

CEMOP Monitoring Committee
Contact Report

Date Received	Time	Method*	Consumer Name	Comment Summary	Initial Response	Date Closed	Response Given
1/12/2013	10:04 AM	T	Ivis	Caller said on 1/10/13 between 10 p.m. and 4:30 a.m., trains idled all night.	1/14/13	1/17/13	After speaking with the manager of CEMOP and our new rail contractor Transit America (TASI), it appears that a TASI foreman on the second and third shift did not properly follow instructions and took it upon himself to not shut down equipment due to cold weather. This is strictly outside the guidelines that have been established prior to and upon the time of moving into CEMOP. There are other ways to protect the diesel locomotive during colder weather by instructing that they are started every four hours, or less, and run for a short period of time, such as with the automated start systems on six (6) of our locomotives. It satisfies temperatures of coolant and oils and then shuts back down. We apologized for this failure to follow direction and set procedure. Our TASI manager has assured Caltrain staff that he will address this issue with the foreman who did not properly shutdown the equipment on Jan. 10, to ensure that this does not happen again.
1/14/2013	10:14 AM	E	Cacal (Pierluigi Oliverio's Office)	Melrose Cacal, assistant to Councilman Oliverio, wanted follow-up answers to a constituent's questions/concerns regarding noise at CEMOP.	1/14/2013	1/17/2013	(1) Are there any special projects/activities occurring between 10pm-5am on any given night that nearby residents may have been informed of in the past 4 months? No, there has been no special projects that would be outside of the expected normal inspections. However, there was a situation on Jan. 10 where a Transit America (TASI) foreman went against Caltrain procedures and guidelines by idling trains overnight due to the cold weather. We have spoken with TASI management about the situation, who in turn will speak with the foreman to ensure that this does not happen again. We have also contacted the resident who called us about the situation to let her know the situation is being taken care of. (2) There is a sound wall installed at the CEMOP Yard but residents feel it not blocking the engine, ringing sound despite insulation upgrades. The sound would last anywhere from 45 seconds to 1 minute with a 10-15 minute break in between. The sound wall was designed by professional acoustical engineers and sound tests conducted by a professional acoustical sound monitoring firm was conducted after the start-up of CEMOP at the area by the Stockton Gate. There were no testing results that mandated any change in operation. (3) Is there an agreement or clause somewhere that either says A. Cut off time for excessive is 10pm unless of an emergency or to follow FRA regulations - There is no cut-off time or curfew at CEMOP, nor is there a noise limit; therefore there is no violation of regulations. Caltrain is committed to minimizing the noise pollution as part of shared objectives to respect the surrounding neighborhoods. B. CEMOP may perform equipment ready activities late evening and after midnight - Staff at CEMOP is allowed to perform ready activities late in the evening and after midnight. 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 CEMOP 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. Operations at CEMOP have not deviated from past practices.
1/22/2013	11:24 AM	W	Omodt	Resident complained of excessive noise again at CEMOP.	1/22/13	1/25/13	Response: Thank you for attending the CEMOP meeting on Jan. 23 to express your concerns regarding the excessive noise levels. As was mentioned by David Olmeda, our director of maintenance, we have had some problems with our new rail contractor TASI in regards to following Caltrain's guidelines, policies and procedures. I know after hearing your concerns the other night, as well as those of the CEMOP Monitoring Committee, Caltrain is committed to fixing these issues. David has already spoken with TASI management to ensure that trains do not idle overnight unnecessarily and that the foreman keep better log records of work done each night.
1/29/2013	2:44 PM	T	Gulliot	Resident complained of excessive noise again at CEMOP.	1/30/13	2/4/13	After speaking with the manager of CEMOP, 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 CEMOP 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-up/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.
2/1/2013	12:10 PM	T	Steve	Employee at PG&E building at 308 Stockton Ave. called and said Train #924 was parked and running near its building. He said exhaust was coming into the PG&E building.	2/1/13	3/6/13	Caltrain management looked into the situation and requested that TASI not leave the locomotive running when it is parked near this location, whenever possible.
3/11/2013	9:48 AM	W	Woodmansee	Resident complained of constant bell noise at CEMOP, and wanted to know if would could stop it.	3/12/13	3/12/13	The application of horns and bells by trains is regulated by Federal and State law. Our crews are trained to use these notification/safety devices in accordance with these regulations. Engineers must sound the whistle at all public and private road crossings, including pedestrian crossings, as well as when they bypass (or approach) a station. In addition, when we have track workers next to the track, all trains are required again by Federal Law to blow the horns in a repetitious fashion. These horns are checked frequently to ensure they are within the allowable decibel level prescribed by the law; we will maintain our programmed monitoring of these systems to ensure they are only as loud as necessary. We apologized for the disturbance that was caused to her and said we will continue to be the best neighbor possible.
4/16/2013	9:45 PM	T	Bates	Caller complained of loud train engine noise at CEMOP.	4/17/13	4/19/13	Caltrain management reviewed the daily calendar and reports for the date provided to verify probable cause, he said nothing out of the ordinary could be identified.
9/23/2013	3:34 PM	W	Moore	Employee at PG&E building at 308 Stockton Ave. called and said Train #928 was parked and running near its building for at least 20 minutes.	9/26/13	9/26/13	Caltrain management looked into the situation and requested that TASI not leave the locomotive running when it is parked near this location, whenever possible. Sometimes the service tracks and the yard tracks are occupied. So an inbound train needs to spot (park) on the lead to the S&I track awaiting space on the track. Crews have been directed to put the main engine on low idle and shut-off the HEP engine.
10/8/2013	8:14 PM	W	Moore	Employee at PG&E building at 308 Stockton Ave. called and said Train #915 was parked and running near its building. He said exhaust was coming into the PG&E building and it is affecting his asthma.	10/11/13	10/14/13	Management reported that the engineer did leave the locomotive HEP (head end power) running. The General Foreman saw this and discussed the engineer's responsibility to shut the HEP down on arrival. It was reported by the General Foreman that he personally shut the HEP down and assured the main engine was on low idle within minutes of seeing this. The General Foreman will be contacting Mr. Moore to provide him with his personal number so that he can address issues as soon as they are noted in non-compliance. Crews have been instructed once again to place the main engine on low idle. The HEP engine shut-down should be left on the lead awaiting space on the service & inspection track - away from the PG&E facility.

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