

START Board Regular Meeting

August 20, 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=hrX97dTvbW8gofjBln7gDAWZQ8Bjhs.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. June 25, 2026, Regular Meeting
 - 2. July 23, 2026, Regular Meeting

V. PROPOSED SERVICE AND FARE CHANGES PUBLIC HEARING (3:45 PM - 4:15 PM)

- A. Call Public Hearing to Order
- B. Adjourn Public Hearing

VI. DISCUSSION ITEMS AND/OR ACTION ITEMS (4:15 PM - 5:15 PM)

- A. Proposed Service and Fare Changes
- B. Director's Update
- C. Regional Transportation Update

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

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

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. ADJOURNMENT (5:30 PM)

IX. TIME AND PLACE FOR NEXT MEETING

- A. Next Regular Meeting: Thursday, September 24, 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

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.

START Board Regular Monthly Meeting Minutes

June 25, 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 PM – 3:35 PM)

- A. Call to Order
 - Chair Eisen called the meeting to order at 3:31 PM
- B. Roll Call
 - START Board: LizAnn Eisen– In-person (Chair), Kristin Unruh – Virtual (Vice-Chair & Treasurer)(Left at 5:09 PM), Steve Grossman (Secretary) – In-person, Julien Hass – Virtual, Ty Hoath – Absent, Meghan Quinn – Virtual(left at 5:04 PM), Will Roscoe – Virtual
 - Liaisons: Wes Gardner – In-person (Teton County Liaison), Kevin Regan – Absent (Town of Jackson Liaison), Jade Krueger -- Virtual (Teton Valley Liaison)
 - Staff: Mike Toronto – In-person (START Director), Jason Pitts – In-person (START Ops Manager), Susan Purcell – Virtual (Assistant Town Attorney), Chris McDonough – In-person (START Service Planner), Ann McClure – In-person (START Admin Asst)
 - Other: Charlotte Frei (Regional Transportation Planning Administrator) – In-person

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

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

- A. Selena Humphreys regarding commuter bus WiFi, received via email
 1. Director Toronto provided staff comment re efforts to address.

IV. CONSENT AGENDA (3:40 PM – 3:45 PM)

- A. Approval of Minutes
 1. May 28, 2026, Regular Meeting
- B. E-Ink Display Contract with Urban Solar
 1. Chair Eisen explained minor changes had been made to the contract after the packet was published.

Motion made by Steve Grossman, seconded by Kristin Unruh, to approve consent agenda as presented. All in Favor. Motion carries unanimously.

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

- A. DISCUSSION/ACTION ITEMS:
 1. Budget Update FY27 – Mike Toronto

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.

2. WYDOT Grant Update – Mike Toronto
 - i. Director Toronto was joined by Chris McDonough, Transit Planner, provided staff comments on reductions to grant, options for cutting costs to address deficit and timing for public comment based on service cuts and sought Board input on preferences. Board members held discussion with staff and Commissioner Gardner provided input. Board gave input regarding van pool, on-Demand and minimizing overall service disruptions. Board requested more information on potential changes to START on-Demand service.
 - ii. **No action was taken.**
3. Director's Update – Mike Toronto
 - i. Director Toronto provided brief staff comments on marketing efforts and service levels.

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

- A. Teton Valley Liaison Report – Jade Krueger
 - 1. Provided comments on discussions.
- B. Town Liaison Report – Kevin Regan – absent
- C. County Report – Wes Gardner
- D. Star Valley Liaison Report - Vacant
- E. Matters from Board Members – none

VII. ADJOURNMENT (5:30 PM)

Motion to adjourn at 5:16 PM made by Grossman, seconded by Hass. All in Favor. Motion carries unanimously

TIME AND PLACE FOR NEXT MEETING.

Next Regular Meeting: Thursday July 23, 2026, from 3:30 PM – 5:30 PM Teton County Commissioner's Chambers

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

Ann McClure Date
START Administrative Assistant (Minutes Editor)

The undersigned duly qualified and acting secretary of the Southern Teton 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

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.

START Board Regular Monthly Meeting Minutes

July 23, 2026

3:30 PM – 5:30 PM

Online Only

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 PM – 3:35 PM)

- A. Call to Order
- 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), Jade Krueger -- Virtual (Teton Valley Liaison)
 - Staff: Mike Toronto – Virtual (START Director), Jason Pitts – Virtual (START Ops Manager), Susan Purcell – Absent (Assistant Town Attorney), Chris McDonough – Virtual (START Service Planner), Ann McClure – Virtual (START Admin Asst), Lea Colasuonno – Virtual (Town Attorney)
 - Other: Charlotte Frei (Regional Transportation Planning Administrator) – Virtual

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

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

None

IV. CONSENT AGENDA (3:40 PM – 3:45 PM)

- A. Approval of Minutes
 1. June 25, 2026, Regular Meeting
Chair Eisen explained that based on one separate conversation, there are a number of comments on the minutes. Asked for a motion to defer discussion until next regularly scheduled board meeting. Seconded by Ty. All in favor. Motion passes unanimously.

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

- A. DISCUSSION/ACTION ITEMS:
 1. KPIs 2nd Quarter (April – June)
 - i. Jason Pitts, Operations Manager, provided staff comment on key performance indicators. Explained that traffic volume and construction projects negatively impacted on-time-performance. No questions from board members.

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.

2. Director's Update – Mike Toronto
 - i. Director Toronto provided update on marketing campaign promoting commuter routes that were run in May and June. Discussed increase in ridership from recent schedule changes in conjunction with marketing efforts. Discussed plans for future marketing. Board discussed with staff.
3. Approval of Recommended Service Reductions – Mike Toronto
 - i. Chair Eisen shared directions she received from Mayor Jorgensen asking START Board to provide recommended cuts along with priorities if partial funding is available. Advised Board of timeline.
 - ii. Director Toronto provided staff comment on potential service reductions and new fare structure. Budget needs to be reduced by \$1.5 million starting October 1, 2026. Possible additional reduction of \$400,000 starting July 2027.
 - iii. Board held discussion with staff.
Staff conducted exercise to guide Board in ranking potential service reductions. The priority rankings established by the Board will be presented to the next Joint Information Meeting on August 31.
4. Possible Fare Increase Options Requested by Town and County Electeds
 - i. Director Toronto explained how staff developed recommendations and federal regulations. Chris McDonough, Transit Planner, provided additional information. Board held discussion with staff.
5. **Motions**
 - i. Motion made by Julien Hass, seconded by Meghan Quinn, that the START Board request that the Town of Jackson and Teton County amend the current START budget to cover the current shortfall of \$1,500,000 from the General Fund for the current Town/County fiscal year, allowing staff additional time to pursue alternative funding opportunities before making any cuts to service.
Roscoe and Hoath opposed. All others in favor. Motion passes.
 - ii. Motion made by LizAnn Eisen, seconded by Ty Hoath, that the START Board recommend the service cuts that reduce the budget to \$1,118,856 and request the Town and County make up the remaining \$381,143 out of general funds.
Roscoe opposed. All others in favor. Motion passes.
 - iii. Motion made by LizAnn Eisen, seconded by Kristin Unruh, that we put the fare structure to public comment, but that we do not recommend it based on our prior recommendation.
Roscoe opposed. All others in favor. Motion passes.
 - iv. Motion made by LizAnn Eisen, seconded by Kristen Unruh, to set a public hearing for August 20, 2026, at 3:30 PM, to receive public comment on the proposed fare structure changes and service reductions identified in the Staff report, and direct staff to provide the required public notice of the hearing.
Friendly amendment by Grossman that we don't reference "fare structure we approved." Unruh accepts.
Revised motion: I move to set a public hearing for August 20, 2026, at 3:30 PM, to receive public comment on the fare structure identified in our motion and the service reductions identified in the Staff report, and direct staff to provide the required public notice of the hearing.
All in favor. Motion passes.
6. Stilson Transit Center Ribbon Cutting – Mike Toronto
 - i. Tuesday, August 11, 2026 at 10:30 AM

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.

Dear Mr. Toronto,

I am writing to express my concern about the proposed changes to the START On Demand service, specifically the possibility of limiting early morning and late-night service hours.

I rely on START On Demand every day as my primary means of transportation to work. I am a nurse in the operating room at the hospital, and my shift requires me to arrive on time each morning. To do that, I need to be able to schedule a ride that gets me to work no later than 6:30 a.m.

My spouse and I share one vehicle, so I rely heavily on this service for my scheduled shifts. Without the early morning START On Demand service, getting to work on time would become more difficult and could even affect my ability to continue working my current schedule, especially during the winter.

I know I am not the only rider who depends on these early hours. Many healthcare workers, service employees, and others who work nontraditional shifts rely on START On Demand to get to their jobs. Reducing these service hours would create significant hardships for people who depend on public transportation every day.

I respectfully ask that you reconsider narrowing the service hours for START On Demand. Maintaining the current early morning and late-night availability is essential for riders like me who provide critical services to our community.

Thank you for taking the time to consider my concerns and for your continued commitment to serving our community. I hope you will keep the needs of riders who depend on START On Demand at the forefront of your decision.

Sincerely,

Caroline Guerrero
Jackson, WY
August 2, 2026

From: [Sara Johnson](#)
To: [START Bus Info](#)
Subject: Proposed route changes
Date: Tuesday, August 4, 2026 6:17:33 AM



Hi,

If commuter service is changed to 2 trips per day. have the route start at 5:40 pm or later to accommodate people who work 9:00-5:30pm.

Thanks

From: [Jessie Adshade](#)
To: [START Bus Info](#)
Subject: Proposed bus service
Date: Tuesday, August 4, 2026 6:35:18 AM

To whom it may concern,

I am a star valley commuter. I ride the bus M-F. The afternoon buses have been quite full. I am not opposed to the increase in bus fairs. My concern is the amount of people riding and there not being enough room if you remove a bus in the afternoon.

Thank you for your consideration.

Jessie Adshade

From: [Julie Ball](#)
To: [START Bus Info](#)
Subject: Schedule and rate changes
Date: Tuesday, August 4, 2026 7:32:01 AM



Thanks for taking public comment. Please consider measures that would encourage MORE people to ride the bus. Raising rates and decreasing hours and the amount of service only discourages bus usage. Instead of discontinuing a service time from/to Teton County, Idaho, please consider moving an early morning service to a later time.

Please consider that rate increases during this time of economic hard times will only affect the people who it will hurt most.

Again, thank you. The bus is great! MORE is better.

My best,

Julie Ball
Driggs, ID

Buenos días a todos. Quiero decir que este servicio de bus a Jackson es realmente maravilloso, los conductores son muy amables y esperan a las personas, me encanta viajar en este bus porque voy muy tranquila y relajada. Gracias por este servicio tan bueno y útil.

Disculpe por el texto en español. Además quería decirles que posibilidad hay de una parada en la ciudad de Tetonia o también sería bueno una parada un poco más tarde después de las 7 y 30 am, bueno en mi caso necesito llevar a mi hijo a la guardería y abren a las 7 y 30 am. Así que esto es un poco difícil para mí, sería bueno enviar un último bus de Driggs a Jackson a las 7 y 50 am. Gracias

Good morning everyone. I want to say that this bus service to Jackson is really wonderful, the drivers are very friendly and wait for people, I love traveling on this bus because I am very calm and relaxed. Thank you for this very good and helpful service.

Excuse me for the Spanish text. I also wanted to tell you what possibility there is of a stop in the city of Tetonia or it would also be good to stop a little later after 7:30 am, well in my case I sometimes take my son to the nursery and they open at 7:30 am. So this is a bit difficult for me, it would be nice to send one last bus from Driggs to Jackson at 7:50 am. Thank you

Surley Ortiz Navarro
received via email
Translated by Outlook

From: [Jansen, Kimberlee](#)
To: [START Bus Info](#)
Subject: Concerns regarding the proposed bus service changes
Date: Wednesday, August 5, 2026 12:34:47 PM



Hello,

I would like to express my concerns with the possible changes to the bus schedule. I work at SJH and need to be to work by 7am, so I usually take the first bus in the mornings on the SVC route. I have also utilized some of the later buses at times to come to work later in the mornings. In the evenings I usually take the last bus home at night but have also used the middle bus. I do really like that there is currently a late bus that leaves at 6ish. This allows me to stay and help out when we are busy.

There are quite a few SJH employees that ride the earliest bus in the mornings to be at work by 7am. It would be very helpful to know what times you are considering cutting for the commuter routes.

Kimberlee Jansen

PFS Supervisor Central Admissions/ED
St Johns Health
625 E Broadway
PO Box 428
Jackson, WY 83001

Correspondence, including e-mail and other electronic communications, to and from employees and elected officials of the Teton County Hospital District, dba St. John's Health, may be subject to disclosure under the Wyoming Public Records Act. This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is strictly prohibited. If you are not the intended recipient, please notify the sender by reply e-mail and destroy all copies of the original message. Thank you for your cooperation.

From: [Kristine Lee](#)
To: [START Bus Info](#)
Subject: Route and fare suggestions
Date: Wednesday, August 5, 2026 1:22:05 PM
Attachments: [image001.png](#)



To Whom It May Concern:

I am a current START Bus rider who commutes to and from Star Valley. I have been riding the bus for approximately five to six years, and I would like to share my thoughts regarding the proposed service and fare changes.

First, I would like to express my appreciation for the most recent schedule adjustment. It has been a significant benefit to me and aligns well with my work schedule. I now arrive at work about 30 minutes before opening, which gives me ample time to prepare for the day. Additionally, the schedule allows me to stay a little later if I have a client appointment that runs past closing time while still being able to catch my bus home. While there is a later bus available, it requires me to leave work precisely at 6:00 p.m. or risk missing it. As a result, I have only used that later route once. Overall, the current schedule has worked very well for me.

After reviewing the proposed changes, I would like to offer the following suggestions:

- 1. Implement a modest fare for START On Demand services.**

A small fee of \$1 to \$3 per trip could help offset fuel costs and vehicle wear and tear while still remaining far more affordable than a taxi ride. Although I appreciate the concept of START On Demand and believe it provides an important service for those without access to other transportation, my personal experience was less than ideal. On one occasion, I waited more than 45 minutes for a ride, despite the app continuously indicating that the vehicle was only five minutes away.

Ultimately, I had to walk from St. John's Hospital to my workplace in winter conditions with a bad knee. Because of that experience, I have not used the service again. However, I believe it can continue to be a valuable community resource if reliability improves.

- 2. Reduce the number of START On Demand vehicles.**

I support reducing the number of On Demand vehicles if it helps improve efficiency and reduces the number of vehicles waiting on the road for riders. This adjustment could help lower operating costs while maintaining service availability.

- 3. Introduce fares for in-town bus service.**

I believe charging a modest fare for rides within city limits could help offset the loss of grant funding and contribute to the long-term sustainability of the transit system. A fare structure of \$1 to \$3 per person seems reasonable. Children under 10 could continue to ride free, and seniors could receive a 50% discount.

- 4. Reduce service frequency to outlying areas while adjusting fares.**

I agree with the proposed reduction in service during the times and routes identified, as these are likely periods with lower ridership. However, I also believe that a reasonable fare increases for commuters traveling to and from outlying areas would help support the continued operation of these routes.

As routes and schedules become more streamlined and efficient for the majority of riders, it will be easier to evaluate whether additional adjustments are necessary. In my opinion, modest fare increases for commuters would be reasonable and should not create a significant burden for most riders.

Thank you for considering my comments and suggestions. I appreciate the service START provides to our community and your efforts to ensure its long-term sustainability.

Sincerely,

Kris Lee

Kris Lee

Customer Service Associate Lead
Jackson Hole Branch



PO Box 2529
25 S Willow St., Suite 201
Jackson Wyoming, 83001

THIS ELECTRONIC MESSAGE, INCLUDING ANY ACCOMPANYING DOCUMENTS, IS CONFIDENTIAL and may contain information that is privileged and exempt from disclosure under applicable law. If you are neither the intended recipient nor responsible for delivering the message to the intended recipient, please note that any dissemination, distribution, copying or the taking of any action in reliance upon the message is strictly prohibited. If you have received this communication in error, please notify the sender immediately. Thank you.

From: [Jessica Asadorian](#)
To: [START Bus Info](#)
Cc: [Chris McDonough](#)
Subject: Public Comment re: Proposed service changes
Date: Wednesday, August 5, 2026 1:30:09 PM
Attachments: [image001.png](#)

Good afternoon,

It is difficult to provide meaningful public comment on the proposed reduction of Friday commuter service from three buses to two without knowing which morning and afternoon trips would be eliminated. Could that information be made available before the public comment period closes? I ride TV1 and work from 7:00 a.m. to 4:00 p.m. If my commute times are affected, it would have a significant negative impact on my ability to get to and from work.

As a commuter, I also rely on START On Demand and the Town Shuttle to run errands during my lunch break. My lunch hour is already very limited, especially when returning to East Jackson from Miller Park. Increasing the shuttle frequency from every 15 minutes to every 20 minutes would make that even more difficult.

East Jackson service has already been reduced in favor of START On Demand. If riders may soon have to pay for On Demand service, I would ask that the Town Shuttle at least resume serving the East Jackson stops on its return trip instead of stopping and waiting at Miller Park before restarting the route.

To illustrate the impact, here is what my lunch break looked like today:

Left work at 11:18 a.m.
Reached the bus stop at 11:22 a.m.
Boarded the bus at 11:25 a.m.
Arrived at Albertsons at 11:32 a.m.
Finished shopping at 11:40 a.m.
Returned to the bus stop at 11:42 a.m.
Boarded the bus at 11:50 a.m.
Arrived at Miller Park at 11:55 a.m.

At that point, I had two choices: wait five minutes for the shuttle to begin the route again and then spend another 8–10 minutes riding back to my original stop or walk approximately half a mile back to work. I chose to walk and made it back to work at 12:07 p.m., just in time.

I am an able-bodied person who can make that walk quickly. If the shuttle frequency changes from every 15 minutes to every 20 minutes, I will no longer be able to complete even a simple errand during my lunch hour. Many people who depend on public transportation do not have

the option of walking from Miller Park to their destination. These proposed changes would have an even greater impact on some of our community's most vulnerable residents.

Service in East Jackson already feels stretched. During the workday, START On Demand does not even serve areas beyond the library. I hope these realities are taken into consideration before reducing commuter trips and decreasing shuttle frequency.

Thank you for your time!

Warm regards,

Jessica Asadorian
Chief Municipal Court Clerk
Town of Jackson, Wyoming
P.O. Box 1687
150 East Pearl

www.jacksonwy.gov



Sign Up for the Town's Newsletter!

Correspondence, including e-mail, to and from employees of the Town of Jackson, in connection with the transaction of public business, is subject to the Wyoming Public Records Act and may be disclosed to third parties.

The information contained in this transmission may contain privileged and confidential information and is intended only for the use of the person(s) named above. If you are not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

Please consider the environment before printing this e-mail.

From: [Charles Mitchell](#)
To: [START Bus Info](#)
Subject: Start bus schedule change.
Date: Thursday, August 6, 2026 10:21:06 PM

The Teton Valley shuttle bus is essential for my daily life, and I know it plays a vital role for many others in our community as well. In addition to helping residents commute, it also reduces traffic over Teton Pass on Highway 33, which benefits everyone.

I am concerned that the need for public transportation in Victor is only going to grow. The new apartment development across from Grand Teton Brewing could add well over 100 housing units, bringing even more commuters to an area where many residents already rely on traveling over the pass for work. With 75 percent of Victor, Idaho, residents commuting to Jackson, Wilson, or Teton Village, it is clear that demand for shuttle service will continue to increase.

That makes this a particularly concerning time to reduce the number of buses going to and from Jackson. As more residents move into these new apartments, it is likely that many will depend on the shuttle to get to work each day. Reducing service now risks creating more traffic, more congestion, and fewer reliable transportation options for working people.

Maintaining, and ideally expanding, shuttle service would better meet the growing demand and continue to support both commuters and the broader community.

From: Jessica Asadorian
Sent: Friday, August 7, 2026 11:03 AM
To: START Bus Info
Cc: Chris McDonough; Ann McClure; Mike Toronto
Subject: Public Comment #2 re: Proposed Service Changes

Good afternoon,

Please add this to your Board Packet for August 20th and the Joint Town and County meeting on August 31st. Since we are not going to receive clarification on which commuter buses will be cut on Fridays, here is my public comment for commuter route changes in general:

Below is a START press release from 2020. In summary it states that "START Bus will be reducing commuter service for Teton Valley, Idaho and Star Valley, Wyoming moving **from 4 round-trips per day to 3 round-trips per day.**" And "START Bus looks forward to ramping service **back to normal levels as the nation works to recover from these extraordinary circumstances.**"

That was six years ago.

-Why has commuter service never been restored to four daily round trips as promised? Since then, START has purchased additional buses, hired more drivers, and significantly increased its budget. Yet instead of restoring service, we are now discussing reducing it even further.

-Why?

-Why are we considering cutting some of the only routes that generate fare revenue while serving the workforce that keeps Teton County running?

-Has START evaluated whether the spring schedule changes have already reduced ridership? Riders need reliable, predictable service. When service is cut or altered, people stop using transit because they can no longer depend on it. Cutting service does not increase ridership. It drives riders back into their cars.

-The current proposal makes even less sense. It increases the cost of commuter passes while reducing service on Fridays and potentially Mondays. Higher prices and fewer buses are not a strategy for growing ridership. They are a strategy for losing it.

-Has every funding option been explored before proposing these cuts? Doesn't the State of Idaho already provide grant funding for commuter service? Have the Town of Jackson and Teton County been asked to help close the funding gap? Why should workers bear the burden before every other option has been exhausted?

-If additional revenue is needed, why not consider paid parking in Jackson with discounted employee and resident permits? Visitors already expect to pay for parking in destination communities. Revenue from a paid parking program could help support public transit while also encouraging transit use.

-These routes are not a luxury. They are an essential public service. They reduce traffic, ease parking demand, support local businesses, and provide an affordable way for employees to get to work.

-It is difficult to understand how START can justify reducing commuter service when it has never restored the 'temporary' cuts made during the pandemic. Before eliminating more service, START should honor its original commitment and restore the fourth daily round trip.

The goal should be to grow ridership, not discourage it. The way to build a successful transit system is to make it more convenient, more reliable, and more affordable. This proposal does the opposite.

I urge the Board to reject these cuts and exhaust every reasonable alternative before asking working people to bear the cost. Explore additional funding sources, consider new revenue opportunities, and find solutions that preserve commuter service instead of reducing it.

=====

FW: Press Release: START BUS REDUCES COMMUTER SERVICE



Jessica Chitwood

To ● Jessica Chitwood

(i) Follow up. Completed on Tuesday, February 24, 2026.

Sent: Friday, March 27, 2020 7:21 AM

To: Carl Pelletier <cpelletier@jacksonwy.gov>

Subject: Press Release: START BUS REDUCES COMMUTER SERVICE

Good morning,

Beginning on Monday, March 30, 2020, START Bus will be reducing commuter service for Teton Valley, Idaho and Star Valley, Wyoming moving from 2019, respectively.

The following commuter trips will be s

Teton Vall

Departing at 7:40 am and r

Star Valle

Departing at 7:40 am and r

While currently operating on the reduced spring schedule, START Bus is continuing to make over 500 passenger trips daily with a decrease in ridership due to the curve of COVID-19.

Public transportation, which includes bus drivers and mass transit workers, is considered essential infrastructure by the Department of Homeland Security while continuing to right-size the levels of service. START will continue to evaluate the level of service provided as further service adjustments are made to Teton Village.

"START Bus looks forward to ramping service back to normal levels as the nation works to recover from these extraordinary circumstances," said D

START Bus plays a vital role in the community as it creates a means of transportation for community members who do not have vehicles or are unable to drive.

Please do not take unnecessary trips and, as often as possible, keep 6 feet between yourself and others. START Bus also recommends washing your hands frequently.

START Bus is taking proactive measures in response to the COVID-19 pandemic. START Bus is working closely with local health organizations and the community to ensure the safety of all.

START understands and apologizes any inconveniences that this reduction in service may cause and appreciates the community's understanding as we navigate these challenging times.

Please check www.startbus.com for details on all routes, schedules and fees or contact START Bus directly at (307) 733-4521.

To view this release on the Town of Jackson's website, please [CLICK HERE](#).

Thank you for your time and your thoughtful decisions for the community.

Warm regards,

Jessica Asadorian
Chief Municipal Court Clerk
Town of Jackson, Wyoming
P.O. Box 1687

From: [Emma Gleeman](#)
To: [START Bus Info](#)
Subject: Comments on proposed changes to service
Date: Tuesday, August 11, 2026 4:36:45 PM



Hello,

I wanted to take advantage of the feedback period to contribute my thoughts about the proposed changes to START service.

I am a commuter from Teton Valley to my job with Teton County Library, and the commuter bus is an essential part of my professional success *every day* of the week. I am scheduled to work opening and closing shifts on different days of the week, and any removal of trips would negatively impact my ability to use the bus to commute, which is the safest and most sustainable way to get to my job and back home to my family. Based on the lack of housing stock and affordable housing prices in Jackson, this change would surely impact many other commuters who work in Jackson-- which would ultimately harm Jackson's economy. With no end in sight to rising costs, we should be looking at INCREASED, not decreased, resources for commuters so that Jackson's businesses (and county services staffed by people like me who cannot make it work to live in town) can thrive.

Additionally, I'm dismayed to see that the elimination of Teton County Library has been proposed as a change to START On-Demand. Many of our library patrons are low-income families and individuals who rely on START On-Demand to access activities and locations they otherwise would not be able to attend. This morning when arriving at work I saw a mother and four children aged toddler to teen getting off of the On-Demand bus at the library stop with backpacks and lunch boxes. Teton County is proud to offer a vast array of services to anybody and everybody through this Library. The proposed change would have repercussions on the community we serve, and especially on those patrons who need our services most.

Thank you.

Emma (E.B.) Gleeman ([she/her](#))
Library Assistant, Senior

P.O. Box 1629/ 125 Virginian Lane
Jackson, WY 83001

From: [Maidi Aitun Rivas](#)
To: [START Bus Info](#)
Subject: Public Comment About START Bus
Date: Wednesday, August 12, 2026 1:53:28 PM



Hello START Board,

I'm writing because START Bus is really important to me and to our community. I use START Bus every day, and it helps me a lot with getting to work, school, getting groceries, and getting to the places I need to go.

Having an affordable bus has made a big difference for me. I depend on START to get around, and I know there are other people in our community who depend on it too. If the fares go up and there are fewer buses, it could make things a lot harder for people who rely on START every day.

I understand that START is having funding problems, but I hope you will think about how these changes would affect people like me and others in our community. I really hope you can keep the bus affordable and keep as much service as possible because START helps us get to school, work, groceries, and other important places.

Thank you for listening to me and to our community and for considering our concerns.

El servicio de start on demand y el town shuttle deberían permanecer como están, las personas que vivimos y trabajamos en el pueblo apenas podemos pagar la renta al mes, con la misma renta incrementando cada año, se hace más difícil vivir y trabajar en el pueblo, si deciden poner un precio a los rides de town shuttle y start on demand implicaría otro gasto considerable lo cual afectaría a la economía de los locales forzándonos a migrar a pueblos aledaños como Víctor, Driggs, Alpine ya no es opción, o incluso más lejos como Swan Valley o Rexburg, NO estoy de acuerdo en que el start on demand y el town shuttle dejen de ser gratuitos simplemente por que los locales no podríamos pagarlos! Tampoco estoy de acuerdo en que el ride a Teton Village incremente su costo

De manera respetuosa espero que consideren la opinión y las necesidades de los locales que somos los trabajadores inmediatos en los comercios dentro de nuestro querido pueblo de Jackson

The Start On Demand and Town Shuttle services should remain as they are. Those of us who live and work in town can barely afford our monthly rent; with rents rising every year, living and working here is becoming increasingly difficult. If a fare were introduced for the Town Shuttle and Start On Demand, it would represent another significant expense, hurting the local economy and forcing us to move to nearby towns—like Victor or Driggs (Alpine is no longer an option)—or even further away, to places like Swan Valley or Rexburg. I strongly disagree with the idea of making Start On Demand and the Town Shuttle anything other than free, simply because locals could not afford the cost! I also disagree with any fare increase for rides to Teton Village.

I respectfully ask that you consider the opinions and needs of us locals—the people who actually staff the businesses within our beloved town of Jackson.

David Gonzalez

Received via email

Translated via Google Translate

From: [Neill Herbert](#)
To: [START Bus Info](#)
Subject: feedback on proposed fares
Date: Thursday, August 13, 2026 8:47:13 AM



Thank you for gathering public comments on the proposed changes.

I'm a Star Valley commuter who works for TCSD transportation on Gregory Lane. I ride the bus four days a week from and to Alpine. Taking into account the school schedule (e.g. Thanksgiving, Christmas, etc.) and a Tuesday afternoon carpool, a monthly pass is not economical for me. So, I use a 10-ride pass. Currently, that costs me \$4.20 per trip. If I drive my car to work from Alpine, it costs me \$5.50 per trip, on average. If the 10-ride pass increases to \$60, it no longer makes economical sense to ride the bus at \$6.00 per trip.

I'd rather ride the bus because it means less traffic and less fuel consumed, which is good for everyone. But the reason I live in Star Valley in the first place is because dollars and cents matter.

I understand that prices must increase, but I'd really prefer to see the Star Valley commuter bus 10-ride pass cap out at no more than \$55.

Also, charging for the Town Shuttle, which I ride once or twice a week to take care of errands around town, will increase that daily transportation budget. It would no longer make sense to leave the car at home. Looks like we're basically being forced to put hundreds of cars back onto these over-crowded Teton County streets. Seems antithetical to the point of having Start buses in the first place.

Whatever the outcome, thank you for the service you have been providing for this community. And thanks for your consideration of the community members.

- Neill Herbert (just another Teton County employee priced out of Teton County)

From: [Selena Humphreys](#)
To: [START Bus Info](#)
Subject: Public Comment for START
Date: Thursday, August 13, 2026 12:55:04 PM



Public Comment Regarding Proposed START Service Reductions and Fare Increases

Dear START Board and Staff,

I am writing to strongly oppose the proposed reductions to START service and the proposed fare increases, particularly as they affect the Teton Valley commuter route.

I understand that START is facing a significant reduction in federal funding beginning October 1, 2026, and I appreciate the difficult position this puts the Board and staff in. I also appreciate that the Board's preferred recommendation is to avoid these cuts altogether by having the Town of Jackson and Teton County cover the \$1.5 million shortfall while alternative funding is pursued. **I strongly support that approach.**

For those who rely on the Teton Valley commuter route to get to work, **the schedule matters just as much as the existence of the route itself.** We need a bus that leaves Teton Valley at approximately **7:30 a.m.** and leaves Jackson/Wilson at **approximately 4:30 p.m.** so that the service aligns with a normal workday. When I ride this scheduled service, it is consistently packed, so there is clearly demand.

In previous periods of route reductions, this practical commuter schedule has been one of the schedules to disappear. The alternative earlier and later departures may technically provide transportation, but they do not serve working families effectively. Many parents need to get their children on the school bus in the morning and be home when their children return from school in the afternoon.

I am also opposed to the proposed fare increases. Public transportation needs to be an affordable alternative to driving. If the cost of taking the bus approaches or exceeds the cost of driving, many people will understandably choose to drive instead. That creates exactly the opposite outcome from what public transportation is intended to accomplish: **more cars on the road, increased traffic, a larger environmental footprint, and less safe roads for everyone.**

START's own analysis recognizes the relationship between fare increases and ridership. The proposed fare structure is expected to generate approximately \$175,000 in additional revenue but is also estimated to reduce ridership by approximately 82,000 riders in the first year. That is a significant loss of riders for what is ultimately a relatively small contribution toward START's overall funding gap.

I also believe START should be thinking about **equity and expansion of public transportation, rather than allowing reductions to make the system less accessible to the people who depend on it most.** Working families, commuters, lower-income riders, seniors, students, and others who rely on transit should all have meaningful access to transportation. Reducing service and increasing fares risks creating a system that is available in theory but increasingly impractical for many of the people it is intended to serve.

I respectfully ask the START Board, Town of Jackson, and Teton County to:

- **Provide the necessary local funding to avoid the proposed service reductions and fare increases** while START pursues alternative and sustainable funding sources.
- **Protect a Teton Valley commuter schedule with a departure around 7:30 a.m. and a return around 4:30 p.m.** so that working families can realistically use the service.
- **Keep fares affordable and competitive with the cost of driving**, rather than increasing fares in a way that discourages ridership.
- **Prioritize equity and accessibility** for all riders, particularly those who depend on public transportation rather than simply choosing it.
- **Work toward expanding reliable public transportation**, rather than reducing the reach and usefulness of the system.

Thank you for considering this comment and for your work to find a sustainable path forward for START.

Sincerely,

Selena Humphreys
Victor, Idaho

From: [Rachael Dunlop](#)
To: [START Bus Info](#)
Subject: Proposed changes to START bus services
Date: Thursday, August 13, 2026 1:16:50 PM



Dear START Board and Staff,

I am writing to comment on the proposed service reductions and fare increases, specifically regarding their impact on the Teton Valley Commuter (TVC) route.

I ride the TVC bus every weekday, departing the Victor depot at 6:38 AM to the Hampton Inn, for my commute to a shift in Jackson that runs from 8:00 AM to 5:00 PM.

I am concerned about both the initial proposed reduction (cutting Friday service from 3 to 2 round trips) and, more urgently, the possible additional reduction that would cut TVC to 2 round trips Monday through Friday, year-round.

That second scenario would eliminate one of only three daily trips on this route and could directly take away the commute I rely on every day.

This service is essential for me for several reasons:

Safety. I experience significant daytime fatigue, which makes driving over Teton Pass unsafe for me. Given the well-documented safety concerns on the Pass, reducing bus service and pushing more commuters back into personal vehicles moves in the wrong direction. Fewer buses means more cars on a road that is already dangerous, as evidenced by the recent deaths of two people.

Affordability. Between gas and maintenance costs, driving my own vehicle daily is not affordable for me. The bus is significantly cheaper, and the proposed fare increases (roughly 60-70% across the board) would put real financial pressure on riders like me who depend on this service daily, not just occasionally.

Traffic and congestion. Every commuter on the bus is one less car on the Pass. Cutting services works against the county's own interest in reducing congestion and wear on that corridor.

Regional economic importance. A [2022](#) Teton Regional Housing Needs [Assessment](#) estimated that 61% of Teton County, Wyoming's roughly 25,000 workers live outside the county, including about 3,227 commuters from Teton Valley, Idaho, making the Pass an essential connection between affordable housing and higher-paying jobs in Jackson. A reliable, affordable bus connection across the Pass isn't a convenience; it's core infrastructure for Jackson's economy and workforce.

I urge the Board to avoid any reduction to TVC round trips, and to reconsider the scale of the proposed fare increases.

With only three round trips currently serving this route, any cuts risk making the bus impractical for commuters like me, forcing us back onto the Pass in our own vehicles.

This will contribute to an overall poor outcome for commuters like me with respect to safety, congestion, and affordability alike.

Sincerely,
Dr Rachael Dunlop

Resident, Teton County, Victor, Idaho.
Worker, Teton County, Jackson, Wyoming.

--

Dr. Rachael A Dunlop Ph.D.
Victor, ID 83455

From: [Brandon Dimcheff](#)
To: [START Bus Info](#)
Subject: October 2026 Service and Fare Changes
Date: Thursday, August 13, 2026 5:40:18 PM

Hello START board,

I was just telling out-of-town friends how great the bus system is here, particularly for a town/county of this size. I really appreciate the 15min headways on the town shuttle, which is frequent enough that you don't really have to plan ahead. That's quite rare in North America, and I think we should be proud of it and fight to keep a robust transit system.

Charging fares in town and reducing frequency is going to decrease ridership and increase traffic as people choose to drive rather than pay a bus fare or worry about schedules. Maybe that's unavoidable given the circumstances, but it would be a shame. I would hope there is another way to close the funding gap.

If it were up to me, I'd meter the most popular parking spots in town and use that to subsidize bus service. We shouldn't charge for the bus (which we want to encourage people to use) while giving away some of the most valuable real estate in the county, if not the country, for free. I know that might be challenging for a variety of reasons, but it would help with traffic congestion and parking spot availability in addition to providing revenue for alternative transportation. I would encourage you to ask town council to pursue this option.

Thanks,
- brandon

From: [Taylor Amey](#)
To: [START Bus Info](#)
Subject: STARTBus Service Reductions
Date: Friday, August 14, 2026 8:00:00 AM



START Board Members & Other Relevant Officials/Administrators,

My name is Taylor. I'm a resident of Teton Valley, Idaho and an employee at one of the ski resorts in Teton County, Wyoming. I'm one of hundreds, if not thousands of commuters over Teton Pass.

I think this board should consider raising bus fares before they cut service. I don't have a visual on the math going into these proposed cuts, and I understand that service cuts are bound to happen regardless. But I know how much it costs to fill up my truck's gas tank, and I don't want to think about the repair costs for the wear and tear on my truck should I have to drive it over the pass more frequently. Higher bus fares are much more affordable for me than having to drive myself.

I especially want to emphasize this point for the commuter buses from Star and Teton Valley. Those lines serve people not making enough to live in Jackson, and don't run on weekends (important money-making days for service industry workers). To further cut services would certainly drop rider numbers and further justify the removal of those lines entirely.

We would all be naive to believe that these funding cuts aren't intentional. Wyoming is loud and proud about it's poorly balanced economy and over-reliance on the fossil fuel industry. A cut to public transportation funding and the service cuts that would force more people to drive their cars to work fits a little too well into the goals of fossil fuel companies. Don't get me started on the environmental impacts that could ripple out from this funding cut, a disastrous consequence for a nature tourism community like Jackson.

But the funding has been cut, and now it is up to this board to find a way to keep bus services affordable and accessible for the people who rely on them (the same people who carry the local economy on their shoulders, might I add). I'm in favor of slightly raising fares to close the funding gap before services get drastically reduced. I could work around a 2-bus system on Fridays (TVC line), but a 2-bus system for the entire week could get a lot more difficult. Believe me, nobody (including myself) wants my ancient pickup crawling over the pass twice a day, five days a week, and all of the emissions that come with it. Leave the commute to the certified bus drivers and let me get another hour of sleep.

Thank you for your consideration of these fantastic points!

Taylor Amey

From: [Leslie Prendergast](#)
To: [START Bus Info](#)
Subject: commuter start bus changes
Date: Friday, August 14, 2026 10:16:13 AM



To Whom It May Concern,

I am a two or three day a week rider of the Teton Valley commuter buses. I have been riding the bus for 5 years now from Victor to Jackson. I work a 8:30-5:00 job here in Jackson. Riding the bus makes the commute doable for me with less stress and not contributing to the pollution and number of cars on the road.

I support an increase in fares for all buses, but am concerned about a loss of a commuter bus on Fridays for Teton Valley. It feels unfair to take a bus out of the rotation without adjusting pick up times for the remaining two buses on Fridays. I feel like START needs to try to reach the needs of all riders regardless of pick up time. I understand the pinch that START is feeling regarding the loss of funding, but I have seen a definite uptick in numbers of riders over the last 2 years. As more workers live in Teton Valley, more people will choose to ride the bus.

Sincerely,
Leslie Prendergast

From: [Lisa Kunz](#)
To: [START Bus Info](#)
Subject: Proposed schedule change
Date: Friday, August 14, 2026 11:44:27 AM



August 14, 2026

To whom it may concern:

I ride the Teton Valley Commuter bus from Driggs. My schedule is 4-10's. If it is cut to just 2 round trips a day I would really like to see the early bus leaving Driggs at 5:35am and the late bus leaving St John's at 6:05pm kept. This would help people with early schedules or later ones and still continue to serve people with schedules in between. Or, keep 3 round trip buses during winter months and reduce to 2 round trips during summer months when commuting is less hazardous.

I have ridden Start Bus for 12 years consistently. I do think the services you offer are valuable to the 3 different communities they serve and the price increase is more than fair.

Thank you for your services,
Lisa Kunz



STAFF Report

Meeting Date:	8/20/2026	Meeting Title:	<i>Regular Board Meeting and Public Hearing</i>
Submitting Department:	START	Presenter:	<i>Michael Toronto, Transit Director</i>
Agenda Item:	<i>Proposed Service and Fare Changes</i>	Public Comment:	Yes

Statement/Purpose

The purpose of this item is for the START Board (Board) to affirm or adjust any of the motions from the July 23rd Board meeting based on the public comment that is received. Staff will ask the Board to review each motion from July 23rd individually and affirm or adjust the motions, ultimately providing the final recommendations from the Board for the Town Council and Board of County Commissioners for their August 31st Joint Meeting.

Background.

On July 23rd, the START Board held a regular meeting to review, discuss, and pass motions on proposed service reductions and fare structure changes due to a reduction in federal funding.

On August 5th, pursuant to the START Policy on Public Comment Process for Fare and Service Changes, staff placed a notice in the local paper regarding the proposed service cuts and fare increases. Staff also published notice on the buses with a QR code that led people to the public notice, on the START website along with a memo from the Board explaining the recommended service cuts and proposed fare increases in greater detail, and on the Civic Plus platform, which is our platform for communicating with transit riders.

On August 20th, today, the Board held the public hearing pursuant to the Policy on Public Comment Process for Fare and Service Changes and obtained public comment on these proposed changes.

Analysis

Attached to this staff report are the proposed service cuts, the Board's rankings of the service cuts, and the proposed new fare structure. These proposals were provided and reviewed during the July 23rd Board meeting.

Below are the motions that the Board made during the July 23rd Board Meeting:

1- Primary Recommendation- Fully fund the START budget shortfall:

The START Board requests that the Town of Jackson and Teton County amend the current START budget to cover the current shortfall of \$1,500,000 from the General Fund for the current Town/County fiscal year, allowing staff additional time to pursue alternative funding opportunities before making any cuts to service.

2- Contingency Option - Cutting service, increasing revenue, and partially funding START from the General Fund:

a. The START Board recommends the service cuts that reduce the budget by \$1,118,856 and request the Town and County make up the remaining \$381,143 out of the parties' General Funds.

b. The Board does not recommend the proposed changes to the fare structure.

Staff also wants to make the Board aware that after the July Board meeting, WYDOT contacted staff and recommended a Title VI review vis-à-vis implementing any new fare – this process is intended to ensure that any

fare changes are compliant with federal nondiscrimination laws and that the public is provided meaningful opportunities to participate in the decision-making process. Though this is not required, due to the size of the START service, WYDOT recommends it and staff will thus undertake this process. The public hearing scheduled for today, while providing some feedback and public input, staff does not believe it is sufficient to meet the recommended Title VI requirements. Staff is recommending that the Town and County delay implementing any fare changes until after a more thorough review can be completed.

Additionally, it is important for the Board to note that, should the Town Council and Board of County Commissioners want START to generate additional revenue through a fare increase, then the staff-proposed structure is recommended and supported by staff.

Key Questions / Possible Alternatives.

After the public hearing is adjourned the Board should discuss the public comment, then review each of the motions made in the July 23rd Board meeting and affirm or adjust each motion based on the public comment.

Key questions:

1. After taking public comment, does the START Board want to affirm or change the primary recommendation that the Town and County fully fund the START budget shortfall of \$1.5 M out of the General Fund?
2. After taking public comment, does the START Board want to affirm or change either of the contingency recommendations made:
 - a. Initiate the initial service cuts to reduce the budget by \$1,118,856 and make up the remaining \$381,143 out of the parties’ General Funds.
 - b. Not implement the proposed fare structure changes.

Comprehensive Plan & Priority Alignment.

START's transit services connect directly to multiple Comprehensive Plan goals. Policy 7.1.c calls for increasing the capacity for use of alternative transportation modes. Policy 7.1.d calls for discouraging single-occupancy vehicle use.

Fiscal Impact.

In Federal Fiscal Year (FFY) 26, START received approximately \$4.9 million in Federal funding. For FFY 27, START requested \$5.9 million to support current service levels and planned expansions to commuter routes, On-Demand service, and other improvements identified in the revised Transit Development Plan (TDP). Because federal grant applications must be submitted before final Town and County budgets are approved, the requested amount reflected the level of service staff sought to include in the budget.

WYDOT ultimately awarded START approximately \$3.4 million in federal operating funds for FFY 27. Based on current service levels and projected operating costs, this award leaves START’s budget approximately \$1.5 million short of what is needed to maintain existing service.

The following is a summary of the financial impact of the recommended cuts and fare revenue in this Staff Report:

Total Amount needing to be cut from the START Budget	\$1,500,000
Total Recommended Service / Budget reductions:	\$1,118,000 (\$502,000 in On-Demand)
Remaining Cuts to be made	\$381,000

Total Revenue from Recommended Fare Changes:	\$175,000
Total Potential Revenue from TVA Pass Sales	\$30,000 (in FY 28)
Total Potential Fare Revenue Generated	\$205,000
Total remaining cuts to make or revenue to be generated:	\$177,000

Staff Impact.

NA

Attachments or Links.

Recommended Service Reductions
Board Rankings of proposed service cuts
Proposed Fare Structure

Recommendations

Staff Recommendation 1: Staff recommend that the START Board affirm the recommendation that the Town and County amend the current START budget to cover the current shortfall of \$1,500,000 from the parties' General Funds for the current Town/County fiscal year, providing staff adequate time to pursue additional funding opportunities and avoid immediate service reductions.

Staff Recommendation 2: Staff recommend that the START Board affirm the recommendation that, if the primary recommendation is not followed, as a contingency that the Town and County approve the proposed service cuts and fare structure changes as follows:

Staff Recommendation 2.a : Staff recommend that the START Board affirm the recommendation that the Town and County use money from the General Fund to cover the remaining \$381,143 (subject to minor changes) needed to cover the budget shortfall as a contingency plan after the initial service reductions and before a new fare is implemented.

Staff Recommendation 2.b: Staff recommend that, should the Town Council and Board of County Commissioners want START to generate additional revenue through a fare increase, it be done in accordance with the staff-proposed fare increase in this Staff Report and be implemented after an appropriate Title VI review is completed (pursuant to WYDOT recommendation, not requirement).

Suggested Motions

Motion 1: Primary Recommendation

I move to affirm the primary recommendation that the Town Council and Board of County Commissioners fully fund the START budget shortfall of \$1.5 M out of the General Fund.

Motion 2: Contingency Motion

I move to affirm the following contingency recommendation should the Primary Recommendation not be pursued:

- a. That Town Council and Board of County Commissioners implement the initial service cuts only to reduce the budget by \$1,118,856 and make up the remaining \$381,143 out of the parties' General Funds, and
- b. Not implement any of the proposed fare structure changes.

Recommended Service Cost Reduction Break Out

Recommended Reductions		Savings
START Service Reductions		
Reduce Marketing budget		\$ (35,600.00)
Professional services		\$ (20,000.00)
Recruitment		\$ (10,000.00)
Star Valley Commuter Buses reduced by one round trip Friday Only		\$ (14,332.74)
Teton Valley Commuter Buses reduced by one round trip Friday Only		\$ (12,718.31)
Reduce late night service to Teton Village after 8 PM from 3 to 2 buses – Winter only		\$ (75,582.21)
Reduce late night service on the Town shuttle after 8 PM from 3 to 2 buses		\$ (64,878.82)
Reduce frequency on the Town shuttle during mid-day from 3 to 2 buses		\$ (48,882.06)
Run Express buses to the Village only during the times of 6 AM to 10 AM and 2 PM to 6 PM		\$ (214,149.60)
Reduce Weekend service on the Town Shuttle after 8 PM from 2 to 1 bus		\$ (75,487.82)
Reduce available Vans by from 10 to 5		\$ (45,000.00)
Sub Total of START Service Reductions		\$ (616,631.56)
On Demand Service Reductions		
	Albertsons & Library Rides	\$ (206,742.00)
	Service Hours Adjustments	\$ (71,555.00)
	All other Staffing and Fleet Reductions	\$ (165,638.00)
	Fare revenues (\$1/ride with worst case processing fees)	\$ (58,290.00)
	Sub Total of On-Demand Service Reductions	\$ (502,225.00)
	Total	\$ (1,118,856.56)

On- Demand Albertsons & Library Rides		% of Total Annual Rides (2025)		Total Rides (2025)		Est Allocation of Cost Savings
Albertsons		10%		16,090		\$ 126,836
Library		6%		10,137		\$ 79,906
Total		16%		26,227		\$ 206,742
Service Hours Adjustments						
Season	Hours Cut	Rides	% of Total Annual Rides	% of Season's Rides	Est Allocation of Cost Savings	
Winter	11pm-12am	1,484	1.24%	2.81%	\$ 17,432	
Spring	6am-7am	712	0.60%	4.44%	\$ 3,901	
Spring	10pm-11pm	808	0.68%	5.04%	\$ 3,901	
Summer	6am-7am	1,123	0.94%	3.94%	\$ 14,019	
Summer	11pm-12am	1,031	0.86%	3.62%	\$ 14,019	
Fall	6am-7am	1,096	0.92%	5.03%	\$ 9,143	
Fall	10pm-11pm	1,043	0.87%	4.79%	\$ 9,143	
			6.11%		\$ 71,555	

Proposed Fare Structure

Fare Scenarios

Current Fare Structure					
START Bus Fares	START On-Demand	Town of Jackson	All travel between	Teton Village, HWY 390, Stilson, Wilson	Star Valley Teton Valley
One-way	\$1.00	\$0.00	\$3.00	\$0.00	\$8.00
One Day	\$2.00	\$0.00	\$6.00	X	\$16.00
10-ride	X	X	\$24.00		\$42.00
One Month*	\$128.00				\$105.00
Season	\$125.00				X
Universal Pass - 6mo	\$550.00				
Universal Pass - Year	\$999.00				
				1	
All prices half-off for age 60&older and 12&younger. Age 8&under free with accompanying Adult. Students of Teton County, WY ride free in Teton County, WY.					
No service cuts			25% service cuts		
Change in system ridership	Projected change in fare revenue		Change in ridership with 25% service cuts	Fare revenue after 25% service cuts	
(12,067.23)	\$53,168.00		(58,251.34)	\$1,948.47	

Recommended Fare Structure					
START Bus Fares	START On-Demand	Town of Jackson	All Village Routes	Teton Village, HWY 390, Stilson, Wilson	Star Valley Teton Valley
One-way	\$2.00	\$2.00	\$2.00	\$2.00	\$10.00
One Day	\$4.00	\$4.00	\$4.00	\$4.00	\$20.00
10-ride	\$16.00	\$16.00	\$16.00	\$16.00	\$60.00
One Month	\$50.00				\$120.00
Season	\$150.00				X
Universal Pass - 6mo	\$499.00				
Universal Pass - Year	\$899.00				
All prices half off for age 60&older and 12&younger. Age 8&under free with accompanying Adult. Students of Teton County, WY ride free in Teton County, WY.					
No service cuts			25% service cuts		
Change in system ridership	Projected change in fare revenue		Change in ridership with 25% service cuts	Fare revenue after 25% service cuts	
(35,645.25)	\$248,006.54		(81,973.12)	\$175,841.87	

START Board Ranking of Service Reductions

Initial Reduction	Savings	Points
Run Express buses to the Village only during the times of 6:00 AM to 10:00 AM and 2:00 PM to 6:00 PM	\$214,149.60	12
Reduce late night service on the Town Shuttle after 8:00 PM from 3 to 2 buses	\$ 64,878.82	10
Star Valley Commuter Buses Reduced by 1 round trip Friday Only	\$ 14,332.74	9
Teton Valley Commuter Buses reduced by 1 round trip Friday Only	\$ 12,178.31	8
Reduce Late night service to Teton Village after 8:00 PM fro 3 to 2 bues - Winter only	\$ 75,582.21	8
Reduce frequency on the Town Shuttle during mid-day from 3 to 2 buses	\$ 48,882.06	8
Reduce weekend service on the Town Shuttle after 8:00 PM from 2 to 1 bus	\$ 75,487.82	7
SoD: Albertsons & Library Rides	\$206,742.00	6
SoD: Service Hours Adjustments	\$ 71,555.00	6
SoD: All other Staff and Fleet Reductions	\$165,638.00	5
Recruitment	\$ 10,000.00	5
Professional Services	\$ 20,000.00	4
Reduce available Van Pool Vans from 10 to 5	\$ 45,000.00	3
SoD: Fare Revenues (\$1/ride with worse case processing fees)	\$ 58,290.00	2
Reduce Marketing Budget	\$ 35,600.00	0



*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: August 20, 2026
RE: July 2026 monthly recap

Happenings

On August 11th the START team participated in the Stilson Transit Center Ribbon Cutting. This new center is a great addition to the START network and will improve the operator and customer experience. We want to thank members of the START team that attended meetings and walk throughs to get that building ready for the opening day.

On August 14th START hosted an event with the Central Wyoming College to showcase a simulator for CDL training. This was a public event for employers to come and test out the simulator and lend support for CWCs grant application for these units. START hosted the event in part to develop a partnership and explore the possible uses for training and recruiting people without CDLs.

Ridership

Overview and Highlight

Overall ridership July25' / July26'	75,985 / 77,949	Up 3%
Overall ridership Year to Date	665,571	Down 3.12%
Teton Village YTD	265,682	Down 6.33%
Town Shuttle YTD	251,160	Down 1.51%
ADA Ridership July25' / July26'	454 / 344	Down 31.98%
ADA Ridership YTD	2,503	Down 17.58%
On Demand July25' / July26'	13,693 / 15,229	Up 10.09%

Notable Ridership trends:

Commuter Routes

- Star Valley continues to see an increase in ridership, in July that route saw a 10.59% increase over July ridership last year. Year-to-date ridership is up 3.65%.
- Teton Valley is up 3.37% in July 26' over July ridership last year. Year to date this service is down 4.53%.

START-on-Demand (SOD)

- In July 2026, SOD ridership was roughly 1,500 riders higher than ridership this time last year. It continues to be one of the only START service with positive increases in ridership every month.
- SOD did operate at approximately 8.5 passengers per hour for the month of July, which is .4 higher than the previous month.
- SOD average wait time remained steady at 11 minutes.
- Their average ride length is 1 mile.

Financial Report

START is 8.3% of the way through the fiscal year and has spent an aggregated 7.83% of the budget. During this time, START has spent 7.05% of the Administrative Budget and 8.03% of the Operating Budget.

Expenditures

Of the line items within staff's control, START has spent 100% of its property and liability insurance, this is normal as these expenditures are one-time occurrences for the FY. Every other line item under staff's control is below 8.3%.

Capital Update

Request for Proposal (RFP) Update:

- On Demand RFP – Staff are currently working with our legal department and Via to draft a new agreement for On-Demand services starting in late November 2026. As part of the agreement, we will determine how fares will be collected and communicated to the public.
- Vanpool RFP – Staff are currently working with Commute with Enterprise (CwE) to plan the launch and advertisement of this new service. Staff has introduced CwE to TVA and the Chamber of Commerce to plan in person visits with some of the larger employers in the area to build interest and explain how the program works.
- Staff Car RFP – The staff car RFP is live. Staff reached out to various dealerships to submit bids. The RFP closes on August 20th. Selections will be made a week later and the staff car will be delivered by October 1st.

Service Update

Recruitment – Recruitment for the Winter season is going well and better than in previous years. We received feedback that the wage increase is a success. We have received close to double the applications than we normally do. Staff have extended offers to 12 people and a third of the applicants are returning drivers from previous seasons. Staff's recruitment goal is 18 drivers, in previous years it was 24. The reason it is lower, is staff anticipating not needing as many drivers due to the service cuts. Currently, based on this trend of successful hiring we do not anticipate needing to contract with Salt Lake Express.

Technology Update

No changes

Projects Update

No changes

Copies: Tyler Sinclair, Town of Jackson, Town Manager
David Garcia, Town of Jackson, Deputy 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