

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

Project Section	Date Received	Issue Category	Issue Sub-Category	Reason for Contact	Received By	Action	Status	Date of Resolution
Section 1	12/10/2020	Environmental Impacts	Lighting	Call regarding lights left on in Gale Yard	Metro	The contractor was able to address the concern in a timely manner.	Closed	12/10/2020
Section 1	12/3/2020	Environmental Impacts	Work Hours	Noise from La Cienega Yard and early work hours	Metro	Caller was informed that the work was allowed to start at 6 am per the MOA.	Closed	12/4/2020
Section 1	12/2/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro representative spoke with caller and was able to answer all of his questions related to noise levels and allowed work hours.	Closed	12/4/2020
Section 1	11/26/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	The contractor was able to address the concern in a timely manner.	Closed	11/26/2020
Section 1	11/23/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	After investigating the initial concerns, it was determined that the noise reported by the caller was not project related. Caller was referred to City of Beverly Hills Code Enforcement.	Closed	11/23/2020
Section 1	11/3/2020	Environmental Impacts	Noise	Noise from La Cienega Yard at night	Metro	After investigating the initial concerns, it was determined that the noise reported by the caller was not project related. Caller was referred to City of Beverly Hills Code Enforcement.	Closed	11/3/2020
Section 1	10/15/2020	Environmental Impacts	Noise	Call related to daytime noise levels	Metro	After investigating the callers concerns it was determined that the noise was not project related. As the project did not have any work in the area requiring the use of any jack hammers or similar equipment.	Closed	10/20/2020
Section 1	10/13/2020	Environmental Impacts	Noise	Noise from La Cienega Yard and nighttime work hours	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements.	Closed	10/13/2020
Section 1	10/12/2020	Environmental Impacts	Noise	Noise from La Cienega Yard at night	Metro	After investigating the initial concerns, it was determined that the noise reported by the caller was not project related. Caller was referred to City of Beverly Hills Code Enforcement.	Closed	10/22/2020
Section 1	10/8/2020	Environmental Impacts	Noise	Noise from La Cienega Yard and nighttime work hours	Metro	Metro's representative forwarded the caller's messages to the contractor and the City of Beverly Hills.	Closed	10/8/2020
Section 1	10/7/2020	Environmental Impacts	Work Hours	Noise from La Cienega Yard and nighttime work hours	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements.		

Section 1	10/6/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements.	Closed	10/6/2020
Section 1	9/24/2020	Environmental Impacts	Noise	Noise from La Cienega Yard in the early hours of the morning	Metro	Metro's representative informed the caller that the contractor had a pour that evening.	Closed	9/24/2020
Section 1	9/22/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative was able to confirm the the fans have not been modified and have remained operating as normal.	Closed	9/22/2020
Section 1	9/12/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative was able to confirm the the fans have not been modified and have remained operating as normal.	Closed	9/12/2020
Section 1	9/5/2020	Environmental Impacts	Noise	Noise from La Cienega Yard at night	Metro		Closed	9/5/2020
Section 1	9/5/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative was able to confirm the the fans have not been modified and have remained operating as normal.	Closed	9/5/2020
Section 1	9/5/2020	Environmental Impacts	Noise	Resident requested that no work take place on weekends	Metro	Metro's representative shared the information that the caller provided to the contractor who was able to address the concern.	Closed	9/5/2020
Section 1	9/4/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative informed the caller that the work was scheduled for one night and that no work would take place over the holiday weekend.	Closed	9/4/2020
Section 1	9/3/2020	Environmental Impacts	Noise	Noise from Wilshire near Gale Dr	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements.	Closed	9/3/2020
Section 1	8/20/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative was able to confirm the the fans have not been modified and have remained operating as normal.	Closed	8/20/2020
Section 1	8/20/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative acknowledged the message and thank the caller.	Closed	8/20/2020
Section 1	8/16/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative shared with the caller that the contractor had committed to lowering the fans when their swing shift was not scheduled.	Closed	8/16/2020
Section 1	8/5/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro's representative was able to confirm the the fans have not been modified and have remained operating as normal.	Closed	8/6/2020
Section 1	5/10/2020	Environmental Impacts	Air Quality (Dust, Pollution)	Concern with smell coming from Wilshire and La Cienega	Metro	Metro's representative confirmed that there was not work taking place at the time that the caller indicated she noticed the smell.	Closed	5/10/2020

Section 1	4/24/2020	Request for Information	Project Information	Request for project update	Metro	Metro's representative share the construction schedule with the caller was able to answer the caller's questions.	Closed	4/28/2020
Section 1	4/16/2020	Environmental Impacts	Noise	Noise from Gale Yard	Metro	Metro's representative was able to confirm the the fans have not been modified and have remained operating as normal.	Closed	4/16/2020
Section 1	4/13/2020	Environmental Impacts	Air Quality (Dust, Pollution)	Noise and dust from Gale Yard	Metro	The caller's contact information was forwarded to the City of Beverly Hills for follow-up. The caller was interested in the Noise and Dust Mitigation Program that the City has for the project.	Closed	4/14/2020
Section 1	4/2/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	The caller's contact information was forwarded to the City of Beverly Hills for follow-up. The caller was interested in the Noise and Dust Mitigation Program that the City has for the project.	Closed	4/2/2020
Section 1	3/27/2020	Environmental Impacts	Spills/Leaks	Runoff from Gale Yard	Metro	Metro's representative shared the information that the caller provided to the contractor who was able to address the concern.	Closed	3/30/2020
Section 1	2/25/2020	Environmental Impacts	Noise	Noise from Gale Yard	Metro	After discussing the caller's concerns with the project team, the caller was notified that the work that was causing the noise impact was going to move to day time hours.	Closed	2/25/2020
Section 1	2/22/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements. Caller was referred to the City Community Relations Representative.	Closed	2/22/2020
Section 1	2/10/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements.	Closed	2/10/2020
Section 1	1/11/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements.	Closed	1/11/2020
Section 1	1/3/2020	Environmental Impacts	Noise	Noise from La Cienega Yard	Metro	Metro representative informed the caller that the work was approved by the City and that I was in compliance with the MOA requirements.	Closed	1/3/2020
Section 2	4/22/2019	Environmental Impacts	Air Quality (Dust, Pollution)	Request for information related to dust mitigations in the N. Canon staging yard	Metro	Metro representative checked with inspector and contractor and received commitment to maintain the requirement for mitigation.	Closed	4/22/2019
Section 2	4/2/2019	Environmental Impacts	Noise	Noise and vibration	Metro	Additional mitigations were implemented to the satisfaction of the caller.	Closed	04/02/19

Section 1	3/23/2019	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative spoke with the resident, who demanded the work be stopped.	Open	3/23/2019
Section 1	3/22/2019	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative texted with resident about noise at Wilshire and La Cienega. The representative explained why the resident's requests were not possible, while other requests had already been addressed.	Closed	3/22/2019
Section 2	3/20/2019	Environmental Impacts	Vibrations	Vibration impacts during demolition	Metro	Contractor received approval from the City to conduct the work earlier in the day.	Closed	3/21/2019
Section 2	3/15/2019	Environmental Impacts	Vibrations	Vibration impacts during demolition	Metro	Metro representative spoke with the contractor and coordinated work to occur when fewer people were in the office.	Closed	3/15/2019
Section 1	2/21/2019	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative told caller that the issue was being reviewed to determine possible additional mitigations for their office building.	Open	
Section 1	2/12/2019	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro and contractor representatives visited and evaluated the location. The building's windows have gaps that allow noise to enter the office. The contract and Metro are reviewing the situation and researching solutions for this building.	Open	
Section 1	2/6/2019	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	City representative said additional mitigations would be put in place.	Open	
Section 1	1/31/2019	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative relayed concerns to contractor and informed resident of additional planned mitigations.		
Section 1	1/30/2019	Claims	Resident Claims	Inquiry regarding custom ear plugs	Metro	After speaking with the contractor, Metro representative told resident they could be reimbursed for the purchase once they submitted a claim/invoice. Resident has not responded.	Open	
Section 1	11/5/2018	Environmental Impacts	Noise	Noise and visible construction activity at Gale staging yard	Metro	Metro and contractor representatives met the caller on site to observe activity and discuss mitigation measures.	Closed	11/05/18
Section 1	10/26/2018	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative informed resident of work hours for the specific activity. Resident asked how noise limits are established. Metro representative said limits were established by acoustic engineers.	Closed	10/26/18

Section 1	10/26/2018	Environmental Impacts	Noise	Noise from La Cienega ventilation fan	Metro	Metro representative confirmed noise levels were compliant and explained to resident that the contractor has been adding additional mitigation measures. Resident said he wanted to be paid to be quiet.	Closed	10/26/18
Section 1	10/6/2018	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative confirmed noise levels were compliant and told resident the contractor was researching additional mitigations.	Closed	10/06/18
Section 1	9/29/2018	Environmental Impacts	Noise	Noise from La Cienega ventilation fan	Metro	Metro representative confirmed noise levels and hours were compliant.	Closed	09/29/18
Section 1	9/29/2018	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative confirmed noise levels were compliant.	Closed	09/29/18
Section 1	9/28/2018	Environmental Impacts	Noise	Noise from Gale staging yard	Metro	Metro and City representatives spoke with resident and have asked for building access to measure noise levels. Resident has not allowed access. Metro and City representatives shared mitigations currently in place.	Open	
Section 1	7/31/2018	Claims	Business Claims	Building elevator outage	Metro	Metro representative submitted the claim to the contractor for review and payment.	Closed	08/20/18
Section 2	7/31/2018	Request for Information	Project Information	Project information on start date of the Ace Gallery demolition	Metro	Metro representative provided the requested information.	Closed	07/31/18
Section 2	7/24/2018	Other	Visual / Aesthetics	Aesthetics of the K-rail enclosure facing the business side	Metro	Modifications were implemented to the satisfaction of the caller.	Closed	07/24/18
Section 2	7/18/2018	Access Impacts	Pedestrian Access	Sidewalk access between Reeves and Canon	Metro	Metro representative provided the requested information.	Closed	07/18/18
Section 1	6/26/2018	Environmental Impacts	Noise	Noise from La Cienega ventilation fan	Metro	Metro representative confirmed noise levels were compliant.	Closed	06/26/18
Section 1	6/16/2018	Environmental Impacts	Noise	Noise from construction	Metro	Metro representative provided details related to the specific construction activity.	Closed	06/17/18
Section 1	6/16/2018	Environmental Impacts	Noise	Night noise at La Cienega staging yard	Metro	Metro representative provided details related to the specific construction activity and additional mitigation measures.	Closed	06/18/18
Section 1	6/6/2018	Environmental Impacts	Air Quality (Dust, Pollution)	Dust plumes coming from Gale staging yard	Metro	Metro representative relayed concerns to contractor and informed resident.	Closed	06/06/18
Section 2	5/1/2018	Environmental Impacts	Noise	Noise and additional noise mitigation	Metro	Additional mitigations were implemented to the satisfaction of the caller.	Closed	05/01/18
Section 1	4/16/2018	Environmental Impacts	Noise	Weekend noise from La Cienega ventilation fan	Metro	Contractor confirmed the fans were not turned on over the weekend. Resident spoke with several Metro representatives, each of whom also confirmed weekend noise levels at the location were compliant.	Closed	04/16/18
Section 2	4/13/2018	Environmental Impacts	Noise	Excessive noise	Metro	Additional mitigations were implemented to the satisfaction of the caller.	Closed	04/13/18

Section 2	4/9/2018	Traffic & Street Impacts	Traffic Control	Impacts to traffic and driveway access	Metro	Caller was notified that the impacts were not traffic related.	Closed	04/09/18
Section 2	4/8/2018	Traffic & Street Impacts	Traffic Control	Request for flagger during lunch hour rush	Metro	Metro representative discussed the request with Metro management team and unable to provide the requested support due to employee availability.	Open	04/09/18
Section 1	3/6/2018	Environmental Impacts	Noise	Noise from La Cienega ventilation fan	Metro	Metro representative confirmed noise levels were compliant. Representative also informed resident that the contractor had implemented additional mitigations.	Closed	03/07/18
Section 1	2/17/2018	Environmental Impacts	Noise	Noise from La Cienega ventilation fan	Metro	Metro representative confirmed noise levels were compliant.	Closed	02/17/18
Section 1	2/17/2018	Environmental Impacts	Noise	Noise from La Cienega staging yard	Metro	Metro representative forwarded resident's video clip to the inspector, who confirmed noise levels were compliant.	Closed	02/17/18
Section 2	1/30/2018	Environmental Impacts	Noise	Noise and concerns about surges in power restoration.	Metro	No additional impacts were experienced by caller due to power outage.	Closed	01/30/18
Section 2	1/30/2018	Service Disruption	Power outage	Delay in restoration of power	Metro	Metro representative met with caller to address concerns.	Closed	01/30/18
Section 1	12/6/2017	Environmental Impacts	Dirt (Soil)	Dirt and Dust Being Carried into Building	Metro	Adjustments were made to site maintenance.	Closed	
Section 1	12/5/2017	Environmental Impacts	Vibrations	Vibration Impacts on Building	Metro	Metro and City representatives spoke directly with the resident.	Closed	12/5/2017
Section 1	12/2/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative sent caller information from the contractor and offered a meeting to discuss additional issues.	Open	
Section 1	11/17/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative informed caller of work schedule at location. Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.	Closed	11/17/2017
Section 1	11/5/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Adjustments were made to the sound mitigations.	Closed	11/5/2017
Section 1	11/4/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Adjustments were made to the sound mitigations.	Closed	
Section 1	11/3/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro's representative informed the caller that the AUR work has begun at Wilshire/Rodeo	Closed	11/3/2017
Section 1	11/3/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative provided information to the caller to clarify concerns.	Closed	
Section 1	10/28/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed work activities and provided the caller with details.	Closed	10/28/2017
Section 1	10/14/2017	Traffic & Street Impacts	Traffic Control	Left Turn Closure	Metro	Metro's representative provided the requested information	Closed	10/16/2017

Section 1	10/11/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.	Closed	10/11/2017
Section 1	10/10/2017	Environmental Impacts	Dirt (Soil)	Dirt on Parked Vehicle	Metro	Metro representative waiting for more information from the caller.	Closed	
Section 1	10/7/2017	Access Impacts	Business Access	Access impacts to business	Metro	City representative provided required information	Closed	10/7/2017
Section 1	10/7/2017	Traffic & Street Impacts	Road Closures	Local Access During Road Closure	Metro	Metro representative confirmed local access and signage at location.	Closed	10/7/2017
Section 1	10/7/2017	Traffic & Street Impacts	Road Closures	Road Closure Signs Missing at Location	Metro	Signs posted at location.	Closed	10/7/2018
Section 1	10/7/2017	Traffic & Street Impacts	Parking Removal	Temporary Removal of Parking Spaces	Metro	Metro representative raised concern to city staff and informed the caller when spaces would be reopened.	Closed	10/11/2018
Section 1	10/6/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative shared the City's hotline number and told the caller that the contractor had about one hour left of work.	Closed	
Section 1	10/3/2017	Traffic & Street Impacts	Traffic Congestion	Traffic Impacts	Metro	Adjustments were made to traffic mitigations.	Closed	10/3/2017
Section 1	9/28/2017	Traffic & Street Impacts	Road Closures	Road Closure Schedule	Metro	Metro representative discussed scheduled street closure and possible detours with the caller.	Closed	9/28/2017
Section 1	9/26/2017	Outreach	Community Meeting	Community Meeting Schedule	Metro	Metro representative discussed the community meeting schedule, signed the caller up for email notifications, and sent the caller the presentation.	Closed	9/26/2017
Section 1	9/19/2017	Environmental Impacts	Lighting	Lighting Impacts	Metro	Metro representative forwarded concern to contractor.	Closed	
Section 2	9/19/2017	Request for Information	Project Information	Project information regarding the Wilshire/Rodeo Station	Metro	Metro representative provided the requested information.	Closed	09/19/17
Section 1	9/11/2017	Request for Information	Project Information	Project Information	Metro	Metro's representative provided the requested information	Closed	09/11/17
Section 2	9/11/2017	Request for Information	Project Information	Information on Section 2 work (Ace Gallery, Wilshire/Reeves, and Wilshire/Rodeo)	Metro	Metro representative left a voicemail with requested information	Closed	09/11/17
Section 1	8/31/2017	Environmental Impacts	Spills/Leaks	Water Leaking into Garage	Metro	Staff investigated location and is working with property manager to mitigate the problem.	Closed	
Section 2	8/30/2017	Request for Information	Project Information	Information on Section 2 work and detours (N. Canon, Reeves/Ace Gallery)	Metro	City representative provided required information	Closed	08/30/17
Section 1	8/25/2017	Economic Impacts	Loss of Revenue	Loss of Reservations due to Street Closure	Metro	Metro representative discussed scheduled street closure with the caller.	Closed	8/25/2017
Section 1	8/23/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative informed caller that the construction activity would stop in 30 minutes.	Closed	8/23/2017
Section 2	8/21/2017	Request for Information	Project Alignment	Information regarding tunneling under Beverly Hills High School	Metro		Closed	08/22/17
Section 1	8/14/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.	Closed	8/14/2017
Section 1	8/12/2017	Traffic & Street Impacts	Traffic Control	Traffic signal location	Metro	Metro representative left a voicemail requesting additional information.	Open	8/13/2017

Section 1	8/11/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.	Closed	8/11/2017
Section 1	8/11/2017	Traffic & Street Impacts	Road Closures	Road Closure Schedule	Metro	Metro representative informed caller of scheduled street re-opening.	Closed	8/12/2017
Section 1	8/8/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative forwarded concern.	Closed	8/8/2017
Section 1	8/8/2017	Other	Housekeeping	Worksite Issue	Metro	Metro representative confirmed no problem with construction site.	Closed	8/8/2017
Section 1	7/21/2017	Access Impacts	Pedestrian Access	Sidewalk Closure	Metro	Metro representative informed caller of upcoming sidewalk closure.	Closed	7/21/2017
Section 1	7/18/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed the work was in compliance.	Closed	7/18/2017
Section 1	7/14/2017	Access Impacts	Pedestrian Access	Sidewalk Closure	Metro	Metro representative informed caller that the sidewalk was reopened and shared information related to future closure.	Closed	7/14/2017
Section 1	7/14/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative informed caller that the work was in compliance.	Closed	7/14/2017
Section 1	7/11/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative informed caller that no project-related work was being done at their location.	Closed	7/11/2017
Section 1	7/7/2017	Service Disruption	Power outage	Power Outage	Metro	Outage was not project-related.	Closed	7/7/2017
Section 1	6/25/2017	Environmental Impacts	Lighting	Lighting Impacts	Metro	Metro representative informed caller that the lights had not been adjusted.	Closed	6/25/2017
Section 1	6/22/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative informed caller that the work was allowed.	Closed	6/23/2017
Section 1	6/20/2017	Service Disruption	Telecommunication disruption	Phone Interruptions	Metro	Metro representative informed caller that the phone company was working to resolve the issue and would contact the caller directly with updates.	Closed	6/21/2017
Section 1	6/9/2017	Other	Miscellaneous	Utility Issue	Metro	Complaint was not project-related.	Closed	6/9/2017
Section 1	6/3/2017	Traffic & Street Impacts	Traffic Congestion	Traffic Impacts	Metro	Metro representative forwarded concerns for follow-up from Beverly Hills Police Department.	Closed	6/3/2017
Section 1	6/1/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative informed the caller that the noise was not related to the project. The representative provided contact information for Public Works customer service.	Closed	6/1/2017
Section 1	5/23/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro inspector stopped activity.	Closed	5/23/2017
Section 1	5/17/2017	Traffic & Street Impacts	Traffic Control	Traffic Impacts	Metro	Metro representative included concerns in report to City of Beverly Hills.	Closed	5/17/2017
Section 1	5/5/2017	Request for Information	Work Hours	Construction Duration	Metro	Metro representative discussed planned construction activity near caller's office.	Closed	5/5/2017
Section 1	4/26/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative informed caller that no work was being done on site. Contractor was informed.	Closed	4/26/2017
Section 1	4/25/2017	Request for Information	Project Information	Construction Duration	Metro	Metro representative spoke with the caller about construction duration at the site.	Closed	4/25/2017



Section 1	4/24/2017	Environmental Impacts	Noise	Noise and Light Impacts	Metro	Adjustments were made to the on-site lighting.	Closed	4/24/2017
Section 1	4/21/2017	Access Impacts	Pedestrian Access	Crosswalk Closures	Metro	Metro representative checked site and crosswalks were reopened.	Closed	4/21/2017
Section 1	4/20/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro's representative informed caller that noise levels were within compliance.	Closed	
Section 1	4/19/2017	Traffic & Street Impacts	Traffic Control	Traffic controls	Metro	Metro's representative informed caller of planned work to address concerns.	Closed	
Section 1	4/18/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro's representative informed caller that noise levels were within compliance. Adjustments were made to sound mitigations.	Closed	4/18/2017
Section 1	4/6/2017	Traffic & Street Impacts	Detours	Traffic Detours and Noise Impacts	Metro	Metro's representative informed the caller that planned street closures would not impact her route to work. The Metro representative also provided an estimated timeline for completion of noisy construction activity.	Closed	4/6/2017
Section 1	4/5/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Noise levels were within compliance. Relayed approximate hours of work to the office.	Closed	4/5/2017
Section 1	4/3/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Inspector was told to take additional readings to determine compliance.	Closed	4/1/2017
Section 1	4/1/2017	Traffic & Street Impacts	Parking Removal	Parking	Metro	Parking spaces were reopened.	Closed	4/1/2017
Section 1	3/30/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Adjustments were made to the sound mitigations.	Closed	3/30/2017
Section 1	3/29/2017	Traffic & Street Impacts	Traffic Control	Traffic controls	Metro	Caller's concerns were forwarded to	Closed	3/29/2017
Section 1	3/28/2017	Environmental Impacts	noise	Noise Impacts	Metro	Adjustments were made to the sound mitigations.	Closed	3/28/2017
Section 1	3/25/2017	Environmental Impacts	Noise	Noise Impacts	Metro	It was determined that there was no work at the time of the call.	Closed	3/25/2017
Section 1	3/23/2017	Traffic & Street Impacts	Traffic Control	Traffic signal location	Metro	Metro's representative brought the issue to the Contractor's and City staff attention	Closed	
Section 1	3/22/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro's representative notified the caller that the contract was monitoring for noise and that the levels were in compliance.	Closed	03/22/18
Section 1	3/21/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Metro's representative notified the caller that the contract was monitoring for noise and that the levels were in compliance.	Closed	03/21/18
Section 1	3/21/2017	Environmental Impacts	Noise	Noise Impacts	Metro	Additional mitigations were implemented to mitigate noise exceedances issues.	Closed	03/21/18
Section 1	3/20/2017	Environmental Impacts	Noise	Excessive noise	Metro	Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.	Closed	3/20/2017
Section 1	3/13/2017	Access Impacts	Bus Stop	Temporary bus stop location	Metro	Metro's representative provided the caller with additional detail of the street closure and bus stop location	Closed	3/13/17; 3/14/17

Section 1	3/2/2017	Access Impacts	Business Access	Access impacts to building	Metro	Metro's Representative notified the caller that no impacts were anticipated to the building in question.	Closed	3/2/2017
Section 1	2/27/2017	Traffic & Street Impacts	Traffic Control	Traffic signal location	Metro	Metro's representative informed the caller that the traffic signal pole was installed per approved plans.	Closed	2/27/2017
Section 1	2/24/2017	Traffic & Street Impacts	Traffic Congestion		Metro	Metro's representative provided the caller with details of the work and duration of the work. Metro's representative also offered an opportunity to hold a meeting with the caller.	Closed	2/24/2017
Section 1	2/13/2017	Environmental Impacts	Noise	caller reported loud noise coming from the project site.	Metro	Metro's representative was able to coordinate additional mitigations to mitigate the noise impacts.	Closed	2/13/2017
Section 1	2/10/2017	Environmental Impacts	Noise	Caller reported loud noise related to construction work	Metro	Metro representative returned the call to the stakeholder, by that the time of call the work was done.	Closed	2/10/2017
Section 1	2/6/2017	Outreach	Bus Stop	Bus Stop location signage	Metro	Metro representative confirmed that signage was posted.	Closed	2/6/2017
Section 1	2/2/2017	Request for Information	Notification	Clarification regarding power outage notification	Metro	Metro representative notified the caller that the outage was not project related.	Closed	2/2/2017
Section 1	2/2/2017	Environmental Impacts	noise	Noise Impacts	Metro		Closed	2/2/2017
Section 1	1/10/2017	Request for Information	Notification	Clarification regarding power outage notification	Metro	Metro representative notified the caller that the outage was not project related.	Closed	1/10/2017
Section 1	12/19/2016	Request for Information	Project Information	General Project Information	Metro	Metro representative subscribed the caller to receive project updates and construction notices.	Closed	12/19/2016
Section 1	12/15/2016	Request for Information	Project Information	General Project Information	Metro	Metro representative provided project information to the caller. Also shared additional contact information.	Closed	12/15/2016
Section 1	12/6/2016	Other	Miscellaneous	Bathroom Location for Construction Workers	Metro	Metro representative confirmed bathroom location was outside of Metro work zone. Provided caller with contact information for the owner.	Closed	12/6/2016
Section 1	11/29/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed the noise was not project-related.	Closed	11/29/2016
Section 1	11/18/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed no additional work was planned over the weekend.	Closed	11/19/2016
Section 1	11/4/2016	Environmental Impacts	Vibrations	Vibration Impacts on Building	Metro	Metro representative provided details and schedule of the work and scheduled a follow-up call.	Closed	11/4/2016
Section 1	11/4/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative provided the caller with schedule information for the work at location.	Closed	11/4/2016

Section 1	10/28/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. Representative provided ear plugs to tenants for duration of demolition activity.	Closed	10/28/2016
Section 1	10/28/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. Representative provided ear plugs to caller for duration of demolition activity.	Closed	10/28/2016
Section 1	10/28/2016	Other	Housekeeping	Site Maintenance	Metro	Metro representative confirmed mitigations were being implemented.	Closed	10/28/2016
Section 1	10/14/2016	Request for Information	Project Information	Request for Information on Demolition at Gale	Metro	Metro representative provided details of demolition activity to the caller.	Closed	10/14/2016
Section 1	10/13/2016	Other	Housekeeping	Complaint Regarding Site Maintenance	Metro	Metro representative spoke with resident to get additional information to forward to the contractor.	Closed	10/13/2016
Section 1	9/19/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Adjustments were made to the sound mitigations. Metro representative offered a meeting, but caller declined.	Closed	9/19/2016
Section 1	9/13/2016	Claims	Resident Claims	Claim that Construction is Causing Damage to Property	Metro	Metro representative submitted the claim to the contractor for review.	Closed	9/21/2016
Section 1	8/31/2016	Request for Information	Project Information	Request for Information on Demolition at Gale	Metro	Metro representative provided timeline for demolition to the caller and offered a meeting for residents.	Closed	
Section 1	8/30/2016	Request for Information	Project Information	Request for Information on Demolition at Gale	Metro	Metro representative provided timeline for demolition to the caller.	Closed	8/30/2016
Section 1	8/26/2016	Safety & Security	Site Security (Incl. Site Fencing)	Homeless Encampment on Construction Site	Metro	Additional security measures implemented.	Closed	8/26/2016
Section 1	8/26/2016	Safety & Security	Site Security (Incl. Site Fencing)	Homeless Encampment on Construction Site	Metro	Additional security measures implemented.	Closed	8/26/2016
Section 1	8/26/2016	Safety & Security	Site Security (Incl. Site Fencing)	Homeless Encampment on Construction Site	Metro	Additional security measures implemented.	Closed	8/26/2016
Section 1	8/26/2016	Access Impacts	Bus Stop	Missing Bus Stop Signage	Metro	Caller was subscribed to project updates.	Closed	8/26/2016
Section 1	8/9/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed work was not related to the project.	Closed	8/9/2016
Section 1	8/2/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels. Metro representative told caller additional mitigations would be used for work over the next two nights.	Closed	8/2/2016
Section 1	8/2/2016	Service Disruption	Water disruption	Request for Information Related to Temporary Water Shut Down	Metro	Metro representative confirmed there was an unexpected water shutdown for one hour Monday night. Caller was subscribed to receive project updates.	Closed	8/2/2016
Section 1	8/1/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Third-party work stopped within 15 minutes of call.	Closed	8/1/2016

Section 1	7/6/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed noise mitigations were in place and levels were within compliance. The contractor offered additional mitigations.	Closed	7/6/2016
Section 1	6/22/2016	Access Impacts	Bus Stop	Missing Bus Stop Signage	Metro	Metro representative replaced missing signage at location.	Closed	6/22/2016
Section 1	6/22/2016	Access Impacts	Bus Stop	Missing Bus Stop Signage	Metro	Metro representative confirmed signage was posted at the bus stop location.	Closed	6/22/2016
Section 1	6/15/2016	Other	Miscellaneous	Unscheduled Work	Metro	Contractor canceled work and will discuss rescheduling options with nearby businesses.	Closed	
Section 1	6/15/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed work ended 15 minutes after call.	Closed	6/15/2016
Section 1	6/14/2016	Access Impacts	Bus Stop	Comments on Bus Stop Signage	Metro	Metro representative discussed plan for bus stop relocation and additional signage.	Closed	6/14/2016
Section 1	6/7/2016	Claims	Resident Claims	Claim that Construction is Causing Damage to Property	Metro	Representatives met with property owner, manager and tenant to document possible damages. Under review.	Closed	
Section 1	6/6/2016	Service Disruption	Power outage	Complaint that Construction was Causing Condo Lights to Flicker	Metro	No other outages were reported and it was determined the issue was not project-related. Representative provided additional contact information to the resident.	Closed	6/6/2016
Section 1	5/24/2016	Request for Information	Work Hours	Request for Information on City Position on Work Hours and Sidewalk Signage	Metro	Metro representative told caller of an upcoming community meeting to discuss timing of road closures.	Closed	5/24/2016
Section 1	5/24/2016	Request for Information	Project Information	Request for Construction Details at Intersection	Metro	Metro representative provided details of construction activity and possible impacts to the caller.	Closed	5/25/2016
Section 1	5/19/2016	Environmental Impacts	Air Quality (Dust, Pollution)	Excessive Dust	Metro	Concerns were forward to contractor for adjustments to site maintenance.	Closed	5/25/2016
Section 1	5/10/2016	Request for Information	Work Hours	Request to Clarify Construction Schedule at Location	Metro	Metro representative shared construction schedule with the resident.	Closed	5/10/2016
Section 1	5/10/2016	Traffic & Street Impacts	Traffic Control	Alternative Routes to Residence	Metro	Metro representative contacted caller, who had made it home safely.	Closed	5/11/2016
Section 1	4/28/2016	Service Disruption	Water disruption	Water Service Turned Off	Metro	Water service was restored within 45 minutes.	Closed	4/28/2016
Section 1	4/25/2016	Traffic & Street Impacts	Traffic Control	Traffic Cone Placement	Metro	Traffic cone placement was corrected.	Closed	4/25/2016
Section 1	4/7/2016	Other	Miscellaneous	Complaint of Rude Behavior at Construction Site	Metro	Metro representative left a voicemail requesting additional information.	Closed	
Section 1	3/29/2016	Traffic & Street Impacts	Road Closures	Request for Road Closure Information	Metro	Metro representative provided the requested information to the caller.	Closed	3/29/2016
Section 1	3/28/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative confirmed noise mitigations were in place. Activity stopped shortly after the call.	Closed	3/28/2016
Section 1	3/28/2016	Traffic & Street Impacts	Traffic Congestion	Traffic Congestion	Metro	Metro representative confirmed traffic mitigation measures at location and informed caller of an accident prior to the call. Caller retracted complaint.	Closed	3/28/2016

Section 1	3/28/2016	Traffic & Street Impacts	Road Closures	Request for Road Closure Information	Metro	Metro representative provided the requested information and shared additional contact information with the caller.	Closed	3/28/2016
Section 1	3/19/2016	Outreach	Notification	Work not Included in Forecast	Metro		Closed	3/19/2016
Section 1	3/19/2016	Access Impacts	Business Access	Closure Impacting Access to Event	Metro	Pedestrian access was opened within 30 minutes. Road was reopened about an hour after receiving complaint.	Closed	3/19/2016
Section 1	3/17/2016	Request for Information	Work Hours	Coordinating Weekend Work Schedule with Planned Event	Metro	Metro representative confirmed scheduled work would not impact planned event.	Closed	3/17/2016
Section 1	3/5/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Adjustments were made to the sound mitigations.	Closed	3/5/2016
Section 1	3/4/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Concern was forwarded to the inspector and activity was stopped.	Closed	3/4/2016
Section 1	2/26/2016	Traffic & Street Impacts	Steel Plates	Noise from Steel Plates	Metro	Concerns were forwarded to construction team, who will continue to check plates at the end of the shift. Metro representative also informed caller of upcoming paving work at the location.	Closed	2/26/2016
Section 1	2/24/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Concerns were forwarded to the construction team and additional contact information was shared with the caller.	Closed	2/24/2016
Section 1	2/23/2016	Access Impacts	Business Access	Traffic Controls Impacting Access to Business	Metro	Caller was subscribed to project updates. Metro representative provided schedule and traffic control information to share with patrons.	Closed	2/23/2016
Section 1	2/6/2016	Service Disruption	Water disruption	Emergency Water Shutdown	Metro	Bottled water delivered to businesses and residents impacted by shutdown. Water service was restored in the early evening.	Closed	2/6/2016
Section 1	1/26/2016	Traffic & Street Impacts	Road Closures	Request for Additional Road Closure Signage	Metro	Concerns were forwarded to traffic engineers to determine additional signage locations.	Closed	1/26/2016
Section 1	1/20/2016	Traffic & Street Impacts	Steel Plates	Unsecured Steel Plates	Metro	Steel plates were tacked down that afternoon.	Closed	1/20/2016
Section 1	1/19/2016	Request for Information	Project Information	Request for Project Information and Schedule	Metro	Metro representative subscribed the resident to project update list and provided schedule information.	Closed	1/19/2016
Section 1	1/16/2016	Traffic & Street Impacts	Parking Removal	Parking Blocked by Traffic Cones	Metro	Adjustments were made to improve access.	Closed	1/16/2016
Section 1	1/4/2016	Request for Information	Project Information	Request for General Project Information	Metro	Metro representative provided project information to the caller.	Closed	1/4/2016
Section 1	1/4/2016	Environmental Impacts	Noise	Noise Impacts	Metro	Metro representative subscribed the resident to project update list and provided schedule information. Based on field noise readings, it was determined that noise levels were in compliance with allowed noise levels.	Closed	1/5/2016