

Central Corridor
Light Rail Transit



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

June 2012



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 June to minimize impacts from Central Corridor LRT (CCLRT) construction to local businesses. This monthly report is a requirement of the Federal Transit Administration (FTA). The requirement is described in the Finding of No Significant Impacts (FONSI), which FTA issued following publication of the April 2011 *Supplemental Environmental Assessment of Construction-Related Potential Impacts on Business Revenues* (Business Impacts SEA).

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

1.1 Mitigation Activities to Assist Central Corridor Businesses

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

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

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

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

Mitigation Measures		Financial Commitment	Responsible Agency	Contact Information
Parking Assistance (see Section 2.3.1)	Neighborhood Commercial Parking Program	\$2,100,000	City of St. Paul	Craig Blakely Craig.blakely@ci.stpaul.mn.us 651-266-6697
	Alley Improvements Program	\$350,000	City of St. Paul	Craig Blakely Craig.blakely@ci.stpaul.mn.us 651-266-6697
Business Assistance Programs (see Section 2.3.2)	Business Support Fund	\$4,000,000	City of St. Paul	Nancy Homans Nancy.homans@ci.stpaul.mn.us 651-266-8568
	Business Improvement / Expansion Assistance	\$700,000 ⁽¹⁾	Neighborhood Development Center	Isabel Broyld ibroyld@ndc-mn.org 651-379-3782
	Business Resources Collaborative	\$315,000 ⁽⁵⁾	N/A	Jonathan Sage-Martinson jonathan@funderscollaborative.org 651-280-2384
	University Avenue Business Preparation Collaborative	\$1,075,000 ⁽²⁾	N/A	Isabel.broyld ibroyld@ndc-mn.org 651-379-3782
	Great Streets and Business Association Assistance Program	\$210,000	City of Minneapolis	Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191
	Other	\$7,670	N/A	Jonathan Sage-Martinson jonathan@funderscollaborative.org 651-280-2384
	Business Marketing Program ⁽⁴⁾	\$1,200,000	Metropolitan Council	Anne Taylor anne.taylor@metc.state.mn.us 651-602-1449
University Avenue / Cedar Riverside Betterments	Improved Street Lighting / Street Amenities	\$1,000,000 ⁽³⁾	City of St. Paul / Metropolitan Council	Kathryn O'Brien kathryn.obrien@metc.state.mn.us 651-602-1927

Mitigation Measures		Financial Commitment	Responsible Agency	Contact Information
(see Section 2.3.3)	Business Façade Improvements	\$150,000	City of Minneapolis	Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191
Promoting Business Access	Additional Business Signage	\$50,000	Metropolitan Council	Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457
(see Section 2.3.4)	Cooperative Advertising and Transit Fare Passes	\$250,000	Metro Transit	Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457
TOTAL		\$16,657,670		

- (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 \$400,000 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 in 2011 and another \$200,000 commitment in 2012.
- (3) This amount reflects an increase of \$350,000 from the amount reported in the Business Impacts SEA. This increase reflects the actual amount dedicated to this effort.
- (4) This amount was approved September 28, 2011 by the Metropolitan Council to be used to retain a consultant to provide marketing assistance to Central Corridor businesses.
- (5) This amount reflects an increase of \$75,000 from the amount reported in the Business Impacts SEA. This increase reflects additional funds committed by the Central Corridor Funders Collaborative for marketing efforts from November 2011 to March 2012.

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

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

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

2.0 Activities Reported

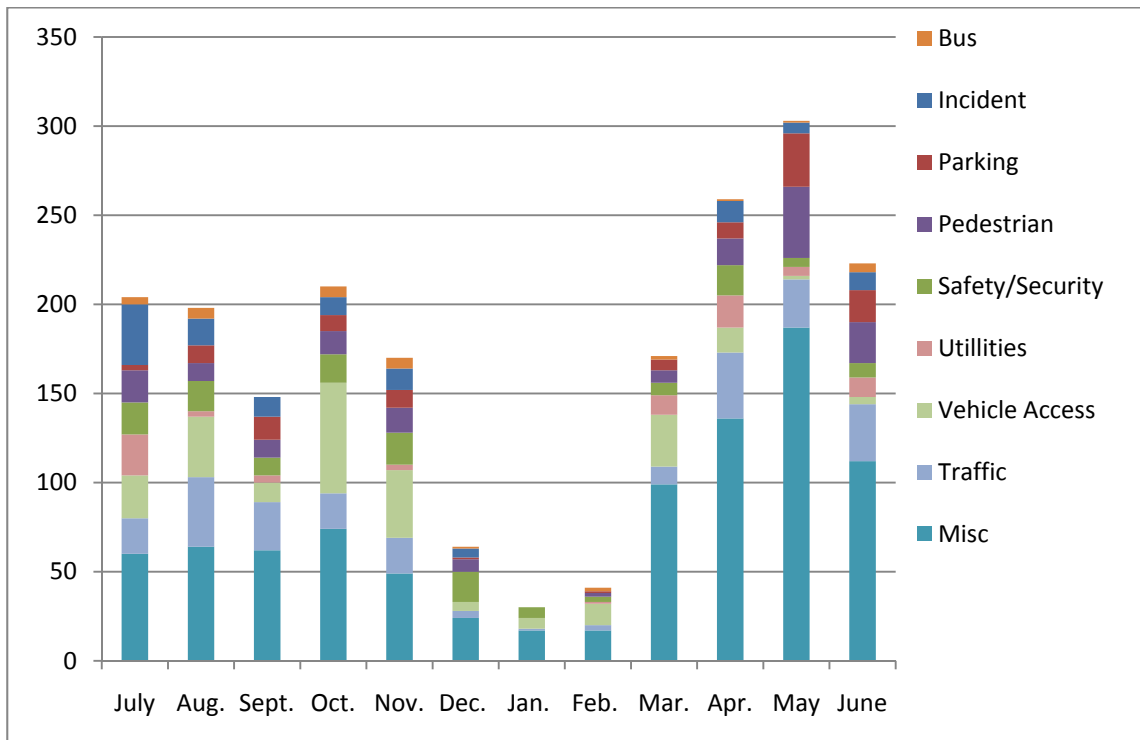
2.1 Construction-related Calls, Complaints and Responses

Attachment A to this Report is a summary of construction and other calls and complaints received during the month of June and their response / resolution. During this month, a total of 223 complaints, comments or questions were received by Central Corridor Project Office staff (see Figure 1). This compares to a total of 302 in the month of May. A vast majority of calls and e-mails (194 of 223) were responded to within 24-hours. Nearly all issues were responded to within 1 week.

- Calls/complaints received in the month of June concerned some of the following:
 - Inquiries about road closures and directions;
 - Complaints about construction-related vehicles and equipment in front of businesses;
 - Concerns about contractor parking; and,
 - Concerns about pedestrian access and crossings.

Figure 1 is a summary, sorted by subject, of construction-related calls and e-mails received in the last twelve months (from July 2011 to June 2012).

Figure 1: July 2011 - June 2012 Construction Hotline Complaints Received



2.2 Public Outreach and Communication Activities

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

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

- Downtown St. Paul
- University Avenue – Capitol Area to Hamline
- University Avenue – Hamline to Emerald
- Minneapolis – Prospect Park; University of Minnesota – East and West Bank

All current construction updates can be viewed at www.centralcorridor.org. In June, 26,211 hits were recorded of users visiting the CCLRT Web site.

News Releases: No news releases / news advisories were issued in June.

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>

GovDelivery: GovDelivery is a listserv that CCLRT Outreach and Communications staff began using in May 2012 to update people on project news, including construction activities. It currently has over 6,225 contacts to which information project information is sent. Previously, the Outreach and Communications staff used a ConstantContact listserv to serve this function.

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 June @cclrt had over 1,700 followers.



Construction workers lunching at The Best Steak House chat with co-owner Steve Hatzis.

June Public Meetings / Events: Over 40 meetings / events took place in June, with an estimated total attendance of more than 700 people. These included meetings with community and business organizations, meetings with individual businesses to discuss access, community meetings to discuss possible bus service changes, and Lunch on the Avenue events. See Attachment B1 for a list of all meetings held in June.

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

2.3 Funds Spent to Assist Businesses during Construction

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

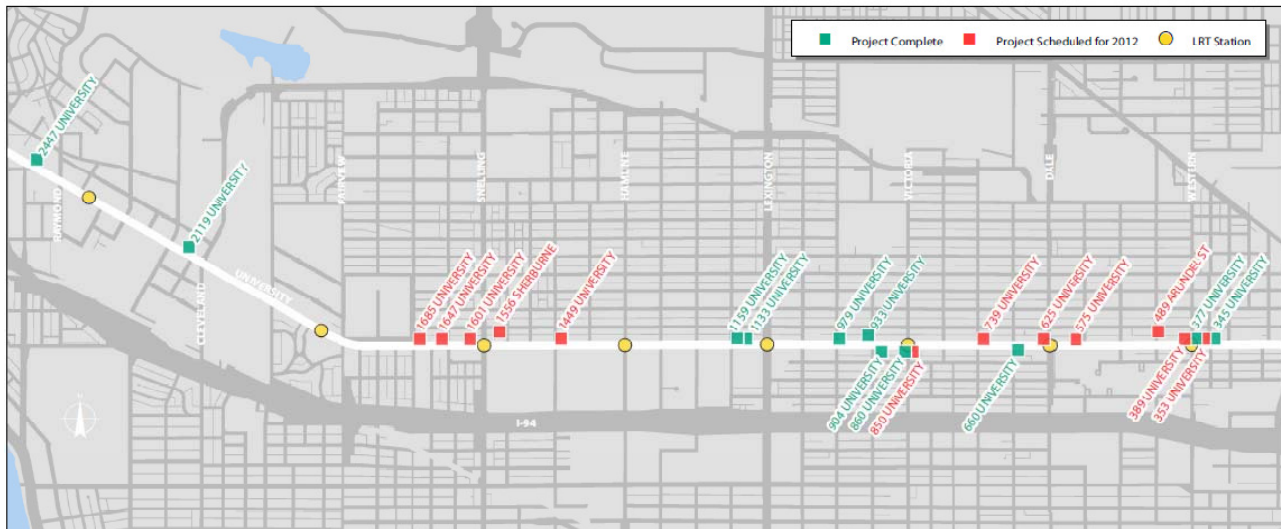
2.3.1 Parking Assistance:

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

Figure 2 – Parking Lot Improvement Locations



Neighborhood Commercial Parking Program Progress Report - November 21, 2011



Significant Activities:

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

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

- The following parking improvement projects have been completed as of June 30, 2012:
 - 1685 University – Milbern Clothing
 - 1647 University – Hammond Awards
- The following projects are planned for completion by the end of 2012.
 - 353 University – Ha Tien Market
 - 389-393 University – Anh’s Hair Salon
 - 489 Arundel – a remote lot for 441 University
 - 575 University – Unidale Insurance
 - NW corner of Dale and University – Hickory Hut
 - 739 University – Trung Nam
 - 850-856 University – Tai Hoa BBQ
 - 1449 University – Hair Salons
 - NE block of Snelling and University – central parking lot on Sherburne
 - NW block of Snelling and University – shared parking between Axman and Turf Club
 - 1647 University – Hammond Awards

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

Significant Activities:

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

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

Significant Activities:

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

2.3.2 Business Assistance Programs:

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

Significant Activities:

Nine loans, totaling \$158, 930, were approved in June 2012. One of the loans was to a business in Segment 1 (Emerald to Syndicate); the rest were in Minneapolis and Segment 2 (Syndicate to Rice). A total of \$1,557,457 has been disbursed since 2011.

The non-profit organizations servicing the loans have decided to retain the Segment 1 allocations used in 2011 (and not redistribute the un-spent balance among Segment 2 businesses) until and unless Segment 2 allocations are depleted in 2012. The Year 1 and Year 2 breakdowns reported in the April and May reports are therefore no longer being reported. The table below displays the original allocations by segment (set in 2011) and the total dollar amount of approved loans by segment to date.

Business Support Fund - Financial Activities	Allocation	Approvals	Balance after Year 1 Approvals	Percent Remaining
Minneapolis				
Cedar Riverside	\$289,825	\$289,825	\$0	0%
Stadium Village	\$221,994	\$220,000	\$1,994	1%
Prospect Park	\$345,324	\$0	\$345,324	100%
Minneapolis Total	\$857,143	\$509,825	\$347,318	41%
Saint Paul				
Emerald to Hampden (North Side of University Avenue)	\$169,616	\$111,497	\$58,119	34%
Emerald to Hampden (South Side of University Avenue)	\$514,149	\$76,409	\$437,740	85%
Hampden to Aldine (North Side of University Avenue)	\$524,749	\$128,013	\$396,736	76%
Hampden to Aldine (South Side of University Avenue)	\$180,217	\$191,036	(\$10,819)	0%
Aldine to Syndicate (North Side of University Avenue)	\$222,621	\$248,118	(\$25,497)	0%
Aldine to Syndicate (South Side of University Avenue)	\$270,326	\$65,918	\$204,408	76%
Syndicate to Lexington (North Side of University Avenue)	\$63,079	\$20,000	\$43,079	68%
Syndicate to Lexington (South Side of University Avenue)	\$14,557	\$0	\$14,557	100%
Lexington to Dale (North Side of University Avenue)	\$169,827	\$36,804	\$133,023	78%

Business Support Fund - Financial Activities	Allocation	Approvals	Balance after Year 1 Approvals	Percent Remaining
Lexington to Dale (South Side of University Avenue)	\$203,793	\$37,925	\$165,868	81%
Dale to Rice (North Side of University Avenue)	\$150,418	\$0	\$150,418	100%
Dale to Rice (South Side of University Avenue)	\$373,620	\$20,000	\$353,620	95%
Lowertown St. Paul	\$95,409	\$111,912	(\$16,503)	0%
St. Paul Total	\$2,952,381	\$1,047,632	\$1,904,749	65%
Grand Total	\$3,809,524	\$1,557,457	\$2,252,067	59%

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

Significant Activities:

There are a total of 6 potential Living Cities loan projects currently in the pipeline for 2012. Three loans, totaling \$120,000, have gone through the application process and been approved.

There are currently 13 façade improvement projects in the pipeline. Three have submitted loan applications and been approved. The three approved loans total \$69,247.

See Attachment E for a 2012 mid-year report from the NDC on these programs.

2012 Financial Activities:	Amount
Living Cities Small Business Expansion loans	\$120,000
Business façade improvement for small businesses	\$69,247
Loan Loss Reserve Fund that supports Program Related Investment loan for building owners and business expansion	\$150,000
NDC's administrative costs	\$33,250
Total	\$372,497

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

- Provide business consulting and technical assistance (e.g., business and real estate development loan assistance; parking; energy efficiency programs; advocacy, information and referrals).
- Provide and maintain a business resource/information clearinghouse (<http://www.readyforrail.net>).

- o Provide a grassroots "buy local" marketing campaign to help provide customers to Central Corridor businesses during project construction.

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

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

Significant Activities:

Since 2009, U7 staff and the BRC have provided over 7,600 hours of one-on-one assistance to more than 130 Central Corridor businesses.

Recent activities include

- Providing accounting services to numbers of small businesses through the Ready for Rail initiative.
- Providing full branding and website packages to Embodied Health, Foundations Health Career Academy, the Cave Café mobile food truck, Thai Café, Big Daddy's Old Fashion Barbeque, and Sunday's Best Boutique.

See Attachment F for the U7's Fiscal Year 2012 report on activities.

Financial Activities	Amount
Program to help small through training, technical assistance, and financing. (Jan 2009)	\$200,000
Program to help small business through training, technical assistance, and financing. (Feb. 2010)	\$100,000
Program to help small businesses through training, technical assistance, and financing.(Sept. 2010)	\$100,000
Program to help small businesses through training, technical assistance, and financing. (April 2011)	\$200,000

Bigelow Foundation (\$50,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction.	\$125,000
St. Paul Foundation (\$75,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction.	\$150,000
Program to help small businesses through training, technical assistance, and financing. (April 2012)	\$200,000
Total	\$1,075,000

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 June, \$7,500 was disbursed to the West Bank Business Association as part of their contract to perform outreach to businesses and marketing of the area.

Financial Activities (Minneapolis along University Ave, Cedar Riverside):	Amount
Business Association Assistance Program	\$20,500
Great Streets Business District Support Grants	\$119,000
City Business Finance Assistance to the African Development Center	\$40,000
Total	\$172,000

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

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

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

Significant Activities:

MOD and Co. has been contracted to conduct the marketing program on behalf of the Metropolitan Council. During June, MOD and Co. developed targeted marketing campaigns for nine different business districts along the Central Corridor LRT alignment based on business outreach and research efforts. See Attachment G for a summary of activities from April to June 2012.

Financial Activities	Amount
Marketing Agency Contract Fees	\$16,094
Administrative Costs	\$2,000
Total	\$18,094

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 \$59,530 for the Great Streets Façade Improvement Program in Central Corridor business districts. In the month of June, one Great Streets Façade matching grant application was approved to help a business clean and fix its marquee.

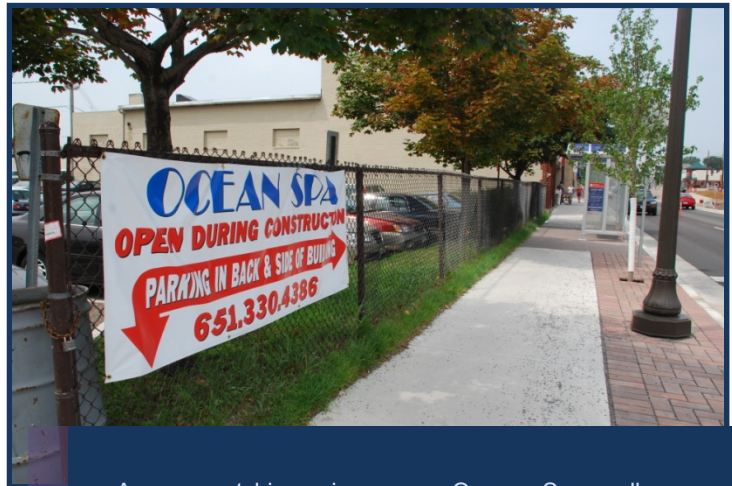
2.3.4 Promoting Business Access:

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

Significant Activities:

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

In June, a VMS was placed in the Stadium Village area to help direct traffic and encourage people to patronize local businesses.



An eye-catching sign near Ocean Spa calls attention to parking availability and access.

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 \$22,722.50 has been expended on the following activities:

- Go To Passes for U7 Business Support Staff: In 2011, 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. Five 31-day passes were purchased in June 2012.
- Development / Deployment of Metro Transit Bus Side Ads: A total of six Metro Transit buses were used to promote patronage of Central Corridor businesses during year one of construction. These ads ran from May through November 2011.

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:

Contractors worked with businesses on University Avenue in St. Paul and Minneapolis to determine the last of the temporary accesses during construction.

Contractor Incentive Program: A contractor incentive program is being provided for the two major construction contracts (Civil East – St. Paul and Civil West – Minneapolis). This program is intended to encourage effective communication and cooperation between the contractor, businesses and residents. A Construction Communication Committee (“CCC”) composed 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 (project-wide total) for the contractor incentive program.

Significant Activities:

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

	Civil East		Civil West	
	Funds Available	Funds Awarded	Funds Available	Funds Awarded
2010 – Quarter 4	\$50,000	\$46,920 (94 percent of total)	\$10,000	\$9,920 (99 percent of total)
2011 – Quarter 1	\$40,000	\$30,993 (77 percent of total)	\$20,000	\$20,000 (100 percent of total)

2011 – Quarter 2	\$60,000	\$25,085 (42 percent of total)	\$25,000	\$18,891 (75 percent of total)
2011 – Quarter 3	\$70,000	\$23,200 (33 percent of total)	\$25,000	\$20,000 (80 percent of total)
2011 – Quarter 4	\$70,000	\$27,500 (39 percent of total)	\$25,000	\$18,150 (73 percent of total)
2012 – Quarter 1	\$50,000	\$40,000 (80 percent of total)	\$20,000	\$16,327 (82 percent of total)
Total (to date)	\$340,000	\$193,698 (57 percent of total)	\$125,000	\$103,288 (83 percent of total)

For the most recent evaluation period (Quarter 1, 2012), the Civil West Contractor, AMJV, was awarded 82 percent of eligible incentive funds. Comments from evaluators included concerns related to blocked pedestrian access to businesses and short notice for some work. Positive feedback was received regarding outreach efforts and quick response time on issues. The Civil East Contractor, Walsh Construction, was awarded 80 percent of eligible incentive funds. Comments included concerns related to inadequate fencing as well as parking issues at a few locations. Many concerns noted by the CCC, such as issues related to work by private utilities, were outside of the Walsh’s responsibility and control. Positive feedback was received regarding improvements on safe access, such as clearing sidewalks with a sweeper, and information distribution. Walsh’s score improvement was influenced by work done “above and beyond work specifications” such as increasing manpower by threefold and implementing efficient procedures to notify businesses of upcoming changes and to complete projects ahead of schedule.

2.3.6 Project Communications:



Special signage at Arnellia’s highlights food and drink specials and welcomes light rail workers.

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.

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 D 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. The City has closed the application process for this program.

Business Support Fund: To date, a total of 127 applications have been received by the City of St. Paul and 114 have been approved for funding and closed. Of the 13 applications not funded:

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

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

Business Improvement / Expansion Assistance: There are six projects in the pipeline for Living Cities Small Business Expansion loans, of which three have been approved – all of the approved loans are for businesses between Lexington Parkway and Rice Street in St. Paul. There are 13 projects in the pipeline for façade improvement grants, of which three applications have been submitted and approved.



US Airbag and Overflow Café hosted party with high-flying stunt bikers to attract attention to University Avenue businesses.

Business Façade Improvement Financing (City of Minneapolis): To date, 20 applications have been received to access funds administered through this program with 17 applications approved and/or funded (one additional application was submitted and then later withdrawn).

2.5 Business Openings / Closings / Relocations

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

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

Change in Central Corridor Businesses (June 1, 2012 to June 30, 2012)

Business Openings	6
Business Closings	3
Business Relocations off Corridor	4
Business Relocations on Corridor	0
Business Expansions on Corridor ¹	0

3.0 Frequently Asked Questions

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

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

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

Hotline: 651-602-1404

Requesting a Spanish Summary of Report:

¿Cómo puedo solicitar un resumen traducido de este informe?

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

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

Línea de ayuda: (651) 602-1404

Requesting a Vietnamese Summary of Report:

¹ Note: this inventory did not record or reflect business expansions along the corridor in monthly reports prior to the May 2012 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
Telefoonka: 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	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Civil East (164 records)						
Bus	Bus unloading area dangerous - Univ & Chatsworth	Kimberly called 6/20 and visited site. Barriers were moved to allow rear exit from bus.	X		06.20.2012	06.20.2012
Bus	Water shut off - 940 Charles Ave	Michelled called back 6/22. Issue was forwarded to Saint Paul Regional Water.	X		06.22.2012	06.22.2012
Incidents	Car repairs	Kimberly forwarded to Walsh claim department to investigate claim.	X		06.02.2012	06.02.2012
Incidents	Tree blocking signage	Nkongo responded to caller; referred caller to City of St Paul.	X		06.04.2012	06.04.2012
Incidents	Car getting dinged - Grade is too high	Michelle responded to caller; grade levels should even out as construction finishes up.	X		06.04.2012	06.04.2012
Incidents	Paint on car	Michelle called 6/4. Kimberly called and forwarded this information on to Walsh claims	X		06.04.2012	06.04.2012
Incidents	Tripped on Nail at MLK	Walsh attempted to contact this person on 6/4 - privacy rules delayed personal contact until 6/6.	X		06.04.2012	06.04.2012
Incidents	Come look at his car re overspray	Abdi calle back 6/5. Kimberly spoke with Sam and forwarded to Walsh claims.	X		06.05.2012	06.05.2012
Incidents	Trip and Fall from nail	Walsh responded on 6/4 and personally to caller on 6/6 when she made her identity known.	X		06.06.2012	06.06.2012
Incidents	Car stuck in hole	Walsh pulled car out on 6/12.	X		06.12.2012	06.12.2012
Incidents	Irrigation system damage	This issue was added to the list. This irrigation issues will be corrected by June30.	X		06.14.2012	06.14.2012
Misc	Please see attached pictures depicting cattles guards laying on private landscape.	Walsh met on site 6/1 and had cattle guards removed.	X		06.01.2012	06.02.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Dale & Lexington on University open?	Nkongo responded to caller and provided requested information.	X		06.03.2012	06.03.2012
Misc	Steel plate out of place	Did not want to be called back. Walsh resolved--closed 6/5.	X		06.03.2012	06.03.2012
Misc	Construction sign down blocking ramp	Dana Happel responded by phone.	X		06.04.2012	06.04.2012
Misc	Need directional signage	Michelle responded via email and provided detour information.	X		06.05.2012	06.05.2012
Misc	Cementing median at Snelling	Nkongo responded to caller; referred caller to City of St Paul.	X		06.05.2012	06.05.2012
Misc	Covering median turn lane on Sherburne	Abdi responded to caller and referred to City of St Paul.	X		06.05.2012	06.05.2012
Misc	Construction vehicles using private alley at Midway Shopping Center	Rick called Kimberly on 6/5 to discuss this issue. Walsh is making signs.	X		06.05.2012	06.05.2012
Misc	Bump in Roadway at Victoria and Lexington	Issue received during a meeting. Walsh reviewed this issue on 6/5.	X		06.05.2012	06.05.2012
Misc	Wants Rita to call him	Abdi called back 6/6. Issues in works to be resolved.	X		06.06.2012	06.06.2012
Misc	Excessive vibration	Shaou emaile back 6/6. Vibration limits not exceeded.	X		06.06.2012	06.06.2012
Misc	State Capitol & Parking	Abdi called back 6/6 and provided directions.	X		06.06.2012	06.06.2012
Misc	lots of accidents	Abdi called back 6/7. Issue to be discussed with City.	X		06.07.2012	06.07.2012
Misc	Rice & Univ closed?	Abdi called back 6/7 and provided requested information.	X		06.07.2012	06.07.2012
Misc	Constr updates for Monday	Indira called back and map was sent.	X		06.07.2012	06.07.2012
Misc	When Hamline Opens	Michelle called back 6/8 and provided requested information.	X		06.08.2012	06.08.2012
Misc	Construction done at Dale	Abdi called back 6/8 and provided timeline.	X		06.08.2012	06.08.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Wedding prep	Michelle Webb called back 6/8 and provided requested informatin with construction timeline details.	X		06.08.2012	06.08.2012
Misc	Correct detour signs	Walsh returned call on 6/8 to get more information in order to resolve.	X		06.08.2012	06.08.2012
Misc	Potty down	Walsh responded on 6/10 and moved out of traffic.	X		06.10.2012	06.10.2012
Misc	Lexington & Horton Intersection	Abdi responded to caller and provided scheduling information.	X		06.11.2012	06.11.2012
Misc	University & Hamline Buses	Michelle responded; sign moved and bus concerns sent to Metro Transit for review.	X		06.11.2012	06.11.2012
Misc	Doesn't like design of LRT	Abdi responded to caller.	X		06.12.2012	06.12.2012
Misc	Dip in road by Best Steakhouse	Abdi called back 6/12. Issue is a duplicate reported by by same caller.	X		06.12.2012	06.12.2012
Misc	Shuttle Stop and Walsh Trucks	Dana Happel responded by phone.	X		06.12.2012	06.12.2012
Misc	Truck blocking bus access	Kimberly called Vaughn back on 6/12; truck was moved.	X		06.12.2012	06.12.2012
Misc	Irrigation Repairs @ 1717 Univer Ave	The irrigation issues were resolved on June 23. Owner confirmed working order 6/27.	X		06.12.2012	06.12.2012
Misc	Water diversion caused cracked sidewalk	Kimberly returned call 6/13 and visited site.	X		06.13.2012	06.13.2012
Misc	Reinstall Bollards that you removed last year for access purposes	Kimberly talked with Ed about this issue on 6/8. The bollards will be replaced by June 30.	X		06.13.2012	06.13.2012
Misc	Move bridge	Walsh moved the bridge on 6/13.	X		06.13.2012	06.13.2012
Misc	Turning large truck Univ & Fairview	Nkongo called back 6/13. Intersection in final configuration as designed.	X		06.13.2012	06.13.2012
Misc	New sidewalks causing pooling	Kimberly contacted caller immediately on 6/14, visited site, concern was not imminent.	X		06.14.2012	06.14.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Basement flooding	Walsh responded and took action immediately on 6/14. Problem was resolved within a couple of hours.	X		06.14.2012	06.14.2012
Misc	Brick fell off building	Kimberly returned call, left message, visited site, took photos and facade will be reinstalled.	X		06.14.2012	06.14.2012
Misc	Pipe loaded into truck	Walsh followed up on 6/14	X		06.14.2012	06.14.2012
Misc	Two lanes blocked - no one working	Walsh evaluated phone call on 6/14. No specific location was given by caller.	X		06.14.2012	06.14.2012
Misc	Repair sprinkler system	Kimberly called back 6/15. Irrigation system repairs will be complete by June 30.	X		06.15.2012	06.15.2012
Misc	Zipper merge signs	Abdi called back 6/18 and provided requested information.	X		06.17.2012	06.18.2012
Misc	LRT Minnehaha & White Bear Ave	Nkongo responded via email.			06.17.2012	07.05.2012
Misc	Western still closed	Abdi responded to caller to clarify length of closure.	X		06.18.2012	06.18.2012
Misc	Diesel dump trucks	Kimberly returned call on 6/18; Nkongo asked for extra enforcement from SPPD.	X		06.18.2012	06.18.2012
Misc	Pillsbury sign down	CCPO responded to caller; forwarded call information to City of St Paul.	X		06.18.2012	06.18.2012
Misc	Jack hammering @ 7am	No response requested.		X	06.18.2012	06.20.2012
Misc	Plans for N side of capital	Nkongo called back 6/19 and connected with with appropriate CCPO staff.	X		06.19.2012	06.19.2012
Misc	Date construction started in front of 302 University	Nkongo called back 6/19 and provided requested information.	X		06.19.2012	06.19.2012
Misc	Front end loader going too fast	Walsh discussed this issue with Veit on 6.19.	X		06.19.2012	06.19.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Construction comments	No call back requested. CCPO will monitor. Closed 6/20.	X		06.20.2012	06.20.2012
Misc	Univ & Fairview open?	Nkongo responded to caller and informed her that the intersection was open.	X		06.20.2012	06.20.2012
Misc	When intersection opening - Hamline & Univ	Michelle responded via email and informed caller that Hamline was open.	X		06.20.2012	06.20.2012
Misc	No left sign Snell & Univ in Nov	Kimberly spoke with caller 6/21 to get additional information.	X		06.21.2012	06.21.2012
Misc	Veit Equip traveling on Sherburne	Kimberly called; Walsh directed workers and sub-contractors not to use this road.	X		06.21.2012	06.21.2012
Misc	When Cedar Ave will finish	Indira Manandhar responded by phone.		X	06.22.2012	06.25.2012
Misc	When construction began btwn Univ - Capitol	Michelle responded to caller and provided construction information.	X		06.25.2012	06.25.2012
Misc	Need financial help - 545 Univ	Abdi responded to caller and referred him to NDC.	X		06.25.2012	06.25.2012
Misc	Tie in Storm water to sewer system	Nkongo responded to caller; referred to City of St Paul.	X		06.25.2012	06.25.2012
Misc	Heavy equip on Sherburne	Kimberly called; Walsh directed workers and sub-contractors not to use this road.	X		06.25.2012	06.25.2012
Misc	Needs CCLRT Construction Info	Nkongo called back 6/26.	X		06.25.2012	06.26.2012
Misc	Well Room - 55 E 5th	Kimberly responded by phone.	X		06.26.2012	06.26.2012
Misc	Heavy equip on Sherburne & Griggs	Abdi called back 6/26. Walsh has directed its workers and sub-contractors not to use this road.	X		06.26.2012	06.26.2012
Misc	Duluth woman	Kimberly returned call immediately on 6/26.	X		06.26.2012	06.26.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Advertising	Indira responded by phone and email on Jun 27, 2012.	X		06.26.2012	06.27.2012
Misc	CC - Hiawatha				06.27.2012	
Misc	Black Top - 440 Univ	Kimberly returned call to Kevin, left message with detailed contact information on 6/27	X		06.27.2012	06.27.2012
Misc	Trucks can't right turn - 654 Univ	Site adjusted so trucks could make the turn.	X		06.27.2012	06.27.2012
Misc	Veit on Sherburne	Abdi responded to caller. Walsh has directed its workers and sub-contractors not to use these roads.	X		06.27.2012	06.27.2012
Misc	Trash on lawn - 491 Univ Ave W #A	Kimberly contacted caller to discuss; issue sent to Walsh's claims department.	X		06.27.2012	06.27.2012
Misc	Heavy Equip - Sherburne	Walsh has directed its workers and sub-contractors not to use these roads.	X		06.27.2012	06.27.2012
Misc	Glass breakage - 422 Univ W Suite 3	Walsh's claims department is investigating the complaint.	X		06.27.2012	06.28.2012
Misc	Closures in St. Paul	Responded via email		X	06.27.2012	06.29.2012
Misc	Fence Removed	Kimberly contacted Mary Jo on 6/28 to discuss the fence removal.	X		06.28.2012	06.28.2012
Misc	Veit at Sherburne	Walsh acknowledges that Sherburne is not an approved haul route; directed workers not to use.	X		06.28.2012	06.28.2012
Misc	Construction start? 559 W Central	Abdi responded to caller and provided requested information.	X		06.29.2012	06.29.2012
Misc	Communications Line Cut Off	Closed. Civil West Issue.	X		06.29.2012	06.29.2012
Misc	Workers eating in front of store 799 Univ	Abdi called back 6/29. Hai called Kimberly from Walsh who visited the site immediately on 6/29.	X		06.29.2012	06.29.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Heavy equip using Dunlap & other residential streets	Walsh has directed its workers and sub-contractors not to use these roads.	X		06.29.2012	06.29.2012
Misc	workers retaliated - 799 Univ	Kimberly spoke with caller on 6/29; CCPO and Walsh management staff apologized for workers actions.	X		06.29.2012	06.29.2012
Misc	Machinery Parked at Western and McKublian	Kimberly returned call to Nancy; sub-contractor to remove equipment by end of week.	X		06.30.2012	06.30.2012
Misc	Foundation Cracked at 1009 Sherburne Avenue	Kimberly returned call on 6/30 and discussed caller's claim.	X		06.30.2012	06.30.2012
Misc	Digging at Cedar and St. Peter	Responded by phone		X	06.30.2012	07.02.2012
Parking	Construction vehicles parked on Fry	Construction trucks are for a separate project not related to CCLRT.	X		06.01.2012	06.01.2012
Parking	Phil Oriental parking lot blocked	Michelle responded to caller; alley access wide open.	X		06.04.2012	06.04.2012
Parking	Driveway blocked to her business	Abdi responded to caller and was told truck had been moved.	X		06.05.2012	06.05.2012
Parking	A-1 Vacuum Parking Lot Blocked	Nkong called back 6/5. Walsh proposed alternate access.	X		06.05.2012	06.05.2012
Parking	18 Add'l Parking Spots	Work was complete the same day on 6/5 and the parking spaces were un-coned.	X		06.05.2012	06.05.2012
Parking	How long 4th St & Minnesota will be blocked off	Dana called back.	X		06.05.2012	06.05.2012
Parking	Parking lot blocked	Kimberly called back 6/7. Issue was resolved.	X		06.07.2012	06.07.2012
Parking	Need alley access visibility	Kimberly visited the Dr Kimball's office on 6/8. Resolved.	X		06.08.2012	06.08.2012
Parking	Exit out of 839 parking	Issue was forwarded to Walsh and resolved 6/8.	X		06.08.2012	06.08.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Parking	Images show Walsh and subs vehicles parked in unauthorized location in the capitol area	This complaint was forwarded to Walsh on 6/26.			06.12.2012	06.26.2012
Parking	Tore up parking lot	Kimberly called Skip on 6/14. Crews will return to the parking lot to make corrections.	X		06.14.2012	06.14.2012
Parking	Officer handle traffic at World Trade Center Parking	Dana Happel responded by phone.	X		06.19.2012	06.19.2012
Parking	Fence by parking lot - Saigon	Kimberly met with caller; moved barrier back into place and reported incident to supervisor.	X		06.22.2012	06.22.2012
Parking	Parking access - 663 Univ	Temporary drive provided through construction zone until alley access is ready.	X		06.27.2012	06.27.2012
Parking	Move trailer - 78 10th St	No response requested.	X		06.27.2012	06.27.2012
Parking	Workers parking along Avon	Abdi called 6/29. Hai called Kimberly on 6/29 and trucks were moved within 5 minutes of phone call.	X		06.29.2012	06.29.2012
Pedestrian	Dangerous water main coverage	Michelle called 5/31. Issue entered 6/1.	X		06.01.2012	05.31.2012
Pedestrian	Pedestrian signage inadequate	Walsh reviewed concern and corrected the signage at Lexington both on 6/5 and on 6/6.	X		06.05.2012	06.05.2012
Pedestrian	Sidewalk problems	Duplicate. Per Walsh issue was to be fixed by 6/9.	X		06.07.2012	06.07.2012
Pedestrian	Cross walks open?	Nkongo called back 6/13 and provided requested information.	X		06.13.2012	06.13.2012
Pedestrian	No ped crossing between Snelling & Hamline	Walsh installed a temporary pedestrian bridge at Simpson.	X		06.13.2012	06.13.2012
Pedestrian	Macy's sidewalk	Dana Happel returned call via phone	X		06.14.2012	06.14.2012
Pedestrian	Bus stop dangerous	Kimberly called on 6/20 and bus stop was corrected.		X	06.15.2012	06.20.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Pedestrian	Sidewalk Closure at St. Louis Handicap Parking Area at 10th	Indira responded by phone.	X		06.19.2012	06.19.2012
Pedestrian	No access ramp - 422 Unv Ave W	Walsh replaced ramp on 6/19.	X		06.19.2012	06.19.2012
Pedestrian	No ramp access - Western	Walsh replaced the ramp on 6/19	X		06.19.2012	06.19.2012
Pedestrian	Can't access walk button Univ & Western	Walsh visited site on 6/20, and the temp street sign is in place. Colored sidewalk is poured.	X		06.20.2012	06.20.2012
Pedestrian	Gravel on sidewalk - 1080 University	Abdi called back 6/20 and advised to sweep gravel back in paver blocks.	X		06.20.2012	06.20.2012
Pedestrian	422 University Ave W - Sidewalk Blocked	Walsh responded to caller, left detailed message, temporary bridge put back in place.	X		06.20.2012	06.20.2012
Pedestrian	Remove gravel from sidewalk - 1080 Univ Ave West	Walsh will sweep the sidewalks the first time.		X	06.22.2012	06.28.2012
Pedestrian	Ped Sign Suggestion for 4th	Responded by email.	X		06.22.2012	06.22.2012
Pedestrian	No Crosswalk - Pasco & Univ	Shoua responded to caller and gave construction information.	X		06.23.2012	06.23.2012
Pedestrian	Barriers misplaced Avon & Victoria	Walsh responded immediately on 6/24 and corrected the traffic control devices.	X		06.24.2012	06.24.2012
Pedestrian	Crack in sidewalk 540 Cedar	Kimberley responded by phone on same day.	X		06.25.2012	06.26.2012
Pedestrian	Unversity Obstruction	Nkongo and Kimberly sent Email response on 7/2.		X	06.28.2012	07.02.2012
Safety Security	Street lights out - Wall to Broadway				06.01.2012	
Safety Security	Heavy machinery going to fast	Kimberly called on 6/11; issue passed to Walsh's safety to remind crews of appropriate routes.	X		06.11.2012	06.11.2012
Safety Security	Pothole - Univ & Fairview	Michelle responded and referred caller to City of St Paul Public Works.	X		06.20.2012	06.20.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Safety Security	Cones misplaced Rice & Univ.	Walsh responded immediately on 6/24, went to the site, the cones were not out of place.	X		06.24.2012	06.24.2012
Safety Security	Intersection of University and Mackubin	Walsh reviewed the caller's complaint and returned call on 6/29.	X		06.29.2012	06.29.2012
Safety Security	No lighting - Cedar & 10th	Kimberly spoke with the caller on 6/29.	X		06.29.2012	06.29.2012
Traffic	Congested construction areas	Nkongo called 6/1 and provided additional information.	X		06.01.2012	06.01.2012
Traffic	All lanes open by June 1 Snelling & Univ	Nkongo responded via email on 6/1. Provided timeline.	X		06.01.2012	06.01.2012
Traffic	Priority placed on East/West roads	No response required.	X		06.01.2012	06.01.2012
Traffic	Incorrect signage on MLK	Michelle responded to caller; crews fixed detour situation.	X		06.01.2012	06.01.2012
Traffic	Lights not coordinating	Michelle called back 6/5. City determined lights were coordinated.	X		06.05.2012	06.05.2012
Traffic	Lights not controlling flow	Abdi called back 6/5. Walsh did not resolve this issue.	X		06.05.2012	06.05.2012
Traffic	Right on 12th	Nkongo responded via email on 6/11 and provided timeline.		X	06.05.2012	06.07.2012
Traffic	Fairview & Vandalia open?	Abdi called back 6/6 and provided requested information.	X		06.06.2012	06.06.2012
Traffic	Not enough room to turn	Abdi called back 6/7. Issue forwarded to traffic engineers.	X		06.07.2012	06.07.2012
Traffic	20 min wait at Sherburne	Abdi called back 6/7 and advised Hamline will reopen 6/9.	X		06.07.2012	06.07.2012
Traffic	Dump from 94 to Dale	Abdi called back 6/8 and provided this information.	X		06.08.2012	06.08.2012
Traffic	Hamline & Univ Closed	Abdi called back 6/8 and provided requested information.	X		06.08.2012	06.08.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Construction signs in street	Visit to site 15 minutes after call and nothing was out of place. No action necessary.	X		06.14.2012	06.14.2012
Traffic	Cones in middle of road	Walsh was in the process of picking up traffic control devices for the day.	X		06.15.2012	06.15.2012
Traffic	Construction parking Cedar & 7th	Dana responded by phone.	X		06.18.2012	06.18.2012
Traffic	Fast lights	Abdi called back 6/18 and forwarded to Walsh to resolve with the city.	X		06.18.2012	06.18.2012
Traffic	Light only lets 3 cars go	Walsh checked out the situation on 6/18. Signal had resolved itself.	X		06.18.2012	06.18.2012
Traffic	Heavy equipment going too fast	Walsh continues to inform the subs to stay off residential roads.	X		06.19.2012	06.19.2012
Traffic	Rice & Univ suggestion	Nkongo emailed back. Crews will monitor.			06.19.2012	06.29.2012
Traffic	Traffic flow change - 2650 Univ Ave W	Cancel - Civil West	X		06.25.2012	06.26.2012
Traffic	Cattle guards moved - Univ & Dale	When the complaint was received, a traffic switch was in progress; traffic configuration changed.	X		06.26.2012	06.27.2012
Traffic	No street signs - Dale & Snelling	Walsh reviewed complaint.	X		06.27.2012	06.27.2012
Traffic	SB Congestion - Univ & Lex	Abdi called back 6/27. Suggestions were noted.	X		06.27.2012	06.27.2012
Traffic	Road barricaded - no work done	Walsh's sub-contractor is scheduled to remove any lane closures at the end of each day.	X		06.27.2012	06.27.2012
Traffic	Northside of Univ from St. Albans to Univ.	Vehicles ignored the traffic control.	X		06.28.2012	06.28.2012
Traffic	Spruce Tree Rd. and Snelling	Abdi called back 6/28. Issue was forwarded to traffic crew to resolve.	X		06.28.2012	06.28.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Const equip blocking Univ & Marion	Walsh responded by visiting the site immediately - within minutes of the call coming in on 6/28.	X		06.28.2012	06.28.2012
Traffic	Heavy truck at 259 Sherburne Avenue	Walsh directed workers and sub-contractors not to use roads that were not approved haul routes.	X		06.30.2012	06.30.2012
Utilities	Water pipe broke	Nkongo responded to caller; SPRW to repair as needed.	X		06.04.2012	06.04.2012
Utilities	Water issue on University	Michelled called back 6/12. Walsh Resolved.	X		06.12.2012	06.12.2012
Utilities	Water pipe bent - 397 Univ	Walsh met with business owner; issue not construction related.	X		06.21.2012	06.21.2012
Vehicle Access	Curb not extended	Nkongo called back 6/4. Walsh accommodated a larger access opening for the business on 6/5.	X		06.05.2012	06.05.2012
Vehicle Access	Move Trucks	Nkongo visited the site. Trucks were moved and additional signage installed.	X		06.06.2012	06.06.2012
Civil West (59 records)						
Bus	Light Rail vs Buses UofM Campus	Dan responded by phone. Information and link to Transit Service Study provided	X		06.20.2012	06.20.2012
Bus	Metro Transit Link - E River Road	Dan responded by email, information provided		X	06.29.2012	07.02.2012
Bus	Huron Station Frustration	Dan forwarded to Metro Transit Central Corridor Service Study as it relates to proposed route change		X	06.29.2012	07.02.2012
Incidents	Burglary	Charleen Zimmer followed up with the Minneapolis Police Dept.	X		06.11.2012	06.11.2012
Misc	Landscape plans	Jessica emailed tree plan for his block.		X	06.01.2012	06.05.2012
Misc	Vibration unacceptable	Joy Miciano emailed Mr. Westhoff.		X	06.01.2012	06.05.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Huron Open?	Jessica called back but there was a busy signal every time.	X		06.03.2012	06.04.2012
Misc	Stakes in planter box	Joy Miciano talked with Ms. Grosulak: planter box does not get removed.	X		06.04.2012	06.04.2012
Misc	What part of road will be closed - Washington	Jessica called back, this is a weekend clousr of bridge.	X		06.05.2012	06.05.2012
Misc	Landscaping call back	Jessica called back and let him knw that the information had ben emailed to him.	X		06.05.2012	06.05.2012
Misc	LRT running from Mpls to Airport?	Jessica left voicemail that Hiawatha is running.	X		06.05.2012	06.05.2012
Misc	Entrance blocked	Joy Miciano checked that doorway access was available.	X		06.05.2012	06.06.2012
Misc	Energy use	Jessica called back, she needed clarifiction on DEIS.	X		06.06.2012	06.06.2012
Misc	River Road Closures	Jessica called backand provided directions.	X		06.06.2012	06.06.2012
Misc	Festival 6/9	Joy Miciano provided the construction activity schedule for the weekend work.	X		06.06.2012	06.06.2012
Misc	Helping barber	Jessica called back and provided information.	X		06.08.2012	06.08.2012
Misc	Washington Ave after June 15th	Jessica Hill responded by phone, information provided.	X		06.11.2012	06.11.2012
Misc	June 12th Concert	Joy Miciano provided construction schedule.	X		06.12.2012	06.12.2012
Misc	Remove construction vehicles	Joy Miciano responded; vehicle was not an AMJV vehicle.	X		06.13.2012	06.13.2012
Misc	WAB Closing	Dan responded by phone, information provided.	X		06.13.2012	06.14.2012
Misc	Conf @ uofm 6/2013	Dan responded by email. General construction timeline provided.			06.13.2012	06.29.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Planter boxes	Fence panels were installed.	X		06.14.2012	06.15.2012
Misc	Stop working	Joy Miciano talked with the resident and provided an overview of the schedule of work in the area.	X		06.16.2012	06.16.2012
Misc	Scrapper?	Joy Miciano called Officer Tyra.	X		06.17.2012	06.17.2012
Misc	concern over duration of Bedford closure	Jessica spoke with property ad let them kno te duration and access optin were still bng explored.		X	06.18.2012	06.25.2012
Misc	Traffic Switch Update	Joy Miciano provided an updated schedule.	X		06.20.2012	06.20.2012
Misc	Temporary Light Pole Removals	Joy Miciano provided a schedule for light pole removals.	X		06.20.2012	06.20.2012
Misc	Pavement removal technique	Joy Miciano provided details of pavement removals.	X		06.21.2012	06.22.2012
Misc	Light Rail Questions	Jessica emailed back infomation and graphic of area.		X	06.25.2012	06.29.2012
Misc	LRT Mpls to Bloomington?	Dan responded by phone. No Central Corridor related closures of Hiawatha LRT at this time	X		06.26.2012	06.26.2012
Misc	Wash exit closed 35W SB	Jessica called, itis open.	X		06.26.2012	06.26.2012
Misc	Completion time - 615 Washington	Dan responded by email. CCLRT construction timeline and links provided.	X		06.27.2012	06.27.2012
Misc	pdf ver. construction update for East Bank	Jessica emaild plan sheets of area.		X	06.27.2012	06.29.2012
Misc	Why does route curve - Univ & 29th	Dan responded by email. Information provided.		X	06.27.2012	07.02.2012
Misc	Sod replacement 3212 4th St SE	Dan responded by email, information provided.	X		06.29.2012	06.29.2012
Misc	Coordination of Sod Placement	Joy Miciano forwarded U of M Landcare staff contact to AMJV staff.	X		06.29.2012	06.29.2012
Misc	Rocks at Clarence Ave	AMJV salvaged rocks.		X	06.30.2012	07.02.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Parking	Get to their driveways	Joy Miciano provided access information.	X		06.07.2012	06.08.2012
Parking	No access to parking lot - 3014 Univ Ave SE	AMJV restored driveway access by 9 AM.	X		06.27.2012	06.27.2012
Pedestrian	Malcolm Ave Crosswalk	AMJV crews were reminded to not park in crosswalks and keep at 4 feet.	X		06.06.2012	06.06.2012
Pedestrian	When will bridge close to peds	Jessica called back. Deck remains open.	X		06.06.2012	06.07.2012
Pedestrian	Sidewalk Closed at Bedford St	Sidewalk was reopened.	X		06.08.2012	06.08.2012
Pedestrian	No sign - 15th & Bike Trail	Sent to Systems Contractor	X		06.21.2012	06.21.2012
Safety Security	Traffic Cutting through Private Lot		X		06.04.2012	
Safety Security	26th & Delaware danger concern	Dan responded by email. City of Minneapolis declined the request.		X	06.11.2012	06.13.2012
Traffic	Construction delay	Jessica called back, she no longer needs to know.	X		06.01.2012	06.01.2012
Traffic	Exiting museum garage	Crews were directed to not park in the area.	X		06.05.2012	06.05.2012
Traffic	4th blocked off?	Jessica emailed back. The road has been blocked again per the request of the neighbors.		X	06.06.2012	06.08.2012
Traffic	Change Control - 2650 University W	Dan responded by email. Signage in place, CCPO to monitor situation	X		06.25.2012	06.26.2012
Utilities	Power out	Joy Miciano responded: AMJV not working in the area at the time.	X		06.06.2012	06.07.2012
Utilities	Request to be informed of removals at Valu Liquor	AMJV will notify Mr. Medich when work is scheduled to occur.	X		06.18.2012	06.19.2012
Utilities	No water	Returned call to say she now does have water.	X		06.20.2012	06.20.2012
Utilities	Temporary Water Setup at Malcolm and University	Dan responded by email. City of Minneapolis followed up with issues		X	06.20.2012	06.26.2012

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Utilities	Restoration at Malcolm Avenue and 4th Street	Dan responded by email, Center Point Energy beagn restoration on 7-6-12		X	06.23.2012	06.29.2012
Utilities	Pavement Restoration	Dan responded by email. Center Point Energy is scheduling the restoration.	X		06.25.2012	06.26.2012
Utilities	Lied to - 61 Bedford	Joy Miciano called Ms. Beale and provided an update.	X		06.29.2012	06.29.2012
Utilities	Phone lines down - 61 Bedford SE	Dan Pfeiffer and Joy Miciano called and provided update on repair.	X		06.29.2012	06.29.2012
Vehicle Access	Length of Bedford Closure				06.18.2012	
Vehicle Access	Construction Vehicles Blocking Driveway	AMJV crews were immediate asked to remove vehicles.	X		06.21.2012	06.21.2012

Attachment B1
Summary of Past Monthly Meetings
(June 2012)

Central Corridor LRT Meeting Summary

June, 2012

1. Metropolitan Council initiated public meetings/events							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
6/4/12	12:30 PM	University Hamline to Griggs	Nkonog Cigolo	Sidewalk Reconstruction Notification--University Avenue North Side Hamline to Griggs	University Avenue Businesses: Hamline to Griggs	15	Cigolo, Nkongo
6/11/12	11:30 AM	Tierney Brothers, 3300 University Avenue SE, Minneapolis, MN 55414	CCPO	Prospect Park Construction Communication Committee	CCPO Staff, Committee Members, AMJV Staff, City of Minneapolis Staff	15	Pfeiffer, Daniel
6/14/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
6/19/12	11:30 AM	Theatre in the Round, 245 Cedar Ave S, Minneapolis, MN, 55454	CCPO	West Bank Construction Communication Committee	CCPO Technical Staff, Committee Members	9	Pfeiffer, Daniel
6/19/12	4:00 PM	Brian Coyle Center, Multipurpose Room, 420 15th Avenue South, Minneapolis, MN	Robin Caufman	Central Corridor Transit Service Study Outreach		30	Centralcorridor
6/19/12	4:00 PM	Brian Coyle Center, 420 15th Ave S	Metro Transit Service Study	Central Corridor Transit Service Study	Metro Transit, CCPO Outreach, Community Members	50	Pfeiffer, Daniel
6/21/12	4:00 PM	Central Corridor Resource Center, 1080 University Avenue West, St. Paul, Minnesota	Robin Caufman	Central Corridor Transit Service Study Outreach		30	Centralcorridor
6/21/12	4:00 PM	Central Corridor Resource Center, 1080 University Ave W, St Paul, MN 55104	Metro Transit	Central Corridor Transit Service Concept Plan Meeting	Transit Riders	30	Webb, Michelle
6/23/12	1:00 PM	Goodwill/Easter Seals Community Mtg Room, 553 Fairview Avenue N, St. Paul, Minnesota	Robin Caufman	Central Corridor Transit Service Study Outreach		30	Centralcorridor

Page 1 of 5 or information about a specific meeting, contact the identified outreach coordinator:

Sandie Cagaoan (651) 602-1968 Robin Caufman (651) 602-1457 Nkongo Cigolo (651) 602-1559 Dana Happel (651) 602-1954 Jessica Hill (651) 602-1840
 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Raqib Abdi (651) 602-1908 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

June, 2012

1. Metropolitan Council initiated public meetings/events							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
6/23/12	1:00 PM	553 Fairview Avenue N., Saint Paul, MN 55104	Nkongo Cigolo	Public Meeting on Planned Transit Service Changes	Corridor Residents	50	Cigolo, Nkongo
6/25/12	11:30 AM	Tierney Brothers, 3300 University Avenue SE, Minneapolis, MN 55414	CCPO	Prospect Park Construction Communication Committee	CCPO Staff, Committee Members, AMJV Staff, City of Minneapolis Staff	15	Pfeiffer, Daniel
6/26/12	11:00 AM	Hennepin County Central Library, Doty Board Room, 300 Nicollet Mall, Minneapolis, MN	Robin Caufman	Central Corridor Transit Service Study Outreach - Public Hearings		30	Centralcorridor
6/26/12	11:00 AM	Central Library, Doty Board Room, 300 Nicollet Mall, Minneapolis, MN	Metro Transit	Central Corridor Transit Service Concept Plan	Transit Riders	20	Webb, Michelle
6/27/12	3:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	Minneapolis Public Construction Information Meeting	CCPO Technical Staff, AMJV, Community Members	20	Pfeiffer, Daniel
6/28/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
6/28/12	4:00 PM	Rondo Community Outreach Library Multipurpose Room, 461 Dale Street North, St. Paul, MN	Robin Caufman	Central Corridor Transit Service Study Outreach - Public Hearing		30	Centralcorridor

2. Project partner initiated meetings/events							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
6/7/12	12:30 PM	NW corner of Chatsworth	CCPO and City of St Paul City Council	Access Walk-Through Chatsworth to Grotto		5	Webb, Michelle

Page 2 of 5 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

June, 2012

2. Project partner initiated meetings/events							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
6/21/12	2:30 PM	540 Fairview Avenue North, St. Paul, MN 55104 Conference Room 2&3, Second Floor	Robin Caufman	DBE/AA Joint Oversight Committee Meeting		30	Cagaoan, Sandie
6/28/12	12:00 PM	University Buffet, 225 University Avenue, St. Paul, MN 55104	Robin Caufman	Lunch on the Avenue		30	Centralcorridor

3. Meetings with Stakeholders							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
6/1/12	10:00 AM	225 University Ave. W Saint Paul Mn 55103	RAQIB ABDI	An access meeting for Vang Dental Clinic.	Pete Vang	3	Abdi, Raqib
6/4/12	11:00 AM	277 University Ave W Saint Paul Mn 55103	RAQIB ABDI	An access meeting for Vietnamese Social Services	Peter Nguyen	3	Abdi, Raqib
6/4/12	11:45 AM	491 University Ave W saint paul mn 55103	Raqib Abdi	An access meeting for Lor Dental Clinic	Pase Lor	3	Abdi, Raqib
6/5/12	8:00 AM	Model Cities Brownstone Building, 849 University Ave West, St Paul, MN 55104	City of St. Paul	Community meeting to discuss Victoria staging plans	residents and businesses near Victoria and University	25	Webb, Michelle
6/6/12	9:00 AM	Subway, 2121 University Avenue West, St Paul, MN 55114	Jackie Lunde, Subway	Meeting with Jackie Lunde at Subway		5	Webb, Michelle

Page 3 of 5 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

June, 2012

3. Meetings with Stakeholders							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
6/6/12	2:00 PM	301 University Avenue St PAUL MN 55103	RAQIB ABDI	An access meeting for Animal Emergency Clinic	Leslie A. Epstein	3	Abdi, Raqib
6/7/12	12:30 PM	Victoria and University intersection - NE corner, St Paul, MN	City of St Paul	Discuss Victoria Construction Staging with Stakeholders	Businesses along corridor	25	Webb, Michelle
6/12/12	2:00 PM	Marsden Building, 1717 University Avenue West, St Paul, MN	Marsden Building	Meeting to look at irrigation issues at Marsden Building	Property owner of Marsden Building	4	Webb, Michelle
6/13/12	11:00 AM	Central Corridor Resource Center, 1080 University Ave W, St Paul, MN 55104	CCPO	Construction Communication Committee - University Avenue West	CCC members	20	Webb, Michelle
6/14/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
6/14/12	2:30 PM	University Hotel Minneapolis, 615 Washington Avenue SE, MN, 55454	Stadium Village Commercial Association Monthly Meeting	Stadium Village Commercial Association	Business Owners, Community Members, CCPO, AMJV	20	Pfeiffer, Daniel
6/15/12	9:00 AM	Midway Shopping Center	Nkongo Cigolo	Meeting with Midway Shopping Center Management and Attorneys	University Avenue Businesses	6	Cigolo, Nkongo
6/18/12	9:00 AM	Four Star Auto, 3324 University Avenue SE, Minneapolis, 55414	CCPO	Business Access Meeting- University Avenue Traffic Switch	CCPO, AMJV, Business Owner	3	Pfeiffer, Daniel
6/18/12	10:00 AM	Seeley Legal, 3430 University Avenue SE, Minneapolis, 55414	CCPO	Business Access Meeting- University Avenue Traffic Switch	CCPO, AMJV, Business Owner	3	Pfeiffer, Daniel

Page 4 of 5 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

June, 2012

3. Meetings with Stakeholders							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
6/18/12	11:00 AM	Asphalt Driveway Corp, 3360 University Avenue SE, 55414	CCPO	Business Access Meeting- University Avenue Traffic Switch	CCPO, AMJV, Business Owner	3	Pfeiffer, Daniel
6/20/12	4:00 PM	Model Cities Brownstone Building, 849 University Avenue West, St Paul, MN	Business Resource Collaborative	Public Construction Information Meeting	public	20	Webb, Michelle
6/21/12	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101	CCPO	Construction Communication Committee meeting	Construction Communication Committee members	15	Happel, Dana
6/25/12	2:00 PM	NE corner of Grotto and University, St Paul, MN	City of St Paul	Access Walk from Grotto to Mackubin	City council members and small business consultants	10	Webb, Michelle
6/26/12	1:00 PM	Central Presbyterian Church, Dining Room -Lower level	CCPO	Cedar Street Meeting Update Meeting (from 12th-7th Street Properties)	property managers from 12th-7th Street properties	20	Happel, Dana
6/27/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN 55104	CCPO	Construction Communication Committee - University Avenue	CCC members	20	Webb, Michelle
6/28/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
6/28/12	1:00 PM	Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, Suite 175, St. Paul, MN 55101	CCPO	Cedar Street Construction Update Meeting (7th to 4th Street)	Cedar Street property managers between 7th and 4th Streets	20	Happel, Dana
6/29/12	12:30 PM	422 University Ave W, Suite 3, St Paul, MN	AEDA	Meeting to go over issues at Oriental Video	Tenant at 422 University	5	Webb, Michelle

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

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Attachment B2

Summary of Upcoming Monthly Meetings

(July/August 2012)

Central Corridor LRT Meeting Summary

Upcoming Scheduled Meetings: July and August, 2012

1. Metropolitan Council initiated public meetings/events							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
7/12/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
7/26/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
8/9/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
8/21/12	11:30 AM	Theatre in the Round, 245 Cedar Ave S, Minneapolis, MN, 55454	CCPO	West Bank Construction Communication Committee	CCPO Technical Staff, Committee Members	9	Pfeiffer, Daniel
8/23/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel

2. Project partner initiated meetings/events							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
7/9/12	11:30 AM	Mackubin and University	Nkongo Cigolo	Access Walk-Mackubin to Galtier	Project Partners	8	Cigolo, Nkongo
7/12/12	12:00 PM	Tracks Bar & Grill, 1964 University Avenue W, St. Paul, MN 55104	Midway Chamber of Commerce	Lunch on the Avenue - Tracks Bar & Grill		30	Centralcorridor
7/12/12	12:00 PM	Tracks Bar & Grill, 1964 University Ave. W., St. Paul, MN 55104	Midway Chamber of Commerce	Lunch on the Avenue - Tracks Bar & Grill		30	Centralcorridor

Page 1 of 4 or information about a specific meeting, contact the identified outreach coordinator:

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602-1952 Raqib Abdi (651) 602-1908 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

Upcoming Scheduled Meetings: July and August, 2012

2. Project partner initiated meetings/events							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
7/19/12	2:30 PM	540 Fairview Avenue North, St. Paul, MN 55104 Conference Room 2&3, Second Floor	Robin Caufman	DBE/AA Joint Oversight Committee Meeting		30	Cagaoan, Sandie
8/16/12	2:30 PM	540 Fairview Avenue North, St. Paul, MN 55104 Conference Room 2&3, Second Floor	Robin Caufman	DBE/AA Joint Oversight Committee Meeting		30	Cagaoan, Sandie

3. Meetings with Stakeholders							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
7/9/12	11:30 AM	Profile Event Center, 2630 University Avenue SE, Minneapolis, MN 55414	CCPO	Prospect Park Construction Communication Committee Quarterly Evaluation Meeting	CCPO, AMJV, Committee Members	20	Pfeiffer, Daniel
7/9/12	1:00 PM	Bathesda Hospital, 559 Capitol Blvd, St. Paul, MN 55103	Health East	Meeting with Health East to discuss construction communication	Health East Communication Staff	5	Happel, Dana
7/10/12	11:30 AM	Theatre in the Round, 245 Cedar Avenue S, Minneapolis, MN 55454	CCPO	West Bank Construction Communication Committee Quarterly Evaluation Meeting	CCPO, AMJV, Committee Members	10	Pfeiffer, Daniel
7/11/12	11:00 AM	Central Corridor Resource Center, 1080 University Ave W, St Paul, MN 55104	CCPO	Quarterly Contractor Evaluation Meeting - University Avenue Construction Communication Committee	CCC members	20	Webb, Michelle

Page 2 of 4 or information about a specific meeting, contact the identified outreach coordinator:

Sandie Cagaoan (651) 602-1968 Robin Caufman (651) 602-1457 Nkongo Cigolo (651) 602-1559 Dana Happel (651) 602-1954 Jessica Hill (651) 602-1840
 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602-1952 Raqib Abdi (651) 602-1908 Michelle Webb (651) 602-1485

Central Corridor LRT Meeting Summary

Upcoming Scheduled Meetings: July and August, 2012

3. Meetings with Stakeholders							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
7/12/12	10:15 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101	CCPO	Quarterly Contractor Evaluation Meeting	CCC members	15	Happel, Dana
7/12/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
7/12/12	2:00 PM	Grace University Lutheran Church, 324 Harvard St SE, Minneapolis, MN 55454	CCPO	East Bank Construction Communication Committee Quarterly Evaluation Meeting	CCPO, AMJV, Committee Members	20	Pfeiffer, Daniel
7/18/12	4:00 PM	Model Cities, Brownstone Building, 849 University Avenue West, St Paul, MN	Business Resource Collaborative	Public Construction Information Meeting	general public	20	Webb, Michelle
7/19/12	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101	CCPO	Construction Communication Committee meeting	Construction Communication Committee members	15	Happel, Dana
7/25/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee	Construction Communication Committee members	20	Webb, Michelle
7/26/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
8/8/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee	Construction Communication Committee Members	20	Webb, Michelle
8/9/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
8/15/12	4:00 PM	Model Cities, Brownstone Building, 849 University Avenue West, St Paul, MN	Business Resource Collaborative	Public Construction Information Meeting	general public	20	Webb, Michelle

Page 3 of 4 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

Upcoming Scheduled Meetings: July and August, 2012

3. Meetings with Stakeholders							
Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
		55104					
8/16/12	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101		Construction Communication Committee meeting	Construction Communication Committee members	15	Happel, Dana
8/22/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee Meeting	Construction Communication Committee Members	20	Webb, Michelle
8/22/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee Meeting	Construction Communication Committee Members	20	Webb, Michelle
8/23/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR Management	5	Happel, Dana

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

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 Shoua Lee (651) 602-1014 Dan Pfeiffer (651) 602- 1952 Raqib Abdi (651) 602-1908 Michelle Webb (651) 602-1485

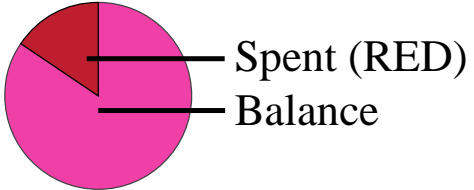
Attachment C
CCLRT Business Support Fund
Status Report
June 2012

CCLRT Business Support Fund July 2012 Status Report



LEGEND

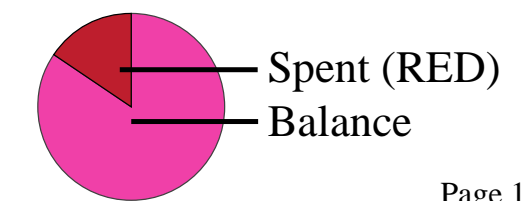
Allocation	Section
\$289,825	Cedar-Riverside North and South
\$221,994	Stadium Village
\$345,324	Prospect Park
\$169,616 \$514,146	Emerald-Hampden North Emerald-Hampden South
\$524,749 \$180,217	Hampden -Aldine North Hampden - Aldine South
\$222,621 \$270,326	Aldine -Syndicate North Aldine -Syndicate South
\$63,079 \$14,557	Syndicate-Lexington North Syndicate-Lexington South
\$169,827 \$203,793	Lexington-Dale North Lexington-Dale South
\$150,418 \$373,620	Dale-Rice North Dale-Rice South
\$95,409	Lowertown





LEGEND

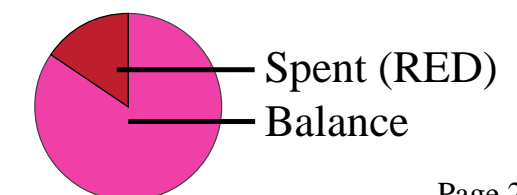
Allocation	Section
\$289,825	Cedar-Riverside North and South
\$221,994	Stadium Village
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\$95,409	Lowertown

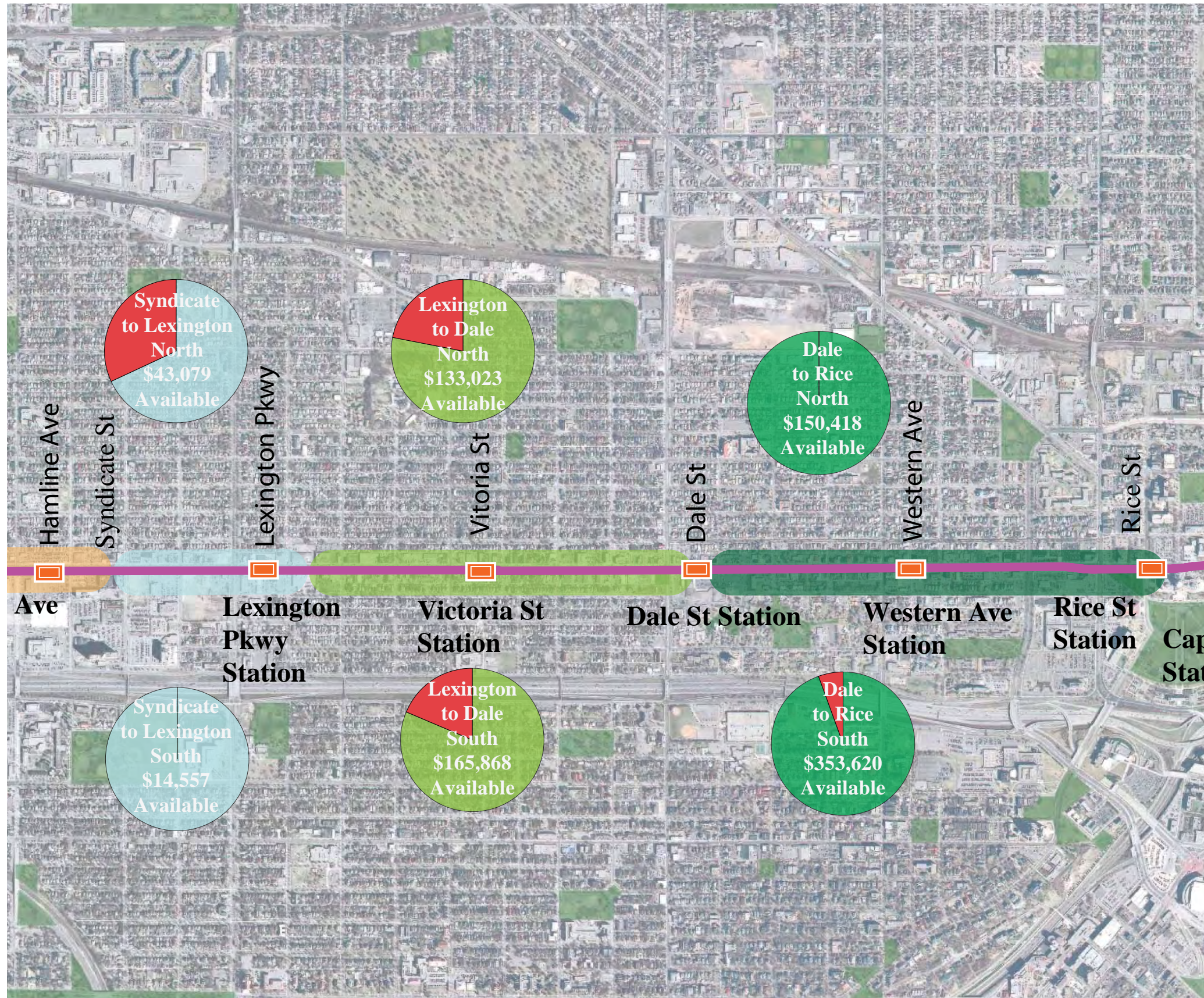




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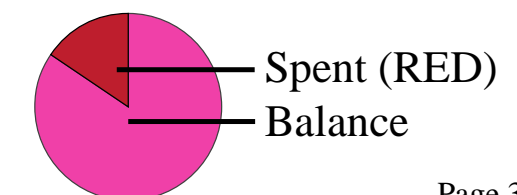
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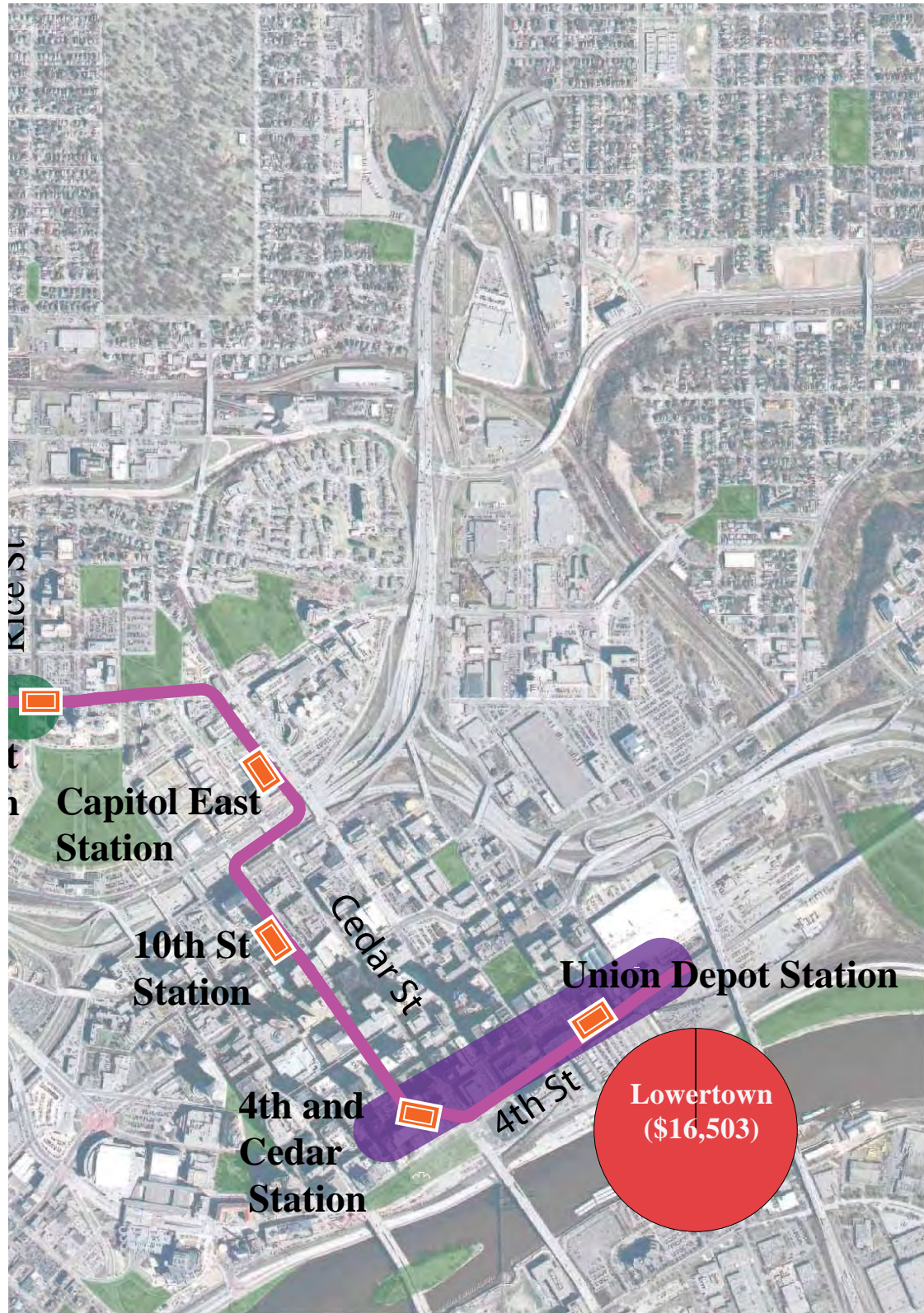




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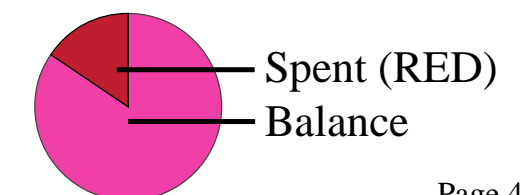
Allocation	Section
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\$221,994	Stadium Village
\$345,324	Prospect Park
\$169,616	Emerald-Hampden North
\$514,146	Emerald-Hampden South
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\$63,079	Syndicate-Lexington North
\$14,557	Syndicate-Lexington South
\$169,827	Lexington-Dale North
\$203,793	Lexington-Dale South
\$150,418	Dale-Rice North
\$373,620	Dale-Rice South
\$95,409	Lowertown





LEGEND

Allocation	Section
\$289,825	Cedar-Riverside North and South
\$221,994	Stadium Village
\$345,324	Prospect Park
\$169,616 \$514,146	Emerald-Hampden North Emerald-Hampden South
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\$63,079 \$14,557	Syndicate-Lexington North Syndicate-Lexington South
\$169,827 \$203,793	Lexington-Dale North Lexington-Dale South
\$150,418 \$373,620	Dale-Rice North Dale-Rice South
\$95,409	Lowertown



Attachment D

Outreach Coordinators

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.

Updated: June 2012

<p>Minneapolis - Downtown to Emerald</p> <p>New Stations: West Bank, East Bank, Stadium Village, Prospect Park</p>	<p>St. Paul - Emerald to I94</p> <p>Stations: Westgate, Raymond Ave, Fairview Ave, Snelling Ave, Hamline Ave, Lexington Pkwy, Victoria St, Dale St, Western Ave, Capitol/Rice, Robert St</p>	<p>Downtown St. Paul - I94 to Lowertown</p> <p>Stations: 10th St, Central, Union Depot</p>
--	--	--



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Indira Manandhar
Downtown St. Paul - Intern

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Indira.Manandhar@metc.state.mn.us

Attachment E

U7 and NDC Living Cities Interim Report

(January 1, 2012 – June 30, 2012)

July 2012 Living Cities Interim Report

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

Isabel Chanslor,
U7 Project Manager

This interim progress report contains the following information:

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

Progress achieving grant outputs and outcomes; in particular:

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

The Living Cities full grant period is from January 1, 2012 – December 31, 2012.

This Interim Report covers January 1, 2012 to June 30, 2012

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

Goal: Stabilizes small businesses at risk of disruption from construction

Objective 1: With Living Cities resources (in 2012) - 20 small businesses (not previously engaged with U7 in 2009-2011) **have received assistance from the U7 Project**

Overall, (in 2012) the U7 Project will provide TA to 60 small businesses (not previously engaged with U7 in 2009-2011)

Objective 2: With Living Cities resources (in 2012) - 4 small businesses have used the U7 4:1 façade matching grants to make large, visible and high impact façade improvements.

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

Objective 3: In 2012, approximately \$200,000 of loan resources will have been deployed to small businesses to expand their businesses or to establish building ownership.

Progress achieving grant outputs and outcomes; in particular:

a. Objective 1: Number of businesses assisted

In total, NDC and U7 have provided **2075.0 hours** of one-on-one services to over **83** Central Corridor businesses since January 1, 2012 to June 30, 2012. Of this number, **30** businesses were not previously working with U7 in 2009-2011.

b. Objective 2: Number of façade matching grants issued

U7 Façade Improvement Grants: (Please see U7 Façade Improvement Project Spreadsheet Attached).

To date U7 has approved **3** façade grants expended any of the dollars in the façade improvement program. However, the program has been promoted to all U7 businesses on the façade improvement waiting list (Please see attachment of U7 Façade Improvement Flyer). U7 has received **6** Letters of Interest from business owners to date, with a total of **13** total projects in the pipeline (3 approved). **Three businesses** have

proceeded with completing the façade improvement application, those three have been approved. All three approved and awarded applications come from businesses located in the priority target area from Rice and Lexington along University Avenue.

The 3 approved and awarded U7 Façade Improvement Grants are to:

- **A-1 Vacuum - \$10,000 Award**

Total Façade Project Cost: \$60,000

Total Owner Equity: \$2,500

- **May’s Market - \$50,000 Award**

Total Façade Project Cost: \$110,000

Total Owner Equity: \$60,000

- **Universal Hair and Travel - \$9,247 Award**

Total Façade Project Cost: \$11, 559

Total Owner Equity: \$2,312

c. Objective 3: Number of small business expansion or building ownership loans issued.

Funds Expended to Date	Number of Inquires Received to Date	Number of Potential Projects being Investigated to Date	\$ Value of Potential Projects Received to Date	Number of Projects Approved to Date	\$ Value of Approved Projects to Date	Number of Projects Denied to Date	\$ Value of Projects Denied to Date
None	17	6	\$1,358,793	3	809,793	None	NA

The 3 Living City Small Business Expansion Loans have been approved by NDC Loan Officers and NDC Living Cities Loan Committee. Each of the three building expansion loans included a U7 Façade Improvement Grant. Each approved loan is occurring in the priority target area of Rice Street to Lexington Avenue, along The Green Line. (Please see Living Cities Approved Loan Summary and Living Cities Loan Pipeline Attached)

The three approved Living Cities Loans are to:

- **A-1 Vacuum at 666 University Avenue**

Total Project Value:	\$70,000
Total Living City Loan Amount:	\$50,000
Total U7 Façade Grant Amount:	\$10,000
Total Owner Equity:	\$10,000

- **May's Building at 377 University Avenue– which is home to four businesses – May's Market, Thai Café, Liberty Tax, Cathy's Braiding.**

Total Project Value:	\$630,000
Total Living City Loan Amount:	\$50,000
Total University Bank Loan Amount:	\$249,000
Total SBA – 504 (SPEDCO) Loan Amount:	\$249,000
Total City of St. Paul Parking Improvement Grant Amount:	\$20,000
Total AEDA – Little Mekong Grant Amount:	\$2,393
Total U7 Façade Grant Amount:	\$50,000
Total Owner Equity:	\$10,000

- **X-treme Beauty Salon at 607 University Avenue**

Total Project Value:	\$109,400
Total Living City Loan Amount:	\$20,000
Total NEDA Loan Amount:	\$40,000
Total NDC Loan Amount:	\$40,000
Total NDC TA Amount:	\$1,000
Total Owner Equity:	\$14,400

One of the three businesses approved for the Living Cities loan and façade grant is an Asian owned business and property owner. On this project U7 and NDC is working closing with the Asian Economic Development Association (AEDA) to design the façade improvements, under the Little Mekong Design Guidelines. Through AEDA, the business owners will be able to have façade improvements that reflect their Asian background and be a visual representation of the Little Mekong Cultural District. This is a very exciting and unexpected occurrence. AEDA is able, through their own resources, to cover the cost of architectural drawings – an item that U7/NDC cannot cover through the façade improvement program. In partnership with AEDA, NDC and U7 will be able to assist the Little Mekong Cultural District project to move forward.

One of the three businesses approved for the Living Cities loan and façade improvement grant is a Women Owned Small Business and an African-American business owner. On this project U7 and NDC is working closing with NEDU, the owners of Frogtown Square, to complete the project.

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

African	26 (31%)
African American	14 (17.1%)
Asian	24 (29%)
White	15 (18.1%)
Latino	2 (2.4%)
Unknown	2 (2.4%)
Total	83 (100%)

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

We anticipated that the loan and façade programs would be challenging projects to promote during construction; however we did not realized the full level of barriers that business owners would experience which would make them hesitate taking on such beneficial improvements, financial tools and grants.

Also, what has been largely unanticipated is the number of issues and situations that bubble up when businesses are taken through this type of loan process, that are not by any means unique in small business, but large challenges that are not easily surmountable or, in the end, even manageable. The staff has been presented with very difficult sets of circumstances on deals, which would greatly benefit the community and the owners, however at times – for example - the ownership of property, unreported cash and other facts prevent the deals from coming to fruition. Staff has discussed these issues in length - trying to get to the core of the circumstances and begin to understand the underlining needs for small businesses in the area; which need to be addressed in order to have the business owners take full advantage of new opportunities. Staff have identified, so far, that the owners need assistance and should be exposed to best practices in accounting, management, legal matters, and tax reporting; and we are trying to figure out how to deploy these best practices beyond owners taken part in the NDC Entrepreneurship Training.

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

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

NDC and U7 feel relieved with the progress made since January 2012 on both the loan and façade improvement programs. At this point, all seems to be moving along. The time to begin each of the programs was not anticipated but ground is being made up. The Staff is concerned that the pipeline for the Façade and for the LC Loans is shorter than last year and the need for more outreach on the opportunity needs to be increased.

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

PARTNERSHIPS:

- NDC and U7 have increased its capacity to manage several new and large and distinctive projects at once. We have increased our strategic thinking across departments and maximized our flexibility to think outside the box and stretch the boundaries of our work.
- We have increased our networks and understanding of the region's resources and potential partners.

CHALLENGES:

- We have been trying to do 'real loans' and that has been very difficult for several reasons:
 - Business owners have difficulty envisioning what it will be like post-construction
 - Many of the small businesses don't have any vision for their future on the corridor and thus coming up with a plan that entails a big improvement and investment is not happening, yet. (Maybe it will happen as the project is actually coming to completion?)
 - Many small and 'unsophisticated' (cash only) businesses are unable or unwilling to pull together the type of documentation/proposal needed to obtain financing.
 - Thus, the manpower needed to process and bring projects to fruition is quite substantial. Probably more substantial than anticipated.
- Construction itself:
 - Communication from contractor was at times lacking, not timely, and confusing.
 - In 2012 there are even fewer points where the avenue can be crossed. Big impact on businesses. Will be very confusing to get to a business.
- Way finding continues to be an issue. More signage needed. Still hearing a lot of complaints about the loss of parking yet to come.
- Housing programs are getting very involved on the avenue but not really collaborating/working for/with small businesses or entities like NDC.

SUCSESSES/PROJECTS/OPPORTUNITIES:

- Frogtown Square
 - Little Mekong
 - Rondo Historic District
 - Old Home Building
 - Model Cities project
 - PPL is interested in mixed-use building, but unlikely to result in anything
5. If this is an ongoing project/program, describe your plans for sustaining it beyond this grant.

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

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

6. The amount of grant funds remaining as of reporting date for the grant period of January 1, 2012 to December 31, 2012.

The amount of grant funds remaining as of reporting date – July 15, 2012.

As of June 7, 2012, **Neighborhood Development Center (NDC) and U7 has received a total of \$133,500 of grant dollars from Living Cities.** Of those dollars:

- \$33,250 is for NDC Direct Service Costs including: partnership staffing, outreach staff, training and TA, small business and real estate loan officer time.
- \$25,250 is for U7 Façade Improvement Grants to small businesses (4:1 match; \$10,000 per business).
- \$25,000 is for application/institutionalization of techniques on next in line corridors (staffing, program development, research).

- \$50,000 is for NDC Loan Loss Reserve to support new loan funds seeded with Living Cities PRI (The maximum expected cash collateral account again \$700K of Living Cities Loan is \$200,000. NDC has a current balance of \$150,000. This disbursement will enable us to fully fund the cash collateral account).

NDC/U7 spent to date for the grant period of January 1, 2012 to December 31, 2012.

- \$33,250 has been spent on NDC Direct Service Costs, which included: partnership staffing, outreach staff, training and TA, small business and real estate loan officer time.
- \$4,623.57 has been spent on U7 Façade Improvement Grants to small businesses.
- \$25,000 has been spent on NDC's work in Eden Prairie and Hopkins conducting technical assistance and Entrepreneur Training Classes. Application / institutionalization of techniques on next in line corridors (staffing, program development, research).
- \$50,000 has been placed in the NDC Loan Loss Reserve account to support new loan funds seeded with Living Cities PRI.

Attached:

- NDC/U7 Financial Statement (Will be submitted by Wednesday, July 18)
- List of Additional Funders
- U7 Living Cities Approved Loan Summary
- Living Cities Loan Pipeline
- U7 Façade Improvement Pipeline
- U7 Façade Improvement Flyer
- NDC Business Expansion and Building Ownership Flyer

Attachment F

U7 FY2012 End of Year Report

U7
FY2012
End of
Year
Report

University Avenue Business Preparation
Collaborative (U7)

FY2012

The report covers the U7 Project's accomplishments between April 1, 2011 to March 31, 2012. The U7 Project is support by the Central Corridors Funders Collaborative, The F.R. Bigelow Foundation, The Saint Paul Foundation and Living Cities.

Members of the U7
Collaborative: African
Economic Development
Solutions, Aurora St. Anthony
NDC, Greater Frogtown CDC,
Metropolitan Consortium of
Community Developers,
Neighborhood Development
Center and Sparc.

Overview of U7 Project FY2012 Accomplishments

In the last 12 months there has been a large focus by U7 on conducting forgivable loan outreach and provide bookkeeping and accounting services to 51 business in the first major area of light-rail construction along University Avenue, Segment 1. In addition, U7 continued to provide its full menu of services to an additional 100+ small businesses from Syndicate to Rice Street, Lowertown and Downtown St. Paul.

Within the Segment 1 area, U7 Staff, consultants, interns and volunteers worked one-on-one with 51 small business owners; 25 of which successfully applied for the Ready for Rail Forgivable Loan. U7 provided extensive services and resources to those 51 business owners, totaling 1548.8 hours of technical assistance, material production and coaching. Specific examples include assistance with bookkeeping, accounting, cash-flow projections, preparing financial statements, legal, logo development, branding, interior design, window signage, pre-façade improvement work, city issues, construction issues, marketing, social media, securing catering opportunities for restaurants, assisting with forgivable loan applications, media press and promotions. In addition, U7 staff engaged several businesses in the Discover the Central Corridor marketing efforts, promoting a coupon book, loyalty cards and other events.

For the remainder of the Central Corridor in St. Paul, U7 served over 100 businesses with its full menu of services, which in FY2012 included better Web 2.0 services such as social media outlets and a greatly improved website product, and improved marketing services.

In total, the U7 Project provided a total of 3,177 hours of technical assistance, guidance, coaching and consulting to St. Paul business along the corridor.

U7 Project 12 Month Accomplishments

From April 1, 2011 to March 31, 2012, the U7 Staff, NDC staff and NDC Consultants **provided one-on-one technical assistance** to a total of **160+ clients** (which does not include Rondo Library BRC numbers served). 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, U7 Volunteers, U7 Interns, NDC Staff, and NDC/U7 Consultants.

Rondo Library NDC Workshops: There were approximately **50 workshops** provided with over **300 entrepreneurs** in attendance. Workshop topics included: creative marketing techniques, customer services, demographics now, internet marketing, understanding basic accounting and a special workshop especially focused on University Avenue businesses – Surviving and Thriving in Tough Times.

One-on-One Technical Assistance: U7 Staff, NDC Staff and NDC Consultants **provided 3720.5 hours of technical assistance to 160+ businesses and entrepreneurs** on University Avenue (TA hours include the hours provided by the U7 Graphic Designer

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 and Training
- 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; inventory list, customer contact list, point of sales systems
- j) Industry and Demographic/Market Analysis
- k) Training in Web 2.0 and website content management.

Results Driven Marketing: Since April 1, 2011, the U7 design staff, design interns, and design consultants combined have created **28 logos, 53 business cards, 15 websites** and **200+ 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, **42 University Avenue businesses participated in an intense financial health consultations** performed by U7 Small Business Consultants and U7 Consultants. The services provided have been mainly assisting owners with cash flow analysis, inventory, tracking of sales, forecasting and putting savings plans in place.

U7 and NDC Loan Activity: Since April 1, 2011, **11 Loans** have been approved and closed to University Avenue businesses, with **the total amount financed being \$186,394**. 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 **56+ matching grants to 36 small businesses**. The grants were used to offset the cost of printing, signage costs, and marketing activities. The marketing grants are 50% of the total cost of a project. The maximum a business can receive for a production job is \$200 dollars.

Matching Façade Grants: The total dollars required to launch the small business façade matching have been retained; the Façade Improvement Committee approved five façade grants in FY2012.

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. **Two more U7 Clients (Xtreme Beauty, Unidale Tax,)**, are due to graduate from the spring course. U7 staff and NDC staff are very excited about existing business owners becoming NDC graduates and fully engaging in the process.

Marketing of the U7 Project: The U7 Project designed effective marketing web and printed materials, created and launched the U7 website (universityseven.org); and were mentioned in 16 press articles, news stories and has increased in social media presence in FY2012. 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) Living Cities meetings
- f) 8 Tours of the Central Corridor for funders, non-profits and conferences
- g) Several presentations to local non-profit groups that serve local businesses and homeowners

U7 by the Numbers

The following two tables quickly provide an update on U7 performance to date. The first table [Table 1] lists out the project management activities NDC, the Host Organization, and the U7 Partners have accomplished thus far, according to the goals/task listed in the FY2012 U7 Work Plan. The second table [Table 2] demonstrates U7's status on the small business services provided along with noting FY2012 intended goals per activity. We believe each table provides the full picture of U7 accomplishments to date.

Table 1

U7 Year 3 Project Development Activities	U7 Goals per Activity April 1, 2011 to March 31, 2012 12 Months	12 month Results April 1, 2011 to March 31, 2012
Management of Project Structures, Programs and Administrative Procedures	Coordinate quarterly U7 Board Meetings (agenda/minutes)	Established & On going
	Secure Interns (Graphic Design, Database, Web, and Financial Health Specialists)	Established & On going
	Yearly Monitor & Update U7 Work Plan	Established & On going
	Monitor & Oversight of U7 Project Budget	Established & On going
	Develop and Distribute U7 Marketing Materials	Established & On going
	Establish regular U7 Staff Meeting schedule (weekly workorders)	Established & On going
	Establish Networks <ul style="list-style-type: none"> o Business Resource Collaborative o FRAN o Met-Council o City of St. Paul o Corridors of Opportunity Senior Staff Membership o Corridors of Opportunity Policy Board Membership o Asian Economic Development Association o Starling Project o World Cultural Heritage District o Little Mekong District o Irrigate o Corridor-wide Marketing efforts 	Established & On going
	Create and implement strategies to attract FREE press	On-goingm- over 16 various mentions in press/news stories
	Create and Distribute Legislative Materials (handouts)	No longer relevant
	Conduction outreach and providing Ready for Rail Packets to University Ave. small businesses	Completed and conducting follow-ups
	Coordinate regular U7 Leadership Team meeting monthly	No longer necessary

	Establishing a Façade Matching Grant program that is a 4:1match in partnership with U7 Member Organizations	On-going
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Table 2

U7 Year 3 FY2012 Small Business Support & Resource Activities	U7 Year 3 Goals per Activity FY2012 April 1 to March 31, 2012 12 Month Goals	U7 Year 3 Accomplishments FY2012 April 1, 2011 to March 31, 2012 12 month Results
Loans to Small Businesses	Goal: 30 loans worked on with 20 loans approved and closed	11 Loans Approved and Closed in 2012 25 Loans Approved and Closed since April 1, 2009 Total amount of Loan dollars provided in 2012 \$186.394 Total amount of Loan dollars provided since April 1, 2009 \$455,224
Matching Grants to Small Businesses	Goal: 20 marketing matching grants provided Goal: 5 matching façade grants provided	56 marketing grants provided for a total of \$3,900 5 additional façade grants approved for FY2013 completion.
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>	161 business and entrepreneurs provided with base level TA FY2012 87 business provided with Professional-level TA (Results Driven Marketing) for FY2010 (to date) Since April 1, 2009 – 131 Total Clients Served (includes BRC numbers) FY2012 Total: 3720.5 of TA hours provided Since April 1, 2009 – Total of 7620.9 of TA hours

Small Business Workshops	Goal: 24 workshops conducted	50 Workshops provided with 300 entrepreneurs in attendance Since April 1, 2009 to present 140 workshops conducted with 716 attendees
Business Resource Center	Goal: 150 entrepreneurs visit and utilize the BRC workshops	Since BRC opened June 2009 It has assisted 39 entrepreneurs- with over 62 visits and 80.5 hours of technical assistance provided. The BRC was not in full operation in FY2012

Attachment G

Business Marketing Program Progress Report

(April 2012 – June 2012)

**Central Corridor/Green Line Business Marketing
Progress Report from Mod and Company
April 2012 - June 2012**

Research, Outreach, Focus Groups

- Conducted focus groups with residents and members of business community from all St. Paul and Minneapolis neighborhoods along Green Line regarding business node logos, street banner designs and advertising materials
- Conducted focus groups in selected cultural and academic communities regarding business node logos, street banner designs, advertising materials, effective advertising approaches and cultural appropriateness of materials
- Engaged neighborhood and community based organizations regarding proposed business node naming
- Provided research and evaluation support to Mod and Co at internal and external meetings
- Met with multiple constituents and organizations along the corridor for listening and learning sessions
- Created business outreach questionnaire

Branding, Creative Development, Media

- Began the process of creating a branding system for business districts along the Green Line, including preliminary work on street banners
- Developed ad concepts to feature businesses along the Green Line
- Revised logo and ad concepts in response to outreach and focus groups feedback
- Completed fifteen (15) photo shoots
- Incorporated photos into chosen ad concept; wrote copy
- Created billboards and bus sides for first round of the campaign featuring businesses in the various business districts
- Met with media representatives and created the first round media plan
- Started work on Green Line directory and catering guide
- Created trifold brochure for Little Mekong for the Hmong Freedom Festival
- Started work on Green Line website (www.onthegreenline.com)

Public Relations, Traditional Media Outreach, Content and Messaging

- Researched and developed relationships with key media members covering the Green Line
- Researching and crafting business stories and story ideas, for use in marketing materials and for pitches to select news media
- Writing and editing of creative materials used within the Green Line marketing and advertising campaign
- Created core messages and crisis communications messages for Green Line

Social Media

- Researching and developing Central Corridor Social Media audit (reviewed current activities, activities of various neighborhood groups, politicians, businesses and other groups with a vested interest in the Corridor, online influencers and analysis)
- Developing a social media strategy that complements the larger PR/marketing strategy for the Green Line.
- Developing content and managing Central Corridor Facebook and Twitter pages
- Started developing a Facebook ad process
- Researching historical photos to use on Facebook and Twitter pages