

START Board Regular Meeting

April 30, 2026

3:30 PM - 5:30 PM

Hybrid - Teton County Commissioners Chambers and Zoom

I. Zoom Information

- A. <https://us02web.zoom.us/j/81857442832?pwd=hrX97dTvbW8qofjBln7gDAWZQ8Bjhs.1>
Webinar ID: 818 5744 2832/ 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

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

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

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

- A. Approval of Minutes
 - 1. March 18, 2026, Regular Meeting
 - 2. April 15, 2026, Special Meeting

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

- A. DISCUSSION/ACTION ITEMS:
 - 1. KPIs First Quarter 2026 (January through March)
 - 2. Budget Update FY27 – Mike Toronto
 - 3. Discussion of 5-Year Transit Development Plan – Mike Toronto
 - 4. Director’s Update – Mike Toronto

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

- A. Teton Valley Liaison Report – Doug Self
- B. Town Liaison Report – Kevin Regan
- C. County Report – Wes Gardner
- D. Star Valley Liaison Report - Vacant
- E. Matters from Board Members

VII. ADJOURNMENT (5:30 PM)

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.

VIII. TIME AND PLACE FOR NEXT MEETING

- A. Next Regular Meeting: Thursday, May 28, 2026, from 3:30 PM – 5:30 PM Teton County Commissioner's Chambers
- B. Please use the URL below to join the webinar:
<https://us02web.zoom.us/j/81857442832?pwd=hrX97dTvbW8qofjBln7gDAWZQ8Bjhs.1>
Webinar ID: 818 5744 2832 / Passcode: 83001

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START Board Regular Monthly Meeting Minutes

March 18, 2026

9:00 AM – 10:30 AM

Virtual Only via Zoom

I. ZOOM INFORMATION

- A. <https://us02web.zoom.us/j/81857442832?pwd=hrX97dTvbW8qofjBlN7gDAWZQ8Bjhs.1>
Webinar ID: 818 5744 2832/ 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 (9:00 AM – 9:05 AM)

- A. Call to Order
- B. Roll Call
 - START Board: LizAnn Eisen– Virtual (Chair), Kristin Unruh – Virtual (Vice-Chair & Treasurer)[joined at 10:15 AM], Steve Grossman (Secretary) – Virtual, Julien Hass – Virtual, Ty Hoath – Virtual, Meghan Quinn – Virtual, Will Roscoe – Virtual
 - Liaisons: Wes Gardner – Virtual (Teton County Liaison), Kevin Regan – Absent (Town of Jackson Liaison), Doug Self -- Absent (Teton Valley Liaison)
 - Staff: Mike Toronto – Virtual (START Director), Jason Pitts – Virtual (START Ops Manager), Susan Purcell – Virtual (Assistant Town Attorney), Chris McDonough – Virtual (START Service Planner), Ann McClure – Virtual (START Admin Asst)
 - Other: Charlotte Frei (Regional Transportation Planning Administrator) – Virtual, Stuart Geltman (Transportation Management Design) – Virtual, Jared Smith (Public) – Virtual, Judd Grossman (Public) – Virtual, David Hardy (Public) –Virtual, Claudia Hirschev (Public) -- Virtual

III. PUBLIC COMMENT – any items **not** on today's agenda. (9:05 – 9:10)

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

Judd Grossman, resident—shared appreciation for START on-Demand service, due to its vehicles being appropriately sized for East Jackson area.

IV. CONSENT AGENDA (9:10 – 9:15)

- A. Approval of Minutes
 1. February 26, 2026, Regular Meeting
- B. Adoption of Facility Maintenance Plan
- C. Authorizing Resolution for WYDOT Grant
- D. Certifications and Assurances for WYDOT Grant
 1. **Motion made by Chair Eisen, seconded by Steve Grossman, to move Items C and D off Consent Agenda for further discussion. All in favor. Motion passes unanimously.**
 2. **Motion made Ty Hoath, seconded by Julien Hass, to approve Consent Agenda as amended [Items A and B]. All in favor. Motion passes unanimously.**

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3. Discussion of Items C and D:
 - i. Questions asked and answered about
 - a. how the amount of the grant request was determined.
 - b. using grant funds for housing or other projects.
 - c. how this grant request compares to previous years.
4. Chair Eisen asked for explanation of Certification and Assurances document Staff requested she sign. Director Toronto explained the document lists policies START already has in place because without them we would not receive funding.
5. Eisen requested a memo that indicates Toronto, as director, can certify to her that we have met all the requirements.
6. **Motion made by Eisen to approve Resolution No. 26-01, the Authorizing Resolution, subject to minor, non-material changes by staff. And to authorize the START Board Chair to sign the Certifications and Assurances, as required by the FTA for the application of funding, subject to developing an acceptable sub-certification process to support that signature. Seconded by Meghan Quinn. All in favor. Motion passes unanimously.**

V. DISCUSSION ITEMS AND/OR ACTION ITEMS (9:15 – 10:15)

A. DISCUSSION/ACTION ITEMS:

1. Budget Update FY27 – Mike Toronto
 - i. Amending the FY 27 Budget request for a facilities person for START at the direction of Town Manager Tyler Sinclair and County Manager Jodi Pond. Toronto explained Staff anticipates increased maintenance duties when the new Stilson Transit Center opens. Discussion of which town department will oversee new headcount and financial impact
 - ii. Questions asked and answered about additional budget changes since February 26 Board meeting. Discussion of Town's influence over START budget.
 - iii. Discussion of proposed changes to seasonal driver bonus.
 - iv. **Motion made by Ty Hoath, seconded by Julien Hass, to add to the FY27 Budget request \$63,611.20 to the FTA/Wyoming 5311 Grant, \$48,000 to the FTA/Wyoming 5339 Grant, \$73,264.00 to Salaries and Wages – Regular, \$10,000 to the Facilities and Repair Maintenance, and \$60,000 to the Facilities Vehicle line items. All in favor. Motion passes unanimously.**
2. Adoption of 5-Year Transit Development Plan – Board Members
 - i. Director Toronto reviewed Staff Report included in packet that addresses board member concerns raised during previous board meeting.
 - ii. Staff's view is that headcount, vehicle count, and housing need to be addressed before service can expand.
 - iii. Toronto relayed Staff's perspective that having an approved and adopted TDP will support budget requests going forward.
 - iv. Eisen explained that the Board's responsibility is to recommend to the Electeds to either adopt the plan as put forth, or adopt those portions of it the Board endorses.
 - v. TDP Discussion:
 - a. Questions asked and answered about adjusting START on-Demand service based on population growth.
 - b. Discussion of the comprehensive housing survey Town has initiated.
 - c. Concerns expressed about approving the TDP (which includes FY 27) while the FY 27 budget (that was not based on an operating plan in the TDP) is being considered.
 - d. Discussion of implementing a \$1 fare on START on-Demand and additional approvals needed.

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4/28/2026

e. Questions asked and answered about planning tools being provided as part of the TDP to allow START to be more independent for implementing changes

f. Motion made by Will Roscoe to implement as soon as possible a \$1 fare on START on-Demand to provide an understanding of the impacts before renewing the on-Demand contract.

g. Discussion of need to market a new fare to public and work with other town departments to implement. Director Toronto advised on timeline to present matter to JIM.

h. Roscoe amended /restated the motion to propose START roll out in FY '27 a \$1 fare as soon as the fiscal year allows. Eisen made a friendly amendment that the proposal be subject to the fare being approved by the elected officials and included in the approved budget. Roscoe accepted. Seconded by Hass. All in favor. Motion carries unanimously.

i. Questions asked and answered about proposed bike share and car share programs.

j. Discussion of how the TDP aligns with the proposed FY27 budget.

k. Motion made by Ty Hoath, seconded by Eisen, to recommend the TDP for Year 1 for approval by the Town Council and Board of County Commissioners with the removal of the Airport Shuttle from the plan and with the understanding that implementing any part of the service plan cannot happen until START's housing and employee retention and recruitment issues are addressed.

l. Eisen made a friendly amendment: by adopting only Year 1 of the TDP we are recognizing implementing the TDP's service plan in future years is impacted by the housing discussion. –Hoath accepted.

m. Grossman made a friendly amendment: to limit approval of Year 1 of the TDP to those operational elements that are in our approved 2027 budget. – Hoath accepted.

n. Public Comment:

I. Jared Smith, Wildon resident: Shared he agreed with concerns of Staff and Board about housing, salary, and retention. Shared concerns that the TDP is not aspirational enough and should better align with the ITP. He asks the Board to defer adoption until there can be edits and make it a more effective planning document.

II. Claudia Hirschey, Jackson resident: Shared concern the TDP does not address ways to increase funding and more information about funding from TVA and JHMR. She also asks the Board to delay recommending the plan until the plan is further refined and clarified, and leverages other county wide plans and resources.

III. David Hardy, Wilson resident: Shared concern there is no urgency to adopt proposed plan. Also concerned it does not integrate with comprehensive plan and ITP. Agrees to only approve first year of TDP.

IV. Eisen thanked members of the public for attending and commenting.

o. Eisen restated the motion as: To adopt the TDP for only FY27, and limited to the operational elements to the extent included in START's approved FY27 budget, and to continue to discuss the remaining four years and consider what additional items we need to take into account. Second by Julien. No vote from Roscoe. All others in favor. Motion carries.

3. Director's Update – Mike Toronto

i. Reviewed highlights from Director's Memo in packet items.

VI. MATTERS FROM THE BOARD (10:15 – 10:30)

- A. Teton Valley Liaison Report – Doug Self -- absent
- B. Town Liaison Report – Kevin Regan – absent
- C. County Report – Wes Gardner – left early

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- VII. ADJOURNMENT (10:38 AM)**

TIME AND PLACE FOR NEXT MEETING.

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START Board Special Meeting Minutes

April 15, 2026

4:00 PM to 5:00 PM

Virtual via Zoom Only

I. ZOOM INFORMATION

- A. <https://us02web.zoom.us/j/83420578457?pwd=yA2ZQXLAA6rakgTcnEOmu564cFOk35.1>

Webinar ID: 834 2057 8457/ 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

- Chair Eisen called the meeting to order at 4:01 pm and requested a roll call

- B. Roll Call

- START Board: LizAnn Eisen– Virtual (Chair), Kristin Unruh – Virtual (Vice-Chair & Treasurer), Steve Grossman (Secretary) – Virtual, Julien Hass – Virtual, Ty Hoath – Virtual, Meghan Quinn – Virtual, Will Roscoe – Virtual
- Liaisons: Wes Gardner – Absent (Teton County Liaison), Kevin Regan – Virtual (Town of Jackson Liaison), Doug Self -- Absent (Teton Valley Liaison)
- Staff: Mike Toronto – Virtual (START Director), Jason Pitts – Virtual (START Ops Manager), Susan Purcell – Virtual (Assistant Town Attorney), Chris McDonough – Virtual (START Service Planner), Ann McClure – Virtual (START Admin Asst)

III. DISCUSSION ITEMS AND/OR ACTION ITEMS (4:05 PM – 5:00 PM)

- A. DISCUSSION/ACTION ITEMS:

1. FY27 Budget Update
 - i. Director Toronto made a presentation of the current budget request, the input from the Town Manager, and his recommendations on the Town Manager's changes – (1) employee recognition, (2) training, travel and meetings, (3) employee recruitment, (4) salary and wages, regular, (5) Teton Village Salt Lake Express contract, and (6) microtransit service.
 - ii. Question asked and answered about reduction in supervisor overtime in line-item budget
 - iii. Discussion of Transit Director's recommendation to raise starting wages for all current operators
 - iv. Discussion of including funds for contracted winter service vs requesting budget amendment later
 - v. Discussion of conducting a wage study for START
 - vi. Discussion of potential revenue income for microtransit/on-Demand service offsetting contract costs

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- vii. **Motion made by Meghan Quinn, seconded by Julien Hass, to accept items (1) through (5) of director's recommendations.**
- viii. Friendly amendment made by Hoath to propose a budget for Town Internal Services to conduct a wage study. Discussion of timeline. Amendment withdrawn
- ix. **Vote: All in favor. Motion passes unanimously.**
- x. START on-Demand \$1 Fare Implementation
- 1. Chair Eisen advised START has a fare policy that states any change to fares needs to have 15 days public notice and public hearing to accept public comment
- 2. Discussion of the Board's Motion from March 18, 2026 relating to implementing a \$1 fare and timing implications, including the requirement to provide timely notice and accept public comment in accordance with START's fare policy .
- 3. Discussion of RFP for new contract to start in October and timing implications for public hearings
- 4. **Motion made by Chair Eisen to defer implementing a fare structure until the new START on-Demand contract which will come into effect in October. Seconded by Hass**
- 5. Discussion of how implementing a fare before the new contract might inform future contract negotiations and benefits of waiting until the new contract
- 6. Discussion of timeline for contract and implementation
- 7. Discussion of whether a usable amount of fare data would be collected before new contract is negotiated
- 8. Discussion of elements of a fare structure that remain to be determined, e.g. possible monthly passes, possible exclusions, transfers to other routes.
 - i. Staff requested guidance from Board on desired recommendations.
- 9. Discussion of benefits of keeping fare structure simple.
- 10. **Vote: Roscoe opposed. All others in favor. Motion passes.**
- 11. **Motion made by Hass, seconded by Quinn, to approve item 6 in director's budget recommendation. All in favor. Motion passes unanimously.**

IV. ADJOURNMENT (5:00 pm)

Motion to adjourn at 5:11 PM made by Hass, seconded by Hoath. All in favor.

TIME AND PLACE FOR NEXT MEETING.

Next meeting: Thursday, April 30, 2026 from 3:30 pm to 5:30 pm – County Commissioner's Chambers

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/81857442832?pwd=hrX97dTvbW8qofjBln7gDAWZQ8Bjhs.1>

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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.

Steve Grossman, Secretary Date

DRAFT

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ON-TIME PERFORMANCE

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

YEAR TO DATE	2023	2024	2025	2026
January	67%	74%	79%	78%
February	63%	71%	78%	77%
March	64%	68%	81%	80%
April	71%	74%	78%	
May	64%	77%	77%	
June	67%	74%	71%	
July	67%	71%	71%	
August	71%	74%	79%	
September	72%	76%	74%	
October	68%	72%	77%	
November	74%	76%	83%	
December	78%	74%	77%	
Yearly Total	69%	72%	78%	78%



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On-Time Performance

1st Quarter of 2026

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

2026

January

On Time Performance	
<i>Star Valley</i>	69%
<i>Teton Valley</i>	67%
<i>Town Shuttle</i>	80%
<i>TV Local</i>	73%
<i>Express</i>	78%
<i>Airport</i>	84%
<i>South</i>	70%

March

On Time Performance	
<i>Star Valley</i>	72%
<i>Teton Valley</i>	75%
<i>Town Shuttle</i>	83%
<i>TV Local</i>	77%
<i>Express</i>	80%
<i>Airport</i>	88%
<i>South</i>	66%

February

On Time Performance	
<i>Star Valley</i>	70%
<i>Teton Valley</i>	64%
<i>Town Shuttle</i>	81%
<i>TV Local</i>	71%
<i>Express</i>	75%
<i>Airport</i>	86%
<i>South</i>	67%



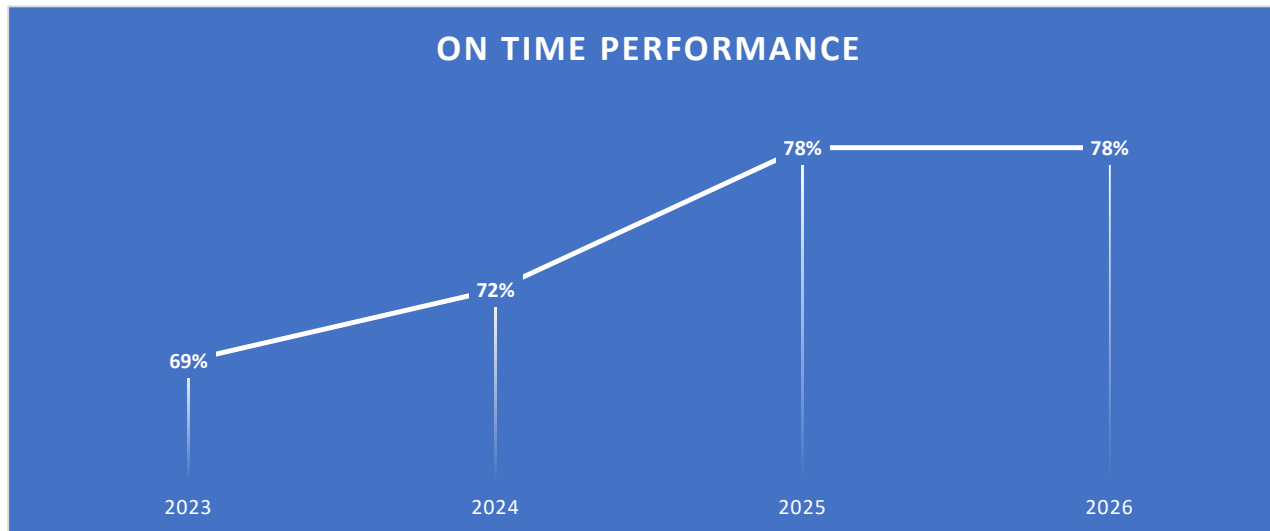
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On-Time Performance

Year to Year

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

Year:	On Time Performance
2023	69%
2024	72%
2025	78%
2026	78%



START Bus Accidents 2026

1st Quarter					
Month / Year	Miles Driven	Total Miles Driven	Total Preventable	Total Non-Preventable	Miles Between Preventable Accidents
January 2026	1,028,016	1,292,054	4	1	323,014
February 2026	161,664				
March 2026	102,374				
2nd Quarter					
April 2026		0	0	0	
May 2026					
June 2026					
3rd Quarter					
July 2026		0	0	0	
August 2026					
September 2026					
4th Quarter					
October 2026		0	0	0	
November 2026					
December 2026					

2026 YTD		
Miles	Q1	1,292,054
Miles	Q2	0
Miles	Q3	0
Miles	Q4	0
	TOTAL MILES DRIVEN:	1,292,054
TOTAL PREVENTABLE:		4
TOTAL NON-PREVENTABLE:		1
MILES BETWEEN PREVENTABLE ACCIDENTS:		323,014

2025 YTD		
Miles	Q1	304,744
Miles	Q2	172,562
Miles	Q3	158,185
Miles	Q4	199,587
	TOTAL MILES DRIVEN:	835,078
TOTAL PREVENTABLE:		13
TOTAL NON-PREVENTABLE:		3
MILES BETWEEN PREVENTABLE ACCIDENTS:		64,237

2024 YTD		
Miles	Q1	298,019
Miles	Q2	175,989
Miles	Q3	224,305
Miles	Q4	192,029
	TOTAL MILES DRIVEN:	592,621
TOTAL PREVENTABLE:		17
TOTAL NON-PREVENTABLE:		7
MILES BETWEEN PREVENTABLE ACCIDENTS:		34,860

2023 YTD		
Miles	Q1	166,565
Miles	Q2	127,020
Miles	Q3	138,910
Miles	Q4	161,377
	TOTAL MILES DRIVEN:	593,872
TOTAL PREVENTABLE:		28
TOTAL NON-PREVENTABLE:		12
MILES BETWEEN PREVENTABLE ACCIDENTS:		21,210

2026 1st Quarter Accidents Comparisons

2026	2025	2024	2023
January	January	January	January
Preventable	Preventable	Preventable	Preventable
Non-Preventable	Non-Preventable	Non-Preventable	Non-Preventable
February	February	February	February
Preventable	Preventable	Preventable	Preventable
Non-Preventable	Non-Preventable	Non-Preventable	Non-Preventable
March	March	March	March
Preventable	Preventable	Preventable	Preventable
Non-Preventable	Non-Preventable	Non-Preventable	Non-Preventable
Totals			
Preventable			
Non-Preventable			

START Bus Complaints 2026

Quarter 1							
Month / Year	Riders	TOTAL RIDERSHIP 1st Q	SLE	START BUS	TOTAL COMPLAINTS	Complaints per 10,000	Passenger per complaints
January 2026	139,968	394,478	4	7	11	0.28	35,862
February 2026	131,262						
March 2026	123,248						
Quarter 2		TOTAL RIDERSHIP 2nd Q	SLE	START BUS	TOTAL COMPLAINTS	Complaints per 10,000	Passenger per complaints
April 2026	0	0	0	0	0		
May 2026	0						
June 2026	0						
Quarter 3		TOTAL RIDERSHIP 3rd Q	SLE	START BUS	TOTAL COMPLAINTS	Complaints per 10,000	Passenger per complaints
July 2026	0	0	0	0	0		
August 2026	0						
September 2026	0						
Quarter 4		TOTAL RIDERSHIP	SLE	START BUS	TOTAL COMPLAINTS	Complaints per 10,000	Passenger per complaints
October 2026	0	0	0	0	0		
November 2026	0						
December 2026	0						

2026 YTD		
Total Passengers	Q1	394,478
Total Passengers	Q2	0
Total Passengers	Q3	0
Total Passengers	Q4	0
	TOTAL COMPLAINTS:	11
TOTAL RIDERSHIP:		394,478
Total Complaints		11
Total complaints per 10,000		0.18
Passenger per Complaints		35,862

2025 YTD		
Total Passengers	Q1	404,068
Total Passengers	Q2	201,254
Total Passengers	Q3	214,716
Total Passengers	Q4	118,537
	TOTAL COMPLAINTS:	24
TOTAL RIDERSHIP:		1,045,546
Total Complaints		23
Total complaints per 10,000		0.23
Passenger per Complaints		43,564

2024 YTD		
Total Passengers	Q1	396,171
Total Passengers	Q2	195,296
Total Passengers	Q3	227,755
Total Passengers	Q4	216,338
	TOTAL COMPLAINTS:	33
TOTAL RIDERSHIP:		1,035,560
Total Complaints		33
Total complaints per 10,000		0.318
Passenger per Complaints		31,380.60

2023 YTD		
Total Passengers	Q1	335,205
Total Passengers	Q2	163,236
Total Passengers	Q3	209,726
Total Passengers	Q4	212,488
	TOTAL COMPLAINTS:	48
TOTAL RIDERSHIP:		920,655
Total Complaints		48
Total complaints per 10,000		0.52
Passenger per Complaints		19,180.00

Total Comparisons 2026

January 2026	
Total Riders:	139,968
Total Complaints:	2
SLE:	1
START:	1
Total complaints per 10,000 passengers:	0.14
Passengers per complaints:	69,984

February	
Total Riders:	131,262
Total Complaints:	5
SLE:	1
START:	4
Total complaints per 10,000 passengers:	0.38
Passengers per complaints:	26,252

March	
Total Riders:	123,248
Total Complaints:	4
SLE:	2
START:	2
Total complaints per 10,000 passengers:	0.32
Passengers per complaints:	30,81

Totals:	
SLE:	4
START	7

January 2025	
Total Riders:	137,318
Total Complaints:	1
SLE:	1
START:	0
Total complaints per 10,000 passengers:	0.07
Passengers per complaints:	137,318

February	
Total Riders:	134,405
Total Complaints:	3
SLE:	1
START:	2
Total complaints per 10,000 passengers:	0.022
Passengers per complaints:	44,802

March	
Total Riders:	132,345
Total Complaints:	4
SLE:	1
START:	3
Total complaints per 10,000 passengers:	0.19
Passengers per complaints:	33,086

Totals:	
SLE	3
START	5

January 2024	
Total Riders:	144,857
Total Complaints:	1
SLE:	0
START:	1
Total complaints per 10,000 passengers:	0.001
Passengers per complaints:	144,857

February	
Total Riders:	143,964
Total Complaints:	4
SLE:	0
START:	4
Total complaints per 10,000 passengers:	0.27
Passengers per complaints:	35,991.00

March	
Total Riders:	132,919
Total Complaints:	5
SLE:	2
START:	3
Total complaints per 10,000 passengers:	0.37
Passengers per complaints:	26,583

Totals:	
SLE	2
START	8

January 2023	
Total Riders:	120,479
Total Complaints:	13
SLE:	9
START:	4
Total complaints per 10,000 passengers:	1.08
Passengers per complaints:	9,267

February	
Total Riders:	107,824
Total Complaints:	7
SLE:	5
START:	2
Total complaints per 10,000 passengers:	0.65
Passengers per complaints:	15,403

March	
Total Riders:	106,902
Total Complaints:	7
SLE:	6
START:	1
Total complaints per 10,000 passengers:	0.65
Passengers per complaints:	15,271

Totals:	
SLE	20
START	7

April 20, 2026

To: START Board Members; LizAnn Eisen, Kristin Unruh, Steve Grossman, Julien Hass, Meghan Quinn, Will Roscoe, Ty Hoath, and

Michael Toronto, Transit Director

Subject: START Draft Transit Development Plan

My name is Claudia Hirschey, and I live at [REDACTED]. I am a retired transportation engineer, specializing in transportation planning and traffic engineering with extensive experience in bus transit projects. I am a regular user of the START transit service.

I first lived in Jackson in 1982 and have been a part-time resident for the past six years. I have experienced the transit system in Teton County mature over the past 40 years, and I compliment all past efforts. Much of the transit system functions very well, and many improvements were accomplished.

I am submitting comments on the Draft Transit Development Plan (TDP). I have available even more detailed comments and will make them available upon your request.

Elected officials, stakeholders, and the public will benefit from being shown START's accomplishments. Describing the successes and then presenting START's planned improvements will provide decision-makers with the confidence to pursue additional funding, either from expanding current sources or considering new sources.

The Draft TDP should be guided by the Jackson Teton County Comprehensive Plan and the Integrated Transportation Plan (ITP). There are improvements in the ITP that START can show were accomplished. The ridership goals of the ITP are aspirational. But if, in START's professional opinion, those goals cannot be achieved, then describe a reach goal that the START Board and staff thinks can be achieved with increased funding. Two scenarios beyond five years should be described and related to levels of ridership. The first is the aspirational goal of the Comprehensive Plan and the ITP and the second a reach goal for START.

The Draft TDP should also begin with a summary of the currently adopted 2020-2025 TDP, showing what was accomplished, what remains to be accomplished, and why an update is needed now. The elected officials will benefit from a clear summary of accomplishments. They will use this information in their funding decisions as well as assist with their communications with the public.

It is concerning that the Draft TDP appears to be constrained by funding without describing or being transparent about that approach in the Guiding Principals. I have worked on several transportation plans in my career, and know that the plan should follow adopted guiding documents and show the path forward towards those adopted plans and policies.

For your consideration I offer the following material comments to the draft document:

- In the introduction, paragraph 3, the paragraph ends with "that balances service quality, community needs, and financial sustainability." I suggest deleting the words in quotes. The list of data in that paragraph is adequate. The terms in quotes are undefined. Superfluous add-ons to sentences should be deleted to improve clarity.
- The table on page 4 of the staff report is an incomplete list of funding.

- I would recommend that line items be added that show potential increase or new funding sources. For example, expansion of employer-paid transit passes.
- Page 8, second half of the first paragraph, reads like it could be an action item, rather than a reason why not.
- The on-demand service to East Jackson works remarkably well. The ridership would be the envy of most other cities. On-demand service also achieves goals other than the measures of ridership and cost. These benefits should be acknowledged. It provides the transit-dependent population with efficient access to grocery shopping, medical appointments, school, and work. As gas prices continue to increase, it provides cost savings for lower-income residents. In Figure 13, START On-Demand Options Benefits and Tradeoffs, the first bullet is unclear as to meaning, the second bullet is not accurate and could be re-written as “Improves access to transit and transfers to fixed route service”, and the third bullet is duplicative with less meaningful words.
- The use of the word Vision is confusing. The vision is contained in the Comprehensive Plan and the Integrated Transportation Plan. The Vision Network on page 55 is simply a list of additional transit services.
- For the TDP to be useful, it should show the aspirational ridership goals of the ITP compared to the ridership increases of the Draft TDM in Table 19, and a recommended level of ridership that could be achieved with more aggressive additional funding. Ideally, the latter scenario would be the baseline recommendation and then scaled back through the implementation plan, including a financial analysis.
- Figure 17 Bike Share Option Benefits and Tradeoffs, I suggest adding to the tradeoff list that bicycle ownership in Jackson/Teton County is very high. For those in need of a bike for mobility, providing a free bike (using non-profit organizations) could be a lower cost program than a bike share program. In addition, visitors can rent bikes at many locations.
- Vanpool Option: Vanpool programs around the country have been very successful and are very cost-effective. This option could be addressed more thoroughly with examples provided.
- Airport: Restructure the text to present “Existing Route” and then the options. Please add the following bullet: “Optimizing resources to focus on employee transit needs offering integration with the START system.” Under tradeoffs, it would be fair to add “Historical data shows low ridership” and include data.
- Commuter: The analysis is very light and could benefit from a more thorough exploration of expanding the service. Same for Vanpool and Airport sections.
- In Table 7 the weighting of “Outreach” is very high. Hopefully it is acceptable and defensible.

The document would benefit from a professional technical editor. A well-written document will be more readable to decision-makers and be able to communicate a compelling case for investment in transit. Technical editing needs are listed below. Please note that this list is not all-inclusive.

- Make sure that the Table of Contents (TOC) titles match exactly the headings in the text by cross-referencing section titles to the TOC with what is in the text. Please take a critical look at the section titles to add clarity. The TOC is the first place for a reader to orient to the contents of the document.
- Make sure that tables and figures are labeled consistently. Some tables are labeled as figures. Cross-reference table titles and figure titles to the TOC. Ensure table and figures titles state in the simplest of terms exactly what is the contents of the table or figure.
- Make sure technical terms are correctly applied, used consistently, and avoid introducing new terms for the same previously used technical term. For example, the section title, “Service Coverage and Connectivity” contains text that describes only “Service Coverage” there is no need to add the word “connectivity” that is undefined. It is confusing to the reader.
- The section title, “Public Transportation Markets and Options” contains text related specifically to “Service Concepts and Options” which are the terms used consistently in the text. The list of services in this section is missing on-demand service.
- For the titles and bullets referring to service options, replace the word “service” with “route”. The options are route options, and the contents are route options.
- For Figure 19 insert existing Teton Village routes for comparison. Same for all similar figures (which appear to be tables, not figures).
- In Figure 22, rather than introduce a new term, “the one seat ride”, re-write as “Increases transfers for some riders”. The term “transfers” is more understandable to the reader and is a term used throughout the document.
- For the section titled “Commuter” please restructure the paragraph to describe: Existing Commuter Route and Commuter Route Options, followed by the benefits and tradeoffs. On that basis, a recommendation to modify the service, or not to expand, could be presented later in the document. This would be more consistent with the analysis for all other routes.
- The section titled, “Alternative Service and Analysis” would be more accurately titled as “Alternative Route Networks”
- The Table 2 title is “Market Travel Times”. The term “Market” is an inaccurate descriptor of a table that lists the routes. Suggest: “Travel Time Evaluation Results”. Please provide a legend for the colors and add the source. Add a source to all tables with data.
- The section title “Ridership Impacts” does not describe the contents of the section. Suggest “Frequency of Service” because the table data is frequency of service. The first column of Table 3 is titled “Market” when the content is “Frequency”. Same for similar tables. The term “impacts” is typically used in an environmental impacts document and should not be a term introduced in this document. It is confusing to the reader.
- In Table 6 the first column is titled “Market” when the content is the “Measure”. The first row of data is called “coverage and connectivity”. The table data are a measure of “coverage”. Delete the term “connectivity” as it is undefined and was not measured for

the analysis. A series of footnotes are needed to define the terms in column 1 and the ranking scheme.

- The section titled “Final Network” is more accurately the “Preferred Network” and the term “Preferred” is used more consistently in the text. There is no need for two terms for the same item.
- Suggest re-titling “Vision Network” as “Additional Services”. There is no Network show for the described Vision.
- Tables 15, 16 and 17, please define Current, Short Term, and Long Term.

START leadership, past and present, should be proud of the START system. Let’s show that in the quality of the document, the accomplishments, and the future recommendations. The preferred route changes in the plan are useful and that content is useful for annual budgeting of service based on available or an incremental increase in funding. In addition, the TDP would have much more value if it could be relied on to show a variety of strategies to increase funding.

With these concerns, I request that the Board delay forwarding the plan to the County Commissioners and Town Council until the plan is further refined and clarified.

Sincerely,



Claudia S. Hirschey

Teton County TDP

Revised

Michael Toronto, START Director
Dr. Charlotte Frei, County Transportation Manager



1

Today's Objectives

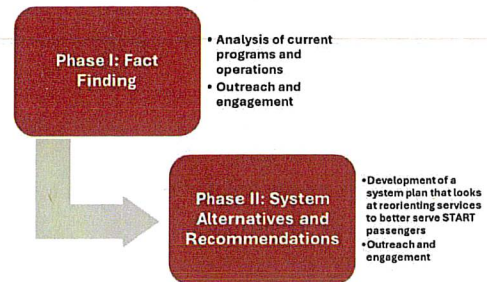
- Review proposed Transit Development Plan
 - Implementation
 - Routing
 - Fiscal Impacts
- Understand correlation with the Integrated Transit Plan



2

What is the Transit Development Plan (TDP)?

- A 13-month, systemwide analysis identifying service improvements and new services
- Resulting in a 5-year blueprint and longer-term vision for START and public transportation in the Jackson Hole region



3

Review of Implementation from 2020-2025 Route Plan

What was Implemented

- Microtransit in East Jackson
- Town Shuttle routes were merged into one route
- Teton Village Routes were re-routed into east Jackson and Snow King



4

Review Cont.

What was not Implemented

- Frequency was not reduced on the Town Shuttle
- Frequency was not reduced on the Village Local
- Rafter J and Melody Route
- A fourth commuter was added but removed due to poor performance – still at 3 commuter trips



5

Ridership Goals

Results

- The 2020-2025 route plan anticipated 1.7 M Riders
- During COVID we dipped to roughly 500,000 riders
- We are recovered to pre pandemic levels
- Ridership across the US is at 85% of pre pandemic levels
- Without On-Demand we would be below 1M riders



6

Why didn't we achieve the goals or the Plan

Results

Significantly impacted by COVID (ridership trends / ridership habits / working from home become more of the norm)



7

Recommended Network



8

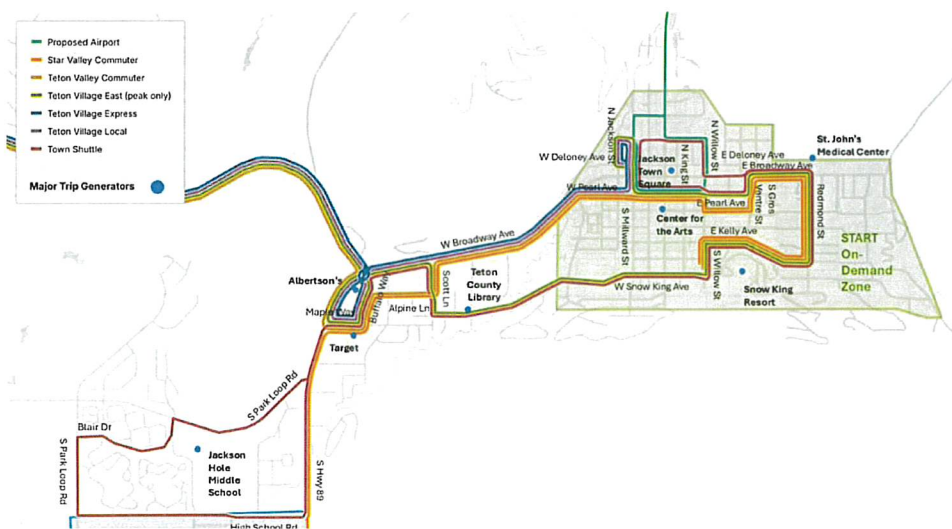
Public Transportation Services Included in the Recommended Network

- ADA service and Commuter Service Unchanged
- Discontinue Teton Village South service
- **START On-Demand**
 - Maintain current East Jackson service
 - Implement South Park/Rafter J Ranch/Melody Ranch
- **Airport service schedule adjustment (implemented FY 26)**
- Add Vanpool and Guaranteed Ride Home services in FY 27 or sooner
- Continue to research bikeshare (implementation goal in FY 29) – County



9

Recommended Network



10

Benefits of the Recommended Routing Plan

Town Shuttle	• Updates bidirectional route alignment to offer expanded coverage to East Jackson, reaching as far east as Redmond Street. • Maintain service along Pearl Avenue.
Teton Village Local	• Shorten alignment to improve service to every 30 minutes during the winter, reducing wait times compared to the current 40-minute frequency. Maintain the current schedule for the rest of the year. • Provides service along Pearl Avenue between W Broadway Avenue and Milward Street. This would allow the stop at Pearl Avenue and Jackson Street to be served. • Runs further on Broadway and turns on Buffalo Way before going around Albertsons and heading to Teton Village instead of turning on Scott Lane



11

Benefits of the Recommended Routing Plan Cont.

Teton Village Express	• Runs further on Broadway and turns on Buffalo Way before going around Albertsons and heading to Teton Village instead of turning on Scott Lane.
Teton Village East	• A new route following the current Teton Village Local alignment, serving East Jackson only during peak hours to carry workers and the public to and from Teton Village. It continues along Snow King Avenue, goes around Albertsons, and heads to Teton Village. It would be available in both winter and summer and would operate 3 morning (AM) and 3 evening (PM) trips.
Teton Village South	<i>Discontinue</i>
Commuter Service	No change



12

Benefits of the Recommended Routing Plan Cont.

START On-Demand	• Maintain current East Jackson service • Implement South Park/Rafter J/Melody Ranch service
Airport Service	Schedule adjustment (already made)
ADA Service	No change
Shared Mobility Enhancements	• Vanpool • Car share • Bike Share • Guaranteed ride home



13

Implementation Plan



14

Recommended Network Service Implementation Plan

Year 1 Board Recommended FY 2027	Years 1 and 2	After Housing is Available	The Following Year	FY 2030
- Implement benefit changes to address recruitment of seasonal employees - Implementation of: - Guaranteed ride home - Vanpool program* - Discontinue Teton Village South - Vanpool program - Guaranteed ride home	- Work with the Town to address the following: START needs 4 to 6 new FTEs with housing to implement the Recommended Network - Monitor if the changes in benefits helped recruitment. If not, then continue to adjust.	- Implement changes to the Town Shuttle - Implement changes to Teton Village Routes	Implement South Park START On-Demand (allowing one year to reduce demand on East Jackson START On-Demand) Expanding On-Demand is expected to be cost neutral. To determine budget impacts, we need to first observe ridership trends from new Town routes.	- Update the TDP - Explore implementing vision plan service improvements
No additional housing available to hire 4 to 6 drivers. Without additional housing the following years can't be implemented. The Town has a budget philosophy to only add one additional FTE each FY. With this, START can only incrementally add headcount vs launching all the new service at once. Commuter Expansion – evaluate the impact and demand of Vanpool Service. Add additional trips once capacity increases on current Commuter trips.				

15

Recommended Network Capital Implementation Plan

Year 1 Board Recommended FY 2027	Year 2 FY 2028	The Year Before Recommended Plan is Implemented	FY 2030
- Replace Bus Wash Bay - Replace Garage Floor Sweeper - Continue with the implementation of the delivery of 2 hybrid buses and 4 diesel buses - Add Automatic Passenger Counters - Begin work on expanded bus storage - Facilities Employee	- Continue work on expanding the bus storage facility - Apply for necessary planning and building grants for indoor bus storage expansion - ADA Vehicle Replacement - Apply for necessary planning and building grants for indoor bus storage expansion - If ridership increases on Commuter Routes purchase one to two additional MCIs	Apply for a grant to replace and move bus shelters to facilitate new routing	Replace two 40-foot buses

16

FY 2028 Routing Implementation

New Routing with Current Resource Levels

The maintain-current resources network would introduce **the new Recommended Network** without increasing resources (*hours and miles*). The implication is that, due to the new Town Shuttle's longer cycle time and the new Teton Village East service, all of which are partially offset by shorter travel times and trip reductions on some winter-season routes, service levels will need to be reduced to operate with the same resources as today. START On-Demand would include the East Jackson zone and if ridership shifts to the Town Shuttle, then we can open the new South Park zone at no cost. The resource-neutral network would operate with reduced trips during periods of lower ridership.



17

FY 2028 Routing Implementation Cont.

Changes

Town Shuttle – Reduction of service to every 20 minutes all day, with higher ridership time periods having 15-minute service. Service could operate every 30 minutes during the first and last hour of each day.

Con – Split shifts for Operators

Teton Village Local – Provide hourly service during the winter period except during peak demand hours.

Teton Village South – Discontinue service on this route.

Already discontinued in FY 27 Budget

Teton Village East – Reduce service from three roundtrips to two roundtrips each day.

Airport – Suspended service to the airport.

Already suspended in FY 27 Budget

Staff would need time to build this into our planning software to know the real impacts to shifts(people), hours, and miles. This can be ready for next year and potentially earlier.

Pro – observe if the changes of the Recommended Network are positive and we can **easily and incrementally increase frequency** as we add headcount

Con – with reduced frequency this may skew the desired impact on ridership growth that the plan calls for



18

Financial and Ridership Impacts of the Recommended Network



19

Financial Plan for Recommended Network*

	FY 27	Year 1*	Year 2	Year 3	Year 4
Operating Costs	\$9,827,038	\$11,363,295	\$11,992,374	\$12,657,088	\$13,359,493
Non-Local Operating Funding	\$7,549,095	\$7,773,008	\$8,006,514	\$8,250,159	\$8,504,532
Local Operating Subsidy	\$2,277,943	\$3,590,287	\$3,985,860	\$4,406,929	\$4,854,960
Capital Cost	\$4,059,000	\$268,256	\$6,500,000	\$0	\$1,567,746
Non-Local Capital Funding	\$3,247,200	\$214,605	\$5,200,000	\$0	\$1,254,197
Local Capital Subsidy	\$811,800	\$53,651	\$1,300,000	\$0	\$313,549
Total Local Subsidy	\$3,089,743	\$3,643,938	\$5,285,860	\$4,406,929	\$5,168,510
Lodging Tax	\$1,174,706	\$1,233,442	\$1,295,114	\$1,359,869	\$1,427,863
Teton County Portion	\$1,034,120	\$1,301,668	\$2,155,003	\$1,645,412	\$2,019,949
Town of Jackson Portion	\$880,917	\$1,108,828	\$1,835,743	\$1,401,648	\$1,720,697

* Does not include capital costs for new housing

Annual growth Assumptions:

- 6% operating cost factor growth
- 4% cost growth for administration and supervision
- Average cost growth of 5.5% per year based on background cost increases
- Local funding split is 54% Teton County/46% Town of Jackson

* Refer to the implementation plan in slide 14



20

Fare Policy Recommendation – Simplified Fare Policy

- Simplify fares and fare-free had the highest scoring
- Fares are based on which route is used
- Commuter routes will allow free transfers to Teton Village routes
- Implement fare on START On-Demand
- Increase direct pass sales to employers, hospitality, and social service organizations
- Fare changes to be assessed as part of route changes and budget process for FY 28 and beyond

		Town Shuttle	Base Fare (Teton Village Routes)	Commuter Routes
Cash/Transit App	Adult	Free	\$1.00	\$5.00
	Child (under 8)	Free	Free	Free
	Student	Free	\$0.50	\$2.50
	Senior/Disabled	Free	\$0.50	\$2.50
10-Ride Ticket	Adult	-	\$8.00	\$37.50
	Student	-	\$4.00	\$17.50
	Senior/Disabled	-	\$4.00	\$17.50
1 Day Pass	Adult	-	\$2.00	\$10.00
One Month Pass	Adult	-	\$45.00	\$120.00
	Student	-	\$22.50	\$60.00
	Senior/Disabled	-	\$22.50	\$60.00
Season Pass (Fall/Winter)	Adult	-	\$236.25	\$630.00
Season Pass (Spring/Summer)	Adult	-	\$168.75	\$450.00
Annual Pass	Adult	-	\$405.00	\$1,080.00



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Projected Impacts of Proposed Fare Policy

	Ridership Change (boardings)	Ridership Change (percent)	Revenue Change (amount)	Revenue Change (percent)
Teton Village Routes	+42,000	+5.3%	-\$103,000	-10.0%
Commuter Routes	+4,000	+7.5%	-\$16,000	-9%
START On-Demand	-104,000	-60.1%	+\$51,000	-
ADA	0	0%	0	0%
Total	-58,000	-5.7	-\$68,000	-5.6%



22

What about the ITP



23

Correlation with the Integrated Transportation Plan (ITP)

Accomplished Goals

Current TDP accomplishes the following ITP goals:

- Improved summer service
- Streamline the town circulator routes and increase service
- Increase marketing of transit service – in FY 27 budget
- Ridership growth - 300,000
- Working with WYDOT on transit improvements to WY-22 – County led – on going

Goals Reached Previously :

- Complete maintenance facility
- Added Commuter service – was not successful – trying again
- Implement winters express service between Jackson and TV
- Implement TV service to South Park – implemented was not successful removed in FY 27
- Evaluated potential service to Teton National Park

Need to work on:

- ✓ Expand employer transit pass program

STRATEGIC TRANSIT PLAN HIGHLIGHTS

- ~~Complete transit vehicle maintenance facility~~
- ~~Improve commuter services by adding runs and extending hours of service~~
- ~~Continue and improve summer service between Jackson and Teton Village~~
- ~~Implement winter express service between Jackson and Teton Village~~
- ~~Implement new Teton Village routes from/to South Park and a winter express service from/to Stilson~~
- ~~Work with Wyoming DOT to implement BRT service in the WY-22 corridor and between Jackson and Teton Village~~
- ~~Monitor and evaluate potential for summer service to Grand Teton National Park~~
- ~~Continue to streamline the town circulator route and increase service levels~~
- Expand the employer transit pass program
- Increase marketing of transit service



24

Correlation with the ITP Cont.

2026

- 1M+ riders
- 27 buses (would have 35 – Proterra)
- Farebox Revenue \$300,000+

Table 2-2. START Plan Scenario Annual Cost Estimates: Plan Implementation

Annual Data	2013	2018	2024	Build Out
Assumptions				
Ridership	899,318	1,259,045	1,849,353	3,597,272
Bus revenue hours	39,731	55,623	63,631	127,262
Bus fleet size	30	32	46	92
Farebox revenue (est. 23% of O&M cost)	\$674,399	\$944,158	\$1,348,748	\$ 2,697,595



25

Correlation with the ITP Cont.

Ridership Goals

- ITP calls for ridership reaching 3.5M by 2035 (2x every 10 years)
 - This would require 250,000 riders a year (25% growth a year)
 - American Public Transit Association states that 2 to 3%/year is a reasonable goal
- Current proposed TDP Ridership Goals
 - 300,000 in the next 5 years (30%)
 - This is 5% growth a year – this is a stretch goal



26

What is Next for the ITP

- It's in the Transportation Work Plan for this next FY
Per budget approval
- Will be updated and revised



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Questions



28



*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: Mike Toronto, Transit Director
Date: April 30, 2026
RE: March 2026 monthly recap

Staff Recognition

On April 12th and 13th START held its annual Employee Appreciation event. On April 12th we held a dinner at the Wort Hotel where 50 employees and family, the Town Mayor, a Town Council Member, and a START Board Member were in attendance. At the event we recognized two employees: Clay Wilson as START Driver of the Year and Garrett Northey as START Seasonal Driver of the Year. These two individuals were nominated by popular vote by their peers. These two drivers show amazing customer service, safe driving and most of all are examples to their fellow drivers. Clay still works for START, Garrett took some time away and we hope to have him back in the future. Why did we have two events instead of one? In the past, we only held one event, a dinner on Sunday. During these events we averaged 50 people in attendance. For the most part, only the employees that lived in Town would attend and Seasonal drivers were usually working and couldn't attend, and the Commuter Drivers live far enough away that attending wasn't practical. By holding both a Sunday evening and a Monday morning event, we were able to celebrate with more employees than before. We had an additional 25 people attend on Monday that wouldn't have otherwise. On Monday the Maintenance Department came – they provide amazing support and service to us and without them our work at START would not be possible or safe. Seasonal drivers attended before they headed out on their next adventure. And Town employees who support our efforts were in attendance – the finance department and Internal Services (HR). This event allows us to recognize and appreciate those that make START possible. Overall, the event was a smashing success.

Ridership

Overview and Highlight

Overall ridership March25' / March26'	132,345 / 123,248	Down 7%
Overall ridership Year to Date	394,475	Down 3.55%
Teton Village YTD	209,067	Down 3%
Town Shuttle YTD	108,338	Down 2.2%
ADA Ridership March25' / March26'	423 / 380	Down 11.32%
ADA Ridership YTD	699	Down 14.64%
On Demand	18,101 / 17,675	Up .99%

March25' / March26'		
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Notable Ridership trends:

- Teton Valley and Star Valley Ridership are both Down Year to Date and Year over Year. Our New schedule was launched April 12th.
- START ended the Salt Lake Express Contracted Service a week early due to low ridership and low snow levels resulting in not as many riders.
- Overall, staff believes that we saw less riders this year due to low snow levels and tourism.

START-on-Demand (SOD)

- In March 2026, SOD ridership was 543 riders higher than ridership this time last year
- SOD did operate at approximately 9.5 passengers per hour for the month of March which is one less per hour than in February – and 9.5 passengers per hour since project inception.
- SOD average wait time decreased from 14 to 11 minutes between February and March.
- In March, 74% of trips had a wait time of 15 minutes or less (February was 61%) and 86% of trips had wait time of 20 minutes or less (February was 76%). Wait times improved from the previous month.

Financial Report

START is 75% of the way through the fiscal year and has spent an aggregated 68.4% of the budget. During this time, START has spent 77% of the Administrative Budget and 66.5% of the Operating Budget. This is a positive sign that START overall is under budget and trending in a good direction.

Administrative Budget

Some of the high expenditures have been for license agreements for software, professional services from TMD, employee recruitment, and insurance payments – these expenses mainly occur at once towards the beginning of the fiscal year. The Amendment for the SaaS line item will appear in the next months financial report.

Operating Budget

The line item for Supervisor overtime is 304% of the budgeted amount. This is mainly due to Supervisors filling in for Operator shortages and three Supervisor vacancies earlier this year. Staff are watching Operator overtime as this expenditure is 143% of the allotted amount – START was 9 employee short for the Winter Season. Regular wages for both Supervisors and Operators are down relative to where we are in the fiscal year – offsetting the overtime expenses. The Line item for Parts is 104% of the budgeted amount. Parts' costs are running higher this year. All other month-over-month expenditures are around or below 75% and are where we expect them to be this time of the year.

Revenue

Commuter fares and passes exceed expectations with some collections reaching over 200% with three months left in the FY. START is collecting more interest earnings than anticipated. START is behind in Fare Revenue, staff anticipated collecting more fares in the Winter Season, which has not produced the

anticipated ridership most likely due to low snow levels. Staff saw an increase in fare revenue collected in February and March. The Airport service brought in 50% of anticipated fare revenue this last season.

Capital Update

Request for Proposal (RFP) Update:

- Bus Stop Improvement RFP – Staff received notice from WYDOT that this project will need to be resubmit for the next grant cycle. Staff are able to complete and seek reimbursement for parts of the project completed so far. Staff have completed the trash can replacement and the E-Ink Displays portion of the project. We were able to resubmit for these funds before the grant application deadline.
- On Demand RFP – This RFP is on the market. The deadline for submissions was April 27th. At the request of many potential bidders, we moved the deadline back 5 days to May 1st.
- Vanpool RFP – Staff selected Commute with Enterprise as the vendor for this project. We are currently drafting a two-year contract for services to go before the Joint Town and County officials on May 11th. The project will start with one van and at the end of 12 months it will grow to 5 vans in Wyoming. START applied for 5311 funds from Idaho to expand this service into that territory.

Bus Builds

- The two new MCIs were delivered and are on site being outfitted with the necessary equipment to enter operations. We expect them to be on the road by the end of May.
- We received an official agreement from WYDOT to increase their reimbursement amount for this build. Staff requested additional funds from WYDOT to cover the cost of the tariff increases.

Service Update

Airport Shuttle Update – The Airport service completed the final season of a three year pilot. Over this time the Airport Shuttle carried 23,211 people to and from the airport. The yearly ridership numbers are as follows:

- Winter 23/24 – 8,860
- Winter 24/25 – 7,567
- Winter 25/26 – 6,784

For the last season, staff made changes to the schedule to provide more frequent service to and from the airport during higher flight bank times. Unfortunately, these changes did not improve ridership. The main purpose behind the launch of the airport shuttle was to reduce the days that the airport parking reaches capacity. The airport reached capacity on 4 days in 23'-24' and 5 days in 24'-25' and 1 day this last season. The airport also added 30 additional parking stalls this last season which contributed to a reduction in days that they reached capacity.

Commuter Route Schedules – Staff has received positive feedback on the commuter route schedule changes that went into effect on 4/12. Many people appreciate the later arrival for the 9 AM shift start times. Over the next few weeks staff will start to compare ridership trends to last spring season and monitor the impact that these schedule changes have had on ridership.

Commuter Route Marketing – START is currently working on a marketing project to promote commuter route services. This will be in conjunction with the launch of the new schedule mentioned above. The following outlines the goals of this project:

- Collect positive testimonials from current commuter riders to use in the campaign.
- Launch digital advertising via Buckrail and JHNG.
- Use targeted social media ads in Teton and Star Valley.
- Use paid search on Google.
- Launch ads with local media in Star Valley and Teton Valley.
- Offer a free week to all riders on commuter routes to drive people to the service.

The goals of this project are as follows:

- Increase ridership on commuter routes.
- Increase awareness that START Bus runs commuter routes.
- Increase revenue from commuter routes.

Hotel Transit App Campaign – Staff is working with our online ticket provider Masabi to launch an information campaign with all the hotels in Jackson and out at the Village. This campaign will educate hotels in the process of providing digital passes to their employees and customers. The message to hotels is, you can use the Transit app to offer a pass as part of the guest amenities and guest experience and as part of your employee benefits. The information sheet provides the process of how to setup these accounts and the types of passes that are available. Currently, very few hotels engage with START to purchase passes, we would like to grow this customer base. Staff will also provide information that hotels can come in and buy paper passes from us directly. The passes will be for sale at the regular prices listed online.

Technology Update

No changes

Projects Update

No changes

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
START Staff



START Ridership Report

START Regular Board Meeting April 30, 2026

2018	Town Shuttle	Teton Village	Star Valley	Teton Valley		ADA	Monthly Total
Jan	44,040	105,454	3,331	3,535	-	481	156,841
Feb	38,376	96,617	2,865	3,052	-	498	141,408
March	38,047	95,498	2,804	3,058	-	554	139,961
April	27,458	17,489	2,275	2,412	-	446	50,080
May	34,639	5,769	2,671	2,962	-	422	46,463
June	48,549	17,599	2,815	2,547	-	436	71,946
July	57,755	23,520	2,766	2,364	-	438	86,843
August	54,731	22,074	2,715	2,497	-	386	82,403
September	45,062	16,760	2,286	2,445	-	392	66,945
October	34,965	5,246	2,828	2,859	-	358	46,256
November	28,285	13,054	2,710	2,568	-	389	47,006
December	37,453	92,007	2,608	3,082	-	434	135,584
Totals 2018	489,360	511,087	32,674	33,381	-	5,234	1,071,736

2019	Town Shuttle	Teton Village	Star Valley	Teton Valley	ADA	Monthly Total	'19 vs. '18		
Jan	41,778	111,186	3,283	3,646	-	464	160,357	3,516	2%
Feb	36,655	106,701	2,827	2,240	-	415	148,838	7,430	5%
March	38,437	100,310	2,780	2,739	-	485	144,751	4,790	3%
April	27,974	19,896	2,623	2,921	-	542	53,956	3,876	8%
May	34,349	6,478	2,343	3,340	-	437	46,947	484	1%
June	45,211	16,765	2,285	2,682	-	518	67,461	(4,485)	-6%
July	49,498	23,259	3,597	3,225	-	407	79,986	(6,857)	-8%
August	45,687	28,611	2,679	2,837	-	389	80,203	(2,200)	-3%
September	50,287	25,540	2,559	3,623	-	406	82,415	15,470	23%
October	47,307	8,445	2,455	3,312	-	368	61,887	15,631	34%
November	35,185	7,392	3,523	3,449	-	430	49,979	2,973	6%
December	36,299	79,128	2,731	3,243	-	525	121,926	(13,658)	-10%
Totals 2019	488,667	533,711	33,685	37,257	-	5,386	1,098,706	26,970	3%

2020	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	Monthly Total	'20 vs. '19	
Jan	41,063	102,344	3,442	3,827	-	567	151,243	(9,114)	-6%
Feb	38,950	107,867	2,874	3,290	-	558	153,539	4,701	3%
March	27,258	52,602	2,269	2,162	-	350	84,641	(60,110)	-42%
April	7,457	289	991	653	-	205	9,595	(44,361)	-82%
May	9,411	510	932	813	-	253	11,919	(35,028)	-75%
June	12,345	2,276	1,426	1,250	-	301	17,598	(49,863)	-74%
July	13,710	4,973	1,580	1,466	-	340	22,069	(57,917)	-72%
August	13,533	5,830	1,592	1,578	-	303	22,836	(57,367)	-72%
September	13,597	4,788	1,675	1,648	-	253	21,961	(60,454)	-73%
October	12,913	2,901	1,642	1,632	-	299	19,387	(42,500)	-69%
November	9,688	4,308	1,642	1,407	132	328	17,505	(32,474)	-65%
December	12,131	37,900	1,930	1,476	3,522	316	57,275	(64,651)	-53%
Totals 2020	212,056	326,588	21,995	21,202	3,654	4,073	589,568	(509,138)	-46%

2021	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Total	'21 vs. '20	
Jan	12,762	45,208	2,024	1,800	4,809	331	-	66,934	(84,309)	-56%
Feb	12,433	39,954	1,930	1,754	4,218	357	-	60,646	(92,893)	-61%
March	14,873	38,736	2,242	2,087	4,012	428	-	62,378	(22,263)	-26%
April	12,151	10,124	1,990	1,628	2,292	438	-	28,623	19,028	198%
May	14,762	3,800	1,699	1,745	2,880	482	-	25,368	13,449	113%
June	17,143	9,446	2,100	1,827	3,734	550	-	34,800	17,202	98%
July	18,696	9,868	1,995	1,541	3,940	536	-	36,576	14,507	66%
August	21,372	6,753	2,109	1,633	3,495	528	-	35,890	13,054	57%
September	17,661	7,969	1,773	1,893	3,266	481	-	33,043	11,082	50%
October	15,599	4,733	1,926	1,866	2,853	470	-	27,447	8,060	42%
November	12,866	6,437	1,685	1,343	1,717	448	197	24,693	7,188	41%
December	18,836	49,156	2,508	1,989	-	519	7,025	80,033	22,758	40%
Totals 2021	189,154	232,184	23,981	21,106	37,216	5,568	7,222	516,431	(73,137)	-12%

2022	Town Shuttle	Teton Village	Star Valley	Teton Valley	Circulator	ADA	START On-Demand	Monthly Total	'22 vs. '21	
Jan	19,554	62,593	2,370	2,104	-	458	16,057	103,136	36,202	54%
Feb	19,479	59,372	2,048	2,011	-	490	15,431	98,831	38,185	63%
March	21,887	58,905	2,360	1,983	-	566	14,624	100,325	37,947	61%
April	18,327	13,026	2,262	1,781	-	461	6,550	42,407	13,784	48%
May	22,372	4,748	1,995	1,871	-	539	6,539	38,064	12,696	50%
June	27,176	14,083	2,308	2,097	-	493	7,023	53,180	18,380	53%
July	29,195	18,147	2,150	2,116	-	534	10,066	62,208	25,632	70%
August	27,634	17,827	2,377	2,434	-	515	10,347	61,134	25,244	70%
September	25,600	13,410	2,038	2,418	-	422	9,878	53,766	20,723	63%
October	21,545	7,168	1,677	1,890	-	507	7,411	40,198	12,751	46%
November	18,712	9,972	2,181	2,194	-	501	7,006	40,566	15,873	64%
December	27,581	49,580	2,580	2,353	-	563	20,358	103,015	22,982	29%
Totals 2022	279,062	328,831	26,346	25,252	-	6,049	131,290	796,830	280,399	54%



START Ridership Report

START Regular Board Meeting April 30, 2026

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	36,601	18,525	1,973	2,414	-	417	14,028	73,958	2,346	76,304	(4,092)	-5%
September	34,297	14,436	1,926	2,491	-	437	11,186	64,773	557	65,330	(3,742)	-5%
October	33,759	8,937	2,193	2,632	-	394	9,907	57,822		57,822	2,799	5%
November	28,475	7,869	1,707	1,880	-	346	8,872	49,149	16	49,165	3,694	8%
December	33,969	61,081	2,229	2,275	869	420	17,694	118,537		118,537	2,677	2%
Totals 2025	422,116	394,486	25,919	29,710	7,343	5,051	160,921	1,045,546	35,898	1,081,444	9,986	1%

2026	Town Shuttle	Teton Village	Star Valley	Teton Valley	Airport Shuttle Pilot	ADA	START On-Demand	Monthly Total	GTR Shuttle	Monthly Total (plus GTR)	'26 vs. '25	
January	36,842	76,117	2,351	2,633	1,783	372	19,870	139,968	7,599	147,567	2,650	2%
February	34,898	71,353	2,235	2,499	2,205	327	17,745	131,262	7,854	139,116	(3,143)	-2%
March	36,598	61,597	2,388	2,538	2,072	380	17,675	123,248	5,711	128,959	(9,097)	-7%
April								-		-	(70,285)	-100%
May								-		-	(59,505)	-100%
June								-		-	(71,464)	-100%
July								-		-	(75,985)	-100%
August								-		-	(73,958)	-100%
September								-		-	(64,773)	-100%
October								-		-	(57,822)	-100%
November								-		-	(49,149)	-100%
December								-		-	(118,537)	-100%
Totals 2026	108,338	209,067	6,974	7,670	6,060	1,079	55,290	394,478	21,164	415,642	(651,068)	-62%

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	14,624	-	100,325
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
2026	36,598	61,597	2,388	2,538	2,072	380	17,675	5,711	128,959

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 1.03%▲	4,812 5.04%▲	(24) -0.86%▼	(319) -10.43%▼	- 0.00%▲	(69) -12.45%▼	- 0.00%▲	- 0.00%▲	4,790 3.42%▲
2019 - 2020	(11,179) -29.08%▼	(47,708) -47.56%▼	(511) -18.38%▼	(577) -21.07%▼	- 0.00%▲	(135) -27.84%▼	- 0.00%▲	- 0.00%▲	(60,110) -41.53%▼
2020 - 2021	(12,385) -45.44%▼	(13,866) -26.36%▼	(27) -1.19%▼	(75) -3.47%▼	- 0.00%▲	78 22.29%▲	- 0.00%▲	- 0.00%▲	(26,275) -31.04%▼
2021 - 2022	7,014 47.16%▲	20,169 52.07%▲	118 5.26%▲	(104) -4.98%▼	- 0.00%▲	138 32.24%▲	14,624 0.00%▲	- 0.00%▲	41,959 71.89%▲
2022 - 2023	8,018 36.63%▲	(9,142) -15.52%▼	350 14.83%▲	541 27.28%▲	- 0.00%▲	(77) -13.60%▼	6,887 47.09%▲	8,161 #DIV/0!	14,738 14.69%▲
2023 - 2024	6,453 21.58%▲	12,188 24.49%▲	(28) -1.03%▼	(434) -17.19%▼	2,907 #DIV/0!	(16) -3.27%▼	(2,420) -11.25%▼	(697) -8.54%▼	17,953 15.60%▲
2024 - 2025	2,750 7.56%▲	5,553 8.96%▲	(48) -1.79%▼	523 25.02%▲	(945) -32.51%▼	(50) -10.57%▼	(990) -5.19%▼	538 7.21%▲	7,331 5.51%▲
2025 - 2026	(2,510) -6.86%▼	(5,907) -9.59%▼	(246) -10.30%▼	(75) -2.96%▼	110 5.31%▲	(43) -11.32%▼	(426) -2.41%▼	(2,291) -40.12%▼	(11,388) -8.83%▼

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	7,197	1,436	61,340	25,340	421,511
2025	110,789	215,530	7,217	8,353	6,168	1,264	54,747	26,871	430,939
2026	108,338	209,067	6,974	7,670	6,060	1,079	55,290	21,164	415,642

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) -2.98%▼	20,628 6.93%▲	(110) -1.22%▼	(1,020) -10.58%▼	- -11.02%▼	(169) -11.02%▼	- -	- -	15,736 3.59%▲
2019 - 2020	(9,599) -8.21%▼	(55,384) -17.41%▼	(305) -3.43%▼	654 7.58%▲	- 8.14%▲	111 8.14%▲	- -	- -	(64,523) -14.21%▼
2020 - 2021	(67,203) -62.65%▼	(138,915) -52.86%▼	(2,389) -27.83%▼	(3,638) -39.21%▼	- -24.34%▼	(359) -24.34%▼	- 100.00%▲	- -	(212,504) -54.57%▼
2021 - 2022	20,852 52.04%▲	56,972 45.98%▲	582 9.39%▲	457 8.10%▲	- 35.66%▲	398 35.66%▲	46,112 #DIV/0!	- -	125,373 70.86%▲
2022 - 2023	28,913 47.46%▲	(20,685) -11.44%▼	433 6.39%▲	1,075 17.63%▲	- 0.00%▲	(14) -0.92%▼	23,191 50.29%▲	23,965 0.00%▲	56,878 18.82%▲
2023 - 2024	18,016 20.05%▲	42,572 26.58%▲	1,545 21.43%▲	(337) -4.70%▼	7,197 #DIV/0!	(64) -4.27%▼	(7,963) -11.49%▼	1,375 5.74%▲	62,341 17.36%▲
2024 - 2025	2,940 2.73%▲	12,773 6.30%▲	(1,539) -17.58%▼	1,517 22.19%▲	(1,029) -14.30%▼	(172) -11.98%▼	(6,593) -10.75%▼	1,531 6.04%▲	9,428 2.24%▲
2025 - 2026	(2,451) -2.21%▼	(6,463) -3.00%▼	(243) -3.37%▼	(683) -8.18%▼	(108) -1.75%▼	(185) -14.64%▼	543 0.99%▲	(5,707) -21.24%▼	(15,297) -3.55%▼

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	2,475.83	12 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	2,159.92	12 months	
Nov-21			
Teton Valley		AM	PM
November	TV1	7	15
	TV2	11	16
	TV3	19	4
Star Valley		AM	PM
November	SV1	10	20
	SV2	23	19
	SV3	16	5
Dec-21			
Teton Valley		AM	PM
December	TV1	7	18
	TV2	15	17
	TV3	22	10
Star Valley		AM	PM
December	SV1	13	23
	SV2	28	23
	SV3	16	6

January 2022				
Teton Valley		AM	PM	
January	TV1	8	27	
	TV2	16	20	
	TV3	22	7	
Star Valley		AM	PM	
January	SV1	14	24	
	SV2	29	26	
	SV3	14	6	

February 2022				
Teton Valley		AM	PM	
February	TV1	10	20	
	TV2	16	24	
	TV3	25	9	
Star Valley		AM	PM	
February	SV1	13	22	
	SV2	27	25	
	SV3	14	4	

March 2022				
Teton Valley		AM	PM	
March	TV1	9	21	
	TV2	17	24	
	TV3	24	6	
Star Valley		AM	PM	
March	SV1	16	25	
	SV2	30	28	
	SV3	17	7	

April 2022				
Teton Valley		AM	PM	
April	TV1A	8	18	
	TV1B	2	0	
	TV2	14	17	
	TV3	20	7	
Star Valley		AM	PM	
April	SV1A	13	21	
	SV1B	0	0	
	SV2	28	24	
	SV3	16	6	

May 2022				
Teton Valley		AM	PM	
May	TV1A	11	18	
	TV1B	1	0	
	TV2	13	16	
	TV3	19	7	
Star Valley		AM	PM	
May	SV1A	11	17	
	SV1B	2	4	
	SV2	23	19	
	SV3	11	6	

June 2022				
Teton Valley		AM	PM	
June	TV1A	10	17	
	TV1B	3	1	
	TV2	15	23	
	TV3	20	7	
Star Valley		AM	PM	
June	SV1A	13	19	
	SV1B	1	0	
	SV2	27	25	
	SV3	12	7	

July 2022				
Teton Valley		AM	PM	
July	TV1A	11	21	
	TV1B	7	0	
	TV2	22	24	
	TV3	19	9	
Star Valley		AM	PM	
July	SV1A	13	21	
	SV1B	2	0	
	SV2	31	27	
	SV3	14	8	

2022

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	
	TV3	25	11	
Star Valley		AM	PM	
October	SV1A	12	22	
	SV2	25	22	
	SV3	24	9	
	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
September	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	
September	TV1 - 401	13	29	
	TV2 - 402	18	16	
	TV3 - 403	21	8	
Star Valley		AM	PM	
September	SV1 - 301	12	26	
	SV2 - 302	21	20	
	SV3 - 303	17	7	
October 2024				
Teton Valley		AM	PM	
October	TV1 - 401	15	28	
	TV2 - 402	22	18	
	TV3 - 403	21	10	
Star Valley		AM	PM	
October	SV1 - 301	14	24	
	SV2 - 302	21	18	
	SV3 - 303	18	6	
November 2024				
Teton Valley		AM	PM	
November	TV1 - 401	13	23	
	TV2 - 402	18	17	
	TV3 - 403	19	7	
Star Valley		AM	PM	
November	SV1 - 301	13	22	
	SV2 - 302	17	15	
	SV3 - 303	19	7	
December 2024				
Teton Valley		AM	PM	
December	TV1 - 401	14	27	
	TV2 - 402	20	15	
	TV3 - 403	22	10	
Star Valley		AM	PM	
December	SV1 - 301	14	25	
	SV2 - 302	21	16	
	SV3 - 303	19	7	



START Ridership Report

START Regular Board Meeting April 30, 2026

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

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	16	26
	TV2 - 402	22	20
	TV3 - 403	20	11
Star Valley		AM	PM
August	SV1 - 301	13	25
	SV2 - 302	17	18
	SV3 - 303	18	4
September 2025			
Teton Valley		AM	PM
September	TV1 - 401	13	25
	TV2 - 402	26	18
	TV3 - 403	20	11
Star Valley		AM	PM
September	SV1 - 301	12	24
	SV2 - 302	15	14
	SV3 - 303	17	5
October 2025			
Teton Valley		AM	PM
October	TV1 - 401	13	27
	TV2 - 402	24	18
	TV3 - 403	20	12
Star Valley		AM	PM
October	SV1 - 301	12	27
	SV2 - 302	16	16
	SV3 - 303	19	5
November 2025			
Teton Valley		AM	PM
November	TV1 - 401	12	22
	TV2 - 402	19	14
	TV3 - 403	21	8
Star Valley		AM	PM
November	SV1 - 301	12	24
	SV2 - 302	14	15
	SV3 - 303	18	3
December 2025			
Teton Valley		AM	PM
December	TV1 - 401	15	26
	TV2 - 402	23	15
	TV3 - 403	21	8
Star Valley		AM	PM
December	SV1 - 301	14	26
	SV2 - 302	18	18
	SV3 - 303	18	6



START Ridership Report

START Regular Board Meeting April 30, 2026

2026

January 2026				
Teton Valley		AM	PM	
January	TV1 - 401	17	30	
	TV2 - 402	22	19	
	TV3 - 403	23	10	
Star Valley		AM	PM	
January	SV1 - 301	15	31	
	SV2 - 302	21	17	
	SV3 - 303	22	4	
February 2026				
Teton Valley		AM	PM	
February	TV1 - 401	17	29	
	TV2 - 402	22	19	
	TV3 - 403	27	10	
Star Valley		AM	PM	
February	SV1 - 301	14	33	
	SV2 - 302	22	19	
	SV3 - 303	24	4	
March 2026				
Teton Valley		AM	PM	
March	TV1 - 401	16	27	
	TV2 - 402	18	20	
	TV3 - 403	26	9	
Star Valley		AM	PM	
March	SV1 - 301	13	28	
	SV2 - 302	21	18	
	SV3 - 303	23	5	
April 2026				
Teton Valley		AM	PM	
April	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
April	SV1 - 301			
	SV2 - 302			
	SV3 - 303			
May 2026				
Teton Valley		AM	PM	
May	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
May	SV1 - 301			
	SV2 - 302			
	SV3 - 303			
June 2026				
Teton Valley		AM	PM	
June	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
June	SV1 - 301			
	SV2 - 302			
	SV3 - 303			
July 2026				
Teton Valley		AM	PM	
July	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
July	SV1 - 301			
	SV2 - 302			
	SV3 - 303			

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	2,475.83	12 months
2026	2,556.67	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	2,159.92	12 months
2026	2,324.67	3 months

August 2026				
Teton Valley		AM	PM	
August	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
August	SV1 - 301			
	SV2 - 302			
	SV3 - 303			
September 2026				
Teton Valley		AM	PM	
September	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
September	SV1 - 301			
	SV2 - 302			
	SV3 - 303			
October 2026				
Teton Valley		AM	PM	
October	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
October	SV1 - 301			
	SV2 - 302			
	SV3 - 303			
November 2026				
Teton Valley		AM	PM	
November	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
November	SV1 - 301			
	SV2 - 302			
	SV3 - 303			
December 2026				
Teton Valley		AM	PM	
December	TV1 - 401			
	TV2 - 402			
	TV3 - 403			
Star Valley		AM	PM	
December	SV1 - 301			
	SV2 - 302			
	SV3 - 303			



East Jackson Ridership Report

March 2026

Rides: 14,087 / 524,640

Passengers (unlinked passenger trips): 17,675 / 702,835

Vehicle revenue hours: 1,855 / 73,758

Total vehicle hours: 2,134 / 83,268

Vehicle revenue miles: 16,094 / 655,398

Total vehicle miles: 17,760 / 713,861

Passenger miles: 15,045 / 617,187

Unique rider accounts (month / year to date): 1,315 / 2,283

Passengers per revenue hour: 9.5 / 9.5

Percent of rides shared: 51%

Average wait time: 11 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: 301

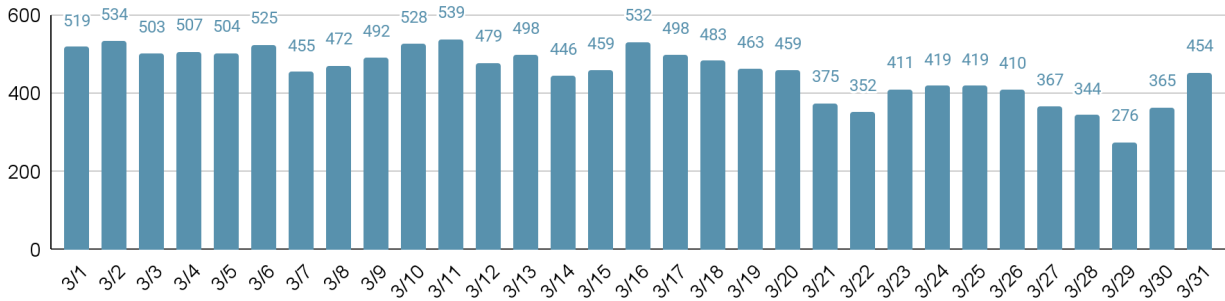
Percent of rides more than 5 min late to pickup: 9%

(month to date / all time)

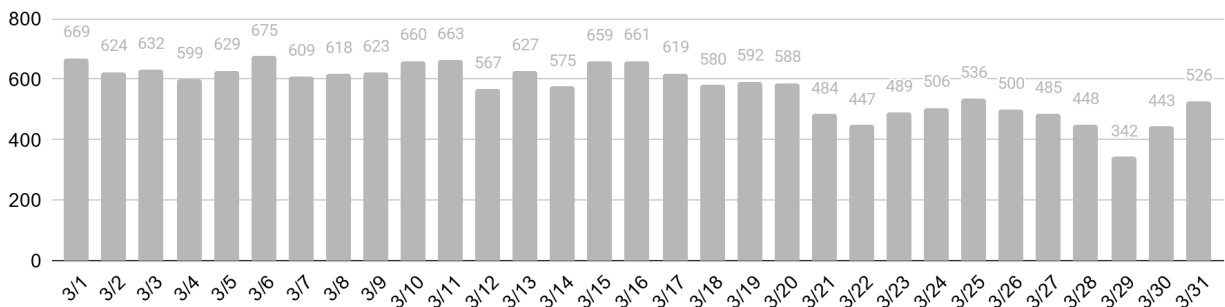
Passengers to/from the library: 725

Passengers to/from START: 113

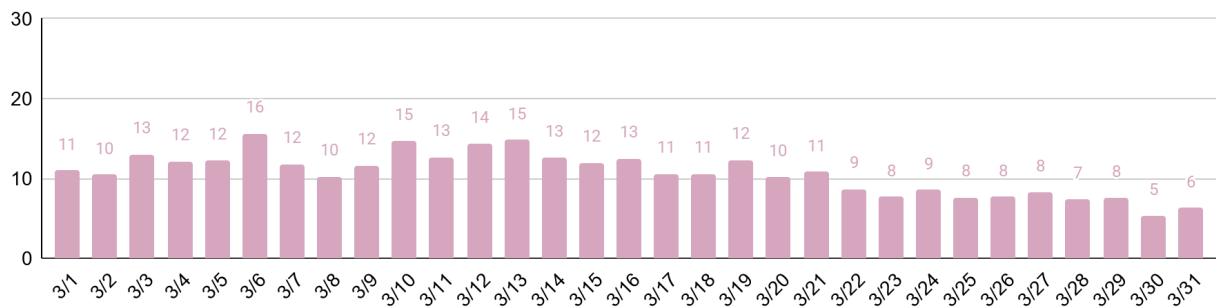
Rides



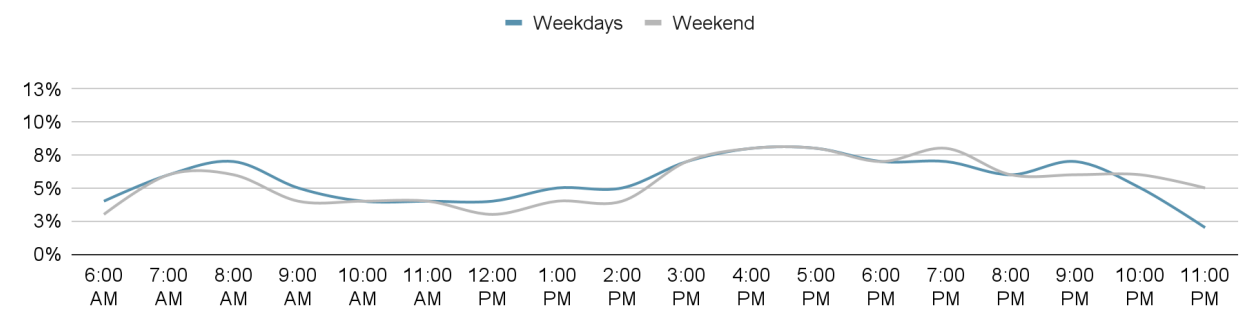
Passengers



Average Wait time



Pickups by Hour



Wait Time Distribution

- 0 - 5 min: 26%
- 5 - 10 min: 28%
- 10 - 15 min: 20%
- 15 - 20 min: 12%
- 20 - 25 min: 7%
- 25 - 30 min: 3%
- 30+ min: 3%

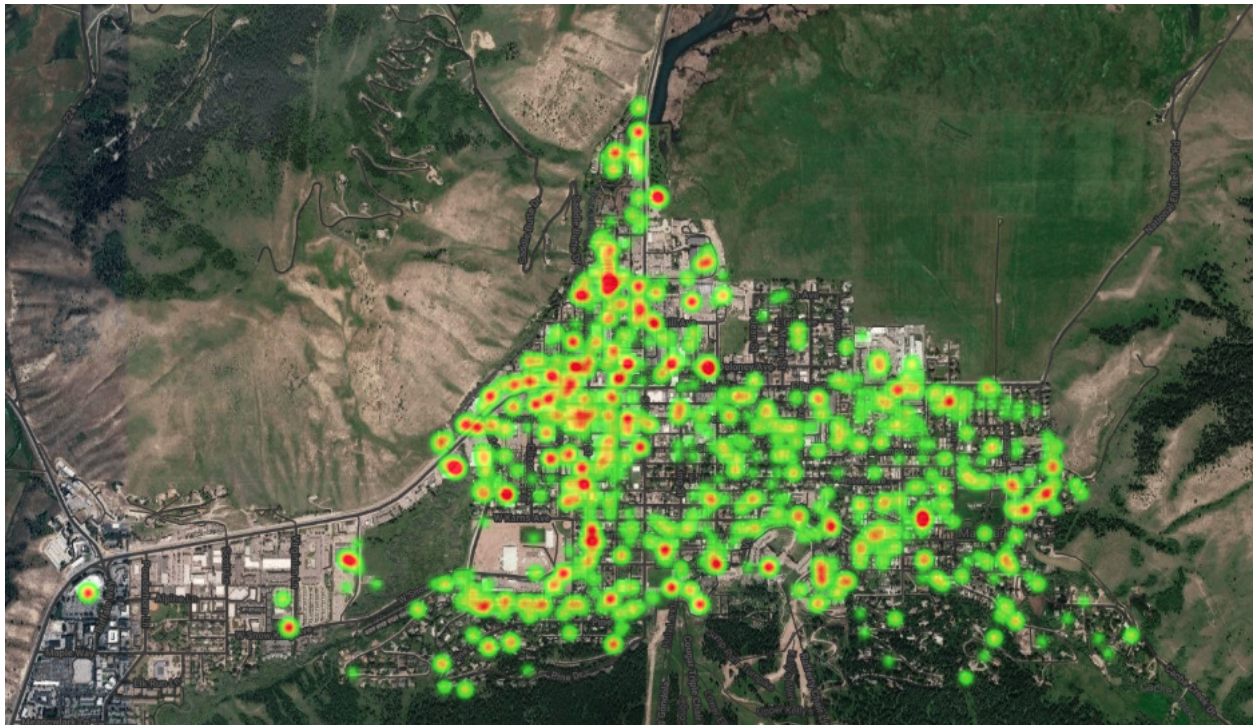
Passenger Distribution

- 1 Passenger Request: 82%
- 2 Passenger Request: 12%
- 3 Passenger Request: 3%
- 4 Passenger Request: 2%

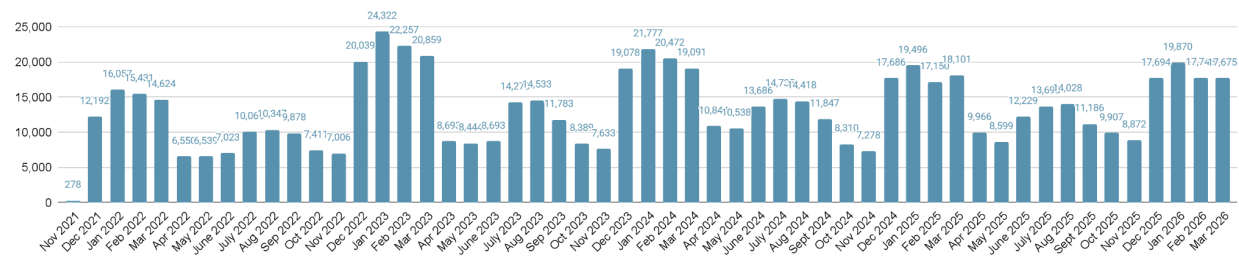
Pickups Heat Map



Dropoffs Heat Map



All Time - Passengers



All Time - Passengers / Revenue Hour

