



## NAPA VALLEY TRANSPORTATION AUTHORITY TAC Agenda Letter

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**TO:** Technical Advisory Committee  
**FROM:** Kate Miller, Executive Director  
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**SUBJECT:** Vine Transit Update

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### **RECOMMENDATION**

Information only

### **EXECUTIVE SUMMARY**

This report will provide the operational performance for Vine Transit services covering the third and fourth quarter of Fiscal Year (FY) 2019-20, which is January 2020 to June 2020, as well as July 2020. The report will also provide an update on operational and service changes related to the pandemic.

### **FINANCIAL IMPACT**

Is there a fiscal impact? Not for this report.

### **BACKGROUND AND DISCUSSION**

In response to the COVID-19 pandemic and public health orders issued by the State and County of Napa starting in March, a series of service modifications were instituted. Specifically, service hours were reduced, fare payment was suspended, seat spacing was introduced, and buses began using rear door only boarding whenever feasible. In mid-March, service hours on Routes 10 & 11 were reduced to a Saturday schedule during weekdays. Routes 10X and 11X were suspended – after already showing mixed ridership performance in the months preceding the pandemic. On April 27<sup>th</sup>, local fixed route services in the City of Napa (A-H) were suspended and transitioned to On-Demand service for local trips. On May 13<sup>th</sup> following the County of Napa's revised Shelter at Home order, NVTA posted notices requiring use of face coverings by passengers and staff.

NVTA is working with the Vine operator, Transdev, to install barriers in the driver's compartments on transit buses, for the protection of drivers and passengers. The project is expected to be complete in early September. Currently, there is not an established option for the smaller, cutaway shuttle buses. Once the barrier installation is completed, Vine will recommence fare collection on Sunday, September 13<sup>th</sup> on all services. Napa On-Demand riders will pay the same local \$1.60 full fare, \$1.10 student fare, and \$0.80 reduced fare for elderly and disabled riders that was previously established for local routes. Day, 20-ride, and 31-day fare passes will also be accepted. Using Clipper is encouraged and NVTA in partnership with MTC and other transit operators will be rolling out a full Clipper marketing campaign to introduce the new Clipper-START program for low income adults and the next generation of Clipper.

NVTA continues to support auxiliary EOC functions that include meal delivery to residents in isolation and quarantine sites, food bank distribution while centers are closed to the public, and related transportation. NVTA was also activated as part of the Napa Lightning Complex response on August 19 to support potential evacuation requests.

### Fixed Route Performance

The entire Vine system experienced steep ridership declines starting in March with a low in April and May. During June and July, ridership on Regional and Express Services increased by 18% compared to the prior two months (Table 1 and Chart 1). Taking into consideration reduced service hours, passengers per hour performance was relatively better (Table 2 and Chart 2) for Routes 10 and 11. Nevertheless, as compared to some of the other systems in the region, ridership on the Vine is relatively good which reflects the sustained high demand of transit dependent riders.

Table 1: Fixed Route Ridership

Passengers Carried	January	February	March	April	May	June	July
Route 10	16,261	16,936	6,255	5,525	6,693	8,214	8,122
Route 11	18,464	19,827	8,027	7,285	7,228	8,012	7,973
Route 10X	167	1,019	462	0	0	0	0
Route 11X	553	1,589	882	0	0	0	0
Route 21	3,091	2,985	1,462	1,372	1,334	1,483	1,559
Route 29	5,639	5,209	3,801	2,908	2,310	2,500	3,270
TOTAL	44,175	47,565	20,889	17,090	17,565	20,209	20,923

Table 2: Passengers per Hour by Route

Passengers per hr	January	February	March	April	May	June	July
Route 10	10.7	11.6	4.3	4.3	5.2	6.3	6.3
Route 11	11.45	13.06	5.43	5.77	5.96	6.59	6.56
Route 10X	0.63	4.34	2.62	N/A	N/A	N/A	N/A
Route 11X	1.98	6.33	4.67	N/A	N/A	N/A	N/A
Route 21	6.0	6.3	2.8	2.6	2.8	2.9	2.9
Route 29	7.55	7.63	5.07	3.90	3.41	3.34	4.19

Chart 1: Fixed Route Ridership

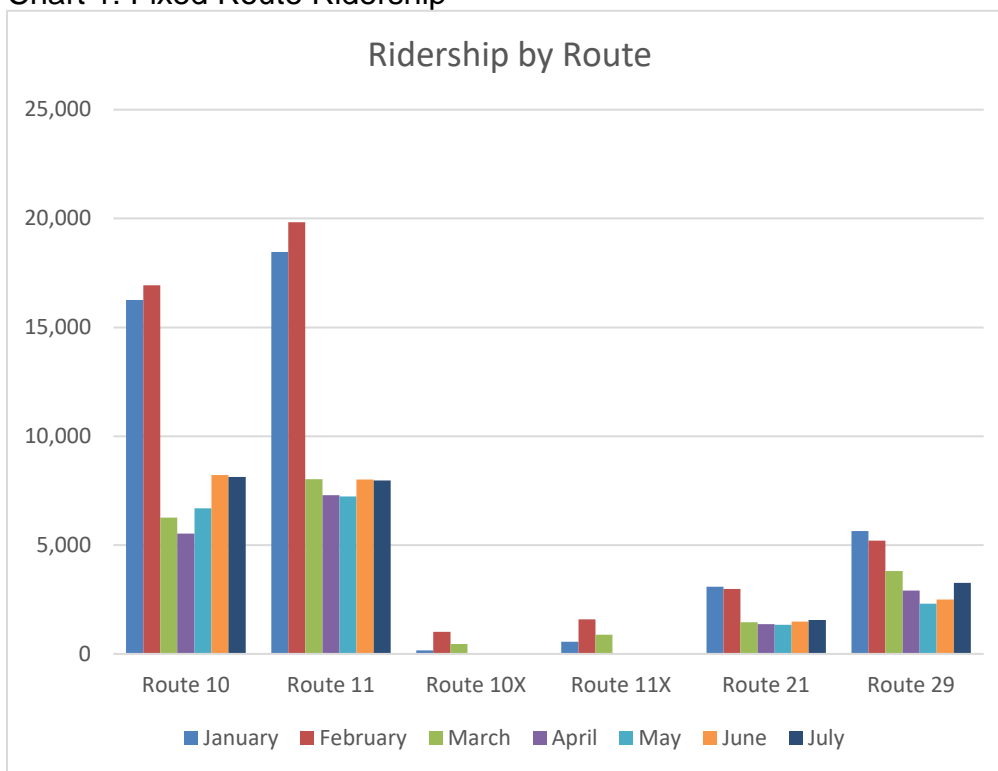
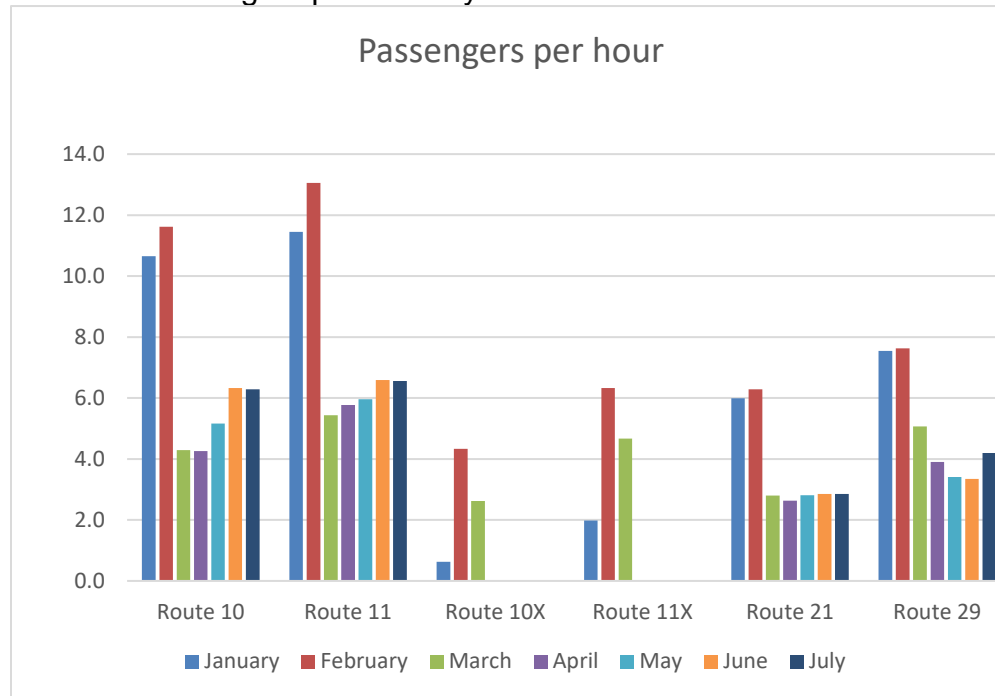


Chart 2: Passengers per Hour by Route



### City of Napa - On Demand Performance

On April 27, local fixed route services in the City of Napa (A-H) were suspended and Vine began operating On-Demand service for local trips Monday through Saturday, 7:30 AM to 5:30 PM. Since the implementation, weekday ridership has consistently increased every month. For the first half of August, the system carried 2.6 passengers per hour on weekdays, approaching the target of 4.0 passengers per hour. Saturday ridership has increased more slowly. (Table 3 and Chart 3)

Use of the Ride the Vine mobile application as a booking method has increased from 16.7% of riders in May to 20.3% in July and August. While ridership has increased, average wait times and average ride times have remained stable at about 10 minutes each, for a typical total trip time of 20 minutes.

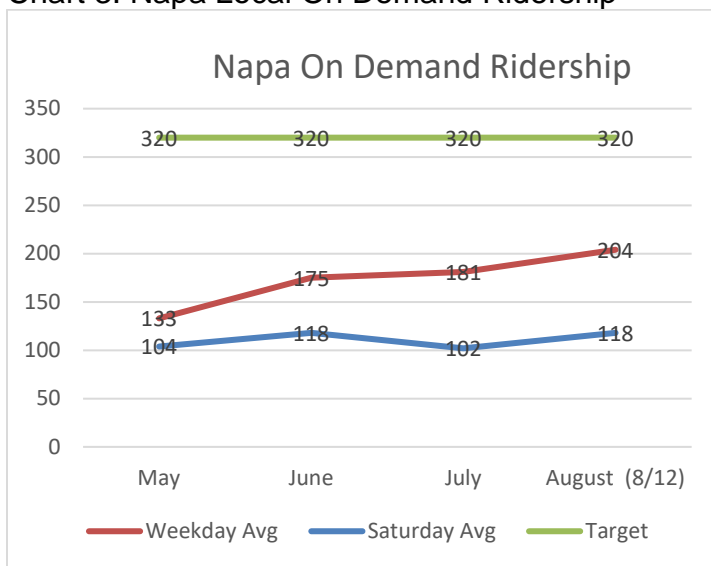
NVTA staff is hoping to sustain on demand services as long as possible but will likely need to put back some fixed route service when schools begin to hold in person classes again. Nevertheless, the on demand pilot project has been useful to understand the demand and the amount of resources may be needed to sustain this innovative and convenient form of service for the residents of the City of Napa.

Table 3 and Chart 3 summarize the ridership data from February through mid-August.

Table 3: Napa Local On-Demand Ridership

Passengers Carried	Fixed Routes A-H February	May	June	July	August
Weekday Average	1,512	133	175	181	204
Saturday Average	759	104	118	102	118

Chart 3: Napa Local On Demand Ridership



### VineGO and Community Shuttle Performance

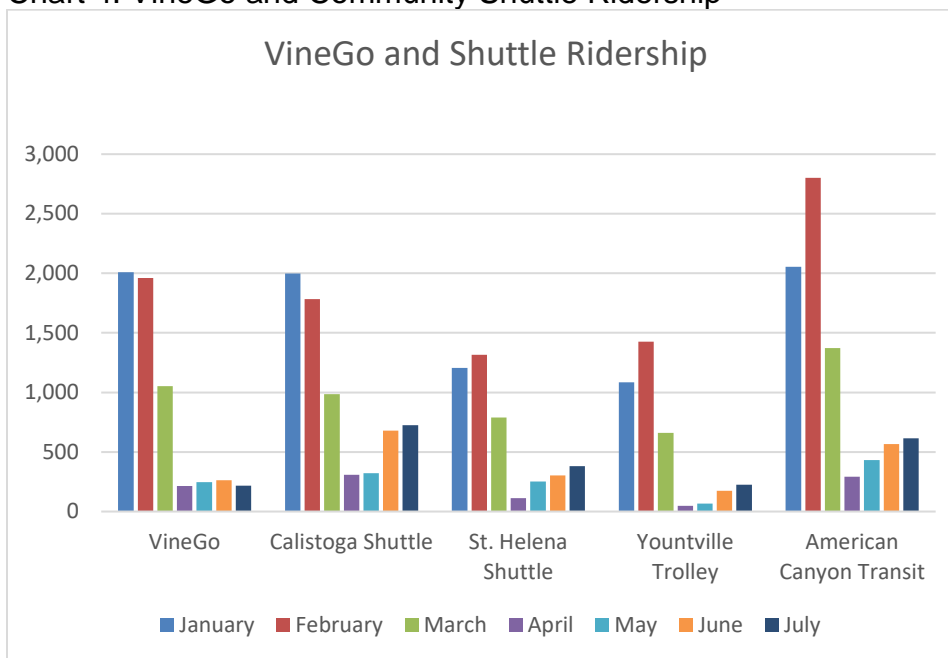
Ridership on VineGo remains roughly 10% of pre-COVID levels. VineGO is scheduling all requested trips for eligible riders. This is likely attributable to safety concerns among more vulnerable riders and that many community services are closed due to the pandemic. Reopening of community centers and social service offices are likely to result in new ridership. New ADA certifications are being conducted by phone appointment only at this time.

Total ridership on the four Community Shuttles has recovered to approximately 30% of pre-COVID levels with all services showing monthly improvement. Starting in March, reduced hours were instituted in response to the lower demand. Overall, the shuttles transported 1.9 passengers per hour in July compared to 4.9 passengers per hour in February. Some change is associated with the elimination of fixed route trips on some services, which had high student ridership. (Table 4 and Chart 4)

Table 4: VineGo and Community Shuttle Ridership

Passengers Carried	January	February	March	April	May	June	July
VineGo	2,009	1,960	1,052	214	247	262	216
Calistoga Shuttle	1,999	1,783	985	308	322	678	724
St. Helena Shuttle	1,207	1,317	789	111	252	302	380
Yountville Trolley	1,085	1,425	660	48	67	175	225
American Canyon Transit	2,055	2,802	1,373	292	433	567	615

Chart 4: VineGo and Community Shuttle Ridership

**SUPPORTING DOCUMENTS**

None