



VINE Go – Policies & Procedures

PASSENGER ELIGIBILITY	Riders are age 65 and older or an ADA disabled person. The General Public is served in the cities of Yountville, St. Helena and Calistoga.
ADA RIDER PRIORITY	ADA passengers are given first priority. ADA eligibility is determined by completing an ADA application form. Every attempt must be made to accommodate ADA riders for any trip purpose.
SERVICE AREA	VINE Go serves Napa Valley and provides service up to ¾ radius of a mile of VINE Route 10 in Vallejo to the Vallejo Ferry Terminal. Riders can transfer to the VINE Transit, St. Helena VINE Shuttle, Yountville Shuttle and American Canyon Transit. Riders may also transfer to Vallejo RunAbout, Vallejo Transit and Benica Transit at the Sereno Transfer site in Vallejo, or transfer to BayLINK buses and ferries at the Vallejo Ferry Terminal.
FARES	Fares are Zone based (based on distance traveled). Fares are paid for each one-way trip. Riders who pay with cash must have exact fare, drivers cannot make change. Riders may pay with cash or use the VINE Go Punch Pass. Riders who repeatedly do not pay the fare may be subject to suspension of service.
SERVICE HOURS	Monday to Friday 5:20 am to 9:25 pm. Saturday 6:30 am to 8:41 pm. Sunday 8:00 am to 7:00 pm.
VINE Go PUNCH PASS	Each Punch Pass is sold for \$17 (a \$20 value). The VINE Go Punch Pass may be purchased at the VINE Transit Center, 1151 Pearl Street in Napa or by mail. Phone 707-251-2800 or 707-252-2600 for more information.
SCHEDULING A TRIP	<u>Reservations and changes to existing trips may be scheduled Monday to Friday from 8 am to 6 pm, and from 8 am to 5pm on weekends.</u> To schedule a trip call 252-2600 (in Napa), 963-4222 (Up Valley), 556-8221 (American Canyon) or 254-1041 (TDD). <u>Trips may be scheduled up to 7 days in advance.</u> Drivers are not able to accept or change reservations.
ADVANCE SCHEDULING	Passengers may schedule up to <u>7 days in advance</u> . Certain hours of day on weekdays may already be heavily booked, so the dispatcher may suggest a substitute time. We recommend flexibility if your trip does not require a specific time. <i>Reservations are required for all trips.</i>
CANCELING A TRIP / LATE CANCELS	Canceling a trip without notice deprives others a trip. Passengers are asked to cancel as soon as possible. You may cancel anytime during business hours, or call after hours to leave a cancellation message, be sure to include your name, address and the scheduled date & time of the trip you are canceling. If you cancel within 4-hours of your scheduled trip you are a <i>Late Cancellation</i> . Passengers who repeatedly <i>Late Cancel</i> may be subject to suspension of service.
TRIP CHANGES	ADA riders may change an existing trip during reservation hours on the day before travel. Same day ADA rider changes will only be made on a space available basis. Non-ADA riders may change an existing reservation on a space available basis.
NO SHOWS	If you do not present yourself when the bus arrives (within the 5 minute dwell time) or if you cancel your trip after the bus has arrived you are a <i>No Show</i> . This deprives others a trip and wastes the time of passengers already on the bus. Passengers who repeatedly <i>No Show</i> may be subject to suspension of service.
5 MINUTE DWELL	The bus will dwell 5 minutes maximum upon arrival for a pickup. The driver will attempt to locate you and will notify dispatch. The driver will not search the interior of your home, a business or medical facility.

<i>TIME</i>	Passengers must be conspicuously located at the pickup location. The Dwell Time will not take effect before the <i>Pickup Window</i> . If the bus is late it will dwell 5 minutes maximum.
<i>BE READY WINDOW</i>	VINE Go is a shared ride service, so we remind you to be ready 5 minutes before and 15 minutes after your scheduled pickup time. This applies to return trips as well. The bus is considered on time when it arrives within the <i>Be Ready Window</i> .
<i>SECURING MOBILITY DEVICES</i>	Passengers that need a mobility aid to travel must notify dispatch when scheduling a trip. Passengers using a wheelchair or scooter will be secured to their chairs. Passengers using a scooter may be asked to transfer to a seat on the bus. All mobility aids must be able to fit within the allotted space and have working brakes.
<i>ADA SUBSCRIPTION SERVICE</i>	Subscription service refers to regular, repetitive ADA trips. Passengers must notify dispatch of any exception to their ongoing subscription service. Passengers who repeatedly <i>No Show</i> may be subject to suspension of service. New requests for ADA subscription service will be based upon service capacity.
<i>DOOR-TO-DOOR SERVICE</i>	Riders will not be assisted inside their home or a building. Riders needing mobility assistance must provide their own Personal Care Attendant (PCA). Drivers may only assist riders to the door of a building or lobby area of a main entrance.
<i>PERSONAL CARE ATTENDANTS / PHYSICAL BARRIERS</i>	Some riders are unable to get about without the help of another person. VINE Go Drivers will assist a rider from their door to the door of their destination. Drivers will not assist the rider inside a home or building. Drivers are not permitted to help riders using a wheelchair up stairs, over curbs or over any other physical barrier. Riders who need assistance to get in and out of buildings, up stairs, elevators or other obstacles must provide their own Personal Care Attendant (PCA). The Driver, at his/her discretion, may determine that a rider requires assistance beyond what the rider is able to provide. If this determination is made, all future trips will require that the rider use the services of a PCA. PCA's ride free. However, the PCA must travel with the rider in the van.
<i>CHILD SAFETY SEATS</i>	All children under the age of six or fewer than sixty pounds must travel in a child safety or booster seat provided by the parent or guardian. An adult attendant must accompany all children.
<i>SERVICE ANIMALS</i>	Service animals are welcome at all times. Please advise Dispatch that you travel with a service animal when scheduling your trip.
<i>PASSENGER BAGGAGE</i>	Drivers may load two light shopping bags. (If you plan on traveling with more than two bags, please advise Dispatch in advance. Adequate space for the bags must be allotted to fit your groceries or other items).
<i>DRIVER ASSISTANCE</i>	Drivers may not physically assist a rider without first asking permission. If a rider appears to need assistance or guidance into or out of the vehicle, the Driver will ask the rider for permission to touch his or her arm or hand for assistance. Riders must give active permission before being touched by a Driver.
<i>ON BOARD RULES</i>	All riders must use the seat belts and remain in their seat while the vehicle is in motion. Eating, drinking, loud or profane language is not allowed. Physical contact with other passengers or the Driver is not allowed.
<i>PASSENGER WEIGHT LIMIT</i>	If a rider uses a wheelchair or scooter, the combined weight of the mobility device and the rider may not exceed 600 pounds.
<i>COMMENTS</i>	Comment Cards are available in all VINE Go vehicles. We look forward to hearing from you and will respond to each Comment Card received.
<i>DRIVER TIPS AND GIFTS</i>	Drivers are not allowed to accept tips or gifts. Your verbal or written thanks are always appreciated.

FOR ADDITIONAL INFORMATION PLEASE CALL 707-252-2600
www.NapaVineGo.net