

START Board Regular Meeting

I. Zoom Information

- A. <https://us02web.zoom.us/j/84461692726?pwd=SC9wd2tJREp3VEV0NjhQcS9VbVJmQT09>
- B. Webinar ID: 844 6169 2726/ Passcode: 83001

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

- A. Call to Order
- B. Roll Call
- C. Approval of Minutes
 - 1. October 26, 2023 Regular Meeting Minutes
 - 2. November 16, 2023 Regular Meeting Minutes
- D. Recognition of Outgoing Board Members

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 (N/A)

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

- A. DISCUSSION:
 - 1. START Bus November 2023 Financial Report -- Bruce Abel
 - i. December 4 JIM Approval of Budget Amendment for Contracted Services
 - 2. START Bus November 2023 Ridership Report -- Bruce Abel
 - 3. START On-Demand
 - i. East Jackson Ridership November 2023 -- Bruce Abel
 - 4. Airport Shuttle Pilot Service Update -- Bruce Abel & Hanna Sjoberg Bonar
 - i. Marketing and Outreach -- Ribbon Cutting (12/16/23)
 - 5. Proterra Update -- Bruce Abel & Lea Colasuonno
 - 6. Winter Service Levels Updates (November 24, 2023 - April 14, 2023) --Jason Pitts
 - i. Salt Lake Express Update
 - 7. Technology Update -- Bruce Abel
 - i. Masabi (Digital Fare) Hard Launch (11/20/23)
 - 8. Grand Targhee Update -- Bruce Abel
 - 9. Strategic Planning Meeting

Mission: We transport people.

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

- i. January 25, 2024 from 12:00 p.m. to 5:30 p.m.
- 10. ITD State Management Review Update
- 11. Board Members Appointments
- 12. Homeland Security Update
- 13. State Required Training

VI. MATTERS FROM THE BOARD (4:45)

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

VII. EXECUTIVE SESSION

VIII. ADJOURNMENT

IX. TIME AND PLACE FOR NEXT MEETING

- A. Thursday, January 25, 2024, 12:00 - 5:30 pm, In-Person in County Chambers
- B. This will be a half-day Strategic Planning Session. New Board Members will be sworn in.

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START Board Regular Monthly Meeting Minutes

October 26, 2023

3:30 PM – 5:30 PM

Hybrid – Teton County Commissioners Chambers & Zoom

I. ZOOM INFORMATION

- A. <https://us02web.zoom.us/j/81308396755?pwd=WWx3SFZsTU4rSEJzZU05WFNmVTNEdz09>
- B. Webinar ID: 813 0839 6755/ Passcode: 83001

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

- A. Call to Order
- B. Roll Call
 - **START Board:** Ty Hoath – In-person (Chair), LizAnn Eisen – In-person (Vice-Chair & Treasurer), Meghan Quinn – Virtual (Secretary), Anna Kerr – In-Person, Benjamin Goldberg – Absent, Cate Watsabaugh – In-person, Jared Smith– Virtual.
 - **Liaisons:** Arne Jorgensen – In-person (Town of Jackson Liaison), Wes Gardner – In-person (Teton County Liaison), Doug Self – Virtual (Teton Valley, ID Liaison)
 - **Staff:** Lea Colasuonno – Virtual (START Attorney), Bruce Abel – In-person (START Director), Jason Pitts – In-person (START Ops Manager), Hanna Sjoborg Bonar – In-person (START Service Planning, Marketing & Grants Coordinator)
 - **Other:** Matt Larson —In-person (Teton Village Association)
- C. Approval of Minutes:
 - Motion made by Cate Watsabaugh, seconded by Anna Kerr, to approve the September 28, 2023, Regular Meeting Minutes. Meeting Minutes are adopted as written. START Board agrees unanimously. Motion carries.

III. 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

- Ali Sehnert, Jackson Hole Ski & Snowboard Club, Executive Director and Laura Paul, Student Activities Executive Director
 - Prior to COVID JHSSC had opportunity for middle school student athletes to use START Bus to travel from the Middle School to Snow King. Routes changes during COVID pandemic. It has impacted ability to participate. Requesting more direct route from Middle School to Snow King during winter schedule.
 - 15-20 students, Tuesday to Thursday
 - Ty Hoath—Board will review request.

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

- A. Motion made by LizAnn Eisen, seconded by Cate Watsabaugh, to Approve Fare-Free Week November 26 to December 2 as incentive to download new mobile fare app. START Board agrees unanimously. Motion carries.

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

A. DISCUSSION:

1. START Bus September 2023 Financial Report – Bruce Abel
 - i. The most appropriate thing to say, we're reporting on third month of operations. Nothing merits special attention.
 - ii. We are anticipating a full schedule this year. In previous years we did not provide all the service we had budgeted and had excess budget. We do not anticipate excess this year.
 1. LizAnn—discusses that accounting process did not capture all items for FY2023
 - a. Bruce—Town has closed FY2023. Anything that comes in now will be FY2024
 - b. No big items outstanding that are unaccounted
 2. LizAnn—given full schedule, Town doesn't back-fill for vacation, but we need to. Is that something we should discuss?
 - a. Bruce—that is something we will need to keep an eye on
 3. Ty—asked about writing off "bad debt" in terms of payments to Proterra
 - a. Bruce—correct there is nothing to impact financials
2. START Bus September 2023 Ridership Report – Bruce Abel
 - i. Through month of September—continuing upward trend. About 14.5% increase through first 9 months of this year vs last year.
 - ii. START On-Demand continues to have great numbers
 - iii. Town Shuttle again over 25% increase
 - iv. Teton Village for the month, increasing month-by-month
 - v. Star Valley slight decrease
 - vi. Ty—We heard from the Ski & Snowboard club. Is that practical for START On-Demand.
 1. Bruce—15-20 people on a single trip. We will follow up with Ali. Don't want to raise false hopes, but we will see what we can do. If request had come in a month ago it would have been easier to accommodate
3. START On-Demand
 - i. East Jackson Ridership September 2023 – Bruce Abel
 1. Please review report in packet.
 2. We continue to see little bit of an increase in wait times. But comparable to Town Shuttle wait times.
 3. Ty—last year we went back to Town & County because of volume increase. Are we near ceiling?
 - a. Bruce—we are running very close to projected hours
4. Airport Pilot Service Update – Bruce Abel
 - i. We continue to work with our partners.
 - ii. Planning to start service on Dec 16 running through April 15.
 - iii. Hourly service to Airport.
 - iv. Four stops in town: Miller, Antler, Delony, and Home Ranch. First trip in morning at Miller Park at 5 am. Last trip in evening from Airport at 10 pm.
 - v. Airport personnel taking lead on marketing and communication plan. Ads have been run in paper.
 - vi. Yesterday met with council session. Great conversation. Buzz is starting.
 - vii. Meg Jenkins, Airport Communications Director, meeting with Travel and Tourism Board to help fund marketing of service
 - viii. Curbs have been painted to expand no parking zones at intersections for larger buses
 - ix. Metrics of Success—10-12 passengers per hour by end of pilot period. 7 passengers average over pilot period. Aiming for 40% fare box recovery.

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1. We will be conducting surveys of both riders and non-riders. There will be a QR code people can use to access survey. Want to learn what hurdles prevented people from using the service so can evaluate the path forward.
 2. On April 14 service will stop and we will have a hiatus to evaluate service. Depending on outcome, if not successful will stop. If it is successful there will be a conversation about how to move forward in a sustainable manner.
 3. Airport funding is for 4 months for pilot. They will not fund beyond the pilot.
 5. Proterra Update – Bruce Abel
 - i. Lea, Tyler, and myself continue to engage in conversations with Proterra on both the legal and managerial fronts. Had a good phone call today. Will continue to pursue all avenues to reach our desired objective, which is to have vehicles in service to transport our customers
 6. Fall/Winter Service Levels Updates (September 24 – November 23, 2023 and November 24, 2023 – April 14, 2024) – Jason Pitts
 - i. This is crunch time. A week from Monday we have 18 new hires arriving for training. Following week have 6 returning drivers starting. We have 2.5 weeks to get them trained so they can hit the ground running.
 - ii. It is a lot of work and with our small staff it is all-hands-on-deck
 - iii. Winter service is ready to go with vehicles and staff
 - iv. LizAnn—How many new hires came from recruiting trip to Alaska?
 1. About 6. It was a good trip. Spread word of mouth.
 - v. Ty—Are there opportunities to promote how we are approaching winter this year?
 1. Jason—we can look into that. We are comfortable. The true measure of success will be November 6 when we see how many people actually arrive.
 2. Bruce—we are cautiously optimistic about our preparations
 7. Training Update – Jason Pitts
 - i. Ty—asked about training on new buses
 1. Jason—Everyone is trained on new Gilligs that arrived in May
- [Audio on Recording drops from 25:45 to 36:38]
8. Bus Buy Update – Bruce Abel
 - i. MCI
 1. New buses have started to arrive. Won't be in service until registered and insured
 9. Technology Update – Bruce Abel
 - i. Masabi (Digital Fare) Launch
 - ii. Videos and discussion of how new digital fare system will work
 1. Ty—asked about languages and people without smartphones
 - a. Bruce—system available in Spanish. We will continue to sell tickets and passes and accept cash
 - b. We wanted to get the initial features online for winter service. Smart Cards will be a future phase. A third phase allows us to work with local entities to issue Fare Cards to their employees.
 2. Monthly passes are not valid for Airport Pilot Service. There is a separate ticket option in the new fare system for the Airport Pilot Service.
 10. Marketing and Outreach Update – Hanna Sjoborg Bonar
 - i. Have already covered a number of items during the meeting
 - ii. Working with Kevin and Meghan at the Airport to create marketing materials announcing the pilot service
 - iii. Working on announcing the new Masabi/Transit app fare system
 1. Creating how-to tutorials for riders

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- iv. This Saturday bringing a bus to the annual Trunk-or-Treat event
- v. Bruce thanked board members for approving 1 cent fare as an incentive to download Transit app and set up profile
- 11. Quarterly Key Performance Indicator (KPI) update
 - i. Safety & Accidents
 - 1. We want more miles to be operated between preventable accidents
 - ii. On-time Performance
 - 1. Upward trend—we want this number to be higher
 - 2. Traditional definition is not early to no more than 5 minutes late
 - 3. TV Local has on-time issues. Traffic is causing delays. We need to figure out how to address. Changes seasonally.
 - a. HOV lanes could help
 - iii. Complaints
 - 1. Complaints per 10,000 passengers we want that to be low. We want fewer complaints per boarding.
 - 2. There is not an industry standard for presenting this KPI
 - iv. LizAnn asked how we compare to industry averages?
 - 1. Bruce—one of the things everyone tends to do is ask how we compare to others. But the best use is to ask how we compare to ourselves. We want to use these to benchmark ourselves and see that we are improving.
 - 2. Differences in entities makes it comparing apples to oranges.
 - 3. Feds produce NTD (National Transit Database), KPIs are reported on individual transit system basis. But the real purpose it to see how we are performing.
 - 4. LizAnn asked if possible to see report seasonally, compare July to July.
- 12. START Board Recruitment
 - i. Three vacancies. We received 4 expressions of interest.
 - ii. Waiting to hear when interviews will be conducted.
 - iii. Jared asked if 4 candidates include current board members reupping? No
 - 1. Anna was on the fence. But was waiting to see if other candidates would apply.
 - a. Not sustainable to stay in an unpaid board position. Suggested finding a way to provide a stipend in the future.
 - b. But loved serving on the Board. Hopes to continue to support START.
- 13. ITD State Management Review Feedback
 - i. Idaho Transportation Department. Review is part of “getting our house in order”
 - ii. Part of that process is related to compliance issues that go along with accepting Federal money.
 - 1. We get our Federal funds through both ITD and WYDOT
 - iii. Reviews are every three years
 - iv. First step is a “desk audit” providing documentation of our policies and procedures
 - v. Second step is a site visit to further review documents
 - vi. Bruce is very pleased with the results. We still have a way to go. But the review staff acknowledged the progress we have made since last review
 - vii. We have submitted a similar set of documents to Wyoming DOT for their visit next week
 - viii. ITD is involved with a wider transit program to help combat human trafficking
 - 1. We will be training our drivers to be alert for signs
- 14. Travel Feedback
 - i. WYDOT/WY Trans
 - 1. Casper a few weeks ago. Included mandatory meeting to retain grant eligibility
 - 2. Ann McClure attended training for ADA compliance

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- ii. APTA—American Public Transit Association
 - 1. Met with Gillig, our bus manufacture, about future orders
 - 2. Met with MCI about currently arriving buses
 - 3. Met with our technology vendors
 - 4. Attended ceremony for inducting his first boss into Transit Hall of Fame

VI. MATTERS FROM THE BOARD (4:45)

A. Town Liaison Report – Arne Jorgensen

- 1. Thanked current board members and staff for their contributions
- 2. Airport Pilot, we've received a lot of feedback. People want to know what the pilot means
 - 1. Goal is to drive transit ridership to our local airport.
 - 2. The FAA has only agreed to let the airport fund this pilot for 4 months. After that if it is successful we will need to find a way to find it.
 - 3. But he hopes the service will continue in the future
- 3. Last Town Council meeting heard a proposal about bike and car sharing. Possible involvement by START
- 4. Ty asked about budget process for START On-Demand in light of financial pressures on the town
 - 1. Arne—the process won't be different. Same budget amendment process
- 5. Task force to review joint departments. Looking at individual departments, sending surveys. We are all learning a great deal.
 - 1. Reviewing budget process and how they are handled. What each department needs. Possible to customize budget balance to each department
 - 2. Task force has no decision making ability. Present to Joint Board in January or February.

B. County Report – Wes Gardner (not present)

C. Teton Valley Liaison Report – Doug Self

- 1. Targhee Shuttle—2 year ITD funding application window is open. Will be working with Bruce and Targhee staff to continue funding shuttle.
 - 1. Considering adding demand service
 - 2. Would like to see ridership report as part of the Board packet
- 2. City of Victor is applying for funds to build an enclosed shelter with restrooms.
 - 1. They would also like to see a pilot service between Victor and Stilson
- 3. Traffic counters on Pass—average daily vehicle trips up 6% for September over last year, bus ridership down 12%. Going wrong direction, but hope the switch to MCI coaches will help drum up ridership
 - 1. Ty asked if we need to promote new buses more. –Doug we did release information about them.

D. Star Valley Liaison Report - Vacant

E. Committee Reports

F. Matters from Board Members

- 1. LizAnn—Thanked Anna and Cate for their service. Reminded everyone about WY State Training email from Lea. Asked Ty to start thinking about Board Retreat in January for when the new Board Members start
- 2. Jared—meeting updates
 - 1. Quarterly Meeting of Teton Transportation Coalition, he presented high-level update provided by Bruce. Making progress on HOV lanes. Airport Pilot received a lot of interest.

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START Board Regular Monthly Meeting Minutes

November 16, 2023

3:30 PM – 5:30 PM

Hybrid – Teton County Commissioners Chambers & Zoom

I. ZOOM INFORMATION

- A. <https://us02web.zoom.us/j/84643129898?pwd=dkN1c25wWVRwcEpiTzBuYWlLeFN3QT09>
Webinar ID: 846 4312 9898/ Passcode: 83001

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

- A. Call to Order
- B. Roll Call
- **START Board:** Ty Hoath—In-person (Chair), LizAnn Eisen—Virtual (Vice-Chair & Treasurer), Meghan Quinn—In-person (Secretary), Benjamin Goldberg—Virtual, Anna Kerr—In-person, Jared Smith—Virtual, Cate Watsabaugh—Absent
 - **Liaisons:** Arne Jorgensen—Absent (Town Council Representative), Wes Gardner—In-person (Teton County Representative), Doug Self—Virtual (Teton Valley, ID Representative)
 - **Staff:** Bruce Abel—In-person (START Director), Jason Pitts—In-person (START Operations Manager), Hanna Sjoberg Bonar—Virtual (START Service Planning, marketing & Grants Coordinator), Lea Colasuonno—In-person (START Attorney), Ann McClure—In-person (START Administrative Assistant)
 - **Other:** Charlotte Frei—In-person (Regional Planning Transportation Administrator)
- C. Approval of Minutes:
- October 26, 2023 Regular Meeting Minutes
 - i. Hard copy of minutes were not included in the meeting packet. Motion made by Meghan Quinn, seconded by Anna Kerr, to continue approval of October Minutes to next meeting. START Board votes unanimously. Motion passes.

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

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

- A. Approval of Downtowner Agreement
- B. Approval of Budget Amendment for Contracted Bus Service
- C. Approval of Salt Lake Express Agreement for Contracted Bus Service
1. Motion made by Meghan Quinn, seconded by LizAnn Eisen, to approve the Consent Agenda items, and authorize the Board chair to execute the contracts, subject to minor changes by staff. START Board votes unanimously. Motion passes.

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

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A. DISCUSSION:

1. START Bus October 2023 Financial Report – Bruce Abel

- i. Approximately 38% through our budget year. We are running in synch with where we are in fiscal year. Ops budget requires more analysis because we anticipate the greatest spend rate starts next week and for the next four months.
- ii. In previous years we were able to come in comfortably on the expense side of the budget because we did not have enough employees to deliver all the services that were budgeted. That left unspent funds in the budget. This year we are very close to being fully staffed. We are anticipating doing our entire service delivery. Our financial window will be tight.
- iii. The manner in which town does budgeting in terms of PTO, in most town departments when someone takes time off you don't need to back-fill them. In the Transit Department we do need to back-fill. If a driver is on vacation we still need to run the service. We pay twice for PTO—vacation and replacement person performing work. It is questionable how much the town budget accounts for that.
 - 1. We're keeping a close eye on this. We have a 2-FTE equivalent in PTO.
 - 2. There have been conversations with Town Manager about looking at this differently moving forward.
- iv. Second, we spend a lot of time and money training our people
- v. We might need to make a budget request. In about 6 to 8 weeks we'll have a better understanding of our operational expenses. We don't want to wait too long, but also don't want to ask too soon because it may be unnecessary
- vi. Overtime is showing up in our supervisor staff. They are pulling double duty working supervisor shift and training shift. These are the things we are keeping an eye on. These challenges are not traditional administrative budget considerations.
- vii. Ty—asked how START compares to Police Department. Bruce—they are less seasonal than we are, but similar regarding PTO expenses, etc.
Meghan—is there no way to expect PTO and budget for it? Bruce—we have discussed that with Tyler.

2. START Bus October 2023 Ridership Report – Bruce Abel

- i. Overall ridership up 15%, which is good.
- ii. Continuing to increase/regain on Teton Village routes since last winter. If it continues to increase we'll be even with last year. We are working in tangent with Village, they are raising parking rates, we are increasing service. Incentivize public transit.

3. START On-Demand

- i. East Jackson Ridership October 2023 – Bruce Abel
 - 1. Increasing again. Ridership up about 13%.
 - 2. We look at passengers per-hour. 8.5/PPH vs 7.4 last year. We have been more efficient at transporting more folks for the same level of service
 - 3. Average wait time of 11 minutes is creeping up. Benchmark against fixed-route wait of 15 minutes.
 - 4. We budget a set number of hours for them to provide. November 30 is our last month, we are bumping ceiling of current contract, we are watching hours.
 - a. We took increase into account with new budget
 - 5. Ty—when we broke through items that trigger contract changes—ridership, hours--we went back to Town for amendment. Bruce—yes that is the process. Last time it was to introduce South Town. We managed it as a single contract with Downtowner LLC.

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6. Jared—have we continued with Albertsons' Drop off and Pick up? Bruce—yes it is still part of the service offering. Utilized? Bruce -- Yes, haven't done a follow-up survey since the first survey that said customers desired it. But Downtowner says it is popular. Albertson's is a red heat dot on the map.
4. Airport Shuttle Pilot Service Update – Bruce Abel and Charlotte Frei
 - i. We had a press conference at the Airport 2 weeks ago. Ty, Bruce, Jason attended. Felt it went well. Had a new MCI there for people to see.
 - ii. Charlotte—Service will operate from Miller Park at 5 am and leave every hour on the hour until 9 pm. (Reviewed stops.) Last trip from airport will be 10 pm.
 - iii. Board approved fare of \$10 for adults, \$5 for seniors/children under 12/people with disabilities
 1. Fare collection—electronic fares or cash fares. We are keeping a firewall between the fares because Airport is backstopping costs
 - iv. Meghan—Good job in the newspaper, but is it on social media? Bruce—Airport staff is taking the lead. They have video, print ads, digital media in airport. Charlotte —they have a social media kit that other organizations in town can use. Meghan suggested Chamber would be a good option. Bruce says Rick Howe at Chamber is marketing the Shuttle along with promoting JH
 - v. Ty—when do we expect to receive actionable data? Charlotte—rider/non-rider survey is already online. We are expecting 60 day check-in in February. We might be able to provide an update with initial results for February Board meeting.
 - vi. Bruce—objective is 10-12 riders per hour by end of pilot period, with average of 7 riders per hour per month throughout pilot duration. 40% farebox recover, e.g., return 40% of costs of providing service. The Consultant are anticipating visiting in January or February for early assessment
 - vii. Ty—survey is also being added to general airport survey? Charlotte—yes, 2 questions are being included, with the same wording for easier tracking. Survey will be both digital and analog, in English and Spanish
 - viii. Jared—In a few communications it is called "Airport Pilot Shuttle Program", "pilot" might be confusing to other people. Maybe call "demonstration" instead. Bruce—good point. Switching to "Airport Shuttle Pilot Program" because we are transporting more than pilots.
 - ix. Ty—the community has been talking about this for years. It is great to have it in place.
5. Proterra Update – Bruce Abel & Lea Colasuonno
 - i. Changes to NoLo Grant
 1. START received LoNo Grant to purchase 4 electric buses. Included in this year's budget. Have had conversations with Town and FTA. No appetite to get more all-electric buses. FTA has acknowledged willingness to receive a request to change from "No emissions" to "Low emissions" grant. Might be able to purchase hybrid buses again. Understood cannot transfer to straight diesel.
 2. Meghan—Proterra only does electric? Bruce—Proterra was a battery manufacturing company that got into the bus building business. (Can't trade for different type of bus.)
 3. Federal government won't be asking for grant money back that was spent on Proterra buses
 - ii. We have 8 Proterra buses in the fleet. They have been down for months. Proterra had challenging financial position for months. They have permission from bankruptcy court to use funds for parts for repairs. We have 2 vehicles back up and running—we are hoping to

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keep them running. Trying to get a 3rd running. That will help us in terms of flexibility with the fleet.

- iii. Lea—General background, we have two contracts with them. A bus purchase contract for buses & chargers, and a battery lease. Explanation of bankruptcy being a federal law, not dependent on state law. This case was filed in Delaware bankruptcy court. One needs to be barred in the specific court to practice law, she is not barred in Delaware.
 - iv. We hired a council in Delaware that deals with insolvency to help us with this process. The firm is located in Virginia. These buses are important to our community.
 - v. Proterra filed for Chapter 11—go through process and come out on the other side with changed functions, and be able to function during the process.
 - vi. To oversimplify it—Proterra is looking for companies to buy their contracts. Both of our contracts are on that list. We can object to a degree. Make sure our issues are dealt with. We requested that our contracts be kept together. Bid process is still ongoing.
 - vii. This is a long-term process.
 - viii. Meghan—a target level for this to be a loss? Lea—the contracts are being sold, Proterra is not planning to hold on to them. The company that takes the bus contract takes the obligation to repair the buses.
 - ix. Ty—can you explain timeline? Lea—will have to get back to him. November 21 is a deadline to object to how contracts are divided. But not sure about other deadlines. Does not expect bankruptcy process to be complete until at least 6 months.
 - x. Ty—should we be updating public on how we are protecting their/our interest? Lea—this is a big company with a lot of interested parties. We don't have a lot of control over the process
6. Winter Service Levels Updates (November 24, 2023 – April 14, 2024) – Jason Pitts
- i. We are excited for winter service starting day after Thanksgiving.
 - 1. Increasing service, adding Express and South
 - ii. The last few weeks have been extremely busy at START between construction and 18 new drivers.
 - iii. You have probably seen buses with “Training” designation driving around town
 - iv. Supervisors have been working 6 days a week to get the new drivers up and running
 - v. We are pleased with this group of new drivers. Impressed with quality. They all have experience.
 - vi. Bruce—thanks the Board for approving contract with Salt Lake Express. We expected 24 drivers for winter, but got 16.
 - 1. We are still recruiting. Salt Lake Express contract gives us flexibility
 - vii. Last year we had 4 new hires and 2 returning. This year we have 13 new and 3 returning.
 - viii. We got 5 people out of our Alaska recruiting trip. Good return on investment
 - ix. Next question is how we can retain them for the shoulder season
7. Training Update – Jason Pitts
- i. Discussed above
8. Bus Buy Update – Bruce Abel
- i. MCI
 - 1. We received last of the 6 last week.
 - 2. Going through post delivery inspection, paperwork, getting titles, and registered
 - 3. There was a ribbon cutting yesterday to introduce the new coach
 - 4. The new coaches are getting good reviews
 - 5. Primary intent was to use for commuter service, more appropriate to type of service providing

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6. Had hoped to have them in service by Thanksgiving, but due to timing and process we won't meet that objective. Hope to have a few in service by December 1.
7. Commuter route service levels are the same as last year, but will have more capacity because more seats per bus
9. Technology Update – Bruce Abel
 - i. Masabi (Digital Fare) Launch
 1. Soft launch was Tuesday (11/14). People with Transit app can see the ability to purchase ticket
 2. Hard launch is on Monday (11/20). Masabi/Transit will push out notification about the service being available
 3. We are also promoting information
 4. For the first week people can buy a 7-day pass for 1 cent for use by December 16
 5. Thank you to our entire team for stepping up to get all of this ready for launch
 6. Anna—have we reached out to hotels? Bruce—we are working with the Chamber. We are going to JHMR on December 6 to share information about START. We'll be at the Chamber event for new seasonal employees (date TBA)
 7. We do need to ramp up communication
 - ii. Equans came in—they performed instillation on half the fleet last November, they did the new buses in October. Riders can track the buses
 - iii. Masabi came in and did instillation of the new electric fare collection equipment. The entire fleet (except new buses) have the collection system.
 - iv. Ty requested copy of training memo that was provided to drivers
10. Marketing and Outreach Update – Hanna Sjoberg Bonar
 - i. Airport Press Conference
 1. Friday November 3rd at airport. People were able to tour. There were news outlets present. Speakers included Ed Liebszeit, JH Airport Board President; Arne Jorgensen, Mayor Pro-Tempore; Ty Hoath, START Board Chair; Jonathan Schechter, Town Council; Jim Elwood, Airport Director; and others.
 - ii. Masabi Launch
 1. Creating business cards with QR code to download Transit app
 - a. Will provide to hotels
 - b. Soft launch 11/14, Hard launch 11/20
 2. Countdown on social media
 - a. Social media blasts Friday and Monday about 1 cent pass to promote new app
 3. Creating videos about how to use the app
 4. In-bus ads promoting new platform
 5. News article early next week about 1 cent pass
 6. Ty asked about Airport Shuttle packet—Hanna thinks it is a Google link
 7. Ann has been training drivers on validating new mobile tickets
 - iii. Bruce --Ribbon cutting yesterday (11/15) at Home Ranch introducing new MCIs. Attendees included Cindy Terwilliger, FTA; Heather Overholser, Teton County; Jonathan Schechter, Town Council; and others. Expect article in paper next day or two. Covered by Daily News & Guide
11. WYDOT State Management Review Feedback
 - i. Depending on population, large cities receive money directly from FTA; smaller cities the money goes to State for distribution. FTA visits large transit systems, State visits smaller cities

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- ii. Reviews go along with accepting funds
 - iii. Last month reviewed by Idaho. This time Wyoming because provide majority of funding
 - 1. Idaho reviewed last year and saw good progress from last year
 - 2. Wyoming we had a verbal exit interview. Wyoming hired a consultant who will help us address areas that are not in compliance
 - a. Consultant is sending templates, such as for a procurement policy
 - iv. We will continue to work on compliance as part of “Get Our House in Order”
12. Grand Targhee Update
- i. Reporting that week before last had a conference call with Doug Self, Ty, Bruce, Joel Millman (Transportation Manager for Grand Targhee)
 - ii. With West Slope applied for funding from Idaho for Grand Targhee Shuttle—Driggs, Victor and up to Targhee—submittal due in January. Doug is working on information about benefit to community. Grand Targhee staff working on operating statistics.
 - iii. We will submit application for operating funds. Grand Targhee is a contractor to us. We will release an RFP, but the provider has been Grand Targhee for last couple contracting period. Then we’ll move forward for next two years.
13. Strategic Planning Meeting
- i. January 25, 2024 from 1 pm to 5:30 pm—12 pm to 5:30 pm
 - 1. This is normal Board Meeting from 3:30 to 5:30. Change it to Strategic Planning Meeting instead.
 - ii. START Board has participated in a Retreat for last few years. People have negative connotations with “retreat”. We are calling it a Strategic Planning Meeting, which is more accurate.
 - iii. Suggested swearing in new Board Members at the beginning of meeting so they can participate

VI. MATTERS FROM THE BOARD (4:45)

- A. Town Liaison Report – Arne Jorgensen (absent)
- B. County Report – Wes Gardner
 - 1. Very encouraged by so many things happening. Great momentum on the drivers. Electronic fares are great.
 - 2. If START On-Demand stops being a fare service would there be a separate collection? Bruce—yes because it would be through their app instead of ours.
 - 3. Sustainable Business Leaders—this quarterly meeting was earlier this week, touched on transportation—All 4 presenters mentioned inability to use commuter service because of the windows of operation. Another moment of hearing from a larger group. People are presenting to their employees, but they all said the same thing about inability to use.
 - 1. Pain point is evenings and weekends
 - 2. Aware we did a survey. Feels remiss not getting survey to this group. Bruce asked for opportunity to meet with the group
 - 4. Destination Stewardship Council—about 10 people on council, sought 2 at-large seats, received 18 responses. Narrowed to 5, selecting 3. Wes asked people responding to applicants to let them know that there are opening on the START Board. Bruce—application period is closed. 3 openings, received 4 applications. Week of December 11 is when interviews are scheduled. Wes—we’ve struggled in the past to fill this board. Thanked current Board for their service.

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- 5. Bruce – clarify, top priority from survey was to serve 9 am work start, second was weekend service. We can't add 4th trip this season [due to staffing and fleet level]
- C. Teton Valley Liaison Report – Doug Self
 - 1. Driggs will be applying for 1 more bus for the shuttle service. Lease those to service provider
 - 2. Ty-This is a renewal of existing service. What are growth plans? Doug—resort has master plan. There are requirements for employee and guest ridership that need to be met. They are expanding ridership and want to expand fleet. The new bus would allow to have 3 buses in service and 1 in shop. Could also expand service hours.
- D. Star Valley Liaison Report - Vacant
- E. Committee Reports
- F. Matters from Board Members

VII. EXECUTIVE SESSION

VIII. ADJOURNMENT

Motion to adjourn at 5:03 pm made by LizAnn Eisen and seconded by Meghan Quinn.

TIME AND PLACE FOR NEXT MEETING.

Thursday, December 21, 2023, 3:30-5:30PM, Hybrid - County Chambers/Zoom (NB: not fourth Thursday because of end of year holidays.)

Ann McClure Date
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 _____

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Town of Jackson, Wyoming
START Bus System

Monthly Financial Report

for the month of

11/30/2023 month 5

41.667%

	Period Actual	Period Budget (div by 12)	Period Variance	YTD Actual	YTD Budget	YTD Variance	%	Total Budget	Budget remaining	%
Revenues:										
Intergovernmental	\$ -	\$ 1,250,746.17	\$ (1,250,746.17)	\$ 457,139.47	\$ 6,253,730.83	\$ (5,796,591.36)	7.310%	\$ 15,008,954.00	\$ 14,551,814.53	3.046%
Charges for Service	17,097.01	\$ 197,024.92	\$ (179,927.91)	477,005.77	\$ 985,124.58	\$ (508,118.81)	48.421%	\$ 2,364,299.00	\$ 1,887,293.23	20.175%
Miscellaneous	17644.25	\$ 2,250.00	\$ 15,394.25	(92,039.69)	\$ 11,250.00	\$ (103,289.69)	-818.131%	\$ 27,000.00	\$ 119,039.69	-340.888%
subtotal	\$ 34,741.26	\$ 1,450,021.08	\$ (1,415,279.82)	\$ 842,105.55	\$ 7,250,105.42	\$ (6,407,999.87)	11.615%	\$ 17,400,253.00	\$ 16,558,147.45	4.840%
transfers in	62570.26	\$ 250,894.67	\$ (188,324.41)	382,796.47	\$ 1,254,473.33	\$ (871,676.86)	30.515%	\$ 3,010,736.00	\$ 2,627,939.53	12.714%
Total	\$ 97,311.52	\$ 1,700,915.75	\$ (1,603,604.23)	\$ 1,224,902.02	\$ 8,504,578.75	\$ (7,279,676.73)	14.403%	\$ 20,410,989.00	\$ 19,186,086.98	6.001%
Expenditures										
Administration	\$ 155,238.37	\$ 169,728.58	\$ (14,490.21)	\$ 794,132.81	\$ 848,642.92	\$ (54,510.11)	93.577%	\$ 2,036,743.00	\$ 1,242,610.19	38.990%
Operations	399,946.57	\$ 639,959.00	\$ (240,012.43)	2,192,448.67	\$ 3,199,795.00	\$ (1,007,346.33)	68.518%	7,679,508.00	5,487,059.33	28.549%
subtotal	\$ 555,184.94	\$ 809,687.58	\$ (254,502.64)	\$ 2,986,581.48	\$ 4,048,437.92	\$ (1,061,856.44)	73.771%	\$ 9,716,251.00	\$ 6,729,669.52	30.738%
Capital outlay	\$ 4,336,109.67	\$ 891,228.25	\$ 3,444,881.42	\$ 4,370,380.60	\$ 4,456,141.25	\$ (85,760.65)	98.075%	\$ 10,694,739.00	\$ 6,324,358.40	40.865%
Subtotal (cume)	\$ 4,891,294.61	\$ 1,700,915.83	\$ 3,190,378.78	\$ 7,356,962.08	\$ 8,504,579.17	\$ (1,147,617.09)	86.506%	\$ 20,410,990.00	\$ 15,519,695.39	36.044%
Transfers out	\$ 9,813.00	\$ 11,329.33	\$ (1,516.33)	\$ 53,510.00	\$ 56,646.67	\$ (3,136.67)	94.463%	\$ 135,952.00	\$ 82,442.00	39.359%
Total (cume)	\$ 4,901,107.61	\$ 1,712,245.17	\$ 3,188,862.44	\$ 7,410,472.08	\$ 8,561,225.83	\$ 1,150,753.75	86.559%	\$ 20,546,942.00	\$ 13,136,469.92	36.066%
Net Revenue over Expenditures	\$ (4,803,796.09)	\$ (11,329.42)	\$ (4,792,466.67)	\$ (6,185,570.06)	\$ (56,647.08)	\$ (8,430,430.48)	#####	\$ (135,953.00)	\$ 6,049,617.06	4549.786%



START Ridership

START Board Meeting: December 21, 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%



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	31,403	15,592	1,903	2,133	-	484	8,880	60,395	9,323	18%
October	27,190	9,350	2,122	2,561	-	440	6,583	48,246	9,660	25%
November	21,267	10,992	1,764	2,363	-	489	6,093	42,968	3,895	10%
December					-			-	(96,426)	-100%
Totals 2023	318,030	273,790	22,998	25,593	-	5,293	113,282	758,986	662,560	687%

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%		
2023	September	8,880		8,880
	% of SOD total	100.00%		
2023	October	6,583		6,583
	% of SOD total	100.00%		
2023	November	6,093		6,093
	% of SOD total	100.00%		

Summary Tables:

Monthly Total - November Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Annual Total:
2018	28,285	13,054	2,710	2,568	-	389	-	47,006
2019	35,185	7,392	3,523	3,449	-	430	-	49,979
2020	9,688	4,308	1,642	1,407	132	328	-	17,505
2021	12,866	6,437	1,685	1,343	1,717	448	-	24,496
2022	18,712	9,972	2,181	2,194	-	501	5,513	39,073
2023	21,267	10,992	1,764	2,363	-	489	6,093	42,968

Monthly Comparisons for Each Service Type - November Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Variance:
2018 - 2019	6,900 24.39%▲	(5,662) -43.37%▼	813 30.00%▲	881 34.31%▲	- 0.00%▲	41 10.54%▲	- 0.00%▲	2,973 6.32%▲
2019 - 2020	(25,497) -72.47%▼	(3,084) -41.72%▼	(1,881) -53.39%▼	(2,042) -59.21%▼	132 0.00%▲	(102) -23.72%▼	- 0.00%▲	(32,474) -64.98%▼
2020 - 2021	4,895 50.53%▲	2,129 49.42%▲	43 2.62%▲	(64) -4.55%▼	1,585 0.00%▲	120 36.59%▲	- 0.00%▲	6,991 39.94%▲
2021 - 2022	4,129 32.09%▲	3,535 54.92%▲	496 29.44%▲	851 63.37%▲	(1,717) 0.00%▲	53 11.83%▲	5,513 0.00%▲	14,577 59.51%▲
2022 - 2023	2,555 12.01%▲	1,020 9.28%▲	(417) -23.64%▼	169 7.15%▲	- 0.00%▲	(12) -2.45%▼	580 9.52%▲	3,895 9.06%▲

YTD Totals for January through November Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	YTD Total:
2018	451,907	419,080	30,066	30,299	-	4,800	-	936,152
2019	452,368	454,583	30,954	34,014	-	4,861	-	976,780
2020	199,925	288,688	20,065	19,726	132	3,757	-	532,293
2021	170,318	183,028	21,473	19,117	37,216	5,049	-	436,201
2022	251,481	279,251	23,766	22,899	-	5,486	78,791	661,674
2023	318,030	273,790	22,998	25,593	-	5,293	113,282	758,986

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

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Annual Variance:
2018 - 2019	461 0.10%▲	35,503 8.47%▲	888 2.95%▲	3,715 12.26%▲	- Add to TS	61 1.27%▲	- Add to TS	40,628 4.34%▲
2019 - 2020	(252,443) -55.80%▼	(165,895) -36.49%▼	(10,889) -35.18%▼	(14,288) -42.01%▼	Add to TS	(1,104) -22.71%▼	- Add to TS	(444,487) -45.51%▼
2020 - 2021	7,609 3.81%▲	(105,660) -36.60%▼	1,408 7.02%▲	(609) -3.09%▼	Add to TS	1,292 34.39%▲	- Add to TS	(96,092) -18.05%▼
2021 - 2022	43,947 21.18%▲	96,223 52.57%▲	2,293 10.68%▲	3,782 19.78%▲	-	437 8.66%▲	78,791 100.00%▲	225,473 51.69%▲
2022 - 2023	66,549 26.46%▲	(5,461) -1.96%▼	(768) -3.23%▼	2,694 11.76%▲	-	(193) -3.52%▼	34,491 43.78%▲	97,312 14.71%▲

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	2,326.64	11 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	2,090.73	11 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	
September 2023				
Teton Valley		AM	PM	
Septmber	TV1	14	25	
	TV2	22	19	
	TV3	15	8	
Star Valley		AM	PM	
September	SV1	11	19	
	SV2	14	19	
	SV3	20	9	
October 2023				
Teton Valley		AM	PM	
October	TV1	15	24	
	TV2	25	22	
	TV3	21	8	
Star Valley		AM	PM	
October	SV1	13	20	
	SV2	15	21	
	SV3	21	7	
November 2023				
Teton Valley		AM	PM	
November	TV1	13	26	
	TV2	25	21	
	TV3	22	9	
Star Valley		AM	PM	
November	SV1	11	22	
	SV2	16	14	
	SV3	19	6	



East Jackson Ridership Report

November 2023

Rides : 6,093 / 209,685

Passengers (unlinked passenger trips): 7,633 / 296,864

Vehicle revenue hours: 1,023 / 31,450

Total vehicle hours: 1,135 / 34,623

Vehicle revenue miles: 9,165 / 280,389

Total vehicle miles: 10,058 / 298,679

Passenger miles: 6,965 / 258,894

Unique rider accounts (month to date / year): 842 / 5,910

Passengers per revenue hour: 7.5 / 9.5

Percent of rides shared: 29%

Average wait time: 8 minutes

Average ride time: 4 minutes

Average experience rating: 4.9 out of 5

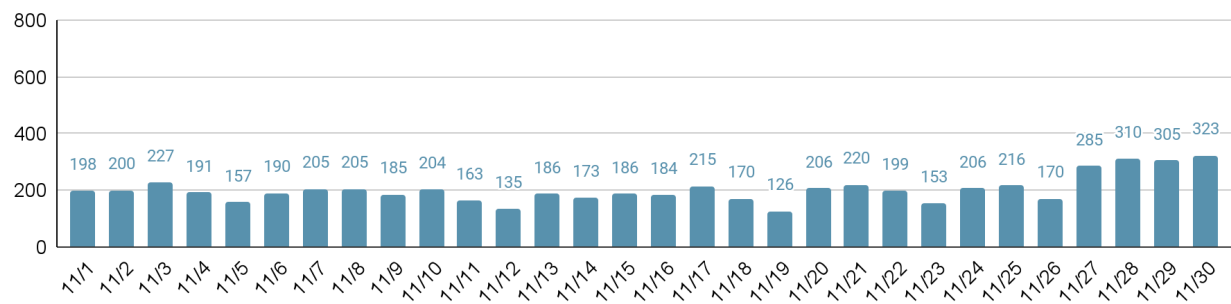
Wheelchair rides: 8

No shows: 129

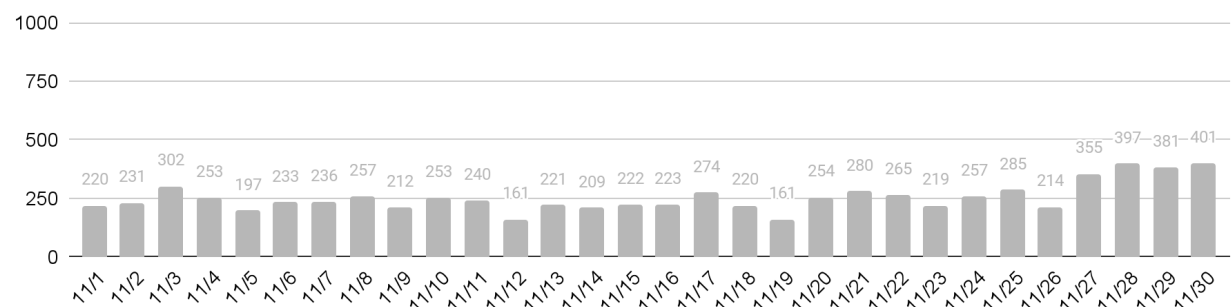
Percent of rides more than 5 min late to pickup: 4%

(month to date / all time)

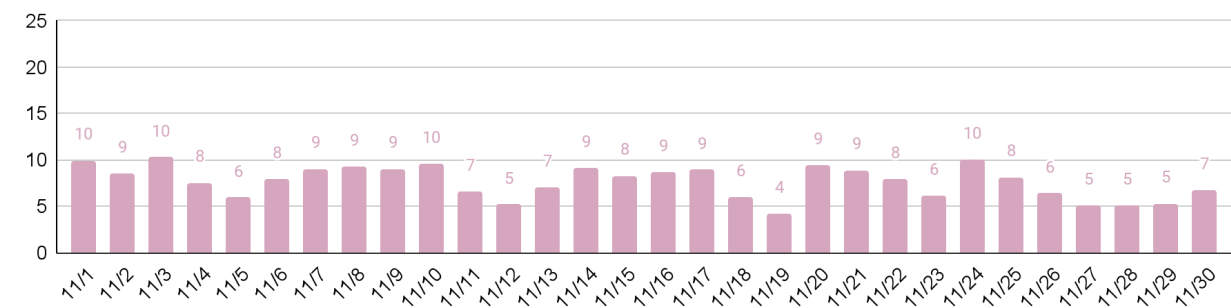
Rides



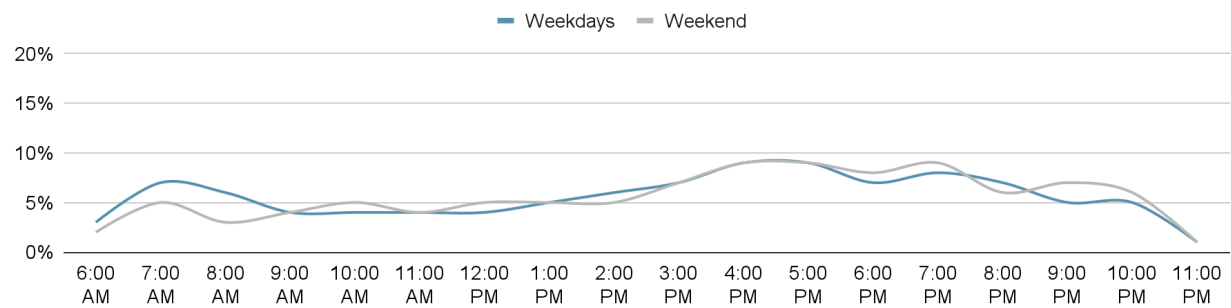
Passengers



Average Wait time



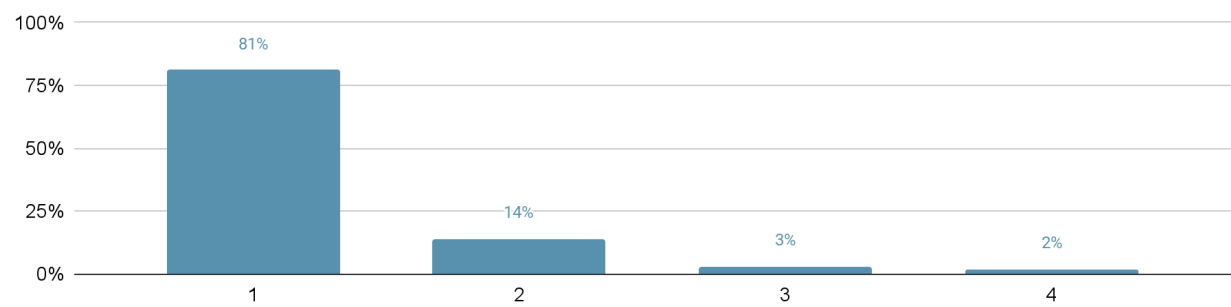
Pickups by Hour



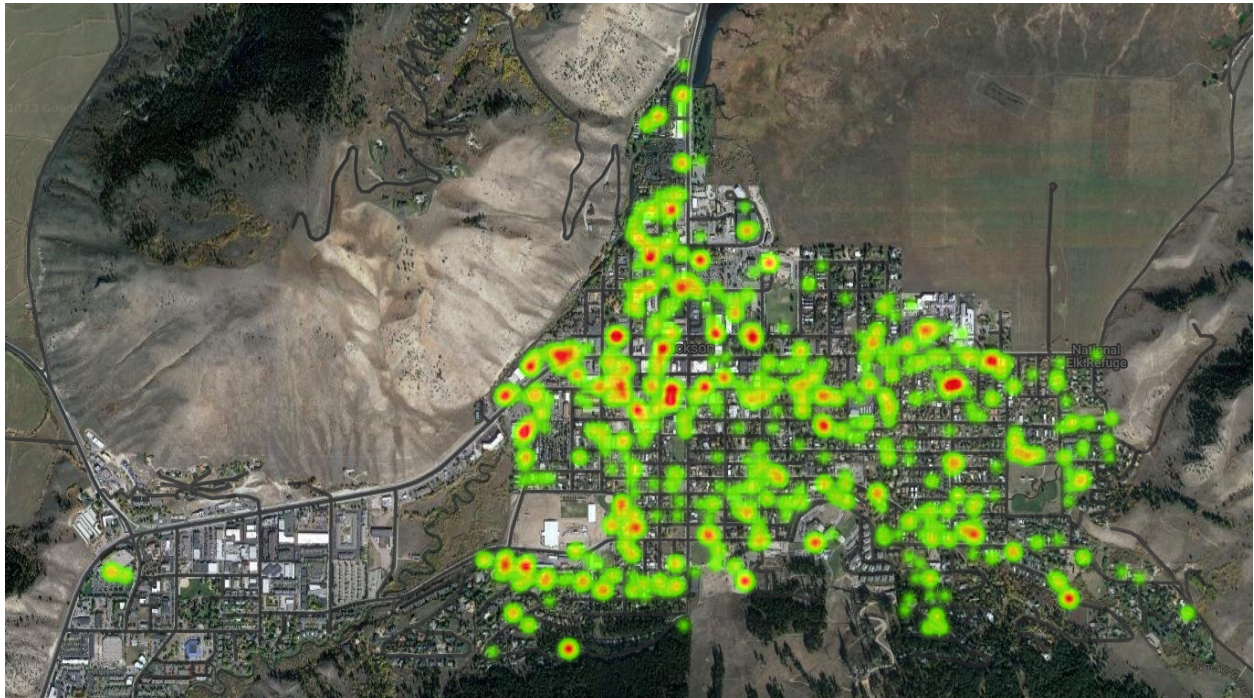
Wait Time Distribution

- 0 - 5 min: 41%
- 5 - 10 min: 32%
- 10 - 15 min: 16%
- 15 - 20 min: 6%
- 20 - 25 min: 3%
- 25 - 30 min: 1%
- 30+ min: 1%

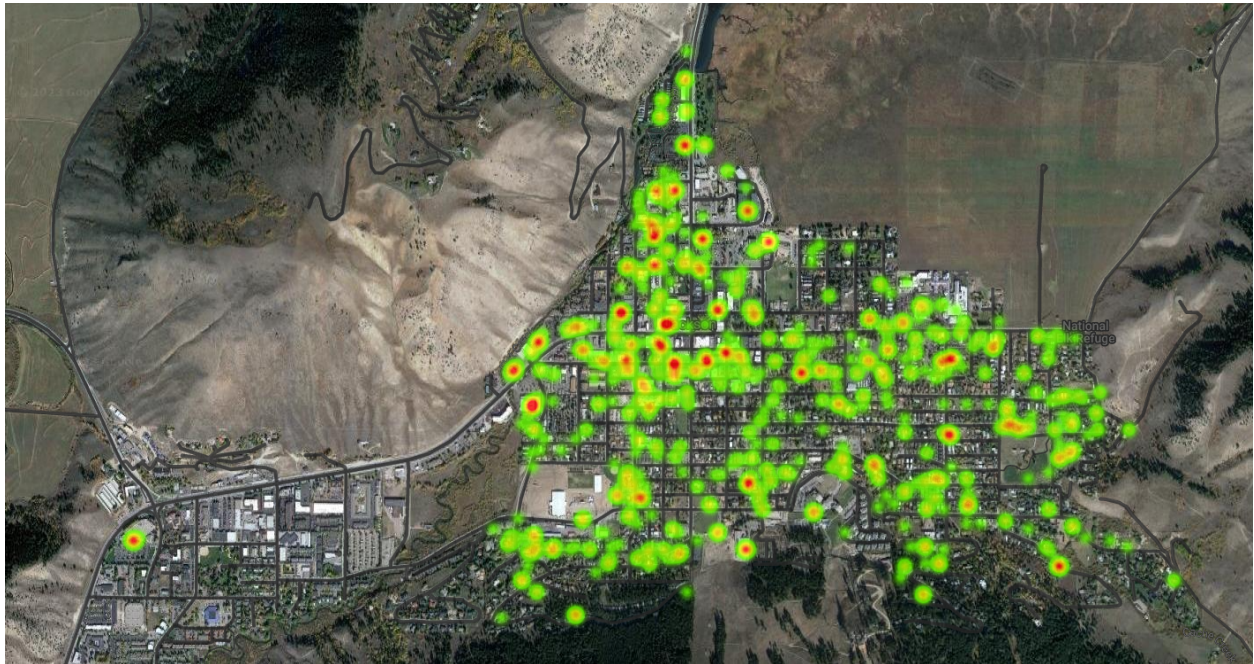
Passenger Distribution



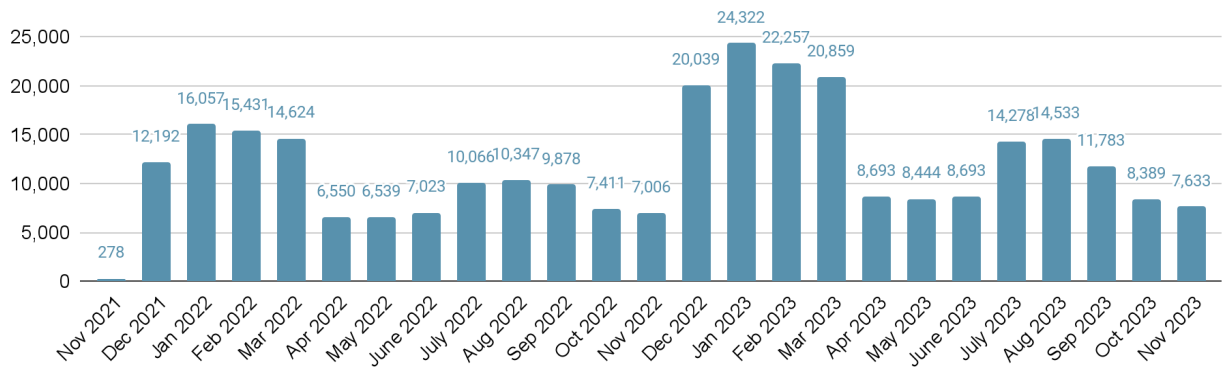
Pickups Heat Map



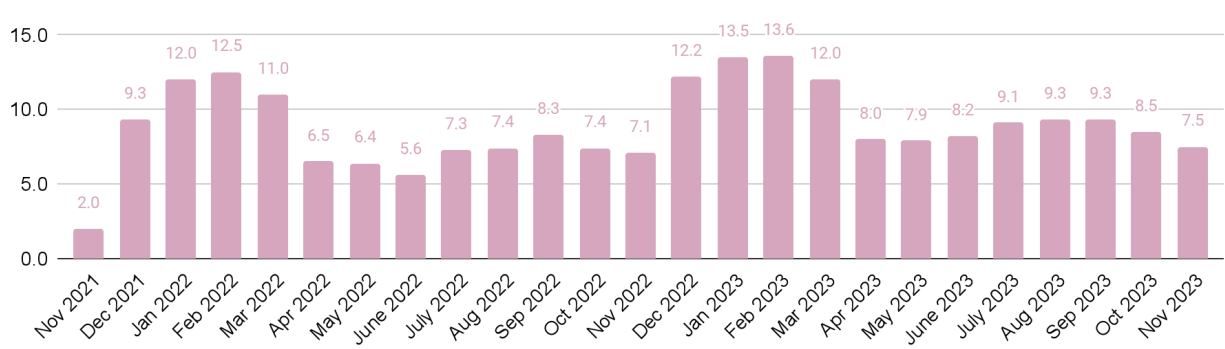
Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour



Proposed START Board regular meetings for 2024

2024

January

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

March

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4		
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

START Site Review – October 19, 2023

Thank you for taking the time to meet with us during your site review on October 19, 2023. We have completed START's review and have outlined below our list of items needed and/or recommendations that we discussed during our call on November 28, 2023.

Please submit any and all responses by: **January 3, 2024**.

Pre-Desk Review Documents

Please submit the following:

- Business Continuity and Disaster Recovery Plan

Administration and Management: Equal Employment Opportunity

Please submit the following:

- Demonstrate how you monitor and ensure EEO Compliance of all contractors and sub-recipients

Financial Management: Disadvantaged Business Enterprise (DBE)

Please submit the following:

- Disadvantaged Business Enterprise Program
- Uniform Report of DBE Awards or Commitments and Payments

Service Provision: Title VI – Non-Discrimination in the Delivery of Service

Please submit the following:

- Completed analysis to determine LEP needs in your service area

Thank you for your cooperation and assistance during this review. We appreciate your timely responses and your commitment to providing safe, mobility focused opportunities in Idaho.

If you have any questions concerning this review or any of the corrective action items, please contact me at (208) 334-8139 or sam.carroll@itd.idaho.gov.

Thank you,

Samuel Carroll