



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 7:00 AM to 5:30 PM Monday through Friday and 7:30AM to 5:30PM on Saturday) to and from any two bus stops in the City of Napa not served by fixed route.

2. Why can I no longer take a trip along two stops served by fixed Routes?

Starting on Monday November 15th customers will no longer be able to use the on-demand service to travel between two stops served by fixed route. For example, an on-demand ride cannot be submitted in the app or over the phone between two stops on Soscol Ave that are served by the Route S. The reason for this change is to use on-demand resources for those trips that can only be served by on-demand and to minimize the wait times.

If you try and book a ride either on the RidetheVine App or over the phone that is served by fixed route, you will receive a message that this trip cannot be taken as an on-demand ride. Please see the schedules for the specific route that will serve your trip.

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

The service will operate between existing bus stops not served by fixed route 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.

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

The service operates in the City of Napa between existing bus stops not served by fixed route Monday through Friday from 7:00 AM to 5:30 PM and 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. Local Fixed Route service is now offered on the Routes N, S, W and E. Regional service will continue to operate on Routes 10, 11, 21, and 29. Routes 10 and 11 will also operate on Sunday.

5. What is the fare?

The fare is \$1.60 like all local transit services. Riders are able to pay via all of the normal Vine payment methods: cash (exact change), Clipper card, Passes or mobile payment options including the Passages and Token Transit apps.

6. Do I need to transfer?

No transfers are needed for local Napa trips. Riders can travel between 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 Soscol Gateway Transit Center, as well as many other shared stops.

7. 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.

8. 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.

9. 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.

10. What happens if I do not show up for a ride I requested

The NVTA Board has approved a policy change related to no-shows for on-demand trips. A no-show is when a rider does not take a scheduled ride and the driver goes to the stop and waits for the customer. Customers can cancel rides on the app or over the phone. Starting December 1, 2021, missing a minimum of three (3) trips or 10% or more of a passenger's total trips in a calendar month is considered chronic no-show behavior. If a rider presents chronic no-show

behavior they will be provided with written notification of their impending suspension and the degree of their penalty. The penalties are described below:

- 1st month – Passenger will receive a phone call and a letter to review the policy and rider expectations.
- 2nd month – Seven (7) day suspension
- 3rd month – Fourteen (14) day suspension
- 4th month and after – Increasing penalties by one (1) week up to one (1) month suspension.
- Penalties will reset after a year period from the first warning letter.

At any point that an individual receives a written warning or impending suspension notice, they may appeal the suspension within sixty (60) days of receipt. The appeals panel will render a final written decision within thirty (30) days of receiving the appeal. During the period of suspension, the rider is able to continue to use the Vine fixed-route service.

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