

START Board Regular Meeting

December 19, 2024

3:30 PM to 5:30 PM

Hybrid - Teton County Commissioners chambers & Zoom

I. Zoom Information

- A. <https://us02web.zoom.us/j/81630339278?pwd=RExrMFhnZWxDRU9OaktiQWRtUUEyUT09>
- B. Webinar ID: 816 3033 9278/ Passcode: 83001
- C. The START Board reserves the right to close Public Comment via Zoom at any time. In-person comment will continue to be taken and written comments can always be submitted to the START Board by emailing: info@startbus.com

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

- A. Call to Order
- B. Roll Call
- C. Correspondence

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)

- A. Approval of Minutes
 - 1. November 21, 2024 Regular Meeting
- B. Approval of Agreement with HNTB for Task Order Professional Services

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

- A. Action/Discussion Items:
 - 1. START Bus November 2024 Ridership Report – Bruce Abel
 - 2. START On-Demand – Bruce Abel
 - i. East Jackson Ridership November 2024
 - 3. START Bus November 2024 Financial Report – Bruce Abel
 - i. Budget process (meeting schedule)

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

4. Winter Service (November 30, 2024 to April 13, 2025) Update –Jason Pitts
 5. Airport Shuttle Pilot Program Update – Bruce Abel
 6. Transit Development Plan Update—Bruce Abel
 7. Regional Transportation Planning Update – Dr. Charlotte Frei
 - i. Traffic Counts and Traffic Impact Studies
 - ii. Mobility Hubs
 - iii. Parking Access and Revenue Control Technology
 - iv. Downtown Wilson
 - v. US 89 Lessons Learned Task Force
 8. Technology Update – Bruce Abel
- Masabi Phase 2 Rollout
9. Operational Update – Bruce Abel
 - i. Proterra Update
 - ii. Transit Signal Priority Update
 - iii. Vehicle Purchase Update

VI. MATTERS FROM THE BOARD (4:45 - 5:30)

- 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. Matters from Board Members

VII. ADJOURNMENT (5:30)

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VIII. TIME AND PLACE FOR NEXT MEETING

- A. Next meeting: Thursday, January 16, 2025 – 2:30 pm to 5:30 pm – County Commissioner's Chambers
NB: 3rd Thursday and early start time.
- B. Please click the link below to join the webinar:
<https://us02web.zoom.us/j/81835214832?pwd=OoSio3GbfjepP6keZs77rA4RWRNIBB.1>
- C. Webinar ID: 818 3521 4832 / Passcode: 83001

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**IDAHO TRANSPORTATION
DEPARTMENT**
P.O. Box 7129 • Boise, ID 83707-1129
(208) 334-8533 • itd.idaho.gov/pt

December 6, 2024

Southern Teton Area Rapid Transit (START)
Attn: Bruce Abel
PO Box 1687
Jackson, WY 83001

Subject: START Site Review – 10/16/2024

Dear Bruce,

Thank you for taking the time to meet with us during your site review on October 16, 2024. Our records indicate that you have no findings. This concludes START's review.

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, please contact us at PTOps@itd.idaho.gov.

Thank you,

Samuel L Carroll

Digitally signed by Samuel L
Carroll

Date: 2024.12.06 13:58:49 -07'00'

Sam Carroll
Grants & Contracts Officer
Public Transportation Office
208 334-8139
sam.carroll@itd.idaho.gov

Bruce Abel

From: Sam Carroll <Sam.Carroll@itd.idaho.gov>
Sent: Friday, December 6, 2024 2:12 PM
To: Bruce Abel
Cc: Ann McClure; PTOps
Subject: START 2024 Site Review Closeout Letter
Attachments: START 2024 Site Review Closeout Letter.pdf



Good Afternoon Bruce,

Thank you for taking the time to meet with us this fall for your 2024 Site Review. I thought you and your team did a great job this year with your documentation and on-site explanations.

Please see attached letter documenting your completion of all findings.

Please remember to provide the following documents to our office as soon as they are approved:

- Updated Procurement Policy
- Safety and Security and Emergency Preparedness Plan
- Business Continuity Plan
- Completed Facilities Maintenance Checklist

Thanks,
Sam

Sam Carroll | Grants & Contracts Officer
Office of Public Transportation
Idaho Transportation Department
sam.carroll@itd.idaho.gov
Office: 208-334-8139
Cell: 208-972-3144



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Memorandum

To: Chandler Windom, AICP, Senior Planner, Teton County Planning and Building
From: Bruce Abel, Transit Director
Date: December 6, 2024
RE: Northern South Park MSC 2024-0037- START Comments

Thank you for the opportunity to comment on the proposed master site plan for the Northern South Park (NSP) development. START understands the significance of this proposed project to the community. We look forward to engaging in meaningful dialogue as to how this project can be designed to reinforce the community's multimodal transportation goals to make travel by walking, biking, shared mobility and transit safe and convenient for people of all ages and abilities. Towards this end I would offer the following general thoughts:

- Connectivity- in order for transit to effectively serve the NSP development, it is important that street networks provide continuity of travel in order to function as part of a broader street transportation, and thus transit, network. Streets that are not connected cannot be served effectively by transit.
- East West Connector- related to the prior comment, it seems short-sighted to not include the East -West connector as part of the NSP plan if transit is to effectively serve this area of the community.
- Access - in order for transit to effectively serve a community, there should be multiple access paths in and out of geographical areas so that access is not impeded with a single point of failure in a street network. Redundancy in the transportation network is important for transit to function effectively.
- Transit customer amenities- it is important that NSP design incorporate adequate space for transit passenger amenities (shelters, benches, etc.) in order to incentivize the use of transit services.

Thank you for the opportunity to provide these general comments regarding the proposed NSP master plan. I would be glad to discuss these comments further should you so desire.

Copies: START Board of Directors.



Teton County Board of County Commissioners
Luther Propst
Natalia Macker
Wes Gardner
Mark Newcomb
Greg Epstein
Sent Via Email

November 25, 2024

Subject: Wilson Multi Modal Plan

Dear Commissioners,

At our last START Board of Directors meeting, Commissioner Gardner briefed us on your ongoing discussions regarding the Wilson Multi Modal Plan and the transit stops in particular. As you prepare for your upcoming BCC meeting in January, the START Board wants to take the opportunity to give some background on the planned addition of formal transit stops in Wilson.

START currently serves Wilson three (3) times per day in each direction. Three (3) morning trips are provided eastbound from Wilson each day as part of the morning commuter service from Teton Valley, Idaho. The eastbound bus stops in front of Nora's/Fish Creek Center by pulling off the highway into an area that is typically used as a shoulder and occasional parking. This is possible during the morning commute because this area is usually unoccupied during the early morning hours that the Teton Valley commuter operates. START serves the Wilson area in the afternoon with three (3) westbound trips provided as part of afternoon commuter service to Teton Valley, Idaho. The westbound bus stops in front of Hungry Jack's by pulling off the highway into what can be best described as a cleared area on the shoulder of the road. In neither of these cases is there a delineated bus stop with a sign.

The BUILD grant funded program includes transit improvements in Wilson including planned bus stop which will greatly improve the safety of these stops by making formal, well-designed bus stops that allow START buses to pull out of the lane of traffic into a designated area that is recognizable by all as a bus stop. The new BUILD funded bus stops will have appropriate pedestrian access and would allow for improved and safer access to Nora's, Hungry Jack's, the Post Office and other Wilson businesses and destinations. The bus stops will also provide safer access for children and commuters using transit to access Jackson and Teton Village.

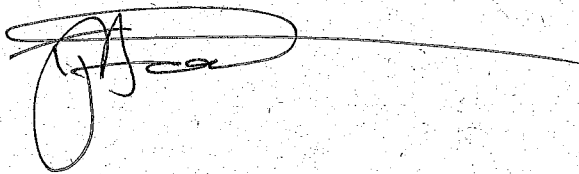
The current START Route Plan calls for the expansion of Teton Valley commuter service to provide up to eight (8) round trips per day in 2025. We are currently in the early stages of starting a Five-Year Strategic Transit Development Plan (TDP) process to update the 2020-2025 Route Plan. Obviously, we do not know the outcome of the plan, but it is a sure bet that improved and expanded commuter service and

service to the Wilson and the Stilson area will remain an integral part of START's current and future service offering. Improved stops along Highway 22 in Wilson will be an important safety improvement and will help promote transit as a safe and more reliable option. In addition to supporting the adopted START Route Plan, increased transit and associated bus stops are part of what is envisioned for Wilson in both the Integrated Transportation Plan and the Comprehensive Plan.

With this letter, we hope to underscore our support for the addition of formalized, safe, and accessible transit stops in Wilson and hope they will remain in the 2024/2025 constructed project. Delaying and adding transit stops later will be much more challenging and we believe the stops can be accommodated within the existing right-of-way with some minor adjustments to the pathway/sidewalk width.

Please feel free to reach out with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ty Hoath', with a long horizontal line extending to the right.

Ty Hoath, Chair

START Board of Directors

Cc:

START Board of Directors

Heather Overholser

Amy Ramage

Brian Schilling

Bill Jones

START Board Regular Monthly Meeting Minutes

November 21, 2024

3:30 PM – 5:30 PM

Hybrid – Teton County Commissioners Chambers & Zoom

I. ZOOM INFORMATION

- A. <https://us02web.zoom.us/j/81522746953?pwd=NGkvZWZSU9vakJHR1RrUlozRCtEdz09>
- B. Webinar ID: 815 2274 6953/ Passcode: 83001
- C. The START Board reserves the right to close Public Comment via Zoom at any time. In-person comment will continue to be taken and written comments can always be submitted to the START Board by emailing: info@startbus.com

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), Kristin Unruh – Virtual (Secretary), Meghan Quinn – Absent, Jared Smith – Virtual, Kevin Regan – In-person, Will Roscoe – In-person
 - **Liaisons:** Wes Gardner – In-person (Teton County Liaison), Arne Jorgensen – In-person (Town of Jackson Liaison), Doug Self – Virtual (Teton Valley Liaison)
 - **Staff:** Bruce Abel – In-person (START Director), Jason Pitts – In-person (START Ops Manager), Ann McClure – In-person (START Admin Assistant), Lea Colasuonno – In-person (Town Attorney), Tyler Sinclair – Absent (Town Manager)
 - **Other:** Charlotte Frei – In-Person (Regional Transportation Planning Administrator), Miles Contreras – In-Person (Travel Demand Management Coordinator)

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

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- A. Mike Hofhiens from the National Wildlife Museum. Formal request for having the Museum be one of the stops along the Airport route in the future. Understand there are challenges, but wants to be considered.
- B. Miles Contreras, Travel Demand Management (TDM) Coordinator for Teton County—He is working with Charlotte Frie. Introducing himself, looking forward to working with START.

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

- A. Approval of Minutes
 1. October 24, 2024 Regular Meeting Minutes
 2. October 24, 2024 Mini-Strategic Planning Session Minutes
- B. Agreement with TMD for Preparation of Five (5) Year Strategic Transit Development Plan (TDP) and Comprehensive Fare Study
 1. Roscoe requested to remove TMD contract for individual discussion.

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- C. **Motion to approve consent agenda without TMD contract made by Kevin Regan, seconded by LizAnn Eisen. Motion approved unanimously.**
- D. TMD Contract Discussion
1. Roscoe asked for explanation about what Staff needs from the Board since vendor was already selected. Abel recapped discussion from last month about RFP selection process. This is just Board approving the contract. Roscoe asked for scenarios around approval or not. Abel—Board already approved selection [of TMD]; Board has option to not approve contract and ask Staff to renegotiate.
 2. Colasuonno—You could not approve the entire contract. You can ask for changes to certain aspects. Or you can go forward with the contract [as presented]. It is before the Board because the Chair executes it and he can only do that with the majority approval of the board. Transit Director doesn't have authority to sign contracts for START.
 3. Roscoe—first time read the contract. Concerned it does not leave us with in-house capability for route planning. It is a 5-year plan they will give us, walk away, and then we are stuck with it for 5 years. Wished we could go back to them and say it is important that our data collection captures all the information we need. And have the ability to run our own surveys on a regular basis. Suggested we could get a contract with Remix, the software the consultant is using, ourselves so we can evaluate route changes more regularly.
 4. Hoath acknowledged Smith had virtual hand raised. Asked Smith to explain history of intention of route plan, and speak to how Board can help steer TMD's work.
 5. Smith—explained that in the current RFP we made sure that there is an on-call capability so that as issues came up they could use modeling to run "what if" scenarios. (Asked Bruce to confirm.) If we had a Service Planner on staff they could do supplementary work with the consultant. Sometimes it is more cost effective to bring work in-house and sometimes more cost-effective to have the consultant do it. That is what was done last time. Abel—in the scope of work TMD is responsible for providing us a tool to continue monitoring the service provided. We do have a provision for on-call services for periodic assistance. We don't have the staff bandwidth to do some of Roscoe's suggestions.
 6. Hoath—these questions are good to give directly to TMD. They are responsible for following our directions. We do still have control and scope of work. It is the work of analyzing the transit system that we don't have the bandwidth to do.
 7. Roscoe—it seems the 3 things I listed are core to any transit agency. Survey customers, Data collection, and Route plan are integral to what we do. To have a consultant on call...it seems we can't run an effective transit agency without those tools.
 8. Hoath—we don't have those tools in house at the moment, especially with the operational pressures. And we don't have access to larger, national data, which the consultant does.
 9. Abel—Yes, Roscoe is correct about needing those tools. When he was in Denver he had several staff members dedicated to those tasks. The position at START is vacant. A transit agency this small would not have someone on staff to do major overhauls, it would have someone to do small tweaks.
 10. Roscoe—it is his understanding that Remix would do a lot of this. Concerned the consultant will use Remix and put a pretty cover on it.
 11. Abel—Remix does the analytics. We are paying for the bandwidth to do the in-depth data collection at the route stop and trip level. We are also paying for them to go out into the community and have robust discussions with the public. There are a variety of tasks involved.

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12. Hoath—asked Smith to share his experience.
13. Smith—Roscoe is correct that this is a base capability for transit agencies, this is why we lobbied for years for the Service Planner position. That person probably would not be able to do this body of work, but they would be able to assist and then continue forward. Important to have that in-house capability.
14. Hoath—that is future forward work. I think we need to do this next year and lean on the consultants. Confirmed it is in budget?
15. Abel—Yes. 3 professional services in budget. Survey, TDP, and fare study. All three are rolled into this one engagement. We have \$185K budget, this is just over \$174k.
16. Roscoe—Motion to not agree to this plan and ask Staff to renegotiate the contract to include development of more in-house tools at a lower price. Second—none. Motion fails
17. **Motion made by Eisen, seconded by Smith, to approve TMD contract as presented.**
Vote: Opposed-Will Roscoe. All Others in Favor. Motion passes.

E. Hoath pointed out that Abel included a memo in packet for prereading and Board member information.

V. DISCUSSION ITEMS AND/OR ACTION ITEMS (3:45-5:00)

A. ACTION ITEMS:

1. Agreement with Teton Village Association for the provision of certain bus service and purchase of bus passes and budget amendment for same.
 - i. Abel—during last year's budget process the START Board put forth a request to provide same service as prior years. During budget process, TVA withdrew from funding agreement. As a result, Town and County managers recommended reduction of \$80k. That was the final approved budget. Removed 2 mid-day trips on TV South, and 5 trips on TV Express.
 - ii. In August, TVA Board approved \$80k to restore those trips. The purpose of this action item is to request a budget amendment to increase operating expenses and revenue projections. The other element included is when TVA withdrew from funding agreement they indicated a desire to fulfill requirements of the Transportation Demand Management of Conditional Use Permit by providing bus passes to each employee. Information about financial ramifications are included in action. This is an interim solution. This will meet revenue requirements included in the budget.
 - iii. Hoath—this budget request gets us back to the original level of service? Yes.
 - iv. **Motion made by Hoath to approve the Contracted Transit Bus Services Agreement attached to this staff report, authorize the START Board Chair to execute the Agreement, and direct the Transit Director to submit a request to the Town of Jackson Town Council and the Teton County Board of County Commissioners to amend both the adopted FY25 START Operations Plan and the START FY25 budget in accordance with this staff report. Seconded by Roscoe. All in favor, motion carries.**

B. DISCUSSION ITEMS:

1. START Bus October 2024 Financial Report – Bruce Abel
 - i. Abel--We are now sending detailed budget report to Board per their request. The item highlighted in memo is supervisor overtime expense is running ahead. We asked finance department to create a separate line item last year to better track it. The way we are structured creates significant amount of overtime. If we created another supervisor

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position we would be more cost effective. Overtime covers vacation, training, etc. This year we had turnover in supervisor position.

- ii. Roscoe—thanks for detail. Didn't realize it was attached. Asked if Abel uses monthly summary report. Abel—when he started as Transit Director there was not discussion of financials. He asked for summary to be created for Board's benefit.
- iii. Roscoe—period actuals vs period budget. They are wildly different. Abel—there are elements that play into that. The Town keeps its books on a cash basis. Expenses are recorded when checks are cut, as opposed to when services are received. Budget is spread at 1/12 of annual amount. But START expenses are very seasonal. There is room for a more informative summary report.
- iv. Roscoe—how do you track? Abel—he uses the detailed report. Only current concern is the supervisor overtime budget, and will probably exceed. We will need some budget amendments, for example for contracted services.
- v. Roscoe—Ridership vs Admin & Operations cost since 2018. Admin costs per ride are higher than they used to be. Please speak to changes. Abel—some major changes in admin budget are 3 years ago when the BUILD grant was approved, many of those expenditures were included in the START budget. Planning of Stilson was a major increase for administrative expenses. Several years ago had conversations with FTA about requesting reimbursement for employee housing. We did receive that approval. So about 3 years employee housing expense have been included in our admin line-items. There are always other small things like our utility bills fluctuate for unknown reasons. Also, the Service Planner position was added last year or late the year prior.
- vi. Roscoe asked about using these budget figures to set target for cost per ride. Abel—have our chart of accounts to be accurate. He sees targets as subsidy per passenger by route, which is the traditional transit metric. The Finance Department has been very supportive in creating line-items to track our budget. We calculate subsidy per passenger by route to judge whether a route is performing well or needs attention. This is now done annually and presented at the annual strategic planning meeting (aka Board retreat).
- vii. Hoath—would supervisor overtime be solved by FTE [Full-time Equivalent]? Abel—yes, the items we have internally flagged for next budget include: Additional Supervisor/lead driver; Increase peak hour service on TVL; additional service on Town Shuttle to deal with school traffic.
- viii. Roscoe—given new presidential administration, what would we do if we lost our federal grants? Abel—we would be in a world of hurt. Federal funding provides around 50% of our budget. During last Trump administration, during the authorization bill, more money was focused on rural areas than in previous administrations. Roscoe—what if we lost 25% of funding? Bruce—we would have hard conversations about what are our critical services. And find supplemental revenue. Roscoe—how can we operate more efficiently? Bruce—I think we do operate pretty efficiently. We don't spend money just because we have it. Hoath—that will be part of our TDP as well, looking for efficiency. One thing that came out of previous TDP was START On-Demand with short hops around instead of multiple Town Shuttles. Abel—there used to be two Town Shuttle routes with two buses each. Now we have 1 route with 3 buses.

2. START Bus October 2024 Ridership Report – Bruce Abel

- i. Hoath—asked about setting goals for ridership? Abel—there are goals in ITP that were set pre-COVID. Two suggestions: in the TDP look to establish goals; And at the Board retreat in January set goals for KPIs.

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- ii. Hoath—asked about meeting ridership levels with current funds? Abel—Not an issue for winter. But this past summer had to add service to TV Local at peak hours. Were able to do it with ExtraBoard drivers. Anticipate asking for budget amendment later this year to accommodate first few months of summer service that are in this current fiscal year. This level of service coupled with contract with Salt Lake Express provides adequate capacity. But we are always over capacity at peaks and under capacity in the middle of the day.
 - iii. Eisen—from ridership perspective, anything keeping you up at night? Abel—the Town Shuttle, bell times at middle school and high school see a surge, we have to send a second bus to accommodate ridership levels. Similar to what we did on afternoon TVL route. It is sporadic. When we get into budget discussions we need to look into supplementing TVL in the summer.
- 3. START On-Demand – Bruce Abel
 - i. East Jackson Ridership October 2024 [see report]
 - ii. Library Stop continuing through winter
 - iii. Extended contract for a year. Director is allowed to adjust rates within 5% cap on rates. The rates came in at the cap, that allows us to continue library service.
 - iv. Roscoe—asked about comparison of SoD cost to Uber. Abel—Has not looked at rates in Jackson. Uber is not robust in Jackson so there is low user satisfaction. When he has tried it from the airport it is not efficient. There does not appear to be a large pool of drivers. Hoath—asked about other agencies that engage Uber. Abel—yes, there are agencies that include vouchers. Included in TDP scope. Hoath—SoD subsidy is \$7.32? It would have to be a very cheap Uber ride.
 - v. Hoath—asked about SoD fixed rates, 5% fixed and variable, have we exceeded? Bruce—no those metrics were developed by using previous years as guidance.
- 4. Winter Service (November 30, 2024 to April 13, 2025) Update –Jason Pitts
 - i. We have landed our winter service drivers. We have 17 on the road training. 2 more are coming. Our goal was 27, we fell short. We made another offer today. We will have 4 FTE with SLE contract. We are short on XB/stand by driver. But we will be ready to go on November 30. It is a busy time training that many drivers at once. It is fun to have new faces and see new people. He is very confident we will have a good winter.
 - ii. Hoath—anything different year-over-year in recruiting? Pitts—our best tool is to provide a good organization with a healthy atmosphere. Word of mouth is very helpful. They leave us and go to Alaska, might bring back friends. We want to have fun and do the job safely. He has built good relationships in Alaska, and it is fun to meet the seasonal drivers and their friends. Abel—added that when ToJ undertook the compensation study it was hard for us to recruit because we could not compete with other ski towns. The compensation study helped us increase hourly rates. Housing is a challenge and Town's Internal Services department have been a great help.
- 5. Airport Shuttle Pilot Program Update – Bruce Abel
 - i. Ready to launch December 14.
 - ii. Airport staff is handling marketing and outreach
 - iii. Travel and Tourism Board is providing 2 years of funding. The Town will execute that [because multi year].
 - iv. Hoath—1st pilot metrics were in the middle. With year 2 we want to see growth, but might be in the middle still? Abel—want to be more than in the middle. We were on the right trajectory last year.
 - v. Hoath—we will budget for the airport shuttle to continue? Abel—anticipate will include in next year's budget.

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- vi. Smith—remind us of relationships with partners? Airport is handling marketing? Lessons learned about marketing? Better outreach with airlines? Abel—yes, this year is 3-part partnership: START, TTB, and Airport. Between the three of us we have developed a \$90k marketing plan being managed by airport staff. One change is we are pivoting to target tourist market, focusing on hotels to improve that communication channel. We will track referrals and give a small reward. Less local advertising, more digital.
- 6. Transit Development Plan Update
 - i. Scope of Work Review
 - ii. Community Advisory Committee
 - 1. Hoath asked for 5-minute overview. Abel—a lot of our ridership is work oriented. We want to make sure traditionally overlooked voices are heard during the TDP process. Met with VoicesJH and One22. We want more feedback from the community. Will be creating citizens advisory committee to help be a channel of incoming communication, as well as feedback on ideas.
 - 2. Roscoe—how will we know if it was a success or failure [TDP engagement]? Abel—best measure will be if we receive a TDP that everyone is comfortable with and fungible. Hoath—defining metrics for success is part of scope of work.
 - 3. Hoath—as a board member he would be willing to take packaged information and attend community partnership meetings to further engagement. Abel—we have been explicit in our expectation to TMD that they will have Spanish speakers on their team.
- 7. Technology Update
 - i. Masabi phase 2 rollout
 - 1. Still working through glitches
 - 2. Working with JHMR and Airport to launch SmartCards in Partner Portal.
 - a. Airport is starting with flash passes to show drivers.
 - 3. Hoath--Asked for clarification of components. Abel—2 styles. Employer can buy pass for employees, they just tap on. Second version is for the public. They can store value and it will automatically take correct fare. We will also have fare capping, it is a nice feature for parts of the community that can't purchase a monthly pass all at once. As you board each day the system will take fare and then stop when you reach the cost of a monthly pass.
 - ii. Equans Visit
- 8. Operational Update
 - i. Proterra Update
 - 1. Meeting scheduled with battery supplier in mid-December.
 - 2. Roscoe—can we just not pay them? Abel—the buses are already paid for. We have stopped paying for the battery lease.
 - ii. Transit Signal Priority Update
 - 1. Continue to work on it.
 - iii. Vehicle Purchase Update
 - 1. Roscoe—how much town money spent on buses? Abel—80% by feds, 20% by Town & County.
 - 2. Roscoe—asked about leasing vehicles. Abel—with 80% funding it is more cost effective to buy. Roscoe—can we allocate money to a multi-year lease? Abel—it would cost more to lease and is not reimbursed at the same rate. Leases reimbursed at 40%

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3. Smith—if all goes well with TSP and bus purchases, when everything go online? Abel—anticipate purchase buses through Washington State bus co-op, purchase Gilligs. There is a 16-month delivery window. With federal requirements, probably an 18 to 20 month timeframe for Gillig transit buses. Also 2 MCIs, probably can't get expedited delivery this time.
4. TSP—Abel—hopes in spring or summer. We did a technical review of contract and there was conflicting language. Returned it to them with notes. When that comes back we will do legal review. WYDOT has bandwidth constraints preventing them from performing as much of the work we had hoped.
5. Two contractors engaged. HNTB will help with bus buy. HDR helping with signal priority. HDR is sub to Jorgenson on BUILD grant.
6. **Hoath requested email feedback [from Board] on Bruce's memo and more dialogue during meeting. Did it work? Did people like it?**

VI. MATTERS FROM THE BOARD (5:00 – 5:30)

A. Town Liaison Report – Arne Jorgensen

1. Jorgensen—liaison role will be discussed the first week of February.
2. Hoath—asked if there is anything they need from START Board. Jorgensen —the organizations look at liaisons differently. Any feedback from any of the Boards is appreciated. If there is a formal request to make it through Bruce. The time to do that would be during Town Council Retreat [which should be during the first part of February].

B. County Report – Wes Gardner

1. He has been a commissioner that has advocated for maintaining liaison positions. It would be interesting to hear feedback on how useful START Board members think liaisons are. There is skepticism at the County about it. He thinks county is statutorily required to provide a liaison to START Board, but not other Boards.
2. Commissioners talked about Legacy Lodge a few days ago. The TDM was a hurdle they were getting over. There is no START service to Legacy or Rafter J. He wants to highlight that there was robust conversation about appropriate service to Legacy and Rafter J. He made the point the service struggled because of lack of density. If Legacy comes online that would be 57 new housing units, which could help density.
3. Hoath—does the timeline for TDP dovetail with Legacy Lodge? Gardner—Legacy Lodge is not dependent on service. There are different phases of the project. There are a number of regulations to work through. But in the next year or two there might be a push for service to the area.
4. Gardner—we also have conversation about the joint funding structure. This is something we will be facing for 10 organizations. The way we get along and fund joint departments is the basis for the 20% of funding. It will be interesting to see the roll Board and Staff will play in negotiations.
5. Hoath—there is appetite for us to have robust budget discussions. We are aspirational as a Board, but we understand we have to be financially responsible. What expectations do you have? Gardner--when he first joined the START Board he remembers one of the liaisons asked for people to come up with revenue producing opportunities. His other Board (ISWR) was much more independent because it was self-funded. During that retreat spent a breakout session working on different ideas. It was really interesting to put their imagination into revenue ideas. After COVID the federal government was giving us so much money finding revenue wasn't an

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- issue. But the funding issues have returned. The departments that can come to up with internal funding options will help with budget negotiations.
6. Jorgensen —each joint department has very different potential for internal funding. The Board needs to recognize how the two entities you are looking to for funding go about approving funding. There are two ways to look at liaisons. One way is you get someone who is interested and attends meeting but you are not getting word out to other commissioners. Agreed Gardner is correct about budget in terms of COVID and funding. Please recognize the reality is shifting under our feet. The County revenue stream giving legislative changes around property tax changes will impact the County budgeting. Yes, we need to be efficient. We are evaluating all the options. We get asked to do more all the time. But we don't hear about looking under every rock. It is more than just government waste.
 7. Gardner—on the TDP, he has said it before and will keep saying it, in the ITP it says we are trying to make the routes as efficient as possible for riders. It is getting the routes so that someone going from East Jackson to West Jackson are not sitting waiting for 10 minutes. The ITP calls for getting ride times competitive with drive times. That should be communicated to contractor.
 8. Gardner—the other thing is regarding Wilson and multimodal transportation. The bus stops in Wilson are in jeopardy. If they are important to the Board, it would be worth communicating that. He is hearing they are not warranted and won't be used. Suggested a letter to the Commission, not just "we support them", but details about why those stops are needed.
 9. Hoath—asked Bruce, in anticipation of use of Stilson for a transit center, all buses go through? Abel—yes, all buses are going through Stilson both inbound and outbound. Abel—thinks Gardner is referring to stops at Nora's and Hungry Jacks. At current time East Bound commuter service utilizes a "stop" that is occupied by people going to Noras. And West Bound commuter is in expanded shoulder in front of Hungry Jacks. Right now only commuters that stop there. BUILD grant calls for updates and vast safety improvements. Access to stops and ability of buses to get out of the stream of traffic.
 10. Smith—this dialogue underscores what he wanted to say. This shows it is critical to maintain liaisons for this communication. The situation in Wilson is great feedback. Before he joined START Board he was working on Wilson multi-modal plan.
 11. **Smith made motion that Staff collaborate with Board to draft and execute a letter to be sent to Teton County Board of Commissions to express our concern for maintaining of proposed stops as part of Wilson multi-modal plan.**
 12. **Regan seconds. All in favor. Motion carries unanimously.**
 13. Smith—asked for guidance from Gardner and Jorgensen for how START Board should advocate for liaisons. Jorgensen—the Town will have that discussion during retreat about setting priorities in February. Receiving thoughts from START board in January would be helpful.
 14. Jorgensen—Town and County are taking two different approaches. Include information about the value you see in the liaisons. Single person or rotating people.
 15. Gardner—from the County perspective, we have not talked about it since our last retreat 2 years ago. They are having a retreat early next year. He will bring it up as a topic of discussion. He is looking for a letter that communicates what value START Board sees in this relationship that he can take to the retreat and share with his colleagues.
 16. Hoath—asked for Board members to send their ideas. Bruce will collate and bring back to Board. Gardner—He is in minority on seeing value in liaisons. Might be better to have Hoath

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come make a presentation during the retreat instead of a letter. Something more informal and personal.

17. Jorgensen says a letter would help. There is usually a point during retreat when there is input from joint departments. Town and County attorneys have also expressed concerns about role of liaisons. Lea—there are old agreements in place that have not been updated.

C. Teton Valley Liaison Report – Doug Self

1. Nothing to share
2. Hoath—said we appreciate Doug being a liaison.

D. Star Valley Liaison Report - Vacant

E. Matters from Board Members

1. Abel—Gardner reminded him that in terms of land-use, Staff was asked to provide comment on Legacy Lodge to County Planning Department. Transportation Demand Management, SoD served the area 2 years ago. At that time there was discussion of Legacy Lodge providing START passes to residents to incentivize public transit. We put that as a comment to the CPD. Might be time to revisit reinstituting SoD service to South Park area.
2. Roscoe—Would like the Board and START to keep thinking about autonomy and that self-driving is coming. It seems far away, but it is in areas. In Phoenix they drive 17,000 miles autonomously. It can save us costs. When we are making purchases that will last 14 years it should be considered.
3. Hoath—Autonomous vehicles came up at Safe Streets for All. Is there an opportunity to integrate it more?
4. LizAnn—she also thinks autonomous vehicles is in the TDP? Abel—they will look into it. There has been work in transit space as well as personal car space.
5. Smith—Related to budget process. Hoping for a road map from this point to budget adoption. Figure out what we as Board needs to do so we are not as rushed as last year. Also hoping that we as a Board can be prepared to present 2 budgets, one more constrained and one more in alignment with implementing ITP and Route Plan. Then Town and County can see both versions. And also maybe look into opportunities for more grants above and beyond usual if more federal funds became available. Asked for Bruce to send a memo about the thinking and where Board can weigh in, and need for special meeting.
6. Hoath—pointed to minutes from mini-retreat with the budget presentation. Abel—January call and February submittal. That is why he keeps pointing out important needs from a Staff perspective. Begin thought process on budget. Suggested putting that conversation on the December agenda so we are prepared for January.
7. Hoath—question to the board, what would you like to see at December meeting? What ideas does Bruce have to present? Abel—elements of service Staff believe should be part of requested budget, elements of staffing levels, and what would Board want to see in aspirational budget. The process should be as before: Submit in February, go through process, adopted in late May or early June.
8. Smith—maybe we can do an unusual agenda in December and devote most of the conversation to the budget. Make sure we are mapping it out.
9. Smith—related to that is we have retreat in February, maybe have it in late January? Start thinking about retreat date since priorities from retreat will inform budget. Abel—Great idea. We did have our retreat in late January last year. We will have final KPI numbers in January. Smith—suggested 2 meetings: A Budget retreat and a regular board meeting focused on budget.

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10. Smith—he has more questions. [No one else has questions.] Asked about timeline for search for new director. Also asked for schedule for service planner recruitment. And information about RFP for marketing consultant. Hoath—practical to add to next months agenda? Abel—he told Town Manager he would stay through the budget process, so May or June. He has had conversations with Town Manager about posting the Service Planner position, but that did not reach HR. Bruce will follow up. No information about marketing RFP.
11. Hoath—wants to acknowledge Arne and Kevin on their new roles in community.
12. Abel—wants to add a standing “Regional Transportation” update to the agenda.
13. Abel—with Kevin leaving on Jan 6, that will be a vacancy on the START board.
14. Smith—that is three openings. Do we have a sense of Board members reapplying? Any applications received? Abel—we transmitted to Board last month the timeline for the process. There are 2 members who are eligible for reappointment, and 1 new space. He has not heard anything about any interest.

VII. ADJOURNMENT (5:30 pm)

Motion to adjourn the meeting made by Hoath, seconded by Roscoe. All in favor.

TIME AND PLACE FOR NEXT MEETING.

Next meeting: Thursday, December 19, 2024 – 3:30 pm to 5:30 pm – County Commissioner’s Chambers

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/81522746953?pwd=NGkvZWZSU9vakJHR1RrUlozRCtEdz09>

Webinar ID: 815 2274 6953 / Passcode: 83001

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STAFF Report

Meeting Date:	December 19, 2024	Meeting Title:	Regular Meeting
Submitting Department:	START	Presenter:	Bruce Abel, Director
Agenda Item:	Professional Services Agreement with HNTB	Public Comment:	Yes

Purpose & Policy Considerations.

The purpose of this action is to request START Board approval to enter into an Agreement with HNTB to provide Task Order Professional Services to START ("Agreement") and to approve HNTB provision of procurement assistance for START bus procurements.

Requested Action.

Staff request the START Board approve:

- 1) entering into an Agreement with HNTB to provide Task Order Professional Services to START; and
- 2) directing staff to engage HNTB to:
 - a) provide procurement support for the acquisition of new START buses; and
 - b) perform pre- and post- Buy-America audits for START bus acquisitions; and
 - c) include an option for HNTB to provide bus-line inspections for START bus procurements.

Recommendation.

START staff recommends that the START Board approves the agreement for Task Order Professional Services with HNTB and further recommends approval for HNTB to provide procurement support and to perform pre- and post-award Buy America audits for START bus procurements. START staff also recommends approval of an option for HNTB to perform bus-line inspections as deemed appropriate by START staff.

Background

The approved FY 25 START capital budget includes the purchase of two (2) battery electric transit buses to be funded through the BUILD grant, the purchase of four (4) battery electric transit buses to be funded through an existing LoNo grant and the purchase of two (2) over-the-road commuter buses to be funded through an a recently approved WYDOT/FTA 5339 capital grant.

The Federal Transit Administration (FTA), and as a result WYDOT, have a variety of tasks that must be completed in order to comply with various federal regulatory requirements associated with the receipt of federal grants. Among these requirements are the performance of pre- award audits and post-award audits to certify that buses purchased using federal funds comply with federal Buy America requirements. In order to address these issues, staff has engaged in conversations with HNTB, part of the BUILD consulting team, to provide professional technical services to support BUILD funded activities as well as to support other related bus procurement activities. Primary topics of conversation have centered on HNTB providing procurement assistance to support START with the process to purchase buses through the Washington State Cooperative Bus Purchasing Agreement as well as to perform pre- and post-award Buy America Audits of BUILD funded and non-BUILD funded bus purchases.

Staff has also requested HNTB assistance to help with process to amend current BUILD and LoNo grants to allow for the purchase of Hybrid electric buses versus the Battery electric buses envisioned in the current grants.

Financial Impact

Sufficient funds are available in the adopted FY25 START budget to fund the provision of professional support services to assist START through the procurement process for the acquisition of new buses. The provision of procurement support services is anticipated to cost a minimum of \$20,735 and a maximum of \$34,745 depending on whether or not staff authorizes bus line inspections of the new buses.

Suggested Motion

I move to approve the attached Agreement with HNTB to provide Task Order Professional Services to START, subject to minor changes as may be required by staff; and authorize staff to work with HNTB to provide services to:

- a) provide procurement support for START's acquisition of new buses; and***
- b) perform pre- and post- Buy-America audits for START bus acquisitions; and***
- c) include an option for HNTB to provide bus-line inspections for START bus***

Prepared by

Bruce Abel, Transit Director

MASTER TASK ORDER PRIME AGREEMENT FOR PROFESSIONAL SERVICES

THIS AGREEMENT is entered into between **SOUTHERN TETON AREA RAPID TRANSIT** or **START** (Owner) and **HNTB CORPORATION** (HNTB), for the following reasons:

1. Owner intends to engage HNTB to provide certain vehicle procurement professional services (Services) in connection with a new bus procurement; and,
2. HNTB is prepared to provide the Services for the new bus procurement.

In consideration of the promises contained in this Agreement, Owner and HNTB agree as follows:

ARTICLE 1 - EFFECTIVE DATE

The effective date of this Agreement shall be December 31, 2024.

ARTICLE 2 - TASK ORDERS

Task Orders shall be used to describe the parties' mutual agreement on the scope of the Services (as defined below), schedule, compensation, and other particulars as stated in the Scope of Services. Task Orders shall be in the general form shown in Exhibit 1, attached hereto and made a part of hereof by this reference. Task Orders are binding only after acceptance and execution by duly authorized representatives of both parties. Each Task Order shall govern the parties' rights and obligations with respect to each assignment, but all within the framework of this Agreement.

ARTICLE 3 - SCOPE OF SERVICES

HNTB shall provide the Services described in Section A (Scope of Services) of each Task Order.

ARTICLE 4 - SCHEDULE

HNTB shall perform those Services within the time frame set forth in Section B (Schedule) of each Task Order.

ARTICLE 5 - COMPENSATION

A. Owner shall pay HNTB in accordance with Section C (Compensation) of each Task Order. Notwithstanding anything to the contrary contained herein or in the Compensation section of a Task Order, HNTB may alter the compensation distribution between individual phases, tasks, or work assignments to be consistent with the Services actually rendered, within the total authorized amount set forth under such Task Order.

B. HNTB shall invoice Owner at a minimum on a monthly basis for Services rendered. Invoices shall be due and payable within forty-five (45) days of receipt. If Owner objects to any invoice submitted by HNTB, Owner shall so advise HNTB in writing giving reasons therefor within seven (7) days of receipt of such invoice. If any invoice submitted by HNTB is disputed by Owner, only that portion so disputed may be withheld from payment, at which time Owner shall immediately reimburse HNTB for any outstanding amounts due with respect thereto. HNTB will not be required to revise invoices if total disputed amount is less than 2.5% of total invoice value, and such amounts will be adjusted on next invoice submittal. If no such objection is made, the statement will be considered acceptable to Owner and immediately due and payable.

C. Invoice amounts not paid within forty-five (45) days after receipt shall accrue interest at the rate of 1.5% per month (or the maximum rate permitted by law, if less), with payments applied first to accrued interest and then to unpaid principal. HNTB shall have the right to suspend Services if Owner fails to make timely payments forty-five (45) days after receipt of invoice.

D. All payments made to HNTB hereunder shall be in U.S. currency and shall be made by electronic funds transfer account or by delivery of other immediately available funds to such other account or accounts as specified in writing by HNTB's Treasury Department, and shall not be reduced by any wire transfer fee, bank processing fee, or other fee pertaining to the rendering of payment.

E. Notwithstanding anything to the contrary in this Agreement or any Task Order, should the Services under this Agreement or subsequent Task Orders include products or services that are commercially priced by HNTB, such amounts shall be invoiced to Owner at the catalog price(s) offered by HNTB and are not subject to audit on the basis of costs incurred.

ARTICLE 6 – CHANGE MANAGEMENT

A. The parties may at any time agree to a written change order within the general scope of this Agreement or any respective Task Order. If any change order should result in an increase or decrease in the cost of, or the time required for, performance of a Task Order under this Agreement, or otherwise affects any other provision of this Agreement, an equitable adjustment shall be made in the compensation, delivery schedule, or both if applicable under such Task Order, and/or in such other provisions of this Agreement as may be so affected prior to HNTB's obligation to begin any such changed services. HNTB shall submit written notice of such impacts to Owner. Owner shall take action on such notice within ten (10) days of submittal and the parties shall mutually agree upon a change order to the applicable Task Order and execute the change order prior to HNTB's performance of such changed services.

B. If HNTB believes Owner has requested out of scope work that is not identified in a currently contracted and active Task Order, HNTB shall submit a written request for change in writing to Owner outlining the nature of the out-of-scope work involved, the reasons for which HNTB believes additional compensation will or may be due, with a statement of estimated changes in fee or time schedule. Owner shall take action on such request within ten (10) days of submittal and a mutually agreed upon amendment to the applicable Task Order shall be issued in writing executed by both parties prior to HNTB's performance of such out of scope work.

C. It is the intention of this Article that any notice or claim for out-of-scope work for whatever reason be brought to the attention of Owner at the earliest possible time in order that matters related to any such work can be settled in a prompt manner but in no event later than the time limits set forth in this Article. HNTB shall not be required to perform out-of-scope or change order work unless such work and any applicable change has been approved in writing by change order or amendment to this Agreement or subject Task Order executed by both parties.

D. Change orders and amendments shall be governed by the terms and conditions of this Agreement unless otherwise expressly set forth therein.

ARTICLE 7 - OWNER'S RESPONSIBILITIES

A. Owner shall be responsible for all matters described in Section D (Owner's Responsibilities), of each Task Order. In addition, Owner shall perform and provide the following in a timely manner so as not to delay the Services of HNTB:

(1) Place at HNTB's disposal all available information pertinent to the Project, including previous reports, drawings, specifications or any other data as may be reasonably required by HNTB to perform its Services.

(2) Give prompt written notice to HNTB whenever Owner becomes aware of any development that affects the scope or timing of HNTB's Services, or any defect in the Services of HNTB.

(3) Advise HNTB of the identity and scope of services of any independent consultants retained by Owner to provide services relevant to this Agreement.

B. Owner hereby represents that it owns the intellectual property rights in any plans, documents or other materials provided by Owner to HNTB. If Owner does not own the intellectual property rights in such plans, documents or other materials, prior to providing same to HNTB, Owner shall obtain a license or right to use, including the right to sublicense to HNTB. Owner hereby grants HNTB the right to use the intellectual property associated with plans, documents or other materials it owns or has the right to use for the limited purpose of performing the Services. Owner represents that HNTB's use of such documents will not infringe upon any third parties' rights and Owner will indemnify and protect HNTB from any infringement claims arising from HNTB's use of any plans, documents or other materials provided to HNTB in the performance of its Services hereunder.

ARTICLE 8 - STANDARD OF CARE

The same degree of care, skill, and diligence shall be exercised in the performance of the Services as is ordinarily possessed and exercised by a member of the same profession, currently practicing, under similar circumstances. No other warranty, express or implied, is included in this Agreement or in any Task Order, drawing, specification, report, opinion, or other instrument of service, in any form or media, produced in connection with the Services.

ARTICLE 9 - INDEMNIFICATION AND LIABILITY

A. Having considered the potential liabilities that may exist during the performance of the Services, the relative benefits and risks of the Project, and HNTB's fee for the Services, and in consideration of the promises contained in this Agreement, Owner and HNTB agree to allocate and limit such liabilities in accordance with this Article.

B. HNTB agrees to indemnify and hold the Owner harmless from and against legal liability for all judgments, losses, damages, and expenses to the extent such judgments, losses, damages, or expenses are caused by HNTB's negligent acts, errors, or omissions arising out of its performance of the Services. In the event judgments, losses, damages, or expenses are caused by the joint or concurrent negligence of HNTB and Owner, they shall be borne by each party in proportion to its own negligence.

C. To the fullest extent permitted by law, the total aggregate liability of HNTB and its subconsultants to Owner for all judgments, losses, damages, and expenses resulting in any way from the performance of the Services shall not exceed the total compensation actually received by HNTB for Task Orders completed under this Agreement.

D. To the fullest extent permitted by law, HNTB shall not be liable to Owner for any special, punitive, consequential, or indirect damages resulting in any way from the performance of the Services or otherwise arising from this Agreement.

E. The terms and conditions of this Article shall survive completion of the Services, or any termination of this Agreement.

ARTICLE 10 - INSURANCE

A. During the term of this Agreement, HNTB shall maintain the following insurance:

(1) Commercial General Liability Insurance, with a limit of \$1,000,000 per occurrence and \$2,000,000 annual aggregate.

(2) Business Automobile Liability Insurance, with a combined single limit of \$1,000,000 for each person and \$1,000,000 for each accident.

(3) Workers' Compensation Insurance in accordance with statutory requirements and Employer's Liability Insurance, with a limit of \$500,000 for each occurrence.

(4) Professional Liability Insurance, with a limit of \$1,000,000 per claim and annual aggregate.

(5) In the event the Services are to be performed within 50 feet of any railroad tracks, Railroad Protective Liability Insurance as required by the track owner and/or operator. HNTB's Commercial General Liability Insurance policy shall be endorsed with the Contractual Liability – Railroads ISO CG 24 17 endorsement.

B. HNTB shall, upon written request, furnish Owner certificates of insurance as evidence of compliance with this Article. HNTB shall require all any contractors to include Owner, HNTB, and its parent company and affiliated entities, directors, officers and employees as additional insureds on their Commercial General and Business Automobile Liability insurance policies, and to indemnify both Owner and HNTB, each to the same extent.

C. HNTB and Owner waive all rights against each other and their directors, officers, partners, commissioners, officials, agents, and employees for damages covered by property insurance during and after the completion of the Services.

ARTICLE 11 - LIMITATIONS OF RESPONSIBILITY

A. HNTB shall not be responsible for (a) the failure of any contractor, subcontractor, vendor, etc., not under contract to HNTB, to fulfill contractual responsibilities to Owner or to comply with federal, state, or local laws, regulations, and codes; or (c) procuring permits, certificates, and licenses required for any construction unless such procurement responsibilities are specifically assigned to HNTB in a Task Order.

B. In the event the Owner requests HNTB to execute any certificates or other documents, the proposed language of such certificates or documents shall be submitted to HNTB for review at least 15 days prior to the requested date of execution. HNTB shall not be required to execute any certificates or documents that in any way would, in HNTB's sole judgment, (a) increase HNTB's legal or contractual obligations or risks; (b) require knowledge, services, or responsibilities beyond the scope of this Agreement; or (c) result in HNTB having to certify, guarantee, or warrant the existence of conditions whose existence HNTB cannot ascertain.

ARTICLE 12 - OPINIONS OF COST AND SCHEDULE

Because HNTB has no control over the cost of labor, materials, or equipment furnished by others, or over the resources provided by others to meet Project schedules, HNTB's opinion of probable costs and schedules, if any, shall be made on the basis of experience and qualifications as a practitioner of its profession. HNTB does not guarantee that quantities, proposals, bids, or actual costs will not vary from HNTB's cost estimates or that actual schedules will not vary from HNTB's projected schedules.

ARTICLE 13 - REUSE OF DOCUMENTS

All documents, including, but not limited to, plans, drawings, and specifications prepared by HNTB as deliverables pursuant to the Scope of Services are instruments of service in respect to the Project. They are not intended or represented to be suitable for reuse by Owner or others on modifications or extensions of the Scope of Services or on any other project. Any reuse without prior written verification or adaptation by HNTB for the specific purpose intended will be at Owner's sole risk and without liability or legal exposure to HNTB. Any verification or adaptation of documents will entitle HNTB to additional compensation at rates to be agreed upon by Owner and HNTB.

ARTICLE 14 - OWNERSHIP OF DOCUMENTS AND INTELLECTUAL PROPERTY

Except as otherwise provided herein, documents, drawings, and specifications prepared by HNTB and furnished to Owner as part of the Services shall become the property of Owner; provided, however, that HNTB shall have the unrestricted right to their use. HNTB shall retain its copyright and ownership rights in its design, drawing details, specifications, databases, computer software, and other proprietary property. Intellectual property developed, utilized, or modified in the performance of the Services shall remain the property of HNTB.

ARTICLE 15 - TERMINATION AND SUSPENSION

A. This Agreement may be terminated by either party upon written notice in the event of substantial failure by the other party to perform in accordance with the terms of this Agreement; provided, however, the nonperforming party shall have fourteen (14) calendar days from the receipt of the termination notice to cure or to submit a plan for cure acceptable to the other party.

B. Owner may terminate or suspend performance of this Agreement for Owner's convenience upon written notice to HNTB. HNTB shall terminate or suspend performance of the Services on a schedule acceptable to Owner, and Owner shall pay HNTB for all the Services performed plus termination or suspension expenses. Upon restart of suspended Services, an equitable adjustment shall be made to HNTB's compensation and the Project schedule. Notwithstanding anything to the contrary contained herein, HNTB shall have the right to reassign staff, whether considered key staff or not, as appropriate to accommodate its business needs if performance hereunder is suspended for a period greater than ninety (90) days. If the original key staff are no longer available upon restart of a period of suspended performance for any reason, HNTB shall, without penalty, be permitted to substitute alternate staff and if requested, will resubmit its schedule of key staff and their qualifications for approval by the Owner, such approval not to be unreasonably withheld.

C. The provisions of this Article shall also apply to each individual Task Order, separate and apart from any other Task Orders, and without terminating or otherwise affecting this Agreement as a whole.

ARTICLE 16 - DELAY IN PERFORMANCE

A. Neither Owner nor HNTB shall be considered in default of this Agreement or any Task Order for delays in performance caused by circumstances beyond the reasonable control of the nonperforming party. For purposes of this Agreement, such circumstances include, but are not limited to, abnormal weather conditions; floods;

earthquakes; fire; epidemics; war, riots, and other civil disturbances; sabotage; judicial restraint; and delay in or inability to procure permits, licenses, or authorizations from any local, state, or federal agency for any of the supplies, materials, accesses, or services required to be provided by either Owner or HNTB under this Agreement or any Task Order. HNTB shall be granted a reasonable extension of time for any delay in its performance caused by any such circumstances.

B. Should such circumstances occur, the nonperforming party shall, within a reasonable time of being prevented from performing, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance.

ARTICLE 17 - NOTICES

A. Any notice, request, demand, consent, approval, or other communication required or permitted under this Agreement shall be in writing and shall be deemed duly given (i) when delivered personally to the recipient, (ii) when sent by certified mail, return receipt requested, to the address specified below, or (iii) when sent by email to the email address specified below, provided that the sender has not received a delivery failure notification. A notice sent by email shall be deemed received on the date and time the email is sent, provided that (a) the email is sent to the recipient's designated email address as set forth below, (b) the sender does not receive a bounce-back or delivery failure notification, and (c) if the notice is sent outside of normal business hours (9:00 AM to 6:00 PM on business days), the notice shall be deemed received at 9:00 AM on the following business day.

Owner: _____

Attn: _____

Phone: _____

Email: _____

HNTB: **HNTB CORPORATION** _____

Attn: _____

Phone: _____

Email: _____

B. Nothing contained in this Article shall be construed to restrict the transmission of routine communications between representatives of Owner and HNTB.

ARTICLE 18 - DISPUTES

A. In the event of a dispute between Owner and HNTB arising out of or related to this Agreement, or any Task Order, the aggrieved party shall notify the other party of the dispute within a reasonable time after such dispute arises. If the parties cannot thereafter resolve the dispute, each party shall nominate a senior officer of its management to meet to resolve the dispute by direct negotiation or mediation.

B. Should such negotiation or mediation fail to resolve the dispute, either party may pursue resolution of the dispute by arbitration in accordance with the Construction Industry Arbitration Rules of the American Arbitration Association; provided, however, in the event the parties are unable to reach agreement to arbitrate under terms reasonably acceptable to both parties, either party may pursue resolution in any court having jurisdiction.

C. During the pendency of any dispute, the parties shall continue diligently to fulfill their respective obligations hereunder.

ARTICLE 19 - EQUAL EMPLOYMENT OPPORTUNITY

A. HNTB hereby affirms its support of affirmative action and that it is an equal opportunity employer and complies with Title VII of the Civil Rights Act of 1964, and the provisions of the "Equal Opportunity Clause" of Section 202 of Executive Order 11246, as Amended by Executive Order Number 11375; Section 503 of the Rehabilitation Act of 1973; Section 4212 of the Vietnam Era Veterans Readjustment Act of 1974; 41 CFR Part 60, specifically subparts 60-1.4, 60-250.5, 60-300.5, 60-741.2, and 60-741.5; and other applicable regulations and orders of the Department of Labor relating thereto. All such regulations and are incorporated herein by reference and made a part of this Agreement as if set forth in their entirety. **HNTB further affirms that it and its subconsultants shall abide by the requirements of 41 CFR 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, age, height, weight, color, religion, sex (including gender identity), sexual preference/orientation, marital status, citizen status, ancestry, national origin, and for inquiring about, discussing or disclosing compensation. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment qualified individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability. HNTB further affirms its policy to recruit and hire employees without regard to race, age, color, religion, sex, sexual orientation, gender identity, marital status, citizen status, national origin or ancestry, presence of a disability or status as a Veteran of the Vietnam era or any other legally protected status. It is HNTB's policy to treat employees equally with respect to compensation, advancement, promotions, transfers and all other terms and conditions of employment and to make sure that minorities will be afforded full opportunity to submit a proposal and will not be discriminated against on the basis of race, color or national origin in consideration for an award.**

B. Furthermore, as and when applicable, HNTB, for itself, its assignees and successors in interest affirms it will comply with:

(i) Executive Order 13496 requiring employers to inform employees of their rights under the National Labor Relations Act (NLRA), the primary law governing relations between unions and employers in the private sector (see 29 CFR Part 471, Appendix A). HNTB shall post the prescribed notice in every subcontract wherein services are performed under a federally-funded program and/or under a federal contract, except contracts for purchases under the Simplified Acquisition Threshold (currently \$100,000), subcontracts below \$10,000, and in those cases where the Secretary exempts a contracting department or agency pursuant to the Executive Order. HNTB shall also require its subconsultants to post the prescribed notice in all lower-tier consultant contracts.

(ii) Regulations of the Department of Transportation relative to nondiscrimination in federally assisted programs of the Department of Transportation including 49 CFR Part 21 through Appendix H; 23 CFR Part 200 (Title VI of the Civil Rights Act of 1964 and related statutes); and 23 CFR, subpart 710.405(b), which are incorporated herein by reference and made a part of this Agreement.

C. HNTB further affirms completion of applicable governmental employer information reports including the EEO-1 and VETS-100 reports, and maintenance of a current Affirmative Action Plan as required by Federal regulations.

ARTICLE 20 - WAIVER

A waiver by either Owner or HNTB of any breach of this Agreement shall be in writing. Such a waiver shall not affect the waiving party's rights with respect to any other or further breach.

ARTICLE 21 - SEVERABILITY

The invalidity, illegality, or unenforceability of any provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement or any Task Order. Any void provision shall be deemed severed from this Agreement, and the balance of this Agreement shall be construed and enforced as if it did not contain the particular portion or provision held to be void. The parties further agree to amend this Agreement to replace any

stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this Article shall not prevent this entire Agreement from being void should a provision which is of the essence of this Agreement be determined void.

ARTICLE 22 - INTEGRATION

This Agreement, including Exhibit 1, and subsequently issued Task Orders (and their respective attachments, if any), represents the entire and integrated agreement between Owner and HNTB. It supersedes all prior and contemporaneous communications, representations, and agreements, whether oral or written, relating to the subject matter of this Agreement.

ARTICLE 23 - SUCCESSORS AND ASSIGNS

Owner and HNTB each binds itself and its successors, executors, administrators, permitted assigns, legal representatives and, in the case of a partnership, its partners, to the other party to this Agreement and to the successors, executors, administrators, permitted assigns, legal representatives, and partners of such other party in respect to all provisions of this Agreement.

ARTICLE 24 - ASSIGNMENT

Neither Owner nor HNTB shall assign any rights or duties under this Agreement without the prior written consent of the other party, which consent shall not be unreasonably withheld. Unless otherwise stated in the written consent to an assignment, no assignment will release or discharge the assignor from any obligation under this Agreement. Nothing contained in this Article shall prevent HNTB from engaging independent consultants, associates, and subcontractors to assist in the performance of the Services.

ARTICLE 25 - NO THIRD PARTY RIGHTS

The Services provided for in this Agreement are for the sole use and benefit of Owner and HNTB. Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than Owner and HNTB.

ARTICLE 26 - GOVERNING LAW

This Agreement shall be governed by the laws of the State of Wyoming.

IN WITNESS WHEREOF, Owner and HNTB have executed this Agreement. The individuals signing this Agreement represent and warrant that they have the power and authority to enter into this Agreement and bind the party for whom they sign.

SOUTHERN TETON AREA RAPID TRANSIT
(Owner)

HNTB CORPORATION
(HNTB)

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Exhibit 1 - Sample Task Order

TASK ORDER NUMBER _____

This Task Order is made effective as of this ____ day of _____, 20 __, under the terms and conditions established in the MASTER TASK ORDER PRIME AGREEMENT FOR PROFESSIONAL SERVICES, dated _____ (the Agreement), between **SOUTHERN TETON AREA RAPID TRANSIT** (Owner) and **HNTB CORPORATION** (HNTB). This Task Order is made for the following purpose, consistent with the Project defined in the Agreement:

[Insert a brief description of the Project elements to which the Task Order applies]

Section A. - Scope of Services

A.1. HNTB shall perform the following Services:

A.2. The following Services are not included in this Task Order, but shall be provided as Additional Services if authorized or confirmed in writing by the Owner:

A.3. In conjunction with the performance of the foregoing Services, HNTB shall provide the following submittals/deliverables (Documents) to Owner:

Section B. - Schedule

HNTB shall perform the Services and deliver the related Documents (if any) according to the following schedule:

Section C. - Compensation

C.1. In return for the performance of the foregoing obligations, Owner shall pay to HNTB an amount not to exceed \$ _____, payable according to the following terms:

C.2. Compensation for Additional Services (if any) shall be paid by Owner to HNTB according to the following terms:

Section D. - Owner's Responsibilities

Owner shall perform and/or provide the following in a timely manner so as not to delay the Services of HNTB, and HNTB may rely on the accuracy and completeness thereof:

1.

Unless otherwise provided in this Agreement, Owner shall bear all costs incident to compliance with the above items.

Section E. - Other Provisions

The parties agree to the following provisions with respect to this specific Task Order:

All terms and conditions of the Agreement are incorporated herein and shall control in the event of a conflict with this Task Order. Owner and HNTB hereby agree to the terms and conditions of this Task Order as of the date set forth above. The individuals signing this Task Order represent and warrant that they have the power and authority to enter into this Task Order and bind the party for whom they sign.

SOUTHERN TETON AREA RAPID TRANSIT
(Owner)

Signature: _____

Name: _____

Title: _____

HNTB CORPORATION
(HNTB)

Signature: _____

Name: _____

Title: _____

Exhibit A - Task Order

TASK ORDER NUMBER 1

This Task Order is made effective as of this ____ day of _____, 20 __, under the terms and conditions established in the MASTER TASK ORDER PRIME AGREEMENT FOR PROFESSIONAL SERVICES, dated _____ (the Agreement), between **SOUTHERN TETON AREA RAPID TRANSIT** (Owner) and **HNTB CORPORATION** (HNTB). This Task Order is made for the following purpose, consistent with the Project defined in the Agreement:

Assistance with the purchase four (4) buses via a Low or No Emission Grant and purchased through the DES Bus Coop.

Section A. - Scope of Services

A.1. HNTB shall perform the following Services:

- a) Assist in formally requesting that FTA accept the change from electric bus to hybrid bus due to Proterra business issues.
- b) Prepare the Independent Cost Estimate (ICE) for the four (4) LoNo funded buses as required by FTA.
- c) Conduct/prepare the Buy America pre award audit as required by FTA.
- d) Conduct/prepare the post award certifications as may be required (FMVSS, etc.)

A.2. The following Services are not included in this Task Order, but shall be provided as Additional Services if authorized or confirmed in writing by the Owner:

- a) Provide bus line 50% inspection services for the assembly process.

A.3. In conjunction with the performance of the foregoing Services, HNTB shall provide the following submittals/deliverables (Documents) to Owner:

- a) Draft and final FTA change request form.
- b) Independent Cost Estimate
- c) Audit reports
- d) Post award certifications

Section B. - Schedule

HNTB shall perform the Services and deliver the related Documents (if any) according to the following schedule:

XX months from NTP

Section C. - Compensation

C.1. In return for the performance of the foregoing obligations, Owner shall pay to HNTB up to the amount of \$9,820.13, payable according to the following terms:

C.2. Compensation for Additional Services (if any) in the amount of \$5,025.00 shall be paid by Owner to HNTB according to the following terms:

Section D. - Owner's Responsibilities

Owner shall perform and/or provide the following in a timely manner so as not to delay the Services of HNTB, and HNTB may rely on the accuracy and completeness thereof:

1. START will ensure the bus builder (presumed Gillig) has the desired bus technical specifications.
2. START will acquire any price quotes from the bus builder.
3. START will perform visual post-delivery and road test inspections.
4. START will provide the request template from FTA for the bus type change request.

Unless otherwise provided in this Agreement, Owner shall bear all costs incident to compliance with the above items.

Section E. - Other Provisions

The parties agree to the following provisions with respect to this specific Task Order:

All terms and conditions of the Agreement are incorporated herein and shall control in the event of a conflict with this Task Order. Owner and HNTB hereby agree to the terms and conditions of this Task Order as of the date set forth above. The individuals signing this Task Order represent and warrant that they have the power and authority to enter into this Task Order and bind the party for whom they sign.

SOUTHERN TETON AREA RAPID TRANSIT
(Owner)

Signature: _____

Name: _____

Title: _____

HNTB CORPORATION
(HNTB)

Signature: _____

Name: _____

Title: _____

DRAFT FOR DISCUSSION

						
December 12, 2024						
Southeastern Teton Area Rapid Transit (START)						
4 - 40 foot Diesel Hybrid Electric Transit Buses						
Buses procured off of Washington Contract (Gillig) START funding (Lo-No)						
Cost Proposal						
Assigned Staff	Job Title	Total Person Hours	Individual Hourly Rates	Total Fixed Fee	Total Labor Expense	Task Order Total Budget
Task 1 - Develop formal request to the FTA using START provided template to permit the "divorce" from Proterra and to change from electric propulsion to diesel hybrid electric.						
Paul Kaufmann	Project Manager	8	\$149.04	\$387.50	\$3,100.03	
Subtotal		8			\$3,100.03	\$3,100.03
Task 2 - Prepare Independent Cost Estimate (ICE) for 2DHE buses. Verify and apply PPI escalation to estimate						
Paul Kaufmann	Project Manager	3	\$149.04	\$387.50	\$1,162.51	
Jack VanHouten	Engineer	6	\$55.36	\$143.94	\$863.62	
Subtotal		9			\$2,026.13	\$2,026.13
Task 3 - Conduct Pre-award and Post-delivery Buy America audits and certifications via desk audit						
Global Innovations Janette Hunter	Auditor	Fixed Price				
Subtotal		0				\$4,050.00
Optional Task 4 - Manufacturing Quality Control, Quality Assurance and Inspection Services						
Transdev U.S.	48 Hours of QA In-plant Inspection Services (Gillig)	Fixed Price				
Subtotal		0				\$5,025.00
Project Management						
Alexander Porter	Project Analyst	6	\$41.28	\$107.33	\$643.97	
		6			\$643.97	\$643.97
Total Project Budget		23			\$5,770.13	\$14,845.13

						
December 12, 2024						
Southeastern Teton Area Rapid Transit (START)						
2 - 45 foot Over-the-Road Buses						
Buses procured off of Washington Contract (MCI) START funding						
Cost Proposal						
Assigned Staff	Job Title	Total Person Hours	Individual Hourly Rates	Total Fixed Fee	Total Labor Expense	Task Order Total Budget
Task 1 - Prepare Independent Cost Estimate (ICE) for 2 Over-the-Road buses. Verify and apply PPI escalation to estimate						
Paul Kaufmann	Project Manager	6	\$149.04	\$387.50	\$2,325.02	
Jack VanHouten	Engineer	8	\$55.36	\$143.94	\$1,151.49	
Subtotal		14			\$3,476.51	\$3,476.51
Task 2 - Conduct Pre-award and Post-delivery Buy America audits and certifications via desk audit						
Global Innovations Janette Hunter	Auditor	Fixed Price				
Subtotal		0				\$6,900.00
Optional Task 3 - Manufacturing Quality Control, Quality Assurance and Inspection Services						
Transdev U.S.	80 Hours of QA In-plant Inspection Services (MCI) and \$1,760 in travel expenses.	Fixed Price				
Subtotal		0				\$8,985.00
Project Management						
Alexander Porter	Project Analyst	5	\$41.28	\$107.33	\$536.64	
		5			\$536.64	\$536.64
Total Project Budget		19			\$4,013.15	\$19,898.15



*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.*

Memorandum

To: START Board of Directors
From: Bruce Abel, Transit Director
Date: December 19, 2024
RE: November 2024 monthly recap

Ridership- START ridership through the first 11 months of calendar 2024 totals 919,832 passenger boardings. Ridership is up 14.6% when compared to the first 11 months of 2023. If we factor out the Airport shuttle ridership from the 2024 numbers in order to compare apples to apples, START ridership increased by 13.6% in the first 11 months of 2024 versus 2023. This continues the positive trend of ridership growth that START has experienced since 2022. START appears well positioned to reach/exceed the 1 million rider level in 2024. At this point in time I would project annual ridership of approximately 1,050,000 for 2024.

Main contributors to START's ridership growth are the Teton Village services and the Town Shuttle. Ridership on Village services is up 17% compared to same period last year and Town shuttle ridership is up 20.3% versus same period last year. START did implement additional afternoon Village service at 5:10 p.m. in response to overcrowding on the scheduled 5:10 p.m. Village bus. Star Valley commuter ridership is up 16.4% compared to same period last year. Teton Valley commuter ridership is down 15% for the month of November when compared to November 2024. YTD Teton Valley commuter ridership is down 13% compared to same period last year. June was down markedly, most likely due to the Highway 22 closure that occurred in June.

START-on-Demand- Ridership on START-on-Demand (SOD) East Jackson experienced a 2.6% decrease in ridership during the first 11 months of 2024 versus the same period in 2023. We should consider this a positive result. START-on-Demand realized a 34.1% increase in annual ridership from 2022 to 2023 and this rate of growth was not sustainable. SOD still operated at approximately 8.3 passengers per hour for the month of November and 9.6 passengers per hour life-to-date, well above minimum service standards of 3 passengers per hour and well above industry norms for on-demand service. However, SOD wait times did increase during the month of November as service levels were reduced slightly to respond to lower levels of demand during shoulder season and to stay within budget. Only 60 percent of trips had a wait time of 15 minutes or less and average wait time increased to 15 minutes. Wait times of 15 minutes tends to be a good point of reference for on-demand service as this mirrors that best frequency on START fixed route service.

SOD has been providing service to the Teton County Library since the beginning of the summer season. This service has not expanded the East Jackson service area but has functioned as a single stop that is served to/from the East Jackson service area during the hours that the library is open. SOD continued to

operate the Library stop through the fall season and will continue through the winter 24-25 season as part of our contract renewal that took effect December 1, 2024.

Downtowner LLC, START's SOD service provider, has requested a one-time increase of \$21,000 to cover the unanticipated cost of surging insurance costs that have far outpaced the normal inflation rates over the past year. This increase represents approximately 1.5% of the annual budget. The revised annual cost is within the adopted FY 25 budget for START-on- Demand but may well require a formal budget amendment as it would increase the cost beyond the Director's authority. I believe that the increase is merited but need to discuss impacts on the contract process with counsel.

The monthly START-on-Demand report includes latitude/longitude information for SOD ridership. This report is routinely provided to START as a routine management tool to enable us to compare detailed trip information to the summary reports that we receive. We have begun providing this information to those Directors who wish to receive it.

Financial Report- The financial report for the month of November 2024 represents financial transactions through the first five (5) months (41%) of the FY 25 fiscal year. Administrative expense is currently running 40% of the annual admin budget while operating expense is running 37% of the annual operating budget. There is nothing of significance to report with the exception of START exceeding projected expense for supervisor overtime. START promotes supervisor vacation be taken during the summer/fall months. This results in extraordinary overtime expense during the summer and fall months as supervisors incur overtime when covering the vacations of other supervisors. We have also experienced staff turnover in the supervisor position and have incurred overtime expense during the training process for two (2) new supervisors. We requested, and the Town Finance Department accommodated our request, to create a new line item to track supervisor overtime as separate line item in our expense reports beginning this year. We will exceed our supervisor overtime budget. We will address this further with the Board during the upcoming budget process. In aggregate, START is within budget at this point in the year. We do expect a relatively tight budget year.

On November 18, 2024, Jackson Town Council approved the Memorandum of Understanding (MOU) with the TTB to receive TTB grant funding to support the provision of the Airport shuttle service. This contract is in the amount of \$145,000 to support the provision of the service in winter 2024-25 (approx. \$70,000) and winter 2025-26 (approx. \$75,000). In addition, the Teton County Travel and Tourism Board awarded START/Jackson Hole Airport \$23,333 at the November 14 TTB meeting to help support the communications outreach program to promote the Airport shuttle service. The remainder of an approximately \$90,000 communications/outreach plan will be shared by START and Jackson Hole Airport (JAC). In addition, JAC will underwrite approximately \$45,000 in staff time to lead the communications/outreach efforts.

At the December 2, 2024 JIM (Joint Information Meeting), the Jackson Town Council and the Teton County Board of County Commissioners approved START's requested budget amendment to increase START operating expense by \$80,000 to fund the reinstatement of service to Teton Village that had been reduced during the FY25 budget process. The budget amendment also increased START projected revenue from Teton Village Association (TVA) by \$80,000 to cover START's cost to provide the reinstated service to the Village. The budget amendment also increased START contracted services expense by \$351,000 to fund the provision of some START service by Salt Lake Express. The amendment also

reduced START operating expense by \$245,000 to account for the reduction of cost associated with START employees providing the service that will instead be provided by SLE.

Winter 24/25 Service update- Winter seasonal service began on Saturday, November 30, 2024.

START's winter season service includes the addition of Teton Village Express service and the Teton Village South service. In addition, the frequency of service on the Teton Village Local route is improved from every 60 minutes to every 40 minutes. The "span of service" on the Town Shuttle and Village Local are also expanded slightly to operate later into the night. START's provision of Airport Shuttle service (pilot phase 2.0) is also incorporated in the winter 24/25 service plan.

Staff planned to hire up to 27 winter seasonal drivers to fulfill the delivery of the expanded winter season service plan. The recruitment, interview, selection and background check process began in July. Activities to secure housing for these employees also began in the summer. A big thank you to the Town of Jackson internal services staff for their support of these activities. Training commenced on November 12, 2024. Seventeen new and returning drivers joined the START team. Three (3) additional new hires joined subsequent to the beginning of the formal training class. This number of employees, along with the operators provided via START's contract with Salt Lake Express should provide the needed number of drivers needed to fulfill our winter service requirements.

Airport Shuttle Update- As previously mentioned, the Jackson Town Council and the Teton County Board of County Commissioners approved a budget amendment for START in the amount of \$275,000 in order to accommodate the cost of operation for the continuation of the Airport Shuttle pilot project that was initiated last winter. This service will operate from December 14, 2024- April 13, 2025 and will operate essentially as the pilot service operated last year. Revenues to support the service will come from farebox receipts, a grant from TTB to support the provision of the service, funds from pass sales to Jackson Hole Airport and airport-related employees, WYDOT/FTA funding and Town and County funds.

Communications and outreach activities began in October and have been focused on digital and, to a lesser degree, print channels of communication as well as communications to the travel and hospitality markets. Installation of signage at the airport and at the airport bus stops in Town was completed the week of December 9. Airport terminal communications displays are installed and training for Airport host personnel is ongoing

TDP Update- The START Board approved the agreement with Transportation Management And Design (TMD) for TMD to prepare a Five (5) Year Strategic Transit Development Plan (TDP) and Comprehensive Fare Study for START at the November 21, 2024 Board meeting. This document is currently in the execution process. The kickoff meeting with TMD is still waiting to be scheduled due to local staff bandwidth issues. The first substantive tasks include the finalization of the study timeline and the development of a citizens advisory committee to provide input and feedback during the study process.

Technology update- START/Masabi went live with phase 2, Smart Cards, for the START fare payment system on Monday December 16, 2024. Staff has been working with the Jackson Hole Airport and JHMR to pilot the new Partner Portal component of the Smart Card system to allow employees to participate in employer-based fare payment for START services. Other elements of the Smart Card system allow for customers to purchase smart cards and assign money to the smart card wallet to be used to purchase

fares on START services. Current staff focus is on the partner portal program with Jackson Hole Airport and JHMR.

Operational update-

- **Proterra buses**- nothing new to report. All eight (8) Proterra buses remain out of service. We will meet with representatives of the new battery lease company to determine if it is feasible to attempt to get 3 or 4 of the Proterra buses functional for the upcoming winter season.

-Transit Signal Priority (TSP) update- after some initial delays, START has received a draft technical agreement from WYDOT regarding the BUILD funded implementation of TSP (or, as is referred to in Jackson, "buses get green lights"). This draft has been reviewed and returned to HNTB (Build technical consultants) and will be referred next to START legal counsel for review.

-Vehicle Purchase Update- START's approved FY 25 Capital budget includes the acquisition of two (2) replacement over-the-road (commuter) buses, purchase of six (6) standard buses, purchase of one (1) replacement ADA bus, the purchase of one (1) replacement supervisory vehicle, upgrades to the radio system and bus stop improvements.

Staff received a proposal from HNTB (BUILD consultants) to provide technical assistance for START's vehicle acquisition processes. Staff is requesting Board approval of this proposal at the December 19, 2024 START Board meeting.

Staff continues to work bring START more fully into compliance with WYDOT/FTA and ITD/WYDOT requirements. While we have made progress, we continue to have a number of other areas that we need to address. Staff participated in a remote meeting with Idaho Transportation Department (ITD) officials on December 6 to follow up with ITD representatives on the October 16 ITD site visit and State Management Review of START activities. The call went well and the follow-up letter from ITD is included in this month's correspondence packet.

Copies: Tyler Sinclair, Town of Jackson, Town Manager
Lea Colasuonno, Town of Jackson/START Attorney
Jodi Pond, Teton County, County Administrator
Dr. Charlotte Frei, Jackson/Teton County Regional Transportation Administrator
Jason Pitts, START
Ann McClure, START
START Supervisor/Dispatchers



START Ridership Report

START Regular Board Meeting December 19, 2024

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	16,057	103,136	36,202	54%
Feb	19,479	59,372	2,048	2,011	-	490	15,431	98,831	38,185	63%
March	21,887	58,905	2,360	1,983	-	566	14,624	100,325	37,947	61%
April	18,327	13,026	2,262	1,781	-	461	6,550	42,407	13,784	48%
May	22,372	4,748	1,995	1,871	-	539	6,539	38,064	12,696	50%
June	27,176	14,083	2,308	2,097	-	493	7,023	53,180	18,380	53%
July	29,195	18,147	2,150	2,116	-	534	10,066	62,208	25,632	70%
August	27,634	17,827	2,377	2,434	-	515	10,347	61,134	25,244	70%
September	25,600	13,410	2,038	2,418	-	422	9,878	53,766	20,723	63%
October	21,545	7,168	1,890	1,890	-	507	7,411	40,198	12,751	46%
November	18,712	9,972	2,181	2,194	-	501	7,006	40,566	15,873	64%
December	27,581	49,580	2,580	2,353	-	563	20,358	103,015	22,982	29%
Totals 2022	279,062	328,831	26,346	25,252	-	6,049	131,290	796,830	280,399	54%



START Ridership Report

START Regular Board Meeting December 19, 2024

2023	Town Shuttle	Teton Village	Star Valley	Teton Valley	*AIRPORT*	ADA	START On-Demand	Monthly Total	'23 vs. '22	
Jan	32,229	57,980	2,295	2,446	-	550	24,979	120,479	17,343	17%
Feb	27,699	52,442	2,206	2,203	-	461	22,813	107,824	8,993	9%
March	29,905	49,763	2,710	2,524	-	489	21,511	106,902	6,577	7%
April	20,609	13,018	1,963	2,035	-	474	9,266	47,365	4,958	12%
May	24,642	8,844	2,203	2,409	-	470	9,233	47,801	9,737	26%
June	33,304	17,151	2,150	2,408	-	452	12,605	68,070	14,890	28%
July	35,532	19,425	1,756	2,221	-	462	14,278	73,674	11,466	18%
August	34,250	19,233	1,926	2,290	-	522	14,533	72,754	11,620	19%
September	31,403	15,592	1,903	2,133	-	484	11,783	63,298	9,532	18%
October	27,190	9,350	2,122	2,561	-	440	8,389	50,052	9,854	25%
November	21,267	10,992	1,764	2,363	-	489	7,633	44,508	3,942	10%
December	34,329	58,497	2,687	1,906	1,000	563	19,078	118,060	15,045	15%
Totals 2023	352,359	332,287	25,685	27,499	1,000	5,856	176,101	920,787	123,957	16%

2023	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	Monthly Total	GTR Shuttle	Monthly Total (plus GTR)	'23 vs. '22	
January	32,229	57,980	2,295	2,446	-	550	24,979	120,479	7,198	127,677	17,343	17%
February	27,699	52,442	2,206	2,203	-	461	22,813	107,824	8,606	116,430	8,993	9%
March	29,905	49,763	2,710	2,524	-	489	21,511	106,902	8,161	115,063	6,577	7%
April	20,609	13,018	1,963	2,035	-	474	9,266	47,365	2,647	50,012	4,958	12%
May	24,642	8,844	2,203	2,409	-	470	9,233	47,801		47,801	9,737	26%
June	33,304	17,151	2,150	2,408	-	452	12,605	68,070	765	68,835	14,890	28%
July	35,532	19,425	1,756	2,221	-	462	14,278	73,674	1,638	75,312	11,466	18%
August	34,250	19,233	1,926	2,290	-	522	14,533	72,754	2,886	75,640	11,620	19%
September	31,403	15,592	1,903	2,133	-	484	11,783	63,298	653	63,951	9,532	18%
October	27,190	9,350	2,122	2,561	-	440	8,389	50,052		50,052	9,854	25%
November	21,267	10,992	1,764	2,363	-	489	7,633	44,508	877	45,385	3,942	10%
December	34,329	58,497	2,687	1,906	1,000	431	19,078	117,928	5,647	123,575	14,913	14%
Totals 2023	352,359	332,287	25,685	27,499	1,000	5,724	176,101	920,655	39,078	959,733	(757,752)	-95%

2024	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	Monthly Total	GTR Shuttle	Monthly Total (plus GTR)	'24 vs. '23	
January	36,075	70,724	3,294	2,371	1,998	490	21,777	136,729	8,128	144,857	16,250	13%
February	35,416	70,082	2,981	2,511	2,292	473	20,472	134,227	9,748	143,975	26,403	24%
March	36,358	61,951	2,687	2,086	2,907	473	19,091	125,553	7,464	133,017	18,651	17%
April	28,387	19,967	2,404	1,822	532	416	10,844	64,372	2,652	67,024	17,007	36%
May	31,956	9,564	2,426	2,048	-	521	10,538	57,053		57,053	9,252	19%
June	38,183	17,234	2,160	1,969	-	433	13,686	73,665	1,312	74,977	5,595	8%
July	41,614	20,064	2,216	2,166	-	395	14,735	81,190	2,258	83,448	7,516	10%
August	38,974	19,849	2,192	2,164	-	453	14,418	78,050	3,240	81,290	5,296	7%
September	36,072	15,930	2,125	2,165	-	376	11,847	68,515	840	69,355	5,217	8%
October	32,616	8,747	2,337	2,614	-	399	8,310	55,023		55,023	4,971	10%
November	27,060	6,772	1,944	2,009	-	392	7,278	45,455	2,235	47,690	947	2%
December								-		-	(117,928)	-100%
Totals 2024	382,711	320,884	26,766	23,925	7,729	4,821	152,996	919,832	37,877	957,709	880,754	711%

Summary Tables:

Monthly Total - November Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	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	-	328	-	-	17,373
2021	12,866	6,437	1,685	1,343	-	448	-	-	22,779
2022	18,712	9,972	2,181	2,194	-	501	7,006	-	40,566
2023	21,267	10,992	1,764	2,363	-	489	7,633	-	44,508
2024	27,060	6,772	1,944	2,009	-	392	7,278	-	45,455

Monthly Comparisons for Each Service Type - November Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	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%▲	- 0.00%▲	2,973 6.32%▲
2019 - 2020	(25,497) -72.47%▼	(3,084) -41.72%▼	(1,881) -53.39%▼	(2,042) -59.21%▼	- 0.00%▲	(102) -23.72%▼	- 0.00%▲	- 0.00%▲	(32,606) -65.24%▼
2020 - 2021	3,178 32.80%▲	2,129 49.42%▲	43 2.62%▲	(64) -4.55%▼	- 0.00%▲	120 36.59%▲	- 0.00%▲	- 0.00%▲	5,406 31.12%▲
2021 - 2022	5,846 45.44%▲	3,535 54.92%▲	496 29.44%▲	851 63.37%▲	- 0.00%▲	53 11.83%▲	7,006 0.00%▲	- 0.00%▲	17,787 78.09%▲
2022 - 2023	2,555 12.01%▲	1,020 9.28%▲	(417) -23.64%▼	169 7.15%▲	- 0.00%▲	(12) -2.45%▼	627 8.21%▲	- #DIV/0!	3,942 8.86%▲
2023 - 2024	5,793 21.41%▲	(4,220) -62.32%▼	180 9.26%▲	(354) -17.62%▼	- #DIV/0!	(97) -24.74%▼	(355) -4.88%▼	- #DIV/0!	947 2.08%▲

YTD Totals for January through November Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	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	-	3,757	-	-	532,161
2021	170,318	183,028	21,473	19,117	-	5,049	-	-	398,985
2022	251,481	279,251	23,766	22,899	-	5,486	110,932	-	693,815
2023	318,030	273,790	22,998	25,593	-	5,293	157,023	33,431	836,158
2024	382,711	320,884	26,766	23,925	7,729	4,821	152,996	37,877	957,709

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

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Annual Variance:
2018 - 2019	461 0.10%▲	35,503 8.47%▲	888 2.95%▲	3,715 12.26%▲	- 0.00%▲	61 1.27%▲	- 0.00%▲	- 0.00%▲	40,628 4.34%▲
2019 - 2020	(252,443) -55.80%▼	(165,895) -36.49%▼	(10,889) -35.18%▼	(14,288) -42.01%▼	- 0.00%▲	(1,104) -22.71%▼	- 0.00%▲	- 0.00%▲	(444,619) -45.52%▼
2020 - 2021	(29,607) -14.81%▼	(105,660) -36.60%▼	1,408 7.02%▲	(609) -3.09%▼	- 0.00%▲	1,292 34.39%▲	- 100.00%▲	- 0.00%▲	(133,176) -25.03%▼
2021 - 2022	81,163 47.65%▲	96,223 52.57%▲	2,293 10.68%▲	3,782 19.78%▲	- 0.00%▲	437 8.66%▲	110,932 #DIV/0!	- 0.00%▲	294,830 73.90%▲
2022 - 2023	66,549 26.46%▲	(5,461) -1.96%▼	(768) -3.23%▼	2,694 11.76%▲	- 0.00%▲	(193) -3.52%▼	46,091 41.55%▲	33,431 0.00%▲	142,343 20.52%▲
2023 - 2024	64,681 16.90%▲	47,094 14.68%▲	3,768 14.08%▲	(1,668) -6.97%▼	7,729 100.00%▲	(472) -9.79%▼	(4,027) -2.63%▼	4,446 11.74%▲	121,551 12.69%▲

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		2,291.58	12 month
2024		2,175.00	11 months
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		2,140.42	12 month
2024		2,433.27	11 months
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	
December 2023				
Teton Valley		AM	PM	
December	TV1	12	21	
	TV2	18	16	
	TV3	16	9	
Star Valley		AM	PM	
December	SV1	15	29	
	SV2	28	27	
	SV3	22	7	

January 2024				
Teton Valley		AM	PM	
January	TV1	15	23	
	TV2	20	18	
	TV3	22	10	
Star Valley		AM	PM	
January	SV1	18	32	
	SV2	30	27	
	SV3	23	9	
February 2024				
Teton Valley		AM	PM	
February	TV1	17	25	
	TV2	25	21	
	TV3	22	13	
Star Valley		AM	PM	
February	SV1	18	32	
	SV2	31	28	
	SV3	22	10	
March 2024				
Teton Valley		AM	PM	
March	TV1	13	22	
	TV2	21	16	
	TV3	19	8	
Star Valley		AM	PM	
March	SV1	18	30	
	SV2	26	24	
	SV3	23	7	
April 2024				
Teton Valley		AM	PM	
April	TV1	16	23	
	TV2	22	20	
	TV3	17	9	
Star Valley		AM	PM	
April	SV1	13	23	
	SV2	21	19	
	SV3	19	8	
May 2024				
Teton Valley		AM	PM	
May	TV1	14	27	
	TV2	18	18	
	TV3	19	7	
Star Valley		AM	PM	
May	SV1	10	21	
	SV2	18	14	
	SV3	16	7	
June 2024				
Teton Valley		AM	PM	
June	TV1	22	18	
	TV2	15	21	
	TV3	14	12	
Star Valley		AM	PM	
June	SV1	16	26	
	SV2	20	18	
	SV3	19	9	

July 2024				
Teton Valley		AM	PM	
July	TV1 - 401	13	22	
	TV2 - 402	17	16	
	TV3 - 403	18	9	
Star Valley		AM	PM	
July	SV1 - 301	13	27	
	SV2 - 302	20	18	
	SV3 - 303	18	7	
August 2024				
Teton Valley		AM	PM	
August	TV1 - 401	13	23	
	TV2 - 402	19	17	
	TV3 - 403	17	9	
Star Valley		AM	PM	
August	SV1 - 301	13	27	
	SV2 - 302	20	16	
	SV3 - 303	17	6	
September 2024				
Teton Valley		AM	PM	
August	TV1 - 401	13	29	
	TV2 - 402	18	16	
	TV3 - 403	21	8	
Star Valley		AM	PM	
August	SV1 - 301	12	26	
	SV2 - 302	21	20	
	SV3 - 303	17	7	
October 2024				
Teton Valley		AM	PM	
August	TV1 - 401	15	28	
	TV2 - 402	22	18	
	TV3 - 403	21	10	
Star Valley		AM	PM	
August	SV1 - 301	14	24	
	SV2 - 302	21	18	
	SV3 - 303	18	6	
November 2024				
Teton Valley		AM	PM	
August	TV1 - 401	13	23	
	TV2 - 402	18	17	
	TV3 - 403	19	7	
Star Valley		AM	PM	
August	SV1 - 301	13	22	
	SV2 - 302	17	15	
	SV3 - 303	19	7	



East Jackson Ridership Report

November 2024

Rides: 6,173 / 340,525

Passengers (unlinked passenger trips): 7,278 / 468,938

Vehicle revenue hours: 879 / 48,787

Total vehicle hours: 1,007 / 54,442

Vehicle revenue miles: 8,332 / 437,385

Total vehicle miles: 9,251 / 472,128

Passenger miles: 6,708 / 409,787

Unique rider accounts (month / year to date): 828 / 5,116

Passengers per revenue hour: 8.3 / 9.6

Percent of rides shared: 40%

Average wait time: 15 minutes

Average ride time: 5 minutes

Average ride length: 0.9 miles

Average experience rating: 4.9 out of 5

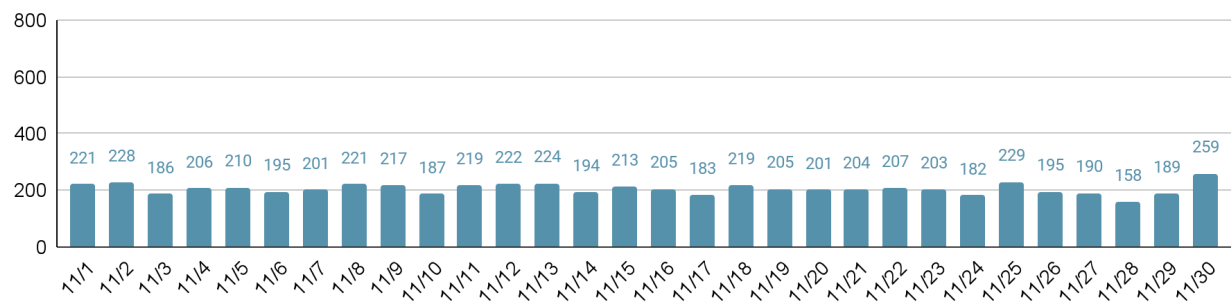
Wheelchair rides: 1

No shows: 168

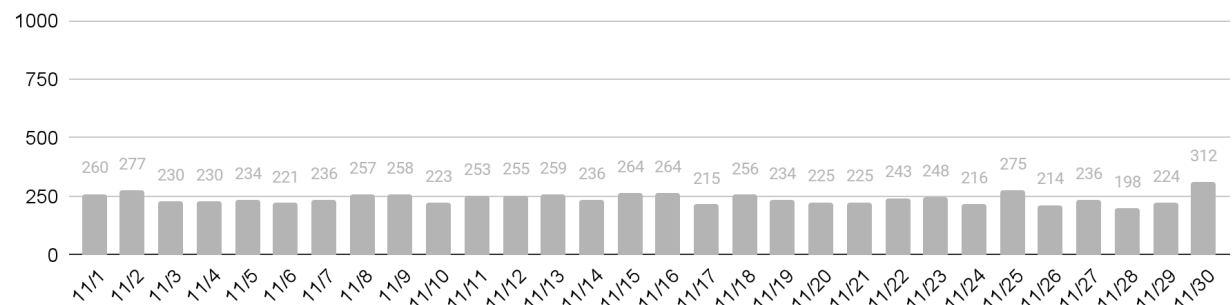
Percent of rides more than 5 min late to pickup: 7%

(month to date / all time)

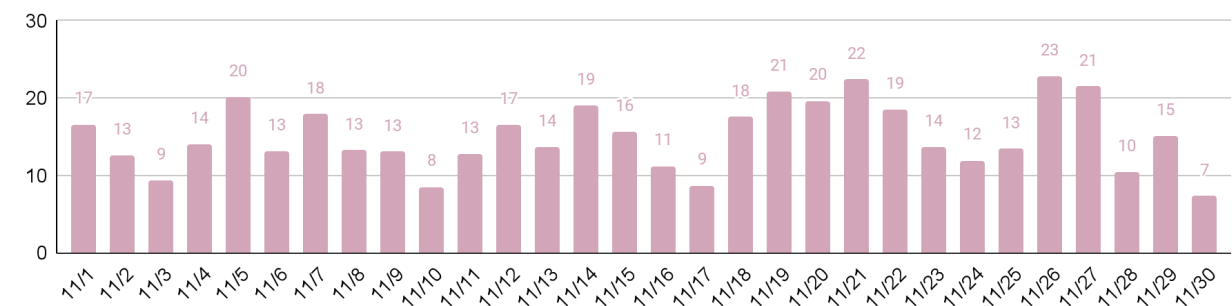
Rides



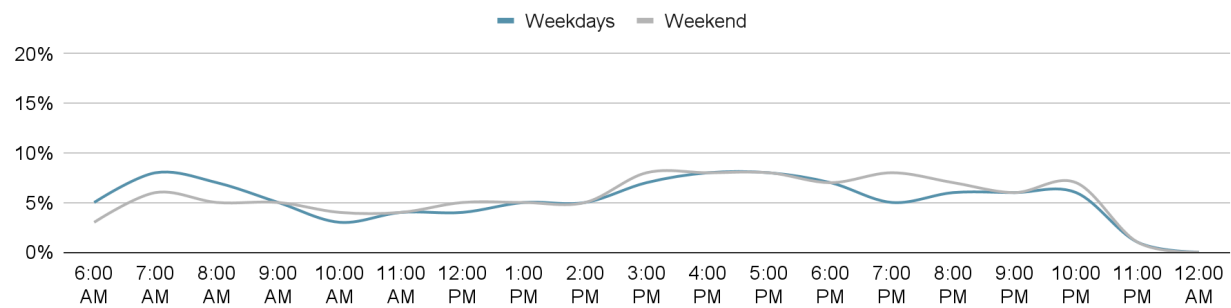
Passengers



Average Wait time



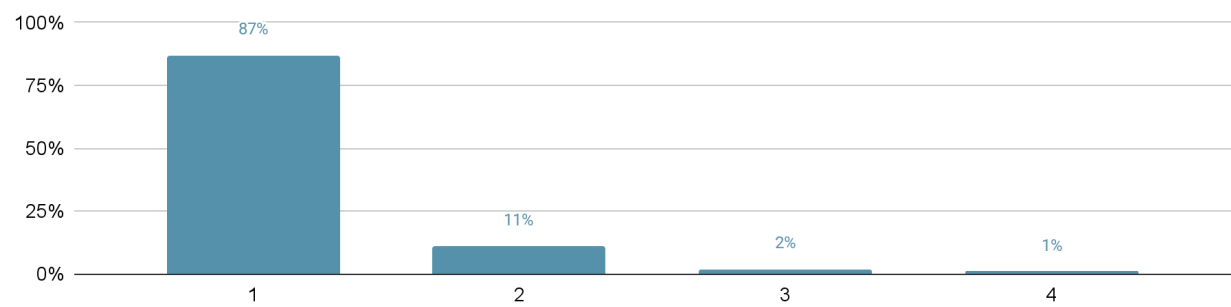
Pickups by Hour



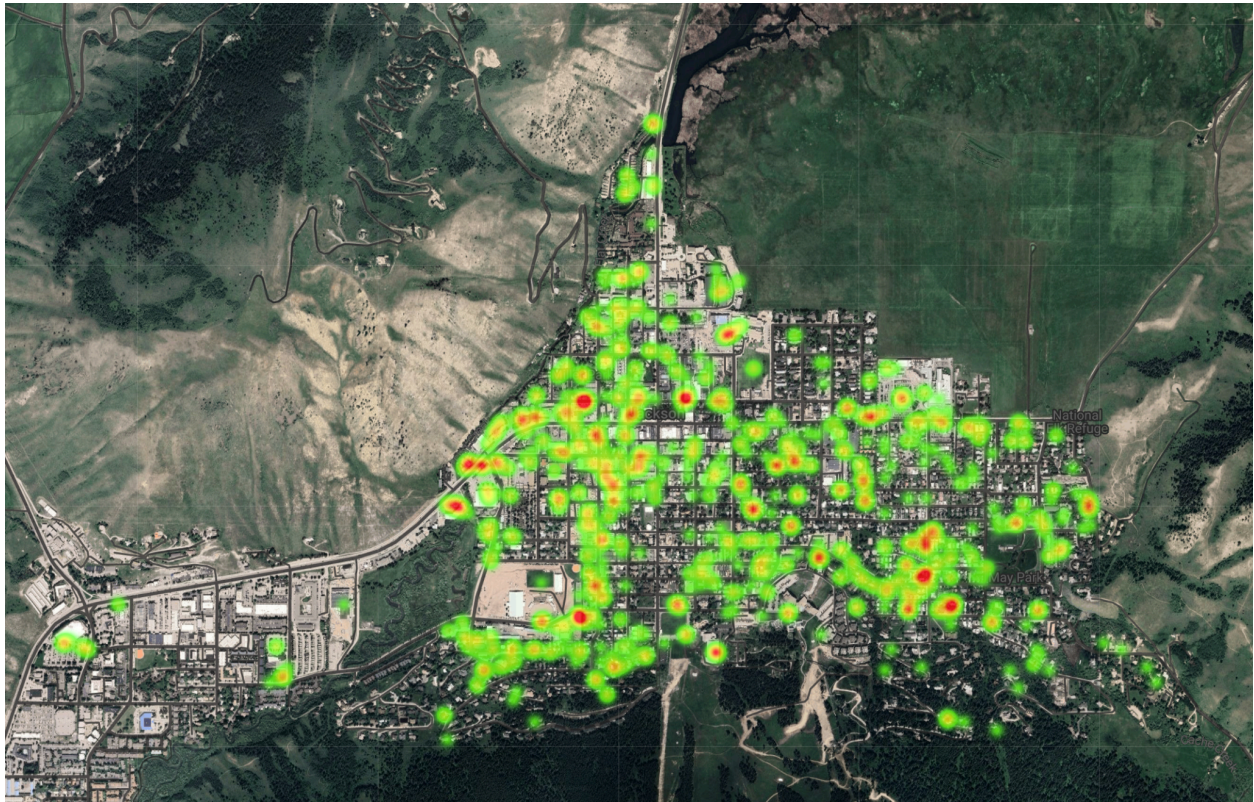
Wait Time Distribution

- 0 - 5 min: 20%
- 5 - 10 min: 22%
- 10 - 15 min: 18%
- 15 - 20 min: 13%
- 20 - 25 min: 10%
- 25 - 30 min: 7%
- 30+ min: 11%

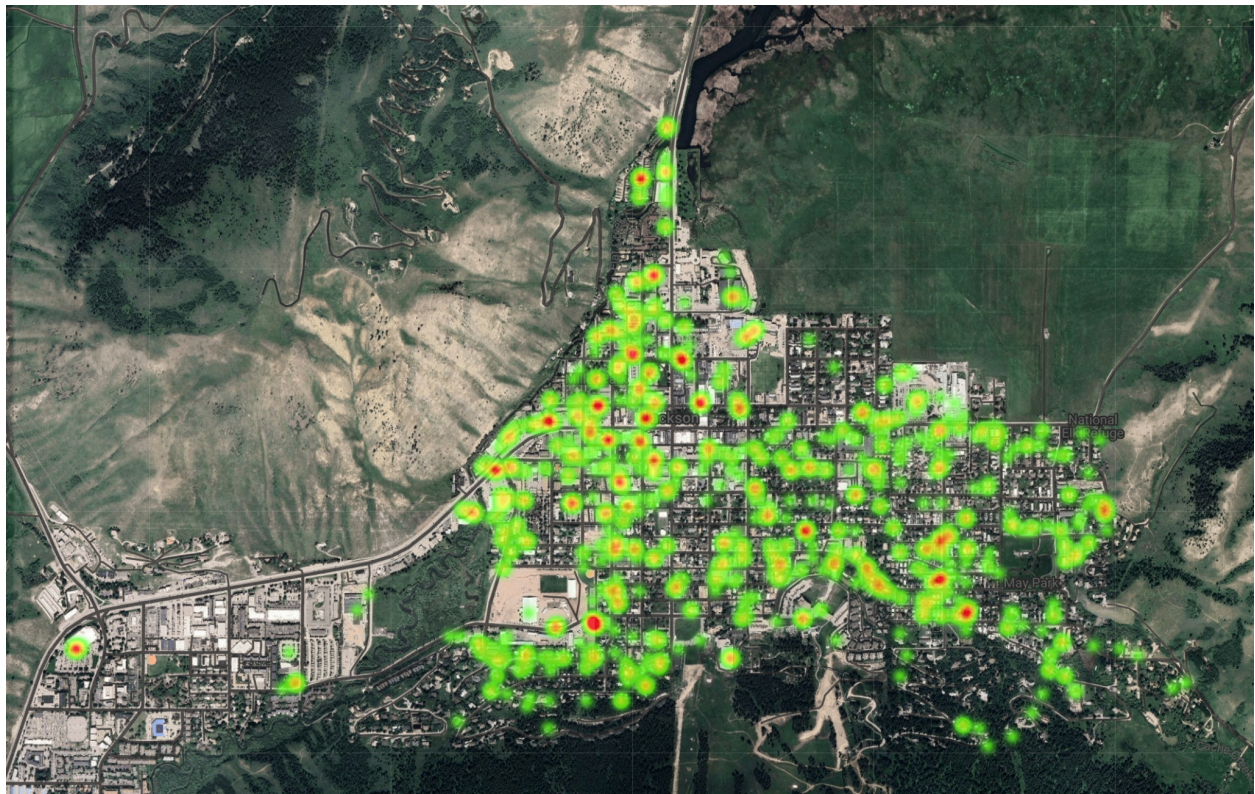
Passenger Distribution



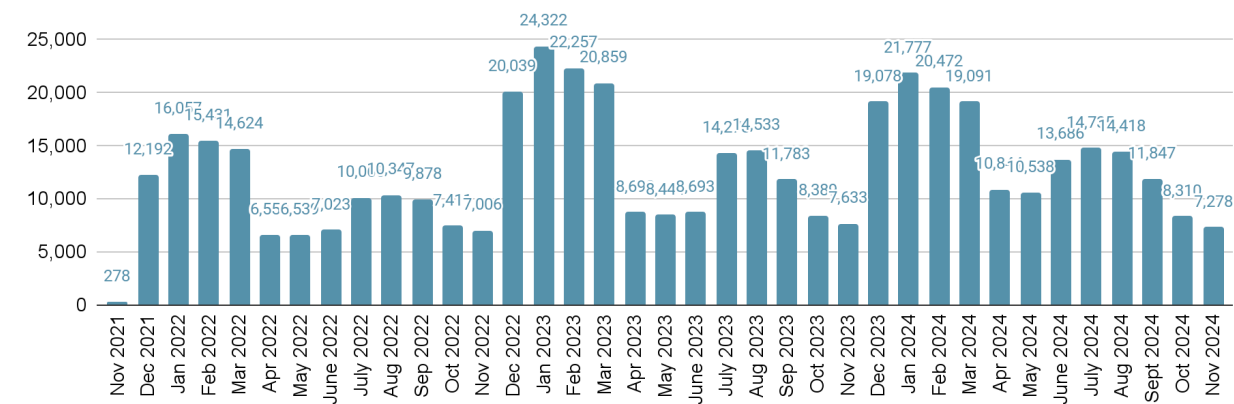
Pickups Heat Map



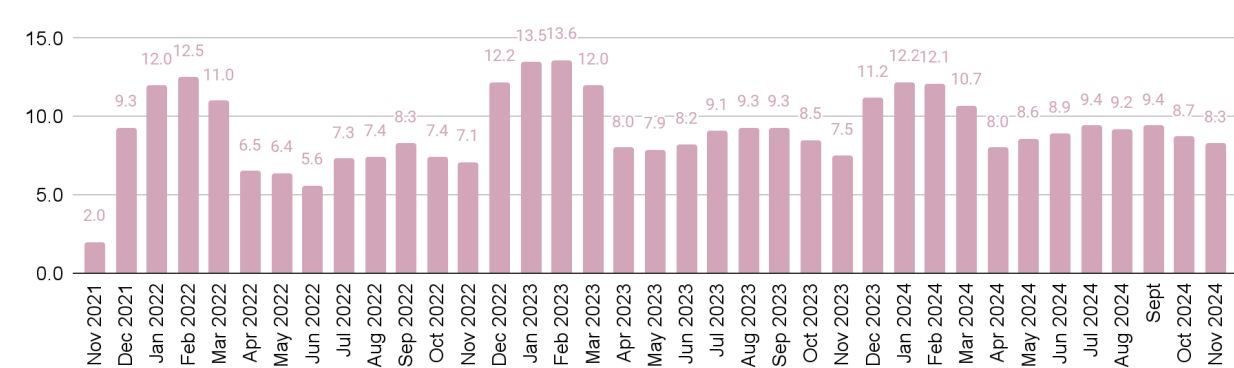
Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour



Town of Jackson, Wyoming
START Bus System

Monthly Financial Report

for the month of

11/30/2025

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	\$ 283,393.26	\$ 1,078,929.08	\$ (795,535.82)	\$ 722,469.26	\$ 5,394,645.42	\$ (4,672,176.16)	13.392%	\$ 12,947,149.00	\$ 12,224,679.74	5.580%
Charges for Service	465,627.96	\$ 160,171.67	\$ 305,456.29	614,372.08	\$ 800,858.33	\$ (186,486.25)	76.714%	\$ 1,922,060.00	\$ 1,307,687.92	31.964%
Miscellaneous	14495.29	\$ 18,188.33	\$ (3,693.04)	48,212.95	\$ 90,941.67	\$ (42,728.72)	53.015%	\$ 218,260.00	\$ 170,047.05	22.090%
subtotal	\$ 763,516.51	\$ 1,257,289.08	\$ (493,772.57)	\$ 1,385,054.29	\$ 6,286,445.42	\$ (4,901,391.13)	22.032%	\$ 15,087,469.00	\$ 13,702,414.71	9.180%
transfers in	93506.83	\$ 124,340.92	\$ (30,834.09)	479,037.77	\$ 621,704.58	\$ (142,666.81)	77.052%	\$ 1,492,091.00	\$ 1,013,053.23	32.105%
Total	\$ 857,023.34	\$ 1,381,630.00	\$ (524,606.66)	\$ 1,864,092.06	\$ 6,908,150.00	\$ (5,044,057.94)	26.984%	\$ 16,579,560.00	\$ 14,715,467.94	11.243%
Expenditures										
Administration	\$ 110,972.26	\$ 174,260.25	\$ (63,287.99)	\$ 599,137.63	\$ 871,301.25	\$ (272,163.62)	68.764%	\$ 2,091,123.00	\$ 1,491,985.37	28.651%
Operations	376,028.77	\$ 661,704.25	\$ (285,675.48)	2,145,122.01	\$ 3,308,521.25	\$ (1,163,399.24)	64.836%	7,940,451.00	5,795,328.99	27.015%
subtotal	\$ 487,001.03	\$ 835,964.50	\$ (348,963.47)	\$ 2,744,259.64	\$ 4,179,822.50	\$ (1,435,562.86)	65.655%	\$ 10,031,574.00	\$ 7,287,314.36	27.356%
Capital outlay	\$ -	\$ 621,731.67	\$ (621,731.67)	\$ 18,607.88	\$ 3,108,658.33	\$ (3,090,050.45)	0.599%	\$ 7,460,780.00	\$ 7,442,172.12	0.249%
Subtotal (cume)	\$ 487,001.03	\$ 1,457,696.17	\$ (970,695.14)	\$ 2,762,867.52	\$ 7,288,480.83	\$ (4,525,613.31)	37.907%	\$ 17,492,354.00	\$ 17,005,352.97	15.795%
Transfers out	\$ 10,697.00	\$ 13,748.92	\$ (3,051.92)	\$ 60,783.00	\$ 68,744.58	\$ (7,961.58)	88.419%	\$ 164,987.00	\$ 104,204.00	36.841%
Total (cume)	\$ 497,698.03	\$ 1,471,445.08	\$ (973,747.05)	\$ 2,823,650.52	\$ 7,357,225.42	\$ 4,533,574.90	38.379%	\$ 17,657,341.00	\$ 14,833,690.48	15.991%
Net Revenue over Expenditures	\$ 359,325.31	\$ (89,815.08)	\$ 449,140.39	\$ (959,558.46)	\$ (449,075.42)	\$ (9,577,632.84)	213.674%	\$ (1,077,781.00)	\$ (118,222.54)	89.031%

2025

JANUARY

S	M	T	W	T	F	S
			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	

Jan 16 2:30 to 5:30

Jan 30 regular board meeting 3:30 to 5:30

APRIL

S	M	T	W	T	F	S
		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			

FEBRUARY

S	M	T	W	T	F	S
						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	

MARCH

S	M	T	W	T	F	S
						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

S	M	T	W	T	F	S
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

S	M	T	W	T	F	S
		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

S	M	T	W	T	F	S
					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

S	M	T	W	T	F	S
	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

S	M	T	W	T	F	S
			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

S	M	T	W	T	F	S
						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

S	M	T	W	T	F	S
	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			