

START Board Regular Meeting

April 24, 2025

3:30 PM - 5:00 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 (3:40-3:50)

- A. Approval of Minutes
 - 1. March 20, 2025, Regular Meeting
 - 2. April 14, 2025, Special Meeting
- B. Approval of Title VI Plan

V. DISCUSSION ITEMS AND/OR ACTION ITEMS (3:50-4:45)

- A. Discussion/Action Items:
 - 1. START Bus March 2025 Ridership Report -- Bruce Abel
 - 2. START On-Demand -- Bruce Abel
 - i. East Jackson Ridership March 2025
 - 3. FY26 Budget Update -- Bruce Abel
 - 4. START Bus March 2025 Financial Report -- Bruce Abel
 - 5. Airport Shuttle Pilot Update --- Bruce Abel
 - 6. Quarterly KPI Update -- Jason Pitts

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7. Technology Update -- Bruce Abel
 - i. Masabi phase 2 rollout
8. Transit Development Plan Update -- Bruce Abel
9. TVA Transportation Service Agreement
10. Director Search Update -- LizAnn Eisen

VI. MATTERS FROM THE BOARD (4:45 - 5:00)

- 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 (5:00 PM)

VIII. TIME AND PLACE FOR NEXT MEETING

- A. Next meeting: Thursday, May 22, 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=OoSio3GbfjepP6keZs77rA4RWRNIBB.1>

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

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START Board Regular Monthly Meeting Minutes

March 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=OoSio3GbfjepP6keZs77rA4RWRNIBB.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– Virtual (Chair), Kristin Unruh –Virtual (Vice-Chair & Treasurer), Ty Hoath – In-person (Secretary), Meghan Quinn – In-person, Jared Smith – Virtual, Will Roscoe – Absent
- 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 – 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)

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. Judd Grossman—He appreciates START On-Demand. And appreciates that the large buses have left Rancher Street. For many years there were no giant buses on Rancher Street. When Redmond was rebuilt the buses diverted onto Rancher Street, and continued after Redmond was completed. At one point we had 66 large buses going by our house. They were also mostly empty. It was disruptive and frustrating. START on-Demand was a perfect solution for that problem. When it comes to the neighborhood we know it is serving someone.

General comment, the real key to having successful transit is land use planning, but realizes that is not your purview. But I think it is important to recognize that trying to retrofit mass transit onto low density areas is very difficult and challenging. The real key to success for transit, and our community, is to focus density on the urban core; the commercial corridor along the highway. If you put density there, and if you remove parking, then people will be able to walk to work, services, and shopping. It is difficult to take people who have paid for their parking space or garage and have them leave their car at home. It is better to put them in

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a place where they don't need a car. I realize that is above your paygrade, but I think you should be upset if we continue to do suburban style development in Jackson Hole, or put density in areas that are far away from the core because it makes your job harder.

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

- C. **Motion to approve Consent Agenda as presented made by Ty Hoath, 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. Budget submitted by deadline of March 3. We did have 1st meeting with Town & County Budget Officials on March 13. No decisions made or shared with directors. The tone and tenor of County direction to department heads is to present a flat budget. Same service level, not same expenditure level.
 - ii. He knows Town Manager & County Manager are meeting to craft a recommended budget. There will be a pause for Spring Break.
2. START Bus February 2025 Ridership Report – Bruce Abel
 - i. Ridership is flat compared to last year.
3. START On-Demand – Bruce Abel
 - i. East Jackson Ridership February 2025
 - ii. Ridership is trending downward, hours are going up and wait time is going up. Wait times have started exceeding the preferred 15-minute wait time, which matches fixed route service.
 - iii. Discussing how to make adjustments to address. SoD is going to adjust their app to suggest people use the Town Shuttle if they are near it.
 - iv. There are also clearly defined travel patterns from Miller Park to Snow King. Investigating having a set pickup time for that area to consolidate riders.
 - v. Level of ridership of 10 passengers per hour is above national standards.
4. START Bus February 2025 Financial Report – Bruce Abel
 - i. Our Advertising spending is under budget. We have been advertising SoD to the library. Expecting an invoice from Airport for our share of Airport Shuttle promotion.
 - ii. Utilities are down—thinks because during construction of fleet shop utilities were a single bill. Now the usage is separate.
 - iii. Professional services is starting to be billed against—TMD and HNTB
 - iv. We finished radio replacement project. All vehicles and supervisors have new radios. We can communicate down the Valley and over the Pass now with fewer blind spots.
 - v. Final stages of specifying ADA van. Colorado West Equipment is the state's preferred vendor for ADA vehicles. We will bring it to the Board for authorization in the near future.
 - vi. In the process of specing supervisor vehicle.
 - vii. Bus stop improvements—used \$80,000 budget to leverage a grant. Now have \$400,000 budget. Video screens at Stilson, Miller Park and Teton Village to provide real-time information. Also add shelters to some bus stops. Working with Dr Frei to determine locations.

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- viii. Quinn--asked about percentage increase for new bus price. Abel—best benchmark, purchased 6 over-the-road coaches in 2023 at a cost of \$715,000 each, most recent quote is now \$870,000 each. MCI is jointly built in Canada and US, he imagines they are trying to figure out tariffs.
 - 1. Additionally, there is a trend of changing from battery electric to hybrid electric, which is effecting build capacity.
- ix. Hoath—asked about possibility of extending life of existing buses and how maintenance costs will increase. Abel—we received 11 new Gillig buses and 6 MCIs at the end of 2023. We are in good shape with age and condition of the fleet. Fleet Maintenance crew does a good job. We want to place orders now because some buses will be beyond useful life by the time new buses arrive. Our fleet is well maintained. We are not in a bad situation right now.
 - 1. The other question is what to do with the Proterras. If we sold them today we would need to repay the federal share of the cost. We don't want to do that. We are working with a consulting firm that is performing national surveys. Some transit agencies are petitioning to be able to sell them without repaying federal share. We would still be out local share.
- 5. Winter Service update--Salt Lake Express is doing a great job
- 6. Airport shuttle—flat from last year. Not seeing ridership growth we had hoped. Recent ridership has seen a decline.
 - i. But Airport and TTB are still in support of the shuttle.
- 7. Technology Update – Bruce Abel
 - i. Masabi phase 2 rollout—continuing to work with Masabi. Still seeing issues with people not being able to access their wallet until the next day.
 - ii. Airport partner program is working well now.
 - iii. If partner portal program continues working well we can roll it out to JHMR and TVA. This will give everyone better insight into ridership.
- 8. Transit Development Plan Update – Transportation Management Design
 - i. Stuart Geltman and Anna Joos are here from TMD.
 - ii. They have been in town working on outreach.
 - iii. Geltman reviewed PowerPoint presentation [see packet].
 - 1. TDP is a 5-year blueprint for START. Provides a longer-term vision for START and public transportation in the Jackson Hole region
 - iv. Explanation of process. This is Phase 1
 - 1. They will break apart the system and put it back together again
 - 2. They will do an analysis of all the services.
 - 3. Gather information about ridership and each route.
 - i. If a route is performing poorly they will try to figure out why.
 - 4. They will perform a market analysis: where do people live and where are they going
 - 5. Phase 2 will be creating route networks
 - 6. START Board members are part of the Stakeholder group. They will visit with Stakeholders to get input and feedback on proposed plans
 - 7. Project Advisory Committee is providing the direction
 - i. START Board members are Stakeholders, but they will also be giving final approval
 - v. They are collecting a lot of data right now. They will conduct a holistic fare study—fare free on all services and paid fares on all services.
 - 1. Changes to fares will affect how people use the service.
 - vi. Believes transit should be available to everyone in the community

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1. Develop a system that is useable for everyone.
- vii. They will consider what can be done with current resources and what can be done with expanded resources (i.e., aspirational plan). Create a vision for future opportunities.
 1. They try to make their plans flexible so agency can react to contemporary fiscal situation.
 2. Phase 2 will be developing service alternatives
 - i. Goals and objectives will inform alternative designs.
 3. They will present recommendations to START staff and then to the public
 - i. Recommendations are not set in stone. They will adjust based on input
- viii. This is the beginning of outreach week. Outreach will be continuing.
- ix. Abel—part of the activities to date: they have been hosting “pop ups” at Miller Park, Teton Village, and Albertsons. The survey is online. In person attendees have printed survey and fact sheet. We put ads in the buses.
 1. There will be two survey periods—winter and summer. Want to see difference and similarities in the two seasons.
 2. Joos—online responses 149 English, 20 Spanish. 10 paper surveys. About 180 responses over 4 days, which is a good start.
 3. Eisen—asked about a cultural competence review on survey to ensure suitable for less served riders. Abel—not sure about cultural competence, but it was translated into Spanish. Eisen asked about VoicesJH translating survey into additional languages. There are 16 languages beyond Spanish and English prevalent throughout valley. Suggested TMD ask Voices JH and One22 about additional languages. Also suggested Teton Literacy Center as a resource.
 4. Abel—thanked Dr Frei and County Transportation for providing funding for members of the public to be able to participate without losing too much income.
 5. Hoath—asked if there are any trends yet? Geltman—generally positive responses. We’ve heard a lot of references to how the routes previously ran and a desire to return to something similar. And identification of areas to expand service.
 6. Quinn—asked if they were at Stilson. Geltman—saw a lot of transit passenger activity between Stilson and Village. But riders were willing to come into town and change routes. A few people said it would be nice to have single seat rides, but they were waiting well/entertaining themselves.
 7. Joos—there is time tomorrow to do more visits. Maybe time to visit Stilson.
 8. Abel—tomorrow afternoon a pop-up event at Teton Village with coffee and hot chocolate will be provided to riders, along with directional assistance. Matt Larson and Julien Hass spearheading.
 9. Hoath—asked about number of survey responses needed for validity. Joos—180 received. Will need to check on validity threshold. They can keep the survey open longer if needed.
 10. Quinn--asked if Advisory Committee members are going to encourage their contacts to participate in survey. Geltman—yes, Advisory Committee and Stakeholders being encouraged to reach out to their clientele. Joos will be reaching out to people who could not attend meetings this week.
 11. Quinn—asked if TMD will help us with prioritization. Geltman—yes, prioritization and implementation is part of the brief. Confirmed he has conducted surveys in other resort areas.
 12. Smith—he met Stuart and Anna yesterday at one of the sessions. The team seems well qualified. Yesterday he asked if we could get a list of the different groups they are reaching out to so Board can review and recommend additional groups. Geltman—they are compiling the list and will pass it along soon, tonight or tomorrow.

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13. Quinn—they identified funding opportunities, what type? Geltman—federal funding is a question mark. Looking for opportunities to generate funds locally. Maybe additional grants, which might be more competitive. Quinn--asked about advertising. Geltman—it is stable, but not usually very big. Usually 1% to 2%.
14. Hoath—obviously we are a joint powers entity. Does their finding model go to that detail? Geltman—it might. Some examples include using parking revenues. If there was a decision to implement parking fees, or residential permit fees for on-street parking. Business improvement districts. Employer bulk pass sales, or ticket sales to hotels to give to guests. Might not be of interest to START, but there are examples from across the nation.
15. Hoath—asked about posting Fact Sheet on Website. Joos is working on it with town communication office.
16. Abel—he wants to emphasize that when Stuart was talking about the alternatives. It is not “here is the recommendation”, it is “here are some alternatives to consider”. There will be several alternatives scored on the goals and objectives. The advisory committee members were asked to review goals and objectives.
9. The Rendezvous Festival is coming up in April. The festival charters buses for free service. START runs regular service. It is confusing for riders. The festival organizers will pay \$900 to cover fares for Saturday afternoon/evening. It will be communicated by the Festival organizers.
10. Quinn—TVA will be communicating about the Festival and will include information.
11. Abel—Festival organizers are in charge of communication. They will be promoting using transit to the festival.
12. Regional Transportation Planning Update – Dr. Charlotte Frei
 - i. Parking Update
 1. Town of Jackson executed a contract with SkiData for parking kiosks at the Millward garage. Only location arm-bars will be installed. This is driven by police enforcement issues at the garage. They will be doing surveys pre- and post-installation to see how behavior changes. It will be in Late May or Early June.
 2. \$2 per hour from 10 pm to 4 am at garage.
 3. There are 8 or 9 action items from a 2019 plan. It was paused when COVID pandemic started. They will be working with town public works and police to move forward
 - ii. Mobility Hubs Update
 1. We had used a lot of qualitative and quantitative data to identify locations for people to change transit modes. Many are already served by START.
 2. They are applying for a grant [for design work]
 3. Prioritized locations are Home Ranch, Miller Park and near Albertsons. Second tier locations are Snow King/Phil Baux Park, Teton County Library and near the CWC campus
 4. Hoath—asked about design work for making sure transport modalities don’t conflict. Asked if that work is being shared with TMD. Frei—She can share information if they have not yet. Safe Streets for All grant. Network has node or hubs. The hubs are focused on destinations to draw people. Brian [Schilling] is focused on the links to connect those hubs.
 5. Quinn—timeframe of mobility hubs? Frei—if we get the grant, we can expedite design processes, which will give an idea of costs. If awarded the grant, 12 to 18 months for design, then another year or two to build. Hesitant to come to community with design if they don’t have the funds to build.
 6. Discussion of parking areas at Albertsons.
 - iii. Traffic Counts and Traffic Impact Studies Update

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1. We're working on building more of a data foundation for decision making. We currently have a contract with Mead & Hunt. They did the West Jackson Transportation Plan a few years ago. They are helping us understand framework for collecting traffic counts on town, county, and state roads. It is early phases still. Wants to eventually integrate with START data.

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

A. Teton Valley Liaison Report – Doug Self

1. Absent. Abel said Self participated in Stakeholder meetings yesterday and is helping distribute survey.

B. Town Liaison Report – Kevin Regan

1. Main update—on Monday had town workshop to kick off budget season. Council voted in favor of staff recommendations. Assumptions based on how much anticipate collecting from sales tax, lodging tax, and property taxes. It helps form budget. This year is different because there is the idea of aspirational budgets.
2. He gave a brief report to TC on START activities: working hard to create budget and exciting beginning of the TDP process.
3. Hoath—asked if Regan has any aspirational requests of the Board. Regan—he watched budget retreat. Interesting ideas about fare structures were discussed. The requested budget provides a good working tool for Town Council. He is interested in challenges with Airport Shuttle
4. Quinn--asked about Lodging Tax. Regan—Working assumption was that sales tax would increase 2% and lodging tax would increase 3%. They have been discussing options for Town Staff to explore available revenue tools. Some require voter approval.

C. County Report – Wes Gardner

1. Kevin covered a lot. The comment he would make is that he has not heard such rumblings for aspirational budgets from the County. They have not discussed START budget yet.
2. The County is in a year of flux. Revenue stream from property tax is uncertain this year. Refund, Rebates, and Reductions are complicated to calculate, which makes it difficult to understand what will happen to revenue stream.
3. Also, County share of joint departments increased from 54% to 57% this year.
4. He is interested in seeing aspirational budgets. It gives the Commissioners the hard job of saying “No” to some projects, but it also allows them to see what the directors value and are looking for.
5. [No question for Gardner.]
6. He attended stakeholder meeting with TMD. He felt it was very purposeful and a lot of good fact gathering happened.

D. Star Valley Liaison Report - Vacant

E. Matters from Board Members

1. Eisen—special meeting all via Zoom to consider a Grant Proposal and the ADA vehicle on April 14 at 4 pm
2. Eisen—as we all know Bruce is actually going to retire. Town has hired a search firm and collected resumes. That will be a topic of discussion at the April 24 meeting.

VII. ADJOURNMENT (5:30 pm)

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TIME AND PLACE FOR NEXT MEETING.

Please click the link below to join the webinar:

Webinar ID: 827 6971 3855 / Passcode: 83001

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 _____

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START Board Special Meeting Minutes**April 14, 2025****4:00 PM – 4:30 PM***Virtual via Zoom***I. ZOOM INFORMATION**

- A. <https://us02web.zoom.us/j/82769713855?pwd=hkShFDUjc4knbuKlr0jtSlgiJ8Enmz.1>

Webinar ID: 827 6971 3855/ 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 (4:00 PM – 4:05 PM)

- A. Call to Order

- B. Roll Call

- START Board: LizAnn Eisen– Virtual (Chair), Kristin Unruh –Virtual (Vice-Chair & Treasurer), Ty Hoath – Virtual (Secretary), Meghan Quinn – Absent, Jared Smith – Virtual, Will Roscoe – Virtual
- Liaisons: Wes Gardner – Absent (Teton County Liaison), Kevin Regan – Absent (Town of Jackson Liaison), Doug Self – Absent (Teton Valley Liaison)
- Staff: Bruce Abel – Virtual (START Director), Jason Pitts – Virtual (START Ops Manager), Ann McClure – Virtual (START Admin Assistant), Tate Coleman – Virtual (START Service Planner), Lea Colasuonno – Absent (Town Attorney), Tyler Sinclair – Absent (Town Manager)
- Other: Charlotte Frei – Virtual (Regional Transportation Planning Administrator), Miles Contreras – Absent (Travel Demand Management Coordinator)

III. DISCUSSION ITEMS AND/OR ACTION ITEMS (4:05 PM – 4:30 PM)

- A. DISCUSSION/ACTION ITEMS:

1. Approval of WYDOT 5311 Grant Application for FY26
 - i. Motion made by Jared Smith, seconded by Ty Hoath, to approve Resolution No 25-01, the Authorizing Resolution, subject to minor changes by staff. A
 - ii. Il in favor, motion passes unanimously.
2. Approval of Contract to Purchase ADA Vehicle
 - i. Motion made by Kristin Unruh, seconded by Jared Smith, to approve the Bus Purchase Agreement between Southern Teton Area Rapid Transit and Colorado/West Equipment, Inc, subject to minor changes by staff.
 - ii. Vote 4 -1 (Roscoe opposed). Motion Carries.

IV. ADJOURNMENT (4:30 pm)

- A. Motion to adjourn made by Ty Hoath, seconded by Jared Smith. All in favor. Meeting adjourned at 4:03 PM

TIME AND PLACE FOR NEXT MEETING.

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

Please click the link below to join the webinar:

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Webinar ID: 818 3521 4832 / Passcode: 83001

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

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Draft v7 04/16/2025

***Federal Transit Administration
Title VI Program***

**Southern Teton Area Rapid Transit
(START)**

Month, Date, Year of Plan Approval

(Plan expires 3 years from date approved by the board)

**START
BUS**

Title VI Plan Table of Contents

The START Title VI plan includes the following elements:

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Section 1: Title VI Plan Approval

Title VI Plan Adopted on: Click or tap here to enter text.

Adopted by: START Board

Signature(s): _____

Approval:

DRAFT

Section 2: Title VI Policy Statement

Policy Statement

Southern Teton Area Rapid Transit (START), operating as a public transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Wyoming Department of Transportation (WYDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and WYDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. START operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Section 3: Title VI Notice to the Public

Title VI Notice to the Public

START Bus Title VI Policy and Notice

START Bus operates its program and services without regard to race, color, and national origin in accordance with Title VI of the 1964 Civil Rights Act.

To find out more about our nondiscrimination obligations, to file a complaint, or to request this information in another language, please contact us at:

Town of Jackson
Attn: Equal Employment Opportunity Officer
150 East Pearl Avenue, Jackson, WY 83001
(307) 734-3481 or
Email: EEOfficer@jacksonwy.gov

Aviso y Política del Título VI de START Bus

En Español

START Bus opera sus programas y servicios, sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles de 1964.

Para obtener más información sobre el programa de derechos civiles del START Bus o para obtener más información sobre los procedimientos para presentar una queja, llame al:

Town of Jackson
Attn: Equal Employment Opportunity Officer
150 East Pearl Avenue, Jackson, WY 83001
(307) 734-3481 or
Email: EEOfficer@jacksonwy.gov

The **START** Notice to the Public is posted in the following locations:

1. START Buses (shown above)
2. START administrative offices

Section 4: Title VI Complaint Procedure

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by START may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

If the complainant is unable to reduce the complaint to writing, please contact the Title VI Coordinator using the information below, and a staff member will help dictate the complaint or provide other necessary assistance.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with START no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, START will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the agency's Title VI Coordinator. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

START has **45** days to investigate the complaint. If more information is needed to resolve the case, START may contact the complainant requesting further information. The complainant has **15** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **15** business days, START can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal back to the agency. The complainant has **30** days after receipt of the closure letter or the letter of finding to do so. The appeal will be investigated and decided by a separate party than the Title VI

Coordinator (or other official who issued the initial decision). The appeal process information will be included in the letter.

Written Title VI Complaints, or any questions regarding Title VI protections, should be forwarded to:

Roxanne DeVries Robinson, Equal Employment Opportunity Officer
307-734-3481, (TTY 7-1-1)

Email: EEOfficer@jacksonwy.gov

Or visit our administrative office at

150 E Pearl Ave, PO Box 1687, Jackson, WY 83001

A person may also file a complaint directly with WYDOT's Office of Civil Rights at: Title VI Coordinator, 5300 Bishop Blvd., Cheyenne, WY 8200; via phone: 307-777-4457; or email: DOT-civilrights@wyo.gov

Or

Federal Transit Administration, Office of Civil Rights, Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact **307-733-3932**.

Si se necesita información en otro idioma, comuníquese con 307-733-3932.

Section 5: Title VI Complaint Form

START Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				

I believe the discrimination I experienced was based on (check all that apply):

Title VI: ☐ Race ☐ Color ☐ National Origin

Other (specify): _____

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Civil Rights related complaint with this agency?

Yes

No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes

☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court _____

☐ State Court _____

☐ State Agency _____

☐ Local Agency _____

If marked Yes in Section V, please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

**START Bus/Town of Jackson
Roxanne Robinson, Equal Employment Opportunity Officer
PO Box 1687
150 East Pearl Ave
Jackson, WY 83001
(307)734-3481
EEOfficer@jacksonwy.gov**

START Bus: Procedimiento de denuncia del Título VI

Cualquier individuo, grupo de individuos o entidad que cree que han sido discriminados por motivos de raza, color u origen nacional por START puede presentar una queja del Título VI completando y enviando el Formulario de Quejas del Título VI de la agencia.

Si el denunciante no puede reducir la denuncia por escrito, póngase en contacto con el Coordinador del Título VI utilizando la información que figura a continuación, y un miembro del personal le ayudará a dictar la denuncia o le prestará cualquier otro tipo de asistencia necesaria.

Toda persona que haya presentado una denuncia o participado en la investigación de una denuncia no será objeto de ninguna forma de intimidación o represalia. Las personas que tengan motivos para pensar que han sido objeto de intimidación o represalias pueden presentar una denuncia por represalias siguiendo el mismo procedimiento para presentar una denuncia por discriminación.

La denuncia debe presentarse ante el START a más tardar 180 días después de lo siguiente

1. La fecha del presunto acto de discriminación; o
2. La fecha en que la(s) persona(s) tuvo(n) conocimiento de la presunta discriminación.
3. En caso de conducta continuada, la fecha en la que se puso fin a dicha conducta en el último caso.

Una vez recibida la queja START la revisará para determinar si nuestra oficina tiene jurisdicción. Una copia de cada queja del Título VI recibida será remitida al Coordinador del Título VI de la agencia. El denunciante recibirá una carta de acuse de recibo informándole si la queja será investigada por nuestra oficina.

START dispone de **45** días para investigar la denuncia. Si se necesita más información para resolver el caso, START puede ponerse en contacto con el denunciante solicitando más información. El denunciante dispone de **15** días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el denunciante no se pone en contacto con el investigador o no recibe la información adicional en el plazo de **15** días hábiles, START puede cerrar administrativamente el caso.

Después de que el investigador revise la denuncia, la agencia enviará una de las dos cartas siguientes al denunciante: una carta de cierre o una carta de conclusiones.

- ✓ En una carta de clausura se resumen las alegaciones y se declara que no se ha infringido el Título VI y que el caso queda cerrado.

- ✓ En una carta de conclusiones (LOF) se resumen las alegaciones y las entrevistas relativas al presunto incidente, y se explica si se adoptará alguna medida disciplinaria, formación adicional del miembro del personal u otra acción.

Si el denunciante desea recurrir la decisión, debe dirigir el recurso a la agencia. El denunciante dispone de **30 días** a partir de la recepción de la carta de clausura o de la carta de constatación para hacerlo. La apelación será investigada y decidida por una parte distinta del Coordinador del Título VI (u otro funcionario que haya emitido la decisión inicial). La información sobre el proceso de apelación se incluirá en la carta.

Las quejas por escrito relacionadas con el Título VI, o cualquier pregunta relativa a las protecciones del Título VI, deben remitirse a:

Roxanne DeVries Robinson, Responsable de Igualdad de Oportunidades en el Empleo
307-734-3481, (TTY 7-1-1)

Correo electrónico: EEOfficer@jacksonwy.gov

O visite nuestra oficina administrativa en

150 E Pearl Ave, PO Box 1687, Jackson, WY 83001

Una persona también puede presentar una queja directamente a la Oficina de Derechos Civiles de WYDOT en:

Title VI Coordinator, 5300 Bishop Blvd., Cheyenne, WY 8200; por teléfono 307-777-4457

o por correo electrónico: DOT-civilrights@wyo.gov

Administración Federal de Tránsito, Oficina de Derechos Civiles, Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si necesita información en otro idioma, póngase en contacto con el **307-733-3932**.

START Bus: Formulario de denuncia en virtud del Título VI

Sección I:				
Nombre:				
Dirección:				
Teléfono (Casa):		Teléfono (Trabajo):		
Dirección de correo electrónico:				
¿Requerimientos de formato accesible?	Letra grande		Cinta de audio	
	TDD		Otros	
Sección II:				
¿Presenta esta denuncia en su propio nombre?		Sí*	No	
*Si ha respondido "sí" a esta pregunta, pase a la sección III.				
En caso contrario, indique el nombre y el parentesco de la persona en cuyo nombre presenta la queja:				
Explique por qué presenta la demanda en nombre de un tercero:				
Confirme que ha obtenido la autorización de la parte perjudicada si presenta la demanda en nombre de un tercero.		Sí	No	

Sección III:

Creo que la discriminación que sufrí se basó en (marque todo lo que corresponda): Title VI: ☐ Raza ☐
Color ☐ Origen nacional ☐

Other (specify): _____

Fecha de la supuesta discriminación (mes, día, año): _____

Explique lo más claramente posible lo sucedido y por qué cree que ha sido discriminado. Describa a todas las personas implicadas. Incluya el nombre y los datos de contacto de la persona o personas que le discriminaron (si los conoce), así como los nombres y datos de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.

Sección IV

¿Ha presentado anteriormente alguna queja relacionada con los derechos civiles ante este organismo?

Sí

No

Sección V

¿Ha presentado esta queja ante algún otro organismo federal, estatal o local, o ante algún tribunal federal o estatal?

☐ Sí ☐ No

En caso afirmativo, marque todo lo que proceda:

☐ Agencia Federal

☐ Tribunal federal ☐ Agencia estatal

☐ Tribunal estatal ☐ Agencia local

Si ha marcado Sí en la sección V, facilite información sobre una persona de contacto en el organismo/tribunal donde se presentó la denuncia.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:
Section VI
Nombre de la agencia contra la que se presenta la queja:
Persona de contacto:
Título:
Número de teléfono:

Puede adjuntar cualquier material escrito u otra información que considere pertinente para su queja.
Firma y fecha requeridas a continuación

Firma

Fecha

Sírvase presentar este formulario en persona en la dirección que figura a continuación, o enviarlo por correo a

START Bus/Town of Jackson
Roxanne Robinson, Equal Employment Opportunity Officer
PO Box 1687
150 East Pearl Ave
Jackson, WY 83001
(307)734-3481
EEOfficer@jacksonwy.gov

Section 6: List of Title VI Investigations, Complaints and Lawsuits

START maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

- ☒ There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.
- ☐ There have been investigations, complaints and/or lawsuits filed against us.
____ See list below. Attach additional information as needed.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Section 7: Public Participation Plan

START's Public Involvement Philosophy

START welcomes and values public involvement. WYDOT and its recipients believe that well-designed, proactive public involvement improves its planning and policy efforts and ultimately leads to better decisions, better projects, and maximized, long-term public benefits. Creating long-term, sustainable systems requires our agency to embrace outside skills and knowledge, including input from the public. Advantages of enhanced public involvement include:

- Increased public collaboration. Citizen collaboration on projects benefits our agency's processes and outcomes, promoting public participation and respectful, productive dialogue.
- Decisions that better reflect diverse interests. Consulting with all identifiable interests helps START better understand and reflect the full range of community values and livability standards.
- Efficient transportation decision implementation. Early public involvement fosters better decision making and reduces costly project plan revisions and change orders.
- Enhanced agency credibility. Increased public involvement results in more meaningful and better interactions between Department personnel and customers. This interaction aids everyone. The agency better understands public concerns, and customers gain an appreciation of the agency and its responsibilities.
- START proactively involves the public in addressing transportation issues. The agency communicates its mission and goals to the widest audience possible and considers feedback received from transportation stakeholders and the public.

The agency embraces several specific goals:

- Provide for open and continuous communication to incorporate public input into decision-making and inform the public of planning, program functions, project activities, designs, and construction.

- Implement a public involvement strategy to identify and use agency resources to inform the public of our activities and receive public input. The strategy will establish levels (based on the nature and complexity of the activity) for communicating with transportation stakeholders and the public.
- Consult with local governments in identifying transportation needs, coordinating projects, and selecting viable solutions.
- Respond quickly and transparently to concerns expressed about agency activities and educate the public about transportation programs and issues.
- Review and update the public involvement strategy and process as needed, continuously evaluate public outreach activity effectiveness, and use the results to improve the program.
- Ensure minorities and low-income populations have opportunities to participate in the public involvement process.
- Foster internal communication and training to promote public involvement process understanding and implementation.

Strategies and Desired Outcomes

To promote inclusive public participation, START will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

In addition to these general strategies, START has also employed these specific strategies or activities:

- Staff attends employee orientation events hosted by large employers

- Staff brings vehicles to community events such as Touch-a-Truck and Trunk-or-Treat
- Staff attends events hosted by the Chamber of Commerce to familiarize J1 and seasonal employees with town services
- Staff attended the Regional Transportation Expo along with other stakeholders to provide information to the public about services and projects in our area
- START routinely distributes communications in both English and Spanish

Public Outreach Activities

The public outreach and involvement activities conducted by START in the past year are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	START Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
Annual, first Saturday in June	Director, Ops Manager, Transit Coordinator, Transit Operator	Touch-a-Truck hosted by Children's Museum	Bus, custom coloring books, Tri-fold About Us, candy	Well attended community event that brings together interesting heavy vehicles
Twice a year (Summer and Winter)	Director, Ops Manager, Coordinator	Chamber of Commerce Seasonal Employee welcome	Information table, system maps, Tri-Fold About Us, verbal communication	Event to introduce seasonal employees to services and amenities available in town.
Annual on Halloween	Transit operator, Transit Coordinator, Supervisor/Dispatcher	Trunk-or-Treat	Bus decorated for Halloween, custom coloring books, Tri-Folds, candy, glow necklaces	Well attended community event
Winter, when invited	Transit Director, Transit Coordinator	Jackson Hole Mountain Resort employee orientation	Information table, Tri-folds, START Bus stress buses, Transit App info,	Large employer event for new employees to introduce

			system maps, verbal communication	them to local services
On going		Title VI & ADA	Policy notices in English and Spanish in all buses and office	
On going, as needed	Transit Director	Local news outlets, both print and radio	Transit director makes himself available to local reporters to explain significant events related to transit service	
On going	All staff	Bus fare media	Digital fare platform is available in English and Spanish. Continue to provide physical passes and tickets for passengers who don't have mobile devices or prefer cash payment	
As needed		Customer Surveys	All surveys are provided in both English and Spanish	
February 2024 and February 2025	Director, Ops Manager, Transit Coordinator	Regional Transportation Expo	Information table, Tri-folds, START Bus stress buses, Transit App info, system maps, verbal communication	Event gathering local government and non-profit organizations with projects effecting regional transportation and land use

Fourth Thursday of the month	Director, Ops Manager, Coordinator, Service Planner START Board members	START Board monthly meeting	An opportunity for Public Comment is included on the agenda. Meetings are open to the public in-person and virtual	
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Section 8: Four Factor Analysis and LEP Data

What does it mean to be Limited English Proficient (LEP)?

LEP individuals do not speak English as their primary language and therefore have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information in English.

Background

Federal law prohibits discrimination based on national origin. National origin discrimination includes discrimination based on a person's inability to speak, read, write or understand English. Recipients of Federal funds must provide meaningful access to LEP individuals.

On August 11, 2000, Executive Order 13166, titled, "Improving Access to Services by Persons with Limited English Proficiency," was issued. Executive Order 13166 requires Federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to LEP cannot fully and equally participate in or benefit from those programs and activities. Section 2 of the Executive Order 13166 directs each Federal department or agency "to prepare a plan to improve access to...Federally conducted programs and activities by eligible LEP persons...."

Framework for Deciding when Language Services are Needed

START will take the following steps to ensure meaningful access to its programs, services, and activities for LEP individuals in a manner that balances the following four factors.

FOUR-FACTOR ANALYSIS

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the agency;
2. The frequency with which LEP persons come into contact with the agency's services and programs;
3. The nature and importance of the agency's services and programs in people's lives; and
4. The resources available to the agency for LEP outreach, as well as the costs associated with that outreach.

Factor One: The number or proportion of LEP persons eligible to be serviced or likely to be encountered by START

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter our agency's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, the agency evaluated the level of English proficiency and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. The most recent data available for the state were the ACS 2017-2021 five-year estimates.

Service Area Overview

START service area encompasses the Town of Jackson, Teton County, WY, and parts of Star Valley, WY and Teton Valley, ID. Teton County encompasses 119 square miles. The Town of Jackson is 3 square miles. Approximately 3% of START's service area is privately held, developable land. The majority of the land is publicly held in the form of National Parks, National Forest, etc. The service area's population of 33,410 speaks 10 different language

groups. However, the overall numbers of residents who speak English 'less than very well' are very low. Of the total service area population of 33,410, 2,098, or 6% of residents, report speaking English less than very well. A breakdown of the language groups, and those speaking English less than very well, are shown below.

	Teton County, Idaho	Teton County, Wyoming		
Label	Estimate	Estimate	Total in Service Area	
Total:	11,026	22,384	33,410	
Speak only English	9,556	18,017	27,573	82.53%
Speak Spanish, and English less than "very well"	506	1,545	2,051	6.14%
Speak Indo-European, and English less than "very well"	0	9	9	0.03%
Speak Chinese, and English less than "very well"	0	10	10	0.03%
Speak Asian and Pacific Island, and English less than "very well"	0	28	28	0.08%

<https://data.census.gov/cedsci/> Table C16001

The Safe Harbor Provision

The U.S. Department of Transportation (U.S. DOT) has adopted the U.S. Department of Justice's Safe Harbor Provision. This provision outlines circumstances that can provide a "safe harbor" for U.S. DOT recipients (and sub-recipients) regarding translation of vital documents. Specifically, if a recipient provides written translation of vital documents for each LEP group that constitutes the lesser of 1,000 persons or five percent (5%) of the total population eligible to be served or likely to be affected or encountered, such action is considered strong evidence of compliance with the recipient's written translation obligations.

The Safe Harbor Provision only applies to the translation of written documents. It does not affect the agency's requirement to provide meaningful access to LEP individuals through oral language services.

A vital document is any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

The data above shows that just one language meets the Safe Harbor threshold—Spanish. Teton County is home to 2,051 people (6.14% of the population) who speak Spanish, and speak English less than very well. Although there are some residents who speak Indo-European languages, Chinese, or Asian and Pacific Island languages, they make up less than 5% of the population. The number of people who speak other languages and English less than very well all comprise under 0.1% of the population each.

Designation of Vital Documents

Based on the population of Spanish speakers who also speak English less than very well, START designates the following as Vital Documents which have been translated to LANGUAGE(S): Spanish. Title VI Notice to the Public, Title VI Complaint Form, Title VI Complaint Procedures, ADA Notice to the Public, and Baby Stroller Policy. Additionally, in-bus announcements are in both English and Spanish.

Factor Two: The frequency with which LEP persons come into contact with Agency services and programs.

Across all staff, START personnel interact with people with Limited English Proficiency four to six times per month. These interactions include: bus drivers assisting passengers with fares; supervisor/dispatchers assisting riders over-the-phone with route information, and in-person ticket or pass sales in our administrative offices.

Three people on staff speak Spanish to help with translation. If they are not available, the Town has a special, internal phone number that will ring all Spanish speaking staff for assistance. Online translation systems (Google Translate) have also been utilized.

Factor Three: The Importance of the Agency's Service to People's Lives

START services likely affect every community member in some way. Our transit services are used daily by people who do not have access to their own transportation. Our services allow riders access to grocery stores, medical appointments, work, social service agencies, social activities, and a variety of other essential destinations. Some LEP persons are immigrants with no driver's license at this time. Others are seasonal workers on J1 Visas who don't have access to their own cars. START service is also very popular with the large number of tourists who visit Jackson Hole.

Finally, START's planning process relies on input from the public. The agency's services are therefore important to LEP person's lives, and must be accessible to everyone, regardless of ability to speak English.

Factor Four: Resources and Costs for LEP Outreach

Given that START has a very limited number of LEP citizens, we can meet the needs of its LEP population through relatively simple means. First, START staff members who speak Spanish or any other foreign languages can be consulted or utilized for translation or interpretation in informal or emergency situations. In the event assistance in a rare language is needed, START can reach out to town staff to find staff who are proficient and may be willing to assist. Other free resources include the use of Google Translate or other technology-based translation services. Our agency can utilize Google Translate to interpret simple comments or messages left on our social media or in real time if necessary to communicate without advance warning when an interpreter is needed.

START recognizes there will be times when professional interpretation or translation services are needed. In those cases where a citizen needs to communicate with us in another language, the Town of Jackson has an internal "hotline" that rings to staff members who are fluent in Spanish, which is our largest LEP population.

Finally, START will pay for document translation services when needed, which generally costs about \$25-\$35 per page. For example, the Spanish translation of vital documents included in this Program were completed by town staff who are fluent in Spanish.

These resources give our agency the ability to perform outreach with the LEP population at a reasonable cost.

Section 9: Language Assistance Plan

As a recipient of federal US DOT funding, START is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

START's Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Results: LEP Populations Served

Item #1 – Four Factor Analysis Results: LEP Populations Served
--

The data above shows that just one language meets the Safe Harbor threshold—Spanish. Teton County is home to 2,051 people (6.14% of the population) who speak Spanish, and speak English less than very well. Although there are some residents who speak Indo-European languages, Chinese, or Asian and Pacific Island languages, they make up less than 5% of the population. The number of people who speak other languages and English less than very well all comprise under 0.1% of the population each.

Item # 2 – Description of how Language Assistance Services are Provided, by Language
--

START has identified, developed, and uses the following:

- a) START designates the following as Vital Documents which have been translated to LANGUAGE(S): Spanish. Title VI Notice to the Public, Title VI Complaint Form, Title VI Complaint Procedures, and ADA Notice to the Public.
- b) In-bus stop announcements are in both English and Spanish.

- c) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services.
- d) START has developed partnerships with local agencies, organizations, law enforcement, and social service agencies that are available to assist with it LEP responsibilities.
- e) Any other need for translated documents or interpretation services will be provided on an as-needed basis. That is, anyone requesting specific information in a non-English language will be provided it upon request. The agency will use its internal resources to meet this need, when available. Otherwise, the agency will reach out to the network of resources it has developed, or hire a translator or interpreter as needed.
- f) The Town of Jackson website, of which hosts START information, employs a Google Translate widget to convert to Spanish. There is a prominent link at the top of the page.

Item #3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service
--

In order to ensure that LEP individuals are aware of START’s language assistance measures, START provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, hard copy in administrative office, and notices on vehicles.
- Drivers and Dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.

Item #4 – Description of how the Language Assistance Plan is Monitored and Updated
--

START will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the START service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether START’s financial resources are sufficient to fund language assistance resources needed.

- Determine whether START has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning START's failure to meet the needs of LEP individuals

Item #5 – Description of how Employees are Trained to Provide Language Assistance to LEP Persons
--

The following training will be provided to START staff:

- Information on the START Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of “I Speak” language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of town provided, over-the-phone translation.
- How to handle a potential Title VI / LEP complaint.

***"I Speak"* Language Identification Card**

Note: For additional languages visit the US Census Bureau website

Mark this Box if you speak...	Language Identification Chart	
	Language	
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish

<http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

[illegible]

Section 10: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, *the membership of which is selected by the recipient*, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. While START has a Board of Directors, the members are not appointed by the recipient. Board members are appointed jointly by the Town of Jackson and Teton County. This section is not applicable.

Section 11: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

☒ No, the agency does not have subrecipients.

DRAFT

Section 12: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

- ☒ No, the agency has not built a facility.
- ☐ Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

Section 13: Fixed Route Transit Providers Service Standards and Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

START:

☒ is a fixed route transit provider

☐ is **not** a fixed route transit provider

All Fixed Route Transit Providers must submit:

- All requirements set out in Chapter III (General Requirements)
 - Service standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On time performance for each mode
 - Service availability for each mode
 - Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

START has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. START has prepared standards for all modes it operates including **Insert modes of transportation.**

a. Vehicle Load

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
15' Mini-Bus (2)	12	2	30	
30' Low Floor Bus	27	10	37	
40' Low Floor Bus (27)	39	12	51	

45' Motor Coach Bus	55	12	67	
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b. Vehicle Headway

POLICY HEADWAYS AND PERIODS OF OPERATION				
<u>WEEKDAY</u>	<u>Peak</u>	<u>Base</u>	<u>Evening</u>	<u>Night</u>
Town Shuttle	15	15	15	15
Teton Local (Winter)	40	40	40	40
Teton Local (Other Seasons)	60	60	60	60
Teton Express (Winter)	20	40	20	40
Village South (Winter Only)	90	90	90	90
Commuter Service	30	--	30	--
<i>* Peak: 5:00 - 8:30am and 4:30-7:30 pm; Base 9am - 4pm; Evening: 6-9:30 pm; Night: 9:30pm-11:30pm;</i> <i>"--" means no service is provided during that time period.</i>				

c. On-Time Performance

A vehicle is considered on time if it departs a scheduled time point no more than five (5) minutes late. The START on-time performance objective is 82% or greater. START continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

d. Service Availability

Due to the rural nature of Teton County, START will distribute transit service so that 70% of all residents in the service area are within ½ mile of bus service. START will provide service within the Town of Jackson so that 90% of all residents are within ¼ mile of transit service.

Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. START has prepared the following policies for its transit system.

a. Distribution of Transit Amenities

Installation of transit amenities along bus routes are based on the number of passengers boarding at stops and stations along those routes.

b. Vehicle Assignment

All Spring, Summer, and Fall non-commuter services are provided using 2023 Gillig low-floor buses. These buses are either 30' or 40' in length. 45' 2023 model year MCI buses are dedicated to the commuter routes. Backup vehicles are 15 to 17 year old MCI buses. 30' Low-Floor buses are assigned to in-town shuttle routes operation on narrow streets with tight turning radiuses. All buses are equipped with automated stop announcement systems that provide information in both Spanish and English.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses.

During the winter season, START services are enhanced to provide service to Teton Village and the Jackson Hole Mountain Resort ski area. These services are provided using 40' coaches with higher capacities. These coaches range in age from 4 years to 14 years (2009 through 2020 models).

Meeting Date:	April 24, 2025	Meeting Title:	Regular meeting
Submitting Department:	START	Presenter:	Bruce Abel, Transit Director
Agenda Item:	Approval of START Title VI Program	Public Comment:	Yes

Purpose & Policy Consideration

The purpose of this item is to request START Board of Directors consideration to approve START's Title VI program and authorize its submission to the Wyoming Department of Transportation (WYDOT) .

Requested Action:

Staff requests that the START Board of Directors review and approve START's Title VI Program and authorize its submittal to the Wyoming Department of Transportation (WYDOT).

Recommendation:

The START Finance and Executive Committees recommend that the START Board approve START's Title VI Program and authorize the START Transit Director to submit the Program to the Wyoming Department of Transportation (WYDOT).

Background:

Federal Transit Administration (FTA) guidelines require that all recipients of FTA funding have an approved "Title VI" Program to ensure that all transit services are delivered without regard to race, color or national origin in accordance with the Title VI of the Civil Rights Act of 1964. In order to fulfill this requirement, START staff has been working with WYDOT staff and consultants retained by WYDOT to develop the attached Title VI Program. This plan has been subject to several reviews and modifications based on comments from WYDOT and their consultants. START has recently been advised that the attached draft is ready for START Board approval and for submission to WYDOT as WYDOT is the recipient of FTA section 5311 funding that is then passed along to various subrecipients, including START.

Please note that the attached Title VI Program contains several sections as follows:

- the Policy Statement indicating START compliance with Title VI provisions of the Civil Rights Act of 1964;
- the required Title VI Notice to the Public;
- the required Title VI Complaint Procedure;
- the required TITLE VI Complaint Form;
- the required Public Participation Plan;
- the required "Four Factor Analysis" and Limited English Proficiency (LEP) analysis;
- the required Language Assistance Plan;
- the required Minority Representation Information (not Applicable)
- required information on Assistance to Subrecipients (none in Wyoming);
- required information regarding Equity Analysis for Facility Acquisition (not applicable); and
- required Fixed-route Service Standards and Policies.

WYDOT consultants have reviewed the attached Title VI Program and have indicated that, in their opinion, the Program is ready for Board approval and submittal to WYDOT.

Financial Impact:

The attached Program has no direct/independent financial impact on START. The Program sets forth the means by which START will operate its program and services without regard to race, color or national origin in compliance with Title VI of the Civil Rights Act of 1964.

SUGGESTED MOTION:

I move that the START Board of Directors approve the START Title VI Program as attached subject to minor revisions as may be required by staff and to authorize the START Transit Director to submit the Program to the Wyoming Department of Transportation.

Prepared by: Bruce Abel, Transit Director



*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: April 24, 2025
RE: March 2025 monthly recap

Welcome to Tate Coleman, START's new service planner and marketing coordinator. Tate joins START from western Massachusetts where he served as the "South County Connector Microtransit Program Director" for the Town of Great Barrington. Tate has a Masters Degree in Regional Planning as well as a Masters Degree in Civil Engineering, both from the University of Massachusetts. Tate also has a Certificate in Transit Management and Operations from UMass and has experience with both microtransit (on-demand transit) and fixed route transit. Tate joined us for two weeks in early April to observe the final weeks of winter season service and will rejoin START in mid-May to begin full-time employment.

Ridership- March 2025 ridership was up approximately 5.4 % as compared to March of 2024. Year-to-date START ridership is up approximately 2.0% as compared to the first three months of 2025.

Ridership on Teton Village services accounted for much of the increase as monthly ridership increased by 8.9% compared to March of 2024. Teton Village service increased by approximately 6.3% in Q1 of 2025 as compared to Q1 2024. Town Shuttle ridership also continued to experience ridership growth as ridership increased by approximately 7.6% in March of 2025 versus March of 2024. Year to date ridership on Town Shuttle service increased 2.3% Q1 2025 versus Q1 2024. Star Valley commuter ridership was down slightly compared to last March and down Q1 2025 versus Q1 2024. Teton Valley commuter ridership in March was up 25% compared to last March and Q1 ridership on Teton Valley routes is up approximately 22% compared to Q1 2024.

START-on-Demand- Ridership on START-on-Demand (SOD) East Jackson experienced a decrease of approximately 5.2% when compared to March 2024. SOD did operate at approximately 9.9 passengers per hour for the month of March. These results are well above minimum service standards of 3 passengers per hour and well above industry norms for on-demand service. SOD average wait times did decrease from 19 minutes in February to 15 minutes in March but continue to be a bit higher than desired. 59% of trips had a wait time of 15 minutes or less in March as compared to only 51% percent of trips having a wait time of 15 minutes or less in 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.

SOD has been providing service to the Teton County Library since the beginning of the summer season 2024. Ridership to the Library has increased markedly since the inception of the Library service and may

be contributing to the increase in wait time as this location is outside of the initial SOD service area. 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 serve the Library stop through the winter 24-25 season and is continuing to do so as we transition to spring services levels. SOD implemented a feature in the platform software to direct riders whose origin and destination is close to the Town Shuttle route effective with the new spring season. This is being done in an attempt to better manage demand. START's new service planner, Tate Coleman, has a background in microtransit service and will be analyzing SOD ridership trends and performance.

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.

FY 26 Budget Process-

The Town Manager's recommended START budget is included in the Board packet for your review. The document shows both the "requested" budget as submitted by START and the "recommended" budget from the Town Manager. You will note that the recommended budget is lower than the requested budget. The County staff continues to work on budget issues that could affect START. We will advise the Board when we become aware of them. Please note that the attached budget addresses expenses and revenues only, we do not yet know the recommendations as they relate to our requested service improvements.

The FY 26 budget timeline is unfolding as follows:

January 13, 2025-	START Board meeting- review of budget process-- initial budget conversations regarding Operations Plan ideas- complete
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- complete
February 20--	START Board meeting. Board approved submittal of START budget "request"- complete
March 3, 2025	START "requested budget" submitted to Town Finance Department- complete
March 13, 2025-	initial START staff review Of "requested budget" with Town and County Budget officials;- complete
April 14, 2025	Town Manager presents initial budget recommendation for Town Departments to Town Council – complete- did not include "joint departments" ;
April 29, 2025	Town/County budget officials/Managers present their "recommended budget" to Town and County elected officials. May or may not reflect the START "requested budget";

Financial Report- The financial report for the month of March 2025 represents financial transactions through the first nine (9) (75%) of the FY 25 fiscal year.

Significant variances thru the first nine (9) months of FY 25 include:

Administrative:

- Advertising- under budget- JAC has recently billed us for START's share of the marketing and communications expense associated with the Airport shuttle (\$30,000). This expense is not yet reflected in the financial report. Only expense to date has been for advertising SOD to library, the million passenger acknowledgement and to promote the TDP survey.
- 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 recently begun paying invoices for the contract for the TDP and have just approved contracting for procurement assistance. Expenses will begin to accrue in the near future. Will need to carry into next year as projects (eg TDP and procurement) will extend beyond the current Fiscal Year;
- Building maintenance related expenses- under budget-running significantly less than last year. This will allow us to undertake a repairs to the bus wash as we continue to wait on parts for repairs to the high speed access door to the bus wash;

Operations:

- Part time salaries and wages- under budget- just now entering the high expense time of year with seasonal operators. We have just paid out winter season bonuses which are not yet reflected on the financial statements. This will add approximately \$200,00 to the expense line item.
- supervisor overtime- over budget- START promotes that 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 Liability 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 replacement radios have been procured and are programed and installed on START buses and in dispatch. These radios allow START buses to communicate with Local first responders through the State sponsored WyoLink communications system. This project is complete

We have completed the procurement process to purchase the ADA replacement van. We are awaiting information on the anticipated manufacture and delivery schedule. This project is essentially complete.

START and RTPA/Teton County Transportation Department staff are currently engaged in identifying locations for improvements to START bus stops/shelters, etc.

The START Board recently approved engaging HNTB to assist START through the vehicle acquisition process. We have begun working on the acquisition of two (2) for over-the-road buses. We have received the WYDOT grant contract for the over-the-road coaches and have issued conditional Notice to Proceed (NTP) to MCI for the purchase of two (2) MCI replacement coaches to replace buses that are 16 and 18 years old respectively. We hope to complete the preliminary work to issue final NTP and award the contract to Gillig at the May START Board meeting. Due to increases in the price of buses since the award of these grants, we have worked with WYDOT to amend these grants to increase the amount of federal funds that START will receive. START purchased 6 MCI over the road buses for \$715,000 each in 2022. These MCI buses now cost \$870,000 each.

We had previously received the grant contracts/NTP to purchase 4 electric buses through a LoNo grant and 2 electric buses through the BUILD grant. HNTB will assist START/Teton County through the process of securing WYDOT and FTA approval to convert the BUILD grant for the purchase of two (2) battery electric buses to purchase two (2) hybrid electric buses instead. HNTB will also assist START in purchasing four (4) clean diesel buses in lieu of LoNo funded battery electric buses. HNTB has begun working on this project. Similar increases in price have been seen in the transit bus market as we have seen in the over-the-road coach market. The latest price for a hybrid electric bus is nearly \$1M each while the price of a battery electric bus is near \$1.4M per bus. Staff has worked with WYDOT to amend the LoNo grant to increase the amount of funding available to purchase four (4) clean diesel buses. The grant contracts for this amendment are under review for possible language changes due to the change of Administration. We are also awaiting new price quotes from Gillig for both hybrid and clean diesel buses due to market uncertainty related to the current tariff situation.

The Transit Signal Priority (TSP) project is currently behind schedule as we continue the process of negotiating language for an agreement with WYDOT for the division of labor regarding installation and maintenance of the TSP equipment for the BUILD funded project.

Funding for all of these capital projects, with the exception of the radio replacement project, and possibly the ADA replacement van, will need to be carried over/re-budgeted in FY 26 as they are all multi-year projects. These projects have been incorporated into the FY 26 START requested capital project and are included in the Town Manager's recommended budget.

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

Town Budget Update-

Sales Tax:

The Town budgeted a total of \$24,902,498 in sales tax for FY25. We have collected \$15,776,081. This is \$49,034 (0.3%) behind budget projections.

Lodging Tax:

The Town budgeted a total of \$1,894,445 in lodging tax revenues for FY25. We have collected \$1,245,763. This is \$20,181 (1.6%) behind budget projections

Staff has attached Town Sales Tax and Lodging Tax reports for the START Board's information.

Winter 24/25 Service update- Winter seasonal service began on Saturday, November 30, 2024. START's winter season service level was virtually identical to the service provided last winter season 2023- 2024. Winter season services include 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. Winter season service ended on April 13, 2025.

Spring service levels began Monday, April 14, 2025. Spring service plan does not include Teton Village South nor Teton Village Express service nor the Airport Shuttle.. In addition, the "span of service" (length of service day) is reduced slightly as night service ends earlier and the frequency of service on the Teton Village Local reverts to every 60 minutes.

We are currently understaffed in terms of the number of drivers needed to deliver the spring service schedule and we continue to recruit. We do anticipate a few winter drivers to come back for summer but are understaffed until then.

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 for the winter 2024-2025 season did not reflect the growth that we had hope to experience. Average daily ridership declined from last year dropping from an average of 74 riders per day to an average of 63 riders per day. Airport flight enplanements/deplanements also decreased slightly compared to the same period last year but not quite to the extent of Airport shuttle ridership. We anticipate continued conversations with our partners to develop strategies to improve shuttle performance for winter 2025-2026.

Key Performance Indicators (KPI's)

KPI's for the first quarter of 2025 are included in the packet. In summary, START performance improved in all areas currently tracked in our KPI reports. A testament to the winter seasonal staff, mother nature, and the entire START team.

Technology update- START/Masabi went live with phase 2, Smart Cards, for the START fare payment system on Monday December 16, 2024. Staff continued to work 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. The pilot seems to have worked well. JAC has committed to extend the employee pass purchase program as we move forward. START staff is preparing to extend the employer pass program to include JHMR as our next step in the project roll out.

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- Transportation Management and Design (TMD) has been working on a Five (5) Year Strategic Transit Development Plan (TDP) and Comprehensive Fare Study for START since the first of the year. TMD staff were in Town during mid March to kick off outreach activities. These activities included Project Advisory Committee (PAC) meetings, Stakeholder meetings, general public intercept interviews and the implementation of the winter season rider/community survey. 781 completed surveys were received versus a target of 500. Staff recently received the draft of the first project deliverable, the Existing Conditions report, from TMD.

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 April 24, 2025

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%

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	39,108	67,504	2,634	2,613	1,962	423	18,101	132,345	8,002	140,347	6,793	5%
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	110,789	215,530	7,217	8,353	6,168	1,264	54,747	404,068	26,871	430,939	(631,492)	-61%

Summary Tables:

Monthly Total - March Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Annual Total:
2018	38,047	95,498	2,804	3,058	-	554	-	-	139,961
2019	38,437	100,310	2,780	2,739	-	485	-	-	144,751
2020	27,258	52,602	2,269	2,162	-	350	-	-	84,641
2021	14,873	38,736	2,242	2,087	-	428	-	-	58,366
2022	21,887	58,905	2,360	1,983	-	566	-	-	85,701
2023	29,905	49,763	2,710	2,524	-	489	21,511	8,161	115,063
2024	36,358	61,951	2,682	2,090	2,907	473	19,091	7,464	133,016
2025	39,108	67,504	2,634	2,613	1,962	423	18,101	8,002	140,347

Monthly Comparisons for Each Service Type - March Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Monthly Variance:
2018 - 2019	390	4,812	(24)	(319)	-	(69)	-	-	4,790
	1.03%▲	5.04%▲	-0.86%▼	-10.43%▼	0.00%▲	-12.45%▼	0.00%▲	0.00%▲	3.42%▲
2019 - 2020	(11,179)	(47,708)	(511)	(577)	-	(135)	-	-	(60,110)
	-29.08%▼	-47.56%▼	-18.38%▼	-21.07%▼	0.00%▲	-27.84%▼	0.00%▲	0.00%▲	-41.53%▼
2020 - 2021	(12,385)	(13,866)	(27)	(75)	-	78	-	-	(26,275)
	-45.44%▼	-26.36%▼	-1.19%▼	-3.47%▼	0.00%▲	22.29%▲	0.00%▲	0.00%▲	-31.04%▼
2021 - 2022	7,014	20,169	118	(104)	-	138	-	-	27,335
	47.16%▲	52.07%▲	5.26%▲	-4.98%▼	0.00%▲	32.24%▲	0.00%▲	0.00%▲	46.83%▲
2022 - 2023	8,018	(9,142)	350	541	-	(77)	21,511	8,161	29,362
	26.81%▲	-18.37%▼	12.92%▲	21.43%▲	0.00%▲	-15.75%▼	100.00%▲	100.00%▲	25.52%▲
2023 - 2024	6,453	12,188	(28)	(434)	2,907	(16)	(2,420)	(697)	17,953
	17.75%▲	19.67%▲	-1.04%▼	-20.77%▼	100.00%▲	-3.38%▼	-12.68%▼	-9.34%▼	13.50%▲
2024-2025	2,750	5,553	(48)	523	(945)	(50)	(990)	538	7,331
	7.03%▲	8.23%▲	-1.82%▼	20.02%▲	-48.17%▼	-11.82%▼	-5.47%▼	6.72%▲	5.22%▲

YTD Totals for January through March Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	YTD Total:
2018	120,463	297,569	9,000	9,645	-	1,533	-	-	438,210
2019	116,870	318,197	8,890	8,625	-	1,364	-	-	453,946
2020	107,271	262,813	8,585	9,279	-	1,475	-	-	389,423
2021	40,068	123,898	6,196	5,641	-	1,116	-	-	176,919
2022	60,920	180,870	6,778	6,098	-	1,514	46,112	-	302,292
2023	89,833	160,185	7,211	7,173	-	1,500	69,303	23,965	359,170
2024	107,849	202,757	8,756	6,836	4,290	1,436	61,340	25,340	418,604
2025	110,789	215,530	7,217	8,353	6,168	1,264	54,747	26,871	430,939

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

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Annual Variance:
2018 - 2019	(3,593)	20,628	(110)	(1,020)	-	(169)	-	-	15,736
	-2.98%▼	6.93%▲	-1.22%▼	-10.58%▼	-	-11.02%▼	-	-	3.59%▲
2019 - 2020	(9,599)	(55,384)	(305)	654	-	111	-	-	(64,523)
	-8.21%▼	-17.41%▼	-3.43%▼	7.58%▲	-	8.14%▲	-	-	-14.21%▼
2020 - 2021	(67,203)	(138,915)	(2,389)	(3,638)	-	(359)	-	-	(212,504)
	-62.65%▼	-52.86%▼	-27.83%▼	-39.21%▼	-	-24.34%▼	100.00%▲	-	-54.57%▼
2021 - 2022	20,852	56,972	582	457	-	398	46,112	-	125,373
	52.04%▲	45.98%▲	9.39%▲	8.10%▲	-	35.66%▲	#DIV/0!	-	70.86%▲
2022 - 2023	28,913	(20,685)	433	1,075	-	(14)	23,191	23,965	56,878
	47.46%▲	-11.44%▼	6.39%▲	17.63%▲	0.00%▲	-0.92%▼	50.29%▲	0.00%▲	18.82%▲
2023 - 2024	18,016	42,572	1,545	(337)	4,290	(64)	(7,963)	1,375	59,434
	16.70%▲	21.00%▲	17.65%▲	-4.93%▼	100.00%▲	-4.46%▼	-12.98%▼	5.43%▲	14.20%▲
2024-2025	2,940	12,773	(1,539)	1,517	1,878	(172)	(6,593)	1,531	12,335
	2.65%▲	5.93%▲	-21.32%▼	18.16%▲	30.45%▲	-13.61%▼	-12.04%▼	5.70%▲	2.86%▲

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	2,194.33	12 months	
2025	2,784.33	3 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	2,405.67	3 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

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	

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	

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

START Regular Board Meeting April 24, 2025

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	15	33	
	TV2 - 402	23	18	
	TV3 - 403	27	9	
Star Valley		AM	PM	
March	SV1 - 301	17	36	
	SV2 - 302	26	20	
	SV3 - 303	21	5	
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

March 2025

Rides: 13,797 / 395,392

Passengers (unlinked passenger trips): 18,101 / 541,371

Vehicle revenue hours: 1,828 / 55,984

Total vehicle hours: 2,120 / 62,768

Vehicle revenue miles: 15,712 / 499,160

Total vehicle miles: 17,252 / 539,959

Passenger miles: 15,157 / 470,655

Unique rider accounts (month / year to date): 1,447 / 2,591

Passengers per revenue hour: 9.9 / 9.7

Percent of rides shared: 48%

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: 4

No shows: 275

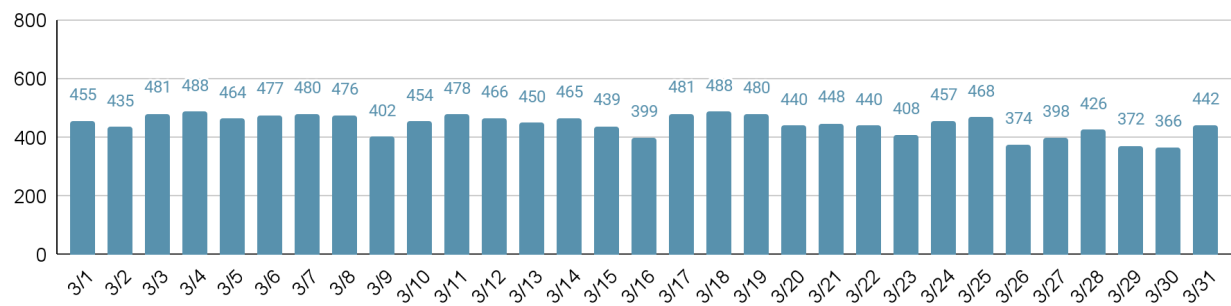
Percent of rides more than 5 min late to pickup: 13%

(month to date / all time)

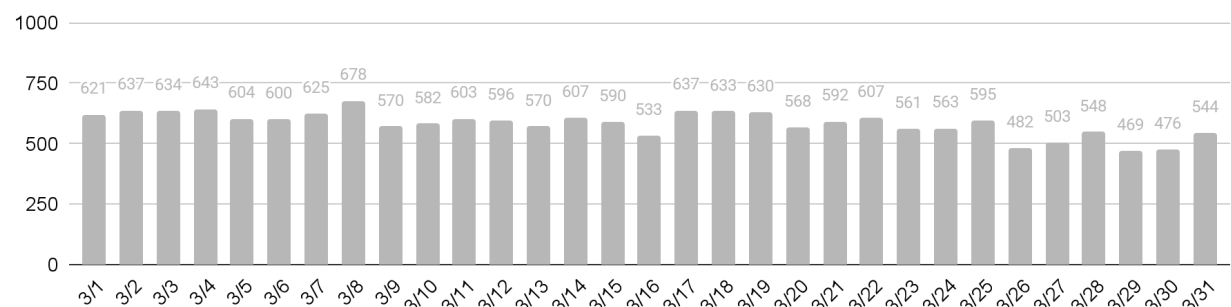
Passengers to/from the library: 614

Passengers to/from START: 254

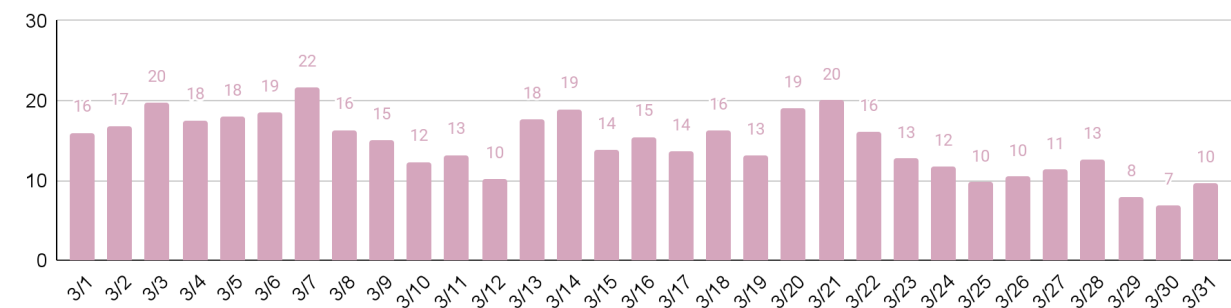
Rides



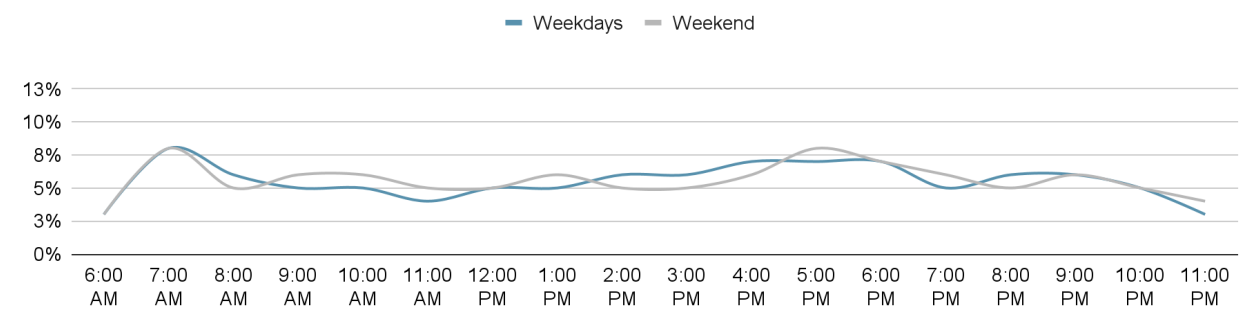
Passengers



Average Wait time



Pickups by Hour



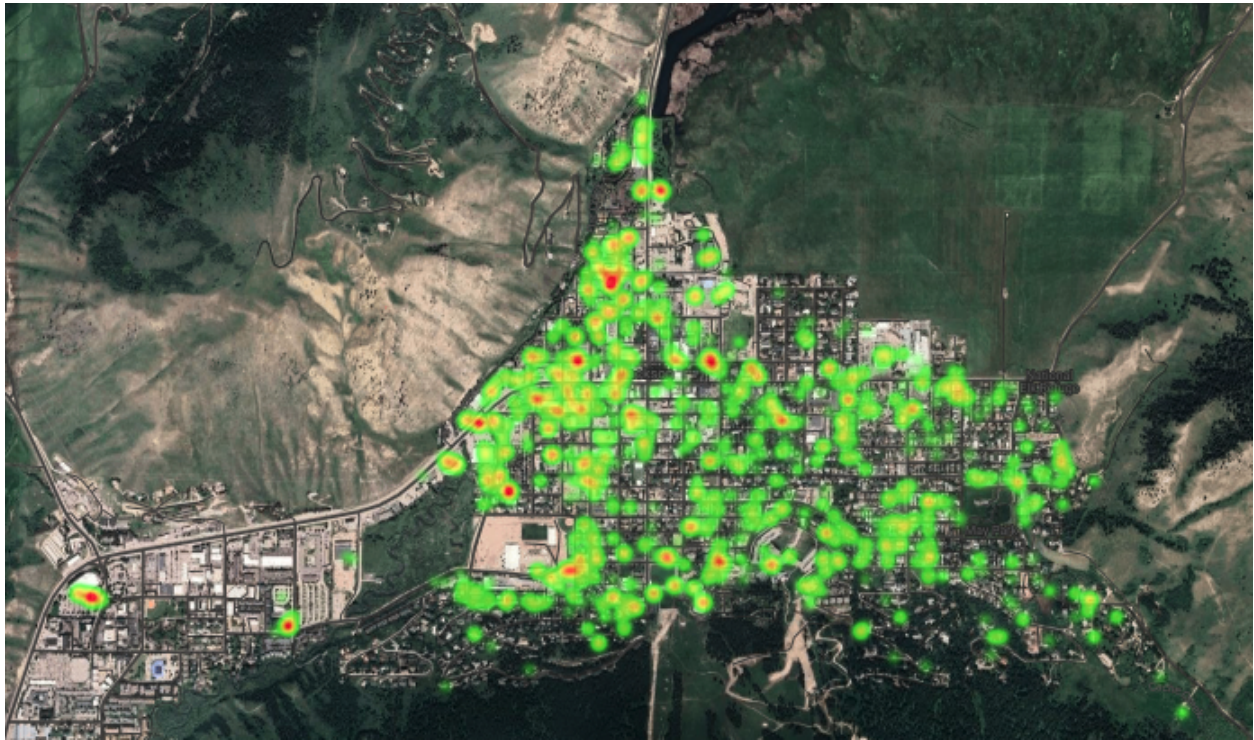
Wait Time Distribution

- 0 - 5 min: 20%
- 5 - 10 min: 22%
- 10 - 15 min: 17%
- 15 - 20 min: 13%
- 20 - 25 min: 9%
- 25 - 30 min: 6%
- 30+ min: 11%

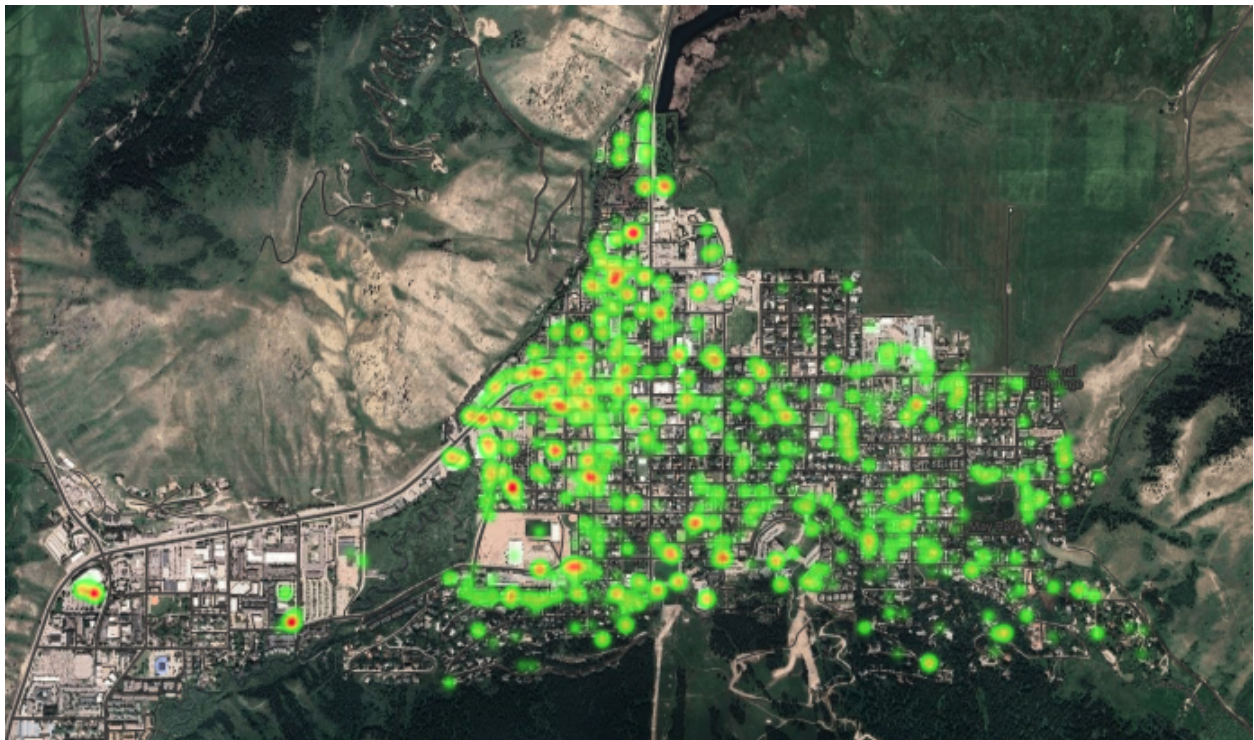
Passenger Distribution

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

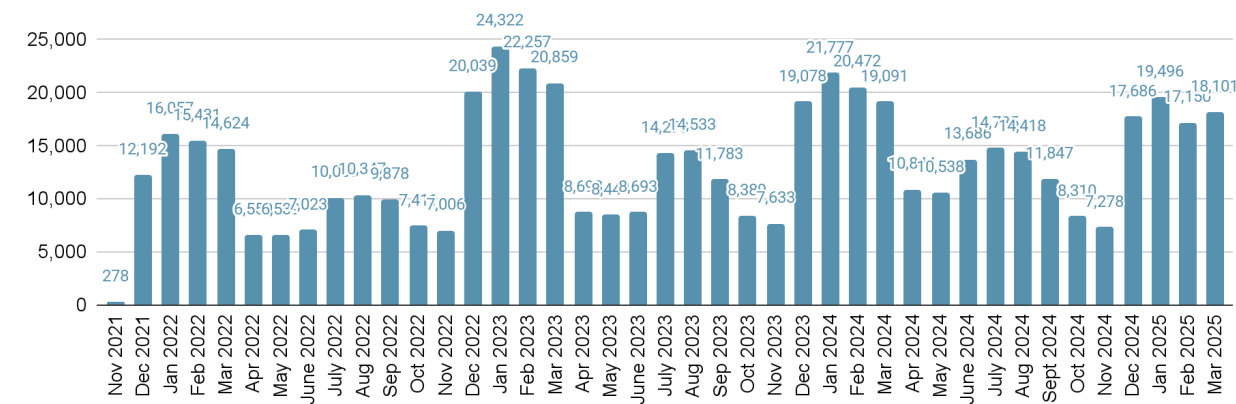
Pickups Heat Map



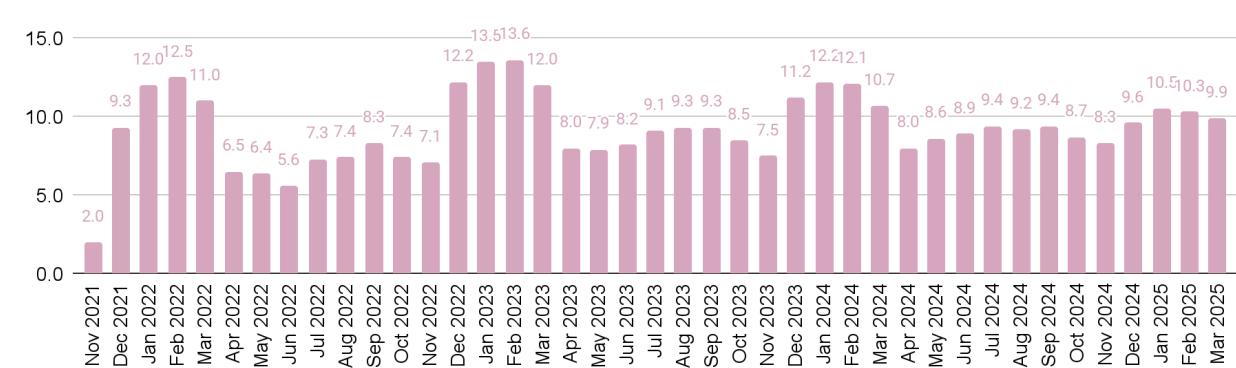
Dropoffs Heat Map



All Time - Passengers

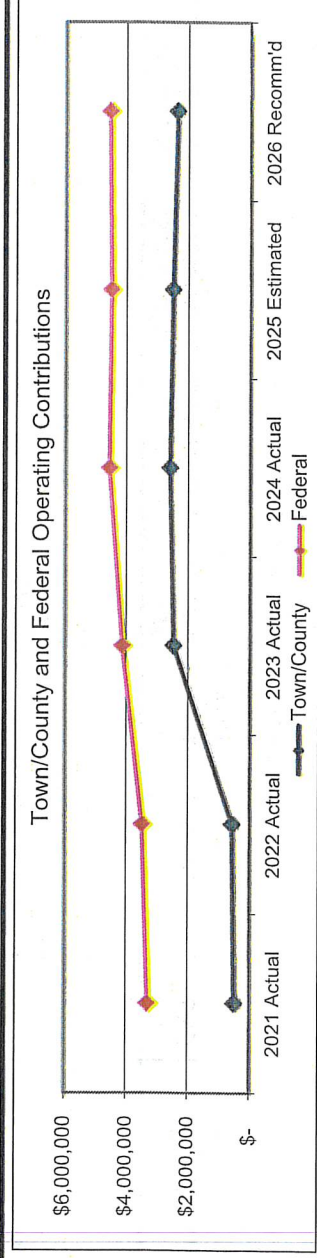


All Time - Passengers / Revenue Hour



TOWN OF JACKSON, WYOMING
RECOMMENDED BUDGET FOR FISCAL YEAR 2026
START BUS SYSTEM FUND
REVENUES, EXPENDITURES, AND CHANGES TO FUND BALANCE

DESCRIPTION	FY2023 ACTUAL	FY2024 ACTUAL	FY2025 AMENDED	FY2025 ESTIMATED	FY2026 REQUESTED	FY2026 RECOMM'D	TOWN MGR ADJUSTMENT	% CHANGE FY25 AMEND
Beginning Restricted Fund Balance	\$ 1,988,545	\$ 1,773,547	\$ 3,146,082	\$ 3,146,082	\$ 3,604,985	\$ 3,604,985		
Revenues:								
Intergovernmental	10,477,320	10,885,982	12,972,014	6,155,988	13,116,328	13,019,669	(96,659)	0.4%
Charges for Services	1,971,223	2,030,197	2,087,060	2,389,828	2,143,700	2,143,700	-	2.7%
Miscellaneous Revenue	96,151	(44,340)	254,140	219,031	248,005	248,005	-	-2.4%
Total Revenue	12,544,694	12,871,839	15,313,214	8,764,847	15,508,033	15,411,374	(96,659)	0.6%
Transfers In	1,797,732	2,614,309	1,513,272	1,163,932	1,214,040	1,141,122	(72,918)	-24.6%
Total Sources	14,342,426	15,486,148	16,826,486	9,928,779	16,722,073	16,552,496	(169,577)	-1.6%
Expenditures:								
Transit Administration	1,760,495	1,701,478	2,126,637	1,828,001	1,985,679	1,849,252	(136,427)	-13.0%
Transit Operations	6,761,531	7,054,561	8,460,825	7,385,888	8,055,674	8,022,524	(33,150)	-5.2%
Capital Outlay	5,921,053	5,223,487	7,460,780	91,000	7,580,000	7,580,000	-	1.6%
Total Expenditures	14,443,079	13,979,526	18,048,242	9,304,889	17,621,353	17,451,776	(169,577)	-3.3%
Transfers Out	114,345	134,087	164,987	164,987	184,969	181,981	(2,988)	10.3%
Total Uses	14,557,424	14,113,613	18,213,229	9,469,876	17,806,322	17,633,757	(172,565)	-3.2%
Ending Restricted Fund Balance	\$ 1,773,547	\$ 3,146,082	\$ 1,759,339	\$ 3,604,985	\$ 2,520,736	\$ 2,523,724	\$ 2,988	43.4%
Net Change in Fund Balance	\$ (214,998)	\$ 1,372,535	\$ (1,386,743)	\$ 458,903	\$ (1,084,249)	\$ (1,081,261)		



TOWN OF JACKSON, WYOMING
RECOMMENDED BUDGET FOR FISCAL YEAR 2026
START BUS SYSTEM FUND
REVENUES AND OTHER SOURCES

REVENUE DESCRIPTION	FY2023 ACTUAL	FY2024 ACTUAL	FY2025 AMENDED	FY2025 ESTIMATED	FY2026 REQUESTED	FY2026 RECOMM'D	TOWN MGR ADJUSTMENT	% CHANGE FY25 AMEND
FTA/Wyoming 5311 Grant	\$ 1,840,088	\$ 3,786,593	\$ 3,573,630	\$ 3,623,630	\$ 4,100,000	\$ 4,100,000	\$ -	14.7%
FTA/Wyoming 5311 CARES	1,921,696	383,236	426,370	426,370	-	-	-	-100.0%
FTA/Idaho 5311 Grant	219,726	253,761	407,156	235,211	460,000	460,000	-	13.0%
FTA/Idaho 5311 CARES	143,568	137,223	209,789	209,789	-	-	-	-100.0%
FTA/Idaho 5311 Grand Targhee Grant	186,083	226,566	415,000	266,300	266,300	266,300	-	-35.8%
BUILD Grant - Stilson	-	290,877	-	-	-	-	-	---
BUILD Grant - Buses	-	2,433,441	1,580,813	-	1,542,000	1,542,000	-	-2.5%
WYDOT 5304 - Airport Planning Grant	74,093	45,518	-	-	-	-	-	---
Teton County - WYDOT Funds for BUILD	-	119,341	-	-	-	-	-	---
FTA 5339/WY Capital - Buses	4,163,076	-	1,452,000	-	4,430,000	4,430,000	-	205.1%
FTA 5339/ ID Capital - Buses	-	1,145,148	-	-	-	-	-	---
Low-No Grant	-	-	2,580,012	-	-	-	-	-100.0%
Bus Shelter Grant	-	-	-	-	312,000	312,000	-	---
Teton County - Operations	981,924	1,363,828	1,345,548	1,345,548	1,609,308	1,512,649	(96,659)	12.4%
Teton County - Capital	947,066	700,450	981,696	49,140	396,720	396,720	-	-59.6%
Total Intergovernmental Revenue	10,477,320	10,885,982	12,972,014	6,155,988	13,116,328	13,019,669	(96,659)	0.4%
Transit Fares	212,936	262,867	255,000	305,000	305,000.00	305,000	-	19.6%
Star Valley Passes	84,916	90,536	70,200	72,895	72,000.00	72,000	-	2.6%
Star Valley Ticket	7,556	8,341	10,000	9,063	10,000.00	10,000	-	0.0%
Teton Valley Pass	82,953	67,131	72,000	67,120	70,000.00	70,000	-	-2.8%
Teton Valley Ticket	12,768	10,814	19,000	7,500	10,000.00	10,000	-	-47.4%
Transit Contract Fares	291,112	711,943	679,500	873,750	697,500	697,500	-	2.6%
JH Airport	-	90,036	100,000	-	18,000	18,000	-	-82.0%
Airport Fares	-	52,940	85,000	80,000	80,000	80,000	-	-5.9%
START Advertising	2,200	9,595	5,000	7,500	7,500.00	7,500	-	50.0%
Bike Share - Member Revenue	15,882	-	-	-	-	-	-	---
Teton Village Area 2 1% Transfer Fee	1,260,900	719,343	784,510	955,000	866,441	866,441	-	10.4%
Short Term Rental Impact Fee	-	6,651	6,850	12,000	7,259	7,259	-	6.0%
Total Charges for Services	1,971,223	2,030,197	2,087,060	2,389,828	2,143,700	2,143,700	-	2.7%
Interest Earnings	60,844	(205,152)	36,000	27,551	32,000	32,000	-	-11.1%
Contributions & Donations	-	-	3,000	-	3,000	3,000	-	0.0%
Primary Leases	24,853	156,687	215,140	191,480	213,005	213,005	-	-1.0%
Insurance Reimbursement	10,454	-	-	-	-	-	-	---
Miscellaneous Income	-	4,125	-	-	-	-	-	---
Total Miscellaneous Revenue	96,151	(44,340)	254,140	219,031	248,005	248,005	-	-2.4%
General Fund - Operations	-	1,155,121	-	-	-	-	-	---
General Fund - Capital	-	-	82,838	-	-	-	-	-100.0%
Capital Fund - Capital	314,805	-	-	-	-	-	-	---
Lodging Tax Fund - Operations	1,482,927	596,680	1,161,780	1,163,932	1,214,040	1,141,122	(72,918)	12.8%
Lodging Tax Fund - Capital	-	862,508	268,654	-	-	-	-	-163.2%
Total Transfers In	1,797,732	2,614,309	1,513,272	1,163,932	1,214,040	1,141,122	(72,918)	-24.6%
Total START Bus System Fund	\$ 14,342,426	\$ 15,486,148	\$ 16,826,486	\$ 9,928,779	\$ 16,722,073	\$ 16,552,496	\$ (169,577)	-1.6%

TOWN OF JACKSON, WYOMING
RECOMMENDED BUDGET FOR FISCAL YEAR 2026
START BUS SYSTEM FUND
ADMINISTRATION EXPENDITURES

EXPENDITURE DESCRIPTION	FY2023 ACTUAL	FY2024 ACTUAL	FY2025 AMENDED	FY2025 ESTIMATED	FY2026 REQUESTED	FY2026 RECOMM'D	TOWN MGR ADJUSTMENT	% CHANGE FY25 AMEND
Salaries & Wages - Regular	\$ 220,432	\$ 421,547	\$ 472,886	\$ 456,520	\$ 515,655	\$ 515,655	-	9.0%
Buyout - Compensated Absences	5,899	2,448	9,094	6,000	9,916	9,916	-	9.0%
Overtime	10,482	1,581	5,000	2,500	2,500	2,500	-	-50.0%
Holiday Pay - PTO Buyback	3,158	3,530	5,000	2,500	2,500	2,500	-	-50.0%
FICA & Medicare	18,153	33,528	37,636	36,333	40,589	40,589	-	7.8%
Health Insurance	94,464	104,312	105,891	105,891	73,493	74,893	1,400	-29.3%
Vision Insurance	761	942	647	647	613	613	-	-5.3%
Dental Insurance	3,942	4,883	3,599	3,599	2,901	2,901	-	-19.4%
Wyoming Retirement	36,839	70,538	80,218	77,442	86,834	86,834	-	8.2%
Workers' Compensation	3,381	7,393	10,719	10,348	13,753	13,753	-	28.3%
State Unemployment	-	328	1,108	1,070	1,108	1,108	-	0.0%
Disability/Life Insurance	1,038	2,620	2,726	2,726	2,964	2,964	-	8.7%
General/Office Supplies	16,928	6,947	10,000	10,000	10,000	10,000	-	0.0%
Postage	265	47	250	150	150	150	-	-40.0%
Printing & Publication	9,128	14,173	18,000	15,000	18,000	18,000	-	0.0%
Advertising	898	9,539	65,850	50,000	55,600	55,600	-	-15.6%
Dues & Subscriptions	3,063	1,688	3,000	2,500	2,500	2,500	-	-16.7%
Utilities	103,760	57,253	135,000	60,000	65,000	65,000	-	-51.9%
Water and Sewer Charges	5,048	5,038	8,800	17,000	17,000	17,000	-	93.2%
Professional Services	325,676	101,773	250,000	130,000	315,000	177,000	(138,000)	-29.2%
Build Grant - Teton County	314,805	62,775	-	-	-	-	-	-
Planning Grant - Airport Feasibility	92,616	56,897	-	-	-	-	-	-
Saas	-	70,027	144,000	150,000	145,000	145,000	-	0.7%
Employee Recognition	-	9,065	12,000	11,000	12,000	12,000	-	0.0%
Physicals	2,883	2,697	3,200	2,500	3,500	3,500	-	9.4%
Drug and Alcohol Testing	4,208	2,915	7,370	7,370	7,600	7,600	-	3.1%
Credit Card Fees	7,715	11,357	11,400	11,350	11,400	11,400	-	0.0%
Repair & Maint - Buildings	108,436	171,804	160,200	110,000	141,400	141,400	-	-11.7%
Training, Travel, & Meetings	13,073	10,032	14,000	8,000	14,000	14,000	-	0.0%
Employee Recruitment	58,332	15,479	62,000	50,000	35,000	35,000	-	-43.5%
Employee Housing	122,870	271,338	307,162	309,077	174,652	174,652	-	-43.1%
Town-Wide IT Charge	98,823	91,119	98,447	98,447	113,218	113,218	-	15.0%
Departmental Software	-	-	-	-	5,400	5,400	-	-
Property Insurance	71,497	73,136	77,983	76,605	82,902	82,902	-	6.3%
Liability Insurance	1,922	2,729	3,451	3,426	3,531	3,704	173	7.3%
Total START Bus Administration	\$ 1,760,495	\$ 1,701,478	\$ 2,126,637	\$ 1,828,001	\$ 1,985,679	\$ 1,849,252	\$ (136,427)	-13.0%

TOWN OF JACKSON, WYOMING
RECOMMENDED BUDGET FOR FISCAL YEAR 2026
START BUS SYSTEM FUND
OPERATIONS EXPENDITURES

EXPENDITURE DESCRIPTION	FY2023 ACTUAL	FY2024 ACTUAL	FY2025 AMENDED	FY2025 ESTIMATED	FY2026 REQUESTED	FY2026 RECOMM'D	TOWN MGR ADJUSTMENT	% CHANGE FY25 AMEND
Salaries & Wages - Regular	\$ 679,761	\$ 825,789	\$ 1,231,822	\$ 1,106,000	\$ 1,423,984	\$ 1,343,315	(80,669)	9.1%
Salaries & Wages - Supervisor	296,834	377,446	412,057	410,000	447,169	447,169	-	8.5%
Salaries & Wages - Part-Time	613,438	1,123,654	1,303,164	1,127,500	1,363,247	1,158,159	(205,088)	-11.1%
Buyout - Compensated Absences	14,099	9,987	31,613	15,000	35,984	34,432	(1,552)	8.9%
Overtime	161,420	165,813	159,950	175,000	160,000	160,000	-	0.0%
Overtime - Supervisor	61,526	54,178	15,000	45,000	15,000	15,000	-	0.0%
Holiday Pay	28,689	28,493	30,000	30,000	30,000	30,000	-	0.0%
FICA & Medicare	139,784	194,643	245,209	220,163	265,867	243,888	-	-0.5%
Health Insurance	634,740	525,551	527,169	527,169	544,646	527,409	(17,237)	0.0%
Vision Insurance	4,431	4,366	4,176	4,176	4,488	4,218	(270)	1.0%
Dental Insurance	21,945	21,359	19,931	19,931	21,731	20,336	(1,395)	2.0%
Wyoming Retirement	201,411	236,879	313,040	288,688	354,973	341,010	(13,963)	8.9%
Workers' Compensation	44,567	56,899	85,654	85,654	90,175	82,713	(7,462)	-3.4%
State Unemployment	-	2,141	19,404	19,404	21,111	18,784	(2,327)	-3.2%
Disability/Life Insurance	6,401	11,479	15,087	15,087	17,251	16,411	(840)	8.8%
Uniforms	7,084	1,616	10,400	5,000	8,000	8,000	-	-23.1%
Operating Supplies	-	8,681	7,950	7,700	8,500	8,500	-	6.9%
Radio Services	2,436	4,428	8,500	6,500	6,500	6,500	-	-23.5%
TV Shuttle - Salt Lake Express	694,865	222,715	351,000	351,000	-	385,000	385,000	9.7%
Microtransit - East Jackson	1,060,800	1,228,618	1,357,041	1,350,000	1,467,000	1,467,000	-	8.1%
Microtransit - South Park	151,288	-	-	-	-	-	-	-
Van Pool	-	-	-	-	54,400	-	(54,400)	-
Repair & Maint - Vehicles	3,790	130	6,549	4,270	6,500	6,500	-	-0.7%
Repair & Maint - Shop Parts	393,235	327,982	439,846	315,000	318,290	318,290	-	-27.6%
Repair & Maint - Shop Labor	257,677	245,122	482,673	225,000	334,400	334,400	-	-30.7%
Petroleum Products	347,250	459,722	482,144	350,000	430,445	430,445	-	-10.7%
Trash Collections	41,681	25,584	50,000	29,000	25,000	25,000	-	-50.0%
Grand Targhee Grant Administration	186,083	226,606	415,000	235,000	266,300	266,300	-	-35.8%
Liability Insurance	164,877	158,612	268,646	268,646	248,314	237,346	(10,968)	-11.7%
Facility Lease	70,417	74,630	97,800	80,000	86,400	86,400	-	-11.7%
Bus & Battery Leases	432,102	431,438	70,000	70,000	-	-	-	-100.0%
Bike Share	38,900	-	-	-	-	-	-	-
Total START Bus Operations	\$ 6,761,531	\$ 7,054,561	\$ 8,460,825	\$ 7,385,888	\$ 8,055,674	\$ 8,022,524	\$ (33,150)	-5.2%

TOWN OF JACKSON, WYOMING
RECOMMENDED BUDGET FOR FISCAL YEAR 2026
START BUS SYSTEM FUND
CAPITAL EXPENDITURES AND OTHER USES

EXPENDITURE DESCRIPTION	FY2023 ACTUAL	FY2024 ACTUAL	FY2025 AMENDED	FY2025 ESTIMATED	FY2026 REQUESTED	FY2026 RECOMM'D	TOWN MGR ADJUSTMENT	% CHANGE FY25 AMEND
Capital Equipment	\$ 5,699,319	\$ 4,722,063	\$ 7,380,780	\$ 91,000	\$ 7,190,000	\$ 7,190,000	\$ -	-2.6%
New Buses	5,193,983	4,320,207	-	-	-	-	-	-
OTR Coach - diesel (2)			1,600,000	-	1,800,000	1,800,000	-	-
40 foot bus - diesel (4)			3,600,000	-	3,200,000	3,200,000	-	-
40 foot bus - hybrid (2)			1,859,780	-	1,990,000	1,990,000	-	-
ADA Bus (1)	77,700	-	190,000	-	160,000	160,000	-	-
ITS Technology	427,636	370,528	-	-	-	-	-	-
Tahoe- supervisory replacement	-	29,000	40,000	-	40,000	40,000	-	-
Radio System	-	2,328	91,000	91,000	-	-	-	-
Capital Improvements	221,734	501,424	80,000	-	390,000	390,000	-	387.5%
Office Space Conversion	221,734	128,328	-	-	-	-	-	-
Bus Shelter (3)	-	-	80,000	-	390,000	390,000	-	-
Stilson (Traffic Signal/TSP)	-	8,238	-	-	-	-	-	-
Stilson Transit Center	-	364,858	-	-	-	-	-	-
Total START Bus Capital Outlay	5,921,053	5,223,487	7,460,780	91,000	7,580,000	7,580,000	-	1.6%
Indirect Cost Allocation	114,345	134,087	164,987	164,987	184,969	181,981	(2,988)	10.3%
Total START Bus Interfund Transfer	114,345	134,087	164,987	164,987	184,969	181,981	(2,988)	10.3%
Total START Bus System	\$ 14,557,424	\$ 14,113,613	\$ 18,213,229	\$ 9,469,876	\$ 17,806,322	\$ 17,633,757	\$ (172,565)	-3.2%

TOWN OF JACKSON, WYOMING
RECOMMENDED BUDGET FOR FISCAL YEAR 2026
LODGING TAX FUND
REVENUES, EXPENDITURES, AND CHANGES TO FUND BALANCE

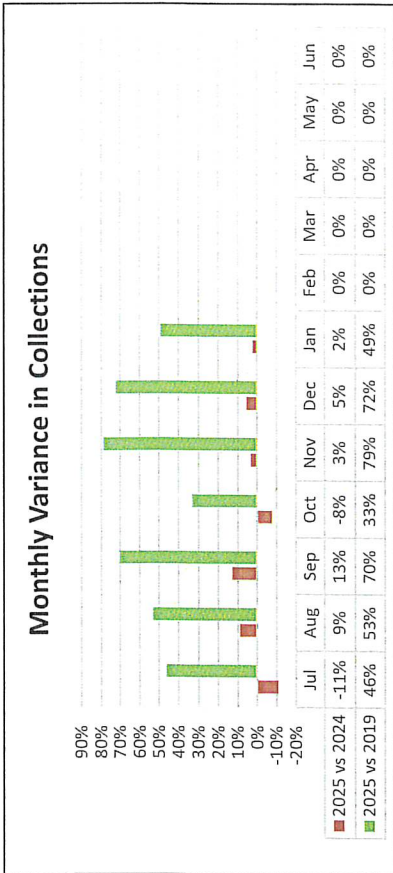
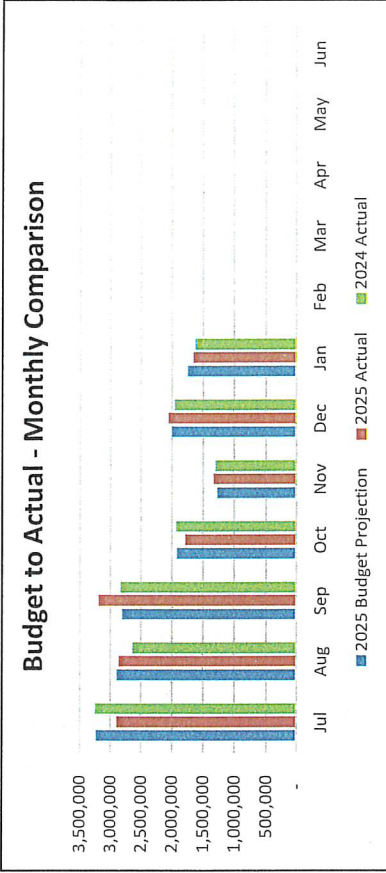
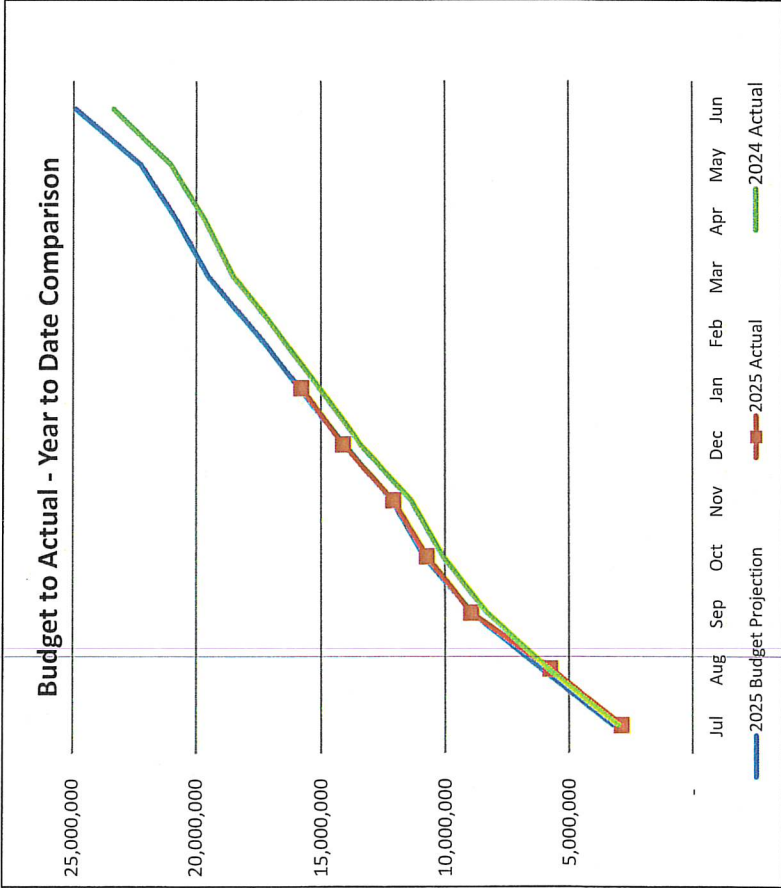
DESCRIPTION	FY2023 ACTUAL	FY2024 ACTUAL	FY2025 AMENDED	FY2025 ESTIMATED	FY2026 REQUESTED	FY2026 RECOMM'D	TOWN MGR ADJUSTMENT	% CHANGE FY25 AMEND
Beginning Fund Balance	\$ 1,447,887	\$ 816,420	\$ 280,079	\$ 280,079	\$ 541,581	\$ 541,581		
Revenues:								
Taxes	1,365,694	1,453,950	1,420,834	1,420,834	1,463,459	1,463,459	-	3.0%
Intergovernmental	228,965	-	-	-	-	-	-	---
Miscellaneous	35,283	16,198	9,600	4,600	21,700	21,700	-	126.0%
Total Revenue	1,629,942	1,470,148	1,430,434	1,425,434	1,485,159	1,485,159	-	3.8%
Transfers In	-	-	-	-	-	-	-	---
Total Sources	1,629,942	1,470,148	1,430,434	1,425,434	1,485,159	1,485,159	-	3.8%
Expenditures:								
Culture & Recreation	778,482	547,301	-	-	-	-	-	---
Total Expenditures	778,482	547,301	-	-	-	-	-	---
Transfers Out	1,482,927	1,459,188	1,430,434	1,163,932	1,214,040	1,141,122	(72,918)	-20.2%
Total Uses	2,261,409	2,006,489	1,430,434	1,163,932	1,214,040	1,141,122	(72,918)	-20.2%
Ending Fund Balance	\$ 816,420	\$ 280,079	\$ 280,079	\$ 541,581	\$ 812,700	\$ 885,618	\$ 72,918	216.2%
Net Change in Fund Balance	\$ (631,467)	\$ (536,341)	\$ -	\$ 261,502	\$ 271,119	\$ 344,037		

TOWN OF JACKSON, WYOMING
SALES TAX COLLECTIONS (4% and 1%)
January-25

Receipt Month	FY2021	FY2022	FY2023	FY2024	23/24		24/25		24/25		Leading (Lagging)		12 Mth Rolling Avg	Sales Month
					Dollar Change	Percent Change	Dollar Change	Percent Change	Dollar Change	Percent Change	Budget Projection Dollars	Percent		
Sep	\$ 1,769,138	\$ 2,940,727	\$ 3,038,206	\$ 3,244,506	\$ 206,300	6.8%	\$ 2,894,448	\$ (350,058)	-10.8%	\$ 3,229,754	\$ (335,305)	-10.4%	3.7%	Jul
Oct	2,037,216	2,581,592	2,814,295	2,630,958	(183,337)	-6.5%	2,861,004	230,046	8.7%	2,891,177	(30,172)	-1.0%	5.5%	Aug
Nov	1,772,257	2,361,890	2,483,817	2,829,985	346,169	13.9%	3,194,976	364,990	12.9%	2,795,725	399,251	14.3%	5.5%	Sep
Dec	1,499,343	1,717,038	1,753,812	1,923,486	169,674	9.7%	1,776,493	(146,993)	-7.6%	1,908,178	(131,685)	-6.9%	4.1%	Oct
Jan	1,039,309	1,177,089	1,264,886	1,291,898	27,011	2.1%	1,331,808	39,910	3.1%	1,264,867	66,941	5.3%	4.2%	Nov
Feb	1,447,249	1,784,364	2,040,430	1,954,291	(86,139)	-4.2%	2,061,191	106,900	5.5%	1,995,756	65,435	3.3%	5.0%	Dec
Mar	1,611,959	1,645,074	1,654,046	1,620,381	(33,664)	-2.0%	1,656,161	35,779	2.2%	1,739,658	(83,498)	-4.8%	5.3%	Jan
Apr	1,398,575	1,844,145	1,688,657	1,653,199	(35,459)	-2.1%								Feb
May	1,405,909	1,779,975	1,763,405	1,990,492	227,087	12.9%								Mar
Jun	1,060,978	1,232,457	1,134,129	1,213,859	79,730	7.0%								Apr
Jul	1,395,334	1,386,747	1,370,962	1,470,800	99,838	7.3%								May
Aug	2,354,092	2,207,435	2,348,839	2,960,282	611,444	26.0%								Jun
Totals	\$ 18,791,359	\$ 22,658,532	\$ 23,355,485	\$ 24,784,138	\$ 1,428,653	6.1%	\$ 15,776,081	\$ 280,575	1.8%	\$ 15,825,114	\$ (49,034)	-0.3%		

Budgeted Sales Tax for FY 2024
Budgeted Sales Tax Year-to-Date
Actual Sales Tax Collected Year-to-Date
Leading (Lagging) Budget - through January

\$ 24,902,498
15,825,114
15,776,081
\$ (49,034)



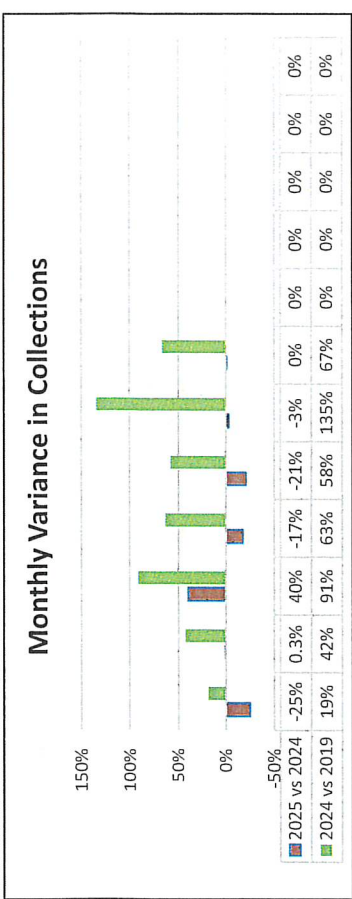
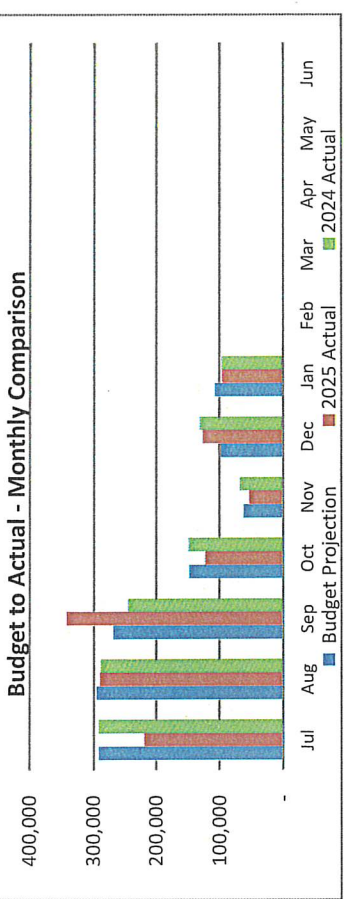
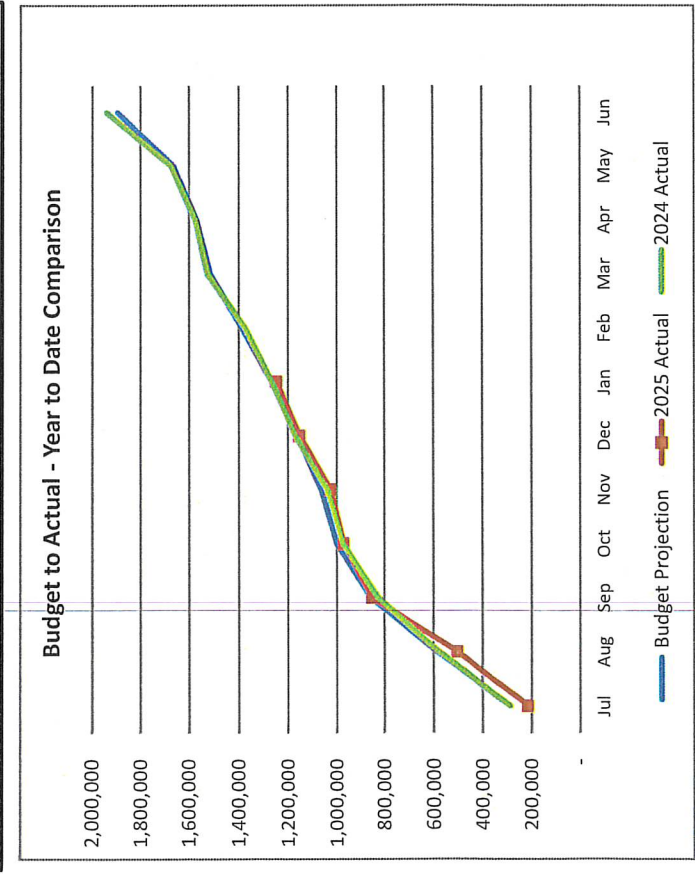
TOWN OF JACKSON, WYOMING
LODGING TAX COLLECTIONS
January-25

Month Received (2 mos. lag)	Lodging Tax - Total				Town			County			T/C Split Percent	
	Total	Promotion T&T Board	Visitor Impact	General Fund	Visitor Impact	General Fund	Total	Visitor Impact	General Fund	Total		
July	1,554,629	932,777	466,389	155,463	163,562	54,521	218,083	35.1%	302,826	100,942	403,768	64.9%
August	1,524,743	914,846	457,423	152,474	217,093	72,364	289,457	47.5%	240,330	80,110	320,440	52.5%
September	2,102,348	1,261,409	630,705	210,235	255,877	85,292	341,169	40.6%	374,828	124,943	499,770	59.4%
October	638,348	383,009	191,504	63,835	91,156	30,385	121,541	47.6%	100,348	33,449	133,798	52.4%
November	202,503	121,502	60,751	20,250	40,175	13,392	53,566	66.1%	20,576	6,859	27,435	33.9%
December	663,077	397,846	198,923	66,308	94,488	31,496	125,985	47.5%	104,435	34,812	139,246	52.5%
January	654,044	392,427	196,213	65,404	71,971	23,990	95,961	36.7%	124,242	41,414	165,656	63.3%
February	-	-	-	-	-	-	-	-	-	-	-	-
March	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	-	-	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-
Totals	\$ 7,339,691	\$ 4,403,815	\$ 2,201,907	\$ 733,969	\$ 934,322	\$ 311,441	\$ 1,245,763	42.4%	\$ 1,267,585	\$ 422,528	\$ 1,690,114	57.6%

12 Month
Rolling Avg
3.3%

	FY2024		FY2025		Increase (Decrease)
	Year-to-Date	Year-to-Date	Year-to-Date	Year-to-Date	
T&T 60%	\$ 4,317,746	\$ 4,403,815	\$	\$	86,069
Town of Jackson	1,265,910	1,245,763			(20,147)
Teton County	1,632,587	1,690,114			57,526

Town of Jackson				30% Visitor Impact		10% General Fund		Total	
Budgeted Lodging Tax for FY 2025				\$ 1,420,834	\$	\$ 473,611	\$	\$ 1,894,445	
Budgeted Lodging Tax Year-to-Date				949,458		316,486		1,265,944	
Actual Lodging Tax Collected Year-to-Date				934,322		311,441		1,245,763	
Leading (Lagging) Budget - through January				(15,136)		(5,045)		(20,181)	



Town of Jackson, Wyoming
START Bus System

Monthly Financial Report

for the month of

3/31/2025

month

9

75.000%

	Period Actual	Period Budget (div by 12)	Period Variance	YTD Actual	YTD Budget	YTD Variance	%	Total Budget	Budget remaining	%
Revenues:										
Intergovernmental	\$ 1,139,519.00	\$ 1,081,001.17	\$ 58,517.83	\$ 2,835,942.26	\$ 9,729,010.50	\$ (6,893,068.24)	29.149%	\$ 12,972,014.00	\$ 10,136,071.74	21.862%
Charges for Service	488,048.74	173,921.67	314,127.07	1,868,090.36	1,565,295.00	302,795.36	119.344%	2,087,060.00	218,969.64	89.508%
Miscellaneous	37809.16	21,178.33	16,630.83	212,092.17	190,605.00	21,487.17	111.273%	254,140.00	42,047.83	83.455%
subtotal	\$ 1,665,376.90	\$ 1,276,101.17	\$ 389,275.73	\$ 4,916,124.79	\$ 11,484,910.50	\$ (6,568,785.71)	42.805%	\$ 15,313,214.00	\$ 10,397,089.21	32.104%
transfers in	93506.83	126,106.00	(32,599.17)	874,246.09	1,134,954.00	(260,707.91)	77.029%	1,513,272.00	639,025.91	57.772%
Total	\$ 1,758,883.73	\$ 1,402,207.17	\$ 356,676.56	\$ 5,790,370.88	\$ 12,619,864.50	\$ (6,829,493.62)	45.883%	\$ 16,826,486.00	\$ 11,036,115.12	34.412%
Expenditures										
Administration	\$ 144,607.79	\$ 177,219.75	\$ (32,611.96)	\$ 1,286,107.52	\$ 1,594,977.75	\$ (308,870.23)	80.635%	\$ 2,126,637.00	\$ 840,529.48	60.476%
Operations	619,555.97	705,068.75	(85,512.78)	4,863,288.61	6,345,618.75	(1,482,330.14)	76.640%	8,460,825.00	3,597,536.39	57.480%
subtotal	\$ 764,163.76	\$ 882,288.50	\$ (118,124.74)	\$ 6,149,396.13	\$ 7,940,596.50	\$ (1,791,200.37)	77.442%	\$ 10,587,462.00	\$ 4,438,065.87	58.082%
Capital outlay	\$ 67,676.77	\$ 621,731.67	\$ (554,054.90)	\$ 86,284.65	\$ 5,595,585.00	\$ (5,509,300.35)	1.542%	\$ 7,460,780.00	\$ 7,374,495.35	1.157%
Subtotal (cume)	\$ 831,840.53	\$ 1,504,020.17	\$ (672,179.64)	\$ 6,235,680.78	\$ 13,536,181.50	\$ (7,300,500.72)	46.067%	\$ 18,048,242.00	\$ 17,216,401.47	34.550%
Transfers out	\$ -	\$ 13,748.92	\$ (13,748.92)	\$ 94,177.00	\$ 123,740.25	\$ (29,563.25)	76.109%	\$ 164,987.00	\$ 70,810.00	57.081%
Total (cume)	\$ 831,840.53	\$ 1,517,769.08	\$ (685,928.55)	\$ 6,329,857.78	\$ 13,659,921.75	\$ 7,330,063.97	46.339%	\$ 18,213,229.00	\$ 11,883,371.22	34.754%
Net Revenue over Expenditures	\$ 927,043.20	\$ (115,561.92)	\$ 1,042,605.12	\$ (539,486.90)	\$ (1,040,057.25)	\$ (14,159,557.59)	51.871%	\$ (1,386,743.00)	\$ (847,256.10)	38.903%



Mission: We transport people. START safely provides the greater Jackson Hole community with convenient transportation

On-Time Performance

YEAR to Date

Percentage of actual arrival times that are between zero minutes early and five minutes late at designated points along transit routes.

2023	On Time Performance	2024	On Time Performance	2025	On Time Performance
January	67%	January	74%	January	79%
February	63%	February	71%	February	78%
March	64%	March	68%	March	81%
April	71%	April	74%		
May	64%	May	77%		
June	67%	June	74%		
July	67%	July	71%		
August	71%	August	74%		
September	72%	September	76%		
October	68%	October	72%		
November	74%	November	76%		
December	78%	December	74%		
Yearly Total	69%	Yearly Total	72%		



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.

On-Time Performance

1st Quarter of 2025

Percentage of actual arrival times that are between zero minutes early and five minutes late at designated points along transit routes.

2025

January

On Time Performance	
<i>Star Valley</i>	80%
<i>Teton Valley</i>	60%
<i>Town Shuttle</i>	84%
<i>TV Local</i>	77%
<i>Express</i>	76%
<i>South</i>	55%
<i>Airport</i>	80%

March

On Time Performance	
<i>Star Valley</i>	79%
<i>Teton Valley</i>	64%
<i>Town Shuttle</i>	85%
<i>TV Local</i>	71%
<i>Express</i>	78%
<i>South</i>	62%
<i>Airport</i>	81%

February

On Time Performance	
<i>Star Valley</i>	72%
<i>Teton Valley</i>	53%
<i>Town Shuttle</i>	88%
<i>TV Local</i>	73%
<i>Express</i>	74%
<i>South</i>	40%
<i>Airport</i>	83%



Quarterly Accident Totals 2025

First Quarter

	Miles	
January	104,016	Total Miles Driven
February	100,042	304,744
March	100,686	
		Total Preventable
		4
		Total Non-Preventable
		0
		Miles Between preventable accidents
		76,186

2024

January	102,552	Total Miles Driven
February	94,945	298,019
March	100,522	
		Total Preventable
		12
		Total Non-Preventable
		4
		Miles between preventable accidents
		24,835

2023

January	54,805	Total Miles Driven
February	52,432	166,565
March	59,328	
		Total Preventable
		11
		Total Non-Preventable
		5
		Miles between preventable accidents
		15,142.27



2025 Accident Totals and Comparisons



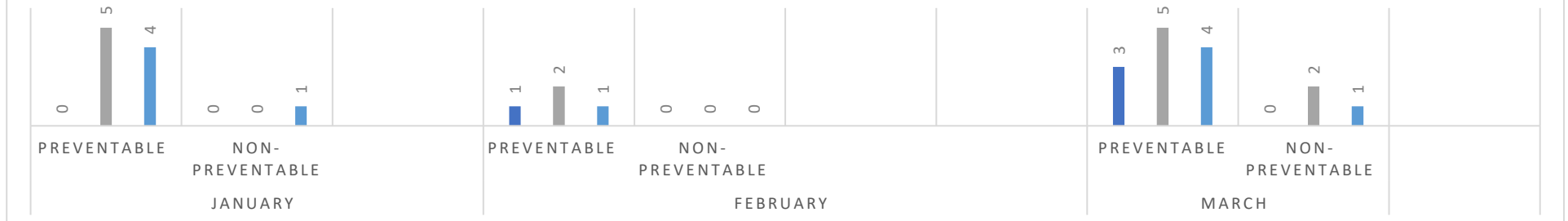
JANUARY 2025	
Preventable	0
Non-Preventable	0
FEBRUARY 2025	
Preventable	1
Non-Preventable	0
MARCH 2025	
Preventable	3
Non-Preventable	0

JANUARY 2024	
Preventable	5
Non-Preventable	0
FEBRUARY 2024	
Preventable	2
Non-Preventable	0
MARCH 2024	
Preventable	5
Non-Preventable	2

JANUARY 2023	
Preventable	4
Non-Preventable	1
FEBRUARY 2023	
Preventable	1
Non-Preventable	0
MARCH 2023	
Preventable	4
Non-Preventable	1

COMPARISONS

■ 2025 ■ 2024 ■ 2023 ■





Total Complaints



First Quarter 2025			
January	Riders	137,318	Total Ridership
February	Riders	134,405	404,068
March	Riders	132,345	
		Total Complaints	
		8	
TOTAL:		SLE	START
		3	5
Total complaints per 10,000:		80,000	
Passenger per complaints:		0.19	

First Quarter 2024			
January	Riders	144,857	Total Ridership
February	Riders	143,964	421,740
March	Riders	132,919	
		Total Complaints	
		10	
TOTAL:		SLE	START
		2	8
Total complaints per 10,000:		100,000	
Passenger per complaints:		0.23	



Total Comparisons 2025

January 2025	
Total Riders:	137,318
Total Complaints:	1
SLE:	1
START:	0
Total complaints per 10,000 passengers:	10,000
Passengers per complaints:	0.07
February	
Total Riders:	134,405
Total Complaints:	3
SLE:	1
START:	2
Total complaints per 10,000 passengers:	30,000
Passengers per complaints:	0.22
March	
Total Riders:	132,345
Total Complaints:	4
SLE:	1
START:	3
Total complaints per 10,000 passengers:	80,000
Passengers per complaints:	0.19

January 2024	
Total Riders:	144,857
Total Complaints:	1
SLE:	0
START:	1
Total complaints per 10,000 passengers:	10,000
Passengers per complaints:	0.07
February	
Total Riders:	143,964
Total Complaints:	4
SLE:	0
START:	4
Total complaints per 10,000 passengers:	40,000
Passengers per complaints:	0.28
March	
Total Riders:	132,919
Total Complaints:	5
SLE:	2
START:	3
Total complaints per 10,000 passengers:	50,000
Passengers per complaints:	0.18