

START Board Regular Meeting

August 28, 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. July 24, 2025, Regular Meeting

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

- A. DISCUSSION/ACTION ITEMS:
 - 1. Director Introduction – LizAnn Eisen
 - 2. START Bus July 2025 Ridership Report – Mike Toronto & Bruce Abel
 - 3. START On-Demand – Mike Toronto & Bruce Abel
 - i. East Jackson Ridership July 2025
 - 4. START Bus July 2025 Financial Report – Mike Toronto & Bruce Abel
 - 5. Capital Update – Mike Toronto & Bruce Abel
 - 6. Fall Service Update – Mike Toronto & Bruce Abel
 - 7. Winter Contracted Services RFQ update – Mike Toronto & Bruce Abel
 - 8. Technology Update – Mike Toronto & Bruce Abel
 - i. Masabi phase 2 rollout
 - 9. Airport Shuttle Pilot Update – Mike Toronto & Bruce Abel
 - 10. Transit Development Plan Update – Mike Toronto & Bruce Abel

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11. Regional Transportation Update—Dr. Charlotte Frei

i. Parking Update

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, September 25, 2025 from 3:30 pm to 5:00 pm – County Commissioner's Chambers
- B. Please click the link below to join the webinar:
<https://us02web.zoom.us/j/81835214832?pwd=OoSio3GbfjepP6keZs77rA4RWRNlBB.1>
- C. Webinar ID: 818 3521 4832 / Passcode: 83001

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START Board Regular Monthly Meeting Minutes

July 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>

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Swearing in of new Board Member

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 – Absent (Secretary), Julien Hass – Virtual, Meghan Quinn – Absent, Will Roscoe – Virtual (joined at 3:33 pm) Jared Smith – 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 – In-person (START Admin Assistant), Tate Coleman – Virtual (START Service Planner), Lea Colasuonno – Absent (Town Attorney), Susan Purcell – Virtual (Assistant Town Attorney)
- Other: Charlotte Frei – Virtual (Regional Transportation Planning Administrator)

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

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A.

IV. CONSENT AGENDA (3:40-3:50)

A. Approval of Minutes

1. June 26, 2025, Regular Meeting

B. Approval of Gillig Bus Purchase Contract

Motion to approve consent agenda as presented made by Kristin Unruh, seconded by Jared Smith. All in favor. Motion carries unanimously.

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

A. DISCUSSION/ACTION ITEMS:

1. **Endorsement of Transit Signal Priority Staff Report – Bruce Abel**

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- i. The action we are asking the Board for is to endorse the Staff Report from Staff so it is a START Board endorsed action relative to the continued pursuit of Transit Signal priority. TSP is one of the elements of the BUILD grant, along with 12 other elements
- ii. As we've discussed in previous meetings, we have experienced resistance from WYDOT to moving forward. We need their permission to move forward because the essence of the technology for TSP is we will place technology on the buses and inside the WYDOT traffic signal control boxes.
- iii. Those two pieces of technology communicate with each other, enabling the buses to have priority moving through a signalized intersection.
- iv. We have been in discussions with WYDOT for 2 years.
- v. This has involved a lot of time with our consultants.
- vi. Teton County is the designated recipient for the BUILD Grant. Abel had anticipated this Staff Report would come from the County to the County Commissioners or JIM.
- vii. Last week County advised report should come from Abel. He said it should come from START to the Town.
- viii. Teton County's perspective is that START is responsible for implementing this element of the BUILD Grant, therefore START should request the removal from the grant.
- ix. However, all we are doing is making a recommendation that the County request removal since they are the grantee. We don't have legal authority to remove it.
- x. We have elevated this discussion as far as we can—County, START, Consultants, WYDOT. We have also discussed it with FTA.
- xi. WYDOT has said they will not allow us to "turn the system on". WYDOT will have control of the TPS equipment via the traffic light boxes. All traffic lights in Jackson are on the state system. WYDOT said we can install it, but they won't give permission to turn it on until we have performed a Concept of Operations plan first.
- xii. Abel thought we had already completed a Con-Ops plan a year and a half ago, when our consultants analyzed all the intersections and communicated impacts to WYDOT.
- xiii. In terms of risk, we could spend the money to install the system and WYDOT could not allow us to use it. [Originally \$750,000. Now \$920,000, including \$130,000 for the Con-ops plan]
 1. If we use the grant money, but don't use the system FTA could ask for the money back.
- xiv. Additionally, WYDOT wants a contract that would agree to us retaining an engineer licensed in WY to run the system. There is no such person in Jackson since the town does not own any of the traffic lights.
 1. We could either need to hire an engineer, or engage a consultant
- xv. Original discussions indicated we would hire an engineer to install the system, but WYDOT would maintain system going forward.
 1. Now WYDOT has said it will not take care of maintenance
- xvi. Finally, WYDOT includes language in the proposed contract that they can terminate the cooperative agreement at any time for any reason.
- xvii. We are discussing this now because the County is considering removing the Teton Pass Bike Path element from the BUILD grant. FTA told us not to alter the BUILD grant piecemeal.
- xviii. Teton County would like to free up the funding and reallocate the federal Bike Path money to other elements of the BUILD grant.

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1. Stilson transit center and other elements are more expensive than originally expensive
- xix. In conversations with a lot of people, acknowledge the staff report is very in depth, we are recommending that we would endorse a Staff Report to Town Council as the responsible party
 1. We would remove TSP from the BUILD grant at this point in time
 2. We would request the reallocation of the funds to other BUILD grant elements
 3. We would recommended that money be allocated for the performance of a Con-Ops (approx. \$130,000, need to be appropriated)
 4. If the outcome of the Con-Ops shows improved efficiency for transit, and shows WYDOT that it is ok for them to approve it, we would move forward with a grant application for TSP.
 - i. A separate grant could be advantageous. BUILD grant Feds are paying 20% and Local is paying 80%. If we get a 5339 grant we would get 80% Fed and 20% Local.
- xx. Hass—We would be reallocating funds from TSP to another part of BUILD? Abel—we [START] can't, but the County can. We would recommend allocating funds to the Con-Ops plan. [Con-Ops is not BUILD funded.]
 1. Hass—Asked if there is a recommendation for using the funds should be used for as part of the BUILD grant and Con-ops plan? Abel—that would be a decision by the County Commission how they choose to reallocate. He believes there is a desire to apply the funds to Stilson, which is still a transit project. Bus purchases have come in on budget, so there is no need to reallocate TSP money there.
 2. Hass—Is there a way to apply funds to START only projects? Abel—the federal funding for BUILD can only be applied to other BUILD elements.
 3. Smith—Clarified that Stilson Transit Center is START related. Explained he was the principal author of the BUILD grant in 2020. At the time the BUILD grant was written there was a champion in Cheyenne. They were working on a similar project to TSP. There was an approved vendor. They worked with that vendor on the proposal. That information was included in grant. As Abel has said, WYDOT has walked back their support. Absent that champion, people have been throwing up roadblocks. Smith also thought the Con-Ops was completed. WYDOT was originally interested in TSP because it was going to benefit first responders as well.
 - i. Smith suggests, with experience from HW22 advisory committee, feels the biggest place TPS would help would be at the Y intersection by Albertsons. Would not need to modify suggested motion. A managed lane is being considered for that intersection. It is part and parcel with that to include TSP.
 4. Smith says it is a shame to remove TSP, but it might come back with HW22 corridor updates.
 5. Hass—asked for clarification on TSP in Cheyenne. Smith not sure if they moved forward. Abel—they did move forward with the project. Cheyenne has town operated traffic signals, so they had the staff members necessary to meet the requirements. Our research indicates the closest person with the qualifications is in Rock Springs.
 6. Hass—can we use Cheyenne as an example to support doing it in Jackson? Abel—yes, we have included that in our conversations.

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- i. Abel added that one of WYDOT's comments is that they receive numerous complaints from throughout the state about traffic signal timing, and the majority of them come from Teton County because of the volume of traffic.
- ii. Another telling statement is that Abel talked about the through-put of people through intersections and they responded they are interested in the through-put of vehicles

Motion made by Unruh, seconded by Smith, to endorse the attached staff report to Jackson Town Council recommending that a request be made to FTA to remove the TSP project for the BUILD grant including a request to reallocate federal funds associated with TSP to other components of the BUILD grant, and

I move to request that the Town of Jackson and Teton County Wyoming allocate funds to perform the WYDOT required Concept of Operations (ConOps) plan for future consideration of Transit Signal Priority in the Jackson/Teton County area, and

I move to direct staff to apply for a future Federal Transit Administration capital grant for the implementation of Transit Signal Priority if the Concept of Operations Plan indicates improved efficiency for transit operations and secures WYDOT approval.

All in Favor. Motion passes unanimously.

[Eisen left at 3:55 pm and turned meeting over to Unruh]

2. START Bus June 2025 Ridership Report – Bruce Abel

- i. Slight decline in ridership month over month for the first time in several years.
 - 1. Potential reasons. Guest-o-metric indicates a softening of visitation. Airplane traffic is flat.
 - 2. We had a slight decrease on the system as a whole, but also on Village and Town Shuttle.
- ii. However, Year-to-Date we still show an increase in ridership of just under 2.5%. With TV and TS being main contributors to overall system ridership.

3. START On-Demand – Bruce Abel

- i. East Jackson Ridership June 2025
 - 1. Continue to see decrease in ridership. But healthy ridership per hour. There was an improvement in wait times to 10 minutes.
 - 2. Still engaged with Downtowner about ways to improve service.
 - 3. Most places in the country would be thrilled with 8 passengers per hour for on-demand service.
 - 4. We are experimenting with how vehicles are assigned to the SoD service zone in the app. We are reviewing how the Library and Albertsons impact service.

4. START Bus June 2025 Financial Report – Bruce Abel

- i. Budget was passed by Town and County in June.
- ii. Van Pool program was included. Expanded peak hour summer service to Teton Village was included.
- iii. Elected officials did endorse START Board recommendation for acquiring 2 diesel electric hybrid and 4 clean diesel buses.
- iv. Our 5311 grant was approved for \$4.9 million. We budgeted \$4.1 million. This is done on a reimbursement basis.

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- v. Smith—We went into this [budget request] with assumptions. We are about \$800,000 higher on the WYDOT grant. Is that an opportunity to look at other projects we did not include? Abel—Believes there would be potential rational to go back to elected officials to ask for an amendment for projects that were not funded. Or we could use it if expenses are higher. A 5311 grant is reimbursement for expenses incurred; we would need to be able to justify it through higher expenses.
- vi. Hass—asked about cost of new buses. Abel—the price did go up. The price of a clean diesel is now \$700,000. The price of hybrid is \$1.1 million. Received revised prices from Gilling in May, so they are included in budget. We also amended our grant with WYDOT for the 4 clean diesel. WYDOT has increased the federal share. 85% federal, 15% local now. We are still waiting for updated grant contracts. We received notice that the contracts are being reviewed and should be back in 2 to 4 weeks.
- vii. We have received a financial report from Town for June. It is the “first close”. Not all the June payments have been recorded yet.
- viii. Discussion of budget usage in FY25.
- ix. Smith—Asked about marketing and professional services spending.
- 1. Abel – The advertising came in at 43 of 65, approx. 20% under budget. Professional services, 225,000 vs 275,000. Smith asked for clarification of TDP professional services vs Marketing professional services.
 - i. Abel explained marketing professional services was removed from FY26. Believes it was also removed from FY25. \$275,000 was all professional services combined.
- 2. Smith—Expressed concern about low marketing spending. This is the first year post-COVID that we’ve seen a decline in ridership. We’ve been relying on the regular riders. We should revisit a marketing/outreach effort. We have a service planner on staff now. There are very few transit agencies that want to grow that don’t advertise. The Airport Shuttle is an example of a well-crafted campaign. We should replicate that for the commuter lines and the proposed van pool. If we want to grow, we need to put our money where our mouth is.
- 3. Abel—the marketing consultant was removed from FY26, and we were told to use the town’s communications department. Abel has worked with a marketing freelancer to create a draft campaign, but has not launched it yet. Smith—suggested that if there is available budget we can reallocate funds and leverage the extra \$800,00
- 5. Capital Update – Bruce Abel**
 - i. We have given final notice to proceed to MCI for the new over the road coaches
 - ii. Gillig is saying 20 months for a standard coach
- 6. Q2 KPIs for April/May/June – Jason Pitts**
 - i. Pitts—we are looking good this quarter. On-time performance an upward trend after a slight dip in June. We are moving in the right direction.
 - 1. We are in the middle of construction season, and other traffic challenges that affect us drastically.
 - 2. Accidents—slight uptick for this quarter compared to years past. We are looking at measures to improve and keep passengers safe and comfortable.
 - 3. Complaints are trending downward, which is good. For the quarter we are trending downward, and complaints per 10,000 passengers is also down.
- 7. Technology Update – Bruce Abel**
 - i. Masabi phase 2 rollout – nothing new to report
- 8. Airport Shuttle Pilot Update – Bruce Abel**

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- i. We are budgeted to provide service again this coming winter
- ii. Discussions are around schedule. The 5:00 am outbound trip is well utilized. 6, 7, and 8 am trips were not well utilized. Airport staff wants to get on-property employers to use passes for their employees. That usage did not materialize last year.
- iii. We gave Airport Staff until next week to talk with other employers. If Airport Staff does not receive firm commitments, we would ask to reallocate Airport Shuttle hours to the middle of the day to provide half-hour service.
- iv. Will be meeting with Airport Staff and Travel and Tourism Bureau again.

9. Regional Transportation Update – Dr. Charlotte Frei

- i. Impact Fee nexus based on a capital plan and 5-year trip forecast
 - 1. We were directed at the joint meeting to pursue a transportation impact fee program.
 - 2. We think it would be based on the nexus of our 5-year capital plan and the 5-year trip forecast from our travel demand modeling work.
 - 3. Impact fee would be restricted to use on new capital or capital that is needed related to expansion. For example a system expansion to accommodate population or job growth.
 - 4. In order to do that work we would need a really detailed and robust capital improvement plan. We have that now, the Town and County adopted it in January 2025. We are continuing to refine it. We would want to be precise with our estimates, and where different costs and capital needs might be.
- ii. Parking update
 - 1. Equipment was installed in the parking garage. We closed Millward Lane at parking garage because we were concerned with placement of the infrastructure. There is also electrical work that needs to be completed
 - 2. If you use the Simpson gate you can pull a ticket, and park at no cost for as long as you need to. But you cannot park for more than 30 days. That is illegal per Town Ordinance.
 - i. We are hearing that the ticket does not dispense right away. The system reads your license plate. It will dispense ticket after about 6 seconds if it can't read the license plate.
 - 3. We hope that the garage can be a place people can park and use the START system to get around town.
 - 4. Smith—Asked about parking rate. Frei—rate was set by Council at February meeting. \$3 per hour from midnight to 4 am. If you park that whole time it is \$12. This is a pilot rate. We are going to bring an updated recommendation to the council in the future based on utilization.
 - 5. Smith—anticipate limiting types of users? Frei—limits are by town ordinance. Can't be used by commercial vehicles now. Used to see cleaning vehicles, taxies, etc. Many of those vehicles departed when we closed the garage to install equipment. It should be passenger vehicles. Clearance is about 7' 6". No trailers. Maximum stay is 30 days. We can now identify vehicles that have been parking for 29 days. Give a warning and then issue a ticket.
- iii. Smith asked about van pool program next steps.
 - 1. Contreras—Van Pool program was approved in FY26 budget. He is working on an RFP that he will share with START staff for review.
 - 2. Might be able to provide more information next month.

10. Transit Development Plan Update – Bruce Abel

- i. Monthly recap includes information about what has been done to-date
- ii. Summer survey opened July 1. Might extend end date as we are disappointed in response so far

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- ## 11. Director Search Update – LizAnn Eisen –Kristin

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Memorandum

To: START Board of Directors
From: Mike Toronto, Transit Director
Date: August 28, 2025
RE: July 2025 monthly recap

Ridership- July 2025 START system ridership was down approximately 6.4% as compared to July of 2024. This is the second time since the end of the COVID pandemic that monthly START ridership did not exhibit an increase in a month over same month's prior year ridership. Calendar year-to-date START ridership continues to be up. Calendar 2025 year-to-date ridership is up approximately 1.3% as compared to the first seven (7) months of 2025.

Ridership on the Town Shuttle and Teton Village services continues to account for much of the YTD ridership increase. Teton Village July ridership exhibited a 3.1% decline in ridership compared to July 2024. However, Teton Village 2025 YTD ridership increased by 5.2% compared to the first 7 months of 2024. Town Shuttle ridership also decreased in July 2025 compared to July of 2024 (-9.5%). However, Town Shuttle ridership increased 2.9% in the first 7 months of 2025 versus the first 7 months of 2024. Star Valley commuter ridership was relatively flat in July and continues to be down through the first 7 months of 2025 versus the first 7 months of 2024. Teton Valley commuter ridership in July was up 16.4% compared to last July. YTD ridership on Teton Valley routes is up approximately 20% compared to the first 7 months of 2024.

START-on-Demand- Ridership on START-on-Demand (SOD) East Jackson continues to experience a decline as ridership in July 2025 decreased approximately 7.6% when compared to July of 2024. Year-to-date ridership on SOD is down approximately 10.7% compared to the first 7 months of 2024. SOD did operate at approximately 8.8 passengers per hour for the month of July and 9.5 passengers per hour since project inception. These results are well above minimum service standards of 3 passengers per hour and above industry norms for on-demand service. SOD average wait time stayed consistent at 11 minutes in July, which is positive. 72% of trips had a wait time of 15 minutes or less in July and 85 % of trips had wait time of 20 minutes or less. The continuing trend of ridership loss and increases in wait time on SOD remains worth monitoring and is a topic of conversation with Downtowner LLC, the contractor that operates START-on-Demand for START.

SOD has been serving 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. The library 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 and Spring 2025 seasons and is continuing to do so this summer. We anticipate continuing it through the Fall. SOD implemented a feature in the SOD software to direct riders to the Town Shuttle if the rider's origin and destination is close to the Town Shuttle route. This change was effective with the 2025 spring season. This is being done in an attempt to better manage demand.

START's service planner, Tate Coleman, has a background in micro transit service and has begun 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 provide this information to those Directors who wish to receive it.

Financial Report- START is currently 14% through the fiscal year. During this time START has spent 18% of the administrative budget. This is mainly due to the pre-payment of annual insurance premiums.

Capital Update - Major elements of the FY 26 capital budget relate to acquisition of transit buses, over-the-road buses, ADA replacement van and a supervisor's car along with bus stop improvements, on START buses and in WYDOT traffic signals.

We have completed the procurement process to purchase the ADA replacement van. We are anticipating delivery in September of 2025. This project is essentially complete. We had meaningful conversations with other properties about these vehicles and the vendor while staff was at WYTRANS last week.

START and RTPA/Teton County Transportation Department staff are currently engaged in identifying locations for improvements to START bus stops/shelters, etc. We provided an inventory of existing stops and current conditions to the START Board at the June 26 meeting and are meeting with Town Public Works staff and RTPS staff regarding potential improvements.

START engaged HNTB to assist START through the vehicle acquisition process. We have completed the acquisition process for the two (2) new over-the-road buses. New buses should be delivered in March or April of 2026.

We have issued the Notice to Proceed (NTP) to Gillig for both the purchase of Hybrid electric transit buses and clean diesel transit buses. START/Teton County has secured FTA approval to convert the purchase of two (2) BUILD grant funded battery electric buses to purchase two (2) hybrid electric buses instead. The latest price for a hybrid electric bus is \$1.1M each. The approved FY26 budget includes this latest pricing. Staff have worked with WYDOT to amend the WYDOT grant to purchase four (4) clean diesel buses that now cost \$700,000 per bus. The approved FY26 budget includes this latest pricing.

We anticipate delivery of the diesel buses in 20-24 months. Gillig is attempting to improve this delivery timeline. We anticipate delivery of the hybrid buses in approximately 26 months.

The Transit Signal Priority (TSP) – START board approved recommending the removal of the TSP project from the BUILD grant and recommended the reallocation of the FEDERAL TSP funding to other BUILD grant projects. The Board of County Commissioners approved this recommendation at their August meeting. Town of Jackson Town Council endorsed this recommendation at the August 18th Town Council meeting. Staff is suggesting that we undertake WYDOT required Consolidated Operations Plan (ConOps) studies and pursue future capital grants to fund TSP if the ConOps plan shows potential benefit to START bus operations and presents information that will lead to WYDOT approval to implement TSP.

Fall Service Update – Fall services will begin on September 29th. Staff has been reviewing schedules and on time performance for commuter routes and anticipates making minor changes to the schedule to

improve on time performance. Major changes to the schedule will come in the Spring of 2026 to allow for public comment.

Winter Contracted Services update- The Request for Qualifications (RFQ) for a contracted service provider to operate winter peak hour service on the Teton Village Express has been issued. Staff anticipates bringing a recommendation to the START Board at the September 28th meeting.

Technology update- (No change) 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 are 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 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 are continuing to work through these issues with Masabi.

Airport Shuttle Update- Staff continues conversations with our partners to develop strategies to improve shuttle performance for winter 2025-2026. Staff recently met with TTB and Airport staff and the Transit Director met with the Airport Board of Directors and Airport staff as part of the Airport Board retreat on June 19. START and Airport staff attended the July TTB Board meeting and discussed the results of the winter 24/25 service.

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 on site during the week of August 11-15. They conducted a number of outreach activities including: advisory committee meeting, stake holder committee meeting, and general public outreach. Activities completed to date include:

- Held the first Project Advisory Committee (PAC) meetings and Stakeholder meetings,
- conducted general public intercept interviews and the implementation of the winter season rider/community survey. 781 completed surveys were received versus a target of 500.
- TMD provided draft of the first project deliverable, the Existing Conditions report,
- Staff provided feedback on Existing conditions draft
- TMD delivered the draft report regarding the results of the public survey and public outreach efforts conducted during March and April,
- Staff provided feedback on the draft public outreach report,
- Staff have recently received initial concepts for alternative transit service designs from TMD and have provided initial feedback regarding initial service design concepts. Additional concepts have been received and are under review,
- Summer survey went live July 1, 2025 and will remain open through the end of July

We will be glad to answer any questions that you might have.

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
Tate Coleman, START
START Supervisor/Dispatchers
Bruce Abel, START



START Ridership Report

START Regular Board Meeting August 28, 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%



START Ridership Report

START Regular Board Meeting August 28, 2025

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	31,943	22,951	2,397	2,308	306	414	9,966	70,285	2,948	73,233	5,576	9%
May	36,868	9,174	2,025	2,343	-	496	8,599	59,505		59,505	2,583	5%
June	37,773	16,545	2,015	2,493	-	409	12,229	71,464	1,162	72,626	(2,201)	-3%
July	37,642	19,438	2,237	2,521	-	454	13,693	75,985	1,998	77,983	(5,205)	-6%
August								-		-	(78,050)	-100%
September								-		-	(68,515)	-100%
October								-		-	(55,023)	-100%
November								-		-	(45,455)	-100%
December								-		-	(115,860)	-100%
Totals 2025	255,015	283,638	15,891	18,018	6,474	3,037	99,234	681,307	32,979	714,286	(354,253)	-34%

Summary Tables:

Monthly Total - July Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Annual Total:
2018	57,755	23,520	2,766	2,364	-	438	-	-	86,843
2019	49,498	23,259	3,597	3,225	-	407	-	-	79,986
2020	13,710	4,973	1,580	1,466	-	340	-	-	22,069
2021	18,696	9,868	1,995	1,541	-	536	-	-	32,636
2022	29,195	18,147	2,150	2,116	-	534	-	-	52,142
2023	35,532	19,425	1,756	2,221	-	462	14,278	1,638	75,312
2024	41,614	20,064	2,216	2,166	-	395	14,735	2,258	83,448
2025	37,642	19,438	2,237	2,521	-	454	13,693	1,998	77,983

Monthly Comparisons for Each Service Type - July Data ONLY:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Monthly Variance:
2018 - 2019	(8,257)	(261)	831	861	-	(31)	-	-	(6,857)
	-14.30%▼	-1.11%▼	30.04%▲	36.42%▲	0.00%▲	-7.08%▼	0.00%▲	0.00%▲	-7.90%▼
2019 - 2020	(35,788)	(18,286)	(2,017)	(1,759)	-	(67)	-	-	(57,917)
	-72.30%▼	-78.62%▼	-56.07%▼	-54.54%▼	0.00%▲	-16.46%▼	0.00%▲	0.00%▲	-72.41%▼
2020 - 2021	4,986	4,895	415	75	-	196	-	-	10,567
	36.37%▲	98.43%▲	26.27%▲	5.12%▲	0.00%▲	57.65%▲	0.00%▲	0.00%▲	47.88%▲
2021 - 2022	10,499	8,279	155	575	-	(2)	-	-	19,506
	56.16%▲	83.90%▲	7.77%▲	37.31%▲	0.00%▲	-0.37%▼	0.00%▲	0.00%▲	59.77%▲
2022 - 2023	6,337	1,278	(394)	105	-	(72)	14,278	1,638	23,170
	17.83%▲	6.58%▲	-22.44%▼	4.73%▲	0.00%▲	-15.58%▼	100.00%▲	100.00%▲	30.77%▲
2023 - 2024	6,082	639	460	(55)	-	(67)	457	620	8,136
	14.62%▲	3.18%▲	20.76%▲	-2.54%▼	#DIV/0!	-16.96%▼	3.10%▲	27.46%▲	9.75%▲
2024-2025	(3,972)	(626)	21	355	-	59	(1,042)	(260)	(5,465)
	-10.55%▼	-3.22%▼	0.94%▲	14.08%▲	#DIV/0!	13.00%▲	-7.61%▼	-13.01%▼	-7.01%▼

YTD Totals for January through July Data:

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	YTD Total:
2018	288,864	361,946	19,527	19,930	-	3,275	-	-	693,542
2019	273,902	384,595	19,738	20,793	-	3,268	-	-	702,296
2020	150,194	270,861	13,514	13,461	-	2,574	-	-	450,604
2021	102,820	157,136	13,980	12,382	-	3,122	-	-	289,440
2022	157,990	230,874	15,493	13,963	-	3,541	76,290	-	498,151
2023	203,920	218,623	15,283	16,246	-	3,358	114,685	29,015	601,130
2024	247,989	269,586	17,986	15,023	7,729	3,201	111,143	31,562	704,219
2025	255,015	283,638	15,891	18,018	6,474	3,037	99,234	32,979	714,286

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

	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	GTR Shuttle	Annual Variance:
2018 - 2019	(14,962)	22,649	211	863	-	(7)	-	-	8,754
	-5.18%▼	6.26%▲	1.08%▲	4.33%▲	-	-0.21%▼	-	-	1.26%▲
2019 - 2020	(123,708)	(113,734)	(6,224)	(7,332)	-	(694)	-	-	(251,692)
	-45.17%▼	-29.57%▼	-31.53%▼	-35.26%▼	-	-21.24%▼	-	-	-35.84%▼
2020 - 2021	(47,374)	(113,725)	466	(1,079)	-	548	-	-	(161,164)
	-31.54%▼	-41.99%▼	3.45%▲	-8.02%▼	-	21.29%▲	100.00%▲	-	-35.77%▼
2021 - 2022	55,170	73,738	1,513	1,581	-	419	76,290	-	208,711
	53.66%▲	46.93%▲	10.82%▲	12.77%▲	-	13.42%▲	#DIV/0!	-	72.11%▲
2022 - 2023	45,930	(12,251)	(210)	2,283	-	(183)	38,395	29,015	102,979
	29.07%▲	-5.31%▼	-1.36%▼	16.35%▲	0.00%▲	-5.17%▼	50.33%▲	0.00%▲	20.67%▲
2023 - 2024	44,069	50,963	2,703	(1,223)	7,729	(157)	(3,542)	2,547	103,089
	17.77%▲	18.90%▲	15.03%▲	-8.14%▼	100.00%▲	-4.90%▼	-3.19%▼	8.07%▲	14.64%▲
2024-2025	7,026	14,052	(2,095)	2,995	(1,255)	(164)	(11,909)	1,417	10,067
	2.76%▲	4.95%▲	-13.18%▼	16.62%▲	-19.39%▼	-5.40%▼	-12.00%▼	4.30%▲	1.41%▲

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	2,574.00	7 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	2,270.14	7 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	

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	14	31	
	TV2 - 402	19	15	
	TV3 - 403	20	7	
Star Valley		AM	PM	
April	SV1 - 301	13	29	
	SV2 - 302	21	19	
	SV3 - 303	22	5	
May 2025				
Teton Valley		AM	PM	
May	TV1 - 401	13	28	
	TV2 - 402	19	17	
	TV3 - 403	20	9	
Star Valley		AM	PM	
May	SV1 - 301	13	22	
	SV2 - 302	16	18	
	SV3 - 303	19	5	
June 2025				
Teton Valley		AM	PM	
June	TV1 - 401	14	28	
	TV2 - 402	25	20	
	TV3 - 403	21	12	
Star Valley		AM	PM	
June	SV1 - 301	13	25	
	SV2 - 302	21	17	
	SV3 - 303	19	7	

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	2,574.00	7 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	2,270.14	7 months

July 2025				
Teton Valley		AM	PM	
July	TV1 - 401	15	25	
	TV2 - 402	23	19	
	TV3 - 403	19	9	
Star Valley		AM	PM	
July	SV1 - 301	13	26	
	SV2 - 302	17	15	
	SV3 - 303	20	7	
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

July 2025

Rides: 10,621 / 430,973

Passengers (unlinked passenger trips): 13,693 / 585,858

Vehicle revenue hours: 1,565 / 61,426

Total vehicle hours: 1,811 / 69,093

Vehicle revenue miles: 13,713 / 547,199

Total vehicle miles: 15,213 / 593,573

Passenger miles: 13,124 / 513,356

Unique rider accounts (month / year to date): 1,146 / 3,744

Passengers per revenue hour: 8.8 / 9.5

Percent of rides shared: 50%

Average wait time: 11 minutes

Average ride time: 6 minutes

Average ride length: 1.0 miles

Average experience rating: 4.9 out of 5

Wheelchair rides: 5

No shows: 255

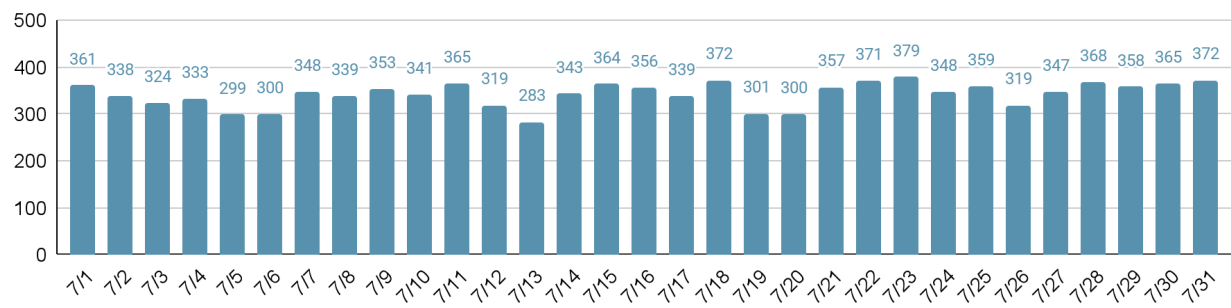
Percent of rides more than 5 min late to pickup: 11%

(month to date / all time)

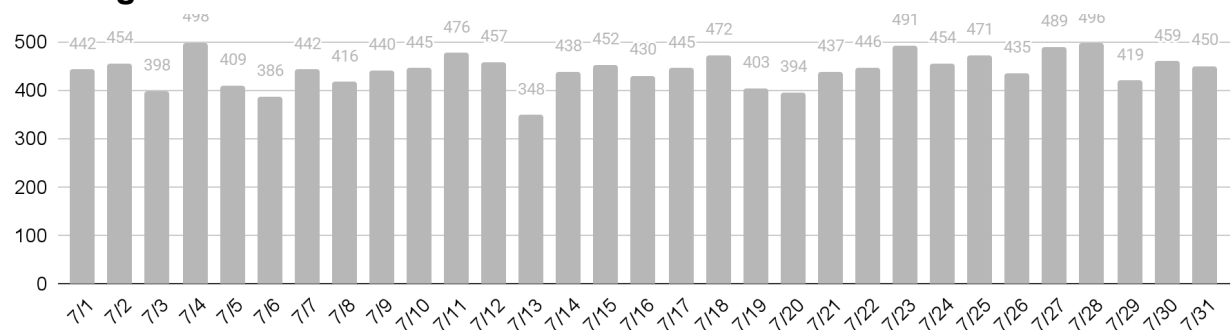
Passengers to/from the library: 370

Passengers to/from START: 64

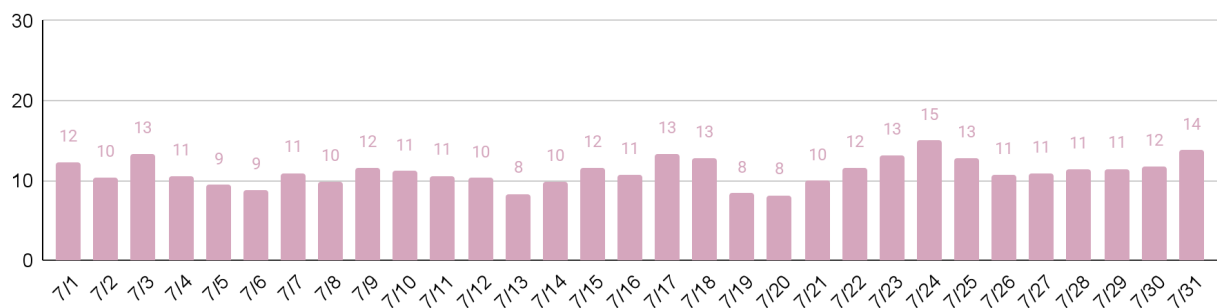
Rides



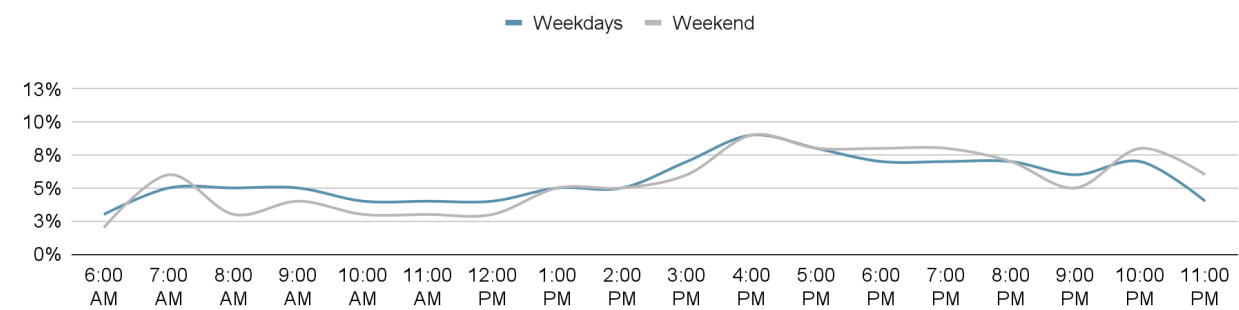
Passengers



Average Wait time



Pickups by Hour



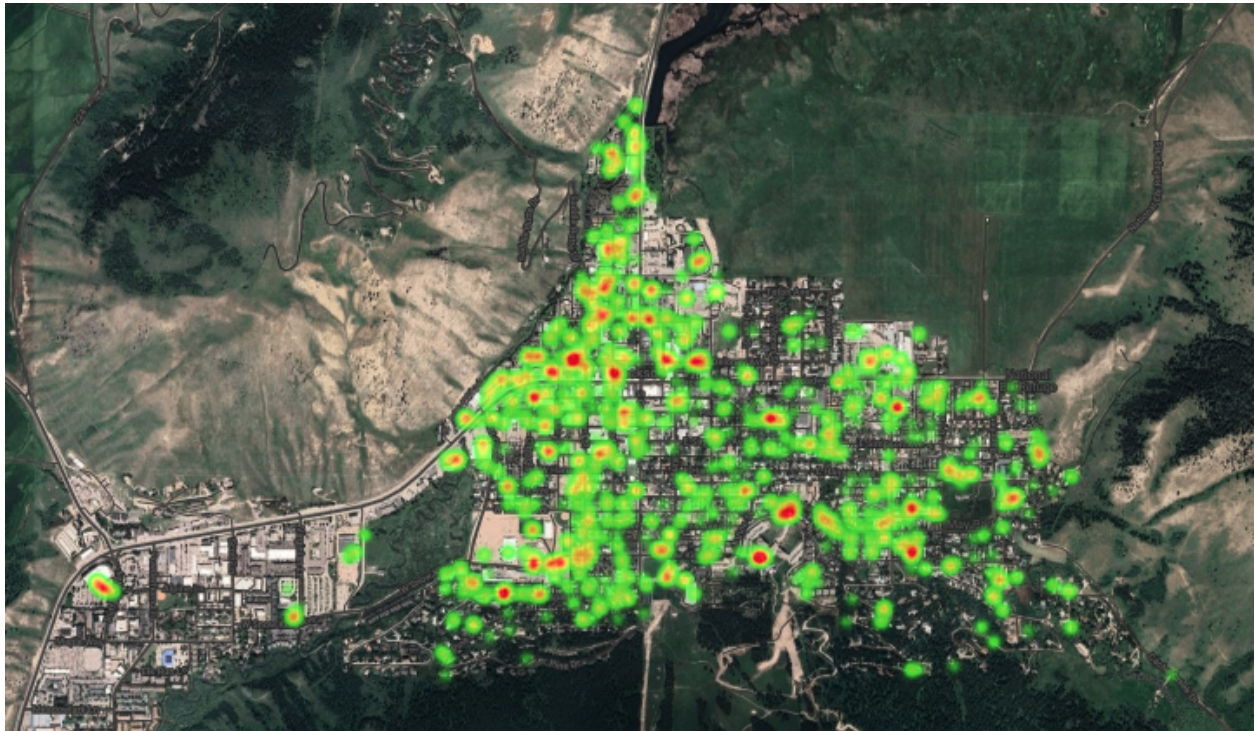
Wait Time Distribution

- 0 - 5 min: 24%
- 5 - 10 min: 29%
- 10 - 15 min: 19%
- 15 - 20 min: 13%
- 20 - 25 min: 8%
- 25 - 30 min: 4%
- 30+ min: 3%

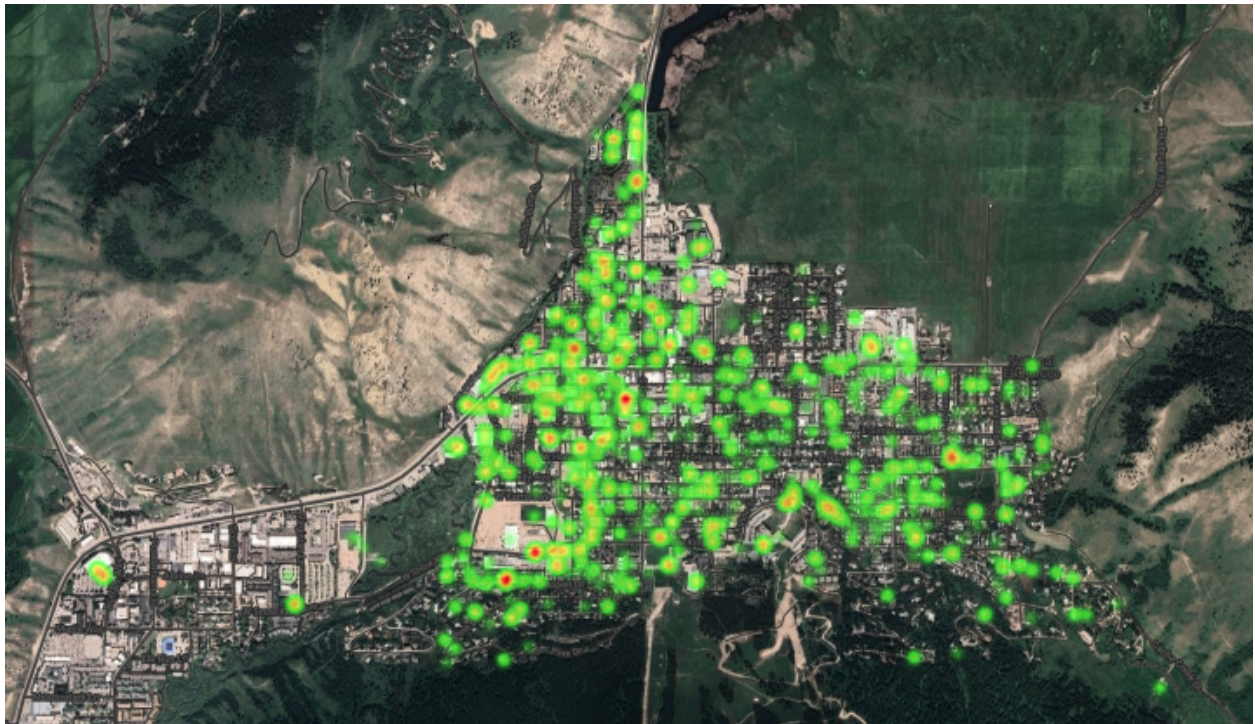
Passenger Distribution

- 1 Passenger Request: 80%
- 2 Passenger Request: 15%
- 3 Passenger Request: 3%
- 4 Passenger Request: 2%

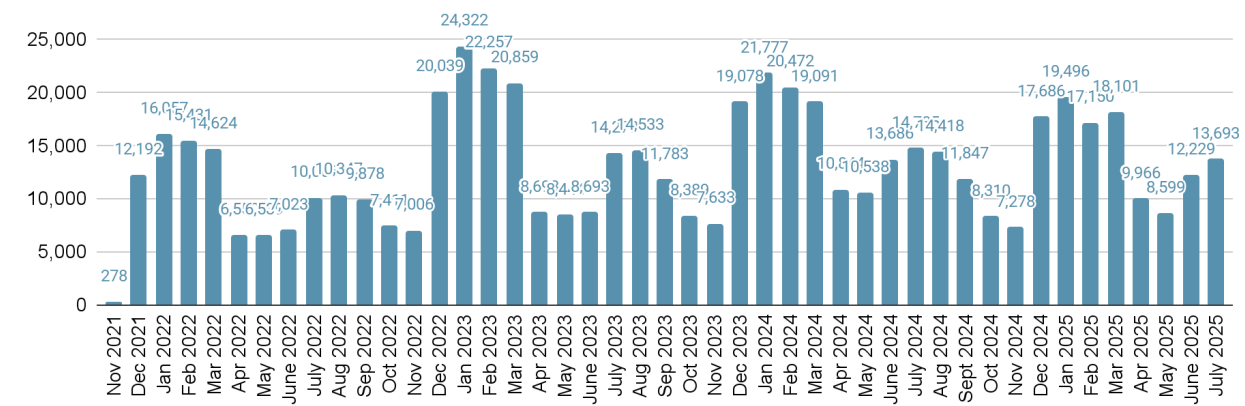
Pickups Heat Map



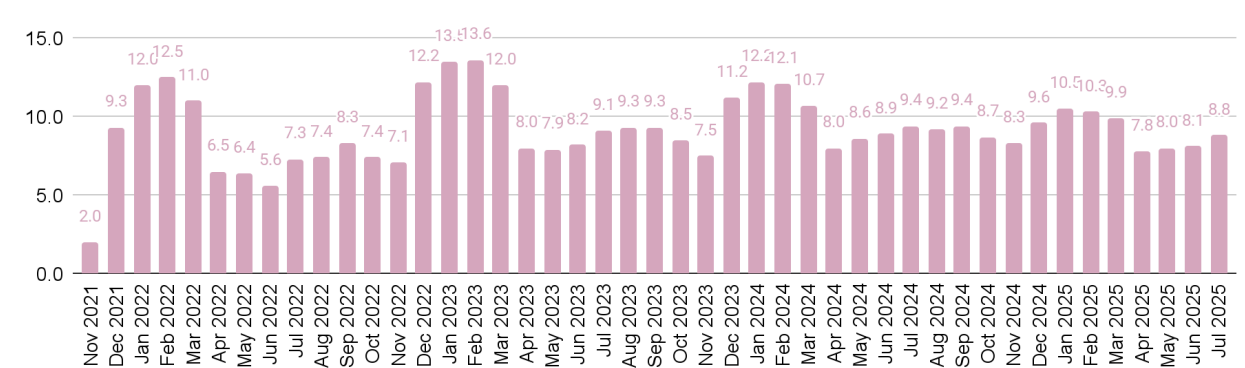
Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour



Town of Jackson, Wyoming
START Bus System

Monthly Financial Report

for the month of

7/31/2025

month

1

8.333%

	Period Actual	Period Budget (div by 12)	Period Variance	YTD Actual	YTD Budget	YTD Variance	%	Total Budget	Budget remaining	%
Revenues:										
Intergovernmental	\$ 14,221.00	\$ 1,048,576.42	\$ (1,034,355.42)	\$ 14,221.00	\$ 1,048,576.42	\$ (1,034,355.42)	1.356%	\$ 12,582,917.00	\$ 12,568,696.00	0.113%
Charges for Service	238,205.66	\$ 178,641.67	\$ 59,563.99	238,205.66	\$ 178,641.67	\$ 59,563.99	133.343%	\$ 2,143,700.00	\$ 1,905,494.34	11.112%
Miscellaneous	5467.76	\$ 20,667.08	\$ (15,199.32)	5,467.76	\$ 20,667.08	\$ (15,199.32)	26.456%	\$ 248,005.00	\$ 242,537.24	2.205%
subtotal	\$ 257,894.42	\$ 1,247,885.17	\$ (989,990.75)	\$ 257,894.42	\$ 1,247,885.17	\$ (989,990.75)	20.667%	\$ 14,974,622.00	\$ 14,716,727.58	1.722%
transfers in	93230.67	\$ 93,230.67	\$ 0.00	93,230.67	\$ 93,230.67	\$ 0.00	100.000%	\$ 1,118,768.00	\$ 1,025,537.33	8.333%
Total	\$ 351,125.09	\$ 1,341,115.83	\$ (989,990.74)	\$ 351,125.09	\$ 1,341,115.83	\$ (989,990.74)	26.182%	\$ 16,093,390.00	\$ 15,742,264.91	2.182%
Expenditures										
Administration	\$ 230,892.02	\$ 149,797.58	\$ 81,094.44	\$ 230,892.02	\$ 149,797.58	\$ 81,094.44	154.136%	\$ 1,797,571.00	\$ 1,566,678.98	12.845%
Operations	471,554.93	\$ 675,660.00	\$ (204,105.07)	471,554.93	\$ 675,660.00	\$ (204,105.07)	69.792%	\$ 8,107,920.00	\$ 7,636,365.07	5.816%
subtotal	\$ 702,446.95	\$ 825,457.58	\$ (123,010.63)	\$ 702,446.95	\$ 825,457.58	\$ (123,010.63)	85.098%	\$ 9,905,491.00	\$ 9,203,044.05	7.091%
Capital outlay	\$ -	\$ 615,833.33	\$ (615,833.33)	\$ -	\$ 615,833.33	\$ (615,833.33)	0.000%	\$ 7,390,000.00	\$ 7,390,000.00	0.000%
Subtotal (cume)	\$ 702,446.95	\$ 1,441,290.92	\$ (738,843.97)	\$ 702,446.95	\$ 1,441,290.92	\$ (738,843.97)	48.737%	\$ 17,295,491.00	\$ 16,593,044.05	4.061%
Transfers out	\$ -	\$ 38,873.17	\$ (38,873.17)	\$ -	\$ 38,873.17	\$ (38,873.17)	0.000%	\$ 466,478.00	\$ 466,478.00	0.000%
Total (cume)	\$ 702,446.95	\$ 1,480,164.08	\$ (777,717.13)	\$ 702,446.95	\$ 1,480,164.08	\$ 777,717.13	47.457%	\$ 17,761,969.00	\$ 17,059,522.05	3.955%
Net Revenue over Expenditures	\$ (351,321.86)	\$ (139,048.25)	\$ (212,273.61)	\$ (351,321.86)	\$ (139,048.25)	\$ (1,767,707.88)	252.662%	\$ (1,668,579.00)	\$ (1,317,257.14)	21.055%