



## 21<sup>st</sup> & Multnomah Communication Plan

### PREAMBLE

First, we want to thank the neighborhood and all stakeholders in advance for your patience as we work to construct this building which we believe will add great value to the neighborhood. We know we will not always be perfect but we will make every effort to carry out this process in the most professional and courteous manner and do our best to minimize any impact to our valued neighbors.

### INTENDED USE

This document is intended to be used by the Andersen onsite management team and the PHK Development team who are directly responsible for Sullivan's Gulch Group LLC's community outreach. This plan shall be used as a guideline for responses to incoming public inquiries and for outreach and communication regarding construction processes that may impact the neighborhood surrounding the project site. **This communication plan is aspirational only, and is subject to change without notice.**

### PRIMARY CONTACTS (see attachment for contact details)

#### Sullivan's Gulch Group LLC (Developer):

Patrick H. Kessi, Authorized Agent  
Brett McCoy (Operations)  
Julie Hoffinger (Real Estate Services)

#### ANDERSEN CONSTRUCTION:

Clint Burnett, Project Manager (First Point of Contact)

- Primary intake for all incoming walk-ups, calls, texts, emails, letters, etc.
- Primary point of contact for inquiries regarding complaints and grievances, media outlets, business and/or City special needs, events coordination, and other.
- Primary point of contact for providing periodic updates to the Sullivan's Gulch Neighborhood Association ("SGNA").

Glenn Whitefield, Project Superintendent

- Primary point of contact for inquiries regarding scheduling, traffic control, pedestrian routing, trade parking, general site logistics (dust/noise).
- Secondary point of contact for Clint & Eric.

Eric Sprague, Senior Project Manager

- Secondary point of contact for Glenn & Clint.

## **GENERAL PROCEDURES**

*Public interaction.* The Andersen team shall be the primary point of contact during construction.

*Office.* The Andersen project office will be located at 1926 NE Multnomah Street.

*Parking.* Crew parking for major trades will be located in the Lloyd Center parking lot near Marshalls. These craft workers will walk from their vehicles to the construction site. Over half of the trades have committed to reserving spaces in the Lloyd Center parking area. All other craft workers will be directed to park south of I-84 in non-metered city street parking locations and walk across the bridge on 21<sup>st</sup> to the project site. This will greatly minimize the impact to residences within the surrounding neighborhood. Street parking in the area around the project site will be used occasionally for those visiting the project on a periodic or short term (not full day) basis such as inspectors, designers, trade supervisors, etc.

*Vibration Monitoring.* During major underground work activity, a vibration monitoring station will be set up adjacent to the project site which will send an immediate alert to the project team if vibration levels reach 60% of the known threshold for potential damage to residential structures in the area of the surrounding buildings.

*Tools. Logistics & Traffic Control Plan.* Attached general Traffic Control Plan is a draft only, and has not been approved by the City. Periodically there will be additional traffic and other impacts outside of this general plan. Text hotline, Andersen email.

## **I. COMMUNICATION**

1. Targeted Audience: Members of the Sullivan's Gulch Neighborhood Association & surrounding community. Residences and businesses in the immediate vicinity as shown on the attached Focused Communication Area.
2. Context: *General* updates at neighborhood board meetings and *specific* notices for impacts.
3. Format: Flyer distribution, periodic neighborhood board meeting updates, specific updates provided to SGNA to be posted by neighborhood on website and social media.
4. Plan:
  - a. Flyers shall contain explanation of upcoming impact, including approximate dates and duration. Flyers to include contact information for queries in the form of general email address and text hotline number, both controlled by Andersen field office.
    - i. Hand-deliver to businesses and residences within Focused Communication Area.
    - ii. Applicable activities that require flyer distribution generally would be limited to full street closures or other significant impacts.

- b. Andersen also will provide information about upcoming impact for posting on the neighborhood website and social media. Notice of impact to be provided one week in advance when possible. Information can be sent to Julie Hoffinger (PHK) who will relay the information to the neighborhood association.
- c. Andersen to attend a Communication Plan Meeting with chair of the SGNA Board and chair of the SGNA LUTC.
- d. PHK (Julie) to provide periodic updates to the neighborhood association during board or land use meetings. Andersen will provide PHK with the updates to be presented; updates will consist of a description of upcoming work and impacts scheduled to occur in the near future. Andersen will attend neighborhood association board meetings and neighborhood association Land Use Transportation Committee meetings periodically if needed. Andersen will also attend the general neighborhood association meeting held November 14, 2017 to provide a project update.
- e. Project informational signage on site fencing will include: Project inquiry signage including Andersen email and text hotline.
- f. Walk-ups to Andersen field office. Andersen will establish an intake desk stationed in the main level of the office. Any Andersen project management staff member may record the name, contact information, date and time of visit, and inquiry of the individual in a communication log. The intake person shall play the role of traffic controller – (1) take in inquiry and/or document, (2) find team member responsible for response, or solicit a response via email or phone from the appropriate team member, (3) reinforce public safety and, (4) provide no commitments other than a response. No visitors shall be allowed to walk onsite without prior consent of Andersen or Sullivan’s Gulch Group LLC, and not without signing the Andersen visitor liability release form.
- g. Email. Andersen will manage the general email account [sullivansgulch@andersen-const.com](mailto:sullivansgulch@andersen-const.com) for outside inquiries. Upon receiving an email, the account will send an automatic response stating that the email will be routed to the proper team member, who will typically respond within 48-hours.
- h. Text hotline. Andersen will post a text hotline for the general public, [503.476.1732](tel:503.476.1732), that will connect to the Project Manager’s phone.

## **ATTACHMENTS**

1. Project Contacts
2. Map of Focused Communication Area.
3. General Logistics Plan
4. General Traffic Control Plan - Draft
5. General Delivery Plan (Concrete, Dump Truck Staging)



## Project Contacts

### **CONSTRUCTION TEXT HOTLINE & GENERAL EMAIL:**

503.476.1732

sullivansgulch@andersen-const.com

### **ANDERSEN CONSTRUCTION:**

Project Site and Primary Point of Contact –

Clint Burnett, Project Manager

cburnett@andersen-const.com

503.593.1752

Construction, Traffic Plan & Closures –

Glenn Whitefield, Project Superintendent

gwhitefield@andersen-const.com

971.275.5431

### **DEVELOPER REPRESENTATIVE:**

Brett McCoy, Director of Operations

PHK Development

503.248.9372

bmmcoy@phkinc.com

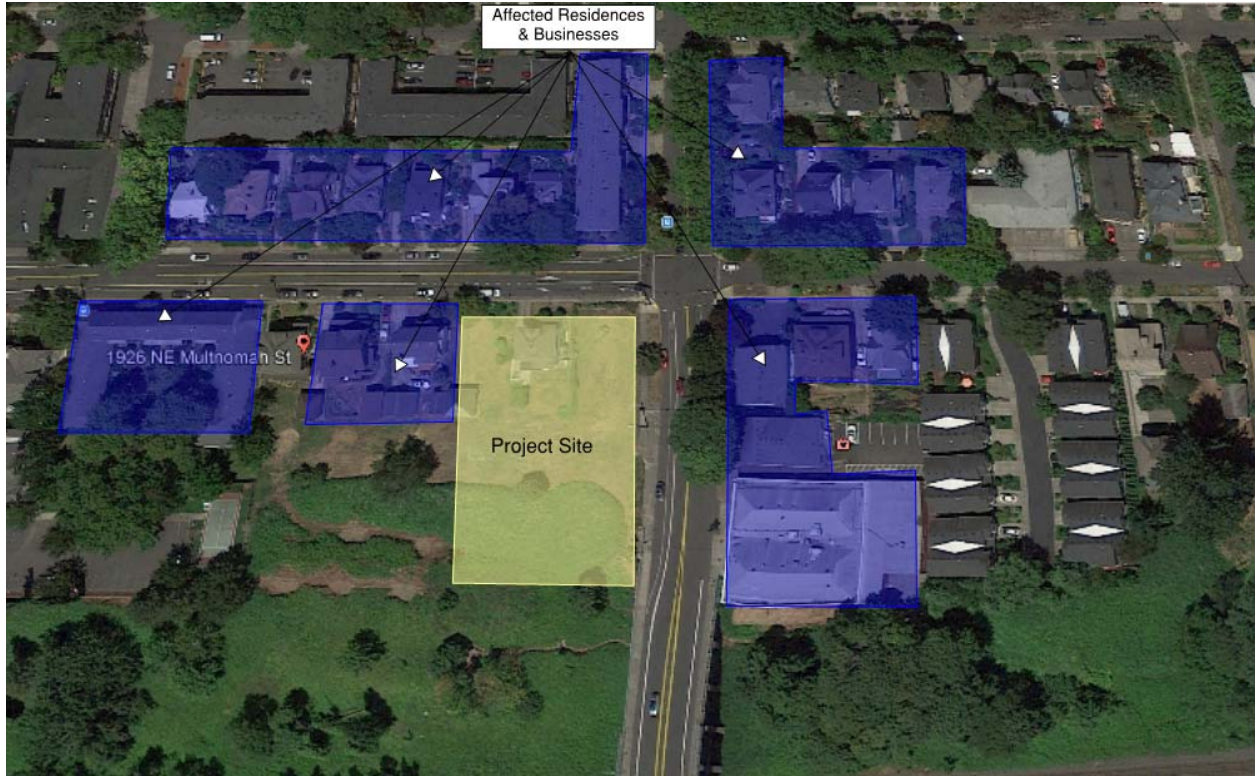
### **RESIDENTIAL INQUIRIES:**

Julie Hoffinger, Director of Real Estate Services

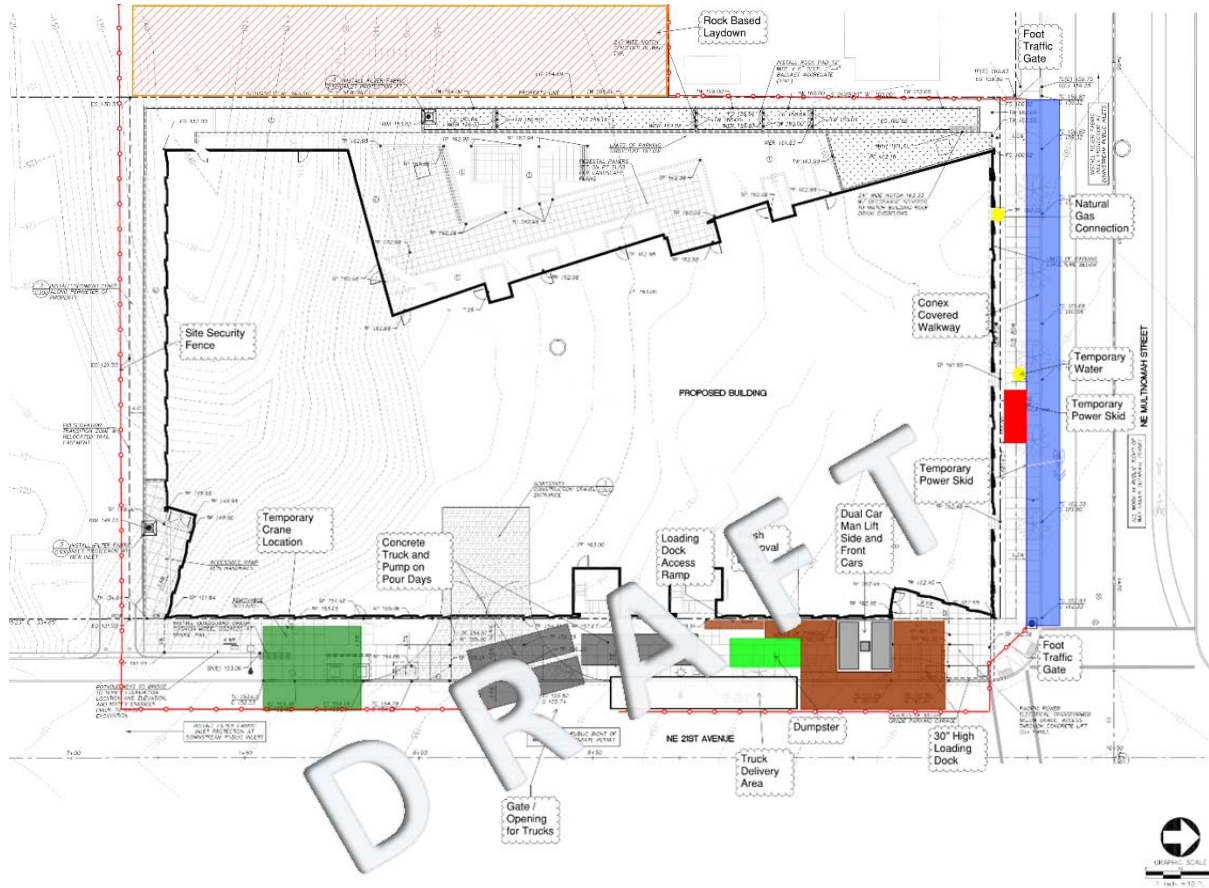
PHK Development, Inc.

503.248.9371

jhoffinger@phkinc.com

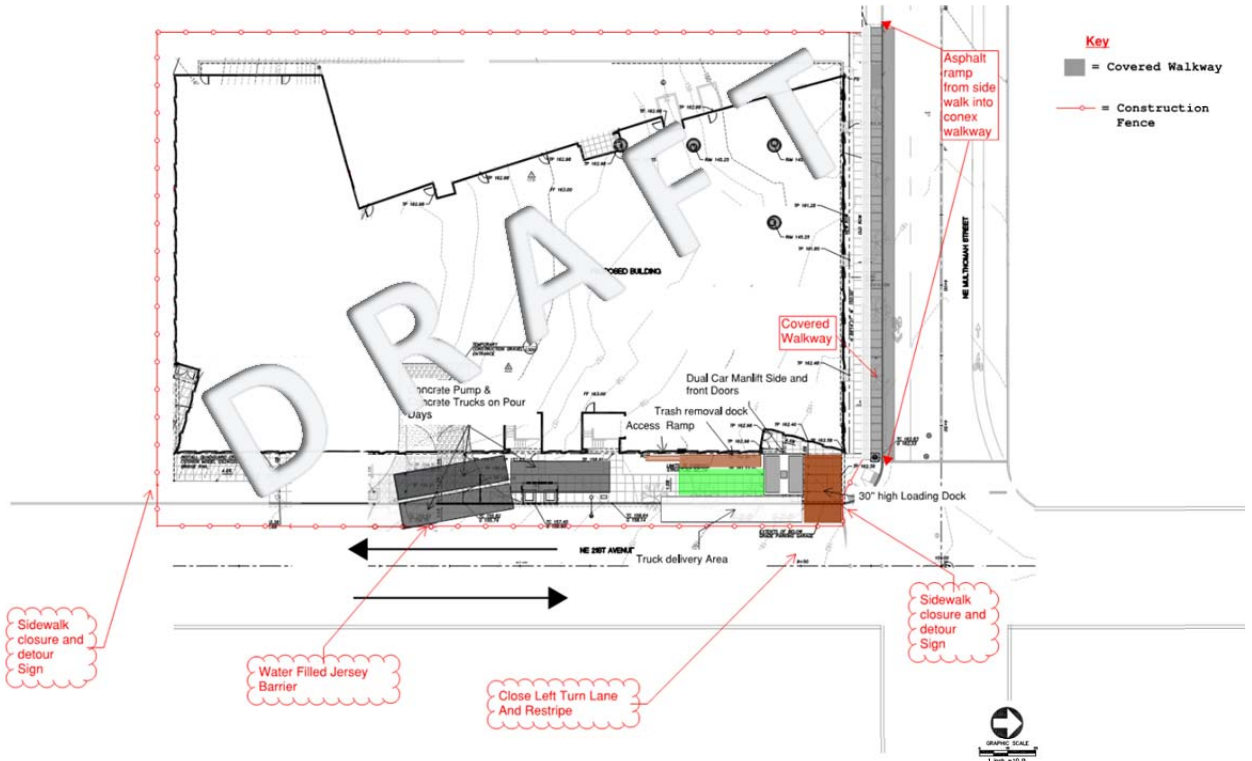


### Focused Communication Area



### General Logistics Plan

### General Traffic Control Plan (Draft) NOT YET APPROVED BY THE CITY



### General Delivery & Truck Staging Plan

### SULLIVAN'S GULCH CONDOS TRUCK DELIVERY ROUTE

