



JPB Board of Directors
Meeting of May 7, 2026

Correspondence as of May 1, 2026

Subject

1. RE: Millbrae Train Museum
2. Cal/OSHA D-letter re: Complaint #2429947
3. Please don't ban family bikes from Caltrain!
4. Re: Please don't ban family bikes from Caltrain! – *Staff Response*
5. Re: Formal Complaint: Unsafe Boarding Conditions at Millbrae Station (Approx. 8:38 AM Train 510) – *Staff Response*
6. FW: Your Transportation Challenges Are Shared: Apply What Works
7. RE: Caltrain Bayshore Elevator – again – *Staff Response*

From: [Brent Tietjen](#)
To: standingawesome@gmail.com
Cc: [Board \(@caltrain.com\)](#); [Jason Dayvault](#)
Subject: RE: Millbrae Train Museum
Date: Friday, April 24, 2026 8:36:41 AM

Hi Robby,

Apologies for the delayed response. Thanks for your email and your interest in the gallery cars. We appreciate your keeping of the history of the railroad and would love to continue to share that with our riders and community. Unfortunately, all of the Gallery cars are accounted for and none are available for placement at the museum.

I'd be happy to set-up a meeting and see how we could collaborate with the museum in the future. Please let me know if you'd like to meet and we can find a time in the next few weeks.

Thanks,

Brent

From: StandingAwesome3221 <standingawesome@gmail.com>
Sent: Saturday, March 7, 2026 2:17 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Millbrae Train Museum

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

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hello,

My name is Robby Hillman and I am a volunteer for the Millbrae Train Museum. We are interested in preserving one or more of your remaining 1985 Nippon Sharyo Gallery Cars because they represent a significant part of Millbrae railroad history. The late Millbrae resident William E. Thomford spent most of his working career as an engineer for Southern Pacific, and after he retired from SP, Thomford started a consulting business, which got a contract with Caltrain to help design the 1985 gallery cars.

Thomford was a notable figure in railroad equipment, and his other major contributions to the industry include:

- Designing a hydraulically buffered coupler system, called HydraCushion, that

reduced freight damage by 85 times. This won him and an engineer from SRI a notable award from the Franklin Institute.

- Designing two auto carriers for General Motors, the Vert-a-Pack and the StackPack. The Vert-a-Pack was notable for transporting 30 Chevy Vegas at a time on one railcar.
- Designing the first ISO shipping container railcar system that could support double-stacking containers. The prototype is preserved at the California State Railroad Museum in Sacramento.

In addition to these cars being an iconic part of Bay Area Railroading for the last 40 years, they represent the last major engineering achievement of perhaps the most notable mechanical engineer on the Peninsula. It would be an awesome STEM opportunity for us to be able to preserve one of these cars, preferably a cab car, and use it to demonstrate and teach local youth on a significant part of Caltrain history, which was designed by our local engineer.

We are willing to cooperate with you in any way possible in order to preserve those great parts of Bay Area History.

In addition to obtaining a Gallery Car from you, we would also like to request a tour of your Central Engineering, Maintenance, and Operations Facility so that we may do some in-person research in order to build exhibits around your current and recent history.

Thank you.

Signed,
Robert R. Hillman

From: [DIR DOSHFREMONT](#)
To: [Board \(@caltrain.com\)](#)
Subject: Cal/OSHA D-letter re: Complaint #2429947
Date: Friday, April 24, 2026 4:34:24 PM
Attachments: [FMTOSHDO_69@dir.ca.gov_20260424_165704.pdf](#)

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

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Department of Industrial Relations
Division of Occupational Safety and Health
Fremont District Office
39141 Civic Center Drive, Suite 310
Fremont, CA 94538
Tel: (510) 794-2521 Fax: (510) 794-3889

DEPARTMENT OF INDUSTRIAL RELATIONS
Division of Occupational Safety and Health
Fremont District Office
39141 Civic Center Drive, Suite 310
Fremont, CA 94538
Tel. # (510) 794-2521 Fax # (510) 794-3889



April 24, 2026

Sent by e-mail: board@caltrain.com

Caltrain
65 Cahill Street
San Jose, CA 95110

Dear Employer:

The Division of Occupational Safety and Health has received a complaint (Complaint No. 2429947) alleging the following condition(s) at your workplace at 65 Cahill Street, San Jose, which may be a violation of the Safety Orders found in Title 8 of the California Code of Regulations:

Code Section(s) and Alleged Condition(s):

1. Ongoing concerns regarding toilet facilities on the train not being maintained in good working order. Employees do not have access to the toilet and washing facilities as they are constantly out of order.
Title 8 CCR Sections 3203 & 3364

Note: Car 3211 and others.

To review Title 8, California Code of Regulations, go to www.dir.ca.gov, click on "Title 8 Regulations" then click on "Cal/OSHA" and enter the code section number mentioned above. Or you can go directly to www.dir.ca.gov/samples/search/query.htm.

The Division has not determined whether the hazard(s), as alleged, exist(s) at your workplace and, at this time, the Division does not intend to conduct an inspection of your workplace.

However, you are required to investigate the alleged condition(s) and notify this office in writing no later than fourteen (14) calendar days after receipt of this letter whether the alleged condition(s) exist and, if so, specify the corrective action(s) you have taken and the estimated date when the corrections will be completed. If possible, please fax or e-mail your response to Kelly Tatum, district manager, at fax number (510) 794-3889 or e-mail at DOSHREMONT@dir.ca.gov

Please include any written documentation, e.g., equipment purchase orders or contracts for corrective work, and photographs, if appropriate, in your response. If you do not respond in a timely and satisfactory manner, an unannounced inspection of your workplace will be scheduled, which may result in citation(s) and monetary penalties. Also, every tenth satisfactory letter response from employers is subject to verification by an inspection.

You are required to post a copy of this letter in a prominent location in the workplace where it is readily accessible for employee review for at least three (3) working days or until the hazard is corrected, whichever is longer.

This letter is not a citation or a notification of a proposed penalty. Citations and penalties can only be issued after an inspection of your workplace. If the Division does not receive a satisfactory response from you within fourteen (14) calendar days after receipt of this letter, an on-site inspection will be conducted as appropriate.

If the identity of the complainant is known to the Division, a copy of this letter will be sent to the complainant. Also, the complainant will be notified that California law protects any person who makes a complaint about workplace safety or health hazards from being treated differently, discharged, demoted, suspended or retaliated against in any manner by their employer. If a complainant believes they have been retaliated against, it is their right to file a complaint with the Division of Labor Standards Enforcement within one (1) year of the retaliatory action. The complainant also has a separate right to file a concurrent complaint with the Federal Occupational Safety and Health Administration within thirty (30) days of the retaliatory action.

If you have any questions concerning this matter, please contact me at the address in the letterhead.

Your interest in the safety and health of your employees is appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be 'Kelly Tatum', with a stylized flourish extending to the right.

Kelly Tatum
District Manager

KT/sag

reference: Complaint No. 2429947 - Ltr D

From: [Whitney Wells](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Please don't ban family bikes from Caltrain!
Date: Saturday, April 25, 2026 12:54:43 PM

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Caltrain Board of Directors,

I'm writing to urge you to reconsider the proposed bicycle policy that would ban bikes with fat tires, child seats, cargo attachments, baskets, and panniers from Caltrain trains.

I understand that bike car crowding during peak commute hours is a real problem, and I ask that you focus solutions just on that problem. A blanket ban on these bike types is the wrong approach. It would force parents who drop children off at school before commuting to choose between their family's morning routine and their train. It would exclude riders who carry tools, food, or equipment by bike. These are not fringe cases. They represent exactly the kind of multimodal, sustainable transportation choices Caltrain should be encouraging.

Before implementing any ban, I ask the board to seriously evaluate these alternatives:

- Targeted restrictions: Apply the restrictions to the most crowded peak hour express trains — not every service on the line. Evaluate the policy after 6 months to see how it's working and adjust if necessary.
- Off-peak access for all bikes: Allow all family bikes and bikes with attachments on off-peak trains.
- Real-time capacity data: Give riders the tools to make informed decisions by publishing bike car availability and bike bumps so they can choose a less crowded train or an alternative
- Promote existing alternatives: Invest in outreach for BikeLink lockers at origin stations and Baywheels trips for riders who have that option — freeing up bike car space for those who don't

Parents who bike their kids to school and then commute to work are doing exactly what we should want more people to do: using sustainable, human-powered transportation integrated with transit. A policy that penalizes them for it sends the wrong message.

I urge you to delay any vote on this proposal until these alternatives have been fully evaluated and presented to the public. Caltrain riders deserve space for bikes, no matter how they get around. Please provide flexibility when possible to allow for the greatest benefit for the most people.

Thank you for your consideration.

Whitney Wells
whitney08@gmail.com

135 Duncan St
San Francisco, California 94110

From: [Caltrain BOD Public Support](#)
To: whitney08@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Please don't ban family bikes from Caltrain!
Date: Monday, April 27, 2026 2:15:10 PM

Dear Whitney Wells,

Thanks for contacting Caltrain about the bikes-on-board rules. Caltrain is proud to carry more bikes on board than any other heavy rail system in the United States and wants all bike-riding passengers to feel comfortable using Caltrain. In addition to bikes on board, Caltrain has hundreds of secure bike parking spaces throughout the corridor, including a free bike valet in San Francisco, on-demand e-lockers available at all stations for pennies an hour, and controlled access bike rooms at select stations.

In response to concerns from cyclists regarding oversized bikes, Caltrain introduced an update to its oversized bike policy regarding devices with similarities to motorcycles. These new rules shed light on some existing rules that had not been enforced since the pandemic, including a ban on child seats and side (pannier) bags. After hearing from customers like you, Caltrain will take a step back from enforcing those rules until we have an opportunity to work with the community and create a pilot program that meets the needs of our riders.

For more information on the latest updates, please visit <https://www.caltrain.com/bike-scooter-rules-update-pilot>. You can also submit a comment to BATAC@samtrans.com

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Saturday, April 25, 2026 12:54 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Please don't ban family bikes from Caltrain!

From: Whitney Wells <noreply@adv.actionnetwork.org>
Sent: Saturday, April 25, 2026 7:54:25 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@Caltrain.com>
Subject: Please don't ban family bikes from Caltrain!

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Caltrain Board of Directors,

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Before implementing any ban, I ask the board to seriously evaluate these alternatives:

- Targeted restrictions: Apply the restrictions to the most crowded peak hour express trains — not every service on the line. Evaluate the policy after 6 months to see how it's working and adjust if necessary.
- Off-peak access for all bikes: Allow all family bikes and bikes with attachments on off-peak trains.
- Real-time capacity data: Give riders the tools to make informed decisions by publishing bike car availability and bike bumps so they can choose a less crowded train or an alternative
- Promote existing alternatives: Invest in outreach for BikeLink lockers at origin stations and Baywheels trips for riders who have that option — freeing up bike car space for those who don't

Parents who bike their kids to school and then commute to work are doing exactly what we should want more people to do: using sustainable, human-powered transportation integrated with transit. A policy that penalizes them for it sends the wrong message.

I urge you to delay any vote on this proposal until these alternatives have been fully evaluated and presented to the public. Caltrain riders deserve space for bikes, no matter how they get around. Please provide flexibility when possible to allow for the greatest benefit for the most people.

Thank you for your consideration.

Whitney Wells
whitney08@gmail.com

135 Duncan St
San Francisco, California 94110

From: [Caltrain BOD Public Support](#)
To: konglq@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Formal Complaint: Unsafe Boarding Conditions at Millbrae Station (Approx. 8:38 AM Train 510)
Date: Monday, April 27, 2026 2:40:16 PM

Dear LK,

Thank you for taking the time to share this detailed feedback. We're very sorry to hear about your experience at Millbrae Station on April 22.

Your report has been shared with our operations team for review, including door functionality, crew procedures, and boarding management at busy stations. Safety checks prior to door closure and proper monitoring of passenger movement are critical, and this incident will be evaluated accordingly.

We appreciate the specific details you provided and your recommendations. Feedback like yours helps us identify gaps and improve both safety and customer experience.

Thank you again for bringing this to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, April 22, 2026 4:10 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Formal Complaint: Unsafe Boarding Conditions at Millbrae Station (Approx. 8:38 AM Train 510)

From: L K <konglq@gmail.com>
Sent: Wednesday, April 22, 2026 11:09:17 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Customer Service <customerservice@caltrain.com>
Subject: Formal Complaint: Unsafe Boarding Conditions at Millbrae Station (Approx. 8:38 AM Train 510)

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ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Dear Caltrain Board Members,

I am writing to formally report an unsafe and poorly managed boarding incident that occurred this morning (April 22, 2026) at Millbrae Station, involving the southbound Train 510 scheduled around 8:38 AM.

During boarding, passengers formed a long line at the first car. The first door did not open, forcing all passengers to crowd into the second door, which created significant congestion. Despite the visible backlog of passengers still actively boarding, the train doors closed abruptly in the middle of the line. I, along with others, was unable to board as a result.

There appeared to be no staff present to monitor or manage the boarding process. After the doors closed, I attempted to signal the train operator by waving, but there was no response. This raises serious concerns about whether operators are adequately checking for passenger safety before closing doors.

More importantly, this situation presented a clear safety hazard. The doors closed very close to my face and could have easily caused injury to passengers still in the process of boarding. This is not simply an inconvenience - it is a preventable safety risk.

I respectfully request that Caltrain review this incident and address the following:

- Ensure all doors on arriving trains are operational and open when safe to do so.
- Require conductors or staff to actively monitor boarding at busy stations.
- Implement stricter safety checks before closing doors, especially when passengers are visibly still boarding.

I would appreciate a response outlining what steps will be taken to prevent similar incidents in the future.

Sincerely,
Lingqiang

From: [Jason Dayvault](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Your Transportation Challenges Are Shared: Apply What Works
Date: Wednesday, April 29, 2026 3:22:36 PM

Please include this email in the Correspondence packet if not done so already. Thank you.

From: Paul Hoekstra <paul.hoekstra@smartcitymobilitycouncil.org>
Sent: Tuesday, April 28, 2026 9:13 AM
To: Board (@caltrain.com) <boardcaltrain@samtrans.com>
Subject: Your Transportation Challenges Are Shared: Apply What Works

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

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Good morning,

U.S. communities are being asked to deliver safer streets, better transit, lower emissions, stronger access, and more visible public value, often without a clear operating model for moving from policy and plans into measurable results.

To help close that gap, the Smart City Mobility Council is making three opportunities available this year to learn directly from public-sector peers and leading practitioners in the United States and Europe about what actually works in day-to-day mobility operations.

We are an independent, vendor-agnostic initiative created to help close that gap. We are not an engineering firm, urban planning firm, event organizer, technology vendor, or research institute. Our sole focus is multimodal traffic flow optimization, safety improvement, and operational cost reduction. Everything we do is directly linked to how people and goods move through urban areas, and how public agencies can improve those outcomes in measurable, implementable ways.

Our work focuses on capacity building and practical playbooks: helping leaders move from visioning and policy alignment through funding, procurement, implementation, governance, and measurable outcomes in the eyes of citizens and businesses.

This is designed for leaders with different responsibilities:

Council Members and Elected Officials: to understand what strong mobility outcomes look like, ask sharper questions, and support investments that produce visible public value.

Transportation and Public Works Leaders: to move from policy intent to corridor, network, signal, street, and operational improvements that can be implemented and measured.

Transit Leaders: to improve speed, reliability, service quality, and operating efficiency by addressing the street and institutional conditions that affect transit performance.

Planners and MPO Staff: to better connect land use, access, safety, transit, funding, and

implementation into one practical delivery model.

At this moment, there are three opportunities to learn directly from the people who have been deeply involved in the Dutch mobility success and its practical application in the United States:

1. Webinar Series. Launching Next Week together with the European Institute for Innovation and Technology (EIT) Urban Mobility. <https://smartcitymobilitycouncil.com/webinar-series/>

A nine-session series with practitioners who have helped design, govern, fund, implement, and scale integrated mobility approaches in the Netherlands, Europe, and selected U.S. cities.

2. Visit to the Netherlands. Waitlist Open. <https://smartcitymobilitycouncil.com/visit-to-the-netherlands/>

A September 2026 learning visit for U.S. public-sector leaders. The program is currently oversubscribed, but the waitlist remains open.

3. U.S.-Based Event. October 27–28, 2026. <https://smartcitymobilitycouncil.com/pre-register-us-event-november/>

A U.S. convening focused on implementation, peer learning, and translating proven mobility approaches into practical U.S. delivery. Masterclasses, workshops, round tables.

You are invited to participate in the webinar series and learn directly from the people who have helped deliver some of the most advanced mobility outcomes in the world. Register for the other two to receive updates.

Kind regards,

Paul

Paul Hoekstra | Founder & Principal Consultant

M +1 408 537-3416 | **E** paul.hoekstra@smartcitymobilitycouncil.com | **W** smartcitymobilitycouncil.com

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From: [Caltrain BOD Public Support](#)
To: chrisflorkowski@yahoo.com
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain Bayshore Elevator - again
Date: Wednesday, April 29, 2026 5:07:28 PM
Attachments: [image001.png](#)

To Chris Florkowski,

Thank you for reaching out with your concerns regarding the Bayshore station elevator. We understand this elevator has been a point of difficulty in your and others' travels with us, and we apologize for the poor impression it has left you with of our station and service. Know that Caltrain staff work closely with our contractors to keep this elevator in service through daily inspections and regular repair. Unfortunately, as you have experienced, there still have been issues with the Bayshore elevator in spite of our efforts.

Please rest assured, though, our aim at Caltrain is to provide our riders with a reliable, safe, and timely transit system, and we recognize ensuring our equipment and facilities remain in a state of good repair is an integral part of that goal. To that end, know that your comments on your recent and past experiences were shared internally as we evaluate our processes regarding the elevators at our stations, which includes review by our Accessible Services and Stations teams. A copy of this correspondence will also be provided to our Board of Directors.

Thank you again for taking the time to raise this concern with us. Caltrain is committed to improvement, and we look forward to providing you and our other riders with a better commuting experience moving forward.

Your Caltrain BOD Public Support Team

From: C Florkowski <chrisflorkowski@yahoo.com>
Sent: Monday, March 16, 2026 6:02:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Paula McCarroll <mccarrollp@samtrans.com>; Board (@caltrain.com) <Board@Caltrain.com>
Subject: Caltrain Bayshore Elevator - again

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ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Dear Paula,

I am writing to you again about the elevator on the Caltrain Bayshore southbound platform. I am also sending this message to the Caltrain board.

This morning (Sunday, March 15th) shortly after 9am, I arrived at the Caltrain Bayshore station with my bike for a trip to the Ferry Building. Before heading north, I checked both NB and SB elevators to make sure they were working.

About three hours later, I traveled SB from SFK and got off at Bayshore. There was a man on the southbound platform with a bike who, when I asked, said he'd just used the elevators to reach the SB platform.

I approached the elevator, pushed the call button, the elevator came down, and the doors opened. I got in the elevator with my bike and pushed the button to go up. The doors closed and nothing happened for a half-minute. Then the doors opened. I tried again with the same result. Then I made this video to document the problem. <https://www.youtube.com/watch?v=ZFucY-umce8>

I heard several people come down the stairs from the upper level and I called out to see if I could get one of them to call the elevator back up. It turned out one of those people was a guy in a hardhat and work vest who was here to check on the elevator. He said he tried to call the elevator up, but it did not respond.

He got in the elevator with me and tried getting the elevator to go - initially without success. I was on the phone with customer service at this point. Customer service asked for his name and I put the hardhat guy on the phone to talk to customer service. When I got the phone back, I confirmed customer service would submit a ticket and we ended the call. Then the hardhat guy asked me to get out of the elevator with my bike. I didn't want to, but he insisted - claiming I might 'get stuck in the elevator'.

I stepped out of the elevator with my bike. The doors closed. And the elevator went up to the second floor!

When he came back down with the elevator, I asked what he did. He claimed he did nothing. I pressed for an explanation, but he insisted that he didn't even have a key that would open the control box.

I got back in the elevator and we road up to the second floor where I was finally liberated from the Bayshore SB platform.

I want to know what he did to get the elevator to work.

And I while vandalism may be a periodic source of problems, I no longer believe it is the primary cause of the failure of this elevator. The elevator appears to simply be old and in need of a total overhaul or replacement. The failures are too intermittent, where within a single day the elevator can be working, then not working, then working, then not working in a repeating cycle.

And I really want to know what the hardhat guy did to get the elevator to work.

sincerely,
Chris Florkowski

On Friday, February 6, 2026 at 10:13:52 AM PST, Paula McCarroll <mccarrollp@samtrans.com> wrote:

Hello Chris,

Thank you for forwarding the videos. I have filed another report and included the videos so Caltrain can investigate.

I will get back to you about this.

Paula McCarroll, Customer Relations Specialist

Accessible Services

1250 San Carlos Ave San Carlos, CA 94070

Phone: 1.650.508.6335

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: C Florkowski <chrisflorkowski@yahoo.com>
Sent: Thursday, February 5, 2026 1:48 PM
To: Paula McCarroll <mccarrollp@samtrans.com>
Subject: Re: Bayshore Elevator

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hello Paula,

I do not understand how they can say that. When I called you yesterday, the southbound platform elevator door was stuck in the open position. From the second floor, the elevator would not respond.

Here is a video of my experience yesterday. <https://youtube.com/shorts/ZH0UGQkftO8?feature=share> If they have not serviced the elevator, it is not working.

I have not been by the station today. I may try to ride by there later today if time permits.

thank you,

~Chris

On Thursday, February 5, 2026 at 01:35:52 PM PST, Paula McCarroll <mccarrollp@samtrans.com> wrote:

Good afternoon,

We spoke yesterday about the Bayshore Elevator not being operational and the report you filed on 2/2/2026. Caltrain is saying the elevator was working when they tested it in the morning of 2/2/26 but you stated it was out in the afternoon as well as yesterday afternoon right?

Did you by chance use it today?

Paula McCarroll, Customer Relations Specialist

Accessible Services

1250 San Carlos Ave San Carlos, CA 94070

Phone: 1.650.508.6335

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

