



NAPA VALLEY TRANSPORTATION AUTHORITY COVER MEMO

SUBJECT

Updates to Policies, Practices, and Procedures Manual: Transit

STAFF RECOMMENDATION

That the Napa Valley Transportation Authority (NVRTA) Board approve minor modifications to the Transit section of the Policies, Practices, and Procedures Manual.

EXECUTIVE SUMMARY

Transit staff periodically review the Policies, Practices, and Procedures Manual and recommends revisions as needed. A recent review of the policies resulted in minor grammatical changes and additional clarifying language to existing policies regarding strollers, bikes and the Taxi Scrip program.

FISCAL IMPACT

None.



NAPA VALLEY TRANSPORTATION AUTHORITY Board Agenda Memo

TO: Board of Directors
FROM: Kate Miller, Executive Director
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SUBJECT: Updates to Policies, Practices, and Procedures Manual: Transit

RECOMMENDATION

That the Napa Valley Transportation Authority (NVTA) Board approve minor modifications to the Transit section of the Policies, Practices, and Procedures Manual.

COMMITTEE RECOMMENDATION

None

BACKGROUND

On March 13th and 14th, NVTA transit staff attended a specialized two-day training course hosted by Transdev's corporate team on how to improve customer experience. NVTA and Transdev worked collaboratively to take an introspective look at Vine Transit and how to improve the system from the rider's point of view and experience. One takeaway from that training was acknowledgement that the policy manual does not include a policy to guide the use of strollers onboard Vine buses.

After reviewing several transit agency's policies on the use of strollers onboard public transit vehicles, staff drafted up a policy that was agreed on by both NVTA and Transdev staff. While staff was drafting the new stroller policy, a complete review resulted in the additional staff recommended modifications listed below.

- Removed language about City of Napa on-demand service, which ended on January 12, 2025
- Minor grammatical and formatting edits
- Added language defining a "Regional Bus Route"

- Clarifying language regarding passenger comment cards
- Clarifying language regarding animals onboard the transit vehicles
- Additional language regarding bikes on buses
- Updated the language in the Taxi Scrip section to reflect the new programmatic and system updates that are being implemented in Fiscal Year 2025-2026

ALTERNATIVES

The NVTA Board may decide to retain the current version of the Policies, Practices, and Procedures Manual: Transit without adopting the proposed changes.

STRATEGIC GOALS MET BY THIS PROPOSAL

Goal 1 – Serve the transportation needs of the entire community regardless of age, income or ability

The policy refinements will offer clearer guidance on the rules and regulations governing transit system operations.

ATTACHMENTS

- (1) Redlined version of the Draft Updated Policies, Practices, and Procedures Manual: Transit Policies

NVTA
POLICIES, PRACTICES, AND PROCEDURES MANUAL

TRANSIT POLICIES

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CHAPTER 1 INTRODUCTION

Section 1.1. Overview

The Napa Valley Transportation Authority (NVTa) is responsible for the provision of all public transit service in the Napa Valley. It is the agency's commitment to operate safe, effective, and efficient services, maintain the highest standards of quality, integrity and customer service, and comply with all applicable local, State and Federal laws. The policies and standards identified are designed to uphold these ideals.

1.1.1 Service Standards

| Service Type | EFFECTIVENESS | | | | | | | | | PERFORMANCE/EFFICIENCY | | |
|--|---|--|---|--|---|--------------|--|--|---|---|---------------------------|--|
| | Density | Peak and Base Frequencies* | Service Span* | Scheduling | Route Structure | Load Factor* | Vehicles | Stop Spacing | Stop Amenities* | Farebox Recovery | Passengers per hour | On-time Performance* |
| Local (City of Napa Fixed Routes and Routes 10 and 11) | 4,000 to 5,000 (Medium Density) [such as urban areas of Napa] | Not to exceed 30 minutes in the peak and 60 minutes midday | 7 AM to 7 PM (Monday to Saturday); 5AM to 9 PM for valley-wide commuter routes. | Clock Headways preferred | Modified Grid: uses the layout of the urban area | 1.25 | Standard 40' or smaller vehicle to meet load | 1/4 to 1/2 mile depending on density | Shelters based on high ridership routes in areas with lower frequency | Meet or exceed 17% | Twelve passenger per hour | 90% of service will operate on time (between 0 minutes early and 5 minutes late) |
| Regional (Urban) (Routes 21 & 29) | 3,000 to 4,000 (Low Density) | Not to exceed 2 hours in the peak. No Midday standard. | 6 AM to 7 PM (Monday to Friday) 9 PM for valley-wide commuter routes. | Scheduled to meet regional connections | Focal Point: provides access between two local areas to provide regional and intercity connectivity | 1.00 | Standard 40' or smaller vehicle to meet load | 1/2 to 1 mile depending on density or trip generators and attractors (such as school, shopping, medical) | Shelters based on high ridership routes in areas with lower frequency | Meet or exceed 17% | Seven passengers per hour | 90% of service will operate on time (between 0 minutes early and 5 minutes late) |
| Community (American Canyon) | 3,000 to 4,000 (Low Density) | Not to exceed 45 minutes in the peak and 90 minutes midday | 7 AM to 5 PM (Monday to Friday) or based upon available funds | As required to meet demand | Focal Point: provides access between focal areas within a small community | 1.25 | 30' vehicle or smaller | 1/2 to 1 mile depending on density or trip generators and attractors (such as school, shopping, medical) | Shelters based on high ridership routes in areas with lower frequency | Meet or exceed 10% | Five passenger per hour | 90% of service will operate on time (between 0 minutes early and 5 minutes late) 90% of service will arrive within 30 minutes of call in |
| City Demand Response (Calistoga, St. Helena, and Yountville) | 3,000 and below | Upon call in, service will arrive within 15 - 30 minutes. | Service based upon available funds | As requested | No standard | No standard | 30' vehicle or smaller | No standard | Shelter locations are responsibility of city partners | Meet or Exceed 10% (includes City or other sponsor funding) | Two passengers per hour | 90% of service will arrive within 30 minutes of call in |

*Required by Title VI for Fixed Route Service Only

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1.1.2 Performance Measures and Performance Standards

In order to meet the mobility needs of the residents of Napa County, NVTa strives to implement the highest quality transit services possible. The measures and performance standards ensure that NVTa can monitor and respond to any deficiencies that may be the outcome of poor quality of service.

| Measure | Standard |
|-------------------------------------|--|
| Total Ridership | Fixed Route: Increase over prior fiscal year Paratransit: Growth should not lead to denials Community Shuttles: Growth should not lead to excessive wait times |
| Passengers per Revenue Vehicle Hour | Fixed Route: Greater than 80% of system average Paratransit: Greater than 2.0 Community Shuttles: Greater than 4.0 |
| Load factor | Fixed Route: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak for local service. All commuter services should be equal to or less than 1.0 during all times of day. Paratransit: Never exceed 1.0 Community Shuttles: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak. |
| Percent Missed Trips per Trip Miles | Fixed Route: Less than .01% Paratransit: 0% Community Shuttles: Less than .01% |
| Scheduled On-Time Arrivals | Fixed Route: Equal or greater than 90% on-time Paratransit: Equal or greater than 97% on-time Community Shuttles: 90% of service will arrive within 30 minutes of request for service. |
| Passenger Injuries | All Modes: Less than 1 per 100,000 passenger trips |
| Preventable Accidents | All Modes: Less than 1 per 100,000 revenue miles |
| Complaints | Fixed Route: Less than 1 per 100,000 revenue miles Paratransit: No more than 1 complaint for every 600 passenger trips. Community Shuttles: Less than 1 per 5,000 revenue miles |
| Percent of Trips Denied | Paratransit: 0% |
| Cleanliness of Buses | Interiors and exteriors cleaned daily |
| Proximity to Service | Fixed Route: 95% of dwelling units in areas having six or more units per acre to be located with 1-4 mile of a stop, all major destinations to be within 1-8 of a mile of a stop. Paratransit: Service will be available to all qualifying residents of Napa County with residences, destinations, or the ability to find alternate means to come within 3/4 of a mile from Vine fixed route service. |
| Frequency of Service | Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity |

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| Measure | Standard |
|------------------------------------|--|
| | buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less. |
| Percentage of ADA Accessible Stops | 100% of all new stops shall be ADA accessible, existing stops should be made accessible to the greatest extent possible. |
| Bus Stop Amenities | Stops which average 50 or more riders a day should have a shelter installed if feasible. |
| Trip length | Paratransit: Trips should not exceed 1.25 times that of an equivalent trip on fixed route transit. |

1.1.3 Operate Safe, Reliable, and Comfortable Service

Safe, reliable, and comfortable service are NVTa's top priorities. Promoting safe habits for drivers and delivering service people want to use benefits the agency as well as the community.

| Measure | Standard |
|---|--|
| Average Age of Fleet by Vehicle Type | Fixed Route: Average age should not exceed 12 years. Paratransit: Average age should not exceed 4 years. Community Shuttles: Average age should not exceed 4 years. |
| Average Mileage of Fleet by Vehicle Type | Fixed Route: Average should not exceed 500,000 miles. Paratransit: Average should not exceed 100,000 miles. Community Shuttles: Average should not exceed 100,000 miles. |
| Scheduled On-Time Arrivals | Fixed Route: Equal or greater than 90% on-time Paratransit: Equal or greater than 97% on-time Community Shuttles: 90% of service will arrive within 30 minutes of request for service. |
| Passenger Injuries | All Modes: Less than 1 per 100,000 passenger trips |
| Preventable Accidents | All Modes: Less than 1 per 100,000 revenue miles |
| Complaints | Fixed Route: Less than 1 per 100,000 revenue miles Paratransit: No more than 1 complaint for every 600 passenger trips. Community Shuttles: Less than 1 per 5,000 revenue miles |
| Percent of Trips Denied | Paratransit: 0% |
| Cleanliness of Buses | All Modes: Interiors and exteriors cleaned daily |
| Percent Missed Trips per Trip Miles | Fixed Route: Less than .01% Paratransit: 0% Community Shuttles: Less than .01% |
| Preventative Maintenance Work Completed On-Time | Greater than 99% |
| Vehicle Service Miles Between Road Calls | Greater than 25,000 miles |
| Load factor | Fixed Route: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak for local service. All commuter services should be equal to or less than 1.0 during all times of day. Paratransit: Never exceed 1.0 Community Shuttles: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak. |

| Measure | Standard |
|------------------------------------|--|
| Frequency of Service | Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less. |
| Percentage of ADA Accessible Stops | 100% of all new stops shall be ADA accessible, existing stops should be made accessible to the greatest extent possible |
| Bus Stop Amenities | Stops which average 50 or more riders a day should have a shelter installed if feasible. |
| Trip length | Paratransit: Trips should not exceed 1.25 times that of an equivalent trip on fixed route transit. |

1.1.4 Efficiently Use of Resources

NVTA strives to use its resources in an efficient and responsible manner. Ensuring needs are met and budgets are not overrun are two of NVTA's top financial goals.

| Measure | Standard |
|-------------------------------------|--|
| Total Ridership | Fixed Route: Increase over prior fiscal year Paratransit: Growth should not lead to denials Community Shuttles: Growth should not lead to excessive wait times |
| Passengers per Revenue Vehicle Hour | Fixed Route: Greater than 80% of system average Paratransit: Greater than 2.0 Community Shuttles: Greater than 4.0 |
| Subsidy per Passenger | Fixed Route: At or less than \$6.50 Paratransit: At or less than \$40 Community Shuttles: At or less than \$15 |
| Operating Cost per Service Hour | Fixed Route: At or less than \$60 |
| Operating Cost per Revenue Hour | Paratransit: At or less than \$90 Community Shuttles: |
| Operating Cost per Passenger | Fixed Route: At or less than \$4.50 Paratransit: At or less than \$24 Community Shuttles: At or less than \$75 |
| Farebox Recovery Ratio | Fixed Route: Meet or exceed 15%. Paratransit: Meet or exceed 10%. Community Shuttles: Meet or exceed 10%. |
| Load factor | Fixed Route: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak for local service. All commuter services should be equal to or less than 1.0 during all times of day. Paratransit: Never exceed 1.0 Community Shuttles: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak. |
| Percent Missed Trips per Trip Miles | Fixed Route: Less than .01% Paratransit: 0% Community Shuttles: Less than .01% |
| Scheduled On-Time Arrivals | Fixed Route: Equal or greater than 90% on-time Paratransit: Equal or greater than 97% on-time Community Shuttles: 90% of service will arrive within 30 minutes of request for service. |
| Complaints | Fixed Route: Less than 1 per 100,000 revenue miles Paratransit: No more than 1 complaint for every 600 passenger trips. Community Shuttles: Less than 1 per 5,000 revenue miles |
| Percent of Trips Denied | Paratransit: 0% |

| Measure | Standard |
|----------------------|---|
| Proximity to Service | <p>Fixed Route: 95% of dwelling units in areas having six or more units per acre to be located within 1-4 mile of a stop, all major destinations to be within 1-8 of a mile of a stop.</p> <p>Paratransit: Service will be available to all qualifying residents of Napa County with residences, destinations, or the ability to find alternate means to come within 3-4 of a mile from Vine fixed route service.</p> |
| Frequency of Service | <p>Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less.</p> |

1.1.5 Be a Forward Think Organization Meeting the Needs of an Evolving and Diverse Community

NVTA is always looking for new and useful technology that will make operating the system more efficient as well as attract new riders. By listening to the needs and wants of the community as well as introducing useful tools to the system NVTA will be able to create a strong and vibrant transit system.

| Measure | Standard |
|--|--|
| Stop Spacing | Stops should be spaced no closer than 1-4 of a mile and no further than 1-3 of a mile in urban areas. Stops located in rural areas will be evaluated on a case by case basis to ensure that ADA accessibility requirements are met and there is a clear and present demand. |
| Proximity to Service | Fixed Route: 95% of dwelling units in areas having six or more units per acre to be located with 1-4 mile of a stop, all major destinations to be within 1-8 of a mile of a stop. Paratransit: Service will be available to all qualifying residents of Napa County with residences, destinations, or the ability to find alternate means to come within 3-4 of a mile from Vine fixed route service. |
| Frequency of Service | Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less. |
| Percentage of ADA Accessible Stops | 100% of all new stops shall be ADA accessible, existing stops should be made accessible to the greatest extent possible |
| Bus Stop Amenities | Stops which average 50 or more riders a day should have a shelter installed if feasible. |
| Average Age of Fleet by Vehicle Type | Fixed Route: Average age should not exceed 12 years. Paratransit: Average age should not exceed 4 years. Community Shuttles: Average age should not exceed 4 years. |
| Average Mileage of Fleet by Vehicle Type | Fixed Route: Average should not exceed 500,000 miles. Paratransit: Average should not exceed 100,000 miles. |

| Measure | Standard |
|---|---|
| | Community Shuttles: Average should not exceed 100,000 miles. |
| Total Ridership | Fixed Route: Increase over prior fiscal year Paratransit: Growth should not lead to denials Community Shuttles: Growth should not lead to excessive wait times |
| Passengers per Revenue Vehicle Hour | Fixed Route: Greater than 80% of system average Paratransit: Greater than 2.0 Community Shuttles: Greater than 4.0 |
| Maintain an up-to-date list of stakeholders | Contact individuals and organizations yearly to ensure information is up-to-date on contact list. |
| Implement Public Outreach in Accordance with the Title VI Public Participation Plan | Complete check-list of required processes in accordance with Title VI Public Participation Plan prior to an outreach event. |
| Land Use Coordination | Comment on all design referrals with obvious transit nexus. Ensure participation on any TAC for major local land use projects |

CHAPTER 2 MAJOR SERVICE CHANGES

Section 2.1. Overview

Prior to Board approval all major service changes will be subject to an equity analysis, which includes a disparate impact analysis and disproportionate burden analysis.

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2.1.1 Major Service Change

A “Major Service Change” is defined as the following, unless otherwise noted under E. EXCEPTIONS:

- A. A new transit route. (The reassignment of existing route numbers, including reassignment of numbers resulting from splitting or combining two or more existing routes, which creates a new route “number” will not constitute a new transit route. Should the adjustment impact miles or hours, criteria (c) and (d) shall be considered); or
- B. New service on streets not previously used by any route (excluding major arterial streets and streets designated as a truck route); or
- C. Any aggregate change of 30 percent or more of the number of transit revenue hours of a route computed on a daily basis for the day of the week for which the change is proposed; or
- D. Routing changes that alter 40 percent or more of a route’s path. Minor changes to an existing route shall not constitute a “major change in route.”
- E. EXCEPTIONS: Exceptions to the major adjustments of transit service include:
 - 1. Changes to a service on a route with productivity levels at 50 percent or below of NVTAs Transit standards in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day. Productivity standards are based on NVTAs Transit’s route typology as adopted in the Short Range Transit Plan.
 - 2. Headway adjustments from existing headways of up to 20 minutes not made in conjunction with a change in revenue vehicle miles or hours provided in (c) and (d) above.
 - 3. Standard seasonal variations, unless the variation, as compared to operations during the previous season, fall within the definition of major adjustments listed above.
 - 4. The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or

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diversions for construction or other similar activities), as long as the service will be or has been operated for no more than twelve months. Emergency service changes include changes in routes of service frequencies that may be necessitated due to a disaster that severely impairs public health or safety; changes in access to public streets (such as street closures); or the ability of Agency equipment to travel on public streets.

5. The restoration of service previously eliminated due to budget constraints, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations that do not exceed the requirements of (a), (b), (c), or (d) above.
6. Changes to infrequent, seasonal, or supplemental routes, including supplemental school routes that meet the requirements of (a) or (b).

CHAPTER 3 PASSENGER FARES, PASSES & TRANSFERS

Section 3.1. Definitions

For the purposes of these policies, the following definitions shall apply:

Fare: The fee charged and received by NVRTA in exchange for transit services provided. The fare can be in the form of cash payment at the time of service, prepayment through other means or Clipper. Many transit fares are typically collected and recorded via an electronic recording device, known as a farebox; however, this is not the only method of collecting and recording fees. This policy may use the term fare and farebox interchangeably and shall be interpreted as the totality of the fees.

Base Fare: For purposes of the fare policy, the base fare will be defined as the single unlinked trip, full cash fare.

Youth Fare: Fare for any rider 18 years of age and under (photo ID with proof of age required).

Child Fare: Fare for any child 5 years of age and younger.

Express Bus Route: A deluxe bus route characterized by one or more segments of high-speed, non-stop operation, and with a limited number of stops which are generally provided for commuter service.

Fare Media: Fare media shall be defined as all passes, tickets, cards or IDs sold or otherwise distributed for use on various NVRTA services.

Half-Fare: Fares, as defined above, for eligible persons with disabilities, senior riders or Medicare cardholders. The cash half fare is the maximum of one-half of the full cash fare or the current FTA guidelines (Code of Federal Regulations, Title 49, Subtitle B, Chapter VI, Part 609), rounded down to an increment of \$0.05.

Local Bus Route: Any fixed route bus service not designated as an express, regional, or shuttle bus route.

Regional Bus Route: Any fixed route bus service not designated as an express, local or shuttle bus. Characterized as longer multi-jurisdictional routes with frequent stops and do not contain segments of high speed, non-stop operation.

Shuttle Bus Route: Local distribution services that operate in a small area and are used for shorter than average length trips are classified as shuttle services.

Mode: Defines the different types of services offered by NVRTA, which includes local bus, express bus, shuttle bus and Paratransit.

Senior: Any person aged 65 or older (photo ID with proof of age required at boarding).

Person with Disability: People who meet the currently enforced Federal Transit Administration's (FTA) definition of people with disabilities. At the time of the adoption of this policy, the definition is: *"any individual who, by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), cannot use effectively, without special facilities, planning or design,*

mass transportation service or a mass transportation facility."

Medicare Cardholders: Individuals who have been issued a Medicare card, regardless of age or disability.

Day Pass: A 24-hour period pass valid for unlimited travel on all VINE fixed route services (excluding Route 29) for one calendar day from the time of activation through the end of the service day.

Monthly Pass: A thirty (31) day period pass valid for unlimited travel on all VINE fixed route services (excluding the Route 29) for 31 calendar days from the day of activation through the end of the 31st consecutive service day.

Section 3.2. Fare Policies

Napa Valley Transportation Authority's (NVTa) Fare Policy establishes principles and policies that govern recovery of passenger revenues in support of NVTa's vision of the Vine being a customer-driven and efficient public transportation system serving the County of Napa.

3.2.1 Revenue Collection Principles

Generally, fares are required to generate revenue to offset a component part of NVTa's expenses as defined by the Transportation Development Act (TDA) as part of a sustainable long-term Financial Plan. The following principles guide establishment and management of NVTa's fare revenue collections:

- A. Promote ridership on all transit related services: NVTa seeks to encourage and facilitate transit ridership within VINE's service area. Vine's fares shall; therefore, be devised to be attractive to the widest possible range of existing and potential rider groups.
- B. Equitable fares: To be equitable, fares must take into account the needs of Vine's riders as well as the cost and value of the service provided by the Vine. Vine's fares shall support the travel patterns and requirements of transit riders throughout the service area and shall also reflect differences in the characteristics and frequency of the service provided, while not undervaluing Vine's service.
- C. Enhance mobility & access: Vine fares shall enhance the ability of riders to access the system and move through it with ease. To do so, Vine fares shall be easy to understand and shall promote a unified system by simplifying and, where effective and possible, unifying fares across services.
- D. Effective & cost efficient: Vine's fare pricing, fare policy, fare media distribution channels, and fare collection technologies shall be developed and operated to be easily applied by transit operating employees, as well as to minimize the costs associated with fare collection, fare media distribution and revenue processing.
- E. Management: Vine's fares and fare collection system shall be designed to facilitate data collection to foster analytical decision making by NVTa's staff.

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In keeping with these principles, the policies governing Vine's fares are set forth below:

- A. **Farebox Recovery:** Vine collects fares from passengers riding its transit services as one element of funding these services. These fares are then used to offset the costs of providing the transit service, otherwise known as Farebox Recovery. The Farebox Recovery ratio is defined as the ratio of the transit fares to the operating costs. NVTAs farebox recovery ratio target shall be equal to those targets set forth by Transit Development Act regulations. Urban transit services, Vine and American Canyon Transit, have a farebox recovery target different than that of rural transit (Calistoga Shuttle, St. Helena Shuttle and Yountville Trolley) and ADA Paratransit services. See note D at the end of this document for current regulatory farebox recovery rates.
- B. **Vine Fare Adjustments:** Fare adjustments are defined as any permanent changes to Vine's fare structure. Decisions on fare adjustments are made by the NVTAs Board of Directors. Prior to making a decision on a fare adjustment, the Board shall consider the recommendation by NVTAs staff, including but not limited to an analysis of the impacts on minorities and low-income individuals consistent with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq), the Federal Transit Administration (FTA) Title VI regulations (49 CFR part 21), and FTA's Circular 4702.1B, including any future amendments thereto, as well as NVTAs Title VI Policy. Prior to raising a fare, NVTAs shall solicit and consider public comment in compliance with 49 USC Chapter 53 and FTA Circular 9030.1C, including any future amendments thereto. Implementation of a fare adjustment shall occur no earlier than 30 days and no later than 12 months following approval by the Board of Directors. Any change in the fare shall be rounded to the nearest \$.05.

Fare adjustments shall be considered by the NVTAs Board under the following scenarios:

1. Following NVTAs annual report if VINE has failed to meet its farebox ratio goal defined in the fare policy.
2. Every three years the NVTAs Board of Directors will consider fare adjustments to match the previous three years of CPI-U for the San Francisco – Oakland – San Jose Region or to match the percent increase in Vine expenditures for the previous three years whichever is greater. Unless the farebox ratio for the previous fiscal year is equal to or greater than 20%. In which case fare increases shall be paused.

NVTAs staff will annually report to the Board a review of farebox revenues and the farebox recovery ratio for the entire system and service. NVTAs staff will recommend possible

solutions for meeting the minimum farebox recovery if analysis indicates it has not been met. Solutions may include a recommendation for a fare adjustment. Such recommendation will include consideration of economic trends, Vine's current and future operating health and the value of services, both qualitative and quantitative, in the communities served.

- C. **Fare Differentials:** Vine's fares shall balance simplicity and uniformity of fares with the equity of pricing services consistent with the cost and value of providing that service. The number of fare types, levels, and fare payment instruments shall consider the ease of enforcement by vehicle operators, ease of understanding by customers and the ease of tracking with both the farebox technology and the back-office technology.

Services that cost more to operate or provide additional value to passengers compared with local bus service are considered premium services, and may be priced higher (but never lower) than local bus service. Premium services include express buses, paratransit, and if implemented in the future, bus rapid transit. The price structure for each premium service will be set separately.

Local distribution services that operate in a small area and are used for shorter than average length trips provide less value to riders and are classified as shuttle services. Shuttle services may be priced equal to or lower than local bus service.

- D. **Vine-GO Paratransit Fares:** Vine Go's policy, in compliance with the Americans with Disabilities Act of 1990 (42 U.S.C. Section 12143) and the implementing FTA Regulations (49 CFR Section 37.121) is that ADA complementary paratransit fares will equal twice the regular fixed-route fare for the same trip. If the Act is changed, this policy shall be changed to be consistent with federal law. If ADA complementary paratransit provides service beyond or in addition to the federally defined ADA complementary paratransit service, a higher fare shall be charged for that service.

- E. **Vine Local Passes:** Prepayment of fares on the fixed-route system shall be encouraged. Monthly local Vine passes shall be discounted to provide some savings to commuters compared with the cash fare, but not less than 30 (See Attachment A) times the cash fare. Day passes shall be priced at least equivalent to the cost of three boardings and no more than the cost of six boardings. Twenty ride passes shall provide the equivalent of 20 rides and shall be discounted no more than 10% (See Attachment A) from the actual value. These policies shall be applied equitably across all fare types (Adult, Youth and Discount). Passes shall be priced to expedite the

boarding process.

Employer, university or schools and other qualifying group pass programs shall be priced so that either:

1. The anticipated average revenue per boarding to VINE from such programs is approximately equal to or greater than VINE's average revenue per boarding for the two most recent fiscal years excluding these programs, or
2. The anticipated revenue from the program is at least equal to the estimated revenue previously generated by the riders switching to the program.

F. Vine Express Fares and Passes

1. **Vine Route 29:** Vine Route 29 is a partially grant funded premium express service from The Redwood Park and Ride in the City of Napa to the El Cerrito Del Norte BART Station. As such it is primarily intended to service commuters traveling to and from the Bay Area. As a grant funded route, the farebox requirement for the Route 29 is 20% and the fare structure is independent of the local Vine routes. As a commuter route, the discounted fare provisions of this policy do not apply to the Route 29, therefore, all cash and pass fares shall be equal. The Route 29 farebox ratio and fares shall be reviewed on the same schedule set forth for the local routes but there is no provision for automatic increases to the fares. Passes will cost no less than 20 (See Attachment B) times the cash fare. Only Route 29 monthly passes shall be valid on the Route 29. Punch passes can be used on the Route 29 but a single ride will cost multiple punches depending on the destination. Transfers are not accepted onto the Route 29 but transfers shall be issued for use on other eligible VINE routes upon request.
2. **Vine Route 21:** Vine Route 21 is a grant funded premium express route servicing a connection between the Solsco Gateway Transit Center and the Suisun City Train Depot. As a grant funded route, the Route 21 is not required by law to meet a specific farebox recovery ratio but by NVTa policy it is the goal of the agency to reach a farebox recovery ratio equal to that of the regulatory minimum for rural transit services. The Route 21 farebox ratio and fares shall be reviewed on the same schedule set forth for the local routes but there is no provision for automatic increases to the fares. Cash fares for the Route 21 are set independent of the VINE local fares and as a commuter route the discounted fare provisions of the

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local VINE service do not apply to the Route 21. The Route 21 does not have a distinct monthly pass but all other passes are valid for use on the Route 21. In the case of a punch pass one ride shall be equal to two punches. Transfers are accepted onto the Route 21 from any other VINE route.

- G. **Local Shuttle Services:** Local shuttle service fares (St. Helena, Yountville, Calistoga and American Canyon) are defined by the individual Agreements between the jurisdiction and NVT. These shuttle services are not subject to any provision stated in the Fare Policy except those required by law and defined within the relevant Agreement.
- H. **Promotions and Special Events:** Fare promotions, including special event fares, may be used to attract riders to Vine services. Fare promotions can be a cost-effective method of attracting riders to new services (such as new bus routes) and existing services. For the purpose of this policy, Fare Promotions shall be defined as any new fare card, fare media, cash fare or other transit fare which is not part of the adopted fare structure and may be priced higher or lower than Vine's regular fares. Fare Promotions are not required to include a specific fare for seniors, Medicare cardholders or individuals with disabilities, however the rates charged seniors, Medicare cardholders or individuals with disabilities during off-peak hours must not exceed one-half of the rates generally applicable to other persons at peak hours (excluding the Fare Promotion) as required by FTA regulations (Code of Federal Regulations, Title 49, Subtitle B, Chapter Vi, Part 609). Fare promotions must be able to be implemented within the capabilities of the current fare collection technology in use at the time of the implementation. Fare promotions shall not exceed a six (6) month period. If the promotion is deemed to be successful and management desires it to be part of the fare structure, then management shall bring the issue and analysis to the Board of Directors for adoption into the current fare structure. Should the fare promotion result in "free rides". Pass holders with a 31-day pass activated before the beginning of the promotion and valid during the period of the promotion shall receive a period pass equal to the free period. To remain equitable all paratransit service shall be free during free ride promotions
- I. **New Payment:** Options Fare payment options that effectively attract a different market segment or encourage increased use of Vine services by current riders shall be developed; but must be within the realm of current or planned hardware, software and back-office technologies. Initial pricing for such options shall be set such that VINE is not expected to lose fare revenue, unless the Board of Directors specifically approves an estimated amount of lost revenue.
- J. **Design:** The design of fare payment instruments shall consider the

ease of enforcement by bus operators, ease of understanding by customers and the ease of tracking with both the farebox technology and the back-office technology.

- K. **Child and Youth Fares - Vine Local Route Services:** Up to two children, 5 years of age or less, ride free with each adult over 18 paying their fares. Additional children must pay \$.50 per child. No child under the age of seven may ride without an accompanying adult.

Youth shall be defined as persons ages 6 - 18. Youth may qualify for a reduced fare based on the type of service being provided and the publicized fare. Youth fare is calculated by subtracting \$.50 from the full adult fare. In all cases, the youth will no longer qualify for any youth discounts on their 19th birthday.

- L. **Half-Fare Program – Vine Local Fixed Route Services:** The objective of the Half-Fare Program is to provide reduced fares for fixed route services for seniors, persons with disabilities and Medicare cardholders in compliance with the Federal Transit Administration's half-fare requirements (Code of Federal Regulations, Title 49, Subtitle B, Chapter Vi, Part 609).

Who is eligible for the half-fare program?

1. Persons aged 65 and older, unless the FTA regulations defining seniors are changed in the future, in which case the FTA regulations shall be followed.
2. Medicare cardholders
3. People who meet the currently enforced Federal Transit Administration's (FTA) definition of people with disabilities. At the time of the adoption of this policy, the definition is: *"any individual who, by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), cannot use effectively, without special facilities, planning or design, mass transportation service or a mass transportation facility."*

NOTES

- A. The local monthly pass multiplier is based on an analysis of other local transit services within the Bay Area and what is currently being used by the Vine. See Attachment A.
- B. The discount for the punch pass is based on an analysis of other local transit services within the Bay Area and what the VINE is currently using. See Attachment A.
- C. The Route 29 monthly pass multiplier is based on an analysis of other express route services within the Bay Area and what is currently being used by the Vine. See Attachment B.
- D. As of June 1, 2014 the regulatory minimum farebox recovery ratio is 16% for urban transit services and 10% for rural and ADA paratransit services.
- E. Vine offers reduced fares to senior citizens and disabled persons. The Vine honors the federal Medicare identification card, the California Department of Motor Vehicles disability ID card, the Regional Transit Connection Discount Card, or any other current identification card issued by another transit operator that is valid for the type of transportation service or discount requested; and when offering reduced fares to senior citizens, it also offers the same reduced fare to disabled patrons.

CHAPTER 4 PASSENGER COMPLAINT & COMMENT POLICIES & PROCEDURES

Section 4.1. Overview

NVTA maintains a philosophy of providing exceptional customer service and responsiveness to the public.

4.1.1 Complaints & Comments

- A. Complaints and comments from the public may be received electronically through email and the Vine/NVTA web site, prepaid comment cards available in English and Spanish on Vine vehicles, standard written correspondence, testimony at public meetings, and/or via telephone or in-person communication.
- B. NVTA's transit operations contractor may also receive complaints or comments in one or more of the formats noted above
- C. When complaints are received, NVTA staff and/or contractor will acknowledge receipt of the complaint within 24 business hours from the time it is received.
- D. All complaints should be investigated and resolved within 5 business days.
- E. Complaining party shall be notified of the agency's resolution of the complaint within 5 business days. NVTA's contractor shall maintain documentation of all complaints received and their resolution and provide monthly written summaries to be included in the contractor's monthly invoice to NVTA.
- F. NVTA's contractor shall maintain documentation of all complaints received and their resolution and provide monthly written summaries to be included in the contractor's monthly invoice to NVTA.
- G. NVTA will ~~store physical comment cards and emails~~ on the shared office drive available **(H:\NCTPA\TRANSIT\03_Complaints & Suggestions)** so that all NVTA personnel can review ~~complaints~~. Additionally, NVTA utilizes ~~an online software~~ to receive, track, and respond to comments, complaints and suggestions.
- H. Copies of relevant comment cards received shall be shared with the agency's contract operator with the originals retained in hard copy or electronic form.

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4.1.2 Requests for Reasonable Modification

Public Transit passengers with disabilities may request reasonable modifications be made to accommodate their use of public transit.

- A. Requests should be made in written form and submitted to the Manager of Public Transit.
- B. Individuals requesting modifications shall describe what they need in order to use the service.
- C. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
- D. Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through NVTA’s complaint process.
- E. Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with NVTA management before making a determination to grant or deny the request.
- F. Requests for modification of NVTA’s policies and practices may be denied only on one or more of the following grounds:
 - (1) Granting the request would fundamentally alter the nature of NVTA’s services, programs, or activities;
 - (2) Granting the request would create a direct threat to the health or safety of others;
 - (3) Without the requested modification, the individual with a disability is able to fully use NVTA’s services, programs, or activities for their intended purpose.
- G. In determining whether to grant a requested modification, NVTA shall be guided by the provisions of Department of Transportation 49 CFR Part 37, § 37.169 Appendix E.

CHAPTER 5 ADA PARATRANSIT POLICIES

Section 5.1. Service Overview

Section 5.2. NVTA Eligibility Standards In compliance with the American's with Disabilities Act (ADA) of 1990 the Napa Valley Transportation Authority (NVTA) provides complementary paratransit service (Vine Go) to the Vine fixed route bus system. This service is available to all individuals deemed eligible that are making a trip with an origin and destination within three-quarters (¾) of a mile of a Vine fixed route corridor. Vine Go paratransit operates as a curb-to-curb service.

Per the ADA regulations individuals falling into one or more of the below categories are eligible to receive complementary ADA paratransit service:

Category 1: Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the fixed route system which is readily accessible to and usable individuals with disabilities.

Category 2: Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any fixed route vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

Category 3: Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

- Under this condition an emphasis is placed on prevents. A condition which makes traveling to boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility.
- Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this standard, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location

Section 5.3. Eligibility Determination Process

Individuals wishing to apply for ADA paratransit service shall submit an application to NVTA and schedule an appointment with NVTA's designated eligibility contractor. Applicants will complete an in-person or telephone evaluation performed by NVTA's contractor before a determination of eligibility is made. All

decisions regarding an applicant's eligibility shall be rendered in written form within twenty-one (21) days of receiving the applicant's determination form regardless of any follow up.

Section 5.4. Eligibility Categories

NVTA separates eligible individuals into three distinct categories: unconditional, conditional, and temporary. Unconditional eligibility is assigned to individuals who are unable to use fixed route transit under any circumstances. Conditional eligibility is assigned to individuals who are able to independently use fixed route transit under some circumstances. Those "circumstances" are determined at the time of an applicant's evaluation and are then adhered to when scheduling rides. Temporary eligibility is assigned to individuals who experience a temporary loss of functional ability that prevents them from using fixed route service. Each eligibility category shall result in differing terms regarding the span of time in which an individual is certified to use ADA paratransit. Individuals deemed unconditional shall remain eligible indefinitely due to the fact most disabilities that would result in this type of categorization do not improve with time. Unconditional individuals will receive a letter every three (3) years to ensure the most up to date information is on record. Conditionally eligible individuals shall remain certified for a period of three (3) years. Prior to their expiration conditionally eligible individuals will be sent a letter asking to renew as well as a new application. The determination of eligibility may change during their renewal, should their disability either improved or deteriorated. Temporarily eligible individuals will also be sent a letter and application at the end of their term giving them the opportunity to renew should they feel that their condition still prevents them from riding fixed route transit.

Section 5.5. Appeals Process

If a paratransit applicant is deemed ineligible and does not agree with the determination they have the right to appeal the decision. To formally appeal a decision a letter must be submitted to NVTA within 60 days of receiving an eligibility determination letter. The letter shall be addressed to NVTA 625 Burnell St. Napa, CA 94559 to the attention of the Manager of Public Transit. Upon receiving the letter an appeals panel will be assembled to hear an applicant's appeal. The applicant or someone they appoint to speak on their behalf shall be contacted and an in person meeting with the panel will be scheduled. The panel shall consist of a member of Napa County's Paratransit Coordinating Council (PCC), a member of NVTA's Evaluation Contractor's evaluation staff, and the Manager of Public Transit or his/her designated staff member. The appeals panel will render a final written decision within thirty (30) days of hearing the appeal. Should the appeals panel not render a decision within the thirty (30) days after the completion of the appeals process, NVTA shall provide paratransit service to the applicant until a decision is rendered. Free transportation shall be provided to the appealing applicant and their personal care attendant (PCA) to the appeals hearing.

Section 5.6. Visitors

Complementary paratransit service is available to visitors. A visitor is defined as anyone coming from an area outside of the nine (9) Bay Area Counties. All visitors must submit a proof of eligibility as determined by the jurisdiction in which they formally reside prior to their use of the Vine Go system. In a case where an individual has no formal documentation of ADA eligibility, the individual is to provide documentation of residence outside of the Bay Area, and if the individual's disability is not apparent, proof of disability. Visitors shall be able to use Vine Go for a total of twenty-one (21) days within a three hundred and sixty-five (365) day period. Should an individual need service beyond the twenty-one (21) total days they shall be required to apply for local certification.

Section 5.7. Reservation and Scheduling

Eligible individuals may schedule their trips as early as seven (7) days in advance or as late as the day before the intended trip. For clarification, the "day before" is not considered to be twenty-four (24) hours prior to the intended trip. A request for a morning trip can be made in the afternoon of the day before. Trips are scheduled on a first come, first serve basis. No trips will be given priority over the other based on trip purpose or destination. Reservationist may negotiate an eligible individual's requested pickup time up to one hour before or after the desired pickup time. Reservationists shall be available to schedule trips from 8:00AM to 6:00PM, Monday through Friday and 8:00AM to 5:00PM Saturday through Sunday. NVRTA does not provide subscription service.

Section 5.8. Hours of Operation and Service Area

NVRTA shall operate complementary paratransit service during the same days and hours that fixed route service operates. Thus, if an individual can travel from a given origin to a given destination on a particular fixed route at a certain time of day, a paratransit eligible person must also be able to travel from the same origin to that same destination on paratransit at that time of day. Because paratransit service is required to be available during the same hours and days as the fixed route system, and because not all fixed routes will necessarily be operating at a given time on a given day, the shape of the paratransit service area can be expected to change accordingly. For example, it is common for certain routes to not run late at night or on Sundays. Those routes, and their associated paratransit corridors, are not served with paratransit when the fixed route system is not running on them.

Section 5.9. Fares

NVRTA shall set its fares for paratransit trips at twice that of a comparable fixed route trip. Eligible individuals shall pay their fare upon boarding. Personal care attendants (PCA) that are specifically identified in an eligible individual's file ride for free. Should an eligible individual have a companion that is not their designated PCA, that individual shall be required to pay the same fare amount as the eligible individual they are travelling with.

Section 5.10. Mobility Devices

Vine and Vine Go transit vehicles are designed to accommodate most wheelchairs and mobility aids. NVTA defines a wheelchair as a mobility aid that belongs to any class of three or more wheeled devices, is manual or powered, usable indoors and/or outdoors, and designed or modified for an individual's mobility impairments. The maximum amount that a lift on the fixed route system can safely accommodate is 600lbs (rider and mobility device combined). Some ramp equipped fixed route vehicles can accommodate 800lbs however there is no guarantee that those specific vehicles will be available for one's trip. For safety reasons riders and their mobility device that have a combined weight of 600lbs or more are encouraged to use paratransit. The maximum the lifts on NVTA's paratransit fleet can safely accommodate is 800lbs. If the combined weight of a rider and their mobility device is 800lbs or greater Vine Go cannot accommodate them safely and the rider will be directed to make other transportation arrangements.

Section 5.11. Passenger Accompaniment

NVTA guarantees any eligible paratransit user one travel companion. Additional persons accompanying eligible individuals are to be served on a space-available basis to prevent displacement of other ADA paratransit eligible individuals. NVTA does not limit who the companion may be; the companion may be a family member, friend, or business associate, etc. NVTA requires that the eligible individual reserve a space for the companion when reserving his or her own ride. A personal care attendant (PCA), someone designated or employed to assist the eligible individual, may always ride with the eligible individual. If there is a PCA on the trip, the eligible individual may still bring a companion, as well as additional companions on a space-available basis. To be considered as "accompanying" the eligible individual, a companion must have the same origin and destination points as the eligible individual.

NVTA allows service animals to accompany paratransit users on all trips. A service animal is defined by the ADA as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." Emotional support, therapy, comfort, or companion animals are not considered "service animals" as they have not been trained to perform a specific job or task. Operational staff may ask if an animal is a service animal or ask what tasks the animal has been trained to perform in cases where it is not obvious that an animal is a service animal. NVTA shall not require the exclusion of a service animal unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others. NVTA does not limit the number of service animals accompanying a user as long as each animal meets the definition of a service animal and is kept under the control of the rider.

Section 5.12. Passenger Assistance

As defined in Section I of these policies NVRTA's ADA paratransit shall operate as a curb-to-curb service. Drivers will provide assistance beyond the curb on an as-needed basis. NVRTA shall ask users upon requesting their ride to inform the reservationist if this aid is needed for their pickup and/or drop-off. Should a user not inform the reservationist or a barrier becomes present that was unknown creating the requirement of assistance from the driver, assistance shall not be denied. Although assistance beyond the curb shall be provided on a ~~case-by-case~~ basis it is NVRTA policy that drivers are able to maintain "effective continuing control" of the vehicle. Effective continuing control is defined by the NVRTA as the driver being able to maintain visual contact with the vehicle at all times in cases where a user needs assistance beyond the curb. Drivers are also prohibited to enter private residences or past the first exterior door of any other building even if visual contact with the vehicle can be maintained.

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Section 5.13. No-Shows

A no-show is defined as a situation where a rider does not take a scheduled ride or cancels their trip an hour or less before their scheduled pickup time due to reasons within their control. Trips missed due to sudden illness, family emergency, or transit agency error or lateness considered outside of the rider's control are not considered a "no-show". A no-show often results in a wasted trip that could have otherwise been given to someone else. Due to critical nature of paratransit trips NVRTA takes chronic no-shows very seriously. ADA regulations allow paratransit service to be suspended for a reasonable amount of time when a rider consistently does not appear for scheduled trips. Missing 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, he or she 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.

Section 5.14. Pick-Ups

NVRTA requests that riders be ready for pick-up at their scheduled time. Drivers shall wait five (5) minutes past the scheduled pick-up time for a registrant to make an indication they are present and planning to make their trip. If a registrant does not show themselves or make a good faith effort to inform the driver they are

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making their way to the vehicle the driver will depart and the registrant will be considered a no-show. This five (5) minute window shall commence from the scheduled time of pick-up, not when the vehicle arrives. If a driver arrives prior to the scheduled pick-up, they cannot commence the countdown until the scheduled pick-up time. Should a driver arrive early there is no obligation for the registrant to board the vehicle. Although there is no obligation a registrant may elect to depart early, and the trip will be considered early. A trip is considered “on-time” when a vehicle arrives within thirty (30) minutes of the scheduled pick-up time. If the vehicle arrives outside of the thirty (30) minute window they are considered late. To ensure a high quality of service NVTA expects that 90% of pick-ups are either on-time (within the 30-minute window) or are early.

Section 5.15. Denials and Missed Trips

NVTA shall have no denials of service. NVTA’s operator shall make it a top priority to provide enough capacity on the system to meet demand. Missed trips are trips that are not completed due to agency error. They shall be defined as follows.

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that he or she no longer wants to make the trip. Note that a rider is not obligated to board until the beginning of the pickup window or—for transit agencies that have a 5-minute wait-time policy—from the start of the pickup window until 5 minutes have elapsed.
- The vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider. Note that if during the wait time the rider indicates he or she no longer wants to take the trip, this is typically recorded as a “cancel at the door.”
- The vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.

Section 5.16. Trip Length

NVTA shall sample twenty (20) random weekday trips, five (5) Saturday trips, and three (3) Sunday trips on a monthly basis to ensure that travel times are comparable to the travel times an individual would have on a comparable fixed route trip. NVTA expects trips to be comparable 95% of the time.

Section 5.17. Equivalent Service

NVTA operates four on-demand shuttle services in the communities of Calistoga, St. Helena, Yountville, and American Canyon. These on-demand services shall operate as complementary ADA paratransit for all trips originating and ending within their respective service areas. To ensure equitable service NVTA shall ensure that response times, fare, geographic service area, hours/days of operation, restrictions, availability of information and reservation capability, and constraints on capacity or availability are equal between ADA and non-ADA eligible riders of each on-demand shuttle service.

CHAPTER 6 CHARTER & SCHOOL BUS

Section 6.1. Statement of Policy

Consistent with federal regulations, NVTa shall not operate charter or school bus services except as permitted under CFR 49 - Part 604 and 49 CFR Part 605

CHAPTER 7 SHARED VEHICLE PROGRAM

Section 7.1. Statement of Policy

The Shared Vehicle Program shall be expressly for 501(c)(3) organizations that serve the elderly and/or disabled.

7.1.1 Participation

Participating organizations must:

- A. Sign a Memorandum of Understanding (MOU) with NVTa;
- B. Identify a staff member or volunteer from their agency as a prospective driver
- C. Add driver on the borrowing agency's workers' compensation policy
- D. Have insurance for general Liability
- E. Have insurance for Hired & Non-Owned Auto Liability
- F. Name NVTa as an additional insured on the above listed insurance policies
- G. Provide proof that driver candidate is an employee or volunteer covered under that agency's workers compensation insurance
- H. Schedule time to borrow a vehicle on an as available basis
- I. Pick up and return the vehicle
- J. Prepare and submit necessary trip paperwork on the use of the vehicle
- K. Replace the gasoline used at their expense

7.1.2 NVTa Responsibilities

- A. NVTa must perform a Department of Justice background check on the driver candidates.
- B. NVTa shall provide driver training to driver candidates.
- C. Driver candidates must secure the appropriate license.
- D. Driver candidates must agree to undergo random drug testing.
- E. NVTa shall add drivers onto its vehicle insurance policy.

CHAPTER 8 TAXI SCRIP

Section 8.1. Statement of Policy

NVTA provides a limited amount of subsidized taxi rides within the City of Napa as a lifeline service to supplement regular fixed-route transit.

The NVTA Taxi Program shall be a lifeline service only for City of Napa residents over the age of 65 years or older or persons with disabilities travelling to and from destinations within the City of Napa. Napa residents that have been ADA Vine Go certified have presumptive eligibility in the Taxi program.

8.1.1 Participation & Compliance

8.1.1.1 Users

- A. Tipping with scrip is prohibited.
- B. Purchase three books increments of \$20 worth of scrip per month per client maximum.
- C. All scrip users must be enrolled and follow the rules of NVTA Taxi Program.
- D. All users must show Taxi Program ID with photo (or Taxi Program ID w/o photo and another Picture ID) every time they wish to pay with scrip.
- E. Use of Scrip may not exceed \$12 per trip.
- F. Scrip expires 3-5 years from issuance.
- G. Taxi scrip is non-refundable or exchangeable.
- H. Only residents meeting the established program criteria are eligible to enroll.
- I. All program applicants must complete a Taxi Scrip application. Applications may take up to 21 days to process.

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8.1.1.2 Agencies

- A. Agencies wishing to have their clients participate in the NVTA Taxi Scrip Program must direct their clients to NVTA to enroll and follow the same rules as individual participants.
- B. Agencies selling scrip must record transactions in on-line data base.

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8.1.1.3 Taxi Companies

- A. Taxis may wait up to 5 minutes for passengers.
- B. Taxi drivers will not provide change for taxi scrip.
- C. Taxi companies are required to show complete street addresses for all trips.
- D. If billing is necessary, NVTA shall only be billed and will only pay the exact meter rate for trips.
- E. Drivers will not give change for rides paid by scrip, accept the balance of scrip as a tip, or wait for a passenger with the meter running in excess of 5 minutes.

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- F. Any taxi operator with a current, valid City of Napa Taxi operator license may participate in the taxi program. Drivers are required to use NVTA trip sheet and check required passenger ID(s).
- G. ~~In order to receive compensation for rides provided, taxi operators must submit NVTA required invoicing forms and driver trip sheets, remit collected taxi scrip, and otherwise operate within the program general policies.~~

Commented [EP5]: What is a trip sheet? Is this a paper they use to track the use of Taxi Scrip? I assume they would not need this anymore once the PEX cards are in use, correct? Since we could presumably track all of the transactions on the backend of the PEX system

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CHAPTER 9 PASSENGER POLICIES

Section 9.1. Statement of Policy

NVTA is committed to providing a safe, enjoyable experience for all passengers.

Section 9.2. Passenger Code of Conduct

To keep Vine Transit Services enjoyable for all, the following rules apply:

- A. **Smoking:** NVTA prohibits smoking on all vehicles and at all transit facilities. The no smoking rule applies to all tobacco and cannabis products, including the use of e-cigarettes and vaporizers.
- B. **Eating:** Eating is not allowed on any transit vehicle with the exclusion of snack bars.
- C. **Drinking:** Drinking is allowed on buses if the liquid is in a closed container, such as a bottle or thermos. Cups with lids are not allowed unless it is tight fitting. Alcoholic beverages are strictly forbidden on transit vehicles, at transit facilities, and transit stops.
- D. **Entertainment Devices:** Playing videos, games, and/or music without headphones is not allowed on Vine buses. Please keep headphone volume respectable.
- E. **Littering:** All trash shall be placed in a designated trashcan on all vehicles and trashcans located at select bus stops.
- F. **Vandalism:** Causing damage in any way to Vine property is strictly prohibited. Prohibited actions include, but are not limited to, marking, etching, and cutting.
- G. **Obscene Language or Behavior:** Using language or actions that can be interpreted as abusive, threatening, or rude to fellow riders or transit staff is not allowed.
- H. **Animals:** No animals, except properly documented service animals, are allowed on board. Service animals must ride at their owner's feet or on their lap and be under control of the owner at all times. Animals are not permitted on seats. Non-service animals can be brought on board if they are in a secure cage or carrier for the entirety of the trip. The cage or carrier must fit on your lap or under your seat.
- I. **Hazardous Materials:** Hazardous Materials are strictly prohibited on Vine buses. These include, but are not limited to, corrosive material, flammable items, car batteries, materials emitting noxious odors, human or animal waste, etc.
- J. **Weapons:** Weapons of any kind are strictly prohibited on Vine vehicles and at any transit facility.
- K. **Carry-On Items:** Riders may bring luggage, shopping bags, or other non-hazardous material on the bus as long as the rider can easily handle and secure the items on or near their body.
- L. **Bikes on Buses:** All buses (except VineGo vehicles) are equipped with bike racks on the front of the bus. Availability of bike racks is on a first-come, first-served basis. Bicyclists are responsible for loading, securing and unloading their bicycles. Bus drivers may not assist. Bikes are only permitted inside the bus on buses retrofitted

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with interior bike racks or on the last trip of the day. Small scooters, including electric, are permitted inside the bus if they can be secured by the rider. Electric bicycles and/or their batteries must go on the outside front bike rack as they are not allowed inside the bus. The outside bike racks can accommodate bicycles that meet the following requirements:

- Bicycles with wheel sizes from 20 inches to 29 inches, excluding tandems and recumbent bicycles
- Bicycles with a wheelbase dimension of up to 44 inches
- Tire widths up to 2.3 inches
- Bicycles less than 55 pounds

- M. **Wheelchairs, Scooters and other Mobility Aids:** The Vine allows all mobility devices on its fixed route vehicles as long as rider can maneuver it onto the vehicle and have it properly secured. VineGo vehicles with a lift can only accept a device and rider who weigh less than 600 pounds combined.
- N. **Strollers:** Strollers must be able to collapse. Riders with strollers may ask the driver to lower the ramp to assist them in moving it into the bus. A child may remain in the stroller to board the bus, however, they must be removed when the vehicle is in motion. If there is no room to strap in or lock the stroller in the designated mobility device space or a passenger using a mobility device boards the vehicle after the stroller is placed onboard, the parent or guardian must collapse the stroller to allow room. Strollers cannot block aisles, doors, steps or emergency exits and must be in the control of the parent or guardian.
- O. **Securing Mobility Devices:** All Wheelchairs and Scooters must be secured. Passengers may transfer to a seat, or if they remain using the wheelchair or scooter, the driver will also recommend that they are secured with an over-the-shoulder strap.
- P. **Walkers:** The driver will secure walkers inside the bus.
- Q. **Oxygen Units:** Portable oxygen units are preferred. Large oxygen cylinders must be transported in a holder on wheels or attached firmly to a manual wheelchair.
- R. **Boarding by the Wheelchair Ramp:** Passengers who prefer to board the bus using the ramp should ask the driver to assist them.

9.2.1 Suspendible Offences

- A. The following acts may result in immediate and permanent suspension and possible criminal prosecution:
- Physical abuse or causing physical injury to another rider or driver
 - Purposeful destruction or vandalism of Vine property.
- B. For violating any other codes of conduct the following will be enforced:
- One (1) violation will result in a verbal warning
 - Two (2) violations will result in a written warning.
 - Three (3) or more violations will result in suspension of service for a minimum of 30 days.

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- C. Riders may appeal warnings or suspensions. An appeal can be made in writing within 60 days of the incident in question. Written appeals should be mailed to 625 Burnell St Napa, CA 94559. Riders may also file an appeal in person at the Transit Center or call the main administrative line at (707) 259-8631. Riders may also submit their requests for an appeal through the Vine "Contact Us" portal on the vinetransit.com.
- Appeals will be reviewed and considered by the Executive Director and the residing Chair of the Napa Valley Transportation Authority Board of Directors. A joint decision on maintaining the ban or removing it will be given within ten (10) days of receipt.

CHAPTER 10 VEHICLE ACCIDENT POLICIES & PROCEDURES

Section 10.1. Statement of Policy

NVTA considers passenger safety the highest priority in its public transit services.

All vehicle incidents and accidents involving injury shall be reported to NVTA staff by the agency's contractor within 24 hours of occurrence. In the event of serious injury, NVTA staff should be notified immediately

Within 72 hours NVTA's contractor shall provide the agency complete documentation of all accidents/incidents including, but not limited to, accident investigation forms, supervisor's notes, photographs and/or video of vehicle(s) and accident scene.

A summary of all accidents and incidents shall be provided by operations contractor in each monthly billing invoice.

The NVTA Executive Director shall be notified of any accident or incident in which medical care was provided at the scene and/or subjects were transported to a medical facility.

CHAPTER 11 STATE OF GOOD REPAIR

Section 11.1. Statement of Policy

Maintaining the agency's transit assets in a state of good repair is essential for delivering safe and reliable transit service.

The agency will maintain an asset management database to log the value and condition of capital assets.

In developing transit budgets and short and long range transit plans, the agency shall prioritize the replacement and/or repair and refurbishment of capital assets to maintain a state of good repair.

The agency contractor will schedule maintenance on intervals that support system wide state of good repair and maintain records of service and maintenance for vehicles and equipment for which they are contractually responsible to maintain.

The agency will schedule maintenance on intervals that support system wide state of good repair and maintain records of service and maintenance for those items not operated by contractor.

CHAPTER 12 SAFETY & SECURITY

Section 12.1. Statement of Policy

NVTA's contract transit provider shall maintain, implement and annually update a Safety and Security Management Plan.

CHAPTER 13 BUS STOP PLACEMENT

Section 13.1. Statement of Policy

The recommended stop spacing guidelines are based upon the best practices research and staff knowledge of local conditions. The goal is to balance the needs of passengers and the operator. While a short distance between stops means a shorter walk for customers, the result is a longer ride for them in the end. The more opportunities for boarding and alighting along a route results in longer trips because of the time it takes for the bus to decelerate, come to a complete stop, collect fares from passengers, wait for the passengers to sit down, and then accelerate and merge into traffic.

A. Local Route

Local stop spacing is broken down into two categories, urban and suburban. Urban is relegated to Downtown defined as First through Fifth Street and Main to Franklin Street and Suburban is the rest of the City of Napa. For the Urban service type, the average distance between stops is 1,000ft apart and for Suburban the average is 1,500ft.

B. Regional Route

On the Routes 10 and 11 there is a wide range of stop distances due to the different land uses and densities along these two routes. The recommended average distance is 4,500 ft. The idea is that within incorporated areas the stops on average can be 1,500ft, in alignment with Suburban standards, and then in rural areas, particularly along the Route10, the stops can be further apart, closer to 20,000 ft.

| Type of NVTA Service | Range | Average |
|----------------------|-------------------------|-----------|
| Local | | |
| - Urban | 500 to 1,500 ft | 1,000 ft |
| - Suburban | 1,000 to 2,000 ft | 1,500 ft |
| Regional | 1,500 to 20,000 ft | 4,500 ft |
| Express | Major Employment Center | 25,000 ft |

The Routes 10 and 11 share an alignment between Napa Valley College and the Redwood Park and Ride. There may be opportunities to eliminate some duplicative stops along this shared alignment especially along

Soscol Ave near the Soscol Gateway Transit Center (SGTC) where there are stops less than 1,500 ft from the SGTC that predate the construction of the SGTC.

C. Express Routes

The recommendation for stops to be located at a major employment center with an average distance of 25,000 ft apart is similar to the current spacing along the Routes 11X, 21 and 29. As outlined in the *Express Bus Corridor Study* completed by NVTa in 2017 the Route 21 stop at Corporate Drive was eliminated due to low boarding at that stop, which results in the modification of the route alignment between the Napa Valley College and the Devlin Road/Airport Blvd stop and a decrease the travel time on the Route 21.

As additionally outlined in detail in the *Express Bus Corridor Study*, in order to speed up the Route 29, the stop at the Soscol Gateway Transit Center was moved on October 30, 2022 to the Imola Park and Ride in order to be closer to the main Highway 29 corridor. If stops are added in the future, the stops should only be at major employment centers.

Section 13.2. Process for Implementing Bus Stop Spacing Recommendations

A. Evaluate the Current Distance Between Bus Stops Against Spacing Guidelines

The next steps is to evaluate the current distance between bus stops against spacing guideline and either leave the stop unchanged, insert an additional stop, consolidate the stop or eliminate a stop as follows:

Unchanged - if the stop meets the spacing interval

Insert Additional Stop – spacing greater than the maximum recommended interval

Consolidate Stop

If spacing is less than interval then evaluate both stops

One stop is either a hub or has a shelter, evaluate the other stop

If the other stop meets the seven requirements of the Stop Consolidation Checklist then move forward with consolidation.

Eliminate Stop

If spacing is less than interval then evaluate both stops

Neither stop is a hub or has a shelter, evaluate the stop with the lower ridership

If the other stop meets the six requirements of the Stop Elimination Checklist the move forward with elimination.

B. Stop Elimination Checklist

In order to NVRTA to eliminate stop the answer to the following questions needs to be Yes.

| Criteria to Eliminate | Yes/No |
|--|--------|
| The adjacent stops left unaltered adhere to the prescribed spacing requirements for their service area. | |
| Adjacent stops are designed accordingly to absorb additional ridership. | |
| The stops does not provide direct access to connecting transit services, or if it does there are stops further along the route that will provide the same connections. | |
| The stop being removed does not meet ADA guidelines, or both adjacent stops meet ADA guidelines. | |
| The stops does not serve existing community resources such as schools, hospitals, senior center, recreation centers, and locations providing public service. | |

C. Stop Consolidation Checklist

In order to NVRTA to eliminate stop the answer to the following questions needs to be Yes.

| Criteria to Eliminate | Yes/No |
|---|--------|
| The new stops location has adequate pedestrian access, such as direct sidewalk connections and safe pedestrian crossings | |
| The new stop location adheres to the spacing requirements with adjacent stops. | |
| The new location meets ADA guidelines or can be reasonably modified to meet guidelines. | |
| If either stop being considered for consolidation is a transfer stop, existing transfer opportunities at the new stops location are possible within two or fewer street crossings or at another stop location along the line. | |
| The stops being considered will not impact more than 20% of the entire route's daily ridership | |
| The stops being considered for consolidation do not directly serve existing community resources such as schools, | |

| Criteria to Eliminate | Yes/No |
|---|--------|
| hospitals, senior centers, and locations providing public services. | |
| The new location will improve or maintain running times. | |

Section 13.3. Adding a Shelter

In order to be considered as a potential location for a bus shelter, the stop in question must obtain a minimum of:

- 20 boarding's per average weekday on regional or express Routes
- 10 boarding's per average weekday on local routes

Stops which do not meet these minimum ridership requirements will not be considered for further analysis.

- Further analysis involves the following factors ridership, exposure, transfer, transit frequency, high priority community resources, and the ability to remain ADA accessible.

Section 13.4. Ongoing Monitoring and Corrective Action

Existing services should be monitored annually to see if additional shelters are necessary. All stops added to new service must adhere to the recommended Spacing Guidelines for local, regional and express bus service outlined in this document.

CHAPTER 14 CONTRACTOR RELATIONS & OVERSIGHT

Section 14.1. Overview

The agency engages a variety of contractors for the provision of single, periodic and/or on-going services. Initial Contractor solicitation and selection shall be conducted as outlined in section Chapter 5: Contracts and Procurement.

During the duration of any contract NVTa personnel shall carry out relations with the vendor commensurate with the highest standards of professional and ethical conduct. Oversight and reporting of contract compliance shall be consistent with all applicable state and federal laws and consistent with the requirements set forth in related to the related proposal and contract documents.

The agency contracts for the operation of transit services. Agency staff shall monitor contractor performance consistent with all FTA requirements for 3rd Party Oversight. In addition, certain performance standards are established as part of the contract award with the selected vendor. These metrics shall be monitored regularly utilizing a mutually agreed methodology.

CHAPTER 15 TITLE VI

Section 15.1. Statement of Policy

To ensure compliance of Title VI of the Civil Rights Act of 1964, the agency is committed to providing transit services to individuals of diverse cultural and economic backgrounds and, to the maximum extent practicable, removing barriers to the use of public transit. To this end, the agency shall ensure:

- A. All Vine literature provided to the public is produced in English and Spanish.
- B. All vital documents are produced in English, Spanish and Tagalog
- C. All public postings related to service policies and operations are produced in English and Spanish
- D. Bus schedules have adequate information in Spanish to allow successful comprehension of the information presented
- E. The Vine website has translation options consistent with industry standards
- F. The Vine website will clearly identify Title VI complaint procedures
- G. All buses maintain up-to-date Title VI notifications

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