

CEMOF Monitoring Committee  
Contact Report

Date Received	Time	Method*	Consumer Name	Comment Summary	Initial Response	Date Closed	Response Given
2/8/2016	10:54 AM	D	Mike O.	Excessive noise from CEMOF on 2/7 from 11:00PM until at least 4:30AM. Very loud engine noise plus a steady ding ding ding ding ding ding ding ding. Why is there a dinging sound when there's no road crossing? And why is the noise so loud? I live on Asbury street and should not hear this facility according to Caltrain. So what gives? What changed? Why do I now hear so much noise?	2/8/2016	2/12/2016	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.
2/13/2016	11:00 PM	D	Mike O.	Why do I hear ding-ding-ding-ding-ding-ding-ding-ding-ding from the the trains at the maintenance facility (CEMOF) when there's no road crossing? Noticed this at 7:00am and again at 10:00pm on 2/13/2016.	2/16/2016	3/1/2016	I would like to apologize for the inconvenience you've experienced.  The noise you hear when trains come into facility is the train bell. This bell is required to be sounded when entering the facility as a warning to all employees working in the yard. The bell is sounded throughout the day and may appear to be louder during times when there is less ambient noise, such as early morning or late evening hours.  We apologize again for the inconvenience. If you have any further questions, please feel free to contact me directly. My contact information is in my signature below.
1/24/2016	8:00 AM	D	Doug P.	Hi, we live on Villa Ave in San Jose, not too far from the Clatrain maintenance facility. Today is Saturday, Xmas Eve, and as of right now (8:00am) there has been a deafening roar coming from the facility for at least an hour and a quarter. It has been continuous, not a single break. What the hell are you thinking? We are going to lobby San Jose govt hard to look into this. You guys really got away with one, putting that massive facility in such close proximity to a residential neighborhood, running the engines at all hours of the day and night.	12/27/2016	1/20/2017	After speaking with the manager of facility, who reviewed the daily calendar and reports for the timeframe provided to verify probable cause, there was nothing outside of normal operations that could be identified. Normal activity at the facility includes making the equipment ready for service, such as daily inspections, fueling, train movements to spot in the yard, engine run-ups/horn test/HEP Start-Up and tests, etc. The Federal Railroad Administration requires specific fundamental tests to be performed prior to placing the equipment into service. We apologize for the inconvenience. Caltrain will continue to monitor operations at the facility and will enforce the Shared Objectives agreed upon by Caltrain, the City of San Jose and VTA.

\* D = Direct call or email to staff, T = Telephone Call to CSC or Hotline, W = Website