



**MONTEREY-SALINAS TRANSIT DISTRICT  
BOARD OPERATIONS PERFORMANCE COMMITTEE  
MEETING AGENDA AND NOTICE**

**Date:** November 13, 2023  
**Time:** 9:00 AM Pacific Time (US and Canada)  
**Location:** In-Person and Zoom Conference

**MST Operations Performance Committee Participation:**

The Board Operations Performance Committee in-person meeting will be held on November 13, 2023, at 9:00 a.m. at 19 Upper Ragsdale Drive, Suite 100.

**Public Participation:**

Public participation for the Regular Board Meeting is available in-person at 19 Upper Ragsdale Drive, Suite 100, as well as virtually via Zoom, telephone, and email. To participate virtually, click

<https://us06web.zoom.us/j/84500836234?pwd=aFQ0YUdj3Y0eW94WmtRZ1Myc0Vldz09> and enter the following:

Meeting ID: 845 0083 6234 and Passcode: 652252.

To attend by telephone, dial (669) 900-6833 same Meeting ID: 845 0083 6234 and Passcode: 652252.

*Public comments may be made either in person, via Zoom, or via email. Warning to public speakers: MST is committed to civility and is mindful of its responsibility to protect the work environment. To assure civility in its public meetings, the public is encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. Failure to engage in respectful dialog will forfeit the speaker's right to participate in Public Comment. Members of the public may attend the Committee Meeting in person and request to speak to the Committee when the Chair calls for public comment. Persons who wish to make public comment on an agenda item are encouraged to submit comments in writing by email to MST at [clerk@mst.org](mailto:clerk@mst.org) by 3:00 pm on Friday, November 10, 2023; those comments will be distributed to the MST Board of Directors before the meeting. Written comments may be emailed to [clerk@mst.com](mailto:clerk@mst.com), and should include the subject line: "Public Comment Item # (insert the agenda item number relevant to your comment)."*

**Accessibility, Language Assistance, Public Comments – MST Board & Committee Agendas, Public Hearings, Pre-bids, Other Public Meetings**

Agendas and materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet are available for public inspection at the Monterey-Salinas Transit Administration Building at 19 Upper Ragsdale Dr., Suite 200, Monterey, CA, 93940 during normal business hours. Agendas and other informational materials related to this meeting may be requested within 72 hours of the meeting date.

Upon request, Monterey-Salinas Transit will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting at the address below.

Public comments may be submitted for any item on the agenda by contacting MST:

**Mail:** MST, Attn: Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940

**Website:** <https://mst.org/contact-us/> • **Email:** [clerk@mst.org](mailto:clerk@mst.org) • **Phone:** (888) 678-2871

**TTY/TDD:** 831-393-8111 • 711 Relay



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito /  
Libreng tulong para sa wika

**Group: Board Operations Performance Committee (BOPC)**

<b>Directors:</b>	Mary Ann Carbone (Chair)	City of Sand City
	Joe Amelio (Vice-Chair)	City of Pacific Grove
	Mike LeBarre	City of King
	Jeff Baron	City of Carmel-by-the-Sea
	Liesbeth Visscher	City of Marina
	Tony Barrera	City of Salinas
<b>Staff:</b>	Carl Sedoryk	General Manager/CEO
	Lisa Rheinheimer	Assistant General Manager
	Kelly Halcon	Director of HR and Risk Management
	Norman Tuitavuki	Chief Operating Officer
	Michael Kohlman	Chief Information Officer
	Michelle Overmeyer	Director of Planning and Innovation

*The BOPC Committee provides policy direction to the MST Board and monitors performance in areas of Transit, ADA Paratransit and Mobility Management Service Design/Service Delivery, Capital Investment Requirements, Capital Projects, Transit Facilities/Customer Amenities, Asset Management, Labor Relations, and Safety/Security.*

**1. CALL TO ORDER**

**2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA**

*Members of the public may address the Committee on any matter related to the jurisdiction of MST but not on the agenda. There is a time limit of not more than three minutes for each speaker. The public is encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. **Failure to engage in respectful dialog will result in speakers being muted or required to leave.** The Committee will not take action or respond immediately to any public comments presented, but may choose to follow-up at a later time, either individually, through staff, or on a subsequent agenda.*

**3. CONSENT AGENDA**

- 3-1. Approve Minutes of the Board Operations Performance / BOPC Committee on September 11, 2023. (Jeanette Alegar-Rocha) (Page 5)
- 3-2. Receive MST RIDES No Show Memorandum. (Kevin Allshouse) (Page 9)

#### 4. ACTION ITEMS

- 4-1. Review September Monthly Report. (Refer to MST Board Agenda Item 7-1) (Carl Sedoryk)
- 4-2. Receive Progress Update on the MST SURF! Busway and Bus Rapid Transit Project and Provide Direction. (Lisa Rheinheimer) (Refer to MST Board of Directors Agenda Item 6-2)
- 4-3. Update on MST Capital Improvement Program (CIP) - (Lisa Rheinheimer/Vince Dang) (Refer to MST Board of Directors Agenda Item 3-10)

#### 5. CLOSED SESSION

*As permitted by Government Code §54957 et seq. of the State of California, the Board of Directors may adjourn to Closed Session to consider specific matters dealing with personnel and/or pending possible litigation and/or conferring with the Board's Meyers-Milias-Brown Act representative.*

None.

#### 6. ADJOURN

**NEXT SCHEDULED MEETING DATE: February 12, 2024**

**9:00 a.m.**

*\*Dates, times and **teleconference** information are subject to change.*

*Please contact MST for accurate meeting date, times and **teleconference** information or check online at <http://mst.org/about-mst/board-of-directors/board-meetings/>*

**Board Operations Performance Committee (BOPC)**  
**Draft Meeting Minutes**  
September 11, 2023  
9:00 a.m.

<b>Present:</b>	Mary Ann Carbone (Chair)	City of Sand City
	Joe Amelio (Vice Chair)	City of Pacific Grove
	Jeff Baron	City of Carmel-by the Sea
	Liesbeth Visscher	City of Marina
	Tony Barrera	City of Salinas
<b>Absent:</b>	Mike LeBarre	City of King
<b>Counsel:</b>	Michael D. Laredo	General Counsel, De Lay & Laredo
<b>Staff:</b>	Carl Sedoryk	General Manager/CEO
	Lisa Rheinheimer	Assistant General Manager
	Norman Tuitavuki	Chief Operating Officer
	Kelly Halcon	Director of HR and Risk Management
	Michael Kohlman	Chief Information Officer
	Michelle Overmeyer	Director of Planning and Innovation
	Jeanette Alegar-Rocha	Clerk to the Board
	Andrea Williams	Finance Manager
	Cristy Sugabo	Mobility Manager
	David Bielsker	Transit Scheduler
	Elena Grigorichina	Operations Specialist
	Emma Patel	Planning Manager
	Deanna Smith	Civil Rights Officer
	Ezequiel Rebollar	IT Technician
	Jacob Huggins	IT Specialist
	Jacqueline Munoz	Customer Service Representative
	Ikuyo Yoneda-Lopez	Marketing & Communications Manager
	Marzette Henderson	Transportation Manager
	Matthew Deal	Grants Analyst
	Natalie Flores	Assistant Planner
	Pamela Aquino	C/S Representative
	Paul Lopez	Facilities Manager
	Scott Taylor	IT Manager
	Steven Bruno	Purchasing Agent
	Ursulla Scardina	Marketing Assistant
<b>Public:</b>	None	

**1. CALL TO ORDER**

**Board Operations Performance Committee Chair, Mary Ann Carbone called the meeting of the Committee to order at 9:02 a.m. Roll was taken and a quorum was established.**

**2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA**

**There were no public comments.**

**Board member Barrera arrived at 9:04 a.m.**

**3. CONSENT AGENDA**

**3-1. Approve Minutes of the Board Operations Performance / BOPC Committee on June 12, 2023. (Jeanette Alegar-Rocha) (Page 5)**

**There were no public comments on the Consent Agenda.**

**On a motion by Director Amelio, seconded by Director Visscher and carried by the following vote, which was conducted by roll call, the Committee approved the Minutes of the Board Operations Performance Committee of June 12, 2023:**

**AYES: 5 Amelio, Baron, Barrera, Carbone, and Visscher**  
**NOES: 0**  
**ABSENT: 1 LeBarre**  
**ABSTAIN: 0**

**4. ACTION ITEMS**

**4-1. Review of Operations Performance. (Refer to MST Board Agenda Item 7-1) (Carl Sedoryk)**

**A review of the Operations Performance was provided to the Committee by Carl Sedoryk, General Manager/CEO.**

**There were no public comments.**

**4-2. Receive Updates on SURF! Project. (Lisa Rheinheimer)**

**Assistant General Manager, Lisa Rheinheimer provided an update on the SURF! project with a recap of the successful outcome of the SURF! Transit Fair and Family Fun Day event, the SURF! Slido survey and overall project status to date.**

**Director Amelio asked if Ms. Rheinheimer would present the SURF! Project to the Pacific Grove City Council.**

**There were no public comments.**

4-3. Receive Measure Q Programs Update. (Cristy Sugabo)

**Mobility Manager, Cristy Sugabo provided an update on Measure Q programs informing the Committee of the eligibility, participants, training, volunteer opportunities, and outreach.**

**There were no public comments.**

4-5. Receive Update on Coach Operator Recruitment. (Kelly Halcon)


**Director of Human Resources and Risk Management, Kelly Halcon provided an update on Coach Operator Recruitment and referenced the Open Positions chart on page 239 of the new MST Monthly Report for July 2023.**


**5. CLOSED SESSION**

**None.**

**6. ADJOURN**

**There being no further business, Chair Carbone adjourned the meeting at 10:01 a.m.**

Prepared by:   
Jeanette Alegar-Rocha  
Deputy Secretary/Clerk to the Board

Reviewed by:   
Carl G. Sedoryk  
General Manager/CEO

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Date: September 21, 2023  
To: Carl Sedoryk, Chief Executive Officer/General Manager  
From: Kevin Allshouse, Contract Services Manager  
Subject: Clarification of Revenue Hours for MV Transportation

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This memorandum clarifies MV Transportation’s vehicle revenue hours (VRH) – which are authorized and approved hours for services that MV bills to MST. In the September 2023 Board Operations Committee Meeting, Chair Carbone asked if MV was paid for no-shows.

No-shows are scheduled RIDES paratransit trips that are not completed for several reasons including, but not limited to the following:

- A RIDES passenger no longer needs their scheduled trip but fails to notify MST in advance of their assigned vehicle arriving
- A RIDES passenger does not board their assigned vehicle within 5 minutes of their assigned vehicle arriving

MST’s contract with MV Transportation outlines what constitutes a VRH for the purpose of monthly reimbursement. A VRH, “occurs only when a passenger is being transported to his or her destination and extends only for five minutes if the passenger is not ready for pick-up,” (RPF #22-01, section 1.16.1.1). MST does not pay for deadhead hours, so initial travel time from the contractor’s office, facility, or driver’s break location to the first passenger’s pick-up location are not reimbursed.

Paratransit is a shared ride service, so if MV has a RIDES passenger on board that is going to pick up an additional passenger that is a no-show, the vehicle revenue hours for that trip would be reimbursed since there was a passenger on board. On the other hand, if an operator is traveling to a pick-up with no passengers on board, and that trip ends up as a no-show, travel time would not be reimbursed because there was no passenger on board.

No-shows are common in the paratransit industry because paratransit clients often have disabling conditions, causing many clients to no-show because they don’t feel well enough to travel. The contract between MST and MV recognizes this fact and provides MST with a framework to reimburse for VRH only when a passenger is on board.

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