

**START** **START**  
**BUS** **BIKE**

**FY18**

**July 1, 2017 – June 30, 2018**

**Operation Review**



Darren R Brugmann

## **Transit Director – Message to Community**



The following document is an operational review of the services provided by the Southern Teton Area Rapid Transit (START) System for Fiscal Year 2018 which encompasses July 1, 2017 through June 30, 2018. This report contains information related to the mission of START, the structural organization of the Department and how it relates to the citizens of the community, the advisory board, and the two elected bodies, the Jackson Town Council and the Teton County Commission, that govern the policies and direction of the services provided. This report also contains information regarding our core services, a description of the area served, statistical and financial information, and a look forward towards goals and strategies envisioned for the future.

FY18 has been another record setting year in terms of ridership and services provided to the community including the milestone of having transported over one million riders. In addition to our regular services provided, we've added the START Bike services to our core service provision and it has been well received in the community as another alternative to driving individual vehicles to every destination.

This report reflects the core services we were tasked with providing through the adopted FY18 budget. In looking to the future, the START System will continue to provide quality services as directed and we look forward to further serving our community with the most convenient transportation possible that is affordable, service oriented, environmentally friendly and a service that also works to improve the economic vitality of our region. We look forward to assisting the START Board, the Town Council, and the County Commission in serving our community into the future.

Sincerely,  
Darren R Brugmann  
Transit Director

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# MISSION

**We transport people.**

**START safely provides the Jackson Hole community with convenient transportation that is affordable, service oriented and environmentally friendly, improving the economic vitality of the region.**

*Adopted: June 2009*

*Reaffirmed: October 8, 2015*

# BOARD OF DIRECTORS

The seven (7) member Board of Directors are appointed by the Town Councilors and County Commission. The START Board is guided by a Joint Powers Agreement (JPA) w/ two (2) amendments and Bylaws.

Term: January 2016 – December 2018

**Chad Repinski, Chair**  
**Jenelle Johnson, Secretary**

Term: January 2017 – December 2019

**Susan Mick, Vice Chair**  
**Michael Yin**  
**Seadar Dodson**

Term: January 2018- December 2020

**Herb Brooks**  
**James Hunt**

The following four (4) members are non-voting positions appointed by the body they are representing.

Town Council: **Bob Lenz**

Teton County: **Smokey Rhea**

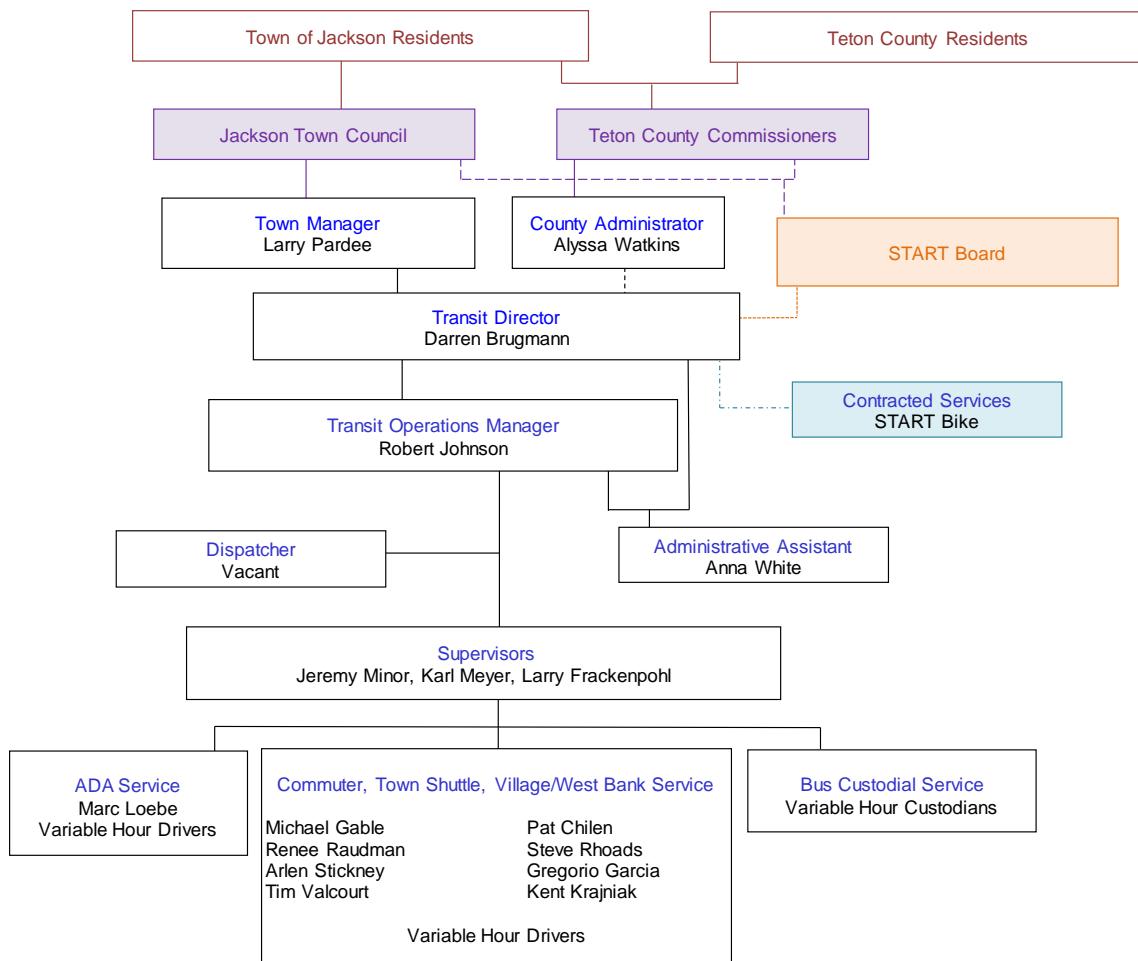
Teton Valley, Idaho: **Doug Self**

Lincoln County, WY: <open>

# ORGANIZATIONAL CHART

## Southern Teton Area Rapid Transit (START)

Current as of August 3, 2018



# **STATEMENT OF FUNCTION – CORE SERVICES**

The Southern Teton Area Rapid Transit (START) System exists to provide local, visitor, and ADA customers a transportation service by trained and certified personnel. The system is funded through federal, state, and local grants, along with collected fares with these financial resources defining service levels. The START System offers an environmentally positive alternative mode of travel for the Town of Jackson, Teton County and for commuters from Star Valley (Lincoln County) and Teton Valley (Idaho). By providing a mass transit system, pressures on parking, main travel ways and pollution are minimized.

The **core services** provided are:

## **✓ Local - Fixed Route**

- Town
- Village

## **✓ Commuter Fixed Route**

- Teton Valley
- Star Valley

## **✓ ADA – Demand Response**

## **✓ START Bike – Bike Share**

(Summer and Mud Seasons only)

Beginning on October 1, 2018:

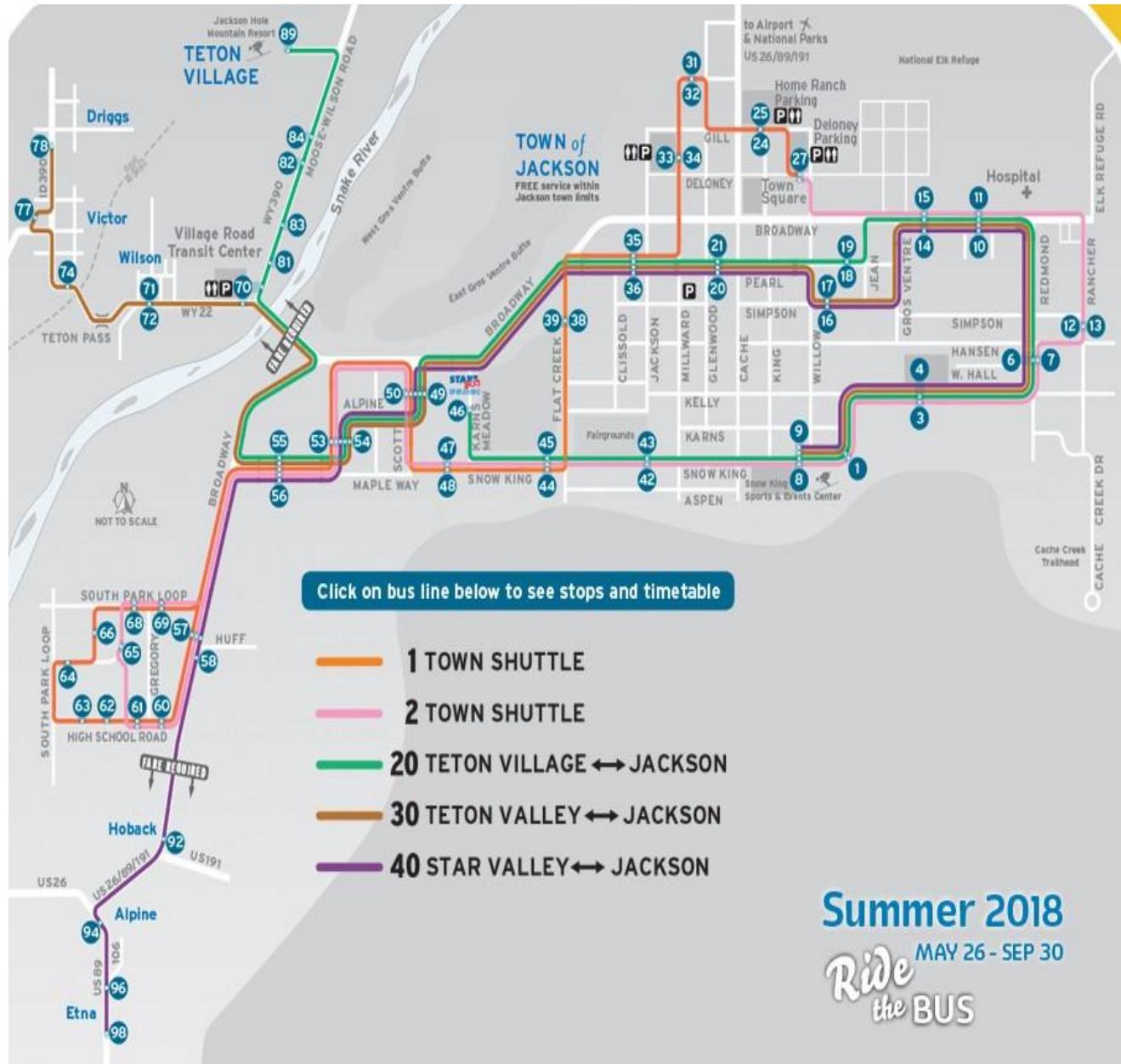
## **✓ Grand Targhee – Administrator for Contracted Fixed Route**

In the winter months, the START System focuses on transporting tourists to the local ski areas for recreational opportunities. It also provides transportation for employees of those resorts and communities on a timely basis so that the already overcrowded parking areas are not further congested. The summer months concentrate on similar goals but at a greatly diminished service level. START Bike is also offered during the Spring, Summer and Fall seasons.

## **INTEGRATED TRANSPORTATION PLAN**

The START system is guided by the Integrated Transportation Plan (ITP) which was adopted by the Town Councilors and County Commissioners in September 2015. The Strategic objectives are our focus and located in Chapter 2 of the document.

## **TRANSIT SERVICE - Area Map**



# STATISTICS

FY2018  STATISTICS

- **Passengers**: 1,051,982 (Actual)
- **Miles**: 869,784 (Planned for FY18)
- **Employees**: 16 FT/Benefited Seasonal: Varies 50+ during peak winter season
- Approximately \$1.7+ million in Federal Operating assistance
- **Vehicles**
  - 28 buses (24 Active)
  - 04 paratransit vans
  - 03 Non-revenue/utility vehicles
- **86-mile service region**: Etna, WY to Jackson (50 miles) and Jackson to Driggs, Idaho (36 miles)
- **Facilities**
  - Storage @ Karns Meadow (Owned – includes Administrative Offices)
  - Storage @ Driggs, Idaho (Indoor - Leased)
  - Storage @ Etna, Wyoming (Outdoor - Leased)
    - ✓ Bus Shelters – 15 Shelters
    - ✓ Stops – 70 (Stand-alone stops)
    - ✓ Park and Ride
      - 3 in Lincoln County,
      - 1 in Driggs Idaho,
      - 2 in Victor, Idaho and
      - 1 in Teton County/WY (Stilson)
- **Maintenance** facilities located in Jackson – Town of Jackson Public Works Division
-  Bike Share – own and operate 55 Bikes

# VEHICLES

	<u>Inventory</u>	<u>CurrentYrMileage</u>	<u>Mfr</u>	<u>VehicleYear</u>	<u>Fuel</u>	<u>Seat</u>
<u>Fixed:</u>						
1	201	430,869	Gillig	2009	Diesel	39
2	202	389,814	Gillig	2009	Diesel	39
3	203	430,142	Gillig	2009	Diesel	39
4	204	393,424	Gillig	2009	Diesel	39
5	205	419,582	Gillig	2009	Diesel	39
Fire Loss	206	42993	Gillig	2012	Diesel	39
6	207	130,415	Gillig	2014	Diesel	39
7	208	110,216	Gillig	2015	Diesel	39
8	209	116,359	Gillig	2015	Diesel	39
9	210	89,224	Gillig	2015	Diesel	39
10	272	412,114	Gillig	2009	Hybrid	26
11	273	400,667	Gillig	2009	Hybrid	26
12	274	310,586	Bluebird	2006	Diesel	37
13	275	338,621	Bluebird	2006	Diesel	37
14	276	287,306	Gillig	2011	Hybrid	30
15	277	278,196	Gillig	2011	Hybrid	30
16	295	347,777	Bluebird	2005	Diesel	37
17	298	332,786	Bluebird	2005	Diesel	44
18	299	213,583	Bluebird	2008	Diesel	44
19	250	HOUR/ Est 430,000/450,000	Gillig (CO)	2001	Diesel	43
20	251	HOUR/ Est 430,000/450,000	Gillig (CO)	2001	Diesel	43
21	252	HOUR/ Est 430,000/450,000	Gillig (CO)	2001	Diesel	43
22	253	HOUR/ Est 430,000/450,000	Gillig (CO)	2001	Diesel	43
23	1600	216,954	MCI	2007	Diesel	57
24	1700	240,510	MCI	2009	Diesel	57
<u>Demand:</u>						
1	321	65,334	Arbox	2008	Gas	8
2	323	130,956	Eldorado	2003	Diesel	20
3	324	159,953	Eldorado	2003	Diesel	20
4	285	128,290	Ford	2001	Gas	10
28						

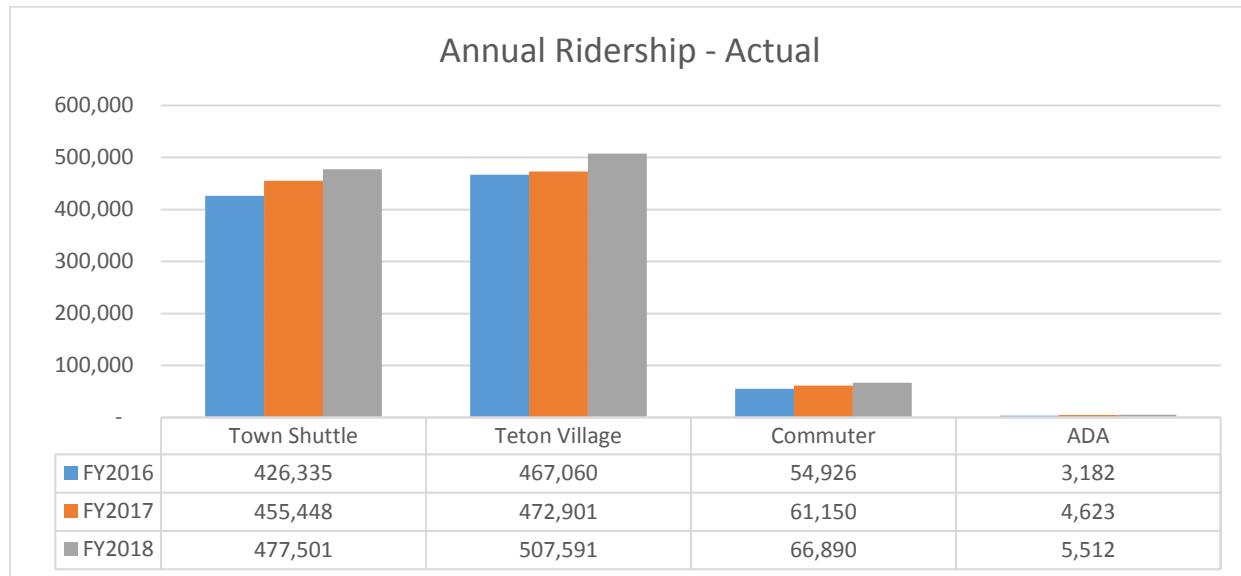
# RIDERSHIP

## ANNUAL TOTALS

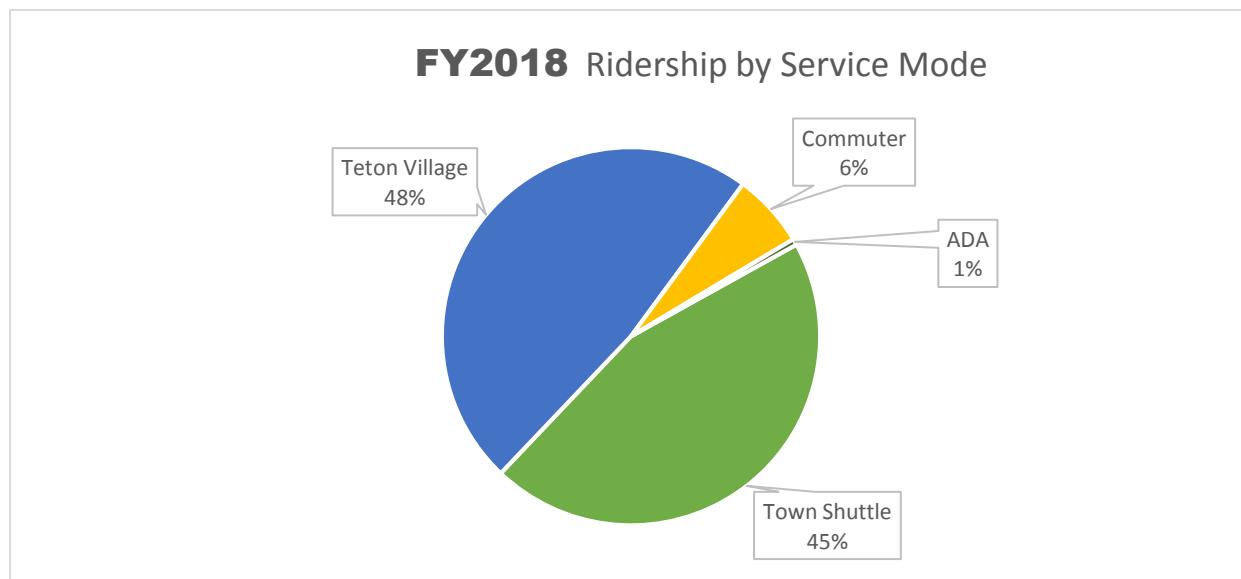
**FY16:** **951,503**

**FY17:** **994,122**

**FY18:** **1,051,982**



**Note:** Teton Village also includes any service in the West Bank area.



# Hours (as approved by FY18 Budget)

## Hours FY18

DAILY SCHEDULED TOTAL (Revenue AND Non-Revenue)

		SPRING	SUMMER	FALL	WINTER	Season Total	
<b>Town</b>	Rev	2,155	6,009	2,752	6,593	<b>17,509</b>	
	Non-Rev	998	2,452	1,274	2,663	<b>7,387</b>	
	Total	3,153	8,461	4,025	9,256	<b>24,895</b>	<b>39%</b>
<b>Village</b>	Rev	451	2,901	575	14,409	<b>18,336</b>	
	Non-Rev	221	1,634	283	8,383	<b>10,521</b>	
	Total	672	4,535	858	22,792	<b>28,857</b>	<b>46%</b>
<b>ADA</b>	Rev	470	1,220	600	1,360	<b>3,650</b>	
	Non-Rev	-	-	-	-	-	
	Total	470	1,220	600	1,360	<b>3,650</b>	<b>6%</b>
<b>Commuter</b>	Rev	503	1,221	632	1,380	<b>3,736</b>	
	Non-Rev	285	692	358	781	<b>2,116</b>	
	Total	788	1,913	990	2,161	<b>5,853</b>	<b>9%</b>
	Rev					43,231	
	Non-Rev					<u>20,024</u>	
	Total					63,255	

Note: Revenue Hours = In service Hours

## MILES (as approved by FY18 Budget)

	<u>Spring</u>	<u>Summer</u>	<u>Fall</u>	<u>Winter</u>	<u>Total</u>
<b>Town</b>					
TS1	13,398	39,576	17,104	44,117	114,195
TS2	15,068	44,701	19,236	49,830	128,835
<b>Village</b>					
Green	13,130	64,377	16,762	42,214	136,483
Red				109,328	109,328
Yellow				111,139	111,139
Blue				106,725	106,725
<b>Commuter</b>					
SV	10,219	24,817	12,846	28,028	75,910
TV	7,558	18,355	9,501	20,730	56,144
<b>ADA</b>	3,995	10,370	5,100	11,560	31,025
	63,368	202,195	80,549	523,672	869,784

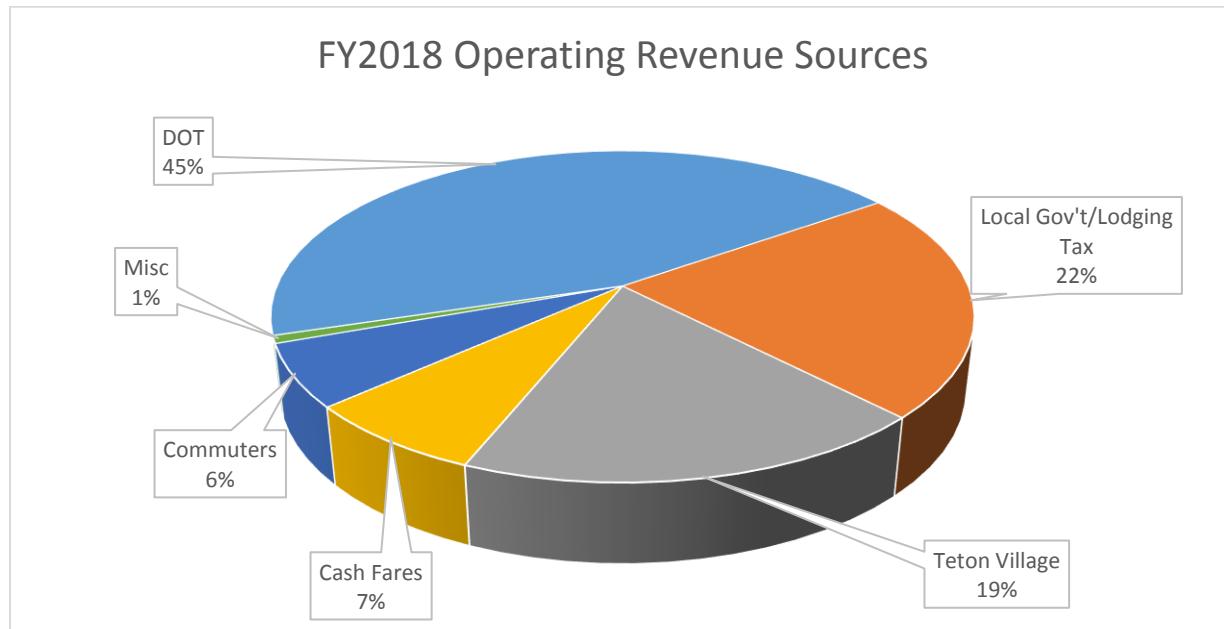
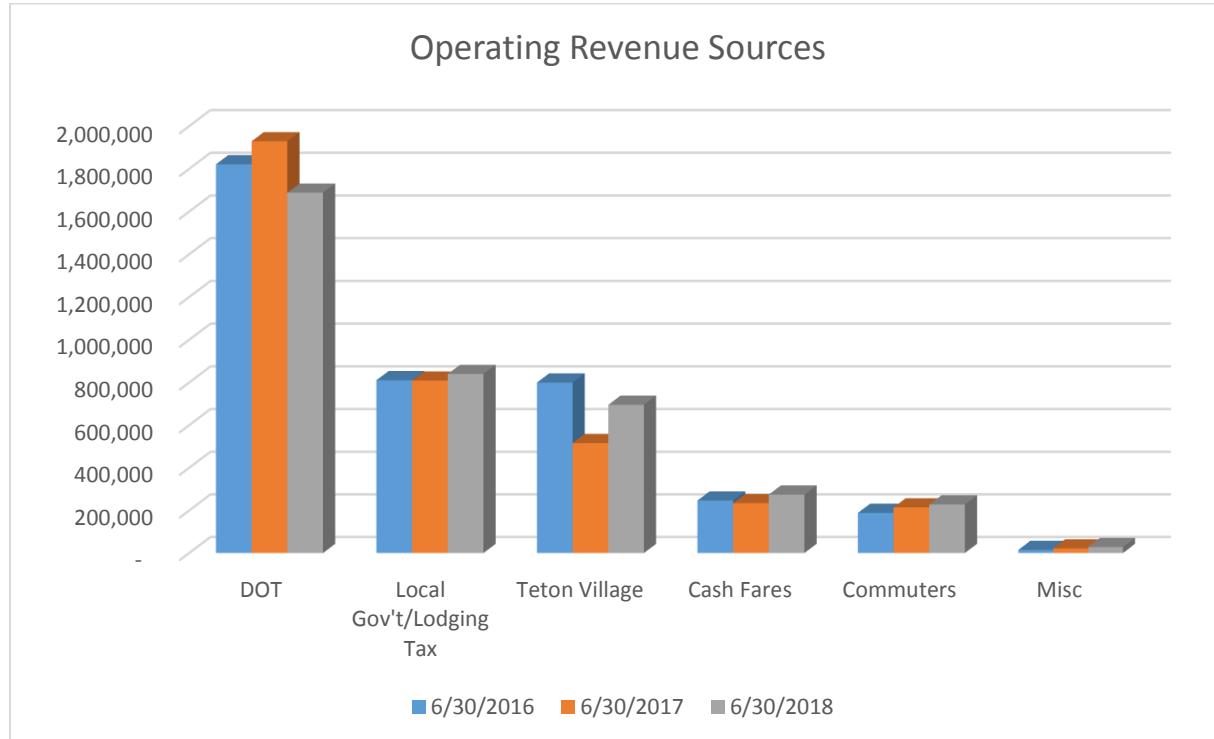
## TRIPS (Round Trip – as approved by FY18 Budget)

TRIPS (RT)		DAILY			
DAILY SCHEDULED REVENUE		Spring	Summer	Fall	Winter
<b>Town</b>					
TS1	29	33	29	33	
TS2	28	32	28	32	
	57	65	57	65	
<b>Village</b>					
Green	9	17	9	10	
Red				29	
Yellow				30	
Blue				29	
	9	17	9	98	
<b>Commuter</b>					
SV	3	3	3	3	
TV	3	3	3	3	
	6	6	6	6	
<b>ADA</b>	15	15	15	15	
<b>TOTALS/DAY</b>	<b>87</b>	<b>103</b>	<b>87</b>	<b>184</b>	

## OPERATION DAYS

<b>SPRING:</b>	April 10 – May 26	47 Total	(35 Commuter/Weekday)
<b>SUMMER:</b>	May 27 – September 24	122 Total	(85 Commuter/Weekday)
<b>Fall:</b>	September 25 – November 24	60 Total	(44 Commuter/Weekday)
<b>Winter:</b>	November 25 – April 8, 2018	136 Total	(96 Commuter/Weekday)

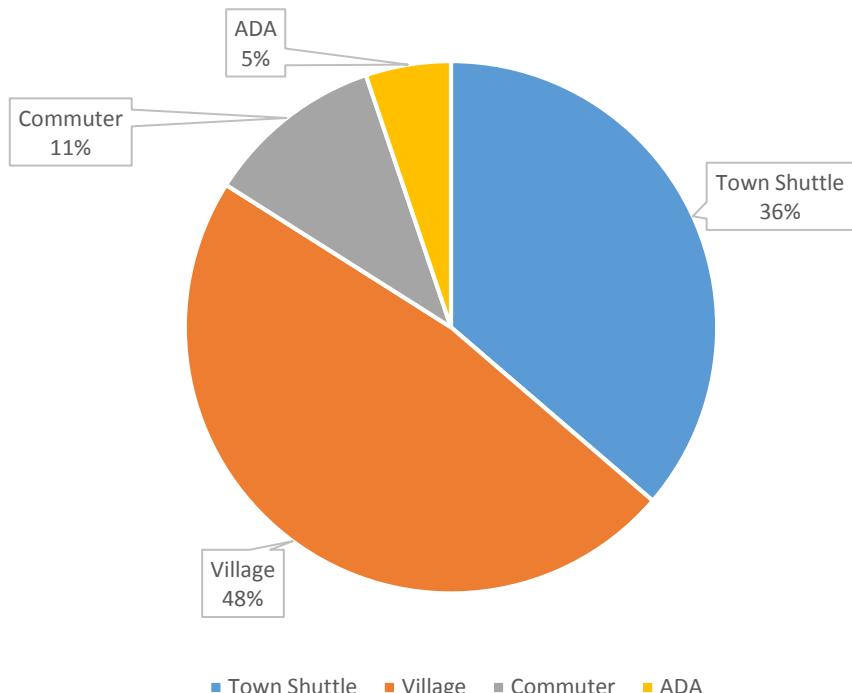
## REVENUE (Unaudited)



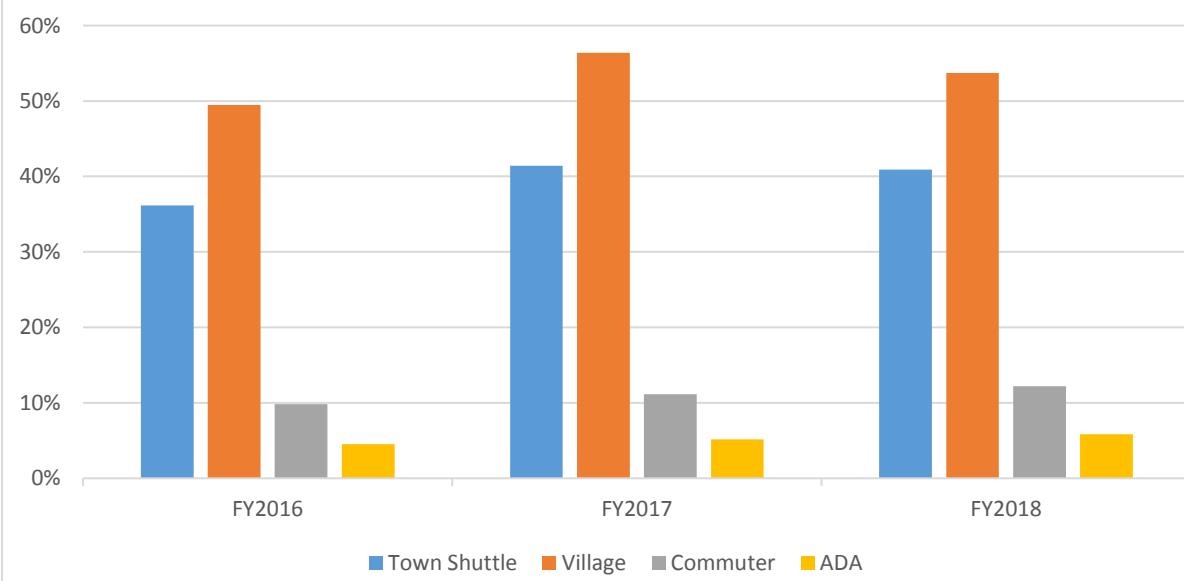
Note: Teton Village refers to the Resort Master Plan Areas 1 & 2 and the Jackson Hole Mountain Resort

## EXPENSES (Unaudited)

FY18: Service % of Operating Expenditures



FY16, 17 & 18: Service Expenditures



# **PERFORMANCE INDICATORS – FY18**

## **(Unaudited)**

The following are standard operating performance indicators. They are intended to give simple, concise information regarding the operation of the system. With implementation of electronic fare and data collection system software, START will have the ability to share further information such as this going forward.

The figures are not audited at the time of this publication.

### **Passenger/Hour:**

Town Shuttle:	27.3
Village:	27.7
Commuter:	17.9
ADA:	1.5

### **Passenger/Mile**

Town Shuttle:	1.96
Village:	1.09
Commuter:	0.51
ADA:	0.18

### **Cost/Hour**

Town Shuttle:	\$ 78.44
Village:	\$ 98.38
Commuter:	\$ 109.77
ADA:	\$ 53.70

### **Cost/Mile**

Town Shuttle:	\$ 5.65
Village:	\$ 3.89
Commuter:	\$ 3.11
ADA:	\$ 6.32

# GOALS & STRATEGIES

## Short Term Goals

**Integrated Transportation Plan (ITP) Goals.** Successful implementation of ITP initiatives involves cooperation and at times delegation to multiple departments including Planning, Legal, Transit, Public Works, Police, and Administration. Our short term goal in this area is to review the Action Steps from the ITP and develop a realistic time frame for the 'Immediate Actions' based on current financial condition and political climate. We would then present that realistic time frame to Town Council and County Commission for input and further direction.

## **START Goals**

- ✓ Assist with presentation of revisions to Joint Powers Agreement (JPA) to the Town Council and County Commission for consideration to clarify advisory role of START Board
- ✓ Continue to work towards approval and pursuit of recommendations on START Funding.
- ✓ Continually work to staff current level of core services through creative and meaningful recruitment and retention strategies.
- ✓ Engage consultant for Hub and Spoke and Park & Ride Lots implementation and present report.
- ✓ Submit BUILD Grant application for completion of Karns Meadow Master Facility
- ✓ Present Micro transit service proposal to START Board.
- ✓ Prepare comprehensive report of previous fiscal year operations to provide transparency and better explain each component that contributes to funding START service.
- ✓ Present options to START Board and Elected Officials for service expansion as part of FY19 budget process.
- ✓ Review and provide recommendations for updating fare structure for all services.
- ✓ Acquire 4 Replacement Buses with currently secured funding.
- ✓ Implement administration of contract for Grand Targhee service.
- ✓ Develop, present and implement ADA policies, procedures and passenger scheduling.
- ✓ Implementation of RFP process to select Electronic Fare System vendor and installation.

## Mid Term Goals

### START Goals

- ✓ Locate and acquire property for Bus Storage in Star Valley
- ✓ Determine Ownership and Maintenance of Park/Ride location with WYDOT – Etna North Project
- ✓ Present alternative fuel options to START Board
- ✓ Secure Additional Recurring Revenue Source for START Services
- ✓ Continue to monitor transit implications related to various master plan approvals.

### **Long Term and Ongoing Goals**

#### START Goals

- ✓ Complete Storage, Operations, & Administration Portion of START Facility
- ✓ Present Planning and Construction Options for Karns Meadow Transit & Transfer Center