



# Fiscal Year 2023 Annual Report

July 2022 – June 2023

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

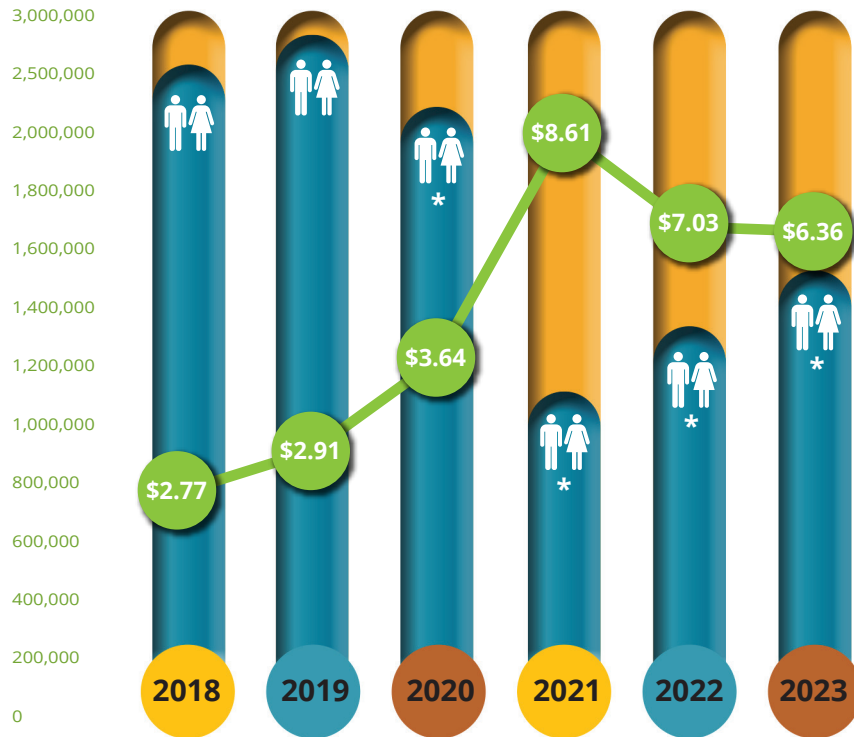
**Travel Training:**  
Free program that teaches individuals and groups how to navigate the transit system

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

**ecoPASS:**  
An employer 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

**819%**

since its inception in 2001.

## Fiscal Year 2023 Highlights

- Broke ground on a new Downtown Connection Center, which will be the new hub for Mountain Line's Operations, Administration, and Customer Service functions. The facility is expected to open in early 2025.
- Put Flagstaff's first battery-electric bus into service, marking a new era in low-emission fleet technology for the community.
- Secured \$16.3 million in Federal Transit Administration funding to construct a new Maintenance Facility to improve and expand the agency's maintenance capabilities and create the capacity for Mountain Line's transition to a zero-emission fleet.
- Broke ground on a Commercial Drivers License (CDL) Training and Testing course in partnership with Northern Arizona University to meet both organization's goals of recruiting and retaining transit drivers.
- Finalized Flagstaff in Motion, A Community Transit Plan, which was adopted by the Board of Directors and captures the community's transit needs for the next five years, prioritizing them into a list with recommendations to fund and implement.



Artist rendering of the new Downtown Connection Center.

## WE'RE GOING ELECTRIC



*Getting you where you want to go*



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## Mountain Line Leadership

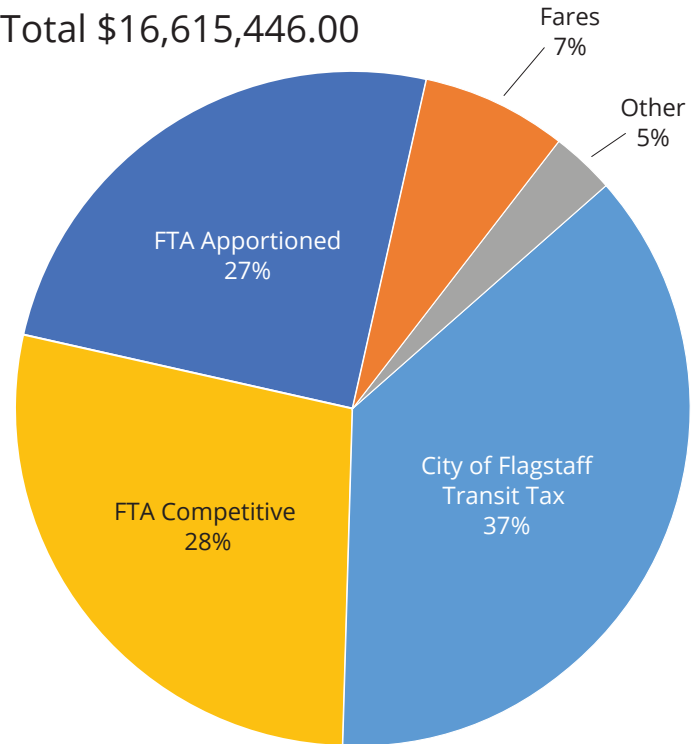
**Heather Dalmolin**  
Chief Executive Officer/General Manager

**Jacki Lenners**  
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.

## Revenue Sources:

Total \$16,615,446.00



## Mountain Line by the Numbers

- 29 buses (2 battery electric, 27 hybrid-electric)
- 8 paratransit vans
- 166 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

## Strategic Workplan Scorecard



Strategic Plan	Key Performance Indicator	FY23 Goal *	FY23 Actual Red indicates we did not meet the goal	FY24 Goal
Service Excellence	On-time performance	95%	94%	95%
Stewardship of Resources	Mountain Line's emissions	NA	2,946 tons GHG	2,945 tons GHG
Investing in Mountain Line Workforce	Employee engagement score	NA	89%	89%
Enhanced Safety Culture	Vehicle accidents that were preventable	NA	56%	40%
Community Engagement	Community value of Mountain Line services	NA	93.1% (FY19)	93.1% (FY26)
Financial Health	Non-federal dollars spent on Operations	NA	60%	66%

\* KPIs were selected in FY23 and most did not have goals identified before the Strategic Performance project began.

*Getting you where you want to go*