START Board Regular Meeting

March 20, 2025
3:30 PM to 5:30 PM
Hybrid - Teton County Commissioners Chambers & Zoom

I. Zoom Information

A. https://us02web.zoom.us/j/81835214832?pwd=OoSio3GbfjepP6keZs77rA4RWRNlBB.1

B. Webinar ID: 818 3521 4832/ 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

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. February 20, 2025, Regular Meeting

B. Budget Amendment for Summer TV Express Peak Hour Service

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

A. DISCUSSION/ACTION ITEMS:

1. Budget Process FY26 – Bruce Abel

2. START Bus February 2025 Ridership Report – Bruce Abel

3. START On-Demand – Bruce Abel

i. East Jackson Ridership February 2025

4. START Bus February 2025 Financial Report -- Bruce Abel

5. Technology Update – Bruce Abel

i. Masabi phase 2 rollout

6. Transit Development Plan Update – Transportation Management Design
7. Regional Transportation Planning Update – Dr. Charlotte Frei

i. Parking Update

ii. Mobility Hubs Update

iii. Traffic Counts and Traffic Impact Studies Update

VI. MATTERS FROM THE BOARD (5:15 - 5:30)

A. Teton Valley Liaison Report – Doug Self

B. Town Liaison Report – Kevin Regan

C. County Report – Wes Gardner

D. Star Valley Liaison Report - Vacant

E. Matters from Board Members

VII. ADJOURNMENT (5:30)

VIII. TIME AND PLACE FOR NEXT MEETING

A. Next meeting: Thursday, April 24, 2025 from 3:30 pm to 5:30 pm – County Commissioner's Chambers

B. Please click the link below to join the webinar: https://us02web.zoom.us/j/81835214832?pwd=OoSio3GbfjepP6keZs77rA4RWRNlBB.1

C. Webinar ID: 818 3521 4832 / Passcode: 83001

3/18/2025

START Board Regular Monthly Meeting Minutes

February 20, 2025
3:30 PM – 5:30 PM

Hybrid – Teton County Commissioners Chambers & Zoom

I. ZOOM INFORMATION

A. https://us02web.zoom.us/j/81835214832?pwd=OoSio3GbfjepP6keZs77rA4RWRNlBB.1
Webinar ID: 818 3521 4832/ Passcode: 83001

B. 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: LizAnn Eisen– In-person (Chair), Kristin Unruh –In-person (Vice-Chair & Treasurer), Ty Hoath – Absent (Secretary), Meghan Quinn – In-person, Jared Smith – In-person, Will Roscoe – In-person
- Liaisons: Wes Gardner – Virtual (Teton County Liaison), Kevin Regan – In-person (Town of Jackson Liaison), Doug Self – Absent (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 – Virtual (Town Attorney), Tyler Sinclair – Absent (Town Manager)
- Other: Charlotte Frei – Absent (Regional Transportation Planning Administrator), Miles Contreras – Virtual (Travel Demand Management Coordinator)

C. Correspondence

- Letter to Bloomberg Philanthropies supporting grant application from Jackson Hole Public Art.

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

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

A.

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

A. Approval of Minutes

1. January 13, 2025 Regular Meeting
2. February 5, 2025 Budget Meeting
3. **Motion to approve Consent Agenda as presented made by Jared Smith, seconded by Meghan Quinn. Motion passed unanimously.**

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

A. DISCUSSION/ACTION ITEMS:

1. Budget Process FY26 – Bruce Abel

i. **Town Budget Update**

1. START proposed budget should be submitted March 3
2. Town Council held annual retreat last week.. First meeting to present budget to Town and County will be March 13.
3. Town will adopt its budget on June 17. County usually a week behind.
4. Several meetings between March 13 and June 17. However, last week of March to first week of April is spring break, no meetings
5. There is a willingness to entertain aspirational services. TC willing to discuss revenue needs to fund aspirational services.
6. We have socialized some minor changes to service.
   i. Town Shuttle minor change to increase service at "bell times"
   ii. TV Express introduce peak hour service in summer
   iii. Also, another TV Express in winter from 7 AM to 6 PM to improve schedule from 40 minutes to 25 minutes. Not included in previous information.
   iv. TV routes have best opportunity for growth
   v. Discussed at TC Retreat that we can't predict federal funding
      1. He spoke with WYDOT earlier this week, will review call during discussion of Capital budget

ii. **Discussion of Recommended START Operations Plan**

1. Reviewed proposed service plan (see slides in packet)
2. Commuters—no suggested changes in frequency, but change schedule based on survey results
3. Recommend one more Airport shuttle pilot in winter. Average daily ridership is flat from last year. Not seeing the growth we expected. However, we are seeing an increase in market share. The number of trips on shuttle is constant, despite deplanements experiencing a decline. This is a 2% market share going up to 2.5%.
   i. Funding partners are willing to support it next year.
   ii. Appears better to recommend it than not.
4. START On-Demand includes $21,000 increase in insurance rates
5. Budget also includes funding for a van pool pilot program
   i. This would be in conjunction with Regional Transportation Manager's office
   ii. This would be a way to ramp up commuter services
6. We can provide these proposed service changes/increases with the existing fleet, but it will be tight
   i. We have a 35 vehicle fleet, but 22% (8 vehicles) are not operable
   ii. Met with Proterra battery lease representatives earlier in the week. Not hopeful for resolution.
7. Adding Village service in summer= 2,000 hours or 3% increase in hours
8. Adding winter Village Express = approx. 2,000 hours, or another 3% increase
   i. That is a 6% increase in service
9. Also asking for 1 additional headcount—lead driver/supervisor. We've already paid over $35,000 in overtime. We have already incurred the expense of a ½ time dispatcher.

iii. **Discussion of Recommended Line-Item Budget**

1. Explained spreadsheets. Highlighted line items START does not control.
2. Reviewed some large or special items (printing, advertising, utilities, professional services)

i. Professional Services has historical spikes from when Abel was brought on as a consultant and previous operations manager consultant.
ii. Pointed out there might need to be funds to cover a transition period as Abel hands-off information to new director.

3. Ops budget has a lot of green/other department populations
    i. HR populates based on our proposed operations plan
    ii. Recommending request for lead driver/supervisor position
    iii. Do not have budget item for contract with Salt Lake Express. Would make an amendment if we needed to use again
    iv. Proposed van pool for $54,400

iv. Discussion of Recommended Capital Budget

1. Populated based on pursuing diesel buses instead of electric per last Board Meeting.
    i. Buses have an 18 month to 24 month production period
    ii. Appropriate money so we can sign a contract, then have to reappropriate the money following year when buses arrive
2. Funds appropriated in FY25 for two buses to replace existing buses that are 17 and 15 years old.
3. Continuing to pursue all-electric buses would greatly increase local share burden
4. Spreadsheet has 4 options listed. Recommended is Option C—2 hybrid ($1 million each) and 4 diesels (with counting on grant increase. If no grant increase get 3 at current local share) at same Local Share as currently budgeted.
5. Lo/No Grant is a 4-bus base grant, and a supplemental grant to cover cost of switching to electric buses.
6. BUILD Grant for 2 buses can be amended to move from electric to hybrid. Lo/No base bus diesel grant be used to buy 3 diesel buses. If WYDOT will amend grant, buy 4 diesel buses.
    i. Price quotes have increased from one week to the next
    ii. Industry is changing from electric buses to hybrid buses
7. Positive conversation with WYDOT about increasing bus purchase grant to cover cost increases. Not guaranteed, but pleased with their reaction.
8. This is the recommendation. Continue move toward environmentally friendly fleet.
9. ADA van in the process of ordering. Purchase through WY pool. Received final price quote earlier this week. Need to reappropriate funds because won't receive vehicle during this fiscal year.
10. Supervisors vehicle in process.
11. Transit Signal Priority (TSP) needs to be reappropriated. Cost has gone up, but he is not sure why. BUILD grant consultant populates the line item and it changes regularly.
12. Radio replacement is done.
13. Stilson was in START budget previously, but now in town's budget. We will not request reappropriation.
    i. Ground breaking is April 18 for Stilson Transit Center
14. Bus stop improvements—had $80,000 of local funds in budgets. Used it to apply for grants. Received $400,000. Video displays at key stops (Stilson, Village, Miller Park), improvements to shelters and benches, and bear proof cans.
    i. Working with Charlotte and Miles to identify high priority bus stops needing improvements

v. Questions

3/18/2025

1. Quinn asked for refresher on TPS. Abel—the 12 signal stops in community. Also requested light at Stilson onto 390—WYDOT will do a new warrant study now that Florida-T intersection is open.
2. Still working on contract outlining responsibilities for installation and maintenance of TSP.
3. Behind schedule but hoping to be operational next summer.
4. Roscoe asked if advantages of TSP are only combined with HOV lane. Abel—we would see some advantages at intersections in town. Ability to trigger green arrow at Scott Lane and Broadway will save time. There will be improvements prior to HOV, and more with HOV.
5. Smith—asked about including first responders in TSP access. Abel—they are interested, but it has not been budgeted.
6. Smith—Thanked for discussing feedback from Town Council workshop retreat. He is also hoping for finding other funding sources (such as grants) for even more aspirational ideas. When the BUILD grant was available submitted for the highest amount. Suggests being optimistic about repeating that success. We should position ourselves to be able to act.
7. Smith—on the Van pool, the budget number seems small. Abel—the budget is to entertain a van pool leasing program. This would be public share. Three times this cost. Funded through public, private, and passengers. He thinks 6 van for launch. We have posed the question to WYDOT about funding through 5311 grant. At first they said No, but they are investigating further. Even if it is not reimbursable, by being in our budget we can at least present it to WYDOT for review.
    i. Smith suggested this is a program that could benefit from a grant. He believes once a commuter van pool begins it will be successful and ramp up quickly.
8. Eisen—asked about budget guidance from County. Abel—he has had no guidance from County yet.
    i. Gardner—The directive we've been giving our departments is flat. Knowing that our [share of START funding] went from 54% to 57%, means "flat" is [still] an increase.
    ii. He does appreciate the aspirational stance. There should be a budget that could be passed, but also one beyond that. It would give the elected officials a good viewpoint of what START Board's expectations are for this year and beyond.
9. Unruh—we discussed needing 6 buses for replacement. If we get 5 what does that mean for service? Abel—9pointed to fleet replacement plan in packet.) We have 4 transit buses that are beyond their useful life. We have 2 MCI over-the-road coaches that are pass replacement. If we get 5 transit buses, we'll have a net gain of 1. For the OTR we'd have 0. If we get the increased grant from WYDOT for transit buses, we'd have a gain of 2.
10. Eisen—asked about hybrid bus reliability. Abel—hybrids have a long, successful history. We have had hybrids in Jackson, so the maintenance shop is familiar. Hybrid buses have been available for 15 years, but there has not been demand historically.
    i. Eisen—how many producers? Abel—there are only 2 bus manufactures left: Gillig, and New Flyer (MCI). They both have hybrids. Gillig has the transmission and configuration our maintenance team is familiar with.
11. Smith—asked about budgeting headcount and vehicle. Abel—Yes, budgeting headcount for all the hours in service plan. If we can't hire enough operators we would move funds around to contract with Salt Lake Express.
12. Smith—to clarify on Proterra, we are out of lease on battery? Abel—correct and not including in budget

13. Smith—Advertising/marketing, we had idea of hiring an agency? Abel—Last year in Advertising, this year in Professional Services. (Discussion of line-item breakdown included in packet.) Smith--$30k for marketing consultant seems low. Abel—this is consultant, the cost of the ads is in the "Advertising" budget.
14. Smith—buses, if WYDOT is warm to idea, why not ask for another one? Abel—asking for 6. Smith—ask for 7 instead? If you don't ask you don't get. Abel—looking to Board for guidance.
15. Abel—He is hearing that we should increase Professional Services line-item.
    i. Smith—To go after grants costs money. The base budget should include staff and consultant help.
    ii. Abel—budget shows what we can actually accomplish with the resources we have.
16. Eisen asked for clarification of "base" vs "aspirational". Abel – We are recommending to go into the budget request is current level of service, plus additional service to Village in summer, additional service to Village in winter, implementation of van pool program, and reappropriate for 6 buses. And suggestion to increase professional services.
17. Bus discussion. Abel pointed out we have a tight fleet because 8 Proterra's are out of service. The Feds count Proterras and think we have a large fleet. It is an easier process to amend a 4-bus grant to a 4 bus grant, than to change to 5 buses.
    i. Smith—seems to him we should keep pushing
18. Smith—when he rides the bus he talks with the driver. The seasonal drivers say having a "stay bonus" is good, but having a "return" bonus would also be good. It would be good bang for our buck. Abel—that has been heard and is being socialized.
19. Smith—Bus stops. People are waiting in inclement weather. Abel—that is why we used last year's budget to get a grant.
20. Unruh—**motion to include 6 buses in recommended budget and keep 7th in aspirational budget**.
    i. Eisen—Friendly amendment to include TV Express in summer and winter.
    ii. Smith suggested friendly amendment for marketing. Unruh declined.
21. Abel-to recap discussion—Mini-build, additional buses, marketing, transition period for director. We need dollar amounts for all of these. [Smith-mini-build activity $60 to $70,000]
    i. Potential 6th bus
    ii. Professional services at $125,000
    iii. Additional TV Express in winter
    iv. Marketing
22. Roscoe—he is seeing how government grows, especially with cost sharing, spending money to get money. When you look at the historic budget, it keeps increasing. He is surprised there are not measures built in to know that we are spending our budget wisely. It is hard to know, are we flat from last year? He understands Abel does not populate all lines of the START budget. We are proposing adding $500,000 to this budget. If we are already over is that smart?
    i. Abel—if we look at history, since compensation study was done by town in 2022, there was a 10% adjustment in labor. And Labor is a big portion of budget. Last year's labor adjustment was 7%. Expects labor related costs to increase by 7% again. We don't know what the HR wage adjustments will be. What we have currently from conversations is to

expect a 7% increase. This proposed budget has a 6% increase in hours of service.

ii. Abel—re: being efficient. This is the budget to do what we are doing with minor steps toward accomplishing Route Plan and ITP goals.

iii. Roscoe—[pointed to some line-items, asked about budget guidance from Town and County]. Abel—We are a unique department. Other departments aspirational might want additional headcount. START would want to provide more service, which results in expenditure changes.

iv. Roscoe—do we want the START budget to grow at 0% or 10%? At some point you want your growth to match your revenue. And revenue is flat.

v. Abel— the START Board's role is to make a recommendation to elected officials. The officials look at the START budget in context with other departments. The elected officials apply their understanding of what the community wants.

23. Quinn—suggested voting on each suggestion Bruce listed and that will dictate how we increase the budget.
24. **Unruh—motion to include winter TV X in our recommended budget, seconded by Quinn. Vote: 4 in favor, 1 against (Roscoe). Motion carries.**
25. **Unruh—motion to includes $125,000 in professional services. Seconded by Quinn. 4 in favor, 1 against (Roscoe). Motion carries.**
26. **Unruh—motion to amend budget to include 6 buses instead of 5. Quinn 2nd. 4 in favor, 1 against (Roscoe). Motion carries.**
27. **Smith—motion to increase marketing & professional services by $40,000. No second. Motion fails for lack of second.**

2. Approval to submit FY26 budget request

VI. See Director's Memo for Regular Operations Updates (5:00 – 5:15)

1. START Bus January 2025 Ridership Report – Bruce Abel
   i. Fairly flat in January compared to last year.
2. START On-Demand – Bruce Abel
   i. East Jackson Ridership January 2025
3. START Bus January 2025 Financial Report – Bruce Abel
   i. Smith—asked how we're tracking for the year.
   ii. Abel—line item budgets cover actual and project spending
4. Winter Service (November 30, 2024 to April 13, 2025) Update –Jason Pitts
5. Technology Update – Bruce Abel
   i. Masabi phase 2 rollout
6. Transit Development Plan Update – Bruce Abel
   i. Abel and Frei have finalized survey task. Expect it to reach public week after next and run through beginning of March.
   ii. Invitations are being sent for public advisory committee
   iii. Consultant will be here in March for stake holder interviews

VII. MATTERS FROM THE BOARD (5:15 – 5:30)

A. Town Liaison Report – Kevin Regan

1. Looks forward to seeing projects the Board pursues from retreat

2. Robust discussion on budget during TC retreat. He feels you can't turn a battleship on a dime. If we want to change the Town's budget it will take time. That is reflected in the current plan.
3. One priority identified for workplan for Town was about storm water management. If technology is needed that would be in the aspirational budget. We could see how additional funding could advance those goals.
4. TDP is anticipated to be the topic during at least 3 TC meetings
5. He understands he is supposed to be a conduit from Town to START board.

B. County Report – Wes Gardner
1. To answer Will's question—he defines a flat budget by the dollar not the service. There is nuance when it comes to budgets.
2. He does think there is optimism…there are savings when you can provide all the service yourself. He understands START has struggled to provide service without help from SLE.

C. Teton Valley Liaison Report – Doug Self--Absent

D. Star Valley Liaison Report - Vacant

E. Matters from Board Members
1. Smith—having been involved in negotiations of the cost sharing agreement with TVA and JHMR…it was a three-year period. He understood they wanted to have meetings every February for budgeting purposes. What are our assumptions for coming year? Abel—to the best of his knowledge, he has had initial discussions with JHMR. They have had changes in CFO position. Educational discussions about agreement. The outcome is they will be interested in re-upping.
2. TVA, as we know, withdrew. This is the last year of agreement regardless of interpretation. This past year TVA has been purchasing passes on behalf of all employees, which is the literal language in master plan. He needs to meet with TVA director for deeper conversation. The invoices for last year have been transmitted to both JHMR and TVA. He appreciates TVA's reasons for withdrawing. He doesn't know how their perspective has changed.
3. Abel—address Roscoe's comment. When we present the budget to the Town Council we will highlight what is the level of service and these are the components being presented. For example, increasing TVX is not aspirational, it is based on levels of demand.

VIII. ADJOURNMENT (5:30 pm)

Motion to adjourn the meeting made by Smith, seconded by Unruh. Motion carried unanimously.

TIME AND PLACE FOR NEXT MEETING.

Next meeting: Thursday, March 20, 2025 from 3:30 pm to 5:30 pm – County Commissioner's Chambers
NB: 3rd Thursday because of spring break

Please click the link below to join the webinar:

https://us02web.zoom.us/j/81835214832?pwd=OoSio3GbfjepP6keZs77rA4RWRNlBB.1

Webinar ID: 818 3521 4832 / Passcode: 83001

3/18/2025

____

Ann McClure Date
START Administrative Assistant (Minutes Editor)

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

____

Ty Hoath, Secretary Date

STAFF Report

Meeting Date:	March 20, 2025	Meeting Title:	Regular meeting
Submitting Department:	START	Presenter:	Bruce Abel, Transit Director
Agenda Item:	Requested START FY 25 Budget Amendment	Public Comment:	Yes

Purpose & Policy Consideration

The purpose of this item is two-fold: 1) to request START Board consideration of amendments to the adopted FY25 START Operations Plan and Budget to accommodate the addition of summer peak-hour Village Express service as described below; and 2) to request START Board authorization for the Transit Director to submit appropriate amendments to the Town Council and Board of County Commissioners as described.

Requested Actions:

Amendment Request: Staff requests that the START Board approve amendments to the adopted FY25 START Operations Plan and Budget to accommodate the provision of summer peak-hour Village Express service, specifically to provide additional peak-hour Village Express service during the period from May 24, 2025 through June 30, 2025.

Authorization Request: Staff requests START Board authorization for the Transit Director to submit these amendments to the Town Council and Board of County Commissioners.

Recommendation:

The START Finance and Executive Committees recommend that the START Board approve both requests.

Background:

START's original FY25 budget request anticipated the provision of the same level of summer START fixed-route bus service to Teton Village as was provided during the summer of 2024. During the course of the summer of 2024, ridership on Teton Village services was sufficiently high during peak hours that it required START to "back up" certain peak hour bus trips whenever possible (without which riders were left waiting for the next bus). START was able to periodically back up these trips using "extra-board" operators when these operators were not otherwise in service.

To preemptively address this issue in summer of 2025, specifically the early part of the season that falls within the FY25 cycle, staff seeks to implement four a.m. and four p.m. peak hour trips on the Village Express route in order to increase capacity. Staff has already sought to address this in the FY26 budget request, the result of which will be determined in the coming months via the Town and County budget process.

Financial Impact:

If this service increase is approved, the fiscal impact of providing it from May 24, 2025 – June 30, 2025 is:

- An estimated expense increase of $23,400
- An estimated revenue increase of $2,800.00.

SUGGESTED MOTION:

I move to:

1) ***Approve the amendments to the FY25 Operations Plan and FY25 Budget as described in this staff report dated March 20, 2025; and***

2) ***Authorize the Transit Director to submit appropriate amendments to the Town Council and Board of County Commissioners for their consideration.***

Prepared by: Bruce Abel, Transit Director

Memorandum

To: START Board of Directors
From: Bruce Abel, Transit Director
Date: March 17, 2025
RE: January/February 2025 monthly recap

Ridership- January/February 2025 ridership was essentially flat when compared to January/February 2024 as ridership was only up .2%. On a positive note though, this does continue the positive trend of ridership growth that START has experienced since 2022.

Town Shuttle ridership increased by .2%, However, ridership on Teton Village services did increase by approximately 5.1%. Town ridership has rebounded more quickly than Village ridership when one looks at pre- and post-pandemic ridership levels. Combined ridership of Town Shuttle and START-on-Demand now exceeds the ridership levels on the two Town Shuttle routes that existed pre-pandemic. This would indicate that START still has untapped ridership growth potential on the Village services. START implemented additional summer 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 was down 14% compared to last January/February. Teton Valley commuter ridership was up 20.9% compared to the same period last year.

START-on-Demand- Ridership on START-on-Demand (SOD) East Jackson experienced a decrease of approximately 13.3% when compared to January/February 2024. SOD did operate at approximately 10.5 passengers per hour for the month of January and 10.5 passengers per hour for the month of February. These results are well above minimum service standards of 3 passengers per hour and well above industry norms for on-demand service. However, SOD wait times have continued to increase recently. Only 47% percent of trips had a wait time of 15 minutes or less in the month of February. Wait times of 15 minutes tend to be a good point of reference for on-demand service as this mirrors that best frequency on START fixed route service. START is in conversation with Downtowner LLC regarding decreasing ridership and increasing wait times. We are evaluating potential courses of remedial action, including modifications to the SOD app to direct passengers to the Town Shuttle where possible. Staff is also evaluating potential fixed route services in certain areas.

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. This request is accommodated in the recommended budget discussed on February 20.

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 January 2025 represents financial transactions through the first seven (7) (58%) of the FY 25 fiscal year. Detailed reporting of projected expenses is included in the FY 26 recommended budget packet.

Significant variances through the first seven months of FY 25 include:

Administrative:

- Advertising- under budget- JAC has not yet billed us for START's share of the marketing and communications expense associated with the Airport shuttle. Only expense to date has been for SOD to library and the million passenger acknowledgement.
- Utilities- under budget- running significantly below last year. This appears to be due to prior years expense being impacted by utility cost associated with the construction of the fleet maintenance facility.
- Water and sewer- over budget- will investigate to see if it is timing or level of expense. Or related to the construction of the new fleet maintenance facility as mentioned above.
- Professional services- under budget- we have just signed the contract for the TDP and have just approved contracting for procurement assistance. Have not yet issued RFP for marketing due to staff bandwidth issues. Expenses will begin to accrue in the near future. Will need to carry into next year as projects (e.g. TDP and procurement) will extend beyond the current Fiscal Year.
- Building maintenance related expenses- under budget-running significantly less than last year.

Operations:

- Part time salaries and wages- under budget- just now entering the high expense time of year with seasonal operators. April will be a three payroll month and will also include the payment of seasonal bonuses;
- supervisor overtime- over budget- 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;
- maintenance related expense (not our budget input)- under budget- new vehicles under warranty. New fleet requires less maintenance; and
- Idaho Lability insurance- over budget- due to needed increase in umbrella policy associated with additional Idaho miles and hours due to Highway 22 road collapse.

Capital:

START has not incurred any meaningful capital expense thus far in FY 25. Major elements of the capital budget relate to vehicle acquisition of transit buses, over-the-road buses, ADA replacement vans and supervisory cars along with bus stop improvements and the implementation of Transit Signal Priority (TSP) on START buses and in WYDOT traffic signals and the replacement of radios on START buses.

The START Board recently approved engaging HNTB to assist START through the vehicle acquisition process for over-the-road and transit buses. We have not yet received the WYDOT contracts for the over-the-road coaches or the bus stop improvements. We can not incur expense against these projects until we receive the contracts and Notice to Proceed (NTP).

We have received the contracts/NTP to purchase 4 electric buses through a LoNo grant and 2 electric buses through the BUILD grant. HNTB will assist us through the process of securing WYDOT and FTA approval to convert these grants for battery electric bus purchases to hybrid electric bus purchases and perhaps some diesel units as well and then to assist with the procurement of the buses. We anticipate that HNTB will commence work in late January. Due to increases in the price of buses since the award of these grants, we will need to re-evaluate the number of buses that we can actually purchase through these grants. For example, START purchased 6 MCI over the road buses for $715,000 each in 2022. These MCI buses now cost $870,000 each. Similar increases in price have been seen in the transit bus market. The price of a hybrid electric bus is currently near $1M each while the price of a battery electric bus is near $1.2M per bus. Staff recommendation as to how to address this issue is part of the recommended FY 26 capital plan.

We have begun the process of purchasing the ADA replacement van and START and RTPA staff have identified locations for improvements to STAR bus stops/shelters. The TSP project is currently behind schedule as we are currently in the process of reviewing language for an agreement with WYDOT for the division of labor for the BUILD funded project.

The replacement radios have been procured and are in the process of being programed to allow START buses to communicate with Local first responders through the State sponsored WyoLink communications system.

Funding for all of these capital projects, with the exception of the radio replacement project, will need to be carried over/re-budgeted in FY 26 as they are all multi-year projects.

We will continue to monitor FY 25 expenses and report significant variances to the Board.

FY 24 Final Budget Analysis-

Staff has attached a final recap of FY 24 expense. As previously discussed, significant variances were incurred in the following areas:

- Advertising- under budget as JAC did not bill START for Airport Shuttle ad expense nor did START incur any meaningful additional ad expense;
- Utilities- under budget- need better investigation into why;

- Professional Services- under budget- utilized WYDOT consultant resources for some compliance assistance versus hiring independent consultants. Did not have bandwidth to pursue marketing consultants nor did we have a quality product to promote;
- Build grant/Planning grant- expenses were offset by grant revenues and are somewhat irrelevant in the context of financial reporting for operating purposes.
- SaaS (software as a service)- under budget due to timing of expense. We book expense on a cash basis but several of these expense were booked into FY 25 as "prepaid expense" as opposed to booking the entire expense in FY 24. This may impact FY 25 expense in this category; and
- Employee recruitment- under budget- we need to better define what recruiting expense will be charged to START versus Town HR.

These issues have been discussed previously with the Board and are provided again primarily in anticipation of the FY 26 budget process.

FY 26 Budget Process- Budget instructions and the corresponding timeline for budget submittals have not been issued as of the writing of this memo. However, based on conversations with Town Manager Tyler Sinclair, I expect that FY26 budget submittals for Town departments will be due to Finance on February 14, 2025 and that the START budget submittal will be due on March 3, 2025. START staff is tentatively scheduled to meet with the Town and County budget officials on March 13, 2025. Staff has included budget process information discussed at the Oct 24, 2024, mini-retreat as an attachment to this

The budget timeline is unfolding as follows:

January 13, 2025-	START board meeting- review of budget process-- initial budget conversations regarding Operations Plan ideas- *done*
February 5, 2025-	START retreat and setting of priorities. Review of initial budget ideas for operations plan- Ops plan conversations and non-Ops plan budget conversations- *done*
February 20, 2025-	Board approved submittal of START FY 26 budget "request"-*done*
March 3, 2025-	START "requested budget" submitted to Town Finance Department-*done* (February 28, 2025)
March 13, 2025-	initial START staff review of "requested budget" with Town and County Budget officials- *done*;
TBD-	Town/County budget officials/Managers prepare their "recommended budget" for presentation to Town and County elected officials. May or may not reflect the START "requested budget". Based on comments from the joint budget meeting I am not hopeful that our requested service improvements will be approved. The theme of the meeting was "constant level of service" was the direction to County staff;

Winter 24/25 Service update- Winter seasonal service began on Saturday, November 30, 2024. START's winter season service level is virtually identical to the service provided last winter season 2023- 2024 and 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.

We continue to maintain sufficient numbers of operators which, along with the drivers provided via START’s contract with Salt Lake Express, provides the number of operators needed to fulfill our winter service requirements.

Airport Shuttle Update- The second winter of the Airport Shuttle pilot service began December 14, 2024, and will operate through April 13, 2025. The service operates essentially as the pilot service operated last winter. Revenues to support the service 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. Average daily ridership has been essentially flat compared to last year. However, it does appear that we have increased our share of the transport market as flight enplanements/deplanements have decreased slightly compared to the same period last year. The FY 26 START budget request did include the airport shuttle operation during the winter 25-26 season before a final go/no-go decision is made. Initial conversations with TTB and airport staff have indicated a willingness to continue to fund the airport shuttle service pilot program for another season.

Technology update- START/Masabi went live with phase 2, Smart Cards, for the START fare payment system on Monday December 16, 2024. Staff is working with the Jackson Hole Airport 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. There have been a few small speedbumps in the road since the rollout. Staff is continuing to work through these issues with Masabi.

TDP Update- Consultant team members from Transportation Management And Design (TMD) are in Jackson the week of March 17 to begin the process of soliciting input from stakeholders, interested parties/groups and general community members. This information will help TMD understand the transit needs and desires of the community and to help guide TMD in preparing a Five (5) Year Strategic Transit Development Plan (TDP) and Comprehensive Fare Study for START. Surveys to solicit community input are being distributed on-line as well as in person at “pop-up” events and on buses.

START Board 2025 Strategic Planning Meeting- was held on February 5 from 2:30 pm – 5:30 pm in the County Commissioners Chambers. Board priorities resulting from the Strategic Planning meeting are:

- Evaluate current START fare structure (included as part of TDP/fare study) including:
  - Evaluate fare-free transit
  - Evaluate imposition of fares on START-on-Demand
  - Develop fare payment “programs”
- Examine ways by which transit service can be more flexible to respond to high demand days (snow days, etc.)
- Evaluate alternative sources of revenue

- Continue the process of getting START's house in order (compliance with strings associated with START's receipt of federal funding that provides approximately 50% of START annual funding).

Please let me know if you have any questions or desire additional information. I look forward to discussing this report with you at Thursday's meeting.

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

START Regular Board Meeting March 20, 2025

START Ridership Report

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	1,677	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

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	431	19,078	117,928	14,913	14%
Totals 2023	352,359	332,287	25,685	27,499	1,000	5,724	176,101	920,655	123,825	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	123,825	16%

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	3,186	2,282	1,998	490	21,777	136,532	8,128	144,660	16,053	13%
February	35,416	70,082	2,888	2,464	2,292	473	20,472	134,087	9,748	143,835	26,263	24%
March	36,358	61,951	2,682	2,090	2,907	473	19,091	125,552	7,464	133,016	18,650	17%
April	28,387	19,967	2,489	2,074	532	416	10,844	64,709	2,652	67,361	17,344	37%
May	31,956	9,564	2,365	1,978	-	521	10,538	56,922		56,922	9,121	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	33,044	59,088	2,215	2,357	1,061	409	17,686	115,860	8,512	124,372	(2,068)	-2%
Totals 2024	415,755	379,972	28,799	26,332	8,790	5,230	170,682	1,035,560	46,389	1,081,949	114,905	12%

2025	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	Monthly Total	GTR Shuttle	Monthly Total (plus GTR)	'25 vs. '24	
January	36,881	73,158	2,394	2,858	2,084	447	19,496	137,318	9,146	146,464	786	1%
February	34,800	74,868	2,189	2,882	2,122	394	17,150	134,405	9,723	144,128	318	0%
March								-		-	(125,552)	-100%
April								-		-	(64,709)	-100%
May								-		-	(56,922)	-100%
June								-		-	(73,665)	-100%
July								-		-	(81,190)	-100%
August								-		-	(78,050)	-100%
September								-		-	(68,515)	-100%
October								-		-	(55,023)	-100%
November								-		-	(45,455)	-100%
December								-		-	(115,860)	-100%
Totals 2025	71,681	148,026	4,583	5,740	4,206	841	36,646	271,723	18,869	290,592	(763,837)	-74%

Summary Tables:

Monthly Total - February Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Annual Total:
2018	38,376	96,617	2,865	3,052	-	498	-	-	**141,408**
2019	36,655	106,701	2,827	2,240	-	415	-	-	**148,838**
2020	38,950	107,867	2,874	3,290	-	558	-	-	**153,539**
2021	12,433	39,954	1,930	1,754	-	357	-	-	**56,428**
2022	19,479	59,372	2,048	2,011	-	490	-	-	**83,400**
2023	27,699	52,442	2,206	2,203	-	461	22,813	8,606	**116,430**
2024	35,416	70,082	2,888	2,464	2,292	473	20,472	9,748	**143,835**
2025	34,800	74,868	2,189	2,882	2,122	394	17,150	9,723	**144,128**

Monthly Comparisons for Each Service Type - February Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Monthly Variance:
2018 - 2019	(1,721)	10,084	(38)	(812)	-	(83)	-	-	7,430
	-4.48%▼	10.44%▲	-1.33%▼	-26.61%▼	0.00%▲	-16.67%▼	0.00%▲	0.00%▲	5.25%▲
2019 - 2020	2,295	1,166	47	1,050	-	143	-	-	4,701
	6.26%▲	1.09%▲	1.66%▲	46.88%▲	0.00%▲	34.46%▲	0.00%▲	0.00%▲	3.16%▲
2020 - 2021	(26,517)	(67,913)	(944)	(1,536)	-	(201)	-	-	(97,111)
	-68.08%▼	-62.96%▼	-32.85%▼	-46.69%▼	0.00%▲	-36.02%▼	0.00%▲	0.00%▲	-63.25%▼
2021 - 2022	7,046	19,418	118	257	-	133	-	-	26,972
	56.67%▲	48.60%▲	6.11%▲	14.65%▲	0.00%▲	37.25%▲	0.00%▲	0.00%▲	47.80%▲
2022 - 2023	8,220	(6,930)	158	192	-	(29)	22,813	8,606	33,030
	29.68%▲	-13.21%▼	7.16%▲	8.72%▲	0.00%▲	-6.29%▼	100.00%▲	100.00%▲	28.37%▲
2023 - 2024	7,717	17,640	682	261	2,292	12	(2,341)	1,142	27,405
	21.79%▲	25.17%▲	23.61%▲	10.59%▲	100.00%▲	2.54%▲	-11.44%▼	11.72%▲	19.05%▲
2024-2025	(616)	4,786	(699)	418	(170)	(79)	(3,322)	(25)	293
	-1.77%▼	6.39%▲	-31.93%▼	14.50%▲	-8.01%▼	-20.05%▼	-19.37%▼	-0.26%▼	0.20%▲

YTD Totals for January through February Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	YTD Total:
2018	82,416	202,071	6,196	6,587	-	979	-	-	**298,249**
2019	78,433	217,887	6,110	5,886	-	879	-	-	**309,195**
2020	80,013	210,211	6,316	7,117	-	1,125	-	-	**304,782**
2021	25,195	85,162	3,954	3,554	-	688	-	-	**118,553**
2022	39,033	121,965	4,418	4,115	-	948	31,488	-	**201,967**
2023	59,928	110,422	4,501	4,649	-	1,011	47,792	15,804	**244,107**
2024	71,491	140,806	6,074	4,746	4,290	963	42,249	17,876	**288,495**
2025	71,681	148,026	4,583	5,740	4,206	841	36,646	18,869	**290,592**

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

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Annual Variance:
2018 - 2019	(3,983)	15,816	(86)	(701)		(100)	-	-	10,946
	-4.83%▼	7.83%▲	-1.39%▼	-10.64%▼		-10.21%▼			3.67%▲
2019 - 2020	1,580	(7,676)	206	1,231		246	-	-	(4,413)
	2.01%▲	-3.52%▼	3.37%▲	20.91%▲		27.99%▲			-1.43%▼
2020 - 2021	(54,818)	(125,049)	(2,362)	(3,563)		(437)	-	-	(186,229)
	-68.51%▼	-59.49%▼	-37.40%▼	-50.06%▼		-38.84%▼	100.00%▲		-61.10%▼
2021 - 2022	13,838	36,803	464	561		260	31,488	-	83,414
	54.92%▲	43.22%▲	11.73%▲	15.79%▲		37.79%▲	#DIV/0!		70.36%▲
2022 - 2023	20,895	(11,543)	83	534	-	63	16,304	15,804	42,140
	53.53%▲	-9.46%▼	1.88%▲	12.98%▲	0.00%▲	6.65%▲	51.78%▲	0.00%▲	20.86%▲
2023 - 2024	11,563	30,384	1,573	97	4,290	(48)	(5,543)	2,072	44,388
	16.17%▲	21.58%▲	25.90%▲	2.04%▲	100.00%▲	-4.98%▼	-13.12%▼	11.59%▲	15.39%▲
2024-2025	190	7,220	(1,491)	994	(84)	(122)	(5,603)	993	2,097
	0.27%▲	4.88%▲	-32.53%▼	17.32%▲	-2.00%▼	-14.51%▼	-15.29%▼	5.26%▲	0.72%▲

Commuter Services - Average Boardings:

		AM	PM
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	2,194.33	12 months
2025	2,870.00	2 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	2,399.92	12 months
2025	2,291.50	2 months

		AM	PM
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

START Ridership Report

2022

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

START Ridership Report

2023

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

START Ridership Report

2024

January 2024			
Teton Valley		AM	PM
January	TV1	14	23
	TV2	20	19
	TV3	22	10
Star Valley		AM	PM
January	SV1	18	32
	SV2	31	27
	SV3	23	9

February 2024			
Teton Valley		AM	PM
February	TV1	17	25
	TV2	24	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	12	22
	TV2	21	16
	TV3	19	9
Star Valley		AM	PM
March	SV1	18	30
	SV2	26	24
	SV3	23	7

April 2024			
Teton Valley		AM	PM
April	TV1	12	21
	TV2	19	17
	TV3	18	8
Star Valley		AM	PM
April	SV1	16	26
	SV2	23	22
	SV3	19	8

May 2024			
Teton Valley		AM	PM
May	TV1	10	21
	TV2	18	14
	TV3	16	7
Star Valley		AM	PM
May	SV1	14	27
	SV2	18	18
	SV3	19	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

December 2024			
Teton Valley		AM	PM
August	TV1 - 401	14	27
	TV2 - 402	20	15
	TV3 - 403	22	10
Star Valley		AM	PM
August	SV1 - 301	14	25
	SV2 - 302	21	16
	SV3 - 303	19	7

START Ridership Report

2025

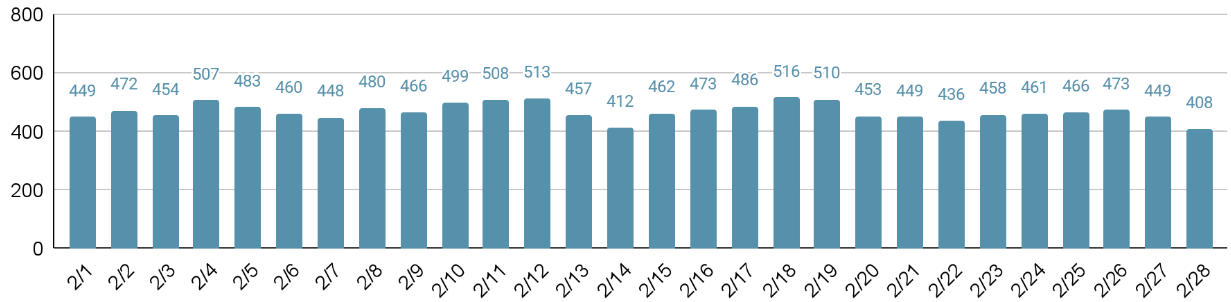
January 2025			
Teton Valley		AM	PM
January	TV1 - 401	17	33
	TV2 - 402	22	18
	TV3 - 403	23	9
Star Valley		AM	PM
January	SV1 - 301	17	24
	SV2 - 302	19	19
	SV3 - 303	20	6
February 2025			
Teton Valley		AM	PM
February	TV1 - 401	18	36
	TV2 - 402	25	21
	TV3 - 403	32	12
Star Valley		AM	PM
February	SV1 - 301	16	30
	SV2 - 302	23	19
	SV3 - 303	18	4
March 2025			
Teton Valley		AM	PM
March	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
March	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
April 2025			
Teton Valley		AM	PM
April	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
April	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
May 2025			
Teton Valley		AM	PM
May	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
May	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
June 2025			
Teton Valley		AM	PM
June	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
June	SV1 - 301		
	SV2 - 302		
	SV3 - 303		

July 2025			
Teton Valley		AM	PM
July	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
July	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
August 2025			
Teton Valley		AM	PM
August	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
August	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
September 2025			
Teton Valley		AM	PM
August	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
August	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
October 2025			
Teton Valley		AM	PM
August	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
August	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
November 2025			
Teton Valley		AM	PM
August	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
August	SV1 - 301		
	SV2 - 302		
	SV3 - 303		
December 2025			
Teton Valley		AM	PM
August	TV1 - 401		
	TV2 - 402		
	TV3 - 403		
Star Valley		AM	PM
August	SV1 - 301		
	SV2 - 302		
	SV3 - 303		

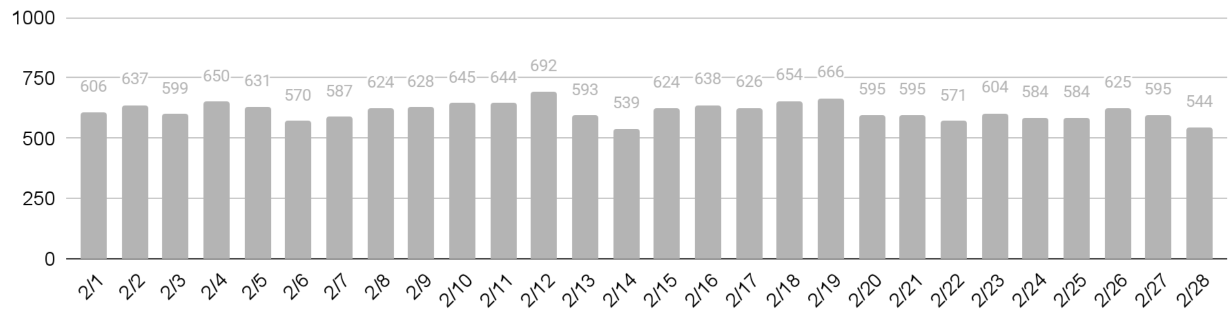
East Jackson Ridership Report
February 2025

Rides: 13,108 / 381,595
Passengers (unlinked passenger trips): 17,150 / 523,270
Vehicle revenue hours: 1,665 / 54,156
Total vehicle hours: 1,927 / 60,648
Vehicle revenue miles: 14,394 / 483,447
Total vehicle miles: 15,765 / 522,707
Passenger miles: 14,419 / 455,499
Unique rider accounts (month / year to date): 1,427 / 2,116
Passengers per revenue hour: 10.3 / 9.7
Percent of rides shared: 52%
Average wait time: 19 minutes
Average ride time: 5 minutes
Average ride length: 0.9 miles
Average experience rating: 4.9 out of 5
Wheelchair rides: 6
No shows: 352
Percent of rides more than 5 min late to pickup: 14%
(month to date / all time)
Passengers to/from the library: 332
Passengers to/from START: 62

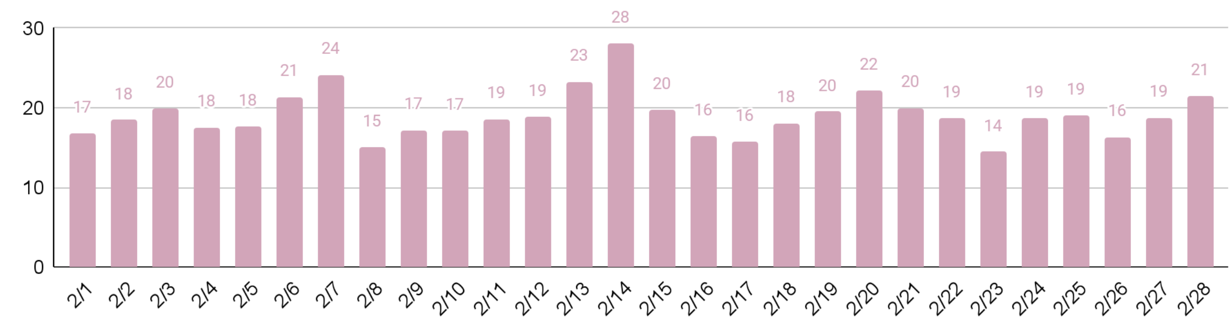
Rides



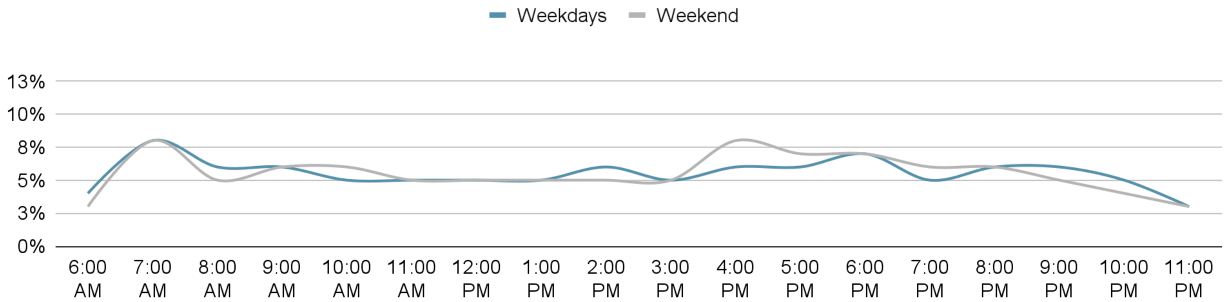
Passengers



Average Wait time



Pickups by Hour



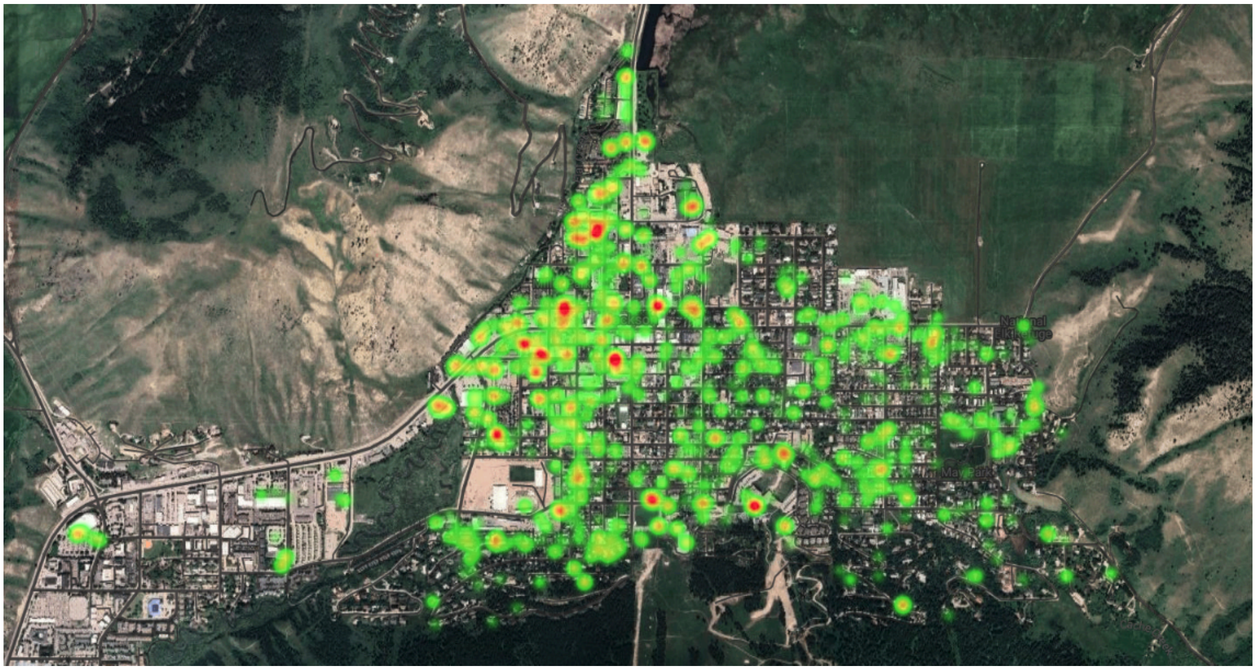
Wait Time Distribution

0 - 5 min: 13%
5 - 10 min: 18%
10 - 15 min: 16%
15 - 20 min: 14%
20 - 25 min: 11%
25 - 30 min: 9%
30+ min: 19%

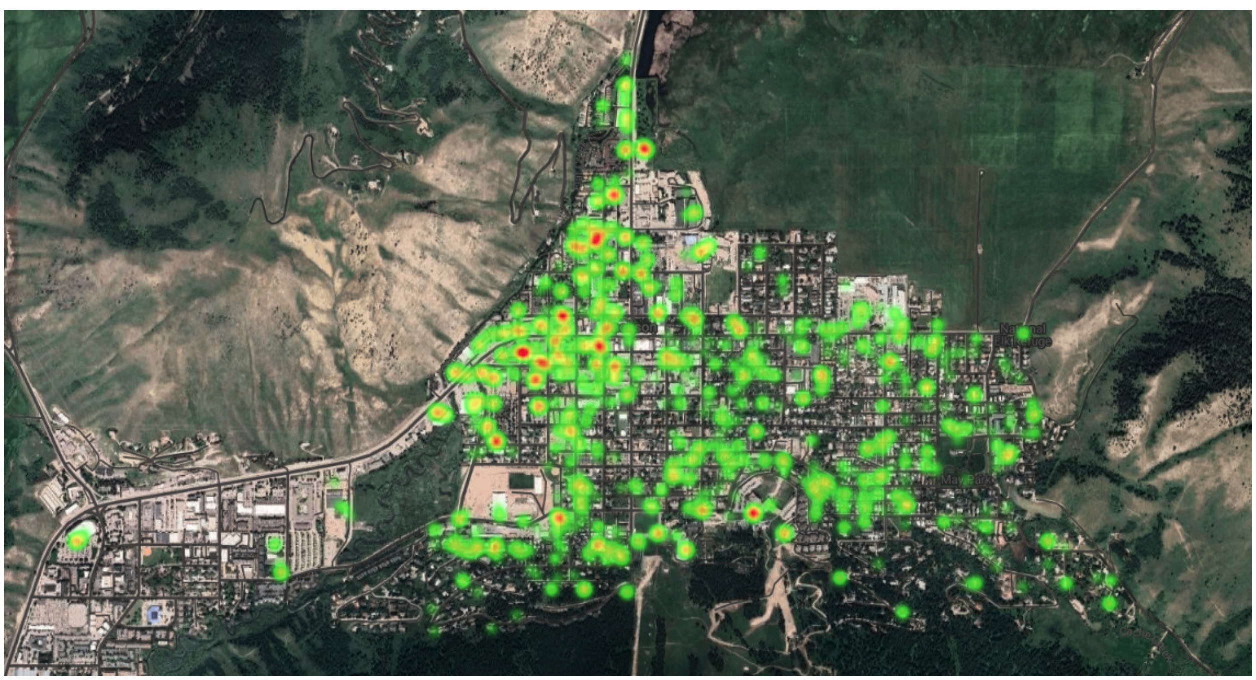
Passenger Distribution

1 Passenger Request: 79%
2 Passenger Request: 15%
3 Passenger Request: 4%
4 Passenger Request: 2%

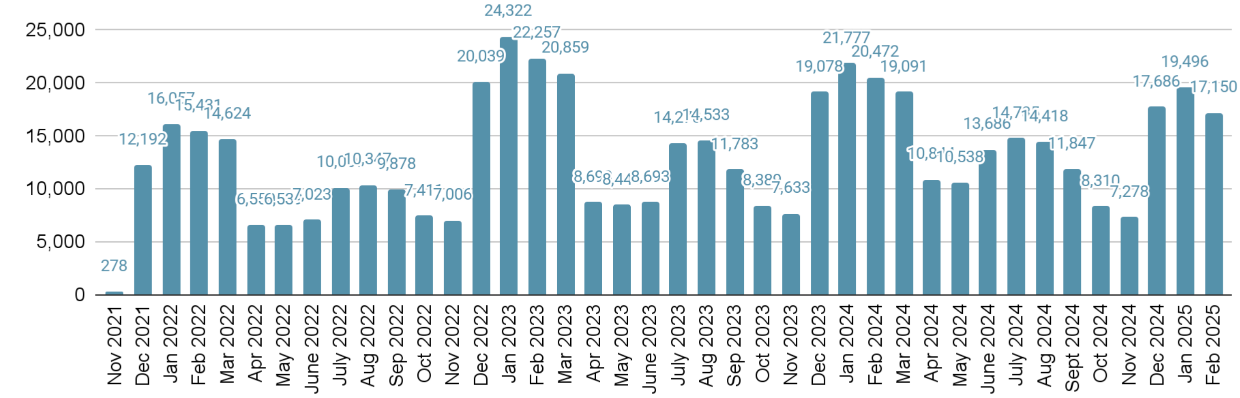
Pickups Heat Map



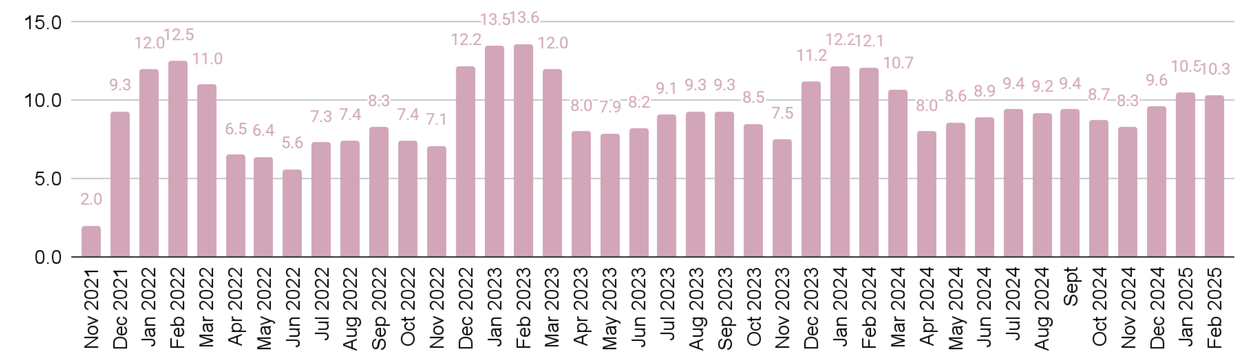
Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour



Town of Jackson, Wyoming
START Bus System

Monthly Financial Report for the month of 2/28/2025 month 8 66.667%

	Period Actual	Period Budget (div by 12)	Period Variance	YTD Actual	YTD Budget	YTD Variance	%	Total Budget	Budget remaining	%
Revenues:										
Intergovernmental	$ 109,769.00	$ 1,081,001.17	$ (971,232.17)	$ 1,699,879.26	$ 8,648,009.33	$ (6,948,130.07)	19.656%	$ 12,972,014.00	$ 11,272,134.74	13.104%
Charges for Service	297,784.56	$ 173,921.67	$ 123,862.89	1,374,632.62	$ 1,391,373.33	$ (16,740.71)	98.797%	$ 2,087,060.00	$ 712,427.38	65.865%
Miscellaneous	26132	$ 21,178.33	$ 4,953.67	166,665.16	$ 169,426.67	$ (2,761.51)	98.370%	$ 254,140.00	$ 87,474.84	65.580%
subtotal	**$ 433,685.56**	**$ 1,276,101.17**	**$ (842,415.61)**	**$ 3,241,177.04**	**$ 10,208,809.33**	**$ (6,967,632.29)**	**31.749%**	**$ 15,313,214.00**	**$ 12,072,036.96**	**21.166%**
transfers in	93506.83	$ 126,106.00	$ (32,599.17)	780,739.26	$ 1,008,848.00	$ (228,108.74)	77.389%	$ 1,513,272.00	$ 732,532.74	51.593%
Total	**$ 527,192.39**	**$ 1,402,207.17**	**$ (875,014.78)**	**$ 4,021,916.30**	**$ 11,217,657.33**	**$ (7,195,741.03)**	**35.853%**	**$ 16,826,486.00**	**$ 12,804,569.70**	**23.902%**
									-	
									-	
Expenditures									-	
									-	
Administration	$ 229,890.78	$ 177,219.75	$ 52,671.03	$ 1,140,732.18	$ 1,417,758.00	$ (277,025.82)	80.460%	$ 2,126,637.00	$ 985,904.82	53.640%
Operations	509,740.89	$ 705,068.75	$ (195,327.86)	4,143,674.97	$ 5,640,550.00	$ (1,496,875.03)	73.462%	8,460,825.00	4,317,150.03	48.975%
subtotal	**$ 739,631.67**	**$ 882,288.50**	$ (142,656.83)	**$ 5,284,407.15**	$ 7,058,308.00	$ (1,773,900.85)	74.868%	**$ 10,587,462.00**	**$ 5,303,054.85**	49.912%
Capital outlay	$ -	$ 621,731.67	$ (621,731.67)	$ 18,607.88	$ 4,973,853.33	$ (4,955,245.45)	0.374%	$ 7,460,780.00	$ 7,442,172.12	0.249%
Subtotal (cume)	**$ 739,631.67**	**$ 1,504,020.17**	**$ (764,388.50)**	**$ 5,303,015.03**	**$ 12,032,161.33**	**$ (6,729,146.30)**	**44.074%**	**$ 18,048,242.00**	**$ 17,308,610.33**	**29.382%**
Transfers out	$ -	$ 13,748.92	$ (13,748.92)	$ 82,572.00	$ 109,991.33	$ (27,419.33)	75.071%	$ 164,987.00	$ 82,415.00	50.048%
Total (cume)	**$ 739,631.67**	**$ 1,517,769.08**	**$ (778,137.41)**	**$ 5,385,587.03**	**$ 12,142,152.67**	**$ 6,756,565.64**	**44.354%**	**$ 18,213,229.00**	**$ 12,827,641.97**	**29.570%**
Net Revenue over Expenditures	$ (212,439.28)	$ (115,561.92)	$ (96,877.36)	$ (1,363,670.73)	$ (924,495.33)	$(13,952,306.67)	147.504%	$ (1,386,743.00)	$ (23,072.27)	98.336%

Southern Teton Area Rapid Transit

Strategic 5 Year TDP and Comprehensive Fare Study

START Board

START BUS

PRESENTED BY:

TMD
TRANSPORTATION MANAGEMENT & DESIGN, INC.

What is the Transit Development Plan (TDP)?

Phase I: Fact Finding

- Analysis of current programs and operations
- Outreach and engagement

Phase II: System Alternatives and Recommendations

- Development of a system plan that looks at reorienting services to better serve START passengers
- Outreach and engagement

A 5-year blueprint for START

A longer-term vision for START and public transportation in the Jackson Hole region

An analysis of all services

A plan for service improvements

Suggested new services

13-month study

Stakeholders and Project Advisory Committee (PAC)

	Stakeholders	Project Advisory Committee
Role	Provide input to the study for fact finding and recommendations	Provide overall project guidance
Members	Interested parties in transportation in the Jackson Hole region	General community representatives
Meet times	Autumn 2025 to respond to service alternatives	Project milestones

Phase 1: Fact Finding

Goals and objectives

Public engagement and stakeholder involvement

Rider survey

Existing conditions

- Market analysis
- Service analysis

Goals and Objectives

Draft Goals

- Transit is for everyone so provide access to employment, education, health care, recreation and social opportunity for the entire community
- Increase transit use and reduce SOV use to mitigate traffic congestion
- Improve air quality and reduce greenhouse gas emissions resulting from transportation sources

Draft Objectives

- Develop constrained transit service plan that will maximize ridership with exiting or known resources
- Develop aspirational transit service plan that will optimize ridership (i.e. increase service (frequency, span, coverage and mix of services) to the point of diminishing returns).
- Assure that constrained and aspirational transit service plans match the service type (e.g. local fixed route, express, on demand micro transit, micromobility, etc.) to match market demand in an efficient and effective manner.
- The constrained and aspirational transit service plans are integrated to assure a pleasant and convenient experience when multiple modes or services are needed to complete the trip.
- The constrained and aspirational transit service plans address the unique needs of visitors, and the work trips and non-work trips of both year round and seasonal residents.
- Identify barriers to access transit service and recommend actions for partnering with the appropriate governmental entity to remove each barrier.
- Identify funding opportunities and strategies to implement the aspirational plan and fix barriers to access.

Phase 2: System Alternatives and Recommendations

- Development of service alternatives
- Analysis of service alternatives
- Presentation of service alternatives to public (stakeholders, PAC, general public)
- Fare study