



# FY26-Q1 Report to the City of Ketchum



## Service Excellence

- ★ Provide a safe environment for our riders & employees
- ★ Expand service into more neighborhoods
- ★ Increase frequency of service
- ★ Support drivers as community outreach ambassadors
- ★ Improve customer-facing tech

## Organizational Integrity

- ★ Uphold a high bar for ethics, integrity & transparency
- ★ Recruit, train & retain a high-quality, diverse workforce
- ★ Build a succession plan for all positions in the organization
- ★ Develop & execute a 10-year Mobility & Infrastructure Plan

## Environmental Commitment

- ★ Operate a 100% electric fleet
- ★ Reduce carbon footprint: ZEVs, infrastructure, operations
- ★ Build & operate facilities re: best practices for sustainability
- ★ Promote environmentally friendly mobility: walk, bike, bus, van

## Strategic Framework

## Community Engagement

- ★ Inspire everyone to be a Mountain Rides rider
- ★ Nurture healthy, productive relationships with JPs & partners
- ★ Boost Mountain Rides brand
- ★ Expand reach & engagement throughout the community(s)

## Economic Sustainability

- ★ Diversify funding sources
- ★ Retain maximum revenue diversity & flexibility to support Federal & other grants
- ★ Maintain integrity of budgets & financial performance

*...it's the journey that matters*



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## Service Excellence

- ★ Continued with robust ridership on ADA & CHT services
- ★ Upgraded TransLoc, our customer-facing app: routes, stops, schedules

## Organizational Integrity

- ★ Cross-trained all drivers to drive all routes & schedules
- ★ Effectively transitioned to new Finance & Admin management & staff

## Environmental Commitment

- ★ Operated ~85% electric fleet
- ★ Surpassed 1 million BEB service miles, eliminating ~5,300 TONS of GHG emissions

## FY26-Q1 Results

## Community Engagement

- ★ Earned Net Promoter Score (NPS) of +71 (excellent) for Q4-2025
- ★ Continued ongoing survey of the community

## Economic Sustainability

- ★ Closed FY25 with a small operating surplus
- ★ Applied for \$7.5M Operating & \$2.4M Capital Grants for FY27 + FY28

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