

APPENDIX VI

CONSTRUCTION MITIGATION PLAN

**CITY OF LOS ANGELES
SANTA MONICA TRANSIT PARKWAY PROJECT**

CONSTRUCTION MITIGATION PLAN

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I. INTRODUCTION

A. PURPOSE AND SCOPE

The Construction Mitigation Plan has been developed based on the following overall project goals:

To create a construction and management process that is effective and responsive to community needs

- To minimize construction impacts on the community and to mitigate the impacts on the local businesses

To develop a working relationship with the community by being responsive to community needs and desires

To create a sense of community ownership of the project by ensuring that all stake holders are informed and involved

The purpose of the Construction Mitigation Plan is to define a set of policies for construction of the Santa Monica Boulevard Transit Parkway Project. These policies cover a broad range of topics, including phasing and staging of the work, public safety issues, environmental impacts, public information and community and business relations.

The policies contained in the Construction Mitigation Plan will be reviewed by project participants, including representatives of impacted neighborhoods, as part of the final review process for construction documents. Following the review, City staff and consultants will be responsible for articulating the plan into specific contract language that will be made part of the construction contract documents.

B. DESCRIPTION OF SITE AND EXTENT OF WORK

The rehabilitation of Santa Monica Boulevard is anticipated to be the City of Los Angeles' largest roadway construction project. The Project is on Santa Monica Boulevard between the City of Beverly Hills and the I-405 San Diego Freeway. The Los Angeles City Council has approved the plan to implement the construction of this important arterial street that includes a number of significant and distinct construction activities that are detailed as follows:

- Reconstruction of the northbound and southbound I-405 on-ramps at Santa Monica Boulevard (widening for HOV lanes on both and lengthening for additional storage capacity for the southbound on-ramp);
- Construction of new curb, gutter, sidewalks, islands, medians, and frontage roads on Santa Monica Boulevard; on north side from Bentley Avenue to Avenue of the Stars and on the south side from Sepulveda Boulevard to the entrance to the Century City Shopping Center parking;

- Grading, paving and reconstruction of the abandoned railroad right-of-way through the entire project limits to develop the new combined Boulevard, median and turn lane facilities;
- Construction of retaining walls: a retaining wall near Malcolm Avenue, large retaining wall from Prosser Avenue to Pandora Avenue on the south side of the Boulevard, and a retaining wall at Warnall Avenue;
- Pavement striping (including bike lanes), landscape designs, and new traffic signal control equipment for the entire length of the proposed project.
- Widen northbound and southbound I-405 Freeway on-ramps and construct a soundwall along the southbound on-ramp.

II. CONSTRUCTION PHASING AND STAGING PLANS

A. CONSTRUCTION PHASING AND STAGING PLAN

Description:

The Construction Phasing and Staging Plan controls the impacts of construction in any segment by limiting the areas that may be constructed at a particular time. The goal of the construction phasing plan is to maximize the work area for the contractor to complete the construction while minimizing the inconvenience to the businesses and motoring public.

Major Project Divisions – Segments:

- SEGMENT A: I-405 San Diego Freeway on-ramps to Sepulveda Boulevard
- SEGMENT B: Sepulveda Boulevard to Westwood Boulevard
- SEGMENT C: Westwood Boulevard to Overland Boulevard
- SEGMENT D: Overland Boulevard to Beverly Glen Boulevard
- SEGMENT E: Beverly Glen Boulevard to Century Park West
- SEGMENT F: Century Park West to Avenue of the Stars
- SEGMENT G: Avenue of the Stars to Moreno Drive (City of Beverly Hills)

Construction Phasing and Staging:

The project will be constructed in five major phases, with two stages in Phase I, with work progressing concurrently throughout all segments under each phase. The project construction staging and traffic plans shall be part of the project contract.

B. CONSTRUCTION WORK TIME LIMITATION

Description:

Limitations are necessary on construction work hours to mitigate noise, traffic, and various other impacts on the community at certain times.

Policies:

1. Hours of work will be limited to 7:00 am to 3:30 pm, except in special circumstances when compromising to expedite completion is in the best interest of the City.
1. Special events will be accommodated by limiting work at these times.
2. The City of Los Angeles will uphold a Holiday Moratorium that prevents any construction work on Santa Monica Boulevard during the holiday season. The Moratorium will be in effect between November 15 to January 2 of each year.

C. CONDUCT OF PERMITTED UTILITY RELOCATION WORK

Description:

Prior to construction work, public and private utility companies will be adjusting and relocating their facilities. There is also a possibility of utility relocation work during construction due to unforeseeable circumstances. This work in the public right-of-way should be conducted in accordance with the same standards of applicable traffic control requirements.

Policies:

1 Utility Relocation Work (by others)

The City of Los Angeles will issue permits to allow utility relocation work to proceed in advance of work by the Contractor. The work will be subject to customary City permit requirements relative to traffic control, noise and work hours. Moratorium requirements will be enforced with utility companies notified of the moratorium restrictions during the design phase of the project. Notification that relocations during construction will require late night work with flagmen will be included.

- 1 Ensure that any known utility disruptions are effectively articulated to the businesses and residential community in a timely manner so as to minimize impacts and inconveniences.
- 1.2 Provisions for clean-up of non-conforming paving and utility work by the City, or a separate contractor, and back-charging of expenses to the responsible utility company/agency.
- 1.3 Any underground storage tanks (USTs) or contaminated soil encountered by utility companies/agencies will be their responsibility to address.

D. COORDINATION WITH OTHER PROJECTS

Description:

The Contractor will be required to coordinate its work and staffing with the work performed by others that will be occurring concurrently within or adjacent to the project limits.

Policies:

Private Utility Work

The contract will define the work to the extent possible (scope and time) that private utilities will be performing during the life of the contract and require the Contractor to accommodate the work and carry it in his schedule.

2. Other Projects

The contract will define the work (scope and time) that other known projects will be performing during the life of the contract and require the Contractor to accommodate the work and plan for it in his schedule.

3. Unforeseen Work

To cover unforeseeable work by others, contract provisions will be included in order to provide for the contract to accommodate the work.

E. ACCOMMODATION OF HOLIDAY MORATORIUM & SPECIAL EVENTS

Description:

The Contractor will be required to postpone and reschedule construction activities during the Holiday Moratorium and designated special events within the project limits.

Policies:

1 Holiday Moratorium

The Contractor, its forces and subcontractors, shall not perform any work within the project area during the Holiday Moratorium period; November 15 through January 2.

- 1.1 The Contractor shall incorporate the work stoppages and re-mobilization due to the moratoriums in its construction schedule.

The Contractor shall provide a safe and accessible project area prior to leaving site. Access shall be provided for all businesses and residential properties located along Santa Monica Boulevard. All equipment and materials shall be removed from all publicly accessible areas.

The Contractor shall backfill and provide temporary pavement over excavated areas and areas where grades are offset in order to allow for safe vehicular and/or pedestrian movement during the moratorium. Open trenches or excavations not within traveled roadways or sidewalks shall be covered to the satisfaction of the Project Engineer.

- 1.4 The Contractor shall provide temporary barricades, fencing, and signs required to secure the construction areas from public access.

The Contractor shall provide all traffic control markers, signs, striping, traffic signal devices and equipment necessary for the control of traffic during the moratorium.

The Contractor shall conduct visits to the site on a daily basis necessary to verify that all equipment, roadways, sidewalks and facilities within the project area are maintained in a safe

and working condition. The Contractor shall provide all material and repair work necessary to repair any unsafe condition. The Contractor shall take any necessary actions to allow safe and free movement of both pedestrian and vehicular traffic during the holiday season. Work should be done in an expeditious and unobtrusive manner as is possible.

2. Construction Moratorium during Special Events

The City shall direct the Contractor to coordinate and provide for any Special Events. The Contractor shall be directed to cease construction in affected areas to accommodate the Special Event and comply with all holiday moratorium requirements within that area.

III. TRAFFIC AND PEDESTRIAN ACCESS / CONTROL

A. TRAFFIC CONTROL IN CONSTRUCTION ZONE

Description:

The information set forth in this section is intended to provide for the safe and expeditious movement of vehicular and pedestrian traffic through the construction zone for the Project. The Contractor will be contractually obligated to abide by detailed plans and Specifications as well as all local laws and ordinances in order to manage all vehicular traffic driving through the work zone, as well as provide for pedestrian access to businesses and residents alike.

It is anticipated that the construction work may reduce the capacity of, and cause delays to, the traffic flow along Santa Monica Boulevard. A specific traffic control plan will be developed. The plan will include a staging strategy for construction to get from existing conditions to the final alignment and development of the Project.

Policies:

1 Maintenance of Temporary Traffic Control and Through Traffic Operation by the Contractor.

Appropriate traffic controls shall be implemented by the Contractor and Subcontractors at all times in order to provide for the safe and efficient crossing / movement of pedestrians and effective movement of automobile, bus, and truck traffic.

- 1.1 During each stage of construction, the Contractor shall maintain access to all properties in the vicinity of the construction area for all vehicles.
- 1.2 The duration of temporary street and lane closures will be limited by contract documents.. Signs will be posted indicating closure times and the detour routes to be used.
- 1.3 The Contract will provide for the installation and maintenance of temporary traffic signals.
- 1.4 Temporary traffic signals and pedestrian signals will generally be installed by the Contractor on temporary poles.
- 1.5 Construction vehicles will not be queued/stored on Santa Monica Boulevard so as to affect the traffic flow through the construction area beyond what is permitted in the Specifications and on the plan sheets. Generally, this will be limited to the time it takes to slow and exit the traffic circulation pattern.
- 1.6 The temporary signing, striping, and pavement markings shall be installed and maintained in good condition by the Contractor as shown on the plan sheets.

- 1.7 The Contractor shall ensure that its construction related activities will not restrict the flow of traffic along Santa Monica Boulevard in the identified traffic lanes shown for each detour stage.

B. GENERAL TRAFFIC MANAGEMENT

Description:

A major construction project like the Santa Monica Boulevard Transit Parkway Project is expected to cause congestion and delays during the construction phase. Effective measures of transportation systems management are critical in order to ensure that adverse impacts are mitigated effectively.

Policies:

Measures will be implemented to inform the public of construction activities and to manage and mitigate traffic along Santa Monica Boulevard.

- 1.1 Develop an informational program to encourage through traffic on Santa Monica Boulevard to use adjacent parallel arterial streets.
- 1.2 Implement signal operations and strategies that maximize efficiency of each construction stage.
- 1.3 Maintain turning movements wherever possible and as shown on detour plans.

C. TRUCK MOVEMENT

Description:

Numerous truck deliveries occur along Santa Monica Boulevard either utilizing driveways on Santa Monica Boulevard or through use of the alleys at the rear of businesses. This function is indispensable for the business owners. Any disruption will be minimized and advance notification identifying need and duration will be provided during any periods of impact.

Policies:

1 Accommodate local truck traffic and deliveries

Accommodate truck traffic and truck deliveries to businesses along Santa Monica Boulevard.

- 1.1 Accommodate large/heavy truck and trailer deliveries to local businesses without back alleys. Provide continuous coordination for merchant truck deliveries to allow access across construction areas and temporary K-rails. Maintain continuous access by having a driveable surface across construction areas.

- .2 Encourage truck deliveries from the alley in the back of business establishments.
- .3 Consolidate driveways and delivery access temporarily for businesses accessing from Santa Monica Boulevard.

D. PARKING

Description:

Parking within the construction project area will be limited during construction working hours on some stages of the work.

Policies:

Parking Conditions

- 1.1 Provide and maintain as much on-street parking as possible during the construction phase.
- 1.2 Maintain the operation of on-street parking meters to encourage turn over of parking spaces serving commercial areas.
- 1.3 The City will require the Contractor to stage work within a Phased Work Area such that existing parking patterns are maintained. The Contractor will be allowed to shift parking zones to accommodate the construction of improvements. The Contractor will identify parking zones with signage and other demarcations.

Description:

The Contractor shall provide parking for its and subcontractors' employees needs. It is essential to retain as much parking as possible for use by local businesses, their customer base and local residents.

Policies:

2. Contractor / Subcontractor Parking Restrictions

The Construction Manager will work with the Contractor to establish a policy for the actual number of required vehicles allowed to park in on-street spaces adjacent to the project site

2. The Contractor shall not allow its forces, including subcontractors and suppliers, to park in existing public parking areas on Santa Monica Boulevard and on adjacent streets.
- 2.2 Define the Contractor's required vehicles and issue colored dashboard identification cards to authorize only a select number of vehicles to park on streets within the construction area.

Policies:

3. General Parking / Loading Limitations

Access to loading zones will be maintained at all times unless construction work necessitates temporary removal. If temporary removal is necessary, the Contractor will provide an alternate loading zone that meets the needs of the loading zone user. If needs cannot be met, the work may be conducted during times that the loading zone is not in use.

Policies:

4. Valet Parking

The Contractor will be required to set up appropriate areas of access for passenger vehicles and pedestrians accessing the facility served by valet services.

E. PEDESTRIAN ACCESSIBILITY

Policies:

1 Pedestrian Safety

The Contractor shall implement the necessary measures to ensure the safety of pedestrians.

- 1.1 Maintain the existing concrete sidewalk directly adjacent to buildings and property line, until the final sidewalk construction is scheduled. Provide a hard walking surface at all times of construction, except when actual work is being performed. All temporary pedestrian walkways will be paved with weak concrete (soft concrete, one to two packs cement/cubic yard).
- .2 Maintain a minimum of three (3) crosswalks at a signalized intersection at all times.
- 1.3 To prevent pedestrians from crossing across active construction zones, barricades, fencing, or other appropriate devices will be installed.
- 1.4 All pedestrian walkways will be maintained in a clean and safe condition at all times.
- 5 Provide for safe and identifiable pedestrian walkways and crosswalks. Use chain-link fence when required by the City.
- .6 Utilize special signage to direct pedestrians safely around work areas and into buildings.
- 1.7 Special crossings will be indicated on the plans for Contractor to construct across construction areas to supplement the intersections with pedestrian crossings.
- 1.8 Maintain temporary ramps on street corners to accommodate disabled access to the 4-foot wide temporary walking surfaces while portions of a sidewalk area are under construction.

- .9 All existing pedestrian paths including stairs at Prosser Avenue, Thayer Avenue, and Century Park West that connect both roadways shall be maintained or replaced during construction

Policies:

2. Bus Stop Access

- 2.1 Temporary plans will show required construction by the Contractor to provide bus stops at the required locations.
- 2.2 Temporary bus platforms shall be built wherever necessary and as shown on the detour plans.

F. DRIVEWAY ACCESS

Description:

Driveway access will be maintained.

Policies:

1 Driveway Accessibility

- 1.1 The Contractor will identify all parking lots fronting the construction work area with access only from Santa Monica Boulevard and shall provide for a minimum of one access to be maintained at all times. For parking facilities with more than one access, closure of access points may be considered where adequate circulation exists within the parking facility.
- 1.2 After excavation that would cut off access to a parking lot, access will be reestablished with a section of aggregate base. Such access shall be maintained until permanent surfacing is provided. The temporary base will be profiled in a way that allows cross traffic of construction vehicles and equipment.
- 1.3 For identified driveway accesses which are essential to be maintained, steel plating will be required to protect concrete during the curing process along with special concrete mixes that will accelerate curing.

IV. PUBLIC SAFETY

A. TEMPORARY SPECIAL SIGNAGE

Description:

Temporary special signs will be used to mitigate the effects of construction on businesses by informing customers that merchants and other businesses are open and to provide special access directions if warranted. Signs will also include special street closure information in advance of a future temporary or permanent closure. Temporary special signage does not include “black or orange” traffic control signs used during construction for lane designations, speed control, etc.

Policies:

Temporary Special Signage

In addition to traffic control signage required by the Traffic Plan, the project will employ a special signage program to assist merchants and area businesses with special messages and access directions for their customers and clients during construction. The signs will carry custom messages that are agreed upon between public relations personnel, area businesses and merchants, and the Los Angeles Department of Transportation (LADOT).

- 1.2 Fabrication, installation, maintenance, and removal of the signs will be made a requirement of the construction contract. LADOT will approve proposed signs as to the size of the sign, colors for background and sign messages, including letter size and style. The community relations officer working with LADOT will provide guidelines for business signage.

B. TEMPORARY STREET LIGHTING

Description:

Planned construction activities will necessitate removal and replacement of existing street lighting facilities. The project area will be lighted satisfactorily during the time the existing street lights are removed and the time that the permanent street lights are operational in order to provide for safety and security of pedestrians and allow motor vehicles to pass safely through the work zone.

Policies:

1 Temporary Street Lighting

To the greatest extent feasible, existing street lights will not be removed from service until new lights are in service. Temporary removal and replacement of street lighting shall be done in a manner that will provide for the safety and security of pedestrian and motorist throughout the construction zone.

- 1 Temporary street lighting will be installed where required.
- 1.2 Existing street lights cannot be disconnected until all required temporary street lights are installed and properly functioning.
- 1.3 Temporary street lights cannot be disconnected until new permanent street lights are installed and properly functioning.
- 1.4 The Contractor shall maintain temporary street lighting; pay for the cost of power; and pay the cost of power for the new street lighting system until substantial completion of the project.

C. STREET CLEANING / MAINTENANCE

Description:

The City of Los Angeles' normal street and sidewalk maintenance activities will not be performed within the project limits where the Contractor has taken possession for construction staging purposes. The Contractor's operations will impact the condition of streets within and surrounding the work sites beyond what occurs in a normal day. The Contractor will be responsible for street cleaning and maintenance of the streets affected by the work in this project.

Policies:

Routine Street Cleaning/Maintenance Responsibility

The Contractor shall be responsible for street cleaning and maintenance in the construction site area in accordance to these implementation measures.

- 1.1 The contract will carry a general site maintenance requirement and additional site maintenance requirements to be completed on an "as requested" basis.

Policies:

2. Routine Site Maintenance Requirements

- 2.1 The Contractor shall install, replace damaged, and remove temporary protection and direction measures for vehicular and pedestrian traffic.
- 2.2 The Contractor shall promptly remove construction dirt and debris.

The Contractor shall install, replace damaged, move, and remove project and merchant signs.

The Contractor shall pick up litter and trash generated by its operations.

- 2.5 The Contractor shall straighten and secure construction fencing, barricades, and bridges. Also, remove dirt, debris, litter, and sweep or hose-off pedestrian surfaces.
- 2.6 Street sweepers shall be used to minimize dust on all temporary paved roadways.
- 2.7 All grading and demolition work shall be accompanied by wetting to minimize particulates.

Policies:

3 Special Site Maintenance Requirements

- 3.1 Cleaning in front of stores and buildings of dust and dirt.
- 3.2 Site maintenance activities that are not clearly defined as routine site maintenance in the contract will be considered special site maintenance.

Policies:

4. Cleaning Requirements for Construction Traffic

- 4.1 Trucks leaving the construction site shall be washed or driven over a gravel construction entrance to minimize tracking of material onto streets. Mud/dirt shall not be tracked by trucks.

V. ENVIRONMENTAL IMPACTS

A. NOISE / VIBRATION CONTROL AND MONITORING

Description:

Construction activities adjacent to commercial and residential property may produce noise and vibration that may be disruptive. Construction generated noise shall be subject to the City of Los Angeles noise ordinance and the provisions of all applicable laws and regulations.

Policies:

1. Traffic detours which differ from the project's construction phasing and staging plans shall consider noise and vibration issues.
2. Heavy truck movements will be limited to collector streets, arterials and freeways as defined in the haul route plan.
3. Equipment controls
 - 3.1 Only equipment with mufflers that meet the requirements of State of California regulations shall be used. Equipment and mufflers shall be maintained in good condition, including any subcontractor delivery vehicles.
 - 3.2 The Contractor shall notify the Project Engineer if construction completed by other contacts is violating these standards.
 - 3.3 Enforce work hour limitations. See Section II.B for limitations on work hours.
 - 3.4 Solar powered flashing arrow and message boards shall be used in lieu of generator powered equipment wherever possible to reduce noise and vibration.
4. Contractor shall notify the Project Engineer in advance of use of vibratory impact type equipment.

B. DRAINAGE AND EROSION CONTROL

Description:

The Contractor shall be required to provide Stormwater Pollution Control Measures during construction activities as specified in the contract specifications.

Policies:

Minimum Water Quality Protection Requirements

The Contractor is required to meet the following minimum standards of good housekeeping:

Eroded sediments and other pollutants must be retained on site and may not be transported from the site via sheet flow, swales, area drains, natural drainage, or wind.

- .2 Stockpiles of earth and other construction-related materials must be protected from being transported from the site by wind or water.
- .3 Fuels, oils, solvents, and other toxic materials must be stored in accordance with their listing and are not to contaminate the soil nor the surface waters. All approved toxic storage containers are to be protected from the weather. Spills must be cleaned up immediately and disposed of in a proper manner. Spills may not be washed into the drainage system.
- 1.4 Excess or waste concrete may not be washed into the public way or any drainage system. Provisions shall be made to retain concrete wastes on-site until they can be appropriately disposed of or recycled.
- 1.5 Trash and construction-related solid wastes must be deposited into a covered receptacle to prevent contamination of rainwater and dispersal by wind.
- .6 Sediments and other materials may not be tracked from the site by vehicle traffic. The construction entrance roadways must be stabilized so as to inhibit sediments from being deposited into the public ways. Accidental depositions must be swept up immediately and may not be washed down by rain or by any other means.

2. Wet Weather Erosion Control Plan (WWECP)

Pursuant to Section 61.02 of the L.A. Municipal Code, whenever it appears that the construction site will have grading between October 1 and April 15, the Contractor shall submit a WWECP to the Project Manager for approval within thirty (30) calendar days after award of contract or thirty (30) calendar days prior to the beginning of the rainy season.

3. Stormwater Pollution Prevention Plan (SWPPP)

The Contractor shall prepare a Stormwater Pollution Prevention Plan (SWPPP) and implement Best Management Practices (BMPs) necessary to control stormwater pollution from sediments, erosion, and construction materials leaving the construction site.

C. AIR QUALITY

Description:

Air quality issues relate to the levels of dust, fumes, and smoke resulting from the construction activities, which includes dust generated from stockpiling or handling materials

Policies:

1. Compliance with National, State, and City of Los Angeles Standards

The Contractor must meet applicable code standards stated in the National Ambient Air Quality Standards, State Implementation Plan and City Standard Construction Specification.

- 1 Control of Transportation of Materials. Trucks delivering materials with objectionable odors, dirt, soil, or other materials impacting air quality shall be covered during transport.

Policies:

2. Maintenance of Streets

- 2.1 Streets under construction or on haul routes shall be kept free of debris or dust by the Contractor. Street sweeping shall be used, if necessary, to clean heavily impacted streets.
- 2.2 Construction areas shall be watered to prevent dust from blowing from exposed excavation.

Policies:

3. Control of Increased Carbon Monoxide due to Construction Traffic

- 3.1 Construction traffic shall be limited to the minimum number of vehicles required at all times, but especially when air quality problems occur. Carpooling of construction workers and other methods to minimize traffic shall be encouraged.

D. HAZARDOUS MATERIAL DISCOVERY AND REMOVAL

The Contractor shall be required to remove and stockpile any potential contaminated soil or material. The Contractor will then be required to test and analyze the soil or material and dispose of it accordingly.

VI. COMMUNITY, BUSINESS AND PUBLIC RELATIONS AND OUTREACH PROGRAM

A. PROGRAM OBJECTIVES

Description:

The following objectives have been established by the City to direct and guide the Community Relations efforts:

1. To establish direct communications with the businesses and residents regarding the project.
2. To demonstrate the benefits and positive aspects of the proposed street construction.
3. To provide quick responses to community questions, concerns and complaints.
4. To help mitigate the impacts of the construction project on the community.

B. COMMUNITY RELATIONS AND PUBLIC OUTREACH

Description:

A Community Relations and Public Information program is needed to ensure that residents, businesses and property owners that are impacted by construction are kept informed as to the status of the project and to facilitate coordination of the work. Community relations are most effective when coordinated with the construction management and inspection services.

Policies:

- 1 The City of Los Angeles will implement a Community Relations and Public Information Program.
 - 1 Establish a public information / outreach program to businesses and residents along Santa Monica Boulevard, as described in the items below.
 - 1.2 Create a web-site specifically related to Santa Monica Boulevard construction, informing citizens of general project information and monthly / weekly /daily details of construction events and traffic related details as it relates to street closures and detours.

Establish a community relations office near Santa Monica Boulevard to disseminate public information and provide outreach as well as liaison with the field construction office.

Establish a toll-free hotline telephone number to receive comments, questions, and complaints from individuals that are affected by the construction project.

5 Proposed procedures for crisis communication and emergency operation are as follows:

A roster of all main contact persons involved with the project including the construction manager, contractor, field supervisor(s) and city staff will be prepared. The roster will include each person's day and evening telephone numbers, cellular telephone numbers, pagers and fax numbers. The roster will be distributed to all project personnel.

During normal business hours the Community Liaison Officer (CLO) will receive and respond to all incoming emergency calls regarding the project. Emergencies will be handled as follows:

CLO receives the call.

CLO immediately contacts the on-site Project Engineer.

The Project Engineer or CLO contacts the contractor's field supervisor.

Based on the assessment of the situation, CLO calls back the caller to inform him/her of the steps to be taken to respond to the emergency.

During non-business hours (evenings, weekends and holidays) emergencies will be handled as follows:

Emergency call comes in to normal telephone number.

Call is forwarded to a 24-hour answering service.

The answering service takes the caller's name and phone number and notifies CLO or assigned representative.

Necessary contacts will be made based on the nature of the emergency.

A callback to the caller to notify him / her of the steps to be taken in response to the emergency will be made.

- .6 Develop special "slogan" or "message" for the Santa Monica Boulevard construction to be used as part of community newsletter, press releases, and letterheads.
- 1.7 Develop a special project newsletter and a fast-fax service providing information to citizens.
- 1.8 Provide press information to major and local newspapers with project information updates.
- .9 Plan, organize, notice and conduct meetings with property and business owners affected by the Project in order to identify the range of issues and concerns and to identify potential mitigation measures and solutions.
- 10 Organize and conduct periodic community meetings.

Develop strategies with the affected Chambers of Commerce to develop positive advertising and other marketing methods / campaigns.
- 12 Encourage businesses to utilize City-developed information campaigns as described on the above items, to reach their customer base.

C. BUSINESS SUPPORT PLAN

- Maintain existing parking spaces during the construction when practical, economical and without impacting construction activities.
- Access to parking lots, driveways, walkways, and business entrances will be maintained.
- Signs directing patrons to parking locations will be installed.
- Off-street replacement parking lot will be constructed in the first phase of construction.
- LADOT Traffic Officers will be assigned, as-needed, to this area during construction.
- Signs identifying businesses and indicating that they are “OPEN FOR BUSINESS” will be provided at each intersection. LADOT will approve installation locations and signs to be installed by the Contractor.
- No construction activities during the Holiday Season (November 15 through January 2 of each year) and any other special event that the business community deems necessary to halt construction.
- Night construction at specified locations to minimize interference with daily business operations.
- Monetary incentive for the Contractor to complete construction work earlier than contract completion date. (\$/day)

Liquidated Damages (\$/day) to be assessed to Contractor for each day beyond the contract completion date that construction work is not completed.

Develop strategies with the affected Chambers of Commerce to develop positive advertising and other marketing methods/campaigns through the design, preparation and distribution of coupon books to promote area businesses during construction.

- Encourage businesses to utilize City developed information campaigns (e.g. newsletter, website, etc.) to reach their customer base.
- Temporary bus stop relocation during construction phases will be coordinated with MTA’s Bus Operation Division.
- Keep the businesses, residential communities and the general public informed about construction activities via the project newsletter, web site, etc.
- On-going outreach programs shall be maintained to inform business, residents, and patrons.

VII. THIRD PARTY CLAIMS

A. CLAIMS RESOLUTION PROCEDURES

Policies:

1 Third Party Claim Procedures

All third-party claims against the Project will be routed through the construction hotline, a 24-hour number. The Community Liaison Officer will monitor, log and return calls within two (2) hours for emergencies and 24-hour for routine calls; and along with the Project's Construction Manager take follow up actions to respond to issues identified by callers.

For processing of all claims, the third-party will be directed to submit a City Claim Form to the City Clerk's Office detailing the incident and estimated cost of damages. The Claim Form is then forwarded to the City Attorney's Office for processing.