

Central Corridor
Light Rail Transit



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



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

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1.0 Purpose

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

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

1.1 Mitigation Activities to Assist Central Corridor Businesses

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

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

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

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

Mitigation Measures		Financial Commitment	Responsible Agency	Contact Information
Parking Assistance (see Section 2.3.1)	Neighborhood Commercial Parking Program	\$2,100,000	City of St. Paul	Craig Blakely Craig.blakely@ci.stpaul.mn.us 651-266-6697
	Alley Improvements Program	\$350,000	City of St. Paul	Craig Blakely Craig.blakely@ci.stpaul.mn.us 651-266-6697
Business Assistance Programs (see Section 2.3.2)	Business Support Fund	\$4,000,000	City of St. Paul	Nancy Homans Nancy.homans@ci.stpaul.mn.us 651-266-8568
	Business Improvement / Expansion Assistance	\$700,000 ⁽¹⁾	Neighborhood Development Center	Isabel Broyld ibroyld@ndc-mn.org 651-379-3782
	Business Resources Collaborative	\$240,000	N/A	Jonathan Sage-Martinson jonathan@funderscollaborative.org 651-280-2384
	University Avenue Business Preparation Collaborative	\$875,000 ⁽²⁾	N/A	Isabel.broyld ibroyld@ndc-mn.org 651-379-3782
	Great Streets and Business Association Assistance Program	\$210,000	City of Minneapolis	Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191
	Other	\$7,670	N/A	Jonathan Sage-Martinson jonathan@funderscollaborative.org 651-280-2384
University Avenue / Cedar Riverside Betterments (see Section 2.3.3)	Improved Street Lighting / Street Amenities	\$1,000,000 ⁽³⁾	City of St. Paul / Metropolitan Council	Kathryn O'Brien kathryn.obrien@metc.state.mn.us 651-602-1927
	Business Façade Improvements	\$150,000	City of Minneapolis	Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191

Mitigation Measures		Financial Commitment	Responsible Agency	Contact Information
Promoting Business Access (see Section 2.3.4)	Additional Business Signage	\$50,000	Metropolitan Council	Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457
	Cooperative Advertising and Transit Fare Passes	\$250,000	Metro Transit	Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457
TOTAL		\$15,182,670		

- (1) This amount reflects a decrease of \$150,000 from the amount reported in the Business Impacts SEA. This decrease reflects the actual amount dedicated in Living Cities funds to this effort.
- (2) This amount reflects an increase of \$200,000 from the amount reported in the Business Impacts SEA. This increase reflects an additional commitment of \$200,000 in funding from the Central Corridor Funders Collaborative supporting business marketing and support efforts.
- (3) This amount reflects an increase of \$350,000 from the amount reported in the Business Impacts SEA. This increase reflects the actual amount dedicated to this effort.

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

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

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

2.0 Activities Reported

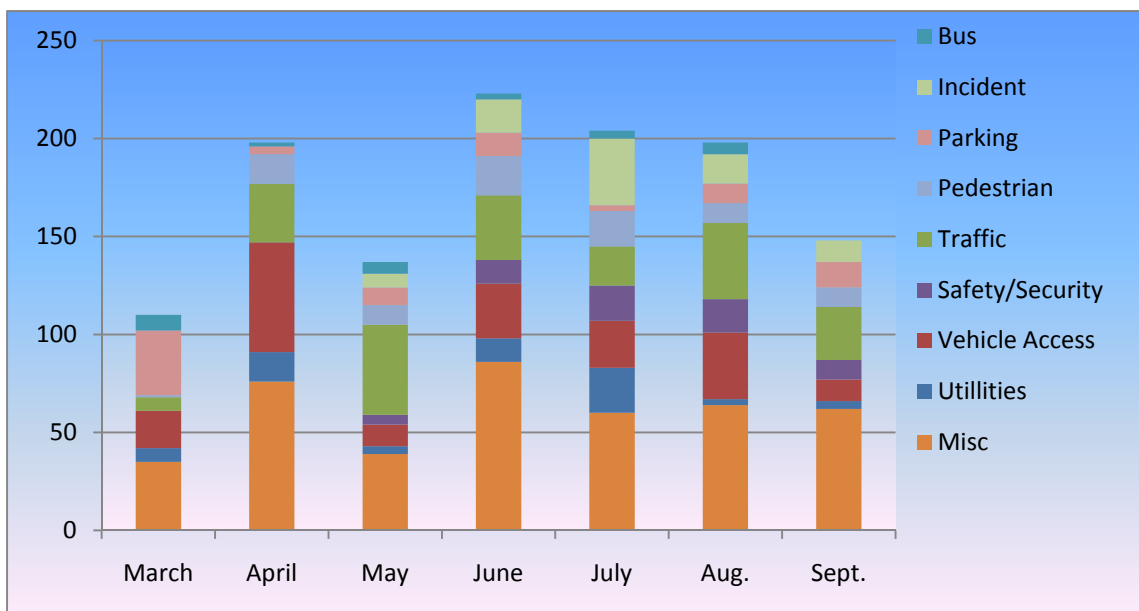
2.1 Construction-related Calls, Complaints and Responses

Attachment A to this Report is a summary of construction and other calls and complaints received during the month of August and their response / resolution. During this month, a total of 148 complaints, comments or questions were received by Central Corridor Project Office staff (see Figure 1). This compares to a total of 198 in the month of August. A majority of calls and e-mails were responded to within 24-hours. Most issues were responded to within 1 week.

- Calls/complaints received in the month of September concerned some of the following:
 - Questions / concerns about pavement markings and signage;
 - Questions / concerns about pedestrian access and parking;
 - Complaints about noise;
 - Complaints about construction vehicles blocking access points.

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

Figure 1: 2011 Construction Hotline Complaints Received



2.2 Public Outreach and Communication Activities

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

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

- West Bank/East Bank/Stadium Village
- University Avenue – Emerald to Hamline
- Capitol Area

- Downtown St. Paul

All current construction updates can be viewed at www.centralcorridor.org. In the last month, approximately 7,300 hits were recorded of users visiting the Web site – a reduction from August, when hits totaled 18,225.

News Releases: A total of two news releases / news advisory were issued in September, covering the following subjects:

- Update on construction progress in the vicinity of I-35W
- Summer 2011 DBE News

All current news releases can be viewed at www.centralcorridor.org

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

Constant Contact: Constant Contact is a listserv that CCLRT Outreach and Communications staff uses to update people on project news, including construction activities. It currently has over 5,784 contacts to which information project information is sent.

Social Media: CCLRT Outreach and Communications Staff uses Twitter to send press releases, newsletters, and weekly construction updates to the public. At the end of September @cclrt had 1,103 followers.

September Public Meetings / Events: Approximately 33 meetings / events took place in September attended by over 719 people. These meetings included pre-construction meetings with business owners, hosting “Lunch on the Avenue” at Perkins Café, staffing a table at the Selby Avenue Jazz Fest, convening a group of business representatives to advise on the creation of a marketing program for March 2012 to March 2014, and worked with the City of St. Paul to film a Public Service Announcement with a construction updated, which will be distributed via e-mail and the Project Web site. See Attachment B1 for a list of all meetings held in September.

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

- Improved stormwater management at 2441 University Avenue.
- Improved stormwater management at 1449-1451 University Avenue.
- Made improvements to traffic signals and the pedestrian crossing at 5th and Cedar streets in downtown St. Paul.
- Metropolitan Council approved funding for a \$1.3 million business marketing program.
- Made modification to the Rihm entrance to better meet access needs.
- Modified CCLRT design plans to move a curb cut to a Subway sandwich shop for a parking lot the business owner had added since design plans were completed.
- Added second shift to downtown St. Paul skyway construction crew to expedite construction.
- Added a curb cut for the loading dock at Little Dearborn.
- Added a “no biking on sidewalks” stencil on the south side of Washington Avenue sidewalks at the University of Minnesota.

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

2.3 Funds Spent to Assist Businesses during Construction

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

2.3.1 Parking Assistance:

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

Significant Activities:

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

- One project has dropped out (750 University), and 7 projects have been completed or mostly completed (Metro Social Services at 343 University, Best Steak House/East and West Beauty Supply at 860-866 University, Thong Auto Service/the Williams Store at 904-908 University, Safety Care at 933 University, Twin City Monuments at 1133 University/the Realty Matrix/Kimble Chiropractic at 1133, 1139 and 1141 University, the Vietnam Center at 1159 University and Design Press at 2447 University).
- Signed loan agreements have been received and construction on the following projects should be completed this fall or early in 2012: Ha Tien Market at 353 University, May's Market at 377 University, Unidale Insurance Agency at 575 University, Hammond Awards at 1647 University, Milbern Clothing at 1685 University, and Subway Restaurant at 2119 University. A complete list of projects funded to date can be found as Attachment C.



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

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

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

Significant Activities:

- All of the committed funds (a total of \$350,000) have been obligated in the City of St. Paul's Capital Improvements Budget (CIB) to complete this program. Construction bids were

opened on May 25 for the alleys that will be improved this summer and fall. The following alleys will be improved using this funding:

- Fry to Snelling (north side of University)
- Snelling to Asbury (north side of University)
- Pascal to Albert (north side of University)
- Lexington to Oxford (north side of University)
- Victoria to Avon (south side of University)
- Avon to Grotto (north side of University)
- Grotto to St. Albans (bet. Thomas & Lafond)
- Grotto to St. Albans (north side of University)
- St. Albans to Dale (north side of University)
- MacKubin to Arundel (bet. Edmund & Thomas)
- Arundel to Western (north side of University)
- Based on the final bids the City received for this work, enough additional funds remained from the \$350,000 budgeted that the City is initiating the process of re-acquiring an alley easement on the partially vacated alley south of University Avenue between Mackubin and Arundel.

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

Significant Activities:

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

2.3.2 Business Assistance Programs:

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

Significant Activities:

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



Ugaso Grocery benefits from the Business Support Fund

Financial Activities – Business Support Fund	Allocation	Disbursed	Available	Percent Remaining
City of Minneapolis				
Cedar Riverside North	\$129,496	\$18,892	\$110,604	85%
Cedar Riverside South	\$160,329	\$0	\$160,329	100%
Stadium Village	\$221,994	\$20,000	\$201,994	91%
Prospect Park	\$345,324	\$0	\$345,324	100%
Minneapolis Total	\$857,143	\$20,000	\$837,143	95%
City of St. Paul				
Emerald to Hampden (North Side of University Avenue)	\$169,616	\$60,993	\$108,623	64%
Emerald to Hampden (South Side of University Avenue)	\$514,149	\$39,765	\$474,384	92%
Hampden to Aldine (North Side of University Avenue)	\$524,749	\$65,001	\$459,748	88%
Hampden to Aldine (South Side of University Avenue)	\$180,217	\$55,765	\$124,452	69%
Aldine to Syndicate (North Side of University Avenue)	\$222,621	\$94,586	\$128,035	58%
Aldine to Syndicate (South Side of University Avenue)	\$270,326	\$38,476	\$231,850	86%
Syndicate to Rice (North Side of University Avenue)	\$593,657	\$0	\$593,657	100%
Syndicate to Rice (South Side of University Avenue)	\$381,636	\$0	\$381,636	100%
Lowertown St. Paul	\$95,409	\$60,000	\$35,409	37%
St. Paul Total	\$2,952,380	\$414,586	\$2,537,794	86%
Grand Total	\$3,809,523	\$453,478	\$3,356,045	88%

A total of \$57,491 in loan funds was disbursed to five businesses in September. Additionally, six new loans (including one withdrawn in August and re-submitted and approved for larger amount in September) totaling \$107,110 were approved (but not yet disbursed) in this month. Six applications are currently under review – four in St. Paul and two in Minneapolis. Three applications have been determined ineligible (two had no loss in sales and one was not a retail business). Eight applications are being held by the loan administrators awaiting additional information from the applicant (five in St. Paul and three in Minneapolis).

The total value of loans disbursed to date through the Business Support Fund is \$453,478.

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

Significant Activities in September:

The internal loan committee for the Business Improvement/Expansion and Building Ownership fund now has two women as member representing communities of color. The diversity goal for the committee has been established.

A flyer to promote the Business Improvement / Expansion and Building Ownership loans has been distributed to businesses along the corridor, with a specific focus on distribution to businesses located between Lexington and Rice Street.

There are two significant projects NDC Loan staff is working on to ensure the two projects moved forward in the process. One of the projects is located on the 400 block of University (building ownership and expansion project) and the other is located on the 2000 block of University Avenue (building ownership project). There are 10 potential projects in total that NDC loan staff is researching further to evaluate readiness and strength of the project and fit with the loan criteria. (See Attachment E for a report on activities to date.)

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

Business Resources Collaborative (BRC): The Business Resources Collaborative (BRC) is an informal coalition that provides support and technical assistance to businesses affected by the Central Corridor LRT Project. The BRC has received \$240,000 in grants in support of its operations. The BRC provides the following services to businesses along the Central Corridor:

- o Provide business consulting and technical assistance (e.g., business and real estate development loan assistance; parking; energy efficiency programs; advocacy, information and referrals).
- o 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
Total	\$180,000

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

Significant Activities:

In the month of September, U7 launched the U7 Façade Matching Grant program. To date, U7 has received letters of interest and intent from six businesses. Those six businesses have received grant applications and will be conducting bids for their façade work.

U7 interns and staff are conducting another round of outreach to businesses in the segment of University Avenue currently under construction. The outreach effort was met with success as many misconceptions of the loan program were clarified and several businesses subsequently submitted loan applications. U7 staff are providing many hours of assistance to forgivable loan applicants. Staff are providing financial templates and one-on-one training to business owners to develop monthly financial statements. (See Attachment F for a list of FY 2010 accomplishments.)

Financial Activities	Amount
Program to help small through training, technical assistance, and financing. (Jan 2009)	\$200,000
Program to help small business through training, technical assistance, and financing. (Feb. 2010)	\$100,000
Program to help small businesses through training, technical assistance, and financing.(Sept. 2010)	\$100,000
Program to help small businesses through training, technical assistance, and financing. (April 2011)	\$200,000
Bigelow Foundation (\$50,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction.	\$125,000
St. Paul Foundation (\$75,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction.	\$150,000
Total	\$875,000

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

In September, \$13,110 was disbursed to the West Bank Business Association through the Greet Streets Business District Support program to reimburse for expenses related to the West Bank Music Festival held on August 20 (see following table). The Central Corridor “street team” was on hand at the festival passing out Discover Central Corridor materials and copies of the CCLRT Coupon book featuring area businesses.

Financial Activities (Minneapolis along University Ave, Cedar Riverside):	Amount
Business Association Assistance Program	\$13,000
Great Streets Business District Support Grants	\$29,390
City Business Finance Assistance to the African Development Center	\$40,000
African Development Center	\$42,800
West Bank Business Association	\$7,500
West Bank Business Association	\$13,110
Total	\$145,800

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

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

2.3.3 University Avenue / Cedar-Riverside Betterments:

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

Significant Activities:

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

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

Significant Activities:

To date, the City of Minneapolis has expended \$53,530 for the Great Streets Façade Improvement Program in Central Corridor business districts. In September, two Central Corridor businesses completed façade improvement projects for a total of \$6,721 in grant disbursements (one business on University Avenue received a \$5,000 façade grant and one business in Cedar Riverside received a \$1,721 grant). No new applications from Central Corridor businesses were submitted or approved in September.



The Republic Café and Pub in Minneapolis’ Seven Corners Neighborhood is a recipient of the City’s Great Streets façade improvement grant

2.3.4 Promoting Business Access:



VMS used to alert drivers to State Fair parking off the newly reconstructed University of Minnesota transitway

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.

During the month of September the signs were used to direct people to the Berry Street detour and to alert drivers to the temporary closure of the intersection at Raymond and University Avenue.

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

Significant Activities:

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

- **Development / Deployment of Metro Transit Bus Side Ads:** A total of six Metro Transit buses are presently being used to promote patronage of Central Corridor businesses during construction. These ads will run from May through November.
- **Go To Passes for U7 Business Support Staff:** Four Go To Passes with two months fare were provided to U7 to support their outreach efforts to Central Corridor businesses by providing transportation to interns going door-to-door to talk about available loan programs and related workshops.

2.3.5 Construction Contract:

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

Significant Activities:

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

- Created access plans for buildings and parking ramps along 4th Street for cross-street closures during rail installation.
- Created access plans for Cedar Avenue buildings and ramps for 6th Street closure.
- Created access plans for sidewalk replacement for Washington Avenue businesses.
- Worked with businesses at 25th and University to maintain access to loading dock.
- Informed University Avenue businesses about schedule and phasing of sidewalk replacement.



Sidewalk access is maintained behind the construction fence to the Edge Coffeehouse just west of Raymond and University

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

Significant Activities:

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

	Civil East		Civil West	
	Funds Available	Funds Awarded	Funds Available	Funds Awarded
2010 – Quarter 4	\$50,000	\$46,920 (94 percent of total)	\$10,000	\$9,920 (99 percent of total)
2011 – Quarter 1	\$40,000	\$30,993 (77 percent of total)	\$20,000	\$20,000 (100 percent of total)
2011 – Quarter 2	\$60,000	\$25,085 (42 percent of total)	\$25,000	\$18,891 (75 percent of total)
Total (to date)	\$150,000	\$102,998 (69 percent of total)	\$55,000	\$48,811 (89 percent of total)

2.3.6 Project Communications:



Construction Communication Plan (Special Signage):

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

During the month of September, ten business open banners were created and distributed to businesses in St. Paul, including two downtown, two near utility work at St. Albans and University Avenue, and six on the north side of University Avenue

Significant Activities:

Construction signage is in place in areas where Civil East (St. Paul) and Civil West (Minneapolis) construction activities are ongoing. An example of signage in place can be seen in the image above.

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

2.4 Requests for Business Assistance and Response

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

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

Business Support Fund: To date, a total of 32 applications have been received by the City of St. Paul and 31 have been approved (one business withdrew and closed their business prior to receiving the requested loan) – six applicants have been determined ineligible and six applications are under review. (See Attachment D for a visual depiction of the status of funds disbursed.)

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

Business Façade Improvement Financing (City of Minneapolis): To date, 18 applications have been received to access funds administered through this program with 15 applications approved for funding.

2.5 Business Openings / Closings / Relocations

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

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



One of two new businesses that opened in September on the Central Corridor

Change in Central Corridor Businesses (September 1, 2011 to September 30, 2011)

Business Openings	3
Business Closings	1
Business Relocations Off Corridor	1
Business Relocations On Corridor	0

3.0 Frequently Asked Questions

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

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

Central Corridor email: centralcorridor@metc.state.mn.us
Hotline: 651-602-1404

Requesting a Spanish Summary of Report:

¿Cómo puedo solicitar un resumen traducido de este informe?

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

Correo electrónico del Equipo de Corredor Central: centralcorridor@metc.state.mn.us
Línea de ayuda: (651) 602-1404

Requesting a Vietnamese Summary of Report:

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

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

Central Corridor email: centralcorridor@metc.state.mn.us
Hotline: 651-602-1404

Requesting a Somali Summary of Report:

Sideen u dalbadaa warbixintaan kooban oo la fasiray?

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

Central Corridor Eemeylkoodu waa: centralcorridor@metc.state.mn.us
Telefoonka: 651 602 1404

Requesting a Hmong Summary of Report:

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

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

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

Xov Tooj: 651-602-1404

3.2 How can I report a construction-related problem?

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

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

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

3.4 How can I comment on the project?

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

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

Phone line: 651-602-1645

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

3.5 Where do I get information about job opportunities

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

3.6 How can the public get construction information?

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

Attachment A

Summary of Monthly Complaints / Response

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Civil East						
Incidents	Damage to school bus	Craig Spielman responded to issue incident was bus operator error.	X		09.06.2011	09.06.2011
Incidents	No Access to Dumpster	Nkongo followed up via email. Issue resolved.	X		09.06.2011	09.06.2011
Incidents	Car Damage From Snelling/University Road Construction - August 2011	Contractor responded to issue	X		09.07.2011	09.08.2011
Incidents	Urban Lights construction issue	Neal Granlienard met with Tim and took photos of damage	X		09.12.2011	09.13.2011
Incidents	Damage to vehicle	Robin responded to caller; spawned MOT for follow up about driveway	X		09.14.2011	09.14.2011
Incidents	Damage to the building	Craig Speilman responded to issue	X		09.15.2011	09.15.2011
Incidents	Vehicle access blocked due to parked construction trucks	Robin notified Walsh; Walsh resolved issue.	X		09.20.2011	09.20.2011
Incidents	Damage	Nkongo responded via email and forwarded to Walsh who fixed issue	X		09.22.2011	09.22.2011
Incidents	Obstruction	Crews filled in trench so that customers & employees could get out	X		09.23.2011	09.23.2011
Incidents	Skyway Stair Safety & Security - 340 Cedar Street	Nkongo followed up, forwarded to Craig Spielman to follow up	X		09.26.2011	09.26.2011
Incidents	Damage to car	Craig Speilman responded to issue	X		09.27.2011	09.27.2011
Misc	Various concerns	8-30-11 Rita talked to caller	X		08.30.2011	08.30.2011
Misc	Theft	Police were called; Brian from Walsh followed up.	X		08.30.2011	08.30.2011
Misc	Dust	9-6-11 Rita responded to caller	X		09.02.2011	09.02.2011
Misc	General questions	9-6-11 Michelle answered questions	X		09.06.2011	09.06.2011
Misc	Episcopal Homes request to have debris cleaned up	Walsh directed crews to clean up on 9/7/11	X		09.06.2011	09.07.2011
Misc	Construction in downtown St Paul	Nkongo responded via phone	X		09.07.2011	09.07.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	General information	Nkongo called the person back	X		09.07.2011	09.07.2011
		Issue forwarded to Ramsey County to follow up.				
Misc	Noise Complaint on Kellogg Blvd	NOT CCLRT. Resolved.	X		09.07.2011	09.07.2011
Misc	Noise	Michelle responded to caller; forwarded to Lucas from Walsh to resolve issue.	X		09.09.2011	09.09.2011
Misc	Question concerning markings on pavement	Nkongo called back. Resolved.	X		09.09.2011	09.09.2011
Misc	Construction clean up	Rita responded and forwarded issue to Walsh	X		09.09.2011	09.09.2011
Misc	Signage	Michelle responded via email.		X	09.10.2011	09.13.2011
		Robin forwarded concerns to construction staff				
Misc	on-going complaint concerning sidewalk	for follow up.	X		09.12.2011	09.12.2011
		Per Robin Nkongo followed up with caller on				
Misc	Excavation redundancy	9/12/11	X		09.12.2011	09.12.2011
Misc	Signage	Nkongo emailed back. Issue resolved.	X		09.13.2011	09.13.2011
Misc	Construction	Nkongo called and responded.	X		09.13.2011	09.13.2011
Misc	Maps	Nkongo email requested details. Resolved.	X		09.13.2011	09.13.2011
		Nkongo called back and advised contractor.				
Misc	Signage	Resolved.	X		09.13.2011	09.13.2011
Misc	Construction noise	Robin responded via email	X		09.13.2011	09.13.2011
		Incorrect construction information on				
Misc	map	Nkongo responded via email	X		09.13.2011	09.13.2011
Misc	Construction schedule	9-14-11 Rita left a message with caller	X		09.14.2011	09.14.2011
		Laura called and clarified question about skyway				
Misc	interim skyway?	construction	X		09.14.2011	09.14.2011
Misc	Rude contractor	Michelle responded to caller.		X	09.14.2011	09.16.2011
		Michelle responded to caller and gave alternate				
Misc	Driving directions through construction	directions.	X		09.15.2011	09.15.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Areaway	Rita responded to caller to confirm the project office was aware of the studio.	X		09.15.2011	09.15.2011
Misc	Safety	Nkongo called back. Contractor advised.	X		09.15.2011	09.15.2011
Misc	Thanks for organizing yesterday's meeting. Appreciated the opportunity.	na	X		09.16.2011	09.16.2011
Misc	Areaway concern			X	09.16.2011	09.18.2011
Misc	I have officially decided you people are crazy.	Robin responded via email		X	09.16.2011	09.19.2011
Misc	Ongoing construction problems	Michelle responded via email.		X	09.16.2011	09.22.2011
Misc	Question about cameras	9-19-11 Rita answered callers question		X	09.17.2011	09.19.2011
Misc	Timeliness of Construction Updates - Thursday possible?	Robin responded via email	X		09.19.2011	09.19.2011
Misc	Outhouse w door just flying open for neighborhood whiffs...		X		09.20.2011	09.20.2011
Misc	General constrction	Michelle responded to caller and answered questions.	X		09.20.2011	09.20.2011
Misc	Need some asphalt repair on Sibley South of 4th St.	Nkongo emailed back 9/22 letting him know contractor was notified & in process of fixing issue.	X		09.21.2011	09.22.2011
Misc	Sanitary, sewer and storm water		X		09.23.2011	
Misc	Post re-erected		X		09.23.2011	
Misc	Loss of business	Michelle responded to caller and gave Midway Chamber contact information.	X		09.23.2011	09.23.2011
Misc	Reclaim or reuse of materials from the LRT construction	Robin responded via email		X	09.23.2011	09.26.2011
Misc	Central Corridor Funding & Financing Research	Robin responded via email		X	09.23.2011	09.26.2011
Misc	Construction update 4th between Sibley and Jackson	Laura emailed her giving her more information about this question.		X	09.23.2011	09.26.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Today's walk with pictures		X		09.24.2011	
Misc	St. Paul Skyway Question	Laura called back & forwarded to union depot communications dept	X		09.26.2011	09.26.2011
Misc	C.C. & Wild games	Nkongo responded via email.	X		09.26.2011	09.27.2011
Misc	General Construction information	Nkongo responded by email. Resolved.	X		09.27.2011	09.27.2011
Misc	University Avenue Closure Timeline	Nkongo responded via email. Resolved.	X		09.27.2011	09.27.2011
Parking	No Commuter Parking Available Along Jackson	Nkongo called. Issue not related to CCLRT. City resolved issue.	X		09.07.2011	09.07.2011
Parking	Construction Vehicles Blocking Loading Zone	Nkongo responded via email. Advised contractor's outreach staff. Resolved.	X		09.08.2011	09.08.2011
Parking	Parking directions	Michelle responded via email to explain alternate routes.	X		09.12.2011	09.12.2011
Parking	Paerking ramp	Robin followed up on issue contractor responded to issue	X		09.14.2011	09.14.2011
Parking	Parking	9-14-11 Rita answered by email	X		09.14.2011	09.14.2011
Parking	Vehicle access	Nkongo called explaining flaggers will help move traffic out due to backups in ramp	X		09.14.2011	09.14.2011
Parking	Parking	Michelle responded to caller; reminded SPRWS and Walsh to use city parking lot.	X		09.16.2011	09.16.2011
Parking	Parking ramp closed	Nkongo called and drove to site. Access was maintained and flaggers posted at detours points.	X		09.16.2011	09.16.2011
Parking	Parking issue	Rita responded to caller.	X		09.19.2011	09.19.2011
Parking	Parking ramp access	Nkongo emailed and clarified the answer of the traffic question of Laurie on 9/23/11.	X		09.22.2011	09.23.2011
Pedestrian	Pedestiran access	Robin responded via email	X		09.07.2011	09.08.2011
Pedestrian	Pedestrian access	Michelle responded to caller and forwarded concerns to construction staff; spawned MOT.	X		09.08.2011	09.09.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Pedestrian	4th Street pedestrian access	Contractors responded to issue	X		09.09.2011	09.09.2011
Pedestrian	Ped Crossing Robert and Columbus	Robin responded via email. Walsh safety staff reviewed the site.		X	09.14.2011	09.18.2011
Pedestrian	Barriers blocking sidewalk/ramps at Syndicate	Michelle responded to caller; spawned MOT. Robin responded to caller; forwarded to construction staff to look into.	X		09.16.2011	09.16.2011
Pedestrian	Pedestrian access	Rita responded to caller.	X		09.19.2011	09.19.2011
Pedestrian	pedestrian access	Michelle responded to caller; Brian Panfil confirmed this would be fixed.	X		09.23.2011	09.23.2011
Pedestrian	Pedestrian access	Walsh directed safety sign to go through the construction site this morning	X		09.27.2011	09.27.2011
Safety Security	Safety		X		09.03.2011	09.04.2011
Safety Security	Capitol Area issues		X		09.06.2011	09.06.2011
Safety Security	Safety	Contractor Ray Viall responded to issue. Laura followed up reporter, construction staff made changes	X		09.08.2011	09.09.2011
Safety Security	Dangerous intersection	Michelle responded via email to explain crossing plans.	X		09.09.2011	09.09.2011
Safety Security	Safety			X	09.09.2011	09.12.2011
Safety Security	Pedestrian Safety				09.16.2011	
Safety Security	Traffic Safety	9-19-11 Rita returned call	X		09.19.2011	09.19.2011
Safety Security	Safety	Michelle responded to caller; spawned MOT for Pascal stop sign.	X		09.25.2011	09.26.2011
Traffic	Traffic and clean-up	Michelle responded to caller to explain street closure.	X		09.01.2011	09.01.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Traffic lights out	Iain contacted premie, the signals are now working. Iain drove through and confirmed.	X		09.04.2011	09.04.2011
Traffic	Traffic	9-6-11 Rita answered callers concern	X		09.06.2011	09.06.2011
Traffic	Traffic	Michelle responded to caller via email to explain traffic situation this morning.	X		09.06.2011	09.06.2011
Traffic	Traffic	9-7-11 Rita left a message and will follow up with caller	X		09.07.2011	09.07.2011
Traffic	Ped access and signage on Robert & University	Forward to Construction.	X		09.07.2011	09.07.2011
Traffic	Traffic	Michelle responded via email to explain that a no left turn sign could not be erected.	X		09.07.2011	09.08.2011
Traffic	Traffic	Dan responded to caller; spawned MOT to look at traffic lights and situation in intersection.	X		09.07.2011	09.08.2011
Traffic	Heavy traffic	Michelle responded to caller and forwarded concerns to construction staff.	X		09.09.2011	09.09.2011
Traffic	Traffic	9-14-11 Rita left message with caller	X		09.13.2011	09.14.2011
Traffic	Traffic	Caller declined to leave contact information	X		09.14.2011	09.14.2011
Traffic	Traffic	Michelle responded to caller.		X	09.16.2011	09.20.2011
Traffic	Minnesota & 12th	Laura called her back and passed this MOT concern on to traffic engineers to monitor	X		09.19.2011	09.19.2011
Traffic	Parking ramp vehicle access	Nkongo clarified the detour for Sibley Square ramp on 9/19	X		09.19.2011	09.19.2011
Traffic	Truck driving safety concern	Laura emailed Richard and forwarded to Walsh's safety inspector		X	09.20.2011	09.26.2011
Traffic	Traffic light timing	Spawned MOT.	X		09.21.2011	09.22.2011
Traffic	Traffic	Forwarded to Safety Signs and Walsh to resolve.		X	09.23.2011	09.26.2011
Traffic	Raymond Closure	Robin responded via email	X		09.23.2011	09.23.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Traffic			X	09.23.2011	09.26.2011
Utilities	Power outage	Michelle responded via phone.		X	09.10.2011	09.13.2011
Utilities	Water shut off	Robin responded via phone	X		09.12.2011	09.12.2011
Utilities	Telephone line repair	9-14-11	X		09.13.2011	09.14.2011
Vehicle Access	Loss of access to businesses	Michelle responded to caller and explained street closure; construction looking into signage.	X		09.01.2011	09.01.2011
Vehicle Access	Sibley Square Ramp	Nkongo responded via email	X		09.13.2011	09.13.2011
Vehicle Access	Vehicle access	Nkongo called. Trash removed. Resolved.	X		09.01.2011	09.01.2011
Vehicle Access	Vehicle access	9-7-11 Rita answered question	X		09.07.2011	09.07.2011
Vehicle Access	Open Pascal and Simpson	Rita responded to caller and forwarded requests to appropriate construction staff.	X		09.07.2011	09.08.2011
Vehicle Access	Vehicle access	Robin responded via email.	X		09.09.2011	09.09.2011
Vehicle Access	We need to find out when we will have access to our hotel, the Hilton Garden Inn, from Cedar	Nkongo called and emailed access maps. Resolved.	X		09.13.2011	09.14.2011
Vehicle Access	Vehicle access	Nkongo responded via email		X	09.13.2011	09.20.2011
Vehicle Access	Construction trucks blocking Entrance to Days Inn	Rita in contact with Days Inn owner; issue brought to Walsh's attention to resolve.	X		09.14.2011	09.14.2011
Vehicle Access	Vehicle access	Laura called back with clarification of Sibley & 4th intersection reopening date		X	09.14.2011	09.19.2011
Vehicle Access	Vehicle access	Michelle left message for caller explaining Raymond closure.	X		09.23.2011	09.23.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Civil West						
Misc	Power outages on East Bank		X		09.12.2011	
Misc	Concrete Pad Location for Dumpster	Dan responded. Property owner is working with adjacent property on shared garbage arrangement.		X	09.13.2011	09.20.2011
Misc	Construction Information to Hot Diggity Dog	Joy Miciano provided information and construction hotline number for additional questions.	X		09.15.2011	09.15.2011
Misc	Little Deerborn Loading Dock Pour Date Schedule Question for Segment 5 to Plan for Private Construction		X		09.16.2011	
Misc	Trailer on West Bank	Dan responded. Hennepin County will still have the trailer in place.		X	09.16.2011	09.21.2011
Misc	Request for Trash Bin at Walnut St	Dan responded. AMJV will put the trash can back into this location.		X	09.16.2011	09.21.2011
Misc	Artist renderings	Jessica responded via email	X		09.20.2011	09.21.2011
Misc	Landscaping at West Bank Station	Jessica responded via email	X		09.21.2011	09.21.2011
Misc	Noise	Duplicate of OISS 340, already responded and closed	X		09.21.2011	09.22.2011
Misc	Noise	Dan responded. Not related to CCLRT construction.	X		09.22.2011	09.22.2011
Misc	General construction question	Dan responded and provided information.	X		09.26.2011	09.26.2011
Misc	Access for Stadium Village Plaza during construction		X		09.27.2011	
Misc	Directions to Dental School	Dan responded. Directions provided.	X		09.27.2011	09.27.2011
Parking	Parking Ticket on 15th Ave/3rd Street	Dan Pfeiffer responded by email. Critical Parking restrictions did not change due to construction.	X		09.06.2011	09.07.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Parking	Parking on 25th	Dan recieved response from City of Minneapolis and passed this response to property owner.		X	09.16.2011	09.20.2011
Parking	Construction vehicles blocking loading dock at Applebee's	Dan responded	X		09.27.2011	09.27.2011
Pedestrian	Stadium Village Sidewalk Schedule	Sidewalk replacement schedule revised per business input	X		09.15.2011	
Pedestrian	When will sidewalks be done and road back open?	Dan responded	X		09.27.2011	09.27.2011
Safety Security	Safety	Contractors responded to issue	X		09.12.2011	09.12.2011
Safety Security	Safety	Issue should have been entered into Civil East	X		09.25.2011	09.25.2011
Traffic	Traffic	Dan responded to caller to discuss Eustis intersection; forwarding concerns to Walsh.	X		09.01.2011	09.01.2011
Traffic	Traffic	Dan responded. Call related to Civil East, forwarded to appropriate staff.	X		09.07.2011	09.08.2011
Traffic	Traffic	Dan responded by email. City of Minneapolis is reviewing the situation.	X		09.15.2011	09.16.2011
Traffic	Ramp reopening schedule for I-35W	Dan responded to question	X		09.16.2011	09.16.2011
Traffic	Congestion on West Bank	Dan responded	X		09.19.2011	09.19.2011
Traffic	TRAFFIC SIGNAL at 29th Avenue Station	Jessica responded via email	X		09.21.2011	09.21.2011
Traffic	Ramps to Cedar Ave	Dan responded by email. No left turn signal for eastbound Washington to northbound Cedar.	X		09.21.2011	09.22.2011
Traffic	Incorrect Map information	Dan responded by phone. Map key was mislabeled. Changes were made.	X		09.24.2011	09.24.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Utilities	Compensation for Construction Related Power Outages	Dan responded by email. Only one CCLRT related outage has occurred. No response to email.	X		09.12.2011	09.13.2011
Vehicle Access	Vehicle access	Dan responded by email. Provided directions to Cancer Center.	X		09.06.2011	09.06.2011
Vehicle Access	Vehicle access	Dan responded by phone. Directions were provided.	X		09.06.2011	09.06.2011
Vehicle Access	Vehicle access	Dan responded by phone. Tunnel reopened September 2.	X		09.14.2011	09.14.2011
Vehicle Access	Vehicle access	Dan responded by phone. Answered question relating to final design.	X		09.15.2011	09.15.2011
Vehicle Access	Access to East Bank from Cedar Avenue	Dan responded by email with directions	X		09.16.2011	09.16.2011
Vehicle Access	Vehicle access	Dan responded by email with information about the ramp configuration.	X		09.19.2011	09.19.2011
Vehicle Access	Conflicting signage Walnut north side of Washington	Dan responded. AMJV will remove the sign.	X		09.20.2011	09.21.2011
Vehicle Access	West Bank Traffic Switch	Dan responded by email. Switch delayed by weather & lighting issue.	X		09.21.2011	09.22.2011
Vehicle Access	Construction completion	Dan responded. Provided directions.	X		09.23.2011	09.23.2011

Attachment B1
Summary of Past Monthly Meetings
(September 2011)

Central Corridor LRT Meeting Summary

September 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
9/1/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Exec. Rm, St. Paul, MN 55101	CCPO - CCC	Downtown St. Paul Construction Communication Committee	Committee members	15	Happel, Dana
9/7/11	3:00 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO - PCIM	Capitol Area Public Construction Informational Meeting	general public	10	Lee, Shoua
9/7/11	3:30 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul 55146	CCPO - CCC	Capitol Area Construction Communication Committee	Committee members	4	Lee, Shoua
9/8/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO - CCC	East Bank/Stadium Village Construction Communication Committee	Committee members	15	Pfeiffer, Daniel
9/8/11	4:00 PM	CCPO 2/3, 540 Fairview Ave. N, St. Paul	CCPO - CCC	University Avenue Construction Communication Committee	Committee members	15	Webb, Michelle
9/13/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO - CCC	West Bank Construction Communication Committee	Committee members	15	Pfeiffer, Daniel
9/13/11	4:30 PM	Westgate Business Center, 2575 University Avenue West Suite 130/135, St Paul, MN	CCPO - PCIM	University Avenue Public Construction Information Meeting	Westgate Businesses and Area residents		Webb, Michelle
9/14/11	3:00 PM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Exec. Rm, St. Paul, MN 55101	CCPO - PCIM	Downtown St. Paul Public Construction Informational Meeting	general public	15	Happel, Dana
9/15/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Exec. Rm, St. Paul, MN 55101	CCPO - CCC	Downtown St. Paul Construction Communication Committee	Committee members	15	Happel, Dana
9/20/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO - CCC	West Bank Construction Communication Committee	Committee members	15	Pfeiffer, Daniel
9/22/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO - CCC	East Bank/Stadium Village Construction Communication Committee	Committee members	15	Pfeiffer, Daniel
9/22/11	4:00 PM	CCPO 2/3, 540 Fairview Ave. N, St. Paul	CCPO - CCC	University Ave. Construction Communication Committee	Committee members	15	Webb, Michelle

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

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

Central Corridor LRT Meeting Summary

September 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
9/1/11	10:00 AM	Central Corridor Project Office, Room 1, 540 Fairview Ave., St. Paul, MN 55104	CCPO	Introductory meeting	Pangia Vang, U7	1	Lee, Shoua
9/8/11	1:00 PM	CCPO 540 Fairview Avenue N, Suite 200	Met Council/Business Resources Collaborative	Business Marketing contract committee	Business representative	10	Caufman, Robin
9/19/11	9:00 AM	Union Depot Station	Federal Transit Administration	Project update, promote CCLRT and Union Depot work	Sect. Lahood, Admin. Rogoff, local elected officials, construction team, project staff, media	150	Caufman, Robin
9/21/11	6:00 PM	Goodwill Easterseals 533 Fairview Ave N St Paul, MN 55104	Twin Cities Local Initiatives Support Corporation	The Big Picture Project Community Forum 3 "Framing The Recommendations"			Richardson, Mary
9/22/11	12:00 PM	Perkins (1544 University Ave		Lunch on the Avenue on Thursday, September 22nd from noon-1:00			Richardson, Mary
9/22/11	9:30 AM	CCPO 4, Fairview Ave. N, St. Paul	CCPO, Marketing program committee	Marketing contract development	corridor businesses, business organization representatives	6	Caufman, Robin
9/30/11	9:00 AM	Wilder Foundation	Business Resources Collaborative	Adoption of completed norms, budget review	Corridor businesses, leaders	15	Caufman, Robin
9/6/11	12:00 PM	University Avenue from Snelling to Simpson, St Paul, MN		Outreach - Snelling to Simpson			Webb, Michelle
9/10/11	10:00 AM	Selby Avenue	Selby Avenue Jazz Fest	Staff table with CCLRT information, hand out coupon books	Community members, residents, event participants	200	Caufman, Robin
9/15/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN 55101	CCPO	Construction Communication Committee meeting	Construction Communication Committee members	15	Happel, Dana
9/15/11	2:30 PM	Radisson Hotel, 615 Washington Avenue SE, Minneapolis, MN 55414	SCVA monthly meeting	Stadium Village Commercial Association Board Meeting	Business Owners of Stadium Village	20	Pfeiffer, Daniel

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

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

Central Corridor LRT Meeting Summary

September 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
9/15/11	4:00 PM	Augsburg Gateway Center, 2211 Riverside Avenue, Minneapolis, MN 55414	Monthly WBBA Board Meeting	West bank Business Association Board Meeting	Business Owners and Community Members of West Bank	30	Pfeiffer, Daniel
9/17/11	9:00 AM	The Tierney Brothers – 3300 University Avenue SE	Prospect Park 2020	Workshop on emerging development implementation plans for Prospect Park / 29th Ave LRT station area and Gateway area of University Avenue.	Prospect Park Stakeholders	20	Pfeiffer, Daniel
9/21/11	11:30 AM	Hilton Garden Inn, St. Paul	Women in Transportation Seminar	Corridors of Opportunity	Transportation professionals	40	Caufman, Robin
9/21/11	6:00 PM	Dar Al Quba, 1501 S. 6th Street, Minneapolis, MN, 55414	West Bank Community Coalition monthly meeting	West Bank Community Coalition	Community Members	25	Pfeiffer, Daniel
9/25/11	10:20 AM	308 Prince Street (Entrance Along Broadway)		Clouds in Water Zen Center Presentation on OMF			Cigolo, Nkongo
9/27/11	8:00 AM	555 Wabasha, fourth floor, Saint Paul Housing	Kay Baker, Saint Joesph's Hospital	Down town Saint Paul Light Rail update at Saint Joesph's Hospital Block Club Meeting			Callaghan, Laura
9/27/11	3:00 PM	Latuff Brothers Auto Body, 880 University Avenue, Saint Paul, MN 55104	Mike Latuff, co-owner	Access/pre-construction meeting	Mike Latuff, Pete Latuff - owners	2	Lee, Shoua
9/27/11	12:00 PM	Avalon School 700 Glendale Street; Saint Paul, MN 55114 (Raymond/University Avenue intersection)	Midway Chamber Economic Development Committee	Construction tour	Midway businesses. leaders	6	Caufman, Robin
9/29/11	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	Cedar Street Property Management	15	Happel, Dana
9/30/11	9:00 AM	US Bank, 101 East 5th Street, Suite 240, St. Paul, MN 55101	CapitolRiver Council	Skyway Committee Meeting	Skyway Committee Members	15	Happel, Dana

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

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

Attachment B2
Summary of Upcoming Monthly Meetings
(October 2011)

Central Corridor LRT Meeting Summary

Upcoming Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
10/5/11	3:00 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO - PCIM	Capitol Area Public Construction Informational Meeting	general public	10	Lee, Shoua
10/5/11	3:30 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul 55146	CCPO - CCC	Capitol Area Construction Communication Committee	Committee members	4	Lee, Shoua
10/6/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Exec. Rm, St. Paul, MN 55101	CCPO - CCC	Downtown St. Paul Construction Communication Committee	Committee members	15	Happel, Dana
10/12/11	3:00 PM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Exec. Rm, St. Paul, MN 55101	CCPO - PCIM	Downtown St. Paul Public Construction Informational Meeting	general public	15	Happel, Dana
10/13/11	4:00 PM	CCPO 2/3, 540 Fairview Ave. N, St. Paul	CCPO - CCC	University Avenue Construction Communication Committee	Committee members	15	Webb, Michelle
10/20/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Exec. Rm, St. Paul, MN 55101	CCPO - CCC	Downtown St. Paul Construction Communication Committee	Committee members	15	Happel, Dana
10/27/11	4:00 PM	CCPO 2/3, 540 Fairview Ave. N, St. Paul	CCPO - CCC	University Avenue Construction Communication Committee	Committee members	15	Webb, Michelle
10/28/11	9:00 AM	Wilder Foundation	Business resources Collaborative	Lessons Learned	corridor businesses, leaders	15	Caufman, Robin
11/7/11	8:30 AM	Midway Chamber conference room, Spruce Tree Center	Commissioner Carter, Chair Haigh	Business concerns and reports	AEDA/UABA/Chamb ers	15	Caufman, Robin
10/3/11	9:00 AM	709 University Avenue, Saint Paul, MN 55104	Lifetrack Resources	Lifetrack Resources Staff Meeting - CCLRT Update	Lifetrack Resources staff	15	Lee, Shoua
10/27/11	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	Cedar Street Property Management	15	Happel, Dana
10/28/11	9:00 AM	US Bank, 101 East 5th Street, Suite 240, St. Paul, MN 55101	CapitolRiver Council	Skyway Committe Meeting-update on skyway and Bremar Bank	Skyway Committee Members	15	Happel, Dana

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

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Attachment C
Neighborhood Commercial Parking Projects
Funded

Attachment C
Neighborhood Commercial Parking Projects Funded

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

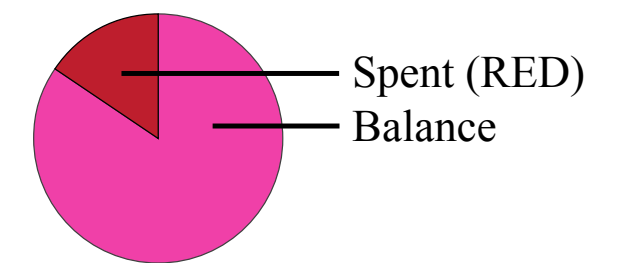
Attachment D
CCLRT Business Mitigation Fund
September 2011 Status Report

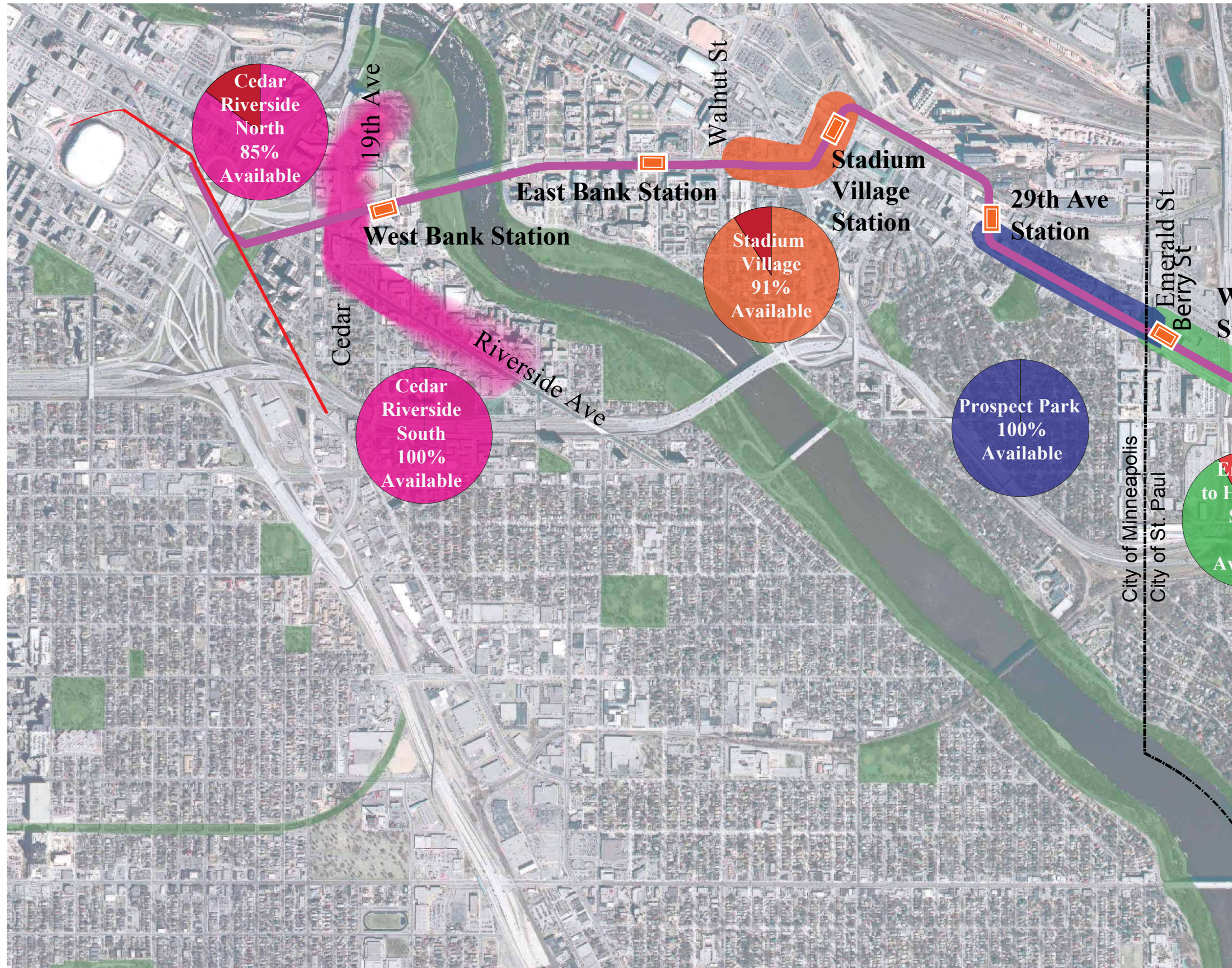
CCLRT Business Support Fund September 2011 Status Report



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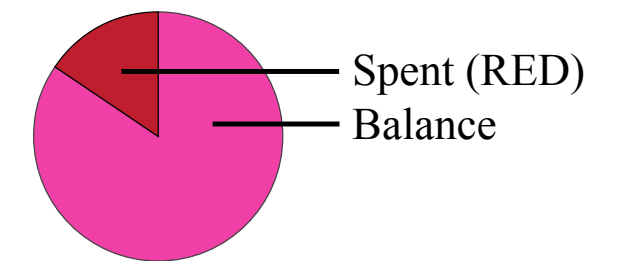
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-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown

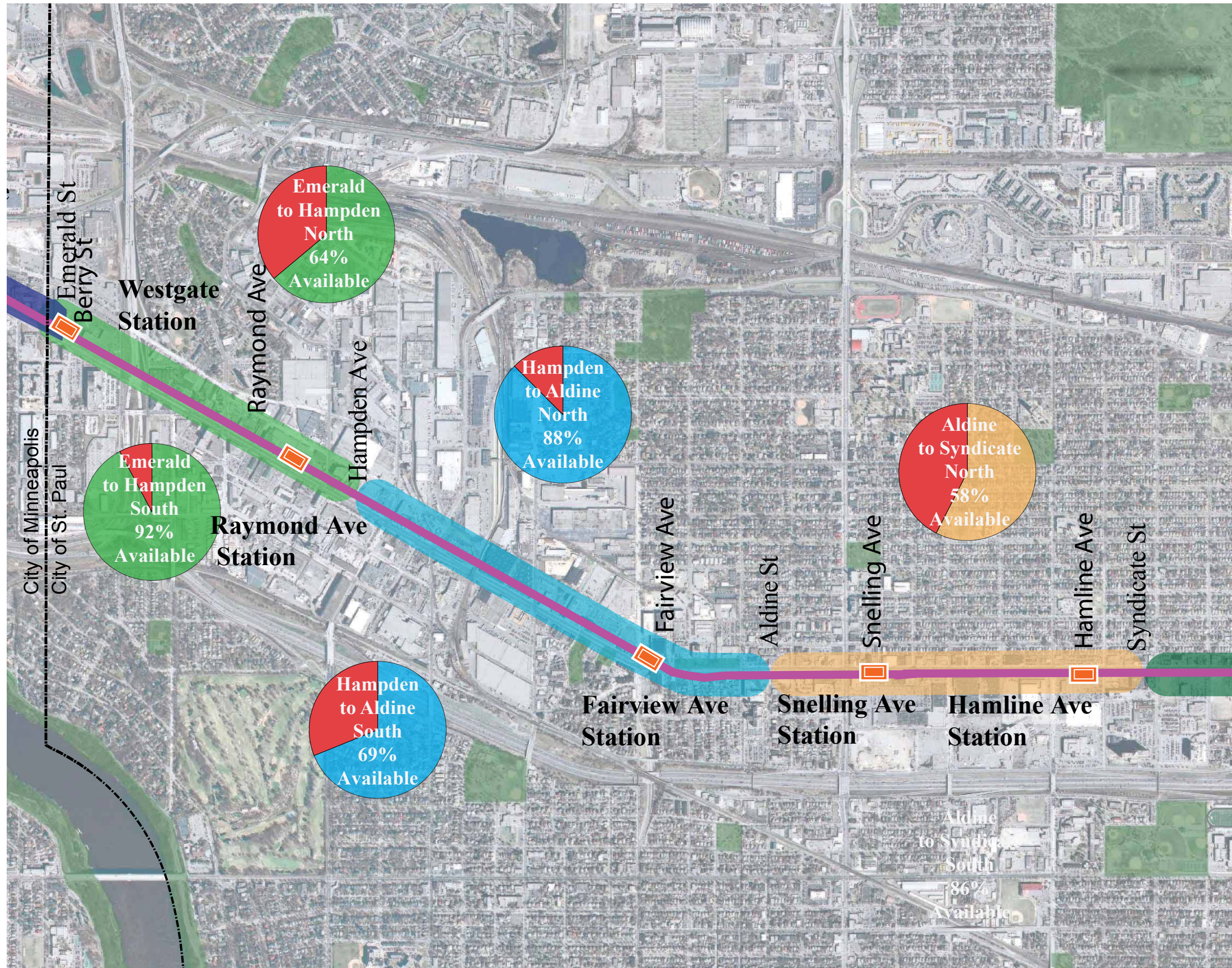




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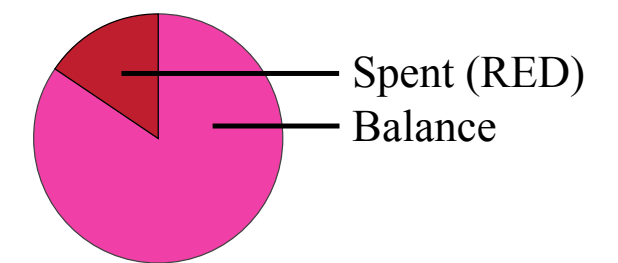
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- Hampden-Aldine
- Aldine-Syndicate
- Syndicate-Rice
- Lowertown





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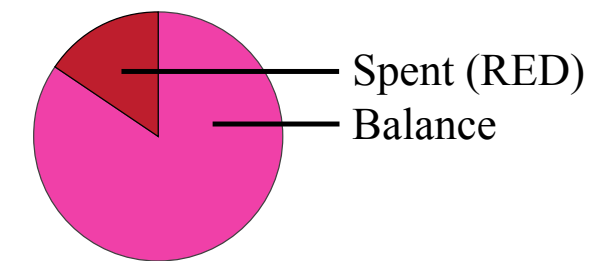
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-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown

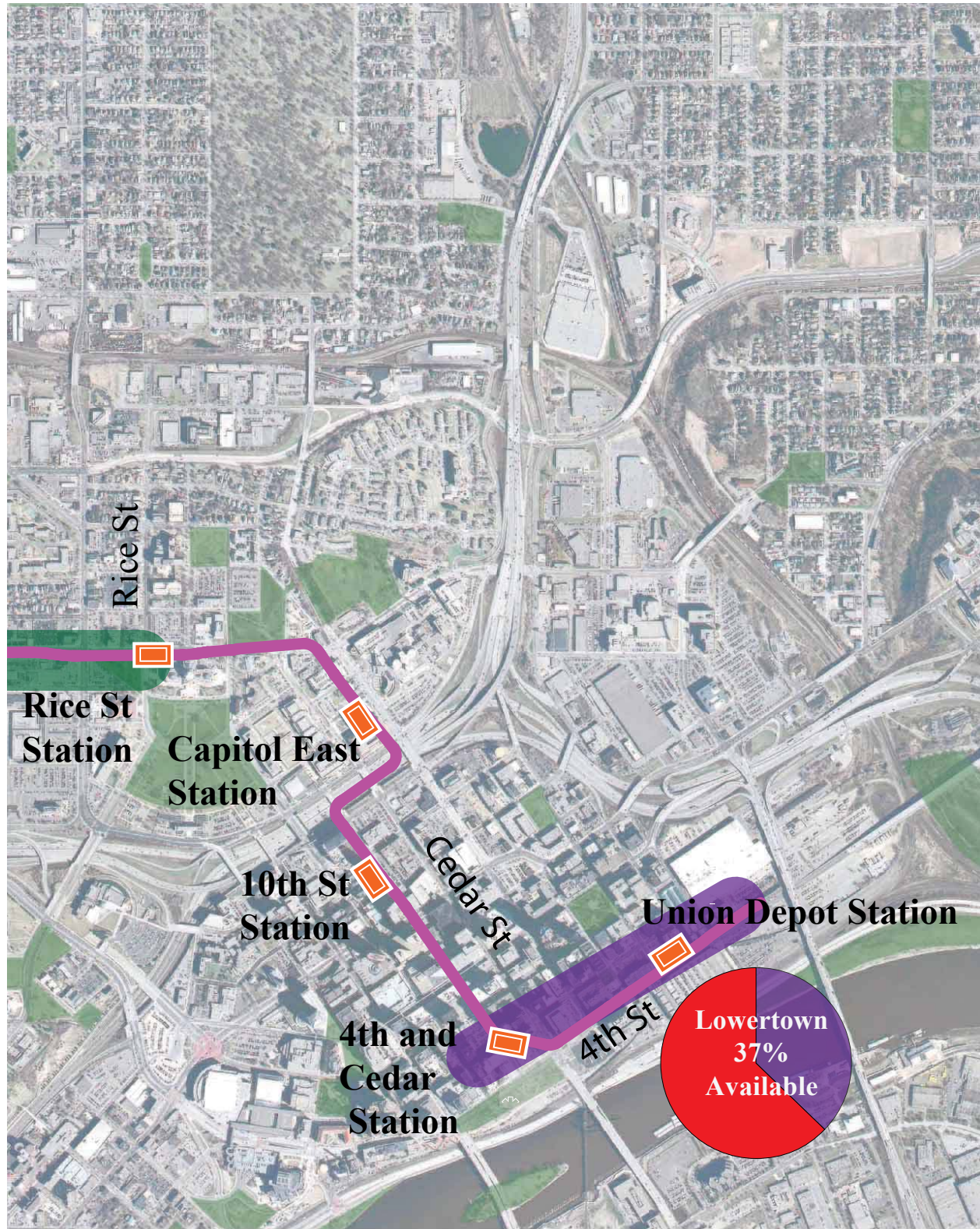





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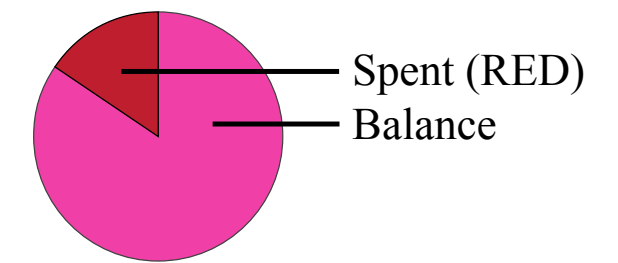
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-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown





LEGEND

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



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

June 2011 Interim Report

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

Isabel Broyld, U7 Project
Manager

This interim progress report contains the following information:

1. The amount of grant funds remaining as of reporting date.
2. Progress achieving grant outputs and outcomes; in particular:
 - a. Number of businesses assisted
 - b. Number of façade matching grants issued
 - c. Number of small business loans issued.
3. Other results to date.
4. Challenges and resolutions to date.
5. Information on any new developments which had or will have a significant impact on our work going forward. How are we responding to these developments, which includes:
 - a. Internal events
 - b. External developments
 - c. The implications of both the internal and external events/developments for your capacity to achieve your intended outcomes

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

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

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

- U7 received \$30,000 for façade improvement grants to be issued along the Central Corridor for small business.
- NDC received \$30,000 of grant resources to place in a Loan Loss Reserve Fund that supports the Program Related Investments loan dollars to be utilized between two loan products: building ownership and business expansion.
- The remaining resources of \$33,500 are for the administration cost incurred by NDC.

NDC/U7 spent to date:

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

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

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

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

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

NDC Operations: The expenditures are being used to support Loan Officers, Real Estate Officer, and the coordination of the loan funds guidelines and development of a loan committee, with real estate expertise.

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

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

- b. Number of façade matching grants issued

No façade matching grants have been issued to date.

- c. Number of small business loans issued.

Building Ownership Loan Fund – no loans issued to date.

Business Expansion Fund – no loans issued to date

3. Other results to date.

None to share at this time.

4. Challenges and resolutions to date.

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

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

a. Internal events

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

b. External developments

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

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

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

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

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

Attachment F
FY 2010 U7
Accomplishments Report



FY2010: U7 Project Twelve Month Accomplishments

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

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

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

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

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

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



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

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

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

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

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

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



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

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

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

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

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

U7 by the Numbers

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



Table I

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



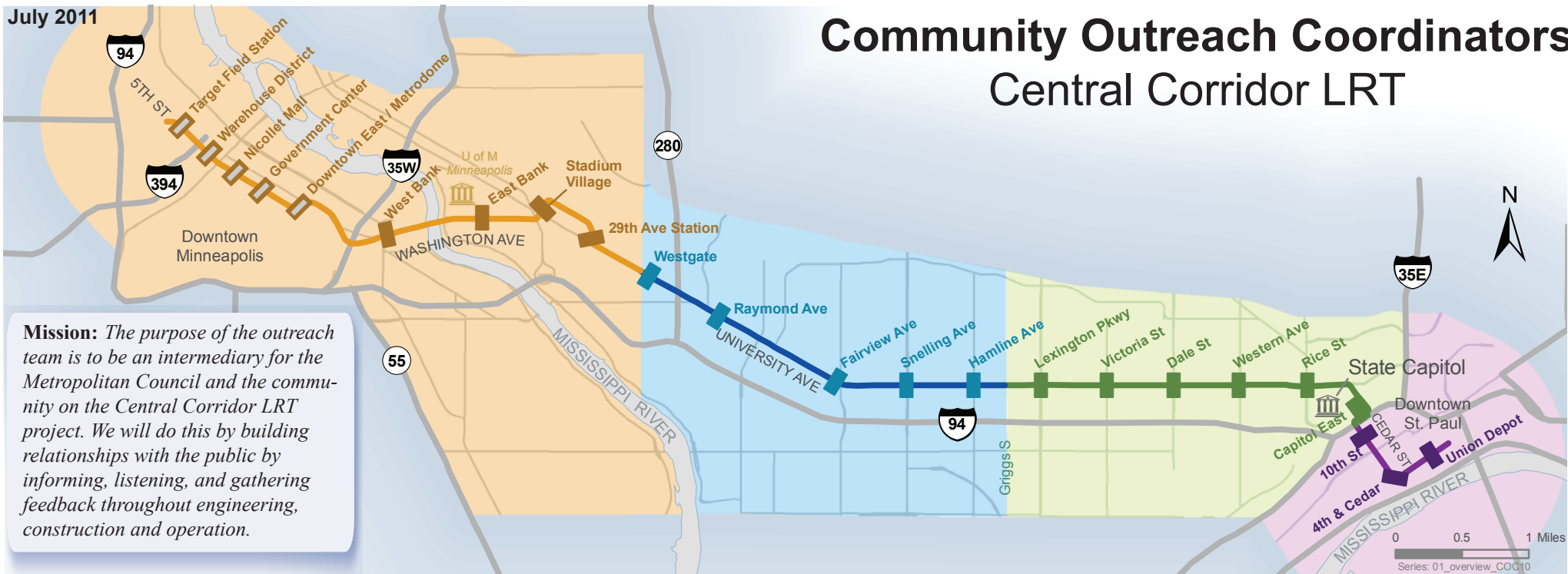
Small Business Workshops	Goal: 24 workshops conducted	51 Workshops provided with 280 folks in attendance for 2010 Since April 1, 2009 to present 90 workshops conducted with 416 attendees
Business Resource Center	Goal: 150 entrepreneurs visit and utilize the BRC	31 new entrepreneurs visits, 42 returning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

Attachment G

Outreach Coordinators

July 2011

Community Outreach Coordinators Central Corridor LRT



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

Minneapolis- Downtown to Emerald

New Stations: West Bank, East Bank, Stadium Village, 29th Ave

St. Paul West- Emerald to Griggs

Stations: Westgate, Raymond Ave, Fairview Ave, Snelling Ave, Hamline Ave

St. Paul East- Griggs to I94

Stations: Lexington Pkwy, Victoria St, Dale St, Western Ave, Rice St, Capitol East

Downtown St. Paul- I94 to Lowertown

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



Jessica Hill

Minneapolis - Lead

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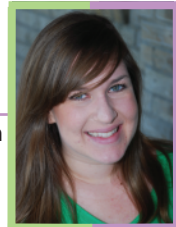
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