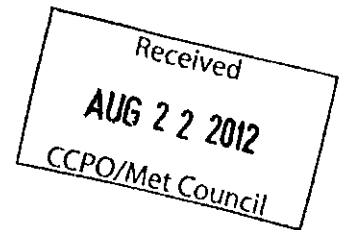


APPENDIX H:
**Central Corridor Light Rail Transit Construction: Impact
Study for Pascal Street to Dale Street Sample,
Saint Paul, Minnesota**



Central Corridor Light Rail Transit Construction

Impact Study for Pascal Street to Dale Street Sample
Saint Paul, MN

Report Prepared: August 16, 2012
By
Peter Rademacher & Larry Peterson

FOR

UNIVERSITY AVENUE BETTERMENT ASSOCIATION

A report of the impact caused by light rail transit construction on business and property residing along University Avenue between Pascal Street and Dale Street. Prepared by Peterson, Logren & Kilbury for the Metropolitan Council and the Federal Transit Authority, to be included in the Supplemental Draft Environmental Impact Statement for the Central Corridor Light Rail Transit project.

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§ 1: ACKNOWLEDGEMENTS

Peterson, Logren & Kilbury would like to thank the Metropolitan Council and the Federal Transit Authority for their reception to the data contained in this report. Additionally, Peterson, Logren & Kilbury would like to recognize Khaled Aloul, Sid Applebaum, Russ Battisto, Sawie Nebo, and Ryan Wilson for their willingness to participate in this report and their cooperation with the data collection process.

§ 2: INTRODUCTION

The remainder of this document is a report of the Central Corridor Light Rail Transit (CCLRT) construction's aggregate impact on businesses residing along the north and south sides of University Avenue. This report was conducted with willing and voluntary participation of four businesses. This sample of businesses lay between Pascal Street and Dale Street, in the City of Saint Paul, County of Ramsey, State of Minnesota.

The report is submitted to the Metropolitan Council and the Federal Transit Authority, to be included in the Supplemental Draft Environmental Impact Statement for the CCLRT project. It is the desire of Peterson, Logren & Kilbury that these government agencies give proper heed to the report and the information contained within it. Furthermore, Peterson, Logren & Kilbury wishes that the Metropolitan Council and the Federal Transit Authority provide notice as to their use of this document in the Supplemental Draft Environmental Impact Statement for the CCLRT project.

§ 3: METHOD OF DATA COLLECTION

This report was developed from interviews conducted with business owners only. All participants were willing and voluntary. Additionally, all participants were made aware that privileged or private information need not be disclosed, during the interview process.

Data was collected using a combination of interviewing techniques, including a social science method of questioning, titled semi-structured interviewing. This style of interview combines the structure of a set list of topical questions with the flexibility for follow-up questions intended to probe for further information.¹ This method served three distinct functions, for the purposes of this report: (1) it refreshed the interviewees' memories, and thus increased the level of truthfulness of answers,² (2) it prevented the need or

¹ TOM WENGRAF, QUALITATIVE RESEARCH INTERVIEWING 159 (2001).

² See *id.* at 13.

temptation for the interviewer to make assumptions,³ and (3) it uncovered relevant events that would not otherwise be discussed, due to their uniqueness.⁴

While discovering the particulars of individual business experiences was important, the interviews also included structured questioning, to ensure that information regarding universal parameters for measuring the CCLRT construction impact (e.g., loss of revenue and property tax increase) was valid and reliable.⁵

The interviews were performed face-to-face—with one exception—⁶during the period of August 1, 2012 to August 10, 2012. The interviews were conducted at the participants' respective places of business, along University Avenue, and took approximately thirty to thirty-five minutes each.

Appendix 3, *infra*, contains the completed interview surveys, from which one may decipher what questions were designed as open and semi-structured, versus what questions were structured and designed for specific data. All interviews that were conducted were included in this report and are represented in their full form.

§ 4: DATA RESULTS

The interviews conducted for this study were performed between August 1, 2012 and August 10, 2012. Most interviewees were contacted four times—schedule interview; perform interview; schedule reading and signing of statements; and signing of statements.⁷

The interviewees represented in this study, include businesses of the following types:

- Business A: Beauty salon/retail provider and beauty retail provider.⁸
- Business B: Customer service/retail provider.
- Business C: Gas station/convenience/car wash provider.
- Business D: Vacuum retail/service provider.

³ *Id.* at 14.

⁴ *See Id.* at 2 (quoting Leon Levy, "Understanding individual life histories requires not only the employment of general conceptual frameworks and theories but also methods for understanding what is particular, distinctive or unique about the individual.").

⁵ NORMAND PETERSEN & ANDRÉ DURIVAGE, *THE STRUCTURED INTERVIEW* 8 (2008).

⁶ Business E requested to fill out the survey in private, to allow sufficient time for accuracy. After review of the completed survey, interviewer engaged in face-to-face follow-up to clarify ambiguous or incomplete answers.

⁷ Business C was contacted once to schedule the interview and twice to schedule the signing of the statement.

⁸ Business A operated as two businesses, registered under one entity.

The average time of existence for the sample businesses—in their locations on University Avenue—is twenty-one and a half years.⁹

This section is a summary of the empirical data collected through the processes described in section 3, *supra*. The summary is supported by Appendix C, documenting the four interviewees' responses to questioning.

§ 4.1: Revenue

All four businesses reported loss of revenue, resulting from the CCLRT construction. When asked if the businesses have records to support their findings, all interviewees responded yes.¹⁰ Results for loss of revenue are divided by years, in the following sections.

§ 4.1.1: 2011

In 2011, all but one business experienced a loss in revenue, resulting from the CCLRT construction.¹¹ The average loss experienced by the three businesses reporting said loss was approximately thirty percent from the prior year. Note that this figure does not include expected gains in revenue.¹²

§ 4.1.2: 2012

In 2012, all but one business experienced either new revenue loss¹³ or compounded loss of revenue from 2011.¹⁴ The average loss experienced—for the term of January 2012 to August of 2012, compared to the same term in 2011—by the three businesses reporting said loss was an additional approximately eight percent on top of the 30 percent in 2011. Again, note that this figure does not include expected gains in revenue.¹⁵

⁹ Business C has been located on University Avenue for 20 years, however the current ownership purchased the business in January of 2010.

¹⁰ Business C was purchased in January of 2010. Thus, the records are less indicative of revenue patterns.

¹¹ While Business D experienced a decrease in revenue, due to expectations of construction, construction had not officially begun in front of the business in 2011.

¹² Business B possesses documentation, showing nationwide and statewide growth in revenue of eight percent from 2010 to 2011. The business suffered an eight percent loss. Section 4.1.1 does not account for the expected growth and therefore only reflects half of the potential loss suffered by the business.

¹³ See *supra* note 11.

¹⁴ Business A continued to experience the forty percent loss of revenue it had originally experienced. Revenue remained constant between 2011 and 2012.

¹⁵ See *supra* note 12 for an explanation of why this figure may not accurately depict total loss experienced.

During 2012 CCLRT construction, one business reported a loss of revenue over seventy percent, for a two month span of time, when intense construction was occurring.

§ 4.2: Access

All four businesses reported problems related to access, resulting from the CCLRT construction. All four businesses claimed that these issues of access resulted in negative effects to business. The following sections break-down access issues.

§ 4.2.1: Navigation

All four businesses reported customer complaints about navigating the CCLRT construction on University Avenue. One business reported that the confusion was a result of outdated signs or signs that conflicted with each other.¹⁶

§ 4.2.2: Physical Access

Notwithstanding ability to navigate the CCLRT construction, each business has dealt with physical obstruction to access. The following is a breakdown of access issues reported for the three primary routes for ingress and egress to the sample businesses.

§ 4.2.2.1: Roads

All four businesses reported that their customer base consists of about ninety to one hundred percent vehicle traffic. Therefore, road access and parking issues were the greatest concerns for the interviewees.

Three businesses claimed nearly one hundred percent reduction in vehicle traffic during University Avenue road closures, which lasted between two and three months. In addition, one business reported that either the north or south side of University Avenue would remain closed for a period, while the other side would remain open. Thus, access to businesses on the opposite side of University Avenue became problematic. One business, which had endured the full University Avenue closure also claimed that vehicle traffic continues to be reduced by approximately fifty to sixty percent, while another business reports a continued decrease of approximately thirty percent.¹⁷

¹⁶ See *supra* § 4.1 for cumulative percentages of lost revenue.

¹⁷ *Id.*

Two businesses reported a loss of street parking, forcing the businesses to lease parking space from the City of Saint Paul.¹⁸

§ 4.2.2.2: Sidewalks

All four businesses reported issues pertaining to sidewalk access. Three of those businesses reported complete sidewalk closures without temporary walkways.¹⁹ Of all the sidewalk closures, two businesses reported no notice and one business reported only three days notice. The businesses reported reduced pedestrian traffic, as a result of these closures. While most of the businesses' customers travelled by vehicle,²⁰ access to storefronts was an issue, notwithstanding customers' ability to reach the business by car.²¹

§ 4.2.2.3: Crosswalks

All four businesses reported issues with pedestrian access by crosswalks. Two businesses reported that crosswalks for entire intersections were closed.²² One of those businesses also reported that no notice was provided for the crosswalk closure.²³

§ 4.3: Utilities

All four businesses reported utility outages resulting from the CCLRT construction. However, only 3 businesses reported that the outages resulted in negative effects to business.

§ 4.3.1: Electricity

All four businesses reported electrical outages. No notice was provided to the businesses for any of these outages. One business did not report resulting damages and another reported minimal resulting damages. One business was forced to shut down for approximately three hours. Most notably, one business reported two to three outages and subsequent rebooting periods for equipment. It also reported a

¹⁸ See *supra* § 4.10 for a discussion of strategic changes, including leasing parking space.

¹⁹ The three reports were for one day, twenty one days on both the north and south side (consecutively), and two months.

²⁰ See *supra* § 4.2.2.1.

²¹ See *supra* § 4.1 for cumulative percentages of lost revenue.

²² The intersection of University Avenue/Hamline Avenue and University Avenue/Pascal Street. The only temporary walkway reported was across University Avenue at Hamline Avenue.

²³ See *supra* § 4.1 for cumulative percentages of lost revenue.

full day without access to its computers. During those times, the business was not able to sell gasoline (its primary goods).²⁴

§ 4.3.2: Gas

Only two businesses reported gas outages. For one business, notice was provided and the business suffered no resulting damages. For the other business, the outage has remained an issue for approximately three months and delayed the business' ability to pass inspection for its replacement HVAC system.²⁵

§ 4.3.3: Water

Three businesses reported water outages. However, notice was provided for all of the businesses and minimal damage was experienced by any business.

§ 4.3.4: Phone

Only one business experienced periodic telephone outages. No notice was provided for the outages.

§ 4.3.5: Sewer

Two businesses reported sewer outages. However, notice was provided to the businesses and the resulting damage to the businesses was minimal.

§ 4.3.6: Trash

One business reported having to move its trash collection to another side of the building. Another business reported that its trash collection was delayed by one to two weeks during a period of heavy construction, which lasted two months.

§ 4.3.7: Mail Delivery/Pickup

One business reported having daily delays for mail delivery and pickup.²⁶

§ 4.3.8: Internet

No businesses reported internet outages.

²⁴ See *supra* § 4.5 for expenses.

²⁵ *Id.*

²⁶ Business B deals heavily with deliveries, and thus relies on consistency with delivery and pickup schedules.

§ 4.3.9: Cable/Satellite

No businesses reported cable or satellite outages.

§ 4.4: Construction Related Disturbances

All four businesses reported problems relating to CCLRT construction disturbances. All four businesses reported that these disturbances resulted in negative effects to business. The following is a breakdown of the types of disturbances reported by the interviewees.

§ 4.4.1: Dust/Air

As a result of dust, two businesses reported having to replace or clean their HVAC systems.²⁷ Additionally, two businesses reported having to replace computers and related equipment.²⁸

§ 4.4.2: Litter/Trash

One business reported issues with cleanliness and upkeep of the construction site. Additionally, the business experienced litter collection on the business property, which collected along the construction fencing. The business noted having to demand corrective action before the issues were remedied.

§ 4.4.3: Noise/Vibration

All four businesses reported issues pertaining to noise and vibration. Two businesses attributed vibration with failure of computers and other technical equipment.²⁹ One business attributed vibrations to a broken door and storefront window pane.³⁰ Lastly, one building attributed vibration to failure of its HVAC system.³¹

§ 4.4.4: Sewer Grates

No businesses reported issues relating to sewer grates.

²⁷ See *infra* § 4.5.1 for expenses.

²⁸ *Id.*

²⁹ *Id.*

³⁰ *Id.*

³¹ *Id.*

§ 4.5: Property Damage

All four businesses reported damage to property, resulting from the CCLRT construction. The results for questions about property damage are divided into type of property (real or personal) and business. The reason for this break-down is because the number and magnitude of reports are too much to summarize.

§ 4.5.1: Real Property

Business A reported that vibrations caused a door to break. The replacement door cost approximately seven hundred dollars. In addition, the front window pane cracked. The window has yet to be replaced.

Business B reported no damage to real property.

Business C reported that a large Walsh Construction vehicle cracked its underground fuel-tank cover. Replacing the cap will cost one thousand, five hundred dollars to replace. In addition, dust collection caused the HVAC system to overheat. Having the system cleaned cost approximately one thousand, two hundred dollars.

Business D reported that the construction vibrations caused the exterior façade of the building to crack. The business is documenting the damage but does not know the cost for repair. In addition, the flooring is damaged from foot traffic entering the business from the construction zone. The business anticipates replacement of the flooring. The business is unsure of the cost for replacement. Most notably, the business endured basement flooding, resulting from the CCLRT construction, during replacement of the sidewalk. During this time, the basement space could not be utilized.

§ 4.5.2: Personal Property

Business A reported no significant damage to personal property.

Business B reported that dust and vibrations caused damage to the business' computers and other technical equipment. The business spent approximately ten thousand dollars replacing all of its computers. Maintenance and inspections of other equipment have been covered under lease agreements with the equipment providers.

Business C reported its technical equipment is sensitive. As a result of vibrations and electrical outages from construction, the business has either replaced or repaired its computer, cash register, credit card system, and printer. The total cost of for these replacements and repairs is three thousand, eight hundred dollars. In

addition, the business' freezer and one gas pump has shut down. The freezer is not operating and the pump has not been repaired or replaced.³²

Business D reported no damage to personal property.

§ 4.6: Property Taxation/Rent

Of the four businesses surveyed, two own the property on which their businesses rest, and two businesses lease their property. To accommodate both of these types of property interests, businesses were asked whether they experienced property tax increases (if owners), were told of property tax increases (if leasees), or experienced increases in rent (if leasees).

All four businesses reported prior or upcoming property tax increases or rent increases, resulting from the CCLRT construction. Results for property tax increases or rent increases are divided by years and whether the interviewee was a landowner or leasee, in the following sections.

§ 4.6.1: 2011

Only one of the two landowning businesses reported property tax increases.³³ However, the property tax increase reported was over one hundred percent. In addition, the business has been assessed multiple fees for lighting, pipe updates, and drainage updates.

Only one of the two leasing businesses reported rent increases, resulting from CCLRT construction.³⁴ The rent increase reported was approximately fifty percent, and the interviewee reported the rent increase to be direct result of a property tax increase.

§ 4.6.2: 2012

Only one of the two landowning businesses reported a property tax increase for the year of 2012.³⁵ That reported amount is six percent.

Only one of the two leasing businesses reported a property tax increase and potential rent increase. However, the interviewee was unsure as to the amount that either the property tax or rent would increase.

³² Business C did pay six hundred dollars to have the pump inspected, with no results.

³³ Business D, one of the landowning businesses, did not experience CCLRT construction in 2011.

³⁴ Business B reported a periodic rent increase, but did not attribute it to the CCLRT construction.

³⁵ Business C is unsure of any upcoming property tax increases.

§ 4.7: Safety Concerns

Two businesses reported safety concerns, in correlation with the CCLRT construction. The most relevant reports of safety concerns are as follow:

- One business reported numerous safety concerns, including a large part of the sidewalk falling into the business' exposed basement.
- One business reported that a temporary walkway—forming a bridge over a trench—was made only of planks with little support. In addition, the interviewee reported that fencing was used, rather than sturdy railings.

§ 4.8: Communication

Four businesses reported communication issues, in correlation with the CCLRT construction. The surveyed businesses reported discontent with communication about the project and particular discontent with the hotline system.

§ 4.8.1: Notice

All four businesses reported discontent with the notice provided. When asked how they would like to be notified of construction issues, three businesses replied “in person” and one business replied “email.”

§ 4.8.2: Metropolitan Council Hotline

All four businesses reported calling the hotline system. No businesses reported resolutions resulting from contacting the hotline. In addition, three businesses reported that responsibility for the situations was deflected back to the business by representatives of the hotline system.

§ 4.9: Forgivable Loan Program

Two businesses recently submitted for the forgivable loan and are currently awaiting results. However, because one of the businesses has annual revenue over two million dollars, it was told that receipt of the loan is unlikely.

Two businesses successfully applied for the forgivable loan. However, one business unsuccessfully argued that it should be awarded two loans.³⁶

§ 4.10: Strategic Adjustments and Costs

³⁶ Business A operates as two businesses, utilizing two spaces, and paying two leases. However, because both businesses are registered as one entity, it was not awarded a second forgivable loan.

In response to the CCLRT project, all four businesses have taken steps to ensure that customers continue to visit. Three of the four businesses have personally made signs. The average cost for the three businesses is approximately three hundred, seventy dollars. In addition, three businesses have invested in "Open for Business" signs, averaging approximately four hundred, twenty dollars. All four businesses have contacted customer either by phone, email, or mailings.

In response to reduced budgets, three of the four businesses have reduced their staffing.³⁷ This reduction ranges from ten percent to seventy five percent.³⁸ Two businesses reported that overhead costs have actually increased, as a result of CCLRT project, while one company has reduced its overhead. No values of cost increases or decreases were known. Two of the businesses reduced their marketing budget, while one business has invested in discount cards.³⁹

In response to reduced or removed street parking, two businesses have leased parking space from the City of Saint Paul. The cost for leasing these spaces was not reported.

In response to reduced customer traffic and damaging construction disturbances, one business had to shut down an entire service (car wash). Three businesses were forced to reduce their inventory of products, either due to reduced revenue or because products were expiring.

§ 4.11: Anomalous Reports

Each business was given an opportunity to discuss concerns not properly addressed by the interview questioning. The following is a compilation of reports made (some of these reported issues are included elsewhere in this report):

- One business argued that for business entities operating as multiple businesses, one loan is not sufficient to support the aggregate losses of the business entity. However, the forgivable loan program will not allow the business to receive an additional loan for its second business operation.
- At least two businesses reported that they were told that construction would not take place in both 2011 and 2012, yet that is what is happening.

³⁷ Business C has involuntarily lost employees to other employment opportunities, due to reductions in hours.

³⁸ Businesses A and B were the only businesses to report percentages of reduced staff.

³⁹ Business A is discontent with the discount card marketing. The original cost was five hundred dollars, in addition to twenty five cent fees per transaction. These costs are compounded by the loss of revenue from the discounts, themselves.

- One business reported that the Metropolitan Council forced the sale of an easement on the business' property and intends to force a sale for an extension on that easement.
- Two businesses now lease parking space from the City of Saint Paul, to alleviate the difficulty for customers to find parking.
- The basement of one business extends underneath the sidewalk adjacent to University Avenue. As a result of construction, the ceiling of the basement was lowered four inches, and the outer wall of the basement was reduced inward four inches.

§ 5: CONCLUSIONS

The information compiled in section 4, indicates that businesses are suffering substantial damages as a result of the CCLRT construction. These damages take various forms and are in some instances caused by interferences not consistent among all the participating businesses. However, five factors showed signs of impact among all businesses:

- (1) access;⁴⁰
- (2) construction disturbances;⁴¹
- (3) property taxation and rent;⁴²
- (4) communication;⁴³ and
- (5) decrease in revenue.

Additionally, anomalous conditions were reported by the majority of businesses interviewed. Such results are indicative of the diverse business needs, which stem from a diverse business environment. These results also suggest that the actions taken by the Metropolitan Council and the Federal Transit Authority—well intended as they may have been—to alleviate the harm felt by local businesses, are not universally effective. To the contrary, it suggests that a project of this magnitude requires attention at the level of business types or preferably at the individual business level, so as to properly address unique problems, as are listed in section 4.11.

As a result of the impact felt by businesses, the sample of participants voiced a general consensus that the CCLRT project is not being executed in a satisfactory manner. While this is only sentiment, and not empirical in nature, it reveals an attitude towards the Metropolitan Council's attempt to connect the Twin Cities through public transit. When asked what the Metropolitan Council and Walsh Construction could do to alleviate the damage felt by businesses, most interviewees stated that good communication was the key.

⁴⁰ See *supra* § 4.2.

⁴¹ See *supra* § 4.4.

⁴² See *supra* § 4.6.

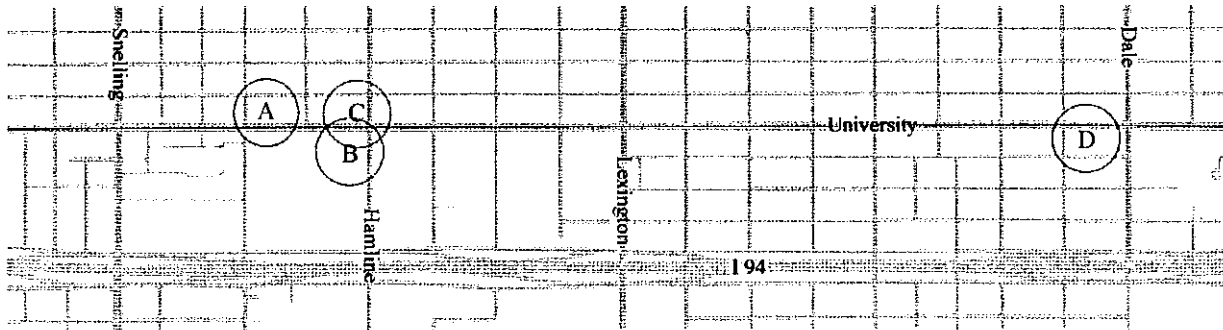
⁴³ See *supra* § 4.8.

APPENDIX 1

(MAPS)

The following images provide visual context of the sample businesses to the CCLRT construction project on University Avenue.

University Avenue Context



Businesses' Neighborhood Context



APPENDIX 2

(DATA COLLECTION)

The following documents were utilized in designing the final semi-structured/structured interview documents.

Sample Document A

CLIENT INFORMATION

DATE:

NAME OF BUSINESS:

LEGAL OWNER OF BUSINESS: (USE COMPLETE CORPORATION NAME OR INDIVIDUAL NAMES)

ADDRESS OF BUSINESS:

ADDRESS OF OWNER(S):

TELEPHONE # OF BUSINESS:

TELEPHONE # OF OWNERS:

EMAIL ADDRESS OF BUSINESS:

EMAIL ADDRESS OF OWNERS:

CONTACT PERSON, TELEPHONE # AND EMAIL:

DESCRIBE THE BUSINESS: WHAT DOES IT SELL OR WHAT SERVICE DOES IT PROVIDE?

HOW LONG HAS THE BUSINESS BEEN IN EXISTENCE?

HOW LONG HAS THE BUSINESS BEEN LOCATED ON OR NEAR UNIVERSITY AVENUE?

DOES THE BUSINESS HAVE OVER \$2,000,000 IN GROSS ANNUAL SALES OR REVENUE? YES OR NO

ARE THERE MONTHLY WRITTEN FINANCIAL RECORDS FOR THE PAST THREE YEARS SHOWING GROSS REVENUE, EXPENSES AND PROFIT? YES OR NO

DID THE BUSINESS HAVE A DECREASE IN GROSS REVENUE OR SALES IN 2011 COMPARED TO 2008, 2009, OR 2010? YES OR NO (CIRCLE ONE) WHAT PERCENT DECREASE?

WAS THERE LIGHT RAIL (LRT) CONSTRUCTION IN FRONT OF THE BUSINESS IN 2011? YES OR NO IF SO, HOW MANY MONTHS?

IS THERE LRT CONSTRUCTION IN FRONT OF THE BUSINESS NOW, IN 2012? IF SO, WHEN DID IT START?

IS THE BUSINESS EXPERIENCING A DECREASE IN SALES OR REVENUE AT THIS TIME? YES OR NO IF SO, WHAT PERCENT COMPARED TO PREVIOUS YEARS?

HAS THE BUSINESS APPLIED FOR A FOREGIVABLE LOAN AND IF SO WHAT HAS BEEN THE OUTCOME? AWARDED? HOW MUCH? FOR WHAT YEAR?

DESCRIBE WHAT INTERFERENCE THE CONSTRUCTION ON UNIVERSITY AVENUE FOR THE LRT PROJECT HAS CAUSED THAT HAS LEAD TO A DECREASE IN YOUR BUSINESS REVENUE OR SALES. BE SPECIFIC.

Sample Document B

Business Name: _____ Street#: _____ Suite#: _____ Spoke to: <input type="checkbox"/> Owner/Mgr <input type="checkbox"/> Staff	
Number of attached pages: _____ Interviewer: _____ Date: ____/____/____	
<input type="checkbox"/> Electricity <input type="checkbox"/> Gas <input type="checkbox"/> Water <input type="checkbox"/> Phone <input type="checkbox"/> Sewer <input type="checkbox"/> Internet <input type="checkbox"/> Trash collection <input type="checkbox"/> Mail delivery <input type="checkbox"/> Cable Satellite <input type="checkbox"/> Other _____ <input type="checkbox"/> Don't remember <input type="checkbox"/> Don't know <input type="checkbox"/> Refused <input type="checkbox"/> NONE <input type="checkbox"/> Nominal Impact	
<ul style="list-style-type: none"> • Use additional form (When? Did you receive any notice? Did you call hotline? Impact on business?) 	
<input type="checkbox"/> Dust/Air <input type="checkbox"/> Litter/Trash <input type="checkbox"/> Noise/Vibration <input type="checkbox"/> Sewer grates <input type="checkbox"/> Other _____ <input type="checkbox"/> NONE <input type="checkbox"/> Don't know <input type="checkbox"/> Refused <input type="checkbox"/> Nominal Impact	
<input type="checkbox"/> Sidewalk <input type="checkbox"/> Parking lot <input type="checkbox"/> Incoming deliveries <input type="checkbox"/> Handicap ramps <input type="checkbox"/> Crosswalks <input type="checkbox"/> 2-way traffic on Univ <input type="checkbox"/> Other _____ <input type="checkbox"/> Don't remember <input type="checkbox"/> Don't know <input type="checkbox"/> Refused <input type="checkbox"/> NONE <input type="checkbox"/> Nominal Impact	
<p>4a. Have orange direction signs been kept up to date for navigating this area?</p> <p>If not, please tell us what happened and how that impacted your business.</p> <p>Have you ever called the hotline about this? Talked to a construction coordinator about this? If yes to either, please tell us the result.</p>	
<p>b. Have you been able to ensure people know you are open for business? What is helpful to ensure customers find your business?</p> <p><input type="checkbox"/> Orange Construction signs</p> <p><input type="checkbox"/> Personally made signs (How many? ___ Cost: ___)</p> <p><input type="checkbox"/> "Open for Business" signs</p> <p><input type="checkbox"/> Met Council marketing (Mod & Co)</p> <p><input type="checkbox"/> U7 tech assistance</p> <p><input type="checkbox"/> Little Mekong support</p> <p><input type="checkbox"/> Talking to customers on phone</p> <p><input type="checkbox"/> Providing maps to customers</p> <p><input type="checkbox"/> Website: _____</p> <p><input type="checkbox"/> Other: _____</p>	

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Yes No

Comments:

How would you prefer to receive notices?

Email Phone In person Notes on the door NO EMAIL Others _____

Email _____ Phone _____

Business Name: _____ Street#: _____ Suite#: _____ Spoke to: Owner/Mgr Staff
Number of attached pages: _____ Interviewer: _____ Date: ____/____/____

Utility/Issue: _____ Date(s) ____ / ____ How long? _____ Days _____ Hours

Notice: How many days advance notice did you receive? None same day _____ # day(s)
How did you get notice? No notice (e-)Mail Verbal (name _____) Other _____

Hotline: Called? No Yes Why/why not? _____
Response Time: No response _____ Day(s) _____ Hours
Result: _____

Business Impact / Cost of Impact (lost sales/customers? Staff expenses? Add'l costs to overcome issue?): Min. Impact

Utility/Issue: _____ Date(s) _____ / _____ How long? _____ Days _____ Hours

Notice: How many days advance notice did you receive? None same day _____ # day(s)
How did you get notice? No notice (e-)Mail Verbal (name _____) Other _____

Hotline: Called? No Yes Why/why not? _____
Response Time: No response _____ Day(s) _____ Hours
Result: _____

Business Impact / Cost of Impact (lost sales/customers? Staff expenses? Additional costs to overcome issue/disruption?):

APPENDIX 3

(INTERVIEWS)

The following are summaries of the interviews, signed by the interviewees. They are the primary support for section 4, *supra*.

Business A

Date:

08/03/2012.

Interviewee:

Sawie Nebo.

What is the name of your business, as it appears on financial records/tax information:

Dimitrius, Inc.

Address of business:

1451 University Avenue West, St. Paul, MN 55104.

Telephone number of business:

651-645-1645.

Email address of business:

N/A.

Describe the business (e.g., type of business, products, and services):

There are 2 businesses under the 1 company name. The first business is a beauty salon, which also sells products. The second business is a retail store.

How long has the business existed:

The businesses have existed for approximately 27 years.

How long has the business been located on or near University Avenue:

The businesses have been located on University Avenue for approximately 17 years.

Does the business make gross annual sales (revenue, not profit) over \$2,000,000:

No.

Does the business possess monthly written financial records for the past 3-5 years, documenting gross annual sales (revenue, not profit), expenses, and profit:

Yes. The businesses possess records dating back to its establishment.

Was there light rail construction in front of the business in 2010 or 2011:

Yes. Construction began approximately April of 2011.

[IF YES] Did the business have a decrease in gross annual sales (revenue, not profit) in 2010/2011 (depending on when construction began in the area) compared to the prior 2-3 years:

Yes.

[IF YES] What percent decrease in gross annual sales (revenue, not profit) did the business experience:

Equal to or greater than 40 percent.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

N/A.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

Yes. Rent increased by approximately 50 percent per store, as a result of property tax increases.

Has there been light rail construction in front of the business in 2012:

Yes. Construction has been occurring for the entirety of 2012.

[IF YES] Thus far, in 2012, has the business experienced a decrease in gross sales (revenue, not profit), as compared to the same terms in the 2-3 years prior to construction:

Yes.

[IF YES] What percent decrease in gross sales (revenue, not profit) has the business experienced:

The businesses have continued to experience the approximate 40 percent decrease in gross annual sales.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

N/A.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

No.

Describe what interference the construction on University Avenue (for the light rail construction) has caused that has led to your reported decrease in gross sales (revenue, not profit):

Access has to businesses has been greatly reduced periodically, by the construction. The level of access reduction has varied and resulted in proportional decreases in traffic. The greatest reductions took place in 2011.

What type of traffic (pedestrian and vehicle) has decreased:

Vehicle traffic (which supplies 90 percent of the business' income) has decreased by varying amounts between 30 percent at slower construction times and 100 percent during University Avenue closures. Pedestrian and bus traffic has also decrease, particularly when the sidewalk has closed.

Has the business experienced any trouble with the following utilities:

Electricity (include when, timeframe, notice, impact, and use of hotline):

Yes. The business faces an electrical outage, in September of 2011. No notice was been provided for the electrical outage. The electrical outages lasted for a few hours, during which the businesses were forced to shut down. The business did not contact the hotline.

Gas (include when, timeframe, notice, impact, and use of hotline):

Yes. Notice was provided. The outage occurred in the morning, prior to business operation.

Water (include when, timeframe, notice, impact, and use of hotline):

Yes. Notice was provided. The outage occurred in the morning, for a short period of time.

Phone (include when, timeframe, notice, impact, and use of hotline):

No.

Sewer (include when, timeframe, notice, impact, and use of hotline):

Yes. Notice was given.

Trash collection (include when, timeframe, notice, impact, and use of hotline):

No.

Mail delivery/pickup (include when, timeframe, notice, impact, and use of hotline):

No.

Internet (include when, timeframe, notice, impact, and use of hotline):

No.

Cable/satellite (include when, timeframe, notice, impact, and use of hotline):

No.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has any of the following impacted the business during the light rail construction:

Dust/air (include when, impact, and use of hotline):

Yes. The businesses have dealt with large amounts of dust, which has reduced the quality of inventory, and the attractiveness of the businesses. As a result, the businesses have had to spend money for cleaning and washing (washing products that cannot be cleaned from dusting alone).

Litter/trash (include when, impact, and use of hotline):

No.

Noise/vibration (include when, impact, and use of hotline):

Yes. There is constant vibration, which has resulted in a broken door and a broken window. The door has been replaced, but the window is too expensive to replace immediately. As a result, the businesses street-front appeal has been reduced and decreased customer traffic.

Sewer grates (include when, impact, and use of hotline):

No.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has the business experienced any of the following access issues:

Sidewalk (include when, timeframe, impact, and use of hotline):

During intense construction the University Avenue sidewalk was closed off. There was no notice for the closure and it lasted for a full day. During that time, no temporary walkways were made available to pedestrians.

Parking lot (include when, timeframe, impact, and use of hotline):

Street parking was removed. The businesses have been forced to lease parking space from the City of St. Paul to increase access to customers.

Incoming deliveries (include when, timeframe, impact, and use of hotline):

No.

Handicap ramps (include when, timeframe, impact, and use of hotline):

Yes. The handicap ramp located by the parking lot, leased from the City of St. Paul, was closed.

Crosswalks (include when, timeframe, impact, and use of hotline):

Yes. During intense construction the crosswalks at the intersection of University Avenue and North Pascal Street were closed. No temporary walkways were created for pedestrians. No notice was provided to the businesses. The business did not contact the hotline.

2-way traffic on University Avenue (include when, timeframe, impact, and use of hotline):

Yes. During intense construction, University Avenue was closed for approximately 2 to 3 months. No notice was received by the businesses.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Have you been able to ensure that people know your business is open:

No.

Describe the business' experience with customer's finding your business, during the light rail construction:

Customers have complained about the difficulty navigating the roads, while construction has been going on. Additionally, customers have had difficulty reaching the business even when they were familiar with the routes.

Have any of the following helped with customer awareness and location of the business:

Orange construction signs:

No.

Personally made signs (include how many and costs):

Yes.

"Open for Business" signs:

Yes. The company has purchase multiple signs, totaling approximately \$500.

Met Council marketing (Mod & Co):

N/A.

U7 tech assistance:

There is pending assistance. However, the business' expected assistance has been delayed by over 1 year.

Little Mekong support:

No.

Talking to customers by phone:

The businesses have spoken with customers, in store, to assure them that the business is not closing during construction.

Providing maps to customers:

Signs have been used to help direct customers.

Website:

No.

Has the company experienced any real property damage due to the light rail construction:

Yes. The vibrations caused a door to break. The replacement for the door cost approximately \$700. Additionally, one of the street-front windows was cracked by vibrations of the construction. The window has yet to be replaced.

Has the company experienced any personal property damage due to the light rail construction:

No. Damage to personal property has been remedied by the businesses (cleaning and maintaining equipment and products).

Aside from customer access and property damage, what have been other challenges has the business faced during the light rail construction:

N/A.

[IF APPLICABLE] What can or could prevent or reduce these challenges:

Notice has been the greatest issue. With the exceptions listed above (see gas, water, and sewer), no notice has been provided for closures and disruptions in utilities.

Has the company experienced any safety concerns due to the light rail construction (i.e., unmarked holes, heavy loads being hauled overhead, flooding, etc...):

While the sidewalks were closed, the temporary walkways were just planks set across trenches. There were no railings along these temporary walkways, only fences.

[IF YES] Have you taken any actions (including calling the hotline) in connection to these safety concerns:

The businesses have used the hotline, and emails to the mayor and city council.

Has the business made any strategic responses to business impact from the light rail construction:

Staffing:

The businesses have reduced their staffing by approximately 10 percent.

Overhead:

Overhead has increased by \$250 per month for use of the parking lot, leased from the City of St. Paul.

Reduced/increased store size:

No.

Marketing:

The businesses have implemented discount cards. The initial cost of the cards was \$500, plus charges of \$.25 per transaction. In addition, the businesses are suffering the necessary discounts that they use to bring customers in.

Hours of operation:

No.

Services offered:

No.

Products offered:

The businesses have reduced their inventory, because the products are not moving quickly enough.

Other:

N/A.

Has the business applied for a forgivable loan:

Yes. The business applied in 2011. The businesses are also applying for a façade loan.

What was the outcome of the application (e.g., awarded/not, how much, and what year):

The businesses were awarded \$20,000 loan in 2011. However, because the businesses are both run under the same company name, they were not allowed to apply for 2 loans. The businesses have not reapplied for a forgivable loan in 2012. The façade loan is pending.

Have you made any calls to the hotline (include date, response time, and result):

Yes. The business has made multiple calls to no effect.

What would you say or show to the Metropolitan Council, in regards to the impact and process of the light rail construction:

You cannot explain the effects that this project is having on businesses. Without the salon, the beauty supply store would be out of business.

Do you feel the light rail construction provides sufficient notice of activities that will directly affect your business:

No.

In the future, how would you prefer to receive notice from the Metropolitan Council:

Email:

No.

Phone:

No.

in person or notice on door:

This seems like an appropriate form of notice.

Other:

N/A

Any additional information to be shared:

The forgivable loan was poorly developed. For businesses that operate under multiple stores, the impact is twice what it would otherwise be. Offering one loan is insufficient, under these circumstances.

Statement of Truth:

I certify that the above statements are a true and accurate reflection of the facts, to the best of my knowledge and belief.

Print: _____

Signature: _____

Date: _____

Business B

Date:

08/06/2012.

Interviewee:

Ryan Wilson.

What is the name of your business, as it appears on financial records/tax information:

Swill Corporation.

Address of business:

1360 University Avenue West, St. Paul, MN 55104.

Telephone number of business:

651-642-5972.

Email address of business:

store2105@theupsstore.com.

Describe the business (e.g., type of business, products, and services):

Customer service and retail store.

How long has the business existed:

UPS has existed for approximately 100 years. This franchise has existed for approximately 13 years.

How long has the business been located on or near University Avenue:

The business has been located on University Avenue for approximately 13 years.

Does the business make gross annual sales (revenue, not profit) over \$2,000,000:

No.

Does the business possess monthly written financial records for the past 3-5 years, documenting gross annual sales (revenue, not profit), expenses, and profit:

The business possesses record dating back to its establishment in December of 1999.

Was there light rail construction in front of the business in 2010 or 2011:

Yes. Construction began approximately April of 2011 to approximately December of 2011.

[IF YES] Did the business have a decrease in gross annual sales (revenue, not profit) in 2010/2011 (depending on when construction began in the area) compared to the prior 2-3 years:

Yes.

[IF YES] What percent decrease in gross annual sales (revenue, not profit) did the business experience:

Approximately 8 percent. Also note that during this time, statewide and nationwide records showed approximately an 8 percent increase in gross annual sales. This indicates a probable decrease of approximately 16 percent.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

N/A.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

Periodic rent increases, but no indication of relation to tax increases.

Has there been light rail construction in front of the business in 2012:

Yes. Construction has been occurring since March of 2012. This is in direct conflict with promises made to the business by various officials at the Metropolitan Council. The business was told that construction would be completed in 2011.

[IF YES] Thus far, in 2012, has the business experienced a decrease in gross sales (revenue, not profit), as compared to the same terms in the 2-3 years prior to construction:

Yes (2012 finances are only compared to 2010 finances).

[IF YES] What percent decrease in gross sales (revenue, not profit) has the business experienced:

The business has suffered a compounded decrease in gross annual sales from the decrease suffered in 2011. The decrease for the term of January to August of 2012 from the term of January to August of 2011 is 2 percent.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

N/A.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

Yes. Property taxes are going to increase, but the landlord has not been informed as to the amount. In addition, the business is in negotiations with the landlord to establish a new rent, which will reflect any property tax increase.

Describe what interference the construction on University Avenue (for the light rail construction) has caused that has led to your reported decrease in gross sales (revenue, not profit):

Access to pedestrians has been closed to pedestrians during sidewalk closures, which occurred for a total of 42 consecutive days, in 2011. Access to vehicles has been intermittently closed on both Hamline Avenue and University Avenue. Hamline Avenue was closed for roughly a half month in March and May, and University Avenue was closed intermittently in 2011, and briefly in 2012. At times, traffic was only allowed on the north side of the light rail construction, making access to the business impossible.

What type of traffic (pedestrian and vehicle) has decreased:

Vehicle traffic (which supplies approximately 90 percent of the business' gross annual sales) has generally decreased. Pedestrian traffic has decrease and at times completely ceased, particularly while the sidewalks were closed.

Has the business experienced any trouble with the following utilities:

Electricity (include when, timeframe, notice, impact, and use of hotline):

Yes. The business had faced periodic electrical outages. These outages occurred in 2011. No notice was provided for the electrical outages. The outages lasted various amounts of time, but were minor. The business did not contact the hotline for these outages.

Gas (include when, timeframe, notice, impact, and use of hotline):

No.

Water (include when, timeframe, notice, impact, and use of hotline):

No.

Phone (include when, timeframe, notice, impact, and use of hotline):

No.

Sewer (include when, timeframe, notice, impact, and use of hotline):

No.

Trash collection (include when, timeframe, notice, impact, and use of hotline):

No.

Mail delivery/pickup (include when, timeframe, notice, impact, and use of hotline):

Yes. The business has had daily delays in mail delivery and pickup. These delays occurred in 2011. No notice was provided for these delays. The delays lasted typically a half hour. The business did not contact the hotline for these delays.

Internet (include when, timeframe, notice, impact, and use of hotline):

No.

Cable/satellite (include when, timeframe, notice, impact, and use of hotline):

No.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has any of the following impacted the business during the light rail construction:

Dust/air (include when, impact, and use of hotline):

Yes. The business needs to clean its inventory to prevent dust buildup and maintain an attractive store, thus costing the business in extra labor costs. Additionally, the business' computer equipment has been replaced due to shutdowns from dust buildup. Lastly, leasing agreements for technical equipment have included maintenance plans, which have been grossly overused as a result of the dust. These maintenance and repair visits have been covered under the lease agreements. The hotline was not contacted.

Litter/trash (include when, impact, and use of hotline):

Yes. The business has faced large amounts of litter and trash, most heavily during construction in 2011. Trash collected along the fencing installed for the construction and was not removed in any timely fashion, without the diligent objection from the business. In addition, the business has faced lack of care for the landscaping along the curb. The eventual care that did occur was a result of the diligent objection from the business, as well. The effect of these problems was reduced pedestrian traffic, which during portions of the construction was the only way of access to the business. The hotline was contacted for this. No results were achieved.

Noise/vibration (include when, impact, and use of hotline):

Yes. There is constant vibration, which disrupts the businesses computer equipment and has forced the business to replace all of its computers.

Sewer grates (include when, impact, and use of hotline):

No.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has the business experienced any of the following access issues:

Sidewalk (include when, timeframe, impact, and use of hotline):

Yes. University Avenue and Hamline Avenue were both closed. For 21 days, the north side of the sidewalks was closed, and for the following 21 days, the south side of the sidewalks was closed. During that time, no temporary walkways were made available to pedestrians. The business was only given 3 days notice for this closure.

Parking lot (include when, timeframe, impact, and use of hotline):

Street parking was taken. The business' private parking lot has not been taken. However, Walsh Construction has parked vehicles in the business' private lot, without the business' permission. The hotline was called for these events, and the business was told that it was not the Metropolitan Council's responsibility to have the vehicle towed. The business was told it would have to police its parking lot.

Incoming deliveries (include when, timeframe, impact, and use of hotline):

No. Only delays in deliveries.

Handicap ramps (include when, timeframe, impact, and use of hotline):

No.

Crosswalks (include when, timeframe, impact, and use of hotline):

Yes. The crosswalks were closed from the middle of March to the end of March and from the beginning of May to the middle of May. Temporary walkways were created. The reduced pedestrian access impacted the businesses gross sales (revenue, not profit).

2-way traffic on University Avenue (include when, timeframe, impact, and use of hotline):

Yes. Hamline Avenue was closed from the middle of March to the end of March and from the beginning of May to the middle of May. 3 days notice was given the first time the road was closed. After business complaint, appropriate notice was given the second time the road closed.

University Avenue was closed intermittently during 2011 construction and briefly during 2012. No notice was provided for these closures. The business receives approximately 90 percent of its gross annual sales from vehicle traffic. Thus, these closures greatly reduced the business' gross annual sales.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Have you been able to ensure that people know your business is open:

No. Because of the lack of notice, there has been no opportunity for the business to prepare and address road closures, traffic redirects, and pedestrian interferences.

Describe the business' experience with customer's finding your business, during the light rail construction:

Customers have complained about both difficulties with navigating the construction and with actually reaching the business, regardless of familiarity with the roads. The difficulty has been a result of either lacking or confusing signage, resulting from poor or outdated signs. On occasion, signs have directly conflicted with the appropriate routes. Additionally, some customers that were aware that the business remained open, explicitly stated they would no longer do business there.

Have any of the following helped with customer awareness and location of the business:

Orange construction signs:

No.

Personally made signs (include how many and costs):

Yes. The business created multiple canvas banners and pillar signs, totaling approximately \$800.

"Open for Business" signs:

Yes. The company purchased plastic signs, totaling approximately \$150.

Met Council marketing (Mod & Co):

No.

U7 tech assistance:

No.

Little Mekong support:

No.

Talking to customers by phone:

Yes. The business has used email and coupon mailings to reach out to customers.

Providing maps to customers:

No.

Website:

No.

Has the company experienced any real property damage due to the light rail construction:

No.

Has the company experienced any personal property damage due to the light rail construction:

The dust and vibrations has caused damage to the business' computer equipment and other technical equipment. The business has had to replace all of its computers, totaling approximately \$10,000. Additionally, other technical equipment (such as copy machines) has required extremely high levels of maintenance and repair. This maintenance and repair has been covered under lease agreements with the providers of the equipment, but has cost the business time of operability.

Aside from customer access and property damage, what have been other challenges has the business faced during the light rail construction:

The biggest issue has been navigating lacking information, misinformation, and dishonest communication.

[IF APPLICABLE] What can or could prevent or reduce these challenges:

The biggest solution to the business' issues would be good, open, and honest communication. Follow-through with the promises made would also be of great benefit to the business.

Has the company experienced any safety concerns due to the light rail construction (i.e., unmarked holes, heavy loads being hauled overhead, flooding, etc...):

No.

[IF YES] Have you taken any actions (including calling the hotline) in connection to these safety concerns:

N/A.

Has the business made any strategic responses to business impact from the light rail construction:

Staffing:

The business has decreased its staffing from 4 employees to 1 employee (a 75 percent decrease).

Overhead:

As a result of the construction, many costs have gone up. To combat these cost increases, the company is "running lean." Overhead expenses are being cut wherever possible.

Reduced/increased store size:

No.

Marketing:

Marketing has had to decrease by 5 percent, due to lacking funds.

Hours of operation:

No.

Services offered:

The business has not cut services, however it has begun to offer discounts, where it would not have in the past. These discounts are a direct response to the reduced traffic in the store.

Products offered:

The business has increased the number of products it offers. However, the company has reduced its inventory, due to the extended time it takes to move its products.

Other:

N/A

Has the business applied for a forgivable loan:

Yes. The business applied in 2011.

What was the outcome of the application (e.g., awarded/not, how much, and what year):

The business was awarded the full \$20,000 loan in 2011. The business has inquired about applying for another loan in 2012 (because construction has continued), but it has been turned away, because they already received a loan. Note that the construction was supposed to be completed in 2011. Thus, the forgivable loan was only intended to help with 2011.

Have you made any calls to the hotline (include date, response time, and result):

Yes. The business has made multiple calls, including at least 1 in March or May of 2012. The process was ineffective and often placed responsibility on the business to resolve its own problems.

What would you say or show to the Metropolitan Council, in regards to the impact and process of the light rail construction:

The business would show the Metropolitan Council records of its decreased customer counts and gross annual sales.

This was very poorly thought out. The last thought about this project was the businesses. How come it costs the business owning families so much, when it is benefitting everyone else?

The Metropolitan Council infiltrated the affected chambers of commerce, who then spoke positively of the project. This was deceptive.

Do you feel the light rail construction provides sufficient notice of activities that will directly affect your business:

Not at all.

In the future, how would you prefer to receive notice from the Metropolitan Council:

Email:

No.

Phone:

No.

In person or notice on door:

The business would like in person notice.

Other:

N/A.

Any additional information to be shared:

The business is not anti-rail. In fact, the business sees the rail as a "free puppy." However, the execution of the project has been crummy for the business. Even today, the business is afraid that

issues such as parking and snow removal have not been addressed and resolved and fears how those issues will impact the business.

The business does not believe that this light rail should be produced again, in other locations.

Statement of Truth:

I certify that the above statements are a true and accurate reflection of the facts, to the best of my knowledge and belief.

Print: _____

Signature: _____

Date: _____

Business C

Date:

08/01/2012.

Interviewee:

Khafed Aloul.

What is the name of your business, as it appears on financial records/tax information:

Midway University & Hamline Properties LLC.

Address of business:

1347 University Avenue West, St. Paul, MN 55104.

Telephone number of business:

651-645-7161.

Email address of business:

N/A.

Describe the business (e.g., type of business, products, and services):

Gas station, convenience store, and car wash.

How long has the business existed:

Business has existed for approximately 20 years. Current owners purchased in January of 2010.

How long has the business been located on or near University Avenue:

The business has been located on University Avenue for approximately 20 years.

Does the business make gross annual sales (revenue, not profit) over \$2,000,000:

Yes.

Does the business possess monthly written financial records for the past 3-5 years, documenting gross annual sales (revenue, not profit), expenses, and profit:

The business possesses record dating back to its purchase in January of 2010.

Was there light rail construction in front of the business in 2010 or 2011:

Yes. Construction began approximately February of 2011, until December 2011.

[IF YES] Did the business have a decrease in gross annual sales (revenue, not profit) in 2010/2011 (depending on when construction began in the area) compared to the prior 2-3 years:

Yes (2011 finances are only compared to 2010 finances).

[IF YES] What percent decrease in gross annual sales (revenue, not profit) did the business experience:

Equal to or greater than 50 percent.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

Yes. Property taxes have increased by over 100 percent. In addition, the business has been assessed fees for lighting, plumbing updates, and drainage updates.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

N/A.

Has there been light rail construction in front of the business in 2012:

Yes. Construction has been occurring since March of 2012.

[IF YES] Thus far, in 2012, has the business experienced a decrease in gross sales (revenue, not profit), as compared to the same terms in the 2-3 years prior to construction:

Yes (2012 finances are only compared to 2010 finances).

[IF YES] What percent decrease in gross sales (revenue, not profit) has the business experienced:

Generally between 40 percent and 60 percent. Greater than 70 percent during intense construction beginning approximately 3 months ago and lasting for approximately 2 months.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

Unsure of further property tax increases and assessments.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

N/A.

Describe what interference the construction on University Avenue (for the light rail construction) has caused that has led to your reported decrease in gross sales (revenue, not profit):

Access has been closed to pedestrians and vehicles during intense construction beginning approximately 3 months ago and lasting for approximately 2 months. Access has otherwise been hindered by continuous construction.

What type of traffic (pedestrian and vehicle) has decreased:

Vehicle traffic (which supplies approximately 90 percent of the business' income) has generally decreased by between 50 percent and 60 percent. Vehicle traffic was eliminated during intense construction beginning approximately 3 months ago and lasting for approximately 2 months. Pedestrian traffic has decrease, particularly during intense construction beginning approximately 3 months ago and lasting for approximately 2 months.

Has the business experienced any trouble with the following utilities:

Electricity (include when, timeframe, notice, impact, and use of hotline):

Yes. The business faces periodic electrical outages (at least 2 to 3 times), most recently on July 31, 2012. No notice has been provided for the electrical outages. The electrical outages last for various amounts of time, but rebooting business equipment takes between 1 and 2 hours. Last month, the business experienced a whole day without access to its computer equipment. The business equipment is sensitive and has suffered damage (discussed in property damage section) from the electrical outages. In addition, the business is unable to sell gasoline without access to its equipment. The business called the hotline and was told by the operator that the equipment outage was not the concern of the CCLRT project.

Gas (include when, timeframe, notice, impact, and use of hotline):

No.

Water (include when, timeframe, notice, impact, and use of hotline):

Yes. Between 2 and 3 months ago, for a duration of 2 to 3 hours. The business was given notice of 1 day. Affect was nominal.

Phone (include when, timeframe, notice, impact, and use of hotline):

Yes. The business faced period telephone outages approximately 2 months ago. No notice was provided. The business was unable to be accessed by customers or perform business communications, during these outages.

Sewer (include when, timeframe, notice, impact, and use of hotline):

No.

Trash collection (include when, timeframe, notice, impact, and use of hotline):

Trash collection was delayed by durations of 1 to 2 weeks during intense construction beginning approximately 3 months ago and lasting for approximately 2 months. These delays were the result of road closure. No notice was provided. The business was unable to properly dispose of its waste.

Mail delivery/pickup (include when, timeframe, notice, impact, and use of hotline):

No.

Internet (include when, timeframe, notice, impact, and use of hotline):

No.

Cable/satellite (include when, timeframe, notice, impact, and use of hotline):

No.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has any of the following impacted the business during the light rail construction:

Dust/air (include when, impact, and use of hotline):

Yes. The business needs to clean its inventory roughly hourly to prevent dust buildup and maintain an attractive store, thus costing the business in extra labor costs. Additionally, the HVAC system has overheated as a result of dust buildup, requiring cleaning and associated expenses.

Litter/trash (include when, impact, and use of hotline):

No.

Noise/vibration (include when, impact, and use of hotline):

Yes. There is constant vibration, which disrupts the businesses sensitive equipment and often forces the business to pay for repairs or replacements. The noise is periodic during times when construction requires machinery.

Sewer grates (include when, impact, and use of hotline):

No.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has the business experienced any of the following access issues:

Sidewalk (include when, timeframe, impact, and use of hotline):

During intense construction beginning approximately 3 months ago and lasting for approximately 2 months, both University Avenue and Hamline Avenue sidewalks were closed off. During that time, no temporary walkways were made available to pedestrians. For the last 2 weeks, the Hamline Avenue sidewalk is closed off and no temporary walkway has been made available to pedestrians.

Parking lot (include when, timeframe, impact, and use of hotline):

No.

Incoming deliveries (include when, timeframe, impact, and use of hotline):

During intense construction beginning approximately 3 months ago and lasting for approximately 2 months, deliveries were delayed between 1 and 2 weeks. This resulted in a shortage of product, which was the businesses only form of income because cars could not access the gas pumps.

Handicap ramps (include when, timeframe, impact, and use of hotline):

No.

Crosswalks (include when, timeframe, impact, and use of hotline):

During intense construction beginning approximately 3 months ago and lasting for approximately 2 months crosswalks across University Avenue and Hamline Avenue were closed. A temporary walkway was created across University Avenue, but no temporary walkway was made across Hamline Avenue. The reduced pedestrian access impacted the businesses gross sales (revenue, not profit) because no vehicle access was available, during that time.

2-way traffic on University Avenue (include when, timeframe, impact, and use of hotline):

During intense construction beginning approximately 3 months ago and lasting for approximately 2 months the entire intersection of University Avenue and Hamline Avenue was shut down and inaccessible to vehicles. During this time, gross sales (revenue, not profit) decreased by greater than 70 percent.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Have you been able to ensure that people know your business is open:

To some degree.

Describe the business' experience with customer's finding your business, during the light rail construction:

Customers have complained about the difficulty getting onto the business premises. Customers have informed the business that it is more convenient for them to go elsewhere.

Have any of the following helped with customer awareness and location of the business:

Orange construction signs:

No.

Personally made signs (include how many and costs):

No.

"Open for Business" signs:

Yes. The company has purchase 3 signs, totaling approximately \$600.

Met Council marketing (Mod & Co):

N/A.

U7 tech assistance:

No.

Little Mekong support:

No.

Talking to customers by phone:

Yes. Regular customers have been contacted.

Providing maps to customers:

No.

Website:

No.

Has the company experienced any real property damage due to the light rail construction:

Yes. The underground gas tank cover was broken by a large truck, run by the construction crew. Because the cost to replace the gas tank cover would be approximately \$1,500, the tank cover has been replaced with an orange cone to prevent any accidents. Additionally, the HVAC system has overheated due to dust buildup. Cleaning the HVAC system has cost approximately \$1,200.

Has the company experienced any personal property damage due to the light rail construction:

The dust, vibrations, and electrical outages has caused damage to the business' computer equipment, cash register, credit card system, and printer. Between replacements and repairs, these damages have cost \$3,800 to resolve. Additionally, the freezer and one of the gas pumps has been shut down, due to the dust, vibration, and electrical outages. The pump was inspected for approximately \$600 but neither the freezer nor pump have or will be fixed.

Aside from customer access and property damage, what have been other challenges has the business faced during the light rail construction:

Retaining employees and maintaining hours.

[IF APPLICABLE] What can or could prevent or reduce these challenges:

Access has been the greatest issue. Without access, there are no solutions.

Has the company experienced any safety concerns due to the light rail construction (i.e., unmarked holes, heavy loads being hauled overhead, flooding, etc...):

No.

[IF YES] Have you taken any actions (including calling the hotline) in connection to these safety concerns:

N/A.

Has the business made any strategic responses to business impact from the light rail construction:

Staffing:

The business has lost employees who have taken other jobs. Additionally, because of the need for a security guard (see *Hours of operation*), the business has hired additional staff through necessity.

Overhead:

Overhead has remained the same, with the exception of employing a security guard during closed hours.

Reduced/increased store size:

No.

Marketing:

No.

Hours of operation:

The company reduced its hours of operation from 24 hours a day to 6:00 am to 2:00 am.

Services offered:

The business has indefinitely closed its carwash, due to power outages and damage done to the carwash as a result. Additionally, the business has closed one of its pumps, which was irreparably damaged by the construction, reducing its gas services by 25 percent.

Products offered:

The business has reduced its inventory, due to slowed sales. This is in response to the accumulation of expired products that the business has not been able to distribute quickly enough.

Other:

N/A

Has the business applied for a forgivable loan:

Yes. The business has just placed an application.

What was the outcome of the application (e.g., awarded/not, how much, and what year):

The response to the application is pending, but the business was informed that because it has gross sales (revenue, not profit) of over \$2,000,000, it will likely not qualify for the loan.

Have you made any calls to the hotline (include date, response time, and result):

Yes. The business has made multiple calls, most recently in the last month. The operators have not offered adequate assistance and have essentially deflected responsibility onto the business.

What would you say or show to the Metropolitan Council, in regards to the impact and process of the light rail construction:

The businesses are suffering the most from the CCLRT project, and even though the businesses are what keeps the street alive, they are the last to be considered throughout this process.

Do you feel the light rail construction provides sufficient notice of activities that will directly affect your business:

No notice has been received for closures of Hamline Avenue or its sidewalks. While notice has been received for expected access and utilities disruptions on University Avenue, such notice has not been received for unexpected access and utilities disruptions.

In the future, how would you prefer to receive notice from the Metropolitan Council:

Email:

This is the preferred method of notice.

Phone:

No.

In person or notice on door:

No.

Other:

N/A

Any additional information to be shared:

The Metropolitan Council had forced the sale of an easement to place a sign onto the real property of the business. Now the Metropolitan Council is requesting an extension of the time for the easement (through an additional sale). The business is reluctant to agree to the easement, due to the unexpected damages of the project and potential future damages.

Statement of Truth:

I certify that the above statements are a true and accurate reflection of the facts, to the best of my knowledge and belief.

Print: _____

Signature: _____

Date: _____

Business D

Date:

08/06/2012.

Interviewee:

Russ Battisto.

What is the name of your business, as it appears on financial records/tax information:

AVAC Corporation.

Address of business:

666 University Avenue West, St. Paul, MN 55104.

Telephone number of business:

651-222-6316.

Email address of business:

russ@A-1vacuum.com.

Describe the business (e.g., type of business, products, and services):

Vacuum retailer and service provider.

How long has the business existed:

The business was established in 1963.

How long has the business been located on or near University Avenue:

The business has been located on University Avenue for approximately 36 years.

Does the business make gross annual sales (revenue, not profit) over \$2,000,000:

No.

Does the business possess monthly written financial records for the past 3-5 years, documenting gross annual sales (revenue, not profit), expenses, and profit:

The business possesses record dating back approximately 6 years (or as its CPA advises).

Was there light rail construction in front of the business in 2010 or 2011:

No.

[IF YES] Did the business have a decrease in gross annual sales (revenue, not profit) in 2010/2011 (depending on when construction began in the area) compared to the prior 2-3 years:

N/A.

[IF YES] What percent decrease in gross annual sales (revenue, not profit) did the business experience:

N/A.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

N/A.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

N/A.

Has there been light rail construction in front of the business in 2012:

Yes. Construction has been occurring since March 15 of 2012.

[IF YES] Thus far, in 2012, has the business experienced a decrease in gross sales (revenue, not profit), as compared to the same terms in the 2-3 years prior to construction:

Yes.

[IF YES] What percent decrease in gross sales (revenue, not profit) has the business experienced:

The decrease for the term of January to August of 2012 from the term of January to August of 2011 is approximately 11 percent.

[IF YES / LANDOWNING] Has the business experienced or been informed of any upcoming tax increases:

Yes. The property is facing a property tax increase of approximately 6 percent.

[IF YES / RENTING] Has the business experienced or been informed of any upcoming tax increases or lease increases:

N/A.

Describe what interference the construction on University Avenue (for the light rail construction) has caused that has led to your reported decrease in gross sales (revenue, not profit):

Access to traffic was greatly reduced for 3 months during a complete closure of University Avenue.

What type of traffic (pedestrian and vehicle) has decreased:

Vehicle traffic (which supplies almost 100 percent of the business' gross annual sales) has generally decreased.

Has the business experienced any trouble with the following utilities:

Electricity (include when, timeframe, notice, impact, and use of hotline):

Yes. The business had faced 1 electrical outage, which lasted for 3 hours. This outage occurred on July 12 of 2012. No notice was provided for the electrical outage. The business did contact the hotline for these outages. No results from the hotline.

Gas (include when, timeframe, notice, impact, and use of hotline):

Yes. The gas service was disconnected in May of 2012 and has yet to be reconnected. The business has been dealing directly with XCEL Energy, but has yet to receive a resolution. The business suffered a delay in use of its new HVAC system, because the business could not pass inspection without having proper gas connection.

Water (include when, timeframe, notice, impact, and use of hotline):

Yes. The water was disconnected for a short period of time. Notice was provided to the business. The business was content with how the outage was handled, and the impact was minimal.

Phone (include when, timeframe, notice, impact, and use of hotline):

No.

Sewer (include when, timeframe, notice, impact, and use of hotline):

Yes. The water was disconnected for a short period of time. Notice was provided to the business. The business was content with how the outage was handled, and the impact was minimal.

Trash collection (include when, timeframe, notice, impact, and use of hotline):

No. However, the business has had to move its trash collection to the west side of the building, rather than through the front access.

Mail delivery/pickup (include when, timeframe, notice, impact, and use of hotline):

No. However, the business has received complaints from USPS, UPS, SPEEDEE, and other delivery services regarding the difficulty in reaching the business.

Internet (include when, timeframe, notice, impact, and use of hotline):

No.

Cable/satellite (include when, timeframe, notice, impact, and use of hotline):

No.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has any of the following impacted the business during the light rail construction:

Dust/air (include when, impact, and use of hotline):

Yes. The business is constantly dealing with dust, which has impacted the business in a number of ways. The HVAC has broken due to dust build up and heavier use caused by the doors being shut (a response to the dust and noise).

Litter/trash (include when, impact, and use of hotline):

No.

Noise/vibration (include when, impact, and use of hotline):

Yes. There is constant vibration and noise, which disrupts the business. The business attributes the vibrations, in part, to the HVAC system breaking down.

Sewer grates (include when, impact, and use of hotline):

No. Sewer has been replaced, and awaiting costs.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Has the business experienced any of the following access issues:

Sidewalk (include when, timeframe, impact, and use of hotline):

Yes. While construction was occurring in the businesses basement, the sidewalk along University Avenue was completely removed. This lasted for roughly 30 days, beginning approximately in mid June. No notice was given initially, but the business objected, due to the special basement condition (see additional information). Much more difficult to actually reach the business. Few pedestrians tried to reach the business. Temporary bridge was used, but moved consistently.

Parking lot (include when, timeframe, impact, and use of hotline):

Street parking was taken. However, the business was allowed to lease from a parking lot, owned by the City of St. Paul. The business attributes this access to its ability to survive the project.

Incoming deliveries (include when, timeframe, impact, and use of hotline):

No delays, however deliveries continue to be an issue. The business was designed to take large deliveries from the front access. However, with the construction project and the resulting loss of street parking, the business has to adapt its building to receive deliveries from the rear of the building.

Handicap ramps (include when, timeframe, impact, and use of hotline):

The ramps were replaced. Temporary ramps were made available.

Crosswalks (include when, timeframe, impact, and use of hotline):

The crosswalks were replaced. No temporary crosswalks were available.

2-way traffic on University Avenue (include when, timeframe, impact, and use of hotline):

2-way traffic has been available on either the north side of University Avenue or the south side. The traffic is currently allowed on the south side (the side the business rests on), however 2 months ago, the traffic was on the north side.

[DID THE INTERVIEWEE REMEMBER, KNOW, OR REFUSE TO ANSWER THESE QUESTIONS]

Have you been able to ensure that people know your business is open:

To some degree.

Describe the business' experience with customer's finding your business, during the light rail construction:

The business had multiple complaints with navigating and reaching the business. However, the business has used signage and received compliments from multiple customers on ease of navigation, as well.

Have any of the following helped with customer awareness and location of the business:

Orange construction signs:

No.

Personally made signs (include how many and costs):

Yes. The business created multiple signs to direct traffic, totaling approximately \$300.

"Open for Business" signs:

None in response to the construction.

Met Council marketing (Mod & Co):

Not to date.

U7 tech assistance:

No.

Little Mekong support:

No.

Talking to customers by phone:

Yes. The business has contacted its customers by telephone. In addition, the business has used print updates, and emails.

Providing maps to customers:

Yes. A map is available on the business Facebook page.

Website:

Yes (see maps).

Has the company experienced any real property damage due to the light rail construction:

Yes. The exterior structure has been damaged as a result of the vibrations. The business is continuing to evaluate further damage to the property. The value of the damage is not currently

known. In addition, the condition of the landscape around the business has lead to damage within the business from foot traffic. The business is projecting a need to replace or repair flooring. Again, there is no estimated value to the damage done, thus far.

Additionally, the businesses basement flooded in the end of June. The flooding lasted for approximately a week. The impact on the business was loss of basement use. This lasted until the flooding was remedied.

Has the company experienced any personal property damage due to the light rail construction:

No.

Aside from customer access and property damage, what have been other challenges has the business faced during the light rail construction:

Operating a business is time consuming, with projects, employee needs, customer needs, and corporate compliance issues. Adding the interaction with the many different construction related projects and agencies distracts from the tasks necessary to make a business profitable and attractive to potential customers.

[IF APPLICABLE] What can or could prevent or reduce these challenges:

At this point, it is too late to reduce the challenges. The Metropolitan Council should have used the findings presented by impact task forces, prior to approving construction on University Avenue.

Has the company experienced any safety concerns due to the light rail construction (i.e., unmarked holes, heavy loads being hauled overhead, flooding, etc...):

Yes. The businesses has faced numerous safety concerns. During sidewalk construction, the company was concerned about people falling into the basement. In one instance, a part of the sidewalk dropped into the basement. No construction workers or people were hurt, but the drop was unanticipated.

[IF YES] Have you taken any actions (including calling the hotline) in connection to these safety concerns:

Yes. The business has called the hotline approximately 6 times for various issues. Most of the time the hotline responded to the concerns, not always within a timely manner.

Has the business made any strategic responses to business impact from the light rail construction:

Staffing:

The business has reduced staffing, temporarily, until customers return.

Overhead:

Costs have gone up, overall, and so the business has tried to cut overhead expenses wherever possible.

Reduced/increased store size:

No.

Marketing:

Marketing has been severely reduced, temporarily.

Hours of operation:

No.

Services offered:

No.

Products offered:

No.

Other:

N/A.

Has the business applied for a forgivable loan:

Yes. The business recently applied for the forgivable loan.

What was the outcome of the application (e.g., awarded/not, how much, and what year):

The application is in progress.

Have you made any calls to the hotline (include date, response time, and result):

Yes. The business has made multiple calls, including at least 1 in March or May of 2012. The process was ineffective and often placed responsibility on the business to resolve its own problems.

What would you say or show to the Metropolitan Council, in regards to the impact and process of the light rail construction:

The Metropolitan Council infiltrated the affected chambers of commerce, who then spoke positively of the project. This was deceptive.

Do you feel the light rail construction provides sufficient notice of activities that will directly affect your business:

Not at all.

In the future, how would you prefer to receive notice from the Metropolitan Council:

Email:

N/A.

Phone:

N/A.

In person or notice on door:

N/A.

Other:

The business does not care how it is contacted, just that it is contacted.

Any additional information to be shared:

The business' basement extends out under the sidewalk. As a result, the business suffered a greater impact during construction, which concluded with the basement ceiling being lowered 4 inches and the depth being reduced 4 inches. Additionally, the building had structural members added to it.

Statement of Truth:

I certify that the above statements are a true and accurate reflection of the facts, to the best of my knowledge and belief.

Print: _____

Signature: _____

Date: _____

APPENDIX 4

(COMMENTS)

The following are statements provided by the sample businesses when asked what they would like to say to the Metropolitan Council about the CCLRT project.

Business A:

"You cannot explain the effects that this project is having on businesses. Without the salon, the beauty supply store would be out of business."

Business B:

"This was very poorly thought out. The last thought about this project was the businesses. How come it costs the business owning families so much, when it is benefitting everyone else?"

The Metropolitan Council infiltrated the affected chambers of commerce, who the spoke positively of the project. This was deceptive."

Business C:

"The businesses are suffering the most from the CCLRT project, and even though the businesses are what keeps the street alive, they are the last to be considered throughout this process."

Business D:

"The Metropolitan Council and Walsh seem to communicate well. However, the crews doing the 'grunt' work are the 'left hand' and management (as usual) are the 'right hand' in some cases. Overall though they all are trying to get through this crap without pissing us off any more than they have to."

To: Kathryn O'Brien
Central Corridor Project Office

From: Beth Bartz, AICP

Date: September 4, 2012

Re: Review of **Central Corridor Light Rail Transit Construction: Impact Study for Pascal Street to Dale Street Sample, Saint Paul, MN** prepared by the University Avenue Betterment Association, August 16, 2012.

As requested, I have reviewed the report provided by the University Avenue Better Association (UABA) identified above for use in the Central Corridor LRT Supplemental EIS for business impacts during LRT construction. The report provides a summary as well as detailed notes of interviews with four University Avenue businesses regarding impacts experienced by these businesses as a result of LRT construction activities. The interviews covered a broad range of topics including business characteristics, access impacts, utility impacts, construction related disturbances, property damages, property taxes/rent, safety and communications as well as impacts to business revenue. The report concludes that businesses are suffering substantial damages as a result of CCLRT construction. The report acknowledges that it reports sentiment rather than empirical data; however "it reveals an attitude toward the Metropolitan Council's attempt to connect the Twin Cities through public transit." (p. 14).

SRF's approach to the Supplemental EIS seeks to incorporate all locally collected regarding business impacts during construction, including information collected by academic and community organizations. We are sorting this information into two categories:

1. Data collected with statistically valid sampling techniques which can be used to assess the collective impacts to all businesses in the corridor, and
2. Data which is not statistically valid for the purpose discussed above, but from an anecdotal standpoint can assist in illustrating the range and types of impacts experienced by businesses in the corridor.

In order to fit into the first category, data sources would need to have the following characteristics as discussed previously:

- Data would need to be collected from businesses that were operating during construction (2011 and 2012) immediately adjacent to the LRT corridor (fronting on University Avenue/Washington Avenue/4th Street in downtown St. Paul). Identification of the geographic area and/or business type for which the data was gathered is necessary. Data from businesses in place several years or more prior to construction would be most valuable to track historical information and to measure any changes in trends.
- The sample size (number of businesses) should be large enough to be representative of the broad experiences of businesses throughout the corridor. If the data has a very small sample

size it may be of limited usefulness in terms of extrapolating information on trends / effects. The data set should be consistent both in the types of information gathered, and the manner in which the data was collected.

- The data methodology must be unbiased and objective in terms of the sample selection, methodology, the data instrument and the reporting.

While this report does address businesses operating on Central Corridor during construction activities, and the data collection was done in a consistent and valid manner, the sample size at four is very limited. Also it is not clear how the sample was selected. Therefore, we cannot use this data for purpose 1 listed above; that is, it is not appropriate to extrapolate from these four examples to all businesses in the corridor.

However, this information is beneficial in illustrating the types and severity of impacts experienced by some business owners in the Central Corridor. We will incorporate this information into the Supplemental EIS as anecdotal information for illustrative purposes.