

Mountain Line GO! Frequently Asked Questions

What is Microtransit?

Mountain Line GO! is a microtransit pilot. Microtransit is an on-demand mobility solution that offers point-to-point, shared ride service, operating on a more flexible schedule than fixed-route bus service. The goal is to use microtransit within a defined zone to connect people to Mountain Line's nearby bus stops. Trips can be scheduled through a mobile application or by phone (928-679-8989) during service hours of operation. Microtransit is similar to Uber and Lyft but will use Mountain Line's paratransit vehicles.

What does pilot program mean?

The Mountain Line GO! pilot will be a temporary service to test out the microtransit technology. Mountain Line only has temporary, one-time funding for the pilot. If the pilot is successful and well utilized, Mountain Line will seek additional funding to extend the program.

How do I book a ride?

Trips can be scheduled through a mobile application called Mountain Line GO! or by phone (928-679-8989) during service hours of operation. Mountain Line GO! can be downloaded in the Google Play store or Apple Store.

What are the hours and days of service?

The Mountain Line Go! pilot will run 7 days a week. The hours for Monday – Friday are 7am – 6pm. Weekends and Holidays are 8am – 5pm.

Will my ride on Mountain Line GO! be shared with other riders?

Depending on other ride requests and the location of the vehicle, your ride may be grouped with other riders headed to similar destinations.

Where can I take Mountain Line GO!?

Microtransit will pick up and drop off riders anywhere within the designated service area. The service area is based on curb-to-curb coverage in the Huntington and Industrial corridor. Additional pick-up locations are defined at near-by bus stops. To book a ride via the app, make sure you are in the Mountain Line GO! zone. You can see the zones on the map in the app. Rides cannot be taken outside the zone.

How much does Mountain Line GO! cost?

A single ride will cost \$1. Payment can be made via cash on-board the vehicle or through the Mountain Line GO! app. If paying by cash, please pay with exact fare, Operators cannot



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provide change. This is a separate program from fixed-route, period passes, and day passes will not be accepted as payment.

Will the vehicle be wheelchair-accessible?

Yes, the Microtransit pilot will use Mountain Line's paratransit vehicles. Those vehicles are wheelchair accessible.

How long will Mountain Line GO! be running?

Mountain Line will begin the pilot in September 2021, and it will run for 9 months or until funding is spent. Mountain Line only has limited, one time funding for this pilot program.



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