

# **CEMOF SURVEY**

**July/2009**

## **SUMMARY REPORT**

Prepared by Caltrain

## **CEMOF Survey July/2009**

The CEMOF Monitoring Committee conducted a survey of resident in the neighborhood surrounding the CEMOF facility with the goal of gaining insight about how the facility impacts the community. The sample size of this survey does not represent the opinion of the overall community.

A total of 51 people responded to the survey, which was available from June 15 through July 10, 2009. Most of the surveys were completed online (82.4%) and 54 percent of the respondents thought that the operations of CEMOF disrupted their normal activities.

The majority of the respondents said that the source of disruption was engine idling followed by train braking. In addition to the options available, respondents also added screeching/squealing as the cause of disruption.

Among the 26 respondents that answered how the disruption impacts their lives, 92.3 percent said that was hard to sleep, 30.8 percent said that it was hard to perform activities and 15.4 percent said that it impacted their outdoor social activities.

Half of the respondents said that the disruption mostly occurred between 9 p.m. and midnight followed by 31.3 percent stated the disruption happened midnight to 6 a.m.

The majority of the respondents live in College Park (55.1%), followed by Garden Alameda (24.5%) and Shasta-Hanchett Park (14.3%). They were also asked to rate facilities and infrastructure available surrounding their neighborhood and the top three aspects were public transit followed by value of property and available services such as cleaners and shopping.

**CEMOF Survey**  
**6/15/09 - 7/10/09**

Online response	42	82.4%
Paper response	9	17.6%
<b>Total Response</b>	<b>51</b>	

Q1 Does the operation of CEMOF disrupt your normal activities?

Yes	27	54.0%
No	23	46.0%
Blank	1	
Answered questions	50	

Q2 If YES, what is the source of this disruption? (Check all that apply.)

Bell ringing	9	28.1%
Train washing	4	12.5%
Exhaust smell	5	15.6%
Increased street traffic	2	6.3%
Engine idling	15	46.9%
Train braking	14	43.8%
Lighting	0	0.0%
Other (please specify)	18	56.3%
Answered questions	32	

Other

squealing - need to change the radius of the turn
train screeching at night
screaching
Squealing noise from the past 2 years has been awful!
car coupling
loud noise on occasion from the repair yard
2-3x a week train "screeching" from ~10am-2am
squealing wheels
Hard exactly to say as 12AM-6AM I'm not sure. .
Air Pollution due to Engine Idling
squealing from trains going around CEMOF
Engine rev up
Other maintenance noise. Also work that causes my townhome to vibrate.
train whistle
diesel emissions killing us, causing heart disease, asthma, and lung ailments
track squealing
parking at diridon light rail.
Tooting the horn

Q3 How does this disruption impact your life? (Check all that apply.)

Hard to sleep	24	92.3%
Hard to perform activities (watch TV, read, work on computer, etc.)	8	30.8%
Hold outdoor social activities	4	15.4%
Answered questions	26	

Q4 At what time of the day do most of these disruptions occur?

6 am to 9 am	2	6.3%
9 am to noon	0	0.0%
Noon to 5 pm	2	6.3%
5pm to 9 pm	2	6.3%
9pm to midnight	16	50.0%
Midnight to 6 am	10	31.3%
Answered questions	32	

Q5 Compared to the airport, how would you rate the noise level from CEMOF?

Not as noisy	31	70.5%
About noisy	8	18.2%
Noisier	5	11.4%
Answered questions	44	

Q6 On a scale of 1 to 10, with 1 being lowest and 10 highest, how would you rate the following aspects of your neighborhood?

Traffic	5.7
Available services (cleaners, shopping)	6.2
Value of property	6.3
Crime level (higher number means more crime)	4.3
Parks	5.0
Public transit	6.7
Open space	4.1
Restaurants	6.0

Q7 In which neighborhood do you live?

College Park	27	55.1%
Garden Alameda	12	24.5%
Arena	0	0.0%
Rose Garden	0	0.0%
Shasta-Hanchett Park	7	14.3%
Other (please specify)	3	6.1%

49

Q8 Employment status?

Full time	31	62.0%
Part time	8	16.0%
Retired	6	12.0%
Student	0	0.0%
Unemployed	1	2.0%
Other (please specify)	4	8.0%

50

Q9 Comments

Hear mostly engines at 4 am
Ok if windows are double panel and closed. I work at 2 am from home and it is very noisy: idling engines, running compressor (for train washing), squealing tracks
CEMOF promised bell ringing only when the train starts but bell ringing happens all the time this is very annoying.
I would like CEMOF to have more open houses.

<p>We were told that greasing mechanisms were going to be put into place along the tracks but we still hear screeching sounds after dark. In addition, there is "connection noise." It sound as if the train cars are being slammed together for connection? Maybe this can be delayed until the daytime hours (10am-2pm). Thank you for listening. Sincerely, Larry Luscher</p>
<p>We don't really notice much of a change since the new station has been put in. When the train is going slow or braking, we can feel the shaking.</p>
<p>Its not a big deal, just notice it at night when the windows are open during the hot weather.</p>
<p>It's really no interruption or issue at all. Some neighbors like to whine and moan about this, seriously just keep doing what you're doing and ignore them..... we live a block from the old train station at College Park, and the trains are really no nuisance at all.....</p>
<p>The first question seems pretty binary, although I am able to continue with my normal activities there are some aspects of CEMOF that are disruptive. Lately there seems to be a bit more squealing of wheels, either from braking or the curves of the lines. I know there was some project for a greaser to help with this but at times at night this can still be heard and distracting. Occasionally there is also a train or two that blow their horn at the College park station a bit outside the realm of the survey but I thought since the street was closed this was not necessary anymore. I do know that we have had a bunch of transients use this station as a gathering and this may be part of the problem. I would like to hear or encourage another public viewing of the facility - it is very educational to be able to see the ongoings of the facility as neighbors and gain support for the community. Resident 724 Elm St.</p>
<p>I've lived in the neighborhood since 2000 -- used to be able to sleep with the windows open at night (after airport shutdown) now not able to. I cannot say that the maintenance yard is the sole contributor but train noise seems more apparent -- especially low frequency rumbling -- like from deisel engines at idle -- almost a throbing sound.</p>
<p>To be honest I've not heard alot of noise. Or maybe I have just tuned it out along with the train, planes and fire department.</p>
<p>Screeching brakes from 11;00pm going to 1:00am....arrrrrgggghhh!</p>
<p>Would love to have a tour of the new train facility. I didn't know about the Open House tour after the building was completed until the day after the Open House.</p>
<p>The question on this survey rating the Caltrain facility to the airport bothers me because it's really not relevant which source has more noise. Caltrain should be trying to limit their impact on the surrounding communities because it is the accumulation of pollution sources that really matters. In College Park we have a confluence of significant nearby air and noise pollution sources. These include (but not limited to) I-800, the airport, train engine idling, concrete plant on Stockton. Diesel exhaust, particularly from heavy engines like trains is a known carcinogen and has been widely publicized in California. Caltrain should limit engine idling both from a noise perspective and an air pollution perspective. If idling is necessary for maintenance operations, Caltrain should have the ability to capture and filter engine exhaust to reduce diesel soot released into the air.</p>
<p>1. I have been told we have the sqealing because the railroad screwed up the plans for the tracks around CEMOF. Thats 150 year old tech. If they couldn't even get something that simple right shouldn't we all be terrified of how they might screw up high speed rail? 2. When I asked to see the EIR for CEMOF to see how it addresses noise the CEMOF people told me they were exempt. They are both State Agencies. The High Speed Rail folks say that they are required to have an EIR. Can someone explain that?</p>
<p>I wish CEMOF would help solve the squealing wheels we hear at night. I understand this involves different railroads and is not directly tied to CEMOF, but it is just the height of ridiculous bureaucratic do-nothingness that it has not been fixed by now.</p>
<p>Caltrain MUST go electric. They keep pushing out the date. This would solve most of the noise problems we face. Make this conversion a priority. They've built this new facility and raised the price of tickets AGAIN, but where is the benefit? They have a new maintenance facility and the trains have never been so filthy. The windows are so bad you can't even see out of them. Disgusting. Why are there rev-ups during the day? I thought they promised us that wouldn't happen. The hot line is a joke. The hot line was supposed to be a number we could call and get IMMEDIATE action on problem/issue resolution. Instead you get to spend 5 minutes giving them your contact info so there can be no follow-up. TIMLINESS is parmout to getting the source of issues identified and resolved. Now that the facility is open, it's time to get back to the promised functions of the hotline and have it go into the facility manager who can ID problem sources and immediately correct the problem so we can sleep.</p>

The noise level at night when I moved into my Cahill town home in August of 2004 was not good, but bearable. The bell ringing is disturbing, however the long loud constant humming noise is much worse. Since I moved here, the noise has gotten progressively worse to the point that I am forced to sleep with earplugs. More recently, my home is vibrating due to the construction work started for the high speed rail project, which makes sleeping even more disruptive. I never feel like I have a peaceful night sleep, and I always wake up tired even if I get a full eight hours. I strongly plead that the noise and work activity during sleep hours be drastically reduced. Thanks Stan stantron@gmail.com

Question 7 is poorly written. Are you trying to measure what is most concerning or what is biggest priority.

We need to electrify caltrain. The idling of the engines disturbs me quite a bit along with the bells. Noise is an issue from bells and idling but the loud annoying idling is compounded by the knowledge that the worse thing about the idling is the diesel emissions that are spewed into our neighborhood 24-7. The diesel emissions are ruining our air quality and our health. With our air getting an F from the Lung association and the BAAQMD reporting that our "area is an area of high impact for particulates" and the particulates are the cause of heart disease, lung disease and premature death. Having 3 of our neighbors die and one dying from cancer rings a clarion call to clean up our air. Caltrain is the neighbor that is impacting us highly with their diesel emissions and the CEMOF idling is making our neighborhood pay the impact of this train that serves the bay area. Electrifying Caltrain needs to happen now not waiting for any other project since Measure A funds promised and we are paying for Caltrain Electrification. Our community and the bay area needs and deserves an electric clean air train!

On ques. 6 above for Traffic, a 9 means there is low traffic in our neighborhood and we don't get much noise from traffic (didn't know how you were scaling this one). Noise from the maintenance facility is annoying. When we're sitting outside we hear idling engines quite often as well as bells and screeching tracks. We hear these noises inside as well, especially when windows are open. The fact that you also hear these noises in the middle of the night is particularly annoying. I do not think this should be a 24-hour operating facility. Also, do the engines need to be idling so often and for a period of time? The facility has definitely had a negative impact on the neighborhood, adding multiple types of annoying noises on a regular basis daily. I don't even want to think about the chemicals it is releasing into the air and how that may be affecting our health. When the planes are on a regular landing pattern, the noises for the maintenance facility seem to be louder than the planes (not the case if reverse takeoff is in place and planes are taking off in our direction - then planes are louder).

I know the maintenance facility was moved from Diridon to its current location. I am sorry that it bothers some in the current location but think it is a great improvement for my neighborhood.

we hear the bells ringing between 9pm and 6am. our back window in our bedroom faces south but we cant have it open b/c of the noise.

I appreciate this outreach.

Although the train does not disrupt my ability to enjoy my quality of life, the brake squeaking between 9 and midnight is bothersome. Improvements to this noise would be appreciated.

**CEMOF**[Exit this survey](#)

Caltrain's Centralized Equipment Maintenance & Operations Facility accommodates inspections, maintenance, repairs, train washing and storage and is the "nerve center," of Caltrain, where dispatchers direct and monitor train traffic between San Francisco and Gilroy. The CEMOF Monitoring Committee is an advisory committee established by the San Jose City Council in cooperation with Caltrain. The primary responsibility of the committee members is to provide ongoing communication with the community regarding the operation of the maintenance facility.

The committee is comprised of seven members, Caltrain, the City of San Jose, the Santa Clara Valley Transportation Authority, Arena, College Park, Garden Alameda and Shasta-Hanchett Park neighborhood associations, The Monitoring Committee meets four times a year and meetings are open to the public. For more information visit the Caltrain Web site: [www.caltrain.com](http://www.caltrain.com).

In order to assess the effects of CEMOF on the area, please take a minute to complete the following survey. Surveys must be received by July 10.

**1. Does the operation of CEMOF disrupt your normal activities?**

- Yes  No

**2. If YES, what is the source of this disruption? (Check all that apply.)**

- Bell ringing  Engine idling  
 Train washing  Train braking  
 Exhaust smell  Lighting  
 Increased street traffic  
 Other (please specify)

**3. How does this disruption impact your life? (Check all that apply.)**

- Hard to sleep  
 Hard to perform activities (watch TV, read, work on computer, etc.)  
 Hold outdoor social activities

**4. At what time of the day do most of these disruptions occur?**

- 6 am to 9 am  Noon to 5 pm  9pm to midnight  
 9 am to noon  5pm to 9 pm  Midnight to 6 am

**5. Compared to the airport, how would you rate the noise level from CEMOF?**

- Not as noisy  About noisy  Noisier

**6. On a scale of 1 to 10, with 1 being lowest and 10 highest, how would you rate the following aspects of your neighborhood?**

Traffic	<input type="text"/>
Available services (cleaners, shopping)	<input type="text"/>
Value of property	<input type="text"/>
Crime level (higher number means more crime)	<input type="text"/>
Parks	<input type="text"/>
Public transit	<input type="text"/>
Open space	<input type="text"/>
Restaurants	<input type="text"/>

**7. What is your street and cross street?**

Street

Cross street

**8. In which neighborhood do you live?**

- College Park
- Garden Alameda
- Arena
- Other (please specify)
- Rose Garden
- Shasta-Hanchett Park

**9. Employment status?**

- Full time
- Part time
- Retired
- Student
- Unemployed
- Other (please specify)

**10. Thank you for your participation in this survey. Please feel free to include any additional comments you have regarding CEMOF.**

**Hotline**

Caltrain has established a 24-hour hotline for CEMOF issues. Comments can be called into the hotline (1.877.433.0300) or submitted by e-mail to <http://www.caltrain.com/cemof.html>.

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