

Central Corridor Light Rail Transit

 Metropolitan Council

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



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

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1.0 Purpose

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

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

1.1 Mitigation Activities to Assist Central Corridor Businesses

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

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

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

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

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

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

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

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

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

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

2.0 Activities Reported

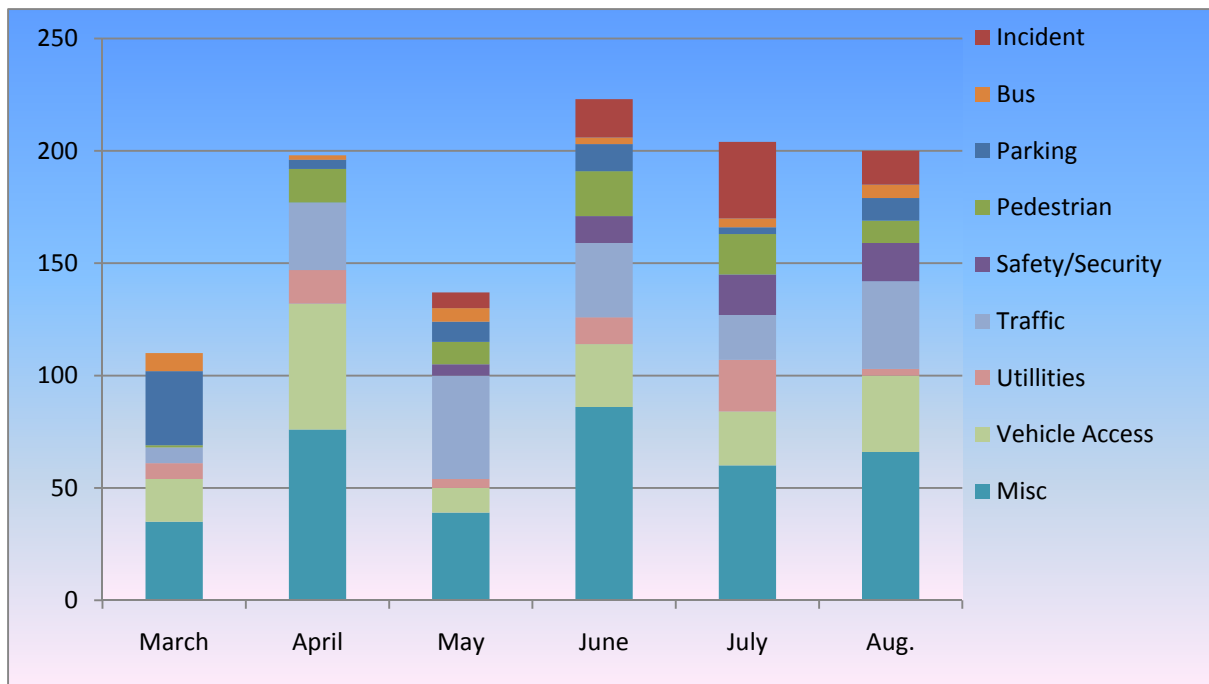
2.1 Construction-related Calls, Complaints and Responses

Attachment A to this Report is a summary of construction and other calls and complaints received during the month of August and their response / resolution. During this month, a total of 198 complaints, comments or questions were received by Central Corridor Project Office staff (see Figure 1). This compares to a total of 204 in the month of July. A majority of calls and e-mails were responded to within 24-hours. Most issues were responded to within 1 week.

- Calls/complaints received in the month of August concerned some of the following:
 - Questions / concerns about temporary bus stops;
 - Flooding / stormwater backup during rain events;
 - Questions / concerns about access to local businesses;
 - Traffic signal timing / function.

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

Figure 1: 2011 Construction Hotline Complaints Received



2.2 Public Outreach and Communication Activities

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

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

- West Bank/East Bank/Stadium Village

- University Avenue – Emerald to Hamline
- Capitol Area
- Downtown St. Paul

All current construction updates can be viewed at www.centralcorridor.org. In the last month, approximately 18,225 hits were recorded of users visiting the Web site – a reduction from July, when hits totaled 32,212.

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

- Update on construction of the University of Minnesota transitway
- Monthly “Making Tracks” newsletter

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

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

Constant Contact: Constant Contact is a listserv that CCLRT Outreach and Communications staff uses to update people on project news, including construction activities. It currently has over 5,704 contacts to which information project information is sent.

Social Media: CCLRT Outreach and Communications Staff uses Twitter to send press releases, newsletters, and weekly construction updates to the public. At the end of July @cclrt had 1,035 followers.



Lunch on the Avenue event – held at Lucy’s Coffee Café in August

August Public Meetings / Events:

Approximately 70 meetings / events took place in August attended by over 1,785 people. These meetings included staffing a booth at the Minnesota State Fair, hosting “Lunch on the Avenue” at Lucy’s Café, meeting with members of Grace Lutheran Church on the U of M’s East Bank, participating in 10 National Night Out block parties, holding “sidewalk meetings” with businesses, and having a pre-construction meeting with staff from the Gordon Parks High School. See Attachment B1 for a list of all meetings held in August.

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

- Use of variable message signs to direct people to the Berry Street detour.
- Scheduled utility work on Washington Avenue to minimize impacts to businesses by staging construction overnight in 100-foot segments.
- Changed the access route to the Lowertown parking ramp while installing track at Jackson and 4th.

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

2.3 Funds Spent to Assist Businesses during Construction

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

2.3.1 Parking Assistance:

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

Significant Activities:

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

- One project has dropped out (750 University), and 8 projects have been completed or mostly completed (Metro Social Services at 343 University, East West Beauty Salon at 866 University, Twin City Monuments at 1133 University, Provost Apartments at 1137 University, Kimble Chiropractic at 1141 University, Vietnam Center at 1159 University and Design Press at 2447 University).
- Signed loan agreements have been received and are being processed from Ha Tien Market at 353 University, May's Market at 377 University, Hammond Awards at 1647 University, Milbern Clothing at 1685 University, and Subway Restaurant at 2119 University. A complete list of projects funded to date can be found as Attachment C.



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

Almost all of the 24 parking improvement projects funded through this program are anticipated to be completed by the end of this year (2011).

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

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

Significant Activities:

- All of the committed funds (a total of \$350,000) have been obligated in the City of St. Paul's Capital Improvements Budget (CIB) to complete this program. Construction bids were opened on May 25 for the alleys that will be improved this summer and fall. The following alleys will be improved using this funding:
 - Fry to Snelling (north side of University)
 - Snelling to Asbury (north side of University)
 - Pascal to Albert (north side of University)
 - Lexington to Oxford (north side of University)
 - Victoria to Avon (south side of University)
 - Avon to Grotto (north side of University)
 - Grotto to St. Albans (bet. Thomas & Lafond)
 - Grotto to St. Albans (north side of University)
 - St. Albans to Dale (north side of University)
 - MacKubin to Arundel (bet. Edmund & Thomas)
 - Arundel to Western (north side of University)
- Based on the final bids the City received for this work, enough additional funds remained from the \$350,000 budgeted that the City is initiating the process of re-acquiring an alley easement on the partially vacated alley south of University Avenue between Mackubin and Arundel.

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

Significant Activities:

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

2.3.2 Business Assistance Programs:

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

Significant Activities:

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

Ugaso Grocery benefits from the Business Support Fund



Financial Activities – Business Support Fund	Allocation	Disbursed	Available	Percent Remaining
City of Minneapolis				
Cedar Riverside North	\$129,496	\$0	\$129,496	100%
Cedar Riverside South	\$160,329	\$0	\$160,329	100%
Stadium Village	\$221,994	\$20,000	\$201,994	91%
Prospect Park	\$345,324	\$0	\$345,324	100%
Minneapolis Total	\$857,143	\$20,000	\$837,143	98%
City of St. Paul				
Emerald to Hampden (North Side of University Avenue)	\$169,616	\$40,993	\$128,623	76%
Emerald to Hampden (South Side of University Avenue)	\$514,149	\$39,765	\$474,384	92%
Hampden to Aldine (North Side of University Avenue)	\$524,749	\$42,216	\$482,533	92%
Hampden to Aldine (South Side of University Avenue)	\$180,217	\$55,765	\$124,452	69%
Aldine to Syndicate (North Side of University Avenue)	\$222,621	\$89,153	\$133,468	60%
Aldine to Syndicate (South Side of University Avenue)	\$270,326	\$18,476	\$251,850	93%
Syndicate to Rice (North Side of University Avenue)	\$593,657	\$0	\$593,657	100%
Syndicate to Rice (South Side of University Avenue)	\$381,636	\$0	\$381,636	100%
Lowertown St. Paul	\$95,409	\$40,000	\$55,409	58%
St. Paul Total	\$2,952,380	\$326,368	\$2,626,012	89%
Grand Total	\$3,809,523	\$346,368	\$3,463,155	91%

A total of \$140,801 in loan funds was disbursed to eight businesses in August. Additionally, seven new loans (including one previously determined to be ineligible) totaling \$75,492 were approved (but not yet disbursed) in this month. Six applications are currently under review and two applicants have been determined ineligible as they were either outside the service area or demonstrated no loss in sales revenues.

The total value of loans disbursed to date through the Business Support Fund is \$346,368.

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

Significant Activities in August:

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

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

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

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

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

Financial Activities:	Amount
Creation and facilitation of Central Corridor Business Resources Collaborative and a workplan leading to a Central Corridor Business Development Strategy. (June 2009)	\$15,000
Creation of the Central Corridor Funders Collaborative Corridor-wide business development strategy, announcement of the strategy, creation of an evaluation framework, and facilitation for 2010. (Feb. 2010)	\$90,000
Grassroots buy local marketing plan to customers to patronize Central Corridor businesses during construction. (Nov. 2010)	\$50,000

City of St. Paul funding to Midway Chamber of Commerce to assist in business marketing efforts.	\$25,000
Total	\$180,000

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



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

Significant Summer Activities:

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

U7 interns are conducting the second round of surveys with business owners who are clients of either U7 or NDC – survey results are forthcoming. U7 interns are also conducting outreach to businesses along the 6 miles of University to inform business owners of workshop opportunities and the forgivable loan. (See Attachment F for a list of FY 2010 accomplishments.)

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

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

During the month of August, the West Bank Music Festival was held and a Central Corridor “street team” was present to pass out copies of the Discover Central Corridor Coupon Book to attendees. This Coupon Book features special offers and discounts and can be redeemed at local businesses along the corridor. The festival received some funding support through a Great Streets grant to the West Bank Business association (see following table).

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

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

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

2.3.3 University Avenue / Cedar-Riverside Betterments:

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

Significant Activities:

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

Business Façade Improvement Financing:

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

Significant Activities:

To date, the City of Minneapolis has expended \$46,809 for the Great Streets Façade Improvement Program in Central Corridor business districts. In August, one business in Cedar Riverside received a \$3,930 façade improvement matching grant. Two grant applications that were previously received were approved, totaling \$3,896. No new applications from Central Corridor businesses were received in August.



Nomad World Pub in Minneapolis' Cedar Riverside Neighborhood is a recipient of the City's Great Streets façade improvement grant

2.3.4 Promoting Business Access:



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

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

Significant Activities:

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

During the month of August, the signs were used to direct people to the Berry Street detour and to alert drivers near the newly reconstructed University of Minnesota transitway to the availability of parking for bus transportation to the State Fair.

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

Significant Activities:

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

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



2.3.5 Construction Contract:

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

Significant Activities:

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

- Outreach staff created special access maps for Westgate businesses as part of preparing for a one month closure of the Berry Street intersection (see Attachment G).
- Outreach staff developed pedestrian access maps for the Capitol Area because of the closure of sidewalks on both the west and east sides of Robert Street between University Avenue and 12th Street.

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

The construction contracts include an \$850,000 allowance (projectwide total) for the contractor incentive program.

Significant Activities:

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

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



2.3.6 Project Communications:

Construction Communication Plan (Special Signage):

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

Significant Activities:

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

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

2.4 Requests for Business Assistance and Response

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

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

Business Support Fund: To date, a total of 26 applications have been received by the City of St. Paul and 25 have been approved (one business withdrew and closed their business prior to receiving the requested loan) – three applicants have been determined ineligible and six applications are under review. (See Attachment D for a visual depiction of the status of funds disbursed.)

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

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

2.5 Business Openings / Closings / Relocations

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

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

Change in Central Corridor Businesses (August 1, 2011 to August 31, 2011)

Business Openings	7
Business Closings	2
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

Hotline: 651-602-1404

Requesting a Spanish Summary of Report:

¿Cómo puedo solicitar un resumen traducido de este informe?

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

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

Línea de ayuda: (651) 602-1404

Requesting a Vietnamese Summary of Report:

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

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

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

Hotline: 651-602-1404

Requesting a Somali Summary of Report:

Sideen u dalbadaa warbixintaan kooban oo la fasiray?

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

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

Telefoonka: 651 602 1404

Requesting a Hmong Summary of Report:

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

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

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

Xov Tooj: 651-602-1404

3.2 How can I report a construction-related problem?

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

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

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

3.4 How can I comment on the project?

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

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

Phone line: 651-602-1645

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

3.5 Where do I get information about job opportunities

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

3.6 How can the public get construction information?

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

Attachment A

Summary of Monthly Complaints / Response

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Civil East						
Bus	Bus stop	Michelle responded to Vicki and inquired with Metro Transit about bus stop.	X		08.04.11	08.04.11
Bus	Prior bus stop still not accessible--no asphalt ramp. I first reported this so many weeks ago.	Brian Panfill and Ryan Wilson responded to issue	X		08.18.11	08.19.11
Bus	Light rail and 94 Express Routes	Michelle responded to confirm 94 express bus will still run.		X	08.24.11	08.26.11
Bus	Bus stop location	Rita met with Mike to discuss bus stop and hear concerns.		X	08.26.11	08.29.11
Incidents	Picture of broken window	Craig Spielman followed up		X	08.05.11	08.09.11
Incidents	Accident on Beacon & University	Rita spoke with caller about attitude of truck driver.	X		08.08.11	08.08.11
Incidents	Injury on Robert Street				08.09.11	
Incidents	Storm Drainage Back up	Rita responded to caller; forwarded concern to Walsh.	X		08.09.11	08.09.11
Incidents	Damage to vehicle	Craig Spielman with Walsh followed up, provided claim form to complainant.	X		08.10.11	08.10.11
Incidents	Flooding in basement electrical room at Stassen Building.	Duplicate entry.	X		08.10.11	08.10.11
Incidents	Flooding In Stassen Building	Craig Spielman responded to issue	X		08.16.11	08.17.11
Incidents	Cedar Street Skyway Damage	Nkongo emailed back and forwarded to Walsh. Walsh will repair the damaged skyway.		X	08.19.11	08.22.11
Incidents	Truck stuck at construction site	8-22-11 Callers issue was resolved	X		08.22.11	08.22.11
Incidents	Driveway & parking issue	8-24-11 Rita talked to caller and referred to Walsh construction	X		08.24.11	08.24.11
Incidents	Paint on car	Issue forwarded to Craig from Walsh		X	08.27.11	08.29.11
Incidents	Fixing grass area and landscaping	Michelle responded to caller; forwarded to Walsh.	X		08.29.11	08.29.11
Misc	Directions through construction	Michelle responded to caller with traffic information.	X		08.03.11	08.03.11
Misc	Advance sidewalk closure notices	Shoua called back. Discussed issue with contractor. Staff will monitor.	X		08.03.11	08.03.11
Misc	Vibration	Michelle responded via email to note the vibration complaint.		X	08.03.11	08.10.11
Misc	Debris	Walsh swept the sidewalks		X	08.03.11	08.10.11
Misc	Future construction information	Michelle responded to caller with resources to help plan for traffic.	X		08.09.11	08.09.11
Misc	concern about the pile driving downtown and the extended construction work hours	Laura called Mike and took note of his issues with the project	X		08.09.11	08.09.11
Misc	Poster of new LRT bus stops	Michelle responded and sent poster	X		08.09.11	08.09.11
Misc	Safety	Nkongo called back. Advised Walsh. Resolved.	X		08.10.11	08.10.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Trash	Michelle explained bus stops and trash cans to caller.		X	08.10.11	08.12.11
Misc	Map of Future Light Rail Stops	Michelle followed up and gave caller websites with info she was looking for.	X		08.11.11	08.12.11
Misc	Trying to get from the south to the north side of University Ave	Michelle responded to caller via email; explained traffic.	X		08.14.11	08.15.11
Misc	Construction Map and Sidewalk issue	Nkongo called back. Construction staff informed of complaint. Resolved.		X	08.15.11	08.18.11
Misc	Restaruants affected by construction	Michelle responded to caller to give her business info.		X	08.15.11	08.19.11
Misc	Making Tracks Archives & Final Environmental Impact Statement, etc	Mary responded via email	X		08.16.11	08.16.11
Misc	The concrete in front of the door.	8-17-11 Rita talked to owner who is happy with the new sidewalk	X		08.16.11	08.16.11
Misc	Driveway width	8-16-11 Rita made a site visit and resolved issue	X		08.16.11	08.16.11
Misc	Forgiveable loan applications	8-16-11 Rita provided information	X		08.16.11	08.16.11
Misc	Street lights & signage	Laura forwarded it to Paul Saint Martin at city of Saint Paul		X	08.16.11	08.19.11
Misc	Pot holes	8-17-11 Rita returned caller and answered question	X		08.17.11	08.17.11
Misc	Higher wages	Qwest is not a CCLRT project or Sub. She was told to talk to Qwest	X		08.17.11	08.18.11
Misc	Contractor bonus		X		08.18.11	
Misc	Recycled Granite to be used ?	Robin responded via email	X		08.18.11	08.18.11
Misc	Noise at 14th and Robert, Stassen Building, at the Department of Revenue	Shoua responded via email. Resolved.	X		08.18.11	08.18.11
Misc	Construction noise	Nkongo forwarded this to Josh Collins working on Unioin Depot	X		08.18.11	08.19.11
Misc	Pot holes and safety	8-19-11 Rita talked to caller and referred to Walsh	X		08.19.11	08.19.11
Misc	Debris	Nkongo called back. Walsh removed pallet. Resolved.	X		08.19.11	08.19.11
Misc	Street sign replacement	Laura passed this issue onto the city (Paul Saint Martin)	X		08.22.11	08.22.11
Misc	Construction going on	8-23-11 Rita answered callers question	X		08.23.11	08.23.11
Misc	Business Access	8-24-11 Rita made a site visit and resolved issue	X		08.24.11	08.24.11
Misc	Kudos	No resolution needed	X		08.24.11	08.25.11
Misc	Width of driveway work order problem	forwarded to Walsh	X		08.25.11	08.25.11
Misc	Road work concerns	Michelle responded to caller to hear concerns; concerns about 94 not project related.		X	08.25.11	08.29.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Noise	Shoua emailed back and contacted Department of Admin for possible office relocation. Resolved.		X	08.25.11	08.29.11
Misc	State fair and Irt constructio question	Robin responded via email	X		08.26.11	08.26.11
Misc	Light Rail Business Assistance Fund Potential Applicant	8/30/2011 Referred owner, Eric Guo, to U7 Small Business Consultant, Pangia Vang.	X		08.29.11	08.30.11
Misc	Signage	Michelle responded to caller 8/30; spawned MOT to look at detour signs.	X		08.29.11	08.30.11
Misc	Kudos	No resolution needed	X		08.29.11	08.30.11
Misc	Sidewalks & Brickwork	Michelle responded; added action items to the punch list.		X	08.29.11	08.31.11
Misc	Various concerns	8-30-11 Rita talked to caller	X		08.30.11	08.30.11
Misc	Theft	Police were called; Brian from Walsh followed up.	X		08.30.11	08.30.11
Misc	Loss of access to businesses	Michelle responded to caller and explained street closure; construction looking into signage.	X		09.01.11	09.01.11
Parking	Walsh Parking Lot	Robin asked Walsh to remind staff; advised Ryan to tow	X		08.08.11	08.08.11
Parking	Equipment parked on their street	8-23-11 Rita talked to caller and referred issue to Walsh Construction	X		08.23.11	08.23.11
Parking	Parking issue	Nkongo called back. Vehicles were moved. Resolved.	X		08.03.11	08.03.11
Parking	Contractor trucks parked in business lot	Rita responded to caller	X		08.03.11	08.04.11
Parking	Parking	Brian responded to caller to explain access work.	X		08.09.11	08.09.11
Parking	Parking	8-15-11 Rita talked to owner	X		08.15.11	08.15.11
Parking	Trucks in Lot at Midway Marketplace	Robin responded via email	X		08.16.11	08.16.11
Parking	ADA parking	8-24-11 Rita answered callers question	X		08.24.11	08.24.11
Parking	Parking	Rita met with caller who resolved issue by asking contractor to move from parking lot.	X		08.29.11	08.29.11
Pedestrian	Pedestrian access	Robin responded to Russ; spawned MOT and forwarded to Walsh	X		08.29.11	08.29.11
Pedestrian	Issues with Hampden to Vandalia ped access and crossings	Rita visited to hear Laurie's concerns - spawned MOT issue.	X		08.03.11	08.03.11
Pedestrian	Pesestrian access to bus stop	Michelle confirmed bus stop location; spawned MOT issue.		X	08.06.11	08.08.11
Pedestrian	ADA issue	Michelle responded to caller via email; spawned MOT issue.	X		08.10.11	08.10.11
Pedestrian	Pedestrian access	8-15-11 Rita talked to caller and referred to Walsh	X		08.15.11	08.15.11
Pedestrian	Safety	8-17-11 Rita emailed caller	X		08.17.11	08.17.11
Pedestrian	Pedestrian access	Michelle responded to caller to give pedestrian directions.	X		08.29.11	08.30.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Pedestrian	ADA pedestiran access	8-31-11	X		08.31.11	08.31.11
Safety Security	Safety	Spawned MOT issue	X		08.08.11	08.08.11
Safety Security	Truck driving safety concern	Nkongo emailed back. Forwarded concern to Walsh and advised project's safety staff.		X	08.12.11	08.15.11
Safety Security	Safety	8-18-11 Rita talked to caller and answered questions.		X	08.15.11	08.18.11
Safety Security	Safety	Brian Panfil responded to issue	X		08.17.11	08.17.11
Safety Security	Safety	Michelle left message for caller. Raymond configuration changed; forwarded Eustis concern.		X	08.17.11	08.19.11
Safety Security	Safety	8-18-11 Rita referred to Walsh Construction for Safety Concern	X		08.18.11	08.18.11
Safety Security	Public safety hazard conflict Incident & complaint	8-18-11 Rita left message for caller	X		08.18.11	08.18.11
Safety Security	Safety	Forwarded to MOT		X	08.18.11	08.23.11
Safety Security	Safety	8-19-11 Rita stated no email or phone number left to respond to	X		08.19.11	08.19.11
Safety Security	University Ave and Aldine Light Rail Safety	Michelle responded to caller to hear concerns.	X		08.19.11	08.19.11
Safety Security	Safety	8-22-11 Robin asked contractor to look into issue	X		08.22.11	08.22.11
Safety Security	Safety	Michelle called; request for stop sign on Hampden in NW corner of Charles; forwarded to MOT	X		08.22.11	08.23.11
Safety Security	Safety	Michelle responded to caller and left message describing traffic situation.	X		08.29.11	08.30.11
Safety Security	Safety & Pedestrian access	Robin forwarded to Walsh; spawned MOT.	X		08.31.11	09.01.11
Traffic	Traffic	Michelle responded to caller; forwarded to MOT.	X		08.03.11	08.03.11
Traffic	Unmantained walkways in the Capitol area	Moved to CCPO Construction issues log.	X		08.03.11	08.03.11
Traffic	Traffic	Michelle responded to explain construction schedule.		X	08.03.11	08.05.11
Traffic	Traffic	Michelle responded to caller; spawned MOT.	X		08.04.11	08.04.11
Traffic	Traffic	Michelle responded to caller via phone.		X	08.05.11	08.09.11
Traffic	Traffic & speeding cars	Michelle responded to caller; forwarded him to resources to help with traffic.	X		08.08.11	08.09.11
Traffic	Traffic lights timing	Michelle responded via email and explained the intersection work.	X		08.08.11	08.09.11
Traffic	Traffic lights holding too long	Robin forwarded to construction staff; Brian forwarded to Premier to fix.	X		08.09.11	08.09.11
Traffic	Traffic light timing	Contractors responded and fixed issue	X		08.09.11	08.09.11
Traffic	Traffic	Laura called and spoke to police about traffic backup	X		08.09.11	08.10.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Traffic light timing	Michelle responded to caller; explained intersection situation.	X		08.09.11	08.10.11
Traffic	Request to open closed lanes on University near Robert.	Spawned MOT	X		08.10.11	08.10.11
Traffic	Large truck blocking access to Judicial Parking Ramp and temp access to Maintenance Facility		X		08.11.11	08.11.11
Traffic	Semi-truck blocking access to Judicial Parking Ramp and temp drive to Maintenance Facility		X		08.11.11	08.11.11
Traffic	Traffic	Rita called Steve to confirm everything was clear about plans.	X		08.11.11	08.11.11
Traffic	Traffic	Michelle responded to caller to hear traffic concerns.	X		08.11.11	08.12.11
Traffic	Vehicle access	Dana Happel responded by email.	X		08.15.11	08.16.11
Traffic	Traffic	8-16-11 Rita talked to caller and referred to Walsh	X		08.16.11	08.16.11
Traffic	Traffic	Laura emailed caller back	X		08.17.11	08.18.11
Traffic	Traffic	Forwarded to MOT	X		08.18.11	08.19.11
Traffic	Traffic	Rita and Dan Soler responded to issue	X		08.18.11	08.19.11
Traffic	Traffic	Michelle called; explained Snelling open to full width for the fair.	X		08.19.11	08.19.11
Traffic	Traffic	Michelle called to confirm Snelling open to full width for the fair.	X		08.19.11	08.19.11
Traffic	light at Fry and University	Michelle responded; spawned MOT.	X		08.25.11	08.25.11
Traffic	Traffic Light	Michelle called to discuss stop light concerns.	X		08.25.11	08.26.11
Traffic	Wondering about berry Street closure, was unaware of it	Michelle and Rita called to explain closure and construction plans.	X		08.26.11	08.26.11
Traffic	Wondering if he can cross University at Cleveland	Michelle called to confirm intersection open for traffic.	X		08.26.11	08.26.11
Traffic	Traffic light timing	Dan responded to caller; Robin forwarded to Walsh to check stoplights.	X		08.29.11	08.29.11
Traffic	Traffic light timing	Michelle responded to caller; spawned MOT to look at lights at Eustis and Cromwell.	X		08.29.11	08.30.11
Traffic	Traffic Light	Spawned MOT	X		08.30.11	08.31.11
Traffic	Signage & Traffic	8-31-11 Rita answered caller	X		08.31.11	08.31.11
Traffic	Traffic and clean-up	Michelle responded to caller to explain street closure.	X		09.01.11	09.01.11
Vehicle Access	Vehicle access	Michelle responded to caller and answered traffic questions.	X		08.03.11	08.03.11
Vehicle Access	Road closure	Michelle responded to caller to confirm Raymond has reopened.	X		08.03.11	08.03.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Vehicle Access	Vehicle access	Michelle responded to caller; Walsh said not possible.	X		08.03.11	08.03.11
Vehicle Access	Street closures	Michelle responded to caller; spawned MOT for sidewalk closure.		X	08.05.11	08.09.11
Vehicle Access	Access blocked	Michelle contacted company blocking parking; issue resolved.	X		08.10.11	08.10.11
Vehicle Access	Vehicle access	Michelle responded to caller via email and gave appropriate resources.	X		08.10.11	08.11.11
Vehicle Access	Vehicle access		X		08.15.11	
Vehicle Access	Berry is closed again!	Street not closed; signs still up; forwarded to contractor to remove detour signs.	X		08.15.11	08.15.11
Vehicle Access	Vehicle access	8-16-11 Rita talked to caller and answered question.	X		08.15.11	08.16.11
Vehicle Access	Vehicle access	Nkongo responded by email and provided info. Resolved.		X	08.15.11	08.17.11
Vehicle Access	Vehicle access	Spoke to Terri. She will be changing bus routes for students to avoid construction areas.		X	08.15.11	08.18.11
Vehicle Access	Vehicle access	Michelle responded to caller and confirmed no construction on her route.	X		08.17.11	08.18.11
Vehicle Access	Vehicle access	Michelle responded to caller and gave website to find further information.		X	08.17.11	08.19.11
Vehicle Access	Vehicle access	Michelle followed up with caller and directed him to appropriate resources.	X		08.18.11	08.18.11
Vehicle Access	Parking	Dana Happel responded by email	X		08.19.11	08.19.11
Vehicle Access	Vehicle access	Michelle called and gave construction schedule for intersection.	X		08.22.11	08.23.11
Vehicle Access	Vehicle access	8-23-11 Rita left a message with answer	X		08.23.11	08.23.11
Vehicle Access	Vehicle access	Robin forwarded to MnDOT to follow up since it is their work.	X		08.24.11	08.25.11
Vehicle Access	Vehicle access	Nkongo called back. Provided requested information. Resolved.	X		08.25.11	08.25.11
Vehicle Access	Vehicle access	Ramsey County issue which they responded to.		X	08.26.11	08.28.11
Vehicle Access	Vehicle access	Michelle responded to caller to explain construction schedule for the intersections.	X		08.30.11	08.31.11
Vehicle Access	Vehicle access	Michelle responded via email and directed to MNDOT website.	X		08.30.11	08.31.11
Vehicle Access	Jackson St Closure	Nkongo emailed back. Resolved.	X		08.31.11	08.31.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Vehicle Access	Vehicle access	8-31-11 Rita answered callers question	X		08.31.11	08.31.11
Vehicle Access	Vehicle access	Nkongo called back and advised contractor. Contractor to inform workers to stay away. Resolved.	X		08.31.11	08.31.11
Utilites	Water pressure	8-18-11 Rita contacted St. Paul Regional Water Services to respond	X		08.18.11	08.18.11
Civil West						
Bus	Request a bus shelter at University Avenue & Oak Street	Dan responded. CCLRT Traffic Engineer reviewing at adding bus shelter at location		X	08.12.11	08.16.11
Bus	Bus stop access	Jessica responded. The vehicles were from Hennepin County contractor and were moved	X		08.26.11	08.26.11
Incidents	Water line break at Village Wok	Working with City to investigate responsible party	X		08.04.11	08.04.11
Incidents	Damage	Dan responded to the Radisson. AMJV to monitor and repair on Saturday.	X		08.09.11	08.10.11
Incidents	Damage	Dan responded by phone. Met with AMJV on site to view damage to areaway. AMJV will monitor.	X		08.18.11	08.18.11
Misc	Unable to use phones to conduct business due to dirt, noise, and vibration- funding?	Jessica Hill provided contact information and website address.	X		08.03.11	08.03.11
Misc	Watering Needed on Transitway, lots of Dust blowing	AMJV has requested a water truck for the transitway; it will be out today at approximately 2:00 pm	X		08.03.11	08.03.11
Misc	Vibration	Entered under wrong catetory. Re-entered under Civil East Rita Rodriguez	X		08.03.11	08.03.11
Misc	Still no watering on Transitway, lots of dust	Forwarded concern to contractor, contractor watering on regular basis	X		08.04.11	08.04.11
Misc	Construction Garbage Left on Walnut- Pallets	The pallets are not related to AMJV's work; however, AMJV will dispose of them.	X		08.04.11	08.05.11
Misc	Directions	Dan responded via phone	X		08.05.11	08.05.11
Misc	Bike trail	Dan responded. Explained detour route and location.	X		08.05.11	08.05.11
Misc	Property requesting to work with Contractor in order to paint building soffit	AMJV provided possible weekends for work to occur.		X	08.05.11	08.12.11
Misc	Bike path question	Dan responded. Detour information provided.	X		08.07.11	08.08.11
Misc	Construction Truck Noise	Jessica replied via email. Beep on trucks is required.	X		08.08.11	08.09.11
Misc	All the windows are dirty, does the contractor clean them	Jessica responded to caller	X		08.09.11	08.09.11
Misc	Transitway area dry and dusty	Joy Miciano requested a water truck and it will be out within the hour.	X		08.09.11	08.09.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Schedule Question and Business Assistance	jessica spoke with caller and provided information.	X		08.09.11	08.09.11
Misc	WBBA Request for traffic cones for CWest Bank Music Festival	Dan & Jessica responded. AMJV was unable to provide construction cones.		X	08.11.11	08.18.11
Misc	Garbage bins overflowing with trash on Washington & Walnut	City of Minneapolis will confirm that the garbages are emptied by city crews.	X		08.12.11	08.15.11
Misc	Request For Information from Property Owner, Mr. Daniel Parten	Jessica emailed grading plan	X		08.17.11	08.17.11
Misc	Construction schedule	Duplicate entry	X		08.17.11	08.18.11
Misc	Construction timeline in front of Punch Pizza	Dan email a response. Set up a meeting to go over project timeline.		X	08.17.11	08.22.11
Misc	Concrete debris pile in front of Big 10	Dan responded by email. AMJV was scheduled to remove debris (in workzone) when grading took place.		X	08.18.11	08.22.11
Misc	Update of work at 15th Ave/3rd St	Joy Miciano responded with update information and referall to CCPO construction hotline.		X	08.19.11	08.22.11
Misc	Update to 720 Washington Ave Property Manager	Justin Dean and Joy Miciano stated the area will be reviewed during sidewalk reconstruction.	X		08.22.11	08.22.11
Misc	Driving directions	Dan responded by phone, left directions on voicemail.	X		08.24.11	08.24.11
Misc	Construction schedule		X		08.30.11	
Misc	Construction work	Dan responded by email. Outside CCLRT area, forwarded to Asst Director of Rail Ops.	X		08.31.11	08.31.11
Parking	Parking question	Dan responded via phone	X		08.09.11	08.09.11
Pedestrian	Bicycles on Washington Ave walkway	Dan responded by email. AMJV/CCPO producing signs to hang on construction fences.	X		08.03.11	08.04.11
Pedestrian	Crosswalk at Union Street across Washington Avenue is to narrow	Dan responded by email. AMJV currently plans to widen this crosswalk on September 2.	X		08.31.11	08.31.11
Safety Security	Car Accident from Falling Concrete	Jessica called and left voicemail, no reply.	X		08.04.11	08.04.11
Safety Security	Safety	Contractor responded to issue	X		08.09.11	08.09.11
Safety Security	Bikers riding on Washington Avenue sidewalk	Comment recieved by UMPD. No response requested.	X		08.16.11	08.16.11
Traffic	Harvard Street Closure Date	Jessica spoke with caller and let them know the closure was moved to Thursday afternoon.	X		08.03.11	08.03.11
Traffic	No Through Traffic sign needed near Beacon and Walnut	Jessica called back, contractor will install sign.	X		08.03.11	08.03.11
Traffic	Hiawatha Bicycle Path- no signage for directional use	Jessica replied by email. AMJV states "Keep Right" signs to be installed this afternoon.	X		08.08.11	08.08.11

Category	Description	Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Hiawatha Bicycle Path- no detour signage in place	Jessica emailed back. Signage was installed at 10:30am by AMJV.	X		08.08.11	08.08.11
Traffic	Traffic lights	no response contact provided. Minneapolis Traffic Control Agents monitor during evening rush hours.	X		08.28.11	08.28.11
Traffic	Traffic	Dan responded to caller to discuss Eustis intersection; forwarding concerns to Walsh.	X		09.01.11	09.01.11
Utilities	Comment from Twitter re: CCLRT construction accidentally severed some fiber and power lines into campus...including into the bldg that have our servers	No response needed. Comment to CCLRT Twitter account	X		08.09.11	08.09.11
Utilities	Comment from CCLRT Twitter: no A/C because of power outage	No response needed. Comment to CCLRT twitter account	X		08.09.11	08.09.11
Vehicle Access	Vehicle access	Entered in wrong venue. Should have been entered in Civil East	X		08.03.11	08.03.11
Vehicle Access	Road closure	Dan Pfeiffer responded clarifying which exits and days.	X		08.03.11	08.03.11
Vehicle Access	When will the Radisson west driveway close?	Dan responded. Questions answered.	X		08.16.11	08.17.11
Vehicle Access	Directions to Moos Tower	Dan responded by phone. Caller found their own way to clinic.		X	08.16.11	08.18.11
Vehicle Access	Vehicle access	Duplicate entry		X	08.16.11	08.18.11
Vehicle Access	Questions about closures of I-35W	Dan left voicemail with info. No response. Closure operation has occurred, traffic now restored.		X	08.16.11	08.18.11
Vehicle Access	Questions about northbound I-35W closure	Dan left voicemail with info. No response. Closure operation has occurred, traffic now restored.	X		08.17.11	08.18.11
Vehicle Access	Vehicle access	Jessica responded and provided directions.	X		08.25.11	08.25.11

Attachment B1
Summary of Past Monthly Meetings
(August 2011)

Central Corridor LRT Meeting Summary

August 2011 Meetings

CCC=Construction Communication Cmte; PCIM=Public Construction Information Meeting; CCMC= Central Corridor Management Cmte

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

Page 1 of 6 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

August 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
8/11/11	4:30 PM	Arnellia's 1183 University Ave W St Paul	Midway Chamber	Happy Hour on the Avenue	corridor community	35	Caufman, Robin
8/22/11	9:00 AM	Midway Chamber of Commerce conference room, 1600 University Avenue	Ramsey County/Met Council/UABA/AEDA	Business discussion	Business leaders	10	Caufman, Robin
8/24/11	6:00 PM	Wilder Center, 451 Lexington Pkwy N., St. Paul	Cities of Minneapolis and Saint Paul, Twin Cities LISC	The Big Picture Project Community Forum #2 – Reviewing the Options	Housing advocates, community leaders	50	Caufman, Robin
8/25/11	12:00 PM	Lucy's Cafe	Midway Chamber	Lunch on the Avenue	corridor community	40	Caufman, Robin
8/26/11	9:00 AM	Wilder Foundation	Business Resources Collaborative	Formation of Exec Cmte, recommendation for marketing funding	Corridor businesses	15	Caufman, Robin
8/1/11	10:00 AM	Strommen Building, 2469 University Ave W St Paul MN	CCPO	Meeting with Strommen Building Tenants about Temporary Water Shut Off	Businesses in Strommen Building	20	Webb, Michelle
8/1/11	7:00 PM	CCRC, 1080 University Avenue	CACC	Communication survey	community leaders, residents	15	Caufman, Robin
8/2/11	3:00 PM	Aurora Avenue and Victoria Street	National Night Out Event: Peace Garden at Aurora and Victoria	Project information	residents and community members	10	Lee, Shoua
8/2/11	3:00 PM	Various block parties in St. Paul	National Night Out	Project information	residents near or in the corridor	200	Caufman, Robin
8/2/11	4:15 PM	Galtier Avenue and Lafond Street	National Night Out Event: Galtier and Lafond	Project information	residents	15	Lee, Shoua
8/2/11	4:45 PM	Sherburne Avenue and Avon Street	National Night Out Event: Sherburne and Avon	Project information	residents	20	Lee, Shoua
8/2/11	5:15 PM	270 North Kent Street, Saint Paul, MN 55102	National Night Out Event: Hallie Q. Brown Center	Project information	residents and community members	20	Lee, Shoua
8/2/11	6:00 PM	Capitol Heights Park	National Night Out Event: Capitol Heights	Project information	residents and community members	20	Lee, Shoua
8/2/11	6:00 PM	Knox Presbyterian Church, 1536 Minnehaha Ave W	Exco	Project overview	Local residents, businesses	2	Caufman, Robin
8/2/11	6:45 PM	Milton Street and Aurora Avenue	National Night Out Event: Milton and Aurora	Project information	residents	7	Lee, Shoua

Page 2 of 6 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

August 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
8/2/11	7:15 PM	500 North Dale Street, Saint Paul, MN 55103	National Night Out Event: Kings Crossing (Frogtown Square)	Project information	residents and community members	40	Lee, Shoua
8/3/11	9:00 AM	Wells Fargo Place, Unilev Management Office, 1st Floor, 30 E. 7th Street, St. Paul, MN 55101	CCPO	Site visit to verify utility locations	Facility Manager	2	Happel, Dana
8/3/11	1:00 PM	445 Minnesota Street, enter loading dock at Cedar and 7th Street	CCPO	Site visit to verify utilities	Facility Manager	2	Happel, Dana
8/3/11	2:00 PM	Twin City Janitor Supply, University Ave W, St Paul	CCPO	Meeting with Twin City Janitor Supply to discuss contractor taking up parking spaces			Webb, Michelle
8/3/11	5:00 PM	US Bank, 101 E 5th St Suite #240, St. Paul, MN 55101	CapitolRiver Council	Discuss Noise Variance	Executive Committee	15	Happel, Dana
8/4/11	11:00 AM	1166 University Avenue West, Saint Paul, MN 55104	CCPO	Bally Total Fitness	Kevin Nicksic	1	Lee, Shoua
8/4/11	2:00 PM	540 Fairview Avenue North, Room 2 & 3, Saint Paul, MN 55104	National APIA Summit organizers	National Asian Pacific Islander American Summit	National APIA Summit attendees	70	Lee, Shoua
8/5/11	1:00 PM	Macy's, 411 Cedar Street, location to meet: corner of 6th and cedar, See contact info in notes	CCPO	Site visit to verify utilities	Maintenance staff	2	Happel, Dana
8/8/11	2:00 PM	University Avenue from Prior to Fairview, St Paul MN	CCPO	Sidewalk Notification and Outreach Prior to Fairview	businesses between Prior and Fairview along University	10	Webb, Michelle
8/9/11	1:15 PM	Fairview to Aldine on University Avenue West - south side	CCPO	Sidewalk Meetings with businesses from Fairview to Aldine	businesses from Fairview to Aldine on University	10	Webb, Michelle
8/9/11	12:45 PM	Handi Medical, 2505 University Ave West, St Paul, MN	CCPO	Meeting with Handi Medical Supply to discuss sidewalk		5	Webb, Michelle
8/10/11	9:00 AM	Porky's Parking Lot, University Ave West, St Paul, MN	CCPO/Walsh	Meeting with Marvin from Episcopal Homes/Porky's	meeting with owner/manager of	4	Webb, Michelle

Page 3 of 6 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

August 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
					Episcopal Homes		
8/10/11	2:00 PM	2147 University Avenue, St Paul, MN	Property owner at 2147	2147 University Meeting about Bollards	Owner of 2147; Walsh; CCPO Outreach	4	Webb, Michelle
8/10/11	2:00 PM	1212 University Avenue, Saint Paul, MN 55104	CCPO	Gordon Parks High School pre-construction meeting	staff	1	Lee, Shoua
8/10/11	2:15 PM	1190 University Avenue, Saint Paul, MN 55104	CCPO	Abra Auto Body	Steve Hanson	1	Lee, Shoua
8/10/11	2:30 PM	1134 University Avenue, Saint Paul, MN 55104	CCPO	Aldi	Aldi staff	1	Lee, Shoua
8/10/11	2:45 PM	451 Lexington Parkway, Saint Paul, MN 55104	CCPO	Wilder Foundation	Wilder receptionist	1	Lee, Shoua
8/10/11	3:00 PM	459 Lexington Parkway, Saint Paul, MN 55104	CCPO	TCF Bank	TCF staff	1	Lee, Shoua
8/10/11	3:15 PM	1120 University Avenue, Saint Paul, MN 55104	CCPO	White Castle	Jesse Miller	1	Lee, Shoua
8/10/11	3:30 PM	1094 University Avenue, Saint Paul, MN 55104	CCPO	Ocean Spa Nails & Spa	Kim Nguyen, owner	1	Lee, Shoua
8/10/11	3:45 PM	472 Lexington Parkway, Saint Paul, MN 55104	CCPO	Mikel Cameras	Efe Mike Puegeren	1	Lee, Shoua
8/10/11	4:00 PM	470 North Lexington Parkway, Saint Paul, MN	CCPO	St. Paul Grocery & Meat Market	staff	1	Lee, Shoua
8/10/11	4:15 PM	474 Lexington Parkway North, Saint Paul, MN 55104	CCPO	New Asia Restaurant	Cindy Gao	1	Lee, Shoua
8/10/11	4:30 PM	460 Lexington Parkway North, Saint Paul, MN	CCPO	Twin Cities Rise	Cynthia Micolichek	1	Lee, Shoua
8/10/11	6:30 PM	1080 University Avenue	District Council's Collaborative	Construction with the District Councils Collaborative	District Council representatives	10	Caufman, Robin
8/11/11	6:00 PM	Frogtown Square, 500 North Dale Street, Saint Paul, 55104	AEDA	AEDA - Business Branding	business owners	25	Lee, Shoua
8/12/11	10:00 AM	Wheeler to Aldine on University Ave W -south side, St Paul, MN	CCPO	Sidewalk Outreach Wheeler to Aldine	businesses from Wheeler to Aldine on south side of University	4	Webb, Michelle

Page 4 of 6 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

August 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
8/12/11	11:00 AM	Albert and University, St Paul, MN	CCPO	Albert Street Meeting with Lighting Contractor		6	Webb, Michelle
8/14/11	2:00 PM	Rondo Library, 461 North Dale Street, Saint Paul, MN 55103	Take Action MN	CCLRT Hmong Community Forum	Hmong residents & community members	30	Lee, Shoua
8/15/11	5:00 PM	CCRC, 1080 University Avenue	CACC Transportation and Communication Committee	Communication survey	Community leaders, residents	10	Caufman, Robin
8/16/11	10:00 AM	Abra Auto Body & Glass, 1190 University Avenue West, Saint Paul, MN 55104	CCPO	Pre-construction/access meeting	Steve Hanson, General Manager	1	Lee, Shoua
8/16/11	11:00 AM	Scale Model Suppllies, 458 Lexington Parkway, Saint Paul, MN 55104	CCPO	Pre-construction meeting with Scale Model Supplies	Bruce, staff & brother of business owner	1	Lee, Shoua
8/16/11	11:45 AM	CSL Plasma, 1054 University Avenue, Saint Paul, MN 55104	CCPO	Pre-construction meeting with CSL Plasma	Brenda Steffen, Assistant Manager	1	Lee, Shoua
8/17/11	6:00 PM	Dar al Quba, 1501 6th Street, Minneapolis, MN, 55454	Monthly Neighborhood Organization Meeting	West Bank Community Coalition	Community Members, CCPO Outreach	20	Pfeiffer, Daniel
8/17/11	12:30 PM	685 Minnehaha Avenue West, Saint Paul, MN 55104	Tait Danielson	Drop off Discover Central Corridor coupon books to Frogtown Neighborhood Assoc.	Frogtown Neighborhood Association	1	Lee, Shoua
8/18/11	2:30 PM	Radisson Hotel, 615 Washington Avenue SE, Minneapolis, MN 55414	SCVA monthly meeting	Stadium Village Commercial Association Board Meeting	Business Owners of Stadium Village	20	Pfeiffer, Daniel
8/18/11	4:00 PM	Augsburg Gateway Center, 2211 Riverside Avenue, Minneapolis, MN 55414	Monthly WBBA Board Meeting	West bank Business Association Board Meeting	Business Owners and Community Members of West Bank	30	Pfeiffer, Daniel
8/23/11	2:30 PM	802 Washington Avenue SE, Minneapolis, MN 55414	Punch Pizza	Meeting with Punch Pizza about project & timeline	CCPO Outreach, Punch Pizza Management, AMJV	5	Pfeiffer, Daniel
8/23/11	6:30 PM	685 Minnehaha Avenue West, Saint Paul, MN 55104	CCPO	Frogtown Neighborhood Association Community Forum	residents, community members	15	Lee, Shoua
8/23/11	12:00 PM	Kings Crossing Apartments at Dale & University	Midway Chamber	Economic Development Committee	Corridor businesses	15	Caufman, Robin

Page 5 of 6 or information about a specific meeting, contact the identified outreach coordinator:

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Central Corridor LRT Meeting Summary

August 2011 Meetings

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
8/24/11	6:00 PM	US Bank, 101 E 5th St Suite #240, St. Paul, MN 55101	CapitolRiver Council	Construction update meeting with CapitolRiver Council	Downtown community	15	Happel, Dana
8/25/11	1:00 PM	Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, Suite 175 St. Paul, MN 55101	CCPO	Cedar Street Construction Update meeting	Cedar Street Property Management	15	Happel, Dana
8/31/11	9:00 AM	McNamara Alumni Center	University of Minnesota School of Public Health	Student Orientation Event for UofM School of Public Health	CCPO, University of Minnesota Students & Staff	225	Pfeiffer, Daniel

Page 6 of 6 or information about a specific meeting, contact the identified outreach coordinator:

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Attachment B2
Summary of Upcoming Monthly Meetings
(September 2011)

Central Corridor LRT Meeting Summary

September 2011 Upcoming Meetings

CCC=Construction Communication Cmte; PCIM=Public Construction Information Meeting; CCMC= Central Corridor Management Cmte

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
9/7/11	3:00 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO - PCIM	Capitol Area Public Construction Information Meeting	general public	10	Lee, Shoua
9/7/11	3:30 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul 55146	CCPO - CCC	Capitol Area Construction Communication Committee Meeting	CCC members	4	Lee, Shoua
9/15/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN 55101	CCPO - CCC	Downtown St. Paul Construction Communiation Committee	Construction Communication Committee members	15	Happel, Dana
9/20/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO - CCC	West Bank Construction Communication Committee Meeting	West Bank CCC Members	15	Pfeiffer, Daniel
9/21/11	6:00 PM	Goodwill Easterseals 533 Fairview Ave N St Paul, MN 55104	Twin Cities Local Initiatives Support Corporation	The Big Picture Project Community Forum 3 "Framing The Recommendations"			Caufman, Robin
9/30/11	9:00 AM	Wilder Foundation	Business Resources Collaborative	Adoption of completed norms, budget review	Corridor businesses, leaders	15	Caufman, Robin
9/15/11	2:30 PM	Radisson Hotel, 615 Washington Avenue SE, Minneapolis, MN 55414	SCVA monthly meeting	Stadium Village Commercial Association Board Meeting	Business Owners of Stadium Village	20	Pfeiffer, Daniel
9/22/11	4:00 PM	Augsburg Gateway Center, 2211 Riverside Avenue, Minneapolis, MN 55414	Monthly WBBA Board Meeting	West bank Business Association Board Meeting	Business Owners and Community Members of West Bank	30	Pfeiffer, Daniel
9/29/11	1:00 PM	Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, Suite 175 St. Paul, MN 55101	CCPO	Cedar Street Construction Update meeting	Cedar Street Property Management	15	Happel, Dana
9/30/11	9:00 AM	US Bank, 101 East 5th Street, Suite 240, St. Paul, MN 55101	CapitolRiver Council	Skyway Committee Meeting	Skyway Committee Members	15	Happel, Dana

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

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Attachment C
Neighborhood Commercial Parking Projects
Funded

Attachment C
Neighborhood Commercial Parking Projects Funded

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

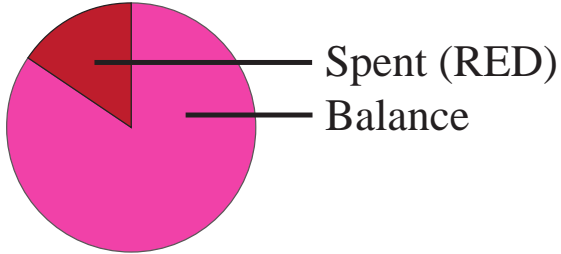
Attachment D
CCLRT Business Mitigation Fund
August 2011 Status Report

CCLRT Business Support Fund August 2011 Status Report



LEGEND

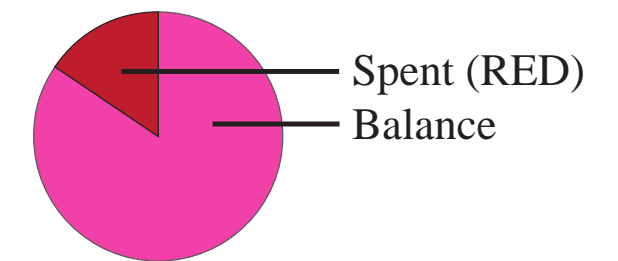
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- Stadium Village
- Prospect Park
- Emerald-Hampden
- Hampden-Aldine
- Aldine-Syndicate
- Syndicate-Rice
- Lowertown

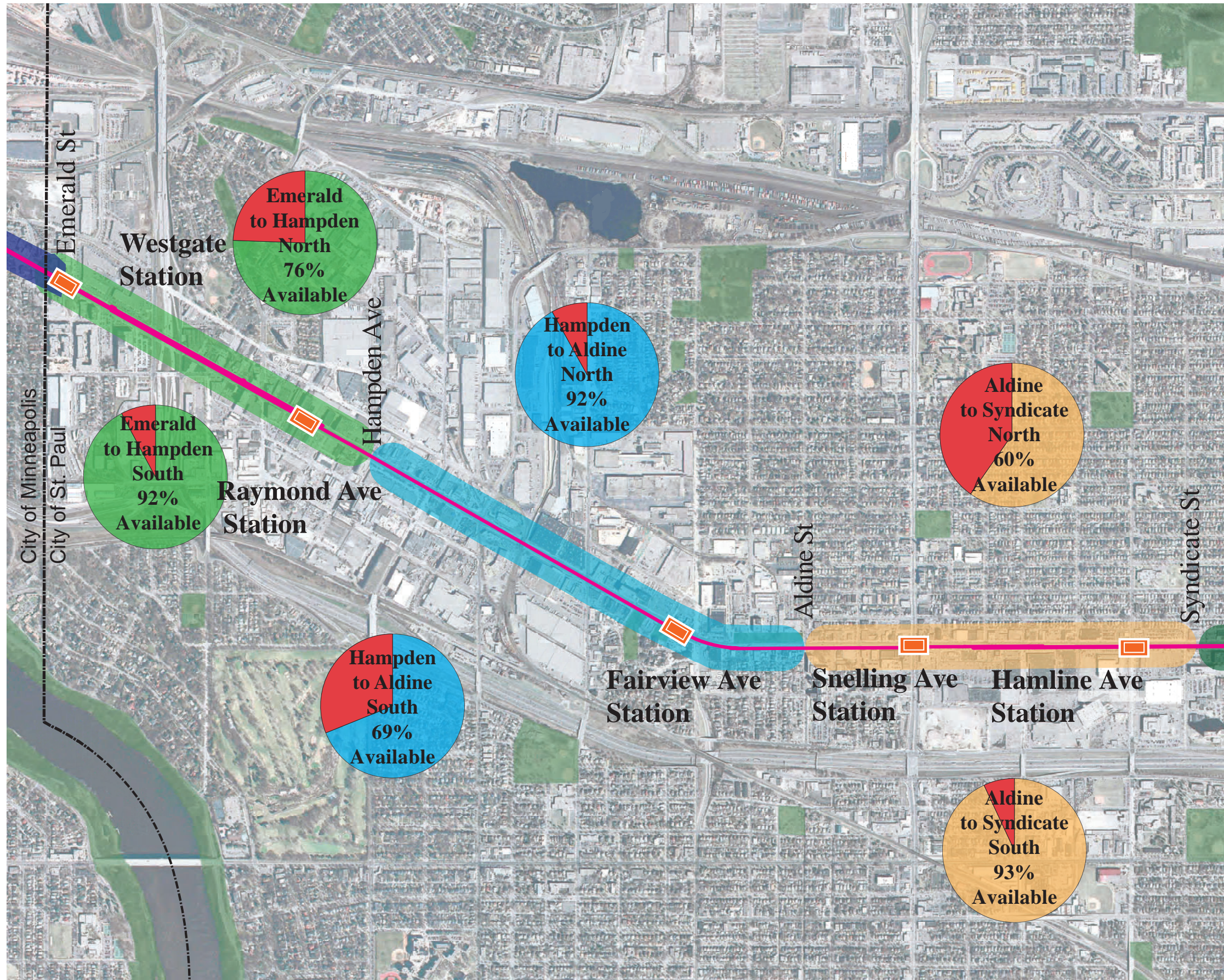




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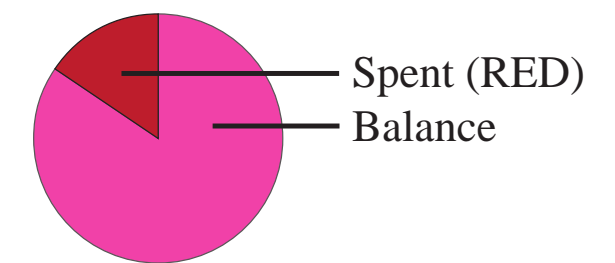
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-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown

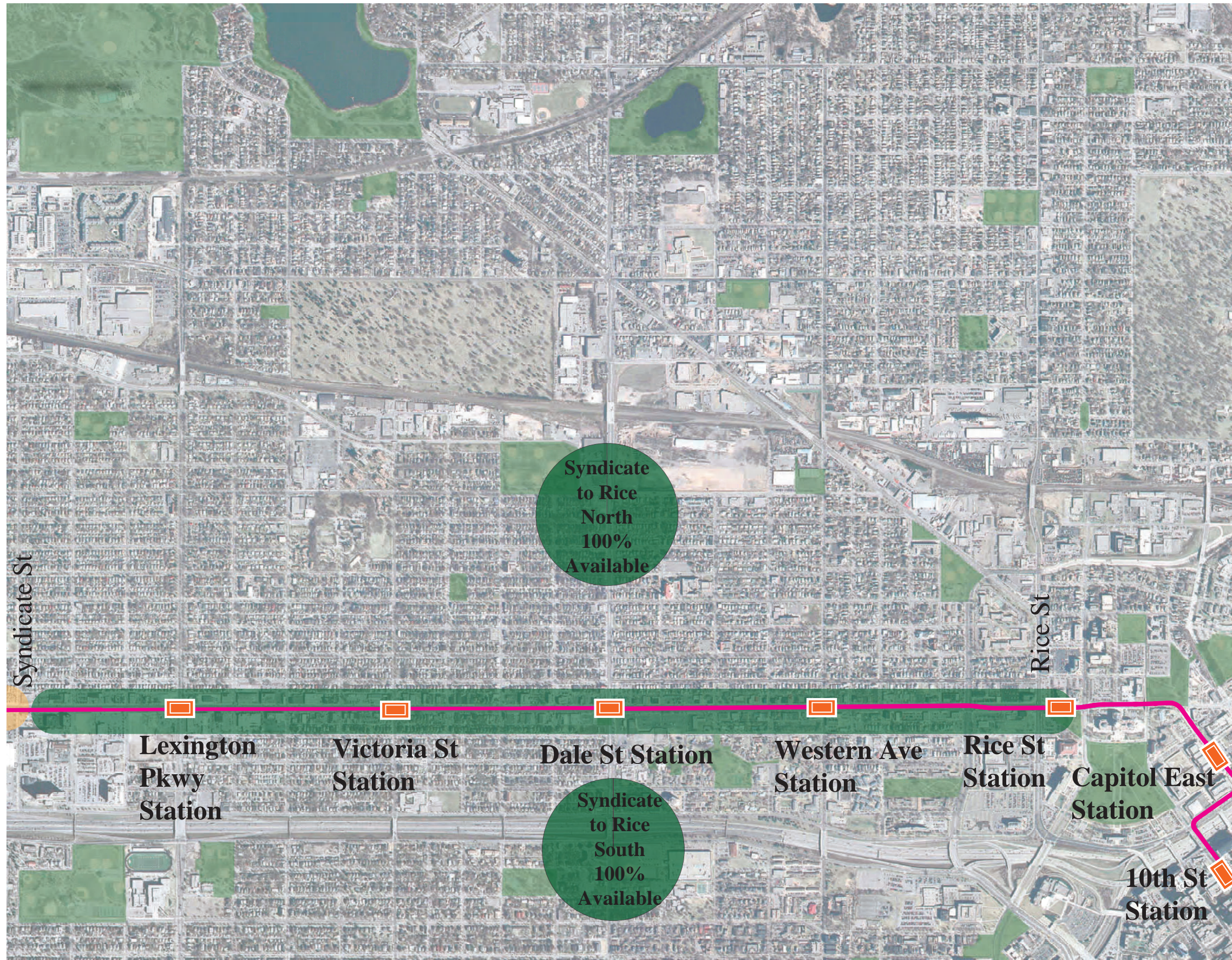




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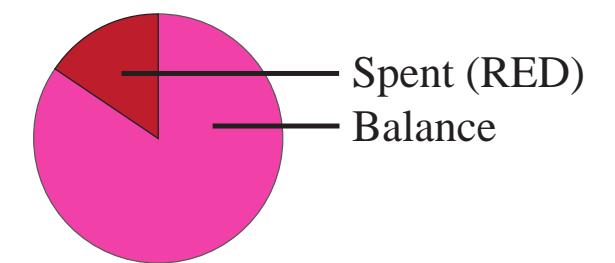
-  Cedar-Riverside
-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown












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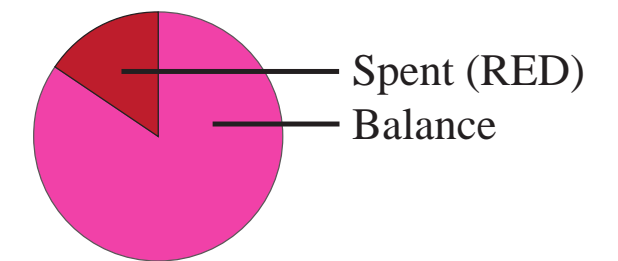
-  Cedar-Riverside
-  Stadium Village
-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown





LEGEND

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



Attachment E

Business Improvement / Expansion Fund

Quarterly Report

(U7 to Living Cities)

June 2011 Interim Report

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

Isabel Broyld, U7 Project
Manager

This interim progress report contains the following information:

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

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

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

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

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

NDC/U7 spent to date:

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

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

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

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

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

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

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

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

- b. Number of façade matching grants issued

No façade matching grants have been issued to date.

- c. Number of small business loans issued.

Building Ownership Loan Fund – no loans issued to date.

Business Expansion Fund – no loans issued to date

3. Other results to date.

None to share at this time.

4. Challenges and resolutions to date.

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

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

a. Internal events

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

b. External developments

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

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

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

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

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

Attachment F
FY 2010 U7
Accomplishments Report



FY2010: U7 Project Twelve Month Accomplishments

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

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

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

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

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

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



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

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

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

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

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

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



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

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

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

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

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

U7 by the Numbers

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



Table I

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



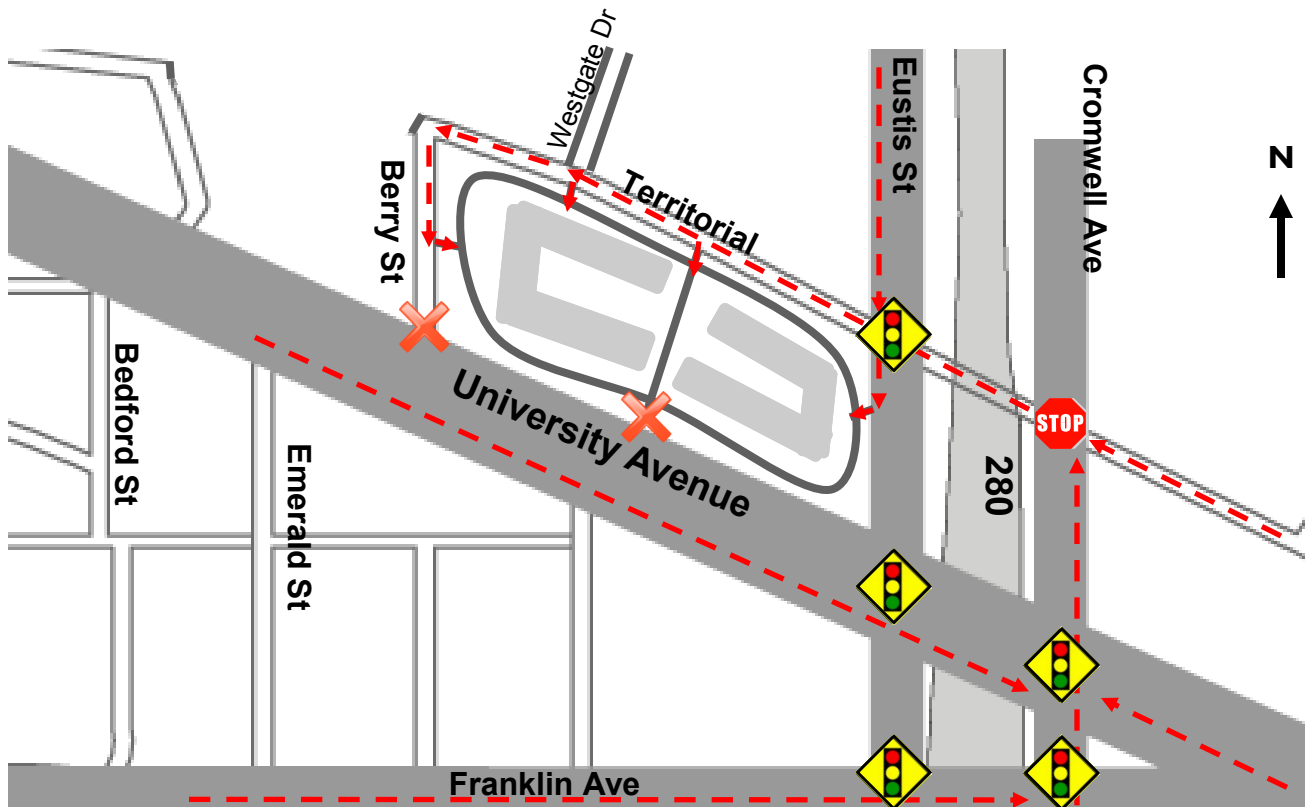
Small Business Workshops	Goal: 24 workshops conducted	51 Workshops provided with 280 folks in attendance for 2010 Since April 1, 2009 to present 90 workshops conducted with 416 attendees
Business Resource Center	Goal: 150 entrepreneurs visit and utilize the BRC	31 new entrepreneurs visits, 42 returning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

Attachment G

Access Map (Westgate Area)

Access to Westgate Business Center during Central Corridor Light Rail Construction

Berry Street access to University Avenue closed; follow detours.



Written Details and Directions

Access from Westbound University:

- Follow University Avenue heading west, take a right at Cromwell Avenue heading north and a left at Territorial heading west.

Access from Eastbound University:

- Follow University Avenue heading east, take a left onto Cromwell Avenue heading north and a left at Territorial heading west.

Access from Southbound 280:

- Exit at Territorial Rd/University Avenue and take a right onto Territorial heading west or continue south on Eustis street and use the eastern entrance to the business center on your right.

Access from Northbound 280:

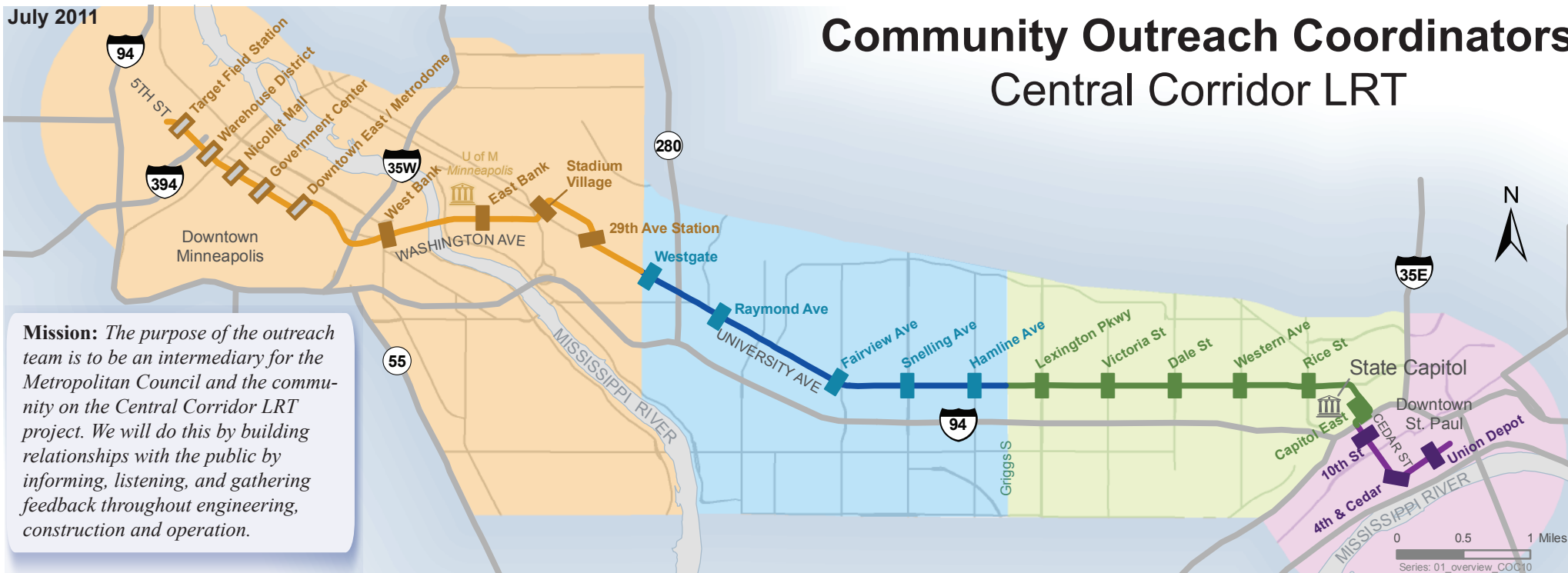
- Take the University Avenue exit, merge onto Cromwell Avenue, and take a left at Territorial heading west.

Attachment H

Outreach Coordinators

July 2011

Community Outreach Coordinators Central Corridor LRT



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

Minneapolis- Downtown to Emerald

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

St. Paul West- Emerald to Griggs

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

St. Paul East- Griggs to I94

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

Downtown St. Paul- I94 to Lowertown

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



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