



January 16, 2019
NVRTA Agenda Item 10.2
Continued From: New

Action Requested: INFORMATION

NAPA VALLEY TRANSPORTATION AUTHORITY Board Agenda Letter

TO: NVRTA Board of Directors
FROM: Kate Miller, Executive Director
REPORT BY: Matthew Wilcox, Manager of Public Transit
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SUBJECT: Vine Transit Update

RECOMMENDATION

That the Napa Valley Transportation Authority Board receive information on the state of operations for Vine Transit Services.

COMMITTEE RECOMMENDATION

None

EXECUTIVE SUMMARY

The following report summarizes the Vine's operational performance during the first quarter of Fiscal Year (FY) 2018-19. The report will also provide an update on the changes proposed under Vine Vision.

The decline in ridership is concerning but is comparable to trends on other systems throughout the Bay Area and the state. These trends prompted the Metropolitan Transportation Commission (MTC) to launch a study which is being completed by the University of California, Los Angeles (UCLA). This study is similar to the other study prepared by UCLA for the Los Angeles transit systems that staff shared with the Board in 2018. Staff will present an overview of the MTC/UCLA study to the Board upon its completion.

Trending ridership declines prompted NVRTA staff to develop proposed service changes now scheduled for June. Some of the ridership drop may be the result of suspended marketing pending the service changes. A marketing plan is currently being developed that will be implemented concurrently with the proposed June service changes.

PROCEDURAL REQUIREMENTS

1. Staff Report
2. Public Comment

FISCAL IMPACT

Is there a Fiscal Impact? None

CEQA REQUIREMENTS

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (California Environmental Quality Act (CEQA) Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Vine ridership continues to experience a downward trend. Fixed route ridership for the first quarter of FY 2018-19 is down 9.9% (-26,270 riders). Ridership on the community shuttles was also down by 7.6% (-1,519 riders). The ridership decrease on the community shuttles is driven solely by the 42.4% decrease seen in Yountville. Excluding Yountville's numbers the community shuttles had a 7.2% increase. VineGo also had a minor decrease of 3.6% (224 riders). Figures 1 – 4 show the raw ridership numbers for the quarter.

Figure 1: Routes 1-8 Ridership

	FY 17/18	FY 18/19	% Difference	Total Rides
Route 1	5,971	4,041	-32.3%	-1,930
Route 2	14,606	13,354	-8.6%	-1,252
Route 3	15,933	14,911	-6.4%	-1,022
Route 4	12,910	11,204	-13.2%	-1,706
Route 5	15,034	13,355	-11.2%	-1,679
Route 6	11,080	10,122	-8.6%	-958
Route 7	5,671	4,455	-21.4%	-1,216
Route 8	26,135	23,498	-10.1%	-2,637
Total	107,339	94,940	-11.6%	-12,399

Figure 2: Routes 10, 11, 21, and 29 Ridership

	FY 17/18	FY 18/19	% Difference	Total Rides
Route 10	63,391	57,066	-10.0%	-6,325
Route 11	68,774	63,648	-7.5%	-5,126
Route 21	5,509	5,323	-3.4%	-186
Route 29	19,049	16,815	-11.7%	-2,234
Total	156,723	142,852	-8.9%	-13,871

Figure 3: Community Shuttles Ridership

	FY 17/18	FY 18/19	% Difference	Total Rides
Calistoga Shuttle	6,446	7,049	9.4%	603
St. Helena Shuttle	3,184	3,615	13.5%	431
Yountville Trolley	6,265	3,611	-42.4%	-2,654
American Canyon Transit	5,152	5,181	0.6%	29
Total	21,047	19,456	-7.6%	-1,591

Figure 4: VineGo Ridership

	FY 17/18	FY 18/19	% Difference	Total Rides
VineGo	6,226	6,002	-3.6%	-224

Figures 5 – 8 show a month by month comparison for the first quarter of FY 2017-18 and FY 2018-19. For local service (Routes 1-8) not all routes experienced a decrease each month. Routes 2, 3 and 8 had an increase in the month of July. However, each month following had a decrease. All routes had their most precipitous decrease in September.

Regional service (Routes 10, 11, 21, and 29) show the same trends as local service. Route 21 had minor increases but nothing significant.

The community shuttles had a better first quarter than fixed route service. All services, except Yountville, showed increases in ridership. Yountville's ridership has been trending downward for some time. This trend can be attributed to temporary closures of some of Yountville's hotels and resorts.

VineGo's drop in ridership is minimal. This has been a continuous trend since NVTa moved to in-person functional assessments for ADA eligibility. In-person assessments help ensure people using ADA paratransit truly need it.

Figure 5: Difference in Trips Taken by Month for Route 1 – 8

	Percent Change			Numerical Change		
	July	August	September	July	August	September
Route 1	-27%	-37%	-34%	-607	-625	-698
Route 2	3%	-10%	-17%	112	-515	-849
Route 3	9%	-7%	-18%	386	-384	-1,024
Route 4	-10%	-9%	-19%	-370	-402	-934
Route 5	0%	-7%	-24%	0	-362	-1,317
Route 6	-8%	-6%	-13%	-276	-223	-459
Route 7	-19%	-16%	-29%	-339	-285	-592
Route 8	5%	-18%	-15%	369	-1,592	-1,414
Total	-2%	-12%	-19%	-725	-4,387	-7,287

Figure 6: Difference in Trips Taken by Month for Routes 10, 11, 21, and 29

	Percent Change			Numerical Change		
	July	August	September	July	August	September
Route 10	-5%	-21%	-3%	-1,092	-4,682	-551
Route 11	-4%	-10%	-8%	-791	-2,538	-1,797
Route 21	1%	1%	-11%	10	15	-211
Route 29	-2%	-15%	-17%	-117	-1,102	-1,015
Total	-4%	-15%	-7%	-1,990	-8,307	-3,574

Figure 7: Difference in Trips Taken by Month for the Community Shuttles

	Percent Change			Numerical Change		
	July	August	September	July	August	September
Calistoga Shuttle	14%	13%	1%	312	268	23
St. Helena Shuttle	41%	25%	-5%	261	249	-79
Yountville Trolley	-54%	-38%	-25%	-1,545	-761	-348
American Canyon Transit	7%	6%	-5%	54	117	-142
Total	-14%	-2%	-7%	-918	-127	-546

Figure 8: Difference in Trips Taken by Month for VineGo

	Percent Change			Numerical Change		
	July	August	September	July	August	September
VineGo	3%	-3%	-10%	59	-68	-215

Total ridership provides staff with a snapshot of performance. NVRTA staff uses passengers per revenue hour as a way to judge how productive a service is. Figures 9 and 10 show this data. Year over year service is down in productivity. Regional service continues to have the least dramatic changes. On local service Routes 1 and 5 show the most dramatic decrease in productivity.

Figure 9: Passengers per Revenue Hour (Weekdays) Routes 1 – 8

	FY 17/18	FY 18/19	% Difference	Total Rides
Route 1	9.8	6.7	-32.4%	-3.2
Route 2	14.4	13.5	-6.2%	-0.9
Route 3	15.2	13.8	-9.6%	-1.5
Route 4	14.9	13.0	-13.1%	-2.0
Route 5	14.7	12.4	-15.6%	-2.3
Route 6	14.6	13.9	-5.1%	-0.8
Route 7	8.8	6.9	-21.5%	-1.9
Route 8	21.2	20.3	-4.4%	-0.9
Total	15.0	13.3	-10.9%	-1.6

Figure 10: Passengers per Revenue Hour (Weekdays) Routes 10, 11, 21, and 29

	FY 17/18	FY 18/19	% Difference	Total Rides
Route 10	13.5	10.8	-20.1%	-2.7
Route 11	14.2	13.0	-8.5%	-1.2
Route 21	7.1	7.0	-2.7%	-0.2
Route 29	7.5	6.7	-11.0%	-0.8
Total	12.0	10.4	-12.9%	-1.5

On-time performance is another metric staff uses to measure productivity. The goal is to achieve a 90% average for the system. As seen in Figure 11 the Vine fell short of this goal for the first quarter of FY 18/19. With an average of 71% this quarter is consistent with the previous two quarters. While late departures are problematic, early departures are more so. A bus should never leave a stop early. Routes 21 and 29 are an exception because they are commuter buses and their style of service allows them to depart early in special cases. In the coming quarter NVRTA staff will be working to lower the early departure percentage through an audit of the GPS system and working with Transdev to ensure drivers never leave early. Eliminating early departures on Routes 1-8, 10 and 11 the Vine could improve the average to 83.7%. Late departures can be improved by better scheduling. It staff's expectation that the regional services will prove to be the most problematic due to the inconsistent traffic patterns along the highways.

Figure 11: On-Time Performance for FY 18/19 (First Quarter)

	On Time	Late	Early
Route 1	84.5%	7.8%	7.7%
Route 2	79.4%	13.5%	7.1%
Route 3	76.2%	6.4%	17.4%
Route 4	81.7%	10.8%	7.5%
Route 5	78.7%	9.1%	12.2%
Route 6	72.7%	13.3%	14.0%
Route 7	78.7%	11.3%	10.0%
Route 8	74.2%	18.4%	7.4%
Route 10	56.2%	28.1%	15.7%
Route 11	67.1%	17.7%	15.2%
Route 21	50.9%	23.1%	26.0%
Route 29	52.0%	35.6%	12.4%
Average	71.0%	16.3%	12.7%

Electric Bikes In recent months, Transdev, the contractor that operates the Vine, has been inconsistent about when it allows electric bikes and scooters on Vine buses. At NVRTA Board Meeting in October, Board Member Ramos requested staff to provide an overview of NVRTA's policy about electric bikes and scooters on buses.

Electric bikes and scooters have become extremely popular in a very short period of time. Consequently, NVRTA has not yet formalized a policy for these types of vehicles. Currently

NVTA is treating electric bikes as it would normal bikes provided they can safely fit on the bike rack at the front of the bus and their battery pack does not infringe on the drivers line of site. Scooters have greater diversity in design and are being judged on a case by case basis at this time. Drivers are informally enforcing the requirement that a scooter can be secured by the rider on the bus providing it does not take up additional seats. NVTA has yet to encounter a scooter design that is compatible with the bike racks on the front of Vine vehicles. Moving forward NVTA will continue researching and collaborating with other transit providers to institute a best practice for these two modes of transportation. Ultimately this will result in a formal policy.

Ride the Vine App

All services are showing improvement in the use of the Ride the vine app. Calistoga has almost double the number of accounts of the next highest jurisdiction, Yountville. Other than American Canyon, response times are within the range staff expects. To help alleviate the long wait times in American Canyon staff has reached out to the City about adding a second vehicle. The large service area and Highway 29 have proved to be a hindrance to timely responses.

Figure 12: Ride the Vine App Operational Summary Report

Summary Report First Quarter FY 18/19	Calistoga	St. Helena	Yountville	American Canyon
Requested Trips	4,724	1,874	2,684	2,291
Requested Trips Completed	3,861	1,637	2,399	2,051
Requested Trips Canceled	863	237	285	240
Pickups Performed	3,696	1,539	1,783	1,845
Drop-Offs Performed	3,861	1,637	2,399	2,051
# of Flagdowns	166	98	617	206
# of Passengers for Requested Trips	6,627	2,120	3,495	2,877
# of Passengers for Completed Trips	5,263	1,811	3,055	2,545
# of Wheelchairs for Completed Trips	14	57	21	12
# of Bicycles for Completed Trips	0	5	3	3
# of Passengers for Canceled Trips	1,364	209	440	332
Average Response Time (Request Time to Pick Up)	0:15:31	0:13:02	0:10:38	0:24:00
Average Ride Time (Pick Up to Drop Off)	0:07:27	0:06:27	0:07:32	0:09:52
# of Accounts	7,779	3,262	4,480	3,549
# of Active Accounts	2,428	918	1,357	1,001

Customer Service Metrics

The Board requested that NVRTA staff provide an update on customer service response at the October meeting. The following data is from the period between October 1 and November 30 of 2018. During the period NVRTA staff and Transdev staff responded to 62 questions, comments, or complaints (Figure 11). Staff responded to this feedback within 19 hours on average. This is well below the standard of 72 hours. There is still room for improvement. 31.03% of responses occurred after 24 hours, 17.24% were within 24 hours, and 51.72% were within the first two hours. NVRTA staff hopes to improve on the 31.03%.

Figure 13: Tickets by Category

Category	% of Total Tickets
Complaints (Regular Bus)	41.94%
Complaints (Community Shuttles)	3.23%
Complaints (VineGo)	0.00%
Complaints (Staff Interactions)	4.84%
Discrimination (ADA)	0.00%
Discrimination (Title VI)*	6.45%
Kudos and Compliments	1.61%
Other Comments/Issues	20.96%
Questions	6.45%
Service Improvements and Suggestions	9.68%
Shared Vehicle Program	0.00%
Trip Planning	0.00%
Vine Vision	4.84%

*All tickets were erroneously categorized.

Vine Vision Update

NVRTA staff is in the process of completing the Final Report for the changes being proposed under the Vine Vision. The Final Report will review the planning process NVRTA staff went through to develop the changes the agency is proposing, an overview of each new service, the financial implications of the plan, and NVRTA's new Performance Monitoring and Evaluation Plan. Staff will bring the Final Report to the Board at the February meeting. At that time a public hearing will be conducted and staff will ask the Board to adopt the Final Report. Attachment 1, Attachment 2, and Attachment 3 provide a draft version of the proposed services.

SUPPORTING DOCUMENTS

- Attachments:
- (1) Draft Service Recommendations
 - (2) Draft Local Service Map
 - (3) Draft Regional Service Map

Service Recommendations

NVTA will implement service recommendations in two phases. Phase I will be near term changes, within the next year. It is the goal of NVTA to accomplish these changes within the current budget and capital constraints of the agency. Phase II will build on the recommendations of Phase I as more funding and capital becomes available over the next five years. Phase I recommendations will be explained in the greatest detail. Phase II recommendations will provide more of a general guideline for the direction NVTA should be heading.

Route Profiles

The following section will provide details on each service recommendation from the Vine Vision process. Many routes have been realigned completely making it difficult to do direct comparison between the current service the Vine operates and the changes being recommended. Comparisons between “service areas” will be done for each recommended service. This approach will help in understanding how the recommendations alter the way in which riders will use the system. Profiles of each service will explain the recommendations for both Phase I and Phase II. In order to be responsive to the public and ensure proper planning processes are followed NVTA staff has created a reevaluation plan for the new system. An explanation of this reevaluation process can be found in Chapter 5 of this document.

Route A: Browns Valley California Blvd

Phase I Recommendations

Route A is a modified version of the current Route 1. The old Route 1 provided direct service between the Browns Valley area to downtown and the transit center. Staff reviewed transfer patterns on the route and discovered that 61% of the transfers were to routes serving north Napa (Routes 5 and 8). With this in mind staff reoriented the route to serve north Napa, specifically the shopping and medical facilities along the Trancas corridor. In doing so California Blvd now has transit service. The street has a mix of housing, commercial, and industrial uses creating opportunities for new riders. The route also runs in close proximity to Napa High School. Students living in Browns Valley can alight at California and Lincoln for a short ten minute walk to the center of campus.

Riders wishing to do to downtown will no longer have a one seat ride. However, they will have a timed transfer to the new Route B at 1st Street and Chelsea Avenue. Total time for a trip of this nature will be marginally increased as compared to the old Route 1.

Frequency:

Weekdays: Every 60 minutes

Saturdays: Every 60 minutes

- Bel Aire Plaza
- Kaiser Clinical Offices
- Redwood Park and Ride
- Close proximity to Napa High

Span of service:

Weekdays: 7:00AM – 6:00PM

Saturdays: 7:00AM – 5:00PM

Sundays: No Service

Major Destinations:

- Browns Valley Elementary
- Browns Valley Market
- Lucky Supermarket
- Safeway
- Walgreens
- Napa Post Office

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Transit in closer proximity
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

Staff will monitor the performance of the Route A over the next several years. Service will most likely remain at the same levels proposed in Phase I.

Route B: Laurel South Napa

Phase I Recommendations

Route B is a modified version of the current Route 2. It will provide bidirectional service where the old Route 2 was a one-way loop. The route will provide service to and from the neighborhoods around Laurel Street and Old Sonoma Road. The ends of the route will be anchored by the South Napa Marketplace and Century Center to the south and Downtown Napa to the north. The route will also serve the transit center. Transfer activity on the old Route 2 indicate a pattern of trips to the northern parts of Napa, specifically along Trancas and Clinic Olé. The new Route B will not provide a one seat ride to these locations but it will provide easy transfers to the routes that do. Clinic Olé is also opening a new larger clinic adjacent to the Century Center in south Napa, a location the Route B will serve directly.

Frequency:

Weekdays: Every 30 minutes

Saturdays: Every 60 minutes

Span of service:

Weekdays: 6:15AM – 6:45PM

Saturdays: 7:00AM – 6:25PM

Sundays: No Service

Major Destinations:

- Soscot Gateway Transit Center
- Downtown Napa
- Napa Premium Outlets
- Goodwill

- Grocery Outlet
- CVS
- Rite Aid
- Century Theater and Shopping
- South Napa Marketplace

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Transit in closer proximity
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

The area the Route B serves shows some of the highest propensity for transit use in the City of Napa. Staff will review ridership and identify peak demand. If service continues on its current trend increased frequency might be warranted during peak periods.

Route C: Jefferson

Phase I Recommendations

Route C is an unmodified version of the current Route 8. Due to the popularity of the Route 8 staff did not feel the need to modify the route's pattern. Staff will review the current spacing of stops along the Jefferson corridor and make adjustments to create equal spacing. These adjustments should improve travel times.

Frequency:

Weekdays: Every 30 minutes

Saturdays: Every 60 minutes

Span of service:

Weekdays: 6:00AM – 7:00PM

Saturdays: 7:00AM – 5:00PM

Sundays: No Service

Major Destinations:

- Soscol Gateway Transit Center
- Downtown Napa
- City of Napa Senior Center

- Napa High
- Kaiser Clinical Offices
- Safeway
- Bel Aire Plaza
- Redwood Park and Ride

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Transit in closer proximity
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

The route pattern will likely stay the same. Due to the popularity of the route and the major corridor it serves it should be the first route considered for an expansion of service hours and an increase in headways during peak periods.

Route D: Shetler and Shurtleff

Phase I Recommendations

The Route D is a modified version of the current Route 4. Due to the current land uses and the lack of pedestrian amenities in the neighborhood the Route D will serve the route pattern is a loop. The route will provide a connection between the Shurtleff neighborhood and the South Napa Market Place. It will also begin and end at the Soscol Gateway Transit Center to provide a connection to other routes.

Frequency:

Weekdays: Every 35 minutes

Saturdays: Every 35 minutes

Span of service:

Weekdays: 6:00AM – 6:00PM

Saturdays: 7:00AM – 5:00PM

Sundays: No Service

Major Destinations:

- Soscol Gateway Transit Center
- Napa Crossing South

- Phillips Elementary School
- South Napa Marketplace
- Chamberlain High School
- Close proximity to Skyline Park
- Close proximity to Napa State Hospital

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Transit in closer proximity
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

Pedestrian improvements along Imola will allow the neighborhood to receive bidirectional service. Route D has the greatest potential for service realignment was those improvements are completed. Staff will need to ensure that the pedestrian improvements along the Imola corridor east of Soscol include transit amenities.

Route E: Crosstown Local Connector

Phase I Recommendations

Route E is an entirely new service containing portions of older routes like the Route 3, 5, and 6. The route provides north-south service through the City of Napa. While the Routes 8, 10, and 11 fill this role as well, the Route E will provide more neighborhood service compared to those other routes. The route begins and ends at two strong anchors. While Rohlff's Manor does not act as a major trip attractor it is a major trip generator. The southern anchor for the route is the South Napa Marketplace. The route has numerous anchors along its path of travel to further strengthen its attraction.

Frequency:

Weekdays: Every 45 minutes

Saturdays: Every 60 minutes

Span of service:

Weekdays: 6:00AM – 7:00PM

Saturdays: 7:00AM – 6:00PM

Sundays: No Service

Major Destinations:

- Downtown Napa
- Napa County Library
- Century Theater and Shopping
- South Napa Marketplace

- Kaiser Clinical Offices
- Safeway
- Bel Aire Plaza
- Queen of the Valley
- Clinic Ole
- Redwood Park and Ride

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Transit in closer proximity
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

Staff will need to review the performance of the route closely. Staff anticipates it will be a strong service that may warrant a longer span of service and for frequent headways. Any expansion will be predicated on the availability of funds, drivers, and capital resources.

Route 10: Up Valley Connector

Phase I Recommendations

The route pattern will not change for the Route 10. With the addition of the Route 10X service on the Route 10 will be limited to a bus every hour. Schedule reliability will be improved and times points will be adjusted to reflect the more popular stops along the route.

Frequency:

Weekdays: Every 60 minutes

Saturdays: Every 60 minutes

Sundays: Every 60 minutes

Span of service:

Weekdays: 5:50AM – 8:15PM

Saturdays: 6:00AM – 7:00PM

Sundays: 7:15AM – 6:00PM

Major Destinations:

- Socol Gateway Transit Center
- Napa Valley College
- Walmart

- Queen of the Valley
- Bel Aire Plaza
- Redwood Park and Ride
- Yountville
- St. Helena
- Calistoga

Addresses the following needs from the Needs Assessment:

- ✓ Transit in closer proximity
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

To attract more riders to the route, staff will need to increase the frequency on the route. Staff will also seek out a partnership with the vintners to run a pilot for late night and early service during harvest. Staff will also investigate this type of scheduling to accommodate service industry workers on “untraditional” shifts.

Route 10X: Up Valley Express

Phase I Recommendations

The Route 10X will provide express service between the City of Napa and the City of Calistoga. The route will operate as a replacement for the northern portion of the current Route 29 that was removed. In Phase I of the service redesign the route will only operate during the peak commute hours. It will also provide a timed transfer to the Route 11X to provide a connection to the Vallejo ferry from the Up Valley communities.

Frequency:

Weekdays: Every 60 minutes

Span of service:

Weekdays: 5:00AM – 8:00AM, 4:00PM – 6:00PM

Saturdays: No Service

Sundays: No Service

Major Destinations:

- Redwood Park and Ride
- Yountville Park and Ride
- St. Helena City Hall
- Downtown Calistoga

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

The frequency and span of service for the route should be increased if warranted and the capital/financial means are available. Weekend service will also be considered.

Route 11: Napa Vallejo Connector

Phase I Recommendations

The path other travel for the Route 11 will be relatively unchanged. There is an opportunity to alter the way the route serves the Walmart in American Canyon. The Walmart is only has direct service in the northbound direction. Having direct service in both directions could provide an increase in ridership as well as an increase in pedestrian safety.

Frequency:

Weekdays: Every 60 minutes

Saturdays: Every 60 minutes

Sundays: Every 60 minutes

Span of service:

Weekdays: 7:15AM – 9:50PM

Saturdays: 8:00AM – 7:00PM

Sundays: 9:00AM – 7:00PM

Major Destinations:

- Vallejo Ferry Terminal
- Kaiser Vallejo
- Sutter Hospital
- Walmart (American Canyon)

- Napa County Health and Human Services
- Napa Valley College
- Socol Gateway Transit Center
- Walmart (Napa)
- Queen of the Valley
- Bel Aire Plaza
- Redwood Park and Ride

Addresses the following needs from the Needs Assessment:

- ✓ Transit in closer proximity
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

Long term changes to the Route 11 are primarily dependent on an increase in capital resources and funds. There are also opportunities to improve travel times in American Canyon if Highway 29 is improved to include bus turnouts. Being able to stop on the corridor and not deviate into residential areas could make the service more attractive.

Route 11X: Napa Vallejo Express

Phase I Recommendations

The primary purpose of the Route 11X is to provide express service to the Vallejo Ferry. In Phase I the route will only operate during the commute periods syncing with ferry departures in the morning and ferry arrivals in the afternoon.

Frequency:

Weekdays: Every 35 minutes

Span of service:

Weekdays: 6:00AM – 7:45AM, 5:45PM – 6:55PM

Saturdays: No Service

Sundays: No Service

Major Destinations:

- Redwood Park and Ride
- Socol Gateway Transit Center
- Napa Valley College
- American Canyon Park and Ride
- Vallejo Ferry Terminal

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

As more capital and financial resources become available the route should begin operating during the midday and possibly later into the evening. Weekend service will also be considered.

Route 21: Napa Solano Express

Phase I Recommendations

The Route 21 will focus service between Napa, Fairfield, and Suisun. The route will be aligned to provide more direct service by, by-passing Napa County Health and Human Services. It will continue to serve Napa Valley College.

Frequency:

Weekdays: Varies by time of day from 60 minutes to 150 minutes

Span of service:

Weekdays: 5:20AM – 5:20PM

Saturdays: No Service

Sundays: No Service

Major Destinations:

- Soscot Gateway Transit Center
- Napa Valley College
- Fairfield Transit Center
- Suisun City Train Depot

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

Service frequency and span should be increased when capital and financial resources become available.

Route 29: Napa BART Express

Phase I Recommendations

The Route 29 will go through a major service restructuring in Phase I. The route will no longer provide service north of the Redwood Park and Ride Lot. The route will also no longer stop at Napa Valley College or the Vallejo Ferry. The primary purpose of the route will be to provide service from Napa and American Canyon to the El Cerrito del Norte BART station. The frequency during the peak commute will increase to a bus every thirty minutes.

Frequency:

Weekdays: Every 60 minutes off peak, every 30 minutes on peak

Span of service:

Weekdays: 5:45AM – 8:45PM

Saturdays: No Service

Sundays: No Service

Major Destinations:

- Redwood Park and Ride
- Soslol Gateway Transit Center
- American Canyon Park and Ride
- El Cerrito del Norte BART

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Strong anchor points
- ✓ Improved connections between services
- ✓ More reliable service

Phase II Recommendations

Service levels will remain roughly the same as Phase I, unless demand warrants an increase in frequency during the midday. Span of service will increase to include weekend service. Purchasing vehicles suited for long commute service should be a number one priority to attract riders to the route. Capital improvements along the Highway 29 corridor will improve travel times. The Imola Park and Ride upgrade will help keep the route on the corridor. The inclusion of bus turn outs and queue jumps in American Canyon will further facilitate improved travel times.

Alta Heights On-Demand Service

Phase I Recommendations

The service around Alta Heights will operate as a door to door service to any location within the service boundaries shown in *Figure X.X*. Riders wishing to travel outside the service area will need to use the shuttle to connect to another service. Staff is recommending the service be implemented as a one year pilot program.

Frequency:

Service is on-demand. Wait times will vary depending on demand

Span of service:

Weekdays: 6:00AM – 8:00PM

Saturdays: 9:00AM – 7:00PM

Sundays: No Service

Major Destinations:

- Socol Gateway Transit Center
- Oxbow Market
- WalMart

Addresses the following needs from the Needs Assessment:

- ✓ More direct service
- ✓ Improved connections between services
- ✓ More reliable service
- ✓ Transit in closer proximity

Phase II Recommendations

Long term service will be determined by the performance of the service over the first 12 months. Long term recommendations will be made by staff at that time.

North Napa On-Demand Service

Phase I Recommendations

The service in north Napa will operate as a door to door service to any location within the service boundaries shown in *Figure X.X*. Riders wishing to travel outside the service area will need to use the shuttle to connect to another service. Staff is recommending the service be implemented as a one year pilot program.

Frequency:

Service is on-demand. Wait times will vary depending on demand

- Safeway
- Kaiser Clinical Offices
- Clinic Ole
- Knob Hill
- CVS

Span of service:

Weekdays: 6:00AM – 8:00PM

Saturdays: 9:00AM – 7:00PM

Sundays: No Service

Addresses the following needs from the Needs Assessment:**Major Destinations:**

- Redwood Park and Ride
- Bel Aire Plaza
- Queen of the Valley

- ✓ More direct service
- ✓ Improved connections between services
- ✓ More reliable service
- ✓ Transit in closer proximity

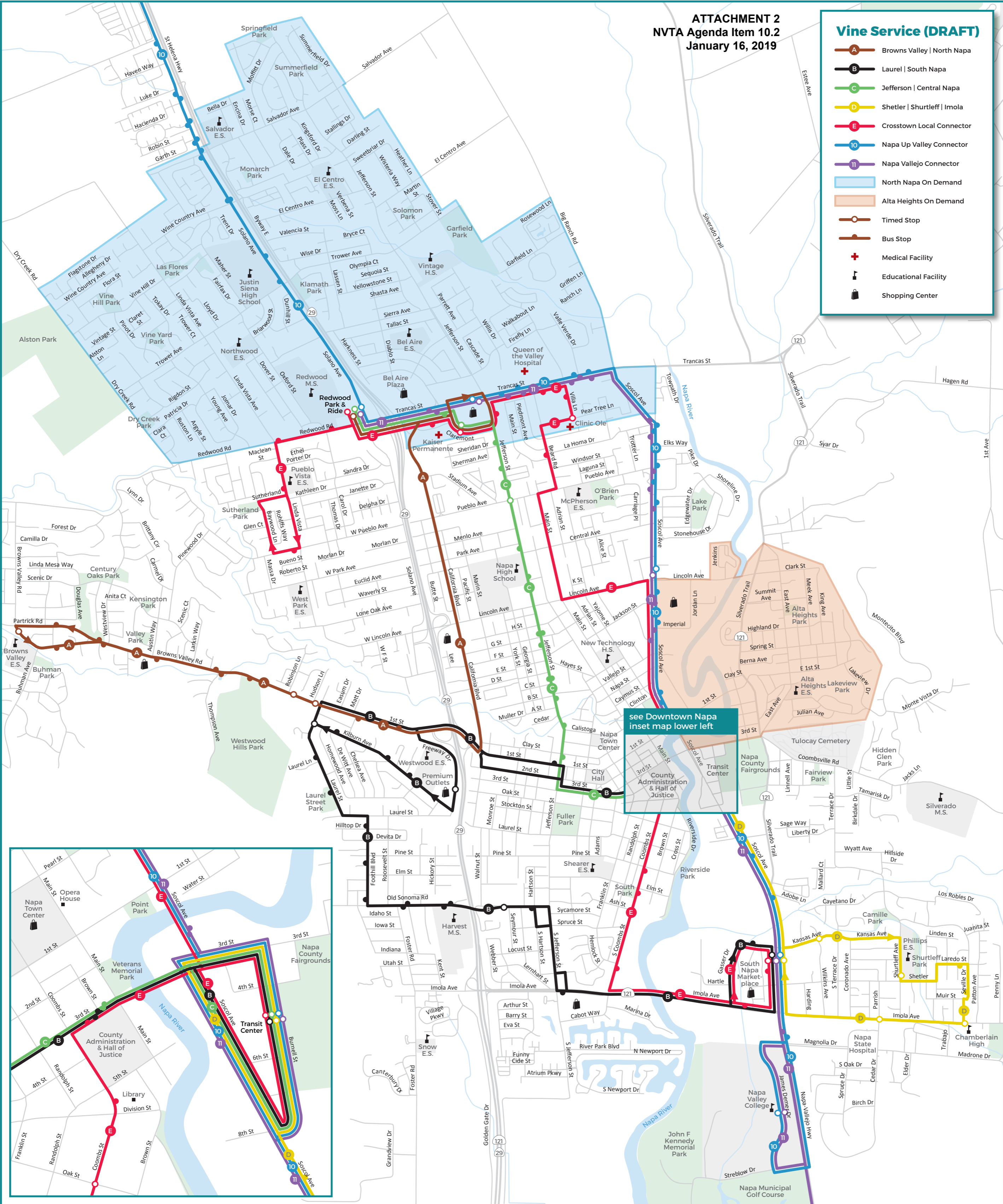
Phase II Recommendations

Long term service will be determined by the performance of the service over the first 12 months. Long term recommendations will be made by staff at that time.

ATTACHMENT 2
NVTa Agenda Item 10.2
January 16, 2019

Vine Service (DRAFT)

- Browns Valley | North Napa
- Laurel | South Napa
- Jefferson | Central Napa
- Shetler | Shurtleff | Imola
- Crosstown Local Connector
- Napa Up Valley Connector
- Napa Vallejo Connector
- North Napa On Demand
- Alta Heights On Demand
- Timed Stop
- Bus Stop
- Medical Facility
- Educational Facility
- Shopping Center



ATTACHMENT 3
NVRTA Agenda Item 10.2
January 16, 2019

VINE SERVICE

- 10 Napa Up Valley Connector
- 11 Napa Vallejo Connector
- 10X Up Valley Express
- 11X Napa Vallejo Express
- 21 Napa Solano Express
- 29 Napa BART Express

