

**Caltrain Centralized Equipment Maintenance and Operations Facility (CEMOF)
Monitoring Committee
San Jose City Hall, 200 E. Santa Clara, 18th Floor, San Jose, CA
July 23, 2014
Minutes**

Members Present: Chris Escher (Arena), Jos Peijnenburg (Garden Alameda), Pierluigi Oliverio (San Jose City Council), David Olmeda (JPB), Brent Pearse (VTA), Clay Riegel (College Park Alternate), Mike Riepe (Shasta/Hanchett Park)

Members Absent: Chris Tulin (College Park)

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

Mike Riepe called the meeting to order at 6:04 p.m.

Approval of Minutes – October 23, 2013

Motion/Second: Escher/Peijnenburg

Ayes: Escher, Peijnenburg, Oliverio, Olmeda, Pearse, Riegel, Riepe

Absent: Tulin

Public Comment

None

Staff Report

None

Chairperson's Report

None

Committee Report

None

Change to Proposed Hotline and Complaint Procedures

Mike Riepe said there have been issues with turnover with the answering service and there seems to be an issue for logging the complaints.

Tasha Bartholomew, Community Relations Officer, said the hotline log has been challenging. She tries to be consistent with the call log. Prior to this meeting there were only three calls that occurred in March. During that time she did her best to get answers and Chair Tulin approved. Since March there has only been one complaint that came in on July 11. Staff has resolved this issue. For 2014, there have only been four complaints.

Ms. Bartholomew said if a person logs a complaint through the website Customer Service forwards to the appropriate person to handle. To ensure she get all complaints she is proposing a specific email address be used cemofmc@caltrain.com and the email would go directly to her for handling. She would continue to keep a log, but the complaints would be filtered through her and not customer service, and

Ms. Bartholomew would have total control of all complaints. Ms. Bartholomew said she uses this process for other construction projects she is responsible for and it works well.

Chris Escher said he really likes this idea of CEMOF having its own email. He asked if the 800 number will remain. Ms. Bartholomew said yes.

Mr. Escher said all complaints should be sent to Chair Tulin prior to Ms. Bartholomew responding.

Ms. Bartholomew said she will follow-up with the customer service manager to make sure the answering service is following the protocol and asking questions.

Brent Pearse asked if someone puts a complaint through the Caltrain website and not the CEMOF page will it still get to Ms. Bartholomew. Ms. Bartholomew said yes.

Mr. Riepe asked if a sign could be put up at Taylor and Stockton streets with the phone number to call for complaints. David Olmeda, Director, Maintenance, said staff can look into it.

Ms. Bartholomew said she authored the Ways of Working Paper so the committee and staff are all on the same page working together. Ms. Bartholomew said each week she puts out a construction notice with work happening along the rail corridor usually between San Francisco and San Jose Diridon. She hasn't sent the committee this information because nothing has been related to CEMOF.

Kelly McDonough said she called in and if she knew about the work and the excessive horn blowing it would have eliminated the call.

Mr. Olmeda said if there is a roadside worker the horn is blown to alert the workers.

Ms. Bartholomew said she receives the site specific work plan each week and there was nothing in the plan that would alert her to let the committee know.

Mr. Escher said it would be good to send the weekly construction notice to him and Chair Tulin. Ms. Bartholomew said the notice also includes information on activities on the Caltrain Modernization (CalMod) Project. She said it gets done late Thursday or Friday.

CalMod Outreach to CEMOF Monitoring Committee

Casey Fromson, Government Affairs Officer, said this is a system safety project with Caltrain attributes. Site work occurred at the facility and a trailer was added for staff. Onboard installation has been occurring at the facility. The trains don't need to be idling any more than they do normally. Installation occurs when trains are off. Staff expects to finish in 2015. Ms. Fromson said staff has not received any complaints regarding this work at the facility.

Mr. Riepe said there was going to be a decision on the electrical station and people at College Park were concerned if it was located there. Ms. Fromson said no decision has been made. In the Draft Environmental Impact Report (EIR) it outlined possible sub-station locations. Over 200 comments were received and staff is still reviewing

comments and the final EIR will address all comments which will be out in the fall of 2014 and Board approval at end of 2014.

Old Business

Mr. Peijnenburg thanked staff for the tour of the facility.

Announcements

The next meeting will be October 29, 2014

Adjourn: 6:43 p.m.