



SamTrans Board of Directors

Meeting November 5, 2025

Correspondence as of October 10, 2025

Subject

1. RE: Complaint – *Staff response*
2. How can we come to the member of the board and have a meeting with the doctor's letter or with my doctor's legal team is what we're trying to find out we would like to have a meeting regarding discrimination with the reduced Fair rate it says we are ab...

From: SamTrans BOD Public Support
Sent: Tuesday, October 7, 2025 3:16 PM
To: Shereenrehan@gmail.com
Cc: Board (@samtrans.com)
Subject: RE: Complaint

To Shereen Walimia,

Thank you for contacting SamTrans. We sincerely apologize for the recent confusion surrounding electric scooters in terms of what was stated on our website and what was enforced in the field. Please rest assured that our current policies have since been clarified to SamTrans staff, and all of our operators should now be in alignment regarding the rules. In short, as stated on our website, electric scooter are allowed on our service, assuming they do not violate any of the other noted stipulations:

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.samtrans.com%2Ffrider-info%2Fbicycles&data=05%7C02%7CBoard%40samtrans.com%7C98638aa0b1034e40aa4608de05ef11f6%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638954721528989493%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIslIAiOiJXaW4zMilslkFOljoiTWFpbCIsIlldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=t4dGyAxH%2BjCp6uCo53s2G%2F6CWlqHnO3RjKuOpFE5V54%3D&reserved=0>.

Again, we apologize for the trouble you and your son had with our service. As part of our improvement process, know that your comments and concerns were forwarded to the proper parties for review. Additionally, a copy of this correspondence will be provided to our Board of Directors.

We hope you have not had any issues since, but please do not hesitate to reach out again if you have further comments or concerns.

Your SamTrans BOD Public Support Team

-----Original Message-----

From: Sheray786 <shereenrehan@gmail.com>
Sent: Thursday, October 2, 2025 4:47 PM
To: Board (@samtrans.com) <Board@samtrans.com>
Subject: Complaint

You don't often get email from shereenrehan@gmail.com. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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To Whom it may concern

Incident time and date: Thursday 2nd October, 0803am Bus route number: 120 Badge number of driver: 1097 Bus tagged number: 707

According to your stated policy, foldable scooters are permitted on board as they can be stored under the seats. However, during a recent journey, one of your drivers told my son that it would be allowed "this one time only." When he showed her the rule directly from your website, she shrugged and repeated that it would only be allowed once.

This response was both confusing and unhelpful, as it directly contradicts the published policy. It also left my son uncertain about whether he can rely on your stated rules in the future. I respectfully request clarification on this matter, and I would appreciate it if staff could be reminded of the correct policy to ensure consistency across your services.

He was also denied boarding previously due to the driver not being educated on the policy unfortunately he was not able to get the drivers number or name but is always on this route. I will do my best to get that information.

I respectfully again would like clarification on this and I cannot accept this attitude from the driver.

Regards

Shereen Walimia

From: [Shavon Latrice Butler](#)
To: [Board \(@samtrans.com\)](#)
Subject: How can we come to the member of the board and have a meeting with the doctor's letter or with my doctor's legal team is what we're trying to find out we would like to have a meeting regarding discrimination with the reduced Fair rate it says we are ab...
Date: Thursday, October 9, 2025 1:20:44 PM
Attachments: [Screenshot_20251008-134053.Moto App Launcher.png](#)
[SB TRANSPORTATION LETTER.pdf](#)
[FedEx Scan 2025-10-08 09-16-24.pdf](#)

You don't often get email from shavonlatricebutler@gmail.com. [Learn why this is important](#)

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I need to report whoever Leslie is and Diana and Tina Dubost I am a part of ready Wheels but I live in San Francisco I totally understand that this lady told us me and my doctor that only San Mateo county applies to the reduced Fair rate if you're on welfare or disability social security I was told by Megan I do not care what department she works in to turn it in the form and she will be able to approve it even though I was in San Francisco she said as long as you're a part of the original ready wills and you're not a transfer packet we can go ahead and approve it there is somebody who's purposely trying to deny me the reduced Fair rate and I'm using the services every day I'm not able to afford the 425 there and back every day I just cannot when San Mateo county is \$1.75 might I use the bus also for the doctors we understand it's not a medical transportation there is someone that is doing this to us on purpose okay a doctor writes a accommodation saying we would like for the reduced rate to be given to her you can give the doctor's letter to the mayor of the city clerk whoever is over the program okay it had a doctor's accommodation on it it wasn't just a normal application and now you're telling me there's no formal appeal or some formal hearing we can have regarding this it is a medical condition my doctor told you it is causing me stress I have hypertension I can have a stroke I can have a heart attack you have the same person calling me back with different names this is the same lady that keeps calling me over and over trying to deny something now I have to pay and go out of my way and come in there in person plus my doctor is writing something from the legal team from the doctor's office for discrimination this would definitely be discrimination we need to find a supervisor that can help approve the reduce fee for me after we have paid for my doctor's visit and use this doctor's time who wrote the accommodation we were told by Megan whether she was made a mistake or not we were told it would be approved as long as I was on welfare and a part of the normal ready Wheels I told her I was from San Francisco I do not care that this lady told the wrong information then they need to make an adjustments and since since someone told us incorrectly if someone told us incorrectly you need to honor what they said we're asking you to honor what Megan told me over the phone and told the doctor that I would be approved as long as I gave her the welfare paper social security insurance form it would be approved I needed to be approved immediately I cannot afford the normal rate how can we have a hearing I will be coming there in person to find someone else to talk to you keep calling me on the phone with some lady that is doing this on purpose she's calling with all these different names trying to deny me deny me deny me didn't put anything in writing just saying this over the phone after a doctor has written a letter

Shavon Butler

I have asked for these people not to contact me anymore regarding this situation when I have made a report against them it's the same lady calling me over and over telling me over the phone that I'm denied that there's no way to talk to anyone about this



The Americans with Disabilities Act requires healthcare providers to make reasonable accommodations, and that includes financial adjustments when needed , it's a necessary support for you to receive medical care and the reduced fee bus rate the other San Mateo county residents receive since shavon Butler is apart of the same program

Due to Shavon Butler medical condition, it is essential that she receive treatment at the reduced 'Lifeline' rate offered to San Mateo County residents. The standard rate presents a significant financial barrier to accessing this necessary healthcare."

"Due to a health condition, of Shavon Butler requires ongoing treatment. The price difference between in-county and out-of-county residents creates a financial barrier that limits their ability to access this necessary care." That creates discrimination and causing a medical and financial hardship on Shavon Butler who has hypertension and this could lead to a stroke or other compromising health condition due to stress of every day buss payment to travel

Where asking the reduced fee rate be approved for Shavon Butler

Thank you
Carbon health staff



2712 Augustine Drive, Ste 120
Santa Clara, CA 95054
Tel: 408-780-2542

Date: October 8, 2025

To Whom It May Concern:

RE: Shavon Butler (06/08/1980)

Mr. Butler is disabled and uses public transportation. She is currently under medical treatment for multiple medical conditions which requires traveling to her medical appointments. Please allow the patient to enroll in a reduced fare program for San Francisco and San Mateo.

Please feel free to contact our office if you have any further questions.

Sincerely,

[Redacted Signature]
Ngoc-Tuyen Tran, PA-C
Primary Care Physician Assistant
Carbon Health Santa Clara Square
2712 Augustine Dr #120
Phone: (408) 789-9636
Fax: (669) 215-2509
Santa Clara, CA 95054

P: 415.612.3256

F: 888.972.1912

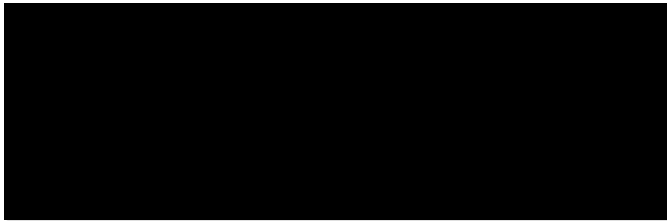
E: support@carbonhealth.com



Social Security Administration Benefit Verification Letter

Date: October 7, 2025
BNC#: 25F4892C14424
REF: A, C1, DI

201BEV7SBK177* CCM.M72.BEV7S.R251007



You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About Current Social Security Benefits

Beginning December 2024, the full monthly Social Security benefit before any deductions is \$1,159.50.

We deduct \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment is \$1,159.00.
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the third of each month.

We found that you became disabled under our rules on April 23, 2014.

Information About Past Social Security Benefits

From December 2023 to November 2024, the full monthly Social Security benefit before any deductions was \$1,131.30.

We deducted \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment was \$1,131.00.
(We must round down to the whole dollar.)

Type of Social Security Benefit Information

You are entitled to monthly disability benefits.

See Next Page

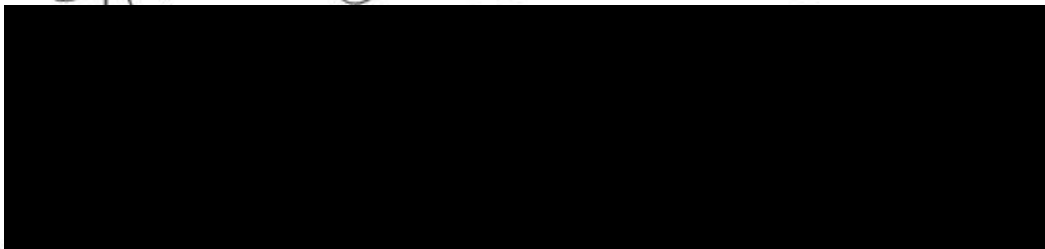
Application

Redi-Wheels / RediCoast "Lifeline" Fare Assistance Program

Name:

Sharon BUTLER

Address:



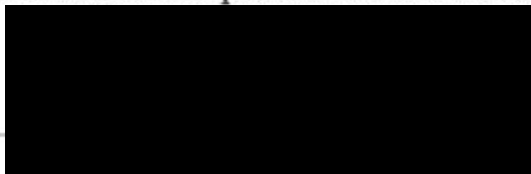
Phone:

As proof of eligibility for the fare assistance program, I have enclosed one of the following:

- ☒ A copy of a letter from Social Security indicating eligibility for Supplemental Security Income (SSI) (Letter must be dated within the last two months.)
- ☐ A copy of a letter from Medi-Cal, indicating that I receive Medi-Cal. (Letter must be dated within the last two months.)
- ☐ A copy of a currently valid Medi-Cal card.
- ☐ A recent letter from San Mateo County Department of Human Services stating that I am receiving General Assistance (GA) (dated within the last two months).
- ☐ A copy of a GA check or an SSI check. (The check must be dated within the last two months.)

I certify that all the information contained in this application is true and accurate to the best of my knowledge. I understand that if I purposefully misrepresent information contained in or attached to this application, my paratransit eligibility may be affected. I hereby authorize the Social Security Office and the San Mateo County Department of Human Services to release information to SamTrans to verify my eligibility for this program. I further certify that I will inform SamTrans and the appropriate service agency of changes in my income which may affect my eligibility for SSI, Medi-Cal or General Assistance. I understand that this information will be kept confidential and only the information required to provide the services I request will be disclosed to those who perform the services. I also understand that I must re-certify every year.

Signed



Date

10/7/2025

Please note: You must be a registered Redi-Wheels / RediCoast client and live within San Mateo County to be eligible for "lifeline" fare assistance.