

CEMOF Monitoring Committee
Contact Report

Date Received	Time	Method*	Consumer Name	Comment Summary	Initial Response	Date Closed	Response Given
2/10/12	12:05 PM	T	Stanton	Caller said on 2/9/12 from 12 a.m. to 3 a.m., there was a loud grinding sound.	2/13/12	4/3/12	Spoke with Mr. Stanton to acknowledge his concerns and explain that the sounds were likely wheels turning and shaving. Caller would like to tour CEMOF and suggest the sound walls or cages be improved.
6/19/12	4:51 PM	W	Woodmansee	Resident heard clanging sound.	6/21/12 & 6/29/12	7/27/12	Staff tried contacting the resident twice and left voicemail messages. Rail staff checked their calendar and daily report for notes pertaining to activities on 6/19. Also checked with the General Foreman who reported that the CEMOF 2nd shift Foreman did not recall any unusual noise being generated.
6/26/12	nighttime	T	McDowell	Caller heard squealing noise on the tracks.	6/26/12	N/A	Caller initially was told by after hours phone service rep who contracts with Caltrain, that it takes 10 calls to report an issue. Follow-up research with the Caltrain Customer Service Center showed that is not true and that ALL calls are to be logged. The contracted after hours phone service was working under old guidelines. Since this issue was discovered, the contractor has been educated on to how manage and record all calls based on new guidelines provided by Caltrain. In addition, rail staff checked their calendar and daily report for notes pertaining to the squealing noises on the tracks on 6/26. Rail staff said the only squealing observed from the yard came from the mainline tracks. Staff said the noise may have come from the UP track, which causes very loud squealing noises when a slow freight train has movement.
10/2/12	3:30 a.m.	T	Tobin	Resident heard loud and constant machine noise.	10/3/12		Staff contacted the resident about looking into the matter. Rail staff checked their calendar and daily report for notes pertaining to activities at CEMOF on 10/2. Rail staff also checked with TASI managers who did not recall any unusual or abnormal noise being generated the morning in question.
12/3/2012	10:39 AM	T	Omodt	Mr. Omodt called regarding the noise level from CEMOF in San Jose. He lives about a quarter of a mile from the facility and states that the noise level has been significantly elevated over the last several months. Caller said he has lived at his current address for many years and hasn't experienced any noise disturbances until about the last 6 months. Mr. Omodt cited the following nights as being especially bothersome: November 26, 27, 28, 29, 30 and December 2. He claims that the noise level was pretty consistent from about 11 p.m. until about 5 a.m. and stressed that the 29th was worse than the other nights. Mr. Omodt believes that Caltrain is violating regulations regarding noise levels during certain hours. He wants the noise level appropriately reduced as soon as possible. He has been advised of the January 23 CEMOF committee meeting.	12/4/2012	12/5/2012	After speaking with the manager of CEMOF, who reviewed the daily calendar and reports for the dates provided to verify probable cause, he said nothing out of the ordinary could be identified. When asked what is considered normal activity at CEMOF during the middle of the night, he said normal activity is the activity related to 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. This takes place on nine (9) train sets after the trains' arrivals, many of which are late in the evening and after midnight. An abnormal activity would be a stuck horn, or some extra moves outside of the normal hours of preparation such as disruption in service that requires many more yard moves than normal. The Federal Railroad Administration requires specific fundamental tests to be performed prior to placing the equipment into service. The Caltrain maintenance guidelines comply with the requirements and there is no allowance for non-performance of the tests. Trains start departing very early in the morning out of CEMOF so the window to perform all the work for the fleet is very limited and in the late hours of the night and early morning. After speaking with the Director of Maintenance, to his knowledge, operations at CEMOF have not deviated from past practices. Yard spot checks performed by staff have verified a reduction in engine idling. There is no curfew at CEMOF or a noise limit; therefore there is no violation of regulations. Caltrain is committed to minimize the noise pollution (shared objectives), and we have done so with TASI.