



# Fiscal Year 2021 Annual Report

July 2020 – June 2021

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:

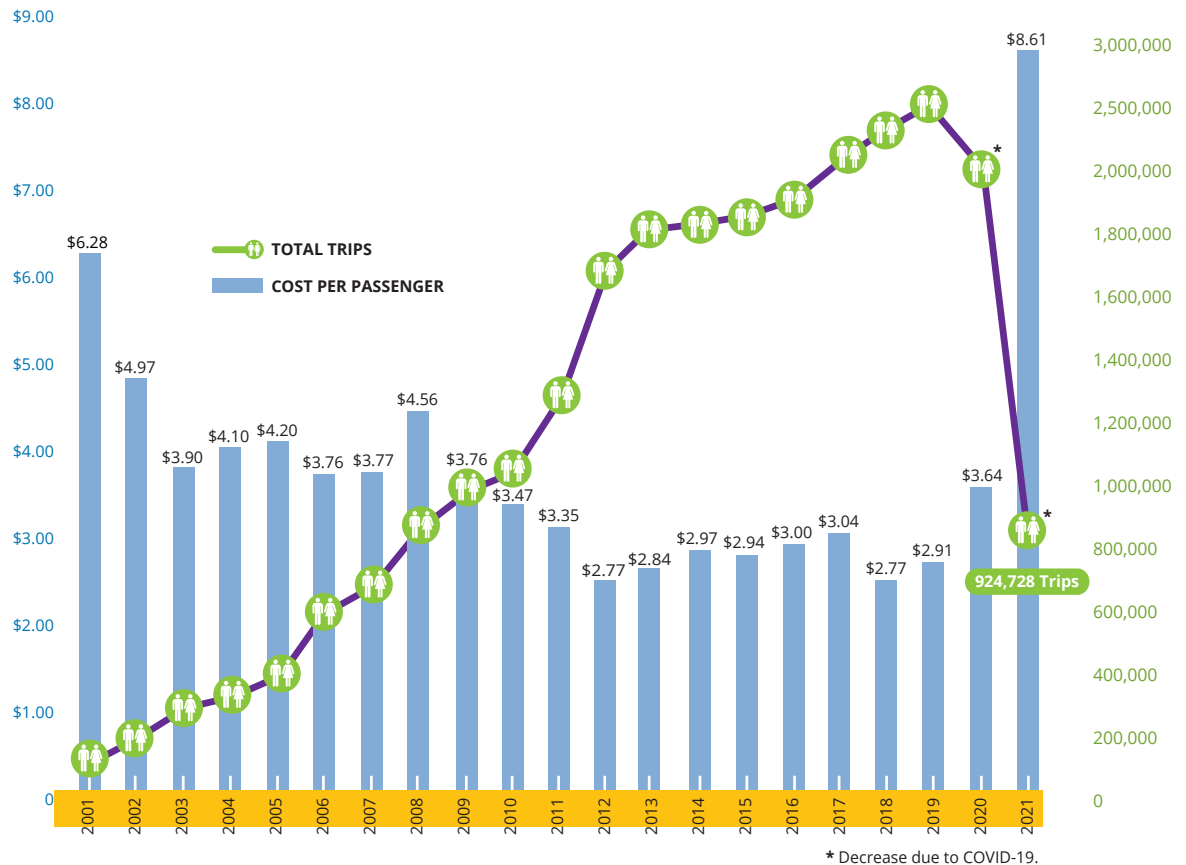
Free program that teaches individuals and groups how to navigate the transit system

### 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 2021 Highlights

- Received a \$300K On-Demand Pilot Grant from the Community Transportation Association of America to conduct a microtransit pilot program in the Huntington/Industrial corridor, which is home to several human service agencies and not currently served by transit.
- Launched the See Say Now app for riders and staff to report safety and security concerns on board buses and at transit facilities.
- Adopted a Zero Emission Bus Plan, which will guide the fleet, infrastructure, and charging needs for Mountain Line's future transition to electric vehicles.
- Received a \$5.5million ADOT grant to partner with the City of Flagstaff on bike and pedestrian infrastructure near transit stops.
- Kicked off Flagstaff in Motion – A Community Transit Plan, with the goal of updating the Five-Year Transit Plan and outlining the best ways to support the diverse transportation needs of the communities we serve.
- Finalized site selection work for the new Downtown Connection Center and began the concept plans and public art components.

## See something? Say something!

We all have  
the right to a  
safe ride.

Search **SEE SAY NOW**  
to download the app today!



## FLAGSTAFF IN MOTION

*A Community Transit Plan*

*Getting you where you want to go*



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## Mountain Line Leadership

**Heather Dalmolin**  
Chief Executive Officer/General Manager

**Kate Morley**  
Deputy General Manager

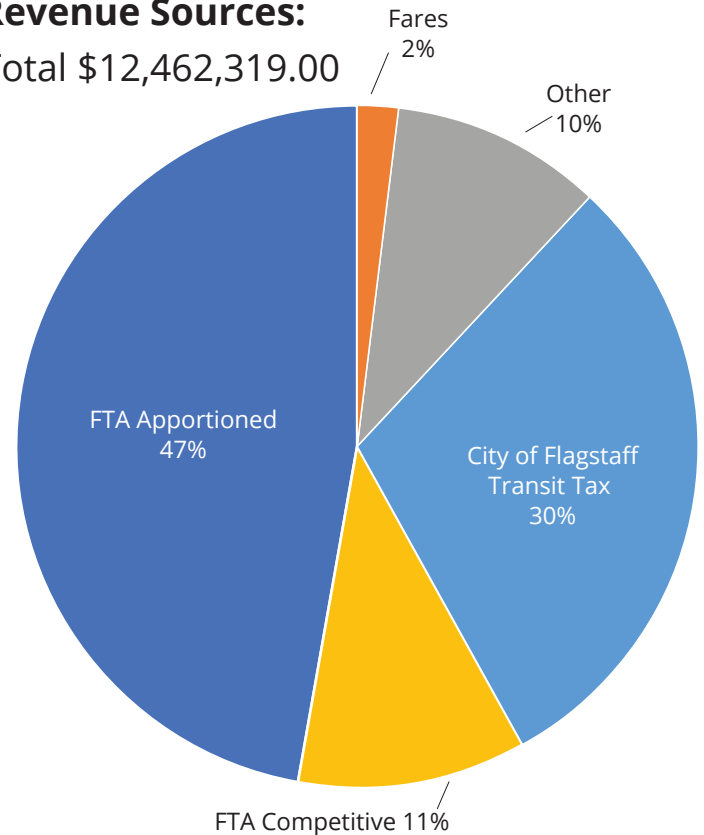
Mountain Line is governed by a Board of Directors comprised of members from the City of Flagstaff, Coconino County, Northern Arizona University, and Coconino Community College.

## Mountain Line by the Numbers

- 28 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

## Revenue Sources:

Total \$12,462,319.00



The COVID-19 pandemic impacted every aspect of Mountain Line's operations. Ridership fell dramatically, but transit was an essential service, connecting people to essential jobs and medical services. Sanitizing and cleaning were paramount, masks were required, and business was done in new and innovative ways. The numbers really tell the story of Mountain Line's COVID-19 journey:



**0 EMPLOYEES**

laid off or  
furloughed



**6 MONTHS**

fare-free



**29 BUSES  
8 VANS**

sanitized nightly



**\$10 MILLION**

in COVID relief  
funds from FTA



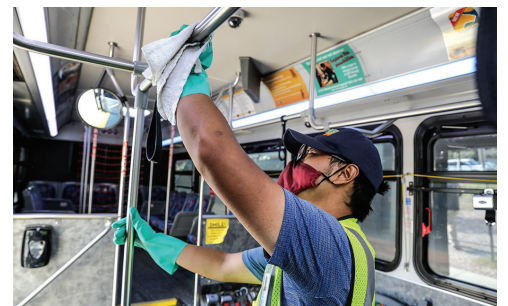
**4 MECHANICS**

installed security  
doors on all buses



**6,289**

paratransit  
trips



*Getting you where you want to go*