

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

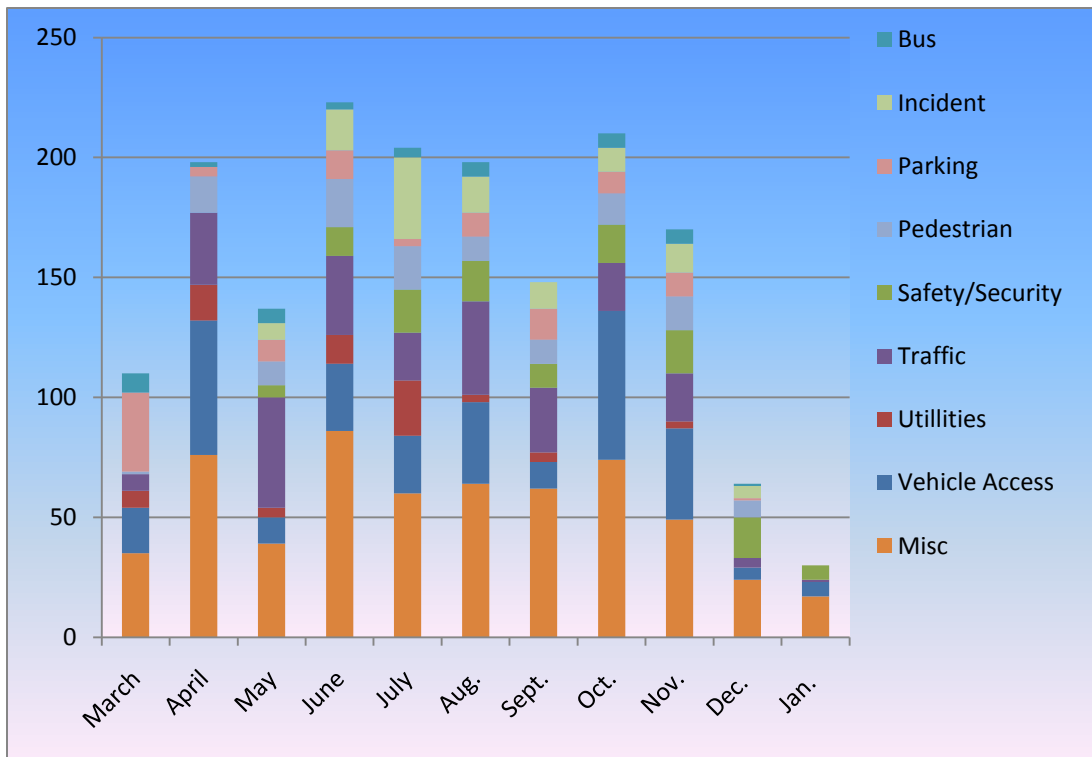
2.1 Construction-related Calls, Complaints and Responses

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.

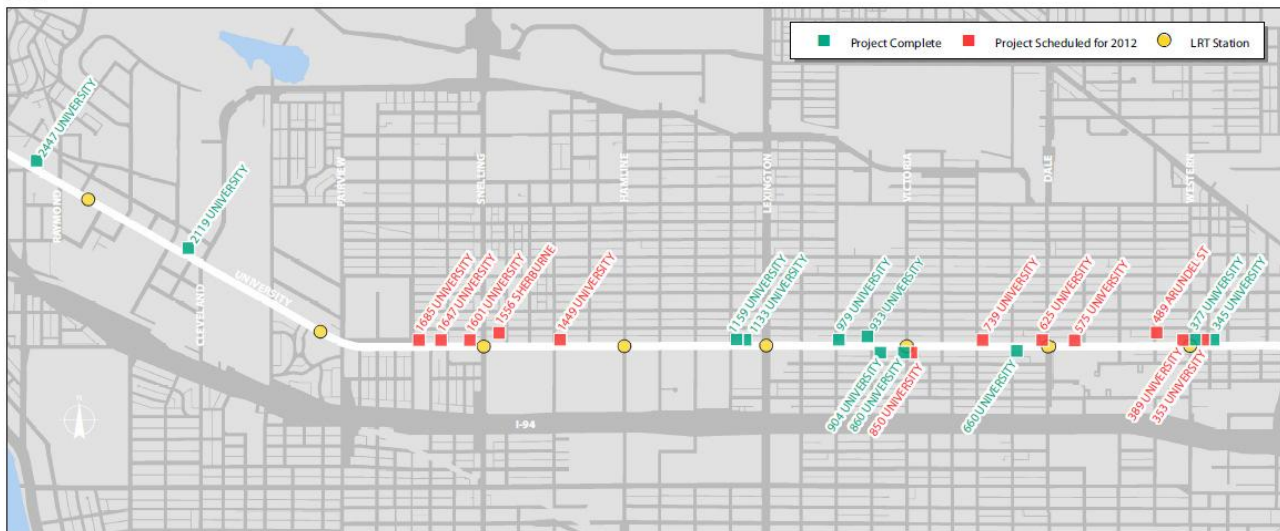
2.3.1 Parking Assistance:

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.

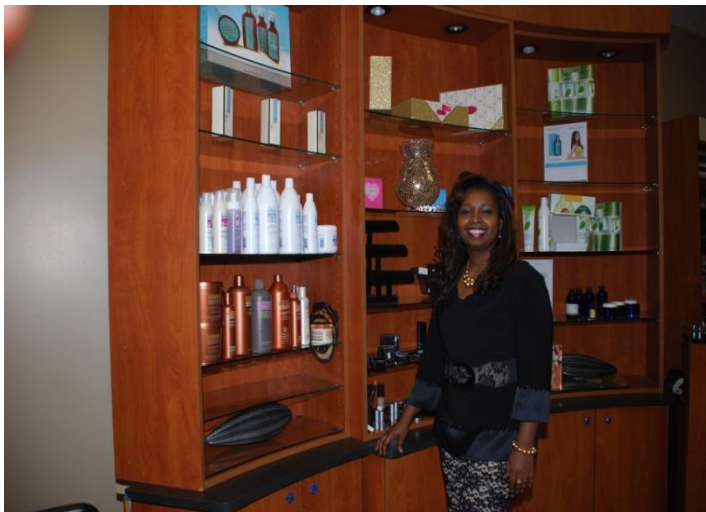
Financial Activities:	Amount
Business façade improvement for small businesses	\$49,500
Loan Loss Reserve Fund that supports Program Related Investment loan for building owners and business expansion	\$100,000
NDC's administrative costs	\$33,500
Total	\$183,000

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

Attachment B1
Summary of Past Monthly Meetings
(January 2012)

Attachment B2
Summary of Upcoming Monthly Meetings
(February 2012)

Attachment C
Neighborhood Commercial Parking Program
2011 Status Report

Attachment D
CCLRT Business Support Fund
January 2012 Status Report

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

Attachment F
FY 2010 U7
Accomplishments Report

Attachment G

Outreach Coordinators

Attachment G

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