



VINE Go Paratransit Service

As a potential VINE Go passenger you have received this packet which explains the service and how to register to use VINE Go. Included in this packet please find: a VINE Go Registration Form, a Policies and Procedures handout, the Fare Table and an information card to keep in a handy location. If you have any questions about this material, please contact the VINE Go customer service office at 707-252-2600.

VINE Go is a door-to-door paratransit service for seniors age 65 and older, Napa County ADA* certified individuals and general public Up Valley residents (Yountville to Calistoga). Advanced reservations are required and may be scheduled 1 to 7 days in advance (ADA trips are 1 day in advance). In accordance with the 1990 ADA Law, trip priority is given to ADA passengers before all other passengers. All buses are lift equipped for wheelchairs and scooters, yet anyone may request to use the lift to enter the bus – this is especially helpful for individuals that use a walker or have difficulty entering at the steps. Drivers will assist you into & out of the buses, and even escort you to your front door or lobby. Passengers may transport up to 2 large grocery bags or packages; however, the driver may stow bags and packages while the vehicle is in motion.

VINE Go is a shared-ride service. This means that other passengers may be dropped off or picked up before you reach your destination. For this reason a local one-way trip could take up to 45 minutes, and a regional one-way trip up to 90 minutes. When scheduling a trip let the Dispatcher know when you need to reach your destination or appointment. The Dispatcher may schedule your pickup as much as 60 minutes prior to ensure that you arrive in time for your appointment– *please be flexible*.

ELIGIBILITY

- ✓ ADA disabled individual of any age
- ✓ Age 65 and older
- ✓ General Public Up Valley resident (age 64 and younger may only travel within Up Valley service area of Yountville to Calistoga).

HOURS

Monday to Friday	5:20 am – 9:30 pm
Saturdays	6:00 am – 8:30 pm
Sundays	8:00 am – 7:00 pm

FARES

Fares are based upon the distance traveled and range from \$2.50 and \$4.50 per one-way trip.

SERVICE AREA VINE Go serves the Napa Valley between Calistoga an American Canyon, and into Vallejo to the Ferry Terminal. VINE Go provides transportation to the Kaiser Hospital in Vallejo and to the St. Helena Hospital in Deer Park.

* To learn more about becoming ADA certified, or to find out if you might be eligible, contact NCTPA at 707-259-8631 for an information packet.



VINE GO REGISTRATION FORM

Name _____

Address _____

City, Zip _____

Phone _____ Cell Phone _____

Date of Birth _____

- I am age 65 or older, or
 I am ADA certified in Napa County: ADA # _____
 I reside Up Valley (Yountville, Oakville, Rutherford, St. Helena, Calistoga)

Emergency Contact & Phone _____

Special Pick Up Instructions? _____

Will you need to travel with someone to provide assistance? ____ Yes ____ No ____ Sometimes

Mobility Aid? ____ Cane ____ Walker ____ Other _____

I certify that I meet the eligibility requirements as defined above:

Signature

Date

VINE Go Registration Forms will be processed within 3 business days (excluding weekends)

Return this form to: VINE Go, 1151 Pearl Street, Napa CA 94559

For additional INFORMATION call 707-252-2600