

SAMTRANS
CORRESPONDENCE
as of 7-22-2022

ATTENTION:

SAMTRANS PARATRANSIT OFFICES
501 PICO BOULEVARD
SAN CARLOS, CA 94070

SAMTRANS BOARD OF DIRECTORS
1250 SAN CARLOS AVENUE
PO BOX 3006
SAN CARLOS, CA 94070-1306

ACTING ADA COORDINATOR
TINA DUBOST
DUBOSTC@SAMTRANS.COM

July 13, 2022

To Whom It May Concern:

My name is Bev Macay, Client #: 1036240. I have been a Redi-Wheels passenger since year 2010. During the COVID pandemic of 2020, my physical health had deteriorated greatly and as a result I am currently in a wheelchair. On the other hand, my mental health and dementia have improved tremendously. I am just recently more aware of the very poor behavior and lack of courtesy many Redi-Wheels drivers present.

This is a testimony of elder abuse by a Redi-Wheels driver named **MAURICIO**. I boarded on shuttle #201 on July 12, 2022 at 3:05 pm. Pick-up location address: 75 South El Camino Real, San Mateo, CALIF. As Mauricio was fastening my seat belts and wheelchair restraints, he was banging the metal buckles on my ankles. Though I am wheelchair bound, I am not paralyzed, and I do have normal feeling in my legs. Mauricio was hurting me. I made him aware of the matter and he shouted directly in my face: **"WHAT DO YOU WANT ME TO DO ABOUT IT??!!"** This was startling; nonetheless, I yelled back at him: **"DON'T YELL AT ME, BE NICE!!"**

Once we reached my destination and I was dropped off, I noticed that Mauricio left the seat belt pad on my lap (see photo attached to this letter). I am returning this equipment to the SamTrans Paratransit Offices by United States Postal Services. I hope to receive a credit for the postage I paid. But more importantly, I hope that Mauricio is made aware that his behavior is inappropriate. It is scary to imagine what Mauricio's behavior might be like to a person who might not be able to defend themselves such as I have.

In addition to the reports sent to SamTrans offices, I am reporting this incident to the American Disability Act.

Very Concerned,



Bev Macay
Client #: 1036240
1000 Continentals Way #104
Belmont, CA. 94002
650-276-9195

07/19/22 AM 9:49 EXEC

07/19/22 AM 9:49 EXEC





Dev Macay
1000 Continentals Way #104
Belmont, CA 94002

SAN FRANCISCO CA 940

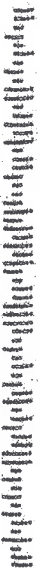
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Sam Tramm Board of Directors
1250 San Carlos, AVE.
P.O. Box 3006
San Carlos, CA 94070-1306

94070-130606



From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Cc: [Seamans, Dora](#)
Subject: FW: Copy of Letter from Bev Macay to ST Board
Date: Tuesday, July 19, 2022 11:33:00 AM

From: Dubost, Tina <dubostc@samtrans.com>
Sent: Tuesday, July 19, 2022 11:30 AM
To: Brook, Jean <BrookJ@samtrans.com>
Subject: RE: Copy of Letter from Bev Macay to ST Board

Hi Jean:

I sent an initial response to Ms. Macay on 7/14/2022 to let her know that we received her email and that we will investigate and get back to her. I also spoke to her this morning.

Thanks
Tina Dubost
Manager, Accessible Transit Services
Office: 650-508-6247

(Email sent to Ms. Macay 7/14/2022)

Dear Ms. Macay:
I'm sorry to hear about the problems that you have had with Redi-Wheels. We will investigate and we will take appropriate action.

Thank you for taking the time to let us know about these issues so that we can take action to improve the service.

Tina Dubost
SamTrans Accessible Transit Services
Office: 650-508-6247



July 19, 2022

2022 BOARD OF DIRECTORS

PETER RATTO, CHAIR
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JEFF GEE
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CARTER MAU
ACTING GENERAL MANAGER, CEO

Beverly Macay
1000 Continentals Way #104
Belmont, CA 94002

Dear Ms. Macay:

Thank you for taking the time to send me a letter regarding your experience using Redi-Wheels and to talk to me today about your concerns. I'm sorry to hear about your complaints.

We reviewed the telephone recordings for your conversation with the reservationist and dispatcher. We also reviewed the video and interviewed the driver that you mentioned. We will take appropriate action and will provide additional training to the staff as needed.

Thank you for sending back the belt. I have enclosed Redi-Wheels tickets to reimburse you for the postage.

Thank you for taking the time to write to us and thank you for riding Redi-Wheels. If you have further comments or concerns, please call the SamTrans Customer Service Center at 1-800-660-4287.

Sincerely,

A handwritten signature in black ink, appearing to read "Tina Dubost".

Tina Dubost
Manager, Accessible Transit Services

Enclosure