



REAL ESTATE QUARTERLY

Rendering: Amazon.com Inc. to take 700,000 square feet at Avion Burbank business park.

A TIME FOR E-COMMERCE

Pandemic accelerates online shopping and need for warehouses.

By **MICHAEL AUSHENKER**
Staff Reporter

The coronavirus has become an accelerant for the trend toward e-commerce – and the biggest beneficiary in the Valley region is **Amazon.com Inc.** Multiple sources confirmed to the Business Journal that Amazon has leased 700,000 square feet in two buildings at the

newly built Avion Burbank business park. While Valley-based e-commerce companies have benefited from the pandemic's emphasis on distant transactions, in the commercial real estate market Amazon has emerged as the big customer. **John DeGrinis**, executive managing director at brokerage **Newmark Knight Frank** in Woodland Hills, said a few years ago, Amazon had 127,000 square feet in the

region, but by the end of 2021, the company will have 3 million to 4 million square feet in the market. "They're making a big re-entry in the North L.A. market," DeGrinis explained. "Amazon is still moving forward. They will continue during the slowdown."

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Office Park's Medical Future

DEVELOPMENT: Conejo campus comes 'into the 21st century.'

By **AMY STULICK** Staff Reporter

With health care facilities top-of-mind, **TriStar Realty Group** has an ambitious plan to redevelop a recently acquired office campus in Thousand Oaks into a medical campus, including retail and possibly multifamily and senior housing.

The Encino company hasn't signed a health care tenant yet, but it has an "extensive roster of

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Hotels Hunker Down in Crisis

LIST: Hospitality sector open for health care workers.

By **ANDREW FOERCH** Staff Reporter



With tourists and airline crews absent, **Burbank Airport Marriott**, No. 2 on the Business Journal's list of Hotels, has found a new revenue stream in hospital staffers.

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Call Centers Move to Home

TECHNOLOGY: Software facilitates telemarketing in quarantine.

By **MARK R. MADLER** Staff Reporter

In the call center business, productivity is everything.

And **Nima Hakimi**, chief executive of **Convo**, a software developer in Woodland Hills that creates programs specifically for call centers, knows that if agents are not making or receiving

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Banks Hustle to Handle Business Loan Surge

FINANCE: Emergency program uses SBA lending process.

By **ANDREW FOERCH** Staff Reporter

In just 13 days, the nation's banks and other lenders processed \$349 billion in forgivable small business loans in the federal government's Paycheck Protection Program, a response to the COVID-19 crisis.

Banks in the Valley region took on the job of processing thousands of applications with their Small Business Administration loan operations. **Jared Wolff**, chief executive of **Banc of California Inc.**, which has branches in Woodland Hills, Sherman Oaks and Calabasas, called the program "one of the craziest things I've ever seen in banking."

The first round money is gone, but banks look forward to Congress authorizing a second round.

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Sherman Oaks: Banc of California.

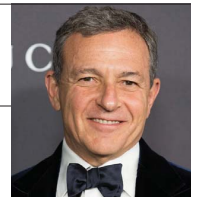
THE LIST

MEETING & BANQUET FACILITIES
Ranked by square footage of the largest room
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Disney Stock's Extended Slump
Burbank company's parks face pandemic challenge as Robert Iger, right, asserts control. **p. 6**

Cash Diet at Cheesecake
Coronavirus inflicts 'tremendous financial blow' on large-menu restaurant chain based in Calabasas. **p. 7**



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