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 $5.5 million 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.

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

See something? Say something!
We all have the right to a safe ride.
Search SEE SAY NOW to download the app today!

Mountain Line • Flagstaff: 3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928.679.8900 • FAX 928.779.6868 • www.mountainline.az.gov
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

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
- 510 MILLION in COVID relief funds from FTA
- 4 MECHANICS installed security doors on all buses
- 6,289 paratransit trips

Revenue Sources:
Total $12,462,319.00

- FTA Apportioned 47%
- City of Flagstaff Transit Tax 30%
- FTA Competitive 11%
- Other 10%
- Fares 2%

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