



Conduct of Construction *for the* Portland Mall Light Rail Project

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PORTLAND MALL LIGHT RAIL PROJECT CONDUCT OF CONSTRUCTION

Table of Contents

PORTLAND MALL MAX LIGHT RAIL PROJECT	4
<i>I-205/Portland Mall Max Light Rail Project</i>	4
<i>Mall Construction</i>	4
<i>Construction Contract</i>	4
PROJECT SEGMENTS AND WORK ZONES.....	5
<i>Five Work Segments</i>	5
<i>Work Zones</i>	5
CONSTRUCTION PHASES AND APPROACH.....	6
<i>Phase 1 – Public Utilities Relocation and Preparation for Moving Buses off the Mall</i>	6
<i>Phase 2 – Light Rail Construction</i>	6
<i>Phase 3 – Station and Sidewalk Finishing</i>	8
<i>Phase 4 – Electrical / Systems Installation</i>	9
CONSTRUCTION POLICIES	9
<i>Maintenance of Vehicular Traffic during Construction</i>	9
<i>Bus Routing during Construction</i>	10
<i>Noise Control</i>	10
<i>Maintenance of Access to Businesses and Residences</i>	10
<i>Building Entry Reconstruction</i>	11
<i>Safety and Security</i>	11
<i>Coordination with Other Projects</i>	11
<i>Construction Site Maintenance</i>	12
<i>Shutdown Notification</i>	12
<i>Temporary Signage</i>	12
<i>Tree Protection/Preservation Requirements</i>	12

COMMUNITY CONTACT AND RESPONSE.....	13
<i>Community Affairs Representatives.....</i>	13
<i>Construction Notifications.....</i>	14
<i>Contractor Coordination with Community Affairs.....</i>	14
<i>Media Relations.....</i>	14
CONSTRUCTION MITIGATION COORDINATION.....	15
<i>24-Hour Construction Emergency Hotline (503-962-2222).....</i>	15
<i>Response to Inquiries and Complaints during Construction.....</i>	15
<i>Weekly Forums.....</i>	15
<i>Business Support.....</i>	15
<i>Neighborhood and Business Association Contacts.....</i>	16
<i>Citizen Advisory Committee.....</i>	16
DIVERSITY.....	16
ENVIRONMENTAL.....	16

PORTLAND MALL MAX LIGHT RAIL PROJECT

I-205/PORTLAND MALL MAX LIGHT RAIL PROJECT

TriMet and its partners—the City of Portland, Metro, Oregon Department of Transportation (ODOT) and Clackamas County—are building a new 8.3-mile light rail line that will expand the popular regional rail system into Clackamas County. The expansion of light rail has been identified as a critical part of a growing transportation system that will be needed to accommodate an expected one million new residents in the region by 2030.

The I-205/Portland Mall MAX Light Rail Project will connect Clackamas County, one of the region’s fastest growing areas, with Portland State University (PSU), the No. 1 destination in our transit system.

The light rail extension also is a critical element in the long range transportation plan, positioning the region for future light rail extensions to Milwaukie, Vancouver and to the southwest part of the region. For more information on the transit plan, visit trimet.org/tip.

The following Conduct of Construction details of the construction process, schedule, related policies and approach for the Portland Mall segment of the project. This plan is an overview of the proposed measures for managing and minimizing the construction impacts to residents, business owners, visitors, and employees in the Portland Mall.

Mall Construction

The Portland Mall will be extended along 5th and 6th avenues between NW Irving and SW Jackson streets. Because the Mall segment lies in a dense urban environment, maintaining business and pedestrian access is critical to success in this section. TriMet and its partners have worked closely with businesses downtown to design a construction plan that will minimize impacts on commerce. The project will take a “get-in and get-out” approach to construction, using innovative construction methods, double shifts, close coordination of work, proactive identification of challenges and quick attention to problems.

Light rail construction sequencing will stage work crews in three- to four-block segments for up to eight weeks, then move them to the next work zone. This approach was carefully planned to lessen the disruption to traffic flow and business access.

TriMet also is working with downtown business leaders and the Portland Development Commission on plans to enhance the long-term economic benefits of the Mall.

Construction Contract

There is one construction manager/general contractor (CM/GC) contract for the Portland Mall construction, which includes all of the construction work for the Mall with the exception of shelters for the light rail platforms. The contractor (Stacy and Witbeck/Kiewit Pacific, A Joint Venture) was brought on during the final design phase and is providing design review, value engineering, a detailed schedule, and cost estimates to develop a contracting plan that meets the schedule and budget.

PROJECT SEGMENTS AND WORK ZONES

Three Primary Work Segments

The project is broken into five segments, including three primary segments:

- North Mall – 5th and 6th avenues from NW Irving to W Burnside
- Central Mall – 5th and 6th avenues from W Burnside to SW Salmon
- South Mall – 5th and 6th avenues from SW Salmon to SW Jackson

Other areas where construction will occur:

- North Entry – From the Steel Bridge tie-in to NW 5th & Irving
- South Terminus – Turnaround at SW Jackson Street

Work Zones

The North, Central, and South segments are divided further into work zones, typically three to four blocks in length. Work zones are named using a number followed by a letter (N, C or S) that designates the North, Central or South segment.

Within each segment, the work zones will be built in numerical order. In a given segment, the work will start on 5th Avenue, proceed north to south, then switch to 6th Avenue and work south to north.

North Mall

- 1N – 5th Ave., Irving to Everett
- 2N – 5th Ave., Everett to Burnside
- 3N – 6th Ave., Burnside to Everett
- 4N – 6th Ave., Everett to Irving

Central Mall

- 1C – 5th Ave., Burnside to Stark
- 2C – 5th Ave., Stark to Morrison
- 3C – 5th Ave., Morrison to Salmon
- 4C – 6th Ave., Salmon to Morrison
- 5C – 6th Ave., Morrison to Stark
- 6C – 6th Ave., Stark to Burnside

South Mall

- 1S – 5th Ave., Salmon to Jefferson
- 2S – 5th Ave., Jefferson to Market
- 3S – 5th Ave., Market to Harrison
- 4S – 5th Ave., Harrison to Jackson
- 5S – 6th Ave., Jackson to Harrison
- 6S – 6th Ave., Harrison to Market
- 7S – 6th Ave., Market to Jefferson
- 8S – 6th Ave., Jefferson to Salmon

CONSTRUCTION PHASES AND APPROACH

The project has four construction phases, which are described in detail below. Private utilities are relocating some facilities on the Mall before light rail construction begins. The phases with the greatest impact to the community are Phases 1 and 2. Substantial completion of project construction is slated for spring 2009 when buses return to 5th and 6th avenues. MAX service on the Portland Mall is expected to begin in September 2009.

Phase 1 – Public Utilities Relocation and Preparation for Moving Buses off the Mall

Expected Duration: Fall 2006–Fall 2007

Public utility work began in September 2006 with multiple work zones in the North, Central and South malls. Some new sewer lines are being installed on 6th Avenue in the South Mall, but the majority of the work will build new manholes and line existing sewer lines. Water work involves street trenching and additional excavation for vaults and valves located in the street and sidewalks. In certain segments, the work will require the removal of sidewalk furnishings and amenities, street lights and trees.

In addition to the public utility work, improvements were made on SW 3rd and 4th avenues and SW Columbia and Jefferson streets to accommodate Mall bus traffic during construction on 5th and 6th avenues. In January 2007, buses were moved off the Mall and relocated to temporary routes. Preparation work for light rail construction includes the removal of Mall shelters and amenities as well as art. Trees will be removed prior to light rail construction within each work zone.

Phase 2 – Light Rail Construction

Expected Duration: March 2007–Fall 2008

Phase 2 work includes sidewalk, street and intersection reconstruction, trackway construction and underground infrastructure. In order to minimize the overall duration of construction impacts, the work will be conducted in double shifts (7 a.m. to 11 p.m.) and noise restrictions will be recognized between 7:00 p.m. and 11:00 p.m. No bus traffic will be on the Mall during Phase 2 work, but motorists and cyclists will have Mall access in defined areas as the construction progresses. Phase 3 sidewalk finishing will immediately follow Phase 2 work, and a detailed schedule outlining the projected construction timeline for Phases 2 and 3 appears at the bottom of this section.

During sidewalk construction, sidewalks will be only partially closed for construction whenever possible. Access to businesses will be maintained through temporary sidewalks and pedestrian bridges over work areas.

Critical, high volume intersections may not be fully closed during construction. A list of the critical intersections is available in the Construction Policies section. These intersections will be constructed a half at a time and three out of four crosswalks will remain open at all times. Temporary walkways will reroute pedestrians through the intersections. Access to driveways and businesses will be maintained on cross streets between 5th and 6th avenues.

To create the trackway, a section of the existing street will be demolished, but steel plates will bridge this construction at critical intersections. In places where the new alignment crosses existing tracks, a 24-hour shift will be employed for at least one weekend per intersection.

Jackson South Terminus

Expected Duration: June 2007-Dec. 2008

Construction of the turnaround / terminus at Jackson Street is set to begin in June 2007. This terminus will consist of a three-track turnaround that will allow trains traveling south on 5th Avenue to turn back and travel north on 6th Avenue. It also will provide train storage. In addition, an operator break room, signal building, and substation will be built at this location. Three existing buildings will be demolished and an existing parking lot will be removed for this work. SW Jackson Street between 5th and 6th avenues will be closed during construction and remain permanently closed as a through street. One lane of traffic for the I-405 off ramp will be maintained at all times.

Steel Bridge

Expected Duration: Summer 2008

The new Mall light rail connects to the existing MAX Light Rail at the west end of the Steel Bridge. This segment is the most complex piece of the project, and the work involves structural modifications as well as the installation of two new rail switches, one rail crossing, and new overhead catenary wires. The work will require two separate shutdowns of the MAX Light Rail across the Steel Bridge and will impact the MAX Blue, Red, and Yellow lines. TriMet will operate a bus bridge between Rose Quarter and Downtown via the Broadway Bridge. The work will also close westbound traffic on the Steel Bridge for two and a half weeks. Given these extensive public impacts, the contractor will work 24 hours per day on this segment of the project.

Due to the close proximity of the Union Pacific tracks running across the bottom level of the Steel Bridge into Union Station, the contractor will coordinate this work with Union Pacific Railroad.

Light Rail and Streetcar Crossings

Expected Duration: June-November 2007

The new Mall light rail will intersect the existing MAX Light Rail and the Portland Streetcar. Where the light rail lines cross at Morrison and Yamhill streets on 5th and 6th avenues, construction will take place between June and September of 2007. From July through November of 2007, crews will be working on the intersections of the new light rail and Portland Streetcar at Market and Montgomery streets on 5th Avenue and Mill and Montgomery streets on 6th Avenue.

Four separate weekend shutdowns on each portion of the project will impact the Blue, Red and Yellow MAX lines as well as the PSU, RiverPlace and South Waterfront districts. In addition, construction will close the intersections to vehicular traffic, which will be rerouted to adjacent downtown arterial streets. Given these extensive public impacts, the contractor will work 24 hours per day on these segments of the project. TriMet will operate a bus bridges to between PGE Park and SW 3rd Avenue stations during the light rail crossing closures. Another bus bridge between SW 10th and Clay and the South Waterfront District will serve the area when construction affects the streetcar line. To minimize the number of shutdowns, the work will be scheduled so that both crossings at 5th Avenue are performed simultaneously, followed by the work on both crossings at 6th Avenue.

Projected Construction Schedule for Phases 2 and 3

<u>Location</u>	<u>Light Rail Construction</u>	<u>Street/Walkway Finishes</u>
North Mall		
1N – 5th Ave, Irving to Everett	March.-April 2007	April-May 2007
2N – 5th Ave, Everett to Burnside	May-June 2007	June-July 2007
3N – 6th Ave, Burnside to Everett	June-Aug. 2007	Aug.-Sept. 2007
4N – 6th Ave, Everett to Irving	Aug.-Oct. 2007	Oct.-Nov. 2007
Central Mall		
1C – 5th Ave, Burnside to Stark	March-April 2007	April-May 2007
2C – 5th Ave, Stark to Morrison	April-June 2007	June-July 2007
3C – 5th Ave, Morrison to Salmon	June-Aug. 2007	Aug.-Sept. 2007
4C – 6th Ave, Salmon to Morrison	Aug.-Oct. 2007	Oct.-Nov. 2007
5C – 6th Ave, Morrison to Stark	Oct.-Dec. 2007	Dec.2007-Jan. 2008
6C – 6th Ave, Stark to Burnside	Jan.-Feb. 2008	Feb.-March 2008
South Mall		
1S – 5th Ave, Salmon to Jefferson	April-May 2007	May-June 2007
2S – 5th Ave, Jefferson to Market	May-July 2007	July-Aug. 2007
3S – 5th Ave, Market to Harrison	July-Sept. 2007	Sept.-Oct. 2007
4S – 5th Ave, Harrison to Jackson	Sept.-Nov. 2007	Nov.-Dec. 2007
5S – 6th Ave, Jackson to Harrison	Nov. 2007-Jan. 2008	Jan.-Feb. 2008
6S – 6th Ave, Harrison to Market	Jan.-March 2008	March-April 2008
7S – 6th Ave, Market to Jefferson	March-May 2008	May-June 2008
8S – 6th Ave, Jefferson to Salmon	May-June 2008	July-Aug. 2008
North Mall Entry		
North Entry/Glisan Ramp	Jan. 2007-Sept. 2008	
South Terminus		
South Entry	June 2007-Dec. 2008	

Phase 3 – Station and Sidewalk Finishing

Expected Duration May 2007–Spring 2008

Directly following the light rail construction in each work zone, station and sidewalk finishing work will take place during a weekday shift (7:00 a.m. to 3:30 p.m.) with possible overtime. Although buses will remain off the Mall during this phase, vehicles will be able to use 5th and 6th avenues in a limited manner.

The existing sidewalk will be rebuilt to create a light rail platform, and new street lighting and traffic signals will be installed on the Mall. The Mall will never be without street lighting, as temporary lighting will be used when an existing system is removed until the new lighting system is functional. Whenever an existing traffic signal is taken out of service, a temporary signal will be installed to control traffic, unless the City Traffic Engineer approves the use of stop sign.

Traffic striping and traffic signage work will take place on 5th and 6th avenues and new artwork will be installed; Mall amenities will be replaced; and existing brick sidewalk will be cleaned, re-pointed and spot repaired.

Phase 4 – Electrical / Systems Installation

Expected Duration: Fall 2007–Spring 2009

Work will start in the North Mall on 5th Avenue, proceed south to the Jackson South Terminus and return north on 6th Avenue. Most of the work in this phase will occur during a single daily shift (7:00 a.m. to 3:00 p.m.). At several locations - the Steel Bridge connection, crossings of existing MAX light rail and crossings of Portland Streetcar - activities will be completed during weekends and will require a service shutdown. Vehicles will be able to use 5th and 6th avenues during this phase, but lane closures are anticipated.

Light rail systems work will have little impact on vehicle traffic and pedestrians. At the Jackson Street turnaround, a new substation and signal/communications building will be built on TriMet property with minimal impact to the area.

After major civil construction is complete, installation of new trees and final pruning of existing trees will take place. The City of Portland Urban Forester (UF) will review and approve all work plans and specifications for preserving existing trees.

CONSTRUCTION POLICIES

In order to provide efficient construction while minimizing impacts on adjacent businesses and residents, the following general policies will guide the construction effort.

Maintenance of Vehicular Traffic during Construction

- **Temporary Traffic Signals and Construction Signing**—All construction signage and temporary signals will conform to traffic control plans prepared by the contractor and approved by the City of Portland’s Traffic Engineer.
- **Localized Circulation on 5th and 6th Avenues during Construction**—Although Mall bus traffic has been relocated to 3rd and 4th avenues, vehicles are allowed to use 5th and 6th avenues without many of the turning restrictions currently in place. In order to maintain access to all businesses and parking structures, construction will be sequenced so that cross street intersections cannot be closed at both 5th and 6th avenues at the same time.
- **Intersections That May Not Be Fully Closed**—The following streets require at least one open lane in the east-west direction during weekdays (Monday through Friday) and must have their traffic signals maintained at all times, with the exception of intermittent night or weekend closures.

Market	Main at 5 th	Pine
Clay	Salmon	Burnside
Columbia	Taylor	Everett
Jefferson	Alder	Glisan
Madison at 5 th	Washington	

- **Intersections That May Be Fully Closed**—The following streets can be closed completely in the east-west direction. Access to driveways between 5th and 6th avenues must be maintained.

Jackson	Madison at 6 th	Couch
College	Main at 6 th	Davis
Hall	Yamhill	Flanders
Harrison	Morrison	Hoyt
Montgomery	Oak	Irving
Mill	Stark	

- **ODOT Ramp onto 6th Avenue**—The off ramp from I-405 North onto 6th Avenue shall always have at least one traffic lane open.

Bus Routing During Construction

In January, TriMet bus routes that used 5th and 6th avenues were relocated to 2nd, 3rd and 4th avenues as well as Columbia and Jefferson streets. A complete description of the temporary bus routes is available at trimet.org.

Noise Control

The major noise generating activities for the project include: cutting existing pavement, curb, and sidewalks; excavating roadway, track, and utility trenches; cutting utility pipes; cutting and welding rails; pulling rails into final position; and grinding existing pavement. In order to expedite the project, the contractor will program extra shifts into the work schedule including nighttime and weekend work.

The contractor's work will comply with the City of Portland Noise Ordinance requirements. TriMet obtained a noise variance to permit work beyond the standard hours of 7:00 a.m. to 6:00 p.m., Monday through Saturday. Construction activities between 6:00 p.m. and 10:00 p.m. are limited to those with little to moderate noise generation. No pavement grinding, jack hammering or saw cutting is permitted after 6 p.m. Work after 10:00 p.m. is limited to those with little or no noise generation. The complete Noise Variance Application is available for review at portlandmall.org.

Maintenance of Access to Businesses and Residences

- **Driveways and Loading Docks**—Access to driveways and loading docks will be maintained at all times unless the contractor receives approval to close access from the business owner, property manager or resident. If a request for access closure is necessary, requests will be made one month in advance if no secondary access exists and two weeks in advance when a secondary access is available.
- **Parking Garages/Lots**—TriMet and its contractor will maintain access to parking lots and parking garages or, if possible, temporarily relocate the spaces affected by construction.
- **Contractor Parking**—The contractor will develop and implement specific plans to reduce construction worker parking on-site. All supervisor and managerial office space will be provided as close to the work areas as possible to encourage walking.
- **Pedestrian Access**—Access to building doorways must be maintained at all times unless the contractor receives approval to close access from the business owner, property manager or resident. Any requests for access closure shall be made by the contractor a minimum of two weeks in advance. Access through work zones will be maintained on at least one side of the street, and three crosswalks must be open at all times at intersections.

- **ADA Access**—TriMet is keenly aware of the requirement to maintain access during construction. The Americans with Disabilities Act (ADA) requires compliance with accessibility requirements during construction when temporary facilities and elements are provided, such as temporary pedestrian ways, ramps, curb ramps, door thresholds and signage. In addition, specific guidelines within the standards prohibit drop offs, vertical transitions or protruding object hazards within temporary pedestrian facilities. In order to insure ongoing compliance during the Mall construction, TriMet has retained Bob Pike of Environmental Access Inc., as an ADA consultant to assist with oversight of the conduct of construction.

Building Entry Reconstruction

The Mall light rail project’s design minimizes the reconstruction of building entrances. When reconstruction is required, TriMet and its contractor will work with the business owner, property manager or resident to maintain proper access and reduce impacts, including working during non-business hours.

Safety and Security

- **Temporary Barriers**—The contractor will provide temporary barriers to keep the public out of construction areas. Continuous barricades placed along the edge of the construction area will protect pedestrian walkways. Traffic barricades and reflective candlesticks, cones and barrels will protect vehicular travel lanes. Concrete barriers will be used at the west end of the Steel Bridge, as this construction will have a longer duration and pose more significant risks. The contractor will employ on-call general site maintenance personnel to maintain and repair damaged traffic control facilities.
- **Emergency Access**—Emergency access on the Mall is required at all times. The contractor will maintain access to all properties in the vicinity of the construction area for emergency vehicles and personnel. When normal access routes are not available, the contractor will provide local emergency responders with updated access routes at least two days in advance.
- **Temporary Streetlights**—Construction activities will require removal and replacement of existing street lighting facilities. The project area must be satisfactorily lit at all times, and the contractor will install, operate and maintain a temporary street light system in accordance with City of Portland specifications. The contractor will salvage existing, non-ornamental streetlights and have responsibility for all aspects of the removal and reinstallation of ornamental street lights identified for reuse in the project.
- **Work Zone Security**—During non-construction hours, all construction zones will be closed and staging areas will be locked. The contractor will employ professional security officers to monitor the site and report any construction related problems to the contractor’s project superintendent or field foreman, who will be available 24 hours per day. Any problems with the public will be immediately reported to the local police authorities.

Coordination with Other Projects

During the Mall light rail project, additional public and private construction projects will take place in downtown Portland. The Contractor must cooperate and coordinate with these projects, and work with all projects to develop traffic control plans that maintain efficient traffic flow. A list of other construction projects is available at keepportlandmoving.org.

Construction Site Maintenance

- **Pedestrian Zone Housekeeping**—All open public walkways adjacent to the Mall construction will be kept clean and safe for pedestrians. All sidewalk construction will be fenced off to keep pedestrians out of work zones. Any new sidewalk sections will be cleaned, all openings will be covered, and tripping hazards and obstructions will be removed before being opened to the public.
- **Construction Zone Housekeeping**—Construction zones will be fenced off and the public will not be allowed to enter construction zones. Construction materials and equipment shall be neatly stockpiled and stored in secured areas. Prior to holiday moratorium periods, the contractor will employ special housekeeping measures that will provide easy pedestrian access to businesses and restore sections of road surface for auto traffic. In order to prevent damage to building faces from construction activities and minimize the need for splatter removal, the contractor will mask building faces when appropriate.
- **Final Cleanup Program**—After station and sidewalk finishing is complete, the contractor will do a final cleanup of each work zone to remove all construction debris; clean building faces, entrances, and windows; and fix any damage that occurred as a result of construction.

Shutdown Notification

- **Utility Shutdowns**—Each private and public utility company is required to contact all business owners and residences in the event of scheduled service interruptions. In certain cases of larger service interruptions, utility companies will work with Project Community Affairs staff to ensure that all proper representatives have been notified and address any questions about the work.
- **Emergency Shutdowns**—The contractor is responsible for any inadvertent damage or impacts caused by construction that result in unscheduled utility service or vehicle traffic interruptions. In such cases, the contractor will notify the affected utility or responsible jurisdiction as soon as possible. Information will be disseminated to individual businesses and residences through the established notification procedures.
- **Driveway Reconstruction**—The project construction plans and specifications will identify all individual driveway construction. Sequencing of the work will be based on property owner discussions and agreements.
- **Emergency Vehicle Access**—Access for emergency vehicles will be maintained at all times. Existing paving or temporary gravel roadway surfaces must be maintained as well as pedestrian walkways on temporary pavement and/or temporary pedestrian bridges. The contractor will have a local emergency response representative attend weekly traffic control meetings. In addition, the contractor will provide a full-time traffic control supervisor to monitor construction operations.

Temporary Signage

To mitigate construction impacts on businesses, temporary signs will be provided. At each block face, the signs will inform customers that businesses in that work zone are open during construction. The Project will provide the sign messages and sizes to the contractor, who is responsible for the fabrication, installation, maintenance and removal of the signs. Required signs must be installed within four days of notification by the Resident Engineer. More specific guidelines for business signage graphics and deployment will be provided by TriMet's Community Affairs department.

Tree Protection/Preservation Requirements

The City of Portland Urban Forester (UF) will review work plans and approve tree protection methods and barrier locations. The contractor will contact the UF a minimum of two weeks prior to beginning any work or moving into any staging, storage, or other area within 50 feet of a given tree. Trees requiring special tree preservation work will be identified on the drawings and specifications, and fence barricades or guards shall be placed at the tree protection boundaries approved by the UF. The contractor also will

provide an experienced certified arborist with specific street-tree experience to ensure the work is correctly performed. The UF and contractor's arborist have the authority to stop the work at any time and adjust the work plan or methods to address identified concerns.

A single heritage tree at 1225 NW 6th Ave. will be preserved. The contractor will ensure that damage to this tree is minimized and specifically notify the UF and the Resident Engineer when work near this tree is eminent. On-site methods related to saving existing trees will be offered and documented, and the UF will have the opportunity to be on-site during this work.

COMMUNITY CONTACT AND RESPONSE

All downtown property owners, businesses and residents on the alignment have been contacted regarding the various aspects of the project's construction and information is regularly posted on the project website at portlandmall.org. TriMet has collected more than 3,000 email addresses and is sending email notices to businesses and residents on the alignment as well as other interested members of the public. In addition, TriMet Community Affairs has developed an extensive community outreach program to keep neighbors and businesses informed about the project and to address their concerns, questions or complaints about construction activity related to the I-205/Portland MAX Mall Light Rail Project.

Community Affairs Representatives

TriMet Community Affairs representatives will be responsible for providing the community with timely, accurate information about construction activities and will offer one-on-one support to property owners and businesses immediately adjacent to the alignment. Additionally, these representatives will arrange to visit people along the alignment in their homes or businesses as requested. They can be reached Monday through Friday, 8 a.m. to 5 p.m. and after hours via the 24-hour emergency construction hotline (see below).

Stationed at the Mall Field Office, 221 NW 5th Ave.:

- Coral Egnew, North Mall representative (Burnside to Steel Bridge)
Office: 503-962-2275 or cell: 503-805-2757
- Jennifer Koozer, Central Mall representative (Yamhill to Burnside)
Office: 503-962-2116 or cell: 503-805-2193
- DeeAnn Sandberg, Central Mall representative (Market to Yamhill)
Office: 503-962-2273 or cell: 503-701-5260

Located at Shiels Oblatz Johnsen, 1140 SW 11th Ave., Suite 500

- Kay Dannen, South Mall representative (Market to Jackson)
Office: 503-478-6404 or cell: 503-708-9444

Additional Community Affairs support:

- Claudia Steinberg, Manager, Community Affairs
Office: 503-962-2154 or cell: 503-705-7657
- Ann Becklund, Director, Community Affairs
Office: 503-962-2153 or cell: 503-724-7941
- TriMet's Community Affairs Department
Office: 503-962-2150; Construction Hotline 503-962-2222

Construction Notifications

TriMet staff will provide businesses and property owners along the Mall with notice of light rail construction at least 30 days prior to the start of work in front of their location. When changes arise, staff will provide businesses and property owners with updates. A variety of methods will be used to ensure a broad distribution of information.

- **Construction Email Notices** describing upcoming construction activities and progress will be distributed regularly to project staff (City of Portland and TriMet), downtown businesses and residents and media.
- **Door Hangers and/or Postcards** will be distributed as needed to inform particular property owners and residents about day-to-day construction progress or disruption.
- **Fact Sheets** on aspects of the project will be updated regularly and made available online.
- **Non-English Translations** will be provided by TriMet when requested for relevant project information, either verbally or in writing, for non-English speakers.
- **PortlandMall.org Website** serves a single centralized source of information for the public to get up-to-date information on construction, parking, detours, promotional efforts and more. Visitors also have the opportunity to subscribe to the site to receive email notices on activities downtown.
- **Onsite Construction Signage** will be placed on street corners directing pedestrians and traffic to business and residence access routes. The project website and the Community Affairs phone number will also be included on the signs.

Contractor Coordination with Community Affairs

The contractor will designate a liaison to work with the Project's Community Affairs representatives to help identify potential issues of concern to the community, report emergencies and provide timely construction information for public release. Although the primary responsibility for outreach and resolution of complaints belongs to the Project's Community Affairs department, the contractor will cooperate with the community outreach effort. The contractor will work with the Community Affairs staff to assist the public outreach effort in a variety of ways:

- Construction issues will be reviewed with the contractor at the weekly coordination meeting attended by the Resident Engineer, Assistant Resident Engineer, Safety Manager and Community Affairs representatives.
- At least 48 hours prior to traffic rerouting or disruption to access or utility service, the contractor will provide Community Affairs representatives with traffic control or detour plans.
- The Community Affairs representatives will respond to all requests from the contractor in a timely manner to facilitate contact with businesses, property owners and tenants when issues arise.

Media Relations

For global, project-wide concerns, TriMet's Director of Communications (Mary Fetsch) will manage media affairs for the project in coordination with the public information officers for other jurisdictional partners. Community Affairs representatives will respond to specialized media inquiries about construction on the North, Central and South Mall segments. At construction sites, the contractor's crew will direct any questions from the media to the appropriate Community Affairs representative.

CONSTRUCTION MITIGATION COORDINATION

24-hour Construction Emergency Hotline (503-962-2222)

To provide immediate attention to issues that arise during construction, TriMet is operating a 24-hour emergency construction emergency hotline (503-962-2222). Community Affairs representatives will respond to calls coming into a hotline number for inquiries on line sections. When the representatives are busy or during evening hours, calls will be answered by an answering service that has specific guidelines on how to direct all messages. The answering service has been instructed to immediately notify the Community Affairs representatives at all hours in the event of an emergency.

Response to Inquiries and Complaints during Construction

Community Affairs Representatives will be the primary persons responsible for addressing and resolving community concerns and providing the neighborhood with timely, accurate information about construction activities.

- **Response Time**—Community Affairs representatives will respond to all calls within 24 hours; urgent calls about construction activity will be addressed within two hours. When the nature of the call requires research into an issue or coordination with other people on the construction or management team, the Community Affairs representative will tell the caller when he or she can expect a detailed response.
- **Constituent Tracking System**—When project personnel receive a question from members of the community by phone, in person or in writing, they will enter the details of the question or concern into the project's computerized constituent tracking system. The log also contains a corresponding record of how the concern was resolved.
- **Monthly Report**—A monthly report summarizing issues of concern or interest to the community will be prepared and distributed to project management, jurisdictional/neighborhood partners and the Citizens Advisory Committee.
- **Personal Visits**—Representatives will arrange to visit people along the alignment in their homes or businesses as requested. Representatives will make every effort to personally visit neighbors who, because of health or mobility problems, are house-bound and have questions or concerns regarding construction.

Weekly Forums

At the start of light rail construction, the Project's Community Affairs staff and the project manager will host weekly forums at accessible locations in each segment of the Mall. These forums will brief local residents and the public on the construction's status and explain what will happen in the coming weeks.

Business Support

Supporting businesses during construction is critical to the success of this project. Maintaining business and pedestrian access during business hours is a top priority. TriMet is working with downtown business leaders and the Portland Development Commission on plans to provide short-term support to business during construction and enhance the long-term economic benefits of the Mall project.

Neighborhood and Business Association Contacts

For more than a year, the Project’s Community Affairs team has been working closely with neighborhood and business associations. The following are the Community Affairs representatives serving these groups:

Neighborhood/Business Association	Assigned Community Affairs Rep
Downtown Neighborhood Association	DeeAnn Sandberg
Elders in Action	Tom Mills
Hispanic Chamber of Commerce	Jennifer Koozer
Portland Business Alliance Downtown Retail Council	DeeAnn Sandberg
Portland Business Alliance Marketing Committee	Kay Dannen
Portland State University	Kay Dannen
Old Town/Chinatown Neighborhood Association	Coral Egnew
Old Town/Chinatown Visions Committee	Coral Egnew

Citizen Advisory Committee

As part of TriMet’s commitment to public involvement, a Citizens Advisory Committee (CAC) advises the project on every aspect of design. The CAC includes 22 representatives from various downtown stakeholders. The group meets on the second Tuesday of every month at the Portland Building from 4 to 5:30 p.m. The public is welcome to attend. Meeting agendas and notes are posted on *trimet.org*.

DIVERSITY

TriMet and its construction contractors and design team are committed to providing opportunities to Disadvantaged Business Enterprises (DBE) and have a goal of 16 percent DBE participation in the project. The contractor will collect lists of certified firms, employ a DBE management consultant, conduct outreach, and organize and provide bidding packages to encourage the highest DBE level of participation. Participation will be documented and monitored by monthly meetings and submission of Monthly Utilization Reports to TriMet’s DBE program compliance specialist.

TriMet and its construction contractors are committed to providing a workforce that maximizes apprenticeship and employment opportunities for minorities, women, and economically disadvantaged workers in the construction trades. For apprenticeable trade work performed by the prime contractor and subcontractors (in contracts of \$100,000 or more), state registered apprentices will work at least 20 percent of the project labor hours throughout the duration of the project.

ENVIRONMENTAL

Hazardous Materials—The contractor will manage and dispose of all hazardous materials and underground storage tanks to meet state and federal laws and regulations. If underground storage tanks or contaminated materials are encountered, the contractor immediately will secure the site and notify TriMet. The contractor will obtain a permit from the City of Portland and Oregon DEQ before performing decommissioning and cleanup. All work shall be supervised by a professional environmental engineer who will submit a cleanup report to TriMet, the City, and Oregon DEQ after cleanup and disposal.

Erosion Controls and Stormwater Management—Prior to starting construction, the contractor will obtain the appropriate DEQ permit and develop an erosion control plan and measures that meet the requirements of the City of Portland and the DEQ permit. The contractor will obtain plan approval, implement the plan and maintain erosion control facilities until all construction is complete.