

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned

Comment ID 2559

Comment Date

Comment Entered By:

Project Type:

On:

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested	
	Street No. 0	Street	City	State	Zip Code 0	<input type="checkbox"/>
	Notes on Customer:					

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
	Customer Comment			

Investigation Summary

Summary of Feedback to Client

Follow Up of Complaint

Closed

Record: 1 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/12/2025

Comment ID 2561

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	Yes, please! Extending route 8 west beyond Thompson Lane will open public transportation to those of us who live in the area between Railroad Springs Blvd. and Northwest St. Thank you!			

Investigation Summary

Summary of Feedback to Client

Follow Up of Complaint

Closed

Record: 2 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/12/2025

Comment ID 2562

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	Yes, please! Extending route 8 west beyond Thompson Lane will open public transportation to those of us who live in the area between Railroad Springs Blvd. and Northwest St. Thank you!			

Investigation Summary	
Summary of Feedback to Client	Thank you for providing your comment. For your knowledge, public comment period will close on April 16, and results will be delivered at our Board meeting that day.
Follow Up of Complaint	
Closed	<input type="checkbox"/>

Record: 3 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/12/2025

Comment ID 2563

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
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Customer Comment

In particular, the Route 7 changes to bring the bus stop closer to the lighted pedestrian crossing at Fourth/Dortha will be very beneficial. This will make access to the library, CCC, and medical center more efficient. This will also allow lower greenlaw residents greater access to the bus via this crossing .I would like to recommend additional changes not listed as well. Additional Sunnyside Route: Living in Sunnyside, which is the most populated neighborhood in the city, I frequent the bus, but certainly not everyday due to several efficiency issues. I try to utilize the service on a weekly basis, but because my most frequent trips are to the downtown area, there are often faster and more efficient ways to get there. This route has some great benefits as it is a 2 minute walk to the stop out my door, and then a short 5 minute walk to anything in the downtown/southside neighborhood near the transit center. That being said, one of the issues I experience is that it is often faster to get downtown via bicycle (even more so for using a car) due to the meandering nature of route 7. Boarding the bus at West/Felice or West/Sixth, the first 5 minutes of my ride are going the opposite direction needed as the bus loops around sunnyside. Then, since the route takes Huntington/Butler, the route takes even longer as this is far from the most direct route to downtown.Obviously, this route serves a very populated neighborhood, and not everyone's needs are the same as mine, so overall I believe that this route is effective in getting a majority of people where they need to go.My solution: I would add an additional route that streamlines the meandering. This route could connect the Linda Vista neighborhood (which is currently under served), Sunnyside neighborhood, and Route 66 corridor for more efficient service for those wanting to go downtown who live in the portions of Sunnyside that are a further than ideal walk from the 2 or 66 routes. This route would also have connections to the 2, 7, and 66 routes. By coalescing with the 66 route, this new route would double the frequency for western half of the route Route 66 from Arrowhead to Downtown. Please see "Attachment 1" for my proposed route. Route 66 Improvements: I've thought of a couple bus stop improvements to make the Route 66 experience a little more streamlined. In addition to the increased service via the new route listed above, there are 3 bus stop changes that I believe can be beneficial. Route 66 / Arrowhead WB: This stop should be moved to the west side of Arrowhead, closer to the El Tapatio and the New Hotel. This would allow the stop to be served by both the 66 route and the new Sunnyside route proposed above. This would also allow guests of the new hotel (once complete) to have a direct connection with the downtown / tourist center and encourage less driving in the city and help meet the city's carbon goals. An additional stop at 1st and Route 66 could be implemented if service additions are needed for the southern portion of Sunnyside Neighborhood. Route 66 / Switzer Canyon WB: This stop is simply too far away from the locations it services, I do not know the numbers, but I would imagine the majority of users are utilizing this stop for access to Frys, one of the most affordable grocery options in the city. This bus stop is a quarter mile from Frys, and a series of large parking lots stand in the way which makes the final walk to/from the stop cumbersome. My proposition would be to use the sidewalk bump out that was recently created with the new Fry's gas station for the new bus stop. This bump out would allow closer access to all shopping and residents up switzer canyon rd. In addition, the bump out would provide faster service for Mountain Line as the bus could stop in the traffic lane and allow passengers to meet the bus right in its path. Ponderosa / Route 66 EB:This stop is also too far from the intersection, passengers have to back track quite a long distance to get to Ponderosa in order to cross to the shopping and residential that sits on the west side of R66. Especially since there isn't a pedestrian crossing on the West side of the intersection. If a passenger wanted to get to Starbucks, Culvers, or the Liquor store, it would be a quarter mile walk each way in addition to the three road crossings that must be managed to get there from the stop. I would suggest this stop move to be closer to the intersection, or to the west side of the intersection to give quicker pedestrian access to the shops. Though I can see how moving this to the west side of the intersection would cause traffic issues if the turn lane was backed up due to train crossings.That's all I have for now, I might have too much time to think about these things, but I thought you should hear my thoughts. I believe these changes would allow for a more pleasurable riding experience and thus impact ridership positively. The fewer barriers before and after a bus ride, the higher likelihood of users wanting to use the bus instead of a personal vehicle.

Comment by Investigator Involved

Investigator Assigned LaReina Reyes
Date Assigned 3/12/2025
Comment ID 2563
Comment Date
Comment Entered By:
Project Type: August 2025 Service Chan
On: Service Changes to Bus Sto

Investigation Summary

Summary of Feedback to Client

Thank you for your valuable input. Mountain Line has applied for a grant to conduct an Operational Analysis that will look at our entire system, including the routing and stops. Your feedback will be saved for that process, and there will be a public involvement process as these improvements come to fruition.

Follow Up of Complaint

Closed

Record: 4 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2564

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	3/13/2025	Route:	5	Stop Number:	0	Employee Involved:
Customer Comment	As a Cheshire resident I am so excited about 30 minute service on route 5 as is everyone I know! This will greatly increase the likelihood that I ride the bus. Later service on weekends would also be appreciated in the future. Thanks for all you do!						

Investigation Summary

Summary of Feedback to Client

Follow Up of Complaint

Closed

Record: 5 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2565

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route: 5	Stop Number: 0	Employee Involved:
Customer Comment	As a Cheshire resident I am so excited about 30 minute service on route 5 as is everyone I know! This will greatly increase the likelihood that I ride the bus. Later service on weekends would also be appreciated in the future. Thanks for all you do!			

Investigation Summary

Summary of Feedback to Client

Thank you for providing feedback on the proposed service changes. As a reminder, we will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board.

Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 6 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2566

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I would be SO grateful if you increased the schedule to be 1/2 hour between pick ups. I would use the service a great deal more. It's very difficult to make it work the way it is now. Thank you so much for asking and please increase the schedule so that we can catch the bus #5 every 1/2 hour!			

Investigation Summary

Summary of Feedback to Client

Thank you for providing feedback on the proposed service changes. As a reminder, we will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board.

Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 7 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/12/2025

Comment ID 2567

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route: 5	Stop Number: 0	Employee Involved:
Customer Comment	To Whom it May Concern:			
	I fully support the proposal to increase Route 5 service from every hour to every half hour.			
	Unfortunately, FUSD has cut back school bus service such that students at Flagstaff High School (FHS) within the district no longer have school bus service. This means that the Mountain Line is now the public school bus service. Route 5 serves several FHS neighborhoods and has a stop close to FHS, making this bus line particularly important for high-school students. Having service every half hour would make the bus much more convenient for students--including my two children--before and after school.			
	The increased service also will help many working parents, such as myself; when roads are snowy and/or icy, and on especially cold or windy days, I rely on Route 5 to get to NAU, for work. (Otherwise, I bike to work.) The current hourly schedule means I must wake up and commute very early, and well before I need to be on campus to teach, which interferes substantially with my schedule.			
	The change to Route 5 will improve substantially my family's situation, as we rely on the bus regularly (daily for FHS transportation, and regularly for my work commute).			
	Thank you very much for proposing increasing Route 5 service to make it as frequent as the other bus lines.			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your insightful comments. We are thrilled to hear you support the Route 5 service frequency improvement.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/12/2025

Comment ID 2567

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

**Follow Up of
Complaint**

Closed

Record: 8 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2568

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
Notes on Customer:					

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	Thank you for considering, and planning for, the expansion of our transportation system!			
	I would like to comment on Route 5 going to 30-minute service, YES please! I am a regular rider of Route 5 and would greatly appreciate the change to 30-minute service, it will improve my travel options in a very positive way.			
	For Route 8, I have been waiting for the route to go further west on Rt. 66, I would greatly appreciate the proposed route change and stops. I frequently need to go to the city public works building. The proposed stops at Northwestern St. or Patio del Presidio will get me much closer, a shorter walk along Rt. 66 in the dirt on the side of the road.			

Investigation Summary

Summary of Feedback to Client Thank you for providing your insightful comments. We are thrilled to hear you support the Route 5 service frequency improvements, and the Route 8 service expansion along Rt. 66.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 9 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2569

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I love it! We live in Cheshire and use Route 5, and will definitely use it more if it comes every 30 minutes. Thank you.			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your insightful comments. We are thrilled to hear you support the Route 5 service frequency improvements.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 10 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/15/2025

Comment ID 2570

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
Notes on Customer:					

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	Hello, I have been campaigning to have the bus stop at Forest Ave and N Fort Valley Rd moved for months. PLEASE include a plan to have it moved to Starpoint Apartments at 1576 N Fort Valley Rd, as was planned when the apartments were constructed. An ample right-turn lane already exists so that buses could pull out of traffic to make the stop. The current bus stop makes no sense at all and is actually dangerous for older and physically compromised people. Thank you for your consideration.			

Investigation Summary

Summary of Feedback to Client

Thank you for reaching out to provide feedback on the proposed service changes. We understand your concerns and take them seriously. Our service planning team will be recommending the relocation of this bus stop to Starpoint Apartments as part of Mountain Line's bus stop amenity improvement program. The proposed relocation is in Arizona Department of Transportation (ADOT) jurisdiction along the 180 corridor. During the development phase of the Starpoint Apartments, the developer was unable to meet ADOT's request to construct an additional driveway exit taper lane for the bus stop. At that time, ADOT did not support the bus stop in the right turn lane. We plan to revisit this bus stop with ADOT will advocate to construct the bus stop to utilize the right turn lane, as you rightfully noted. I recognize this does not provide a concrete solution at this time but wanted to provide some context.

As a reminder, we will take all comments into consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/15/2025

Comment ID 2570

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Record: 11 of 31

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I love the new changes especially Route 5 I am glad there is a more frequency change as I live in the area of this bus route.			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your insightful comments. We are thrilled to hear you support the Route 5 service frequency improvements.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 12 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2572

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
Notes on Customer:					

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I'm so glad you're making the Route 5 bus a 30 min frequency! Thank you! My kid and I like to go to the playground at Thorpe and go downtown to the library. This will make riding the bus for those trips even more feasible.			
	I would like to see it run later on Friday and Saturday nights, less frequently later at night is fine, but past 7:40pm on Saturday and Sunday. Thank you!			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your comment. We are thrilled to hear you support the Route 5 service frequency improvements.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 13 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2573

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	Good morning and thank you for taking public comment. As a full-time pedestrian/cyclist/public transit aficionado living in Flagstaff I am excited for the enhancements to our local bus routes. I am a current City of Flagstaff employee and my primary work location is at City of Flagstaff Public Works, 2800 W. Route 66. Until January of this year, I had been commuting via bike to this location due to lack of available bus routes to this side of town. Unfortunately I was struck by a car in January (car was at fault) and I am no longer able to commute to my place of work outside of a \$40 (both ways - including tip) Lyft ride. Looking at the proposed stops that are closest to Public Works, both are about a 0.3 mile walk with no sidewalks or pedestrian infrastructure to Public Works (and significantly up hill on the Route 66 side). Alternately, a stop at Alvan Clark Way at Timber Sky, while slightly further away at a 0.4 mile walk, would both serve the new Timber Sky neighborhood in addition to having a dedicated sidewalk off a portion of Route 66 for 0.03 miles, being much safer for pedestrian traffic. I thank you again for the opportunity to comment and share my current accessibility concern.			

Investigation Summary

Summary of Feedback to Client

Thank you for taking the time to provide feedback on the proposed service changes. We do have future plans to include Alvan Clark as part of a bigger loop in this area, which is why there is only a stop on one side of Woody Mountain. This is part of a bigger service change, as we will have to change up other parts of Route 8 to make it work from a timing standpoint.

Please let me know if you have any additional questions.

Follow Up of Complaint

Closed

Record: 14 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2574

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I live in Chesire and use Route 5 frequently. Changing it to a 30 minute frequency is great, BUT I have been limited by the last service being so early on Sat. and Sundays. It would be helpful if the last bus left downtown at 9:15 on those days too.			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your feedback on the proposed service changes. We're very excited to bring Route 5 to 30 minutes. This is part of the Proposition 488 (approved by voters in November 2024 that goes into effect on July 1, 2025) funding, which also includes extending service hours. The full rollout of Proposition 488 service enhancements will take about 3 years, as several will require more staffing, fleet, etc.

Please let me know if you have any questions.

Follow Up of Complaint

Closed

Record: 15 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2575

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
Notes on Customer:					

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I am strongly oppose to the proposed changes to route 2. My children rely on the wb Gemini diversion to come home from school. So eliminating it will cause problems for my family and many other basis and FJA families. Please keep the afternoon diversion to the schools.			
	I strongly support returning route 5 to 30 minute service.			

Investigation Summary

Summary of Feedback to Client

Thank you for reaching out to provide feedback on the proposed service changes. I understand your concerns and take them seriously. Our understanding is that BASIS and FJA will have completely different start/end times as a way to mitigate City traffic concerns, which means that additional deviations would be needed to serve both schools. The westbound deviation causes the route to fall quite behind due to it having to double back on itself to access the Gemini stoplight. As mentioned on the website, the goal is to permanently serve the mesa in both directions, but we need a solution that allows us to make a left at Pine Cliff to make it efficient. We kicked off a feasibility study for this left turn earlier this week. I recognize that this does not solve the issue at hand, I just wanted to provide some context.

We will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 16 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2576

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	Hello! I am for the proposed changes to the mountain line services. Thank you so much for opening a route to Woody Mountain Road and patio del Presidio. I have a highschooler that is currently walking over a mile to get home. This will help us out tremendously. Thank you again, if you have any questions you can reach me at maw_5@q.com.			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your comment. We are thrilled to hear you support for service expansion of Route 8 along Rt. 66.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 17 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes
Date Assigned 3/13/2025
Comment ID 2577
Comment Date
Comment Entered By:
Project Type: August 2025 Service Chan
On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	<p>In particular, the Route 7 changes to bring the bus stop closer to the lighted pedestrian crossing at Fourth/Dortha will be very beneficial. This will make access to the library, CCC, and medical center more efficient. This will also allow lower greenlaw residents greater access to the bus via this crossing .I would like to recommend additional changes not listed as well. Additional Sunnyside Route: Living in Sunnyside, which is the most populated neighborhood in the city, I frequent the bus, but certainly not everyday due to several efficiency issues. I try to utilize the service on a weekly basis, but because my most frequent trips are to the downtown area, there are often faster and more efficient ways to get there. This route has some great benefits as it is a 2 minute walk to the stop out my door, and then a short 5 minute walk to anything in the downtown/southside neighborhood near the transit center. That being said, one of the issues I experience is that it is often faster to get downtown via bicycle (even more so for using a car) due to the meandering nature of route 7. Boarding the bus at West/Felice or West/Sixth, the first 5 minutes of my ride are going the opposite direction needed as the bus loops around sunnyside. Then, since the route takes Huntington/Butler, the route takes even longer as this is far from the most direct route to downtown.Obviously, this route serves a very populated neighborhood, and not everyone's needs are the same as mine, so overall I believe that this route is effective in getting a majority of people where they need to go.My solution: I would add an additional route that streamlines the meandering. This route could connect the Linda Vista neighborhood (which is currently under served), Sunnyside neighborhood, and Route 66 corridor for more efficient service for those wanting to go downtown who live in the portions of Sunnyside that are a further than ideal walk from the 2 or 66 routes. This route would also have connections to the 2, 7, and 66 routes. By coalescing with the 66 route, this new route would double the frequency for western half of the route Route 66 from Arrowhead to Downtown. Please see "Attachment 1" for my proposed route. Route 66 Improvements: I've thought of a couple bus stop improvements to make the Route 66 experience a little more streamlined. In addition to the increased service via the new route listed above, there are 3 bus stop changes that I believe can be beneficial. Route 66 / Arrowhead WB: This stop should be moved to the west side of Arrowhead, closer to the El Tapatio and the New Hotel. This would allow the stop to be served by both the 66 route and the new Sunnyside route proposed above. This would also allow guests of the new hotel (once complete) to have a direct connection with the downtown / tourist center and encourage less driving in the city and help meet the city's carbon goals. An additional stop at 1st and Route 66 could be implemented if service additions are needed for the southern portion of Sunnyside Neighborhood. Route 66 / Switzer Canyon WB: This stop is simply too far away from the locations it services, I do not know the numbers, but I would imagine the majority of users are utilizing this stop for access to Frys, one of the most affordable grocery options in the city. This bus stop is a quarter mile from Frys, and a series of large parking lots stand in the way which makes the final walk to/from the stop cumbersome. My proposition would be to use the sidewalk bump out that was recently created with the new Fry's gas station for the new bus stop. This bump out would allow closer access to all shopping and residents up switzer canyon rd. In addition, the bump out would provide faster service for Mountain Line as the bus could stop in the traffic lane and allow passengers to meet the bus right in its path. Ponderosa / Route 66 EB:This stop is also too far from the intersection, passengers have to back track quite a long distance to get to Ponderosa in order to cross to the shopping and residential that sits on the west side of R66. Especially since there isn't a pedestrian crossing on the West side of the intersection. If a passenger wanted to get to Starbucks, Culvers, or the Liquor store, it would be a quarter mile walk each way in addition to the three road crossings that must be managed to get there from the stop. I would suggest this stop move to be closer to the intersection, or to the west side of the intersection to give quicker pedestrian access to the shops. Though I can see how moving this to the west side of the intersection would cause traffic issues if the turn lane was backed up due to train crossings.That's all I have for now, I might have too much time to think about these things, but I thought you should hear my thoughts. I believe these changes would allow for a more pleasurable riding experience and thus impact ridership positively. The fewer barriers before and after a bus ride, the higher likelihood of users wanting to use the bus instead of a personal vehicle.</p>			

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2577

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

**Investigation
Summary**

**Summary of
Feedback to
Client**

**Follow Up of
Complaint**

Closed



Record: 18 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2578

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
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Customer Comment

In particular, the Route 7 changes to bring the bus stop closer to the lighted pedestrian crossing at Fourth/Dortha will be very beneficial. This will make access to the library, CCC, and medical center more efficient. This will also allow lower greenlaw residents greater access to the bus via this crossing .I would like to recommend additional changes not listed as well. Additional Sunnyside Route: Living in Sunnyside, which is the most populated neighborhood in the city, I frequent the bus, but certainly not everyday due to several efficiency issues. I try to utilize the service on a weekly basis, but because my most frequent trips are to the downtown area, there are often faster and more efficient ways to get there. This route has some great benefits as it is a 2 minute walk to the stop out my door, and then a short 5 minute walk to anything in the downtown/southside neighborhood near the transit center. That being said, one of the issues I experience is that it is often faster to get downtown via bicycle (even more so for using a car) due to the meandering nature of route 7. Boarding the bus at West/Felice or West/Sixth, the first 5 minutes of my ride are going the opposite direction needed as the bus loops around sunnyside. Then, since the route takes Huntington/Butler, the route takes even longer as this is far from the most direct route to downtown.Obviously, this route serves a very populated neighborhood, and not everyone's needs are the same as mine, so overall I believe that this route is effective in getting a majority of people where they need to go.My solution: I would add an additional route that streamlines the meandering. This route could connect the Linda Vista neighborhood (which is currently under served), Sunnyside neighborhood, and Route 66 corridor for more efficient service for those wanting to go downtown who live in the portions of Sunnyside that are a further than ideal walk from the 2 or 66 routes. This route would also have connections to the 2, 7, and 66 routes. By coalescing with the 66 route, this new route would double the frequency for western half of the route Route 66 from Arrowhead to Downtown. Please see "Attachment 1" for my proposed route. Route 66 Improvements: I've thought of a couple bus stop improvements to make the Route 66 experience a little more streamlined. In addition to the increased service via the new route listed above, there are 3 bus stop changes that I believe can be beneficial. Route 66 / Arrowhead WB: This stop should be moved to the west side of Arrowhead, closer to the El Tapatio and the New Hotel. This would allow the stop to be served by both the 66 route and the new Sunnyside route proposed above. This would also allow guests of the new hotel (once complete) to have a direct connection with the downtown / tourist center and encourage less driving in the city and help meet the city's carbon goals. An additional stop at 1st and Route 66 could be implemented if service additions are needed for the southern portion of Sunnyside Neighborhood. Route 66 / Switzer Canyon WB: This stop is simply too far away from the locations it services, I do not know the numbers, but I would imagine the majority of users are utilizing this stop for access to Frys, one of the most affordable grocery options in the city. This bus stop is a quarter mile from Frys, and a series of large parking lots stand in the way which makes the final walk to/from the stop cumbersome. My proposition would be to use the sidewalk bump out that was recently created with the new Fry's gas station for the new bus stop. This bump out would allow closer access to all shopping and residents up switzer canyon rd. In addition, the bump out would provide faster service for Mountain Line as the bus could stop in the traffic lane and allow passengers to meet the bus right in its path. Ponderosa / Route 66 EB:This stop is also too far from the intersection, passengers have to back track quite a long distance to get to Ponderosa in order to cross to the shopping and residential that sits on the west side of R66. Especially since there isn't a pedestrian crossing on the West side of the intersection. If a passenger wanted to get to Starbucks, Culvers, or the Liquor store, it would be a quarter mile walk each way in addition to the three road crossings that must be managed to get there from the stop. I would suggest this stop move to be closer to the intersection, or to the west side of the intersection to give quicker pedestrian access to the shops. Though I can see how moving this to the west side of the intersection would cause traffic issues if the turn lane was backed up due to train crossings.That's all I have for now, I might have too much time to think about these things, but I thought you should hear my thoughts. I believe these changes would allow for a more pleasurable riding experience and thus impact ridership positively. The fewer barriers before and after a bus ride, the higher likelihood of users wanting to use the bus instead of a personal vehicle.

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2578

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Investigation Summary

Summary of Feedback to Client

Thank you for your energy and time looking in detail for upcoming service changes. We will take all of your points under consideration as we expand service in the next couple years. We will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 19 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2579

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I live in Chesire and use Route 5 frequently. Changing it to a 30 minute frequency is great, BUT I have been limited by the last service being so early on Sat. and Sundays. It would be helpful if the last bus left downtown at 9:15 on those days too.			

Investigation Summary

Summary of Feedback to Client

I live in Chesire and use Route 5 frequently. Changing it to a 30 minute frequency is great, BUT I have been limited by the last service being so early on Sat. and Sundays. It would be helpful if the last bus left downtown at 9:15 on those days too.

Follow Up of Complaint

Closed

Record: 20 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/15/2025

Comment ID 2580

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I am strongly oppose to the proposed changes to route 2. My children rely on the wb Gemini diversion to come home from school. So eliminating it will cause problems for my family and many other basis and FJA families. Please keep the afternoon diversion to the schools. I strongly support returning route 5 to 30 minute service.			

Investigation Summary

Summary of Feedback to Client

Thank you for reaching out to provide feedback on the proposed service changes. I understand your concerns and take them seriously. Our understanding is that BASIS and FJA will have completely different start/end times as a way to mitigate City traffic concerns, which means that additional deviations would be needed to serve both schools. The westbound deviation causes the route to fall quite behind due to it having to double back on itself to access the Gemini stoplight. As mentioned on the website, the goal is to permanently serve the mesa in both directions, but we need a solution that allows us to make a left at Pine Cliff to make it efficient. We kicked off a feasibility study for this left turn earlier this week. I recognize that this does not solve the issue at hand, I just wanted to provide some context.

We will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 21 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2581

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Changes to Bus Sto

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	My family strongly opposes the proposed changes to route 2. All 4 of our kids have been using that route in the afternoon after school for years. All BASIS Flagstaff students who ride that bus will be left without an option. With the impending opening of a second school, FJA right next to BASIS, there are many students who need a way to connect to the downtown transfer center.			

Investigation Summary

Summary of Feedback to Client

Follow Up of Complaint

Closed

Record: 22 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2582

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I see great new improvements in services proposed within Flagstaff city limits, but nothing out to Kachina Viillage or Mountainaire. Even one trip in the morning and one in the evening would help fill a huge void. Thanks.			

Investigation Summary

Summary of Feedback to Client

Thank you for taking the time to provide your comments.

We will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 23 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/13/2025

Comment ID 2583

Comment Date 3/13/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	Good morning and thank you for taking public comment. As a full-time pedestrian/cyclist/public transit aficionado living in Flagstaff I am excited for the enhancements to our local bus routes. I am a current City of Flagstaff employee and my primary work location is at City of Flagstaff Public Works, 2800 W. Route 66. Until January of this year, I had been commuting via bike to this location due to lack of available bus routes to this side of town. Unfortunately I was struck by a car in January (car was at fault) and I am no longer able to commute to my place of work outside of a \$40 (both ways - including tip) Lyft ride. Looking at the proposed stops that are closest to Public Works, both are about a 0.3 mile walk with no sidewalks or pedestrian infrastructure to Public Works (and significantly up hill on the Route 66 side). Alternately, a stop at Alvan Clark Way at Timber Sky, while slightly further away at a 0.4 mile walk, would both serve the new Timber Sky neighborhood in addition to having a dedicated sidewalk off a portion of Route 66 for 0.03 miles, being much safer for pedestrian traffic. I thank you again for the opportunity to comment and share my current accessibility concern.			

Investigation Summary

Summary of Feedback to Client

Thank you for taking the time to provide feedback on the proposed service changes. We do have future plans to include Alvan Clark as part of a bigger loop in this area, which is why there is only a stop on one side of Woody Mountain. This is part of a bigger service change, as we will have to change up other parts of Route 8 to make it work from a timing standpoint.

Please let me know if you have any additional questions.

Follow Up of Complaint

Closed

Record: 24 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/24/2025

Comment ID 2586

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route: 8	Stop Number: 0	Employee Involved:
Customer Comment	Hi, I use the Route 8 most often to get downtown and I am delighted to see this extension of services for the route. I would like to mention that I hope with the extension, the 8 maintains its frequency of about every 30 mins or so, if possible.			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your comment. We are thrilled to hear you support the Route 8 service expansion. The entire run time for this route is under 30 minutes, so I assure you it will be efficient and reliable.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 25 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/24/2025

Comment ID 2587

Comment Date

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	3/24/2025	Route:	8	Stop Number:	0	Employee Involved:
Customer Comment	So I'm actually a student at NAU and since there's no close bus to Railroad Springs so I am BEGGING, please add that route extension for route 8. There is no safe crossing to the Thompson AZ Daily Sun stop since there's a highway and no cross walk, the closest safer option is walking all the way to Home Depot and then a bit further to the Woodlands Village stop on Route 10.						
	I will literally use that bus everyday if it gets implemented since it saves me so much money and time.						

Investigation Summary

Summary of Feedback to Client

Hi K.R.,

Thank you for providing your comment. We are thrilled to hear you support the Route 8 service expansion. Your comments are appreciated and regarding safety, not taken lightly. Crossing West Route 66 is cumbersome and difficult to navigate. The City of Flagstaff and the metropolitan planning organization, MetroPlan, are working closely with the Arizona Department of Transportation on future pedestrian and bike infrastructure for that corridor. Alongside those efforts, look to Mountain Line to assure safe and reliable transit in your area soon.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 26 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/26/2025

Comment ID 2588

Comment Date 3/26/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
Notes on Customer:					

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	I am pleased that route 5 will be operating on a 30 minute schedule. This will allow seniors to more easily access the Joe Montoya Senior Center for planned events. It also makes it easier for the disabled to reach the Library.			
	The round about at Cedar and 4th seems like a good idea. I agree that the stop 16 needs to be near the cross walk. How will the round about impact access to the Community College and the Library parking?			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your comments. We are thrilled to hear you support the Route 5 service frequency improvements. Regarding stop 16 on Route 7, we support safe access to essential community services from our bus stops, with that said we encourage you to reach out to the City about questions pertaining to CCC and library parking, as that is out of our purview.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 27 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/27/2025

Comment ID 2589

Comment Date 3/27/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:
Customer Comment	This is West Lockwood on Stevana Way and I'm calling to comment on Route 5I strongly support the increase in the service cadence on Route 5 since there's a stop at my corner and I sometimes use that service. So again, I'm strongly in support of the increased service on Route 5. Thank you. Oh, my number is 928-779-3808. My name is Wes Lockwood and I live on Stevana Way. Bye now.			

Investigation Summary

Summary of Feedback to Client

Called back as phone contact was all that was left. No opportunites to leave message.

Follow Up of Complaint

Closed

Record: 28 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/31/2025

Comment ID 2590

Comment Date 3/31/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Hours

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route: 5	Stop Number: 0	Employee Involved:
Customer Comment	Thank you for the information about proposed changes. Mountain line provides necessary transportation around Flagstaff so that air pollution and traffic congestion are held in check. I use route 5 and am delighted to know that there will be a change to a 30 minute daytime schedule. I also use route 2 and am pleased that I will be able to ride the bus to Northern Arizona Healthcare.			

Investigation Summary

Summary of Feedback to Client

Thank you for providing your comments. We are thrilled to hear you support the Route 5 service frequency improvements, and more frequent service on Route 2.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Follow Up of Complaint

Closed

Record: 29 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/31/2025

Comment ID 2591

Comment Date 3/31/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
	Notes on Customer:				

Comment Info	Date & Time:	Route: 8	Stop Number: 0	Employee Involved:
Customer Comment	Good Morning, I was on your website this morning and came across the link regarding public comments for suggested route changes. I am specifically interested in the proposed changes for Route 8 as it pertains to the newer developments being built in the Timbersky Area. I am a applicant for the Habitat for Humanity Starter Home housing opportunity which will allow first-time-home buyers the opportunity to buy a starter home in that area. As you are aware there is not a lot of public transportation options in that area, and being someone who doesn't have the most reliable vehicle I often rely on the bus when there is extreme weather or if I am having any car issues. Based off of the information provided on your website, the closes stop for Mountain Line will be at Woody Mountain Rd / Patio del Presidio - which is still quite far from where all of these houses will be built (40 will be built within the next year) Will there be stops added throughout the Timbersky neighborhood prior to 2026? Primarily in the Hydra Ln / McCallister Rd part of that neighborhood? With all the new developments going in, and what seems like will be a very family oriented community I think it would be beneficial to look into adding more stops throughout that neighborhood so it is a safer walk and closer to the people that are starting to move into that community. I appreciate your time and attention to this and I cannot wait to see this expansion start as I think it is greatly needed for this side of Flagstaff.			

Investigation Summary

Summary of Feedback to Client

We kindly thank you for your insightful comments regarding Route 8 service expansion. The proposed 2025 August service changes do include the transit stop you mentioned along Woody Mountain Rd; as part of Phase 1 of Route 8 expansion. Phase 2 transit stops would be constructed as early as 2027 to provide connectivity further to the west along McAllister Ranch Rd and Alvan Clark Blvd, very near the locations you have identified.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 3/31/2025

Comment ID 2591

Comment Date 3/31/2025

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

**Follow Up of
Complaint**

Closed



Record: 30 of 31

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 4/9/2025

Comment ID 2592

Comment Date 4/9/2020

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

Customer Info	First:	Last:	Phone:	eMail:	Return Call requested
	Street No. 0	Street	City	State	Zip Code 0 <input type="checkbox"/>
Notes on Customer:					

Comment Info	Date & Time:	Route:	Stop Number: 0	Employee Involved:	
Customer Comment	Hello Mountain Line, I am very supportive of the proposed service changes that will go into effect in August 2025, particularly the increases in frequency and the extension of Route 8 to Woody Mountain Rd. There are so many people living on West Route 66 and it is great that the route is finally being extended to serve them, especially as this area continues to build out. I live in Ponderosa Trails and I often take Route 14 and Route 4 to and from work downtown. I support the proposed stop location changes from Milton to Beulah to take advantage of the new roundabout and bus-only lanes on Beulah. Finally, I want to voice my support for extending regular bus service south along High Country Trl. to serve residents that live in Ponderosa Trails and the housing developments on the west side of High Country. I currently have to walk a mile from my house to Lake Mary so that I can take the bus, which is farther than most people would be willing to walk. More people in this area would ride the bus if the route extended closer to their houses. Thank you for all that you do.				

Investigation Summary

Summary of Feedback to Client

We greatly appreciate your time to provide these comments. Thanks to community support like yours we are honored to provide service along the west route 66 corridor to Woody Mountain Rd. We have not lost sight of future transit development for the Ponderosa Trails community as this still part of our long-range planning. Alongside those efforts, look to Mountain Line to assure safe and reliable transit in your area soon.

As a reminder, we will take all comments under consideration before making a recommendation to our Board in April?, and all feedback received during this comment period will be shared with the Board. Here is information about our Board meetings: <https://mountainline.az.gov/about-us/board-of-directors/>

Comment by Investigator Involved

Investigator Assigned LaReina Reyes

Date Assigned 4/9/2025

Comment ID 2592

Comment Date 4/9/2020

Comment Entered By:

Project Type: August 2025 Service Chan

On: Service Expansion

**Follow Up of
Complaint**

Closed

Record: 31 of 31