



The Vine On – Demand City of Napa

Frequently Asked Questions

1. What is On-Demand Transit? Is it Microtransit? How is it different than Uber/Lyft/Taxis?

On-Demand Transit (sometimes also called Microtransit) is a demand responsive transportation service that picks up riders who request a trip by using an app (after creating an account online) or calling customer service. Unlike fixed route service, there is no set schedule so riders will need to use the RideTheVine app or call (707) 251-1097 to request a ride during the hours of operation. Unlike other transportation network companies or taxis, Vine On-Demand is staffed by professional Vine drivers and only operates on a set schedule (currently from 7:30 AM to 5:30 PM Monday through Saturday) to and from existing bus stops in the City of Napa.

2. Will it pick me up at my front door? Will I travel alone?

The service will operate between existing bus stops in the City of Napa. Buses cannot safely reach all locations within the city. Additionally, limiting locations will improve routing efficiency and allow the system to pick up more people and get them to their stops faster. The Vine On-Demand is a shared ride, so other passengers will be picked up and dropped off along the way based on what the software determines is the most efficient trip for everyone. During lower demand times, you may be the only passenger on the bus. Even during peak times the system will work to try to spread riders out to ensure no more than six passengers are on the bus at any one time while accommodating all trip requests.

3. When does it start? What are the service area and hours of operation?

Starting Monday April 27, local bus routes A-H will suspend operations and the On-Demand service will start. The service operates in the City of Napa at existing bus stops Monday through Saturday from 7:30 AM to 5:30 PM. The location of bus stops can be found on the RideTheVine App or by calling dispatch at (707) 251-1097. Regional service will continue to operate on Routes 10, 11, 21, and 29. Routes 10 and 11 will also operate on Sunday.

4. What is the fare?

In response to COVID-19, there are currently no fares being collected on board The Vine, including this On-Demand service. When fares are re-introduced in the system, riders will be able to pay via all of the normal Vine payment methods: cash (exact change), Clipper card, Passes or mobile payment options including the Hopthru and Token Transit apps.

5. Do I need to transfer?

No transfers are needed for local Napa trips. Riders can travel between any pair of bus stops within the City of Napa. To travel outside the City of Napa, riders can transfer onto Routes 10, 11, 21, or 29 at any existing transfer points which include the Redwood Park and Ride, the Socol Gateway Transit Center, as well as many other shared stops.

6. How long will I have to wait? When do I know when my bus is arriving at my stop?

Because it is an on-demand service, wait times will vary depending on the location of the start of the trip and how many other riders are currently using the system. Average wait times are expected to be 15-30 minutes, but they may be higher during peak demand. Riders should be at the stop 5 minutes in advance of their scheduled trip. The app provides the estimated time it will arrive at your stop.

7. How do I order a trip? Can I schedule trips in advance? How can I order a trip without a cell phone?

Riders can request an on-demand trip using the RidetheVine mobile app on their smartphone or tablet. Additionally, riders can call dispatch at (707) 251-1097 in advance of their trip. When requesting a trip, additional time should be considered for riders to travel to and wait at the nearest bus stop where their requested trip will start. Riders who do not have access to a cell phone or other phone to request a return trip, may ask dispatch to book a return trip if they know the time that trip will take place and are able to determine the location of the bus stop for that trip.

8. How do I download the app and create an account?

The free RidetheVine app can be found in the Apple App Store and Android Google Play Store. It is the same app used by on-demand shuttles in Calistoga, St. Helena, Yountville, and American Canyon. New users using the system in the City of Napa will need to select "City of Napa" and can create a user account by selecting the "register here" option which will require a valid email address.

9. What steps are being taken in response to the COVID-19 pandemic?

In order to protect the health and safety of riders and operators, several actions are being taken. Routes are operating fare free in order to minimize interactions between riders and drivers and buses with more than one door are only boarding at rear doors. The Vine recommends all riders use facemasks for the protection of themselves, other passengers and the drivers. Additionally, buses are being disinfected nightly and high-touched surfaces are being wiped down when the bus is not in-service. The Vine also requests that riders maintain social distancing with other passengers and operators to the furthest extent possible.

For more information, visit: <https://vinetransit.com/ride-the-vine-app-city-of-napa/>