

Rider's Guide

VINE Transit Services
in Napa County



What's Inside...

- How to Ride
- Service Hours
- Special Needs
- Fares
- And more...

VINE Family of Services

VINE
VINE Go
American Canyon Transit
Calistoga HandyVan
St. Helena Shuttle
Yountville Trolley
Napa Shuttle
29 Express

Effective: June 2011

Contents

VINE Transit Services	Page
VINE Local and Regional Routes	4
Napa Shuttle	5
VINE 29 Commuter Express	5
American Canyon Transit	6
Calistoga HandyVan	7
St. Helena Shuttle	8
Yountville Trolley	9
VINE Go Paratransit Services	
Vine Go ADA Paratransit Service	10
VINE Go Senior (non-ADA) Paratransit Service	10
Hours of Operation	10
Reservation Hours	11
ADA Eligibility and Certification	12
Special Services	
About the Americans with Disabilities Act	13
Transit Ambassador Program	13
Operational Information	
Bus Stops	14
Transfers	14
Flag Stops	14
While on the Bus	14
Bikes on Buses	14
Wheelchairs, Scooters and Other Mobility Aids	
Common Wheelchair	15
Securing Mobility Devices	15
Walkers	15
Oxygen Units	15
Boarding by Wheelchair Lift	15
Service Animals	15
General Information	
Conduct	16
Food & Drinks	16
Carry-On Items	16
Lost & Found	16
VINE Fare and Holiday Tables	17-19

WELCOME ABOARD!

This Rider's Guide provides step-by-step instructions on how to use local transit services, including the VINE, VINE Go Paratransit, American Canyon Transit, Calistoga HandyVan, St. Helena Shuttle, Napa Shuttle, the VINE 29 Express and Yountville Trolley.

About the VINE Family of Transit Services

The VINE, a local and regional fixed-route bus system in Napa Valley, provides safe, affordable and accessible transportation for all residents and visitors. Community Shuttles are operated in Calistoga, St. Helena, Yountville and American Canyon. VINE's transit services are the easy way to enjoy the best of what Napa Valley has to offer. All buses are wheelchair accessible.

To reach the best spas, restaurants and shops travel the VINE Route 10 up and down Napa Valley. Or, if your itinerary includes a trip to San Francisco, take VINE Route 10 to the Vallejo Ferry Terminal where you can board a Baylink Ferry to the City. VINE Route 29 Commuter Express offers inexpensive travel between Napa County and the Vallejo Baylink Ferry Terminal or the El Cerrito Del Norte BART station. Napa local routes will whisk passengers to many other destinations, such as, great restaurants, hotels, B&B's, library, museums, tasting rooms, shops and much, much more.

The VINE system gives riders access to communities throughout the valley. The Trolley in Yountville, the Shuttle in St. Helena, HandyVan in Calistoga and American Canyon Transit are all part of the VINE family of transit services. So wherever you are going in the valley, let us get you there!



VINE Transit Services



VINE operates local routes in the City of Napa Monday to Saturday with no service on Sunday. Regional service includes daily service between Calistoga and the Vallejo Ferry Terminal; weekend hours are limited. VINE Route 29 operates on weekdays only during AM and PM peak commute hours. Service is designed to provide travel to most major destinations, stores and markets, business centers, schools, downtown, medical facilities and tourist/visitor venues.

VINE Local and Regional Routes:

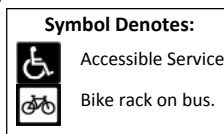
1A & 1B	Browns Valley/Old Sonoma Rd
2	Coombs/Shetler
3A & 3B	Alta Heights/Pueblo Vista
4	North Jefferson/Salvador
5A & 5B	South Jefferson/Imola/Napa Valley College
6	North Jefferson/Vine Hill
10	Calistoga/Vallejo Ferry Terminal
20	Redwood Park & Ride/ Airport
29 Commuter Express	Napa Valley/Vallejo Baylink Ferry Terminal El Cerrito Del Norte BART Station

Transfers: Passengers paying a fare may request a free transfer between VINE Routes 1 - 10. A transfer is good for a one-zone fare. For travel beyond one zone the passenger must pay the additional fare. Transfers are not accepted on Route 29.

Fares: When paying with cash, exact fare is required. Drivers do not make change. See fare schedule on page 17.

Hours of Operation: VINE service begins as early as 5:00 am and runs as late 9:30 pm, depending upon the route and day of the week. See current VINE schedule for details.

Holidays: See holiday schedule on page 19.



Napa Shuttle



The Napa Shuttle is a shared ride, curb-to-curb service designed to improve mobility for elderly and disabled persons, and low income residents. The Napa Shuttle only operates within Napa city limits. Only same day trip requests are allowed. Folding carts are welcome, and the driver will assist passengers to load and unload grocery bags (4 bag limit—up to 25 pounds each) and packages. Drivers cannot enter individual’s homes.

Hours of Operation: Tuesdays, Wednesdays and Thursday, 9 am to 3 pm. Individuals may schedule a same day trip as early as 8 am.

Fares: When paying with cash, exact fare is required. Drivers do not make change. Fare is the same as VINE service. See fare schedule on page 17.

Holidays: See holiday schedule on page 19.

VINE 29 Commuter Express



The Vine 29 Commuter Express runs from Calistoga to the El Cerrito del Norte BART station with a stop at the Vallejo Ferry Terminal. With limited stops, the Vine 29 is the faster, smarter express bus to BART, San Francisco and the east bay.

Hours of Operation: Monday - Friday, 4:40 am to 9:40 am and 2:55 pm to 8:27 pm.

Fares: The fare between locations in Napa County and the El Cerrito del Norte BART station is \$5 each way. For riders between Napa County and the Vallejo Ferry terminal, the fare is only \$2 each way. When paying with cash, exact fare is required. Drivers do not make change. Day passes, tokens and transfers are not accepted. See fare table (page 18) for payment options.

Holidays: See holiday schedule on page 19.

American Canyon Transit



American Canyon Transit (ACT) is a deviated fixed route bus service with two routes on weekdays, including AM & PM Peak service, and connections to the American Canyon High School and VINE Route 29 Commuter Express.

Hours of Operation: Monday - Friday, 6 am to 6:44 pm. During core hours (10 am to 4 pm) both routes ACT 1 and ACT 2 are in service.

Transfers: Passengers paying a fare may request a free transfer to or from the VINE Route 10. A transfer is good for a one-zone fare. For travel beyond one zone the passenger must pay the additional fare.

Deviated Pickup: ACT makes every effort to serve all deviated pickup requests. Deviations from the published route are permitted for seniors and persons with disabilities only during Core Service hours of 10 am to 4 pm. Seniors (age 65 and older) and disabled individuals may make same day deviated requests by calling 557-7557.

Fares: When paying with cash, exact fare is required. Drivers do not make change.

Fixed Route Fares:

Adult (19-64)	\$1.00
Youth (6-18) and Seniors (65+)	50¢
Disabled Persons	50¢

Deviated (door-to-door) Fares:

Seniors (65+)	\$1.00
Disabled Persons	\$1.00

Children age 5 and younger (limit 2 per paying Adult) ride free. Additional children beyond the limit of 2 pay \$.50 for each child.

Holidays: See holiday schedule on page 19.

Calistoga HandyVan



Calistoga HandyVan is an on-demand transit service within city limits for the general public. No advanced reservations are required. The comfortably heated and air conditioned van is wheelchair accessible and will accommodate two bags or packages per rider. The HandyVan connects with the VINE Transit service. Transfers are located at bus stops on the bridge at Lincoln Street and also Brannan Street. Call 963-4229 to schedule a pickup and the van will arrive within 15-20 minutes.

Hours of Operation: Monday-Friday, 8:15 am to 12 pm and 1:00 pm to 5 pm. Saturdays 8:15 am to 12 pm. No Sunday service.

Fares: \$2.50 one-way cash fare or \$1 with a HandyVan Punch Pass. Punch Passes are sold in \$10 and \$20 amounts and can be purchased at Calistoga City Hall, 1232 Washington Street, or by mail. Send a check, payable to Calistoga HandyVan, to the VINE Transit Center, 1151 Pearl Street, Napa, CA 94559-2528. Please include a self-addressed, stamped envelope.

Holidays: See holiday schedule on page 19.

St. Helena Shuttle



The St. Helena Shuttle is a deviated fixed route service within the City of St. Helena which also provides 3 round trips daily to the St. Helena Hospital in Deer Park. A shuttle type bus will carry up to 14 passengers at a time; standees are not permitted. The bus is wheelchair accessible and has an exterior bike rack.

Transfers: Passengers paying a fare may request a free transfer to or from the VINE Route 10. A transfer is good for a one-zone fare. For travel beyond one zone the passenger must pay the additional fare.

Deviated Pickup: The general public may request same day pickups by calling 963-3007. Service is available only within St. Helena city limits, and not east of Silverado Trail.

Hours of Operation: Monday to Friday, 7:45 am to 5 pm.

Fares: When paying with cash, exact fare is required. Drivers do not make change.

Fixed Route -	Adult (19-64)	50¢
	Youth (6-18)	Free
	Seniors (65+)	Free
	Disabled Persons	Free

Children age 5 and younger (limit 2 per paying Adult) ride free. Additional children beyond the limit of 2 pay \$.50 for each child.

Deviated -	Adult (19-64)	\$1.00
	Youth (6-18)	50¢
	Seniors (65+)	50¢
	Disabled Persons	50¢

Holidays: See holiday schedule on page 19.

Yountville Trolley



The Yountville Trolley is a deviated fixed route service within the Town of Yountville. A historic Trolley will accommodate passengers, seated and standing. The Trolley is wheelchair accessible.

Transfers: Thanks to the generous support of the Town of Yountville, the Yountville Trolley is free of charge; therefore, transfers are not available.

Deviated Pickup: The general public may request same day pickups by calling 944-1234 or the Request Line at 312-1509. Deviations are only available within Town limits, including many sites at the Veterans Home.

Fares: Free of charge for fixed route and deviated pickups.

Hours of Operation:

Wednesday to Friday	10 am – 2 pm, 4 pm – 11 pm
Saturday	10 am to 11 pm
Sunday	10 am to 7 pm

No service on Monday and Tuesday. The Yountville Trolley is “on call” from 7 pm to 11 pm Wednesday through Saturday.

VINE Go Paratransit Services



VINE Go “ADA Paratransit Service”

The VINE Go ADA Paratransit service provides transportation for seniors (age 65 and older) and disabled individuals who are unable to use fixed route public transportation, such as the VINE or community shuttles, because of a disability or disabling health condition. VINE Go is a shared ride, door-to-door service that operates daily and requires advance reservations. There are no trip priorities and passengers may use VINE Go for any purpose. VINE Go operates small buses that seat 10 to 14 passengers and each bus will accommodate a “common wheelchair”. All vehicles are lift equipped and anyone may request to use the lift at any time.

VINE Go Paratransit is the complementary service to the VINE fixed route service.

VINE Go “Senior (non-ADA) Paratransit Service”

VINE Go provides the same door-to-door service for people age 65 and older who do not qualify as an ADA disabled passenger. This type of service is also known as a dial-a-ride service. By law, scheduling priority is given to ADA passengers. However, senior passengers have full privileges to use the service as ADA passengers. Up Valley the general public may also use VINE Go. However, those under age 65 are restricted to travel within the Up Valley service area (Calistoga to Yountville).

Hours of Operation:

Monday – Friday	5:20 am to 9:30 pm
Saturdays	6 am to 8:30 pm
Sundays	8 am to 7 pm

Holidays: See holiday schedule on page 19.



Fares and VINE Go Punch Pass: Fares are based on distance traveled, based on the VINE 3-Zone Service Area. Fares are paid for each one-way trip, by cash or with the VINE Go Punch Pass. Have exact cash fare ready. Drivers do not carry change and are not allowed to search purses, pockets or backpacks for a rider's fare. Passengers who repeatedly do not pay for their trip will be subject to suspension of service. No fare is required for personal care attendants (PCA). Escorts must pay the applicable fare.

One-Way Cash Fare Structure:

\$2.50	Travel within a Single Zone
\$4.00	Travel within Two Zones
\$5.50	Travel within Three Zones

VINE Go Punch Pass: The VINE Go Punch Pass contains \$20 in travel value and costs only \$17 (15% discount). They do not have any expiration date, and there is no purchase limit. However, Punch Passes cannot be returned or refunded.

Scheduling an ADA Trip: When you call, the reservation taker will *"negotiate your trip"* by searching for available space up to one hour before or after the pickup time you request. ADA certified VINE Go passengers have priority over all other passengers when scheduling trips.

Scheduling a Senior (non-ADA) Trip: Reservation takers will do their best to accommodate your trip request. VINE Go matches rides, so reservationists may suggest a different time to make the trip. We recommend flexibility if your trip does not require a specific arrival time.

Reservation Hours: Reservations and changes to existing trips may be made Monday to Friday from 8 am to 6 pm, and from 8 am to 5 pm on weekends. *Reservations are required for all trips.*

Numbers to Call:

Napa	707-252-2600
Up Valley	707-963-4222 <i>toll free</i>
American Canyon	707-556-8221 <i>toll free</i>

ADA Eligibility and Certification

To be eligible an individual must qualify under one or more of the following Americans with Disabilities Act eligibility criteria:

- 1. You are unable to independently board, ride or exit an accessible VINE or Community Shuttle bus, or similar transit vehicle because of your disability;*
- 2. You are able to independently board, ride or exit an accessible VINE or Community Shuttle bus, but accessible service has not been assigned to your route, or the lift cannot be deployed at your stop. (All VINE and Community Shuttle buses are lift equipped);*
- 3. You are unable to travel to or from a transit stop because of your disability.*

Passengers may be considered Full or Conditionally (including temporary) eligible. **Conditionally eligible passengers** are eligible to ride only if certain conditions exist (wet weather, cold temperature, steep incline, darkness), when the passenger can use the bus for only a portion of their trip, or they have a temporary disability. Conditionally eligible passengers are requested to use fixed route bus service whenever favorable conditions exist.

ADA eligible visitors from outside the Bay Area may also use the VINE Go Paratransit service. Visitors will be eligible for any combination of 21 days of service during any 365 period beginning with the visitors' first use of VINE Go.

To receive an **ADA Paratransit Application** and **Medical Verification Form** please contact the VINE Customer Service Office at 251-2800. Once you have submitted a completed application your eligibility will be determined. Recertification is required every three years.

Senior Eligibility and Registration (Non-ADA Riders)

All senior passengers, age 65 and older, are required to be pre-registered before using VINE Go. A simple one-page form is available by calling the VINE Go office. Up Valley individuals may register as well. However, Up Valley residents younger than 65 may not travel with VINE Go beyond the Up Valley service area (Calistoga to Yountville).

About the Americans with Disabilities Act

The Americans with Disabilities Act of 1990 (ADA) is a law that was enacted by the U.S. Congress in 1990. It is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability.

Disability is defined by the ADA as "a physical or mental impairment that substantially limits a major life activity." The determination of whether any particular condition is considered a disability is made on a case by case basis. Certain specific conditions are excluded as disabilities, such as current substance abuse and visual impairment which is correctable by prescription lenses.

Under Titles II and III of the ADA, no entity shall discriminate against a person with a disability with regards to the full and equal enjoyment of the goods, services, facilities, or accommodations of any place of public accommodation by any person who owns, leases (or leases to), or operates a place of public accommodation. The VINE is fully committed to providing full access and accommodation to all passengers we serve and ensuring our services comply with the requirements of the American's with Disabilities Act.

For more information about the Americans with Disabilities Act visit <http://www.ada.gov/>.

Transit Ambassador Program

If you have not been a user of public transit for some time, our Transit Ambassador program may be perfect for you. The program offers personalized orientation for new users of public transit in Napa County. Trained volunteers assist new riders in learning how to read schedules, how to plan a trip, where to catch the bus, how to use transfers, how to pay the fare, how to use passes, and how special features, such as the wheelchair lift and "kneeler" work. To schedule your trip with a VINE Transit Ambassador call 259-8631.

Operational Information

Bus Stops: For your safety, buses stop only at designated bus stops. Look for signs clearly marked with the route information you need to complete your trip. It is recommended to be at the bus stop 5 minutes before the bus is due. To exit a bus, signal the driver by pressing (or pulling) the yellow or black mounted touch strips or pull cords. In smaller buses you may also tell your driver which stop you wish to exit.

Transfers: Transfers are issued free at time of boarding ONLY, and are honored only at valid transfer points to complete a one-way trip for one fare zone. Transfers are good only for DATE and TIME punched by the driver.

Flag Stops: Route 10 has a number of unmarked designated “Flag Stops” located throughout the Napa Valley. A flag stop is a location where a driver can safely pull over if a passenger is present and “flags down” the bus to request a pick up. Please contact the VINE Customer Service Office (251-2800) for a list and description of Route 10 Flag Stops.

While on the Bus: We suggest that you remain seated until the bus comes to a complete stop. If you must stand, use the handrails for safety. Seats near the front are reserved for elderly and disabled persons. Please move if requested by the driver.

Bikes on Buses: All buses (except VINE Go, Calistoga HandyVan and Trolleys) are equipped with bike racks, located on the front bumper of the bus, and can accommodate 2 bicycles at a time. Availability of bike racks is on a first-come, first-served basis. Bicyclists are responsible for loading, securing and unloading their bicycles. Bus drivers will not assist.



Wheelchairs, Scooters and other Mobility Aids

The Americans with Disabilities Act (ADA) requires that all new fixed route buses (since the 1990 ADA law was enacted) must meet the definition of a “common wheelchair”.

Common Wheelchair: A “common wheelchair” is a three or four wheeled mobility device that does not exceed 30 inches in width and 48 inches in length as measured two inches above the ground, and does not weigh more than 600 pounds when occupied. The VINE service makes every effort to accommodate larger mobility devices whenever possible. Please call the Customer Service Office if you have any questions.

Securing Mobility Devices: All Wheelchairs and Scooters must be secured. You may transfer to a seat, or if you remain in your wheelchair or scooter, the driver will also recommend that you are secured with an over shoulder strap.

Walkers: The driver will secure walkers inside the bus.

Oxygen Units: If you need to travel with an oxygen unit, a portable unit is preferred. If you have a large oxygen cylinder, it must be transported in a holder on wheels or attached firmly to a manual wheelchair.

Boarding by the Wheelchair Lift: Passengers who prefer to board the bus using the lift should ask the driver to assist them.

Service Animals: Some people with disabilities have specially trained service animals to assist them in their daily activities. Service animals are welcome at all times. The service animal may travel on the floor beside its owner, or on the owner’s lap. Animals are not permitted to run free inside the bus, nor sit on bus seats.

If you have questions about the safe boarding or the securement of your wheelchair, service animal or other mobility device, contact the VINE Customer Service Office at 251-2800.

General Information

Conduct: To keep VINE Transit Services enjoyable for all, smoking, eating, drinking, radios playing sound without earphones, littering, vandalism, offensive language or behavior or animals (unless a service animal is in a pet carrier) are not permitted.

Food & Drinks: To keep buses clean, open food and drink containers are not permitted on the bus. Travel mugs and sippy cups with tight-fitting, secure lids are OK.

Carry-On Items: Limit carry-ons to the size and number you can easily handle. Driver assistance is available for seniors and disabled persons on the Napa Shuttle; limit 4 bags up to 25 pounds each. No flammable or hazardous items.

Lost & Found: If you lose something on the bus, call the VINE Customer Service Office at 251-2800. Tell us the date and time you lost the item, the route and a complete description of the item. Likewise, please inform the driver when you find something left on the bus.

VINE Fare Tables

LOCAL NAPA ROUTES (1A, 1B, 1C, 2, 3A, 3B, 4, 5A, 5B and 6)		(Exact cash fare is required.)
Adults (ages 19-64)		\$1.35
Youth (ages 6-18)		\$1.10
Seniors (65+)*		65¢
Disabled Persons*		65¢
Medicare Card holder*		65¢
Seniors (90+ with Lifetime Pass)*		Free
Children 5 and younger (2 per paying adult)*		Free
Additional children under age 5		\$1.10

*These are considered reduced fares.

INTERCITY SERVICE (Route 10)		(Exact cash fare is required.)		
Fare Category	From/To	Zone 1	Zone 2	Zone 3
		Calistoga/ St. Helena/ Deer Park/ Oakville	Napa / Yountville	American Canyon/ Vallejo
Adult	Zone 1	\$1.35	\$2.15	\$2.90
Youth		\$1.10	\$1.60	\$2.00
Reduced*		65¢	\$1.00	\$1.25
Adult	Zone 2	\$2.15	\$1.35	\$2.15
Youth		\$1.60	\$1.10	\$1.60
Reduced*		\$1.00	65¢	\$1.00
Adult	Zone 3	\$2.90	\$2.15	\$1.35
Youth		\$2.00	\$1.60	\$1.10
Reduced*		\$1.25	\$1.00	65¢

(Fares and overpayments are non-refundable.)

Zone 1 – North: Anything to the north of Yount Mill Road

Zone 2 – Central: Begins at the Yount Mill Road flag stop and ends just south of Airport Road.

Zone 3- South: Begins just south of Airport Road and encompasses the entire service area south to the Vallejo Ferry Terminal.

VINE Fare Tables

VINE 29 EXPRESS (All Passengers)		
Fare Category	From/To	From/To
	Vallejo Ferry	El Cerrito Del Norte BART
Cash	\$2 one-way	\$5 one-way
Punch Pass	2 punches	4 punches
Monthly Pass	Accepted	Pass + \$3
Day Passes, Tokens, and Transfers not permitted on this route.		

VINE DISCOUNT and SPECIAL PASSES			
Fare Category	Punch Pass	Monthly Pass	Day Pass
Adults (ages 19-64)	\$25	\$43	\$4
Youth (ages 6-18)	\$20	\$33	\$3
Seniors (65+)*	\$12	\$22	\$2
Disabled Persons*	\$12	\$22	\$2
Medicare Card*	\$12	\$22	\$2
Lifetime Pass*	Free	Free	Free

(Fares and overpayments are non-refundable.)

*Reduced fare category includes seniors (age 65+), Disabled individuals of any age and persons with a valid Medicare ID Card.

Children 5 and younger are free (limit 2 per paying Adult). Additional children pay the same fare as the Youth category fares.

Day Passes may only be used on the Napa Shuttle and VINE Routes 1—10.

When paying with cash, exact fare is required. Drivers do not make change.

Regional Transit Services and Agencies

511 -	call from anywhere within the Bay Area
511.org -	transit information for the Bay Area
Amtrak -	1-800-USA-RAIL, www.amtrak.com
BART -	www.BART.gov
Baylink Ferry -	707-648-4349, www.baylinkferry.com
Fairfield/Suisun Transit -	707-422-2877, www.ci.fairfield.ca.us
Lake Transit -	707-263-3334, www.laketransit.org
Vallejo Transit -	707-648-4666, www.vallejotransit.com
Solano-Napa Commuter Services -	800-53-KMUTE, commuterinfo@sta.snci.com

Holiday Service Schedule

	New Year's Day Memorial Day Labor Day, July 4th Thanksgiving Day Christmas Day	President's Day Day after Thanksgiving New Year's Eve* Christmas Eve*
VINE	No Service	Sat. Schedule
VINE Go	No Service	Sat. Schedule
VINE 29 Express	No Service	Regular Service
American Canyon Transit	No Service	Regular Service
Calistoga HandyVan**	No Service	Regular Service
St. Helena Shuttle	No Service	Regular Service
Napa Shuttle	No Service	Regular Service
Yountville Trolley***	No Service	Regular Service

*No Service If Christmas Eve or New Year's Eve falls on a Sunday.

**HandyVan may operate on July 4th, call for details.

***Trolley operates on July 4th and Thanksgiving Day

Useful Phone Numbers

(all 707 Area Code unless shown otherwise)

VINE Customer Service	251-2800 800-696-6443
American Canyon Transit	557-7557
Calistoga HandyVan	963-4229
St. Helena Shuttle	963-3007
Yountville Trolley	944-1234 312-1509 <i>after hours</i>
VINE Go Napa	252-2600
VINE Go Up Valley	963-4222 <i>toll free</i>
VINE Go American Canyon	556-8221 <i>toll free</i>
NCTPA	259-8631

All VINE transit services are
brought to you by the

Napa County Transportation and Planning Agency

707 Randolph Street
Suite 100
Napa, CA 94559

Phone: 707-259-8631
Fax: 707-259-8638
www.nctpa.net

A publication of the
Napa County Transportation and Planning Agency

©2011



All Rider's Guide contents are subject
to change without notice.

6/11