

FY
25



Annual Report

Getting you where you want to go



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Staff

Heather Dalmolin (CEO and General Manager), Jacki Lenner (Deputy General Manager), Randy Sherping (Operations Director), Josh Stone (Finance Manager), Samuel Short (Workforce Director), Rhonda Cashman (Executive Assistant and Clerk of the Board)

About Us

Mountain Line is the transit agency in northern Arizona operating fixed route bus service on nine routes, paratransit service, vanpool, and seasonal Mountain Express service to Arizona Snowbowl. Established in 2001, Mountain Line has grown into a system that employs more than 100 people and transports almost two million riders a year.

Message from the CEO and General Manager

November 12, 2025

Honorable Chair and Members of the Board:

In accordance with A.R.S. 28-9101 et seq. to establish an intergovernmental public transportation authority and the restated Master IGA signed by Coconino County, signed on June 7, 2013, this annual report will serve to advise the Board of Directors of the activities, transactions, and finances for the preceding fiscal year. Staff has prepared the FY2025 Annual Report. The report contains a summary of the activities, including performance data from the City of Flagstaff and Coconino County public transportation systems. The report provides an overview of revenue and expenditures along with a financial statement for FY2025. During the fiscal year 2025, operations included planning services for multiple jurisdictions and management and oversight of the City of Flagstaff and Coconino County's public transit systems. In addition to operating these services, Mountain Line continues to work with other transit systems and public agencies to create coordinated services between and within communities. In conclusion, the FY2025 Annual Report provides a summary of the program activities, the respective revenues received, along with expenditure of funds.

Respectfully,



Heather Dalmolin

CEO and General Manager

Mountain Line

Year In Review



Mountain Line secured nearly \$9.5 million in federal and state funding for the community, including a Federal Transit Administration (FTA) award for \$5.6 million for maintenance facility improvements and about \$1.8 million to replace two buses reaching the end of their useful life.

Flagstaff voters passed Proposition 488 in November 2024, which will allow Mountain Line to continue operating through 2040, and expand service to include more frequency, more convenience, service to new areas, later night service, and the continued transition to electric buses.

Voters increased the transit tax from 0.295% to 0.5% or

**\$0.50 on every
\$100 purchase**

and extended the tax until 2040



Mountain Line received an American Public Transportation Association (APTA) AdWheel Award for the Proposition 488 campaign centered on educating voters about the ballot measure's benefits, highlighting how it would expand transit services, improve accessibility, and contribute to climate action goals.

Mountain Line and a team of contractors successfully installed and commissioned the agency's first overhead pantograph charger at the Kaspar Headquarters building. This 450-kW charger connects with the battery on the top of the electric bus and provides a full charge in approximately one hour.

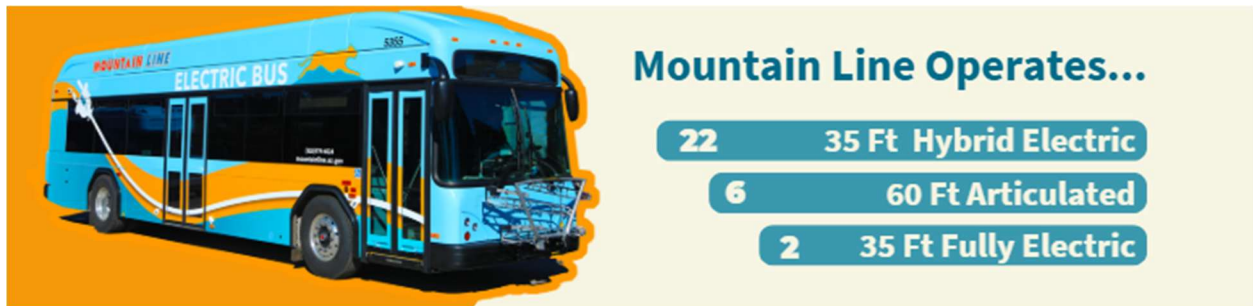


Mountain Line staff distributed more than 1,000 passes to students and staff in partnership with FUSD, helped families with trip planning, answered questions, and demonstrated how to use the Transit app to plan trips and see buses in real time. FY2025 saw 87,520 rides taken by FUSD students and staff—representing 5% of all trips taken on Mountain Line.

After years of applying for grants, planning, and construction, Mountain Line's new Downtown Connection Center opened to the public on Monday, June 9th, 2025.



Fixed Route Bus

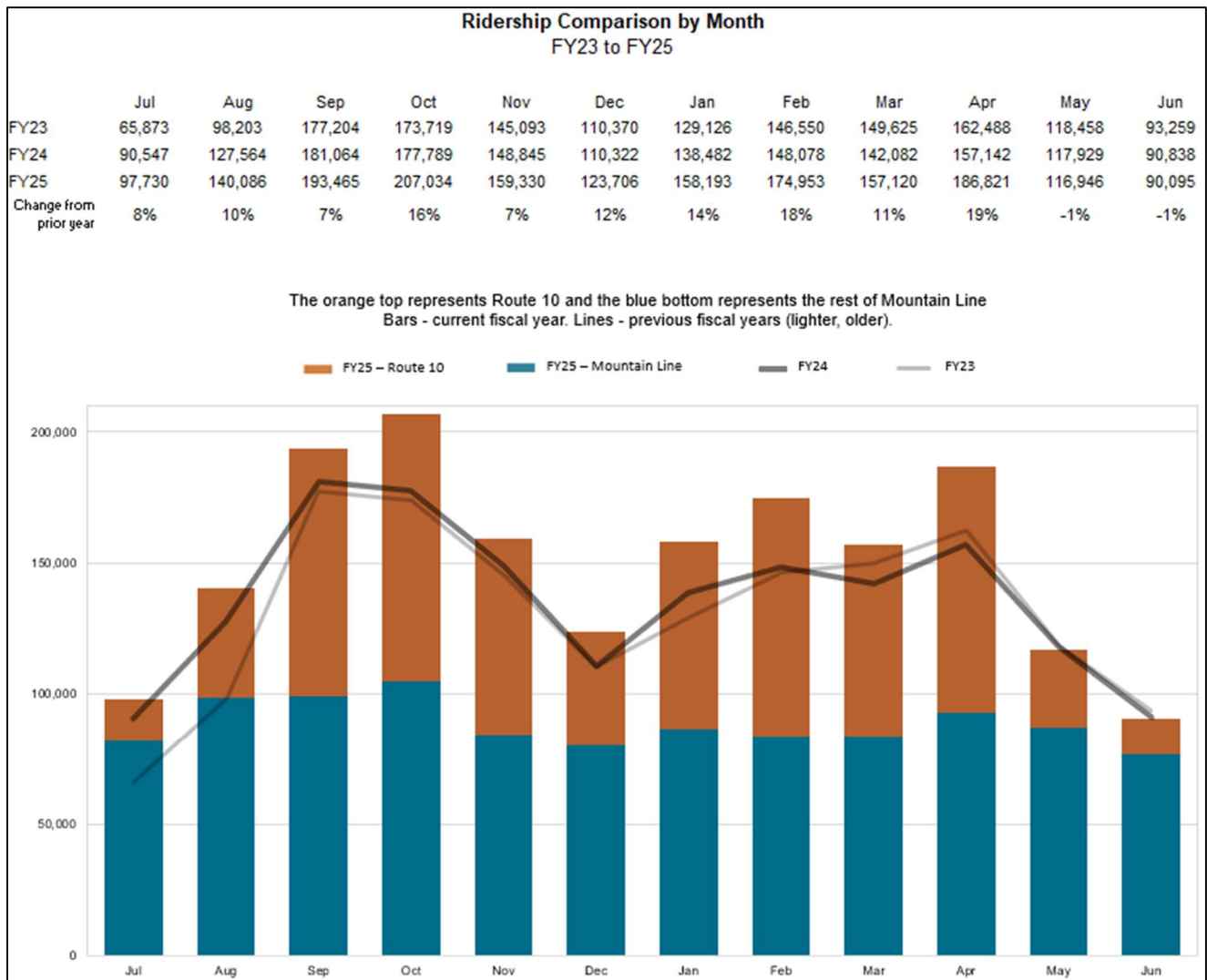


Service

Service runs **363 days of the year, 7 days a week**. Services operate Monday through Friday between 5:30 am to 10:30 pm and weekend service between 7 am to 8 pm. Nine routes and 166 bus stops connecting the Flagstaff community are listed below:

Route	Peak Frequency	Off Peak/Weekend/Holiday Frequency
Route 2	20 Minute	30/60 Minute
Route 3	30 Minute	60 Minute
Route 4	20 Minute	40 Minute
Route 5	60 Minute	60 Minute
Route 7	20 Minute	60 Minute
Route 8	30 Minute	60 Minute
Route 10	10-20 Minute	20-40 Minute
Route 14	30 Minute	30 Minute
Route 66	30 Minute	60 Minute

In FY2025, Mountain Line operated for a total of 82,716 revenue hours and 935,313 revenue miles. Passengers per revenue hour was 21.83, which is 21% higher than our peer agency's average of 18.05. Total passengers for the year were 1,805,479, a 10.7% increase from FY2024.



Financial and Service Performance Benchmarks

	2022	2023	2024	2025
Cost per Trip	\$7.03	\$6.36	\$6.53	\$8.00
Cost per Hour	\$124.10	\$137.10	\$147.55	\$174.54
Trips per Hour	17.65	21.57	22.61	21.83

Student ridership drove the increase during school months, as seen in the year-over-year trend line in the chart below. Mountain Line experienced a 17% increase on Route 2 and a 10% increase on Route 3, both serving the majority of FUSD schools. We also saw a 16% increase on Route 10 serving NAU campus.

Flagstaff Unified School District



"Mountain Line is prepared and can provide safe and reliable transportation for FUSD families. They already transport hundreds of students to and from school daily, and they look forward to welcoming more students to public transportation." - FUSD

Flagstaff Unified School District (FUSD) partnered with Mountain Line in January 2024 to offer ecoPASS to students impacted by a school bus service reduction in middle and high school. The ecoPASS program includes Flagstaff employers, schools, and housing to provide an annual bus pass at a reduced rate. This comes after Flagstaff Unified announced discontinued school bus service to middle and high school students within Flagstaff boundaries. The partnership has been a success, with many students and parents becoming increasingly familiarized and comfortable with Mountain Line. Route 2, the route which serves many FUSD schools, has run 60-foot articulated buses at school start and end times to safely handle increased student use.

Breakout of Ridership

	FY25 Ridership	Compared to Previous Year (FY24)
Mountain Line Bus	1,805,479	10.7%
Route 10	748,259	16.5%
Rest of system	1,057,220	7%

Mountain Express



Mountain Express operated daily between December 26th-January 2nd, and weekends in January and February.

Mountain Line also operates the Mountain Express route, providing ski-season transit service between downtown Flagstaff and Arizona Snowbowl. This service includes a free Park-n-Ride facility at Flagstaff High School through a partnership with Flagstaff Unified School District. The total ridership was 4,933 over 25 days of service. Mountain Express continues to provide congestion relief along US 180 and is an attractive option to driving.

Passenger Shelter Rehabilitation Program



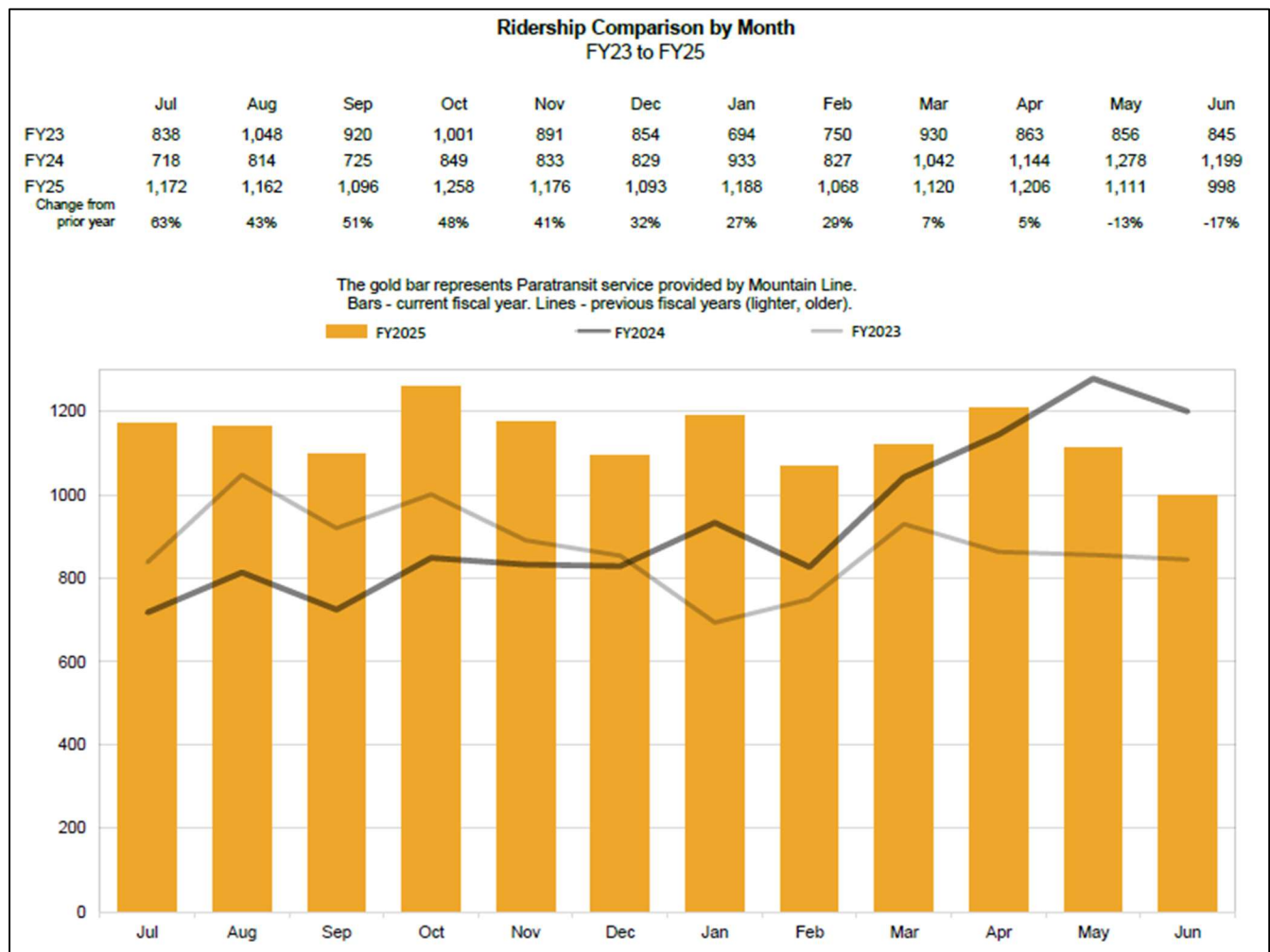
78 of Mountain Line's 166 bus stops are shelter stops, including 10 shared shelter stops with Northern AZ University.

Mountain Line has continued to run a passenger shelter rehabilitation program, aimed at providing an excellent passenger experience with amenities. These include better accessibility, covered waiting, seating and trash receptacles. Some locations have been outfitted with bike racks.

On Demand

Paratransit

In cooperation with the Americans with Disabilities Act and the Federal Transit Authority, Mountain Line Paratransit provides an “ADA Guaranteed Ride Area”. This is an origin to destination, demand-responsive paratransit service that mirrors Mountain Line fixed-route service in terms of service times and areas. The service is only for those people with disabilities who do not have the functional ability to ride fixed-route buses, either permanently or under certain conditions. This service aims to promote independence, integration, and self-sufficiency.





Paratransit service aims to promote independence, integration and self-sufficiency for those without the ability to ride fixed-route buses.

Mountain Line Paratransit is a shared-ride program, meaning multiple individuals' trips are grouped together to meet all trip requests and improve efficiency. Each trip requires an advance reservation and is provided without regard to the purpose of the trip.

Mountain Line Paratransit fleet consists of eight cutaway vans available during peak service. Total revenue hours operated in FY2025 were 6,604 with 83,567 revenue miles and a total of 2.2 trips per revenue hour, providing 13,648 trips to more than 200 clients.

Quick Facts and Statistics



83,567
Revenue Miles



6,604
Revenue Hours



13,648
Trips



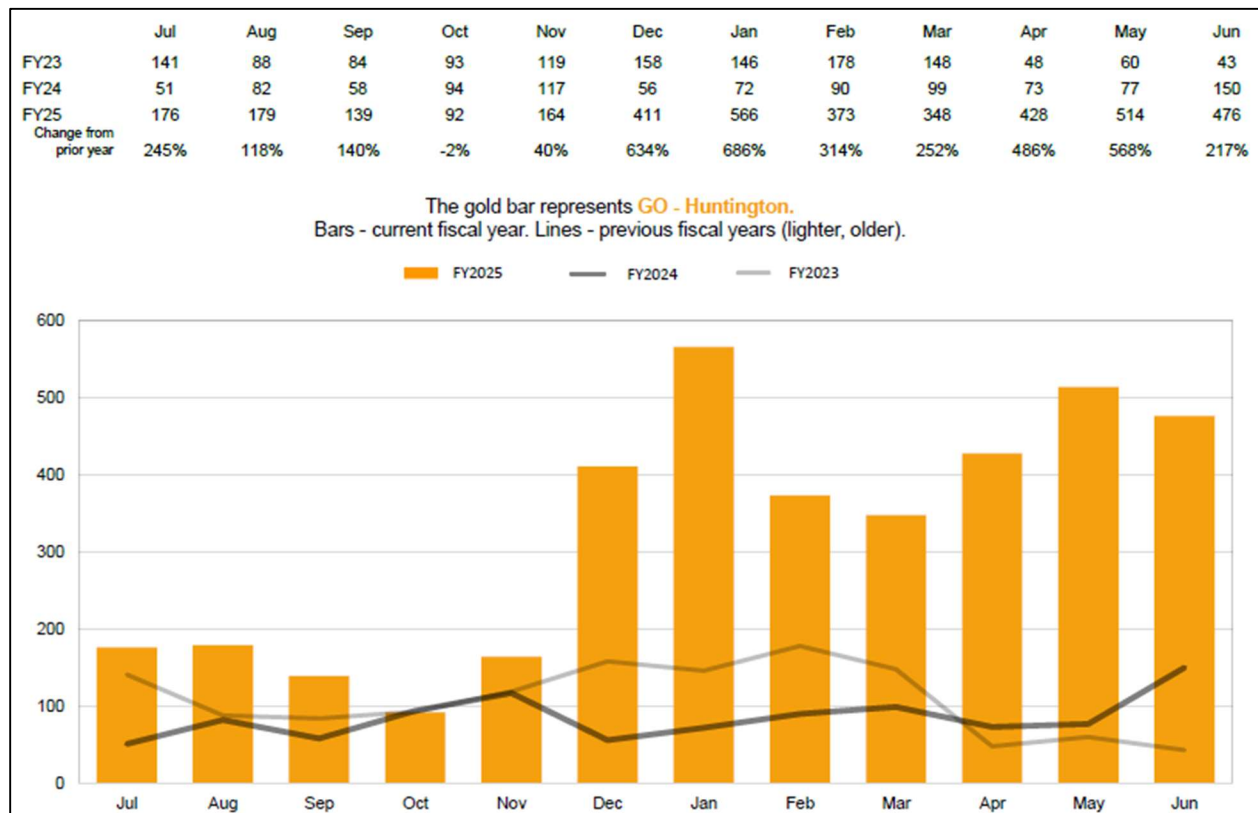
200
Clients

Financial and Service Performance Benchmarks

	2022	2023	2024	2025
Trips per Hour	1.81	1.97	1.97	2.20
Cost per Trip	\$58.62	\$53.97	\$75.57	\$54.28
Cost per Hour	\$107.19	\$106.26	\$148.83	\$119.40

On Demand

GO! Microtransit



Mountain Line launched a targeted first mile-last mile microtransit service, Mountain Line GO!, as a pilot program in 2022, and made it a permanent service in 2023. This service provides key access to many non-profits, human service agencies, and clinics within the Huntington and Industrial corridor, a location with poor transit access area due to railroad tracks, Interstate 40, and lack of sidewalks causing physical barriers. Riders can book a trip through the Mountain Line GO! app for \$1.25, or by calling Mountain Line dispatch, and the program allows connectivity within the corridor and to fixed routes.

In November 2025, all on demand vans were equipped with pass validators, which allowed bus passes to be used on microtransit trips. This did increase fare from \$1.00 to \$1.25 in order to match fixed route, but it also enabled vulnerable community members to use issued bus passes to access services in the Huntington-Industrial area and has achieved this goal with 279% increase in annual trips over FY24.

According to Spare, the technology provider for Mountain Line GO!, **87%** of riders indicated that **the service enabled them to access locations they would otherwise have trouble getting to.**



**Sandra W., Mountain
Line Go! Rider**

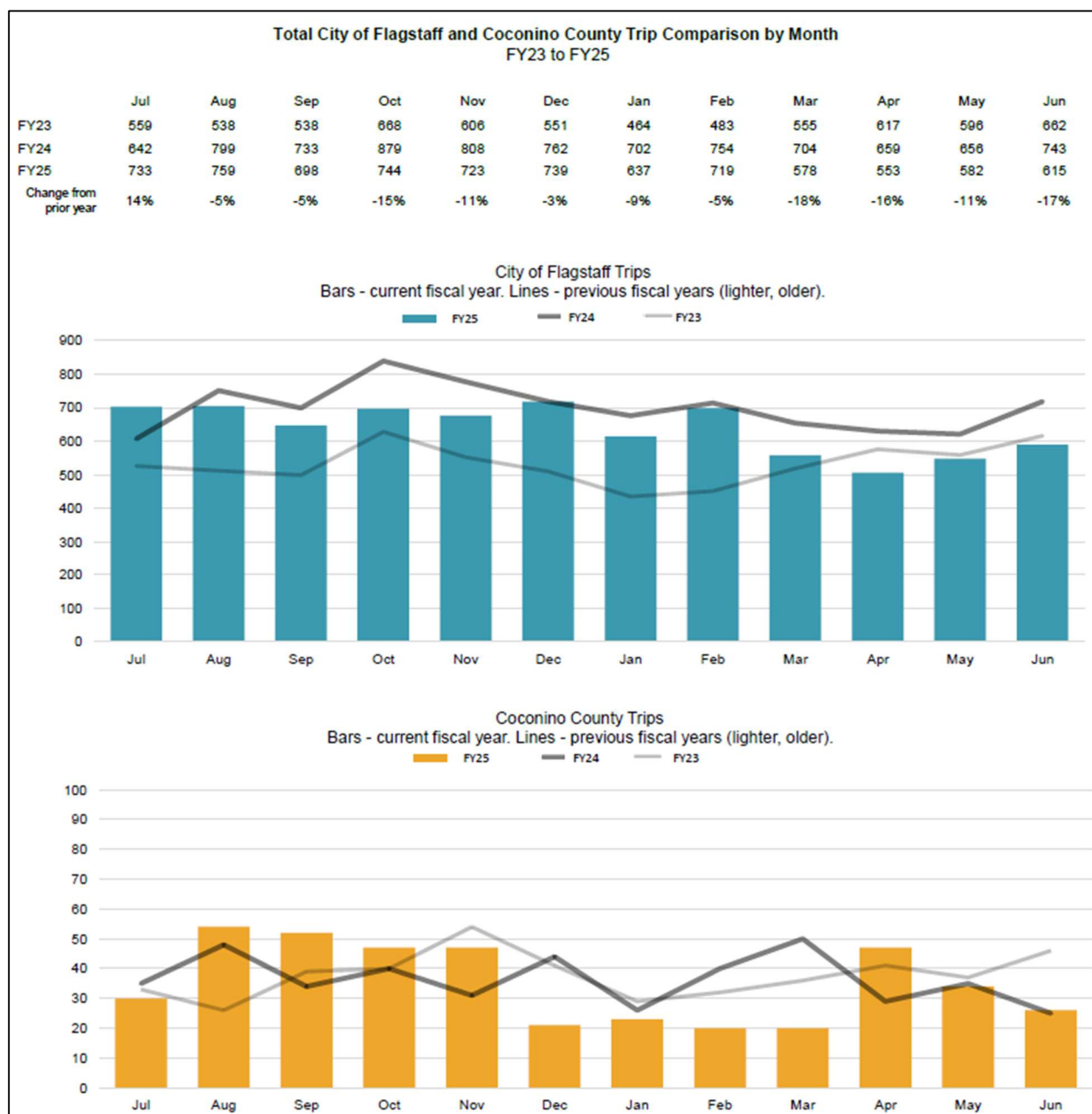
"I am 86 years old, and I go to Walmart to get 1 – 2 weeks' worth of groceries. It is very difficult for me to maneuver my cart on the regular bus. I love [Mountain Line Go!]. It is easier to get my cart on there since there is more room and the driver puts the lift down for me. The people on there are also very friendly and the drivers are wonderful."

Financial and Service Performance Benchmarks

	2022	2023	2024	2025
Cost per Trip	\$114.30	\$28.19	\$16.94	\$54.05
Total Trips	1,455	1,306	1,019	3,866

Taxi Program

The Mountain Line Taxi Program is part of a host of services offered by Mountain Line Paratransit. It is a taxi subsidy program for residents who live within the Mountain Line Service Area and qualify for Mountain Line Paratransit service. The purpose of this program is to provide



a transportation alternative that is flexible, within the control of the client, and relatively affordable. This program is not intended to serve all people or all trips but is intended to give Mountain Line Paratransit clients another option for their trips. In FY25, there was a continued focus on growing the Paratransit Taxi Travel program for our paratransit clients, encouraging trips in a taxi or rideshare whenever possible.



Mountain Line’s Paratransit Taxi Travel program provided 7,659 trips for paratransit clients within city limits, expanding the options of clients beyond the services offered by the ADA paratransit service. The taxi travel program trips are cost-effective, saving the City of Flagstaff approximately \$284,218 annually or approximately \$37.11 per trip if provided in a paratransit van. The following are graphs to demonstrate the changing demands on the Mountain Line Paratransit service over the last several years.

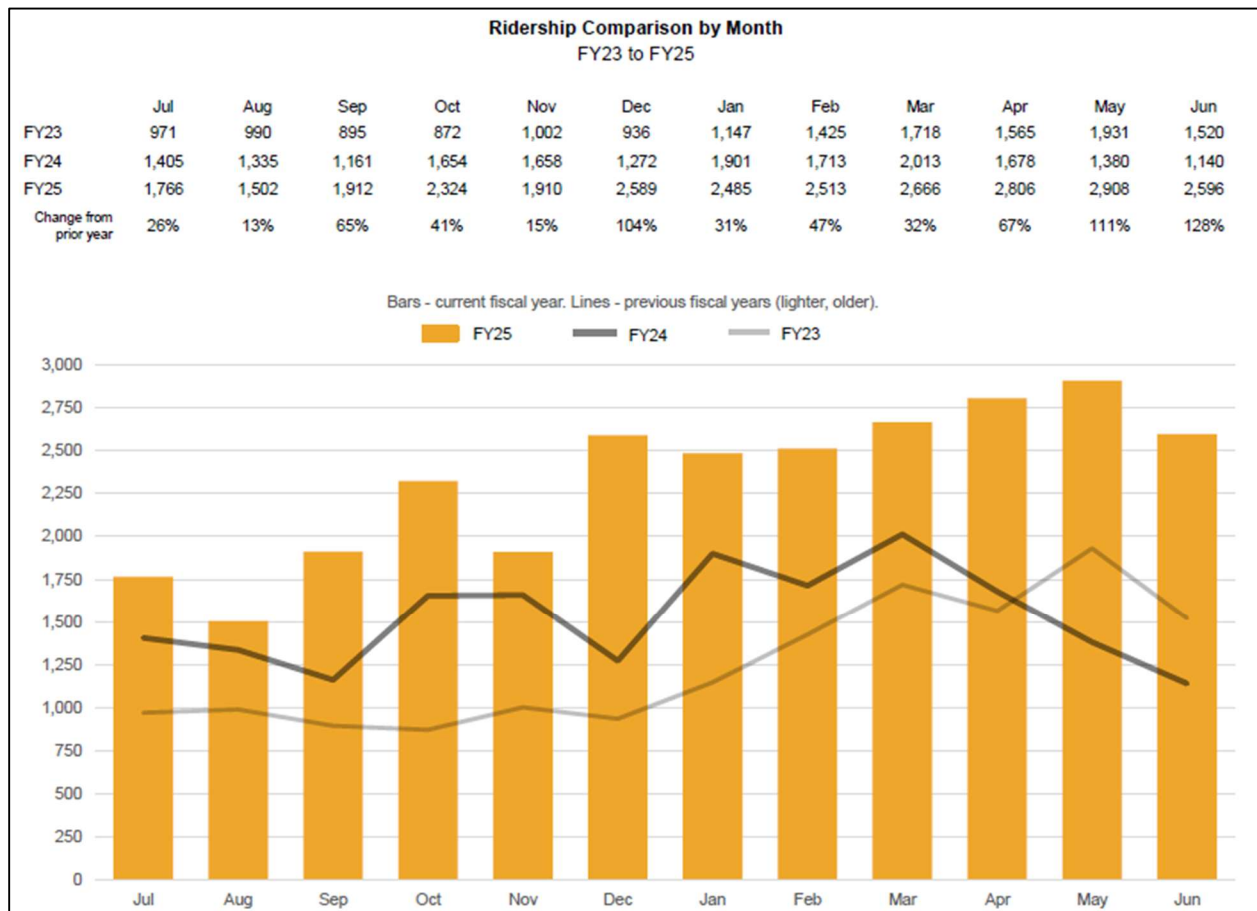
On behalf of Coconino County, Mountain Line also operates a Taxi Travel Program for paratransit clients in surrounding areas. Coconino County does not offer any type of bus system or paratransit system, opting to support the taxi program to meet the specific needs of identified travelers to meet mobility demands.

Financial and Service Performance Benchmarks

		2022	2023	2024	2025
City Taxi	Cost per Trip	\$18.91	\$19.60	\$19.03	\$16.94
	Total Trips	5,350	6,383	8,404	7,659
County Taxi	Cost per Trip	\$27.65	\$28.63	\$33.03	\$31.70
	Total Trips	640	454	437	421

Vanpool

The Mountain Line Vanpool program connects travelers with common origin or destinations and reduces single occupancy vehicle use as well as increases mobility options for those without other means of transportation. Vanpool is an option for commuters who travel more than 20 miles on a regular basis, with an origin or destination within Coconino County. In FY2025, Coconino County supported 15 vanpool groups—with 3 new vans for Coconino National Forest, Kaibab National Forest, and Army ROTC—and continues to be a great service for workers who live or work in nearby towns (i.e., Williams, Happy Jack, Winslow) and connect to Flagstaff. Some employers support the costs of these vanpools in addition to the County subsidy of \$400 per van per month. In FY2025, the Mountain Line Vanpool program had 87 users in 15 vans during peak service and provided 27,977 trips covering 235,075 miles.



Coconino County funds a \$400 per month subsidy to each vanpool group. Some employers also support the costs of these vanpools.



Cost per trip decreased by 6% between 2022 and 2025.

Total trips increased by 45% over FY2024.



Financial and Service Performance Benchmarks

	2022	2023	2024	2025
Cost per Trip	\$4.53	\$3.63	\$2.91	\$4.27
Total Trips	9,976	14,972	19,309	27,977

Summary of Revenue & Expenditures

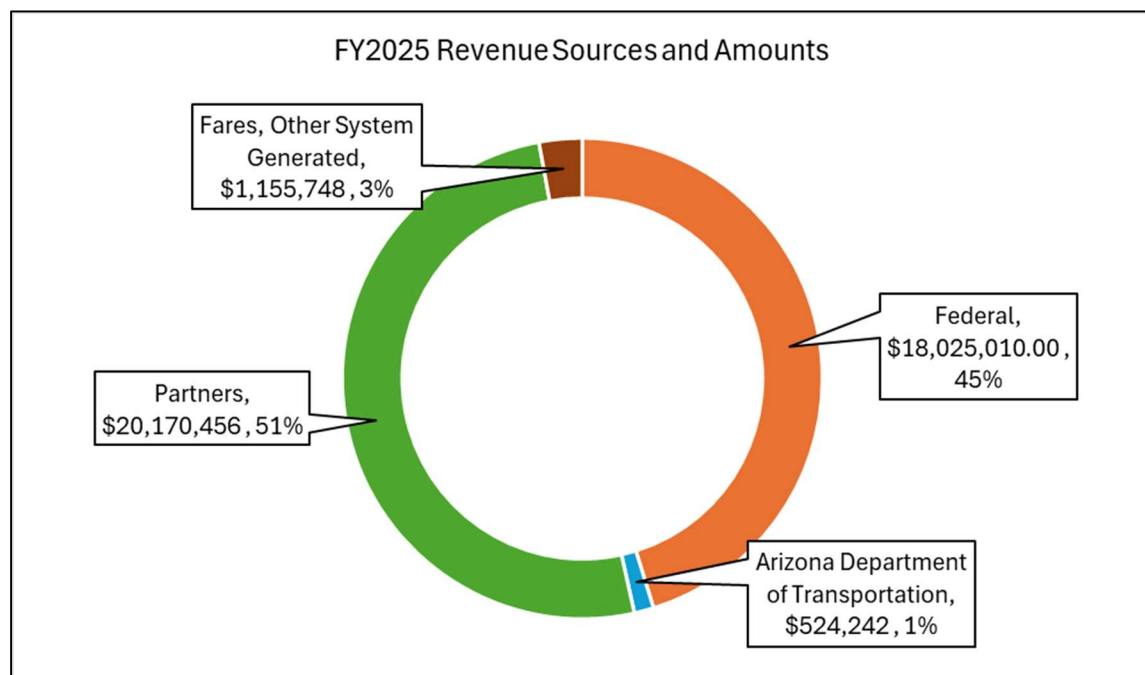
Mountain Line's revenue sources include contributions from each agency with service, the Arizona Department of Transportation, the Federal Transit Administration, and fares and contract fees. The revenues are paid directly to Mountain Line and tracked by service.

Mountain Line pays for the operations of services for the City of Flagstaff and Coconino County. Expenditures related to services include salary and benefits, indirect administrative costs, operations and maintenance, travel, and capital programs.

Revenue

Mountain Line collects revenue for operations from partners based on approved annual budgets as indicated in the Service Agreements signed by each agency. The revenue is generated in each community and paid to Mountain Line monthly, with an annual 3-month deposit at the beginning of each year based on the approved budget to create a fund balance. At the end of the fiscal year, Mountain Line reconciles actual expenses to budgets and adjusts the deposit for the next fiscal year based on the payments received.

In FY2025, Mountain Line received a total of \$39,875,456 from various sources.



The FY2025 breakdown of revenue is as follows:

Federal		
	5307 Urbanized Area - Flagstaff	\$ 3,389,891
	5339 Bus and Bus Facilities *	\$ 14,635,119
Federal	Total Federal	\$ 18,025,010
Arizona Department of Transportation		
	5310 Mobility Management	\$ 366,452
	5311 Rural Transit	\$ 157,790
Arizona De	Total ADOT	\$ 524,242
Partners		
	City of Flagstaff	\$ 13,743,947
	Northern Arizona University	\$ 645,551
	Coconino County	\$ 29,216
	State of Arizona	\$ 5,751,742
Partners	Total Partner	\$ 20,170,456
Fares, Other System Generated		
	Fares	\$ 964,295
	Other (Interest, Misc)	\$ 191,453
Fares, Oth	Total System Generated	\$ 1,155,748
	Total Revenues	\$ 39,875,456

All revenue received by Mountain Line must be used as approved by each partner agency and must be used for the purpose of operating public transportation services.

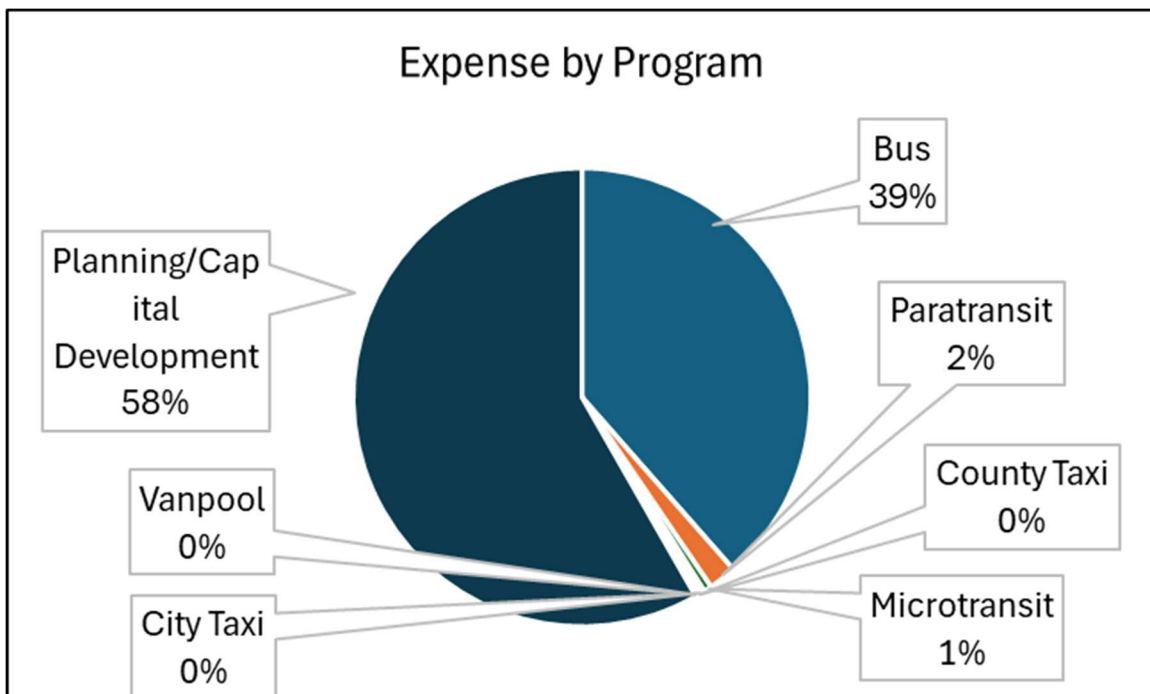
Expenditures

Mountain Line is responsible for paying all costs associated with operating and maintaining the public transportation services in the City of Flagstaff and Coconino County. The expenditures for Northern Arizona University are associated with the operation of Route 10 and are paid in lieu of fares for students on Route 10. The revenue received from private partnerships for Mountain Express is paid in lieu of fares for passengers using this seasonal service. The actual

expenses are tracked and compared to the budget monthly, with regular financial reports to the partner agencies.

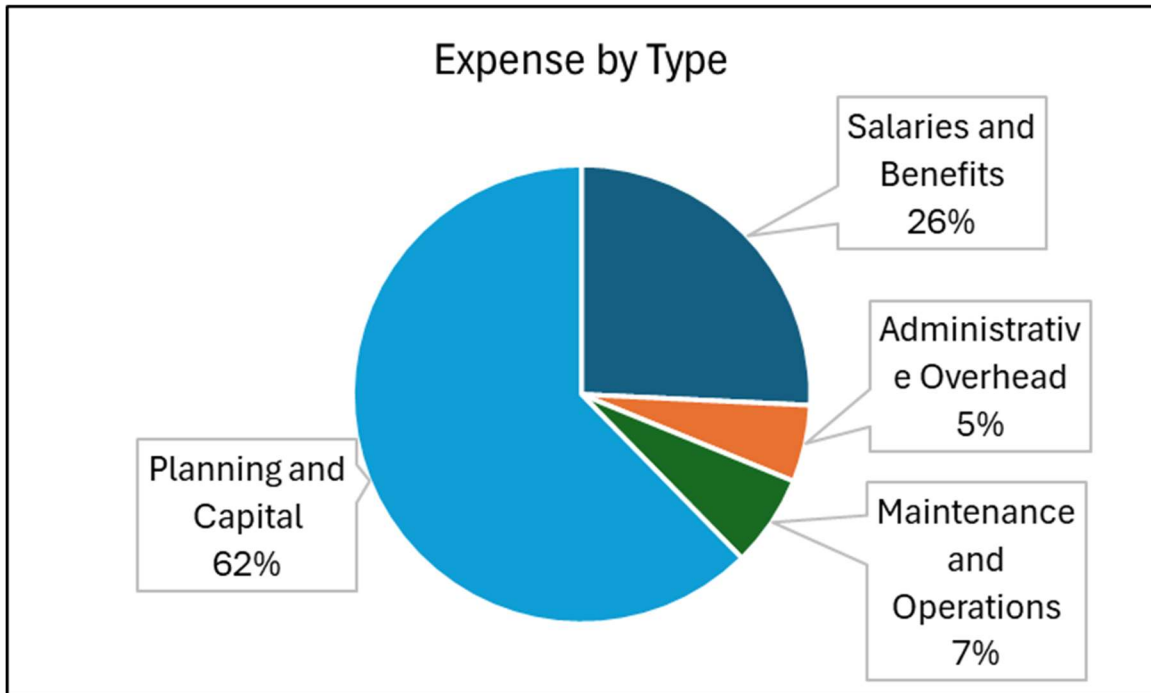
Mountain Line paid salaries and benefits to 10 salaried employees as well as 102 regular full-time and multiple part-time or temporary employees. Employees are broken into three categories: indirect administrative positions, administration/operation support positions, and operation positions. Benefits for all regular full-time positions include enrollment and contribution of 12.27% into the Arizona State Retirement System, 100% employee coverage for Health, Dental, and Vision insurance, portion or share of employee dependent coverage for health insurance, and employee life insurance plan.

Expenses by program are as follows:



Mountain Line's total expenditure was \$37,493,521 for all operations and capital expenses.

The breakdown of expenditures are as follows:





Contact Us

For further information, please reach out to us at transportation@mountainline.az.gov.

Mountain Line (NAIPTA)

Getting You Where You Want To Go

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