

Central Maintenance Facility  
 Questions from CMF Audit

#	Date	Are you aware that Metrolink has a hotline?	If you have used the hotline, did Metrolink answer your question (s) satisfactorily? If not, please briefly describe your dissatisfaction:	Please share any additional feedback you have about Metrolink's efforts to be a good neighbor below (open ended response):	Metrolink response (if applicable):
<b>Environmental Impacts (Air, Noise, Water)</b>					
1	10/07/2019	Yes	I contacted CMF on several occasions. I witnessed late night long term idling and attempted to have the locomotives stopped. Frustrated with the noise levels I drove to the site in the middle of the night to determine exactly where the noise was coming from--several times it was directly in front of the apartments. During fabrication of tower for DEF, fabrication activities- including grinding, loud hammering etc. went on at all hours of the time and I complained about this. For a period of many months a site supervisor was driving an electric cart up and down the site. The very loud backup alarm sounded over and over again. From my perspective it would have been easy to position his cart to turn around v. backup. Once the hotline was established there was a better process of tracking but in many instances the onsite staff of Bombardier falsely reported the actual circumstances on site to the public relations staff of Metrolink. There were times where I and others were simply told that the incidents that occurred, did not happened. I knew otherwise and in some cases documented with video. Overall, I was left with the impression that Bombardier's management of the site was arrogant. Many times they blatantly misled Metrolink and the community. Given this pattern and that no serious consequences were meted out, I hope a new contract with Bombardier or another entity will include clear and specific consequences for violations of established protocols, including monetary penalties.	1. Consistent hours of operation and enforcement of these are essential to reset the relationship. 2. Voluntary compliance with AQMD's proposed 3501 and 3502 idling rules should be considered. If Metrolink persists in claiming exemption from these common-sense rules based on Interstate Commerce Act, I believe it violates the spirit and purpose of a regional/local commuter agency and I would argue against any expansion of the system. On the subject of LA River pollution, I witnessed many times as a kayaker when wash out from maintenance of locomotives ran down storm drain outfalls. I found rubber gloves, metal shavings. I Smelled and saw oily and detergent residues.	Except in cases of emergency Metrolink does keep a consistent work schedule. Our schedule is 5:00 a.m., when the first train leaves the CMF to 7:00 p.m. when the last train leaves the CMF. Metrolink Operations Management has worked extensively with the contractor to impress upon them the need to adhere to regular work hours and noise standards.  Metrolink does comply with AQMD Rules 3501 and 3502.  Metrolink completed the CMF Drainage project on August 25, 2020. The project upgraded the drainage system to ensure compliance with water discharge requirements.
2	11/01/2019	No	N/A	Safety, making sure surrounding area is clean from trash. Having well lit area for patrons.	Thank you for your comment, we appreciate the feedback. Metrolink always makes an effort to keep the CMF clean and reduce any trash coming from the facility. In the <a href="#">Internal Audit Report</a> conducted in 2019, the audit found that environment stewardship requirements are not consistently followed. The Internal Audit team recommended that the team included ensuring the trash and recyclable containers are covered and

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					<p>creating a storm water pollution program. The Metrolink team replaced all damaged covers on trash cans, housekeeping practices and checklists were implemented, and contractors are required to add a red tag and remove broken hoses that may cause spillages.</p> <p>The Intern Audit Report was presented to the community at the meeting on February 22, 2020. The presentation and report can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p>
3	11/01/2019	No	N/A	<p>Are there any chemicals or any type of toxic substances from the trains that may end up in our air or water? Any long term studies been conducted on exposure to humans if any?</p>	<p>A <a href="#">Health Risk Assessment (HRA)</a> for the CMF was voluntarily undertaken by Metrolink in 2014. The assessment found that CMF emissions would decline 79 percent from 2010 levels in response to voluntary emission reduction measures implemented at the CMF by Metrolink including the introduction of 40 new Tier 4 locomotives. The HRA further determined that CMF emissions are much less than emissions of other off-site sources within one mile of the CMF, including interstate 5 and other freeways. Also, the HRA recognized that the area in and around the CMF on the Cypress Park side was zoned as manufacturing area, and that a railroad maintenance yard had existed in this area for close 100 years.</p> <p>Additionally, Metrolink is implementing the <a href="#">CMF Action Plan</a> to further reduce noise and emissions in the community. Both documents can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive monthly updates on the action plan and other community notices, please sign up <a href="#">HERE</a>.</p>

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					Related to water concerns, Metrolink completed the CMF Drainage project on August 25, 2020. The project upgraded the drainage system to ensure compliance with water discharge requirements.
4	11/06/2019	No	N/A. The Amount of noise in the middle or late evenings. Mostly the whistle or bell sounds at night	Some of the metal noises have drop. I hope only oil drops are clean up and maybe cameras or more security	Thank you for your comment, we appreciate the feedback. Metrolink always makes an effort to keep the CMF clean and reduce any oil drops or run off from our facility. Currently, at CMF there are about 60 cameras throughout the facility.
5	11/06/2019	No	N/A.	Ever since they had additional traffic and the cleaning area in front of this area the noise level increased and constant move damage homes, windows, cracks in walls & floor. Move structure of homes. [Metro]	To report any noise or vibration concerns, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a> .
6	11/06/2019	No	N/A	Make sure no more noxious fumes coming out of your maintenance facility at Idell and Ave 28. [Metro]	The buses operating out of this facility are operated by LA Metro, which is a different agency.  For future concerns related to the bus yard, please contact LA Metro at (877) 690-5116.
7	11/06/2019	No	N/A	Would appreciate more frequent updates and the ability to learn about the environmental impact of the work there are many Chinese in the neighborhood. This survey and other notices should be made available in Chinese.	Thank you for bringing this to our attention. We base our translations on the demographic of the community and certain thresholds. We will take another look at the current demographics in the community and add more language translations as needed.
8	11/06/2019	No	N/A	Although noise levels fall below air quality, water quality, we still place a high importance/ value on it. Thank you! Looking forward to more bike path.	Thank you for your comment, we appreciate your feedback.
9	11/06/2019	No	N/A	The bells are the loudest, followed by rumbling that can even shake my floor.	Bell ringing is used to indicate movement of the train in the yard in order to alert personnel. They are used instead of horns, since they are quieter than the horns.  We adhere to the General Code of Operating Rule 5.8.1 (Ringing Engine Bell). Ring the engine bell under any of the following conditions:

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					<ul style="list-style-type: none"> <li>• Before moving, except when making momentary stop and start switching movements.</li> <li>• As a warning signal anytime it is necessary.</li> <li>• When approaching men or equipment on or near the track.</li> </ul> <p>There are times when the testing of equipment, including bells, is necessary as part of our safety protocol.</p> <p>To report any noise or vibration concerns, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>.</p>
10	11/06/2019	No	N/A	is it possible to have lower volume bells?	<p>Bell ringing is used to indicate movement of the train in the yard in order to alert personnel. They are used instead of horns, since they are quieter than the horns.</p> <p>We adhere to the General Code of Operating Rule 5.8.1 (Ringing Engine Bell). Ring the engine bell under any of the following conditions:</p> <ul style="list-style-type: none"> <li>• Before moving, except when making momentary stop and start switching movements.</li> <li>• As a warning signal anytime it is necessary.</li> <li>• When approaching men or equipment on or near the track.</li> </ul> <p>There are times when the testing of equipment, including bells, is necessary as part of our safety protocol.</p> <p>For Metrolink to better understand your concern, please report any noise or vibration concerns as soon as they occur by contacting Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>.</p>

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11	11/06/2019	No	N/A	Is a big improvement to reduce noise and pollution.	<p>Through the commitments made in the <a href="#">CMF Action Plan</a>, Metrolink is working minimize its impact on the community. We have 35 of 40 new Tier 4 locomotives on-site. The remaining five are due in fall 2020. These new locomotives are up to 85% cleaner than our oldest Tier 0 locomotives they are replacing. We have retired our last Tier 0 locomotive on April 10,2020.</p> <p>We are also in the process of two studies to evaluate modern technologies that can reduce noise and pollution even further. These studies are the Fleet Modernization Study and the Facilities Modernization Study, both of which are part of <a href="#">CMF Action Plan</a>.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p>
12	11/06/2019	No	N/A	I could do without the long horns that occasionally blare from the CMF.	<p>We do our best to limit the horn noise as the trains come into the CMF but, there are times when horn testing is required under FRA testing protocols.</p> <p>To report any noise or vibration concerns, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>.</p>
13	11/06/2019	No	N/A. I don't know where to Call	Just the noise level and the air quality.	<p>Through the commitments made in the <a href="#">CMF Action Plan</a>, Metrolink is working minimize its impact on the community. We have 35 of 40 new Tier 4 locomotives on-site. The remaining five are due in fall 2020. These new locomotives are up to 85% cleaner than our oldest Tier 0 locomotives</p>

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					<p>they are replacing. We have retired our last Tier 0 locomotive on April 10,2020.</p> <p>We are also in the process of two studies to evaluate modern technologies that can reduce noise and pollution even further. These studies are the Fleet Modernization Study and the Facilities Modernization Study, both of which are part of <a href="#">CMF Action Plan</a>.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p>
14	11/06/2019	No	N/A	I have asked for Quiet Zones for years. No one has taken any action.	<p><a href="#">Quiet Zones</a> are tools used to reduce horn noise where a roadway crosses the rail line. Since there are no crossings at the CMF, unfortunately this would not apply. The horn noise at CMF is the result of required alerting of staff to train movement and/or required testing of the train horns. The horn function must be tested regularly to comply with Federal safety regulations. Metrolink has and will continue to work hard on reducing noise at the CMF.</p>
15	11/06/2019	Yes	N/A	I have read and learned about the more recent changes done to CMF and I appreciate the more modern and progressive changes, but I feel like more changes still need to happen to provide an even better environmentally service.	<p>We agree that is why we are in the process of two studies to evaluate modern technologies that can reduce noise and pollution even further. These studies are the Fleet Modernization Study and the Facilities Modernization Study, both of which are part of <a href="#">CMF Action Plan</a>.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p>

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16	11/06/2019	Yes	<p>Yes. I have a log of times when I have contacted Metrolink about an air or noise pollution incident, only to be told there was 'no problem'. Metrolink needs actual oversight so that the contractor on the ground reports truthfully about issues at maintenance facilities. As it stands, either Metrolink has no true knowledge of how things are run day to day OR willingly turns a blind eye to negligence that leads to continued, unnecessary air, noise and water pollution.</p>	<p>Metrolink is a regional rail and should be operated regionally by Metro in order that we do not impede the vital progress of environmentally responsible solutions such as light rail. Additionally, Metrolink's "miles traveled/cars off the road" value model is based on serving the suburbs at the expense of the city. Metrolink does more harm than good: More people suffer health problems related to Metrolink air and noise pollution than use the trains. My personal recommendation is that Metrolink be absorbed into Amtrak which already has an Office of Inspector General, and all lines that can be serviced by light rail be handled by Metro. This is an outdated system, and as an entity, Metrolink has been repeatedly deceitful about its operations, starting with its shamefully limiting 2012 HRA. Metrolink's additional fumbling and deception with the F125 engines - running them without pollution controls in place - on top of being years late, compounded by failure to properly operate its sand silos, or to use electric plug ins and limit idling offers more than enough evidence to demonstrate that this agency as it exists should be dissolved, and the operations of regional rail shifted to Metro and if need be, Amtrak.</p>	<p>Metrolink reduces 9.2 million car trips and removes 130,000 metric tons of greenhouse emissions annually. Metrolink is a joint powers authority governed by five county-level agencies: the Los Angeles County Metropolitan Transportation Authority, the Orange County Transportation Authority, the Riverside County Transportation Commission, the San Bernardino Associated Governments and the Ventura County Transportation Commission. Metrolink has five levels of oversight: Public, Member Agencies, Local, State and Federal. We are also overseen by eight regulatory agencies that can request an inspection at any given time. More details on our levels of oversight can be found on <a href="http://metrolinktrains.com/cmfcmf">metrolinktrains.com/cmfcmf</a> in the "history tab."</p> <p>While we recognize the regional benefits Metrolink provides, our commitment to being a good neighbor is important to us. A part of that commitment is being more transparent. The CMF Action Plan was created by Metrolink staff in May 2019, to create more transparency as Metrolink actively works towards a zero emissions future.</p> <p>The South Coast Air Quality Management District (AQMD) provided Metrolink with a multi-million dollar Carl Moyer Grant to purchase the F-125's because the AQMD determined that railway/transit has the highest impact on air quality and the F-125's provide the most pollution reductions. Early in the process, Metrolink did run into issues putting the Tier 4 locomotives into service. We recognized this issue and committed to putting Tier 4</p>

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					<p>locomotives into service more quickly and continuously update our progress in the CMF Action Plan and monthly newsletter. From January 2019 till August 2020, Metrolink has put 20 additional Tier 4 locomotives into service. There are 35 of 40 Tier 4 locomotives currently in service. Due to Covid-19 we are encountering delays, but still moving forward to getting all tier 4 locomotives into service as quickly as possible.</p> <p>The <a href="#">Internal Audit</a> conducted in 2019, had 6 findings accompanied by 13 recommendations to resolve said findings. These findings, recommendations, along with Metrolink's response was presented at the February 2020 community meeting. Specific actions to address sand silos and ground power usage were taken. The details of these actions can be found in the appendices section of the CMF Action Plan.</p> <p>The CMF Action Plan and other documents related to CMF can be found at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a> in the "community resources" section.</p>
17	11/06/2019	Yes		Please plug trains into ground power during service to reduce noise and pollutions.	Metrolink has optimized the use of its ground power stations at CMF to help reduce noise and idling by allowing up to 15 trains to be plugged in at any one time. There will remain times when the engines must run for certain maintenance and testing functions. However, the trains are being plugged in as much as possible.
18	11/07/2019	Yes	N/A. Sometimes, sometimes not.	I've lived for nine years across from the CMF, across from the Maintenance & Inspection area (M & I) an area where a majority maintenance activity & fueling occurs. I have made hundreds of hours of observations of CMF operations due to major concerns for my health and the quality of life as it's been dramatically hamper due to the constant engine noise also effecting at least 14 other households. As I	We agree that is why we are in the process of two studies to evaluate modern technologies that can reduce noise and pollution even further. These studies are the Fleet Modernization Study and the Facilities Modernization Study, both of which are part of <a href="#">CMF Action Plan</a> . The Facilities Modernization Study will also look into the

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				<p>see it is extremely essential for Metrolink to modernize the CMF much like CEO Stephanie Wiggins has committed in doing. Recently in the last 6 weeks starting around August 15th I've noticed some positive and noticeable noise reductions in it's operations. The older engines however still run at unacceptable volumes!! The new F125 engines are better but the air breaking systems in these engines make a new unexpected noise throughout the day and I can only hope Metrolink operations will find ways to reduce this noise. The F125 engines are quieter but feel more needs to be done for the long term as they operate for over 100 hours weekly in the serving area that continue to hamper anyone outside their homes or on the river bike path. This area (across M &amp;I) is one of the most popular areas visited on all the LA River due to geography with the neighborhood, river views and is where people/ families old and young alike congregate, walking, running, biking, birding, fishing etc. The number of people gathering here has increased exponentially the last 10 years and is expected to increase the same in years to come. Another big concern are the F125 have been discovered to operated very loud (80- 90 decibels) when outside temperature reach 93 degrees and higher. Los Angeles temperatures average above 93 degrees well over 20 days yearly and is expected to increase in the years to come. From observation this will clearly be bad on the community if this can't be corrected. As long as the older engines continue to operate at the CMF this will continue to be problematic for this community. Metrolink in the past community meetings indicated that once the 40 Tier's were implemented, the CMF would no longer operate older engines in the facility as only 26 engines come in for service daily. The only way I see this appeasing the community is with strategically placed sound absorbing barriers where engines always strategically station themselves during servicing or overhead diesel</p>	<p>feasibility of soundwalls and their potential placement.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p>

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				captures devices for both noise levels and diesel pollution reductions. These 3 links were filmed in the past 2 weeks at the CMF (Oct, 2019) showing older locomotives releasing a great deal of pollution into the community, namely Cypress Park. Note: these are NOT load test and this happens several times weekly at best. This is another examples why we can't have these older engines at the CMF, and or further evidence the need for Hood capture devices to protect our community. 1. <a href="https://www.youtube.com/watch?v=y4Ajf8pVuJs&amp;feature=youtu.be">https://www.youtube.com/watch?v=y4Ajf8pVuJs&amp;feature=youtu.be</a> 2. <a href="https://youtu.be/PaEykb6p9pw">https://youtu.be/PaEykb6p9pw</a> 3. <a href="https://youtu.be/r75AS9TfPqk">https://youtu.be/r75AS9TfPqk</a>	
19	11/07/2019	No	N/A	We want to know how CMF will maintain the surrounding area/ environment	<p>Metrolink has committed to being a better neighbor to the CMF community through the <a href="#">CMF Action Plan</a>. Two key initiatives from the Plan, the Fleet Modernization Study and the Facilities Modernization Study, are looking at ways to advance zero-emissions trains and facilities changes that can reduce noise and emissions.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p>
20	11/07/2019	No	N/A	The water gutters on San Fernando Road get clogged w/ vegetation leaves from shrubs on the edge of your property. Help clean up homeless encampments.	Metrolink has worked with the Department of Water and Power to reduce the number of homeless encampments along the L.A. River. The encampments are not on the Metrolink right-of-way (ROW) so our ability to remove the encampments is limited. However, if you do see homeless encampments on the Metrolink right-of-way (ROW), please contact us at (866) 640-5190.

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21	11/07/2019	No	N/A. Do	Air quality, water quality, and noise levels from you all affect the residents in the area	<p>Metrolink has committed to being a better neighbor to the CMF community through the <a href="#">CMF Action Plan</a>. Two key initiatives from the Plan, the Fleet Modernization Study and the Facilities Modernization Study, are looking at ways to advance zero-emissions trains and facilities changes that can reduce noise and emissions.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p> <p>Related to water concerns, Metrolink recently completed the CMF Drainage project to upgrade its drainage system to ensure compliance with water discharge requirements.</p>
22	11/07/2019	No	N/A. I have never used the hotline.	I do wonder if chemicals and solvents use in its operations might harm soil & water proximity to river	<p>Related to water concerns, Metrolink completed the CMF Drainage project on August 25, 2020. The project upgraded the drainage system to ensure compliance with water discharge requirements.</p>
23	11/08/2019	Yes	N/A	Metrolink needs to speed up the transition to zero emissions trains. Ultimately this is the only way Metrolink can be a truly good neighbor to communities around the CMF.	<p>We agree, a zero emissions future is the 10<sup>th</sup> action item on the <a href="#">CMF Action Plan</a>.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p>

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24	11/08/2019	No	N/A	Control air quality and pollution	<p>Metrolink has committed to being a better neighbor to the CMF community through the <a href="#">CMF Action Plan</a>. Two key initiatives from the Plan, the Fleet Modernization Study and the Facilities Modernization Study, are looking at ways to advance zero-emissions trains and facilities changes that can reduce noise and emissions.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p>
25	11/08/2019	Yes	No. Called to complain about noise, was told that it was necessary to make noise, problem not solved.	Please address these problems. Long loud constant horn is unacceptable.	<p>Metrolink makes every effort to limit horn use as we know they can be intrusive. We are required by federal regulation to check the horns on all our locomotives on a regular basis and that is the horn noise you hear. We do our best to limit the horn testing to regular work hours, but on occasion a test is required if the train has been out of service due to mechanical issues. We apologize for any inconvenience.</p> <p>To report any noise or vibration concerns, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>.</p>
26	11/12/2019	Yes	N/A. Sometimes, sometimes not.	Strategically plan sound barriers near service & inspection area. Engine capture hood devices a must to modernize the CMF. Lower volumes from 5-7 PM.	<p>Metrolink is currently working on a Facilities Modernization Study and Metro will undertake an independent sound study. Metrolink will use recommendations from both of those studies to address your concerns regarding noise. This study will also determine if hood technology is a viable</p>

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					<p>option at the CMF. These efforts are a part of the <a href="#">CMF Action Plan</a>.</p> <p>We do our best to limit the horn testing to regular work hours, but on occasion a test is required if the train has been out of service due to mechanical issues. We apologize for any inconvenience.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>.</p> <p>We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p> <p>To report any noise or vibration concerns, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>.</p>
27	11/12/2019	No	N/A	Too noisy at times for no reason. Operators run the horn for long periods of time	<p>We do our best to limit the horn noise as the trains come into the CMF but there are times when horn testing is required under Federal Railroad Administration safety protocols. We apologize for any inconvenience.</p> <p>To report any noise or vibration concerns, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>.</p>

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<b>Freight</b>					
28	11/06/2019	No	N/A	Every time the train passes it shakes the building.	<p>Please contact Metrolink at the time this occurs. Since freight rail operators also operate trains on this corridor, having specific times will allow us to investigate. Freight trains can potentially cause more vibration, as they can be much heavier than Metrolink passenger trains.</p> <p>For Metrolink to better understand this concern, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>, as soon as this issue occurs.</p>
29	11/06/2019	No	N/A	I'm not sure that those are. This is the first communication I'm aware of. I also don't know what Metrolink does/doesn't to be a good or bad neighbor minus noise late in the night.	<p>To address emissions concerns in the region and from the community, Metrolink has procured 40 Tier 4 (EPA emissions standard) locomotives, which reduce emissions up to 85% when compared to Tier 0 locomotives they replace. 35 locomotives are now in service and the remaining locomotives will be delivered this fall. Also, the last Tier 0 locomotive in the Metrolink fleet was removed from service on April 10, 2020. We also are working to advance zero-emissions technology for future train procurements.</p> <p>To address concerns about noise, Metrolink has taken several steps to limit hours of the noisiest activities. We also are working on improvements to the cooling fan systems on the Tier 4 locomotives, which can be loud, particularly on very hot days.</p> <p>Additional improvements per the <a href="#">CMF Action Plan</a> can be found on our website and through our monthly newsletter to the community.</p>

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					We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a> .
30	11/06/2019	Yes	Yes	Just need to lower the noise level. When trains passing & honking during night time between 10:00pm-6 am	<p>Metrolink makes every effort to limit horn use as we know they can be intrusive. Our working hours from 5:00 a.m. to 7:00 p.m. with an occasional late-night special train. There are two main line tracks between the CMF yard and San Fernando Road. These main tracks are where all freight &amp; passenger trains operate between LA Union Station and northern areas of LA, including after 10:00 p.m. Trains are required to sound their horns when approaching roadway or pedestrian crossings or if they see potential intrusion on the right of way.</p> <p>For Metrolink to confirm that it is a freight train you are hearing during that time, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>, as soon as this issue occurs.</p>
31	11/06/2019	No	N/A	why is it that trains must loudly and repeatedly sound their horns especially at night? The loud noise wakes us up throughout the night.	<p>Metrolink makes every effort to limit horn use as we know they can be intrusive. Our working hours from 5:00 a.m. to 7:00 p.m. with an occasional late-night special train. There are two main line tracks between the CMF yard and San Fernando Road. These main tracks are where all freight &amp; passenger trains operate between LA Union Station and northern areas of LA, including after 10:00 p.m. Trains are required to sound their horns when approaching roadway or pedestrian crossings or if they see potential intrusion on the right of way.</p> <p>For Metrolink to confirm that it is a freight train you are hearing during that time, please contact</p>

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					Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a> , as soon as this issue occurs.
32	11/12/2019	No	N/A	High noise levels at night or too late [in the evening?]	<p>Metrolink makes every effort to limit horn use as we know they can be intrusive. Our working hours from 5:00 a.m. to 7:00 p.m. with an occasional late-night special train. There are two main line tracks between the CMF yard and San Fernando Road. These main tracks are where all freight &amp; passenger trains operate between LA Union Station and northern areas of LA, including after 10:00 p.m. Trains are required to sound their horns when approaching roadway or pedestrian crossings or if they see potential intrusion on the right of way.</p> <p>For Metrolink to confirm that it is a freight train you are hearing during that time, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>, as soon as this issue occurs.</p>
<b>LA Metro</b>					
33	10/21/2019	Yes	N/A	Metro needs to work to allow access to the river either through or over is property from the Cypress Park side. The area along your property is very inaccessible at the moment. There is the bike path extension and major parks planned through the Confluence. Integrating access to the path along the river on the Cypress Park side should also be part of that plan. [Metro or City of LA]	Metrolink cannot allow public access through the CMF for safety reasons. There are hundreds of train movements on the property every day and it would be dangerous to allow members of the public access to our facility.
34	11/01/2019	Yes	N/A.	I use the metro every single day and have for about 6-7 years now. Thanks to metro I can get around and live a life. [Metro]	Thank you for your comment, we appreciate your feedback.

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35	11/01/2019	Yes	N/A. Noise level and honking continues. Natural gas or some sort that is pretty extreme still emits often.	I receive too many emails. I just need issues to be resolved. When I have entered the facility for assistance with issues staff has been very rude. Drivers are very loud and boisterous outside... yell out at each other and honking. [Metro]	<p>Thank you for your feedback. Metrolink employees and contractors park in the CMF secured lot not on public streets. There is always a supervisor on duty at the CMF.</p> <p>For Metrolink to better understand this concern, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>, as soon as this issue occurs.</p>
36	11/06/2019	No	N/A	When change drivers blink emergency lights when unit not in motion vs behind could make a safe turn. Corner Figueroa Cypress/Idell Cypress. [Metro]	Thank you for your comment. Metrolink does not operate on city streets, our trains run on dedicated railroad lines. Please view our system map <a href="#">HERE</a> , for a detailed look at our service area.
37	11/06/2019	No	N/A	Maybe provide security patrols for stations. [Metro]	<p>Thank you for your comment. Metrolink is committed to safety. We work with the local cities or jurisdictions that own the stations to provide law enforcement services for our riders.</p> <p>To report a concern about the safety of a specific Metrolink station, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a> so we can coordinate with our partner cities or agencies to address your safety concerns.</p>
38	11/07/2019	No	N/A	In all the years I have lived here this is the 2nd best idea you folks have come up with. The first was switch to natural gas power. [Metro]	Thank you for your comment, we appreciate your feedback.
39	11/07/2019	No	N/A	Keeping stations clean and the surrounding areas not only the station. [Metro]	<p>Metrolink does not own any of the Metrolink stations. Individual cities or transportation agencies own the stations, so they are responsible for station maintenance.</p> <p>However, we do work with our station cities to on a variety of concerns. Please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>,</p>

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					<p>with the specific station and concern, so we can assist with addressing your concern.</p> <p>Additionally, Metrolink agrees that keeping stations and surrounding communities clean is important. Metrolink currently has a Community Link Award program that recognizes communities that have made exceptional contributions towards Metrolink's vision and success. Our goal with this program is to incentivize the communities we operate in to keep their stations clean, well maintained, and environmentally friendly.</p>
40	11/12/2019	No	N/A. never used it	Speed of the buses on Cypress avenue [Metro]	<p>Buses operating on Cypress avenue are operated by LA Metro, which is a different agency.</p> <p>For future concerns related to LA Metro, please contact LA Metro at (877) 690-5116.</p>
41	11/12/2019	No	N/A	I thank you for taking me into account. You have reduced the noise at night, I do not hear honking anymore. Just have your drivers use your own parking inside. [Metro]	<p>Thank you for your feedback. Metrolink employees and contractors park in the CMF secured lot not on public streets. There is always a supervisor on duty at the CMF. For Metrolink to better understand this concern, please contact Metrolink's Community Relations 24-hour hotline at (213) 452-0400 or email us at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a>, as soon as this issue occurs.</p>
<b>Safety &amp; Security</b>					
42	11/06/2019	No	N/A	Safety hazards	<p>At Metrolink safety is a foundational value. This includes everything from keeping our communities safe from our moving trains to ensuring our riders feel safe and secure throughout their commute with us. We have initiatives like Operation Lifesaver, which is an educational program for rail safety. We also have an internal Incident</p>

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					Reduction Task Force that meets regularly to discuss ways to reduce railroad incidents.  For more information on ways we keep our riders and communities we operate in safe, please visit <a href="http://metrolinktrains.com/safety">metrolinktrains.com/safety</a> .
43	11/06/2019	No	Yes	To have more surveillance in the cars	Metrolink has no cameras on board trains monitoring passengers. Metrolink does have inward facing cameras monitoring the engineer's actions.
44	11/06/2019	Yes	N/A. I have not called yet	Just for the Metrolink to be safe specially the people because so many homeless and drug users live in the LA river not safe at all	Metrolink will continue to work with the Department of Water and Power to address the homeless population along the L.A. River.  Metrolink has created an Incident Reduction Taskforce that deals with the removal of the homeless along the Metrolink Right-Of-Way (ROW). In coordination with our rail partners, Metrolink has developed a comprehensive effort to humanely remove people on our ROW and help them find housing or other services if they are interested in receiving them.  If you see an encampment along the Metrolink ROW please contact us at (866) 640-5190.
45	11/07/2019	No	N/A	I believe safety is the most important concern I have. Other states and cities use them more than LA county.	At Metrolink safety is a foundational value. This includes everything from keeping our communities safe from our moving trains to ensuring our riders feel safe and secure throughout their commute with us. We have initiatives like Operation Lifesaver, which is an educational program for rail safety. We also an internal Incident Reduction Task Force that meets regularly to discuss ways to reduce railroad incidents.

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					For more information on ways we keep our riders and communities we operate in safe, please visit <a href="http://metrolinktrains.com/safety">metrolinktrains.com/safety</a> .
46	11/12/2019	Yes	N/A	Would love more safe public transit	At Metrolink safety is our foundational value. Metrolink is also looking at opportunities to grow the level of service along Ventura County and Antelope Valley line trains that run through this area.  For more information on ways we keep our riders and communities we operate in safe, please visit <a href="http://metrolinktrains.com/safety">metrolinktrains.com/safety</a> .
47	11/13/2019	No	N/A	When Metrolink employees depart from their shift, they are respectful when driving by our apartment complex.	Thank you for your feedback.
<b>General Metrolink Comment</b>					
48	10/21/2019	Yes	N/A	Old engines seemed to be parked on the tracks indefinitely. Are they ever going to be removed?	As of April 10, 2020, all engines in our legacy locomotives on the track towards the north end of the facility were decommissioned. The track by the guard shack at the entrance is now empty. Only some recently decommissioned locomotives remain on the property currently. Older locomotives have been removed.
49	11/01/2019	No	N/A. I have never been on Metrolink. I don't know how to use the Metrolink	I think it is great to have Metrolink and I know that if I need Metrolink I can use it	Thank you for your comment, we appreciate your feedback. Please find more information on using the Metrolink system at <a href="https://metrolinktrains.com/rider-info/general-info/how-to-ride/">https://metrolinktrains.com/rider-info/general-info/how-to-ride/</a>
50	11/01/2019	No	N/A.	Continued mailings or email regarding any changes that affect the surrounding area	Thank you for your comment, we appreciate your feedback. Metrolink will continue to keep you updated about the CMF.
51	11/01/2019	No	Yes	At this moment I do not have any additional feedback	Thank you for your comment, we appreciate your feedback.

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52	11/01/2019	No	N/A	What's Metrolink doing to beautify the area around your CMF, especially eradicating graffiti on adjacent properties and locations.	Please contact Metrolink community relations at <a href="mailto:communityrelations@scrra.net">communityrelations@scrra.net</a> for graffiti removal on Metrolink property. Metrolink cannot remove graffiti from private property.
53	11/01/2019	Yes	Yes	Thanks for keeping us informed. Everything is all right.	Thank you for your comment, we appreciate your feedback.
54	11/01/2019	No	N/A	I commend you for your concern. We have noticed noise reduction over the years and are appreciative.	Thank you for your comment, we appreciate your feedback.
55	11/01/2019	No	N/A	Definitely a good idea to continue communicating with us, your neighbors	Thank you for your comment, we appreciate your feedback.  To make sure you receive the latest updates and notices, please sign up <a href="#">HERE</a> .
56	11/06/2019	Yes	Yes	During the time I have lived here, I have absolutely not been bothered for something that makes no sense and that it does not harm anybody. Thanks.	Thank you for your comment, we appreciate your feedback.
57	11/06/2019	No	N/A	Don't know anything about Metrolink	Metrolink connects six Southern California counties with safe, seamless and reliable transportation and connectivity. By reducing 9.3 million car trips in Fiscal Year 2019, Metrolink has proven to reduce congestion on regional roadways and related greenhouse gas emissions.  To read more about our agency click <a href="#">HERE</a> .  To learn more about our Central Maintenance Facility click <a href="#">HERE</a> .
58	11/06/2019	Yes	Yes	Everything is ok	Thank you for your comment, we appreciate your feedback.
59	11/6/2019	No	N/A	It is good for people who have no cars. I like Metrolink myself	Thank you for your comment, we appreciate your feedback.
60	11/6/2019	Yes	N/A	No additional feedback at this time	Thank you for your comment, we appreciate your feedback.

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61	11/6/2019	No	N/A	I don't have comments because I don't use the system.	Thank you for your comment, we appreciate your feedback.
62	11/6/2019	No	N/A	I need as much information as possible to be familiarized with Metrolink	Metrolink connects six Southern California counties with safe, seamless and reliable transportation and connectivity. By reducing 9.3 million car trips in Fiscal Year 2019, Metrolink has proven to reduce congestion on regional roadways and related greenhouse gas emissions.  To read more about our agency click <a href="#">HERE</a> .  To learn more about our Central Maintenance Facility click <a href="#">HERE</a> .
63	11/6/2019	No	Yes	Thank you!	Thank you for your comment, we appreciate your feedback.
64	11/6/2019	No	N/A	No feedback	Thank you for your comment, we appreciate your feedback.
65	11/6/2019	No	N/A	As long as it's not loud, the air stays clean and water quality is good, I'm happy.	Thank you for your comment, we appreciate your feedback.
66	11/6/2019	No	N/A	No need	Thank you for your comment, we appreciate your feedback.
67	11/6/2019	No	N/A	I appreciate the care!	Thank you for your comment, we appreciate your feedback.
68	11/6/2019	No	N/A	You are doing very well	Thank you for your comment, we appreciate your feedback.
69	11/6/2019	No	N/A	Thank you for sending this to inform the neighborhood	Thank you for your comment, we appreciate your feedback.
70	11/6/2019	Yes	Yes	I took it to go to Lancaster it was nice [no longer lives near CMF]	Thank you for your comment, we appreciate your feedback.

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71	11/6/2019	No	N/A	At block neighborhood watch meetings we were told that complaints to the CMF have been recognized and handled quickly. Thank you! :)	Thank you for your comment, we appreciate your feedback.
72	11/6/2019	No	N/A	Just the effort to recognize the community is greatly appreciated. would also like to know about the ways you are addressing environmental impact.	<p>Through the commitments made in the <a href="#">CMF Action Plan</a>, Metrolink is working minimize its impact on the community. We have 35 of 40 new Tier 4 locomotives on-site. The remaining five are due in fall 2020. These new locomotives are up to 85% cleaner than our oldest Tier 0 locomotives they are replacing. We have retired our last Tier 0 locomotive on April 10,2020.</p> <p>We are also in the process of two studies to evaluate modern technologies that can reduce noise and pollution even further. These studies are the Fleet Modernization Study and the Facilities Modernization Study, both of which are part of <a href="#">CMF Action Plan</a>.</p> <p>The latest CMF Action Plan can be viewed on the "community resources" page at <a href="http://metrolinktrains.com/cmf">metrolinktrains.com/cmf</a>. We update the community every month on our progress. To receive updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a>.</p>
73	11/6/2019	No	N/A	How about a station to downtown nearby?	LA Metro is studying this as an option in the Los Angeles-Glendale-Burbank-Feasibility Study. Metrolink is working in partnership with LA Metro on evaluating this potential option for the future.
74	11/6/2019	No	N/A	We have observed that there are considerations toward the neighbors	Thank you for your comment, we appreciate your feedback.
75	11/6/2019	No	N/A	I'm grateful I got this letter or else I wouldn't be informed about the things happening in my community	<p>Thank you for your comment, we appreciate your feedback.</p> <p>We update the community every month on our progress. To receive monthly updates on the</p>

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					action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a> .
76	11/6/2019	No	N/A	I feel safe riding Metrolink and relax, I don't have to deal with traffic just the restrooms need more care.	Thank you for your comment, we appreciate your feedback.
77	11/6/2019	No	N/A	Taking further consideration of the community and its needs especially when it comes to traffic and gentrification.	Thank you for your comment, we appreciate your feedback.
78	11/6/2019	Yes	Yes	Great service	Thank you for your comment, we appreciate your feedback.
79	11/6/2019	No	N/A	We look forward to seeing progress at the CMF towards being a good neighbor and responding to residents' concerns.	Thank you for your comment, we appreciate your feedback.  We continuously track our progress in the CMF Action Plan. To receive monthly updates on the action plan, other community notices, and upcoming meetings, please sign up <a href="#">HERE</a> .
80	11/7/2019	Yes	Yes	I like that you are aware of the community and its concerns	Thank you for your comment, we appreciate your feedback.
81	11/7/2019	No	N/A	N/A	Thank you for your comment, we appreciate your feedback.
82	11/7/2019	No	N/A	Not at this time	Thank you for your comment, we appreciate your feedback.
83	11/7/2019	No	N/A	Have not noticed much about the facility. I like watching the trains come and go.	Thank you for your comment, we appreciate your feedback.
84	11/8/2019	Yes	N/A	You are doing fine, you're keeping us moving. The safety of the Metrolink is doing great. Happy Holidays. I have been to recent meetings at Dorris Elementary.	Thank you for your comment and for your attendance at a recent meeting, we appreciate your feedback.
85	11/8/2019	No	N/A	To me, Metrolink is a good neighbor because it saves us gas, tire wear and one gets fast to one's destination. The little noise does not bother me, water	Thank you for your comment, we appreciate your feedback.

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				quality is good although I have never used to cook or drink.	
86	11/8/2019	Yes	N/A	Thank you very much for all the efforts you have been doing to maintain a good and a safe environment for the neighborhood	Thank you for your comment, we appreciate your feedback.
87	11/8/2019	Yes	N/A	Appreciate all the efforts you have made to listen to all the concerns and testing you did very well	Thank you for your comment, we appreciate your feedback.
88	11/8/2019	Yes	N/A	I use my daughter's email, I don't have an individual account.	Thank you for your comment.
89	11/12/2019	No	N/A	I think it's good that you take into account the opinion and feelings of the neighbors; although what happens around does not bother me, it does to others.	Thank you for your comment, we appreciate your feedback.
90	11/12/2019	No	N/A	I haven't had problems	Thank you for your comment, we appreciate your feedback.
91	11/12/2019	No	N/A	Appreciate your diligence in keeping MSB from acting in a manner that could have negative impact for the community	Thank you for your comment, we appreciate your feedback.
92	11/12/2019	No	N/A	Can't wait for the Metrolink to open near me	Thank you for your comment. LA Metro is studying this as an option in the Los Angeles-Glendale-Burbank-Feasibility Study. Metrolink is working in partnership with LA Metro on evaluating this potential option for the future.
93	11/12/2019	No	N/A	I think it's a good service and I wish you had more lines.	Thank you for your comment, we appreciate your feedback.
94	11/13/2019	No	N/A	Appreciate this outreach regarding update on the audit	Thank you for your comment, we appreciate your feedback.
95	11/13/2019	No	N/A	Need to know what is happening w/empty lot and new build plans.	The City of Los Angeles owns the land over the LA River where the pedestrian bridge will be built over the LA River. The scope of the project and its related amenities have been developed through a partnership with the City of Los Angeles and LA

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					<p>Metro. To read more about this project click <a href="#">HERE</a> and <a href="#">HERE</a>.</p> <p>Metrolink is involved in the final design and construction of the bridge to make sure that all appropriate guidelines are followed for safe of the project near the rail line. Metrolink will also construct a barrier gate in a location on the tail track to protect users of the bike path when it crosses the tail track.</p>
96	11/13/ 2019	No	N/A	I would love for our community to have closer pick-up and drop-off stations.	Thank you for your comment, we appreciate your feedback. LA Metro is studying this as an option in the Los Angeles-Glendale-Burbank-Feasibility Study. Metrolink is working in partnership with LA Metro on evaluating this potential option for the future.