

**Los Angeles Metro**  
**Metro Contact Log for Purple Line Extension**

| Project Section | Date Received | Issue Category           | Issue Sub-Category  | Reason for Contact  | Received By | Action  | Status | Date of Resolution |
|-----------------|---------------|--------------------------|---------------------|---|-------------|---|--------|--------------------|
| Section 2       | 7/31/2018     | Request for Information  | Project Information | Project information on start date of the Ace Gallery demolition | Metro       | Metro representative provided the requested information.  | Closed | 07/31/18           |
| Section 2       | 7/24/2018     | Other                    | Visual / Aesthetics | Aesthetics of the K-rail enclosure facing the business side     | Metro       | Modifications were implemented to the satisfaction of the caller.   | Closed | 07/24/18           |
| Section 2       | 7/18/2018     | Access Impacts           | Pedestrian Access   | Sidewalk access between Reeves and Canon                        | Metro       | Metro representative provided the requested information.  | Closed | 07/18/18           |
| Section 2       | 5/1/2018      | Environmental Impacts    | Noise               | Noise and additional noise mitigation                           | Metro       | Additional mitigations were implemented to the satisfaction of the caller.  | Closed | 05/01/18           |
| Section 2       | 4/13/2018     | Environmental Impacts    | Noise               | Excessive noise   | Metro       | Additional mitigations were implemented to the satisfaction of the caller.  | Closed | 04/13/18           |
| Section 2       | 4/9/2018      | Traffic & Street Impacts | Traffic Control     | Impacts to traffic and driveway access                          | Metro       | Caller was notified that the impacts were not traffic related.  | Closed | 04/09/18           |
| Section 2       | 4/8/2018      | Traffic & Street Impacts | Traffic Control     | Request for flagger during lunch hour rush                      | Metro       | Metro representative discussed the request with Metro management team and unable to provide the requested support due to employee availability.                                     | Open   | 04/09/18           |
| Section 2       | 4/2/2018      | Environmental Impacts    | Noise               | Noise and vibration   | Metro       | Additional mitigations were implemented to the satisfaction of the caller.  | Closed | 04/02/18           |
| Section 2       | 1/30/2018     | Environmental Impacts    | Noise               | Noise and concerns about surges in power restoration.           | Metro       | No additional impacts were experienced by caller due to power outage.   | Closed | 01/30/18           |
| Section 2       | 1/30/2018     | Service Disruption       | Power outage        | Delay in restoration of power                                   | Metro       | Metro representative met with caller to address concerns.   | Closed | 01/30/18           |
| Section 1       | 12/6/2017     | Environmental Impacts    | Dirt (Soil)         | Dirt and Dust Being Carried into Building                       | Metro       | Adjustments were made to site maintenance.  | Closed |                    |
| Section 1       | 12/5/2017     | Environmental Impacts    | Vibrations          | Vibration Impacts on Building                                   | Metro       | Metro and City representatives spoke directly with the resident.  | Closed | 12/5/2017          |
| Section 1       | 12/2/2017     | Environmental Impacts    | Noise               | Noise Impacts   | Metro       | Metro representative sent caller information from the contractor and offered a meeting to discuss additional issues.  | Open   |                    |
| Section 1       | 11/17/2017    | Environmental Impacts    | Noise               | Noise Impacts   | Metro       | Metro representative informed caller of work schedule at location. Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. | Closed | 11/17/2017         |
| Section 1       | 11/5/2017     | Environmental Impacts    | Noise               | Noise Impacts   | Metro       | Adjustments were made to the sound mitigations.   | Closed | 11/5/2017          |

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| Section 1 | 11/4/2017  | Environmental Impacts    | Noise               | Noise Impacts  | Metro | Adjustments were made to the sound mitigations.  | Closed |            |
| Section 1 | 11/3/2017  | Environmental Impacts    | Noise               | Noise Impacts  | Metro | Metro's representative informed the caller that the AUR work has begun at Wilshire/Rodeo   | Closed | 11/3/2017  |
| Section 1 | 11/3/2017  | Environmental Impacts    | Noise               | Noise Impacts  | Metro | Metro representative provided information to the caller to clarify concerns.   | Closed |            |
| Section 1 | 10/28/2017 | Environmental Impacts    | Noise               | Noise Impacts  | Metro | Metro representative confirmed work activities and provided the caller with details.   | Closed | 10/28/2017 |
| Section 1 | 10/14/2017 | Traffic & Street Impacts | Traffic Control     | Left Turn Closure  | Metro | Metro's representative provided the requested information  | Closed | 10/16/2017 |
| Section 1 | 10/11/2017 | Environmental Impacts    | Noise               | Noise Impacts  | Metro | Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.                                   | Closed | 10/11/2017 |
| Section 1 | 10/10/2017 | Environmental Impacts    | Dirt (Soil)         | Dirt on Parked Vehicle   | Metro | Metro representative waiting for more information from the caller.   | Closed |            |
| Section 1 | 10/7/2017  | Access Impacts           | Business Access     | Access impacts to business   | Metro | City representative provided required information  | Closed | 10/7/2017  |
| Section 1 | 10/7/2017  | Traffic & Street Impacts | Road Closures       | Local Access During Road Closure   | Metro | Metro representative confirmed local access and signage at location.   | Closed | 10/7/2017  |
| Section 1 | 10/7/2017  | Traffic & Street Impacts | Road Closures       | Road Closure Signs Missing at Location   | Metro | Signs posted at location.  | Closed | 10/7/2018  |
| Section 1 | 10/7/2017  | Traffic & Street Impacts | Parking Removal     | Temporary Removal of Parking Spaces  | Metro | Metro representative raised concern to city staff and informed the caller when spaces would be reopened.   | Closed | 10/11/2018 |
| Section 1 | 10/6/2017  | Environmental Impacts    | Noise               | Noise Impacts  | Metro | Metro representative shared the City's hotline number and told the caller that the contractor had about one hour left of work.                     | Closed |            |
| Section 1 | 10/3/2017  | Traffic & Street Impacts | Traffic Congestion  | Traffic Impacts  | Metro | Adjustments were made to traffic mitigations.  | Closed | 10/3/2017  |
| Section 1 | 9/28/2017  | Traffic & Street Impacts | Road Closures       | Road Closure Schedule  | Metro | Metro representative discussed scheduled street closure and possible detours with the caller.  | Closed | 9/28/2017  |
| Section 1 | 9/26/2017  | Outreach                 | Community Meeting   | Community Meeting Schedule   | Metro | Metro representative discussed the community meeting schedule, signed the caller up for email notifications, and sent the caller the presentation. | Closed | 9/26/2017  |
| Section 1 | 9/19/2017  | Environmental Impacts    | Lighting            | Lighting Impacts   | Metro | Metro representative forwarded concern to contractor.  | Closed |            |
| Section 2 | 9/19/2017  | Request for Information  | Project Information | Project information regarding the Wilshire/Rodeo Station                         | Metro | Metro representative provided the requested information.   | Closed | 09/19/17   |
| Section 1 | 9/11/2017  | Request for Information  | Project Information | Project Information  | Metro | Metro's representative provided the requested information  | Closed | 09/11/17   |
| Section 2 | 9/11/2017  | Request for Information  | Project Information | Information on Section 2 work (Ace Gallery, Wilshire/Reeves, and Wilshire/Rodeo) | Metro | Metro representative left a voicemail with requested information   | Closed | 09/11/17   |

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| Section 1 | 8/31/2017 | Environmental Impacts    | Spills/Leaks                 | Water Leaking into Garage  | Metro | Staff investigated location and is working with property manager to mitigate the problem.  | Closed |           |
| Section 2 | 8/30/2017 | Request for Information  | Project Information          | Information on Section 2 work and detours (N. Canon, Reeves/Ace Gallery) | Metro | City representative provided required information  | Closed | 08/30/17  |
| Section 1 | 8/25/2017 | Economic Impacts         | Loss of Revenue              | Loss of Reservations due to Street Closure                               | Metro | Metro representative discussed scheduled street closure with the caller.   | Closed | 8/25/2017 |
| Section 1 | 8/23/2017 | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Metro representative informed caller that the construction activity would stop in 30 minutes.  | Closed | 8/23/2017 |
| Section 2 | 8/21/2017 | Request for Information  | Project Alignment            | Information regarding tunneling under Beverly Hills High School          | Metro |  | Closed | 08/22/17  |
| Section 1 | 8/14/2017 | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.                                 | Closed | 8/14/2017 |
| Section 1 | 8/12/2017 | Traffic & Street Impacts | Traffic Control              | Traffic signal location  | Metro | Metro representative left a voicemail requesting additional information.   | Open   | 8/13/2017 |
| Section 1 | 8/11/2017 | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.                                 | Closed | 8/11/2017 |
| Section 1 | 8/11/2017 | Traffic & Street Impacts | Road Closures                | Road Closure Schedule  | Metro | Metro representative informed caller of scheduled street re-opening.   | Closed | 8/12/2017 |
| Section 1 | 8/8/2017  | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Metro representative forwarded concern.  | Closed | 8/8/2017  |
| Section 1 | 8/8/2017  | Other                    | Housekeeping                 | Worksite Issue   | Metro | Metro representative confirmed no problem with construction site.  | Closed | 8/8/2017  |
| Section 1 | 7/21/2017 | Access Impacts           | Pedestrian Access            | Sidewalk Closure   | Metro | Metro representative informed caller of upcoming sidewalk closure.   | Closed | 7/21/2017 |
| Section 1 | 7/18/2017 | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Metro representative confirmed the work was in compliance.   | Closed | 7/18/2017 |
| Section 1 | 7/14/2017 | Access Impacts           | Pedestrian Access            | Sidewalk Closure   | Metro | Metro representative informed caller that the sidewalk was reopened and shared information related to future closure.                            | Closed | 7/14/2017 |
| Section 1 | 7/14/2017 | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Metro representative informed caller that the work was in compliance.  | Closed | 7/14/2017 |
| Section 1 | 7/11/2017 | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Metro representative informed caller that no project-related work was being done at their location.  | Closed | 7/11/2017 |
| Section 1 | 7/7/2017  | Service Disruption       | Power outage                 | Power Outage   | Metro | Outage was not project-related.  | Closed | 7/7/2017  |
| Section 1 | 6/25/2017 | Environmental Impacts    | Lighting                     | Lighting Impacts   | Metro | Metro representative informed caller that the lights had not been adjusted.  | Closed | 6/25/2017 |
| Section 1 | 6/22/2017 | Environmental Impacts    | Noise                        | Noise Impacts  | Metro | Metro representative informed caller that the work was allowed.  | Closed | 6/23/2017 |
| Section 1 | 6/20/2017 | Service Disruption       | Telecommunication disruption | Phone Interruptions  | Metro | Metro representative informed caller that the phone company was working to resolve the issue and would contact the caller directly with updates. | Closed | 6/21/2017 |
| Section 1 | 6/9/2017  | Other                    | Miscellaneous                | Utility Issue  | Metro | Complaint was not project-related.   | Closed | 6/9/2017  |

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| Section 1 | 6/3/2017  | Traffic & Street Impacts | Traffic Congestion  | Traffic Impacts                   | Metro | Metro representative forwarded concerns for follow-up from Beverly Hills Police Department.   | Closed | 6/3/2017  |
| Section 1 | 6/1/2017  | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Metro representative informed the caller that the noise was not related to the project. The representative provided contact information for Public Works customer service.  | Closed | 6/1/2017  |
| Section 1 | 5/23/2017 | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Metro inspector stopped activity.   | Closed | 5/23/2017 |
| Section 1 | 5/17/2017 | Traffic & Street Impacts | Traffic Control     | Traffic Impacts                   | Metro | Metro representative included concerns in report to City of Beverly Hills.  | Closed | 5/17/2017 |
| Section 1 | 5/5/2017  | Request for Information  | Work Hours          | Construction Duration             | Metro | Metro representative discussed planned construction activity near caller's office.  | Closed | 5/5/2017  |
| Section 1 | 4/26/2017 | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Metro representative informed caller that no work was being done on site. Contractor was informed.  | Closed | 4/26/2017 |
| Section 1 | 4/25/2017 | Request for Information  | Project Information | Construction Duration             | Metro | Metro representative spoke with the caller about construction duration at the site.   | Closed | 4/25/2017 |
| Section 1 | 4/24/2017 | Environmental Impacts    | Noise               | Noise and Light Impacts           | Metro | Adjustments were made to the on-site lighting.  | Closed | 4/24/2017 |
| Section 1 | 4/21/2017 | Access Impacts           | Pedestrian Access   | Crosswalk Closures                | Metro | Metro representative checked site and crosswalks were reopened.   | Closed | 4/21/2017 |
| Section 1 | 4/20/2017 | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Metro's representative informed caller that noise levels were within compliance.  | Closed |           |
| Section 1 | 4/19/2017 | Traffic & Street Impacts | Traffic Control     | Traffic controls                  | Metro | Metro's representative informed caller of planned work to address concerns.   | Closed |           |
| Section 1 | 4/18/2017 | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Metro's representative informed caller that noise levels were within compliance. Adjustments were made to sound mitigations.  | Closed | 4/18/2017 |
| Section 1 | 4/6/2017  | Traffic & Street Impacts | Detours             | Traffic Detours and Noise Impacts | Metro | Metro's representative informed the caller that planned street closures would not impact her route to work. The Metro representative also provided an estimated timeline for completion of noisy construction activity. | Closed | 4/6/2017  |
| Section 1 | 4/5/2017  | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Noise levels were within compliance. Relayed approximate hours of work to the office.   | Closed | 4/5/2017  |
| Section 1 | 4/3/2017  | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Inspector was told to take additional readings to determine compliance.   | Closed | 4/1/2017  |
| Section 1 | 4/1/2017  | Traffic & Street Impacts | Parking Removal     | Parking                           | Metro | Parking spaces were reopened.   | Closed | 4/1/2017  |
| Section 1 | 3/30/2017 | Environmental Impacts    | Noise               | Noise Impacts                     | Metro | Adjustments were made to the sound mitigations.   | Closed | 3/30/2017 |
| Section 1 | 3/29/2017 | Traffic & Street Impacts | Traffic Control     | Traffic controls                  | Metro | Caller's concerns were forwarded to   | Closed | 3/29/2017 |
| Section 1 | 3/28/2017 | Environmental Impacts    | noise               | Noise Impacts                     | Metro | Adjustments were made to the sound mitigations.   | Closed | 3/28/2017 |

Section 1 - Wilshire/La Cienega Station

Section 2: Wilshire/Rodeo Station

Updated: 1/11/2019

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|-----------|-----------|--------------------------|--------------------|--|-------|---|--------|------------------|
| Section 1 | 3/25/2017 | Environmental Impacts    | Noise              | Noise Impacts  | Metro | It was determined that there was no work at the time of the call.   | Closed | 3/25/2017        |
| Section 1 | 3/23/2017 | Traffic & Street Impacts | Traffic Control    | Traffic signal location                                  | Metro | Metro's representative brought the issue to the Contractor's and City staff attention   | Closed |                  |
| Section 1 | 3/22/2017 | Environmental Impacts    | Noise              | Noise Impacts  | Metro | Metro's representative notified the caller that the contract was monitoring for noise and that the levels were in compliance.   | Closed | 03/22/18         |
| Section 1 | 3/21/2017 | Environmental Impacts    | Noise              | Noise Impacts  | Metro | Metro's representative notified the caller that the contract was monitoring for noise and that the levels were in compliance.   | Closed | 03/21/18         |
| Section 1 | 3/21/2017 | Environmental Impacts    | Noise              | Noise Impacts  | Metro | Additional mitigations were implemented to mitigate noise exceedances issues.   | Closed | 03/21/18         |
| Section 1 | 3/20/2017 | Environmental Impacts    | Noise              | Excessive noise  | Metro | Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.  | Closed | 3/20/2017        |
| Section 1 | 3/13/2017 | Access Impacts           | Bus Stop           | Temporary bus stop location                              | Metro | Metro's representative provided the caller with additional detail of the street closure and bus stop location   | Closed | 3/13/17; 3/14/17 |
| Section 1 | 3/2/2017  | Access Impacts           | Business Access    | Access impacts to building                               | Metro | Metro's Representative notified the caller that no impacts were anticipated to the building in question.  | Closed | 3/2/2017         |
| Section 1 | 2/27/2017 | Traffic & Street Impacts | Traffic Control    | Traffic signal location                                  | Metro | Metro's representative informed the caller that the traffic signal pole was installed per approved plans.   | Closed | 2/27/2017        |
| Section 1 | 2/24/2017 | Traffic & Street Impacts | Traffic Congestion |  | Metro | Metro's representative provided the caller with details of the work and duration of the work. Metro's representative also offered an opportunity to hold a meeting with the caller. | Closed | 2/24/2017        |
| Section 1 | 2/13/2017 | Environmental Impacts    | Noise              | caller reported loud noise coming from the project site. | Metro | Metro's representative was able to coordinate additional mitigations to mitigate the noise impacts.   | Closed | 2/13/2017        |
| Section 1 | 2/10/2017 | Environmental Impacts    | Noise              | Caller reported loud noise related to construction work  | Metro | Metro representative returned the call to the stakeholder, by that the time of call the work was done.  | Closed | 2/10/2017        |
| Section 1 | 2/6/2017  | Outreach                 | Bus Stop           | Bus Stop location signage                                | Metro | Metro representative confirmed that signage was posted.   | Closed | 2/6/2017         |
| Section 1 | 2/2/2017  | Request for Information  | Notification       | Clarification regarding power outage notification        | Metro | Metro representative notified the caller that the outage was not project related.   | Closed | 2/2/2017         |
| Section 1 | 2/2/2017  | Environmental Impacts    | noise              | Noise Impacts  | Metro |   | Closed | 2/2/2017         |
| Section 1 | 1/10/2017 | Request for Information  | Notification       | Clarification regarding power outage notification        | Metro | Metro representative notified the caller that the outage was not project related.   | Closed | 1/10/2017        |

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| Section 1 | 12/19/2016 | Request for Information | Project Information | General Project Information                           | Metro | Metro representative subscribed the caller to receive project updates and construction notices.  | Closed | 12/19/2016 |
| Section 1 | 12/15/2016 | Request for Information | Project Information | General Project Information                           | Metro | Metro representative provided project information to the caller. Also shared additional contact information.   | Closed | 12/15/2016 |
| Section 1 | 12/6/2016  | Other                   | Miscellaneous       | Bathroom Location for Construction Workers            | Metro | Metro representative confirmed bathroom location was outside of Metro work zone. Provided caller with contact information for the owner.   | Closed | 12/6/2016  |
| Section 1 | 11/29/2016 | Environmental Impacts   | Noise               | Noise Impacts   | Metro | Metro representative confirmed the noise was not project-related.  | Closed | 11/29/2016 |
| Section 1 | 11/18/2016 | Environmental Impacts   | Noise               | Noise Impacts   | Metro | Metro representative confirmed no additional work was planned over the weekend.  | Closed | 11/19/2016 |
| Section 1 | 11/4/2016  | Environmental Impacts   | Vibrations          | Vibration Impacts on Building                         | Metro | Metro representative provided details and schedule of the work and scheduled a follow-up call.   | Closed | 11/4/2016  |
| Section 1 | 11/4/2016  | Environmental Impacts   | Noise               | Noise Impacts   | Metro | Metro representative provided the caller with schedule information for the work at location.   | Closed | 11/4/2016  |
| Section 1 | 10/28/2016 | Environmental Impacts   | Noise               | Noise Impacts   | Metro | Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. Representative provided ear plugs to tenants for duration of demolition activity. | Closed | 10/28/2016 |
| Section 1 | 10/28/2016 | Environmental Impacts   | Noise               | Noise Impacts   | Metro | Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. Representative provided ear plugs to caller for duration of demolition activity.  | Closed | 10/28/2016 |
| Section 1 | 10/28/2016 | Other                   | Housekeeping        | Site Maintenance                                      | Metro | Metro representative confirmed mitigations were being implemented.   | Closed | 10/28/2016 |
| Section 1 | 10/14/2016 | Request for Information | Project Information | Request for Information on Demolition at Gale         | Metro | Metro representative provided details of demolition activity to the caller.  | Closed | 10/14/2016 |
| Section 1 | 10/13/2016 | Other                   | Housekeeping        | Complaint Regarding Site Maintenance                  | Metro | Metro representative spoke with resident to get additional information to forward to the contractor.   | Closed | 10/13/2016 |
| Section 1 | 9/19/2016  | Environmental Impacts   | Noise               | Noise Impacts   | Metro | Adjustments were made to the sound mitigations. Metro representative offered a meeting, but caller declined.   | Closed | 9/19/2016  |
| Section 1 | 9/13/2016  | Claims                  | Resident Claims     | Claim that Construction is Causing Damage to Property | Metro | Metro representative submitted the claim to the contractor for review.   | Closed | 9/21/2016  |
| Section 1 | 8/31/2016  | Request for Information | Project Information | Request for Information on Demolition at Gale         | Metro | Metro representative provided timeline for demolition to the caller and offered a meeting for residents.   | Closed |            |

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|-----------|-----------|-------------------------|------------------------------------|---|-------|---|--------|-----------|
| Section 1 | 8/30/2016 | Request for Information | Project Information                | Request for Information on Demolition at Gale                   | Metro | Metro representative provided timeline for demolition to the caller.  | Closed | 8/30/2016 |
| Section 1 | 8/26/2016 | Safety & Security       | Site Security (Incl. Site Fencing) | Homeless Encampment on Construction Site                        | Metro | Additional security measures implemented.   | Closed | 8/26/2016 |
| Section 1 | 8/26/2016 | Safety & Security       | Site Security (Incl. Site Fencing) | Homeless Encampment on Construction Site                        | Metro | Additional security measures implemented.   | Closed | 8/26/2016 |
| Section 1 | 8/26/2016 | Safety & Security       | Site Security (Incl. Site Fencing) | Homeless Encampment on Construction Site                        | Metro | Additional security measures implemented.   | Closed | 8/26/2016 |
| Section 1 | 8/26/2016 | Access Impacts          | Bus Stop                           | Missing Bus Stop Signage  | Metro | Caller was subscribed to project updates.   | Closed | 8/26/2016 |
| Section 1 | 8/9/2016  | Environmental Impacts   | Noise                              | Noise Impacts   | Metro | Metro representative confirmed work was not related to the project.   | Closed | 8/9/2016  |
| Section 1 | 8/2/2016  | Environmental Impacts   | Noise                              | Noise Impacts   | Metro | Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. Metro representative told caller additional mitigations would be used for work over the next two nights. | Closed | 8/2/2016  |
| Section 1 | 8/2/2016  | Service Disruption      | Water disruption                   | Request for Information Related to Temporary Water Shut Down    | Metro | Metro representative confirmed there was an unexpected water shutdown for one hour Monday night. Caller was subscribed to receive project updates.  | Closed | 8/2/2016  |
| Section 1 | 8/1/2016  | Environmental Impacts   | Noise                              | Noise Impacts   | Metro | Third-party work stopped within 15 minutes of call.   | Closed | 8/1/2016  |
| Section 1 | 7/6/2016  | Environmental Impacts   | Noise                              | Noise Impacts   | Metro | Metro representative confirmed noise mitigations were in place and levels were within compliance. The contractor offered additional mitigations.  | Closed | 7/6/2016  |
| Section 1 | 6/22/2016 | Access Impacts          | Bus Stop                           | Missing Bus Stop Signage  | Metro | Metro representative replaced missing signage at location.  | Closed | 6/22/2016 |
| Section 1 | 6/22/2016 | Access Impacts          | Bus Stop                           | Missing Bus Stop Signage  | Metro | Metro representative confirmed signage was posted at the bus stop location.   | Closed | 6/22/2016 |
| Section 1 | 6/15/2016 | Other                   | Miscellaneous                      | Unscheduled Work  | Metro | Contractor canceled work and will discuss rescheduling options with nearby businesses.  | Closed |           |
| Section 1 | 6/15/2016 | Environmental Impacts   | Noise                              | Noise Impacts   | Metro | Metro representative confirmed work ended 15 minutes after call.  | Closed | 6/15/2016 |
| Section 1 | 6/14/2016 | Access Impacts          | Bus Stop                           | Comments on Bus Stop Signage                                    | Metro | Metro representative discussed plan for bus stop relocation and additional signage.   | Closed | 6/14/2016 |
| Section 1 | 6/7/2016  | Claims                  | Resident Claims                    | Claim that Construction is Causing Damage to Property           | Metro | Representatives met with property owner, manager and tenant to document possible damages. Under review.   | Closed |           |
| Section 1 | 6/6/2016  | Service Disruption      | Power outage                       | Complaint that Construction was Causing Condo Lights to Flicker | Metro | No other outages were reported and it was determined the issue was not project-related. Representative provided additional contact information to the resident.   | Closed | 6/6/2016  |

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| Section 1 | 5/24/2016 | Request for Information  | Work Hours                    | Request for Information on City Position on Work Hours and Sidewalk Signage | Metro | Metro representative told caller of an upcoming community meeting to discuss timing of road closures.   | Closed | 5/24/2016 |
| Section 1 | 5/24/2016 | Request for Information  | Project Information           | Request for Construction Details at Intersection                            | Metro | Metro representative provided details of construction activity and possible impacts to the caller.  | Closed | 5/25/2016 |
| Section 1 | 5/19/2016 | Environmental Impacts    | Air Quality (Dust, Pollution) | Excessive Dust  | Metro | Concerns were forward to contractor for adjustments to site maintenance.  | Closed | 5/25/2016 |
| Section 1 | 5/10/2016 | Request for Information  | Work Hours                    | Request to Clarify Construction Schedule at Location                        | Metro | Metro representative shared construction schedule with the resident.  | Closed | 5/10/2016 |
| Section 1 | 5/10/2016 | Traffic & Street Impacts | Traffic Control               | Alternative Routes to Residence   | Metro | Metro representative contacted caller, who had made it home safely.   | Closed | 5/11/2016 |
| Section 1 | 4/28/2016 | Service Disruption       | Water disruption              | Water Service Turned Off  | Metro | Water service was restored within 45 minutes.   | Closed | 4/28/2016 |
| Section 1 | 4/25/2016 | Traffic & Street Impacts | Traffic Control               | Traffic Cone Placement  | Metro | Traffic cone placement was corrected.   | Closed | 4/25/2016 |
| Section 1 | 4/7/2016  | Other                    | Miscellaneous                 | Complaint of Rude Behavior at Construction Site                             | Metro | Metro representative left a voicemail requesting additional information.  | Closed |           |
| Section 1 | 3/29/2016 | Traffic & Street Impacts | Road Closures                 | Request for Road Closure Information  | Metro | Metro representative provided the requested information to the caller.  | Closed | 3/29/2016 |
| Section 1 | 3/28/2016 | Environmental Impacts    | Noise                         | Noise Impacts   | Metro | Metro representative confirmed noise mitigations were in place. Activity stopped shortly after the call.  | Closed | 3/28/2016 |
| Section 1 | 3/28/2016 | Traffic & Street Impacts | Traffic Congestion            | Traffic Congestion  | Metro | Metro representative confirmed traffic mitigation measures at location and informed caller of an accident prior to the call. Caller retracted complaint.                                    | Closed | 3/28/2016 |
| Section 1 | 3/28/2016 | Traffic & Street Impacts | Road Closures                 | Request for Road Closure Information  | Metro | Metro representative provided the requested information and shared additional contact information with the caller.  | Closed | 3/28/2016 |
| Section 1 | 3/19/2016 | Outreach                 | Notification                  | Work not Included in Forecast   | Metro |   | Closed | 3/19/2016 |
| Section 1 | 3/19/2016 | Access Impacts           | Business Access               | Closure Impacting Access to Event   | Metro | Pedestrian access was opened within 30 minutes. Road was reopened about an hour after receiving complaint.  | Closed | 3/19/2016 |
| Section 1 | 3/17/2016 | Request for Information  | Work Hours                    | Coordinating Weekend Work Schedule with Planned Event                       | Metro | Metro representative confirmed scheduled work would not impact planned event.   | Closed | 3/17/2016 |
| Section 1 | 3/5/2016  | Environmental Impacts    | Noise                         | Noise Impacts   | Metro | Adjustments were made to the sound mitigations.   | Closed | 3/5/2016  |
| Section 1 | 3/4/2016  | Environmental Impacts    | Noise                         | Noise Impacts   | Metro | Concern was forwarded to the inspector and activity was stopped.  | Closed | 3/4/2016  |
| Section 1 | 2/26/2016 | Traffic & Street Impacts | Steel Plates                  | Noise from Steel Plates   | Metro | Concerns were forwarded to construction team, who will continue to check plates at the end of the shift. Metro representative also informed caller of upcoming paving work at the location. | Closed | 2/26/2016 |



|           |           |                          |                     |   |       |   |        |           |
|-----------|-----------|--------------------------|---------------------|---|-------|---|--------|-----------|
| Section 1 | 2/24/2016 | Environmental Impacts    | Noise               | Noise Impacts                                 | Metro | Concerns were forwarded to the construction team and additional contact information was shared with the caller.   | Closed | 2/24/2016 |
| Section 1 | 2/23/2016 | Access Impacts           | Business Access     | Traffic Controls Impacting Access to Business | Metro | Caller was subscribed to project updates. Metro representative provided schedule and traffic control information to share with patrons.   | Closed | 2/23/2016 |
| Section 1 | 2/6/2016  | Service Disruption       | Water disruption    | Emergency Water Shutdown                      | Metro | Bottled water delivered to businesses and residents impacted by shutdown. Water service was restored in the early evening.  | Closed | 2/6/2016  |
| Section 1 | 1/26/2016 | Traffic & Street Impacts | Road Closures       | Request for Additional Road Closure Signage   | Metro | Concerns were forwarded to traffic engineers to determine additional signage locations.   | Closed | 1/26/2016 |
| Section 1 | 1/20/2016 | Traffic & Street Impacts | Steel Plates        | Unsecured Steel Plates                        | Metro | Steel plates were tacked down that afternoon.   | Closed | 1/20/2016 |
| Section 1 | 1/19/2016 | Request for Information  | Project Information | Request for Project Information and Schedule  | Metro | Metro representative subscribed the resident to project update list and provided schedule information.  | Closed | 1/19/2016 |
| Section 1 | 1/16/2016 | Traffic & Street Impacts | Parking Removal     | Parking Blocked by Traffic Cones              | Metro | Adjustments were made to improve access.  | Closed | 1/16/2016 |
| Section 1 | 1/4/2016  | Request for Information  | Project Information | Request for General Project Information       | Metro | Metro representative provided project information to the caller.  | Closed | 1/4/2016  |
| Section 1 | 1/4/2016  | Environmental Impacts    | Noise               | Noise Impacts                                 | Metro | Metro representative subscribed the resident to project update list and provided schedule information. Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. | Closed | 1/5/2016  |
|           |           |                          |                     |   |       |   |        |           |







| Category                 | Sub-Category   |
|--------------------------|--|
| Access Impacts           | <a href="#">ACCESS (Pick One Below)</a>                  |
| Claims                   | Bus Stop   |
| Economic Impacts         | Business Access  |
| Environmental Impacts    | Pedestrian Access  |
| Other                    | <a href="#">CLAIMS (Pick One Below)</a>                  |
| Outreach                 | Business Claims  |
| Request for Information  | Resident Claims  |
| Safety & Security        | <a href="#">ECONOMIC (Pick One Below)</a>                |
| Service Disruption       | Loss of Revenue  |
| Traffic & Street Impacts | <a href="#">ENVIRONMENTAL (Pick One Below)</a>           |
|                          | Air Quality (Dust, Pollution)                            |
|                          | Dirt (Soil)  |
|                          | Health & Safety  |
|                          | Lighting   |
|                          | Noise  |
|                          | Spills/Leaks   |
|                          | Vibrations   |
|                          | <a href="#">OTHER (Pick One Below)</a>                   |
|                          | Housekeeping   |
|                          | N. Canon Closure   |
|                          | Miscellaneous  |
|                          | Project Alignment  |
|                          | Residential Impact                                       |
|                          | Visual / Aesthetics                                      |
|                          | <a href="#">OUTREACH (Pick One Below)</a>                |
|                          | Business Signage   |
|                          | Community Meeting  |
|                          | Graphics   |
|                          | Notification   |
|                          | Stakeholder Meeting                                      |
|                          | Wayfinding   |
|                          | <a href="#">REQUEST FOR INFORMATION (Pick One Below)</a> |
|                          | Memorandum of Agreement (MOA)                            |
|                          | Project Information                                      |
|                          | Work Hours   |
|                          | <a href="#">SAFETY &amp; SECURITY (Pick One Below)</a>   |
|                          | Public Safety  |
|                          | Site Security (Incl. Site Fencing)                       |
|                          | <a href="#">SERVICE DISRUPTION (Pick One Below)</a>      |
|                          | Power outage   |
|                          | Telecommunication disruption                             |
|                          | Water disruption   |
|                          | <a href="#">TRAFFIC &amp; STREETS (Pick One Below)</a>   |
|                          | Detours  |
|                          | Parking Removal  |
|                          | Potholes   |

Road Closures  
Steel Plates  
Traffic Congestion  
Traffic Control