

Central Corridor
Light Rail Transit



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



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

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Attachment B1	Summary of Past Monthly Meetings
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1.0 Purpose

This Report summarizes how the Metropolitan Council and other partner agencies worked during the month of October 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
	Business Marketing Program⁽⁴⁾	\$1,200,000	Metropolitan Council	Anne Taylor anne.taylor@metc.state.mn.us 651-602-1449
University Avenue / Cedar Riverside Betterments	Improved Street Lighting / Street Amenities	\$1,000,000 ⁽³⁾	City of St. Paul / Metropolitan Council	Kathryn O'Brien kathryn.obrien@metc.state.mn.us 651-602-1927

Mitigation Measures		Financial Commitment	Responsible Agency	Contact Information
(see Section 2.3.3)	Business Façade Improvements	\$150,000	City of Minneapolis	Emily Stern Emily.stern@ci.minneapolis.mn.us 612-673-5191
Promoting Business Access	Additional Business Signage	\$50,000	Metropolitan Council	Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457
(see Section 2.3.4)	Cooperative Advertising and Transit Fare Passes	\$250,000	Metro Transit	Robin Caufman Robin.caufman@metc.state.mn.us 651-602-1457
TOTAL		\$16,382,670		

- (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.
- (4) This amount was approved September 28, 2011 by the Metropolitan Council to be used to retain a consultant to provide marketing assistance to Central Corridor businesses.

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

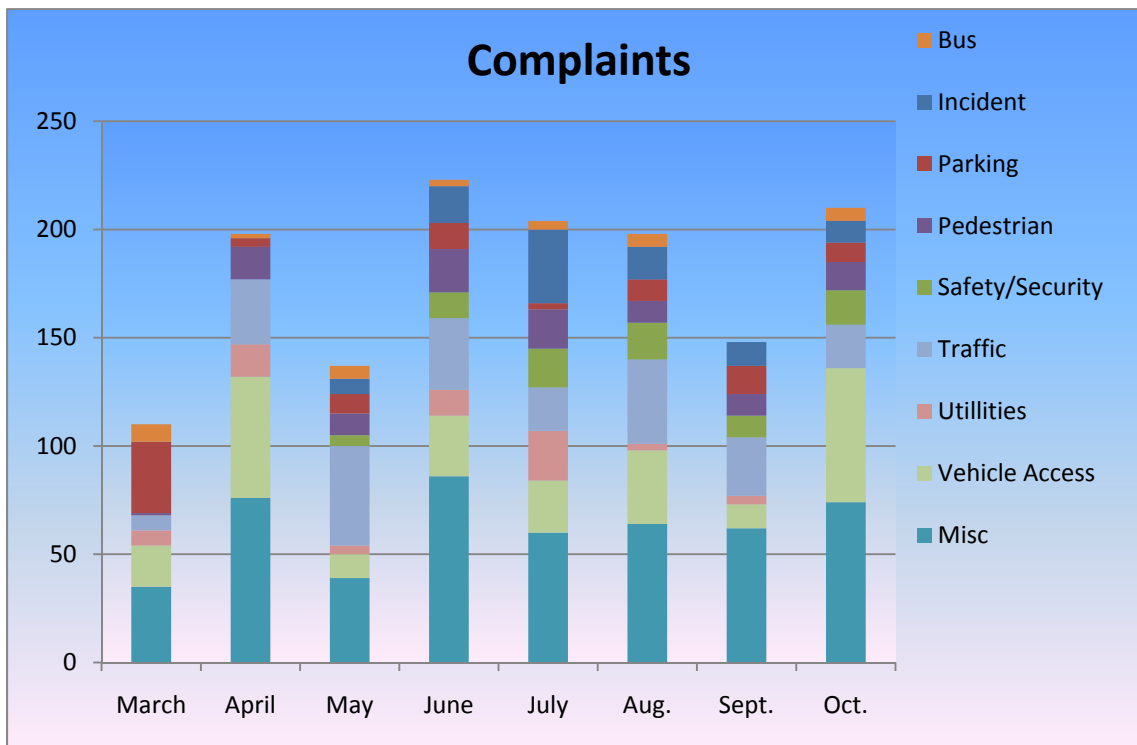
2.1 Construction-related Calls, Complaints and Responses

Attachment A to this Report is a summary of construction and other calls and complaints received during the month of October and their response / resolution. During this month, a total of 210 complaints, comments or questions were received by Central Corridor Project Office staff (see Figure 1). This compares to a total of 148 in the month of September. 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 October concerned some of the following:
 - Requests for transit detour information;
 - Damage complaints due to construction (automobiles);
 - Complaints about noise;
 - Concerns about pedestrian access during construction;
 - Complaints about construction vehicles blocking access points.

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

Figure 1: 2011 Construction Hotline Complaints Received



2.2 Public Outreach and Communication Activities

During the month of October, 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 19,541 hits were recorded of users visiting the Web site – a substantial increase from September, when hits totaled 7,300.

News Releases: One news releases / news advisory was issued in October, covering the following subjects:

- 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 5,834 contacts to which information project information is sent.

Social Media: CCLRT Outreach and Communications Staff uses Twitter to send press releases, newsletters, and weekly construction updates to the public. At the end of September @cclrt had 1,173 followers.



On October 14, 2011, a Central Corridor Progressive Dinner was sponsored by Mpls.St.Paul Magazine featuring restaurants along the Corridor

October Public Meetings / Events: Approximately 35 meetings / events took place in October attended by over 440 people. These meetings included a progressive dinner featuring Central Corridor restaurants, discussions of access plans for sidewalk replacement with businesses and properties in anticipating of traffic changes, supporting Discover Central Corridor marketing efforts, and conducting quarterly CCLRT contractor evaluations. See Attachment B1 for a list of all meetings held in October.

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

- Updated the CCLRT project Web site.
- Adjusted timing of closure of intersection of Fry and University to accommodate business request.
- Shifted pedestrian crossing across Washington Avenue at Walnut based on business request.
- Created a temporary mid-block crossing when north-south crosswalk was closed at Walnut Street.
- Changed staging of construction to result in a decreased time for closure of an access drive to the University hotel.
- Installed temporary pedestrian accommodations to facilitate University of Minnesota homecoming activities.
- Changed Huron and Delaware access during construction to accommodate business concerns.
- Loading zone signs were put up to allow for deliveries and takeout at Hunan Garden in downtown St. Paul.

Upcoming Public Meetings / Events: A list of upcoming meetings scheduled for the month of November 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.



Parking lot improvements near completion at the SE corner of St. Albans and University

- As of October, the following parking improvement projects have been completed under this program:
 - 345 University – Metro Social Services
 - 860 University – Victoria Best Steak House
 - 864 University – East and West Beauty Salon
 - 904 University – Thong's Auto Repair
 - 1133 University – Twin Cities Monument
 - 1137 University – Realty Matrix Fourplex
 - 1141 University: Kimble Chiropractic
 - 1159 University – The Vietnam Center
 - 2447 University – Design Press

- The following parking improvement projects will be completed in late fall 2011:
 - 377 University – May’s Market
 - SE corner of St. Albans and University
 - 979 University – Shear Pleasure
 - 1685 University – Milbern Clothing

- The following parking improvement projects will be completed in spring 2012:
 - 353 University – Ha Tien Market
 - 389-393 University – Anh’s Hair Salon
 - 498 Arundel – a remote lot for 441 University
 - 575 University – Unidale Insurance
 - NW corner of Dale and University – Hickory Hut
 - 850-856 University – Tai Hoa BBQ
 - 1449 University – Hair Salons
 - NE block of Snelling and University – central parking lot on Sherburne
 - NW block of Snelling and University – shared parking between Axman and Turf Club
 - 1657 University – Hammond Awards
 - 2119 University – Subway parking lot

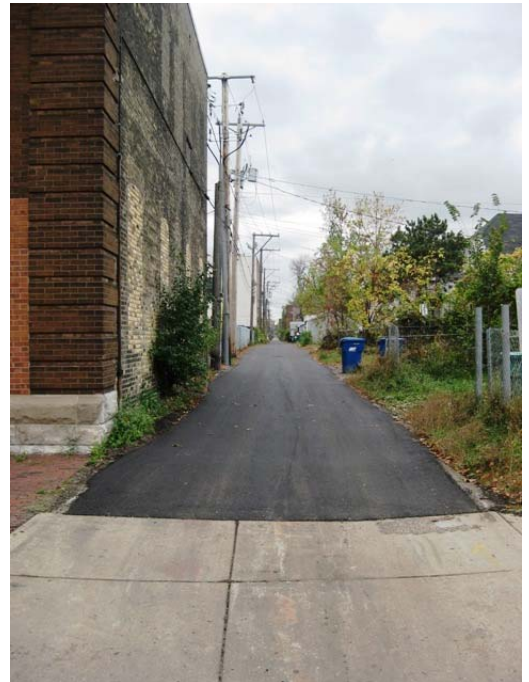
At the end of this year, the City of St. Paul will evaluate the progress of the 24 projects funded to date to determine how best to allocate remaining funding that is part of the Neighborhood Parking Program.

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 Budge (CIB) to complete this program. As of October, the following alley projects have been completed:
 - Lexington to Oxford (north side of University)
 - Victoria to Avon (south side of University)
 - Avon to Grotto (north side of University)
 - Grotto to St. Albans (bet. Thomas & Lafond)
 - Grotto to St. Albans (north side of University)
 - St. Albans to Dale (north side of University)
 - MacKubin to Arundel (bet. Edmund & Thomas)
 - Arundel to Western (north side of University)
 - St. Albans to Dale (added as part of a parking improvement project)

- The following project will be completed in 2011
 - Arundel to Western (north side of University)



Alley paving completed at St. Albans Street in Saint Paul

- The following projects will be completed in 2012
 - Fry to Snelling (north side of University)
 - Snelling to Asbury (north side of University)
 - Pascal to Albert (north side of University)

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

Significant Activities:

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

2.3.2 Business Assistance Programs:

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

Significant Activities:

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 C for a visual depiction of these areas and the status of funds disbursed to date.

Financial Activities – Business Support Fund	Allocation	Approved	Available	Percent Remaining
City of Minneapolis				
Cedar Riverside North	\$129,496	\$38,892	\$90,604	70%
Cedar Riverside South	\$160,329	\$57,122	\$103,207	64%
Stadium Village	\$221,994	\$76,533	\$145,461	66%
Prospect Park	\$345,324	\$0	\$345,324	100%
Minneapolis Total	\$857,143	\$172,547	\$684,596	80%
City of St. Paul				
Emerald to Hampden (North Side of University Avenue)	\$169,616	\$60,993	\$108,623	64%
Emerald to Hampden (South Side of University Avenue)	\$514,149	\$39,765	\$474,384	92%
Hampden to Aldine (North Side of University Avenue)	\$524,749	\$65,001	\$459,748	88%

Financial Activities – Business Support Fund	Allocation	Approved	Available	Percent Remaining
Hampden to Aldine (South Side of University Avenue)	\$180,217	\$92,340	\$87,877	49%
Aldine to Syndicate (North Side of University Avenue)	\$222,621	\$132,185	\$90,436	41%
Aldine to Syndicate (South Side of University Avenue)	\$270,326	\$58,476	\$211,850	78%
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	\$70,000	\$25,409	27%
St. Paul Total	\$2,952,380	\$518,760	\$2,453,620	83%
Grand Total	\$3,809,523	\$691,307	\$3,118,216	82%

A total of \$237,829 in loan funds was approved for 14 businesses in October. Of those, ten loans were closed and funds were disbursed to one of the ten businesses. (The process each loan goes through is (1) approval, (2) closing, and (3) funds disbursed.) Of loans approved in previous months, two loans were closed and are awaiting funds disbursement while funds were disbursed to six businesses. As of October 31, two loan applications were under review by the City of St. Paul.

The total value of loans approved to date through the Business Support Fund is \$691,307.

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

Significant Activities:

U7 has received seven letters of interest from business owners interested in receiving façade improvement grants. A total of two businesses have proceeded with completing the façade improvement application and these applications come from businesses within the priority target area between Lexington Parkway and Rice Street.

There are currently three projects that NDC Loan Officers are developing:

- A vacuum business on the 600 block of University that is interested in a business expansion loan and a major façade improvement project.
- A Cambodian restaurant on the 400 block of University that is interested in a business expansion, building ownership, and façade improvement project.
- A grocery/health store on the 300 block of University that is interested in a business expansion and façade improvement project.

See Attachment D for a report prepared by U7 summarizing 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
NDC's 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. (June 2009)	\$15,000
Creation of the Central Corridor Funders Collaborative Corridor-wide business development strategy, announcement of the strategy, creation of an evaluation framework, and facilitation for 2010. (Feb. 2010)	\$90,000
Grassroots buy local marketing plan. (Nov. 2010)	\$50,000
City of St. Paul funding to Midway Chamber of Commerce to assist in business marketing efforts.	\$25,000
Total	\$180,000

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

Significant Activities:

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

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

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

In October, the West Bank Business Association, under their Great Streets contract, organized and sponsored a University of Minnesota student scavenger hunt with Central Corridor businesses. This event was done in collaboration with the Stadium Village Commercial Association and the Southeast Business Association.

Financial Activities (Minneapolis along University Ave, Cedar Riverside):	Amount
Business Association Assistance Program	\$13,000
Great Streets Business District Support Grants	\$92,800
City Business Finance Assistance to the African Development Center	\$40,000
Total	\$145,800

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

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



In October, a DBE mixer provided networking opportunities and information on the Central Corridor business marketing program

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

Significant Activities:

A committee, consisting of key stakeholders, was established to develop and publish a request for proposals seeking consultant services to implement the business marketing program. The RFP was published in October and proposals will be due November 2011. The objective is to launch the marketing program in March 2012, to coincide with the re-commencement of major project construction following the winter break.

2.3.3 University Avenue / Cedar-Riverside Betterments:

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

Significant Activities:

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

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

Significant Activities:

To date, the City of Minneapolis has expended \$53,530 for the Great Streets Façade Improvement Program in Central Corridor business districts. In October, one business applied for a \$4,000 matching grant for a planned façade improvement project.

2.3.4 Promoting Business Access:

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

Significant Activities:

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

During the month of October the signs were used to promote Central Corridor businesses and to alert the traveling public to detours required with the closure of major intersections, such as Raymond, Prior, and Fairview avenues. .



VMS used to alert drivers to closures of University Avenue intersections during the fall of 2011

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 October, the following activities took place:

- Created a pedestrian access map for Stadium Village during the Gopher homecoming football game. These maps were provided to local businesses and hotels to distribute to guests and patrons (See Attachment F).
- Created a map showing access to the Griggs Midway building to communicate alternate access routes for use during the closure of the Fairview Avenue intersection.

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, four 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)
2011 – Quarter 3	\$70,000	\$23,200 (33 percent of total)	\$25,000	\$20,000 (80 percent of total)
Total (to date)	\$220,000	\$126,198 (57 percent of total)	\$80,000	\$68,811 (86 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.



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

2.4 Requests for Business Assistance and Response

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

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

Business Support Fund: To date, a total of 53 applications have been received by the City of St. Paul and 46 have been approved.

- One of the 46 businesses closed prior to the loan being disbursed. This occurred in late October 2010 – the business was a bar/nightclub on 4th Street in downtown St. Paul.
- Four of the seven were not eligible as they actually demonstrated business revenues that increased from periods prior to construction.
- Two of the seven were not eligible as they were not retail establishments.
- One of the seven was not eligible as they were outside the established geographic area for qualified applicants.

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

Business Improvement / Expansion Assistance: Currently there are 10 potential projects being investigated with three projects moving through to a loan application – all of the projects moving forward to a loan application are for businesses between Lexington Parkway and Rice Street in St. Paul.

Business Façade Improvement Financing (City of Minneapolis): To date, 19 applications have been received to access funds administered through this program with 15 applications approved for funding.

2.5 Business Openings / Closings / Relocations

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

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

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

Business Openings	4
Business Closings	8
Business Relocations Off Corridor	1
Business Relocations On Corridor	3

3.0 Frequently Asked Questions

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

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

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

Hotline: 651-602-1404

Requesting a Spanish Summary of Report:

¿Cómo puedo solicitar un resumen traducido de este informe?

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

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

Línea de ayuda: (651) 602-1404

Requesting a Vietnamese Summary of Report:

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

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

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

Hotline: 651-602-1404

Requesting a Somali Summary of Report:

Sideen u dalbadaa warbixintaan kooban oo la fasiray?

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

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

Requesting a Hmong Summary of Report:

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

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

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

Xov Tooj: 651-602-1404

3.2 How can I report a construction-related problem?

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

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

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

3.4 How can I comment on the project?

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

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

Phone line: 651-602-1645

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

3.5 Where do I get information about job opportunities

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

3.6 How can the public get construction information?

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

Attachment A

Summary of Monthly Complaints / Response

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Civil East						
Bus	Transit Information	Rita forwarded to Walsh to look into bus stop area. Spawned MOT for street signs.		X	10.07.2011	10.10.2011
Bus	Travel time on bus	Michelle Webb responded to caller via email	X		10.11.2011	10.11.2011
Bus	Bus having issues making turn	Michelle responded to caller; discussed with Metro Transit how to handle issue in future. Caller canceled issue located where he is suppose to catch bus.	X		10.11.2011	10.11.2011
Bus	Bus stop	10-19-11 Rita left message	X		10.18.2011	10.18.2011
Bus	Bus stop confirmation	Michelle Webb followed up with caller		X	10.19.2011	10.19.2011
Bus	Website and 16 bus	Michelle responded to caller and provided him with Craig Spielman's contact information.	X		10.03.2011	10.04.2011
Incidents	Damage to building	Robin Cauffman followed up with CAR, CAR asked c	X		10.05.2011	10.05.2011
Incidents	Porta Potty placed in front of business door	Contractor contacted Kelly			10.05.2011	
Incidents	Injury damage to car travelling on University Ave	forwarded damage to car claim to Craig Spielman	X		10.05.2011	10.05.2011
Incidents	Damage to building	Issue forwarded to Craig Speilman, who followed u	X		10.10.2011	10.10.2011
Incidents	Water entering buisness	Rita Rodriguez responded to caller; Shoua Lee and Dan Soler working with property manager	X		10.13.2011	10.13.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Incidents	Water backing up into building	Issue forwarded to Craig Speilman, who followed uX Michelle responded to caller and checked in with SPRW about water work in area.			10.20.2011	10.20.2011
Misc	Low Water Pressure			X	10.02.2011	10.04.2011
Misc	Grafitti Complaint				10.03.2011	
Misc	Construction schedule	Nkongo called back. Resolved. Returned call with info about construction schedule and parking changes.	X		10.04.2011	10.04.2011
Misc	General Question		X		10.05.2011	10.05.2011
Misc	LRT future rendering Seeking information on LRT station height	Nkongo called back. Resolved request.	X		10.05.2011	10.05.2011
Misc		Laura Callaghan responded via email.		X	10.05.2011	10.07.2011
Misc	Dust debris	Michelle responded to caller. Nkongo forwarded issue to Ramsey County.	X		10.07.2011	10.07.2011
Misc	Concrete dust	Ramsey County followed up.	X		10.07.2011	10.07.2011
Misc	Debris	Laura called back. Issue resolved.	X		10.07.2011	10.07.2011
Misc	Construction Along Cedar	Nkongo called back.		X	10.07.2011	10.10.2011
Misc	Traffic signs at 6th & Minnesota	Nkongo responded via email.	X		10.08.2011	10.08.2011
Misc	Freeman building sinking	Dan Soler and construction staff investigating			10.10.2011	
Misc	Signage	Michelle Responded via phone	X		10.10.2011	10.10.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Noise and light	Michelle responded to caller.	X		10.10.2011	10.11.2011
Misc	Design question & construction schedule	Michelle responded to caller. Nkongo called back. Provided requested information.	X		10.10.2011	10.11.2011
Misc	Construction time frame		X		10.11.2011	10.11.2011
Misc	Construction update and map information	Michelle responded to caller.	X		10.12.2011	10.13.2011
Misc	Potholes	Michelle responded to caller; forwarded to Walsh to fix potholes; spawned MOT.	X		10.13.2011	10.13.2011
Misc	Bright light and generator	Rita resolved issue	X		10.16.2011	10.17.2011
Misc	Noise	Michelle responded to caller.	X		10.17.2011	10.18.2011
Misc	Traffic light timing	Michelle responded via email.		X	10.17.2011	10.21.2011
Misc	Raised sidewalk issue	Rita returned call	X		10.18.2011	10.19.2011
Misc	Sidewalk and irrigation system differences on the west side of the American Bank Building.	Shoua Lee and Dan Soler working up with property manager to resolve.	X		10.19.2011	10.19.2011
Misc	Noise	Robin Kaufman responded via email.		X	10.19.2011	10.30.2011
Misc	Construction completion for this area and question about get well card for worker of construction accident	Rita returned call	X		10.19.2011	10.19.2011
Misc	Hole in sidewalk	Issue was forwarded to contractor to address	X		10.19.2011	10.20.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	CCLRT Construction-related damage to recording studio at 1951 University Ave.	Shoua Lee and Dan Soler following up with property manager		X	10.20.2011	10.26.2011
Misc	Traffic light	Michelle responded to caller; Dan talked to city to resolve.	X		10.20.2011	10.20.2011
Misc	Menards right of way assessment question	Forwarded to city of st paul to respond.	X		10.20.2011	10.20.2011
Misc	Signage	Shoua visited building; forwarded to Craig Speilman to follow up	X		10.21.2011	10.22.2011
Misc	Noise	Michelle responded to caller and gave correct construction hours.		X	10.21.2011	10.25.2011
Misc	Construction	Dan Soler stated issue has been resolved		X	10.21.2011	10.25.2011
Misc	Noise	Nkongo called back. Resolved.	X		10.23.2011	10.23.2011
Misc	Vehicle in work zone	Addressed by construction crews.	X		10.23.2011	10.23.2011
Misc	Noise annoyance	Rita responded to caller.	X		10.23.2011	10.24.2011
Misc	Noise	Robin responded via email	X		10.24.2011	10.24.2011
Misc	Noise	Robin responded via phone	X		10.24.2011	10.24.2011
Misc	Need to Relocate Signage due to Traffic Switch	Nkongo spoke with Manager. Resolved.	X		10.24.2011	10.24.2011
Misc	Noise	Michelle responded to caller and gave correct construction hours.	X		10.24.2011	10.25.2011
Misc	Pot hole repair	Sent to city to resolve.	X		10.24.2011	10.25.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Noise & vibration	Robin responded via email	X		10.25.2011	10.25.2011
Misc	Noise, vibration and safety	Michelle responded to caller; Robin forwarded to Dan to pass onto city.	X		10.25.2011	10.25.2011
Misc	Noise	Robin responded via phone	X		10.25.2011	10.25.2011
Misc	Noise	Michelle responded via phone	X		10.25.2011	10.26.2011
Misc	Noise	Robin responded to caller. Dan Soler working with property manager to resolve		X	10.25.2011	10.28.2011
Misc	Walmart underground cable		X		10.26.2011	10.26.2011
Misc	Noise & vibration	Robin responded via phone	X		10.26.2011	10.26.2011
Misc	Pot hole, noise and vibration	Michelle responded to caller; forwarded to construction staff.		X	10.26.2011	10.28.2011
Misc	Signage	City of St Paul resolved issue.	X		10.27.2011	10.28.2011
Misc	Construction schedule	Robin responded to caller.	X		10.27.2011	10.28.2011
Misc	Snow removal	Michelle responded via email	X		10.28.2011	10.31.2011
Misc	Forgiveable Loan	Robin responded with information about the loan program.	X		10.28.2011	10.30.2011
Misc	Construction	Michelle responded via email	X		10.28.2011	10.31.2011
Misc	Complaint	Michelle responded via phone	X		10.28.2011	10.28.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Noise	Robin responded via email & Nkongo responded via phone	X		10.28.2011	10.28.2011
Misc	Noise	Michelle responded leaving detailed message via phone	X		10.28.2011	10.28.2011
Misc	Signal priority	Robin responded to caller.	X		10.28.2011	10.28.2011
Misc	Noise	Robin responded via email	X		10.28.2011	10.28.2011
Parking	Parking	Shoua responded via email.	X		10.03.2011	10.03.2011
Parking	Parking issue with construction workers	Michelle and Rita responded to caller with site visit.	X		10.14.2011	10.14.2011
Parking	Parking issue	Robin forwarded to contractor.	X		10.17.2011	10.18.2011
Parking	Parking	Jason Jaworski addressed the problem	X		10.20.2011	10.20.2011
Parking	Parking	Rita responded to caller.	X		10.24.2011	10.24.2011
Parking	Parking	Rita forwarded issue to City of St Paul	X		10.24.2011	10.25.2011
Parking	Parking	Michelle responded to caller; notified Walsh to resolve.	X		10.27.2011	10.27.2011
Parking	Parking	Kevin Ryan followed up with business, directed construction crews to remove trucks	X		10.28.2011	
Pedestrian	Safety	Rita visited American Bank on 10/6 to discuss concerns with Snelling crossings.	X		10.06.2011	10.06.2011
Pedestrian	Pedestrian access	Michelle forwarded to Walsh to look into. Spawned MOT.	X		10.07.2011	10.07.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Pedestrian	Pedestrian access	Michelle responded to caller; checked with Walsh to make sure crosswalk in place.	X		10.07.2011	10.07.2011
Pedestrian	ADA & pedestrian	Michelle responded to caller via email.		X	10.12.2011	10.14.2011
Pedestrian	Pedestrian Access				10.17.2011	
Pedestrian	Pedestrian Access	Michelle responded via email	X		10.17.2011	10.17.2011
Pedestrian	Hole in sidewalk	Robin responded to caller and followed up with contractor and SPRW to coordinate future work.	X		10.19.2011	10.19.2011
Pedestrian	Pedestrian access	Nkongo called back.	X		10.21.2011	10.21.2011
Pedestrian	Pedestrian access	Rita responded to caller; forwarded to Walsh.	X		10.26.2011	10.26.2011
Pedestrian	ADA access	Michelle called & met Rick at Fariview and University site. Walsh determined crosswalk is too steep & contacted sidewalk crews to fix.	X		10.27.2011	X
Pedestrian	Pedestrian access	Michelle walked the site and confirmed sidewalk o	X		10.28.2011	10.28.2011
Pedestrian	Pedestrian access	Dan responded via email	X		10.28.2011	10.28.2011
Safety Security	Safety	Michelle forwarded to Walsh to improve traffic control at that intersection.	X		10.05.2011	10.06.2011
Safety Security	Safety	Nkongo called back. Resolved.	X		10.05.2011	10.05.2011
Safety Security	Safety	Michelle responded to caller.	X		10.05.2011	10.06.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Safety Security	Safety	Rita visited American Bank on 10/6 to discuss concerns with Snelling crossings.	X		10.05.2011	10.06.2011
Safety Security	Safety and damage to vehicles	Traffic and construction staff responded to business.	X		10.12.2011	10.13.2011
Safety Security	Safety	Nkongo called and issue was resolved right away.	X		10.13.2011	10.13.2011
Safety Security	Safety	Issue resolved	X		10.13.2011	10.13.2011
Safety Security	Safety	Nkongo called back. Resolved.	X		10.14.2011	10.14.2011
Safety Security	Safety and Security	Nkongo called back.	X		10.16.2011	10.16.2011
Safety Security	Crosswalk across 14th Street	Shoua Lee responded to caller via email.	X		10.17.2011	10.17.2011
Safety Security	Safety light issue	Rita responded to caller.	X		10.17.2011	10.17.2011
Safety Security	Safety	Michelle forwarded to construction staff; spawned MOT.	X		10.25.2011	10.25.2011
Safety Security	ADA & Safety				10.26.2011	
Safety Security	Safety	Nkongo responded via phone	X		10.27.2011	10.27.2011
Safety Security	Safety	No contact info to respond to caller; forwarded safety of bus stop to Walsh.	X		10.27.2011	10.28.2011
Safety Security	Safety	Shoua Lee followed up and forwarded concerns to contractor to addressed.	X		10.28.2011	10.28.2011
Traffic	Traffic & noise	Michelle responded to caller; reminded Walsh not to send dump trucks down residential streets.		X	10.01.2011	10.04.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Traffic	Nkongo called back. Resolved.	X		10.03.2011	10.03.2011
Traffic	Traffic	Michelle responded to caller; gave Metro Transit info.	X		10.05.2011	10.06.2011
Traffic	Traffic & Safety	Michelle responded to caller and advised her to call the police.	X		10.07.2011	10.07.2011
Traffic	Traffic & safety	Michelle responded to caller and explained construction schedule.	X		10.07.2011	10.07.2011
Traffic	High Traffic, overused road causing damage to vehicles	Michelle responded to caller; spawned mot for intersection condition.	X		10.10.2011	10.10.2011
Traffic	Traffic & signage	Michelle responded to caller; spawned MOT.	X		10.11.2011	10.11.2011
Traffic	Traffic	10-12-11 Rita emailed Bill Kahn	X		10.11.2011	10.12.2011
Traffic	Traffic	1012-11 Rita returned call	X		10.12.2011	10.12.2011
Traffic	Traffic	Michelle responded to caller.	X		10.12.2011	10.13.2011
Traffic	Traffic	10-13-11 Rita notified contractor	X		10.12.2011	10.13.2011
Traffic	Traffic	Michelle responded to caller.	X		10.18.2011	10.18.2011
Traffic	Traffic	Michelle responded via phone	X		10.20.2011	10.21.2011
Traffic	Traffic				10.21.2011	
Traffic	Traffic	Michelle responded to caller.		X	10.22.2011	10.25.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Traffic	Traffic light timing	Issue addressed by construction staff.	X		10.25.2011	10.25.2011
Traffic	Traffic	Issue resolved by construction staff.	X		10.25.2011	10.25.2011
Traffic	Traffic Lights	Issue was responded to	X		10.27.2011	10.27.2011
Traffic	Traffic	Heavy traffic on 94 caused backup.	X		10.28.2011	10.28.2011
Vehicle Access	Construction Vehicles Blocking Loading Zone	Nkongo responded via email. Issue resolved.	X		10.03.2011	10.04.2011
Vehicle Access	Vehicle Access	Nkongo responded via phone and in-person. Issue resolved.	X		10.04.2011	10.04.2011
Vehicle Access	Vehicle Access	Michelle responded to caller to explain construction schedule.	X		10.04.2011	10.04.2011
Vehicle Access	Vehicle Access	Michelle responded via phone	X		10.04.2011	10.04.2011
Vehicle Access	Vehicle Access	Michelle responded to caller about construction schedule.	X		10.05.2011	10.06.2011
Vehicle Access	Vehicle Access	Michelle responded to caller on 10/7 to explain 280 construction schedule for following week.	X		10.07.2011	10.07.2011
Vehicle Access	Vehicle Access	Nkongo called back. Issue resolved.	X		10.07.2011	10.07.2011
Vehicle Access	Vehicle access	Michelle responded to caller to explain construction schedule.	X		10.10.2011	10.10.2011
Vehicle Access	Vehicle Access	Nkongo responded via email and forwarded to Ramsey County.	X		10.11.2011	10.11.2011
Vehicle Access	Vehicle Access	Michelle responded via phone to discuss road closings.	X		10.11.2011	10.11.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Vehicle Access	Vehicle access	Michelle responded to caller on 10/11 and explained corridor construction.	X		10.11.2011	10.11.2011
Vehicle Access	Construction on Cedar between 6th and 7th-complaint	Walsh management responded via email. Resolved.		X	10.11.2011	10.14.2011
Vehicle Access	Vehicle Access	Michelle responded to caller.	X		10.12.2011	10.13.2011
Vehicle Access	Eustis closure	10-13-11 Rita left message	X		10.12.2011	10.13.2011
Vehicle Access	Vehicle Access	Rita responded to caller.	X		10.13.2011	10.13.2011
Vehicle Access	Vehicle Access	Rita responded to caller.	X		10.13.2011	10.14.2011
Vehicle Access	Vehicle Access	Rita responded to caller.		X	10.14.2011	10.17.2011
Vehicle Access	Vehicle Access	Michelle responded to caller.		X	10.14.2011	10.18.2011
Vehicle Access	Vehicle Access	Michelle responded to caller with construction schedule.		X	10.15.2011	10.18.2011
Vehicle Access	Vehicle Access	Michelle responded via email	X		10.17.2011	10.17.2011
Vehicle Access	Vehicle Access	Rita and Michelle responded to caller.	X		10.17.2011	10.17.2011
Vehicle Access	Vehicle Access	Michelle responded via phone	X		10.18.2011	10.18.2011
Vehicle Access	Vehicle Access	Robin responded via email	X		10.20.2011	10.20.2011
Vehicle Access	Vehicle Access	Robin responded via email	X		10.20.2011	10.20.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Vehicle Access	Vehicle Access	Robin responded via email	X		10.20.2011	10.20.2011
Vehicle Access	Vehicle Access	Michelle responded via email.	X		10.20.2011	10.21.2011
Vehicle Access	Vehicle Access	Robin responded via email	X		10.21.2011	10.21.2011
Vehicle Access	Vehicle Access	Michelle responded to caller.		X	10.21.2011	10.25.2011
Vehicle Access	Hunan Restaurant Access Blocked by Trucks	Nkongo spoke to caller. Resolved.	X		10.23.2011	10.23.2011
Vehicle Access	Vehicle Access	Construction worker answered question for caller.	X		10.24.2011	10.24.2011
Vehicle Access	Sixth Street -- When will it re-open? Lowertown Wine and Spirits Access	Laura emailed her the information on 10/24/11	X		10.24.2011	10.24.2011
Vehicle Access	Blocked	Nkongo spoke with Gerry. Resolved.	X		10.24.2011	10.24.2011
Vehicle Access	Construction Vehicles Blocking Access To Lowertown Wine and Spirits	Nkongo called. Resolved.	X		10.24.2011	10.24.2011
Vehicle Access	Vehicle Access	Michelle responded via phone	X		10.24.2011	10.25.2011
Vehicle Access	Vehicle Access	Michelle responded to caller.	X		10.25.2011	10.25.2011
Vehicle Access	Lowertown Wine and Spirits Access Blocked	Nkongo spoke with caller.	X		10.25.2011	10.25.2011
Vehicle Access	blockage	Nkongo Cigolo forwarded this concern onto Brian Panfil and Lucas Miller	X		10.26.2011	10.26.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Vehicle Access	Trucks and Construction Equipments Blocking Access to Lowertown Wine and Spirits	Nkongo called and resolved.	X		10.26.2011	10.26.2011
Vehicle Access	Vehicle Access				10.27.2011	
Vehicle Access	Vehicle Access	Michelle responded to caller and gave construction schedule.	X		10.27.2011	10.28.2011
Vehicle Access	Vehicle Access	Michelle responded to caller, gave construction schedule.	X		10.27.2011	10.28.2011
Vehicle Access	Vehicle Access	Robin Caufman responded with answer via email.	X		10.28.2011	10.30.2011
Vehicle Access	Fallen signage & Vehicle access	Robin forwarded concern to contractor; Brian sent someone out to resolve.	X		10.29.2011	10.29.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Civil West						
Incidents	Information regarding Fiber Line strike at University of Minnesota West Bank Campus	Dan responded by email.	X		10.10.2011	10.10.2011
Incidents	South sidewalk Washington Avenue between Walnut and Oak overspray	Dan responded by phone/email. AMJV clean windows.		X	10.11.2011	10.19.2011
Incidents	Concrete Overspray	Dan followed up	X		10.28.2011	10.28.2011
Misc	What happens to all the concrete	Jessica emailed that concrete is recycled. Jessica responded by phone. Information provided.		X	10.02.2011	10.07.2011
Misc	Construction schedule		X		10.03.2011	10.03.2011
Misc	Concrete Pad at Theatre in the Round	Dan met with business.		X	10.03.2011	10.21.2011
Misc	Construction schedule	Dan responded by email. Provided information and schedule	X		10.04.2011	10.04.2011
Misc	Noise	Dan responded by email, directed caller to the construction update.	X		10.04.2011	10.05.2011
Misc	Internet Down, is this related to CCLRT construction?				10.07.2011	
Misc	Where does one request stop signs?	Dan responded by email. Stop must be request thru Minneapolis Park Board		X	10.10.2011	10.14.2011
Misc	Hot Diggity Dog Request for Weekly Update	Dan added to weekly email list		X	10.11.2011	10.13.2011
Misc	Schedule for Mercil's Driveway	Jessica called business		X	10.11.2011	10.25.2011
Misc	Issue not given	Dan responded by phone, information provided.	X		10.12.2011	10.12.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Misc	Placing of ticket machines	Jessica emailed back scanners will be at start of platform	X		10.17.2011	10.18.2011
Misc	Construction renderings	Dan responded by email with pictures and information.	X		10.17.2011	10.18.2011
Misc	Construction schedule	Duplicate of OISS 392	X		10.18.2011	10.19.2011
Misc	Construction schedule	Jessica called business and set a meeting to review plans and access.	X		10.19.2011	10.19.2011
Misc	General Information	Nkongo responded via email	X		10.24.2011	10.25.2011
Misc	Construction work				10.27.2011	
Parking	Parking	Was suppose to go into civil east	X		10.24.2011	10.25.2011
Pedestrian	Sidewalk access	Civil East call. Sent to Civil East to respond.	X		10.21.2011	10.21.2011
Traffic	Traffic	Dan responded by email, information provided.		X	10.12.2011	10.14.2011
Vehicle Access	Vehicle Access	Dan responded by email, provided information about closure and detour.	X		10.03.2011	10.03.2011
Vehicle Access	Vehicle Access	Dan responded by phone. Directions provided.	X		10.04.2011	10.04.2011
Vehicle Access	Vehicle Access	Dan responded by phone and provided information and directions.	X		10.04.2011	10.04.2011
Vehicle Access	Vehicle Access	Dan responded by phone. Information and directions provided.	X		10.04.2011	10.05.2011
Vehicle Access	Vehicle Access	Dan responded by phone and left message. Attempt to follow up by email fail, bad email address.	X		10.09.2011	10.10.2011

Category	Description	FTA Resolution	Responded within 24 Hours	Responded within 1 Week	Date Received	Date Responded
Vehicle Access	Street Closures near the University of Minnesota	Dan responded by email, directions provided.	X		10.10.2011	10.10.2011
Vehicle Access	Vehicle access	Dan responded by phone and left voicemail. No further contact.	X		10.10.2011	10.11.2011
Vehicle Access	Huron Blvd and 25th Ave Closure Concerns	AMJV staff immediately adjusted traffic control to provide access.	X		10.11.2011	10.11.2011
Vehicle Access	Re-opening of Caspian Restaurant					
Vehicle Access	Delaware St Driveway	Dan responded, left voicemail with information.		X	10.11.2011	10.14.2011
Vehicle Access	Caspian 25th Ave Driveway Design Concerns	Issue was resolved between CCPO Design, City of Minneapolis, and Property Owner		X	10.11.2011	10.18.2011
Vehicle Access	Access During 29th Avenue Construction	Dan responded by phone. Information provided.		X	10.12.2011	10.17.2011
Vehicle Access	Vehicle Access	Dan responded. Information provided.	X		10.13.2011	10.13.2011
Vehicle Access	Vehicle Access	Dan responded. Information provided.	X		10.17.2011	10.17.2011
Vehicle Access	Vehicle Access	Assigned to wrong coc. Re-entered in Jessica's name	X		10.19.2011	10.19.2011
Vehicle Access	Vehicle Access	Dan responded by phone, directions provided.	X		10.19.2011	10.19.2011
Vehicle Access	Vehicle Access	Jessica met with business.		X	10.21.2011	10.25.2011
Vehicle Access	Vehicle Access	Jessica met with business.		X	10.23.2011	10.25.2011
Vehicle Access	Vehicle Access	Dan responded by phone, directions provided.	X		10.24.2011	10.24.2011
Vehicle Access	Vehicle Access	Dan responded by email with information.	X		10.27.2011	10.27.2011

Attachment B1

Summary of Past Monthly Meetings
(October 2011)

Central Corridor LRT Meeting Summary

October 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
10/4/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO – West Bank CCC	Quarterly evaluation	Committee Members	5	Hill, Jessica
10/5/11	3:00 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO – Capitol Area PCIM	Capitol Area LRT Public Construction Information Meeting	General public	10	Lee, Shoua
10/5/11	3:30 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO – Capitol Area CCC	Quarterly evaluation	Committee Members	5	Lee, Shoua
10/6/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN 55101	CCPO – Downtown St. Paul CCC	Quarterly evaluation	Committee Members	15	Cigolo, Nkongo
10/12/11	3:00 PM	Alliance Bank Center, 55 East 5th Street, Suite 200, St. Paul	CCPO – Downtown St. Paul PCIM	Downtown St. Paul Public Construction Information Meeting	Downtown businesses, employees, residents	30	Cigolo, Nkongo
10/13/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO – East Bank/Stadium Village CCC	Quarterly evaluation	Committee members	10	Hill, Jessica
10/13/11	4:00 PM	Central Corridor Project Office, 540 Fairview Avenue N, Room 2/3	CCPO – University Avenue West CCC	Quarterly evaluation	Committee members	10	Rodriguez, Rita
10/18/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO – West Bank CCC	Construction Communication Committee Meeting	Committee Members	10	Hill, Jessica
10/20/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN 55101	CCPO – Downtown St. Paul CCC	Construction Communication Committee Meeting	Committee Members	15	Cigolo, Nkongo
10/26/11	3:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO – Minneapolis PCIM	Minneapolis Public Construction Information Meeting (PCIM)	Project Staff, AMJV, and Community Members	25	Pfeiffer, Daniel
10/27/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO – East Bank/Stadium Village CCC	Construction Communication Committee Meeting	Committee members	10	Hill, Jessica
10/27/11	4:00 PM	Central Corridor Project Office, 540 Fairview Avenue N, Room	CCPO – University Avenue West CCC	Construction Communication Committee Meeting	Committee members	10	Rodriguez, Rita

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

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

Central Corridor LRT Meeting Summary

October 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
		2/3					
10/6/11	12:00 PM	Transfer Road Deli 654 Transfer Road, St Paul, MN 55114	Midway Chamber	Lunch on the Avenue	Corridor employees, business supporters	35	Caufman, Robin
10/18/11	9:00 AM	Frog Town Square 599 University Avenue St Paul, MN N.E. corner of Dale & University	City of St. Paul	City of Saint Paul Transit- Oriented Development Guidebook Release & Celebration			Caufman, Robin
10/20/11	11:30 AM	YMCA 1761 University Avenue St Paul, MN 55104	Midway Chamber	Lunch on the Avenue	Corridor employees, business supporters	35	Caufman, Robin
10/28/11	9:00 AM	Wilder Foundation	Business Resources Collaborative	Lessons Learned	corridor businesses, leaders	15	Caufman, Robin
10/31/11	11:30 AM	Goodwill Easter Seals	St. Paul Chamber	Regional transportation plans	Business community	100	Caufman, Robin
10/3/11	9:00 AM	709 University Avenue, Saint Paul, MN 55104	Lifetrack Resources	Lifetrack Resources Staff Meeting - CCLRT Update	Lifetrack Resources staff	15	Lee, Shoua
10/10/11	2:30 PM	Shuang Hur Supermarket, 654 University Avenue West, Saint Paul MN 55103	Daisy Haung	Access/pre-construction meeting	Thomas Haung		Lee, Shoua
10/13/11	3:00 PM	175 Kellogg Boulevard, Saint Paul, MN 55101	Minnesota Public Transit Association	Minnesota Public Transit Association Conference	Transit Organization	60	Cigolo, Nkongo
10/19/11	6:00 PM	Dar Al Quba, 1501 S. 6th Street, Minneapolis, MN, 55414	West Bank Community Coalition monthly meeting	West Bank Community Coalition	Community Members	25	Pfeiffer, Daniel
10/20/11	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
10/21/11	1:00 PM	270 E. 4th Street, St. Paul, MN 55101		Lot 270 Inspection--Access Request	Property manager	2	Cigolo, Nkongo
10/21/11	3:00 PM	1578 University Avenue, Saint Paul, MN 55104	CCPO	American Bank - sidewalk, irrigation, tree concerns	Beth Mahalla, Facilities Manager	1	Lee, Shoua
10/24/11	10:00 AM	Central Corridor Project Office, Conference Room #1, 540 Fairview Avenue, Suite 200, Saint Paul, MN 55104	Asian Economic Development Association	Pre-construction and other issues meeting	Va-Megn Thoj; Nancy Pomplun	2	Lee, Shoua

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

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

Central Corridor LRT Meeting Summary

October 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
10/24/11	2:00 PM	1435 and 1415 University Avenue	CCPO	Areaway Meetings	business owners	4	Rodriguez, Rita
10/25/11	10:30 AM	Town House Bar, 1415 university Avenue, St. Paul, MN 55104	CCPO	Areaway Meeting	Business Owner	4	Rodriguez, Rita
10/25/11	11:00 AM	Ultimate Look, 1447 and 1455	CCPO	Meeting to discuss temp walkway and cracked window	Business Owner	2	Rodriguez, Rita
10/25/11	1:00 PM	1821 University and 540 Fairview, St Paul, MN 55104	CCPO	Flyering Griggs Midway and 540 Fairview with Information about Fairview Closure	Tenants of 1821 University and 540 Fairview	50	Webb, Michelle
10/25/11	2:45 PM	1951 University Avenue, Saint Paul, MN 55104	Paul McQuaid	Sidewalk concerns	Paul McQuaid	1	Lee, Shoua
10/26/11	2:30 PM	Royal Tire, 1831 University Avenue, St. Paul, MN 55104	CCPO	Meeting to discuss sidewalk removal and temp walkway	Business Owner	2	Rodriguez, Rita
10/27/11	9:00 AM	Sharett's Liquor, Security Building, Coffee Shop, Key's Resturant, Pedestrian Crossing	CCPO	Outreach Raymond Businesses	Business owners	5	Rodriguez, Rita
10/27/11	1:00 PM	Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, Suite 175, St. Paul, MN 55101	CCPO	Cedar Street Construction Update meeting	Cedar Street Property Management	15	Happel, Dana
10/28/11	9:00 AM	US Bank, 101 East 5th Street, Suite 240, St. Paul, MN 55101	CapitolRiver Council	Skyway Committe Meeting-update on skyway and Bremar Bank	Skyway Committee Members	15	Happel, Dana
10/31/11	12:00 PM	Dinnaken House, 900 Washington Avenue SE, Minneapolis, MN 55414	CCPO	Access Meeting Dinnaken	Business Owner/Property Manager	4	Hill, Jessica

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

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

Attachment B2
Summary of Upcoming Monthly Meetings
(November 2011)

Central Corridor LRT Upcoming Meeting Summary

October 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees	Attendees Expected	Project Contact & Phone #
11/1/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO – West Bank CCC	Construction Communication Committee Meeting	Committee Members	10	Hill, Jessica
11/2/11	12:30 PM	Council Chambers, 390 N. Robert Street. St. Paul	Transportation Accessibility Advisory Committee	Construction update	TAAC committee members. ADA community	15	Caufman, Robin
11/2/11	3:00 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO – Capitol Area PCIM	Capitol Area LRT Public Construction Information Meeting	General public	10	Lee, Shoua
11/2/11	3:30 PM	Stassen Building, Room 2000, 600 Robert Street North, Saint Paul, MN 55146	CCPO – Capitol Area CCC	Construction Communication Committee Meeting	Committee Members	5	Lee, Shoua
11/9/11	1:00 PM	Council Chambers, 390 N. Robert Street. St. Paul	Met Council – Central Corridor Management Committee	Construction update, marketing program, new website, sector study	Committee members, project partner staff, public	40	Caufman, Robin
11/9/11	3:00 PM	Alliance Bank Center, 55 East 5th Street, Suite 200, St. Paul	CCPO – Downtown St. Paul PCIM	Downtown St. Paul Public Construction Information Meeting	Downtown businesses, employees, residents	30	Cigolo, Nkongo
11/10/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO – East Bank/Stadium Village CCC	Construction Communication Committee Meeting	Committee members	10	Hill, Jessica
11/10/11	4:00 PM	Central Corridor Project Office, 540 Fairview Ave. N, Room 2/3	CCPO – University Avenue West CCC	Construction Communication Committee Meeting	Committee members	10	Rodriguez, Rita
11/15/11	10:00 AM	245 Cedar Avenue S, Minneapolis, MN 55414	CCPO – West Bank CCC	Construction Communication Committee Meeting	Committee Members	10	Hill, Jessica
11/16/11	3:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO – Minneapolis PCIM	Minneapolis Public Construction Information Meeting (PCIM)	CCPO, AMJV, Community Members	25	Pfeiffer, Daniel
11/17/11	10:00 AM	Saint Paul Area Chamber of Commerce, 401 Robert Street, Executive Room, St. Paul, MN	CCPO – Downtown St. Paul CCC	Construction Communication Committee Meeting	Committee Members	15	Cigolo, Nkongo
11/17/11	2:00 PM	Grace University Lutheran Church, 324 Harvard Street SE, Minneapolis, MN 55414	CCPO - East Bank/Stadium Village CCC	East Bank/Stadium Village Construction Communication Committee	Committee Members	15	Pfeiffer, Daniel

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

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Central Corridor LRT Upcoming Meeting Summary

October 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
11/1/11	6:00 PM	Prospect Park United Methodist Church 22 Orlin Avenue SE (On the corner of Orlin & Malcom)	Central Corridor Funders Collaborative	Housing Roundtable Discussions	Community development, housing advocates	30	Richardson, Mary
11/2/11	6:30 AM	Alliance Bank lobby, skyway level	City of St. Paul	Skyway reopening	BOMA, Alliance Bank Center, downtown businesses and employees	50	Caufman, Robin
11/3/11	6:00 PM	Central Corridor Resource Center 1080 University Avenue W, St Paul	Central Corridor Funders Collaborative	Housing Roundtable Discussions	Community development, housing advocates	30	Richardson, Mary
11/7/11	8:00 AM	Midway Chamber conference room, Spruce Tree Center	Commissioner Carter, Chair Haigh	Business concerns and reports	AEDA/UABA/Chamb ers	15	Caufman, Robin
11/9/11	7:30 AM	1080 University Avenue St Paul, MN	Central Corridor Funders Collaborative	Community Development Conversations	Community development, housing advocates	30	Richardson, Mary
11/1/11	11:30 AM	Art and Archetecture, 3338 University Avenue SE, Minneapolis, MN 55414	CCPO	Access Meeting	Property/Business Owner	3	Hill, Jessica
11/1/11	2:00 PM	Caribou Coffee, 917 Washington Avenue SE, Minneapolis, MN 55414	CCPO	Access Meeting Caribou Coffee	CCPO, AMJV, Business Manager	3	Hill, Jessica
11/1/11	12:00 PM	Great Brakes, 3326 University Avenue SE, Minneapolis, MN 55414	CCPO	Access Meeting Great Brakes	Business Owner	3	Hill, Jessica
11/2/11	2:00 PM	General Nanosystems, 3014 University Avenue SE, Minneapolis, MN 55414	CCPO	Access Meeting General Nanosystems	Business Owner, CCPO, AMJV	3	Hill, Jessica
11/3/11	2:00 PM	Punch Pizza, 802 Washington Ave. , Minneapolis, MN 55141	CCPO	Access Meeting Punch Pizza	Business Owner and Manager	5	Hill, Jessica
11/3/11	3:30 PM	Fraser, 3333 University Avenue SE, Minneapolis, MN 55414	Fraser	Fraser- recap of planning	New director of Fraser, CCPO	3	Hill, Jessica
11/16/11	6:00 PM	Dar Al Quba, 1501 S. 6th Street, Minneapolis, MN, 55414	West Bank Community Coalition monthly meeting	West Bank Community Coalition	Community Members	25	Pfeiffer, Daniel

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

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Central Corridor LRT Upcoming Meeting Summary

October 2011

Date	Start Time	Meeting location and address	Group/Host	Topic/Purpose of Meeting	Stakeholder Attendees*	Attendees Expected	Project Contact & Phone #
11/17/11	1:00 PM	MPR	CCPO	Conference call with MPR	MPR	1	Happel, Dana
11/17/11	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
11/21/11	1:00 PM	Genesis II, 3036 University Avenue SE, Minneapolis, MN 55414	CCPO	Access Meeting Genesis II	Business Director, CCPO, AMJV	3	Hill, Jessica
11/22/11	12:00 PM	Spruce Tree Center	Midway Chamber of Commerce	Project update	Corridor businesses, leaders	15	Caufman, Robin
12/1/11	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 managers	15	Happel, Dana
12/2/11	9:00 AM	US Bank, 101 East 5th Street, Suite 240, St. Paul, MN 55101	CapitolRiver Council	Skyway Committee Meeting- Skyway/Bremar Building update	Skyway Committee Members	15	Happel, Dana
12/15/11	4:00 PM	Augsburg Gateway Center, 2211 Riverside Avenue, Minneapolis, MN 55414	Monthly WBBA Board Meeting	West bank Business Association Board Meeting	Business Owners and Community Members of West Bank	30	Pfeiffer, Daniel
12/21/11	6:00 PM	Dar Al Quba, 1501 S. 6th Street, Minneapolis, MN, 55414	West Bank Community Coalition monthly meeting	West Bank Community Coalition	Community Members	25	Pfeiffer, Daniel
12/29/11	1:00 PM	Wells Fargo Place, 110 Wells Fargo Place, 30 East 7th Street, St. Paul, MN 55101	CCPO	Cedar Street Construction Update meeting	Cedar Street Property Management	15	Happel, Dana

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

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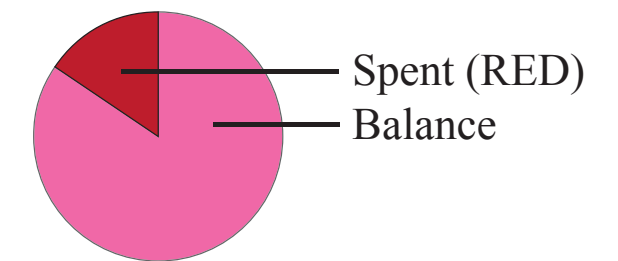
Attachment C
CCLRT Business Mitigation Fund
October 2011 Status Report

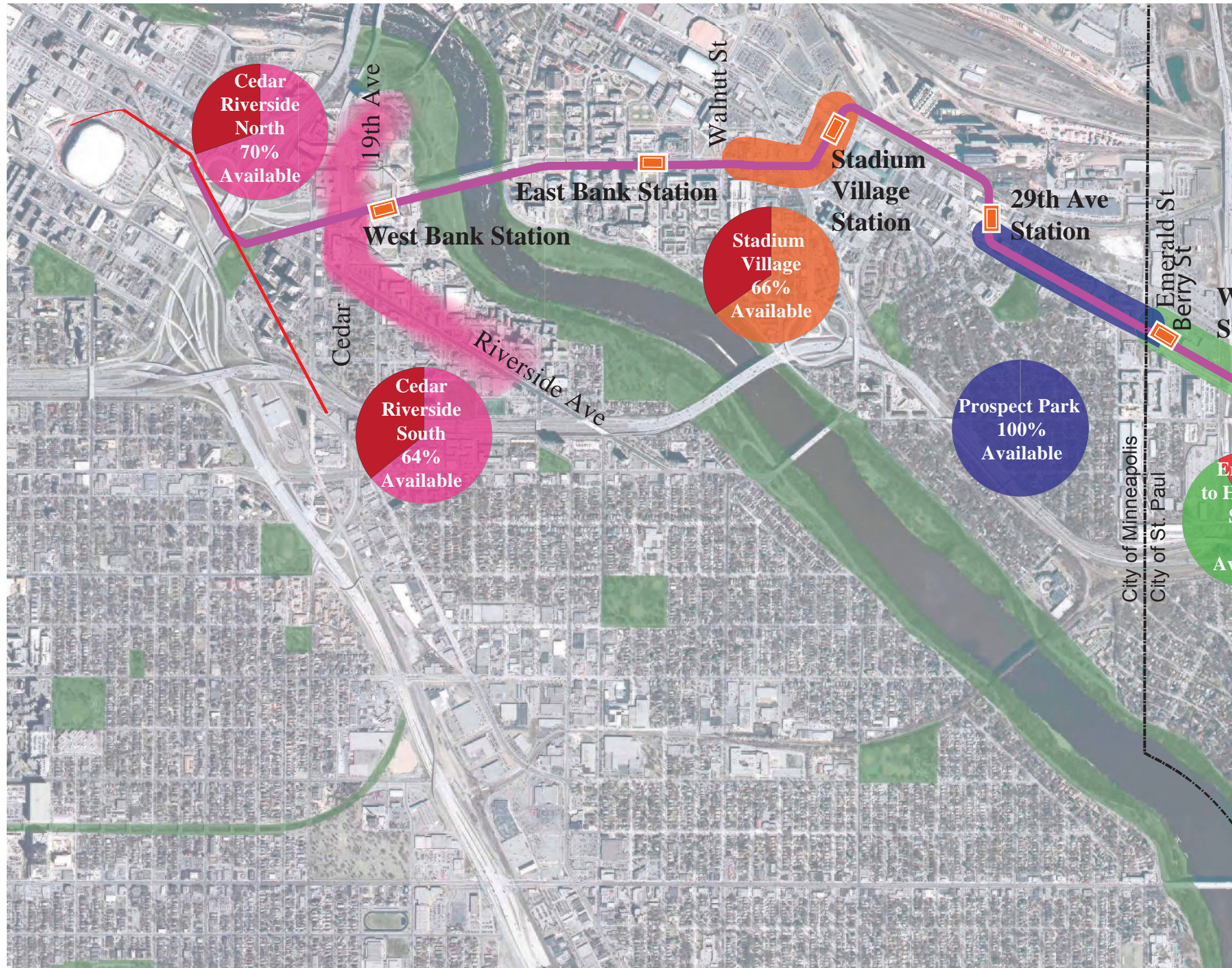
CCLRT Business Support Fund October 2011 Status Report



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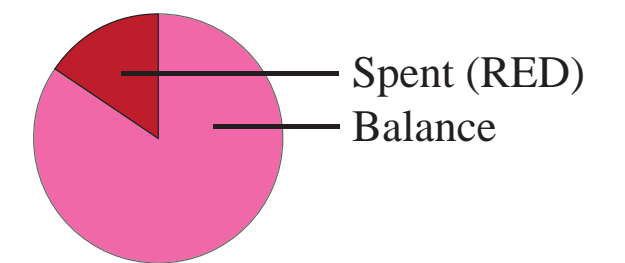
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-  Prospect Park
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-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown

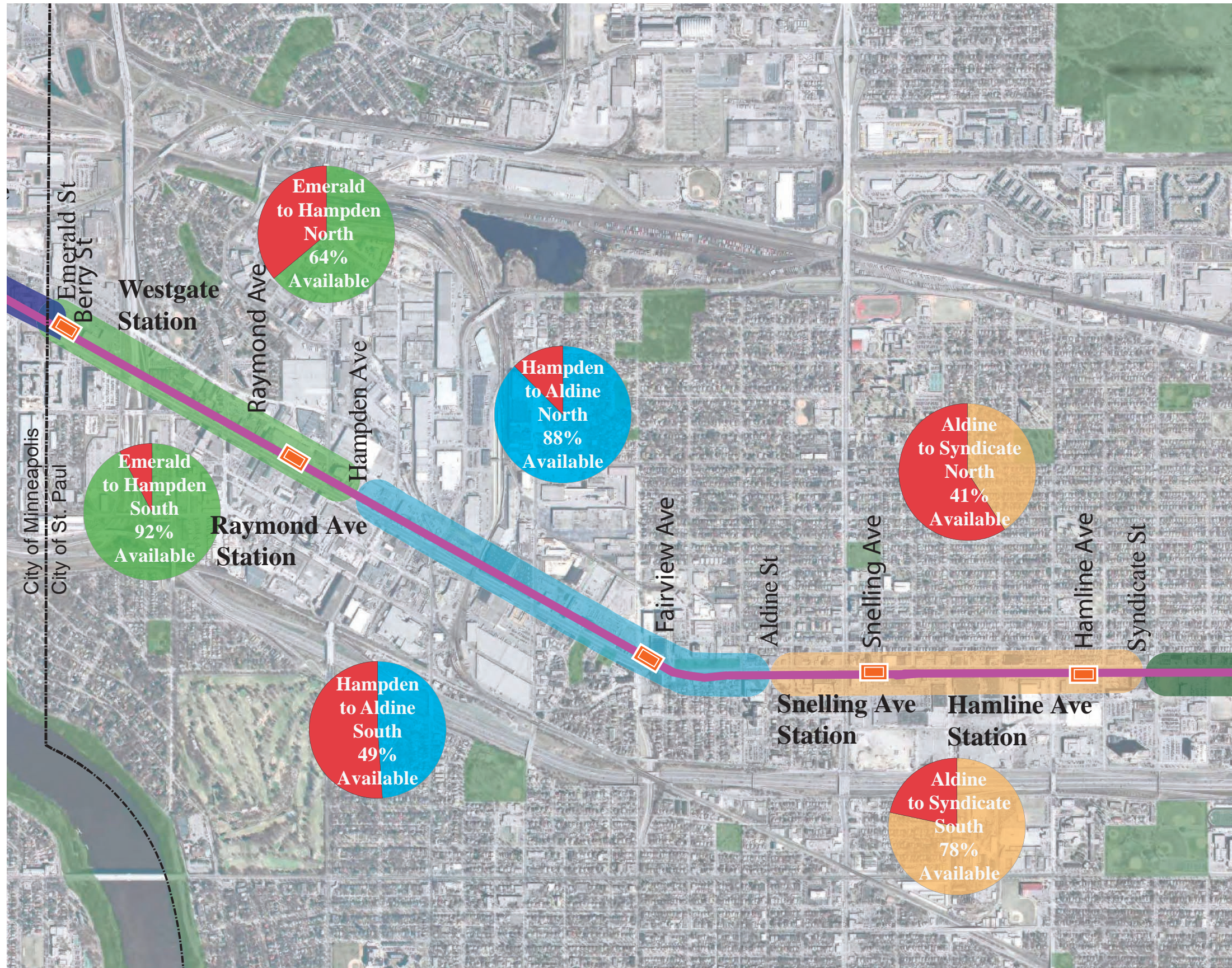




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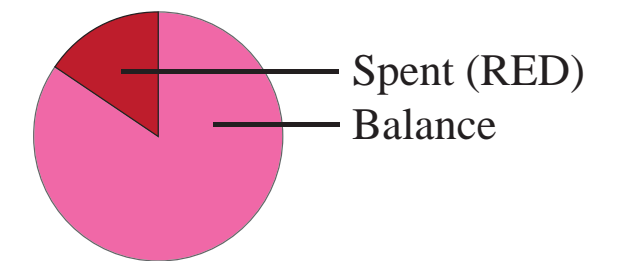
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- Syndicate-Rice
- Lowertown





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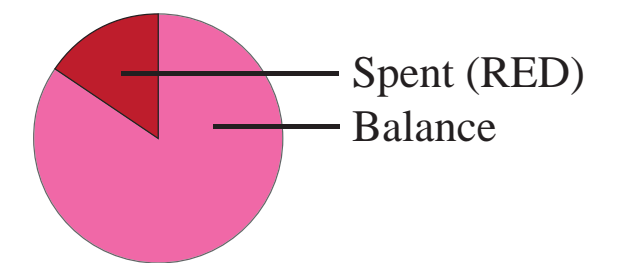
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-  Prospect Park
-  Emerald-Hampden
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-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown

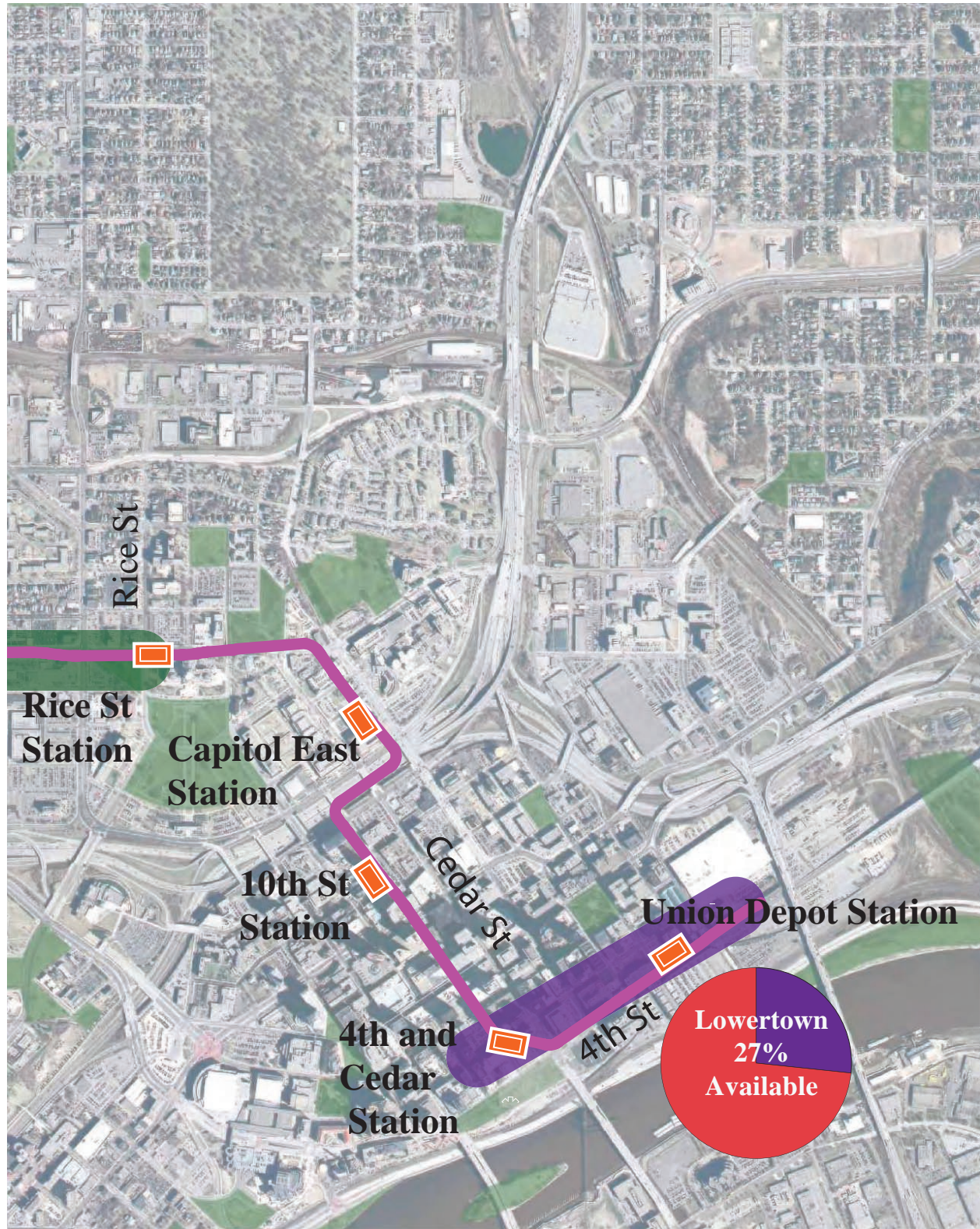




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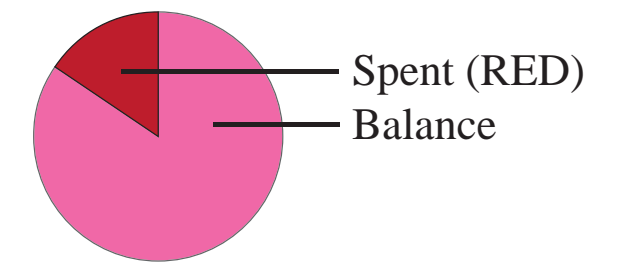
-  Cedar-Riverside
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-  Prospect Park
-  Emerald-Hampden
-  Hampden-Aldine
-  Aldine-Syndicate
-  Syndicate-Rice
-  Lowertown





LEGEND

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



Attachment D

Business Improvement / Expansion Fund

Quarterly Report

(U7 to Living Cities)

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

The Living Cities full grant period is from January 1, 2011 to December 31, 2011.

This Interim Report covers January 1, 2011 to September 31, 2011

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

Goal: Stabilizes small businesses at risk of disruption from construction

Objective 1: With Living Cities resources (in 2011)- 20 small businesses (not previously engaged with U7 in 2009 or 2010) **have received assistance from the U7 Project**

Overall, (in 2011) the U7 Project will provide TA to 60 small businesses (not previously engaged with U7 in 2009 or 2010)

Objective 2: With Living Cities resources (in 2011) - 4 small businesses have used the U7 4:1 façade matching grants to make large, visible and high impact façade improvements.

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

Objective 3: In 2011, approx. \$200,000 of loan resources have been deployed to small businesses to expand their businesses or to establish building ownership.

Progress achieving grant outputs and outcomes; in particular:

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

In total, NDC and U7 have provided 1767.5 hours of one-on-one services to over 170 Central Corridor businesses since January 1, 2011, to September 30, 2011. Of this number, 62 businesses were not previously working with U7. Please Note: There are many other businesses that have received U7 services through the Ready for Rail Forgivable Loan Program that we have yet to capture completely. The Ready for Rail Forgivable Loan Program is being administered by NDC, but U7 Staff, Interns and Consultants provide deep technical assistance on accounting pieces for several clients. The numbers are forthcoming; however, they were not compiled in time for this report.

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

Façade Improvement Grants: To date, U7 has not expended any of the dollars in the façade improvement program. However, the program has been promoted to all U7 businesses on the façade improvement waiting list (Please see attachment of U7 Façade Improvement Flyer). U7 has received **7** Letters of Interest from business owners to date.

Two businesses have proceeded with completing the façade improvement application, and those completed applications have been received by U7. The two complete application come from businesses located in the priority target area from Rice and Lexington along University Avenue. The next step in the process is to have the U7 staff review the work plan that is being proposed for each of the two projects, make recommendations and then present those projects to the U7 Façade Improvement Committee, which is made up of the U7 Board of Directors. U7 hopes to approve at least 3 façade programs before the end of December 2011.

c. **Objective 3:** Number of small business loans issued.

Funds Expended to Date	Number of Potential Projects being Investigated	Number of Inquires Received to Date	\$ Value of Potential Projects Received to Date	Number of Projects Approved to Date	\$ Value of Approved Projects to Date	Number of Projects Denied to Date	\$ Value of Projects Denied to Date
None	10	3	\$275,000	None	NA	None	NA

The **3** projects the NDC Loan Officers are currently moving through the building owners/business expansion loan and façade improvement application process involve:

- A vacuum business on the 600 block of University that is interested in a business expansion loan and a major façade improvement project.
- A Cambodian restaurant on the 400 block of University that is interested in a business expansion, building ownership and façade improvement project.
- A grocery/health store on the 300 block of University that is interested in a business expansion and façade improvement project.

So far, all the projects moving through to a loan application are concentrated in the priority target area of Rice and Lexington along University Avenue.

Two of the three businesses that we are assisting through the loan and façade improvement application process are Asian owned businesses. In conjunction to working with U7 and NDC on these projects, these two Asian businesses are also working with the Asian Economic Development Association (AEDA) to on their façade improvements. Through AEDA, the business owners will be able to have façade improvements that reflect their Asian background. This is a very exciting and unexpected occurrence. AEDA is able, through their own resources, to cover the cost of architectural drawings – an item that U7/NDC cannot cover through the façade improvement program. In partnership with AEDA, NDC and U7 will be able to assist the Little Mekong marketing district project to move forward.

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

In total, NDC and U7 have provided **1767.50 hours** of one-on-one services to over **170** Central Corridor businesses since January 1, 2011, to September 30, 2011. Currently, the demographic breakdown of NDC and U7 clients within the Central Corridor is as follows:

African	26
African American	25
Asian	40
White	30
Unknown	43 (survey's have not been complete for this businesses)

The geographic communities NDC and U7 operate within, along the Central Corridor, are very diverse and unique from one another. From Lowertown and Downtown St. Paul on one end, to Frogtown (including historic Rondo), Hamline-Midway, Summit-U, St. Anthony Park and Prospect Park on the other. Each neighborhood has similarities – a mix of homes, apartments and businesses, but these areas are primarily different from one-another demographically and economically.

Briefly, here is the general breakdown some of the various neighborhoods along the Central Corridor according to the last census:

FROGTOWN - race and ethnicity* (2010) – Includes the North side of University from Rice to Lexington

White	21.1%
Black or African American	29.8%
American Indian and Alaska Native	1.1%
Asian or Pacific Islander	34.1%
Other race	0.3%
Two or more races	3.9%
Hispanic or Latino	9.6%

HAMLIN-MIDWAY - race and ethnicity* (2010) – Includes Northside of University from Lexington to Transfer Road

White	68.8%
Black or African American	15.0%
American Indian and Alaska Native	0.9%
Asian or Pacific Islander	5.3%
Other race	0.2%
Two or more races	3.6%
Hispanic or Latino	6.2%

ST. ANTHONY PARK - race and ethnicity* (2010) – Includes North side of University from Transfer Road to Hwy. 280

White	74.0%
Black or African American	8.6%
American Indian and Alaska Native	0.6%
Asian or Pacific Islander	11.0%
Other race	0.2%
Two or more races	2.4%
Hispanic or Latino	3.2%

SUMMIT-UNIVERSITY - race and ethnicity* (2010) – Includes the South side of University from Marion to Lexington

White	46.1%
Black or African American	35.0%
American Indian and Alaska Native	0.7%
Asian or Pacific Islander	9.8%

Other race	0.2%
Two or more races	3.5%
Hispanic or Latino	4.6%

UNION PARK - race and ethnicity* (2010) – Includes South side of University from Lexington to St. Paul Boarder with Mpls.

White	77.8%
Black or African American	11.1%
American Indian and Alaska Native	0.5%
Asian or Pacific Islander	3.2%
Other race	0.1%
Two or more races	2.9%
Hispanic or Latino	4.4%

Note: all the data above on census numbers comes from MN Compass.

NDC and U7 have provided services to the following small business owners, according to race or ethnicity:

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

We did not anticipate that the façade grant program would take so long to finalize. However, we have been up and running and promoting the program since September 2011.

Also, we did not anticipate that we would not have approved a loan at this point in the year. However, three strong and promising applications are being prepared by the business owners and the NDC Loan Staff. It is rewarding to go out and discuss these types of loan products and opportunities with the small businesses along the Central Corridor.

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

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

NDC and U7 feel comfortable with the progress made since September 2011 on both the loan and façade improvement programs. At this point, all seems to be moving along. The exact time to begin each of the programs was not anticipated, but we are catching up quickly. It is too soon to tell if any modification in the implementation of the programs “on the ground” is needed.

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

NDC and U7 honestly have not had the space to give this question its due. The staff needs to provide this insight prior to the end of this calendar year. By the final report the lessons learned will be shared.

5. If this is an ongoing project/program, describe your plans for sustaining it beyond this grant.

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

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

6. The amount of grant funds remaining as of reporting date.

The amount of grant funds remaining as of reporting date – September 31, 2011.

As of July 15, 2011, Neighborhood Development Center (NDC) and U7 has received a total of \$183,000 of grant dollars. Of those dollars:

- U7 received \$49,000 for façade improvement grants to be issued along the Central Corridor for small business.
- NDC received \$100,000 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:

- None for Façade Improvement – on hand (not yet spent)
- Loan Loss Reserve Fund – Deposited to a blocked account
- \$33,500 for NDC Operations – A quarter of the funds has been spent. 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.

Attachments:

- NDC/U7 Financial Statement
- List of Additional Funders
- U7 Façade Improvement Flyer
- NDC Business Expansion and Building Ownership Flyer

Attachment E
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

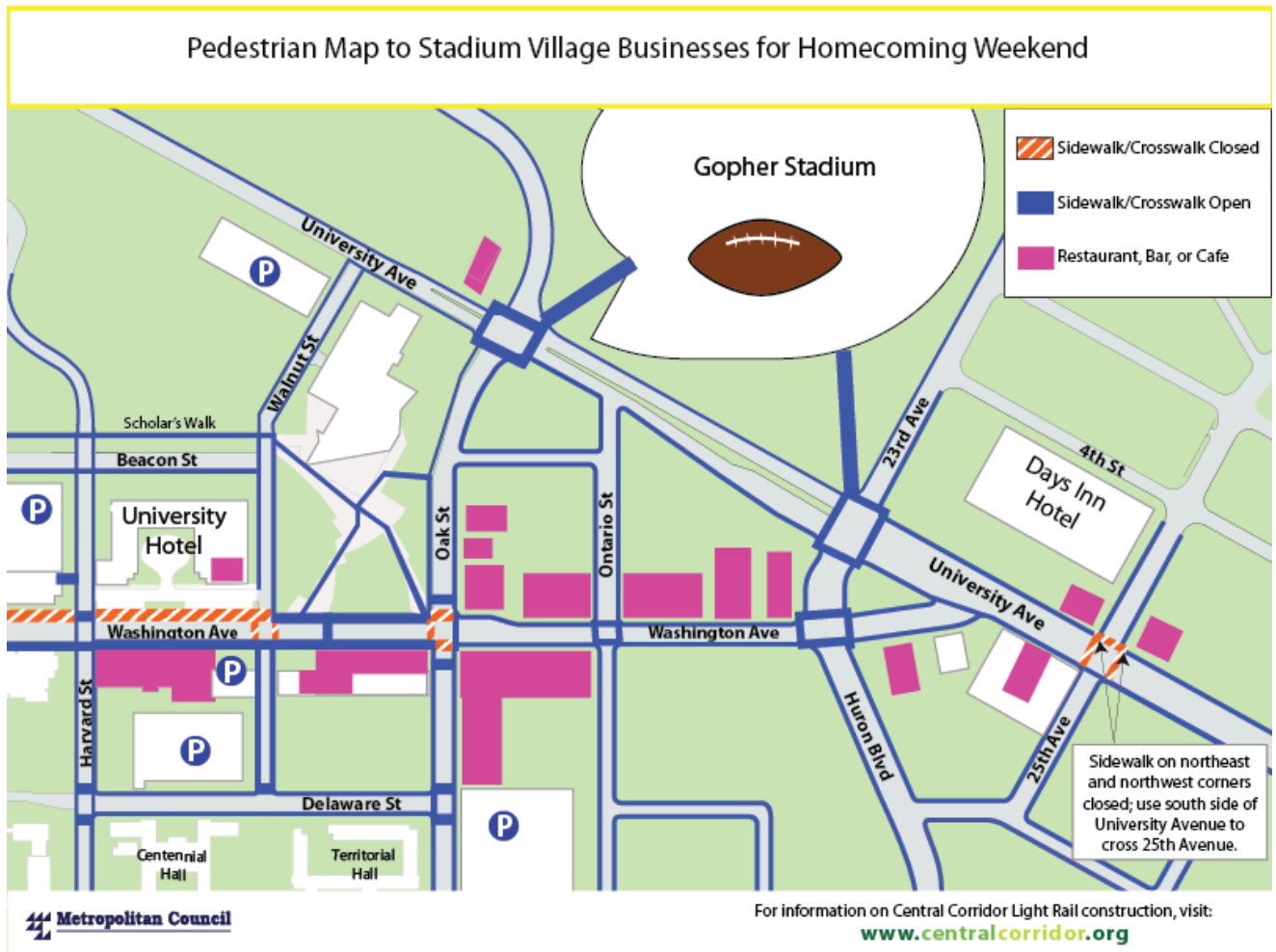
U7 Year Two FY2010 Small Business Support & Resource Activities	U7 Year-Two Goals per Activity FY2010 April 1 to March 30, 2011 12 Month Goals	U7 Year Two End Of Year Accomplishments FY2010 April 1, to March 31, 2011 12 month Results
Loans to Small Businesses	Goal: 30 loans worked on with 20 loans approved 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 F

Stadium Village Outreach Map



Attachment G

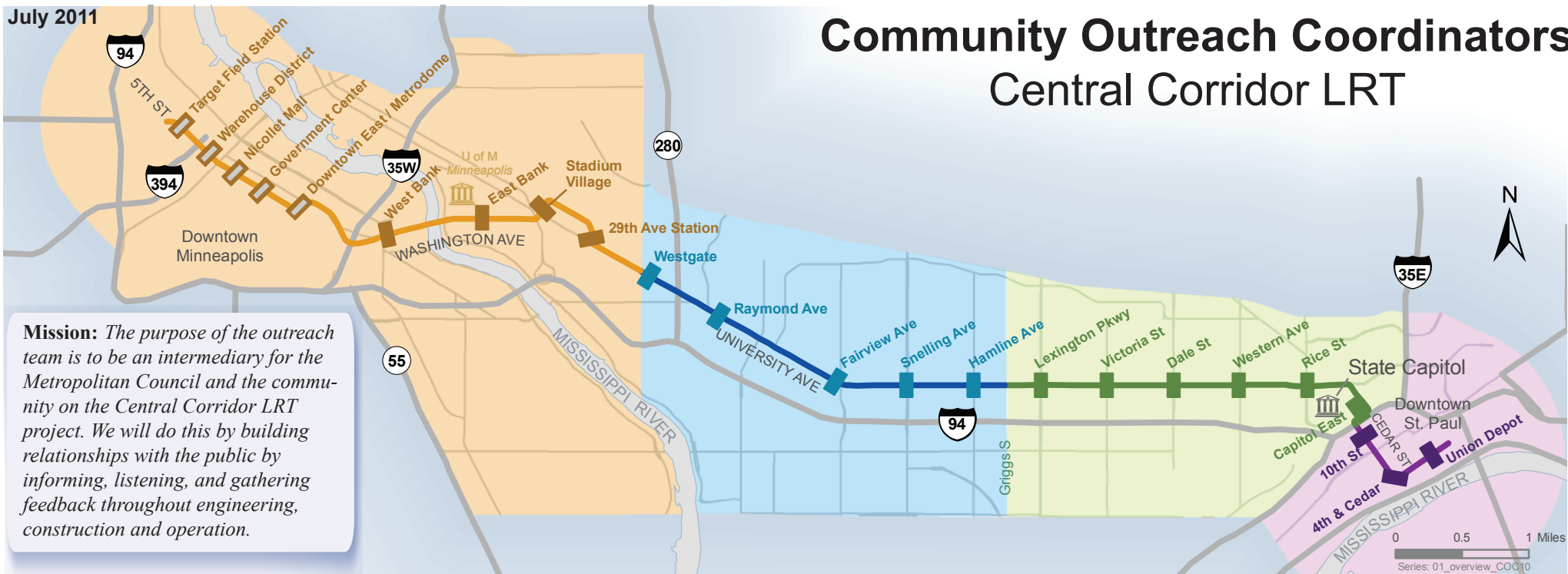
Outreach Coordinators

Attachment G

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

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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