

# Central Corridor Light Rail Transit



## Status Report On the Implementation of Mitigation Measures – CCLRT Construction-Related Business Impacts July 2012



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

## Contents

1.0 Purpose.....	2
1.1 Mitigation Activities to Assist Central Corridor Businesses .....	2
2.0 Activities Reported.....	5
2.1 Construction-related Calls, Complaints and Responses.....	5
2.2 Public Outreach and Communication Activities.....	6
2.3 Funds Spent to Assist Businesses during Construction.....	7
The following is a summary of monthly activities related to the programs summarized in Tables 1 and 2 above. ....	7
2.3.1 Parking Assistance:.....	7
2.3.2 Business Assistance Programs: .....	9
2.3.4 Promoting Business Access: .....	13
2.3.5 Construction Contract: .....	14
2.3.6 Project Communications:.....	15
2.4 Requests for Business Assistance and Response.....	16
2.5 Business Openings / Closings / Relocations .....	17
3.0 Frequently Asked Questions .....	17
3.1 How do I request a translated summary of this report?.....	17
3.2 How can I report a construction-related problem?.....	18
3.3 How can I get information on business assistance during construction? .....	18
3.4 How can I comment on the project?.....	18
3.5 Where do I get information about job opportunities.....	18
3.6 How can the public get construction information? .....	18

## Attachments

Attachment A	Summary of Monthly Complaints / Response / Resolution
Attachment B1	Summary of Past Monthly Meetings
Attachment B2	Summary of Upcoming Monthly Meetings
Attachment C	Business Marketing Program Progress Report
Attachment D	U7 and NDC Living Cities Interim Report
Attachment E	U7 FY2012 End of Year Report
Attachment F	Community Outreach Coordinators

## 1.0 Purpose

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

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

### 1.1 Mitigation Activities to Assist Central Corridor Businesses

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

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

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

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

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

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

- (1) This amount reflects a decrease of \$150,000 from the amount reported in the Business Impacts SEA. This decrease reflects the actual amount dedicated in Living Cities funds to this effort.
- (2) This amount reflects an increase of \$400,000 from the amount reported in the Business Impacts SEA. This increase reflects an additional commitment of \$200,000 in funding from the Central Corridor Funders Collaborative supporting business marketing and support efforts in 2011 and another \$200,000 commitment in 2012.
- (3) This amount reflects an increase of \$350,000 from the amount reported in the Business Impacts SEA. This increase reflects the actual amount dedicated to this effort.
- (4) This amount was approved September 28, 2011 by the Metropolitan Council to be used to retain a consultant to provide marketing assistance to Central Corridor businesses.
- (5) This amount reflects an increase of \$75,000 from the amount reported in the Business Impacts SEA. This increase reflects additional funds committed by the Central Corridor Funders Collaborative for marketing efforts from November 2011 to March 2012.

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

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

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

## 2.0 Activities Reported

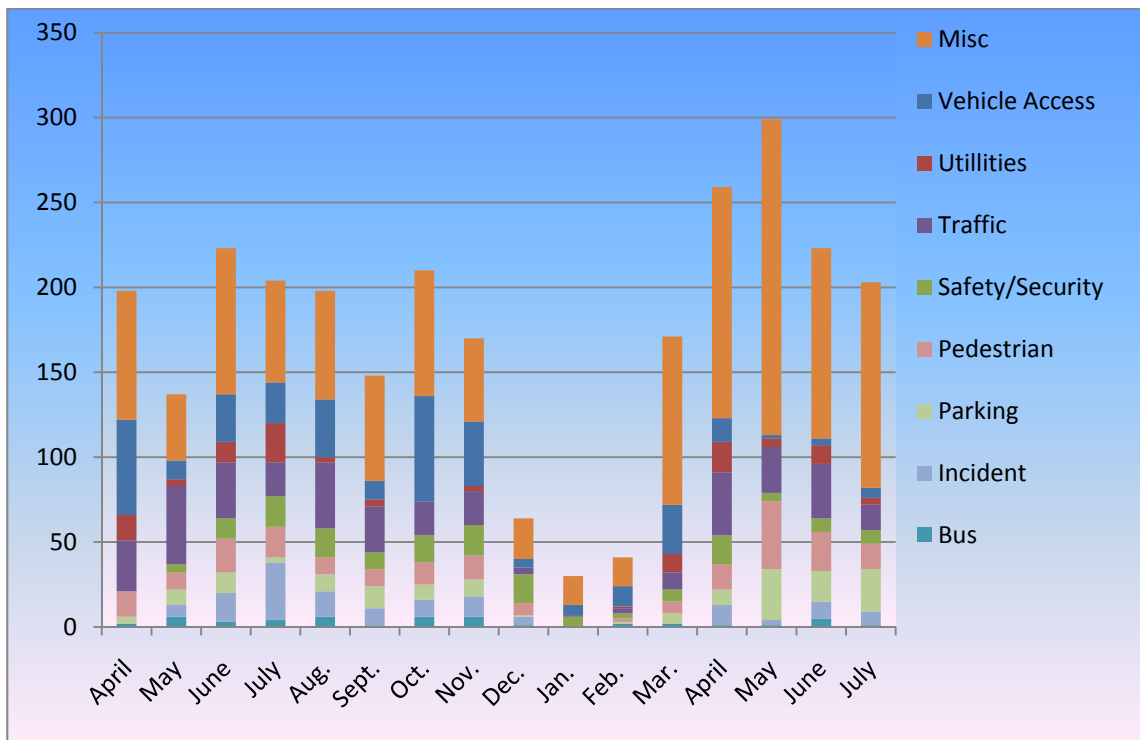
### 2.1 Construction-related Calls, Complaints and Responses

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

- Calls/complaints received in the month of July concerned some of the following:
  - Inquiries about road closures and directions;
  - Complaints about construction-related vehicles and traffic, and contractor parking in non-approved areas;
  - Complaints about trash and construction debris; and,
  - Calls about malfunctioning traffic signals.

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

**Figure 1: April 2011 - July 2012 Construction Hotline Complaints Received**



## 2.2 Public Outreach and Communication Activities

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

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

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

All current construction updates can be viewed at [www.centralcorridor.org](http://www.centralcorridor.org). In July, over 10,000 hits were recorded of users visiting the CCLRT Web site.

**News Releases:** One news release / news advisory was issued in July on the following topic:

- Making Tracks newsletter

All current news releases can be viewed at [www.centralcorridor.org](http://www.centralcorridor.org)

**Transit Rider Alerts:** A link has been established on the home page of Metro Transit alerting riders of Central Corridor transit services affected by construction to detours and other information.

<http://metrotransit.org/rail-construction.aspx>

**GovDelivery:** GovDelivery is a listserv that CCLRT Outreach and Communications staff began using in May 2012 to update people on project news, including construction activities. It currently has over 6,227 contacts to which information project information is sent. Previously, the Outreach and Communications staff used a ConstantContact listserv to serve this function.

**Social Media:** CCLRT Outreach and Communications Staff uses Twitter to send press releases, newsletters, and weekly construction updates to the public. At the end of July @cclrt had over 1,700 followers.



Lunch on the Avenue takes place at Senor Wong's in downtown St. Paul

**July Public Meetings / Events:** Over 23 meetings / events took place in July, with an estimated total attendance of more than 360 people. These included meetings with meetings with construction coordinating committees, with property owners to discuss design/construction issues, and Lunch on the Avenue events. See Attachment B1 for a list of all meetings held in July.

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

### 2.3 Funds Spent to Assist Businesses during Construction

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

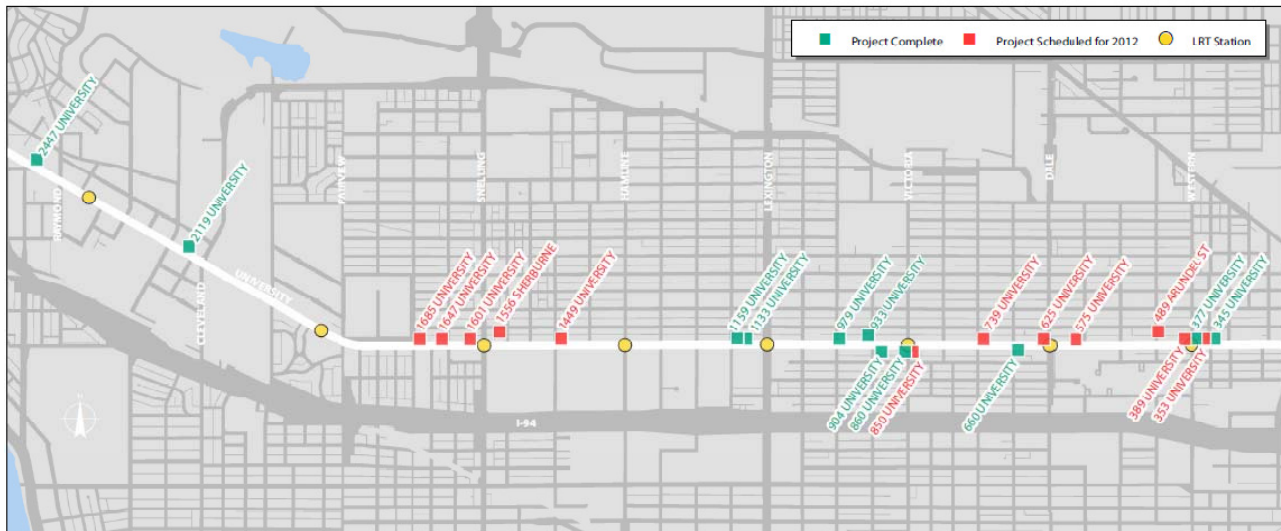
#### 2.3.1 Parking Assistance:

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

**Figure 2 – Parking Lot Improvement Locations**



Neighborhood Commercial Parking Program Progress Report - November 21, 2011



#### Significant Activities:

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

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



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

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

**Significant Activities:**

- All of the committed funds (a total of \$350,000) have been obligated in the City of St. Paul’s Capital Improvements Budget (CIB) to complete this program. Additionally, Met Council contributed \$282,000 to pave 14 alleyways. All improvements have been completed.:
  - Lexington to Oxford (north side of University)
  - Victoria to Avon (south side of University)
  - Avon to Grotto (north side of University)
  - Grotto to St. Albans (bet. Thomas & Lafond)
  - Grotto to St. Albans (north side of University)
  - St. Albans to Dale (north side of University)
  - MacKubin to Arundel (bet. Edmund & Thomas)
  - Arundel to Western (north side of University)
  - St. Albans to Dale (added as part of a parking improvement project)
  - Arundel to Western (north side of University)
  - Fry to Snelling (north side of University)
  - Snelling to Asbury (north side of University)
  - Pascal to Albert (north side of University)
  - Aldine Street to Fry Street (north side of University)
  - Asbury Street to Simpson Street (north side of University)
  - Simpson Street to Pascal Street (north side of University)
  - Griggs Street to Dunlap Street (north side of University)
  - Chatsworth Street to Milton Street (south side of University)
  - Chatsworth Street to Milton Street (north side of University)
  - Virginia Street to Farrington Street (south side of University)
  - Farrington Street to Galtier Street (south side of University)
  - Galtier Street to Marion Street (south side of University)

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

**Significant Activities:**

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

**2.3.2 Business Assistance Programs:**

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

**Significant Activities:**

Twelve loans, totaling \$162,706, were approved in July 2012. One of the loans was to a business in Minneapolis (Prospect Park), the rest were in St. Paul. A total of \$2,089,362 has been disbursed since 2011. (See Attachment C for a depiction of funds disbursement by geographic area.)

The City of St. Paul is processing the first requests for loan forgiveness from businesses receiving loans in 2011. Upon verification that the business continues to operate on the Central Corridor, 20 percent of the original loan principle will be forgiven.

<b>Business Support Fund - Financial Activities</b>	<b>Allocation</b>	<b>Approvals</b>	<b>Balance</b>	<b>Percent Remaining</b>
<b>Minneapolis</b>				
Cedar Riverside	\$289,825	\$289,825	\$0	0%
Stadium Village	\$221,994	\$220,000	\$1,994	1%
Prospect Park	\$345,324	\$40,000	\$305,324	88%
<b>Minneapolis Total</b>	<b>\$857,143</b>	<b>\$549,825</b>	<b>\$307,318</b>	<b>36%</b>
<b>Saint Paul</b>				
Emerald to Hampden (North Side of University Avenue)	\$169,616	\$111,497	\$58,119	34%
Emerald to Hampden (South Side of University Avenue)	\$514,149	\$85,183	\$428,966	83%
Hampden to Aldine (North Side of University Avenue)	\$524,750	\$128,013	\$396,737	76%
Hampden to Aldine (South Side of University Avenue)	\$180,217	\$191,036	(\$10,819)	0%
Aldine to Syndicate (North Side of University Avenue)	\$222,621	\$248,118	(\$25,497)	0%
Aldine to Syndicate (South Side of University Avenue)	\$270,326	\$65,918	\$204,408	76%

<b>Business Support Fund - Financial Activities</b>	<b>Allocation</b>	<b>Approvals</b>	<b>Balance after Year 1 Approvals</b>	<b>Percent Remaining</b>
Syndicate to Lexington (North Side of University Avenue)	\$63,079	\$40,000	\$03,079	68%
Syndicate to Lexington (South Side of University Avenue)	\$14,557	\$0	\$14,557	100%
Lexington to Dale (North Side of University Avenue)	\$169,827	\$46,132	\$123,695	73%
Lexington to Dale (South Side of University Avenue)	\$203,793	\$45,110	\$158,683	81%
Dale to Rice (North Side of University Avenue)	\$150,418	\$77,419	\$72,999	49%
Dale to Rice (South Side of University Avenue)	\$373,620	\$20,000	\$353,620	95%
Lowertown St. Paul	\$95,409	\$111,912	(\$16,503)	0%
<b>St. Paul Total</b>	<b>\$2,952,381</b>	<b>\$1,047,632</b>	<b>\$1,904,749</b>	<b>60%</b>
<b>Grand Total</b>	<b>\$3,809,525</b>	<b>\$1,720,163</b>	<b>\$2,089,362</b>	<b>55%</b>

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

**Significant Activities:**

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

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

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

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

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

- o Provide business consulting and technical assistance (e.g., business and real estate development loan assistance; parking; energy efficiency programs; advocacy, information and referrals).
- o Provide and maintain a business resource/information clearinghouse (<http://www.readyforrail.net>).
- o Provide a grassroots "buy local" marketing campaign to help provide customers to Central Corridor businesses during project construction.

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

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

**Significant Activities:**

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

Recent activities include

- Providing accounting services to numbers of small businesses through the Ready for Rail initiative.



Foxy Falafel goes "bricks and mortar" locating just off University on Raymond Avenue

- Providing full branding and website packages to Embodied Health, Foundations Health Career Academy, the Cave Café mobile food truck, Thai Café, Big Daddy's Old Fashion Barbeque, and Sunday's Best Boutique.

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

<b>Financial Activities</b>	<b>Amount</b>
Program to help small through training, technical assistance, and financing. (Jan 2009)	\$200,000
Program to help small business through training, technical assistance, and financing. (Feb. 2010)	\$100,000
Program to help small businesses through training, technical assistance, and financing.(Sept. 2010)	\$100,000
Program to help small businesses through training, technical assistance, and financing. (April 2011)	\$200,000
Bigelow Foundation (\$50,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction.	\$125,000
St. Paul Foundation (\$75,000 in 2009 and \$75,000 in 2010) to prepare small businesses for Central Corridor LRT construction.	\$150,000
Program to help small businesses through training, technical assistance, and financing. (April 2012)	\$200,000
<b>Total</b>	<b>\$1,075,000</b>

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

There were no activities to report in July.

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

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

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

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

**Significant Activities:**

MOD and Co. has been contracted to conduct the marketing program on behalf of the Metropolitan Council. During July, MOD and Co. developed targeted marketing campaigns for nine different business districts along the Central Corridor LRT alignment based on business outreach and research efforts.

<b>Financial Activities</b>	<b>Amount</b>
Marketing Agency Contract Fees	\$99,487
Administrative Costs	\$4,000
<b>Total</b>	<b>\$103,487</b>

**2.3.3 University Avenue / Cedar-Riverside Betterments:**

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

**Significant Activities:**

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

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

**Significant Activities:**

To date, the City of Minneapolis has expended \$59,530 for the Great Streets Façade Improvement Program in Central Corridor business districts. There were no activities to report in July.

**2.3.4 Promoting Business Access:**

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

**Significant Activities:**

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

In July, a VMS was used to guide patrons of St. Paul's Rondo Days event to appropriate routes.

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

**Significant Activities:**

To date, a total of \$22,722.50 has been expended on the following activities:

- Go To Passes for U7 Business Support Staff: In 2011, four Go To Passes with two months fare were provided to U7 to support their outreach efforts to Central Corridor businesses by providing transportation to interns going door-to-door to talk about available loan programs and related workshops.
- Development / Deployment of Metro Transit Bus Side Ads: A

total of six Metro Transit buses were used to promote patronage of Central Corridor businesses during year one of construction. These ads ran from May through November 2011.



Metro Transit bus side ads used to promote Central Corridor businesses

**2.3.5 Construction Contract:**

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

**Significant Activities:**

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

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

stakeholders will be created for each outreach sector identified in contract documents. The CCC will meet every two weeks to vote on identified evaluation criteria measuring contractor efforts to minimize construction-related impacts and award quarterly incentives to contractors demonstrating compliance with these measures. The construction contracts include an \$850,000 allowance (project-wide total) for the contractor incentive program.

**Significant Activities:**

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

	Civil East		Civil West	
	Funds Available	Funds Awarded	Funds Available	Funds Awarded
<b>2010 – Quarter 4</b>	\$50,000	\$46,920 (94 percent of total)	\$10,000	\$9,920 (99 percent of total)
<b>2011 – Quarter 1</b>	\$40,000	\$30,993 (77 percent of total)	\$20,000	\$20,000 (100 percent of total)
<b>2011 – Quarter 2</b>	\$60,000	\$25,085 (42 percent of total)	\$25,000	\$18,891 (75 percent of total)
<b>2011 – Quarter 3</b>	\$70,000	\$23,200 (33 percent of total)	\$25,000	\$20,000 (80 percent of total)
<b>2011 – Quarter 4</b>	\$70,000	\$27,500 (39 percent of total)	\$25,000	\$18,150 (73 percent of total)
<b>2012 – Quarter 1</b>	\$50,000	\$40,000 (80 percent of total)	\$20,000	\$16,327 (82 percent of total)
<b>2012 – Quarter 2</b>	\$60,000	\$34,200 (57 percent of total)	\$25,000	\$21,250 (85 percent of total)
<b>Total (to date)</b>	<b>\$400,000</b>	<b>\$227,898</b> <b>(57 percent of total)</b>	<b>\$150,000</b>	<b>\$124,538</b> <b>(83 percent of total)</b>

**2.3.6 Project Communications:**

**Construction Communication Plan (Special Signage):** Construction signage will include “Open for Business” signage and other information alerting drivers and pedestrians to construction impacts or other



relevant information (e.g., available parking, alternative access, etc.). Approximately four signs will be required per block of construction, and signs will be in place until substantial completion of construction of the surface elements of the project.

**Significant Activities:**

Construction signage is in place in areas where Civil East (St. Paul) and Civil West (Minneapolis) construction activities are ongoing.

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

## 2.4 Requests for Business Assistance and Response

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

Neighborhood Commercial Parking Program (City of St. Paul): To date, a total of 50 applications have been received by the City of St. Paul and 24 projects have been funded. The City has closed the application process for this program.

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

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

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

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

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

## 2.5 Business Openings / Closings / Relocations

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

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

### Change in Central Corridor Businesses (July 1, 2012 to July 31, 2012)

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

## 3.0 Frequently Asked Questions

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

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

Central Corridor email: [centralcorridor@metc.state.mn.us](mailto:centralcorridor@metc.state.mn.us)  
Hotline: 651-602-1404

#### Requesting a Spanish Summary of Report:

¿Cómo puedo solicitar un resumen traducido de este informe?

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

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

#### Requesting a Vietnamese Summary of Report:

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

Xin vui lòng liên hệ với Central Corridor Public Outreach and Communications Team để được hỗ trợ: Central Corridor email: [centralcorridor@metc.state.mn.us](mailto:centralcorridor@metc.state.mn.us)  
Hotline: 651-602-1404

#### Requesting a Somali Summary of Report:

Sideen u dalbadaa warbixintaan kooban oo la fasiray?

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

Central Corridor Eemeylkoodu waa: [centralcorridor@metc.state.mn.us](mailto:centralcorridor@metc.state.mn.us)  
Teleefoonka: 651 602 1404

### **Requesting a Hmong Summary of Report:**

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

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

Sau ntawv rau: [centralcorridor@metc.state.mn.us](mailto:centralcorridor@metc.state.mn.us)

Xov Tooj: 651-602-1404

### **3.2 How can I report a construction-related problem?**

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

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

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

### **3.4 How can I comment on the project?**

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

Central Corridor email: [centralcorridor@metc.state.mn.us](mailto:centralcorridor@metc.state.mn.us)

Phone line: 651-602-1645

Attend a public meeting. See the Central Corridor meetings page at [www.centralcorridor.org](http://www.centralcorridor.org)

### **3.5 Where do I get information about job opportunities**

The Met Council and Central Corridor Funders Collaborative created [www.lrtworks.org](http://www.lrtworks.org) for job seekers to register their qualifications.

### **3.6 How can the public get construction information?**

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

# **Attachment A**

## **Summary of Monthly Complaints / Response**

Category	Description	Response	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
<b>Civil East</b>						
Incidents	Heavy construction vehicles using sherburne avenue	Abdi called 7/2. Walsh has directed its workers and sub-contractors not to use this road.	X		07.01.2012	07.02.2012
Incidents	please see attached pictures for details of the incident	This activity was in the work schedule approved by CCPO.	X		07.09.2012	07.09.2012
Incidents	563 University Awning is almost falling and	Nkongo and Robin responded 7/12. Contractor	X		07.11.2012	07.11.2012
Incidents	Car Sprayed - 4530 Newton Ave N	Walsh responded 7/18. Claim is in process with Walsh.	X		07.18.2012	07.18.2012
Incidents	Flooding Basement - Urban Music	Close - per Michelle			07.18.2012	08.02.2012
Incidents	Wall Crack - Wolter's Bro. Liquor	Nkongo emailed back 7/23. Issue had previously been reported and was sent to	X		07.23.2012	07.23.2012
Incidents	Damaged Trash Can		X		07.23.2012	07.23.2012
Incidents	Flooding - 1549 Univ Ave W	Damage complaint has been forwarded to Walsh.	X		07.24.2012	07.24.2012
Misc	Trees on the eastern part of University avenue are covering up business signs/names	Nkongo emailed back 7/2 and forwarded to the city of Saint Paul.	X		07.01.2012	07.01.2012
Misc	Work at Wabasha and Cedar	Responded by phone.	X		07.02.2012	07.02.2012
Misc	Light Rail Construction Complaint	Complaint recorded. No call back requested.	X		07.02.2012	07.02.2012
Misc	Flooding due to Construction	Closed-Wrong number provided. Unable to reach the unknow person who made the call.	X		07.02.2012	07.02.2012
Misc	Work on 199 Sherburne Ave	Michelle responded to caller to provide requested information.	X		07.02.2012	07.02.2012
Misc	Jackhammer and Painting	Walsh returned call and visited site on 7/2 to begin claims process.	X		07.02.2012	07.02.2012
Misc	Signage at University and Fairview	Kimberly responded to caller; current traffic control is correct.	X		07.02.2012	07.02.2012
Misc	Tucks on Residential Street	Walsh has directed its workers and sub-contractors not to use this road.	X		07.02.2012	07.02.2012
Misc	Light rail construction concern	Walsh has directed its workers and sub-contractors not to use these roads.	X		07.02.2012	07.02.2012
Misc	Malcolm and University	Closed. Re-entered in Civil West.	X		07.03.2012	07.03.2012
Misc	Commuting time from maplewood to Saint Paul	Responded by phone and emailed the information.	X		07.03.2012	07.03.2012

Misc	Heavy Cement Truck	Abdi called back 7/3/2012. Walsh addresses issue.	X	07.03.2012	07.03.2012
Misc	The light signal pole at Dle an Uiversiy intersection.	Nkongo and Kimberly emailed back 7/3. Resolved.	X	07.03.2012	07.03.2012
Misc	Caller is concerned about the impact of overnight construction to ramp entrances which will happen on July 6th 7pm to July 7th 5 am. at Wells Fargo Place loading dock located at 30E 7th Street.	No response is requested	X	07.03.2012	07.03.2012
Misc	Minnesota and 4th Ave	Responded by phone	X	07.03.2012	07.03.2012
Misc	Structural Damage due to Flooding	Nkongo emailed back 7/5/12. Walsh mailed a claim-resolution letter to the D'wah Institute on 5/22.	X	07.05.2012	07.05.2012
Misc	Dunlap St. and Sherburne Ave.	Walsh has directed its workers and sub-contractors not to use these roads.	X	07.05.2012	07.05.2012
Misc	Dunlap Street and Sherburne Ave	CCPO called back 7/5. Walsh has directed its workers and sub-contractors not to use these roads.	X	07.05.2012	07.05.2012
Misc	Trash Barrel Hit	Kimberly returned call and combed project.	X	07.05.2012	07.06.2012
Misc	Detours from Maplewood to University	Abdi responded to caller to provide requested information.	X	07.06.2012	07.06.2012
Misc	East of University and Victoria	Walsh visited site immediately on 7/6 and returned phone call. There was not a visibility issue.	X	07.06.2012	07.06.2012
Misc	Veit Equip on Sherburn	Walsh went to check out site on 7/7. No equipment was parked on Dunlap.	X	07.07.2012	07.07.2012
Misc	Veit still parked on Dunlap	Walsh visited site on 7/7. No equipment parked.	X	07.07.2012	07.07.2012
Misc	Univ to Downtown Timeframe	Abdi responded to caller to provide requested information.	X	07.08.2012	07.09.2012
Misc	Directions to N Univ	Nkongo responded to caller and provided requested information.	X	07.09.2012	07.09.2012
Misc	Wabasha & Cedar Construction? - 20 E Exchange	Indira responded by phone.	X	07.09.2012	07.09.2012
Misc	reffere to the attached picture for details	Nkongo responded 7/9/12. Walsh made corrections.	X	07.09.2012	07.09.2012
Misc	Vibration Damage - 979 Univ	Kimberly was at the site on two separate occasions (7/9 & 7/10) - claims are in process with Walsh.	X	07.09.2012	07.09.2012

Misc	Western Closure - 379 Univ Ave W	Western still open for through traffic, preliminary work for the full closure occurring.	X		07.09.2012	07.09.2012
Misc	Use restrictions on 4th	Dana responded by phone	X		07.09.2012	07.10.2012
Misc	weeds	Nkongo emailed back. Issue resolved on 7/10.	X		07.09.2012	07.10.2012
Misc	Walsh spraying 'Spectracide' at Fry and University	Resolve			07.09.2012	08.02.2012
Misc	Construction Orientation?	Nkongo responded and informed caller of actions taken.	X		07.10.2012	07.10.2012
Misc	Estimated running times for the Central Corridor	Nkongo emailed back 7/10 and provided requested information.	X		07.10.2012	07.10.2012
Misc	Subcontractor blocking traffic - Snelling & Univ	CCPO directed Walsh to prioritize traffic control clean up in this area.	X		07.10.2012	07.10.2012
Misc	Signage Corner of Univ & Western	Intersection evaluated, ped crossing approved, will keep an eye on it.	X		07.10.2012	07.10.2012
Misc	I35E & 94 Closure	Responded by phone and email.		X	07.10.2012	07.12.2012
Misc	Operator hosing down hus chute outside construction zone	Close- per michelle			07.10.2012	08.02.2012
Misc	Lights - Oxford & Dale	Close - per Michelle			07.10.2012	08.02.2012
Misc	Dig up 20 E Exchange?	Responded by phone	X		07.11.2012	07.11.2012
Misc	Univ & Hamline Open?	Michelle responded to caller and provided	X		07.11.2012	07.11.2012
Misc	Trucks causing vibrations - 259 Sherburne	Walsh has directed its workers and sub-contractors not to use these roads.	X		07.11.2012	07.11.2012
Misc	No Flagger - Western & Univ	Walsh had a flagger scheduled on 7/11 who arrived minutes after the work began.	X		07.11.2012	07.11.2012
Misc	Cedar & 12th Open	Nkongo called back 7/12.	X		07.12.2012	07.12.2012
Misc	House vibration - 406 Sherburne	Kimberly visited the site on 7/12 to talk with caller in person. No issues.	X		07.12.2012	07.12.2012
Misc	Walsh Repairs - Fry	Michelle responded to caller; CCPO forwarded to Walsh to repair, repairs complete by 7/30.	X		07.13.2012	07.13.2012
Misc	Directional sign for 88 Food Oriental	Nkongo responded to concerns; visited site; signage was provided by U7.		X	07.14.2012	07.16.2012
Misc	Tree dying - 654 Univ	Nkongo responded to Daisy and forwarded concern to Greg Reese with City of St Paul.	X		07.16.2012	07.16.2012
Misc	First LRT - Opportunity	Caller did not request call back; comments noted.	X		07.16.2012	07.16.2012

Misc	Stuff in street - B/T Pascal & Snelling	CCPO directed Walsh to clean up traffic control once crews are done for day.	X	07.16.2012	07.16.2012	
Misc	Loud noise early - 2566 Ellis	Civil West Issue	X	07.17.2012	07.17.2012	
Misc	LRT Across River?	Abdi responded to caller and provided requested information.	X	07.17.2012	07.17.2012	
Misc	Bugs eating trees - 2144 Univ	Abdi responded to caller; Nkongo forwarded concern to Greg Reese with City of St Paul.	X	07.17.2012	07.17.2012	
Misc	Jack hammering stop - Town Square	Kimberly responded via email.	X	07.17.2012	07.17.2012	
Misc	Things in Middle of Street - B/T Pascal & Snelling	CCPO directed Walsh to pick up traffic control in this area once crews finish for day.	X	07.17.2012	07.17.2012	
Misc	Time from Mpls - St Paul on LRT?	Michelle responded to caller.	X	07.18.2012	07.18.2012	
Misc	No Response to Vibration Cracks - Wolter's Liquors	Nkongo responded 7/18. Issue was forwarded to Walsh to investigate the claim.	X	07.18.2012	07.18.2012	
Misc	Parking Lot & Building Damage - Latuff	Dan responded to caller; MC risk management in touch with caller.	X	07.18.2012	07.19.2012	
Misc	A hole in front of 938 University ave	Close - per Michelle		07.18.2012	08.02.2012	
Misc	Sprinkler Head off - 625 N Robert St.	Close - per Michelle		07.18.2012	08.02.2012	
Misc	Tearing Up Western	Close - per Michelle		07.18.2012	08.02.2012	
Misc	Planter Moved - 1277 Univ	Close - per Michelle	X	07.19.2012	07.20.2012	
Misc	Flooding Shoua's Clothing	Walsh was on site 7/20 to assess situation. Claim in process with Walsh.	X	07.20.2012	07.20.2012	
Misc	Directions to McGregor - 609 5th Ave S	Responded by phone	X	07.20.2012	07.20.2012	
Misc	Pick Up Cones - Pascal & Snelling	CCPO directed Walsh to clean up traffic control in this area.	X	07.20.2012	07.20.2012	
Misc	Pulling Rail during day	Michelle responded to caller and informed her of rail pull information.	X	07.20.2012	07.20.2012	
Misc	Only 1 Entrance - 981 Univ W	Shoua responded to caller; driveway will be installed.	X	07.20.2012	07.20.2012	
Misc	Construction Comment	Comments noted.	X	07.21.2012	07.21.2012	
Misc	Lack of Drainage - Univ & St. Albans	Nkongo responded to caller; CCPO staff		X	07.21.2012	07.23.2012



Misc	holes in front of Wells Fargo - 7th & Cedar	Kimberly returned call on 7/23.	X		07.23.2012	07.23.2012
Misc	I-94 Open	Responded via phone	X		07.23.2012	07.23.2012
Misc	Low Water Pressure - 455 Univ	Nkongo responded to caller; SPRW addressed issue.	X		07.23.2012	07.23.2012
Misc	Access to Broadway - 308 Prince St	Spoke directly with caller and gave information.	X		07.24.2012	07.24.2012
Misc	Cemstone - Sherburne	Walsh acknowledges that Sherburne is not a truck route and reminds subs not to use these	X		07.25.2012	07.25.2012
Misc	Construction vehicles - 1083 Charles	Walsh reminds subs not to use these roads, CCPO staff monitoring the streets.	X		07.25.2012	07.25.2012
Misc	2 Entrances - Johnny Baby's	Nkongo responded to caller; second driveway will be installed.	X		07.25.2012	07.25.2012
Misc	Drain Cover Missing - Wheeler & Univ	Michelle responded to caller, CCPO directed Walsh to fix situation.	X		07.25.2012	07.25.2012
Misc	Construction Theft	Nkongo responded to caller; forwarded to Walsh for follow up, if desired.	X		07.25.2012	07.25.2012
Misc	Home shaking - 259 Sherburne	Nkong and Don Henry called back. Vibrations are monitored.	X		07.25.2012	07.25.2012
Misc	Regions Hospital Directions	Responded via phone	X		07.25.2012	07.25.2012
Misc	Immed water shutoff - 20 E Exchange	Responded via phone	X		07.26.2012	07.26.2012
Misc	Uhaul Entrance - Lexington & Dale	Nkongo responded to caller.	X		07.26.2012	07.26.2012
Misc	Building shaking - Dell & Univ	Nkongo responded to caller.	X		07.26.2012	07.26.2012
Misc	Vietnamese - Small Business Foregivable Loan Program	Shoua Lee discussed this with Nancy.	X		07.26.2012	07.26.2012
Misc	How to get in Making Tracks	Declined - many other businesses to feature. Have already featured Chocolat Celeste		X	07.26.2012	08.02.2012
Misc	Sub-Station Noise - Milton & Univ				07.27.2012	
Misc	35E SB to Univ exit open tonight?	Nkongo responded to caller and provided requested information.	X		07.27.2012	07.27.2012
Misc	Sidewalk width during construction - 19 Exchange		X		07.27.2012	07.27.2012
Misc	Incorrect Signage - 411 Charles	Kimberly responded to caller on 7/28 - caller had an issue with private business signs.	X		07.28.2012	07.28.2012

Misc	Driveway Repairs - 1690 Univ Ave W				07.30.2012	
Misc	11th Street Closed 8/6?	Responded via phone	X		07.31.2012	07.31.2012
Misc	Environmental Asthma	Michelle responded to caller and let caller know that CCPO has not heard of any other asthma	X		07.31.2012	07.31.2012
Misc	New closure map	Indirah called 7/31 and provided information.	X		07.31.2012	07.31.2012
Parking	A truck and a blue car parked in a busniess	Nkongo contacted Vaughn via phone 7/2. The	X		07.02.2012	07.02.2012
Parking	Construction Workers Parking	Vehicle was moved upon receiving phone call notification on 7/2.	X		07.02.2012	07.02.2012
Parking	Access issue to TT Salon	NKongo called Nancy back 7/3. Issue resolved.	X		07.03.2012	07.03.2012
Parking	Parking at Dunlap Street	Abdi called back. Walsh followed up on issue.	X		07.05.2012	07.06.2012
Parking	Walsh construction truck parked infront of 712 University	This email was received by Walsh at 1:00 pm on 7/6. Wals followed up with crews.	X		07.05.2012	07.06.2012
Parking	Illegal Parking at Dunlap Street	When Walsh checked out this complaint on 7/6, there were no trucks parked at this location.	X		07.06.2012	07.06.2012
Parking	Bike lock ups needed	Central corridor is not installing raks as part of the project. Responded and closed out.	X		07.06.2012	07.06.2012
Parking	Workers Parking Best Steak	Visited with owner of Best Steak House - he welcomes the workers.	X		07.10.2012	07.10.2012
Parking	Lot O @ State Capitol	Shoua emailed back. Crews to restore parking upon substantial completion.	X		07.10.2012	07.10.2012
Parking	Walsh Parking	Walsh is working with MnDOT on a right of entry. Until then the parcel will not be used for	X		07.10.2012	07.10.2012
Parking	Wells Fargo entrance blocked - 30 E 7th St	Kimberly was on site within minutes of call on 7/20. Nothing was blocking driveway.	X		07.20.2012	07.20.2012
Parking	Parking on Turf - Cedar & 11th	Nkongo responded via email 7/29. Issue resolved.	X		07.23.2012	07.23.2012
Parking	Contractor Parking - 982 Charles	Walsh checked with crews to identify owner of vehicle and have car moved.	X		07.25.2012	07.25.2012
Parking	Parking Ramp Exit - Citywalk Condo	Assign to Dana		X	07.25.2012	07.27.2012
Parking	OMF Parking - 308 Prince St	Informed OMF contractor and responded to caller via phone.	X		07.26.2012	07.26.2012
Parking	O'Malley Truck Parking - 799 Univ				07.31.2012	
Pedestrian	Gravel on sidewalk - Lex & Dunlop	Abdi called back 7/10. Walsh has swept the	X		07.10.2012	07.10.2012

Pedestrian	No customer access - 315 Univ	The business would like personalized business signs made; referred to NDC.	X		07.12.2012	07.12.2012
Pedestrian	Disabled right turn on Lexington	Nkongo called 7/18/2012 twice and left two messages.	X		07.18.2012	07.18.2012
Pedestrian	Handicap sidewalk blocked - 10th & Minn	Responded via phone.	X		07.19.2012	07.20.2012
Pedestrian	Chips on Sidewalk - Syndicate	Walsh has swept the walkways at least once. CCPO outreach staff sweeping sidewalks.	X		07.20.2012	07.20.2012
Pedestrian	Ped Crossing - 1080 Univ Ave W	CCPO staff looked into situation and determined could not move bus stop.	X		07.20.2012	07.20.2012
Pedestrian	Walk Button Missing - Raymond & Univ				07.25.2012	
Pedestrian	Attorney for Ewa Bujak - Cedar Near Exchange				07.26.2012	
Pedestrian	Vulgar Red Dump Truck Driver	Nkongo responded to caller; truck driver no	X		07.26.2012	07.26.2012
Pedestrian	Ped Crossing @ Western				07.27.2012	
Pedestrian	Ped crossings between Western and Marion				07.27.2012	
Safety Security	Light Signals are Out	Walsh responded immediately on 7/2 by visiting the site. Signals are working.	X		07.02.2012	07.02.2012
Safety Security	1083 Charles Avenue	Walsh has directed its workers and sub-contractors not to use these roads.	X		07.03.2012	07.03.2012
Safety Security	Gravel on the Newly Built Sidewalk	Abdi called back 7/5/12. CCPO looking at ways to permanently address this issue.	X		07.05.2012	07.05.2012
Safety Security	Delay for Sidewalk Sweep	CCPO, the City and Walsh are looking at ways to permanently address this issue.	X		07.06.2012	07.06.2012
Safety Security	Trees with dead branches	Nkongo responded to caller; forwarded concern to City of St. Paul.	X		07.16.2012	07.16.2012
Safety Security	Exits blocked - 444 Cedar	Kimberly spoke and met with Matt on 7/23.		X	07.19.2012	07.23.2012
Safety Security	Central station and pedestrians at construction zone.	Walsh evaluated on 7/23	X		07.23.2012	07.23.2012
Safety Security	Suggestions - Citywalk Condo	Nkongo responded.	X		07.25.2012	07.26.2012
Traffic	Detour past house - 1171 Charles	Abdi responded to caller.	X		07.10.2012	07.11.2012
Traffic	Robert b/t 12th & 14th	Nkongo emailed back 7/12. The work in guideway that necessitates lane closures s complete 7/13.		X	07.11.2012	07.13.2012
Traffic	Closures - I35E/94	Nkongo emailed directions 7/12.	X		07.12.2012	07.12.2012
Traffic	Cones blocking lane - Univ @ Pascal	Kimberly visited site on 7/12. Cones were being picked up by Walsh's sub-contractor.	X		07.12.2012	07.12.2012

Traffic	35E open @ Maryland	Abdi responded to caller and provided requested information.	X		07.17.2012	07.17.2012
Traffic	Barrells not moved back - Pascal & Snelling	CCPO directed Walsh to prioritize area	X		07.18.2012	07.18.2012
Traffic	Bicyclist doesn't trigger signal - Univ & Aldine/Fry	Abdi called back 7/19. Advised the City.	X		07.19.2012	07.19.2012
Traffic	Light never changed - Western & Univ	Walsh looked into problem on 7/20. Signal was resolved.	X		07.20.2012	07.20.2012
Traffic	Unsafe intersection - Univ & Dale	Abdi responded to caller. Traffic configuration changed 7/25.	X		07.23.2012	07.23.2012
Traffic	Change Traffic Pattern - Citywalk Condo				07.25.2012	
Traffic	Issues at City Walk Condos	Assign to Dana	X		07.25.2012	07.25.2012
Traffic	Lanes open ? - 105 W Univ	Nkongo responded to caller and provided	X		07.26.2012	07.26.2012
Utilities	Power Outage - 883 Univ	Nkongo responded to caller; was an Xcel issue. Power was back on within an hour.	X		07.19.2012	07.19.2012
Utilities	Sprinkler Broken - Water running down street since 6am - 625 N robert	Close - per Michelle			07.19.2012	08.02.2012
Utilities	Power Outage on 19th - 995 Univ Ave	Shoua responded to caller; the outage was not a CCLRT issue.	X		07.20.2012	07.20.2012
Utilities	Water Pressure at Salon - 397 Univ	Walsh returned call 7/20 - referred caller to St Paul Water.	X		07.20.2012	07.20.2012
Vehicle Access	fence not enough to allow delivery truck to acces their lot.	This request was accommodated and complete on or before 7/13.		X	07.09.2012	07.13.2012

### Civil West

Bus	Parkway Closure- Will the bus stop location change on Pleasant?	Jessica called back and provided bus informaion.	X		07.13.2012	07.13.2012
Misc	Road Closure Sign at Malcolm Ave	AMJV moved the sign.	X		07.02.2012	07.02.2012
Misc	Malcom Stret Closure	Dan responded by phone, information provided.	X		07.02.2012	07.02.2012
Misc	Malcolm North of University Avenue	Dan responded by phone, information provided.	X		07.03.2012	07.03.2012
Misc	Washington Avenue SE Between Walnut and Oak	Dan responded by email, designed roadway width is 16 feet.		X	07.03.2012	07.06.2012
Misc	West Bank Ramp 35w to Washington Avenue	Dan responded by phone. Ramp remains closed until signal system is installed.	X		07.06.2012	07.06.2012
Misc	Watering Sod - 3333 SE Univ	AMJV coordinated the sod watering with Fraser.	X		07.09.2012	07.09.2012
Misc	Bedford Closure Schedule	Joy Miciano provided closure timeline.	X		07.10.2012	07.11.2012
Misc	E River Parkway Delayed?	Jessica emaile back revised closure schedule.		X	07.10.2012	07.13.2012
Misc	Noise - 2566 Ellis	Joy called back. AMJV did not have construction activities in the area.	X		07.11.2012	07.11.2012

Misc	Const past 11PM - 3352 Prospect	Joy Miciano called and provided the night work schedule.	X		07.11.2012	07.12.2012
Misc	Pleasant Closure	Jessica called back, sign was for bridge closure.	X		07.13.2012	07.13.2012
Misc	Route to Nicholson Hall	Jessica called back and provided directions.	X		07.13.2012	07.13.2012
Misc	Businesses need Buses Back on Washington ASAP	Jessica spoke with caller, it is still unknown when buses will return.	X		07.13.2012	07.13.2012
Misc	Dusty - Univ & Malcom	AMJV will not clean the area, 2 hours later, it rained.	X		07.13.2012	07.13.2012
Misc	After Hrs Work	Jessica emailed and Joy emal, this was city of mpl's work.		X	07.13.2012	07.16.2012
Misc	Porta-pottie - 825 Wash Ave S				07.14.2012	
Misc	Porta Potty Overflowed from Friday evening Rain	AMJV removed porta potty but did not clean area, no smell noticable after 1 day.	X		07.14.2012	07.14.2012
Misc	Fence down at Huron and University	AMJV restored the fence.	X		07.15.2012	07.16.2012
Misc	Malcolm and 4th St Bollards	Joy Miciano provided an update on bollard	X		07.19.2012	07.19.2012
Misc	Spray Paint at Malcolm and University	No construction activities in the parking lot; paint are just markers; will fade.	X		07.19.2012	07.19.2012
Misc	Tires punctured by driving on 29th and 4th	AMJV will monitor access road for debris.	X		07.19.2012	07.19.2012
Misc	Process for property damage claim	Joy Miciano provided information on the damage claim process.	X		07.20.2012	07.20.2012
Misc	Closures on LRT b/t Mpls & Airport	Dan responded by email. Information and links to Metro Transit provided.	X		07.23.2012	07.24.2012
Misc	Invasion of Privacy - 900 Wash SE	Crews were instructed to take breaks in another location.	X		07.25.2012	07.25.2012
Misc	Access Plan - Univ Park Plaza	Dan responded by email. Maps provided	X		07.30.2012	07.30.2012
Misc	Trash - 900 Washington	AMJV cleaned up the trash.	X		07.31.2012	07.31.2012
Misc	Washington right Cedar left 3rd - Open?	Dan responded by phone, information & directions provided. Hennepin county mill &	X		07.31.2012	07.31.2012
Misc	Why 5am - 900 Wash	Crews were reminded to not start work before 7 AM.	X		07.31.2012	07.31.2012
Parking	Park diagonally - Clarence St	Jessica emailed, followed up with city, adding this parking not safe.	X		07.11.2012	07.12.2012
Parking	Need to smooth driveway - 3014 Univ Ave	Jessica called, crews have fixed the issue.	X		07.13.2012	07.13.2012
Parking	Workers parking - 3036 Univ SE	Jessica and Chaleen responded. Unknown who parked in the lot.	X		07.13.2012	07.13.2012

Parking	Parking Questions - 3300 Univ Ave SE	Jessica emailed, followed up with city, adding this parking not safe.	X		07.13.2012	07.13.2012
Parking	2929 University Ave Parking Lot	Met Council will set-up a meeting for	X		07.18.2012	07.18.2012
Parking	Parking Lot Access Ramp not Added at FamilyWise	The driveway will be opened up to full width on 7/20/12.	X		07.19.2012	07.19.2012
Parking	Patient Parking - E River Rd	Dan responded by phone. Information and directions provided.	X		07.23.2012	07.23.2012
Parking	Weisman Parking Garage - 333 E River Rd	AMJV immediately review the area; crews were told not to block the driveway.	X		07.26.2012	07.26.2012
Parking	Parking off East River Road?	Dan responded by phone, detour to Oak Street information provided.	X		07.31.2012	07.31.2012
Pedestrian	Bedford Bus Stop	AMJV provided a delineated path to the bus stop.	X		07.10.2012	07.10.2012
Pedestrian	Unclear Ped Crossing at Bedford	Pedestrian path to bus stop added to weekly update map.		X	07.13.2012	07.16.2012
Pedestrian	Bad Ped Ramp on Church St	AMJV added additional support to the ramp.		X	07.23.2012	07.25.2012
Pedestrian	Crosswalk Blocked by Walsh				07.25.2012	
Traffic	Confusing Road Closing Sign	Jessica emailed, the sign will be changed to show accurate and clear information.	X		07.13.2012	07.13.2012
Traffic	Turning onto E River Rd from Arlington				07.25.2012	
Traffic	Signage @ Harvard		X		07.25.2012	07.25.2012
Vehicle Access	Driveway washed away - 3324 Univ Ave S	Fill was added to the driveway access.	X		07.19.2012	07.19.2012
Vehicle Access	Improve Access Road to Prospect Place Development	Dan responded by email, roadway restored by 5:45pm.	X		07.25.2012	07.25.2012
Vehicle Access	Confusing Signage on East River Parkway	Joy Miciano clarified the signage with the U of M staff person.	X		07.26.2012	07.26.2012
Vehicle Access	Loading Dock Access on East River Parkway	AMJV moved the barrier.	X		07.26.2012	07.26.2012
Vehicle Access	No notification of change in business access	Joy Miciano met with Mr. Medich to apologize and explain the situation.	X		07.27.2012	07.27.2012

**Attachment B1**

**Summary of Past Monthly Meetings**  
**(July 2012)**

# Central Corridor LRT Meeting Summary

July, 2012

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
7/12/2012	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
7/26/2012	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
7/9/2012	11:30 AM	Mackubin and University	Nkongo Cigolo	Access Walk-Mackubin to Galtier	Project Partners	8	Cigolo, Nkongo
7/12/2012	12:00 PM	Tracks Bar & Grill, 1964 University Avenue W, St. Paul, MN 55104	Midway Chamber of Commerce	Lunch on the Avenue - Tracks Bar & Grill		30	Centralcorridor
7/12/2012	12:00 PM	Tracks Bar & Grill, 1964 University Ave. W., St. Paul, MN 55104	Midway Chamber of Commerce	Lunch on the Avenue - Tracks Bar & Grill		30	Centralcorridor
7/19/2012	2:30 PM	540 Fairview Avenue North, St. Paul, MN 55104 Conference Room 2&3, Second Floor	Robin Caufman	DBE/AA Joint Oversight Committee Meeting		30	Cagaoan, Sandie
7/26/2012	12:00 PM	The Lucky Dragon, 1827 Riverside Avenue, Minneapolis, MN 55454	Midway Chamber	Lunch on the Avenue		30	Centralcorridor
7/9/2012	11:30 AM	Profile Event Center, 2630 University Avenue SE, Minneapolis, MN 55414	CCPO	Prospect Park Construction Communication Committee Quarterly Evaluation Meeting	CCPO, AMJV, Committee Members	20	Pfeiffer, Daniel
7/9/2012	1:00 PM	Bathesda Hospital, 559 Capitol Blvd, St. Paul, MN 55103	Health East	Meeting with Health East to discuss construction communication	Health East Communication Staff	5	Happel, Dana
7/10/2012	11:30 AM	Theatre in the Round, 245 Cedar Avenue S, Minneapolis, MN 55454	CCPO	West Bank Construction Communication Committee Quarterly Evaluation Meeting	CCPO, AMJV, Committee Members	10	Pfeiffer, Daniel

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

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



# Central Corridor LRT Meeting Summary

July, 2012

7/11/2012	11:00 AM	Central Corridor Resource Center, 1080 University Ave W, St Paul, MN 55104	CCPO	Quarterly Contractor Evaluation Meeting - University Avenue Construction Communication Committee	CCC members	20	Webb, Michelle
7/12/2012	10:15AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Board Room, St. Paul, MN 55101	CCPO	Quarterly Contractor Evaluation Meeting	CCC members	15	Happel, Dana
7/12/2012	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
7/12/2012	2:00 PM	Grace University Lutheran Church, 324 Harvard St SE, Minneapolis, MN 55454	CCPO	East Bank Construction Communication Committee Quarterly Evaluation Meeting	CCPO, AMJV, Committee Members	20	Pfeiffer, Daniel
7/16/2012	11:00 AM	117 University Avenue West, Saint Paul, MN	Nkongo Cigolo	Ford Building Areaway-- Design Team Visit	Department of Administration	8	Cigolo, Nkongo
7/18/2012	4:00 PM	Model Cities, Brownstone Building, 849 University Avenue West, St Paul, MN	Business Resource Collaborative	Public Construction Information Meeting	general public	20	Webb, Michelle
7/20/2012	10:00 AM	State Capitol Farmer's Market, on MLK between Cedar and John Ireland Blvd	CCPO	Discuss Farmer's Market access during work on Broadway	Farmer's Market manager	1	Happel, Dana
7/23/2012	6:00 PM	936 Charles Avenue, Saint Paul, MN 55104	residents	Meeting with Sherburne Residents--Place Holder	Residents on Charles & Sherburne	25	Lee, Shoua
7/24/2012	8:40 AM	839 University Avenue W., Saint Paul, MN 55104	Nkongo Cigolo	Model Cities Construction Update	Model Cities All Staff	25	Cigolo, Nkongo
7/25/2012	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee	Construction Communication Committee members	20	Webb, Michelle
7/25/2012	3:30 PM	Golden's Deli, 275 4th Street, St. Paul, MN 55101	CCPO	Farmer's Market access during Broadway Work	Farmer's Market management	5	Happel, Dana

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

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

# Central Corridor LRT Meeting Summary

July, 2012

7/26/2012	11:15AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
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Page 3 of 3 or information about a specific meeting, contact the identified outreach coordinator:

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

**Attachment B2**

**Summary of Upcoming Monthly Meetings**

**(August 2012)**

# Central Corridor LRT Meeting Summary

July, 12

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
8/9/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
8/21/12	11:30 AM	Theatre in the Round, 245 Cedar Ave S, Minneapolis, MN, 55454	CCPO	West Bank Construction Communication Committee	CCPO Technical Staff, Committee Members	9	Pfeiffer, Daniel
8/23/12	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO	East Bank Construction Communication Committee	CCC Members, CCPO Technical Staff, Project Partners	16	Pfeiffer, Daniel
8/9/12	12:00 PM	Senior Wong, 111 Kellogg Boulevard East, St. Paul, MN 55101	Midway Chamber of Commerce	Lunch on the Avenue		30	Centralcorridor
8/16/12	2:30 PM	540 Fairview Avenue North, St. Paul, MN 55104 Conference Room 2&3, Second Floor	Robin Caufman	DBE/AA Joint Oversight Committee Meeting		30	Cagaoan, Sandie
9/20/12	2:30 PM	540 Fairview Avenue North, St. Paul, MN 55104 Conference Room 2&3, Second Floor	Robin Caufman	DBE/AA Joint Oversight Committee Meeting		30	Cagaoan, Sandie
8/3/12	10:30 AM	University Avenue Segment 2	Nkongo Cigolo	Distribute Translated Western Closure Flyers to Vietnamese Businesses	Vietnamese Businesses	20	Cigolo, Nkongo
8/8/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee	Construction Communication Committee Members	20	Webb, Michelle
8/9/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
8/15/12	4:00 PM	Model Cities, Brownstone Building, 849 University Avenue West, St Paul, MN 55104	Business Resource Collaborative	Public Construction Information Meeting	general public	20	Webb, Michelle

Page 1 of 2 or information about a specific meeting, contact the identified outreach coordinator:

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

# Central Corridor LRT Meeting Summary

July, 12

8/22/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee Meeting	Construction Communication Committee Members	20	Webb, Michelle
8/22/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee Meeting	Construction Communication Committee Members	20	Webb, Michelle
8/23/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR Management	5	Happel, Dana
9/6/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	5	Happel, Dana
9/12/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee Meeting	Construction Communication Committee Members	20	Webb, Michelle
9/19/12	4:00 PM	Model Cities, Brownstone Building, 849 University Avenue, St Paul, MN	Business Resource Collaborative	Public Construction Information Meeting	general public	20	Webb, Michelle
9/20/12	11:15 AM	480 Cedar Street, St. Paul, MN 55101	MPR	Construction update with MPR	MPR management	6	Happel, Dana
9/26/12	11:00 AM	Central Corridor Resource Center, 1080 University Avenue West, St Paul, MN	CCPO	Construction Communication Committee Meeting	Construction Communication Committee members	20	Webb, Michelle

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

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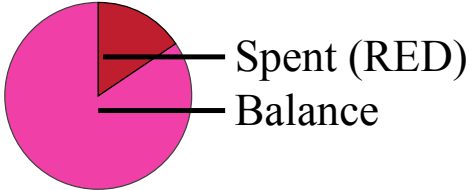
**Attachment C**  
**CCLRT Business Support Fund**  
**Status Report**  
**July 2012**

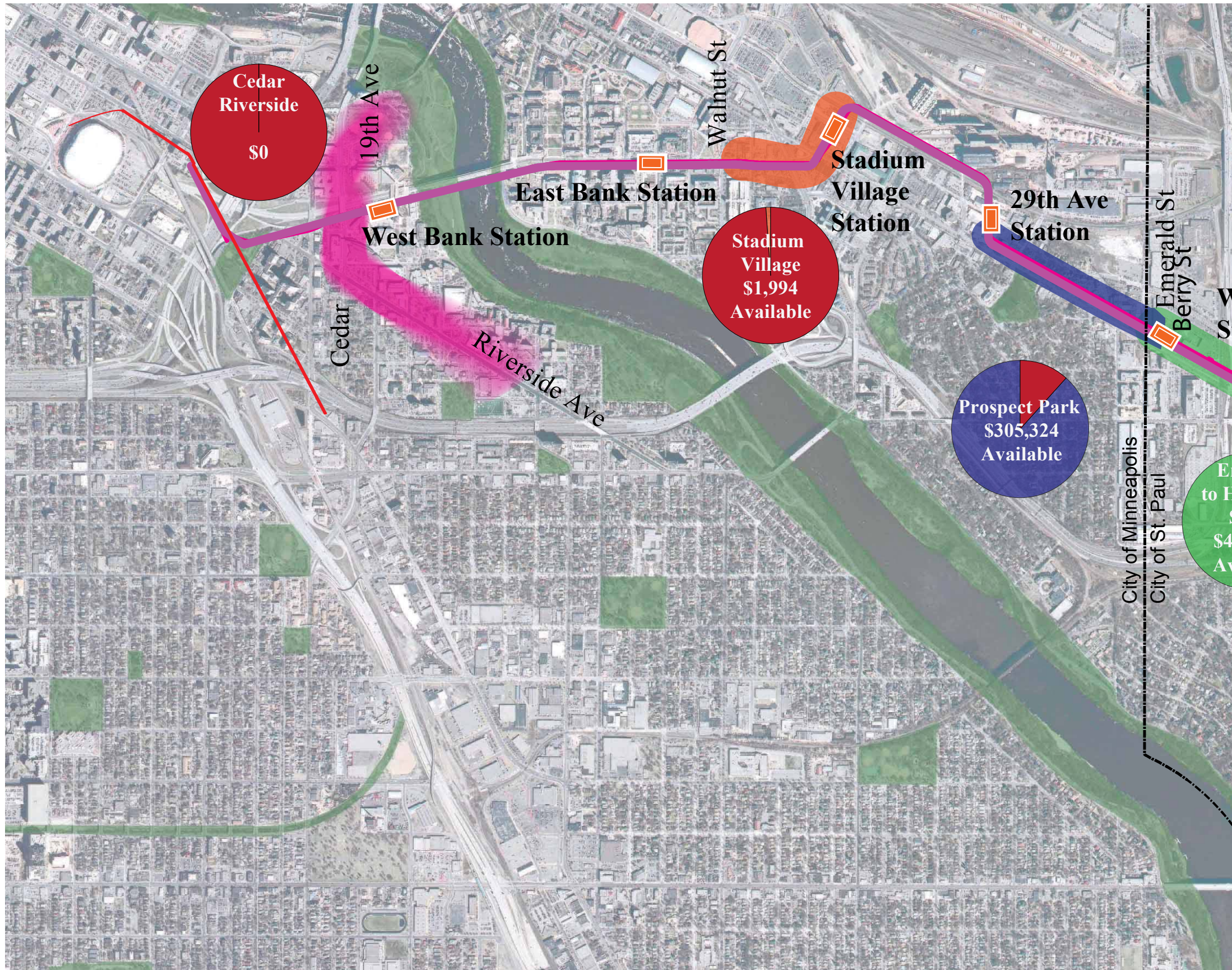
# CCLRT Business Support Fund July 2012 Status Report



**LEGEND**

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





**LEGEND**

Allocation	Section
\$289,825	Cedar-Riverside North and South
\$221,994	Stadium Village
\$345,324	Prospect Park
\$169,616	Emerald-Hampden North
\$514,146	Emerald-Hampden South
\$524,749	Hampden -Aldine North
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\$203,793	Lexington-Dale South
\$150,418	Dale-Rice North
\$373,620	Dale-Rice South
\$95,409	Lowertown

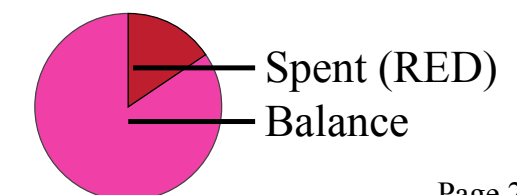
	Spent (RED)
	Balance

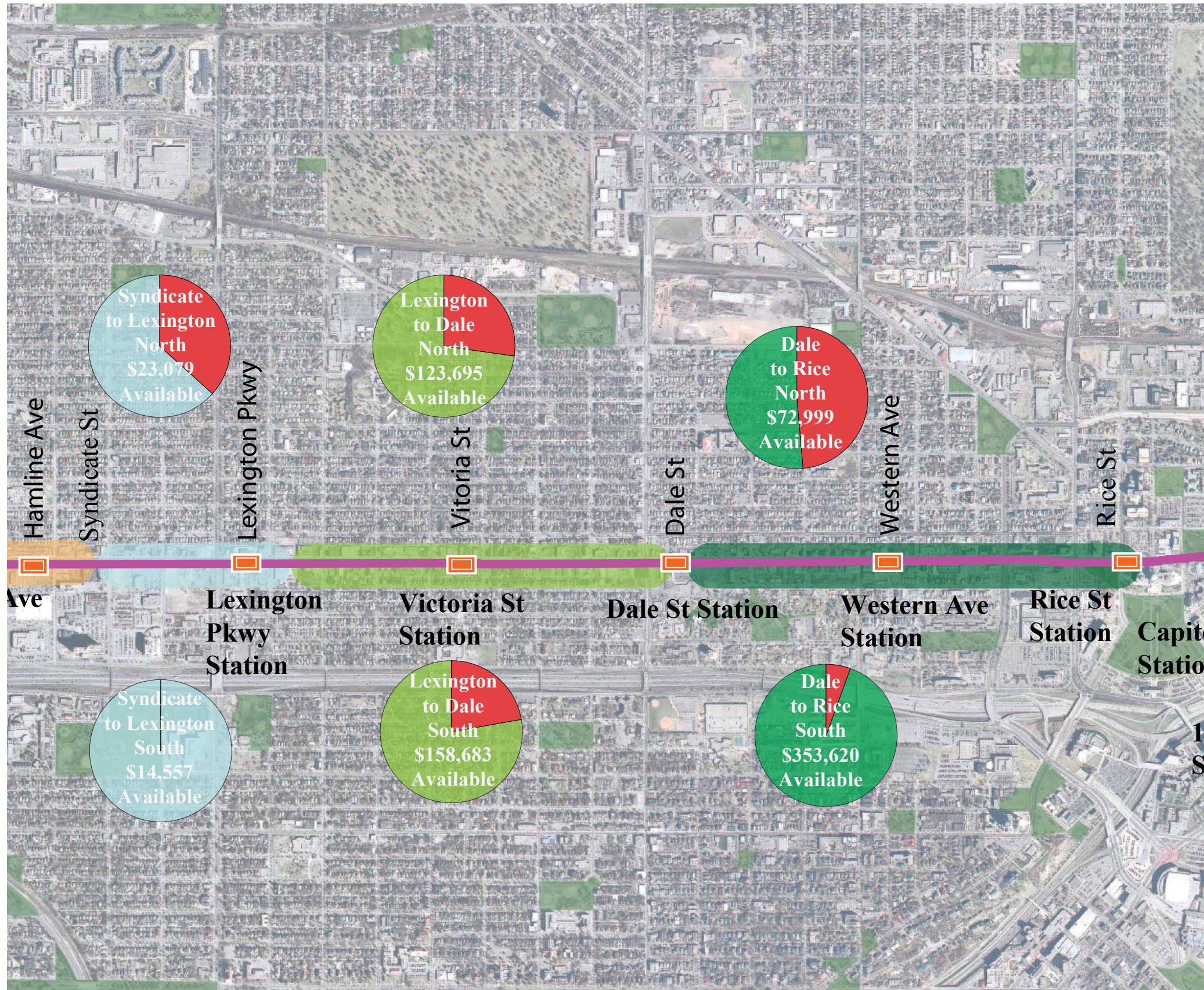




**LEGEND**

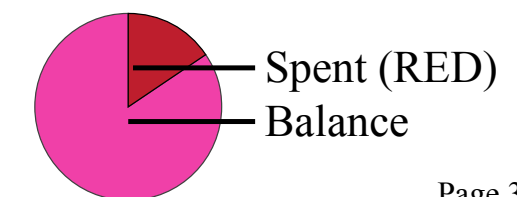
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\$95,409	Lowertown

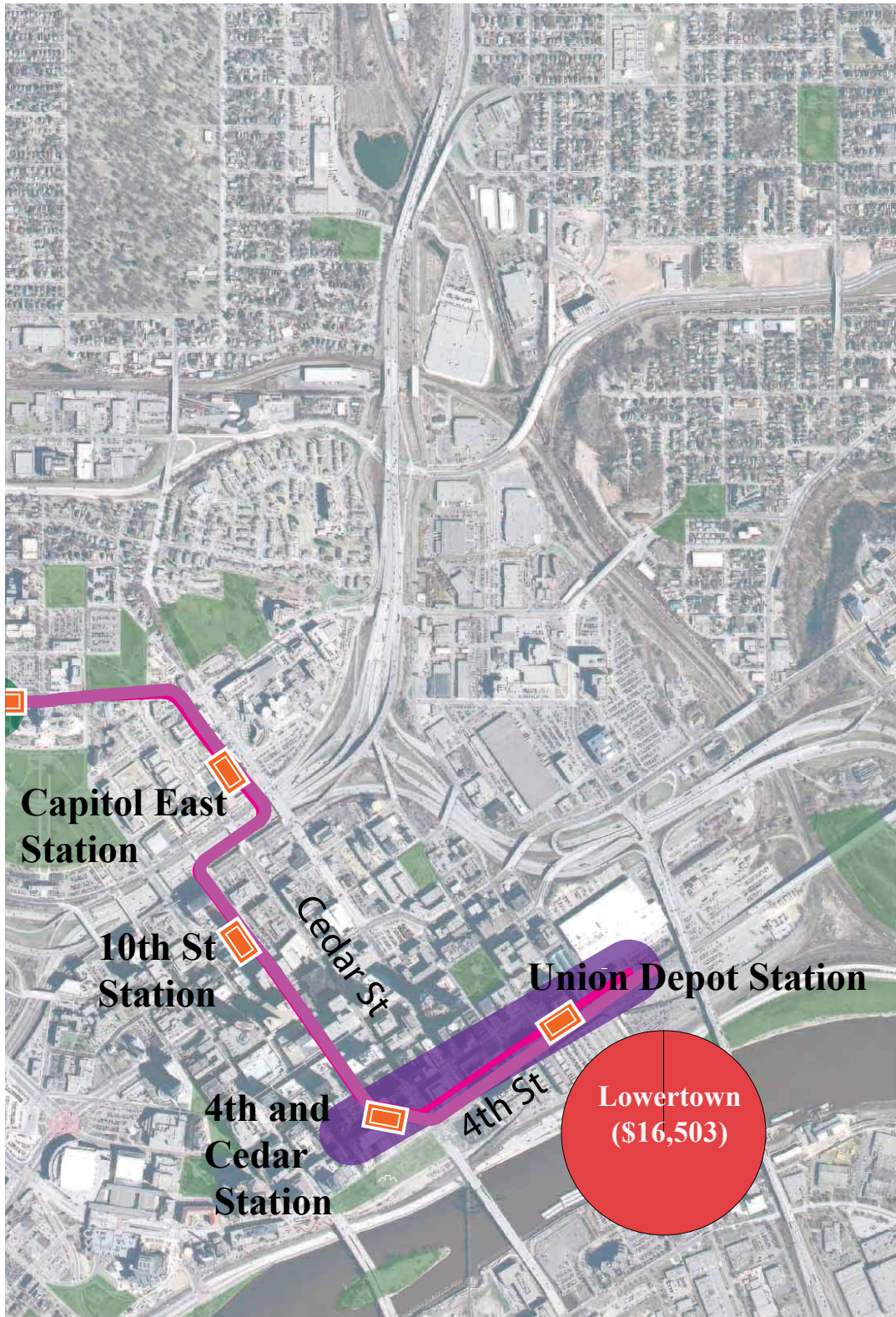




**LEGEND**

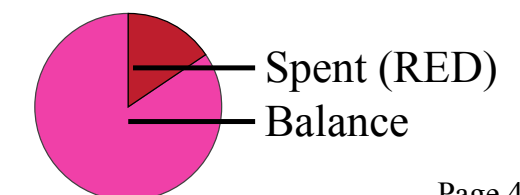
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\$169,827 \$203,793	Lexington-Dale North Lexington-Dale South
\$150,418 \$373,620	Dale-Rice North Dale-Rice South
\$95,409	Lowertown





**LEGEND**

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



**Attachment D**

**U7 and NDC Living Cities Interim Report**  
**(January 1, 2012 – June 30, 2012)**

**Outreach Coordinators**

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# July 2012 Living Cities Interim Report

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

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Isabel Chanslor,  
U7 Project Manager

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This interim progress report contains the following information:

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

Progress achieving grant outputs and outcomes; in particular:

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

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

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

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

**Goal:** Stabilizes small businesses at risk of disruption from construction

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

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

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

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

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

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Progress achieving grant outputs and outcomes; in particular:

**a. Objective 1: Number of businesses assisted**

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

**b. Objective 2: Number of façade matching grants issued**

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

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

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

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

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

Total Façade Project Cost: \$60,000

Total Owner Equity: \$2,500

- **May’s Market - \$50,000 Award**

Total Façade Project Cost: \$110,000

Total Owner Equity: \$60,000

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

Total Façade Project Cost: \$11, 559

Total Owner Equity: \$2,312

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

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

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



The three approved Living Cities Loans are to:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PARTNERSHIPS:

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

CHALLENGES:

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

SUCSESSES/PROJECTS/OPPORTUNITIES:

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

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

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

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

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

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

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

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

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

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

**Attached:**

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

# **Attachment E**

## **U7 FY2012 End of Year Report**

U7  
FY2012  
End of  
Year  
Report

University Avenue Business Preparation  
Collaborative (U7)

FY2012

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

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

## Overview of U7 Project FY2012 Accomplishments

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

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

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

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

## U7 Project 12 Month Accomplishments

From April 1, 2011 to March 31, 2012, the U7 Staff, NDC staff and NDC Consultants **provided one-on-one technical assistance** to a total of **160+ clients** (which does not include Rondo Library BRC numbers served). Below is the breakdown of results - showing the variety and intensity of business support services and resources being provided to small business owners by the U7 Project staff, U7 Volunteers, U7 Interns, NDC Staff, and NDC/U7 Consultants.

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

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



and the U7 Project Manager). The no-cost to low-cost services provided to small businesses included:

- a) General Business Management
- b) Marketing and Market Research
- c) Financial Health Consultations; Cash flow projections
- d) Record-Keeping and Accounting and Training
- e) Business Planning and Research
- f) Retail, Grocery and Salon Business Management
- g) Computer Training
- h) Assistance with contractors and bids
- i) Creation of data management systems; inventory list, customer contact list, point of sales systems
- j) Industry and Demographic/Market Analysis
- k) Training in Web 2.0 and website content management.

**Results Driven Marketing:** Since April 1, 2011, the U7 design staff, design interns, and design consultants combined have created **28 logos, 53 business cards, 15 websites** and **200+ other design or interactive marketing pieces** for University Avenue small business owners.

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

**Financial Health Consultations:** To date, **42 University Avenue businesses participated in an intense financial health consultations** performed by U7 Small Business Consultants and U7 Consultants. The services provided have been mainly assisting owners with cash flow analysis, inventory, tracking of sales, forecasting and putting savings plans in place.

**U7 and NDC Loan Activity:** Since April 1, 2011, **11 Loans** have been approved and closed to University Avenue businesses, with **the total amount financed being \$186,394**. The loan applications received have been much greater, however not all applicants move to the approval process. For those applications that are not "ready" for financing the applicants are provided with technical assistance, training and one-on-one consultation to strengthen the applicants request.

**Matching Marketing Grants:** The total dollars required to launch the small business marketing matching grant program is yet to be retained; however, U7 staff have provided **56+ matching grants to 36 small businesses**. The grants were used to offset the cost of printing, signage costs, and marketing activities. The marketing grants are 50% of the total cost of a project. The maximum a business can receive for a production job is \$200 dollars.

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

**Entrepreneurship Training:** One avenue of the work that has been a bright spot for NDC and U7 is the work of the U7 staff in getting University Avenue businesses enrolled in the NDC Entrepreneurship Training Class. **Two more U7 Clients (Xtreme Beauty, Unidale Tax,)**, are due to graduate from the spring course. U7 staff and NDC staff are very excited about existing business owners becoming NDC graduates and fully engaging in the process.

**Marketing of the U7 Project:** The U7 Project designed effective marketing web and printed materials, created and launched the U7 website (universityseven.org); and were mentioned in 16 press articles, news stories and has increased in social media presence in FY2012. The U7 staff also presented information about U7 for several audiences and at many events that include:

- a) University Avenue Business Association Events
- b) Asian Economic Development Association Events
- c) District 7 meetings
- d) Business Resources Collaborative meetings and events
- e) Living Cities meetings
- f) 8 Tours of the Central Corridor for funders, non-profits and conferences
- g) Several presentations to local non-profit groups that serve local businesses and homeowners

### **U7 by the Numbers**

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

**Table 1**

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

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

<b>U7 Year 3            FY2012            Small Business            Support &amp; Resource            Activities</b>	<b>U7 Year 3 Goals per Activity            FY2012            April 1 to March 31, 2012            12 Month Goals</b>	<b>U7 Year 3 Accomplishments            FY2012            April 1, 2011 to March 31, 2012            12 month Results</b>
<b>Loans to Small            Businesses</b>	Goal: 30 loans worked on with 20 loans approved and closed	<b>11 Loans Approved and            Closed in 2012</b>  25 Loans Approved and Closed since April 1, 2009  <b>Total amount of Loan dollars            provided in 2012 \$186.394</b>  Total amount of Loan dollars provided since April 1, 2009 \$455,224
<b>Matching Grants to            Small Businesses</b>	Goal: 20 marketing matching grants provided  Goal: 5 matching façade grants provided	<b>56 marketing grants provided            for a total of \$3,900</b>  <b>5 additional façade grants            approved for FY2013            completion.</b>
<b>One-on-One            Technical            Assistance (TA)</b>	Goal: Provide base-level one-on- one TA to 100 small businesses  Goal: Provide Professional one- one one TA to 100 businesses  <i>The yearly goal for one-on-one            technical assistance directly to            small business is 1,110 hours.</i>	<b>161 business and            entrepreneurs provided with            base level TA FY2012</b>  <b>87 business provided with            Professional-level TA (Results            Driven Marketing) for FY2010            (to date)</b>  Since April 1, 2009 – <b>131 Total Clients Served</b> (includes BRC numbers)  <b>FY2012 Total: 3720.5 of TA hours            provided</b>  Since April 1, 2009 – <b>Total of            7620.9 of TA hours</b>

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

# **Attachment F**

## **Outreach Coordinators**

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Attachment G

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

# Community Outreach Coordinators Central Corridor LRT



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

Updated: June 2012

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