



**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 |
|-----------------|---------------|---------------|--------------------------|------------------------------------|--|-----------------------|--|--------|--------------------|
| 1               | 02/13/24      | 2:44 PM       | Traffic & Street Impacts | Road Closures                      | Residents should have access to N. Gale Dr. from Wilshire Blvd. as no active construction taking place and for safety concerns.                  | City of Beverly Hills | City staff spoke with resident regarding their concerns about N. Gale Dr. daily closure, and brought their concerns to project staff for further discussion.   | Closed | 02/14/24           |
| 2               | 01/04/24      | 12:51 PM      | Safety & Security        | Site Security (Incl. Site Fencing) | Loose fencing due to the windy conditions.   | City of Beverly Hills | The contractors arrived on site and repaired the loose fence.  | Closed | 01/04/24           |
| 1               | 01/03/24      | 1:12 PM       | Traffic & Street Impacts | Public Safety                      | Safety concerns and line of sight issues when making a right turn from N. Hamilton Dr. to westbound Wilshire Blvd.                               | City of Beverly Hills | The K-rail enclosure has been assessed for line of sight impacts and a few graphic panels have been removed from the enclosure. The City Police Department also informed the Traffic Control Officers to not park vehicles in the line of sight. | Closed | 01/08/24           |
| 2               | 12/26/23      | 1:22 PM       | Traffic & Street Impacts | Steel Plates                       | Advised loose metal plates in front of building. When cars drive over, the noise is loud and the plate may be loose.                             | City of Beverly Hills | A 6" instrument cover came loose, and the City called the contractor to fix the hole. The contractor removed the cover and backfilled the hole.  | Closed | 12/26/23           |
| 2               | 11/16/23      | 3:17 PM       | Environmental Impacts    | Residential Impact                 | Metro trucks driving through residential streets late at night which is causing ambient noise.   | City of Beverly Hills | City staff shared that Metro will be informed of the concerns and remind them to not use residential streets. The Independent Compliance Monitoring consultant will be reminded to enforce such requirements.                                    | Closed | 11/16/23           |
| 1               | 10/09/23      | 6:03 AM       | Request for Information  | Project Information                | Requesting information about La Brea D Line station opening.   | City of Beverly Hills | City staff forwarded inquiry to a Metro representative who could address the question.   | Closed | 10/09/23           |
| 2               | 09/25/23      | 4:32 PM       | Request for Information  | Project Information                | Requesting information about future elevators located in the Wilshire Rodeo station.   | City of Beverly Hills | City staff shared information about the specific elevators, provided the Metro website link for more information, and provided website links to conceptual renderings of elevators and escalators that will be at the station entrance.          | Closed | 09/25/23           |
| 2               | 08/29/23      | 10:34 AM      | Environmental Impacts    | Noise                              | Hearing loud construction noises at night from what is believed to be Metro related work. Wants the City to be aware as Metro has been informed. | City of Beverly Hills | Caller was notified that the noise is not project related and to call the BHPD Watch Commander to file a complaint.  | Closed | 08/09/23           |
| 2               | 07/31/23      | 9:53 AM       | Environmental Impacts    | Noise                              | Hearing loud construction noises throughout the night and into the morning.  | City of Beverly Hills | City staff was notified that noise was not project related and if they could inform the resident the work was related to a City permit.  | Closed | 07/31/23           |

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| 2               | 07/25/23      | 9:29 AM       | Environmental Impacts   | Noise              | Hearing jackhammering noises early into the morning, and hearing workers screaming directions at each other early into the morning.                  | City of Beverly Hills | City representative spoke with caller and informed project related staff about the noise complaint. Metro and the contractor were made aware of the complaint. The area will be monitored for noise by an inspector and the independent compliance monitor. | Closed | 07/25/23           |
| 1               | 06/15/23      | 12:25 PM      | Safety & Security       | Detours            | Sidewalk closure between S. Gale Dr. and S. Hamilton Dr. on Wilshire Blvd. needs to be revisited for easier pedestrian access as caller is disabled. | City of Beverly Hills | City representative called and left a message for caller. Representative was able to speak to caller and provided detour route information when around the work zone.   | Closed | 06/16/23           |
| 1               | 05/12/23      | 4:46 PM       | Safety & Security       | Public Safety      | Metro pole boxes containing "sharp plastic"  | City of Beverly Hills | City representative will have an inspector check the condition of the pole box and those in the surrounding area.   | Closed | 05/12/23           |
| 2               | 05/04/23      | 1:00 PM       | Environmental Impacts   | Noise              | Trucks and street sweeper (s) on S. Reeves Dr. at odd hours of the night.  | City of Beverly Hills | City representative informed project related staff about the complaint, and asked to be notified if the usage of trucks and street sweepers were project related, or not.   | Closed | 05/04/23           |
| 2               | 05/03/23      | 6:00 PM       | Environmental Impacts   | Noise              | Jack hammering noise continuing through the night.   | City of Beverly Hills | City representative spoke with stakeholder about the noise complaint. Representative shared that mitigation efforts are in place, and to reach out if noise concerns continue.  | Closed | 05/04/23           |
| 2               | 04/13/23      | 12:00 PM      | Environmental Impacts   | Noise              | Jackhammering like noise can be heard throughout the night and has kept stakeholder awake. They would like to know if this noise has been approved.  | City of Beverly Hills | City representative spoke with stakeholder about the noise complaint. Representative shared that mitigation efforts are in place, and to reach out if noise concerns continue.  | Open   |                    |
| 2               | 04/13/23      | 11:26 AM      | Environmental Impacts   | Noise              | Consistent banging taking place within the business area. Would like to know how long is noise going to continue.                                    | City of Beverly Hills | City representative spoke with stakeholder regarding noise complaint and shared project information.  | Closed | 04/14/23           |
| 2               | 04/12/23      | 11:45 AM      | Claims                  | Resident Claims    | Damaged car tire due to bolt lying in street.  | City of Beverly Hills | City representative informed Metro representative of stakeholder and claim they wish to make.   | Closed | 04/12/23           |
| 1               | 04/12/23      | 10:42 AM      | Request for Information | Residential Impact | Wondering if there are any anticipated Metro disruptions near residential area.  | City of Beverly Hills | City representative called stakeholder and shared Metro impact (none expected) in area.   | Closed | 04/12/23           |
| 2               | 04/11/24      | 10:18 AM      | Environmental Impacts   | Noise              | Waiting for call from City representative, but would like to be contacted as soon as possible for car honking at cross passage location.             | City of Beverly Hills | City representative will call back stakeholder with more information regarding previous discussion.   | Closed | 04/11/23           |
| 2               | 04/04/23      | 10:40 AM      | Environmental Impacts   | Noise              | Continual honking due to cars trying to make illegal left turn while traffic control is in place for cross passage work.                             | City of Beverly Hills | City representative called and left a message for caller. Representative was able to speak with caller regarding concerns and mitigation efforts.   | Closed | 04/04/23           |

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| 2               | 03/28/23      | 11:30 AM      | Environmental Impacts    | Vibrations                    | Cross passage work caused elevator in building to be placed into earthquake mode. Detailed work schedule needs to be provided as well.   | City of Beverly Hills | City Representative left a voicemail with the caller and sent an email with the schedule. The City representative also spoke with caller to further discuss the work activity.                                   | Closed | 03/29/23           |
| 2               | 03/28/23      | 9:57 AM       | Request for Information  | Project Information           | Timeline for cross passage project in surrounding area.  | City of Beverly Hills | City representative called the caller and explained the timeline for work activity.  | Closed | 03/28/23           |
| 2               | 03/28/23      | 8:58 AM       | Environmental Impacts    | Air Quality (Dust, Pollution) | Concern about a strong oil odor wafting through the store.   | City of Beverly Hills | The Fire Department was dispatched to location and confirmed that the odor was not Metro project related. The odor was coming from the epoxy paint the callers had used on the store's staircase.                | Closed | 03/28/23           |
| 2               | 03/24/23      | 10:27 AM      | Traffic & Street Impacts | Traffic Congestion            | Asking for TCOs to enforce the no left turns from Wilshire Blvd. to Doheny Dr. to prevent additional traffic backup due to ground improvement work. Having Burton Way, Wilshire Blvd., and Olympic Blvd. closed for construction at the same time is unfair. | City of Beverly Hills | City representative followed up with the resident and explained that the Metro related configuration is temporary. The City representative will share the resident's concerns with project staff.                | Closed | 03/24/23           |
| 1               | 01/27/23      | 4:26 PM       | Traffic & Street Impacts | Traffic Congestion            | Lane closures causing traffic congestion on Wilshire Blvd. and San Vicente Blvd. and La Cienega Blvd.  | City of Beverly Hills | City representative followed up with resident and left voice message asking for a call back regarding complaint.   | Closed | 01/30/23           |
| 1               | 12/30/22      | 12:34 AM      | Environmental Impacts    | Noise                         | Loud construction noise taking place at Wilshire Blvd. and Hamilton Dr.  | City of Beverly Hills | The City contacted Metro's representative to confirm whether noise complaints were reported. Metro confirmed that they did not receive noise complaints. Project staff were informed of the anonymous complaint. | Closed | 12/30/22           |
| 2               | 12/09/22      | 8:24 AM       | Claims                   | Resident Claims               | A metal plate came loose and damaged a vehicle that was driving on Wilshire Blvd.  | City of Beverly Hills | The City contacted Metro's representative to inform them of the claimant and damage to vehicle. The loose plate was Metro related. Metro has reached out to the claimant.  | Closed | 12/09/22           |
| 1               | 12/04/22      | 3:00 AM       | Environmental Impacts    | Noise                         | Loud intermittent noises coming from the direction of the La Cienega Yard.   | City of Beverly Hills | City representative followed up with resident and explained the work was not Metro related. The noise was City related cleaning work. The City cleaning crew will try and adjust their morning hours.            | Closed | 12/04/22           |
| 2               | 10/31/22      | 8:58 AM       | Traffic & Street Impacts | Parking Removal               | Temporary parking enclosure that takes up two parking spaces on S. Spalding Dr. between Wilshire Blvd. and Charleville Blvd.   | City of Beverly Hills | A City inspector will monitor daily the S. Spalding Dr area and coordinate with Metro and its contractor to minimize impacts on S. Spalding Dr.  | Closed | 11/03/22           |
| 2               | 09/29/22      | 7:34 AM       | Traffic & Street Impacts | Notification                  | Lack of signage and no updates to GPS apps alerting of construction work at the cross passage locations on Wilshire Blvd.  | City of Beverly Hills | Additional messaging will be added to the existing CMS boards to let people know that left turns are restricted between Rodeo Dr. and Roxbury Dr. Updates to the GPS apps have been addressed.                   | Closed | 09/30/22           |

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| 2               | 09/28/22      | 9:01 AM       | Traffic & Street Impacts | Detours            | Ground improvement work on Wilshire Blvd. between Roxbury Dr. and Bedford Dr., and detour routes around the work. | City of Beverly Hills | City representative provided information about the work taking place on Wilshire Blvd., and gave options for directions around the ground improvement work.   | Closed | 09/28/22           |
| 2               | 09/29/22      | 2:21 PM       | Traffic & Street Impacts | Notification       | Lack of signage indicating left turns restricted ahead at the cross passage locations on Wilshire Blvd.           | City of Beverly Hills | City representative provided information about the work taking place on Wilshire Blvd. Additional signage was added to the PCMS board near Crescent Dr., and the GPS apps were asked to reflect the restrictions on their apps.   | Closed | 09/29/22           |
| 1               | 09/16/22      | 2:07 PM       | Request for Information  | Road Closures      | Inquiring about the re-opening of N. Gale Dr.   | City of Beverly Hills | City representative responded to resident as to the when N. Gale Dr. will re-open.  | Closed | 09/16/22           |
| 2               | 07/13/22      | 12:43 PM      | Access Impacts           | Parking Removal    | Parking restrictions on Spalding Dr. due to ground improvement work.  | City of Beverly Hills | City representative spoke with resident and explained that parking enforcement would be relaxed in the vicinity, except for street-sweeping days. The resident was informed that metered parking can not be used for residential parking as it would impact the businesses. | Closed | 07/13/22           |
| 1               | 07/13/22      | 12:13 PM      | Environmental Impacts    | Vibrations         | House shaking due to Metro related construction work  | City of Beverly Hills | City representative spoke with resident and informed them no Metro related construction work performed would have caused shaking for months. Additionally, during heaviest work, no exceedances for vibrations were tracked. Metro will contact resident to follow up.      | Closed | 07/13/22           |
| 2               | 07/13/22      | 10:55 AM      | Request for Information  | N. Canon Closure   | N. Canon soundwall extension and COBH event and permitting questions  | City of Beverly Hills | City representative provided Metro contact information, City of Beverly Hills contact information, and details about remaining construction work that might impact the N. Canon Dr. soundwall extension.  | Closed | 07/13/22           |
| 2               | 05/18/22      | 3:20 PM       | Traffic & Street Impacts | Work Hours         | Ground improvement work on Lasky Dr. and work hours   | City of Beverly Hills | City representative emailed resident attachments containing the Section 2 MOA and Metro notice for approved work. City representative forwarded email to appropriate project staff to notify them of concern presented.   | Closed | 05/18/22           |
| 2               | 5/4/2022      | 8:12 AM       | Environmental Impacts    | Noise              | Noise near 133 S Peck Dr  | City of Beverly Hills | City representative spoke with resident and let them know the noise is not Metro related and B&S will investigate.  | Closed | 5/4/2022           |
| 1               | 07/23/21      | 3:37 PM       | Environmental Impacts    | Noise              | Noise near Hamilton and Wilshire intersection   | City of Beverly Hills | City representative spoke with resident regarding noise and requested additional information to determine whether the noise was related to Metro construction.  | Open   |                    |

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| 1               | 07/15/21      | 2:31 PM       | Environmental Impacts   | Noise               | Noise and Dust from Construction Activity                                  | City of Beverly Hills | City representative spoke with resident and provided information regarding the contractor's prior noise mitigation efforts and the presence of an independent compliance monitor. The City representative also provided contact information for Metro's representative regarding filing a claim related to dust issues. | Closed | 7/20/2021          |
| 2               | 06/25/21      | 1:09 PM       | Environmental Impacts   | Noise               | Noise coming from Century City Staging Yard disrupting SW BH               | City of Beverly Hills | City and Metro representatives spoke with caller to discuss the source of the noise coming from the Century City Staging Yard. Noise was a result of repairs to TBM. Metro investigating additional noise sources for future followup.  | Closed | 6/28/2021          |
| 2               | 05/11/21      | 3:33 PM       | Request for Information | Project Information | Information regarding tunneling progress beneath Beverly Hills High School | City of Beverly Hills | City representative provided information regarding the location of the tunnel boring machines and their anticipated schedule for reaching Rodeo and La Cienega stations.  | Closed | 5/11/2021          |
| 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               | 04/26/21      | 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          |

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| 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               | 03/04/21      | 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               | 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          |
| 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               | 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   |                    |
| 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               | 11/26/20      | 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         |
| 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         |
| 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               | 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         |

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| 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               | 11/17/20      | 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         |
| 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         |
| 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               | 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         |
| 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               | 08/25/20      | 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          |

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| 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               | 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   |                    |
| 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           |
| 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      | 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               | 05/22/20      | 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               | 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               | 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          |



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| 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               | 04/03/20      | 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               | 04/06/20      | 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      | 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               | 03/02/20      | 11:26 AM      | Traffic & Street Impacts | Traffic Congestion  | Increased traffic on S Crescent Dr  | City of Beverly Hill        |  | Open   |                    |
| 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          |
| 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          |

| Project Section | Date Received | Time Received | Issue Category           | Issue Sub-Category  | Reason for Contact  | Received By                 | Action   | Status | Date of Resolution |
|-----------------|---------------|---------------|--------------------------|---------------------|---|-----------------------------|--|--------|--------------------|
| 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               | 02/06/20      |               | 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          |
| 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               | 02/07/20      | 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   |                    |
| 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               | 01/13/20      | 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               | 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               | 01/16/20      | 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               | 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          |
| 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               | 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          |
| 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      | 1:49 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          |

| 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      | 1:57 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               | 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          |
| 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      | 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               | 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   |                    |
| 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               | 10/25/19      | 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         |
| 1               | 10/03/19      | 11:11 AM      | Environmental Impacts    | Noise               | Late Night Working Hours at La Cienega Station   | City of Beverly Hills       |   |        |                    |
| 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               | 09/24/19      |               | 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   |                    |
| 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   |                    |

| Project Section | Date Received | Time Received | Issue Category           | Issue Sub-Category  | Reason for Contact   | Received By                 | Action   | Status | Date of Resolution |
|-----------------|---------------|---------------|--------------------------|---------------------|--|-----------------------------|--|--------|--------------------|
| 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               | 09/19/19      | 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               | 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          |
| 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               | 08/26/19      | 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   |                    |
| 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          |

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|-----------------|---------------|---------------|-------------------------|---------------------|---|-----------------------------|---|--------|--------------------|
| 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               | 08/07/19      | 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               | 07/19/19      | 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               | 07/24/19      |               | 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               | 07/20/19      | 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          |
| 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               | 07/09/19      | 4:13 PM       | Access Impacts          | Business Access     | Property access during construction   | City of Beverly Hills       | City representative spoke with property owner about ongoing construction, as well as access during upcoming piling and decking activity. Property owner was invited to monthly stakeholder meeting and added to project distribution list.                                | Closed | 7/9/2019           |
| 2               | 06/26/19      | 8:41 AM       | Request for Information | Project Information | Information on work at Wilshire & Cañon and No Parking signs                            | City of Beverly Hills       | City representative spoke with resident and asked inspector to confirm signage is posted correctly.   | Closed | 6/26/2019          |
| 1               | 06/22/19      |               | Environmental Impacts   | Noise               | Early morning noise from crane in staging yard  | City of Beverly Hills       | City representative relayed resident's comments to the contractor. Metro representative contacted resident in the afternoon to relay contractor's agreement to delay start times to 7 am on Saturdays.  | Closed | 6/24/2019          |

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|-----------------|---------------|---------------|--------------------------|---------------------|--|-----------------------------|---|--------|--------------------|
| 2               | 06/12/19      | 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               | 06/19/19      | 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               | 06/04/19      | 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               | 05/08/19      | 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   |                    |
| 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               | 05/09/19      | 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               | 05/06/19      | 3:15 PM       | Request for Information  | Project Information | Request for information regarding utility relocation and City of Beverly Hills Complete Streets draft plan | City of Beverly Hills       | City representatives spoke with the caller and confirmed no anticipated conflicts with their proposed work.   | Closed | 5/6/2019           |
| 2               | 05/06/19      | 12:38 PM      | Request for Information  | Project Information | Request for information regarding tunnel alignment   | City of Beverly Hills       | City representative provided some information to resident and advised them to discuss the issue further with their landlord.  | Closed | 5/6/2019           |
| 1               | 04/22/19      | 10:45 PM      | Request for Information  | Project Information | Request for information regarding Metro violations   | City of Beverly Hills       | City representative provided link to Compliance Reports on PLE project website and informed the resident that a public records request would be necessary for older reports. The representative provided a link and information related to submitting such a request. | Closed | 4/23/2019          |

| Project Section | Date Received | Time Received | Issue Category          | Issue Sub-Category            | Reason for Contact  | Received By                 | Action   | Status | Date of Resolution |
|-----------------|---------------|---------------|-------------------------|-------------------------------|---|-----------------------------|--|--------|--------------------|
| 1               | 04/03/19      |               | Environmental Impacts   | Noise                         | Noise impacts   | City of Beverly Hills       | City representative scheduled a meeting and coordinated the access to building for noise monitoring to take place.   | Open   |                    |
| 1               | 03/26/19      | 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          |
| 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   |                    |
| 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               | 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               | 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   |                    |
| 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               | 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               | 2/25/2019     |               | 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               | 2/26/2019     |               | 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          |
| 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   |                    |

| Project Section | Date Received | Time Received      | Issue Category          | Issue Sub-Category  | Reason for Contact  | Received By                 | Action  | Status | Date of Resolution |
|-----------------|---------------|--------------------|-------------------------|---------------------|---|-----------------------------|---|--------|--------------------|
| 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   |                    |
| 1               | 07/29/17      | 12:17pm<br>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               | 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           |



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

| Project Section | Date Received | Time Received | Issue Category           | Issue Sub-Category | Reason for Contact  | Received By           | Action  | Status | Date of Resolution |
|-----------------|---------------|---------------|--------------------------|--------------------|---|-----------------------|---|--------|--------------------|
| 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           |
| 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<br><br>Coordinated with business to review Street sign banner and signage<br><br>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<br>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           |

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

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

| Project Section | Date Received | Time Received | Issue Category          | Issue Sub-Category            | Reason for Contact  | Received By                 | Action   | Status | Date of Resolution |
|-----------------|---------------|---------------|-------------------------|-------------------------------|---|-----------------------------|--|--------|--------------------|
| 1               | 03/09/17      | 10:00 AM      | Environmental Impacts   | Noise                         | Construction noise levels and efficacy of noise control plan  | City of Beverly Hills       | Issue was communicated to Metro, and additional mitigation measures were implemented   | Closed | 03/09/17           |
| 1               | 03/08/17      | 7:28 AM       | Safety & Security       | Public Safety                 | Pedestrian safety near construction site  | City of Beverly Hills       | Contractor and BHPD coordinated to place a Traffic Control Officer at the referenced location  | Closed | 03/08/17           |
| 1               | 03/02/17      | 10:48 AM      | Environmental Impacts   | Noise                         | Construction noise levels   | City of Beverly Hills       | Additional sound mitigation measures were implemented and the Independent Compliance Monitor continued to monitor noise  | Closed | 03/02/17           |
| 1               | 02/27/17      | 7:57 AM       | Safety & Security       | Public Safety                 | Observation that temporary traffic signage placed too low and could potentially be a hazard             | City of Beverly Hills       | Referenced signs were repositioned.  | Closed | 03/16/17           |
| 1               | 02/17/17      | 1:55 PM       | Other                   | Miscellaneous                 | Inquiry regarding potential damage to nearby water infrastructure due to construction activities nearby | City of Beverly Hills       | Provided requested information and assurances that no property or infrastructure had been damaged  | Closed | 02/17/17           |
| 1               | 02/14/17      | 9:00 AM       | Request for Information | Project Information           | Request for information on construction schedule and noisy construction activities                      | City of Beverly Hills       | City representative was unable to reach caller at address or number provided and left a voicemail  | Closed | 02/17/17           |
| 1               | 12/16/16      |               | Service Disruption      | Power outage                  | Request for additional information on scheduled power outage notice.                                    | City of Beverly Hills       | Provided requested information and indicated that Edison would contact impacted properties directly. At the caller's request, additional information regarding scheduled sidewalk closures and notifications was provided. | Closed | 12/16/16           |
| 1               | 09/21/16      |               | Economic Impacts        | Loss of Revenue               | Economic impacts and revenue loss related to construction schedule and street closures.                 | City of Beverly Hills/Metro | COBH responded with Metro contact information, general info regarding economic impact mitigation measures, references for additional info, and the offer to arrange a meeting.   | Closed | 09/21/16           |
| 2               | 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           |

| Project Section | Date Received | Time Received | Issue Category           | Issue Sub-Category                 | Reason for Contact   | Received By           | Action   | Status | Date of Resolution |
|-----------------|---------------|---------------|--------------------------|------------------------------------|--|-----------------------|--|--------|--------------------|
| 1               | 12/03/18      | 6:47 PM       | Environmental Impacts    | Noise                              | Noise Impacts  | City of Beverly Hills | City representative sent information regarding noise level mitigations and offered to schedule a meeting with project staff. | Closed | 12/05/18           |
| 2               | 11/26/18      | 10:21 AM      | Request for Information  | Memorandum of Agreement (MOA)      | Request for information on draft Memorandum of Agreement for Section 2             | City of Beverly Hills | City representative sent relevant links and documents including City Council meetings.                                       | Closed | 11/26/18           |
| 2               | 11/16/18      | 1:40 PM       | Request for Information  | Project Information                | Request for information on impacts to Santa Monica Blvd and Lasky Dr               | City of Beverly Hills | City representative provided requested information   | Closed | 11/16/18           |
| 2               | 11/13/18      | 10:26 AM      | Request for Information  | Project Information                | Request for information related to tunneling underneath Beverly Hills High School. | City of Beverly Hills | City representative provided requested information   | Closed | 11/13/18           |
| 2               | 10/19/18      | 9:11 AM       | Request for Information  | Project Information                | Request for project schedule and traffic impacts.                                  | City of Beverly Hills | Provided requested information   | Closed | 10/29/18           |
| 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           |

| Project Section | Date Received | Time Received | Issue Category        | Issue Sub-Category           | Reason for Contact   | Received By           | Action  | Status | Date of Resolution |
|-----------------|---------------|---------------|-----------------------|------------------------------|--|-----------------------|---|--------|--------------------|
| 2               | 7/27/2018     | 8:04 AM       | Other                 | N. Canon Closure             | Request for information on proposed N. Canon closure                               | City of Beverly Hills | City representative provide the requested information   | Closed | 07/27/18           |
| 2               | 7/26/2018     | 1:20 PM       | Service Disruption    | Telecommunication disruption | Service disruption issues related to construction activities                       | City of Beverly Hills | It was determined that service disruptions were not related to Metro construction   | Closed | 07/27/18           |
| 2               | 7/25/2018     | 7:32 AM       | Outreach              | Notification                 | Request for meeting to discuss notice process for construction activities          | City of Beverly Hills | City representative addressed concerns and provided the requested information   | Closed | 07/26/18           |
| 2               | 07/20/18      | 12:54 PM      | Other                 | Project Alignment            | Tunnel alignment near/over fault lines   | City of Beverly Hills | City representative followed up to address concerns, forwarded information to Metro contact, and offered to provide map of planned station locations        | Closed | 07/20/18           |
| 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           |

| Project Section | Date Received | Time Received | Issue Category          | Issue Sub-Category  | Reason for Contact  | Received By           | Action  | Status | Date of Resolution |
|-----------------|---------------|---------------|-------------------------|---------------------|---|-----------------------|---|--------|--------------------|
| 2               | 10/19/17      | 7:45 AM       | Access Impacts          | Business Access     | Parking structure accessibility due to street closure   | City of Beverly Hills | City representative provided Information regarding upcoming work  | Closed | 10/26/17           |
| 2               | 09/08/17      | 8:08 AM       | Environmental Impacts   | Noise               | Construction noise and request for information regarding mitigation measures in place                     | City of Beverly Hills | - Checked with Independent compliance monitor, who confirmed noise was within limits of permit conditions.  | Closed | 09/08/17           |
| 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               | 12/13/2018    | 4:12 PM       | Request for Information | Project Information | Project information request   | City of Beverly Hills |   |        |                    |