

START Board Regular Meeting

September 28, 2023

3:30 p.m. - 5:30 p.m.

Hybrid - Teton County Commissioners Chambers & Zoom

I. Zoom Information

- A. <https://us02web.zoom.us/j/87612860428?pwd=U3NjMjJwOEplDekEzWTYzSXN4VTRUQT09>
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. ACTION
 - 1. Update of ADA Program
 - 2. FY2024 Budget Amendment - Airport Pilot Service
 - 3. Board Approval of IGA with Jackson Hole Airport for the povision of START shuttle bus pilot servic
- B. DISCUSSION
 - 1. START Bus July & August 2023 Financial Report -- Bruce Abel
 - 2. START Bus July & August 2023 Ridership Report -- Bruce Abel
 - 3. START On-Demand
 - i. East Jackson Ridership July 2023 -- Bruce Abel
 - ii. East Jackson Ridership August 2023 -- Bruce Abel
 - 4. Proterra Update -- Bruce Abel
 - 5. Build Grant Update
 - i. TSP (Transit Signal Priority)
 - 6. START JPA 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.

7. Fall/Winter Service Levels Updates (September 24-November 23, 2023 and November 24, 2023 - April 14, 2024) -- Jason Pitts
8. Bus Buy Update -- Bruce Abel
 - i. MCI (September/October Delivery)
9. Technology Update -- Bruce Abel
10. Compliance Update (a.k.a., Getting Our House In Order) -- Bruce Abel
 - i. Idaho Transportation Department State Management Review (10/19/23) -- Bruce Abel
 - ii. Wyoming Transportation Department State Management Review (11/02/23) -- Bruce Abel
11. Marketing and Outreach Update -- Hanna Sjoberg Bonar
12. RFP for Contracted Winter Service -- Bruce Abel
13. RFP for Professional Services Related to Bus Purchase -- Bruce Abel
14. Terms for Three Board Members Are Expiring
 - i. Deadline to apply is October 8, 2023 at 5 p.m.
15. Upcoming Travel -- Bruce Abel
 - i. WYDOT/WYTRANS Conference 10/2-10/5
 - ii. APTA Conference 10/8-10/13

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. ADJOURN

IX. TIME AND PLACE FOR NEXT MEETING

- A. Thursday, October 26, 2023, 3:30-5:30 p.m., Hybrid - County Chambers/Zoom

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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



Meeting Date:	September 28, 2023	Meeting Title:	Regular meeting
Submitting Department:	START	Presenter:	Bruce Abel, Transit Director
Agenda Item:	Approval of ADA policies	Public Comment:	Yes

Purpose & Policy Considerations.

The purpose of this item is to request START Board approval of START policies for the Americans with Disabilities Act of 1990 (ADA). This action will confirm START policies that relate to the transportation provisions of the ADA, and specifically, to the public transportation provisions of the ADA. Confirmation of these policies will allow for the clarification of actions that have been taken and implemented by START over the years since the passage of the ADA.

Requested Action:

Approve START policies regarding the provision of public transportation services as set forth in this staff report.

Recommendation.

Staff recommends that the Board approve the ADA policies relating to the provision of public transportation services as required by the ADA as set forth in this staff report.

Background:

The ADA was signed into law in 1990. The ADA is a major civil rights law, prohibiting discrimination against individuals with disabilities in the areas of employment, public services including transportation, public accommodations, and telecommunications.

The federal ADA regulations relevant to transportation were developed by the U.S. Department of Transportation and published in 1991, providing requirements for transit agencies and other defined agencies operating transportation services. Periodic amendments to the original 1991 regulations have been issued by the Department of Transportation, clarifying, or making relatively minor changes to the original rules.

It is important to emphasize that the ADA is a civil rights law. Failure to comply with the ADA can lead to civil lawsuits, loss of federal transportation funds, or both.

For purposes of the law, disability with respect to an individual is defined as "a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment."

The transportation regulations define requirements for provision of **accessible services**, **accessible vehicles**, and **accessible facilities**.

The requirements for **accessible vehicles** address such items as wheelchair lift and/or ramps, etc.; the placement of wheelchair securement locations on transit vehicles; and the need for fixed-route vehicles to have a public address system allowing either the driver to announce stops and give other passenger information or the use of recorded speech messages.

The requirements for **accessible facilities** specify, among various mandates, that public transit systems ensure new

facilities, after January 25, 1992, incorporate certain accessibility features like ramps, easy-to-use door handles, etc. Specifications for alterations to existing facilities are also detailed.

The regulations regarding **provision of accessible services** provide extensive guidance regarding the provision of fixed-route transit service and requirements for the provision of complementary paratransit services.

For a public transit agency providing general or special transportation to the general public, such as START, the **ADA requirements under the category of accessible services include:**

➔ **Requirement to Acquire Accessible Vehicles**

A **fixed-route** public transit system which purchases or leases a new bus, or other new vehicle for use on the system, must ensure that the vehicle is readily accessible to and usable by individuals with disabilities, including those who use wheelchairs and other mobility devices.

➔ **Requirement for Complementary Paratransit Service**

A public transit system providing *fixed-route* service must provide paratransit, or other special service (e.g. • service routes) to individuals with disabilities, that is “**comparable to the level of service provided to individuals without disabilities who use the fixed-route system.**” To be “comparable,” the complementary paratransit service must meet very specific requirements which are detailed in the regulations.

Six Service Criteria for Complementary Paratransit

The ADA regulations include six very prescriptive criteria for provision of complementary paratransit service.

1. **Service Area:** Service is to be provided within corridors of 3/4 mile width on each side of each fixed route, essentially a minimum of 1- and 1/2-mile corridor. The corridor is also to include an area with 3/4-mile radius at the ends of each route. In the “core” service area of the transit system, service is to be provided to small areas which are not inside any of the corridors, but which are surrounded by corridors.

(START currently provides Complementary Paratransit Service within the required corridors extending ¾ mile on either side of a fixed-route)

2. **Reservations and Response Time:** Reservation services must be available during normal business hours and similar hours on the day prior to any service day when the transit system's offices are not open. Pick-up times may be negotiated up to one hour before or after an individual's requested pick-up time. Transit systems must provide one-day advance reservations and up to 14-day advance reservations.

(START currently accepts reservations up to 14 days in advance of the requested service. ADA service requests are accepted 7 days per week from 8:00 am to 6:00 pm)

3. **Fares:** The fare for complementary paratransit service cannot be more than twice the fare for an individual paying a full fare for a “similar” trip on the fixed-route system.

(START currently charges the same fare for ADA Paratransit service as would be charged to a similar trip on fixed-route)

4. **Trip Purpose Restrictions:** No restrictions or priorities can be placed on trip purpose.

(START does not impose any restrictions or priorities on reservations for ADA Paratransit service)

5. **Hours and Days of Service:** Complementary paratransit service is to be provided on the same days and during the same times as the fixed- route service is provided.

(START currently provides ADA Paratransit service on the same days and during the same hours as fixed-route service is provided).

6. **Capacity Constraints:** There can be no limit on the availability of complementary paratransit service to eligible individuals by capacity constraints such as: restrictions on the number of trips per individual; waiting lists; any operational pattern or practice that significantly limits service such as substantial numbers of significantly untimely pick-ups; substantial numbers of trip denials or missed trips; or substantial numbers of trips with excessive trip lengths.

(START does not limit the availability of ADA Paratransit service)

Several important concepts should be emphasized about ADA complementary paratransit service:

- The definition of ADA paratransit eligibility is supposed to narrow-- complementary paratransit is meant to be a **"safety net" for only those individuals who cannot use the fixed-route system.**
- ADA paratransit eligibility is not based on disability, but rather the functional inability of a person with a disability to use the accessible fixed-route system due to their disability. This is quite different from earlier models of eligibility for paratransit programs which conferred eligibility based on the existence of a medical condition or on a diagnosis of disability.

Eligibility for Complementary Paratransit

Eligibility for ADA complementary paratransit is very specifically defined in the regulations. Three categories of individuals are eligible:

Category 1: Individuals who, because of their disability, are unable to board, ride, or disembark independently from an accessible vehicle. Category 1 individuals are those who cannot *"navigate the system."* Mobility training can help individuals in this first category improve their ability to navigate the system or to get to a bus stop.

Category 2: Individuals with disabilities who cannot use the fixed- route system because an accessible vehicle is not available on the route or at the time of desired travel. This category of eligibility has essentially been rendered irrelevant given the passage of time as only accessible vehicles have been eligible for purchase since passage of the ADA and fully accessible fixed-route systems are achieved.

Category 3: Individuals who are prevented from traveling to or from a bus stop because of their disability. Specific environmental and architectural barriers such as curbs, hills, distance are excluded and do not, standing alone, form a basis for eligibility under this third category. Category 3 eligibility is intended to be a very narrow exception to the general rule that difficulty in traveling to or from boarding or disembarking locations is not a basis for eligibility.

Regarding eligibility, the regulations also state that:

- If an individual is eligible for certain trips but not others, then that individual would be ADA paratransit eligible only for those trips for which he or she meets the criteria; this is the concept of "trip-by-trip" eligibility.
- An individual can be eligible based on a temporary as well as permanent disability; this would confer "temporary eligibility" to the individual.

An eligible individual may travel with a Personal Care Attendant (PCA), defined as someone designated or employed to help the individual meet his or her personal needs, A transit agency must always allow accompaniment by a PCA, and a fare cannot be charged for the. PCA. In addition to travel with a PCA, an eligible individual may travel with at least one companion.

Eligibility Determination for Complementary Paratransit

The regulations state that the eligibility process shall strictly limit ADA paratransit eligibility to individuals specified through the three categories above. The process is to have the following characteristics:

- All information about the eligibility process is to be available in accessible formats, upon request.
- A transit system has 21 days to determine an applicant's eligibility; if the process takes longer than 21 days, the individual is to be treated as eligible and provided service, until the application is processed.
- The transit system must notify the applicant about his or her eligibility in writing.
- The transit system must provide the eligible individual with documentation of eligibility (such as an ID card).
- Eligible individuals may be recertified at "reasonable intervals."
- There must be an appeals process through which an individual denied service may appeal the decision.
- The transit system may set up a process to suspend service to eligible individuals from service who show a "pattern or practice of missing scheduled trips." Service may be refused to eligible individuals who show "violent, seriously disruptive, or illegal conduct."

(Additional information regarding the ADA Certification process is included in Attachment 1)

Types of Service

The basic mode for complementary paratransit is origin-to-destination service. The regulations state that "on-call" bus or paratransit feeder service to an accessible fixed-route may be appropriate for certain ADA riders.

Generally, transit systems have established their complementary paratransit services as curb-to-curb as this is in keeping with the nature of the service being "comparable" to fixed-route service. Some transit agencies provide door-to-door service and additional services exceeding those detailed in the regulations. Premium fares may be charged for services that exceed those specified in the regulations.

Subscription Service within Complementary Paratransit

A subscription service may be provided as long as it does not take up more than 50% of the number of trips available at a given time of day, unless there is non-subscription capacity.

Complementary Paratransit Service for Visitors

A visitor to the service area who has documentation of ADA paratransit eligibility from the jurisdiction where he or she lives, or with documentation of the place of residence and disability, must be provided complementary paratransit service for a period of not more than 21 days per calendar year.

➔ Requirements for "Provision of Service"

The ADA regulations identify specific requirements for transit systems to follow in the provision of fixed-route and paratransit service. These include:

- Vehicle lifts and other equipment and facilities which provide accessibility to individuals with disabilities must be *maintained in proper operating condition*. Accessibility features must be repaired promptly if damaged or out of order.
- Transit systems with lift-equipped vehicles must establish a *system of regular and frequent maintenance checks*. Failure of a lift must be reported by the most immediate means available and a vehicle with an inoperative lift must be removed from service until the lift is repaired, except under certain defined situations.
- Use of the wheelchair lift and securement of wheelchairs inside the vehicle are detailed. Among the numerous requirements in this part of the regulations, the ADA specifies that a transit system *must transport all "common" wheelchairs*, which are broadly deemed by size and weight. Also, a transit system is to use the securement system in the vehicle to secure the wheelchair, however, the transit system cannot deny service to an individual in a wheelchair if the device cannot be secured or restrained satisfactorily by the vehicle's securement system. Also addressed in this section of the regulations is the requirement that the lift can be used by individuals with disabilities who do not use wheelchairs, including

standees.

- Fixed-route transit systems must *announce major bus stops* to assist individuals with visual impairments or other disabilities.
- Fixed route transit systems must have a means by which individuals with visual impairments or other disabilities can *identify their bus* or be identified to the vehicle operator as a person wanting to ride on that particular route.
- Service animals (e.g., guide dogs, signal dogs, etc.) must be allowed to accompany individuals with disabilities.
- Adequate information about the transit system must be made available to individuals with disabilities through accessible fonts and technology (e.g., Braille, large print, TDDs).
- Transit agencies cannot decide that certain bus stops are off limits to wheelchair users because of perceived safety issues, unless the lift cannot be deployed or other conditions at the bus stop preclude the safe use of the stop by all passengers.
- Travel with a respirator or portable oxygen supply must be allowed.
- Adequate time must be provided at bus stops to allow individuals to board and disembark.
- Transit system personnel must be *trained to "proficiency"* for safe and effective service to individuals with disabilities.

Financial Impact:

The provision of START Paratransit service is estimated to cost approximately \$438,300 in FY 2024.

Suggested Motion:

I move to approve the following policy framework for the provision of START Complementary Paratransit Services:

1. Provision of START Complementary Paratransit Service within the required corridors extending $\frac{3}{4}$ mile on either side of a START fixed-route;
2. Acceptance of START ADA Paratransit Service reservation requests between the hours of 8:00 am and 6:00 pm, seven days per week, up to 14 days in advance of the requested service;
3. Charge the same fare for START ADA Paratransit Service as would be charged for a similar trip on START fixed-route service; and
4. The utilization of "Self-Certification with Professional Verification As Needed" as the means by which eligibility determination will be conducted for START ADA Paratransit Service eligibility.

ADA COMPLEMENTARY PARATRANSIT: ELIGIBILITY, CERTIFICATION, AND APPEALS

REQUIREMENTS THROUGH ADA REGULATIONS

The Americans with Disabilities Act (ADA) requires that public transit systems operating fixed-route services also provide complementary paratransit service for individuals with disabilities who cannot use the fixed-route service. Regulations implementing the ADA define paratransit eligibility and specify that a transit system must have a process for determining eligibility so that individuals are certified to use the service as well as appeals process so that an individual denied service can question the decision. The ADA regulations go into considerable detail on these issues as well as other aspects of complementary paratransit, including service criteria for the provision of the paratransit service.

This following information addresses ADA paratransit eligibility, the process for determining eligibility or certification, and the appeals process. ADA visitor policy is also briefly addressed.

ELIGIBILITY

How Is Eligibility Deemed?

Eligibility for complementary paratransit is related to the inability of a person with a disability to use the existing fixed route service. While eligibility is conferred to an individual, it is conferred based on the fact that there are certain trips that the person cannot make on the fixed route system. Some persons with disabilities may not ever be able to use the fixed route system. Others may not be able to use the fixed route system under certain circumstances.

ADA paratransit eligibility can be considered as having two elements. First, an individual is considered ADA paratransit eligible if there are any circumstances under which the fixed route system cannot be used.

Second, the extent or type of eligibility conferred to an individual depends on the conditions and circumstances under which they are not able to use the fixed-route system. Individuals who can never use the fixed-route system are unconditionally eligible. Individuals who can use fixed route system in certain circumstances are conditionally eligible and the limitations on their eligibility should be determined in the process.

The Three Categories of ADA Paratransit Eligibility

The ADA regulations deemed three categories of paratransit eligibility:

Category 1: *Individuals unable to use fully accessible fixed-route services.*

Examples of individuals who would be eligible in this first category:

- A person with a mental disability who cannot “navigate the system.”
- A person with a vision impairment who cannot “navigate the system.”
- A person with a physical disability who cannot stand on a crowded bus or rail car when seats, including priority seats, may not be available.
- A person with a physical disability who uses a wheelchair and who cannot get on or off the lift or to or from the wheelchair securement area without assistance.

Importantly, eligibility under this category is based on a person's ability to independently use the service, with the exception of help provided by the driver or other employees of the transit system. A person traveling with a friend or attendant is still eligible for complementary paratransit even if he or she would be able to use the fixed-route system with this other person's help.

Category 2: *Individuals with disabilities who cannot use the fixed-route system because an accessible vehicle is not available on the route or at the time of desired travel.*

Eligibility in category 2 depends on the accessibility of vehicles and transit stops and stations. A person is eligible for paratransit service if the fixed route on which he or she wants to travel is not yet accessible. This category of eligibility will decrease over time as fixed-route transit systems come into full accessibility.

Examples:

- An individual is eligible if a vehicle's lift or boarding device cannot be deployed at the stop which he or she wants to use.
- An individual using a II common wheelchair⁰ as defined in the regulatio¹¹S who cannot be served by the fixed-route system because the lift on the vehicle that he or she needs to use does not meet the equipment standards specified by the ADA is eligible for paratransit service.

Category 3: *Individuals prevented from traveling to/from a bus stop because of disability.*

Two important qualifiers go with this category. First, environmental conditions and architectural barriers not under the control of the public transit system do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is prevented when these factors are combined with the person's specific impairment-related condition, paratransit service must be provided.

Examples of architectural and environment factors that, in combination with certain disabilities, could prevent travel include:

- distance from the stop/station to the trip origin or destination
- steep terrain
- snow and/or ice
- extremes in temperature (hot or cold)
- major intersections or other difficult to negotiate architectural barriers
- severe air pollution

Second, the specific impairment-related condition must prevent the person from using the fixed-route system. Conditions which make getting to or from stops/stations more difficult do not confer eligibility. A determination of whether travel is difficult rather than "prevented" ¹¹ will need to be made. Given the judgement required to determine if travel is truly prevented and the relationship between environmental conditions and an individual's disability, the determination of eligibility within this third category will be the most difficult.

Examples:

- A person with a cardiac condition who is sensitive to high temperatures and cannot wait outside for a bus during extremely hot weather would be eligible when this environmental condition exists.
- A person with a cognitive impairment who is unable to remember and follow directions to get to and from stop/station would be eligible for trips he or she has not or cannot be trained to successfully make.
- A person who is frail and cannot independently travel more than 1/4 mile to get to or from stops/stations and whose particular trip is to a destination that is ½ mile from the nearest fixed route.
- A person with an ambulatory disability who cannot walk or maneuver a mobility device to or from stops/stations when there is an accumulation of snow or ice would be eligible in this type of weather.

Example of *not* eligible:

- An infant or young child with a disability who is unable to get to and from a stop and use the fixed-route system not because of the disability but because of age.

What Are the Processes Used to Determine Eligibility?

Public transit systems which must provide complementary paratransit service must establish a process for certifying individuals as ADA paratransit eligible. An eligibility determination or certification process must be established even if the transit system operates a paratransit system with broader eligibility requirements than the ADA.

There are several approaches that are used by transit systems for the determining eligibility, including:

- Self-certification with professional verification as needed
- Self-certification with required professional verification
- In-person assessment
- A combination of approaches.

Self-Certification **with** Professional Verification As Needed.

In this approach, the applicant or person assisting the applicant fills out an application form. The form generally asks for the information needed to determine eligibility. As part of the form, applicants are typically asked to identify a professional who can be contacted if more information is needed and are asked to sign a release authorizing the professional to be contacted. Professional verification can be obtained by phone, through use of a second form provided to the professional by the transit system, or both.

Where is this approach used?

This approach is used frequently by smaller fixed route operators in smaller urban and rural areas.

What should be considered if this approach is used?

While it is possible to have a determination process that only uses information from the applicant, some determinations will require more detailed information. Verifications of "hidden disabilities" may be needed, such as cardiac conditions or mental illness. The **ADA Paratransit Eligibility Manual**, an important resource for the development of ADA Paratransit services, recommends that the eligibility determination process allow for professional contact, at least as an option.

This first approach is the least burdensome for the applicants. But a greater burden is placed on the reviewer, as follow-up may be needed if enough information is not provided in the initial application.

Use of the approach must pay careful attention to the 21-day timetable required by the regulations. Applications must be considered complete if applicants complete the application form and name a professional contact as required. Any follow-up by reviewers to obtain professional verification must be part of the 21 day timetable.

If information from a professional is needed, it is important to talk to the appropriate professional. For example, if an applicant identifies a visual impairment, then information from an ophthalmologist would likely provide the most useful information regarding the degree of sight that the applicant has. However, it is generally not possible to control the type of professional named by the applicant. Often, an applicant will provide the name of a personal doctor with knowledge of the disability but with little understanding of the person's ability to travel on the fixed-route system.

Self-Certification and Professional Verification

In this approach, the application form contains two parts--one part to be completed by the applicant or his or her representative and the second part by a professional knowledgeable with the applicant's disability. The information on the second part is needed for the application to be complete. As with the first approach, the applicant determines the professional from whom additional information is requested. But transit systems can specify the types of professionals who can provide this information.

While information is requested from both the applicant and professional, there may still need to be follow-up by the transit system, for example, if the information provided by the professional is not detailed enough to allow a determination of eligibility to be completed.

Where is this approach used?

This approach is used mostly by larger transit systems which have larger numbers of applicants and find it administratively more difficult to do the necessary follow-up with the professional within the required 21-day timetable. Having the professional information included as part of all applications received can help to facilitate the review process.

What should be considered if this approach is used?

Transit providers should have a mechanism for those instances when applicants are not easily able to obtain information from professionals. Because the ADA regulations state that the eligibility process cannot have special charges and unreasonable administrative burdens for applicants, professional verification should be requested. The instructions should indicate that the applicant can contact the transit system if professional verification cannot be obtained. The transit system can keep a list of appropriate professionals to whom applicants can be referred in such cases and the cost associated with any required appointments should be paid by the transit system.

The application form should be structured so that the information requested from the professional is the right information needed to make a determination of eligibility. Experience has shown that information provided by professionals is often general in nature or cryptic. Transit systems should ensure that the questions asked of the professional are specific.

Use of social service agency staff for professional verification and information should be weighed. Generally, social service agencies will benefit from having their clients determined eligible for ADA paratransit service, thus there could be some bias in the information provided by such agencies. One idea used by some transit systems is to limit the types of social service agencies appropriate for the professional verifications to those agencies that promote independent living.

In-Person Assessments

In this approach, all applicants must meet with a reviewer selected by the transit provider as part of the application process. Typically, the reviewer will ask a series of questions similar to those in the application form which are intended to determine the person's disability and ability to use fixed-route service. The reviewer may also administer functional tests, including physical tests such as the ability to board and disembark from an inaccessible bus, use a wheelchair-lift, or see and read signs or other visual information. The tests may also involve administering standard cognitive tests to determine the applicant's ability to perform tasks such as asking for and following directions.

The reviews are typically conducted through a third-party under contract to the transit system as special skills are needed to administer and interpret detailed tests and draw conclusions from such assessments. Examples of contractors used by various transit agencies to conduct the in-person assessments include rehabilitation centers, hospitals, physical therapists, etc. Transit systems may also develop a testing center that is equipped with items needed to test a person's ability to use fixed-route service, such as a bus stop, spare bus for boarding and disembarking, etc.

Where is this approach used?

This approach is used more frequently in larger urban areas with complex fixed-route systems and more resources to develop such an approach.

This approach may also be more appropriate in areas that did not have paratransit service prior to the ADA, as there will be no record of riders to use. New riders may also be more amenable to an in-person assessment process.

What should be considered if this approach is used?

Use of a standard in-person assessment has many advantages, in particular the ability to focus on the person's specific disability. Determinations are likely to be more accurate.

This approach also allows the opportunity for detailed explanation of ADA and complementary paratransit. The answers and information from the applicant are therefore likely to be more accurate and useful for making an eligibility determination.

To ensure consistency among reviewers, it may be a good idea to establish standards for the types of professionals that are used and to provide detailed training for the reviewers.

One disadvantage in requiring in-person interviews for all applicants is that some applicants will have disabilities which would not require such detailed and in-person assessment. To such applicants, the assessment may seem unnecessary and burdensome.

Another consideration is the problem of assessing disabilities that are sporadic or episodic. A single visit may not be able to provide the same level of information about a person's capability that may be available to a professional who has worked with the individual for a longer period of time.

It may be difficult to simulate all environmental conditions which may affect a person's ability to use fixed-route service. The limitation of certain physical tests need to be considered and the applicability of these tests to the process weighted against the cost of their administration and inconvenience to the applicant.

Combined Approaches

The most frequently combined approach is the self-certification/professional verification with in-person assessment as needed. Experience has shown that transit systems which use this combined approach ask for in-person assessments relatively infrequently but the option is available and can be used when a determination is not clear through the application.

Where is this approach used?

Many transit systems use a combined approach. Use of in-person assessments as needed can strengthen the process. Now that transit systems are beginning to re-certify riders, a number are finding that adding the requirement for an in-person assessment when needed to ensure a complete eligibility determination strengthens the process and provides for a more accurate determination.

Who Should Do the Determination of Eligibility?

Decisions on who does the eligibility determination is a second important part of the eligibility process, after deciding which approach to use for screening applicants.

Generally, the options are:

- conduct initial determination in-house by transit system staff, or
- to contract with a third-party to conduct this review. It is also possible to use staff in part of the process and -then use outside help for specific functions as needed.

In-House Determinations

If this approach is used, it is important to be sure that staff have the capability and qualifications to make accurate and consistent determinations. In-house determinations are more common among transit systems that have elected to use either a self-certification with professional verification as needed or a self-certification with required professional verification process. It is also common among smaller providers and providers which offered paratransit services to

individuals with disabilities prior to the ADA.

Contract Reviewers

Most communities have various local organizations that could be used for the review function, for example, a rehabilitation center, an independent living center, or a visiting nurses program.

One particular specialty is that of the physiatrist. Doctors of physiatry specialize in the mobility and travel capabilities of persons with disabilities, however such a medical specialty may not be available in all communities. An occupational therapist is another specialty that is well-suited to making eligibility determinations.

Third-party contractors can be useful if it is decided that the determinations will be done through in-person assessment. The correct interpretation of answers to questions and/or the results of specific tests may require skills that are outside that of the transit agency staff.

In-House Determination with Third-Party Assistance As Needed

A third approach is to combine in-house staff review with the option for third-party assistance as needed. Experience has found that the review of many applications is relatively straightforward, and in-house staff can make such determinations. However, other applications may be more difficult. In these cases, the application can be forwarded to a contract reviewer for further assessment and recommendation as to eligibility. If a decision is still difficult, then the applicant could be requested to have an in-person assessment and this would also be done by the third-party contractor.

A large number of transit systems use this third model, with in-house determination for those applications where the determination is relatively straightforward and a third-party contractor where greater expertise is needed.

The cost of using a third-party reviewer must be considered. One research report on ADA eligibility found that the cost for a third-party assessment for ADA paratransit eligibility determination ranged from about \$18 to \$164 per review, depending on the type of review performed.

Other Considerations

Reviewer training should be considered. Whether application review is done in-house or by a third-party, it is important that those involved receive adequate and proper training. In-house staff will know about transit services and the capabilities needed to ride transit but will likely need training on types of disabilities and their functional characteristics. Staff at a properly selected third-party will know about disabilities, as the organization has been selected because of such a specialty, but staff will likely need a more complete understanding of how fixed-route transit service operates.

What About Application Forms and Materials?

Applications forms and related application materials must be developed and produced and distributed. In this process, the transit system must be able to provide all such materials in accessible formats.

Generally, the following materials are needed for the application process:

- Transmittal Letter/Cover Letter: This first piece would be the place to explain ADA paratransit and the eligibility process in detail and in language that can be understood by people outside the transit industry.
- Application/Assessment Forms: The nature of these forms will depend on the approach used to conduct the determinations. Regardless of the type of determination-process selected, basic information. will be needed such as:

- General information about the applicant
- Nature of the person's disabilities
- Person's ability to use fixed-route service
- Information which may be needed to provide the paratransit service, e.g., type of mobility aid, need for Personal Care Attendant
- Administrative information needed to complete the determination.

Reviewing Applications and Making Determinations

It is important to reiterate that the ADA regulations mandate a 21-day timetable for the processing of a completed application. This is 21 calendar days. If a determination is not made by the 21st day, the applicant must be treated as eligible and paratransit service provided on a presumption of eligibility until the review is complete.

To ensure that the reviews of applications are handled in a timely manner and that they are referred to the appropriate person or agency as needed, transit systems should set up a system to track the applications as they go through the process. Depending on the size of the transit system and the number of applicants, this tracking system could be manual or computerized.

Transit systems should also develop reviewer guidelines and final evaluation forms to assist reviewers in assessing the applications. Such guidelines and forms can also help to ensure consistency in the assessments.

It is also important to observe the privacy rights of the applicants' medical information. Such information should not be shared with any other organization and used only for the eligibility determination process.

Notifying Applicants of Determination

ADA regulations require that applicants be notified of their eligibility in writing. If the initial determination finds the applicant is ineligible, the transit system must provide the reasons for the decision in the written notification to the applicant. Reasons provided should relate to the information contained in the application, from the professional verification process, or from the assessment of the applicant, as appropriate.

Similarly, if the applicant is found to be eligible only under certain conditions, reasons for limiting the eligibility should be explained to the applicant in the notification letter.

The notification letter should also provide information about the appeals process if the applicant is denied or if limitations are placed on the applicant's eligibility.

The notification letter is generally used as the required documentation of ADA paratransit eligibility. Separate letters should be developed for those applicants determined to be unconditionally eligible, conditionally eligible, not eligible, and temporarily eligible.

Documentation of ADA Paratransit Eligibility

The ADA regulations stipulate that individuals determined to be eligible for complementary paratransit be provided with documentation and specify the information to be provided with that documentation. The documentation is to include:

- name of eligible person
- name of transit provider making determination
- telephone number of transit system's paratransit coordinator
- expiration date for eligibility, if applicable
- any conditions or limitation on the individual's eligibility.

APPEALS

What Do the Regulations Require?

The ADA regulations state that the eligibility process must include an appeals process and detail what must be in that process:

- An individual must be able to request an appeal for within 60 calendar days of the denial of the initial application.
- An individual must have the opportunity to be heard in person to present information and requirements.
- There must be a separation of function¹¹ between those involved in the initial determination and those deciding appeals.
- Written notification of the appeal decision, stating the reasons for the finding, must be provided.
- Presumptive eligibility must be granted to the individual if a decision is not made within 30 days of the completion of the appeal process.

It is important that transit system provide information about the appeals process in the written notification to applicants determined to be conditionally eligible or ineligible. One approach would be to enclose a copy of the full appeal policy with the notification letter.

Transit systems can require that appeals be requested in writing. However, accommodation should be made for individuals with vision impairments who may not be able to independently communicate in written form. Transit systems may also request that reasons for requesting an appeal be provided by individuals. This would be helpful for those transit systems that use people with different specialties for hearing appeals. In this case, information about why the applicant believes the decision should be appealed would help the transit system structure the particular appeal.

How Can A Transit System Keep Track of the Required 60 Days?

There are several ways to administer the appeals process to ensure that a full 60 days have been allowed for appeal. These include:

- Send notices of initial determination by registered mail and then calculate the time between certified receipt and the date that the appeal request is received.
- Adopt a policy that allows appeals to be filed for period somewhat longer than 60 days from the date of the notification letter (e.g.,) to account for time in the mail.
- Calculate the period of time based on the date stamp on both the notification letter and appeal request.

Considerations in the Appeals Process

Once a request for an appeal has been made, a hearing date should be established and the applicant given adequate written notice (in accessible formats if appropriate). The notice should ask what accommodations may be needed, such as an interpreter, and could ask that adequate notice of the need for such accommodations be provided to the transit system.

A critical factor in ensuring the individual is given „due process“ is the separation of function between those involved in the initial determination and those hearing the appeal.

If appeals are heard by a committee rather than an individual, persons involved in the initial determination should not sit as voting members on the committee. It could be appropriate to have those involved in the initial determination available at the hearing so they could provide information and reasons for the initial finding, but they should have no say in any appeal decision.

Those responsible for making the appeal decision must be present at the appeal. It would not be acceptable, for example, to have a person come before an advisory committee that makes a recommendation as to the appeal to the transit system. The decision-makers should hear *firsthand* the applicant's argument and this is part of the right to be

heard "in-person," according to the ADA regulations.

The appeal should be more than just an administrative review of the first determination. Beyond ensuring that the approved policy was followed, the appeal must also review the judgment made as to the eligibility of the applicant.

Similarly with the initial notification, the appeals decision must be made in writing and must include specific reasons for the decision. A simple statement that the applicant can use fixed route service or a statement that there was agreement with the initial decision is not enough. The notification on the appeals should relate to the additional information provided at the appeals meeting (assuming such is provided) and why this supports the initial determination.

While the regulations set a maximum time for deliberation on an appeal before presumptive eligibility must be granted, they do not set a maximum time for the holding of a hearing after receiving a request for an appeal. The amount of time required to bring an appeal to a hearing will depend on the number of appeals received (transit industry experience has been that appeals are a relatively low proportion of total applicants) and the appeal structure that is used by the transit system. In keeping with the general principles of due process, transit systems should conduct appeals hearings as soon as is administratively possible given the type of appeals structure established.

Who Should Hear the Appeal?

Appeals can be heard by a single individual or by panel of several individuals. To meet the "separation of function" required by the regulations, the individual(s) involved in the appeals hearing can be staff from other offices or divisions within the transit system, by persons from other agencies, by rehabilitation or medical professionals, by consumers, or by a panel with persons representing such groups.

Important considerations:

- *It is very important is that the appeals process be objective and unbiased, and also that it be perceived as such.*
- *Individual(s) hearing the appeals should be knowledgeable about ADA complementary paratransit regulations, understand different disabilities and their functional characteristics, knowledgeable about the fixed-route system and the skills needed to understand it and use it, and have an understanding of complementary paratransit and its policies and procedures.*
- *The transit system may want to consider the liability which individuals may be incurring by participation on the appeals process, particularly if they are consumers or volunteers who may not be covered by insurance which a contractor or medical professional may have. The transit system could potentially provide professional liability insurance to these individuals, either through a separate policy or by adding them to a policy that may already exist.*

Transit agencies across the county use a variety of approaches for appeals. Some which use a third-party contractor for the initial review use other staff at the contracted organization for the appeal. Many use panels, typically with 3 to 7 members. In some cases, panel members are chosen based on familiarity with the appellant's particular disability. In other cases, panels are chosen so that familiarity with a broad range of disabilities is represented.

Some transit agencies have set up two levels of appeals, with the first being an informal level if an applicant verbally requests an explanation of the decision. A second formal level is then available if the appellant desires.

VISITORS

For visitors, the ADA regulations require:

- *ADA paratransit eligible visitors to an area must be provided 21 days of service within a calendar year.*
- *Eligibility determination provided by other public entities are to be honored for this periods of time.*
- *Individuals who do not have certification from another public entity are to be served if they claim to be ADA paratransit eligible. The transit system can ask that such visitors provide documentation of place of residence and/or disability.*

- *The service provided to visitors must be the same as that provided to local residents traveling in the same area.*

Visitors needing more than 21 days of service can be required to apply through the regular eligibility certification process



Meeting Date:	September 28, 2023	Meeting Title:	Regular meeting
Submitting Department:	START	Presenter:	Bruce Abel, START Director
Agenda Item:	Airport Pilot Service Budget Amendment	Public Comment:	Yes

Purpose & Policy Considerations.

The purpose of this item is to request START Board approval of:

- 1) the proposed service/operations plan for a pilot program for shuttle bus service between the Town of Jackson and the Jackson Hole Airport ("JAC Airport");
- 2) the proposed fare structure for the proposed Airport shuttle service pilot;
- 3) the proposed amendment to the approved FY 24 START Budget in order to increase the budgeted expenses and projected revenues associated with the performance of the proposed Airport shuttle service pilot; and
- 4) the submittal of the proposed operations/service plan, the proposed fare structure, and the proposed budget amendment to the Town of Jackson Town Council ("Council") and the Teton County Board of County Commissioners ("Commissioners").

Requested Action.

Staff is requesting START Board:

- 1) Approval of the proposed service/operations plan for a pilot program for shuttle bus service between the Town of Jackson and the JAC Airport; and
- 2) Approval of the proposed fare structure for the proposed Airport shuttle service pilot; and
- 3) Approval of the proposed amendment to the approved FY 24 START Budget in order to increase the budgeted expenses and projected revenues associated with the performance of the proposed Airport shuttle service pilot; and
- 4) Recommend the approval of the proposed service/operations plan, fare structure and budget amendment to the Council and Commissioners.

Recommendation.

Staff recommends START Board approval of:

- 1) the proposed service/operations plan for the Airport shuttle service pilot program to provide shuttle bus service to the JAC Airport; and
- 2) the proposed fare structure of:
 - a. one-way fare of \$10.00 for adults.
 - b. For children, the current START fare policy that children aged 12 and under ride for ½ price (\$5.00) and children aged 8 and under ride free if accompanied by an adult.
 - c. charging half price fare (\$5.00) for seniors and individuals with disabilities.
 - d. START tickets and discount passes would not be accepted on the Airport shuttle service pilot; and

- 3) the requested budget amendment to the adopted FY 24 START operating budget in order to accommodate an increase in anticipated expense and an increase in anticipated revenue associated with START's implementation of the Airport shuttle service pilot; and
- 4) the submittal of the proposed service/operations plan, fare structure and budget amendment to the Council and Commissioners in order to accommodate an increase in budgeted expense and anticipated revenue associated with START's implementation of the airport shuttle service between Town and the JAC Airport.

Background

START's original FY24 budget request anticipated the provision of a pilot program to provide shuttle bus service between the Town of Jackson and JAC Airport. The initial expectation was that the pilot project would be operated for approximately 2 months during the summer of 2023. It was also assumed that the service day for the pilot service would be approximately 14 hours per day from 6:00 am – 8:00 PM.

Following the receipt of an initial draft report from the consulting firm of Mead & Hunt, it was concluded that the winter season was better suited for providing the pilot service as it appeared that the winter season provided a higher probability of success of such a service. Analysis of airline flight schedules and enplanement and deplanement statistics at JH Airport, as well as conversations with airport staff, resulted in the development of a recommended service plan for the airport pilot service that operates from December 16, 2023 through April 14, 2024 with a service day that runs from 5:00 am through 10:30 pm.

The proposed service plan focuses on a small compact route that circulates between the commercial core of Jackson and the JAC Airport. Service will run hourly with the first trip from Jackson leaving Miller Park at 5:00 am and the last trip leaving the airport at 10:00 pm. The route for the Airport shuttle pilot program is depicted in Attachment 1 to this staff report and focuses on four (4) distinct pick-up and drop off points: Miller Park, the Antler, Deloney Parking Lot, and Home Ranch.

Financial Impact

The approved FY 2024 START budget includes \$65,903 in budgeted expense and \$65,903 in projected revenue to conduct a pilot program to provide shuttle service between the Town of Jackson and the JAC Airport. This expense budget estimate was based upon an original assumption that the Airport pilot program would run for approximately 2 months during the summer of 2023 and would operate for approximately a 12-hour service day during the demonstration period. There was no distinction made in the revenue budget between farebox revenue and revenue from the airport to support the Airport shuttle service pilot program.

The revised operations plan and budget estimate for the Airport shuttle pilot program now anticipates a 4-month demonstration period that runs from Saturday, December 16, 2023 through Sunday, April 14, 2024. The revised service day is approximately 17.5 hours per day from 5:00 am through 10:30 pm. The revised expense estimate is \$173,711. This figure increases to approximately \$191,000 if one includes the cost of administrative overhead for START and Town staff.

The requested amendment to the approved FY 24 START budget is to increase the approved expense budget associated with the Airport shuttle service pilot upwards by \$107,808 which represents the difference between the initial cost estimate of \$65,903 included in the approved FY 24 budget, and the new direct cost estimate of \$173,711 to provide the revised service/operations plan. Administrative overhead costs do not need to be addressed in a budget amendment as such costs are already reflected elsewhere in the adopted FY24 Town budget.

The requested increase in projected revenue attributable to the Airport shuttle service pilot is to increase projected revenue upwards by \$107,808 from \$65,903 as included in the approved FY 24 budget to a new

revenue projection of \$173,711.

Staff estimates that farebox revenue of approximately \$50,000 will be generated by the Airport pilot. JAC Airport will fund the difference between fares collected and the approximately \$173,711 direct cost to provide the Airport shuttle service pilot. Th proposed budget amendment is summarized in Attachement 2

JAC Airport funding is the subject of a separate Intergovernmental Agreement between JAC Airport and START and is not the direct subject of this staff report.

Attachments

Attachment 1-Proposed service/operations plan for the implementation of a pilot program to provide shuttle bus service between the Town of Jackson and the JAC Airport.

Attachment 2- Proposed Budget amendment for the implementation of a pilot program to provide shuttle bus service between the Town of Jackson and the JAC Airport.

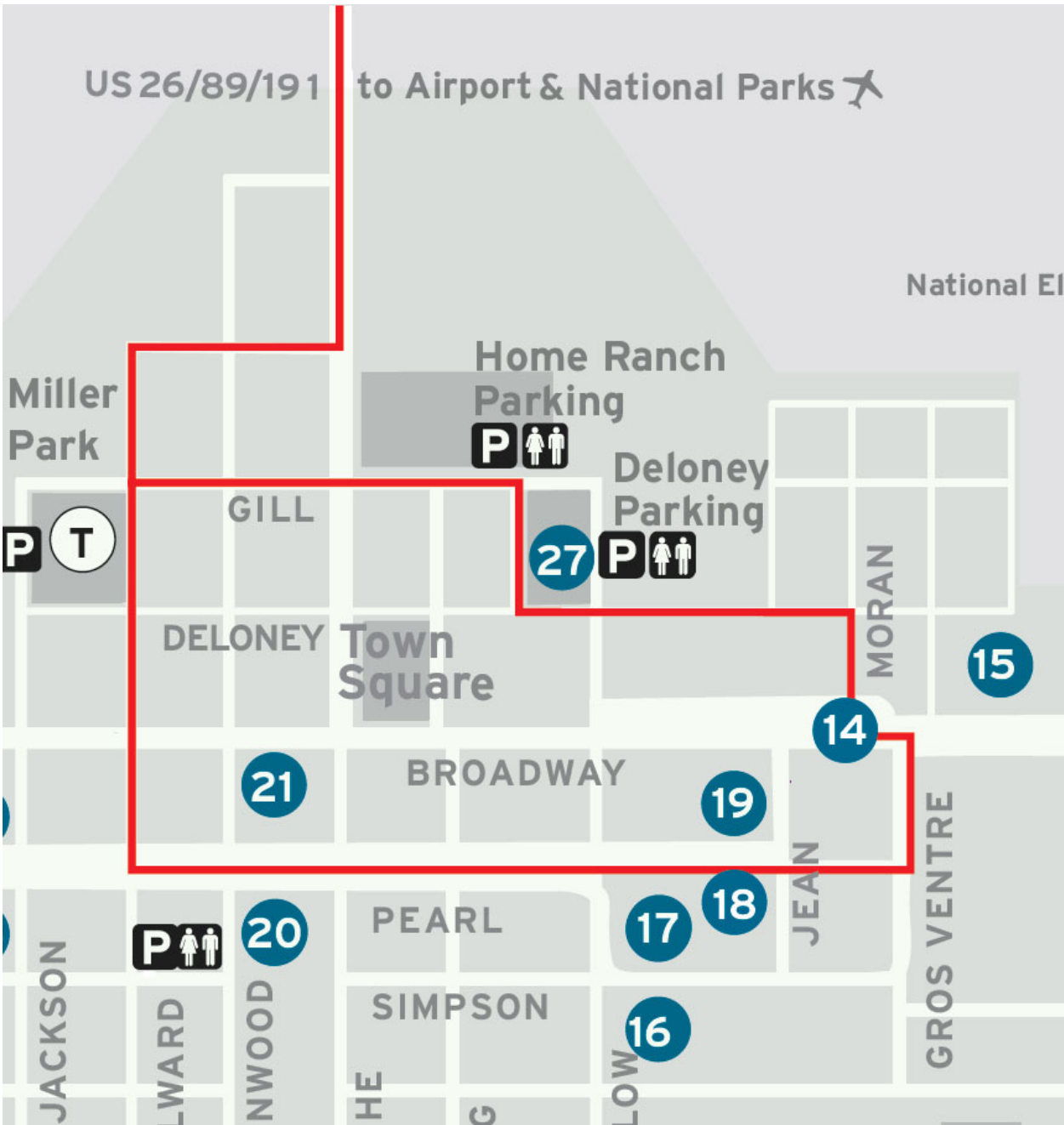
Suggested Motion

I move that the START Board approve:

- 1) the proposed service/operations plan for a pilot program for shuttle bus service between the Town of Jackson and the Jackson Hole Airport as presented in Attachment 1 to this staff report; and
- 2) the proposed fare structure for the Airport shuttle service pilot as recommended in this staff report; and
- 3) the proposed amendment to the approved FY 24 START Budget to increase both expenses and revenues by \$107, 808; and
- 4) the submittal of the proposed service/operations plan, the proposed fare structure and the proposed budget amendment to the Jackson Town Council and the Teton County Board of County Commissioners.

Board Report Prepared by Bruce Abel START Director

Approved by Bruce Abel, Interim START Director



Attachment 1

Figure 1: Route showing only the proposed airport shuttle with existing stops (#20, and 27) as well as two (2) reactivated blue stops at Miller Park and Home Ranch.

The Proposed route for the Airport shuttle bus pilot program is indicated above in a red line on Figures 1. The loop starts at the existing bus stop located in the southeast corner of Miller Park (i.e. the northwest corner of the Deloney and Millward intersection). Next, the route continues south on Millward St. and then east on Pearl Ave. There is a stop in front of the Antler Inn near Pearl and Glenwood St (#20). The route continues east on Pearl with the next stop located at Pearl and Jean (#18). Next, the route heads north on Gros Ventre¹ St. The route then heads west on Broadway Ave, north on Moran St, and then west on Deloney. The next stop is located at the shelter located at Deloney and Willow (#27). The route then turns north on King St, and then west on Gill St, with the last stop in town on Gill St at the Jackson Home Ranch (Welcome Center). The route continues along Gill then turns north on Millward to return to the airport where passengers debark or embark. After leaving the airport, the route returns to town where it starts again at Miller Park.

Proposed Service/Operations Plan:

Proposed hours for the pilot service to JAC Airport:	5:00 am-	10:30 PM	seven (7) days per week
Proposed pilot duration	Saturday, December 16, 2023- Sunday April, 14, 2024		
Total hours	2262.7		
Total miles	43,681		

Proposed Fare:

Adult (one way)	\$10.00
Ages 12 and under	\$ 5.00
Seniors and individuals with disabilities	\$ 5.00
Children 8 and under (with an adult)	Free

Ridership target (aka. Definition of Success):

Attainment of 10-12 passengers per hour by the end of the pilot period
Average of 7 passengers per hour for the pilot period

Cost estimate:	\$173,711
Farebox Revenue estimate:	\$ 50,000
Jackson Hole Airport Financial support estimate	<u>\$123,711</u>
Total revenue estimate	\$173,711

Attachment 2: Requested Budget Amendment

Approved Operating expenses due to the provision of Airport pilot shuttle bus service:	\$ 65,903
Increase in operating expense due to revised Service/Operations Plan for Airport pilot:	<u>\$107,808</u>
New Total Operating expenses due to the provision of Airport pilot shuttle bus service:	\$ 173,711

Approved JAC Airport revenue contribution for the provision of Airport pilot shuttle bus service:	\$ 65,903
Increase in projected farebox revenue due to the provision of Airport pilot shuttle bus service:	\$ 50,000
Increase in projected revenue from JAC Airport due to the provision of Airport pilot shuttle bus service:	<u>\$ 57,808</u>
Total revenue projection due to the provision of Airport pilot shuttle bus service:	\$ 173,711

Expenses shall be allocated to the appropriate budget line items per the START cost allocation model



Meeting Date:	September 28, 2023	Meeting Title:	Regular meeting
Submitting Department:	START	Presenter:	Bruce Abel, START Director
Agenda Item:	Airport Pilot IGA	Public Comment:	Yes

Purpose & Policy Considerations.

The purpose of this item is to request START Board approval of the proposed Intergovernmental Agreement (IGA) between Southern Teton Area Rapid Transit ("START") and the Jackson Hole Airport ("JAC Airport") to set forth the understanding associated with START's operation of a pilot program for shuttle bus service between the Town of Jackson and JAC Airport as well as JAC Airport's involvement and support for the pilot service.

Requested Action.

Staff requests that the START Board approval of the attached IGA.

Recommendation.

Staff recommends START Board approval of the proposed IGA.

Background

Staff from START and JAC Airport have been working for several months to determine the feasibility of conducting a pilot program during the upcoming winter season to provide bus or shuttle service between the Town of Jackson and JAC Airport. The purpose of the pilot is to attempt to address the current parking shortage at the Airport during peak periods and the need to find alternative ways for passengers and employees to access JAC Airport. START and JAC Airport legal staff have drafted the attached IGA to address the means by which the Airport would contract with START for the provision of transit service (from December 16, 2023, to April 14, 2024) and pay START any shortfall in revenue that might result from the provision of the Airport pilot service. Airport staff worked with the FAA to allow this pilot to go forward for this one, approximately, four month period.. Region 8 of the FAA consented to the use of airport revenue through this IGA for the pilot program, but was clear this consent does not extend beyond the pilot program.

Financial Impact

The attached IGA provides that the JAC Airport will fund the difference between START's cost of providing the Airport pilot shuttle service and the revenues collected from passengers using the Airport pilot shuttle service. Current estimates are that the Airport pilot service will cost approximately \$173,711 in direct cost (\$191,082 including overhead) to provide. Staff estimates that approximately \$50,000 may realistically be generated in farebox revenue from passengers using the service.

Attachments

Proposed Intergovernmental Agreement (IGA) between START and JAC Airport.

Suggested Motion

I move to authorize the START Board Chair execute the attached Intergovernmental Agreement between START and the Jackson Hole Airport, subject to minor changes by staff.

Staff Report Prepared by Bruce Abel START Director

Approved by Bruce Abel, Interim START Director

INTERGOVERNMENTAL AGREEMENT TEMPORARY TRANSIT SERVICE TO AIRPORT

This INTERGOVERNMENTAL AGREEMENT ("Agreement"), is made and entered as of September 25, 2023, by and between the JACKSON HOLE AIRPORT BOARD, a joint powers board of the State of Wyoming having an address of P.O. Box 159, Jackson, Wyoming 83001 ("Board"), and the SOUTHERN TETON AREA RAPID TRANSIT, a joint powers board of the State of Wyoming, having an address of P.O. Box 1687, Jackson, Wyoming 83001 ("START").

RECITALS

WHEREAS, the Board is the operator and proprietor of the Jackson Hole Airport (the "Airport"), located in Teton County, Wyoming.

WHEREAS, the Airport has limited capacity to accommodate on-Airport parking, as a result of its small size and limits on development imposed by the National Park Service, the property owner.

WHEREAS, demand for public parking exceeds the Airport's capacity during peak periods, and prior planning studies have forecast that demand will exceed supply in the future.

WHEREAS, the Jackson/Teton Integrated Transportation Plan (2015) includes as a strategic transit plan element to "improve transit service to Jackson Hole Airport" and the START FY22 Operations Plan calls for START to, "Consider pilot service to Jackson Hole Airport".

WHEREAS, the Board desires to retain START to provide public mass transit service between the Town of Jackson ("Town") and the Airport for the Winter 2023-2024 season, to offset a likely shortfall in public parking and assess the viability of permanent mass transit service to the Airport.

WHEREAS, START has the capacity and resources to provide the desired service in furtherance of the Integrated Transportation Plan and Operations Plan.

WHEREAS, START plans to support the cost of providing mass transit service to the Airport through fare collection; however, the ridership and revenue associated with the new service are uncertain.

WHEREAS, the Board finds and determines that public mass transit service will provide a direct tangible benefit to the Airport by providing an alternate means for passengers and employees to access the Airport, the absence of which may limit Airport capacity and the ability to attract and retain Airport workers.

WHEREAS, because of the direct benefits, the Board is prepared to fund any shortfall in revenue during the service period.

WHEREAS, Wyoming Statute Section 16-1-101 authorizes political subdivisions to cooperate and assist each other according to terms set forth in a written agreement.

IN CONSIDERATION of the following covenants and agreements and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Board and START agree to cooperate and assist each other.

1. SERVICES.

- 1.1. START shall operate bus or shuttle service between the Town and the Airport between December 16, 2023, and April 15, 2024 (“Service Period”).
- 1.2. START shall designate multiple stops in Town and one stop at the Airport. As of the effective date, the parties contemplate that the transit service will include seven (7) stops, including the Airport.
- 1.3. START shall operate the transit service seven days per week, including holidays, throughout the Service Period, with sufficient frequency to match the Airport’s operating hours. As of the effective date, the parties contemplate that the first bus or shuttle will depart for the Airport at 5:00 AM and the last bus or shuttle will depart from the Airport at 10:00 PM.
- 1.4. START shall designate the vehicles to be used for the transit service. As of the effective date, the parties contemplate that START will use buses configured to hold no less than 40 passengers with luggage bays sufficient to accommodate Airport passengers and baggage.
- 1.5. START shall designate the transit route by name (e.g., “Airport ↔ Jackson”) and by separate color; depict the service on the START bus system map; and publish the schedule on the START website and Transit App.
- 1.6. START shall charge no less than ten dollars (\$10.00) per trip for each adult rider. START will charge the same fare regardless of passenger origination and destination to discourage use of the transit service within the Town. START may make discount books, monthly passes and/or season passes available, provided that the resulting revenue will be attributed to the transit service for purposes of the financial obligations set forth in Section 4 hereof.
- 1.7. START may change its operating plan during the Service Period, to include the schedule and frequency of service; provided, that START first shall notify the Board of any material change in service.

- 1.8. START shall be responsible for enforcing the Rider Rules of Conduct and for receiving and responding, as appropriate, to comments and complaints about the transit service.
- 1.9. START shall collect ridership data and share such data with the Board at regular intervals, to be determined by the parties.
- 1.10. START may conduct intercept or similar surveys during the Service Period to ascertain additional information about riders and shall share any survey results with the Board.

2. BOARD'S RESPONSIBILITIES.

- 2.1. Board shall designate a dedicated bus stop at the Airport, close to the passenger terminal.
- 2.2. Board shall maintain the bus stop and the immediately surrounding area, including snow removal.
- 2.3. Board shall monitor the bus stop to limit parking or idling by other commercial and non-commercial ground vehicles.
- 2.4. Board shall provide wayfinding to the bus stop within the Airport.
- 2.5. Board shall forward comments and complaints about the transit service to START in a timely manner.
- 2.6. Board shall market the transit service, to include print, newspaper, radio, and social media. Board may seek to defray the cost of marketing by requesting financial support from, for illustration and without limitation, the Jackson Hole Travel and Tourism Board, but shall not request contribution from START for the Board's marketing expenses.
- 2.7. Board shall not charge START any fee to access the Airport, as otherwise imposed upon commercial ground transportation providers.
- 2.8. Board shall identify a primary point of contact to be available to START to address operational issues during the Service Period. As of the effective date, the Board's point of contact is Assistant Airport Director for Operations Dustin Havel.

3. TERM. The term of this Agreement shall be one year, unless earlier terminated by the parties in accordance with the terms hereof.

4. PAYMENT.

- 4.1. Board shall compensate START for the shortfall in revenue, if any, between the operating cost to provide the transit service described in Section 1 and the fare revenue collected

from the service, as well as any federal or state grant-in-aid provided to START specifically for this transit service.

- 4.2. Board shall compensate START only for personnel and overhead costs and shall not be responsible for any capital costs or the purchase of new vehicles and equipment.

4.3. Payment Schedule

- 4.3.1. START's operating cost to provide the service is estimated to be \$191,082, payable in two installments.

- 4.3.2. Prior the first day of the Service Period, Board shall pay START a first installment in the amount of NINETY-FIVE THOUSAND FIVE HUNDRED FORTY-ONE DOLLARS (\$95,541).

- 4.3.3. Within thirty (30) days after the end of the Service Period, START shall provide the Board with an accounting of the ridership and revenue collected from the service.

- 4.3.4. Within thirty (30) days of receipt, Board shall pay START for any difference between the second installment and revenue collected. For illustration, if START collects \$60,000 in revenue, the Board's second installment shall be \$35,541 ($\$91,541 - \$60,000 = \$35,541$). If revenues exceed the second installment, START shall pay the Board for any excess. For illustration, if START collects \$120,000 in revenue, START shall reimburse the Board \$24,459 ($\$95,541,000 - \$120,000 = [\$24,459]$).

- 4.4. START is entitled to retain any and all revenue from on-board advertising, which shall not be factored into the payment terms of this Section 4.

- 4.5. START shall provide backup documentation of costs and revenues as may be requested by the Board, the Federal Aviation Administration or the U.S. Department of Transportation.

- 4.6. The payment terms of this Section 4 are subject and subordinate to the repayment provisions of Section 7.4 hereof.

5. PERFORMANCE STANDARDS.

- 5.1. START shall seek to ensure on-time performance consistent with other mass transit service provided by START.

6. COMPLIANCE WITH AIRPORT SECURITY PROGRAM.

- 6.1. START shall comply with all applicable provisions of the Board's Airport Security Program (the "ASP"), Security Directives issued by the TSA, and any applicable rules and regulations which may be promulgated by TSA from time to time and provided to START (collectively, "Security Requirements"). These shall include but not necessarily be limited to 49 C.F.R. Parts 1520, 1540 and 1542. Board shall provide START with amended or updated Security Requirements when promulgated.
- 6.2. START acknowledges that all Security Requirements which are shown or provided to it under paragraph 6.1 above, are sensitive security information ("SSI") in accordance with 49 C.F.R. Part 1520, that START and any involved persons are required to protect the same from unauthorized disclosure, and that civil penalties may be imposed for failure to do so. All SSI shall be stored in secured areas, or locked in secured cabinets within START's premises. Materials marked as containing SSI shall be disposed of by shredding.

7. COMPLIANCE WITH LAW/AGREEMENT SUBORDINATE.

- 7.1. This Agreement is expressly subject to the terms and conditions of that certain Agreement between the United States Department of the Interior and the Jackson Hole Airport Board dated April 27, 1983 (the "Interior Agreement"), as amended, and to applicable federal, state and local laws, rules and regulations. To the extent anything herein contained conflicts with the foregoing Interior Agreement or applicable laws, rules and regulations, the provisions of the Interior Agreement, applicable laws, rules and regulations shall control.
- 7.2. Board shall be free to renegotiate the Interior Agreement with the United States in the future on such terms and conditions as it deems appropriate and in the public interest, without any consent or approval on the part of START or any other person. START shall be bound by the terms of any such renegotiated agreement to the extent it, in any way, modifies, changes or affects the rights or responsibilities of Board or START under this Agreement.
- 7.3. This Agreement shall be subordinate to the provisions of any existing or future agreement between Board and the United States or its agencies relative to the operation or maintenance of the Airport, the execution of which has been or may in Board's judgment be required as a condition precedent to the expenditure of federal funds for the planning or development of the Airport.
- 7.4. Should the Federal Aviation Administration issue a final order concluding that the use of Airport revenue in connection with the transit service constitutes the diversion of airport revenue or otherwise violates the requirements of federal law or the agreements referenced in the preceding subsection, START shall reimburse the Board for any payments made by the Board determined by the FAA to have been improper. This requirement shall survive termination of this Agreement.

8. CIVIL RIGHTS NON-DISCRIMINATION.

- 8.1. In all of its activities within the scope of its airport program, START agrees to comply with pertinent statutes, Executive Orders, and such rules as identified in Title VI List of Pertinent Nondiscrimination Acts and Authorities to ensure that no person shall, on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.
- 8.2. During the performance of the Agreement, START for itself, its assignees, and successors in interest, agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:
- a. Title VI of the Civil Rights Act of 1964 (42 USC § 2000d et seq., 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin);
 - b. 49 CFR part 21 (Non-discrimination in Federally-assisted programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964);
 - c. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 USC § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
 - d. Section 504 of the Rehabilitation Act of 1973 (29 USC § 794 et seq.), as amended (prohibits discrimination on the basis of disability); and 49 CFR part 27 (Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance);
 - e. The Age Discrimination Act of 1975, as amended (42 USC § 6101 et seq.) (prohibits discrimination on the basis of age);
 - f. Airport and Airway Improvement Act of 1982 (49 USC § 471, Section 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex);
 - g. The Civil Rights Restoration Act of 1987 (PL 100-209) (broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
 - h. Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 USC §§ 12131 – 12189) as implemented by U.S. Department of Transportation regulations at 49 CFR parts 37 and 38;
 - i. The Federal Aviation Administration’s Nondiscrimination statute (49 USC § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
 - j. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

k. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs [70 Fed. Reg. 74087 (2005)];

l. Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 USC 1681 et seq).

9. NOTIFICATION ADDRESSES. All notifications, billings and reports shall be sent to the following addresses:

If to the Board: Jackson Hole Airport Board
Attn: Executive Director
P.O. Box 159
Jackson, Wyoming 83001
Telephone: (307) 733-7695

If to START: Southern Teton Area Rapid Transit
Attn: Bruce Abel
P.O. Box 1687
Jackson, Wyoming 83001
Telephone: (307) 733-4521 ext. 1650

Notices and demands provided for herein shall be sufficient if sent by Certified Mail, Return Receipt Requested, postage prepaid, to the addresses set forth above or to such other addresses as the parties may from time to time designate in writing.

10. TERMINATION. Either party may terminate this Agreement by written notice for breach of any of the covenants or agreements of this Agreement by the breaching party, and breaching party failing to cure such violation within thirty (30) days after receipt of a notice to cure. Further, START reserves the right to terminate this Agreement, at any time for any reason whatsoever, upon delivery of written notice to Board. In the event of early termination, the parties shall reconcile payments on a pro rata basis using the formula set forth in Section 4.

11. INDEMNIFICATION AND INSURANCE.

11.1. The parties agree to hold each other harmless from and against any claim, loss, expense or damage to any person or property in or upon the Airport in connection with this Agreement.

11.2. The parties reserve all rights to assert any claims and defenses available pursuant to the Wyoming Governmental Claims Act, W.S. 1-39-101 *et seq.*

12. SUBCONTRACTING AND ASSIGNMENT.

- 12.1. The transit service shall be performed by direct employees of START or by a contractor retained by START to provide the service.
- 12.2. START shall not assign any of its rights under this Agreement or any interest herein without the written consent of Board.
- 12.3. Board at its option may assign the rights and obligations of Board under this Agreement, without necessity for the concurrence of START.

13. MISCELLANEOUS PROVISIONS.

- 13.1. Headings. The section headings contained in this Agreement are for convenience in reference and are not intended to define or limit the scope of any provision.
- 13.2. Time of Essence. Time is of the essence in this Agreement.
- 13.3. Attorneys' Fees. In any action brought to enforce the provisions of this Agreement, the prevailing party shall be entitled to an award by the Court of its reasonable attorney fees and costs incurred.
- 13.4. Limitation of Benefit. This Agreement does not create in or bestow upon any other person or entity not a party to this Agreement any right, privilege or benefit unless expressly provided in this Agreement. This Agreement does not in any way represent, nor should it be deemed to imply, any standard of conduct to which the parties expect to conform its operations in relation to any person or entity not a party.
- 13.5. Severability. Any covenant, condition or provision herein contained that is held to be invalid by any court of competent jurisdiction shall be considered deleted from this Agreement, but such deletion shall in no way affect any other covenant, condition or provision herein contained so long as such deletion does not materially prejudice Board or START in its rights and obligations contained in valid covenants, conditions or provisions.
- 13.6. Effect of Agreement. All covenants, conditions and provisions in this Agreement shall extend to and bind the successors of the parties hereto, the assigns of Board and to the permitted assigns of START.
- 13.7. Governing Law, Venue and Waiver of Jury. This Agreement shall be governed by and construed in accordance with the laws of the State of Wyoming. Claims or disputes between the parties arising out of or relating to this Agreement or breach thereof shall be brought in a state court in and for Teton County, Wyoming, unless the parties mutually agree otherwise. For valuable consideration, and after opportunity to consult with legal counsel, the parties agree that in any action to enforce or otherwise arising under the terms of this Agreement, each party knowingly waives its right to a trial by

jury as to any and all claims in such an action, and agrees instead to proceed to a trial by the court.

- 13.8. Entire Agreement. This Agreement embodies the entire agreement between the parties hereto concerning the subject matter hereof and supersedes all prior conversations, proposals, negotiations, understandings and agreements, whether written or oral.
- 13.9. Nature of Relationship. Nothing contained herein shall be deemed or construed by the parties hereto or by any third party to create the relationship of principal and agent, partnership, joint venture, or any association between Board and START, it being expressly understood and agreed that neither the method of computation of fees, nor any other provisions contained in this Agreement, nor any acts of the parties hereto shall be deemed to create any relationship between Board and START other than the relationship of cooperating political subdivisions.
- 13.10. Non-Waiver. Waiver of any breach of covenants herein contained to be kept and performed by START shall not be deemed a continuing waiver and shall not operate to bar or prevent Board from declaring forfeiture for any succeeding breach either of the same or another condition or covenant.
- 13.11. Modification of Agreement. This Agreement may not be altered, modified or changed in any manner whatsoever except by a writing signed by both parties.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the day and year first above written.

JACKSON HOLE AIRPORT BOARD

Attest

Melissa Turley, Secretary

By: _____
Ed Liebrecht, President

SOUTHERN TETON AREA RAPID TRANSIT

By: _____

DRAFT

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%

Town of Jackson, Wyoming
START Bus System

Monthly Financial Report

for the month of

8/31/2023

month

2

16.667%

	Period Actual	Period Budget (div by 12)	Period Variance	YTD Actual	YTD Budget	YTD Variance	%	Total Budget	Budget remaining	%
Revenues:										
Intergovernmental	\$ 116,182.48	\$ 1,250,746.17	\$ (1,134,563.69)	\$ 229,834.81	\$ 2,501,492.33	\$ (2,271,657.52)	9.188%	\$ 15,008,954.00	\$ 14,779,119.19	1.531%
Charges for Service	21,600.99	\$ 188,040.92	\$ (166,439.93)	43,981.30	\$ 376,081.83	\$ (332,100.53)	11.695%	\$ 2,256,491.00	\$ 2,212,509.70	1.949%
Miscellaneous	1643	\$ 2,250.00	\$ (607.00)	(16,741.58)	\$ 4,500.00	\$ (21,241.58)	-372.035%	\$ 27,000.00	\$ 43,741.58	-62.006%
subtotal	\$ 139,426.47	\$ 1,441,037.08	\$ (1,301,610.61)	\$ 257,074.53	\$ 2,882,074.17	\$ (2,624,999.64)	8.920%	\$ 17,292,445.00	\$ 17,035,370.47	1.487%
transfers in	96814.92	\$ 250,894.67	\$ (154,079.75)	195,785.16	\$ 501,789.33	\$ (306,004.17)	39.017%	\$ 3,010,736.00	\$ 2,814,950.84	6.503%
Total	\$ 236,241.39	\$ 1,691,931.75	\$ (1,455,690.36)	\$ 452,859.69	\$ 3,383,863.50	\$ (2,931,003.81)	13.383%	\$ 20,303,181.00	\$ 19,850,321.31	2.230%
									-	
Expenditures										
Administration	\$ 87,832.81	\$ 169,165.58	\$ (81,332.77)	\$ 233,138.06	\$ 338,331.17	\$ (105,193.11)	68.908%	\$ 2,029,987.00	\$ 1,796,848.94	11.485%
Operations	370,093.32	\$ 631,538.00	\$ (261,444.68)	971,082.66	\$ 1,263,076.00	\$ (291,993.34)	76.882%	7,578,456.00	6,607,373.34	12.814%
subtotal	\$ 457,926.13	\$ 800,703.58	\$ (342,777.45)	\$ 1,204,220.72	\$ 1,601,407.17	\$ (397,186.45)	75.198%	\$ 9,608,443.00	\$ 8,404,222.28	12.533%
Capital outlay	\$ 553.00	\$ 891,228.25	\$ (890,675.25)	\$ 15,125.47	\$ 1,782,456.50	\$ (1,767,331.03)	0.849%	\$ 10,694,739.00	\$ 10,679,613.53	0.141%
Subtotal (cume)	\$ 458,479.13	\$ 1,691,931.83	\$ (1,233,452.70)	\$ 1,219,346.19	\$ 3,383,863.67	\$ (2,164,517.48)	36.034%	\$ 20,303,182.00	\$ 19,844,702.87	6.006%
Transfers out	\$ 7,985.00	\$ 11,329.33	\$ (3,344.33)	\$ 18,914.00	\$ 22,658.67	\$ (3,744.67)	83.474%	\$ 135,952.00	\$ 117,038.00	13.912%
Total (cume)	\$ 466,464.13	\$ 1,703,261.17	\$ (1,236,797.04)	\$ 1,238,260.19	\$ 3,406,522.33	\$ 2,168,262.14	36.350%	\$ 20,439,134.00	\$ 19,200,873.81	6.058%
Net Revenue over Expenditures	\$ (230,222.74)	\$ (11,329.42)	\$ (218,893.32)	\$ (785,400.50)	\$ (22,658.83)	\$ (5,099,265.95)	3466.200%	\$ (135,953.00)	\$ 649,447.50	577.700%

START Ridership

START Board Meeting: September 28, 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: September 28, 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	34,250	19,233	1,926	2,290	-	522	10,609	68,830	10,439	18%
September								-	(51,072)	-100%
October								-	(38,586)	-100%
November								-	(39,073)	-100%
December								-	(96,426)	-100%
Totals 2023	238,170	237,856	17,209	18,536	-	3,880	91,726	607,377	510,951	530%

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%		
2023	August	10,609		10,609
	% of SOD total	100.00%		

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

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Annual Total:
2018	54,731	22,074	2,715	2,497	-	386	-	82,403
2019	45,687	28,611	2,679	2,837	-	389	-	80,203
2020	13,533	5,830	1,592	1,578	-	303	-	22,836
2021	21,372	6,753	2,109	1,633	3,495	528	-	35,890
2022	27,634	17,827	2,377	2,434	-	515	7,604	58,391
2023	34,250	19,233	1,926	2,290	-	522	10,609	68,830

Monthly Comparisons for Each Service Type - August Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Variance:
2018 - 2019	(9,044)	6,537	(36)	340	-	3	-	(2,200)
	-16.52% ▼	29.61% ▲	-1.33% ▼	13.62% ▲	0.00% ▲	0.78% ▲	0.00% ▲	-2.67% ▼
2019 - 2020	(32,154)	(22,781)	(1,087)	(1,259)	-	(86)	-	(57,367)
	-70.38% ▼	-79.62% ▼	-40.57% ▼	-44.38% ▼	0.00% ▲	-22.11% ▼	0.00% ▲	-71.53% ▼
2020 - 2021	11,334	923	517	55	3,495	225	-	13,054
	83.75% ▲	15.83% ▲	32.47% ▲	3.49% ▲	0.00% ▲	74.26% ▲	0.00% ▲	57.16% ▲
2021 - 2022	2,767	11,074	268	801	(3,495)	(13)	7,604	22,501
	12.95% ▲	163.99% ▲	12.71% ▲	49.05% ▲	0.00% ▲	-2.46% ▼	0.00% ▲	62.69% ▲
2022 - 2023	6,616	1,406	(451)	(144)	-	7	3,005	10,439
	19.32% ▲	7.31% ▲	-23.42% ▼	-6.29% ▼	0.00% ▲	1.34% ▲	28.33% ▲	15.17% ▲

YTD Totals for January through August Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	YTD Total:
2018	343,595	384,020	22,242	22,427	-	3,661	-	775,945
2019	319,589	413,206	22,417	23,630	-	3,657	-	782,499
2020	163,727	276,691	15,106	15,039	-	2,877	-	473,440
2021	124,192	163,889	16,089	14,015	29,380	3,650	-	351,215
2022	185,624	248,701	17,870	16,397	-	4,056	60,295	532,943
2023	238,170	237,856	17,209	18,536	-	3,880	91,726	607,377

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

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Annual Variance:
2018 - 2019	(24,006)	29,186	175	1,203	-	(4)	-	6,554
	-6.99% ▼	7.60% ▲	0.79% ▲	5.36% ▲	-	-0.11% ▼	-	0.84% ▲
2019 - 2020	(155,862)	(136,515)	(7,311)	(8,591)	Add to TS	(780)	-	(309,059)
	-48.77% ▼	-33.04% ▼	-32.61% ▼	-36.36% ▼	Add to TS	-21.33% ▼	-	-39.50% ▼
2020 - 2021	(10,155)	(112,802)	983	(1,024)	Add to TS	773	-	(122,225)
	-6.20% ▼	-40.77% ▼	6.51% ▲	-6.81% ▼	Add to TS	26.87% ▲	-	-25.82% ▼
2021 - 2022	32,052	84,812	1,781	2,382	-	406	60,295	181,728
	20.87% ▲	51.75% ▲	11.07% ▲	17.00% ▲	-	11.12% ▲	100.00% ▲	51.74% ▲
2022 - 2023	52,546	(10,845)	(661)	2,139	-	(176)	31,431	74,434
	28.31% ▲	-4.36% ▼	-3.70% ▼	13.05% ▲	-	-4.34% ▼	52.13% ▲	13.97% ▲

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	2,317.00	8 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	2,151.13	8 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	
August 2023				
Teton Valley		AM	PM	
August	TV1	13	25	
	TV2	24	20	
	TV3	17	6	
Star Valley		AM	PM	
August	SV1	13	20	
	SV2	16	17	
	SV3	20	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

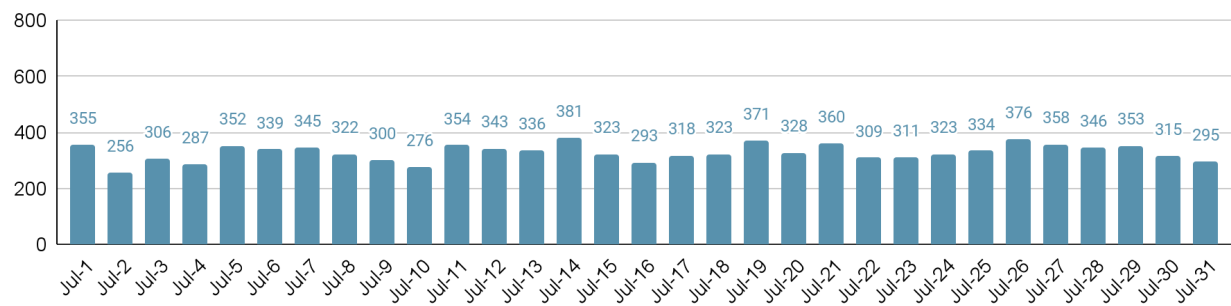
Wheelchair rides: 10

No shows: 372

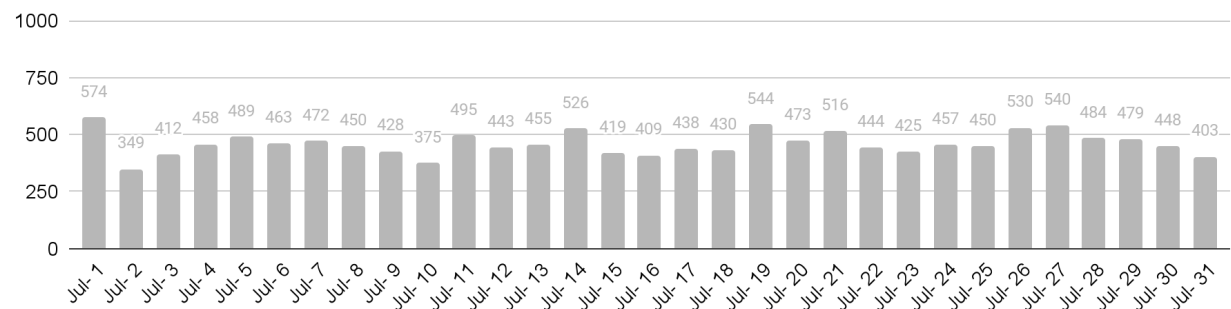
Percent of rides more than 5 min late to pickup: 7%

(month to date / all time)

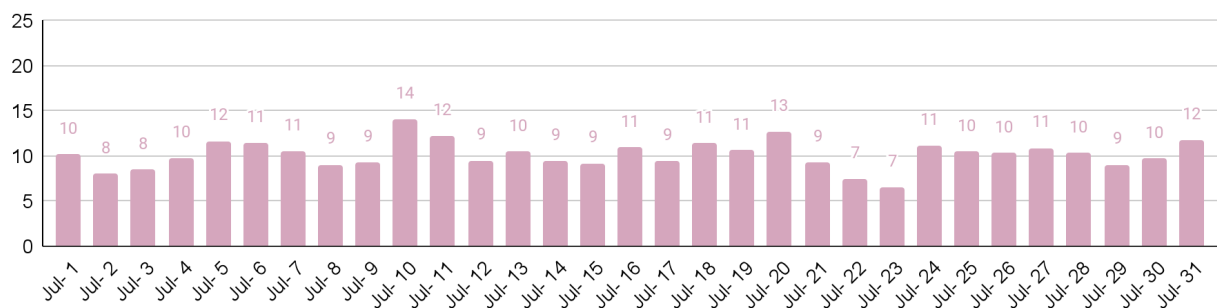
Rides



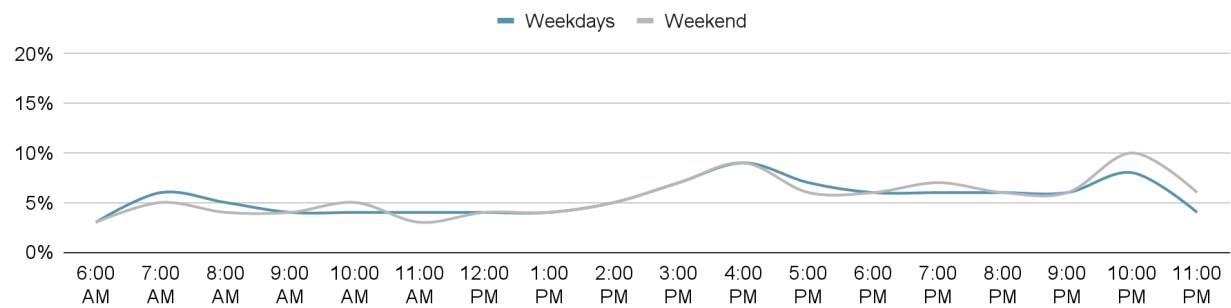
Passengers



Average Wait time



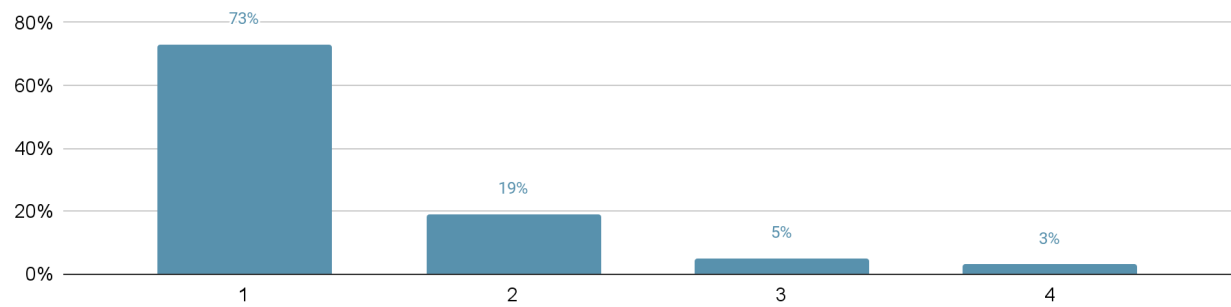
Demand by Hour



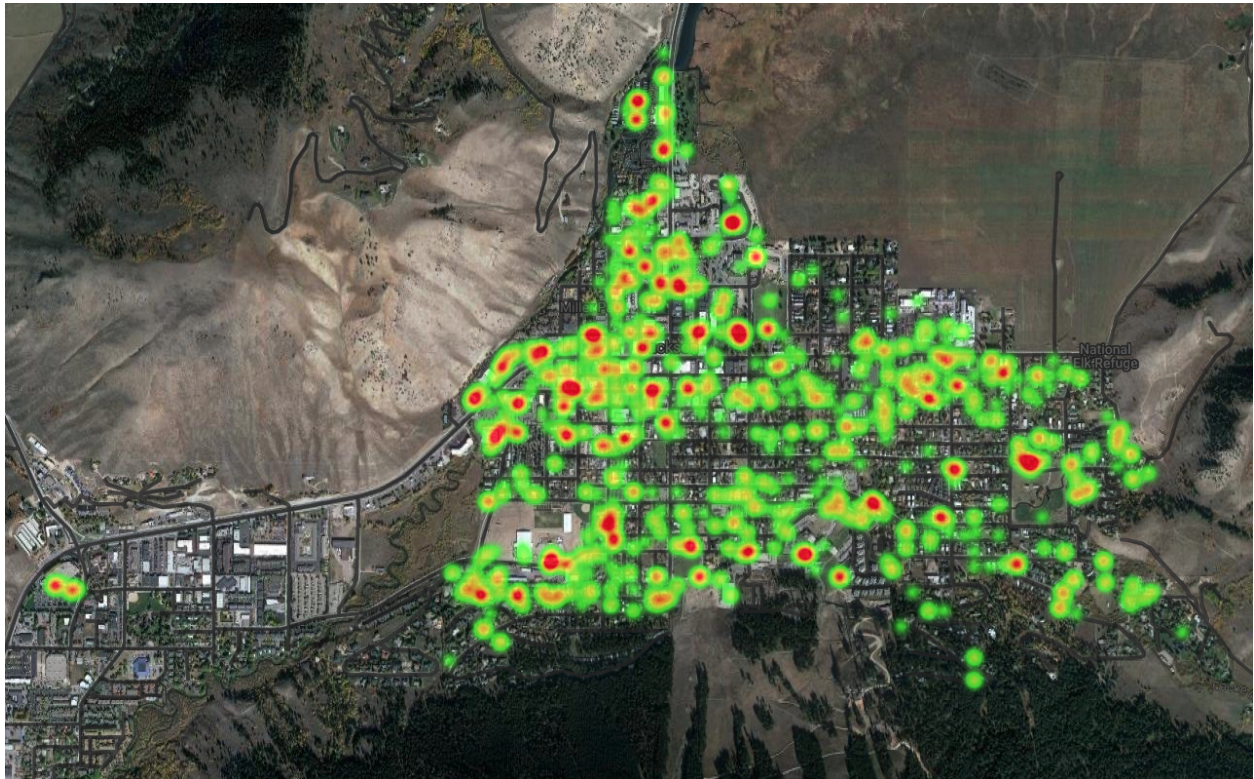
Wait Time Distribution

- 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%

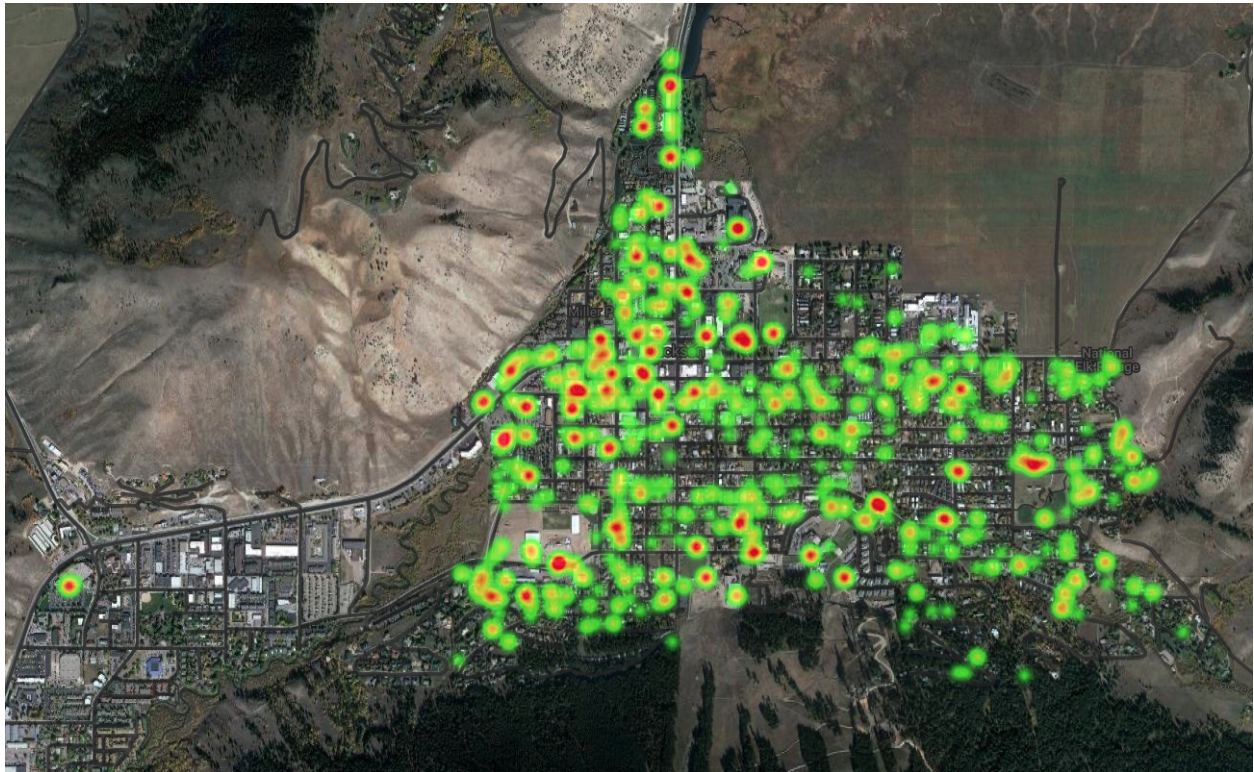
Passenger Distribution



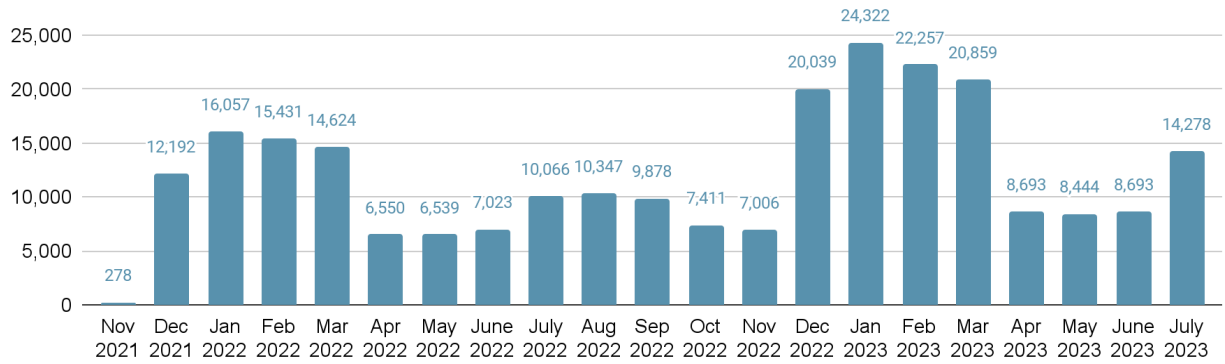
Pickups Heat Map



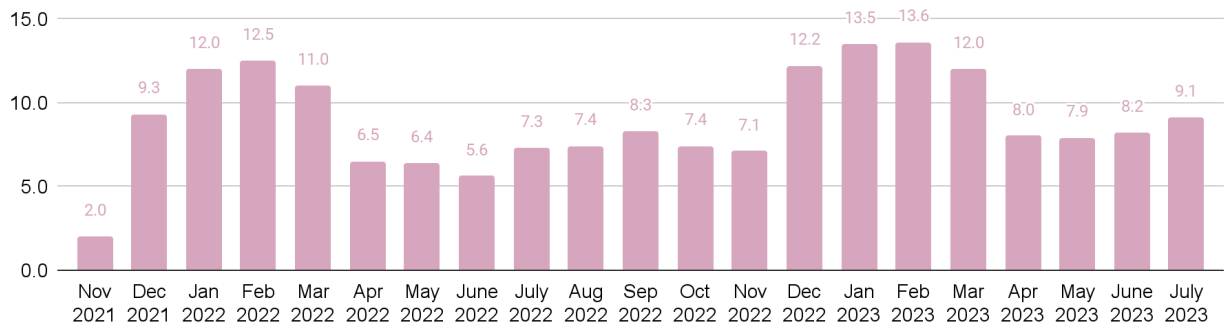
Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour





East Jackson Ridership Report

August 2023

Rides : 10,609 / 188,129

Passengers (unlinked passenger trips): 14,533 / 269,059

Vehicle revenue hours: 1,562 / 28,178

Total vehicle hours: 1,792 / 30,959

Vehicle revenue miles: 14,056 / 250,142

Total vehicle miles: 15,639 / 265,542

Passenger miles: 14,364 / 232,523

Unique rider accounts (month to date / year): 1,173 / 5,391

Passengers per revenue hour: 9.3 / 9.6

Percent of rides shared: 45%

Average wait time: 10 minutes

Average ride time: 5 minutes

Average experience rating: 4.9 out of 5

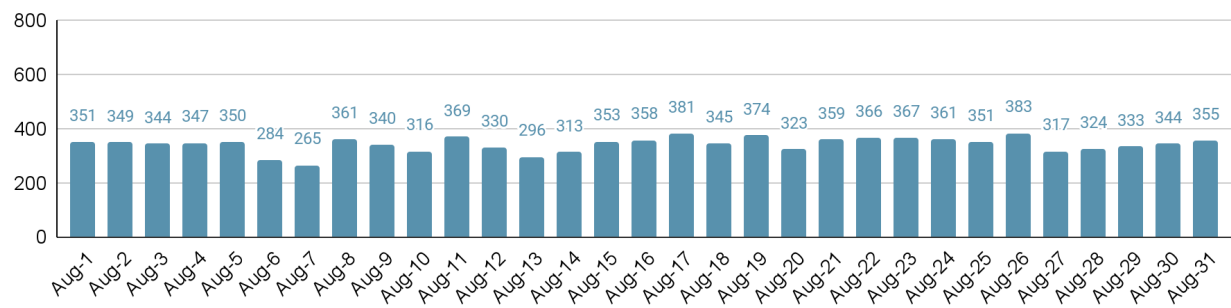
Wheelchair rides: 2

No shows: 262

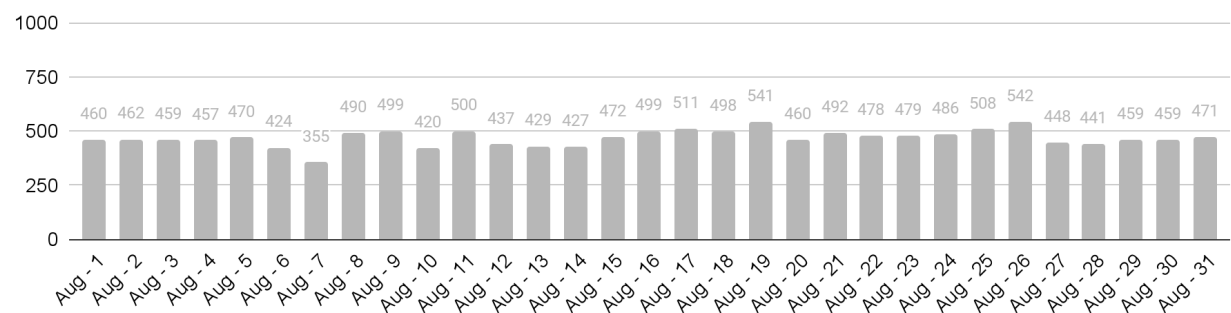
Percent of rides more than 5 min late to pickup: 7%

(month to date / all time)

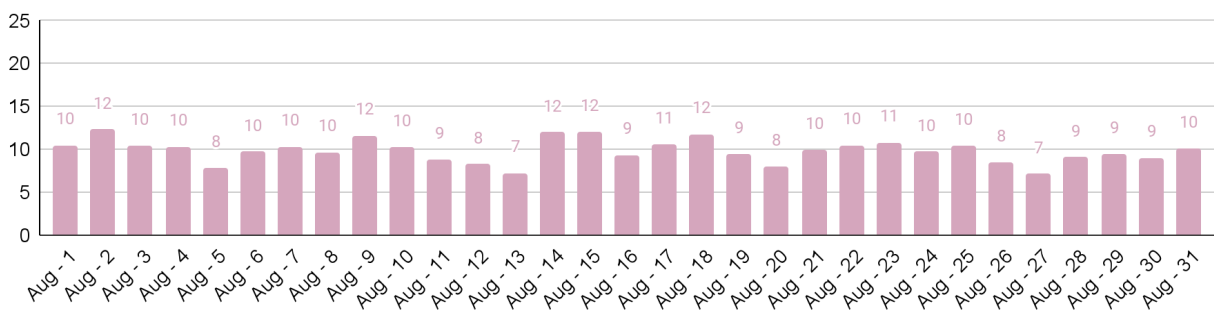
Rides



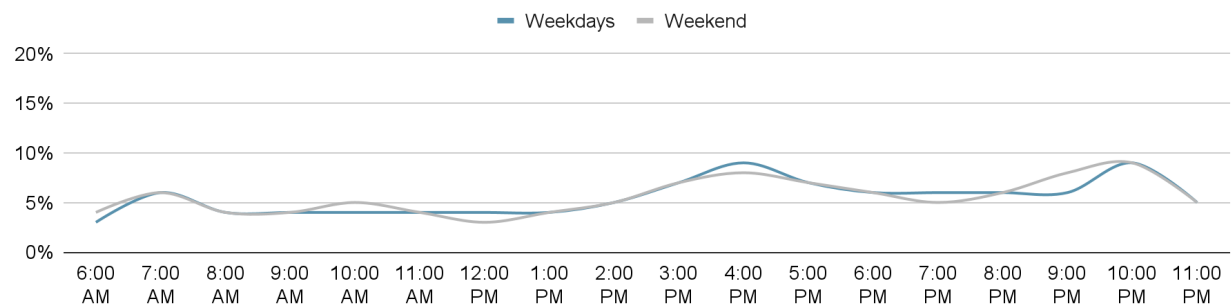
Passengers



Average Wait time



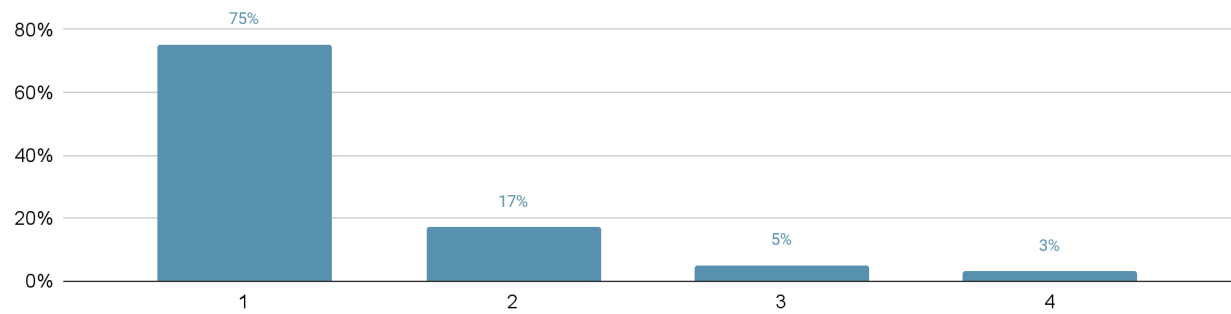
Demand by Hour



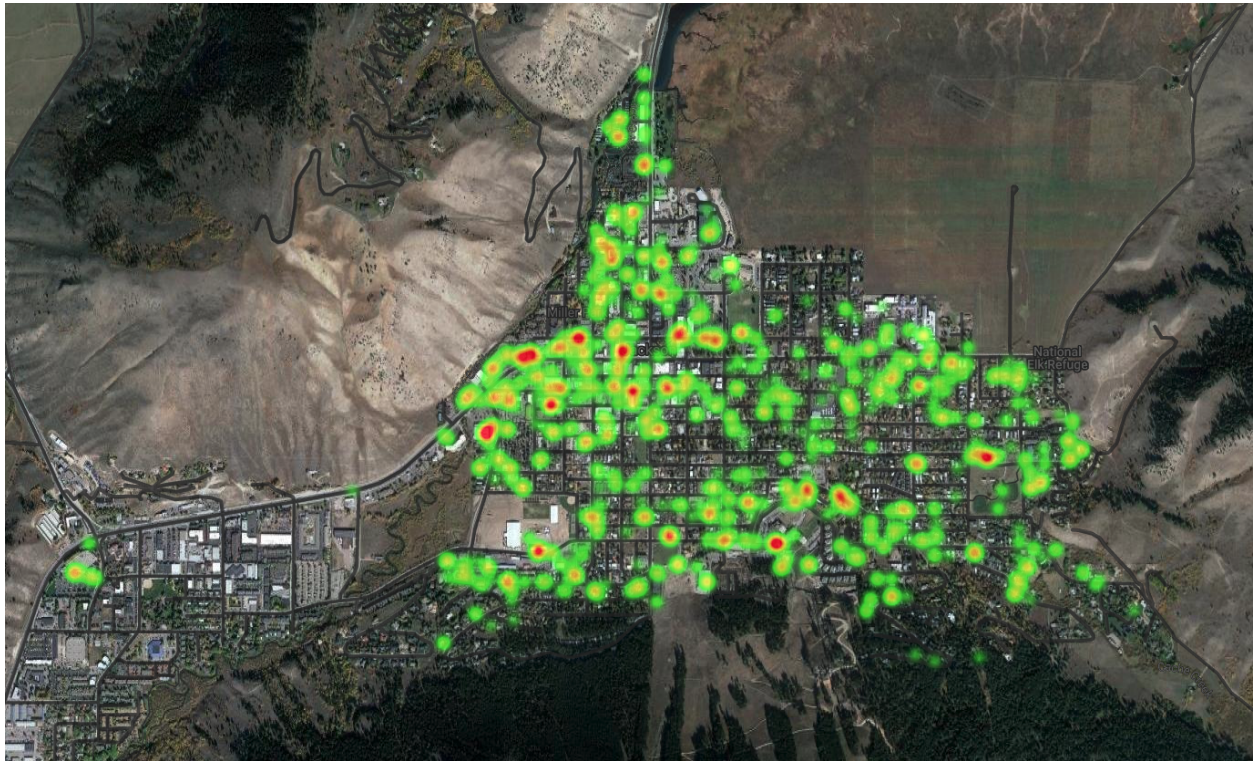
Wait Time Distribution

- 0 - 5 min: 28%
- 5 - 10 min: 33%
- 10 - 15 min: 19%
- 15 - 20 min: 11%
- 20 - 25 min: 5%
- 25 - 30 min: 2%
- 30+ min: 2%

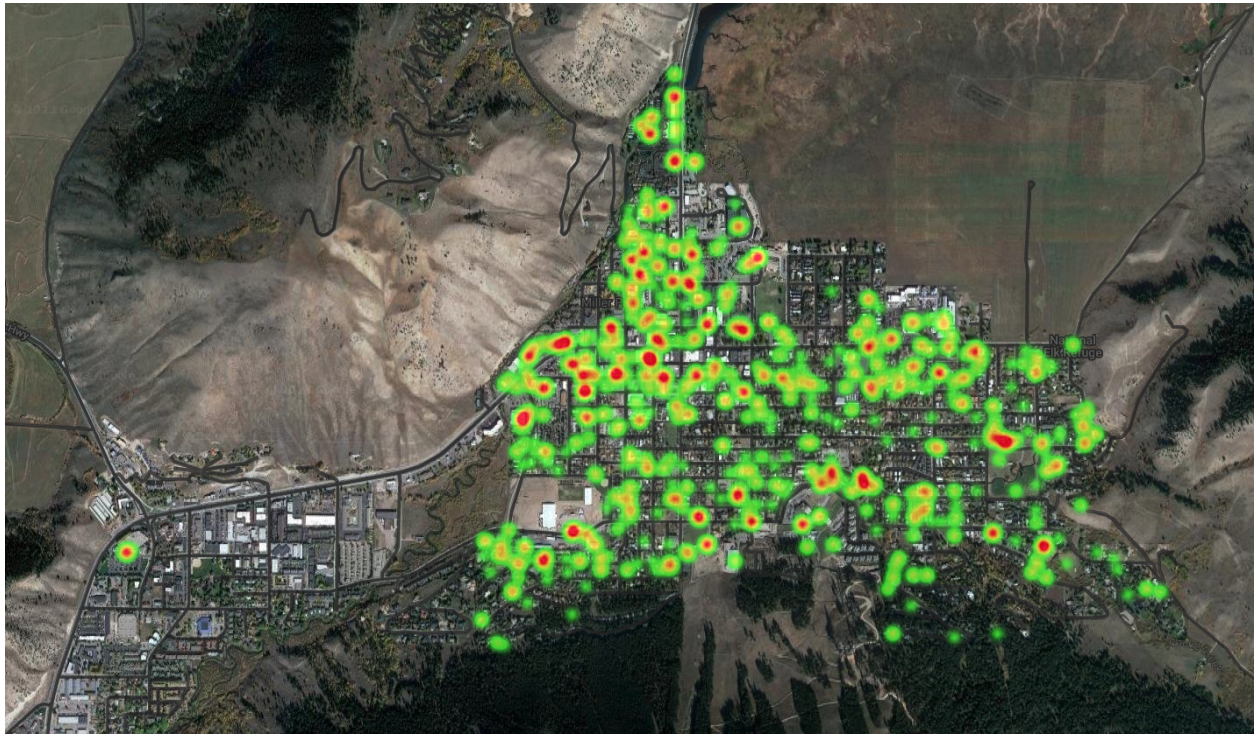
Passenger Distribution



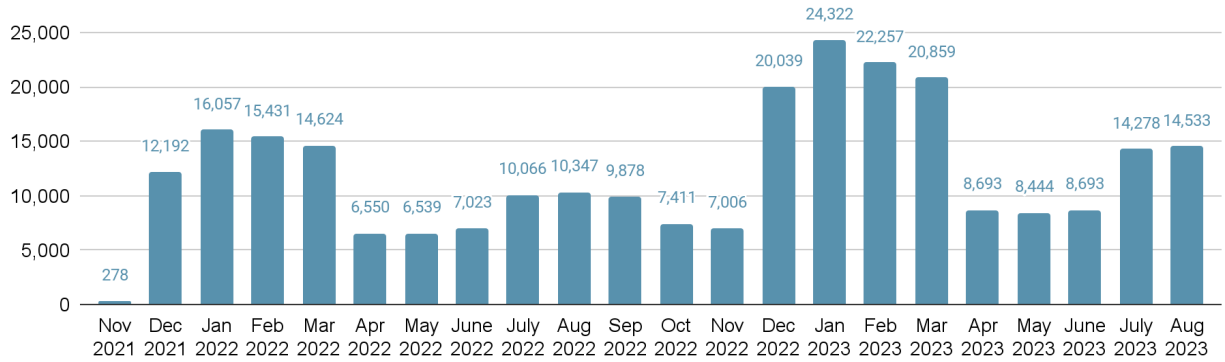
Pickups Heat Map



Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour

