



SamTrans Board of Directors

Meeting October 7, 2026

Correspondence as of October 6, 2026

Subject

1. Inquiry Regarding Systemic Paratransit Eligibility Abuse at Fair Oaks Community Center
2. FW: Inquiry Regarding Systemic Paratransit Eligibility Abuse at Fair Oaks Community Center – *Staff Response*
3. RE: The NEW buss stop at 72 North San Mateo Drive
4. RE: Subject: Code Enforcement Complaint – White Heart Clothing/Shoe Collection Bin, 162 Veterans Blvd
5. FORMAL STATEMENT OF OPPOSITION & PUBLIC COMMENT – Reimagine Dumbarton Busway and Trail Project (Spring Street Resident)

From: [chuck chapline](#)
To: [Public Comment; Board \(@samtrans.com\)](#)
Subject: Inquiry Regarding Systemic Paratransit Eligibility Abuse at Fair Oaks Community Center
Date: Thursday, October 1, 2026 4:51:24 PM

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

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Dear SamTrans Board of Directors,

I am writing to report a recurring, daily pattern of suspected paratransit fraud and intake policy violations involving the Redi-Wheels service at the Fair Oaks Community Center in Redwood City.

There is a consistent daily volume of individuals among Hispanics utilizing Redi-Wheels vehicles at this specific location who do not appear to meet any of the functional physical, cognitive, or sensory criteria established under ADA guidelines. Information from the location suggests that individuals are systematically bypassing standard functional screening assessments and are being fast-tracked for ride enrollment via administrative assistance or direct intake passes distributed internally from their Hispanics friends at this community center.

Because this points to a potential systemic failure or an internal bypass of the official screening process, I request that the SamTrans compliance or internal audit team dispatch an investigator to observe the Redi-Wheels pickups at this location and audit the origin of the paratransit enrollment applications associated with users at this community center.

Thank you for your attention to ensuring the integrity of our regional transit programs.

Because this points to a potential systemic failure or an internal bypass of the official screening process, I request that the SamTrans compliance or internal audit team dispatch an investigator to observe the Redi-Wheels pickups at this location and audit the origin of the paratransit enrollment applications associated with users at this community center.

As a taxpayer, I want to ensure that public funds are being used responsibly and that these vital resources remain available for those who genuinely meet the legal qualifications. Thank you for your attention to ensuring the integrity of our regional transit programs.

Chuck

From: [Tina Dubost](#)
To: [Board \(@samtrans.com\)](#); [April Chan](#); [David Olmeda](#)
Subject: FW: Inquiry Regarding Systemic Paratransit Eligibility Abuse at Fair Oaks Community Center
Date: Friday, October 2, 2026 9:28:14 AM
Attachments: [image001.png](#)

Dear Mr. Chapline:

Thank you for taking the time to contact SamTrans.

We will investigate your concerns.

We will confirm that Redi-Wheels riders attending this location went through the proper eligibility process. During the COVID pandemic we changed from an in-person eligibility process to a telephone interview process.

Some individuals may have hidden disabilities or variable health. Due to confidentiality rules, we will not be able to address specific individuals' eligibility.

Again, thank you for letting us know about this matter

Tina Dubost

Manager, Accessible Transit Services

Tina Dubost, Manager, Accessible Transit Services

San Mateo County Transit District

166 N. Rollins Road, Millbrae, CA 94030

Phone: 650-508-6247

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



From: Board (@samtrans.com) <Board@samtrans.com>

Sent: Friday, October 2, 2026 7:08 AM

To: April Chan <chana@samtrans.com>; David Olmeda <olmedad@samtrans.com>; Tina Dubost <dubostc@samtrans.com>

Subject: FW: Inquiry Regarding Systemic Paratransit Eligibility Abuse at Fair Oaks Community Center

Good morning and Happy Friday!

The Board received the email below regarding access to Redi-Wheels. Customer Service has

received the email as well and will be responding accordingly. Email will also be included in next week's Board correspondence packet.

Thanks,

Margaret

From: chuck chapline <chuck.chapline@gmail.com>

Sent: Thursday, October 1, 2026 4:51 PM

To: Public Comment <publiccomment@samtrans.com>; Board (@samtrans.com) <board@samtrans.com>

Subject: Inquiry Regarding Systemic Paratransit Eligibility Abuse at Fair Oaks Community Center

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qualifications. Thank you for your attention to ensuring the integrity of our regional transit programs.

Chuck

From: [henry hutchinson](#)
To: [Board \(@samtrans.com\)](#)
Subject: RE: The NEW buss stop at 72 North San Mateo Drive
Date: Friday, October 2, 2026 12:26:55 PM

[You don't often get email from tahoehtutch@hotmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Hello Board of Directors,

My name is Henry Hutchinson, I own and reside at the above address. I am at a loss for words and do not know who else I can contact in regards to the follow-up procedures at Sam Trans? Ever since the new buss stop was placed on the corner of San Mateo Drive and Tilton, I have been in communication with Alexis, Miss Bowers, Miss Peabody and Miss Chan. All of which have never followed through on what they said they would do. They were all very nice and would say the right thing but NEVER followed up? My concerns have been thoroughly documented and shared with each of the 5 employees. Instead of relisting the issues, I would greatly appreciate a call from either the board or a representative of the Planning department.

Thanking you in advance.
Henry Hutchinson

PS
Would you please confirm this email has been received.

Henry Hutchinson
San Mateo, California

From: [Public Comment](#)
To: [sam dalo](#); [Public Comment](#); [Board \(@samtrans.com\)](#); [Customer Service](#)
Subject: RE: Subject: Code Enforcement Complaint – White Heart Clothing/Shoe Collection Bin, 162 Veterans Blvd
Date: Monday, October 5, 2026 9:19:50 AM
Attachments: [image002.png](#)
[image003.png](#)

Hello.

The Whipple park and ride lies within Caltrans' ROW (blue lines shown below) according to their website.



Please contact Caltrans at <https://dot.ca.gov/contact-us>.

Thanks,

Margaret

From: sam dalo <sdalo24@gmail.com>

Sent: Friday, October 2, 2026 10:29 AM

To: Public Comment <publiccomment@samtrans.com>; Board (@samtrans.com) <Board@samtrans.com>; Customer Service <Customerservice@samtrans.com>

Subject: Fwd: Subject: Code Enforcement Complaint – White Heart Clothing/Shoe Collection Bin, 162 Veterans Blvd

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Hello,

Redwood City Code Enforcement advised me that the property associated with the White Heart clothing/shoe collection bin at **162 Veterans Blvd, Redwood City, CA 94063** is outside Redwood City's jurisdiction and specifically directed me to **SamTrans**.

The bin is a purple collection container marked **"WHITE HEART"** and **"CLOTHING & SHOES"** and displays the telephone number **650-580-3632**. Publicly available information associates that number with **White Heart Recycling / White Heart Recycling, Inc.**, a commercial clothing-recycling business.

Redwood City also stated in writing that **clothing collection bins are not permitted within the City under its zoning code**, but because this particular property is outside City jurisdiction, Redwood City will not open a Code Enforcement case or inspect the bin.

I am therefore asking SamTrans to determine whether this bin is located on property owned, controlled, leased, or managed by the San Mateo County Transit District and, if so, whether its placement was authorized.

Please confirm:

- Whether SamTrans owns, controls, leases, or manages the property where the bin is located.
- Whether **White Heart, White Heart Recycling, 650-580-3632, or any associated operator** has permission, a lease, license, permit, agreement, or other authorization to place or operate the bin there.
- Whether SamTrans has any property-use, insurance, maintenance, safety, signage, or other requirements applicable to this type of collection container.
- Whether SamTrans will inspect or review the location if the bin was placed without authorization.

If the property is actually controlled by another public agency, including **Caltrans**, please identify the responsible agency or forward this matter to the appropriate department.

I am forwarding the email thread with Redwood City Code Enforcement for context.

Thank you.

----- Forwarded message -----

From: **Code Enforcement** <codeenforcement@redwoodcity.org>

Date: Friday, October 2, 2026

Subject: Subject: Code Enforcement Complaint – White Heart Clothing/Shoe Collection Bin, 162 Veterans Blvd

To: sam dalo <sdalo24@gmail.com>

No Code Enforcement case will be opened regarding the clothing/shoe collection bin at 162 Veterans Blvd. as the property is not within our jurisdiction. Please contact Sam Trans Headquarters, located in San Carlos. Under the City's zoning code, clothing collection bins are not permitted in the City.

As the property is outside our jurisdiction, no Code Enforcement inspection will be conducted and the matter will not be referred for a separate zoning/use determination.

Thank you.

From: sam dalo <sdalo24@gmail.com>

Sent: Friday, October 2, 2026 9:52 AM

To: Code Enforcement <codeenforcement@redwoodcity.org>

Subject: Re: Subject: Code Enforcement Complaint – White Heart Clothing/Shoe Collection Bin, 162 Veterans Blvd

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Thank you for the clarification.

My request to Code Enforcement is specifically that the City determine whether the **WHITE HEART clothing/shoe collection bin at [162 Veterans Blvd](#)** complies with applicable **zoning, land-use, permitting, accessory-use, outdoor-storage, setback, screening, signage, and related requirements**.

I understand that questions concerning charitable representation or fraud may fall outside Code Enforcement's jurisdiction.

Please confirm whether a Code Enforcement case has been opened regarding the physical placement and operation of the collection bin and, if so, please provide the **case number**.

I would also appreciate confirmation as to whether an inspection will be conducted or whether the matter has been referred to Planning or another City department for a zoning/use determination.

Thank you.

On Friday, October 2, 2026, Code Enforcement <codeenforcement@redwoodcity.org> wrote:

Thank you for your email.

Please be advised that Code Enforcement's jurisdiction is limited to enforcing applicable zoning regulations and related land-use requirements.

Issues involving charitable representation, fraud, or whether an organization is operating as a nonprofit versus a for-profit entity generally fall outside the jurisdiction of Code Enforcement. Such matters may be appropriate for investigation by the District Attorney's Office and/or the California Department of Consumer Affairs or other applicable state agency, depending on the nature of the complaint.

Thank you for your understanding.

From: sam dalo <sdalo24@gmail.com>

Sent: Thursday, October 1, 2026 3:41 PM

To: Code Enforcement <codeenforcement@redwoodcity.org>

Subject: Re: Subject: Code Enforcement Complaint – White Heart Clothing/Shoe Collection Bin, 162 Veterans Blvd

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There is also an apparently unrelated nonprofit organization known as the **White Heart Foundation**, a 501(c)(3) public benefit organization whose stated mission is to support **veterans and first responders**, including through mental-health support, outdoor/eco-therapy excursions, peer support, and related programs. [White Heart Foundation](#) Because the collection bin prominently uses the name “**WHITE HEART**,” I am requesting that the City also determine whether the bin's labeling or presentation creates any issue regarding charitable representation, consumer confusion, or required disclosure of the commercial or for-profit nature of the collection activity.

On Wed, Sep 30, 2026 at 9:46 PM sam dalo <sdalo24@gmail.com> wrote:

Hello,

I am requesting that Redwood City Code Enforcement investigate a clothing and shoe collection bin located at or associated with [162 Veterans Blvd, Redwood City, CA 94063](#).

The bin is a purple collection container marked **“WHITE HEART”** and **“CLOTHING & SHOES”** and displays the telephone number [650-580-3632](#).

Publicly available business information associates the White Heart name with a commercial clothing-recycling business. I am requesting that the City determine whether this bin and the activity associated with it comply with all applicable Redwood City requirements.

Specifically, please determine:

- Whether the bin has any required **Planning, zoning, land-use, use-permit, business-license, or other City approval**.
- Whether **White Heart, White Heart Recycling, [650-580-3632](#), or any associated operator** holds the required Redwood City business license or registration for this activity.
- Whether placement and operation of this commercial clothing/shoe collection container is a permitted use at [162 Veterans Blvd](#).
- Whether the property owner, property manager, or authorized tenant approved placement of the container.
- How the City classifies this activity, including whether it constitutes a **commercial textile collection bin, recycling container, donation bin, outdoor business activity, accessory use, outdoor storage, or another land use**.
- Whether any additional permit, site approval, screening, setback, signage, maintenance, or operational requirements apply to this type of container.
- Whether the labeling and operation of the container comply with applicable City requirements.

I am attaching photographs showing the bin, its **WHITE HEART** markings, and the telephone number [650-580-3632](#).

Please inspect the location and provide me with the **Code Enforcement case number** assigned to this complaint and the results of the inspection when available.

Thank you.



From: [Tatiana](#)
To: [Dumbarton](#)
Cc: [Public Comment](#)
Subject: FORMAL STATEMENT OF OPPOSITION & PUBLIC COMMENT – Reimagine Dumbarton Busway and Trail Project (Spring Street Resident)
Date: Tuesday, October 6, 2026 12:56:46 AM
Attachments: [Letter - Busway Dumbarton Project Concern \[10-6-2026\].pdf](#)

You don't often get email from guillent89@gmail.com. [Learn why this is important](#)

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Dear SamTrans Project Team,

Please find attached formal statement of opposition and public comment regarding the Reimagine Dumbarton Busway and Trail Project.

As a long-time resident directly impacted by this proposed corridor, I request that this letter be entered into the official public record for the Reimagine Dumbarton feasibility study.

Thank you for your time, attention, and consideration of these critical concerns.

Sincerely,

Lucero Guillen
3536 Spring Street
Redwood City, CA 94063
Email: guillent89@gmail.com

Lucero Guillen
3536 Spring Street
Redwood City, CA 94063
Guillent89@gmail.com

October 5, 2026

To: SamTrans Reimagine Dumbarton Project

Subject: FORMAL STATEMENT OF OPPOSITION & PUBLIC COMMENT - Reimagine Dumbarton Busway and Trail Project (Spring Street Resident)

Dear SamTrans Project Team,

I am writing to place on official record my absolute opposition to the Reimagine Dumbarton Busway and Trail Project. As a homeowner since 2001 and a resident at 3536 Spring Street which is directly behind the corridor project, I am deeply concerned about this project and the negative impacts it will inflict on our residential area, safety, and overall quality of life.

I am concerned about public street and traffic delays resulting from this project, as it will intersect multiple public roadways. Below I have listed a few concerns SamTrans must take into consideration:

1. Total Opposition and Permanent Loss of Quietness

I am entirely opposed to turning this corridor into a high-frequency busway and public trail running steps from my back fence. The introduction of heavy transit use will permanently destroy our residential peace and quiet.

2. Privacy and Noise (During and After Construction)

Construction Disruptions: The heavy machinery, intense vibrations, and extended noise levels during construction will take place feet from my home, causing severe disruption and potential structural vulnerability to adjacent properties and trees in the area.

Post-Construction Invasion of Privacy: A continuous public trail and a busway running roughly 8 buses per hour will create a constant line-of-sight directly into private backyards and windows, stripping away all sense of personal privacy.

3. Safety, Security, and Crime Concerns

Placing a public multi-use trail and frequent transit corridor immediately against residential property lines creates a severe security risk.

- Will SamTrans and the City install surveillance cameras, security monitoring, and secure, high-grade concrete walls to protect homes from trespassing, property crimes, burglary/invasion risks, and constant noise?
- How will loitering, vandalism, and illegal access from the trail into private yards be actively prevented and policed?

4. Trees, Vegetation, and Environmental Impacts (CEQA)

Loss of Canopy: What will happen to the existing mature trees, established greenery, and vegetation along the corridor? Will they be completely bulldozed, and if so, what aesthetic and ecological replacements will be completed?

Rigor of Environmental Review: Will this project be subject to a full, transparent California Environmental Quality Act (CEQA) review? Will comprehensive biological reports (protecting local wildlife and habitats) and cultural resource reports be conducted and published for public comment? Furthermore, given that the corridor is built on a historic former freight rail line, what historical preservation protocols apply to the track and right-of-way?

5. Ongoing Maintenance and Liability

Once constructed, who will be legally and financially responsible for the day-to-day maintenance, trash clearance, weed abatement, and security enforcement of the busway and trail? Past experience shows that linear public paths frequently suffer from neglect, illegal dumping, and transient encampments unless aggressive, funded maintenance plans are legally locked in. How will SamTrans guarantee that Spring Street homeowners do not inherit a safety and maintenance nightmare?

Conclusion:

Because the negative impacts on privacy, security, noise, and property integrity are too severe, I oppose this project in its current form and urge SamTrans to abandon the proposal for this alignment. At a minimum, SamTrans must provide direct, transparent, and binding answers to these grave security and environmental concerns.

I request that this letter be entered into the official public record for the Reimagine Dumbarton feasibility study.

Sincerely,

Lucero Guillen

Lucero Guillen
Resident, 3536 Spring Street, Redwood City