



**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	01/08/21	8:34 AM	Environmental Impacts	Noise	Noise complaints due to metal grate on Wilshire	City of Beverly Hills	City and Metro representatives shared complaints with the project team and contractor.	Open	
1	01/07/21	12:52 PM	Environmental Impacts	Noise	Noise impacts felt by new tenant	City of Beverly Hills	City representative shared complaint with project staff, Metro, and its contractor. City representative reached out to tenant directly, but has not received a response.	Open	
2	12/03/20	2:08 AM	Environmental Impacts	Noise	Late night noise from construction activity near AKA Hotel	City of Beverly Hills	City representative spoke with caller and informed them of approved construction hours and noise limits. Caller gave permission for the independent compliance monitor to measure noise levels outside their hotel room.	Open	
2	10/09/20		Environmental Impacts	Noise	Noise impacts coming from Reeves Yard	City of Beverly Hills	City representative spoke with caller and shared complaints with Metro.	Open	
1	08/26/20	11:22 AM	Environmental Impacts	Noise	Request for additional devices to mitigate continued noise generated from construction staging yards	City of Beverly Hills	City representative has shared information with Metro and the contractor. The caller's request for additional noise mitigation devices is being evaluated by staff.	Open	
2	08/26/20	12:14 PM	Environmental Impacts	Noise	Noise generated by temporary ventilation system at Beverly and Wilshire	City of Beverly Hills	City representative spoke to caller and shared information regarding the schedule for the ventilation system. Project staff is looking into possible other solutions.	Open	
1	08/06/20	4:29 PM	Environmental Impacts	Noise	Noise generated from ventilation system, feedback on mitigation devices, and traffic control on Hamilton Dr	City of Beverly Hills	City representative explained noise mitigations implemented by the contractor and outreach performed related to traffic control. City staff met with residents to discuss issues and possible solutions.	Open	
2	05/22/20	5:08 PM	Traffic & Street Impacts	Traffic Congestion	Traffic congestion on Crescent Dr. due to closure of Wilshire Blvd.	City of Beverly Hills		Open	
2	05/06/20	8:00 AM	Environmental Impacts	Vibrations	Vibrations on Reeves Dr	City of Beverly Hills	Compliance monitor is investigating any possible vibrations on S. Reeves Dr.	Open	
2	03/02/20	11:26 AM	Traffic & Street Impacts	Traffic Congestion	Increased traffic on S Crescent Dr	City of Beverly Hill		Open	
2	02/07/20	2:29 PM	Request for Information	Project Information	Anticipated volume of hauling vehicles traveling on Santa Monica Blvd	City of Beverly Hills		Open	
2	02/07/20	2:29 PM	Traffic & Street Impacts	Parking Removal	No parking signs posted in neighborhood	City of Beverly Hills		Open	
2	01/27/20	8:42 AM	Service Disruption	Water Disruption	Damage due to water service shut off	City of Beverly Hills/Metro		Open	
2	01/24/20	11:13 PM	Service Disruption	Water Disruption	Water service shut off	City of Beverly Hills/Metro		Open	

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1	11/04/19		Environmental Impacts	Noise	Noise generated by ventilation system at La Cienega yard	City of Beverly Hills	City representative sent information regarding reduced noise levels and possible mitigations. City is waiting on response from caller regarding solutions.	Open	
2	11/04/19	1:57 PM	Request for Information	Project Information	Tunnel alignment near Beverly Hills High School	City of Beverly Hills	City representative spoke with caller and clarified tunnel alignment.	Open	
2	10/29/19	12:00 PM	Economic Impacts	Loss of Revenue	Loss of revenue related to N. Cañon closure and traffic signal installation at Clifton and Crescent	City of Beverly Hills	City representative informed business owner of Metro programs to assist businesses impacted by construction.	Open	
2	10/25/19	11:40 AM	Economic Impacts	Loss of Revenue	Loss of revenue related to ongoing construction on Wilshire Blvd.	City of Beverly Hills/Metro	City and Metro representatives reached out to caller to schedule a meeting.	Open	
2	09/24/19		Outreach	Notification	Request for information on construction near business	City of Beverly Hills	City representative agreed to provide daily notifications to staff regarding nearby construction activity.	Open	
1	09/20/19	1:56 PM	Safety & Security	Public Safety	Pole boxes blocking line of sight for drivers turning from Tower onto Wilshire	City of Beverly Hills	City looking in to lowering the height of pole boxes near the intersection.	Open	
2	09/19/19		Outreach	Notification	Request for information on construction near senior living facility	City of Beverly Hills	City representative agreed to provide daily notifications to staff regarding nearby construction activity.	Open	
2	09/19/19	9:54 AM	Outreach	Wayfinding	Wayfinding signage related to N Cañon Dr closure and construction activity	City of Beverly Hills	City representative has requested Metro change the language on the Portable Changeable Message Sign to more accurately reflect the Cañon closure. Action pending.	Open	
2	08/26/19	12:34 PM	Traffic & Street Impacts	Steel Plates	Noise generated from cars driving over steel plates on S. Beverly Dr.	City of Beverly Hills	City representative shared complaint with the field inspector, who said the plates were corrected. Caller said the issue was not resolved, so the city representative offered to meet with the caller to look at the exact location.	Open	
1	07/24/19		Environmental Impacts	Noise	Noise, dust, gasoline impacts from Gale Yard	City of Beverly Hills/Metro	Metro representative responded to resident and offered an air purifier from a previous project. Representative also shared complaints with City and contractor. Additional mitigation measures are under consideration, but must be fully vetted before implementation.	Open	
1	07/19/19	11:44 AM	Other	Miscellaneous	Request to meet with City project staff	City of Beverly Hills	City representative agreed to coordinate a meeting with project staff. Meeting has been scheduled.	Open	
1	07/19/19	11:45 AM	Environmental Impacts	Noise	Noise mitigations	City of Beverly Hills	City representative spoke with caller regarding scheduling a meeting to discuss noise mitigations at the La Cienega and Gale yards.	Open	
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	

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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	
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	

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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
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

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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
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



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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
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

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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
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

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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
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



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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	04/26/21	9:36 AM	Environmental Impacts	Noise	Construction noise and damage to landscaping	City of Beverly Hills	City representative responded to caller and provided information regarding nearby construction schedule. Caller to provide additional information regarding damaged landscaping for repairs.	Closed	4/26/2021
2	04/20/21	6:05 PM	Request for Information	Project Information	Inquiry regarding pole installed on S Spalding	City of Beverly Hills	City representative informed caller that the pole installed on S Spalding is an instrument to monitor potential ground movement, settlement, and other geological conditions during tunneling. The pole is anticipated to be in place for about two months.	Closed	4/21/2021
2	04/05/21		Request for Information	Project Information	Requested information related to preconstruction survey	City of Beverly Hills	City representative shared contact information for Metro to the resident. Metro spoke with the contractor and shared the results of the preconstruction survey.	Closed	4/6/2021
2	04/05/21		Traffic & Street Impacts	Detours	Pedestrian detour signs are set up in a confusing way and redirect people to the wrong crosswalks	City of Beverly Hills	City representative spoke with contractor to reconfigure pedestrian detour signs and reminded Traffic Control Officers to assist pedestrians with crossing the intersection.	Closed	4/7/2021
1	03/14/21	3:44 AM	Environmental Impacts	Noise	Noise impacts from night work	City of Beverly Hills	City representative confirmed receipt of the videos, provided information related to the work activity, and confirmed the presence of an Independent Compliance Monitor on site.	Closed	3/14/2021
1	03/04/21	7:28 AM	Environmental Impacts	Noise	Early morning noise impacts	City of Beverly Hills	City representative shared information related to the work activities and schedule. Noise levels were in compliance.	Closed	3/4/2021
1	12/08/20	10:01 AM	Environmental Impacts	Noise	Request to keep malfunctioning noise mitigation device	City of Beverly Hills	City representative informed resident that they must return the defective device to the manufacturer. Resident requested a meeting with the City's project lead. A meeting was scheduled for next week.	Closed	12/8/2020
1	11/30/20	10:20 AM	Environmental Impacts	Noise	Gaps in sound blankets at the La Cienega staging yard	City of Beverly Hills	City representative shared photos with project team to address gaps in the sound blankets.	Closed	11/30/2020
1	11/26/20	9:46 AM	Environmental Impacts	Noise	Ventilation fans operating while no construction team is on site	City of Beverly Hills	Metro representative forwarded concern to the contractor, who lowered the ventilation system within 15 minutes.	Closed	11/26/2020
2	11/17/20	4:07 PM	Request for Information	Project Information	Request for information regarding tunnel alignment near 211 Spalding Dr	City of Beverly Hills	City representative shared relevant sections of the project's Environmental Impact Report with the caller.	Closed	11/18/2020
2	11/17/20	4:44 PM	Request for Information	Project Information	Request for information regarding tunnel alignment near 211 Spalding Dr	City of Beverly Hills	City representative shared information regarding the proposed tunnel alignment in the southwest area of Beverly Hills.	Closed	11/17/2020

Project Section	Date Received	Time Received	Issue Category	Issue Sub-Category	Reason for Contact	Received By	Action	Status	Date of Resolution
2	11/16/20		Request for Information	Project Information	Request for information regarding tunnel alignment near 211 Spalding Dr	City of Beverly Hills	City representative shared a map of the tunnel alignment near the property, as well as relevant portions of the project Environmental Impact Report.	Closed	11/18/2020
2	11/16/20	9:57 AM	Request for Information	Project Information	Request for information regarding tunnel alignment near 211 Spalding Dr	City of Beverly Hills	City representative forwarded inquiry to Metro for response. Tunneling will not occur beneath 211 Spalding Dr.	Closed	11/16/2020
1	11/04/20	6:36 AM	Environmental Impacts	Noise	Noise from ventilation fans and appeal of COBH rejection for additional mitigation devices	City of Beverly Hills	City representative informed caller that the contractor remains in compliance with established work hours and noise levels. The City has provided the caller with multiple mitigation devices and will therefore not provide additional devices.	Closed	11/4/2020
1	10/24/20	6:57 AM	Environmental Impacts	Noise	Noise coming from La Cienega Yard	City of Beverly Hills	City representative confirmed the source of the noise was from an air conditioning unit behind the caller's building and was not related to the Purple Line Extension construction.	Closed	10/27/2020
2	10/21/20	2:23 PM	Other	Visual / Aesthetics	Condition of Clifton and Crescent intersection and request for information regarding pending work	City of Beverly Hills	City representative shared information regarding the upcoming work at the intersection. Representative committed to sharing more concrete schedule information once it was available.	Closed	10/21/2020
1	08/25/20	12:57 PM	Environmental Impacts	Air Quality (Dust, Pollution)	Concerns regarding dust from construction	City of Beverly Hills	Complaint was shared with project staff. No contact information was provided for followup.	Closed	
2	08/12/20	2:00 PM	Request for Information	Project Information	Information regarding upcoming construction activity near their business	City of Beverly Hills	City representative provided information to the business representative.	Closed	8/12/2020
2	08/09/20	7:06 PM	Request for Information	Work Hours	Request for information regarding upcoming construction activity near business	City of Beverly Hills	City representative met with business to clarify the type of work that could be expected.	Closed	8/10/2020
1	07/22/20	6:00 PM	Environmental Impacts	Noise	Noise generated by ventilation system when work is not being performed	City of Beverly Hills	City representative forwarded concerns to the contractor and Metro. The contractor said they would consider reducing the fan speed when no work was occurring, but stated work was expected to increase next week.	Closed	7/27/2020
2	07/22/20		Traffic & Street Impacts	Parking Removal	Overnight parking permit and citation	City of Beverly Hills	City representative provided caller with parking information.	Closed	7/23/2020
2	07/14/20	2:52 PM	Request for Information	Project Information	Request for information regarding excavation hours, noise and vibration impacts, and future construction on S. Canon Dr.	City of Beverly Hills	City representative provided the requested information and forwarded concerns to the appropriate parties.	Closed	7/14/2020
2	07/01/20	12:03 PM	Request for Information	Project Information	Request for information regarding excavation and tunneling in Section 2	City of Beverly Hills	City representative provided the requested information and had caller added to database to receive project-related email updates.	Closed	7/1/2020

Project Section	Date Received	Time Received	Issue Category	Issue Sub-Category	Reason for Contact	Received By	Action	Status	Date of Resolution
2	06/19/20	9:22 AM	Environmental Impacts	Noise	Machine honking throughout the day near S Crescent	City of Beverly Hills	City staff determined the source of the noise was trash collection trucks. Staff notified the appropriate department to address the honking.	Closed	6/22/2020
2	06/09/20	12:07 AM	Environmental Impacts	Air Quality (Dust, Pollution)	Dust impacts due to construction and possible financial assistance	City of Beverly Hills	City representative provided resident with information related to dust mitigation requirements and Metro's claim process.	Closed	6/11/2020
2	06/01/20	6:55 PM	Access Impacts	Pedestrian Access	Sidewalk access on Wilshire near Crescent	City of Beverly Hills	City representative confirmed sidewalk access near Wilshire and Crescent.	Closed	6/2/2020
2	05/22/20	12:14 AM	Traffic & Street Impacts	Parking Removal	Temporary parking removal during COVID-19 outbreak	City of Beverly Hills	City representative provided parking permits to resident.	Closed	5/22/2020
2	04/28/20	3:51 PM	Request for Information	Project Information	Request for information regarding ongoing work near S Canon Dr	City of Beverly Hills	City representative spoke with resident and provided the information requested.	Closed	4/28/2020
2	04/27/20	11:07 AM	Other	Residential Impact	Contractors working in front of house making noise, not wearing face coverings	City of Beverly Hills	City representative shared concerns with the project team.	Closed	4/27/2020
2	04/20/20		Environmental Impacts	Noise	Construction noise during stay-at-home order	City of Beverly Hills	City representative spoke with caller and shared work schedule for remaining piling activity. City, Metro, and the contractor are looking into additional mitigations.	Closed	4/21/2020
2	04/16/20	7:11 PM	Environmental Impacts	Noise	Construction noise during stay-at-home order	City of Beverly Hills	City representative spoke with caller and provided information regarding projected timeline for construction activity.	Closed	4/16/2020
2	04/16/20	7:36 PM	Environmental Impacts	Noise	Construction noise during stay-at-home order	City of Beverly Hills	City representative shared complaint with project staff and provided caller with noise mitigation device.	Closed	4/19/2020
2	04/15/20	5:48 PM	Access Impacts	Business Access	Access to loading dock during Wilshire closure	City of Beverly Hills	City representative spoke with caller regarding the boundaries of the Wilshire Blvd. closure. Traffic control officers are at the location to ensure access to the alley and loading dock is maintained.	Closed	4/16/2020
2	04/15/20	3:22 PM	Environmental Impacts	Noise	Traffic and noise on S. Crescent during stay-at-home order	City of Beverly Hills	City representative spoke with resident regarding noise levels and requested an inspector to perform noise monitoring in the area.	Closed	4/15/2020
1	04/13/20	4:29 PM	Environmental Impacts	Noise	Construction noise and dust during stay-at-home order	City of Beverly Hills	City representative called caller and sent them information regarding the city's noise and dust mitigation program.	Closed	4/14/2020
2	04/06/20	9:38 AM	Access Impacts	Business Access	Access for trash collection during alley closure	City of Beverly Hills	City representative forwarded concern to city staff.	Closed	4/6/2020
2	04/03/20	4:00 PM	Environmental Impacts	Noise	Construction noise during stay-at-home order	City of Beverly Hills	City representative confirmed work is in compliance with established noise limits and work hours.	Closed	4/3/2020
2	04/03/20	5:06 PM	Access Impacts	Business Access	Customers and staff unable to access driveway	City of Beverly Hills	City representative forwarded information to the city inspectors to discuss with traffic control officers. City staff confirmed wayfinding signage has been ordered.	Closed	4/5/2020
2	02/27/20	1:20 PM	Traffic & Street Impacts	Parking Removal	Request for temporary parking permits related to geotechnical instrumentation	City of Beverly Hills	City representative offered temporary permits to residents affected by removals.	Closed	2/27/2020

Project Section	Date Received	Time Received	Issue Category	Issue Sub-Category	Reason for Contact	Received By	Action	Status	Date of Resolution
1	02/20/20	2:52 PM	Other	Miscellaneous	Sidewalk railing removal	City of Beverly Hills	City representative spoke with property owner regarding sidewalk railing and permit process. Railing was returned to property owner.	Closed	3/2/2020
2	02/18/20	10:07 AM	Other	Miscellaneous	Storm drain capacity and sidewalk repairs	Metro/City of Beverly Hills	Metro representative informed caller that the contractor has not yet submitted a new design for the storm drain, but that it is forthcoming. City representative informed caller that sidewalk restoration would occur once construction in the area has been completed.	Closed	2/19/2020
2	02/13/20	1:54 PM	Traffic & Street Impacts	Parking Removal	No parking signs posted in neighborhood	Metro/City of Beverly Hills	City representative spoke with resident and will provide a temporary parking permit for neighboring street.	Closed	2/13/2020
2	02/12/20	2:56 PM	Request for Information	Project Information	Request for update on application for Metro Business Interruption Fund	City of Beverly Hills	City representative forwarded request to Metro for follow-up.	Closed	2/13/2020
2	02/12/20	9:11 AM	Access Impacts	Business Access	Access for trash collection during alley closure	Metro	City representative confirmed early morning access for trash collection.	Closed	2/13/2020
2	02/07/20	3:15 PM	Traffic & Street Impacts	Parking Removal	No parking signs posted in neighborhood	City of Beverly Hills		Closed	2/7/2020
2	02/06/20		Traffic & Street Impacts	Parking Removal	Impacts of temporary parking removal on valet services	City of Beverly Hills	City representative spoke with manager to discuss options for valet services when lane closures are implemented.	Closed	2/13/2020
1	01/27/20	12:17 PM	Outreach	Wayfinding	Missing street sign at Wilshire and Tower	City of Beverly Hills	City representative confirmed installation and relayed information to the caller.	Closed	1/27/2020
2	01/16/20	3:10 PM	Other	Residential Impact	Enforcement of No Commercial Traffic signage	City of Beverly Hills	City representative forwarded concerns to Beverly Hills Police Department and project compliance monitor.	Closed	1/17/2020
2	01/14/20	1:32 PM	Traffic & Street Impacts	Detours	Tour bus routes during Wilshire/Beverly construction	City of Beverly Hills	City updated tour bus website to include alternative routes and added contact to database for future announcements and updates.	Closed	1/15/2020
2	01/13/20	12:32 PM	Other	Miscellaneous	Coordination for January 25 and February 6 Events	City of Beverly Hills	City representative coordinated details of events with possible construction in the area.	Closed	1/13/2020
2	12/02/19	5:09 PM	Safety & Security	Public Safety	Construction delay, condition of sidewalks at N Crescent & Clifton intersection	City of Beverly Hills	City representative spoke with caller about remaining work and told her the contractor will return to restore the sidewalks in early January.	Closed	12/3/2019
2	11/15/19	9:04 AM	Traffic & Street Impacts	Traffic Congestion	Noise from increased traffic on Clifton Way	City of Beverly Hills	Caller declined to provide contact information for follow-up.	Closed	11/15/2019
2	11/13/19	9:29 AM	Request for Information	Project Information	Request for information regarding tunnel alignment	City of Beverly Hills	City representative provided caller with instructions to request documents from Metro.	Closed	11/13/2019
1	11/12/19	12:16 PM	Access Impacts	Bus Stop	Request for information regarding 720 bus stop relocation at La Cienega	City of Beverly Hills	City representative spoke with caller about ongoing construction at La Cienega and shared information for Metro.	Closed	11/12/2019
1	11/06/19	12:51 PM	Environmental Impacts	Noise	Drone sound near Wilshire & Gale	City of Beverly Hills	City representative confirmed the noise was not project related.	Closed	11/6/2019

Project Section	Date Received	Time Received	Issue Category	Issue Sub-Category	Reason for Contact	Received By	Action	Status	Date of Resolution
2	11/04/19	1:49 PM	Access Impacts	Business Access	Request for information regarding business assistance programs	City of Beverly Hills	City representative provided information regarding Metro's Business Interruption Fund and the appropriate contacts.	Closed	11/4/2019
2	11/01/19	11:27 AM	Request for Information	Project Information	Timeline for restoration of left turns and completion of construction at Clifton Way and N Crescent Dr	City of Beverly Hills	City representative provided caller with information regarding an estimated timeline for the completion of work and restoration of left turns.	Closed	11/1/2019
1	10/30/19	8:11 AM	Claims	Resident Claims	Claim resulting from noise levels at La Cienega	City of Beverly Hills	City representative provided instructions and documentation to the caller regarding filing a claim.	Closed	10/30/2019
2	10/29/19	12:47 PM	Request for Information	Project Information	Timeline for completion of construction at Clifton Way and N Crescent Dr	City of Beverly Hills	City representative provided caller with information about remaining work at the intersection and an estimated timeline.	Closed	10/29/2019
2	10/25/19	12:34 PM	Service Disruption	Water Disruption	Drop in water pressure and A/C impacts	City of Beverly Hills/Metro	City staff confirmed there was no change in water pressure. The caller has hired a plumber to repair the issue.	Closed	10/28/2019
2	10/24/19	2:13 PM	Environmental Impacts	Lighting	Lighting in staging yard overnight	City of Beverly Hills/Metro	City representative shared the concern with the contractor and City project team.	Closed	10/24/2019
2	10/16/19	3:30 PM	Environmental Impacts	Noise	Late night noise from construction activity on Reeves Dr	City of Beverly Hills	City representative informed caller of the work schedule. The contractor was issued a violation for the work performed.	Closed	10/16/2019
2	10/16/19	10:28 AM	Traffic & Street Impacts	Parking Removal	Parking loss due to Traffic Control Officers and tour buses utilizing meters in front of business	City of Beverly Hills	City representative spoke with caller and forwarded concerns to the police department to address with Traffic Control Officers. Representative also shared information about Metro assistance programs.	Closed	10/16/2019
2	10/16/19	11:18 AM	Safety & Security	Public Safety	Emergency vehicle access to building	City of Beverly Hills	City representatives spoke with the contractor, Metro, and field inspectors to relay message that access for emergency vehicles must be provided at all times.	Closed	10/16/2019
2	10/08/19	4:40 PM	Environmental Impacts	Noise		City of Beverly Hills	City representative spoke with the resident about the schedule of work being done at the Wilshire and Beverly intersection.	Closed	10/11/2019
2	09/28/19		Traffic & Street Impacts	Parking Removal	Request for information related to No Parking signs posted in front of business	City of Beverly Hills	City representative spoke with caller and confirmed scheduled impacts and provided information to coordinate with valet services.	Closed	9/28/2019
2	09/25/19	2:50 PM	Request for Information	Project Information	Request for information on construction near residence	City of Beverly Hills	City representative provided caller with information on construction locations and anticipated schedule of work.	Closed	9/25/2019
2	09/18/19	5:43 PM	Request for Information	Work Hours	Request for schedule of work on N Cañon Dr	City of Beverly Hills	City representative spoke with caller and relayed information related to ongoing work on N Cañon Dr near Wilshire Blvd.	Closed	9/19/2019
2	09/17/19	12:11 PM	Request for Information	Work Hours	Request for summer 2020 weekend work hours and impacts	City of Beverly Hills	City representative provided information regarding mitigations and future coordination for summer 2020 events.	Closed	9/17/2019
2	09/12/19	11:04 AM	Traffic & Street Impacts	Road Closures	Road closures on N. Cañon Dr. and Clifton Way	City of Beverly Hills	City representative explained the road closures and shared direct contact information for additional questions.	Closed	9/13/2019



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2	09/09/19	10:00 AM	Request for Information	Project Information	Request for information regarding traffic reconfiguration on N Cañon Dr	City of Beverly Hills	City and Metro representative met with staff to discuss construction in the area. Metro provided additional details by email.	Closed	9/9/2019
2	09/09/19	8:46 PM	Access Impacts	Pedestrian Access	Request to increase sidewalk space on Clifton Way near N Crescent Dr	City of Beverly Hills/Metro	City representative shared the request with the transportation planning group. That team will reach out directly to the caller to discuss what options may be available.	Closed	9/9/2019
2	08/30/19	11:54 AM	Request for Information	Project Information	Possible piling impacts on water table	City of Beverly Hills	City representative let the caller know the depth of the water table near the Rodeo station and necessary efforts by the contractor. There is no impact on dewatering in the surrounding areas.	Closed	9/5/2019
2	08/14/19	4:48 PM	Access Impacts	Business Impacts	Issues with traffic control, parking lot access, and vibrations due to construction	City of Beverly Hills	City representative spoke with caller and shared complaints with the project team. Staff will communicate impacts more directly.	Closed	8/14/2019
2	08/13/19	11:30 AM	Other	N. Canon Closure	Information regarding upcoming closure of N. Cañon	City of Beverly Hills	City representative shared information that could be distributed to additional staff, residents, and families regarding the upcoming closure.	Closed	8/13/2019
2	08/13/19	10:30 AM	Other	N. Canon Closure	Information regarding upcoming closure of N. Cañon	City of Beverly Hills	City representative provided more background on the upcoming closure of N Cañon, as well as a digital notice and detour map to be shared with clients.	Closed	8/13/2019
2	08/13/19	12:39 PM	Access Impacts	Business Impacts	Access to alley for valet and deliveries	Metro/City of Beverly Hills	Metro and City staff confirmed the closure was active and told the contractor to provide adequate notice to the business.	Closed	8/13/2019
1	08/10/19	6:21 AM	Other	Miscellaneous	Early start time for construction	City of Beverly Hills	City representative spoke with Metro and the contractor. Contractor stated the crane was not started early.	Closed	8/12/2019
2	08/07/19	6:30 PM	Request for Information	Project Information	Information related to parking meter removals on Clifton Way	City of Beverly Hills	City representative sent the requested documents and additional details to the resident by email.	Closed	8/8/2019
2	08/07/19	8:35 PM	Request for Information	Project Information	Request for information related to holiday moratorium and N Cañon closure	City of Beverly Hills/Metro	City and Metro representatives scheduled a meeting with the caller to discuss the details of upcoming work schedules.	Closed	8/8/2019
2	07/30/19	12:27 PM	Request for Information	Project Information	Request for information related to schedule of street closures and impactful activities	City of Beverly Hills	City representative provided information related to upcoming construction activities in Section 1 and 2, as well as the presentation from the latest community meeting.	Closed	7/31/2019
1	07/20/19	6:59 AM	Environmental Impacts	Noise	Early morning noise from tractors in staging yard	City of Beverly Hills	City representative shared complaint with City, Metro staff, and contractor. Staff confirmed vehicles were equipped with low-impact backup alarms, which cannot be disabled per OSHA requirements. Metro staff shared date, time, and location of next community meeting.	Closed	7/23/2019

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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
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

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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
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

Project Section	Date Received	Time Received	Issue Category	Issue Sub-Category	Reason for Contact	Received By	Action	Status	Date of Resolution
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
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

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	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
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



Project Section	Date Received	Time Received	Issue Category	Issue Sub-Category	Reason for Contact	Received By	Action	Status	Date of Resolution
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
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
2	01/13/21	9:56 AM	Environmental Impacts	Noise	Strange, loud noise heard from Reeves and Charleville during overnight hours	City of Beverly Hills	City representative spoke with the caller and informed her that she would investigate for additional details on the cause of the noise impact.		
2	11/03/20	8:42 AM	Environmental Impacts	Noise	Honking noise at Canon and Wilshire	City of Beverly Hills			
2	10/28/20	9:53 AM	Environmental Impacts	Noise	Noise at Beverly and Wilshire intersection	City of Beverly Hills	City representative informed caller that the property manager has rejected any installation of temporary window inserts to reduce noise levels. The City has requested that Metro's contractor implement mitigation measures and will update the caller when they are in place.		
1	10/03/19	11:11 AM	Environmental Impacts	Noise	Late Night Working Hours at La Cienega Station	City of Beverly Hills			
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			