



Fiscal Year 2022 Annual Report

July 2021 – June 2022

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 Line GO!
On-demand, flexible, shared-ride microtransit service operating in the Huntington and Industrial corridor.

Mountain Express:
Seasonal service between Flagstaff and Arizona Snowbowl

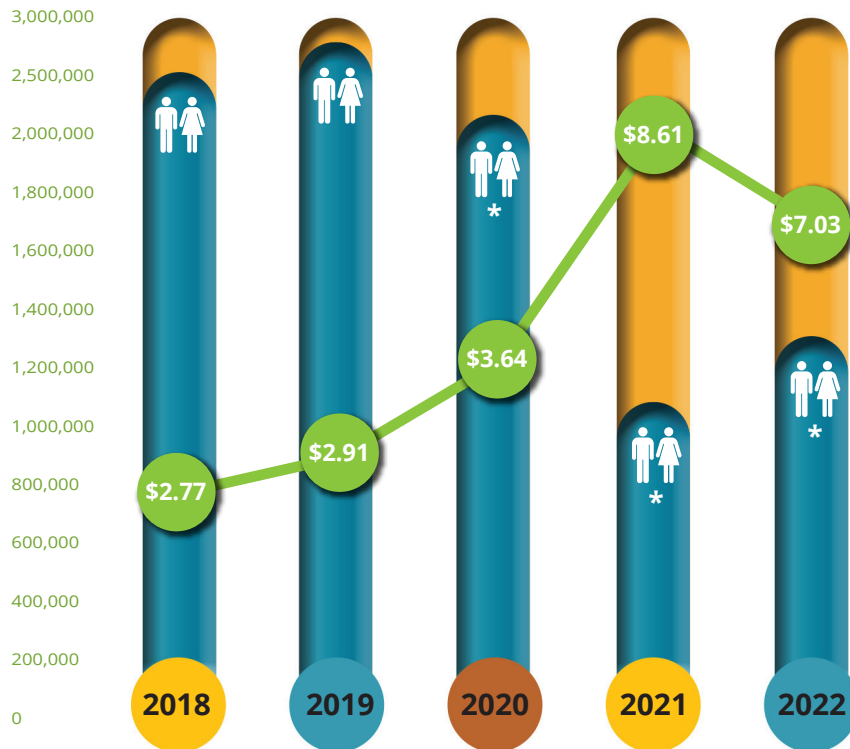
Travel Training:
Free program that teaches individuals and groups how to navigate the transit system

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

ecoPASS:
An employer-based and residential bulk discount transit pass program

Mountain Line Ridership

TOTAL TRIPS
COST PER PASSENGER



* Decrease due to COVID-19.

Mountain
Line
Ridership
has grown

578%

since it's
inception
in 2001.

Fiscal Year 2022 Highlights

- Launched the on-demand microtransit pilot program "Mountain Line GO!" in the Huntington and Industrial corridor and to/from Flagstaff Pulliam Airport. The Huntington/ Industrial corridor service became a permanent Mountain Line program.
- Conducted public outreach and obtained Conditional Use Permit for the construction of a new Downtown Connection Center facility, which is scheduled to break ground in FY2023. Received \$6 million appropriation from the State of Arizona for capital costs associated with the project.
- Kicked off the grant-funded master plan for the Mountain Line headquarters facility to inform how the current space can best be used for future fleet and operations needs given that many customer service and administrative functions will relocate to the new Downtown Connection Center in 2024.
- Received more than \$6 million in federal funding to construct a Commercial Drivers License (CDL) training and testing course on the Northern Arizona University Campus.
- Developed creative ways to mitigate the impacts of a nationwide transit driver shortage, including procuring a new software to offer more flexible scheduling options and forming new partnerships to assist with driver recruitment.

Mountain Line GO!



Artist rendering of the new
Downtown Connection Center.

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

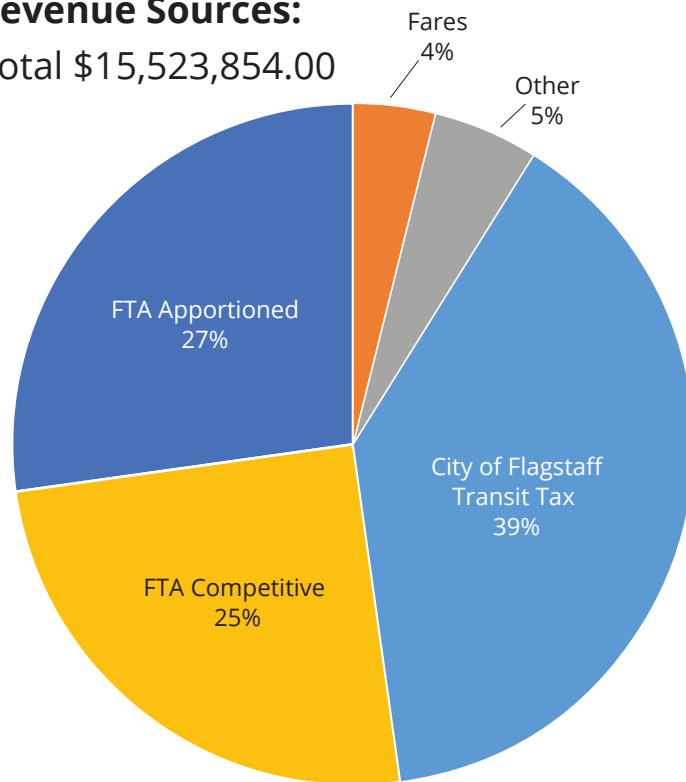
Mountain Line is governed by a Board of Directors comprised of members from the City of Flagstaff, Coconino County, Northern Arizona University, and Coconino Community College.

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 \$15,523,854.00



*On October 13, 2001 the first Mountain Line buses rolled out on the streets of Flagstaff and 20 years later, there are more buses and more riders, but the agency's mission remains the same – **Getting You Where You Want to Go.***



Built the region's first Bus Rapid Transit (BRT) system.



Awarded the American Public Transportation Association's "Transit System of the Year."



Established seasonal service between Flagstaff and Arizona Snowbowl.



Achieved a record-breaking 2.5 million annual riders in 2019.



Secured more than \$77 million in competitive grants.



Developed partnerships with schools, non-profits, and other organizations to improve access to jobs, education, and medical services.



Getting you where you want to go