



*Solutions that move you*

**Santa Clara Community Working Group BART Concord Maintenance Facility Tour**

**Date of Meeting:** June 15, 2018 (8:00 a.m. to 3:00 p.m.)

**Attendees:**

Members in Attendance: John Urban, Jack Morash, Sudhanshu Jain, and Chris Shay

Other Project Team Attendees: Jill Gibson (VTA), Karen Gauss (VTA), Gretchen Baisa (VTA), Erica Roecks (VTA), John Davidson (City of Santa Clara) and Eileen Goodwin (Apex Strategies)

**Location: BART Concord Maintenance Facility**

**Summary:**

**The Meeting agenda included:**

- Welcome and Introductions
- Safety Briefing
- Orientation
- Tour of Shop
- Tour of Yard
- Lunch
- Return to VTA

**Key Issues/Comments/Questions:**

<b>Comment/Question</b>	<b>Response</b>
<b>Questions asked on the bus prior to arrival at BART Concord Maintenance Facility</b>	
Will we see Wheel truing?	There will be wheel truing in Newhall but there is not wheel truing to see today in Concord.
Will the vehicle maintenance shop be a light vehicle maintenance shop at Newhall? That is what Nuria said it would be.	Yes. The heavy work is done at Hayward Yard.
Does wheel truing involve metal on metal grinding?	Yes, but it is in an enclosed area.
<b>Questions asked at BART Concord</b>	

<b>Maintenance Facility</b>	
This is in a very residential neighborhood? Do the neighbors complain?	Very rarely. The last complaint we got was 4-5 months ago and it was about cars speeding on the city street and could we remind our workers about speeding. We did remind our workers and we observed that the speeding is done by people driving fast through the neighborhood, not employees stopping to park for their job. We try to accommodate our neighbors as much as possible.
Is there a formal format for the neighbors with quarterly meetings and such?	No, no formal meetings. The neighbors do have our phone numbers and they do know how to call the local government affairs rep as well. We have very good relationships with the community. As you can see the facility is quite quiet, a lot of what we do occurs indoors.
Will someone be assigned to our facility from government affairs?	Yes, we are in process of hiring someone for Santa Clara County.
<b>Questions asked inside the Shop</b>	
Will the blower system work with the doors open?	Yes, but the crew wants it to be as efficient as possible, so the vehicle is as clean as possible. Therefore, the doors are closed.
Are cars tracked individually by car number?	Yes, we keep separate files on every car in the fleet.
BART Rep: When you are ever on a car and see something wrong, please use the phone in the car to call in a maintenance issue. Be as specific as possible.	Comment noted.
BART Rep: Each shop has a logo and keeps the same cars (for the most part) on the lines. There is a philosophy of ownership and accountability. We believe reliability equals long-term availability.	Comment noted.
Will this be the same strategy used for Newhall?	Yes, the same philosophy and planning effort is used for each Maintenance Yard in the BART system. We really love end of the line shops. They make sense and make us more efficient.
Will VTA and BART staff work together to design the Newhall yard?	Yes, absolutely, taking advantage of lessons learned will be key. We expect Newhall yard to be state of the art when it is delivered.
Please make sure baffling and other sound buffers are considered. I represent the homeowners right near the Newhall facility.	Comment noted.
What about the BART car noise issue I have been reading about?	By the time the BART Phase II comes on line, this should be entirely behind us. This issue is related to older cars going over older tracks. You will have brand new track and we are replacing all the wheels

	on the BART cars and getting new BART cars so this should not be an issue. Already the improvements we have made have made a huge difference on the existing lines.
How much quieter?	It has been a “super significant” change. The new fleet cars we are bringing on are insulated better too, so not only are we making it better for the neighbors, we are doing things that make it better for the riders too, such as better sealed doors.
I notice that one of your shop workers are wearing hearing protection. Can you explain that?	We have protection available. It is only used rarely and just for certain activities. Frankly it isn’t very loud in the shop and the workers don’t feel they need or want protection for these activities. I would say 85% of the time there is no protection used.
I was at the Hayward Yard and there was a hum. Can you explain that?	I worked at Hayward for many years and there is no hum during regular activities. It sounds like construction or a PG&E transformer problem. Nothing in normal BART Yard activities would do that.
This shop has hard surfaces including the ceiling. Do you ever think of doing something to soften the noise through acoustic engineering something?	Not at this shop, we think it is very quiet.
What is the loudest activity here?	The truck bay is the loudest it gets here. They use the air hammers that have a cord. The maintenance workers are transferring to the air hammers that are battery charged which as just as powerful but quieter the crew like them better because they are not as heavy to move around. The heaviest, noisiest work is done at the Hayward Yard not here or proposed at Newhall.
What is the average age of the cars?	Our fleet has cars from the 1970’s (the original cars are in use still), cars from 1984 and cars from 1989. Now we are getting brand new cars. All of the types use different trucks and various other parts.
When will the fleet be converted?	We hope to have the new cars on-line in two years. We plan to keep the rehabbed cars from the 1970’s and phase out the cars from the 1980’s. These cars use a different propulsion current, DC versus AC.
How many truck types do you keep here?	There are seven different types in use.
What is most common breakage the crew work on?	In the summer the air conditioning; all year around the doors are broken by aggressive patrons.
<b>Questions asked as part of Yard Tour</b>	
Was this Yard laid out to take advantage of this wall we see?	No.
Are all activities done in the 24 hours?	No, we save trash dumping and such for daylight

	hours. We really try to be a good neighbor.
What does coupling and de-coupling of the cars sound like?	It sounds like a small pop. (It was demonstrated). The new cars will be even quieter.
Materials management? How and where at Newhall?	Materials are delivered during the day for the most part and stored outside where possible. Newhall Yard has not been designed so we can't answer that part of your question. It is likely deliveries will come in off of Brokaw.
Is there a vacuum for when the track is worked on?	Yes, when there is grinding as part of track maintenance we have a machine that sucks in the debris.
What is the frequency of that maintenance?	We do not have a set schedule. We tend to go where there are problems. We would like to be more proactive.
When is wheel differential work done?	This is usually done at the beginning of a shift (7-9 a.m. and 4-6 p.m.).
<b>Questions asked of the staff in the Control Tower</b>	
How many cars are in the yard during the day?	It varies.
Is there a downtime in the yard?	Not really, we are moving the cars around 24/7. We pride ourselves in meeting the public's expectations. People depend on us and our ability to get cars back in service. It is a good day when no one thinks about us and the work we do because that means things are going smoothly. It pains us when things go wrong.
How many cars sleep here at night?	About 140-150 cars a night. There will likely be 200 at night at Newhall Yard.
How current is the technology you are using that we see on these screens?	The technology we use to move the trains around the Yard is very new.
<b>Questions asked at Train Wash Facility</b>	
What kind of soap is used?	There is a special PH formula that works well with our aluminum cars.
Why do you use the Reverse Osmosis (RO) water?	To avoid spotting, that is why we take the minerals out.
How long would it take to wash the whole fleet?	If we needed to wash all the cars we are responsible for, we could get that done within months. Washing is an activity that doesn't happen to every train every time they are in the yard.
How long is a car?	About 70' plus so a ten-car train can be about 700 to 730' long.
How loud is the wash?	It is very quiet. There are no dryers so there is no blower noise. It is quieter than anything you would take your car to. None of the crew wear ear protection because we do not need it.

Is there a graffiti coating used?	We use chemicals to clean off the paint that is used. We do not run a car with graffiti; if a car is tagged it is returned to the Yard ASAP.
<b>Questions asked when back on the bus</b>	
Will we have the technology that alerts riders to the next available trains whether Caltrain, BART, LRT etc. at all the stations	Yes, VTA has a system for that as well as an app. We will look into multiple system alerts for Phase II in the future.

**Follow-Up Items:**

- None noted.

**Prepared by:** Eileen Goodwin, Apex Strategies

**Distribution:**

CWG  
Project Team  
City Staff  
Distribution list