



JPB Board of Directors
Meeting of June 4, 2026

Correspondence as of June 3, 2026

Subject

1. Join us on 12 June 2026 to Welcome the Swiss Soccer Fans to the Bay Area
2. Re: Update on your illegal dumping report ID# 260525-000690
3. Fire & trespassing hazard bordering the Caltrain mainline — open fires at the I-280 viaduct encampment, Mariposa St, Dogpatch (SF311 #101004153650; Caltrans CSR #1171363)
4. Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026
5. June 4 Item #11 Public Comment (South County Connector Caltrain Service)
6. Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026 – *Staff Response*
7. RE: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026
8. Monterey Corridor Ecosystem Partner Participation — July 3 Community Activation
9. Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026 – *Staff Response*

From: [Arnold Ambiel](#)
To: [Customer Service](#); [Board \(@caltrain.com\)](#)
Cc: [aelplergruppe@gmail.com](#)
Subject: Join us on 12 June 2026 to Welcome the Swiss Soccer Fans to the Bay Area
Date: Thursday, May 28, 2026 6:58:08 PM
Attachments: [2026 Soccer Social Flyer with phone.png](#)
[AG Soccer Social Flyer.pdf](#)

Some people who received this message don't often get email from aambiel@ambiel.org. [Learn why this is important](#)

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Hi,

We'd like to invite Caltrain representatives to attend our Swiss Fan Welcome party on Friday night 12 June in Newark CA at the Aelpler Gruppe Swiss Hall. Since Swiss Stadler trains operated by Caltrain will deliver most of the fans taking public transit to the stadium, it is only appropriate that we ask you to attend.

The event will be Western themed for our Swiss guests and include local and traveling fans. There will be a bell ringing parade during the evening, so feel free to bring your own bell, to participate.

We expect fans, Swiss business and government representatives and the media for an evening of California Swiss hospitality.

Please contact me with any questions.

Hope to see you there,

Arnold

Arnold Ambiel
President
Aelpler Gruppe Swiss Club
m: +1.408.691.6446
e: aambiel@ambiel.org



YEARS

AELPLER GRUPPE
SWISS CLUB
1925 - 2025

Welcome Swiss Fans

SOCCER SOCIAL

@SWISS PARK

JUNE 12

Doors Open at 5 PM
Dinner 5:30 - 7:30 PM
Dancing 7 - 10 PM

Meet up with Swiss Fans. Enjoy a Tri Tip Dinner for \$24 and Line Dancing Western Style. US Game on in Bar.



BUS AVAILABLE FROM SAN FRANCISCO
PICK UP AT 4PM AND RETURN BY 10 PM
BUS & ADMISSION \$40
REGULAR ENTRY FEE \$10

NEWARK SWISS PARK
5911 MOWRY AVENUE, NEWARK,
CA 94560
AELPLERGRUPPE.COM
QUESTIONS? CALL (510) 936-2523

From: [Melody](#)
To: [San Jose; Customer Service; Board \(@caltrain.com\); district2@sanjoseca.gov](#)
Subject: Re: Update on your illegal dumping report ID# 260525-000690
Date: Sunday, May 31, 2026 10:34:28 AM

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Hi

Please help forward this to proper authority this is starting to grow and attracting even more dumping from 1 sofa to 3 sofas and other furnitures.
Again at the entrance of Caltrain blossomhill parking lot adjacent to city sidewalk and residential street on Sunsprings Cir.

Thanks, appreciate any help you can. This is a frequent issue as this parking lot is not supervised and becomes a dumping ground. But very hard to report since it's adjacent jurisdiction between San Jose and Caltrain. If this is not the right change please help identify who we should report to in the future?

Thanks so much!
Melody
Sent from my iPhone

On May 26, 2026, at 7:14 PM, San Jose 311 <sanjose@custhelp.com> wrote:

Hi Melody,

We've assigned a staff member to start working on the illegal dumping you reported at [5501 Sunspring Cir, San Jose, California, 95138](#).

[Track your report](#)

Thanks for keeping San Jose safe and clean!

- The City of San Jose

Questions? [Find answers](#) about City services, or chat with a [live agent](#) (available Mon to Fri, 8AM to 5PM).

Please do not reply to this message.
If you need to reach the City, email customerservice@sanjoseca.gov or call 3-1-1 for the Customer

Contact Center.

From: [Barklee Sanders](#)
To: [Board \(@caltrain.com\)](#)
Subject: Fire & trespassing hazard bordering the Caltrain mainline — open fires at the I-280 viaduct encampment, Mariposa St, Dogpatch (SF311 #101004153650; Caltrans CSR #1171363)
Date: Sunday, May 31, 2026 10:52:52 PM

[Some people who received this message don't often get email from barkleesanders@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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To the Caltrain / Peninsula Corridor Joint Powers Board, Chief Safety Officer, and Transit Police,

I am writing to report a fire and trespassing hazard on the State/Caltrans Interstate 280 right-of-way that directly borders the Caltrain mainline corridor in Dogpatch, San Francisco, and to ask that it be addressed under Caltrain's Corridor Right-of-Way Safety Strategy.

LOCATION: The encampment beneath the elevated I-280 viaduct at Mariposa St, Dogpatch (Caltrans Route 280, postmile R6.684; SF311 #101004153650; Caltrans CSR #1171363). This site sits immediately adjacent to the Caltrain right-of-way through Dogpatch (the corridor running to the 22nd St station).

THE HAZARD TO THE RAIL CORRIDOR: Occupants are setting OPEN FIRES directly beneath the elevated I-280 deck and tapping electricity. Sustained fire under an elevated structure adjacent to an active rail line is a direct threat to the Caltrain corridor — both the fire/heat exposure and a potential structural failure of the I-280 viaduct beside your tracks (cf. the 2017 NTSB-documented I-85 Atlanta viaduct collapse, which occurred next to a rail yard from a fire underneath the deck). This is exactly the trespassing-and-encampment-near-ROW risk your Corridor ROW Safety Strategy, fencing program, and CCTV/RailSentry deterrence are meant to address.

THIS SPOT HAS BEEN CLEARED BEFORE — IT CAN BE AGAIN: City and State crews have already resolved encampments at this exact intersection:

- SF311 #101001089689 — "Case Resolved - HSOC" — I-280 N off-ramp at Mariposa St (Dec 2024)

- SF311 #101000533809 — "Case Resolved - CalTrans" — same intersection (Dec 2024)

Yet my May 30, 2026 report was cancelled as "Caltrans handles this part," with no removal.

REQUESTS:

1. Please coordinate with Caltrans District 4 (which owns the I-280 right-of-way; caltrans.d4@dot.ca.gov) on abatement of the encampment and fire load, given the proximity to your mainline.
2. Please evaluate this location for Caltrain's fencing / CCTV / RailSentry deterrence under the Corridor ROW Safety Strategy.
3. I am separately reporting the immediate fire/safety hazard to Transit Police via 1-877-SAF-RAIL.

For reference, I have filed Caltrans CSR tickets 1171363 (encampment) and 1171364 (under-deck fencing), an Exhibit A amendment request to SF Public Works and Caltrans D4, and CPRA requests with both agencies.

Thank you for your attention to the safety of the corridor.

Barklee Sanders
barkleesanders@gmail.com

From: Armen Sadakian <armen@sadakian.com>
Sent: Monday, June 1, 2026 7:31 AM
To: Caltrain BOD Public Support; Board (@caltrain.com)
Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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Dear Caltrain BOD Public Support Team,

I am writing to formally escalate Complaint #1009325 regarding the unresolved graffiti cleanup along the San Mateo Replacement Parking Track wall near 1399 Railroad Ave.

On May 19, 2026, I was informed that the cleanup was scheduled for the following week. As of Sunday, May 31, 2026, the work has not been completed. [Attached is a current photo taken](#) on May 31 clearly showing that no action has been taken.

This issue was first reported on March 30, 2026, and despite multiple follow-ups and repeated assurances, more than two months have passed without resolution. The continued delay and lack of follow-through are unacceptable.

I respectfully request:

1. Immediate confirmation of why the scheduled cleanup was not performed.
2. A firm and reliable date for completion of the graffiti removal.
3. Accountability from the responsible department to ensure no further delays.

This matter requires urgent attention. Please respond with a concrete action plan to resolve this long-standing issue.

Sincerely,
Armen Sadakian
650-483-0555

On May 19, 2026, at 9:38 AM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Armen Sadakian,

Thank you for your continued patience regarding the graffiti reported along the San Mateo Replacement Parking Track wall near 1399 Railroad Ave.

We apologize for the delay and understand your frustration given the number of times you have contacted us about this issue. The graffiti cleanup has now been scheduled for next week.

We appreciate you continuing to bring this matter to our attention and thank you for your patience while arrangements were made for the cleanup work.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, May 14, 2026 10:00 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

From: Armen Sadakian <armen@sadakian.com>
Sent: Thursday, May 14, 2026 5:00:00 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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Board Members,

I am writing regarding Complaint #1009325, which remains unresolved.

I first reported this issue on 03/30/2026. Since then, I have contacted Caltrain customer service multiple times:

- 03/30/2026 — email
- 04/02/2026 — phone call
- 04/17/2026 — email
- 04/24/2026 — email
- 04/29/2026 — phone call
- 05/01/2026 — email
- 05/12/2026 — phone call with Merly

Each time, I am told a work order has been issued, yet the graffiti remains. Regular customer service has given me the runaround.

This is the same Replacement Parking Track wall that last year took more than 4 months and 15 calls to get repainted. In the meantime, the graffiti continues to grow every few days. What could have been handled with a few hours of power washing or a few gallons of paint has now become a much larger cleanup job.

Please escalate this immediately and provide a firm date for removal.

Location:

San Mateo Replacement Parking Track on the trackside wall along the southbound side of Railroad Avenue between 10th Avenue and 14th Avenue, near 1399 Railroad Ave, San Mateo, CA 94402.

Exact location:

<https://maps.app.goo.gl/UZ6s1QUY78wDDR5v9>

Photos are embedded below.

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- <inline_02.jpg>
- <inline_03.jpg>
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- <inline_09.jpg>
- <inline_10.jpg>

Thank you,
Armen Sadakian

From: [Council Member Zachary Hilton](#)
To: [Public Comment](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: June 4 Item #11 Public Comment (South County Connector Caltrain Service)
Date: Tuesday, June 2, 2026 12:56:41 PM
Attachments: [CM Zach Hilton South County Caltrain Service-10.pdf](#)

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Caltrain Board,

Public Comment Letter attached for June Item #11 Public Comment **(South County Connector Caltrain Service)**

Zach Hilton
Gilroy City Council Member
www.zachhilton.com
#HiltonForCouncil @zachhilton_ca



ZACH HILTON

Gilroy City Council Member

Livable Gilroy for All

June 1, 2026

Caltrain South County Connector

I've seen the **April Caltrain South County Connector** ridership numbers (**Monday-Friday 4 Trains North in morning and 4 Trains South in evening**) Gilroy 119 riders/day, San Martin 45 riders/day, Morgan Hill 149 riders/day, Blossom Hill 87 riders/day, Capitol 41 riders/day. It's not fiscally responsible to fund Caltrain South County Connector at **\$15 million for 441 riders/day M-F** when they aren't serving the current commute travel patterns and while VTA is facing a fiscally constrained FY26 and FY27 Transit Operating Budget. Caltrain is heading into a deficit for FY27 (~\$75 million annual structural deficit) that can only be solved by taking a State Loan. These five stations south of Tamien are not electrified and Caltrain doesn't own the tracks, Union Pacific Railroad does. South County Caltrain service doesn't have the impact needed to relieve congestion on U.S. Route 101 today or historically.

Although VTA Staff has stated they will not cut frequent/daily Gilroy VTA bus service in order to keep Caltrain service, I remain concerned that Caltrain Staff will still try and pursue this option. All while VTA is facing a fiscally constrained FY26 and FY27 Transit Operating Budget and Caltrain is heading into a deficit for FY27 too. The demographic of riders I am currently hearing from that use VTA vs South County Caltrain are contrasted between those whose incomes need frequent/daily public transportation on VTA for their jobs, groceries, healthcare, and aging in place, may be sacrificed for those with significantly more means that are attending private prep-schools and commuting an average of 3 days a week on Caltrain.

We continue to talk about this at our South County VTA agenda preparation meetings with VTA staff and Caltrain staff. Caltrain and VTA aren't focused just on Gilroy and Morgan Hill. We are focused on moving the most people on mass transit from Gilroy to Diridon. We track and budget the ridership/cost from both agencies and have been comparing them for a long time. When ridership is low, services get cut, that's a given.

Seated capacity for each of the 4 diesel trains that make up the **South County Connector** as configured currently (3 cars, including 1 bike car) is 394-415, with space for 24 bikes. Each car has between 114 and 144 seated capacities and the standing room capacity ranges from 472-498. **Total max seated capacity (all 4 trains going north) of the South County Connector service is 1,660.** Standing room max capacity 1,992. Caltrain FY26 cost of South County

Connector from a calculation in April 2025 is \$14,451,619. More trains or increased frequency will increase that cost. That's not worth it for the current or future budget cycle. Caltrain operations should not be funded from VTA Transit funds, 2000 Measure A funds, or 2016 Measure B Caltrain Corridor Capacity. There are no grants that would be beneficial in funding this current level of service and ridership. Caltrain is currently using Federal funds to operate the South County Connector and that is about to run out.

Gilroy isn't the starting point for traffic any longer. San Benito County and Monterey County drivers contribute to it as well. In 2024 [Caltrans Average Annual Daily Traffic \(AADT\) at Cochrane in Morgan Hill was 143,000 vehicles per day](#) and in 2023 Caltrans Average Annual Daily Traffic (AADT) at Cochrane in Morgan Hill was 142,000 vehicles per day. **South County Connector riders don't relieve traffic congestion as they represent 0.3% of the vehicles per day.**

Per the [1996 Restated Joint Powers Agreement](#) (JPA Sections A and B) make VTA "responsible for all net operating costs of the Gilroy service" and "obtaining all Gilroy Service capital projects". It does not obligate Caltrain or VTA to operate service to Gilroy, though it assumed there would always be a market.

The State provided funding for one battery powered train (not four) which will serve as a pilot and it is supposed to run on the electrified system from Diridon to SF. The last update I received is this is not going to happen in FY26 or FY27.

VTA, Caltrain, and South County communities do minimal to increase Caltrain South County Connector ridership, so the expectation that ridership on Caltrain will increase is not a reality today. It's not fiscally responsible to fund \$15 million for 441 riders/day M-F. I am proud to represent Gilroy on the Valley Transportation Authority (VTA) Policy Advisory Committee (PAC) and Caltrain Local Policy Maker Group (Alternate) (LPMG) in 2026.

Sincerely,



Zach Hilton

Gilroy City Council Member

www.zachhilton.com

#HiltonForCouncil @zachhilton_ca

From: Caltrain BOD Public Support
To: Armen Sadakian
Cc: Board (@caltrain.com)
Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026
Date: Tuesday, June 1, 2026 5:20:39 PM
Attachments: [image001.jpg](#)

Dear Armen Sadakian,

Thank you very much for following up on this concern.

Caltrain is currently coordinating with the City of San Mateo to strengthen agreements and clarify responsibilities related to maintenance issues such as this.

After consulting with the Rail Operations team, we can confirm that the paint color information was received last week. The paint is now being ordered, and a maintenance appointment is being scheduled to address the issue.

Once these updated processes are in place with the City of San Mateo, maintenance concerns like this should be handled more efficiently going forward.

Sincerely,

Your Caltrain BOD Public Support Team

From: Armen Sadakian <armen@sadakian.com>
Sent: Monday, June 1, 2026 7:31 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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Dear Caltrain BOD Public Support Team,

I am writing to formally escalate Complaint #1009325 regarding the unresolved graffiti cleanup along the San Mateo Replacement Parking Track wall near 1399 Railroad Ave.

On May 19, 2026, I was informed that the cleanup was scheduled for the following week. As of Sunday, May 31, 2026, the work has not been completed. [Attached is a current photo taken on May 31](#) clearly showing that no action has been taken.

This issue was first reported on March 30, 2026, and despite multiple follow-ups and repeated assurances, more than two months have passed without resolution. The continued delay and lack of follow-through are unacceptable.

I respectfully request:

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Best regards,

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From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, May 14, 2026 10:00 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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Sent: Thursday, May 14, 2026 5:00:00 PM (UTC+00:00) Monrovia, Reykjavik
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This is the same Replacement Parking Track wall that last year took more than 4 months and 15 calls to get repainted. In the meantime, the graffiti continues to grow every few days. What could have been handled with a few hours of power washing or a few gallons of paint has now become a much larger cleanup job.

Please escalate this immediately and provide a firm date for removal.

Location:

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Exact location:

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Thank you,
Armen Sadakian

From: Armen Sadakian <armen@sadakian.com>
Sent: Tuesday, June 2, 2026 11:16 PM
To: Caltrain BOD Public Support
Cc: Board (@caltrain.com)
Subject: RE: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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Dear Caltrain BOD Public Support Team,

Can you provide a firm date when this will be remedied?

The last time this happened, it took 4 months of the same rhetoric before the wall was finally repainted.

Please provide a confirmed completion date.

Sincerely,
Armen

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Tuesday, June 2, 2026 5:29 PM
To: Armen Sadakian <armen@sadakian.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>

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Exact location:

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Thank you,
Armen Sadakian

From: Shyam Panchal <sean@fmcreholdings.com>
Sent: Wednesday, June 3, 2026 7:23 AM
To: Shyam Panchal
Cc: David Galetto; info@happyhollow.org; jon.cicirelli@sanjoseca.gov; olympia.williams@sanjoseca.gov; david.delong@sanjoseca.gov; avi.yotam@sanjoseca.gov; maria.deleon@sanjoseca.gov; hanh.mo@kp.org; hello@ninico.com; cgordon@historysanjose.org; farias@historysanjose.org; education@historysanjose.org; srobinson@historysanjose.org; rrocha@sharksice.com; jgustafson@sharksice.com; goliverio@sharksice.com; fugalde@sharksice.com; monica.wylie@sanjoseca.gov; gilbert.martinez@sanjoseca.gov; General Manager Capitol; Board (@caltrain.com); Jason Baker; Devon Ryan; Kieran M Kelly; Karla I Rodriguez Lomax; bschroh@historysanjose.org; mduncan@historysanjose.org; Caroline Niemiec; Victor Farlie; Beth Seibert; Melissa Volau; Athena Ushana; Eire Stewart; Chad Erickson; Nicole Youngblood; Henry Rose MCBA GRock; Sduarte@thefair.org; Diana Zepeda; Cindy Feng; Nathan Ulsh; Mike Medina Betty County; Thomas Ryan Moveable mcba Sebastian; Owen Tanaka Moveable MCBA; Anna Dinh Moveable MCBA; Rosalynn Hughey; Jennifer Baker; Trevor Shore; Betty Duong; Doan Bien
Subject: Monterey Corridor Ecosystem Partner Participation — July 3 Community Activation

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Good morning everyone,

As we continue preparations for the Monterey Corridor Community Activation / FIFA Watch Party on July 3 at The Plant, we are opening a limited number of informational booth spaces for corridor partners, public agencies, community-serving organizations, and district stakeholders.

This activation is intended to help introduce residents, visitors, employees, families, and businesses to the broader Monterey Corridor ecosystem and the organizations that help shape it.

Participating organizations will have a unique opportunity to engage with Monterey Corridor businesses, property owners, employers, employees, residents, visitors from neighboring districts, City and County leadership, and fellow community partners while increasing awareness of the services, destinations, programs, and opportunities they provide throughout the region.



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With the FIFA World Cup 2026™ cor
 comes to our region. Together, let's sh
 our institutions, services, des

SHOWCASE. CONNECT. INSPI

Engage with 1,500+ corridor businesses
 and community leaders fr

KAISER PERMANENTE.
San José
Medical Facility

CAPITOL CALTRAIN STATION

CAPITOL DRIVE-IN & PUBLIC MARKET

SANTA CLARA COUNTY FAIRGROUNDS

CITY OF SAN JOSE
 PARKS, RECREATION & NEIGHBORHOOD SERVICES

ANIMAL CARE SERVICES

AND OUR CO
CITY OF SAN JOSE
 CAPITAL OF SILICON VALLEY

CONNECT WITH 1,500+ CORRIDOR BUSINESSES, EMPLOYERS,

INCREASE AWARENESS OF YOUR SERVICES, PROGRAMS & DESTINATIONS

BUILD RELATION WITH KEY STAKE AND COMMUNIT PARTNERS

→ [Monterey Corridor Ecosystem Partner Participation Form](#)

Corridor partners and institutions include organizations such as Kaiser Permanente San José Medical Facility, The Plant, Capitol Caltrain Station, Capitol Drive-In & Public Market, Santa Clara County Fairgrounds, History San José, Happy Hollow Park & Zoo, Japanese Friendship Garden, Kelley Park and Trail Network, City of San José Parks, Recreation and Neighborhood Services, Animal Care Services, the City of San José, Santa Clara County, the San José Sports Authority, and other community-serving organizations.

Informational booth spaces are limited and will be coordinated through the Moveable production team. We encourage interested organizations to respond as soon as possible.

Over the past several weeks, we've moved quickly—from corridor walkthroughs and partner outreach to event planning, coordination, and ecosystem engagement. We appreciate everyone who has taken the time to stay engaged, absorb information, and follow along as this effort has continued to evolve.

Most importantly, we hope this event serves as an opportunity to reconnect, meet new partners, strengthen existing relationships, enjoy great food, watch some soccer, and celebrate the many institutions, businesses, and organizations that make the Monterey Corridor unique.

For any questions regarding participation, logistics, coordination, or general event information, please feel free to contact me directly and I will connect you with the appropriate team member.

Thank you for helping activate, reconnect, and strengthen the Monterey Corridor. 🏆 GOAL!!!



MCBID Corridor stakeholders, public partners, and MCBID leadership coordinating onsite activation planning at The Plant.

Best regards,

Shyam N. Panchal
President
Monterey Corridor Business Improvement District
Direct 408.858.6454

From: Caltrain BOD Public Support
Sent: Wednesday, June 3, 2026 2:28 PM
To: Armen Sadakian
Cc: Board (@caltrain.com)
Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026
Attachments: San Mateo Parking Track 2.jpg; San Mateo Parking Track Wall 1.jpg

Dear Armen Sadakian,

Thank you for your follow-up. I have been informed that the work has been completed—please see the attached confirmation.

Thank you again.

Your Caltrain BOD Public Support Team

From: Armen Sadakian <armen@sadakian.com>
Sent: Tuesday, June 2, 2026 11:15 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: RE: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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Dear Caltrain BOD Public Support Team,
Can you provide a firm date when this will be remedied?
The last time this happened, it took 4 months of the same rhetoric before the wall was finally repainted.
Please provide a confirmed completion date.
Sincerely,
Armen

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Tuesday, June 2, 2026 5:29 PM
To: Armen Sadakian <armen@sadakian.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

Dear Armen Sadakian,

Thank you very much for following up on this concern.

Caltrain is currently coordinating with the City of San Mateo to strengthen agreements and clarify responsibilities related to maintenance issues such as this.

After consulting with the Rail Operations team, we can confirm that the paint color information was received last week. The paint is now being ordered, and a maintenance appointment is being scheduled to address the issue.

Once these updated processes are in place with the City of San Mateo, maintenance concerns like this should be handled more efficiently going forward.

Sincerely,

Your Caltrain BOD Public Support Team

From: Armen Sadakian <armen@sadakian.com>

Sent: Monday, June 1, 2026 7:31 AM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>

Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

Some people who received this message don't often get email from armen@sadakian.com. [Learn why this is important](#)

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Dear Caltrain BOD Public Support Team,

I am writing to formally escalate Complaint #1009325 regarding the unresolved graffiti cleanup along the San Mateo Replacement Parking Track wall near 1399 Railroad Ave.

On May 19, 2026, I was informed that the cleanup was scheduled for the following week. As of Sunday, May 31, 2026, the work has not been completed. [Attached is a current photo taken](#) on May 31 clearly showing that no action has been taken.

This issue was first reported on March 30, 2026, and despite multiple follow-ups and repeated assurances, more than two months have passed without resolution. The continued delay and lack of follow-through are unacceptable.

I respectfully request:

1. Immediate confirmation of why the scheduled cleanup was not performed.
2. A firm and reliable date for completion of the graffiti removal.
3. Accountability from the responsible department to ensure no further delays.

This matter requires urgent attention. Please respond with a concrete action plan to resolve this long-standing issue.

Sincerely,
Armen Sadakian
650-483-0555

On May 19, 2026, at 9:38 AM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Armen Sadakian,

Thank you for your continued patience regarding the graffiti reported along the San Mateo Replacement Parking Track wall near 1399 Railroad Ave.

We apologize for the delay and understand your frustration given the number of times you have contacted us about this issue. The graffiti cleanup has now been scheduled for next week.

We appreciate you continuing to bring this matter to our attention and thank you for your patience while arrangements were made for the cleanup work.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>

Sent: Thursday, May 14, 2026 10:00 AM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Subject: FW: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

From: Armen Sadakian <armen@sadakian.com>
Sent: Thursday, May 14, 2026 5:00:00 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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Board Members,

I am writing regarding Complaint #1009325, which remains unresolved.

I first reported this issue on 03/30/2026. Since then, I have contacted Caltrain customer service multiple times:

- 03/30/2026 — email
- 04/02/2026 — phone call
- 04/17/2026 — email
- 04/24/2026 — email
- 04/29/2026 — phone call
- 05/01/2026 — email
- 05/12/2026 — phone call with Merly

Each time, I am told a work order has been issued, yet the graffiti remains. Regular customer service has given me the runaround.

This is the same Replacement Parking Track wall that last year took more than 4 months and 15 calls to get repainted. In the meantime, the graffiti continues to grow every few days. What could have been handled with a few hours of power washing or a few gallons of paint has now become a much larger cleanup job.

Please escalate this immediately and provide a firm date for removal.

Location:

San Mateo Replacement Parking Track on the trackside wall along the southbound side of Railroad Avenue between 10th Avenue and 14th Avenue, near 1399 Railroad Ave, San Mateo, CA 94402.

Exact location:

<https://maps.app.goo.gl/UZ6s1QUY78wDDR5v9>

Photos are embedded below.

- <inline_01.jpg>
- <inline_02.jpg>
- <inline_03.jpg>
- <inline_04.jpg>
- <inline_05.jpg>
- <inline_06.jpg>

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<inline_09.jpg>

<inline_10.jpg>

Thank you,

Armen Sadakian



