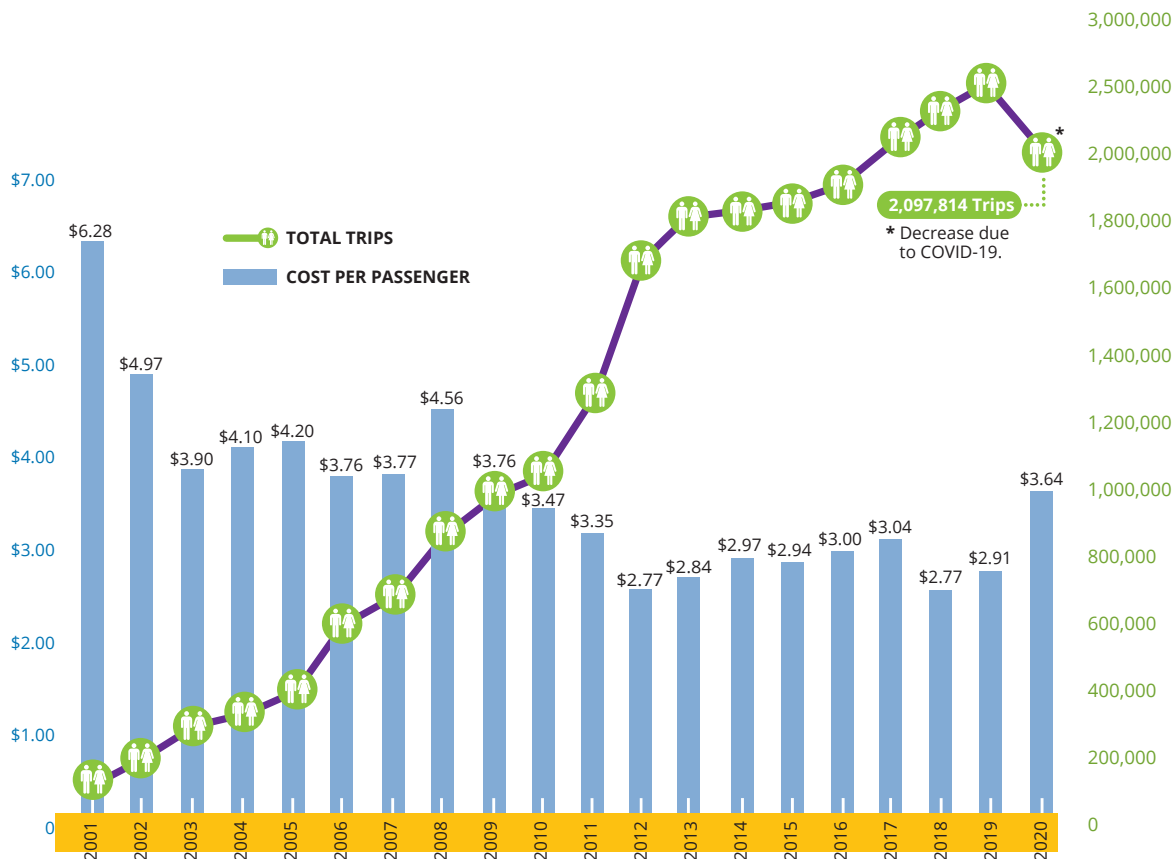




Fiscal Year 2020 Annual Report

July 2019 – June 2020

Mountain Line – 20 Years of Growing Strong



Mountain Line is the agency in northern Arizona which operates transit services in the Flagstaff area.

Programs include:

Mountain Line:

Fixed route bus service on nine routes

Paratransit:

Service for those unable to use the fixed route bus system – via paratransit vehicles or taxis

Mountain Express:

Seasonal service between Flagstaff and Arizona Snowbowl

Travel Training:

Free program that teaches individuals and groups how to navigate the transit system

Vanpool:

Commuters sharing a vehicle and saving on fuel and vehicle operating costs

ecoPASS:

An employer-based and residential bulk discount transit pass program

Fiscal Year 2020 Highlights

- Kicked off a grant-funded Zero Emission Bus Transition Plan to guide Mountain Line's future fleet purchases and facilities modifications to accommodate zero emission vehicles.
- Developed an On-Demand Feasibility Study to analyze the cost, considerations, and benefits of implementing flexible, real-time hailed transportation to complement the fixed route system.
- Conducted service changes to achieve more efficiency in the transit system, including the splitting of Route 7 into two routes and the creation of a new Route 8 to serve the W. Route 66 corridor.
- Received a Federal Transit Administration grant to partner with the Flagstaff Initiative Against Trafficking (FIAT) to implement trainings, marketing, and tools designed to raise awareness about human trafficking.
- Developed Mountain Line Transit Guidelines, which provides consistent criterion for Mountain Line staff and its partners to evaluate transit service and related facilities for new developments and roadway projects.



Getting you where you want to go



Fiscal Year 2020 Annual Report

July 2019 – June 2020

Mountain Line by the Numbers

- 29 buses (All hybrid-electric, 6 articulated)
- 8 paratransit vans
- 164 Bus Stops (including 10 shared stops with Northern Arizona University)
- 78 Bus Shelters (including 10 shared shelters with NAU)
- 2 Connection Centers (Downtown Flagstaff and Flagstaff Mall)
- 3 maintenance shops, Bus Storage Facility, Automated Bus Wash

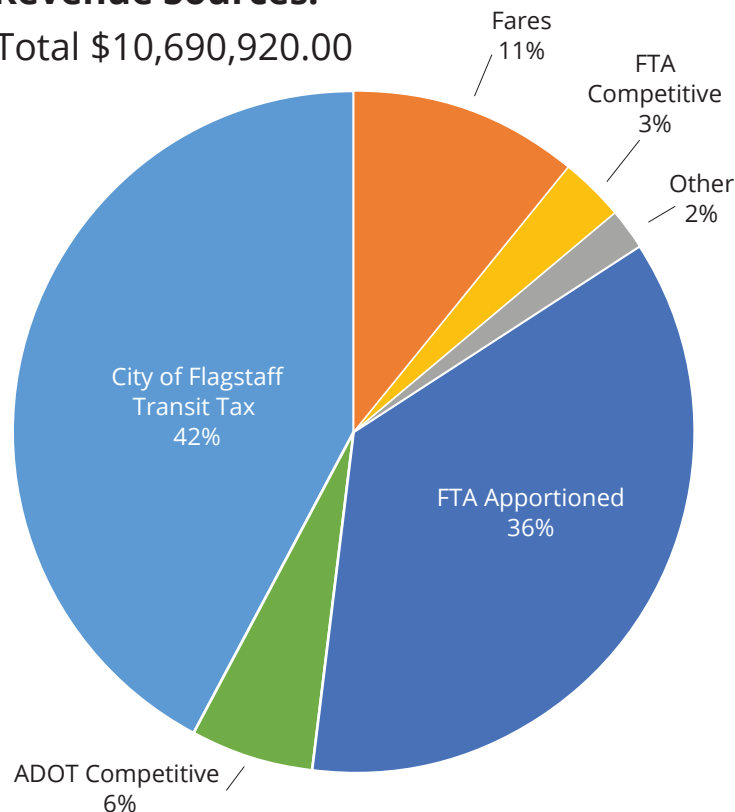
Mountain Line secured \$17.3 million in grant funding for transit projects

Mountain Line was awarded one of the largest Federal Transit Administration (FTA) Bus and Bus Facilities grants of the cycle, securing \$17.3 million for the construction of a new Downtown Connection Center and the purchase of zero-emissions vehicles. Since the current Downtown Connection Center was constructed in 2008, Mountain Line's ridership has increased 150 percent and the number of buses accessing the facility daily has increased by 125 percent. The new facility will be built to accommodate current and future service levels, provide customer service amenities, and enable partnership opportunities.



Revenue Sources:

Total \$10,690,920.00



Mountain Line Leadership

AGENCY	NAME / TITLE
Flagstaff City Council	Jamie Whelan Board Chair
Mountain Line	Heather Dalmolin Chief Executive Officer/ General Manager

Mountain Line responds and adapts to COVID-19 pandemic

When the COVID-19 pandemic first appeared in Flagstaff in March 2020, Mountain Line was on track for another record ridership year. This momentum came to an abrupt halt as the virus started spreading through the community. Mountain Line joined transit agencies around the country in pivoting away from a ridership model to one where transit existed for essential trips only. Prioritizing the safety of staff and riders, Mountain Line also made several procedure changes:



- **Service:** Weekend schedule seven days a week, fare-free, back door boarding
 - **Staff:** Telecommuting for non-public facing staff, health screenings upon entering the building, Public Health Emergency Leave available to all employees
 - **Cleaning:** Made disinfecting supplies available throughout all buildings, updated procedures to disinfect buses throughout the day and thoroughly sanitize each bus daily, hired staff dedicated to cleaning and disinfecting.
- Mountain Line continues to adapt as more is learned about COVID-19 and how it spreads. With safety as the driving force, Mountain Line is well-positioned to begin the long road to recovery.

Getting you where you want to go