



Mountain Line

216 W. Phoenix Ave. · Flagstaff, AZ 86001 · 928-679-8900 · www.mountainline.az.gov

HOW TO SCHEDULE A MOUNTAIN LINE PARATRANSIT TRIP

Call the Mountain Line Paratransit Booking Line at **928-679-8905**

Reservations must be made no later than 5:00 pm the day before you plan to travel and can be made up to 7 days in advance.

The automated system is available 24 hours/7 days a week. If further assistance is needed, customer service representatives are available M – F, 8 am – 5 pm (excluding holidays).

BE PREPARED TO PROVIDE:

- Pickup location including address and specific details
- Dropoff location including address and specific details
- Date and time of requested trip
Request to ARRIVE BY the requested time for appointments, otherwise,
Request to LEAVE AT the requested time
- Number of riders, including a Personal Care Attendant (PCA) or a companion, and assistance needs, including mobility device if applicable
- Return trip information

REMINDERS:

There is a 30-minute pickup window for scheduled trips.

There will be a reminder call and/or text ~1 hour prior to a scheduled trip and another call and/or text when the vehicle is on its way.

It is important to be ready to travel within 5 minutes of vehicle arrival.

Upon boarding, be prepared to pay the exact fare amount in cash (\$2.25 within the ADA service area) or use a Paratransit Ride Punch Pass.

Next day requests made after 5:00 pm, same day requests, and same day change requests are accommodated on a space-available basis only.

To cancel a scheduled one-way or round-trip, it is important to call 928-679-8905 no later than two hours in advance. If a trip in one direction is cancelled or missed and you will not be using a scheduled return trip, call to cancel it. Requests for cancelling or making changes to a scheduled trip must be processed through the Mountain Line Paratransit Booking Line. Paratransit operators cannot cancel a trip or change trip time, date, pickup location, or destination.



Getting you where you want to go