

Central Corridor Light Rail Transit

 Metropolitan Council

Status Report On the Implementation of Mitigation Measures – CCLRT Construction-Related Business Impacts July 2011



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

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Attachment B1	Summary of Past Monthly Meetings
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1.0 Purpose

This Report summarizes how the Metropolitan Council and other partner agencies worked during the month of July 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	\$240,000	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
University Avenue / Cedar Riverside Betterments (see Section 2.3.3)	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
	Business Façade Improvements	\$150,000	City of Minneapolis	Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191

Mitigation Measures		Financial Commitment	Responsible Agency	Contact Information
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		\$15,182,670		

- (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.

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

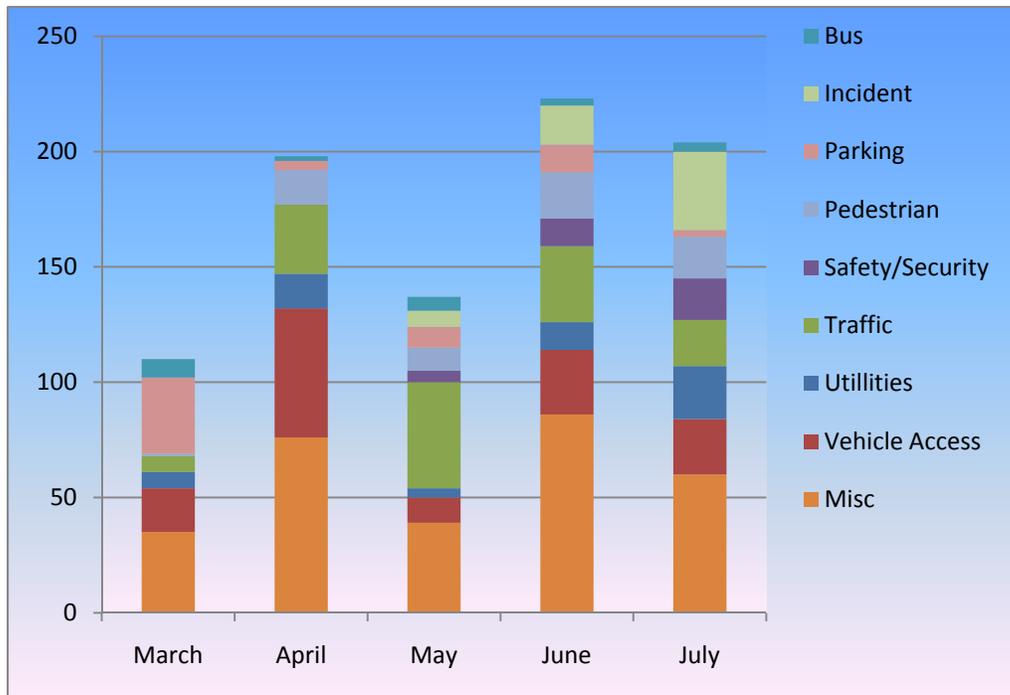
2.1 Construction-related Calls, Complaints and Responses

Attachment A to this Report is a summary of construction and other calls and complaints received during the month of July and their response / resolution. During this month, a total of 204 complaints, comments or questions were received by Central Corridor Project Office staff (see Figure 1). This compares to a total of 223 in the month of June. 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 July concerned some of the following:
 - Concerns about flooding during heavy rain events (response was to send personnel to investigate);
 - Concerns about appropriate signage (response was to provide appropriate temporary pedestrian walkway), and
 - Pedestrian access (response was to direct utility crews to move vehicles).
 - Traffic signal malfunction (response was to provide send a crew to repair the signal).

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

Figure 1: 2011 Construction Hotline Complaints Received



2.2 Public Outreach and Communication Activities

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

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

- West Bank/East Bank/Stadium Village
- University Avenue – Emerald to Hamline
- Capitol Area
- Downtown St. Paul

All current construction updates can be viewed at www.centralcorridor.org. In the last month, approximately 32,212 hits were recorded of users visiting the Web site – almost doubling hits from June, which totaled 12,617.

News Releases: A total of one news releases / news advisory was issued in July, covering the following subjects:

- Monthly “Making Tracks” newsletter

All current 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 5,629 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 July @cclrt had 971 followers.



Lunch on the Avenue event – promoting local restaurants during construction.

As a result of input at meetings and correspondence received by CCPO staff in July, the following changes to the CCLRT project were made:

- Retained on-street parking for businesses such as Wells Fargo and Cupcake on the west end of the University Avenue construction zone.

- Worked with businesses on Washington Avenue to stage utility work.
- Worked with the City of St. Paul to mark an ADA-accessible detour due to the demolition of the 5th and Cedar streets skyway.
- Created new temporary bus stops on University Avenue with wider waiting areas and better ramps.
- Added posters with general project information and rendering of University Avenue with LRT to bus stops.
- Accelerated storm sewer reconstruction work at University and Hampden to address flooding issues with recent storms.
- Added trash cans at temporary bus stops in the construction zone.

Upcoming Public Meetings / Events: A list of upcoming meetings scheduled for the month of August 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.

Significant Activities:

To date, the City of St. Paul HRA has approved \$1,325,000 in funding for 24 parking improvement projects. One project has dropped out (750 University), and 5 projects have been completed or mostly completed (860-866, 904-908, 133-1142, 1159, and 2447 University). Approximately 50 applications were received by the City during the time that applications were being accepted. A complete list of projects funded to date can be found as Attachment C. During the month of July, geotechnical (soil conditions) investigations were completed for the projects being completed at the northeast Snelling Avenue intersection and at the Southeast St. Albans intersection.



City of St. Paul Neighborhood Commercial Parking Program funds used to build a retaining wall and parking lot for Design Press at 2447 University Avenue

Almost all of the 24 parking improvement projects funded through this program are anticipated to be completed by the end of this year (2011). This includes a large project located in the northwest block at Snelling and University, which involves the City of St. Paul leasing land and improving it for off-street

parking. This project has gotten the support of the property owners and is on schedule for September construction.

At the end of this year, the City of St. Paul will evaluate the progress of the 24 projects funded to date to determine how best to allocate remaining funding that is part of the Neighborhood Parking Program.

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. Construction bids were opened on May 25 for the alleys that will be improved this summer and fall. The following alleys will be improved using this funding:
 - Fry to Snelling (north side of University)
 - Snelling to Asbury (north side of University)
 - Pascal to Albert (north side of University)
 - 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)
- Based on the final bids the City received for this work, enough additional funds remained from the \$350,000 budgeted that the City is initiating the process of re-acquiring an alley easement on the partially vacated alley south of University Avenue between Mackubin and Arundel.

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 low- or no-interest forgivable loans and grants to small businesses (gross annual sales less than \$2 million) that may experience construction-related disruptions.

Significant Activities:

During the month of July, the following activities occurred:

- Eight workshops were held for small business owners presenting them with facts and information about the Business Support fund; a total of 80 businesses were represented at these workshops.
- 14 applications were received;
 - Two applicants were determined to be ineligible for the program.
 - Five applications required the submittal of additional information.
 - Seven eligible applications (6 in St. Paul and 1 in Minneapolis) were received and are currently under review.
- Two loans were totaling \$40,000 were disbursed to businesses.
- Six additional loans were approved, totaling \$60,075.

It should be noted that, prior to the official launch of the Fund, the City of St. Paul did work to advance some funding to businesses affected by 2010 CCLRT construction on 4th Street in downtown St. Paul. A total of \$30,000 was disbursed to 4th Street businesses during the 2010 timeframe.

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.

Significant Activities in July:

The internal loan committee for the Business Improvement/Expansion and Building Ownership fund met in July and reviewed and approved the loan criteria. The internal committee members are very experienced with real estate loans and all have a banking background, which will be necessary in reviewing and approving the loans and their strength.

Neighborhood Development Center staff is preparing a pre-application for the loans and a flyer for marketing the two loans to a targeted group of business owners and has a list of 11 businesses interested in either building ownership or business expansion loans. Initial conversations have occurred with a majority of the business owners on the list.

Financial Activities:	Amount
Business façade improvement for small businesses	\$30,000
Loan Loss Reserve Fund that supports Program Related Investment loan for building owners and business expansion	\$28,000
NDCs administrative costs	\$33,500
Total	\$91,500

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 \$240,000 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 and a workplan leading to a Central Corridor Business Development Strategy. (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 to customers to patronize Central Corridor businesses during construction. (Nov. 2010)	\$50,000
City of St. Paul funding to Midway Chamber of Commerce to assist in business marketing efforts.	\$25,000
Total	\$180,000

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.



U7 presents information on the Business Support Fund to Central Corridor businesses

Significant Activities in July:

In the month of July, U7 had 57 additional businesses that were either signed on to work with U7 or were receiving assistance from U7 staff to complete the City of St. Paul Ready for Rail Forgivable Loan application. A total of 166 businesses are being served or have been served by U7 since April of 2009.

U7 interns are conducting the second round of surveys with business owners who are clients of either U7 or NDC – survey results are forthcoming. U7 interns are also conducting outreach to businesses along the 6 miles of University to inform business owners of workshop opportunities and the forgivable loan.

Financial Activities	Amount
Program to help small businesses prepare for, and thrive, in the changing Central Corridor marketplace through training, technical assistance, and financing. (Jan 2009)	\$200,000
Program to help small business prepare for, and thrive, in the changing Central Corridor marketplace through training, technical assistance, and financing. (Feb. 2010)	\$100,000
Program to help small businesses prepare for, and thrive, in the changing Central Corridor marketplace through training, technical assistance, and financing.(Sept. 2010)	\$100,000
Program to help small business prepare for, and thrive, in the changing Central Corridor marketplace 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. During the month of July, funds were disbursed to the African Development Center and to the West Bank Business Association for neighborhood cleanup and to organize an upcoming music festival in the business district.

Financial Activities (Minneapolis along University Ave, Cedar Riverside):	Amount
Business Association Assistance Program	\$13,000
Great Streets Business District Support Grants	\$29,390
City Business Finance Assistance to the African Development Center	\$40,000
African Development Center	\$42,800
West Bank Business Association	\$7,500
Total	\$132,690

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

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 \$42,879 for the Great Streets Façade Improvement Program in Central Corridor business districts. These expenditures have funded eight projects. During the month of July, two new funding requests were received by the City and one updated request (replacing a previous request), but no funding approvals or disbursements took place.



The Tea House Restaurant uses a grant from the City of Minneapolis to transform a former Baker’s Square restaurant on University Avenue

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.



VMS used to alert drivers to traffic “switch” as construction wraps up on south side of University Avenue between Emerald and Hampden avenues

Significant Activities:

All funds (\$50,000) in this category have been expended to purchase the variable message signs. During the month of July, the signs were used to alert University Avenue drivers to the traffic shift, as construction in the segment from Emerald to Hampden switched from the south side of the Avenue to the north.

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 July, the following activities took place:

- Outreach staff met with businesses on the south side of University Avenue to discuss pedestrian access during the sidewalk replacement process.
- Outreach staff met with businesses on Washington Avenue to discuss pedestrian access plans during utility construction work that required removal of the sidewalk. The Civil West Contractor then developed a schedule minimizing the impacts and duration of removals in front of businesses.

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, three 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)
Total (to date)	\$90,000	\$77,913 (52 percent of total)	\$30,000	\$29,920 (89 percent of total)



2.3.6 Project Communications:

Construction Communication Plan (Special Signage):

Construction signage will include “Open for 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. An example of signage in place can be seen in the image above.

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 F 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 (see Attachment C).

Business Support Fund: To date, a total of 21 applications have been received and six have been approved (one business withdrew and closed their business prior to receiving the requested loan).

Business Improvement / Expansion Assistance: To date six inquiries have been received – four businesses interested in support to purchase the properties in which their businesses are located and two businesses interested in expanding their space and/or inventory. This program is just beginning and no formal applications have been received to use these funds.

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 for funding.

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 below reflects known business openings, closings and relocations on the Central Corridor for the month of July.

Change in Central Corridor Businesses (June 30, 2011 to July 31, 2011)

Business Openings	4
Business Closings	4
Business Relocations Off Corridor	2
Business Relocations On Corridor	1

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 fariinta dadweeynaha u qaabilsan.

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

Teleefoonka: 651 602 1404

Requesting a Hmong Summary of Report:

Yuav ua li cas thiaj 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	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Civil East (162 records)						
Bus	Bus stops ADA	Michelle responded to caller via phone - explained construction schedule.		X	07.03.2011	07.06.2011
Bus	Sidewalk closure	Nkongo called back and advised caller to catch bus at next stop. Street reopens by end of day.	X		07.07.2011	07.07.2011
Bus	Bus stop in front of Perkins 1544 University Ave W	Stephanie directed Walsh to pick up trash and reinstall trash cans. Walsh completed 7/21		X	07.19.2011	07.21.2011
Bus	Bus service		X		08.01.2011	8.01.2011
Incidents	She has water coming into the basement of her property.	Duplicate entry entered under issue #583	X		07.19.2011	07.19.2011
Incidents	Flooding	Robin responded via phone		X	07.15.2011	07.15.2011
Incidents	water leakage	Duplicate entry		X	07.22.2011	07.26.2011
Incidents	Flooding	Concerns noted.			07.23.2011	07.25.2011
Incidents	Flooding	Rita visited owner of Town House Bar. Isolated issue from CCLRT. Referred to owner of private lot.	X		07.16.2011	07.16.2011
Incidents	Damage done during sidewalk construction	Duplicate entry entered under issue #746	X		07.16.2011	07.16.2011
Incidents	Damage	Rita took pictures and referred to Walsh Construction	X		07.16.2011	
Incidents	Drain backup	Curtis met with caller, forwarded issue to Walsh - temporary fix 7/14/11.	X		07.12.2011	07.12.2011
Incidents	Unable to open front door	Robin contacted Brian Panfill. Construction staff responded to issue.	X		07.11.2011	07.11.2011
Incidents	Damage claim		X		07.14.2011	
Incidents	Water damage	Duplicate entry entered into issue #583	X		07.14.2011	07.14.2011
Incidents	Flood damage	This was a duplicate entry			07.14.2011	07.26.2011
Incidents	Flooding				07.15.2011	
Incidents	Flooding	Dana called back. Crews sent to the location to resolve.	X		07.15.2011	07.15.2011
Incidents	Flooding	Dana called back and informed contractor. Contractor heading out to fix issue. Resolved.	X		07.15.2011	07.15.2011
Incidents	Flooding	Robin contacted contractor. Kevin Ryan responded back stating street had been reopened.	X		07.16.2011	07.16.2011
Incidents	Damage done during sidewalk construction	This was a duplicate entry			07.16.2011	07.26.2011
Incidents	Barrier obstruction	Nkongo called and forwarded to contractor to resolve.	X		07.18.2011	07.18.2011
Incidents	The door is hard to open. Please call.	Rita talked to owner and referred issue to Walsh Construction.	X		07.18.2011	07.18.2011
Incidents	Stalled car due to flooding	Laura attempted to call person back but phone was disconnected	X		07.19.2011	07.19.2011

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Incidents	Major flooding	7-19-11 Police were called and are on the scene	X		07.19.2011	07.19.2011
Incidents	Flooding	7-19-11 Police have been called to the scene.	X		07.19.2011	07.19.2011
Incidents	Water & mud	7-19-11 Owner has been notified and lot is owned by CCPO. Contractors sand bagging area.	X		07.19.2011	07.19.2011
Incidents	Flooding				07.20.2011	
Incidents	Water damage	Walsh is investigating			07.21.2011	07.25.2011
Incidents	Water damage	This was a duplicate entry			07.21.2011	07.26.2011
Incidents	Large water bill due to contractors	Rita responded to caller; will forward concerns to Walsh.			07.22.2011	07.22.2011
Incidents	Flooding				07.27.2011	
Incidents	Flooding				07.28.2011	
Incidents	Water issue				08.01.2011	
Incidents	Flooding				08.01.2011	
Misc	Muddy water in parking lot issue	Requested Walsh Construction to stop dumping muddy water onto private lot.	X		07.05.2011	07.05.2011
Misc	Missing store sign	Rita responded via phone; Walsh confirmed sign had been moved.	X		07.06.2011	07.06.2011
Misc	Media question	Laura responded via email	X		07.06.2011	07.06.2011
Misc	Business Loan	Laura called martin and answered his questions	X		07.07.2011	07.07.2011
Misc	General question about Univ Ave construction	Michelle responded via phone and explained construction schedule to caller.	X		07.08.2011	07.08.2011
Misc	Business Loan	Laura emailed the caller providing forgivable loan info		X	07.08.2011	07.11.2011
Misc	Bid question	Chris Beckwith responded via email		X	07.08.2011	07.11.2011
Misc	Noise	Laura emailed the caller providing clarification about noise curfew concern		X	07.09.2011	07.11.2011
Misc	Mowing of grass	Robin responded via email. Construction Mgr directed crews to take care of grass/weeds.	X		07.11.2011	07.11.2011
Misc	Contractor for Bremer Bank Demolition	Dana Happel responded by email	X		07.11.2011	07.11.2011
Misc	Signage	Nkongo responded via email and advised contractor.	X		07.11.2011	07.12.2011
Misc	Traffic noise	Michelle responded to caller via phone; recommended she call city.	X		07.12.2011	07.12.2011
Misc	Poster request	Michelle responded to caller via phone.	X		07.12.2011	07.12.2011
Misc	Pavers	Mary responded via email	X		07.13.2011	07.13.2011
Misc	Trash at Simpson and University bus stop	Kevin directed Walsh to pick up trash and install trash cans; completed 7/14/11	X		07.13.2011	07.13.2011
Misc	Project completion	Michelle responded to caller via phone to give construction schedule.	X		07.13.2011	07.13.2011

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Misc	Noise	Michelle responded to caller; forwarded concern to Walsh.	X		07.13.2011	07.13.2011
Misc	Route Map	Robin responded with response via email	X		07.14.2011	07.14.2011
Misc	Regards to Social Media	Laaura Baenen responded to question	X		07.14.2011	07.14.2011
Misc	Start time of construction	Michelle responded to caller via phone; forwarded concerns to Walsh.	X		07.14.2011	07.14.2011
Misc	Alley maintenance	Rita referred caller to City of St. Paul PED Department.	X		07.14.2011	07.14.2011
Misc	Trash	Kevin directed Walsh to install trash cans and pick up trash; Walsh completed 7/14	X		07.14.2011	07.14.2011
Misc	Business slow	Michelle responded to caller.	X		07.14.2011	07.14.2011
Misc	Steel being removed from site	laura called and answered question	X		07.15.2011	07.15.2011
Misc	Traffic	Nkongo called back and advised as needed. Resolved.	X		07.15.2011	07.15.2011
Misc	Kudos	Rita responded via email	X		07.15.2011	07.15.2011
Misc	CCLRT items request	Robin delegated to Charlene		X	07.15.2011	07.20.2011
Misc	Maple trees at Union Depot	Nkongo called and advised of traffic situation on Lexington Pkwy at University Avenue.	X		07.17.2011	07.17.2011
Misc	Tree trouble @ Gillette site	Dana called back and advised contractor to remove. Resolved.	X		07.18.2011	07.18.2011
Misc	Kudos	No resolution needed. Positive comment.	X		07.18.2011	07.18.2011
Misc	Trash	1-18-11 Rita returned call to Joel Essling.	X		07.18.2011	07.18.2011
Misc	Spruce Tree Centre Vibration - 7/19/2011 9:00a.m.	7-19-11 Walsh Construction was notified and will look into	X		07.19.2011	07.19.2011
Misc	Construction Trucks	7-20-11 referred to City St. Paul public works and St. Paul Regional Water Works	X		07.20.2011	07.20.2011
Misc	Traffic light issue	7-20-11 Rita returned call and answered question.	X		07.20.2011	07.20.2011
Misc	Reports Walsh & Subs	Entered wrong information.	X		07.20.2011	07.21.2011
Misc	Water leakage	7-21-11 Referred to Walsh Construction	X		07.21.2011	07.21.2011
Misc	Rude Truck drivers	Robin asked construction and walsh to look into, no response since no contact info	X		07.21.2011	07.21.2011
Misc	Kudos	No resolution needed	X		07.22.2011	07.22.2011
Misc	light rail noise complaint	Michelle responded to caller; forwarded concern to Walsh.	X		07.25.2011	07.26.2011
Misc	Noise	7-26-11 emailed caller and notified contractor	X		07.26.2011	07.26.2011
Misc	Construction schedule	Nkongo responded via phone	X		07.26.2011	07.26.2011
Misc	Constuction work and LRT schedule		X		07.27.2011	
Misc	Damage to car		X		07.27.2011	

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Misc	Walsh construction work	Dana Happel returned phone call	X		07.28.2011	07.28.2011
Misc	Noise	Laura called him and talked about the concern	X		07.29.2011	07.29.2011
Misc	Complaint	Robin responded via email; asked Walsh to remind staff not to use private facilities	X		07.29.2011	07.29.2011
Misc	Pot hole	Brian has forwarded to his crews to fill.	X		08.01.2011	
Misc	Street closure	Raymond Avenue	X		08.01.2011	
Misc	Construction closures		X		08.02.2011	
Misc	Pavers	Robin responded via email	X		08.02.2011	08.02.2011
Misc	Street closure	8-2-11 Rita replied and question answered	X		08.02.2011	08.02.2011
Parking	Vehicle Access to parking lot	Nkongo called and provided information. Resolved.	X		07.13.2011	07.13.2011
Parking	Parking	Meeting was set up, Friday July 8 9am.	X		07.13.2011	07.13.2011
Parking	Parking	Michelle responded; forwarded concern to City of St Paul	X		07.14.2011	07.15.2011
Pedestrian	Pedestrian access	Entered under wrong group. Should have been entered under Civil West	X		07.22.2011	07.22.2011
Pedestrian	Pedestrian crosswalk	Robin followed up; Kevin met with Walsh staff and directed to provide temp ped walkway today	X		07.13.2011	07.13.2011
Pedestrian	ADA issue	Robin responded via email; forwarded to construction staff.	X		07.11.2011	07.11.2011
Pedestrian	Sidewalk closure	Outreach staff visited with caller to discuss sidewalk delay.	X		07.12.2011	07.12.2011
Pedestrian	No pedestrian access at Emerald/University	Michelle responded to caller via phone; forwarded to construction staff.	X		07.08.2011	07.08.2011
Pedestrian	No ped access to 2388 University	Michelle Webb responded to Bill via phone to apologize.		X	07.09.2011	07.11.2011
Pedestrian	Pedestrian crosswalk	Robin raised issue with safety personnell; Walsh installed temp crosswalk 7/15		X	07.11.2011	07.15.2011
Pedestrian	Pedestrian crosswalk & Trash	Robin responded via email; trash issue forwarded to City; safety staff reviewed ped crossing 7/13	X		07.13.2011	07.13.2011
Pedestrian	Pedestrian access	Robin forwarded to construction staff/Walsh.	X		07.25.2011	07.26.2011
Pedestrian	Pedestrian crossing	Forwarded to Walsh	X		07.25.2011	07.26.2011
Pedestrian	Safety	Robin forwarded to construction staff to look into.		X	07.27.2011	07.29.2011
Safety Security	Safety	Michelle responded to caller; forwarded to Walsh.	X		07.28.2011	07.28.2011
Safety Security	Signage	Robin responded via phone	X		07.06.2011	07.06.2011
Safety Security	Safety	Michelle forwarded concern to Walsh; Brian confirmed issue resolved.	X		07.06.2011	07.06.2011
Safety Security	ADA accessible	Robin reviewed with construction and safety staff; will continue to monitor	X		07.12.2011	07.12.2011
Safety Security	Safety	Michelle responded to caller via phone; forwarding concern to Walsh.	X		07.14.2011	07.15.2011

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Safety Security	Vehicle & crosswalk access issue	Notified contractor	X		07.15.2011	07.15.2011
Safety Security	Stop sign replacement	Michelle responded to caller via phone; Rita forwarded concern to property manager.	X		07.15.2011	07.15.2011
Safety Security	Signage	Laura will pass on concern about poor center turn lane markings onto proper staff	X		07.15.2011	07.15.2011
Safety Security	Safety	Michelle forwarded concern to construction staff.	X		07.21.2011	07.21.2011
Safety Security	Safety	Michelle responded to caller via phone; forwarded concerns to Walsh.	X		07.22.2011	07.22.2011
Safety Security	Safety	Nkongo called back. Construction picked up barricades and secured with sand bags.	X		07.23.2011	07.23.2011
Safety Security	Safety		X		07.26.2011	07.26.2011
Safety Security	Pedestrian Access	Michelle responded to caller; MOT issue.	X		07.26.2011	07.26.2011
Safety Security	Signal light malfunction	Forwarded to construction staff.	X		07.28.2011	07.28.2011
Safety Security	Safety issue with traffic lights	8-1-11	X		07.31.2011	08.01.2011
Safety Security	Safety	Robin forwarded to construction staff to look into.	X		08.01.2011	08.01.2011
Safety Security	Safety	Robin responded via email	X		08.01.2011	08.01.2011
Traffic	Traffic	Signal Detector is under review	X		07.05.2011	07.05.2011
Traffic	Traffic	Investigated Signal at Cromwell and Franklin	X		07.05.2011	07.05.2011
Traffic	Traffic	Contractor has been informed as signal is stuck	X		07.05.2011	07.05.2011
Traffic	Traffic	Rita responded via phone; Walsh checked sensor and timing of light.	X		07.06.2011	07.06.2011
Traffic	Traffic concern	Dana attempted to call caller.	X		07.11.2011	07.11.2011
Traffic	Vehicle access	Nkongo responded to caller; advised about traffic situation	X		07.12.2011	07.12.2011
Traffic	Traffic	Michelle responded to caller via phone; forwarded concerns to traffic staff.	X		07.13.2011	07.13.2011
Traffic	New traffic management technology for University Avenue	Robin replied via email		X	07.14.2011	07.20.2011
Traffic	Traffic	Rita provided call with construction directions	X		07.18.2011	07.18.2011
Traffic	Traffic	Michelle responded to caller; forwarded to construction staff.	X		07.21.2011	07.21.2011
Traffic	Traffic	Michelle responded to caller via phone; forwarded to construction staff.	X		07.21.2011	07.21.2011
Traffic	Traffic Signage	Michelle responded to caller and explained intersection.	X		07.21.2011	07.22.2011
Traffic	Traffic light issue	Michelle followed up with caller; forwarded concern to Walsh.	X		07.25.2011	07.25.2011
Traffic	Traffic	Michelle forwarded concern to construction staff, no room to adjust at this time.	X		07.25.2011	07.26.2011

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Traffic	Traffic	Michelle responded to caller; explained current construction situation.	X		07.27.2011	07.27.2011
Traffic	Traffic	Robin responded via email; Walsh adjusted traffic signal; forward traffic to St PaulPW	X		07.27.2011	07.28.2011
Traffic	Traffic		X		07.30.2011	
Utilities	Power outages	Robin responded via email	X		07.11.2011	07.11.2011
Utilities	Water line question	Dan responded by email. Information provided and contact for City of Minneapolis		X	07.19.2011	07.21.2011
Utilities	Water outage	Robin and SPRW staff talked to Jim; SPRWS provided barrels of water; Rita informed tenants.	X		08.01.2011	08.01.2011
Utilities	Phone outage	Robin responded via email	X		07.16.2011	07.16.2011
Utilities	Power outage	Robin responded via phone	X		07.08.2011	07.08.2011
Utilities	Power outage	Robin responded by phone Xcel had power outage not related to cclrt.	X		07.08.2011	07.08.2011
Utilities	Power outage	Robin called the caller explaining walsh took care of the power outage	X		07.08.2011	07.08.2011
Utilities	Power outage	Rita referred caller to Qwest Service Outage department.	X		07.08.2011	07.08.2011
Utilities	Power outage	Michelle responded to caller via phone; Robin forwarded to construction staff.		X	07.08.2011	07.11.2011
Utilities	Water back up	Shoua called back. Advised contractor of incident. Investigating incident.	X		07.11.2011	07.11.2011
Utilities	Partialpower outage	Robin responded via phone.	X		07.11.2011	07.11.2011
Utilities	Phone & power outages	Robin responded via email	X		07.14.2011	07.15.2011
Utilities	Phone service outage	Robin responded twice via phone	X		07.15.2011	07.15.2011
Utilities	Phone outage	Robin responded via phone	X		07.15.2011	07.15.2011
Utilities	Power outage	Robin called Melanie; contacted Xcel staff who followed up; no outage planned	X		07.30.2011	07.30.2011
Vehicle Access	Street clousre	Dana responded by email.	X		07.07.2011	07.07.2011
Vehicle Access	Switch-over issues	Michelle responded via email and addressed concerns.		X	07.07.2011	07.12.2011
Vehicle Access	Vehicle access	Dan working with Fire Marshall, Walsh on temp access and temp relocation	X		07.08.2011	07.08.2011
Vehicle Access	Vehicle Access	7-19-11 Walsh construction has been notified and will look into	X		07.19.2011	07.19.2011
Vehicle Access	No access to KSTP from university	Dan and Rita met with Bruce; forwarded to Walsh.	X		07.21.2011	07.21.2011
Vehicle Access	Construction update	Michelle followed up with caller via email to explain construction situation.	X		07.22.2011	07.22.2011

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Vehicle Access	Vehicle Access	Michelle responded via email; apologized for inconvenience.	X		07.22.2011	07.22.2011
Vehicle Access	Vehicle Access	Michelle responded to caller and explained construction schedule.	X		07.25.2011	07.25.2011
Vehicle Access	Albert Street Entrance/University Avenue access	Robin responded via email contract requires right in, right out access		X	07.25.2011	07.27.2011
Vehicle Access	Vehicle Access				07.27.2011	
Vehicle Access	Vehicle access to business	Brian Panfil responded	X		07.27.2011	07.27.2011
Vehicle Access	Road closure and timing of traffic lights	Robin responded via email	X		07.27.2011	07.27.2011
Vehicle Access	Road closure				08.02.2011	
Vehicle Access	Vehicle access				08.02.2011	
Civil West (42 records)						
Incidents	Loading dock blocked		X		07.26.2011	07.26.2011
Incidents	Water shut off	City of mpls was doing work in area. Water was restored.	X		07.29.2011	07.29.2011
Incidents	Flooding		X		08.01.2011	08.01.2011
Misc	Does design plan include concrete plan for dumpster		X		07.18.2011	07.18.2011
Misc	Rancid odor	Jessica Hill called back. Smell is from grain silos.	X		07.18.2011	07.18.2011
Misc	Information Request- Walnut and Harvard Switch	Joy Miciano provided a one page overview of the Harvard St/Washington Ave closure.		X	07.18.2011	07.21.2011
Misc	Construction Timeline question	Dan responded by email. Provided links to construction overview documents.	X		07.19.2011	07.20.2011
Misc	General information	Dan responded by email. Provided links to website and animation.	X		07.20.2011	07.20.2011
Misc	Contact information		X		07.22.2011	07.22.2011
Misc	Construction Schedule and directions		X		07.28.2011	07.28.2011
Misc	RE: Follow up: Construction noise starting at 6:30am near 1414 3rd Street	Dan responded by email. Contractor confirmed work not related to CCLRT.		X	07.29.2011	08.01.2011
Misc	Light Rail Bike Trail	Daniel responded. AMJV confirmed that the bike trail was clear of debris.	X		07.30.2011	07.30.2011
Pedestrian	removed sidewalk issue	Jessica followed up. CCPO ACAR had lip fixed.	X		07.15.2011	07.15.2011
Pedestrian	Sidewalk closure	Daniel responded. AMJV reopened the sidewalk until specified construction start time.	X		07.06.2011	07.06.2011

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Pedestrian	Walnut Crosswalk not Open per Pedestrian Plan			X	07.12.2011	
Pedestrian	Updated Access Plan for Sally's and Steady Tattoo			X	07.15.2011	
Pedestrian	Washington Avenue Access to Dairy Queen Closed	Gene Haaland moved the sidewalk closed barrier further west.	X		07.15.2011	07.15.2011
Pedestrian	Access to business	Jessica followed up. Sidewalk closed sign was blocking access. Sign moved westward to allow access.	X		07.15.2011	07.15.2011
Pedestrian	Pedestrian access	Dan responded. Signage related to Hennepin County work, and Hennepin County had been notified.	X		07.22.2011	07.22.2011
Safety Security	Safety issue	Dan responded. AMJV addressed the issue with their employee. Corrective action taken.	X		07.11.2011	07.12.2011
Traffic	Traffic	Entered under Civil West but should have been in Civil East	X		07.05.2011	07.05.2011
Traffic	Traffic	Dan responded. AMJV will be adding sign to better deter traffic having to turn around.		X	07.14.2011	07.18.2011
Traffic	Question about work on 35W southbound near Washington ave		X		07.29.2011	07.29.2011
Utilities	Water pressure issue	City of mpls was doing work in area. Water was restored.	X		07.29.2011	07.29.2011
Utilities	Power outage	Jessica responded. Xcel Energy restored power. Outage not due to CCLRT construction.	X		07.08.2011	07.08.2011
Utilities	Power outage	Jessica responded. Xcel Energy restored power. Outage not due to CCLRT construction.	X		07.08.2011	07.08.2011
Utilities	Power outage	Jessica responded. Xcel Energy restored power. Outage not due to CCLRT construction.	X		07.08.2011	07.08.2011
Utilities	Power outage	Jessica responded. Xcel Energy outage related to private development in area.	X		07.08.2011	07.08.2011
Utilities	Power outage	Dan responded. Xcel Energy notified. Power outage not due to CCLRT construction	X		07.11.2011	07.11.2011
Utilities	Total power outage	Jessica responded. Xcel Energy working to restore power. Outage not related to CCLRT construction.	X		07.11.2011	07.11.2011
Utilities	Partial pwer outage	Jessica responded. Xcel Energy working to restore power. Outage not related to CCLRT construction.	X		07.11.2011	07.11.2011
Utilities	Powere outage	Dan responded. Xcel Energy working to restore power. Outage not related to CCLRT construction.	X		07.11.2011	07.11.2011
Vehicle Access	Vehicle Access	Daniel called left message that the Washington Avenue Bridge was open.	X		07.05.2011	07.05.2011
Vehicle Access	Vehicle Access	Laura Baenen responded by email. Route and website information to direct people to weekly updates		X	07.07.2011	07.11.2011
Vehicle Access	Driveway access to Theatre in the Round Washed Out				07.18.2011	

Category	Description	FTA Resolution	Resolved within 24 hours	Resolved within 1 week	Date Received	Date Responded
Vehicle Access	Vehicle access		X		07.18.2011	07.18.2011
Vehicle Access	Vehicle Access	Dan responded by phone. Gave directions to the Washington Ave ramp.	X		07.19.2011	07.19.2011
Vehicle Access	Vehicle access		X		07.25.2011	07.25.2011
Vehicle Access	I35W lane closure in Mpls at Washington Ave		X		07.28.2011	07.28.2011
Vehicle Access	Vehicle access	Joy responded to issue	X		07.29.2011	07.29.2011
Vehicle Access	Phone number for updates	Dan responded by phone, provided Hotline phone number.	X		08.01.2011	08.01.2011
Vehicle Access	Washington Avenue	Dan emailed response. Provided directions.	X		08.01.2011	08.01.2011

Attachment B1
Summary of Past Monthly Meetings
(July 2011)

Central Corridor LRT Meeting Summary

Meetings held in July 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
7/6/11	3:30 PM	Regions Human Resources Building, 690 Robert Street North, Conference Room West 2016, Saint Paul, MN 55155	CCPO – Capitol Area QCEM	Capitol Area CCC Quarterly Evaluation Meeting	CCC members	3	Lee, Shoua
7/7/11	11:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN	CCPO – Downtown St. Paul QCEM	Downtown St. Paul CCC - Quarterly Evaluation Meeting	CCC members	15	Happel, Dana
7/12/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO – West Bank QCEM	West Bank- Minneapolis CCC Quarterly Evaluation Meeting	CCC members	7	Hill, Jessica
7/14/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO – East Bank QCEM	East Bank/Stadium Village CCC Quarterly Evaluation Meeting	CCC members	15	Pfeiffer, Daniel
7/14/11	4:00 PM	Central Corridor Project Office 2/3, 540 Fairview Ave N, St. Paul, MN 55104	CCPO – University Avenue QCEM	University Avenue CCC Quarterly Evaluation Meeting	CCC members	20	Webb, Michelle
7/19/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO – West Bank CCC	West Bank CCC	CCC members	15	Pfeiffer, Daniel
7/21/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN	CCPO - Downtown St. Paul CCC	Downtown St. Paul CCC	CCC members	15	Happel, Dana
7/26/11	4:00 PM	540 Fairview Avenue North, 2nd floor, Conference Room 4, Saint Paul, MN 55104	CCPO – Public Art	Selection Meeting for Faces of Rondo, Victoria Station Art project	Station Art Committee members	4	Lee, Shoua
7/27/11	3:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO – Civil West PCIM	Civil West PCIM	Project partners, UofM, Community members	35	Pfeiffer, Daniel
7/28/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO - East Bank/Stadium Village CCC	East Bank/Stadium Village CCC	CCPO East Bank/Stadium Village CCC members	15	Pfeiffer, Daniel

Page 1 of 5

CCC: Construction Communication Cmte QCEM: Quarterly Contractor Evaluation Meeting PCIM: Public Construction Informational Meeting

For information about a specific meeting, contact the identified outreach coordinator:

Laura Callaghan (651) 602-1853 Robin Cauffman (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

Meetings held in July 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
7/28/11	4:00 PM	Central Corridor Project Office 2/3, 540 Fairview Ave N, St. Paul, MN 55104	CCPO - University Avenue CCC	University Avenue CCC	CCC members	20	Webb, Michelle
7/7/11	7:00 PM	Midway stadium	Midway Chamber/U7/Discover Central Corridor	St. Paul Saints - Central Corridor night	Minor league baseball fans	200	Caufman, Robin
7/14/11	9:00 AM	Dowling Studio Guthrie Theatre, Minneapolis	Corridors of Opportunity	Unleashing the Potential of the Central Corridor	Economic development professionals	40	Caufman, Robin
7/14/11	12:00 PM	University Buffet (225 University Ave. W)	Midway Chamber	Lunch on the Avenue	Corridor residents and employees	40	Caufman, Robin
7/20/11	6:00 PM	Profile Event Center 2630 University Avenue SE	District Councils Collaborative of St Paul & Mpls	Housing plans along the corridor, preparation recommendations and strategies for implementing	Minneapolis and St Paul LISC and CCFC	30	Caufman, Robin
7/21/11	4:00 PM	Central Corridor Resource Center, 1081 University Ave W, St. Paul	District Council's Collaborative	Seattle Community Engagement: Conversation with Ryan Currens	Community leaders, residents	30	Caufman, Robin
7/28/11	4:30 PM	Mai Village 394 University Ave W. St. Paul, MN	Midway Chamber	Lunch on the Avenue's one year Anniversary	Midway Chamber of Commerce, Central Corridor Project Office,	30	Caufman, Robin
7/29/11	9:00 AM	Wilder Foundation	Business Resources Collaborative	Loan program, budget, leadership and decision making structure, fundraising	City staff, business organizations	12	Caufman, Robin
7/6/11	10:30 AM	CCPO-Room-4	CCPO	Preparation meeting for African and African American Business Ready for Rail Resource Event	Preserve and Benefit Historic Rondo Committee staff	1	Lee, Shoua
7/8/11	9:00 AM	Impressive Print, 1754 University Ave W, St Paul, MN	Impressive Print	Meeting to discuss Wheeler and Parking	Stakeholders affected by Wheeler	5	Webb, Michelle

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Central Corridor LRT Meeting Summary

Meetings held in July 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
					construction		
7/8/11	2:00 PM	Pioneer Press, 345 Cedar Street	Pioneer Press	Pioneer Press sidewalk closure discussion	Operations, Kevin Marquette	1	Happel, Dana
7/11/11	9:00 AM	Town House Bar, 1415 University Avenue, St. Paul, MN 55104	Town House Bar	Meeting to discuss Parking lot development	Owner and Manager of Town House and Council Member Stark	5	Rodriguez, Rita
7/13/11	9:00 AM	McDonald's, 2213 University Ave W, St Paul, MN	McDonald's	Site Visit	Businesses on Corridor	3	Webb, Michelle
7/13/11	1:00 PM	Jimmy John's, 2446 University Ave W, St Paul, MN	Jimmy John's	Site Visit	businesses on corridor	3	Webb, Michelle
7/13/11	1:30 PM	Ugaso Grocery, 2420 University Ave W, St Paul, MN	Ugaso	Site Visit	businesses on corridor	4	Webb, Michelle
7/13/11	2:00 PM	Hope Chest, 571 North Snelling Ave, St Paul, MN	Hope Chest	Site Visit	businesses near corridor	4	Webb, Michelle
7/13/11	2:30 PM	UPS, 1360 University Ave W, St Paul, MN	UPS	Site Visit	businesses on corridor	4	Webb, Michelle
7/13/11	6:30 PM	4300 West River Parkway, Minneapolis, MN	Becketwith Home	Presentation to Becketwith Home	CCPO, Community Members	70	Pfeiffer, Daniel
7/13/11	12:30 PM	Dunn Bros, 2650 University Ave W, St Paul, MN	Dunn Bros	Site Visit	Businesses on Corridor	4	Webb, Michelle
7/14/11	9:00 AM	Frogtown Square	Union Gospel Mission	Union Gospel Mission	Ben Johnson	12	Lee, Shoua
7/14/11	11:00 AM	Ax Man, 1639 University Ave W, St Paul MN	Ax Man	Site Visit	businesses on corridor	2	Webb, Michelle
7/14/11	11:15 AM	Travellers	Leadership St. Paul	Leadership St. Paul	Nathon Park	25	Lee, Shoua
7/14/11	1:00 PM	Wells Fargo, 3430 University Ave, Minneapolis, MN	Wells Fargo	Meeting to discuss Minneapolis Impacts of Civil East construction	Businesses on Corridor	4	Webb, Michelle
7/15/11	1:00 PM	SOS Office Furniture, 2441	SOS Office Furniture	Site Visit	businesses on corridor	3	Webb,

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Central Corridor LRT Meeting Summary

Meetings held in July 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
		University Ave W, St Paul, MN					Michelle
7/15/11	12:30 PM	Dow and Wright Buildings, Hampden and University, St Paul, MN	Dow and Wright Building	Site Visit	businesses on corridor	3	Webb, Michelle
7/18/11	1:00 PM	Vandalia & University SE intersection	CCPO outreach	Sidewalk access meetings	walsh, outreach and stakeholder	3	Callaghan, Laura
7/18/11	2:30 PM	30 E. 7th Street, St. Paul, MN 55101	CCPO	Access and discuss upcoming work	Property Management	3	Happel, Dana
7/18/11	3:00 PM	On University between Hampden and Cleveland	CCPO Outreach	4 sidewalk access meetings	walsh, outreach and stakeholder	4	Callaghan, Laura
7/20/11	3:30 PM	Mai Village, 394 University Avenue, Saint Paul, MN 55103	Ngoan Dang, business & property owner	ROW meeting - Ngoan Doan	Ngoan Dang, business & property owner	1	Lee, Shoua
7/20/11	6:00 PM	Dar al Quba, 1501 6th Street, Minneapolis, MN, 55454	Monthly Neighborhood Organization Meeting	West Bank Community Coalition	Community Members, CCPO Outreach	20	Pfeiffer, Daniel
7/21/11	11:00 AM	Subway, 2121 University Ave W, St Paul, MN	Subway	Meeting to discuss curb/driveway	businesses on corridor	5	Webb, Michelle
7/21/11	2:30 PM	Radisson Hotel, 615 Washington Avenue SE, Minneapolis, MN 55414	SCVA monthly meeting	Stadium Village Commercial Association Board Meeting	Business Owners of Stadium Village	20	Pfeiffer, Daniel
7/21/11	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
7/22/11	3:00 PM	Lasalle and University	CCPO	Meeting to discuss Lasalle and University	Building manager, Jack McCann	2	Webb, Michelle
7/23/11	11:00 AM	St. Paul	American Council on the Blind of Minnesota	Project update	Blind stakeholders	30	Hill, Jessica
7/25/11	10:00 AM	Central Corridor Resource Center, 1080 University Avenue, Saint Paul, MN 55104	Preserve and Benefit Historic Rondo Committee	African and African American Business Ready for Rail Event	African and African American business owners	30	Lee, Shoua

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Central Corridor LRT Meeting Summary

Meetings held in July 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
7/25/11	4:00 PM	Central Corridor Resource Center, 1080 University Avenue, Saint Paul, MN 55104	Preserve and Benefit Historic Rondo Committee	African and African American Business Ready for Rail Event	African and African American business owners	30	Lee, Shoua
7/26/11	10:30 AM	698 University Avenue, Saint Paul, MN 55103	business owner	Payless Tires	business owner	1	Lee, Shoua
7/27/11	3:30 PM	340 Cedar Street, St. Paul, MN 55101	Athletic Club	Athletic Club	owner	2	Happel, Dana
7/27/11	4:30 PM	577 University Avenue, Saint Paul, MN 55103	Sia Lo	OMG Nails	Kevin Le, business owner	1	Lee, Shoua
7/27/11	6:00 PM	Lutheran Church of the Redeemer, 285 Dale Street North, Saint Paul, 55103	Songs of Hope event organizer	Songs of Hope Community Event	community residents & supporters	40	Lee, Shoua
7/28/11	1:00 PM	Athletic Club, 340 Cedar Street, Penthouse, St. Paul, MN 55101	Athletic Club	Cedar Street Construction Update meeting	Cedar Street Property Managers	15	Happel, Dana
7/28/11	1:00 PM	Westgate Business Center	Westgate Business Center	Meeting to Discuss Berry Street Closure and traffic issues	Westgate Business Center Manager	3	Rodriguez, Rita
7/28/11	2:00 PM	Episcopal Homes, 1840 University Avenue, St. Paul, MN 55104	Episcopal Homes	Meeting to discuss Access	Episcopal Homes Manager	3	Rodriguez, Rita
7/29/11	9:00 AM	US Bank, 101 East 5th Street, Suite 240, St. Paul, MN 55101	CapitolRiver Council	Skyway Committee meeting - update on Skyway demo	Skyway committee members	15	Happel, Dana

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Attachment B2
Summary of Upcoming Monthly Meetings
(August 2011)

Central Corridor LRT Meeting Summary

July 2011 Upcoming meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
8/3/11	3:00 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO - Capitol Area PCIM	Capitol Area PCIM	general public	15	Lee, Shoua
8/3/11	3:30 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul 55146	CCPO - Capitol Area CCC	Capitol Area CCC	CCC members	6	Lee, Shoua
8/4/11	10:00 AM	401 Robert Street, St. Paul Chamber of Commerce, Executive Office, St. Paul, MN	CCPO - Downtown St. Paul CCC	Downtown St. Paul CCC	CCC members	15	Happel, Dana
8/10/11	1:00 PM	Council Chambers, 390 N. Robert Street	Met Council - CCMC	Construction update, business reporting	Project partners, staff, public	30	Caufman, Robin
8/11/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO - East Bank/Stadium Village CCC	East Bank/Stadium Village CCC	CCC members	15	Pfeiffer, Daniel
8/11/11	4:00 PM	Central Corridor Project Office 2/3, 540 Fairview Ave N, St. Paul, MN 55104	CCPO - University Avenue CCC	University Avenue CCC	CCC members	20	Webb, Michelle
8/16/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO - West Bank CCC	West Bank CCC	CCC members	15	Pfeiffer, Daniel
8/18/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN	CCPO - Downtown St. Paul CCC	Downtown St. Paul CCC	CCC members	15	Happel, Dana
8/24/11	3:00 PM	Grace Lutheran Church, 324 Harvard Street SE, Minneapolis, MN, 55454	CCPO - Civil West PCIM	Civil West PCIM	Project partners, UofM, Community members	35	Pfeiffer, Daniel
8/25/11 to 9/5/11	9:00 AM to 5:00 PM Daily	State Fair Grounds	Metro Transit/CCPO	Staff booth with information about Central Corridor LRT	Fair goers, Minnesota residents	500	Caufman, Robin
8/25/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE,	CCPO - East Bank/Stadium Village CCC	East Bank/Stadium Village CCC	CCC members	15	Pfeiffer, Daniel

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Central Corridor LRT Meeting Summary

July 2011 Upcoming meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
		Minneapolis, MN 55414					
8/25/11	4:00 PM	Central Corridor Project Office 2/3, 540 Fairview Ave N, St. Paul, MN 55104	CCPO - University Avenue CCC	University Avenue CCC	CCC members	20	Webb, Michelle
9/20/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO - West Bank CCC	West Bank CCC	CCC members	15	Pfeiffer, Daniel
8/4/11	11:30 AM	Children's Play Area-4th and Sibley	CCPO	Construction at the Children's Play area at 4th and Sibley	Project Partners	5	Happel, Dana
8/22/11	9:30 AM	Midway Chamber of Commerce conference room, 1600 University Avenue	Ramsey County/Met Council/UABA/AEDA	Business discussion	Business leaders	10	Caufman, Robin
8/1/11	10:00 AM	Strommen Building, 2469 University Ave W St Paul MN	Strommen Building	Meeting with Strommen Building Tenants about Temporary Water Shut Off	Businesses in Strommen Building	20	Webb, Michelle
8/1/11	7:00 PM	CCRC, 1080 University Avenue	CACC	Communication survey	community leaders, residents	15	Caufman, Robin
8/2/11	3:00 PM	Various block parties in St. Paul	National Night Out	Project information	residents near or in the corridor	200	Caufman, Robin
8/2/11	6:00 PM	Knox Presbyterian Church, 1536 Minnehaha Ave W	Exco	Project overview	Local residents, businesses	20	Caufman, Robin
8/3/11	9:00 AM	Wells Fargo Place, Unilev Management Office, 1st Floor, 30 E. 7th Street, St. Paul, MN 55101	Wells Fargo Place	Site visit to verify utility locations	Facility Manager	2	Happel, Dana
8/3/11	1:00 PM	445 Minnesota Street, enter loading dock at Cedar and 7th Street	445 Minnesota Street	Site visit to verify utilities	Facility Manager	2	Happel, Dana
8/3/11	5:00 PM	US Bank, 101 E 5th St Suite #240, St. Paul, MN 55101	CapitolRiver Council	Discuss Noise Variance	Executive Committee	15	Happel, Dana

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Central Corridor LRT Meeting Summary

July 2011 Upcoming meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
8/4/11	11:00 AM	1166 University Avenue West, Saint Paul, MN 55104	Bally	Bally Total Fitness	Kevin Nicksic	1	Lee, Shoua
8/4/11	2:00 PM	540 Fairview Avenue North, Room 2 & 3, Saint Paul, MN 55104	National APIA Summit organizers	National Asian Pacific Islander American Summit	National APIA Summit attendees	70	Lee, Shoua
8/5/11	1:00 PM	Macy's, 411 Cedar Street, location to meet: TBD, See contact info in notes	Walsh	Site visit to verify utilities	Maintenance staff	2	Happel, Dana
8/10/11	6:30 PM	1080 University Avenue	District Council's Collaborative	Construction with the District Councils Collaborative	District Council representatives	10	Caufman, Robin
8/11/11	6:00 PM	Frogtown Square, 500 North Dale Street, Saint Paul, 55104	AEDA	AEDA - Business Branding	business owners	25	Lee, Shoua
8/15/11	5:00 PM	CCRC, 1080 University Avenue	CACC Transportation and Communication Committee	Communication survey	Community leaders, residents	10	Caufman, Robin
8/17/11	6:00 PM	Dar al Quba, 1501 6th Street, Minneapolis, MN, 55454	Monthly Neighborhood Organization Meeting	West Bank Community Coalition	Community Members, CCPO Outreach	20	Pfeiffer, Daniel
8/18/11	2:30 PM	Radisson Hotel, 615 Washington Avenue SE, Minneapolis, MN 55414	SCVA monthly meeting	Stadium Village Commercial Association Board Meeting	Business Owners of Stadium Village	20	Pfeiffer, Daniel
8/18/11	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
8/24/11	6:00 PM	US Bank, 101 E 5th St Suite #240, St. Paul, MN 55101	CapitolRiver Council	Construction update meeting with CapitolRiver Council	Downtown community	15	Happel, Dana
8/25/11	1:00 PM	Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, St. Paul, MN 55101	Wells Fargo Place	Cedar Street Construction Update meeting	Cedar Street Property Management	15	Happel, Dana
9/1/11	2:00 PM	709 University Avenue, Saint Paul, MN 55104	Lifetrack Resources	Lifetrack Resources Staff Meeting - CCLRT Update	Lifetrack Resources staff	15	Lee, Shoua
9/15/11	2:30 PM	Radisson Hotel, 615 Washington Avenue SE,	SCVA monthly meeting	Stadium Village Commercial Association Board Meeting	Business Owners of Stadium Village	20	Pfeiffer, Daniel

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Central Corridor LRT Meeting Summary

July 2011 Upcoming meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
		Minneapolis, MN 55414					
9/22/11	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
9/29/11	1:00 PM	Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, St. Paul, MN 55101	Cedar Street	Cedar Street Construction Update meeting	Cedar Street Property Management	15	Happel, Dana
9/30/11	9:00 AM	US Bank, 101 East 5th Street, Suite 240, St. Paul, MN 55101	CapitolRiver Council	Skyway Committee Meeting	Skyway Committee Members	15	Happel, Dana

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Attachment C
Neighborhood Commercial Parking Projects
Funded

Attachment C
Neighborhood Commercial Parking Projects Funded

Forgivable Loans	Approved	Expended	Remaining
1. 345 University: Metro Social Serv.	\$25,000.00	\$0.00	\$25,000.00
2. 353 University: Ha Tien Market	\$25,000.00	\$0.00	\$25,000.00
3. 377 University: May's Market	\$25,000.00	\$0.00	\$25,000.00
4. 389-393 University: Anh's Hair Salon	\$25,000.00	\$0.00	\$25,000.00
5. 489 Arundel: Remote Parking for 441 U.	\$25,000.00	\$0.00	\$25,000.00
6. 575 University: Unidale Insurance	\$25,000.00	\$0.00	\$25,000.00
7. NW Corner Dale/University	\$150,000.00	\$0.00	\$150,000.00
8. SE Corner St.Albans/University	\$150,000.00	\$0.00	\$150,000.00
9. 739 University: Trung Nam	\$25,000.00	\$0.00	\$25,000.00
10. 750 University: Cambodian Employment	\$25,000.00	\$0.00	Withdrawn
11. 850-856 University: Tai Hoa BBQ/T.C. Nails	\$50,000.00	\$0.00	\$50,000.00
12. 860-866 University: Best Steak/EW Beauty	\$50,000.00	\$47,500.00	\$2,500.00
13. 904-908 University: Thong Auto/Williams	\$75,000.00	\$37,500.00	\$37,500.00
14. 933 University: Safety Care	\$25,000.00	\$0.00	\$25,000.00
15. 979 University: Shear Pleasure	\$25,000.00	\$0.00	\$25,000.00
16. 1133-1141 University: Kimble/Monuments	\$50,000.00	\$38,691.90	\$11,308.10
17. 1159 University: Vietnam Center	\$25,000.00	\$10,116.48	\$14,883.52
18. 1449 University: Hair Salons	\$25,000.00	\$0.00	\$25,000.00
19. NE block Snelling/University	\$150,000.00	\$0.00	\$150,000.00
20. NW block Snelling/University	\$250,000.00	\$0.00	\$250,000.00
21. 1647 University/Hammond Awards	\$25,000.00	\$0.00	\$25,000.00
22. 1685 University: Milbern Clothing	\$25,000.00	\$0.00	\$25,000.00
23. 2121 University: Subway	\$25,000.00	\$0.00	\$25,000.00
24. 2447 University: Design Press	\$25,000.00	\$24,982.00	\$18.00
	\$1,325,000.00	\$158,790.38	\$1,141,209.62

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

June 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. The amount of grant funds remaining as of reporting date.
2. 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.
3. Other results to date.
4. Challenges and resolutions to date.
5. Information on any new developments which had or will have a significant impact on our work going forward. How are we responding to these developments, which includes:
 - a. Internal events
 - b. External developments
 - c. The implications of both the internal and external events/developments for your capacity to achieve your intended outcomes

The Living Cities grant period is from January 1, 2011 – June 30, 2011.

1. The amount of grant funds remaining as of reporting date – June 30, 2011.

Neighborhood Development Center (NDC) received \$91,500 on April 21, 2011. Of those dollars:

- U7 received \$30,000 for façade improvement grants to be issued along the Central Corridor for small business.
- NDC received \$30,000 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:

- \$30,000 for Façade Improvement – on hand(not yet spent)
- \$28,000 for Loan Loss Reserve Fund – Deposited to a blocked account
- \$33,500 for NDC Operations – A quarter of the funds has been spent.

Façade Improvement Grants: To date U7 has not expended any of the dollars in the façade improvement fund due to two major reasons: 1. the full amount of the fund, \$150,000 has not been received. 2. U7 staff has recommended that the program be altered to best accommodate the business owner's needs. U7 has completed façade grant policies and procedures, an application, and coordinated a committee to review the request for approval.

Reason 1. U7 staff has promoted the façade improvement program for over a year and have a very long list of business owners on the waiting list ready to apply. The demand already surpasses the level of funds in the entire program. Especially, if we only do catalytic investments (larger, very visible, impactful projects) as we discussed previously with Living Cities. The demand from business owners, especially those experiencing the heaviest burden of the LRT construction, is for flexible façade dollars. Instead of investing in larger projects that will cost anywhere from 12,000 to 30,000 dollars, the owners would like the ability to request matching grants for smaller projects; more in the range of \$200 to \$6000 dollars. One of the major concerns of the businesses under construction is the loss of visibility from the street due to the construction gear, trucks, and fencing, etc. The requests U7 is receiving from business owners are primarily for signage, not window or door replacements. The owners are asking for signage improvements, for example: repainting of their sign, updating the material on their current sign, lighting for their current sign, new signs, window treatments, and painting of the building's face.

The U7 staff recently recommended for a change in the façade program to address the feedback heard from business owners about the need for flexibility of the program and the acknowledgment to assist more businesses instead of fewer. The U7's Board of Directors has considered the staff recommendation and agreed.

Reason 2. Currently, additional dollars are needed in the pool prior to announcing the availability of the funds to small business owners. The pool of funds is made up of \$100,000 of Living Cities grant dollars and \$50,000 of matching City of St. Paul funds. The City dollars are to be matched 3 to 1 by U7. The City of St. Paul dollars are only available via reimbursement; U7 must expend dollars to get the dollars in our budget. In order to use the City funds U7 is waiting for at least \$60,000 in Living Cities funds to have enough resources to begin the application process with the owners, start projects, and request reimbursement from the City dollars to replenish the fund.

NDC Operations: 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.

2. Progress achieving grant outputs and outcomes; in particular:
 - a. Number of businesses assisted

U7, with the support of NDC staff, have served 121 of small businesses with marketing and/or financial consultation since April 2009. The average number of technical assistance hours per business served is 32 hours each. This is a substantial amount of time to each business at no cost to the business owners.

- b. Number of façade matching grants issued

No façade matching grants have been issued to date.

- c. Number of small business loans issued.

Building Ownership Loan Fund – no loans issued to date.

Business Expansion Fund – no loans issued to date

3. Other results to date.

None to share at this time.

4. Challenges and resolutions to date.

The timing of the resources needed to begin each program, the façade improvement program and the loan funds are a challenge. As soon as the second disbursement of Living Cities dollars arrives NDC and U7 will be able to more aggressively pursue the programs.

5. Information on any new developments which had or will have a significant impact on our work going forward. How are we responding to these developments, which includes:

a. Internal events

NDC has recently been announced as the administrator of the City of St. Paul Forgivable Loan Program. The fund is a forgivable loan for up to \$20,000 for small retail/service businesses NDC is responsible for advertising the fund, explaining the fund to business owners, taking applications, providing the financial analysis of loss of revenue, making recommendations to the City for funding, closing of the loans and servicing of the loans for the next 8 to 10 years. NDC and U7 staff has been deployed to support the administration of funds. Many of the Senior Staff of NDC are now very involved in the administration of the program. NDC planned 8 workshops to introduce the forgivable loan fund to business owners. Approximately, 55 businesses have attended the workshops to date. NDC dedicated a phone line, a web page, and an email address for the program. Both U7 and NDC staff are performing duties to support the work.

b. External developments

NDC and U7 have been engaged in advocating for additional resources for the Central Corridor businesses. Through discussions with business owners, business organizations, and various chambers of commerce NDC and U7 identified five gaps in the current business resources available.

- Marketing of the entire Central Corridor area
- Parking Replacement
- Increase in Technical Assistance
- Improved Construction Communication
- Increased Resources in the Forgivable Loan pool
- Data Collection

c. The implications of both the internal and external events/developments for your capacity to achieve your intended outcomes

NDC and U7 are very busy with not only fulfilling the mission and objectives of the organization and the U7 program, but also engaged in advocacy for business supports and administration of the City of St. Paul Forgivable Loan Program. Our

resources are stretch and the demands for our services are high, however we will continue to be innovative and diverse in our approach.

Attachment F

Outreach Coordinators

July 2011

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, 29th Ave

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, Rice St, Capitol East

Downtown St. Paul- I94 to Lowertown

Stations: 10th St, 4th & Cedar St, Union Depot



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