

CEMOF Monitoring Committee
Contact Report

| Date Received | Time | Method* | Consumer Name | Comment Summary | Initial Response | Date Closed | Response Given |
|---------------|----------|---------|---------------|---|------------------|-------------|---|
| 2/27/2019 | 10:54 AM | T | Kay G. | Excessive noise from CEMOF on 2/24 from 11:00PM until at least 4:30AM. Very loud engine horn noise intermitently throughout night. Why is the noise so loud? I have lived near the facility for years and it has not been like htis before. What has changed? | 2/27/2016 | 2/27/2016 | Excess noise was due to breaking down trains from Super Bowl service that was provided for customers. Special trains ran and it took extra time overnight to put the trains back into normal configurations for Monday service. Apologized for inconvenience. |
| 3/6/2019 | 8:06 AM | D | Kay G. | Horns continuing to keep her awake coming out of CEMOF Facility. Has the management or operations at the facility changed? Why do I now hear so much noise? | 3/6/2019 | 3/8/2019 | An evening trains struck debris on the track that was near CEMOF. This caused some additional train movements/idling which we believe was the culprit of the noise. The debris has been cleaned and trains should be running normally. As we discussed earlier today, I have put your email on our weekly construction newsletter so you should be getting notification of any work happening in your area. I double-checked the construction schedule and there are is no electrification construction in or around your neighborhood. We will send out notices and have public meetings when construction starts up. |
| 3/12/2019 | 6:38 PM | D | Kay G. | Please provide an explanation for the excessive (about 50 short/long combinations) horn blowing over a 10 minute period starting at approx. 9:35 PM on 3/11. The noise started near the train wash and could be heard for about 10 minutes as the train moved slowly north. Please let me know how facility management will ensure this type of event does not occur again. In the last couple of weeks, there have been an inordinate number of horn noise disruptions in the evening and middle of the night, leading me to believe there may be an overriding issue with facility management. Also, I want to ensure this report appears on the CEMOF Oversight Committee's event log and that all neighbors in the impacted neighborhoods get a refresh notification in the next week or so regarding how to report noise disturbances and what we can expect in terms of resolution timeframes and return communications. | 3/15/2019 | 3/15/2019 | One possible culprit could Union Pacific. It recently came to our attention that Union Pacific has made some operating changes and there is more train traffic near the CEMOF facility. The Mercury just released an article that goes into a bit of detail, which could be a contributing factor to the noise. https://www.mercurynews.com/2019/03/15/more-trains-blaring-horns-through-downtown-san-jose-at-night/ |
| 3/25/2019 | 11:21 AM | D | Kay G. | I want to complain about the excessively loud and lingering horn blowing that woke me from a sound sleep at 10:58 last night (3/24). Noise seemed to emigrate from the south end of the demon facility. Please notify me of the cause and mitigation's to be employed to ensure it does not happen again. | N/A | N/A | |
| 3/28/2019 | 5:51 AM | D | Kay G. | This complaint is regarding train horn blaring at the CEMOF facility at 10:10PM 3/27 and 4:18AM 3/28. The 10:10 noise kept me from sleeping and the 4:18 blaring awoke me a sound sleep and I never was able to get back to sleep. Please let me know the cause of the noise, how you will alter operations to ensure it does not happen in the future and please ensure the incidents are reporting to the Oversight Committee. | N/A | N/A | |
| 4/13/2019 | | D | Kay G. | Please acknowledge receipt of this complaint and reply with details of the cause of the noise and the mitigations you are implementing to prevent this in the future. 4/12 – 5:50 PM 6 long blasts going on for over a minute 4/12 – 5:57 PM 2 long blasts 4/12 – 6:12 PM 3 long blasts 4/12 – 6:24 2 long blasts 4/12 – 7:32 PM 3 long blasts 4/12 – 7:37 PM 4 longs blasts I list these horn noises not as a complete list of disturbances during the day, but as a representative sampling of the daily issues we face every hour. Please let me know what the intrinsic change is operations is that is causing the facility to no longer operate as a good neighbor. | 4/16/2019 | 4/16/2019 | I wanted to acknowledge that we've received your complaints and sincerely apologize for the disturbances. I have forwarded them to the Rail Operations team to see if they can provide an explanation. Although I have not heard back from them, it appears the horn sequence is grouped together. There could have been maintenance crews near the track, and if that was the case, train operators are federally required to activate the horns anytime there are people near the tracks. |
| 4/13/2019 | | D | Kay G. | Please acknowledge receipt of this complaint and reply with details of the cause of the noise and the mitigations you are implementing to prevent this in the future. 4/13 – 12:53 PM 3 long blasts 4/13 – 1:44 PM 3 long blasts 4/13 – 2:13 PM 1 long blast I list these horn noises not as a complete list of disturbances during the day, but as a representative sampling of the daily issues we face every hour. Please let me know what the intrinsic change is operations is that is causing the facility to no longer operate as a good neighbor. | 4/16/2019 | 4/16/2019 | I have checked with the facility managers to see if there has been a change in operations, and unfortunately they couldn't recognize anything that would lead to an increase in horn noise. I will continue to ask around and let you know as soon as I hear anything. |
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* D = Direct call or email to staff, T = Telephone Call to CSC or Hotline, W = Website