

START BUS

Southern Teton Area Rapid Transit

A Joint Powers Program of the Town of Jackson and Teton County

Operating Plan FY20

May 2019

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.



FY20 START Bus Operating Plan

Guiding Documents

- Comprehensive Plan
- Integrated Transportation Plan

Current Strategy Plans

- Route Plan
- Microtransit
- TOJ Downtown Parking and Mobility Management Plan
- WYDOT – Snake River Bridge Replacement Stakeholder Group

Plan of Operations for FY20

Service Modes:

- Commuter
- In Town Shuttle
- Teton Village
- ADA Service
- START Bike
- Grand Targhee

FY20 Budget

Operational Data

- Hours
- Miles

- Revenue
- Expenses
- Capital
 - Fleet Needs
 - 5 Year Plan

Education and Outreach

- Public Input Involvement
- Route Plan – Public Engagement Process
- Alignment with Regional Partners

Appendices

- Appendix A – 5 Year Program for Bus Purchases

Microtransit

For the purposes of this work, “Microtransit services” is defined as follows: IT-enabled, multi-passenger, transportation services that serve passengers using dynamically-generated routes and enable passengers to make their way to and from common pick-up or drop-off points. Microtransit services provide mass transit-like service on a smaller, more flexible scale.

START envisions providing all residents and businesses with a high quality, well-maintained Microtransit service system that efficiently integrates multiple transportation options across the region, while strengthening the local economy and reducing existing environmental impacts of vehicular travel in the community.

This project will coordinate very closely with the Route Plan described above to determine if this type of service is viable in conjunction with all services provided by START.

Microtransit												
Task	FY 19				FY 20							
					2019				2020			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
RFP Issued												
RFP Responses Received												
Evaluation of Service Options												
Coordination with Route Plan Analysis												
Updates to START Board												
Start Date - Summer Season 2020												

TOJ Downtown Parking and Mobility Management Plan

The Town of Jackson is in the process of completing a Downtown Parking and Mobility Management Plan that will have direct and indirect implications for START. This plan is managed by the Town of Jackson Planning Department and START will be engaged with reviewing the results and will consider any operational or capital changes that may be warranted by the decisions made by the elected officials as a result of this study. In summary, this Plan contains recommendations intended to improve parking availability, reduce traffic congestion, and increase pedestrian and bike mobility in the Town Square and surrounding areas. The goal is not only to ensure that downtown parking better contributes to the economic vitality of the community but that it does so in a way that reflects and respects the community’s character. The Plan provides important data and recommendations that integrates all forms of travel – including START, leverages new technology, and proposes a long-term framework to address the staffing and funding levels necessary to successfully implement the various recommendations.

The Town Parking Management Study will create a complete parking strategy that balances the community’s goals for land use, transportation, and Town operations. It implements the [Integrated Transportation Plan](#) and the [2012 Comprehensive Plan](#) and updates the [2003 Downtown Parking Study](#). It consists of 4 Phases:

- Phase 1: Commercial and Residential Areas Outside of the Downtown Core **(Completed)**
- Phase 2: Downtown Core -Downtown Parking Management Plan **(Current)**

- Phase 3: Regional Corridor Parking (Regional Corridor Parking Management Plan)
- Phase 4: Communitywide TDM Scoping (Communitywide TDM Plan)

WYDOT – Snake River Bridge Replacement Stakeholder Group

START is participating in a Stakeholder Group along with many other groups and is contributing recommendations to WYDOT as they look at the Project to replace the bridge on WY22 over the Snake River and related intersection of WY22/390.

Planning and Environmental Linkage Study (PELS) was completed in 2014 and purpose was to develop a vision for the corridor. This Stakeholder group will provide valuable recommendations to WYDOT for transportation improvements through this important corridor.

START main focus will continue stressing the importance of the High Occupancy (HOV) lane usage that will allow Transit to simply navigate this corridor. This is an objective described in the ITP plan – and an important one for START. Of equal importance is smart signalization actions for the intersection of WY22/390 = again, allowing easy access and mobility for Transit.

The following are completed tasks:

November 2014:	PEL Study (Completed)
December 2018:	1 st Stakeholder Meeting
February 2019:	2 nd Stakeholder Meeting
	Public Meeting Conducted
April 2019:	3 rd Stakeholder Meeting

Upcoming Deadlines (As Estimated by WYDOT):

November 2019:	Grading Plans
July 2020:	Right of Way and Engineering Plans
October 2020:	Right of Way & Utility Plans
April 2021:	Final Plans
April 2023:	Construction Begins

PLAN OF OPERATIONS FOR FY20

SERVICE MODES:

Commuter Service

Provide 4 commuter runs each servicing Teton Valley, Idaho and Star Valley, Wyoming to serve our workforce living outside of the valley at established times selected to best serve the working members of our community. These 4 revenue runs operate Monday through Friday, year round with 1 bus assigned to each respective run.

The Route Plan Study, currently in progress will provide information for to potential future changes needed for a more effective commuter service.

The FY20 Budget includes a request to increase service to Star Valley, Wyoming from 3 commuter runs to 4 (to match the service of employees working shifts from 7AM-7PM) provided to Teton Valley implanted in November of 2018.

The FY20 Budget also includes an increase in Facility Lease to account for the securement of an indoor parking location for the Star Valley fleet. This will eliminate the outside parking that has been in place since program inception.

In Town Shuttle Service

Provide in Town shuttle service at approximately 30 minute intervals, serviced by 4 buses annually, to transport locals and guests alike to various locations throughout the community. This “free fare” service operates 7 days/week, year round with increased service levels in the winter and summer. Routes are designed to best serve the community providing runs with frequent stops as well as those with cross town service with fewer stops.

The following studies are in progress that may impact our Town Shuttle routes into the future: Route Plan, Microtransit and Town Parking Management.

There are no increased service requests for the in Town shuttle in the FY20 Budget.

Teton Village Service

Provide West Bank/Teton Village/Stilson service at varying intervals depending on the season to transport employees, locals, and guests alike to Stilson and Teton Village. These revenue runs operate 7 days/week, year round with significantly increased service in winter for our skiing community, guests, and workforce that support Teton Village operations. Summer, Spring and Fall service utilize 2-4 buses with a peak usage of 22 buses during the winter season.

The following studies are in progress that may impact our Town Shuttle routes in the future: Route Plan, Microtransit and Town Parking Management.

The FY20 Budget contains a request to increase this service level from 60 minute intervals in the summer to 30 minute intervals.

ADA Service

Provide ADA mandated services, on demand, to residents of the Town of Jackson and service to/from Teton Village (within a ¾ mile corridor). This service is dedicated to those individuals unable to utilize the fixed route services due to mobility or cognitive disabilities and is by appointment only. This service operates 7 days/week, year round and mirrors the hours of operation for Town and Village Fixed route service and is currently serviced by 1 vehicle.

Implementation of an ADA Passenger Eligibility Process is underway for FY20 to ensure compliance with ADA and Federal Transit regulations.

The FY20 Budget contains a request to increase the full time staff dedicated to the provision of this service from one FTE to two FTEs.

START Bike Service

Provide bike share rental opportunities for hub locations throughout the Town of Jackson as an alternative to single vehicle trips for those who commute and work in Town. This service is provided 24/7 from the end of April through October with 55 bikes. Friends of Pathways administers the program under a Memorandum of Understanding. Implementation of a revised pricing structure will be in place for FY20 to encourage more usage of the START Bike program. A sponsorship program search is underway for FY20.

There are no increased service requests for the START Bike Service in the FY20 Budget.

Grand Targhee Service

START assumed grant administration of this service beginning in October 2018. Grand Targhee is the Operator of the service. Service is conducted in the Winter and Summer Seasons only by 2-3 buses. The service focuses on transporting employees of the Resort to/from the City of Driggs.

Providing general oversight of the Operator, FY20 will focus on review of the Drug/Alcohol compliance and review of safety and training processes.

This service is a pass through with regards to the FY20 budget.

FY20 BUDGET

OPERATIONAL DATA

The FY20 Budget request reflects the effect of adding 6,395 annual hours and corresponding 101,640 annual miles.

The FY20 service change requests will specifically address Strategic Objectives in the ITP as noted above. Total hours and total miles, primary measures of START’s business activity, will grow at about 10 percent and 12 percent respectively over FY19 budgeted hours and is depicted in charts at the conclusion of this section.

The first service change request reflects the request to increase the Route 20 – Green line service during the summer by doubling the amount of round trips effectively reducing trip frequency from 1 hour intervals to 30 minutes. This increased service is a specific Strategy Objective outlined in the ITP with the goal of providing increased opportunity for the community to utilize Stilson as a Park-and-Ride location – whether you are heading to/from Town and/or Teton Village.

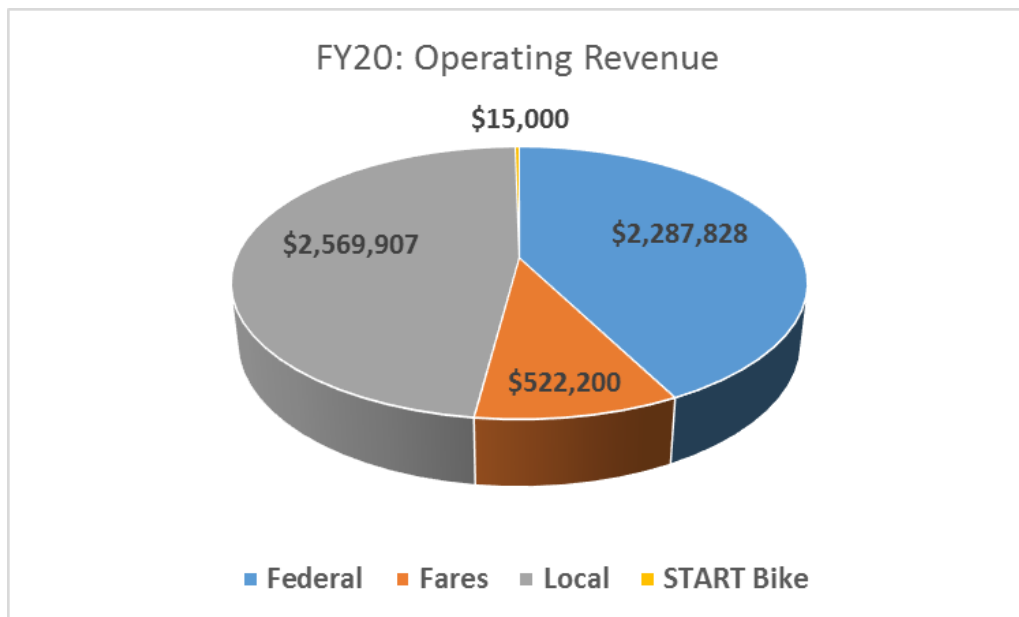
The second service change focuses on adding an additional commuter line to our Star Valley area. This will increase daily trips to/from the Etna and Alpine area from 3 round trips to 4 – thus matching the service levels currently operating to/from Teton Valley, Idaho and the Cities of Victor and Driggs. This also addresses another specific ITP Strategic Objective.

HOURS				
	FY18	FY19	FY20 Planned	Change FY20 vs. FY19
Town	25,065.0	25,065.0	25,065.0	0%
Village	29,300.0	29,300.0	34,300.0	17%
Commuter	4,710.0	5,085.0	6,280.0	24%
ADA	3,100.0	3,300.0	3,500.0	6%
TOTAL	62,175.0	62,750.0	69,145.0	10%

MILES				
	FY18	FY19	FY20 Planned	Change FY20 vs. FY19
Town	243,030	243,030	243,030	0%
Village	463,675	463,675	528,675	14%
Commuter	132,054	141,464	176,104	24%
ADA	31,025	33,025	35,025	6%
TOTAL	869,784	881,194	982,834	12%

Operational Revenue:

Overall, Operational revenue request is 17% percent above FY19 Budget and is depicted in the pie chart. More detail is available with working Budget Request until finalized by Town Council in June.



Expenses:

Overall, Operation and Administrative expenditures are requested to grow at about 19% and 14% (15% Total) percent respectively above FY19 Budget. Capital Outlay has grown 169% due to significant bus purchases to be finalized in FY20. All are summarized in the following chart. More detail is available with working Budget Request until finalized by Town Council in June.

EXPENSES					
	FY18	FY19	FY20	Change FY20 vs. FY19	
	Actual	Budget	Requested	\$\$\$	%
Administration	565,800	712,550	850,975	138,425	19%
Operation	3,218,804	3,959,908	4,525,575	565,667	14%
SUB-Total	3,784,604	4,672,458	5,376,550	704,092	15%
Capital Outlay	-	2,498,350	6,720,000	4,221,650	169%
TOTAL	3,784,604	7,170,808	12,096,550	4,925,742	69%

CAPITAL PROGRAM

FY20 Capital request includes the following requests: Vehicles (10), Benches, Bus Shelters (3) and Facility upgrade for the electric buses. Further focus on the vehicles is below.

EXISTING FLEET NEEDS FOR FY20

The required number of buses by type is determined by the demand during the peak period of the year. That period occurs approximately from 7AM to 11AM and 2:30PM to 6:30PM during the winter season and is driven by the demand for service Jackson Hole Mountain Resort and Teton Village – thus the need for increased number of buses to provide the service.

The past 2 winter seasons, START has had to decommission 8 vehicles due to reaching end of useful life. FY20 includes a request for 8 leased vehicles to be used for this specific purpose during the winter season.

Zero Emission Electric Buses – START is readily awaiting the delivery of up to 8 all Electric propelled vehicles in the 1st quarter of 2020. Proterra, Inc. is our partner in this exciting endeavor. START anticipates putting these vehicles into service at the beginning of FY21.

Each type of service provided by START Bus has unique requirements for the type of bus needed, including leased vehicles. It is important to note the buses used on the Commuter routes are also used on the local service during the day. The number and type of vehicles that are needed for FY20 requested service levels are described in the tables below.

WINTER					SUMMER & MUD SEASONS			
Vehicle Needs (4 Months)					Vehicle Needs (8 Months)			
	<u>Town</u>	<u>Teton</u>	<u>Commuter</u>	<u>ADA</u>	<u>Town</u>	<u>Teton</u>	<u>Commuter</u>	<u>ADA</u>
	<u>Shuttle</u>	<u>Village</u>	<u>Routes</u>	<u>Service</u>	<u>Shuttle</u>	<u>Village</u>	<u>Routes</u>	<u>Service</u>
Over the Road Coaches (MCI)			2				2	
Full Size City Buses		14	6			4	6	
30 ft Hybrids	4				4			
Leased Vehicles		8						
ADA Buses				1				1
TOTAL	4	22	8	1	4	4	8	1

5 Year Plan for Bus Replacement Cost for Existing Service- The main cost to consider in the operation of START Bus is the cost of replacing the existing fleet as the buses reach the end of useful life or beyond (FTA stipulates standard full size Transit buses reach useful life after 12 years of useful life and/or reaching over 500K miles). For the purposes of this plan it has been assumed that federal funding will be available to fund 80% of the cost for replacements of buses in the existing fleet and 20% provided locally. This assumption is based on the premise START is successful in winning grant awards that are extremely competitive.

Based on these assumptions, the estimated funds needed annually for the purchase of replacement buses for the existing fleet are illustrated below and with more detail in Appendix A.

5 YR - Bus Replacement Plan						
Vehicle Needs (8 Months)						
	FY20	FY21	FY22	FY23	FY24	Total
Number of Buses	10	4	5	6	4	29
Estimated Cost	\$6,394,000	\$1,840,000	\$2,350,000	\$3,840,000	\$2,800,000	\$17,224,000
Federal (80%)	\$5,077,460	\$1,472,000	\$1,880,000	\$3,072,000	\$2,240,000	\$13,741,460
Local (20%)	\$1,316,540	\$ 368,000	\$ 470,000	\$ 768,000	\$ 560,000	\$ 3,482,540

EDUCATION AND OUTREACH

Public Input Involvement

The START Advisory Board meets every month on the second Thursday beginning at 11:30AM in the Council Chambers. There is a standing agenda item for public comment regarding START service.

START has a website, www.startbus.com, (can also be accessed via Town website www.townofjackson.com) wherein any community member may submit comments in the “Report an Issue” section. The website also allows passengers to sign up for Service Alerts under the “Rider Alerts” section.

Public hearings by the START Board will be conducted should changes in the fare structure be proposed. Other public hearings will be scheduled at the discretion of the START Advisory Board.

General surveys will be distributed from time-to-time in order to gauge public interest related to changes in service. Surveys are generally distributed to onboard passengers as well as electronically through surveying sites, including Town of Jackson and START.

Route Plan – Public Engagement Process:

Our public outreach goal is to connect with as many people as possible through a public involvement effort that engages key partners, stakeholders, and constituents throughout the entire Route Plan Study planning process via five phases of public engagement and outreach.

Phase 1 –

Stakeholder Interviews, Community Familiarization: Our initial effort will include 12-15 stakeholder interviews with key partners, decision-makers, and rider groups. We will also do in-depth community and route familiarizations.

Phase 2 –

Rider Survey, Focus Groups, and Driver Meeting: As part of the evaluation of the existing services, we will carry out an onboard rider survey (printed in English and Spanish) to solicit input on existing service and unmet needs. We will also conduct three different focus group meetings to solicit input – the representation of these groups will be determined in partnership with START Board. We will also hold a driver meeting.

Phase 3 –

Route Options Workshop: Following development of possible options, we will lead a public workshop and open house to review the route options and seek input. We will incorporate a fun, participatory prioritization exercise, as part of the workshop.

Phase 4 –

Community Survey on Route Options: An online survey (in English and Spanish) will be created for additional feedback on the options for anyone in the community to complete.

Phase 5 –

Draft Presentation: Our consultant will personally present the draft recommended Route Plan to the decision making bodies.

Alignment and Communication/Outreach with Existing Regional Partners

- **WYDOT:** Wyoming Department of Transportation is the direct recipient for all Federal funding received by START for service in Wyoming. WYDOT serves as the oversight agency regarding START Federal funds in Wyoming. Staff will continue to work with WYDOT at every opportunity to ensure START positions are presented and understood including the Snake River Bridge Replacement and WY22/390 interchange planning.
- **IDT:** Idaho Department of Transportation is the direct recipient for all Federal funding received by START for service in Idaho. IDT serves as the oversight agency regarding START Federal funds in Idaho. Staff will continue to engage with IDT at every appropriate opportunity to ensure START positions are presented and understood.
- **Regional Transportation Planning Organization (RTPO):** begin continued outreach with Lincoln County, Wyoming and Teton County, Idaho and local partners (ITP – Chapter 6).
- **St John’s Hospital:** continued discussions with partnership opportunities as the medical facility looks to house employees in Lincoln County.
- **Teton Village Association:** continued partnership in meeting travel demand management requirements to/from Teton Village
- **Jackson Hole Mountain Resort:** continued partnership to move employees and guests to/from the Jackson Hole Mountain Resort.
- **Grand Targhee Resort:** continued grant administration for Employee Shuttle in Winter and Summer Seasons.
- **GTNP:** continued exploration of pilot survey in/around GTNP. Talks currently underway with TVA involved. (ITP Strategic Objective)
- **Airport:** continued exploration of service to/from the Jackson Hole Airport with a focus on improvements/restructuring of current Taxi-2-Fly service and transporting employees. (ITP Strategic Objective)

APPENDIX – A

START - Five Year Program for Bus Purchases					NOTE: All figures are estimated until Grants are final.			
REPLACEMENT BUSES ONLY								
Description	Budget Yr	Funding Source	Anticipated Delivery	Replacing Bus	Year	Purchase Price	Federal & State Share	Local Share
	Ending							
Purchase Price:								
Gillig 29FT Hybrid	2009					\$546,939	\$437,551	\$109,388
Gillig 40FT Low Floor	2015					\$420,000	\$336,000	\$84,000
MCI 45FT Commuter	2006					\$500,000	\$400,000	\$100,000
REPLACEMENT (Fire)	2019	Insurance Rec.	Sep-19	206	2012	\$384,000	\$0	\$0
REPLACEMENT (Bluebird)	2019	FTA 5339/LoNo	2020 - 1 Qtr	293	2004	\$740,000	\$625,683	\$162,318
REPLACEMENT (Bluebird)	2019	FTA 5339/LoNo	2020 - 1 Qtr	297	2005	\$740,000	\$625,683	\$162,318
REPLACEMENT (Bluebird)	2019	FTA 5339/LoNo	2020 - 1 Qtr	294	2004	\$740,000	\$625,683	\$162,318
REPLACEMENT (ADA)	2019	FTA 5339	2020 - 1 Qtr	285	2001	\$90,000	\$72,000	\$18,000
REPLACEMENT (Bluebird)	2020	FTA 5339/LoNo	2020 - 1 Qtr	274	2006	\$740,000	\$625,683	\$162,318
REPLACEMENT (Bluebird)	2020	FTA 5339/LoNo	2020 - 1 Qtr	275	2006	\$740,000	\$625,683	\$162,318
REPLACEMENT (Bluebird)	2020	FTA 5339/LoNo	2020 - 1 Qtr	295	2005	\$740,000	\$625,683	\$162,318
REPLACEMENT (Bluebird)	2020	FTA 5339/LoNo	2020 - 1 Qtr	298	2005	\$740,000	\$625,683	\$162,318
REPLACEMENT (Bluebird)	2020	FTA 5339/LoNo	2020 - 1 Qtr	299	2008	\$740,000	\$625,683	\$162,318
FY20 Totals						\$6,394,000	\$5,077,460	\$1,316,540
REPLACEMENT (Colorado Gillig)	2021	FTA 5339	Sep-21	250	2001	\$460,000	\$368,000	\$92,000
REPLACEMENT (Colorado Gillig)	2021	FTA 5339	Sep-21	251	2001	\$460,000	\$368,000	\$92,000
REPLACEMENT (Colorado Gillig)	2021	FTA 5339	Sep-21	252	2001	\$460,000	\$368,000	\$92,000
REPLACEMENT (Colorado Gillig)	2021	FTA 5339	Sep-21	253	2001	\$460,000	\$368,000	\$92,000
FY21 Totals						\$1,840,000	\$1,472,000	\$368,000
REPLACEMENT (39 Pass)	2022	FTA 5339	Sep-22	201	2009	\$470,000	\$376,000	\$94,000
REPLACEMENT (39 Pass)	2022	FTA 5339	Sep-22	202	2009	\$470,000	\$376,000	\$94,000
REPLACEMENT (39 Pass)	2022	FTA 5339	Sep-22	203	2009	\$470,000	\$376,000	\$94,000
REPLACEMENT (39 Pass)	2022	FTA 5339	Sep-22	204	2009	\$470,000	\$376,000	\$94,000
REPLACEMENT (39 Pass)	2022	FTA 5339	Sep-22	205	2009	\$470,000	\$376,000	\$94,000
FY22 Totals						\$2,350,000	\$1,880,000	\$470,000
REPLACEMENT (26 Pass/Hybrid)	2023	FTA 5339	Oct-23	272	2009	\$610,000	\$488,000	\$122,000
REPLACEMENT (26 Pass/Hybrid)	2023	FTA 5339	Oct-23	273	2009	\$610,000	\$488,000	\$122,000
REPLACEMENT (30 Pass/Hybrid)	2023	FTA 5339	Oct-23	276	2011	\$610,000	\$488,000	\$122,000
REPLACEMENT (30 Pass/Hybrid)	2023	FTA 5339	Oct-23	277	2011	\$610,000	\$488,000	\$122,000
REPLACEMENT (57 Pass/MCI Commuter)	2023	FTA 5339	Oct-23	1600	2007	\$700,000	\$560,000	\$140,000
REPLACEMENT (57 Pass/MCI Commuter)	2023	FTA 5339	Oct-23	1700	2009	\$700,000	\$560,000	\$140,000
FY23 Totals						\$3,840,000	\$3,072,000	\$768,000
NEW/ADDITIONAL BUSES ONLY								
FY24 Totals				# Buses	4	\$2,800,000	\$2,240,000	\$560,000
ted New Commuter for Additional Routes:								