

**Caltrain Centralized Equipment Maintenance and Operations Facility (CEMOF)
Monitoring Committee
San Jose City Hall, 200 E. Santa Clara, 8th Floor, San Jose, CA**

**July 25, 2012
Minutes**

Members Present: Chris Escher (Arena), Mike Riepe (Shasta/Hanchett Park),
Chris Tulin (College Park), Art Lloyd (JPB), Ben Tripousis (VTA)

Members Absent: Sally Logothetti (Garden Alameda), Councilmember
Pierluigi Oliverio (San Jose City Council)

Staff Present: Tasha Bartholomew, April Maguigad, Nancy McKenna,

Others Present: Charlie (Councilmember Oliverio's office)

Chair Chris Tulin called the meeting to order at 6:01 p.m.

Approval of Minutes – April 25, 2012

The minutes (Escher/Lloyd) of April 25, 2012 were approved.

Public Comment

None

Staff Report

Community Relations Officer Tasha Bartholomew and Manager, Rail Operations April Maguigad introduced themselves as the new staff working with the committee.

Chairperson's Report

None

Committee Report

None

New Rail Operator Update

Ms. Maguigad said Director, Maintenance David Olmeda sent the committee an update on the transition back in July. The transition was very seamless and only the main change was with upper management and the remainder of the

workforce is pretty much of the same. TransitAmerica has been on property only 60 days and they will continue to look at efficiencies.

Constituent Contact Logs – Policy and Status

Chair Tulin said one of her neighbors called the hotline and was told they would take the complaint but not registered as a noise complaint until 10 are received.

Ms. Bartholomew said there have only been two calls to the hotline in 2012. She said she met with Customer Service Center Manager Rona Rios to review the procedures. They called the hotline to see what happened and it went directly to our Customer Service Center. Monday through Friday between 7 a.m. to 7 p.m. and 8 a.m. to 5 p.m. on weekends and holidays the calls are answered by internal customer service staff. After normal business hours the calls are answered by an answering service. All calls are to be logged no matter what time the calls come in. Ms. Bartholomew said staff is currently reviewing guidelines and procedures to ensure all calls are logged and working with the after hours answering service. She said if there is an issue that is considered an emergency they are trying to figure out who would be contacted.

Chair Tulin asked if this information could be shared with the committee once a timeline and policy has been developed.

Ms. Bartholomew said when a call comes in they are resolved within 72 hours.

Chair Tulin wants to ensure a satisfactory answer is given to the caller.

Mr. Escher said the use of the hotline has dropped over time and does one call represent one person or 10 people.

Mike Riepe said during construction of the facility the phone number was posted by the facility and he asked where the hotline is posted besides the website and can it be reposted at the facility. Ms. Maguigad said she will look at the facility.

Chair Tulin asked for Mr. Riepe to get Ms. Bartholomew on the Shasta-Hanchett email list.

Ms. Bartholomew said if the committee has any additional concerns about the hotline to call Ms. Rios at 650-508-6239.

Chair Tulin asked Mr. Riepe if it is critical to get signage at the site and he said yes. Ms. Maguigad will research and see if it is possible and forward information to Ms. Bartholomew to send an email to the committee.

Mr. Riepe asked how often the answering service contractor changes and said this is not the first time this problem has happened. Ms. Bartholomew said she will follow-up and report back.

Chair Tulin said logs will be distributed as soon as the issue is resolved and then posted to the website.

Chair Tulin asked if Ms. Bartholomew will continue to send emails to the neighborhood lists if there is an upcoming issue that could affect the neighborhoods.

Chair Tulin said Clay Riegel is the alternate for herself and there is a need for an alternate for the Shasta-Hanchett. Mr. Escher will speak to the neighborhood association president and get the names to Assistant District Secretary Nancy McKenna.

Ben Tripousis arrived at 6:28 p.m.

Announcements

The next meeting will be October 24, 2012 at 6 p.m.

Adjourn: 6:30 p.m.