------|
| 2/16/12 | 4:00 PM | Augsburg Gateway Center, 2211 Riverside Avenue, Minneapolis, MN 55414 | Monthly WBBA Board Meeting | West Bank Business Association Board Meeting | Business Owners and Community Members of West Bank | 30 | Pfeiffer, Daniel |
| 2/16/12 | 2:30 PM | University Hotel Minneapolis, 615 Washington Avenue SE, MN, 55454 | Monthly Stadium Village Commercial Association Meeting | Stadium Village Commercial Association | Stadium Village Businesses, CCPO Outreach | 20 | Pfeiffer, Daniel |
| 2/17/12 | 9:00 AM | 839 University Avenue W., Saint Paul, MN 55104 | Nkongo Cigolo | Access Meeting and Information Session for Model Cities | University Avenue Business | 15 | Cigolo, Nkongo |
| 2/22/12 | 2:30 PM | CCPO-Room-4 | | Meeting with Nice Ride MN | Nice Ride staff | 2 | Cigolo, Nkongo |
| 2/23/12 | 1:00 PM | Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, Suite 175, St. Paul, MN 55101 | CCPO | Cedar Street construction update meeting (4th to 7th) | Cedar Street property managers | 15 | Happel, Dana |
| 2/23/12 | 11:00 AM | 480 Cedar Street, St. Paul, MN 55101 | MPR | Construction update meeting with MPR | MPR staff | 3 | Happel, Dana |
| 2/23/12 | 10:00 AM | 663 University Ave West, St Paul, MN 55104 | CCPO | Access Meeting with Western Bank | businesses along corridor | 6 | Webb, Michelle |
| 2/28/12 | 11:30 AM | American Engineering Testing, 550 Cleveland Ave North | Midway Chamber | Midway Chamber Economic development committee - construction schedule | business leaders | 20 | Caufman, Robin |
| 3/12/12 | 12:00 PM | The Saint Paul Hotel | St. Paul Building Owners and Managers | Project updates, 12 construction | St. Paul businesses and property managers | 100 | Caufman, Robin |
| 3/15/12 | 2:30 PM | University Hotel Minneapolis, 615 Washington Avenue SE, MN, 55454 | Monthly Stadium Village Commercial Association Meeting | Stadium Village Commercial Association | Stadium Village Businesses, CCPO Outreach | 20 | Pfeiffer, Daniel |

Page 2 of 3 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602-1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

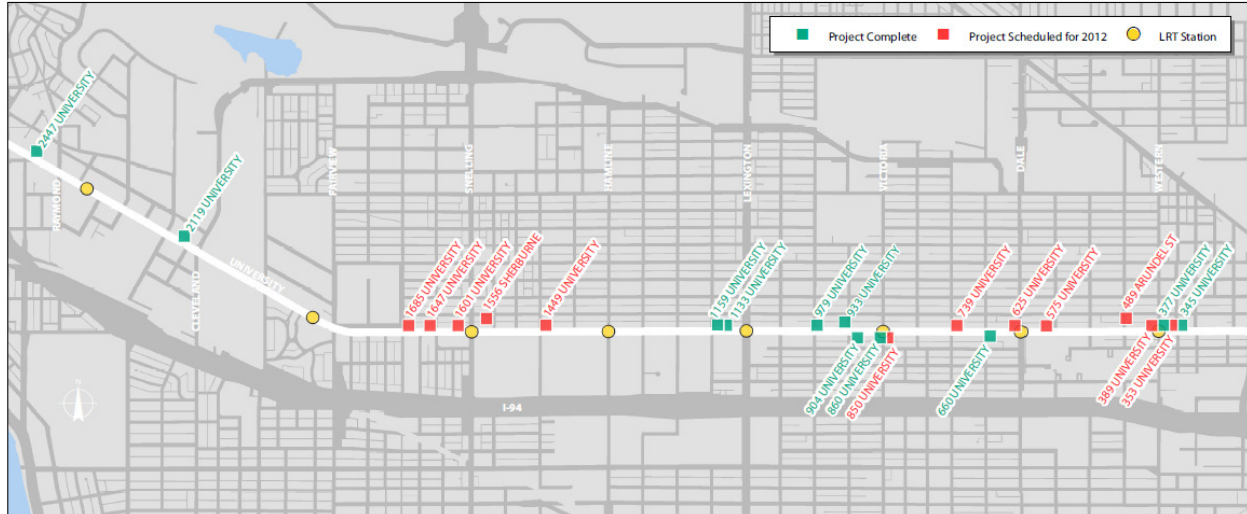
February 2012-Upcoming Meetings

| Date | Start Time | Meeting location and address | Group/Host | Topic/Purpose of Meeting | Stakeholder Attendees | Attendees Expected | Project Contact & Phone # |
|---------|------------|--|------------|---|-----------------------------------|--------------------|---------------------------|
| 3/29/12 | 1:00 PM | Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, Suite 175, St. Paul, MN 55101 | CCPO | Cedar Street Construction Update meeting (7th to 4th) | Cedar Street property managers | 15 | Happel, Dana |

Page 3 of 3 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Rita Rodriguez (651) 602-1805 Michelle Webb (651) 602-1485

Attachment C
Neighborhood Commercial Parking Program
2011 Status Report



1. Approved Projects: Completed projects are in green, ones for next year in red.

| | |
|---|---------------------|
| 345 University: Metro Social Services | \$25,000.00 |
| 353 University: Ha Tien Market | \$25,000.00 |
| 377 University: May's Market | \$25,000.00 |
| 389-393 University: Anh's Hair Salon | \$25,000.00 |
| 489 Arundel: Remote Parking for 441 University | \$25,000.00 |
| 575 University: Unidale Insurance | \$25,000.00 |
| NW Corner Dale and University | \$150,000.00 |
| SE Corner St. Albans and University: A-1 Vacuum and Shuang Her | \$150,000.00 |
| 739 University: Trung Nam | \$25,000.00 |
| 850-856 University: Tai Hoa BBQ | \$50,000.00 |
| 860-866 University: Best Steak and E-W Beauty Salon | \$50,000.00 |
| 904-908 University: Thong Auto and The Williams Store | \$75,000.00 |
| 933 University: Safety Care | \$25,000.00 |
| 979 University: Shear Pleasure | \$25,000.00 |
| 1133-1141 Univ.: T.C. Monuments, apartments, Kimble Chiropractic | \$50,000.00 |
| 1159 University: Vietnam Center | \$25,000.00 |
| 1449 University: Hair Salons | \$25,000.00 |
| NE block Snelling and University | \$150,000.00 |
| NW block Snelling and University | \$250,000.00 |
| 1647 University: Hammond Awards | \$25,000.00 |
| 1685 University: Milbern Clothing | \$25,000.00 |
| 2119 University: Subway | \$25,000.00 |
| 2447 University: Design Press | \$25,000.00 |
| Total forgivable loans approved | \$1,300,000 |

2. Photographs of representative projects



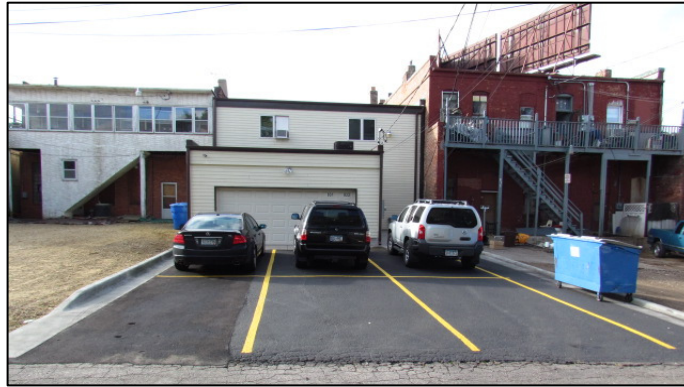
May's Market, at 377 University.



The HRA paved its property at St. Albans and University and is leasing it to two adjacent businesses for the cost of operating and maintaining it.



East and West Beauty Salon and Victoria's Best Steak House developed a shared parking lot at 860-866 University Avenue West.



Safety Care Minnesota at 933 University.



Three adjoining properties at 1133, 1137, and 1141 University share stacked parking.



The Vietnam Center at 1159 University Avenue.



Design Press at 2447 University built a retaining wall and paved their parking lot.

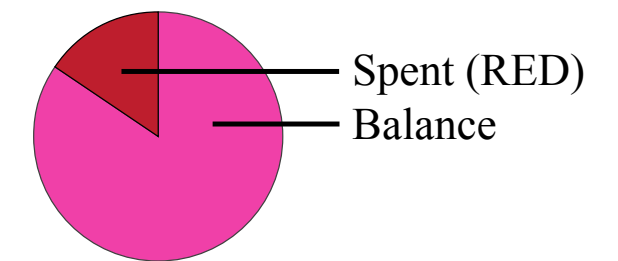
Attachment D
CCLRT Business Support Fund
January 2012 Status Report

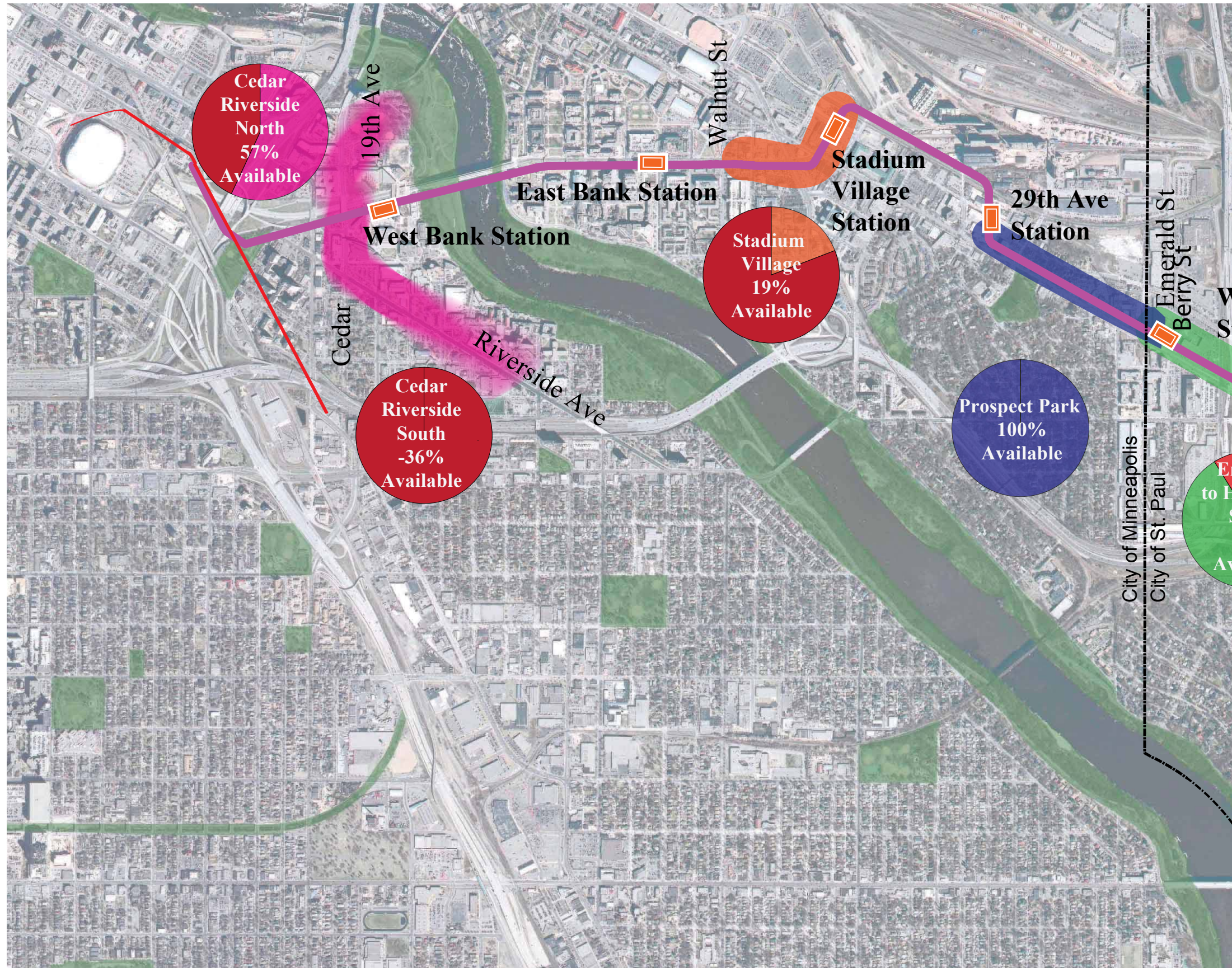
CCLRT Business Support Fund January 2012 Status Report



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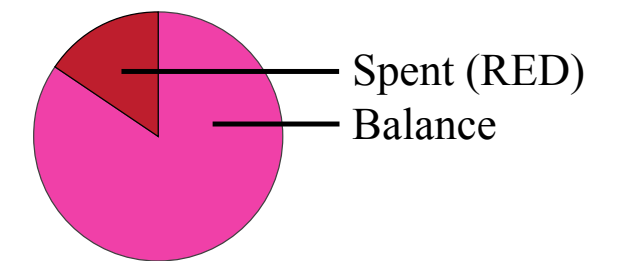
- Cedar-Riverside
- Stadium Village
- Prospect Park
- Emerald-Hampden
- Hampden-Aldine
- Aldine-Syndicate
- Syndicate-Rice
- Lowertown

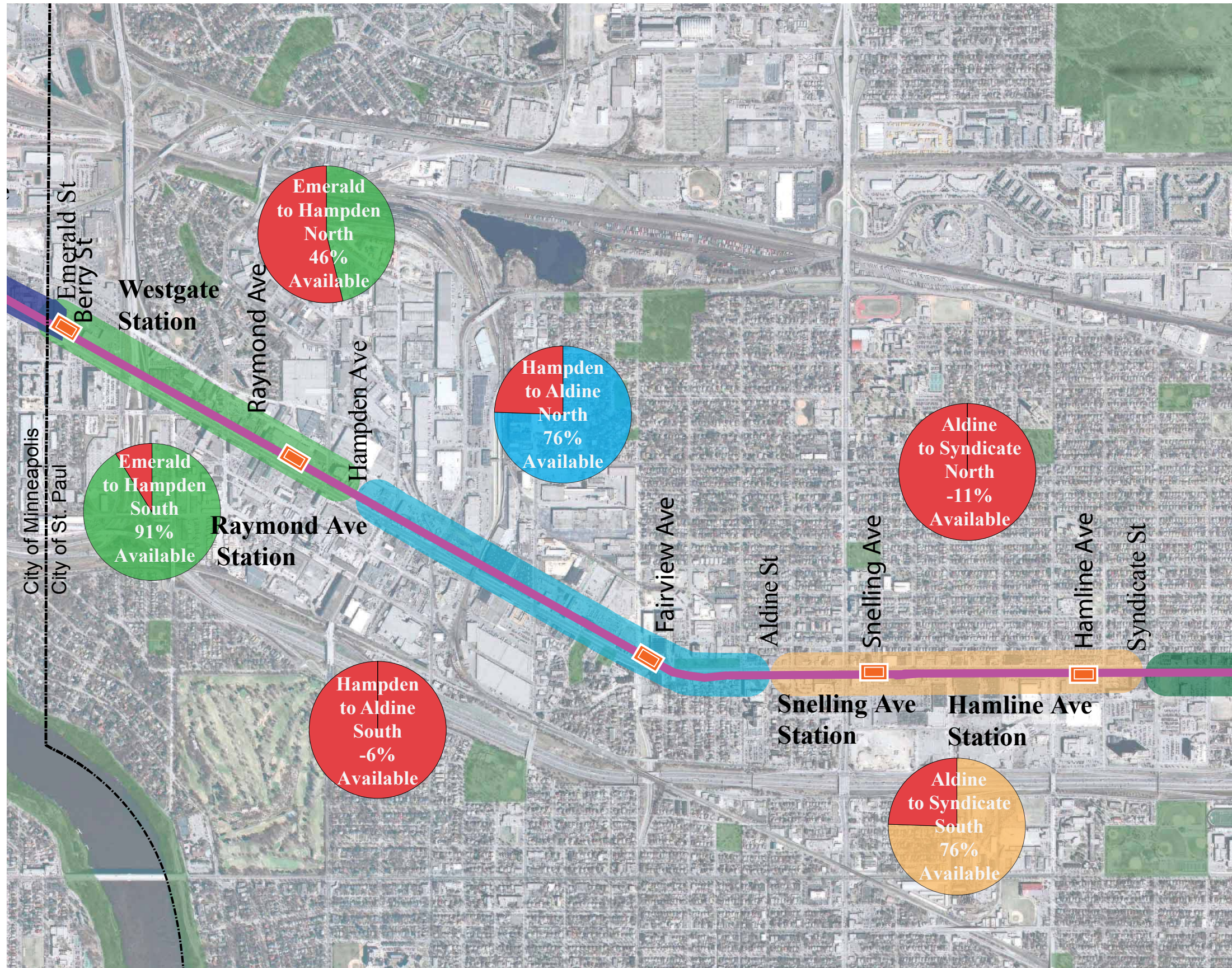




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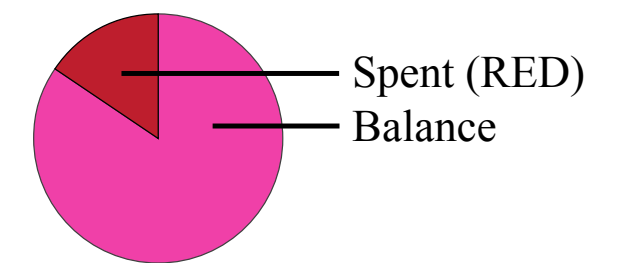
- Cedar-Riverside
- Stadium Village
- Prospect Park
- Emerald-Hampden
- Hampden-Aldine
- Aldine-Syndicate
- Syndicate-Rice
- Lowertown





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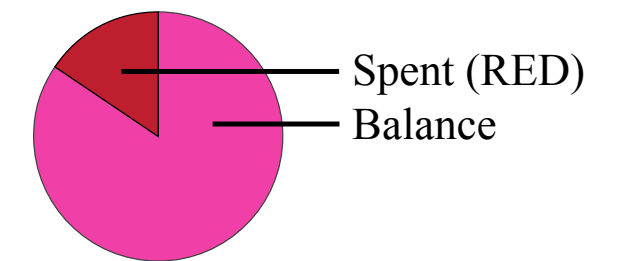
-  Cedar-Riverside
-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown

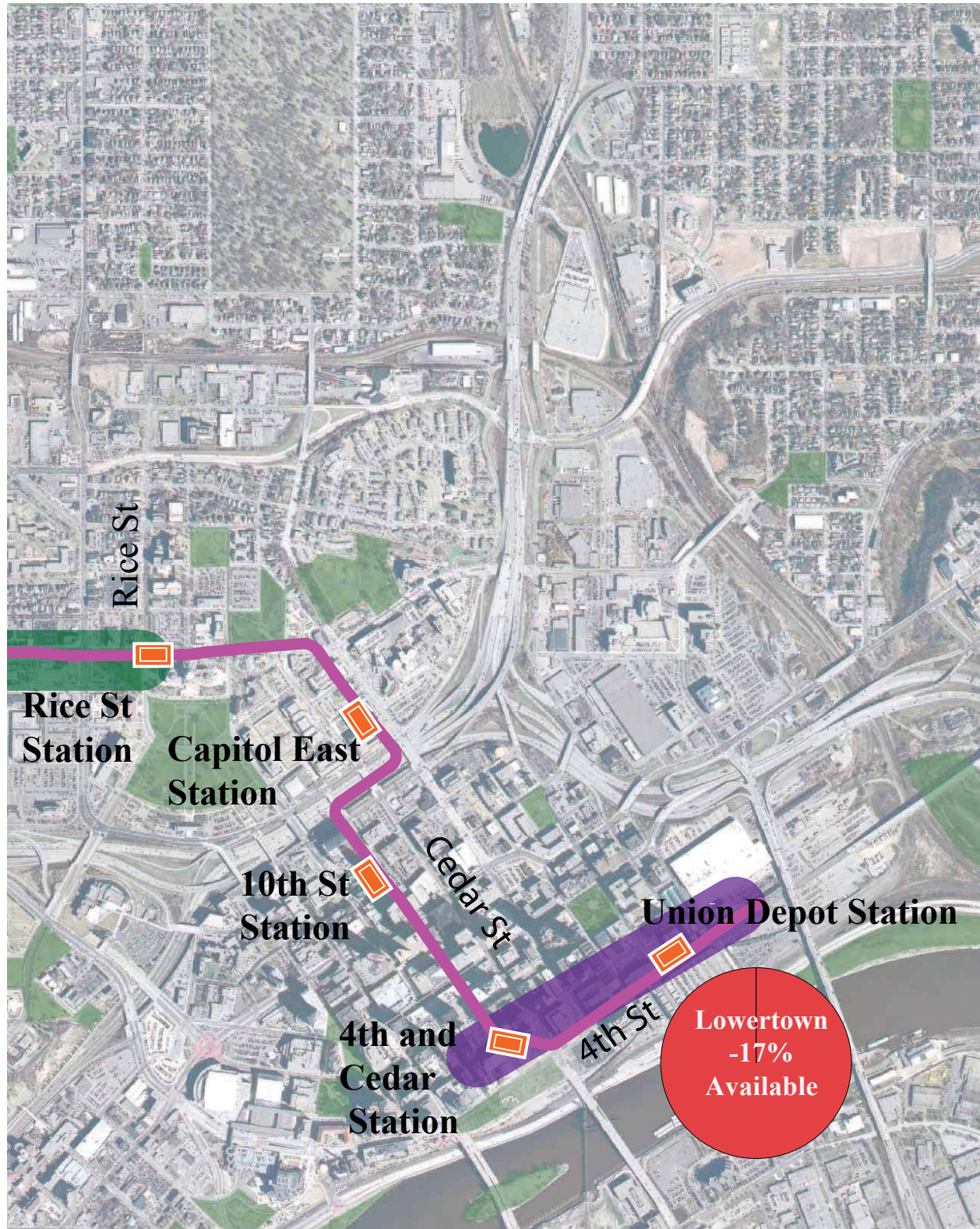




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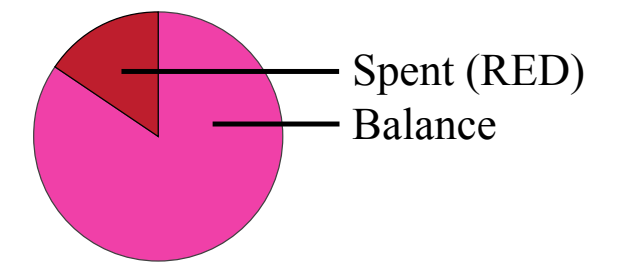
-  Cedar-Riverside
-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown





LEGEND

-  Cedar-Riverside
-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown



Attachment E
Business Improvement / Expansion Fund
Quarterly Report
(U7 to Living Cities)

October 2011 Interim Report

To: Living Cities
From: Neighborhood
Development Center
and University
Avenue Business
Preparation
Collaborative (U7)

Isabel Broyld,
U7 Project Manager

This interim progress report contains the following information:

1. Outline of original goals and objectives as stated in original proposal and describe progress toward achieving them.
Progress achieving grant outputs and outcomes; in particular:
 - a. Number of businesses assisted
 - b. Number of façade matching grants issued
 - c. Number of small business loans issued.
2. Describe the actual communities reached during the grant period. Please report on demographics such as race/ethnicity, gender, or geographic location.
3. A. Describe any unanticipated results, either positive or negative, associated with this grant.
3 B. Given your results, what changes will you make?
4. What lessons did your organization learn as a result of this grant?
5. If this is an ongoing project/program, describe your plans for sustaining it beyond this grant.
6. The amount of grant funds remaining as of reporting date.

The Living Cities full grant period is from January 1, 2011 to December 31, 2011.

This Interim Report covers January 1, 2011 to September 31, 2011

1. Outline of original goals and objectives as stated in original proposal and describe progress toward achieving them.

Goal: Stabilizes small businesses at risk of disruption from construction

Objective 1: With Living Cities resources (in 2011)- 20 small businesses (not previously engaged with U7 in 2009 or 2010) **have received assistance from the U7 Project**

Overall, (in 2011) the U7 Project will provide TA to 60 small businesses (not previously engaged with U7 in 2009 or 2010)

Objective 2: With Living Cities resources (in 2011) - 4 small businesses have used the U7 4:1 façade matching grants to make large, visible and high impact façade improvements.

Overall, the U7 Project will provide 8 small businesses with 4:1 façade matching grants for project that cost approximately \$10,000 each.

Objective 3: In 2011, approx. \$200,000 of loan resources have been deployed to small businesses to expand their businesses or to establish building ownership.

Progress achieving grant outputs and outcomes; in particular:

- a. **Objective 1:** Number of businesses assisted

In total, NDC and U7 have provided 1767.5 hours of one-on-one services to over 170 Central Corridor businesses since January 1, 2011, to September 30, 2011. Of this number, 62 businesses were not previously working with U7. Please Note: There are many other businesses that have received U7 services through the Ready for Rail Forgivable Loan Program that we have yet to capture completely. The Ready for Rail Forgivable Loan Program is being administered by NDC, but U7 Staff, Interns and Consultants provide deep technical assistance on accounting pieces for several clients. The numbers are forthcoming; however, they were not compiled in time for this report.

- b. **Objective 2:** Number of façade matching grants issued

Façade Improvement Grants: To date, U7 has not expended any of the dollars in the façade improvement program. However, the program has been promoted to all U7 businesses on the façade improvement waiting list (Please see attachment of U7 Façade Improvement Flyer). U7 has received **7** Letters of Interest from business owners to date.

Two businesses have proceeded with completing the façade improvement application, and those completed applications have been received by U7. The two complete application come from businesses located in the priority target area from Rice and Lexington along University Avenue. The next step in the process is to have the U7 staff review the work plan that is being proposed for each of the two projects, make recommendations and then present those projects to the U7 Façade Improvement Committee, which is made up of the U7 Board of Directors. U7 hopes to approve at least 3 façade programs before the end of December 2011.

c. **Objective 3:** Number of small business loans issued.

| Funds Expended to Date | Number of Potential Projects being Investigated | Number of Inquires Received to Date | \$ Value of Potential Projects Received to Date | Number of Projects Approved to Date | \$ Value of Approved Projects to Date | Number of Projects Denied to Date | \$ Value of Projects Denied to Date |
|------------------------|---|-------------------------------------|---|-------------------------------------|---------------------------------------|-----------------------------------|-------------------------------------|
| None | 10 | 3 | \$275,000 | None | NA | None | NA |

The **3** projects the NDC Loan Officers are currently moving through the building owners/business expansion loan and façade improvement application process involve:

- A vacuum business on the 600 block of University that is interested in a business expansion loan and a major façade improvement project.
- A Cambodian restaurant on the 400 block of University that is interested in a business expansion, building ownership and façade improvement project.
- A grocery/health store on the 300 block of University that is interested in a business expansion and façade improvement project.

So far, all the projects moving through to a loan application are concentrated in the priority target area of Rice and Lexington along University Avenue.

Two of the three businesses that we are assisting through the loan and façade improvement application process are Asian owned businesses. In conjunction to working with U7 and NDC on these projects, these two Asian businesses are also working with the Asian Economic Development Association (AEDA) to on their façade improvements. Through AEDA, the business owners will be able to have façade improvements that reflect their Asian background. This is a very exciting and unexpected occurrence. AEDA is able, through their own resources, to cover the cost of architectural drawings – an item that U7/NDC cannot cover through the façade improvement program. In partnership with AEDA, NDC and U7 will be able to assist the Little Mekong marketing district project to move forward.

2. Describe the actual communities reached during the grant period. Please report on demographics such as race/ethnicity, gender, or geographic location.

In total, NDC and U7 have provided **1767.50 hours** of one-on-one services to over **170** Central Corridor businesses since January 1, 2011, to September 30, 2011. Currently, the demographic breakdown of NDC and U7 clients within the Central Corridor is as follows:

| | |
|------------------|--|
| African | 26 |
| African American | 25 |
| Asian | 40 |
| White | 30 |
| Unknown | 43 (survey's have not been complete for this businesses) |

The geographic communities NDC and U7 operate within, along the Central Corridor, are very diverse and unique from one another. From Lowertown and Downtown St. Paul on one end, to Frogtown (including historic Rondo), Hamline-Midway, Summit-U, St. Anthony Park and Prospect Park on the other. Each neighborhood has similarities – a mix of homes, apartments and businesses, but these areas are primarily different from one-another demographically and economically.

Briefly, here is the general breakdown some of the various neighborhoods along the Central Corridor according to the last census:

FROGTOWN - race and ethnicity* (2010) – Includes the North side of University from Rice to Lexington

| | |
|-----------------------------------|-------|
| White | 21.1% |
| Black or African American | 29.8% |
| American Indian and Alaska Native | 1.1% |
| Asian or Pacific Islander | 34.1% |
| Other race | 0.3% |
| Two or more races | 3.9% |
| Hispanic or Latino | 9.6% |

HAMLIN-MIDWAY - race and ethnicity* (2010) – Includes Northside of University from Lexington to Transfer Road

| | |
|-----------------------------------|-------|
| White | 68.8% |
| Black or African American | 15.0% |
| American Indian and Alaska Native | 0.9% |
| Asian or Pacific Islander | 5.3% |
| Other race | 0.2% |
| Two or more races | 3.6% |
| Hispanic or Latino | 6.2% |

ST. ANTHONY PARK - race and ethnicity* (2010) – Includes North side of University from Transfer Road to Hwy. 280

| | |
|-----------------------------------|-------|
| White | 74.0% |
| Black or African American | 8.6% |
| American Indian and Alaska Native | 0.6% |
| Asian or Pacific Islander | 11.0% |
| Other race | 0.2% |
| Two or more races | 2.4% |
| Hispanic or Latino | 3.2% |

SUMMIT-UNIVERSITY - race and ethnicity* (2010) – Includes the South side of University from Marion to Lexington

| | |
|-----------------------------------|-------|
| White | 46.1% |
| Black or African American | 35.0% |
| American Indian and Alaska Native | 0.7% |
| Asian or Pacific Islander | 9.8% |

| | |
|--------------------|------|
| Other race | 0.2% |
| Two or more races | 3.5% |
| Hispanic or Latino | 4.6% |

UNION PARK - race and ethnicity* (2010) – Includes South side of University from Lexington to St. Paul Boarder with Mpls.

| | |
|-----------------------------------|-------|
| White | 77.8% |
| Black or African American | 11.1% |
| American Indian and Alaska Native | 0.5% |
| Asian or Pacific Islander | 3.2% |
| Other race | 0.1% |
| Two or more races | 2.9% |
| Hispanic or Latino | 4.4% |

Note: all the data above on census numbers comes from MN Compass.

NDC and U7 have provided services to the following small business owners, according to race or ethnicity:

3. A. Describe any unanticipated results, either positive or negative, associated with this grant.

We did not anticipate that the façade grant program would take so long to finalize. However, we have been up and running and promoting the program since September 2011.

Also, we did not anticipate that we would not have approved a loan at this point in the year. However, three strong and promising applications are being prepared by the business owners and the NDC Loan Staff. It is rewarding to go out and discuss these types of loan products and opportunities with the small businesses along the Central Corridor.

We did anticipate the increase in U7's one-on-one technical assistance work this year.

3 B. Given your results, what changes will you make?

NDC and U7 feel comfortable with the progress made since September 2011 on both the loan and façade improvement programs. At this point, all seems to be moving along. The exact time to begin each of the programs was not anticipated, but we are catching up quickly. It is too soon to tell if any modification in the implementation of the programs “on the ground” is needed.

4. What lessons did your organization learn as a result of this grant?

NDC and U7 honestly have not had the space to give this question its due. The staff needs to provide this insight prior to the end of this calendar year. By the final report the lessons learned will be shared.

5. If this is an ongoing project/program, describe your plans for sustaining it beyond this grant.

Due to concerns of the potential gentrification of University Avenue along the Central Corridor, NDC is dedicated to finding and securing resources and mechanisms to accomplish the goal of proving affordable financing to small businesses along the Central Corridor to grow and expand their businesses and attain ownership of buildings/space along the corridor. Through the business expansion and building ownership projects accomplished with the resources from Living Cities, we hope to show the philanthropic and banking community the positive outcomes of these types of affordable financing for small business, as well as the positive impacts of the results along the Central Corridor and within the local business community. Also, NDC staff have become increasing educated on how and when to leverage loan dollars with Small Business Administration 504 and other programs for an increased impact and larger projects.

In addition, NDC and its U7 Partners will continue to secure resources to accomplish façade improvement programs for the Central Corridor. Greater Frogtown CDC and Sparc have increased their ability to raise dollars to expand their respective façade programs. U7 Partners value the availability of such resources and are planning ways to establish a longer-term façade improvement strategy with other non-profits like Asian Economic Development Association and The World Cultures Heritage District project.

6. The amount of grant funds remaining as of reporting date.

The amount of grant funds remaining as of reporting date – September 31, 2011.

As of July 15, 2011, Neighborhood Development Center (NDC) and U7 has received a total of \$183,000 of grant dollars. Of those dollars:

- U7 received \$49,000 for façade improvement grants to be issued along the Central Corridor for small business.
- NDC received \$100,000 of grant resources to place in a Loan Loss Reserve Fund that supports the Program Related Investments loan dollars to be utilized between two loan products: building ownership and business expansion.
- The remaining resources of \$33,500 are for the administration cost incurred by NDC.

NDC/U7 spent to date:

- None for Façade Improvement – on hand (not yet spent)
- Loan Loss Reserve Fund – Deposited to a blocked account
- \$33,500 for NDC Operations – A quarter of the funds has been spent. The expenditures are being used to support Loan Officers, Real Estate Officer, and the coordination of the loan funds guidelines and development of a loan committee, with real estate expertise.

Attachments:

- NDC/U7 Financial Statement
- List of Additional Funders
- U7 Façade Improvement Flyer
- NDC Business Expansion and Building Ownership Flyer

Attachment F
FY 2010 U7
Accomplishments Report



FY2010: U7 Project Twelve Month Accomplishments

From April 1, 2010 to March 31, 2011 the U7 Staff, NDC staff and NDC Consultants **provided one-on-one technical assistance to a total of 119 clients (this number includes Rondo Library Business Resources Center numbers of clients serves)**. Below is the breakdown of results - showing the variety and intensity of business support services and resources being provided to small business owners by the U7 Project staff, NDC staff, and NDC Consultants.

Rondo Library BRC: There were a **total of 65 BRC entrepreneur visits in FY2010**. There were **31 total visitors, with 42 returning visits to the BRC** from April 2010 to March 2011. The BRC staff and interns **provided 115.5 hours of basic-level TA** to the entrepreneurs during FY2010. The BRC is staffed by Sia Lo, Small Business Consultant and graphic design interns. The BRC has provided technical assistance services that included: internet and computer access, marketing, industrial analysis/research, business plan assistance, and basic computer training.

One-on-One Technical Assistance: **During FY2010 U7 Staff, NDC Staff and NDC Consultants provided 2750.5 hours of one-on-one technical assistance to 88 businesses** on University Avenue and Lowertown, St. Paul (TA hours include the hours provided by the U7 Graphic Designers, interns, NDC Loan Officers and the U7 Project Manager). The no-cost to low-cost services provided to small businesses included:

- a) General Business Management
- b) Marketing and Market Research
- c) Financial Health Consultations; Cash flow projections
- d) Record-Keeping and Accounting
- e) Business Planning and Research
- f) Retail, Grocery and Salon Business Management
- g) Computer Training
- h) Assistance with contractors and bids
- i) Creation of data management systems; point of sale systems, inventory list, customer contact list
- j) Industry Analysis
- k) Training

Results Driven Marketing: **Since April 1, 2010**, the U7 design staff, design interns, and design consultants combined have created **48 logos, 33 business cards, 17 websites and 64 other design or interactive marketing pieces** for University Avenue small business owners.

- a) Creation of Website and Web 2.0 presence
- b) Marketing plan assistance
- c) Social media presence
- d) Direct marketing to customers
- e) Creation of brand identity systems, and other print and web based materials



Financial Health Consultations: To date, **32 University Avenue businesses have or are currently participating in an intense financial health consultations** performed by U7 Small Business Consultants and interns. The services provided have been mainly assisting owners with cash-flow analysis, inventory, tracking of sales, forecasting and putting savings plans in place.

U7/NDC Rondo Workshops: Since April 1, 2010, **51 workshops were offered and attended by over 280 entrepreneurs and businesses. The following is a list of the workshop topics offered throughout FY2010, free of charge to attendees:**

| NDC/U7 Rondo Workshops | # of Times Offered |
|---|---------------------------|
| Business Training Orientation | 8 |
| Computer Basics | 1 |
| Creative Marketing Techniques | 3 |
| Customer Service | 2 |
| Demographics Now | 4 |
| Financing Your Business | 2 |
| Industry Analysis | 5 |
| Internet Marketing | 5 |
| Legal Workshop & Intellectual Property Law | 4 |
| Low-Cost/No-Cost Marketing Tools | 1 |
| Shoebox Record Keeping | 2 |
| Social Networking to Increase Sales (New in 2010) | 2 |
| Survive and Thrive in Tough Times | 2 |
| Survive Light Rail Construction (New in 2010) | 1 |
| Understanding Basic Accounting | 6 |
| Website Development | 3 |

U7 and NDC Loan Activity: In 2010, **12 Loans** have been approved and closed to University Avenue businesses, with **the total amount financed being \$238,830.** The loan applications received have been much greater, however not all applicants move to the approval process. For those applications that are not “ready” for financing the applicants are provided with technical assistance, training and one-on-one consultation to strengthen the applicants request.

Matching Marketing Grants: The total dollars required to launch the small business marketing matching grant program is yet to be retained; however, U7 staff have provided **10 matching grants to 10 small businesses.** The grants were used to offset the cost of printing, signage costs, and marketing activities.

Matching Façade Grants: The total dollars required to launch the small business façade matching grant program is yet to be retained; however, the U7 staff, Greater Frogtown staff and Sparc staff work to close to façade grants in the last six months. Greater Frogtown approved the Best Steak House application for approximately \$30,000 of improvements and the businesses is awaiting their façade improvement work to begin in the spring. Sparc approved Flamingo Restaurants’ application and



they were awarded approximately \$7,300 in façade improvement. Flamingo's signage work is one quarter of the way completed and the remaining work will be completed in the spring. Greater Frogtown is also starting another façade project with Metro Social Services.

Entrepreneurship Training: One avenue of the work that has been a bright spot for NDC and U7 is the work of the U7 staff in getting University Avenue businesses enrolled in the NDC Entrepreneurship Training Class. **Three U7 Clients (Johnny Baby's, East African Injera, Marvin Scroggins – Accounting Consultant), are due to graduate from the winter course** and U7 staff have a few more University Avenue businesses applying of the spring session. U7 staff and NDC staff are very excited about existing business owners becoming NDC graduates and engaging in the process.

Marketing of the U7 Project: The U7 Project designed effective marketing web and printed materials, created and have maintained the U7 website (universityseven.org); and were mentioned in fourteen press articles in FY2010. The U7 staff also presented information about U7 for several audiences and at many events that include:

- a) University Avenue Business Association Events
- b) Asian Economic Development Association Events
- c) District 7 meetings
- d) Business Resources Collaborative meetings and events
- e) Sustainable Communities Initiative presentations
- f) Living Cities meetings
- g) Presentation to Small Business Administration – Federal level representatives
- h) Testifying to the FTA
- i) Saint Paul Department of Planning and Economic Development
- j) Several presentations to local non-profit groups that serve local businesses and homeowners
- k) A presentation to the Minneapolis Women's Group
- l) Presentations before foundations and foundation conference bus tours

The U7 Team has also, in the last six months, created and distributed a U7 Newsletter. We have two issues that have been delivered to our stakeholders, a September and December issue. The responses to the newsletter have been positive.

U7 by the Numbers

The following two tables quickly provide an update on U7 performance for the fiscal year. The table [Table 1] demonstrates U7's status on the small business services provided along with noting FY2010 intended goals per activity. We believe each table provides the full picture of U7 accomplishments for FY2010.



Table I

| U7 Year Two FY2010 Small Business Support & Resource Activities | U7 Year-Two Goals per Activity FY2010 April 1 to March 30, 2011 12 Month Goals | U7 Year Two End Of Year Accomplishments FY2010 April 1, to March 31, 2011 12 month Results |
|--|--|---|
| Loans to Small Businesses | Goal: 30 loans worked on with 20 loans approved and closed | 12 Loans Approved and Closed in 2010 14 Loans Approved and Closed since April 1, 2009 Total amount of Loan dollars provided in 2010 \$238,830 Since April 1, 2009 Total amount of Loan dollars provided \$268,830 |
| Matching Grants to Small Businesses | Goal: 20 marketing matching grants provided Goal: 5 matching façade grants provided | 10 marketing grants provided for a total of \$1,300 (to date) Complete grant funds not yet available 2 façade grants provided with a total of \$37,326 Complete grant funds not yet available |
| One-on-One Technical Assistance (TA) | Goal: Provide base-level one-on-one TA to 100 small businesses Goal: Provide Professional one-one one TA to 100 businesses <i>The yearly goal for one-on-one technical assistance directly to small business is 1,110 hours.</i> | 119 business provided with base-level TA for FY2010; this number includes BRC numbers 88 business provided with Professional-level TA (Results Driven Marketing) for FY2010 Since April 1, 2009 – 187 Total Clients Served (includes BRC numbers) FY2010 Total: 2750.5 of TA hours provided Since April 1, 2009 – Total of 3,900.4 of TA hours |



| | | |
|---------------------------------|---|---|
| Small Business Workshops | Goal: 24 workshops conducted | 51 Workshops provided with 280 folks in attendance for 2010 Since April 1, 2009 to present 90 workshops conducted with 416 attendees |
| Business Resource Center | Goal: 150 entrepreneurs visit and utilize the BRC | 31 new entrepreneurs visits, 42 returning visits for 2010. A Total of 65 BRC visits in 2010. 115.5 hours of TA provided in 2010 Since BRC opened June 2009, it has assisted 47 entrepreneurs– with over 85 visits and 135.5 hours of technical assistance provided |

Attachment G

Outreach Coordinators

Attachment G

For more project information, contact the construction hotline at 651-602-1404

Community Outreach Coordinators Central Corridor LRT



Mission: The purpose of the outreach team is to be an intermediary for the Metropolitan Council and the community on the Central Corridor LRT project. We will do this by building relationships with the public by informing, listening, and gathering feedback throughout engineering, construction and operation.

Minneapolis- Downtown to Emerald
New Stations: West Bank, East Bank, Stadium Village, Prospect Park

St. Paul West- Emerald to Griggs
Stations: Westgate, Raymond Ave, Fairview Ave, Snelling Ave, Hamline Ave

St. Paul East- Griggs to I94
Stations: Lexington Pkwy, Victoria St, Dale St, Western Ave, Capitol/Rice St, Robert St

Downtown St. Paul- I94 to Lowertown
Stations: 10th St, Central, Union Depot



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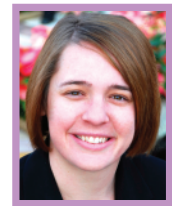
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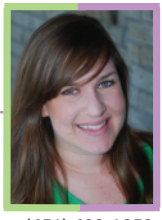
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