

START Board Regular Meeting

I. Zoom Information

- A. <https://us02web.zoom.us/j/87612860428?pwd=U3NjMjJwOEpDekEzWTYzSXN4VTRUQT09>
Webinar ID: 876 1286 0428 / Passcode: 83001

II. OPENING (3:30-3:35)

- A. Call to Order
- B. Roll Call
- C. Approval of Minutes:
 - 1. July 27, 2023 Regular Meeting Minutes

III. PUBLIC COMMENT – any items not on today’s agenda. (3:35-3:40)

- A. This section is reserved for comments on items that are not otherwise included in this agenda. Public comment is limited to 3 minutes. As a general practice, the Board will not hold discussion or debate these items. Nor will they make decisions on items presented during this time, but rather refer to staff for follow-up. If you would like to speak to the Board during the meeting, please address them during this open public comment, when public comment is called on a specific agenda item, or send an email to info@startbus.com

IV. CONSENT AGENDA (3:40-3:45)

V. DISCUSSION ITEMS AND/OR ACTION ITEMS (3:45-4:45)

- A. DISCUSSION:
 - 1. START Bus July 2023 Financial Report – Bruce Abel
 - 2. START Bus July 2023 Ridership Report – Bruce Abel
 - 3. START On-Demand
 - i. East Jackson Ridership July 2023 - Bruce Abel
 - 4. Proterra Update – Bruce Abel
 - 5. Build Grant Update
 - i. TSP (Transit Signal Priority)
 - 6. Airport Service Update – Bruce Abel
 - 7. START JPA Update
 - 8. Fall/Winter Service Levels Updates (September 24 – November 23, 2023 and November 24, 2023 – April 14, 2024) – Jason Pitts
 - 9. Technology Update – Bruce Abel
 - 10. Bus Buy Update – Bruce Abel

Mission: We transport people.

START safely provides the greater Jackson Hole community with convenient transportation that is affordable, service oriented and environmentally friendly, improving the quality of life in the region.

i. MCI (October/November Delivery)

VI. MATTERS FROM THE BOARD (4:45)

- A. Town Liaison Report – Arne Jorgensen
- B. County Liaison Report – Wes Gardner
- C. Teton Valley Liaison Report – Doug Self
- D. Star Valley Liaison Report - Vacant
- E. Committee Reports
- F. Matters from Board Members

VII. EXECUTIVE SESSION

VIII. ADJOURNMENT

IX. TIME AND PLACE FOR NEXT MEETING

- A. Thursday, September 28, 2023, 3:30-5:30PM, Hybrid - County Chambers/Zoom

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START safely provides the greater Jackson Hole community with convenient transportation that is affordable, service oriented and environmentally friendly, improving the quality of life in the region.

START Board Regular Monthly Meeting Minutes

July 27, 2023

3:30 PM – 5:30 PM

Hybrid – Teton County Commissioners Chambers & Zoom

I. **OPENING (3:30-3:35)**

A. Call to Order: Vice-Chair, LizAnn Eisen, called the Board Meeting to order at 3:40 pm on Thursday, July 27, 2023

B. Roll Call

START Board: Ty Hoath – In-person (Chair), LizAnn Eisen – In-person (Vice-Chair & Treasurer), Meghan Quinn – Virtual (Secretary), Anna Kerr – Virtual, Benjamin Goldberg – Virtual, Cate Watsabaugh – In-person, Jared Smith – In-person.

Liaisons: Arne Jorgensen – Absent (Town of Jackson Liaison), Wes Gardner – In-person (Teton County Liaison), Doug Self – Virtual (Teton Valley, ID Liaison)

Staff: Lea Colasuonno – In-person (START Attorney), Bruce Abel – In-person (START Director), Jason Pitts – In-person (START Ops Manager), Ann McClure – In-person (START Admin), Hanna Sjoberg Bonar – In-person (START Service Planning, Marketing & Grants Coordinator),

Other: Julien Hass- Virtual (Public)

C. Approval of Minutes:

- Motion made by Jared Smith, seconded by Meghan Quinn, to approve the June 22, 2023 Regular Meeting Minutes. Meeting Minutes are adopted as written. START Board agrees unanimously. Motion carries.

II. **PUBLIC COMMENT – any items not on today's agenda. (3:35-3:40)**

This section is reserved for comments on items that are not otherwise included in this agenda. Public comment is limited to 3 minutes. As a general practice, the Board will not hold discussion or debate these items. Nor will they make decisions on items presented during this time, but rather refer to staff for follow-up. If you would like to speak to the Board during the meeting, please address them during this open public comment, when public comment is called on a specific agenda item, or send an email to info@startbus.com

III. **CONSENT AGENDA (3:40-3:45)**

IV. **DISCUSSION ITEMS AND/OR ACTION ITEMS (3:45-4:45)**

A. DISCUSSION:

1. START Bus June 2023 Financial Report – Bruce Abel
 - i. We will come in well under budget due to inability to meet service levels we had budgeted.
 - ii. There will be additional expenses recorded to FY23 as invoices are still coming in.
2. START Bus June 2023 Ridership Report – Bruce Abel
 - i. There is a new summary table. It provides information on current YTD compared to last year same period, which is information previously provided verbally.
 - ii. Overall ridership through first 6 months up 12.9%.

- iii. Town Shuttle up 31% from last year. Very positive since in Spring we ran 20 minute frequency instead of 15 minute because of staffing shortfalls.
 - iv. Teton Village is down slightly, attributed to Winter service challenges in Village.
 - 1. Teton Village Spring ridership is up from Spring ridership last year, but first 6 months is down
 - v. Teton Valley ridership is up 18.5%. Per budget we are enhancing commuter service.
 - vi. Ty Hoath asked about changing schedule for summer or winter. Abel confirmed nothing indicates we will exceed capacity
3. START On-Demand
- i. East Jackson Ridership June 2023
 - 1. About 60% are picked up within 10 minutes, 75% within in 15. Performing well relative to on-demand service parameters and indicators
 - 2. Jared Smith asked about people cancelling because frustrated. Bruce Abel— we don't have a measure of that. We track cancellations, but not reasons.
 - 3. Cate Watsabaugh asked if No Show counts are higher than in the past. Bruce— in relation to the number of rides it is not high. Would need to check history.
 - 4. There is not a penalty for No Show. Merits conversation.
 - 5. Will monitor service during winter. Reallocated South Park budget to EJ.
 - ii. South Park Ridership June 2023
 - 1. Ended June 30. 1.9 passengers/hour vs goal of 3.0 p/h
 - 2. Cancelled as result of budget reductions by County
 - 3. Hoping to reinstate for next budget year
 - 4. Last SP report. Provided for context.
4. Airport Service Update
- i. We continue to work with our partners with an eye toward pilot starting mid-December and running through mid-April and closing of ski mountain.
 - ii. Working on routing, fares, and marketing. Will report more later.
 - iii. Ty asked about the ability to provide airport service on top of regular service since there was pressure last winter. Bruce—We should. Last year there were not enough operable vehicles and low staff. This year is in better shape for both.
5. START JPA Update
- i. The amended and restated JPA was approved unanimously by the JIM.
 - ii. Next step is review by State Attorney General
 - iii. Looking for final approval in August
6. Winter Service Levels Update (September 24 – November 24, 2023) – Bruce Abel / Jason Pitts
- i. Finished draft of timetables for winter. Ready to socialize to Teton Village and Jackson Hole Mountain Resort
 - ii. Local will improve from 60 mins to 40 mins. Express 40 mins all day long, 20 mins during peak hours, and through Stilson on all trips based on ski traffic. South will continue 90 mins. Anticipate 4th commuter to both valleys.
 - iii. Jason Pitts—staffing, bringing in new drivers on Nov 6 and returning drivers on Nov 13. Estimated number is 25 drivers, last year had 5. We have 16 offers out to qualified drivers.
 - iv. Scheduled recruiting trip to Alaska to visit 4 transit departments, build relationship with hope of exchanging drivers regularly.
 - v. Starting salary is \$25.20 and end of season bonus. This year have ability to provide salary range based on experience. Bonus is tied to performance.
 - vi. Ty –Business leaders have been asking him if they need to provide alternative transportation for employees. How can we communicate with partners? –Bruce—We tried to be candid about challenges last year. This year we are in better shape with

vehicles and staff. It is our goal to not contract out any services this year. He is available to visit the mountain to discuss.

- vii. Jared Smith—Teton Transportation Coalition Steering Committee meeting – TVA's NoLo Grant START supported was successful. TVA acquiring 4 new all electric buses for next winter.

7. Marketing and Outreach Update – Bruce Abel/ Hanna Sjoberg Bonar

- i. Cate Watsabaugh introduced marketing plan document. Way to gather thoughts for future.
- ii. Proposed idea of RFP to get help with the marketing ideas. Suggested goal of having information to release in September.
- iii. Hanna reviewed Marketing Plan (in packet documents). Invited Board Members to contribute ideas and items.
- iv. Planning Commuter Survey for public to provide feedback for hopeful Winter expansion.
- v. Board Members are invited to attend town lunch on Aug 31 and End Of Season Event (TBD)
- vi. Marketing & Outreach Committee make-up: Meghan Quinn left and Jared Smith joined

8. House in Order Update (WYDOT, etc)

- i. Finished update of Transit Asset Management Plan, federally required program. Provided information to WYDOT in time for them to report to FTA.
- ii. In January obtained State template of Safety Plan. Have customized to START.
- iii. Continuing work to come into full compliance.

9. Technology Update

- i. Held kick-off meeting with Masabi, new vendor for electronic fare system.
- ii. Anticipate Equans and Masabi representatives to visit week of Aug 21.
 - 1. Equans will install technology on 11 new Gilligs
 - 2. Masabi will survey fleet to create instillation plan for electronic fare collection
- iii. Fare collection plan: Met with Mountain Resort about integrating their RFID employee IDs with our system. Additional methods: Visual confirmation, people will show personal mobile device to driver; Smart Card allow people and companies to load card which will decline in balance as used, option to automatically refresh balance.
- iv. Will also have ability to introduce "fare capping". If someone can't afford a monthly pass they can purchase individual tickets and charges will stop when they reach the cost of a pass.
- v. Goal to have phase 1 ready for ski season. It sounds like a simple process, but can be difficult to implement.
- vi. LizAnn asked what is keeping him up at night? Bruce—1) had hoped to engage a fare consultant to review fare structure, wasn't able. We are going to implement fare structure as it exists. Can change later on. Met with Town Manager about small change to fare structure. It is a very detailed and IT focused process. 2) Staffing and housing for winter
- vii. New technology has bilingual abilities. There will be fare boxes for non-technology people.
- viii. Confirmed no integration between START app and Transit app.
 - 1. Marketing plan includes education about apps

10. Quarterly KPIs (Safety, etc)

- i. Have introduced Key Performance Indicators for On-Time Performance, Preventable Accidents, and Passenger Complaints
 - 1. Preventable Accident doesn't mean it is the driver's fault. It means a professional driver did not do all they should have done to avoid the accident.
 - 2. On-Time Performance and Reliability are very important elements in the transit industry

3. These indicators will help us see how we are doing and establish a definition of success
4. 6 months of data allows us to start addressing weak points.
5. Driver Deb S has 92% OTP. It fun observing her pride in this accomplishment.
6. Proposing goal of 80% OTP
7. Will introduce more KPIs as we proceed
8. Jared asked about how customers can provide feedback. Jason—emails or phone calls. Contact information is on website. Discussion of wording on website- only complaints or compliments as well?
9. Cate asked how can we clone Deb's on-time success? Jason—Deb leaves on time. Gives herself a buffer. If you leave late you are chasing your tail and bringing stress. "Leave on time, Stay on time."
10. Ty-How do we set drivers up for success? Bruce—1) As we've discussed, 1st year has been triage, adjusting schedules. 2) Receipt of new, reliable vehicles. Tools to do the job.
11. Representatives from the Lexington recently asked for a bus stop change. It is not a matter of adding bus stop, it is an issue of changing route and network. This year we are making adjustments to Teton Village Express. Staff does not anticipate recommending changing the network this winter to incorporate a route to include the Lexington given they have On-Demand and their own shuttles. But we would endorse reviewing the entire network for next winter.

11. Safety Plan

- i. We are customizing WYDOT's safety template. We have developed an internal safety committee. We are identifying issues so we can address them. Committee members are drivers and management. We've also invited school district transportation to participate.
- ii. Stroller Policy
 1. Necessary because of conflicts with parents. Adopting policy from larger transit departments. Fold the stroller, secure it, and hold the infant in their lap. Will meet with Town Legal Staff to review. Will post bilingual stickers on the bus.
 - a. Ty-Asked about luggage and skis. Bruce—there are a number of factors. Airport pilot will use MCI with luggage bays. ADA space cannot be used for storage.
 - b. Jared —Concerned about people losing sight of luggage on airport service. Bruce—it is common in airport shuttles. We will monitor people's reactions, and survey.
- iii. Unruly Passenger update
 1. June saw an increase in people not acting in accordance with Rider Rules- verbally abusing drivers, public intoxication. Have worked with Legal Staff to address issue. With help of Jackson Police Department we located the most concerning customer and delivered a notification of trespass. We have not see that rider since. Working with drivers on coaching and how to de-escalate situations.
 - a. Ty asked about partner/contract service. Lea – Rider Rules apply to START owned vehicles. START On-Demand is a contract, so would not apply. Rider Rules are also geared toward a large, communal space. We can adjust rules if the Board wants. Rider Rules are an administrative process. The police process of trespassing can be used by anyone, anywhere: buses, bars, etc.
 - b. START On-Demand is supposed to report incidents
 - c. Drivers were notified by pulling images of rider from bus videos

12. Bus Buy Update

- i. MCI (October Delivery)

1. Delivery kept changing, now starting last week of October. Still trying to improve.
 - ii. Idaho Grants
 1. Two grants were in jeopardy of expiring before new buses are delivered. Was able to get grants amended to extend date.
13. START Bike Sale Update
- i. START Bike program suspended because technology platform no longer supported. Put bikes up for bid. Received 1 bid from RTC Transport in Las Vegas for \$75/bike. We will recommend accepting to Town Council.
 - ii. Charlotte Frei has been looking at potential next generation bike programs.
14. Appointment of Liaisons by Town of Jackson
- i. Formality, Town Council reappointed Arne Jorgensen to continue as our liaison.
15. Last minute additions
- i. START Board members must attend fiduciary training from the State
 - ii. START was nominated as Agency of the Year by WYDOT. Voting will be by WYTRANS members. Winners announced in October.

V. MATTERS FROM THE BOARD (4:45)

- A. Town Liaison Report – Arne Jorgensen: not present
- B. County Liaison Report – Wes Gardner
 1. County & Town Funding. Town suggested change of split from 54/46 to [inaudible]. County could not afford at this time and requested revisiting for next budget cycle.
 2. New committee formed to review issues and find best way forward for community.
 3. There are 10 joint departments, including START
- C. Teton Valley Liaison Report – Doug Self: not present
- D. Star Valley Liaison Report - Vacant
- E. Committee Reports
 1. Marketing & Outreach budget: \$44,000 in advertising; \$24,000 in printing
- F. Matters from Board Members: none

VI. EXECUTIVE SESSION

- VII. ADJOURNMENT** Motion to adjourn made by LizAnn Eisen, seconded by Jared Smith to adjourn Board Regular Meeting. START Board agrees unanimously. Motion carries. Meeting adjourned at 5:06 p.m.

Ann McClure
START Administrative Assistant (Minutes Editor)

The undersigned duly qualified and acting secretary of the Southern Teton Area Rapid Transit Board certifies that the foregoing is a true and correct copy of the minutes approved at a legally convened meeting of the Southern Teton Area Rapid Transit Board.

Meghan Quinn, Secretary

Date

Town of Jackson, Wyoming
START Bus System

Monthly Financial Report

for the month of

7/31/2023

month

1

8.333%

	Period Actual	Period Budget (div by 12)	Period Variance	YTD Actual	YTD Budget	YTD Variance	%	Total Budget	Budget remaining	%
Revenues:										
Intergovernmental	\$ 113,652.33	\$ 1,250,746.17	\$ (1,137,093.84)	\$ 113,652.33	\$ 1,250,746.17	\$ (1,137,093.84)	9.087%	\$ 15,008,954.00	\$ 14,895,301.67	0.757%
Charges for Service	22,380.31	\$ 188,040.92	\$ (165,660.61)	26,320.16	\$ 188,040.92	\$ (161,720.76)	13.997%	\$ 2,256,491.00	\$ 2,230,170.84	1.166%
Miscellaneous	1643	\$ 2,250.00	\$ (607.00)	2,464.50	\$ 2,250.00	\$ 214.50	109.533%	\$ 27,000.00	\$ 24,535.50	9.128%
subtotal	\$ 137,675.64	\$ 1,441,037.08	\$ (1,303,361.44)	\$ 142,436.99	\$ 1,441,037.08	\$ (1,298,600.09)	9.884%	\$ 17,292,445.00	\$ 17,150,008.01	0.824%
transfers in	96814.92	\$ 250,894.67	\$ (154,079.75)	193,629.84	\$ 250,894.67	\$ (57,264.83)	77.176%	\$ 3,010,736.00	\$ 2,817,106.16	6.431%
Total	\$ 234,490.56	\$ 1,691,931.75	\$ (1,457,441.19)	\$ 336,066.83	\$ 1,691,931.75	\$ (1,355,864.92)	19.863%	\$ 20,303,181.00	\$ 19,967,114.17	1.655%
									-	
Expenditures									-	
									-	
Administration	\$ 145,307.97	\$ 169,165.58	\$ (23,857.61)	\$ 184,819.77	\$ 169,165.58	\$ 15,654.19	109.254%	\$ 2,029,987.00	\$ 1,845,167.23	9.104%
Operations	516,359.09	\$ 631,538.00	\$ (115,178.91)	654,609.58	\$ 631,538.00	\$ 23,071.58	103.653%	7,578,456.00	6,923,846.42	8.638%
subtotal	\$ 661,667.06	\$ 800,703.58	\$ (139,036.52)	\$ 839,429.35	\$ 800,703.58	\$ 38,725.77	104.836%	\$ 9,608,443.00	\$ 8,769,013.65	8.736%
Capital outlay	\$ 14,572.47	\$ 891,228.25	\$ (876,655.78)	\$ 14,572.47	\$ 891,228.25	\$ (876,655.78)	1.635%	\$ 10,694,739.00	\$ 10,680,166.53	0.136%
Subtotal (cume)	\$ 676,239.53	\$ 1,691,931.83	\$ (1,015,692.30)	\$ 854,001.82	\$ 1,691,931.83	\$ (837,930.01)	50.475%	\$ 20,303,182.00	\$ 19,626,942.47	4.206%
Transfers out	\$ 10,929.00	\$ 11,329.33	\$ (400.33)	\$ 10,929.00	\$ 11,329.33	\$ (400.33)	96.466%	\$ 135,952.00	\$ 125,023.00	8.039%
Total (cume)	\$ 687,168.53	\$ 1,703,261.17	\$ (1,016,092.64)	\$ 864,930.82	\$ 1,703,261.17	\$ 838,330.35	50.781%	\$ 20,439,134.00	\$ 19,574,203.18	4.232%
Net Revenue over Expenditures	\$ (452,677.97)	\$ (11,329.42)	\$ (441,348.55)	\$ (528,863.99)	\$ (11,329.42)	\$ (2,194,195.27)	4668.060%	\$ (135,953.00)	\$ 392,910.99	389.005%

START Ridership

START Board Meeting: August 24, 2023

2018	Town Shuttle	Teton Village	Star Valley	Teton Valley		ADA	Monthly Total
Jan	44,040	105,454	3,331	3,535	-	481	156,841
Feb	38,376	96,617	2,865	3,052	-	498	141,408
March	38,047	95,498	2,804	3,058	-	554	139,961
April	27,458	17,489	2,275	2,412	-	446	50,080
May	34,639	5,769	2,671	2,962	-	422	46,463
June	48,549	17,599	2,815	2,547	-	436	71,946
July	57,755	23,520	2,766	2,364	-	438	86,843
August	54,731	22,074	2,715	2,497	-	386	82,403
September	45,062	16,760	2,286	2,445	-	392	66,945
October	34,965	5,246	2,828	2,859	-	358	46,256
November	28,285	13,054	2,710	2,568		389	47,006
December	37,453	92,007	2,608	3,082		434	135,584
Totals 2018	489,360	511,087	32,674	33,381	-	5,234	1,071,736

2019	Town Shuttle	Teton Village	Star Valley	Teton Valley		ADA	Monthly Total	'19 vs. '18	
Jan	41,778	111,186	3,283	3,646	-	464	160,357	3,516	2%
Feb	36,655	106,701	2,827	2,240	-	415	148,838	7,430	5%
March	38,437	100,310	2,780	2,739	-	485	144,751	4,790	3%
April	27,974	19,896	2,623	2,921	-	542	53,956	3,876	8%
May	34,349	6,478	2,343	3,340	-	437	46,947	484	1%
June	45,211	16,765	2,285	2,682	-	518	67,461	(4,485)	-6%
July	49,498	23,259	3,597	3,225	-	407	79,986	(6,857)	-8%
August	45,687	28,611	2,679	2,837	-	389	80,203	(2,200)	-3%
September	50,287	25,540	2,559	3,623	-	406	82,415	15,470	23%
October	47,307	8,445	2,455	3,312	-	368	61,887	15,631	34%
November	35,185	7,392	3,523	3,449		430	49,979	2,973	6%
December	36,299	79,128	2,731	3,243		525	121,926	(13,658)	-10%
Totals 2019	488,667	533,711	33,685	37,257	-	5,386	1,098,706	26,970	3%

2020	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	Monthly Total	'20 vs. '19	
Jan	41,063	102,344	3,442	3,827	-	567	151,243	(9,114)	-6%
Feb	38,950	107,867	2,874	3,290	-	558	153,539	4,701	3%
March	27,258	52,602	2,269	2,162	-	350	84,641	(60,110)	-42%
April	7,457	289	991	653	-	205	9,595	(44,361)	-82%
May	9,411	510	932	813	-	253	11,919	(35,028)	-75%
June	12,345	2,276	1,426	1,250	-	301	17,598	(49,863)	-74%
July	13,710	4,973	1,580	1,466	-	340	22,069	(57,917)	-72%
August	13,533	5,830	1,592	1,578	-	303	22,836	(57,367)	-72%
September	13,597	4,788	1,675	1,648	-	253	21,961	(60,454)	-73%
October	12,913	2,901	1,642	1,632	-	299	19,387	(42,500)	-69%
November	9,688	4,308	1,642	1,407	132	328	17,505	(32,474)	-65%
December	12,131	37,900	1,930	1,476	3,522	316	57,275	(64,651)	-53%
Totals 2020	212,056	326,588	21,995	21,202	3,654	4,073	589,568	(509,138)	-46%

2021	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Total	'21 vs. '20	
Jan	12,762	45,208	2,024	1,800	4,809	331	-	66,934	(84,309)	-56%
Feb	12,433	39,954	1,930	1,754	4,218	357	-	60,646	(92,893)	-61%
March	14,873	38,736	2,242	2,087	4,012	428	-	62,378	(22,263)	-26%
April	12,151	10,124	1,990	1,628	2,292	438	-	28,623	19,028	198%
May	14,762	3,800	1,699	1,745	2,880	482	-	25,368	13,449	113%
June	17,143	9,446	2,100	1,827	3,734	550	-	34,800	17,202	98%
July	18,696	9,868	1,995	1,541	3,940	536	-	36,576	14,507	66%
August	21,372	6,753	2,109	1,633	3,495	528	-	35,890	13,054	57%
September	17,661	7,969	1,773	1,893	3,266	481	-	33,043	11,082	50%
October	15,599	4,733	1,926	1,866	2,853	470	-	27,447	8,060	42%
November	12,866	6,437	1,685	1,343	1,717	448	197	24,693	7,188	41%
December	18,836	49,156	2,508	1,989	-	519	7,025	80,033	22,758	40%
Totals 2021	189,154	232,184	23,981	21,106	37,216	5,568	7,222	516,431	(73,137)	-12%

START Ridership

START Board Meeting: August 24, 2023

2022	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Total	'22 vs. '21	
Jan	19,554	62,593	2,370	2,104	-	458	9,983	97,062	30,128	45%
Feb	19,479	59,372	2,048	2,011	-	490	10,204	93,604	32,958	54%
March	21,887	58,905	2,360	1,983	-	566	9,800	95,501	33,123	53%
April	18,327	13,026	2,262	1,781	-	461	5,064	40,921	12,298	43%
May	22,372	4,748	1,995	1,871	-	539	5,094	36,619	11,251	44%
June	27,176	14,083	2,308	2,097	-	493	5,353	51,510	16,710	48%
July	29,195	18,147	2,150	2,116	-	534	7,193	59,335	22,759	62%
August	27,634	17,827	2,377	2,434	-	515	7,604	58,391	22,501	63%
September	25,600	13,410	2,038	2,418	-	422	7,184	51,072	18,029	55%
October	21,545	7,168	1,677	1,890	-	507	5,799	38,586	11,139	41%
November	18,712	9,972	2,181	2,194	-	501	5,513	39,073	14,380	58%
December	27,581	49,580	2,580	2,353	-	563	13,769	96,426	16,393	20%
Totals 2022	279,062	328,831	26,346	25,252	-	6,049	92,560	758,100	241,669	47%

2023	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Total	'23 vs. '22	
Jan	32,229	57,980	2,295	2,446	-	550	16,670	112,170	15,108	16%
Feb	27,699	52,442	2,206	2,203	-	461	15,463	100,474	6,870	7%
March	29,905	49,763	2,710	2,524	-	489	15,183	100,574	5,073	5%
April	20,609	13,018	1,963	2,035	-	474	7,338	45,437	4,516	11%
May	24,642	8,844	2,203	2,409	-	470	7,135	45,703	9,084	25%
June	33,304	17,151	2,150	2,408	-	452	9,140	64,605	13,095	25%
July	35,532	19,425	1,756	2,221	-	462	10,188	69,584	10,249	17%
August								-	(58,391)	-100%
September								-	(51,072)	-100%
October								-	(38,586)	-100%
November								-	(39,073)	-100%
December								-	(96,426)	-100%
Totals 2023	203,920	218,623	15,283	16,246	-	3,358	81,117	538,547	442,121	459%

START On-Demand Ridership by Zone Area:

		East Jackson	South Town	SOD Total by Month
2022	December	13,499	270	13,769
	% of SOD total	98.04%	1.96%	
2023	January	16,108	562	16,670
	% of SOD total	96.63%	3.37%	
2023	February	14,996	467	15,463
	% of SOD total	96.98%	3.02%	
2023	March	14,640	543	15,183
	% of SOD total	96.42%	3.58%	
2023	April	6,838	500	7,338
	% of SOD total	93.19%	6.81%	
2023	May	6,595	540	7,135
	% of SOD total	92.43%	7.57%	
2023	June	8,693	447	9,140
	% of SOD total	95.11%	4.89%	
2023	July	10,188		10,188
	% of SOD total	100.00%		

Summary Tables:**Monthly Total - July Data ONLY:**

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Annual Total:
2018	57,755	23,520	2,766	2,364	-	438	-	86,843
2019	49,498	23,259	3,597	3,225	-	407	-	79,986
2020	13,710	4,973	1,580	1,466	-	340	-	22,069
2021	18,696	9,868	1,995	1,541	3,940	536	-	36,576
2022	29,195	18,147	2,150	2,116	-	534	7,193	59,335
2023	35,532	19,425	1,756	2,221	-	462	10,188	69,584

Monthly Comparisons for Each Service Type - June Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Variance:
2018 - 2019	(8,257)	(261)	831	861	-	(31)	-	(6,857)
	-14.30% ▼	-1.11% ▼	30.04% ▲	36.42% ▲	0.00% ▲	-7.08% ▼	0.00% ▲	-7.90% ▼
2019 - 2020	(35,788)	(18,286)	(2,017)	(1,759)	-	(67)	-	(57,917)
	-72.30% ▼	-78.62% ▼	-56.07% ▼	-54.54% ▼	0.00% ▲	-16.46% ▼	0.00% ▲	-72.41% ▼
2020 - 2021	8,926	4,895	415	75	3,940	196	-	14,507
	65.11% ▲	98.43% ▲	26.27% ▲	5.12% ▲	0.00% ▲	57.65% ▲	0.00% ▲	65.73% ▲
2021 - 2022	6,559	8,279	155	575	(3,940)	(2)	7,193	22,759
	35.08% ▲	83.90% ▲	7.77% ▲	37.31% ▲	0.00% ▲	-0.37% ▼	0.00% ▲	62.22% ▲
2022 - 2023	6,337	1,278	(394)	105	-	(72)	2,995	10,249
	17.83% ▲	6.58% ▲	-22.44% ▼	4.73% ▲	0.00% ▲	-15.58% ▼	29.40% ▲	14.73% ▲

YTD Totals for January through July Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	YTD Total:
2018	288,864	361,946	19,527	19,930	-	3,275	-	693,542
2019	273,902	384,595	19,738	20,793	-	3,268	-	702,296
2020	150,194	270,861	13,514	13,461	-	2,574	-	450,604
2021	102,820	157,136	13,980	12,382	25,885	3,122	-	315,325
2022	157,990	230,874	15,493	13,963	-	3,541	52,691	474,552
2023	203,920	218,623	15,283	16,246	-	3,358	81,117	538,547

YTD Comparisons for Each Service Type: January through July Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Annual Variance:
2018 - 2019	(14,962)	22,649	211	863	-	(7)	-	8,754
	-5.18% ▼	6.26% ▲	1.08% ▲	4.33% ▲	-	-0.21% ▼	-	1.26% ▲
2019 - 2020	(123,708)	(113,734)	(6,224)	(7,332)	Add to TS	(694)	-	(251,692)
	-45.17% ▼	-29.57% ▼	-31.53% ▼	-35.26% ▼		-21.24% ▼	-	-35.84% ▼
2020 - 2021	(21,489)	(113,725)	466	(1,079)	Add to TS	548	-	(135,279)
	-14.31% ▼	-41.99% ▼	3.45% ▲	-8.02% ▼		21.29% ▲	-	-30.02% ▼
2021 - 2022	29,285	73,738	1,513	1,581	-	419	52,691	159,227
	22.75% ▲	46.93% ▲	10.82% ▲	12.77% ▲	-	13.42% ▲	100.00% ▲	50.50% ▲
2022 - 2023	45,930	(12,251)	(210)	2,283	-	(183)	28,426	63,995
	29.07% ▲	-5.31% ▼	-1.36% ▼	16.35% ▲	-	-5.17% ▼	53.95% ▲	13.49% ▲

Commuter Services - Average Boardings:

May-21				
Teton Valley		AM		PM
May	TV1	9		14
	TV2	13		18
	TV3	19		7
Star Valley		AM		PM
May	SV1	8		16
	SV2	18		19
	SV3	15		5
Jun-21				
Teton Valley		AM		PM
June	TV1	10		14
	TV2	15		20
	TV3	17		8
Star Valley		AM		PM
June	SV1	7		22
	SV2	23		22
	SV3	18		4
Jul-21				
Teton Valley		AM		PM
July	TV1	9		11
	TV2	13		17
	TV3	14		7
Star Valley		AM		PM
July	SV1	7		22
	SV2	22		18
	SV3	17		4
Aug-21				
Teton Valley		AM		PM
August	TV1	8		13
	TV2	14		20
	TV3	14		6
Star Valley		AM		PM
August	SV1	8		22
	SV2	23		19
	SV3	17		6
Sep-21				
Teton Valley		AM		PM
September	TV1	9		15
	TV2	16		20
	TV3	19		8
Star Valley		AM		PM
September	SV1	8		20
	SV2	20		16
	SV3	13		3
Oct-21				
Teton Valley		AM		PM
October	TV1	9		18
	TV2	11		19
	TV3	24		8
Star Valley		AM		PM
October	SV1	11		21
	SV2	24		18
	SV3	13		5

Date:	Teton Valley Commuter Monthly Avg.	
2018	2,781.75	12 Months
2019	3,104.75	12 Months
2020	1,766.83	12 months
2021	1,758.83	12 months
2022	2,104.33	12 month
2023	2,320.86	7 month
Date:	Star Valley Commuter Monthly Avg.	
2018	2,722.83	12 Months
2019	2,807.08	12 Months
2020	1,832.92	12 months
2021	1,998.42	12 months
2022	2,195.50	12 month
2023	2,183.29	7 month

Nov-21			
Teton Valley		AM	PM
November	TV1	7	15
	TV2	11	16
	TV3	19	4
Star Valley		AM	PM
November	SV1	10	20
	SV2	23	19
	SV3	16	5
Dec-21			
Teton Valley		AM	PM
December	TV1	7	18
	TV2	15	17
	TV3	22	10
Star Valley		AM	PM
December	SV1	13	23
	SV2	28	23
	SV3	16	6
January 2022			
Teton Valley		AM	PM
January	TV1	8	27
	TV2	16	20
	TV3	22	7
Star Valley		AM	PM
January	SV1	14	24
	SV2	29	26
	SV3	14	6
February 2022			
Teton Valley		AM	PM
February	TV1	10	20
	TV2	16	24
	TV3	25	9
Star Valley		AM	PM
February	SV1	13	22
	SV2	27	25
	SV3	14	4
March 2022			
Teton Valley		AM	PM
March	TV1	9	21
	TV2	17	24
	TV3	24	6
Star Valley		AM	PM
March	SV1	16	25
	SV2	30	28
	SV3	17	7

April 2022				
Teton Valley		AM	PM	
April	TV1A	8	18	
	TV1B	2	0	
	TV2	14	17	
	TV3	20	7	
Star Valley		AM	PM	
April	SV1A	13	21	
	SV1B	0	0	
	SV2	28	24	
	SV3	16	6	
May 2022				
Teton Valley		AM	PM	
May	TV1A	11	18	
	TV1B	1	0	
	TV2	13	16	
	TV3	19	7	
Star Valley		AM	PM	
May	SV1A	11	17	
	SV1B	2	4	
	SV2	23	19	
	SV3	11	6	
June 2022				
Teton Valley		AM	PM	
June	TV1A	10	17	
	TV1B	3	1	
	TV2	15	23	
	TV3	20	7	
Star Valley		AM	PM	
June	SV1A	13	19	
	SV1B	1	0	
	SV2	27	25	
	SV3	12	7	
July 2022				
Teton Valley		AM	PM	
July	TV1A	11	21	
	TV1B	7	0	
	TV2	22	24	
	TV3	19	9	
Star Valley		AM	PM	
July	SV1A	13	21	
	SV1B	2	0	
	SV2	31	27	
	SV3	14	8	
August 2022				
Teton Valley		AM	PM	
August	TV1A	12	21	
	TV1B	7	0	
	TV2	18	24	
	TV3	19	9	
Star Valley		AM	PM	
August	SV1A	11	22	
	SV1B	3	0	
	SV2	28	26	
	SV3	13	6	

September 2022				
Teton Valley		AM	PM	
September	TV1A	12	25	
	TV1B	4	0	
	TV2	15	21	
	TV3	24	10	
Star Valley		AM	PM	
September	SV1A	13	19	
	SV1B	5	1	
	SV2	22	22	
	SV3	11	6	
October 2022				
Teton Valley		AM	PM	
October	TV1A	12	23	
	TV2	25	19	
	TV3	25	11	
Star Valley		AM	PM	
October	SV1A	12	22	
	SV2	25	22	
	SV3	24	9	
November 2022				
Teton Valley		AM	PM	
November	TV1	11	22	
	TV2	23	30	
	TV3	26	6	
Star Valley		AM	PM	
November	SV1	10	24	
	SV2	28	24	
	SV3	15	5	
December 2022				
Teton Valley		AM	PM	
December	TV1	10	24	
	TV2	24	27	
	TV3	24	9	
Star Valley		AM	PM	
December	SV1	16	28	
	SV2	30	26	
	SV3	16	8	

January 2023			
Teton Valley		AM	PM
January	TV1	14	28
	TV2	23	27
	TV3	30	12
Star Valley		AM	PM
January	SV1	15	27
	SV2	30	29
	SV3	16	4
February 2023			
Teton Valley		AM	PM
February	TV1	13	27
	TV2	20	23
	TV3	32	10
Star Valley		AM	PM
February	SV1	14	27
	SV2	30	25
	SV3	17	5
March 2023			
Teton Valley		AM	PM
March	TV1	10	24
	TV2	21	23
	TV3	29	7
Star Valley		AM	PM
March	SV1	13	24
	SV2	33	26
	SV3	16	7
April 2023			
Teton Valley		AM	PM
April	TV1	10	25
	TV2	26	20
	TV3	18	7
Star Valley		AM	PM
April	SV1	9	23
	SV2	22	18
	SV3	19	7
May 2023			
Teton Valley		AM	PM
May	TV1	11	23
	TV2	26	20
	TV3	17	7
Star Valley		AM	PM
May	SV1	9	22
	SV2	20	18
	SV3	21	8
June 2023			
Teton Valley		AM	PM
June	TV1	14	27
	TV2	28	25
	TV3	18	7
Star Valley		AM	PM
June	SV1	10	21
	SV2	19	19
	SV3	20	18

July 2023				
Teton Valley		AM	PM	
July	TV1	13	24	
	TV2	23	21	
	TV3	16	8	
Star Valley		AM	PM	
July	SV1	10	19	
	SV2	17	16	
	SV3	15	7	



East Jackson Ridership Report

July 2023

Rides : 10,188 / 177,520

Passengers (unlinked passenger trips): 14,278 / 254,526

Vehicle revenue hours: 1,571 / 26,616

Total vehicle hours: 1,792 / 29,166

Vehicle revenue miles: 13,811 / 236,086

Total vehicle miles: 15,326 / 249,903

Passenger miles: 14,386 / 218,159

Unique rider accounts (month to date / year): 1,163 / 5,236

Passengers per revenue hour: 9.1 / 9.6

Percent of rides shared: 44%

Average wait time: 10 minutes

Average ride time: 6 minutes

Average experience rating: 4.9 out of 5

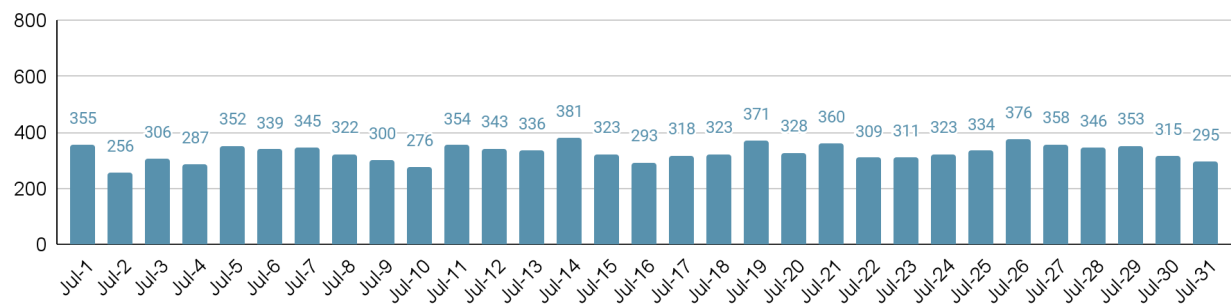
Wheelchair rides: 10

No shows: 372

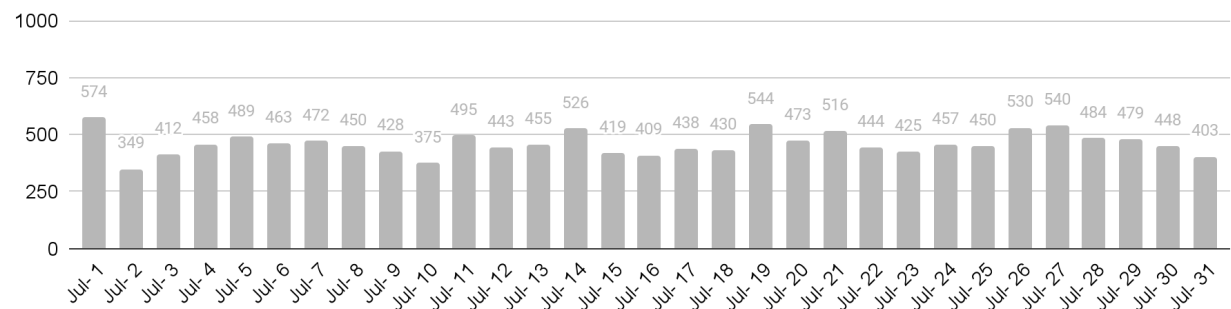
Percent of rides more than 5 min late to pickup: 7%

(month to date / all time)

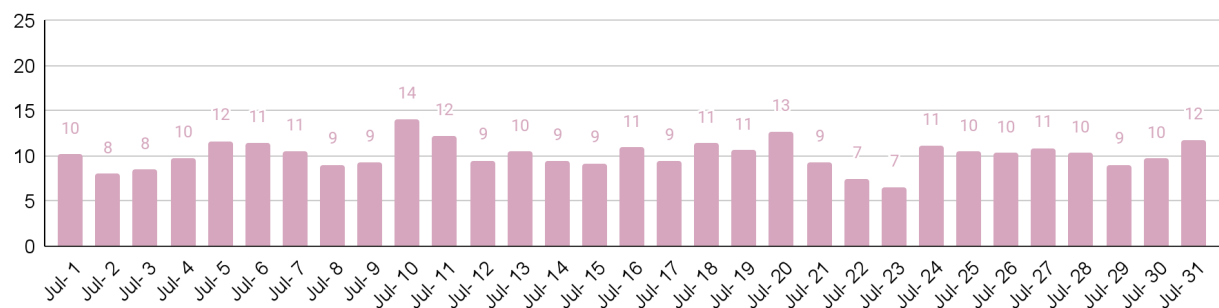
Rides



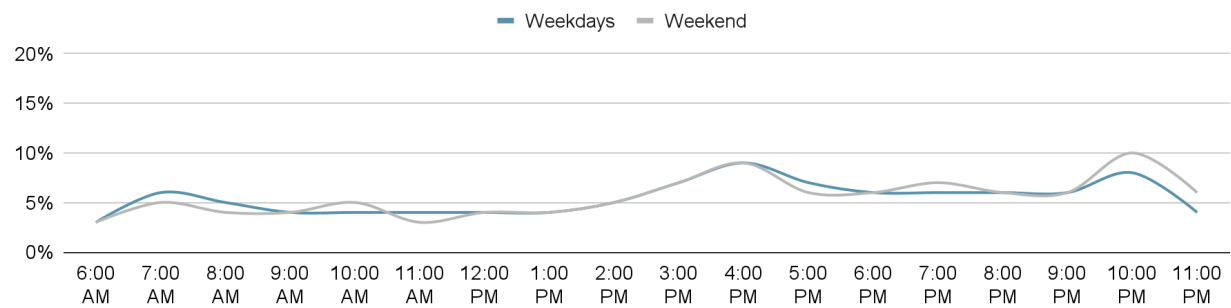
Passengers



Average Wait time



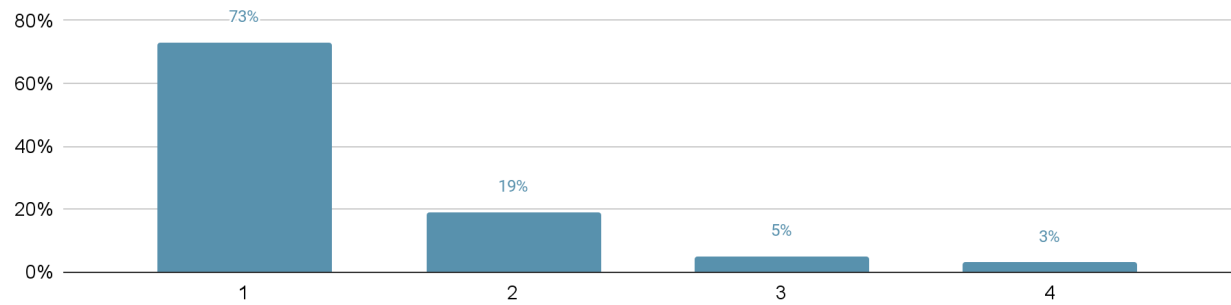
Demand by Hour



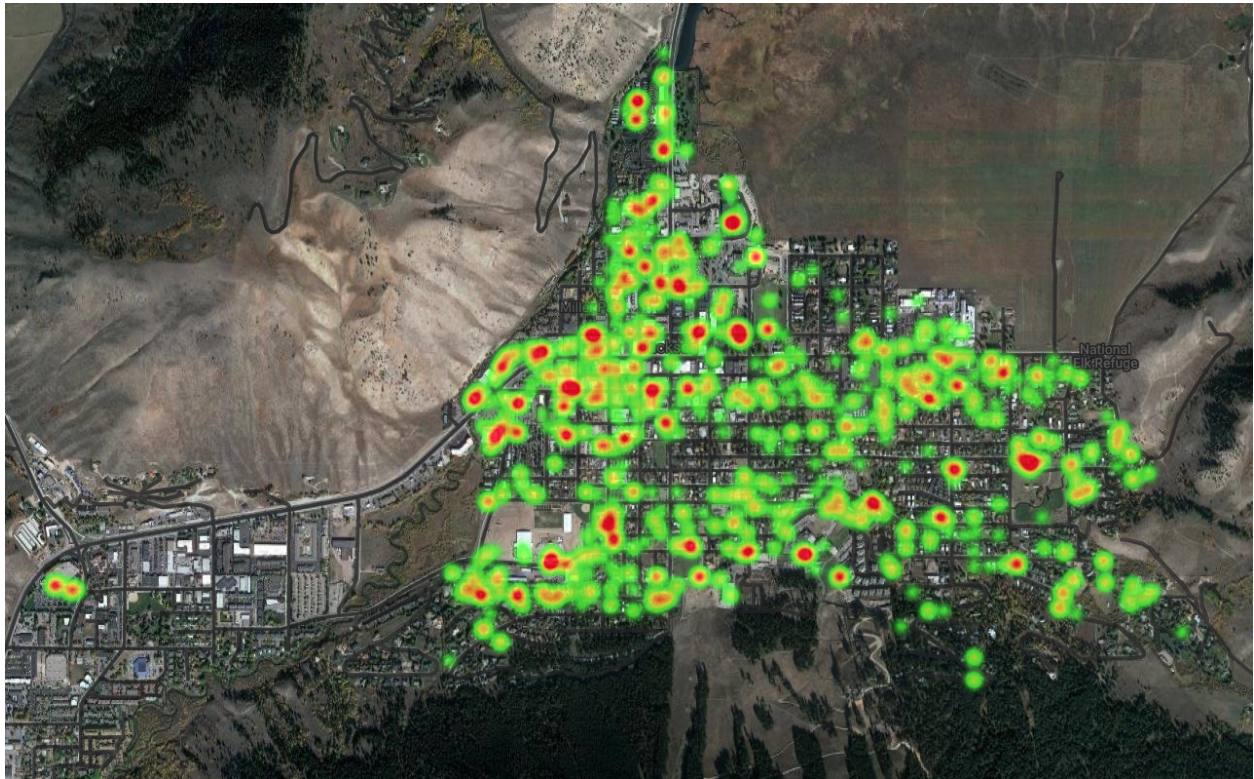
Wait Time Distribution

- 0 - 5 min: 28%
- 5 - 10 min: 32%
- 10 - 15 min: 19%
- 15 - 20 min: 10%
- 20 - 25 min: 5%
- 25 - 30 min: 3%
- 30+ min: 3%

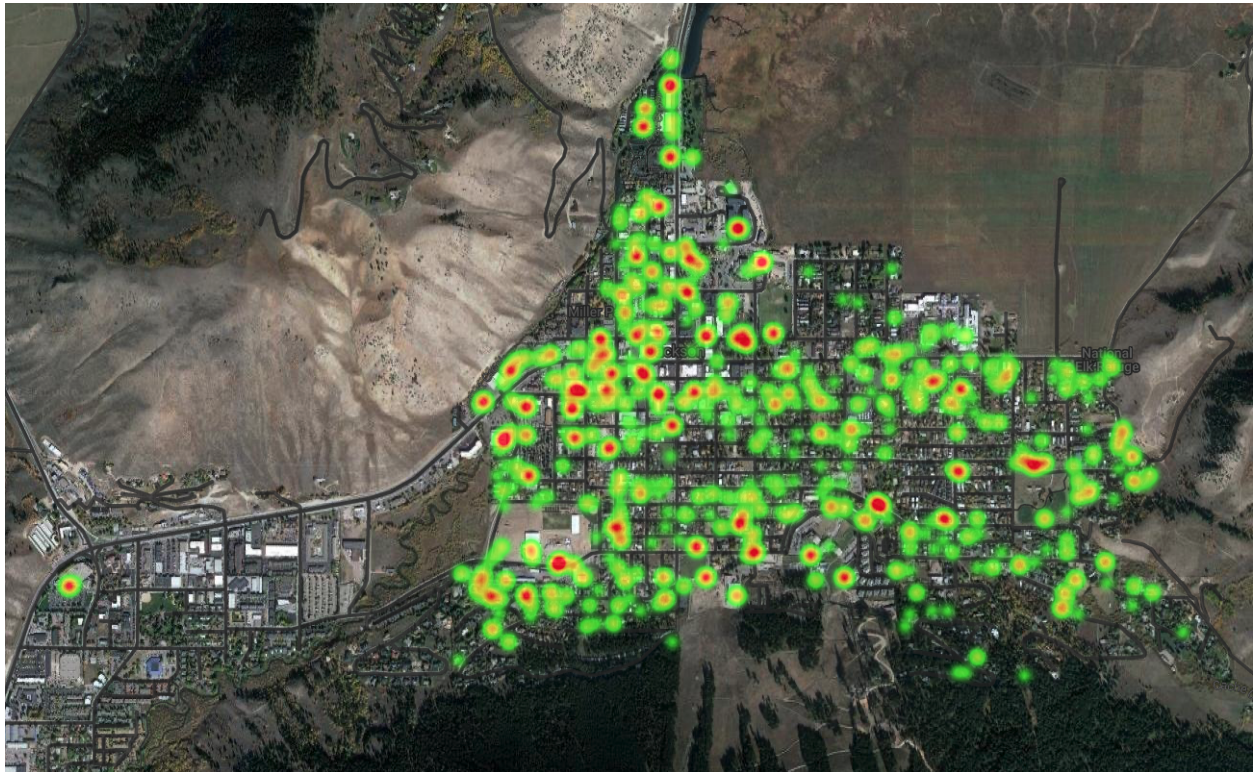
Passenger Distribution



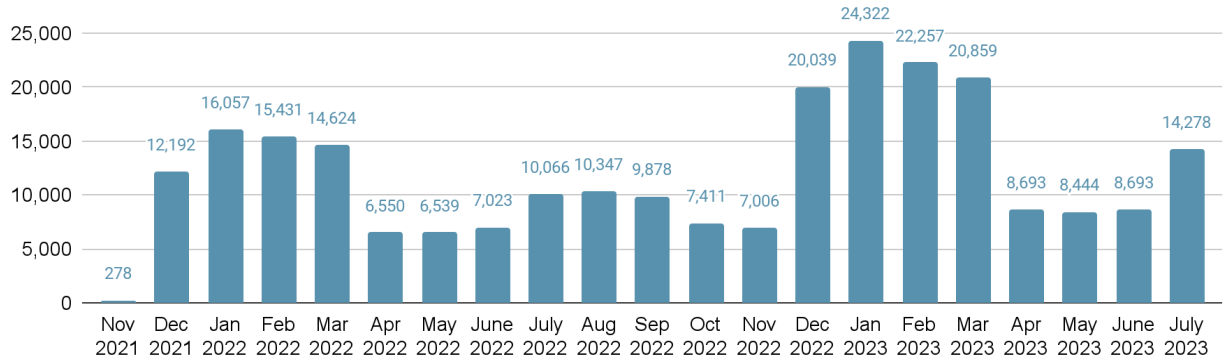
Pickups Heat Map



Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour

