



City of Beverly Hills
City Contact Log for Metro Purple Line Extension

| Project Section | Date Received | Time Received | Issue Category | Issue Sub-Category | Reason for Contact | Received By | Action | Status | Date of Resolution |
|-----------------|---------------|---------------|-------------------------|---------------------|---|-----------------------------|--|--------|--------------------|
| 2 | 05/08/19 | 6:38 AM | Other | Miscellaneous | Difficulty accessing business pre-construction survey | Metro/City of Beverly Hills | City representative informed contractor of access issues for businesses. Contractor is working to resolve. | Open | |
| 1 | 04/03/19 | | Environmental Impacts | Noise | Noise impacts | City of Beverly Hills | City representative scheduled a meeting and coordinated the access to building for noise monitoring to take place. | Open | |
| 1 | 03/22/19 | 12:54 PM | Request for Information | Project Information | Request for information related to activities and noise mitigations at Gale Yard and claims process | City of Beverly Hills | City representative forwarded questions and concerns to Metro staff for confirmation | Open | |
| 2 | 03/14/19 | 11:16 AM | Request for Information | Project Information | Request for information regarding Eat Shop Play, BIF and decking closures | City of Beverly Hills | staff provided stakeholder with requested information and requested Metro's representative to call the Stakeholder back with information regarding Metro's BIF and ESP programs. | open | |
| 1 | 2/8/2019 | 8:04 PM | Other | Miscellaneous | Procedure for Contractor Communication | City of Beverly Hills/Metro | | Open | |
| 1 | 2/5/2019 | | Environmental Impacts | Noise | Noise impacts | City of Beverly Hills | City representative told the individual that additional noise mitigations at the location were being researched. | Open | |
| 2 | 1/25/2019 | | Other | Visual / Aesthetics | Wall treatment at Reeves Yard | City of Beverly Hills | City representative told caller they would investigate the issue. | Open | |
| 1 | 1/8/2019 | 10:32 PM | Environmental Impacts | Noise | Noise Impacts | Metro/City of Beverly Hills | Metro representative told caller they would investigate source of noise and whether it was in compliance. City representative confirmed work was in compliance and offered a meeting to discuss mitigations. | Open | |
| 1 | 12/19/2018 | 9:36 PM | Environmental Impacts | Noise | Noise impacts | City of Beverly Hills | City representative told caller they would investigate status of mitigations. | Open | |
| 1 | 10/5/2018 | 3:18 PM | Environmental Impacts | Noise | Ongoing construction noise levels | City of Beverly Hills/Metro | COBH contacted resident at Metro's request, relayed information that research on additional noise mitigations measures is underway. Resolution is ongoing | Open | |
| 1 | 10/02/18 | 2:00 PM | Environmental Impacts | Noise | Dust and Noise Impacts due to construction activities | City of Beverly Hills/Metro | COBH contacted resident at Metro's request, relayed information that research on additional noise/air mitigations measures is underway. Resolution is ongoing | Open | |
| 1 | 9/27/2018 | 10:25 PM | Environmental Impacts | Noise | Ongoing construction noise levels | City of Beverly Hills | Resolution is ongoing Documentation was provided to Metro; City and Metro are working on a resolution | Open | |

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| 1 | 09/15/18 | 8:00AM | Environmental Impacts | Noise | Ongoing construction noise levels | City of Beverly Hills | Information was provided as requested. City is working with Metro and the Contractor to identify and implement additional mitigation measures | Open | |
| 1 | 8/20/2018 | 7:54 AM | Environmental Impacts | Noise | Noise levels at residential spaces adjacent and above construction site | City of Beverly Hills | City is working with Metro and the contractor toward a resolution of the issue. | Open | |
| 1 | 7/19/2018 | 6pm -7:30 pm | Environmental Impacts | Noise | Noise levels, allowable noise levels during early am hours. | City of Beverly Hills/Metro | Contractor agreed to perform maintenance on louder construction equipment to reduce noise levels | Open | |
| 1 | 6/6/2018 | 6:30 PM | Environmental Impacts | Noise | Complaint regarding ongoing construction noise levels | City of Beverly Hills | Metro is investigating additional mitigation measures | Open | |
| 1 | 5/3/2018 | 12:22pm | Environmental Impacts | Noise | Ongoing construction noise levels | City of Beverly Hills | Metro is investigating additional mitigation measures | Open | |
| 1 | 04/05/18 | 4:00 PM | Environmental Impacts | Noise | Ongoing construction noise levels | City of Beverly Hills | Metro is investigating additional mitigation measures | Open | |
| 1 | 02/27/18 | 10:50 AM | Environmental Impacts | Noise | Noise levels during night work | City of Beverly Hills | Metro is investigating additional mitigation measures | Open | |
| 1 | 07/29/17 | 12:17pm 1:10 pm | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | An additional meeting was scheduled with the caller to discuss ongoing noise disturbances | Open | |
| 1 | 07/22/17 | 2:31 PM | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | Several noise mitigation measures were discussed and deemed inadequate by the caller | Open | |
| 1 | 07/14/17 | 11:11AM | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | Multiple outreach efforts were undertaken , Caller was dissatisfied with ongoing construction. | Open | |
| 2 | 03/14/19 | 7:53 AM | Safety & Security | Public Safety | Request for information related to the MOA. | City of Beverly Hills | requested information was provided to stakeholder. | closed | 3/14/2019 |
| 2 | 02/07/19 | 12:22 PM | Request for Information | Project Information | Request for project information | City of Beverly Hills | City representative provided requested information. | Closed | 2/12/2019 |
| 2 | 11/18/18 | 2:56 PM | Environmental Impacts | Noise | Noise Impacts | City of Beverly Hills/Metro | Metro's representative, informed the Stakeholder that the work was been performed on private property and not as part of the PLE. | Closed | 11/20/18 |
| 1 | 10/05/18 | 3:13 AM | Access Impacts | Bus Stop | Bus stop location | City of Beverly Hills | Provided requested information | Closed | 10/05/18 |
| 1 | 9/24/2018 | 4:33 PM | Request for Information | Project Information | Request for Information on Excavation under private property, potential utility disruptions, and plans for Gale Yard property | City of Beverly Hills | Information provided as requested; Metro to provide additional information regarding Gale Yard property | Closed | 9/24/2018 |
| 2 | 09/21/18 | 9:11 AM | Other | Project Alignment | Tunneling under and near BHHS; impacts to adjacent properties | City of Beverly Hills | City representative left a voicemail with contact information. Caller never returned the call | Closed | 10/29/18 |
| 2 | 09/18/18 | 8:00AM | Other | Project Alignment | Tunneling under BH high school | City of Beverly Hills | City representative addressed all questions. | Closed | 11/02/18 |
| 1 | 09/17/18 | 11:00AM | Environmental Impacts | Noise | Ongoing construction noise levels and claims process | City of Beverly Hills | Additional information on claims process and noise impacts were provided to caller. Claim was previously initiated on behalf of the caller. | Closed | 11/08/18 |

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| 1 | 09/14/18 | 4:00PM | Traffic & Street Impacts | Parking Removal | Placement of message board restricting on-street parking space | City of Beverly Hills | Sign was relocated | Closed | 09/14/18 |
| 1 | 08/28/18 | 7:36 PM | Environmental Impacts | Vibrations | Inquiry into vibrations related to construction | City of Beverly Hills | It was determined that the vibrations experienced were due to an earthquake in the area. | Closed | 08/29/18 |
| 1 | 8/13/2018 | 3:36 PM | Outreach | Business Signage | Business impacts and lack of visibility due to weekend closures | City of Beverly Hills | Signage was installed as requested, Metro provided information about the Business Interruption Fund and Eat, Shop Play | Closed | 9/6/2018 |
| 1 | 8/9/2018 | 10:37 AM | Claims | Business Claims | Request for additional information on claims filing process for Metro | City of Beverly Hills | Caller is non-responsive | Closed | 11/5/2018 |
| 1 | 8/7/2018 | 10:00 AM | Traffic & Street Impacts | Parking Removal | Placement of board obstructing parking access | City of Beverly Hills | Sign was removed | Closed | 8/7/2018 |
| 1 | 8/2/2018 | 8:00 AM | Environmental Impacts | Noise | Ongoing noise levels | City of Beverly Hills | documentation was provided to City Staff, Meeting was scheduled to discuss noise concerns and claims process | Closed | 10/30/2018 |
| 1 | 7/30/2018 | 3:00 PM | Access Impacts | Bus Stop | Request for Information for bus stops relocated due to construction | City of Beverly Hills | Information was provided on ongoing and future bus stop locations. Additionally, information was provided on the Beverly Hill Dial-A-Ride program | Closed | 7/31/2018 |
| 1 | 7/3/2018 | 12:00 PM | Environmental Impacts | Noise | Construction noise and closures and impacts to business operations/ potential for loss of revenue | City of Beverly Hills | Information regarding BIF and the application process was provided, and caller was informed that work would be completed within 3 days. | Closed | 7/3/2018 |
| 1 | 6/29/2018 | 2:15 PM | Access Impacts | Bus Stop | Bus stop locations and detours | City of Beverly Hills | Additional information on relocated bus stops was provided as requested. | Closed | 6/29/2018 |
| 1 | 6/26/2018 | 13:00 | Environmental Impacts | Noise | Noise levels; request for additional information regarding allowable work hours. | City of Beverly Hills | information was provided on allowable work hours. Called informed that the ICM monitored the location and no exceedances were registered | Closed | 6/26/2018 |
| 1 | 6/5/2018 | 11:00 AM | Service Disruption | Telecommunication disruption | Issues with phone lines | City of Beverly Hills | Caller was informed that the disruption was not project related. Caller reported service issues to their service provider. | Closed | 6/5/2018 |
| 1 | 2/26/2018 | Not Provided | Traffic & Street Impacts | Road Closures | Lane/Street Closures and construction affecting accessibility to business | City of Beverly Hills | Coordinated meeting between City, Metro, and Contractor to discuss concern. Metro provided requested information | Closed | 02/28/18 |
| 1 | 2/20/2018 | 1:03 PM | Environmental Impacts | Noise | Construction noise, dust, traffic detours, and vibrations | City of Beverly Hills | City acknowledged concerns and explained that Metro and Contractor were addressing dust concerns. Additionally, it was explained that the traffic measures in place were for the safety of all non-construction personnel and that noise levels were within the allowable threshold for compliance | Closed | 02/21/18 |
| 1 | 02/14/18 | 2:39 PM | Traffic & Street Impacts | Traffic Congestion | Request to add additional signage at Wilshire to improve traffic congestion | City of Beverly Hills | Contractor implemented signage as requested. | Closed | 03/21/18 |
| 1 | 2/14/2018 | 10-11 AM | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | An investigation into sound readings determined that noise was within the allowable threshold | Closed | 02/14/18 |

Section 1 - Wilshire/La Cienega Station

Section 2 - Wilshire/Rodeo Station

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| 1 | 2/6/2018 | 10:33 AM | Outreach | Notification | Request for Metro PLE notices of construction for dates affecting adjacent businesses | City of Beverly Hills | PLE notices of construction were distributed as requested | Closed | 02/28/18 |
| 1 | 1/5/2018 | 1:42 PM | Environmental Impacts | Noise | Construction noise impacts and responsiveness to complaints | City of Beverly Hills | City and Metro addressed concerns | Closed | 01/05/18 |
| 1 | 12/27/2017 | 11:28 AM | Environmental Impacts | Noise | Construction noise levels and responsiveness of City to complaints | City of Beverly Hills | Meeting was held with City and Metro representatives to address concerns raised by caller | Closed | 12/28/17 |
| 1 | 12/6/2017 | Not Provided | Environmental Impacts | Dirt (Soil) | Construction dirt and debris entering business and problem is escalating. Request that Metro comply with requirements | City of Beverly Hills | Metro consulted with contractor to implement additional prevention and mitigation measures | Closed | 12/06/17 |
| 1 | 12/2/2017 | 8:00 AM | Environmental Impacts | Noise | Noise impacts experienced early am/late pm during weekdays | City of Beverly Hills | A letter addressing caller's concerns was drafted and an additional offer to meet with City staff, Metro, and the Contractor was extended | Closed | 12/02/17 |
| 1 | 11/14/2017 | 4:06 PM | Economic Impacts | Loss of Revenue | Questions about Metro construction and impacts to business | City of Beverly Hills | Information regarding BIF program and additional traffic detour measures in place were provided Coordinated with business to review Street sign banner and signage Caller was directed to Metro's BIF administrator to discuss additional reimbursement/ grant funds. | Closed | 11/22/17 |
| 1 | 11/5/2017 | N/A | Environmental Impacts | Noise | Noise impacts Appearance/aesthetic of mitigation measures in place | Metro | Corrective actions were promptly undertaken | Closed | 11/05/17 |
| 1 | 11/4/2017 | 5:01 AM | Environmental Impacts | Noise | Construction noise | City of Beverly Hills | Metro followed up with field staff, implemented additional sound measures, and followed up to ensure supplemental mitigation measures were adequate | Closed | 11/12/17 |
| 1 | 10/30/2017 | 10:00 AM | Economic Impacts | Loss of Revenue | Construction activities' business impacts | City of Beverly Hills | A meeting with City officials and business owner was scheduled at the request of the caller | Closed | 11/06/17 |
| 1 | 10/22/17 | 11:00 AM | Environmental Impacts | Vibrations | Vibrations related to construction activities | City of Beverly Hills | Coordination between City, Metro, and Contractor to identify source of vibration and the Independence Compliance Monitor confirmed that noise levels were under threshold for compliance | Closed | 10/22/17 |
| 1 | 10/19/17 | 7:43 AM | Access Impacts | Bus Stop | Request for supplemental Information regarding bus detours and notification | City of Beverly Hills | Metro followed up with information regarding future status of bus detours | Closed | 10/27/17 |
| 1 | 10/07/17 | 10:53 AM | Traffic & Street Impacts | Traffic Congestion | Cut-through traffic into residential areas due to closures | City of Beverly Hills | Traffic Control Officers were deployed to mitigate congestion | Closed | 10/07/17 |

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| 1 | 10/07/17 | 10:53 AM | Traffic & Street Impacts | Parking Removal | Complaint that parking was restricted although an outreach notice had previously indicated the location would not be affected. | City of Beverly Hills | Metro followed up with notice that restricted parking access would be limited to weekends through the end of the month. | Closed | 10/11/17 |
| 1 | 10/03/17 | n/a | Outreach | Wayfinding | Wayfinding map for full weekend closures | City of Beverly Hills | The map was produced and distributed as requested | Closed | 10/04/17 |
| 1 | 10/03/17 | 12:32 PM | Other | Wayfinding | businesses were notified of possible service disruption | City of Beverly Hills | Power outage was restricted to immediately adjacent businesses, and there were no other power outages foreseen in the near future. | Closed | 10/03/17 |
| 1 | 09/18/17 | 4:18 PM | Economic Impacts | Loss of Revenue | Local access and business impacts due to ongoing weekend closures | City of Beverly Hills | Metro met with caller and addressed concerns | Closed | 10/11/17 |
| 1 | 09/16/17 | 4:18 PM | Economic Impacts | Loss of Revenue | Lack of visibility access for new and existing customers due to weekend closures | City of Beverly Hills | Issue was forwarded to Metro for resolution | Closed | 10/11/17 |
| 1 | 09/16/17 | 4:18 PM | Economic Impacts | Loss of Revenue | Lack of visibility access for new and existing customers due to weekend closures | City of Beverly Hills | Issue was forwarded to Metro for resolution | Closed | 10/11/17 |
| 1 | 09/16/17 | 4:18 PM | Economic Impacts | Loss of Revenue | Business impacts due to weekend closures, construction | City of Beverly Hills | Issue was forwarded to Metro for resolution | Closed | 10/11/17 |
| 1 | 09/09/17 | 4:18 PM | Economic Impacts | Loss of Revenue | Weekend closures and impacts on business operations | City of Beverly Hills | Issue was forwarded to Metro for resolution | Closed | 10/11/17 |
| 1 | 09/08/17 | 10:00 AM | Request for Information | Wayfinding | Request for additional information on wayfinding during weekend closure along Wilshire | City of Beverly Hills | A wayfinding map was provided to all interested parties. | Closed | 09/08/17 |
| 1 | 09/08/17 | 4:18 PM | request for Information | Wayfinding | Request for additional information on wayfinding during weekend closure along Wilshire | City of Beverly Hills | A wayfinding map was provided to all interested parties. | Closed | 09/08/17 |
| 1 | 09/07/17 | 12:11 AM | Environmental Impacts | Vibrations | Vibrations from construction work; Request for additional information | City of Beverly Hills | Metro was consulted and it was determined that vibrations would not impact the location. Caller was also informed of Metro's claims process. | Closed | 09/08/17 |
| 1 | 09/05/17 | 10:52 AM | Other | Visual / Aesthetics | Placement of sign compromising business visibility and operations | City of Beverly Hills | Sign was removed. | Closed | 09/06/17 |
| 1 | 08/30/17 | 12:15 PM | Environmental Impacts | Noise | Noise levels during peak business hours | City of Beverly Hills | A site visit was performed, work stopped for the day. | Closed | 08/30/17 |
| 1 | 08/29/17 | 2:02 PM | Traffic & Street Impacts | Traffic Congestion | Cut through traffic in residential streets and neighborhoods | City of Beverly Hills | Traffic Engineers reviewed traffic plants and coordinated with Metro on additional mitigations help minimize cut-through traffic | Closed | 08/30/17 |
| 1 | 08/29/17 | 11:00 AM | Request for Information | Project Information | Project information request | City of Beverly Hills | Information regarding Metro's ongoing outreach efforts and information sources was provided. | Closed | 08/29/17 |
| 1 | 08/29/17 | 11:00 AM | Request for Information | Wayfinding | Request for additional information regarding weekend closures | City of Beverly Hills | Caller was informed of Metro upcoming outreach efforts for businesses, including providing flyers, maps, detailed instructions re: local access and detours for weekend closures. | Closed | 08/29/17 |

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| 1 | 08/28/17 | 11:40 AM | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | An investigation determined the construction noise was unrelated to Metro construction and that construction levels were within allowable limits. The caller was provided with this information` | Closed | 08/29/17 |
| 1 | 08/24/17 | 5:15 PM | Traffic & Street Impacts | Traffic Control | Request for additional information regarding traffic control measures/ plans | City of Beverly Hills | maps detailing closures and rerouting measures were provided. | Closed | 08/28/17 |
| 1 | 08/20/17 | 1:11 AM | Access Impacts | Business Access | Business access due to weekend street closures | City of Beverly Hills | Metro initiated communication and provided additional information regarding weekend closures and potential impacts as requested. | Closed | 08/29/17 |
| 1 | 08/17/17 | 3:30pm | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | Metro responded via email to inquire what work was taking place and followed up on the complaint | Closed | 08/17/17 |
| 1 | 08/07/17 | 10:01am | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | Concerns were addressed | Closed | 08/07/17 |
| 1 | 08/07/17 | 11:10am | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | A follow up meeting was held in which caller spoke to project team about noise complaints. | Closed | 08/07/17 |
| 1 | 08/04/17 | 8:39am | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | A meeting was coordinated between caller and contractor to discuss noise levels and mitigation | Closed | 08/04/17 |
| 1 | 06/22/17 | 8:53 AM | Request for Information | Project Information | Request for information on the Metro project | City of Beverly Hills | Information was provided | Closed | 06/20/17 |
| 1 | 06/20/17 | 3:34 PM | Service Disruption | Telecommunication disruption | Phone service disruptions | City of Beverly Hills | An investigation determined service disruption was to be due to Purple Line Extension work, an incident report was filed, and service was restored. | Closed | 06/22/17 |
| 1 | 05/24/17 | 3:30 PM | Traffic & Street Impacts | Traffic Control | Request for information on the La Cienega station and when traffic configuration will be changing. | City of Beverly Hills | All questions and concerns were addressed. | Closed | 05/24/17 |
| 1 | 05/19/17 | | Traffic & Street Impacts | Parking Removal | Street parking inquiry | City of Beverly Hills | City representative was unable to make contact with caller and left a voicemail with information. | Closed | 05/22/17 |
| 1 | 04/30/17 | 10:30 AM | Outreach | Notification | Requests for electronic notification with project updates, including street closures and other changes | City of Beverly Hills | The Caller was added in email blasts distribution. | Closed | 05/01/17 |
| 1 | 04/21/17 | 8:00 PM | Traffic & Street Impacts | Traffic Control | Traffic configuration restricting pedestrian traffic across Wilshire. | City of Beverly Hills | wayfinding signage, pedestrian route from parking lots, and flaggers were provided. Corrections were made to confusing pedestrian signage. | Closed | 04/26/17 |
| 1 | 04/20/17 | 8:30 AM | Traffic & Street Impacts | Traffic Control | Traffic configuration on WB Wilshire | City of Beverly Hills | WB lanes on Wilshire were restriped. | Closed | 05/13/17 |
| 1 | 04/17/17 | 12:30 PM | Environmental Impacts | Noise | Construction noise disrupting business operations | City of Beverly Hills | Construction activities ceased. | Closed | 04/17/17 |
| 1 | 03/10/17 | 11:30 AM | Environmental Impacts | Noise | Construction noise levels and efficacy of noise control plan | City of Beverly Hills | Issue was communicated to Metro, and additional mitigation measures were implemented | Closed | 03/10/17 |

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| 1 | 03/10/17 | 11:16 AM | Other | Miscellaneous | Request to extend police hours | City of Beverly Hills | Information was provided regarding BHPD enforcement efforts and Traffic Control Officers were deployed | Closed | 03/10/17 |
| 1 | 03/09/17 | 10:00 AM | Environmental Impacts | Noise | Construction noise levels and efficacy of noise control plan | City of Beverly Hills | Issue was communicated to Metro, and additional mitigation measures were implemented | Closed | 03/09/17 |
| 1 | 03/08/17 | 7:28 AM | Safety & Security | Public Safety | Pedestrian safety near construction site | City of Beverly Hills | Contractor and BHPD coordinated to place a Traffic Control Officer at the referenced location | Closed | 03/08/17 |
| 1 | 03/02/17 | 10:48 AM | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | Additional sound mitigation measures were implemented and the Independent Compliance Monitor continued to monitor noise | Closed | 03/02/17 |
| 1 | 02/27/17 | 7:57 AM | Safety & Security | Public Safety | Observation that temporary traffic signage placed too low and could potentially be a hazard | City of Beverly Hills | Referenced signs were repositioned. | Closed | 03/16/17 |
| 1 | 02/17/17 | 1:55 PM | Other | Miscellaneous | Inquiry regarding potential damage to nearby water infrastructure due to construction activities nearby | City of Beverly Hills | Provided requested information and assurances that no property or infrastructure had been damaged | Closed | 02/17/17 |
| 1 | 02/14/17 | 9:00 AM | Request for Information | Project Information | Request for information on construction schedule and noisy construction activities | City of Beverly Hills | City representative was unable to reach caller at address or number provided and left a voicemail | Closed | 02/17/17 |
| 1 | 12/16/16 | | Service Disruption | Power outage | Request for additional information on scheduled power outage notice. | City of Beverly Hills | Provided requested information and indicated that Edison would contact impacted properties directly. At the caller's request, additional information regarding scheduled sidewalk closures and notifications was provided. | Closed | 12/16/16 |
| 1 | 09/21/16 | | Economic Impacts | Loss of Revenue | Economic impacts and revenue loss related to construction schedule and street closures. | City of Beverly Hills/Metro | COBH responded with Metro contact information, general info regarding economic impact mitigation measures, references for additional info, and the offer to arrange a meeting. | Closed | 09/21/16 |
| 2 | 07/09/19 | 4:13 PM | Access Impacts | Business Access | Property access during construction | City of Beverly Hills | City representative spoke with property owner about ongoing construction, as well as access during upcoming piling and decking activity. Property owner was invited to monthly stakeholder meeting and added to project distribution list. | Closed | 7/9/2019 |
| 2 | 06/26/19 | 8:41 AM | Request for Information | Project Information | Information on work at Wilshire & Cañon and No Parking signs | City of Beverly Hills | City representative spoke with resident and asked inspector to confirm signage is posted correctly. | Closed | 6/26/2019 |
| 1 | 06/22/19 | | Environmental Impacts | Noise | Early morning noise from crane in staging yard | City of Beverly Hills | City representative relayed resident's comments to the contractor. Metro representative contacted resident in the afternoon to relay contractor's agreement to delay start times to 7 am on Saturdays. | Closed | 6/24/2019 |

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| 2 | 06/19/19 | 3:36 PM | Traffic & Street Impacts | Traffic Congestion | Traffic impacts of lane closures on S. Beverly Dr. | City of Beverly Hills | City representative spoke with caller about congestion on S. Beverly and how the City is working with Metro to perform work on weekends. | Closed | 6/19/2019 |
| 2 | 06/12/19 | 4:00 PM | Request for Information | Project Information | Request for information about construction activity near address | City of Beverly Hills | City representative provided answers to caller's questions regarding Purple Line Extension work near a specific address. | Closed | 6/12/2019 |
| 1 | 06/12/19 | 3:55 PM | Environmental Impacts | Noise | Noise impacts | City of Beverly Hills | City representative provided information on noise mitigations, including a letter from the City to Metro outlining additional mitigations. Resident rejected offers of noise canceling devices. | Closed | 6/12/2019 |
| 2 | 06/04/19 | 10:03 AM | Traffic & Street Impacts | Traffic Congestion | Traffic Impacts on Residential Streets | City of Beverly Hills | City representative spoke with resident and offered a followup call and in-person meeting. Resident refused both offers. | Closed | 6/4/2019 |
| 1 | 05/21/19 | 11:19 AM | Request for Information | Project Information | Request for project information | City of Beverly Hills | City representative provided contact information for Metro staff who can assist with additional information relevant to development plans. | Closed | 5/21/2019 |
| 1 | 05/21/19 | 1:03 PM | Environmental Impacts | Noise | Noise impacts | City of Beverly Hills | City representative informed caller of ongoing mitigations and conversations with City, Metro, and the contractor. | Closed | 5/21/2019 |
| 1 | 05/21/19 | 4:10 PM | Environmental Impacts | Noise | Noise impacts from ventilation fans | City of Beverly Hills | City representative informed caller of ongoing mitigations and conversations with City, Metro, and the contractor. She also explained to the caller the reason the fans must be in operation. | Closed | 5/21/2019 |
| 2 | 05/09/19 | 9:30 AM | Request for Information | Project Information | Request for project update | City of Beverly Hills | City representative provided an update on the project's construction and schedule. | Closed | 5/9/2019 |
| 2 | 05/08/19 | 11:47 AM | Other | Housekeeping | Request to relocate sign away from business | Metro/City of Beverly Hills | City representative spoke with caller about relocating a construction sign. They explained the sign could not be removed, but they could try to relocate it. | Closed | 5/8/2019 |
| 2 | 05/06/19 | 3:15 PM | Request for Information | Project Information | Request for information regarding utility relocation and City of Beverly Hills Complete Streets draft plan | City of Beverly Hills | City representatives spoke with the caller and confirmed no anticipated conflicts with their proposed work. | Closed | 5/6/2019 |
| 2 | 05/06/19 | 12:38 PM | Request for Information | Project Information | Request for information regarding tunnel alignment | City of Beverly Hills | City representative provided some information to resident and advised them to discuss the issue further with their landlord. | Closed | 5/6/2019 |
| 1 | 04/22/19 | 10:45 PM | Request for Information | Project Information | Request for information regarding Metro violations | City of Beverly Hills | City representative provided link to Compliance Reports on PLE project website and informed the resident that a public records request would be necessary for older reports. The representative provided a link and information related to submitting such a request. | Closed | 4/23/2019 |

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| 1 | 03/26/19 | 11:06 AM | Request for Information | Work Hours | Question about work hours at Gale Yard, upcoming meeting with project staff | City of Beverly Hills | City representative forwarded concerns to relevant project staff. | Closed | 3/26/2019 |
| 2 | 03/15/19 | 11:21 AM | Request for Information | Project Information | Request for information related to possible grants for business | City of Beverly Hills | City staff provided information regarding Metro's Business Interruption Fund and appropriate Metro contact information. | Closed | 3/18/2019 |
| 2 | 3/4/2019 | 3:12 PM | Request for Information | Project Information | Request for information related to the N Canon Closure and work on Wilshire near LA Peer. | City of Beverly Hills | staff provided the stakeholder with the requested information and also provided her with a detour map for the decking closures. Stakeholder was added to the invitation list for monthly meetings. | Closed | 3/6/2019 |
| 2 | 2/26/2019 | | Request for Information | Memorandum of Agreement (MOA) | Request for information related to MOA, North Portal | City of Beverly Hills | Staff provided an electronic copy of the MOA with relevant language highlighted. | Closed | 2/26/2019 |
| 2 | 2/25/2019 | | Other | N. Canon Closure | Request for information related to N Canon closure and lane reductions | City of Beverly Hills/Metro | Staff provided caller with requested information. Staff also provided documents related to future configuration of N Canon and detours during the closure. | Closed | 2/25/2019 |
| 2 | 2/21/2019 | 8:10 AM | Request for Information | Project Information | Request for information regarding tunnel alignment | City of Beverly Hills | Staff presented caller with information regarding tunnel alignment and its proximity to their home. | Closed | 2/21/2019 |
| 2 | 2/20/2019 | | Outreach | Notification | Confused by project notification | City of Beverly Hills | Staff offered to sign caller up for additional notifications, but the caller refused. | Closed | 2/20/2019 |
| 1 | 2/7/2019 | 11:05 AM | Other | Miscellaneous | Confirming contact by project representative | City of Beverly Hills | City representative confirmed the contractor was making contact to discuss the property's drain outlets. | Closed | 2/7/2019 |
| 2 | 2/5/2019 | 2:41 PM | Request for Information | Memorandum of Agreement (MOA) | Request for information related to MOA, N Canon closure | City of Beverly Hills | City representative answered each of the caller's questions. The caller was satisfied with responses. | Closed | 2/5/2019 |
| 1 | 12/17/18 | 8:01 AM | Access Impacts | Bus Stop | Lane Closure at Bus Stop Location | Metro | Staff determined the activity was not related to the Purple Line Extension and was in place without permits. Traffic control was removed. | Closed | 12/17/18 |
| 1 | 12/17/18 | 11:00 AM | Environmental Impacts | Noise | Noise and Vibration Impacts | City of Beverly Hills | City representatives spoke with the caller and discussed necessary safety measures and mitigations in place. | Closed | 12/18/18 |
| 1 | 12/03/18 | 6:47 PM | Environmental Impacts | Noise | Noise Impacts | City of Beverly Hills | City representative sent information regarding noise level mitigations and offered to schedule a meeting with project staff. | Closed | 12/05/18 |
| 2 | 11/26/18 | 10:21 AM | Request for Information | Memorandum of Agreement (MOA) | Request for information on draft Memorandum of Agreement for Section 2 | City of Beverly Hills | City representative sent relevant links and documents including City Council meetings. | Closed | 11/26/18 |
| 2 | 11/16/18 | 1:40 PM | Request for Information | Project Information | Request for information on impacts to Santa Monica Blvd and Lasky Dr | City of Beverly Hills | City representative provided requested information | Closed | 11/16/18 |
| 2 | 11/13/18 | 10:26 AM | Request for Information | Project Information | Request for information related to tunneling underneath Beverly Hills High School. | City of Beverly Hills | City representative provided requested information | Closed | 11/13/18 |
| 2 | 10/19/18 | 9:11 AM | Request for Information | Project Information | Request for project schedule and traffic impacts. | City of Beverly Hills | Provided requested information | Closed | 10/29/18 |

Section 1 - Wilshire/La Cienega Station

Section 2 - Wilshire/Rodeo Station

| Project Section | Date Received | Time Received | Issue Category | Issue Sub-Category | Reason for Contact | Received By | Action | Status | Date of Resolution |
|-----------------|---------------|---------------|--------------------------|------------------------------------|---|-----------------------|--|--------|--------------------|
| 2 | 10/16/18 | 3:30 PM | Outreach | Community Meeting | Request copy of the recording for the 10/3/18 Community meeting | City of Beverly Hills | Metro provided a copy of the recording | Closed | 10/18/18 |
| 2 | 10/16/18 | 10:58 AM | Other | N. Canon Closure | Schedule of N. Canon closure | City of Beverly Hills | City representative provided current tentative schedule for N. Canon closure | Closed | 10/16/18 |
| 2 | 10/15/18 | 2:30 PM | Request for Information | Memorandum of Agreement (MOA) | Request status update on Memorandum of Agreement | City of Beverly Hills | City representative provided status on Memorandum of Agreement | Closed | 10/15/18 |
| 2 | 10/02/18 | 11:10 AM | Traffic & Street Impacts | Traffic Control | Request for Information on wayfinding, detours, and upcoming street closures. | City of Beverly Hills | City representative provide the requested information | Closed | 10/03/18 |
| 2 | 09/19/18 | 10:49AM | Safety & Security | Site Security (Incl. Site Fencing) | Temporary construction fixtures in front of business | City of Beverly Hills | City representative provided the requested information | Closed | 10/11/18 |
| 2 | 08/28/18 | 3:05 PM | Other | Housekeeping | Debris accumulation on sidewalks due to construction activities | City of Beverly Hills | Sidewalks were power-washed | Closed | 08/29/18 |
| 2 | 08/28/18 | 11:36 AM | Request for Information | Memorandum of Agreement (MOA) | Status of MOA negotiations | City of Beverly Hills | City representative provided the requested information | Closed | 08/28/18 |
| 2 | 08/22/18 | 2:45 PM | Environmental Impacts | Air Quality (Dust, Pollution) | Air quality and environmental impacts related to construction | City of Beverly Hills | City representative coordinated with Metro staff to address concerns | Closed | 09/10/18 |
| 2 | 08/22/18 | 3:09 PM | Environmental Impacts | Noise | Construction noise levels | City of Beverly Hills | An investigation determined that the noise was not related to Metro construction | Closed | 08/24/18 |
| 2 | 08/09/18 | 9:00 AM | Traffic & Street Impacts | Potholes | Report of pothole | City of Beverly Hills | City representative provided timeframe for repair completion | Closed | 08/24/18 |
| 2 | 08/09/18 | 9:59 AM | Other | Project Alignment | Request for information regarding tunnel alignment and vibration impacts | City of Beverly Hills | City representative provided map of tunnel alignment; Metro- provided information on vibration impacts | Closed | 08/09/18 |
| 2 | 08/09/18 | 4:10 PM | Outreach | Community Meeting | Request for copy of community meeting presentation and tunnel alignment | City of Beverly Hills | City representative provide a copy of community meeting presentation and tunnel alignment | Closed | 08/17/18 |
| 2 | 08/07/18 | | Other | Project Alignment | Request for information regarding tunnel alignment | City of Beverly Hills | City representative provided map of tunnel alignment | Closed | 08/17/18 |
| 2 | 08/02/18 | 12:00 AM | Outreach | Community Meeting | Request for copy of 8/1/18 community meeting presentation | City of Beverly Hills | A copy of the presentation- was provided | Closed | 08/07/18 |
| 2 | 08/01/18 | 11:54 AM | Other | Miscellaneous | Request for information on sidewalk maintenance | City of Beverly Hills | City Water Conservation Administrator responded to the inquiry | Closed | 08/06/18 |
| 2 | 8/1/2018 | 9:50 AM | Outreach | Community Meeting | Request for information on community meeting | City of Beverly Hills | City representative provide the requested information | Closed | 08/01/18 |
| 2 | 07/30/18 | 10:40 AM | Outreach | Community Meeting | Request for construction and community meeting information | City of Beverly Hills | City representative provide the requested information | Closed | 07/30/18 |
| 2 | 7/27/2018 | 8:04 AM | Other | N. Canon Closure | Request for information on proposed N. Canon closure | City of Beverly Hills | City representative provide the requested information | Closed | 07/27/18 |
| 2 | 7/26/2018 | 1:20 PM | Service Disruption | Telecommunication disruption | Service disruption issues related to construction activities | City of Beverly Hills | It was determined that service disruptions were not related to Metro construction | Closed | 07/27/18 |
| 2 | 7/25/2018 | 7:32 AM | Outreach | Notification | Request for meeting to discuss notice process for construction activities | City of Beverly Hills | City representative addressed concerns and provided the requested information | Closed | 07/26/18 |
| 2 | 07/20/18 | 12:54 PM | Other | Project Alignment | Tunnel alignment near/over fault lines | City of Beverly Hills | City representative followed up to address concerns, forwarded information to Metro contact, and offered to provide map of planned station locations | Closed | 07/20/18 |

| Project Section | Date Received | Time Received | Issue Category | Issue Sub-Category | Reason for Contact | Received By | Action | Status | Date of Resolution |
|-----------------|---------------|---------------|-----------------------|--------------------|---|-----------------------|---|--------|--------------------|
| 2 | 07/19/18 | 5:00 PM | Other | Project Alignment | Request for information regarding tunnel alignment | City of Beverly Hills | City representative provide the requested information | Closed | 07/20/18 |
| 2 | 07/19/18 | 4:00 PM | Access Impacts | Pedestrian Access | Request for additional construction information and schedule due to access impacts | City of Beverly Hills | City representative provide the requested information | Closed | 07/20/18 |
| 2 | 07/18/18 | 2:00 PM | Outreach | Business Signage | Request for additional business signage | City of Beverly Hills | Information regarding staging materials was provided and it was determined that no additional signage was necessary | Closed | 07/18/18 |
| 2 | 07/16/18 | 4:00 PM | Other | Project Alignment | Request for information regarding tunnel alignment | City of Beverly Hills | City representative provide the requested information | Closed | 07/16/18 |
| 2 | 06/08/18 | 12:00 PM | Access Impacts | Bus Stop | Construction impacts to public transportation routes | City of Beverly Hills | City and Metro representatives provided information as requested along with direct contact information | Closed | 06/08/18 |
| 2 | 05/17/18 | 8:50 AM | Access Impacts | Pedestrian Access | Inquiry for information and accessibility of property impacted by street closures | City of Beverly Hills | City representative provided the requested information | Closed | 05/17/18 |
| 2 | 05/17/18 | 5:30 PM | Other | Project Alignment | Impacts to BHHS due to adjacent construction activities | City of Beverly Hills | City representative provided information regarding environmental compliance standards and upcoming community meeting | Closed | 05/18/18 |
| 2 | 05/16/18 | 5:00 PM | Access Impacts | Pedestrian Access | Inquiry for information and accessibility of property impacted by street closures | City of Beverly Hills | City representative provided the requested information | Closed | 05/17/18 |
| 2 | 05/15/18 | 4:46 PM | Access Impacts | Pedestrian Access | Inquiry for information and accessibility of property impacted by street closures | City of Beverly Hills | City representative provide the requested information | Closed | 05/16/18 |
| 2 | 04/13/18 | 4:15 AM | Safety & Security | Public Safety | Pedestrian safety at intersection impacted by construction/traffic control plan | City of Beverly Hills | City representative followed up to address concerns. Traffic control officers were deployed. | Closed | 04/14/18 |
| 2 | 1/30/2018 | 9:27 AM | Economic Impacts | Loss of Revenue | Economic impact of proposed N. Canon closure | City of Beverly Hills | City representative provided information regarding proposed N. Canon closure study was provided | Closed | 01/31/18 |
| 2 | 01/18/18 | Not Provided | Other | N. Canon Closure | Proposed N. Canon closure traffic study report | City of Beverly Hills | City representative provide a copy of the proposed N. Canon closure study | Closed | 01/19/18 |
| 2 | 11/27/17 | Not Provided | Environmental Impacts | Noise | Construction noise and noise mitigation | City of Beverly Hills | Independent Compliance Monitor provided information on how sound readings were taken, and a meeting was arranged with Metro to address outstanding concerns | Closed | 11/30/17 |
| 2 | 10/25/17 | Not Provided | Outreach | Community Meeting | Request for meeting information and Advance Utility Relocation work | City of Beverly Hills | Metro provided meeting information and recording | Closed | 10/30/17 |
| 2 | 10/19/17 | 7:45 AM | Access Impacts | Business Access | Parking structure accessibility due to street closure | City of Beverly Hills | City representative provided Information regarding upcoming work | Closed | 10/26/17 |
| 2 | 09/08/17 | 8:08 AM | Environmental Impacts | Noise | Construction noise and request for information regarding mitigation measures in place | City of Beverly Hills | - Checked with Independent compliance monitor, who confirmed noise was within limits of permit conditions. | Closed | 09/08/17 |

| Project Section | Date Received | Time Received | Issue Category | Issue Sub-Category | Reason for Contact | Received By | Action | Status | Date of Resolution |
|-----------------|---------------|---------------|-------------------------|---------------------|---|-----------------------|---|--------|--------------------|
| 2 | 09/05/17 | 5:45 PM | Access Impacts | Pedestrian Access | Venue/Business access and Request for information on potential sidewalk closures and accessibility | City of Beverly Hills | City representative provided the requested information along with a calendar of scheduled construction activities and follow up contact information | Closed | 09/06/17 |
| 2 | 08/31/17 | 4:34 PM | Access Impacts | Business Access | Request for information on street closures and access to local businesses and venues | City of Beverly Hills | City representative provided the requested information along with follow up contact information | Closed | 08/31/17 |
| 2 | 08/30/17 | 9:46 AM | Request for Information | Project Information | Request for information on construction | City of Beverly Hills | City representative provided the requested information | Closed | 08/30/17 |
| 2 | 08/29/17 | 2:00 PM | Access Impacts | Business Access | Request for additional information on street closures and detour routes | City of Beverly Hills | Detour information was provided as requested | Closed | 08/29/17 |
| 2 | 06/22/17 | 8:53 AM | Request for Information | Project Information | Request for Information on Metro Project | City of Beverly Hills | City representative provided the requested information | Closed | 06/22/17 |
| 2 | 06/08/17 | 6:27 PM | Other | Residential Impact | Request for information regarding construction impacts to adjacent properties | City of Beverly Hills | City representative provided the requested information | Closed | 06/09/17 |
| 2 | 06/06/17 | 9:17 AM | Other | Project Alignment | Inquiry for information on site adjacent to BHHS and utility relocations | City of Beverly Hills | City representative provided the requested information with additional contacts for follow up | Closed | 06/06/17 |
| 2 | 04/25/17 | 2:46 PM | Access Impacts | Pedestrian Access | Trees impacting public right of way | City of Beverly Hills | Trees were trimmed | Closed | 05/04/17 |
| 2 | 02/14/17 | 8:23 AM | Other | Miscellaneous | Discontentment of PLE project being concurrent with the City's Santa Monica Blvd. reconstruction project. | City of Beverly Hills | City representative provided resources that provides information to get around problem areas | Closed | 02/14/17 |
| 2 | 01/08/17 | 5:35 PM | Access Impacts | Business Access | Request for information on construction impacts and traffic controls | City of Beverly Hills | City representative provided the requested information | Closed | 01/10/17 |
| 2 | 09/27/16 | | Other | Project Alignment | Tunneling under BHHS | City of Beverly Hills | Inquiry noted. No contact information was provided | Closed | 09/27/16 |
| 2 | 08/27/16 | 7:12 PM | Other | Project Alignment | Discontentment of PLE project. | City of Beverly Hills | Concerns noted. | Closed | 09/01/16 |
| 1 | 03/18/19 | 3:26 PM | Environmental Impacts | Noise | Noise levels at Gale Yard | City of Beverly Hills | City representative forwarded concerns and recommitted to minimizing impacts. | | |
| 2 | 12/13/2018 | 4:12 PM | Request for Information | Project Information | Project information request | City of Beverly Hills | | | |