

Mountain Line GO! Frequently Asked Questions

What is Microtransit?

Mountain Line GO! is a microtransit program. 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.

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! runs 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 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.



Getting you where you want to go

