

# Napa County Short Range Transit Plan FY2008–2017

**FINAL REPORT**



Submitted by:

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Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. In order to effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which receives federal funding through the TIP, prepare, adopt, and submit to MTC a Short Range Transit Plan (SRTP).

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# Executive Summary

This Short Range Transit Plan (SRTP) meets the Metropolitan Transportation Commission (MTC) and the Federal Transit Administration's requirements that apply to the Napa County Transportation and Planning Agency (NCTPA). This SRTP updates the previous plan created in 2006 and covers all of the agency's transit services including local and regional fixed routes, community shuttles, and paratransit services required by the Americans with Disabilities Act (ADA). The plan includes

- A review of transit services operated by NCTPA
- Analysis of system performance compared to the agency's adopted goals and objectives
- Service recommendations for enhancing the system's overall performance and meeting the needs of county residents
- Operating and capital improvement plans covering the next ten years

## Overview of Services

NCTPA operates transit services in the Napa Valley, primarily in communities lining the Highway 29 corridor, and provides the administrative oversight for these services. Day-to-day operations and maintenance are provided by contract with Veolia Transportation. NCTPA provides a variety of services branded under different names. The following section briefly describes each service.

### **Fixed Route**

Fixed route services are traditional transit services which operate on a fixed route and a fixed schedule.

#### *VINE Transit*

Fixed-route service is provided in Napa Valley's largest city, Napa. Local transit service is provided on Routes 1A, 1B, 2, 3A, 3B, 4, 5A, 5B, and 6. Intercity service is provided on Route 10, connecting the communities of Calistoga, St. Helena, Yountville, Napa, American Canyon, and Vallejo along the Highway 29 corridor. Route 11 provides intercity service on a limited schedule from Napa to Santa Rosa.

#### *Downtown Trolley*

The Downtown Trolley provides free fixed-route service on one route Sunday through Wednesday and two routes Thursday through Saturday in downtown Napa. This service is operated in conjunction with the Napa Downtown Association.

## Community Shuttles

The community shuttles operated in the smaller Napa Valley communities operate on a fixed schedule and route but may deviate to pick up and drop off persons off the route by request. These services are referred to as deviated fixed-route services.

### *American Canyon Transit: The Duck*

The Duck provides deviated fixed-route service within American Canyon and connects American Canyon residents to Kaiser Hospital, Sutter Solano Medical Center, and the Sereno Transfer Center in Vallejo.

### *St. Helena VINE Shuttle*

The St. Helena VINE Shuttle provides deviated fixed-route service within St. Helena and to the St. Helena Hospital in Deer Park.

### *Yountville Shuttle*

The Yountville Shuttle provides deviated fixed-route service within Yountville including the Veteran's Home.

## Dial-a-ride Services

Dial-a-ride services operate on a reservations-based and demand response schedule. Passengers must call in and request the service. Vehicles will pick up and drop off passengers at their actual origins and destinations.

### *VINE Go Paratransit*

VINE Go is NCTPA's ADA paratransit service providing curb-to-curb service to seniors and persons with disabilities in cities from Calistoga to American Canyon.

### *Calistoga HandyVan*

HandyVan provides general public dial-a-ride within Calistoga.

### *FlexRide*

FlexRide is a new service started by NCTPA in the city of Napa. The service operates a general public dial-a-ride within the city of Napa when local VINE fixed routes have stopped operating on weekday evenings and weekends.

## Funding

Detailed information on NCTPA's funding sources is displayed in the following figure. The majority of funding comes from FTA and Transportation Development Act (TDA) funds. TDA funds are provided through the state and are based on sales and gasoline taxes. Farebox revenue makes up a small share of NCTPA revenues, covering approximately 13% of the total operating cost.

**Figure ES-1 NCTPA Funding Sources**

|   | FY2005/06          | FY2006/07          | FY2007/08          |
|---|--------------------|--------------------|--------------------|
|   | Actual             | Actual             | Projected          |
| <b>Fare Revenue</b>                                 |                    |                    |                    |
| <b>Fixed Route</b>                                  | <b>\$595,783</b>   | <b>\$664,884</b>   | <b>\$957,500</b>   |
| <i>VINE</i>   | <i>\$546,139</i>   | <i>\$603,834</i>   | <i>\$890,000</i>   |
| <i>Flex Ride</i>                                    | <i>--</i>          | <i>\$7,500</i>     | <i>\$7,500</i>     |
| <i>Napa Downtown Trolley</i>                        | <i>\$49,644</i>    | <i>\$53,550</i>    | <i>\$60,000</i>    |
| <b>Paratransit</b>                                  | <b>\$201,427</b>   | <b>\$190,608</b>   | <b>\$185,000</b>   |
| <i>VINE Go</i>                                      | <i>\$71,522</i>    | <i>\$75,608</i>    | <i>\$80,000</i>    |
| <i>Taxi Scrip Program</i>                           | <i>\$129,905</i>   | <i>\$115,000</i>   | <i>\$105,000</i>   |
| <b>Community Shuttles</b>                           | <b>\$60,127</b>    | <b>\$62,715</b>    | <b>\$90,170</b>    |
| <i>American Canyon Transit</i>                      | <i>\$15,252</i>    | <i>\$18,023</i>    | <i>\$38,000</i>    |
| <i>Yountville Shuttle</i>                           | <i>\$14,959</i>    | <i>\$14,636</i>    | <i>\$16,750</i>    |
| <i>St. Helena VINE Shuttle</i>                      | <i>\$14,476</i>    | <i>\$14,461</i>    | <i>\$17,500</i>    |
| <i>Calistoga HandyVan</i>                           | <i>\$15,440</i>    | <i>\$15,595</i>    | <i>\$17,920</i>    |
| <i>Fare Revenue Subtotal</i>                        | <i>\$857,337</i>   | <i>\$918,207</i>   | <i>\$1,232,670</i> |
| <b>Subsidy Revenue</b>                              |                    |                    |                    |
| <b>Federal</b>                                      | <b>\$1,357,841</b> | <b>\$1,472,559</b> | <b>\$2,037,614</b> |
| <i>FTA Section 5307</i>                             | <i>\$1,249,841</i> | <i>\$1,262,226</i> | <i>\$1,777,281</i> |
| <i>FTA Section 5303 Planning</i>                    |                    | <i>\$12,000</i>    | <i>\$62,000</i>    |
| <i>FTA Section 5311(f)</i>                          | <i>\$83,000</i>    | <i>\$65,000</i>    | <i>\$65,000</i>    |
| <i>Low Income Flexible Transportation (LIFT)</i>    | <i>\$25,000</i>    | <i>\$133,333</i>   | <i>\$133,333</i>   |
| <b>Transportation Development Act (TDA)</b>         | <b>\$4,558,112</b> | <b>\$4,111,648</b> | <b>\$5,086,264</b> |
| <i>TDA Article 4 - Transit Operating - NCTPA</i>    | <i>\$2,249,107</i> | <i>\$2,020,810</i> | <i>\$2,719,850</i> |
| <i>TDA Article 4.5 - Community Transit - NCTPA</i>  | <i>\$283,235</i>   | <i>\$295,741</i>   | <i>\$325,771</i>   |
| <i>TDA Article 8 - Transit Operating - NCTPA</i>    | <i>\$1,443,318</i> | <i>\$1,224,886</i> | <i>\$1,450,643</i> |
| <i>TDA Article 8 - Planning &amp; Admin - NCTPA</i> | <i>\$582,452</i>   | <i>\$570,211</i>   | <i>\$590,000</i>   |
| <b>State Transit Assistance (STA)</b>               | <b>\$250,000</b>   | <b>\$594,870</b>   | <b>\$616,052</b>   |
| <i>Pop-Based Northern County - NCTPA</i>            | <i>\$180,000</i>   | <i>\$479,612</i>   | <i>\$500,000</i>   |
| <i>Pop-Based Regional Paratransit - NCTPA</i>       | <i>\$55,000</i>    | <i>\$72,803</i>    | <i>\$66,052</i>    |
| <i>Revenue-Based - NCTPA</i>                        | <i>\$15,000</i>    | <i>\$42,455</i>    | <i>\$41,326</i>    |
| <i>Proposition 42 Incremental Increase</i>          |                    | <i>\$8,859</i>     | <i>\$8,674</i>     |
| <b>Regional</b>                                     |                    |                    | <b>\$35,000</b>    |
| <i>AB 434</i>                                       |                    |                    | <i>\$35,000</i>    |
| <b>Local</b>  | <b>\$101,340</b>   | <b>\$12,200</b>    | <b>\$9,200</b>     |
| <i>Interest Income</i>                              | <i>\$101,340</i>   | <i>\$12,200</i>    | <i>\$9,200</i>     |
| <b>Subsidy Revenue Subtotal</b>                     | <b>\$6,267,293</b> | <b>\$6,186,277</b> | <b>\$7,784,130</b> |
| <b>TOTAL OPERATING &amp; SUBSIDY REVENUES</b>       | <b>\$7,124,630</b> | <b>\$7,104,484</b> | <b>\$9,016,800</b> |

## Performance Trends

An analysis of performance indicators over the last five fiscal years was conducted on each NCTPA service to assess productivity and cost effectiveness. These indicators included the operating cost per passenger, operating cost per revenue hour, passengers per revenue hour, average fare per passenger, operating subsidy per passenger, and farebox recovery ratio.

### VINE Fixed Route Service and Trolley

VINE experienced an almost 20% decline in ridership in FY 2003/04. The decline is a result of the route restructuring. The route restructuring undertaken in FY 2003/04 sought to make VINE service more convenient for passengers by improving the interlining of routes with the goal of reducing transfer activity. As a result, ridership based on unlinked passenger trips declined because of reduced transfers between routes. VINE ridership has increased overall by 4.5% since the route restructuring.

Operating costs for fixed route services and the trolley have increased 27% since FY 2002/03. Larger increases in operating costs in FY 2003/04 (8.6%) and FY 2005/06 (10.8%) are associated with increases in revenue service hours.

Productivity measures performed well in FY 2006/07 due to the slow growth in operating costs. The operating cost per passenger increased 51% in the last five years with the largest increase occurring in FY 2003/04. This is due primarily to the route restructuring and subsequent drop in unlinked passenger trips. The cost per revenue hour is up 18% in the last five years. VINE currently costs approximately \$78 per hour to operate.

The farebox recovery ratio has increased to over 15%. The measure declined in FY 2003/04 due to the route restructuring but is now its highest since FY 2002/03. The VINE fare increased in February 2007 to help meet the farebox recovery ratio goal. The average fare has increased steadily and now stands at \$0.83 per passenger.

#### Definitions

**Unlinked Passenger Trips:** The total number of passengers who board public transit vehicles. A passenger is counted each time he/she boards a revenue vehicle even though the boarding may be the result of a transfer from another route to complete the same one-way journey.

**Interlining:** Term used for scheduling a vehicle to operate from one route to another during a service period. When a vehicle operates on "Route A" and then switches to "Route B" for its next trip and then back to "Route A", the two routes are said to be interlined. Optimal interlining can result in reduced costs to the agency (optimizes round trip cycle times) AND provide a convenience to the passenger (minimizes the need to physically move between buses when transferring).

Currently VINE routes 1A, 1B, 3A, and 3B are interlined and routes 2, 5A, 5B, and 6 are interlined.

**Figure ES-2 Performance Measures for VINE and Downtown Trolley**

|   | 2002/03<br>Actual | 2003/04<br>Actual | 2004/05<br>Actual | 2005/06<br>Actual | 2006/07<br>Actual <sup>1</sup> |
|---|-------------------|-------------------|-------------------|-------------------|--------------------------------|
| <b>Fixed Route Service (VINE &amp; Downtown Napa Trolley)</b> |                   |                   |                   |                   |                                |
| Operating Cost <sup>2</sup>                                   | \$3,414,618       | \$3,707,846       | \$3,883,626       | \$4,302,099       | \$4,338,718                    |
| <i>% Change</i>   |                   | 8.6%              | 4.7%              | 10.8%             | 0.9%                           |
| Passengers  | 941,473           | 756,801           | 730,778           | 777,388           | 791,238                        |
| <i>% Change</i>   |                   | -19.6%            | -3.4%             | 6.4%              | 1.8%                           |
| Revenue Miles   | 788,012           | 804,376           | 824,026           | 861,983           | 848,498                        |
| <i>% Change</i>   |                   | 2.1%              | 2.4%              | 4.6%              | -1.6%                          |
| Revenue Hours   | 51,605            | 53,161            | 53,533            | 55,620            | 55,599                         |
| <i>% Change</i>   |                   | 3.0%              | 0.7%              | 3.9%              | 0.0%                           |
| Farebox Revenue <sup>3</sup>                                  | \$600,542         | \$532,728         | \$569,935         | \$595,783         | \$657,384                      |
| <i>% Change</i>   |                   | -11.3%            | 7.0%              | 4.5%              | 10.3%                          |
| Operating Cost/Passenger                                      | \$3.63            | \$4.90            | \$5.31            | \$5.53            | \$5.48                         |
| <i>% Change</i>   |                   | 35.1%             | 8.5%              | 4.1%              | -0.9%                          |
| Operating Cost/Revenue Hour                                   | \$66.17           | \$69.75           | \$72.55           | \$77.35           | \$78.04                        |
| <i>% Change</i>   |                   | 5.4%              | 4.0%              | 6.6%              | 0.9%                           |
| Passengers/Revenue Hour                                       | 18.2              | 14.2              | 13.7              | 14.0              | 14.2                           |
| <i>% Change</i>   |                   | -22.0%            | -4.1%             | 2.4%              | 1.8%                           |
| Average Fare/Passenger  | \$0.64            | \$0.70            | \$0.78            | \$0.77            | \$0.83                         |
| <i>% Change</i>   |                   | 10.4%             | 10.8%             | -1.7%             | 8.4%                           |
| Farebox Recovery Ratio  | 17.6%             | 14.4%             | 14.7%             | 13.8%             | 15.2%                          |
| <i>% Change</i>   |                   | -18.3%            | 2.1%              | -5.6%             | 9.4%                           |
| Subsidy/Passenger   | \$2.99            | \$4.20            | \$4.53            | \$4.77            | \$4.65                         |
| <i>% Change</i>   |                   | 40.4%             | 8.1%              | 5.1%              | -2.4%                          |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff

<sup>2</sup> Operating cost increases in FY 2003/04 and in FY 2005/06 are associated with increases in revenue service hours

<sup>3</sup> Includes Trolley Farebox Contribution paid by Downtown Business Association in lieu of passenger fares

**Community Shuttle****American Canyon Transit (ACT)**

Operating costs for American Canyon Transit have increased 33% since FY 2002/03. Ridership has fallen 10% and revenue hours and miles have also declined in the same time period. As a result of rising costs and decreasing ridership, the operating cost per passenger has increased by almost 50% in the last five years to \$18.00 per passenger. The cost per hour has climbed 40% to over \$77 per revenue hour.

Since both ridership and revenue hours have declined, the number of passenger per hour has remained steady although it has declined slightly to an average of 4.3 passengers per hour.

The city of American Canyon and NCTPA have a cost sharing agreement where American Canyon will provide NCTPA with funding to maintain American Canyon Transit's 10% farebox recovery ratio. As a result, ACT has maintained a near 10% recovery ratio since FY 2004/05. The average fare per passenger has more than doubled due to the agreement from \$0.73 in FY 2002/03 to \$1.93 in FY 2006/07.

While NCTPA's farebox recovery goal for ACT is 10%, MTC requires the service to have a 17% farebox recovery ratio. To accomplish the required ratio, NCTPA uses VINE fares to cover the difference.

Figure ES-3 on the following page shows ACT performance over the last five fiscal years.

**Figure ES-3 Performance Measures for American Canyon Transit**

|   | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|---|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>American Canyon Transit—The Duck</b> |                      |                      |                      |                      |                                   |
| Operating Cost                          | \$126,671            | \$117,103            | \$150,151            | \$152,520            | \$167,937                         |
| <i>% Change</i>                         |                      | -7.6%                | 28.2%                | 1.6%                 | 10.1%                             |
| Passengers                              | 10,418               | 10,786               | 10,083               | 10,058               | 9,337                             |
| <i>% Change</i>                         |                      | 3.5%                 | -6.5%                | -0.2%                | -7.2%                             |
| Revenue Miles                           | 31,094               | 32,436               | 30,142               | 30,979               | 27,369                            |
| <i>% Change</i>                         |                      | 4.3%                 | -7.1%                | 2.8%                 | -11.7%                            |
| Revenue Hours                           | 2,289                | 2,403                | 2,215                | 2,284                | 2,158                             |
| <i>% Change</i>                         |                      | 5.0%                 | -7.8%                | 3.1%                 | -5.5%                             |
| Farebox Revenue Total                   | \$7,557              | \$8,985              | \$15,014             | \$15,252             | \$18,023                          |
| Actual                                  |                      |                      | \$9,110              | \$0                  | \$7,287                           |
| City Subsidy                            |                      |                      | \$5,905<br>(39%)     | \$15,252<br>(100%)   | \$10,735<br>(60%)                 |
| <i>% Change</i>                         |                      | 18.9%                | 67.1%                | 1.6%                 | 18.2%                             |
| Operating Cost/Passenger                | \$12.16              | \$10.86              | \$14.89              | \$15.16              | \$17.99                           |
| <i>% Change</i>                         |                      | -10.7%               | 37.2%                | 1.8%                 | 18.6%                             |
| Operating Cost/Revenue Hour             | \$55.34              | \$48.73              | \$67.79              | \$66.78              | \$77.82                           |
| <i>% Change</i>                         |                      | -11.9%               | 39.1%                | -1.5%                | 16.5%                             |
| Passengers/Revenue Hour                 | 4.6                  | 4.5                  | 4.6                  | 4.4                  | 4.3                               |
| <i>% Change</i>                         |                      | -1.4%                | 1.4%                 | -3.3%                | -1.7%                             |
| Average Fare/Passenger                  | \$0.73               | \$0.83               | \$1.49               | \$1.52               | \$1.93                            |
| <i>% Change</i>                         |                      | 14.8%                | 78.8%                | 1.8%                 | 27.3%                             |
| Farebox Recovery Ratio                  | 6.0%                 | 7.7%                 | 10.0%                | 10.0%                | 10.7%                             |
| <i>% Change</i>                         |                      | 28.6%                | 30.3%                | 0.0%                 | 7.3%                              |
| Subsidy/Passenger                       | \$11.43              | \$10.02              | \$13.40              | \$13.65              | \$16.06                           |
| <i>% Change</i>                         |                      | -12.3%               | 33.7%                | 1.8%                 | 17.6%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

### **St. Helena VINE Shuttle**

The St. Helena VINE Shuttle operating costs have increased by an overall 14.6% in the last five fiscal years. Despite the overall increase, the operating cost actually declined in FY 2006/07. Ridership has fallen overall since FY 2002/03 with the largest decline occurring in FY 2003/04.

Due to the increasing operating cost and the decline in ridership, the operating cost per passenger has increased to over \$21 per passenger. However, the operating cost per revenue hour has declined overall due to revenue hours increasing at a higher rate than the operating cost.

Because of the Shuttle's farebox agreement with the city of St. Helena, similar to that of American Canyon, the farebox recovery ratio has greatly increased from under 1% in FY 2002/03 to nearly 10% in FY 2006/07. This has also improved the average fare per passenger to over \$2.00 per passenger.

**Figure ES-4 Performance Measures for St. Helena VINE Shuttle**

|                                | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|--------------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>St. Helena VINE Shuttle</b> |                      |                      |                      |                      |                                   |
| Operating Cost                 | \$132,069            | \$139,563            | \$147,405            | \$161,952            | \$151,341                         |
| <i>% Change</i>                |                      | 5.7%                 | 5.6%                 | 9.9%                 | -6.6%                             |
| Passengers                     | 8,574                | 5,912                | 6,024                | 7,180                | 7,164                             |
| <i>% Change</i>                |                      | -31.0%               | 1.9%                 | 19.2%                | -0.2%                             |
| Revenue Miles                  | 16,868               | 19,348               | 16,014               | 18,627               | 18,667                            |
| <i>% Change</i>                |                      | 14.7%                | -17.2%               | 16.3%                | 0.2%                              |
| Revenue Hours                  | 1,752                | 1,974                | 1,938                | 2,137                | 2,112                             |
| <i>% Change</i>                |                      | 12.7%                | -1.8%                | 10.3%                | -1.2%                             |
| Farebox Revenue Total          | \$936                | \$2,091              | \$3,380              | \$14,476             | \$14,461                          |
| Actual                         |                      |                      | \$1,246              | \$1,224              | \$1,820                           |
| City Subsidy                   |                      |                      | \$2,134 (63%)        | \$13,252 (92%)       | \$12,641 (87%)                    |
| <i>% Change</i>                |                      | 123.4%               | 61.6%                | 328.3%               | -0.1%                             |
| Operating Cost/Passenger       | \$15.40              | \$23.61              | \$24.47              | \$22.56              | \$21.13                           |
| <i>% Change</i>                |                      | 53.3%                | 3.7%                 | -7.8%                | -6.3%                             |
| Operating Cost/Revenue Hour    | \$75.38              | \$70.70              | \$76.06              | \$75.78              | \$71.66                           |
| <i>% Change</i>                |                      | -6.2%                | 7.6%                 | -0.4%                | -5.4%                             |
| Passengers/Revenue Hour        | 4.9                  | 3.0                  | 3.1                  | 3.4                  | 3.4                               |
| <i>% Change</i>                |                      | -38.8%               | 3.8%                 | 8.1%                 | 1.0%                              |
| Average Fare/Passenger         | \$0.11               | \$0.35               | \$0.56               | \$2.02               | \$2.02                            |
| <i>% Change</i>                |                      | 224.0%               | 58.6%                | 259.3%               | 0.1%                              |
| Farebox Recovery Ratio         | 0.7%                 | 1.5%                 | 2.3%                 | 8.9%                 | 9.6%                              |
| <i>% Change</i>                |                      | 111.4%               | 53.0%                | 289.8%               | 6.9%                              |
| Subsidy/Passenger              | \$15.29              | \$23.25              | \$23.91              | \$20.54              | \$19.11                           |
| <i>% Change</i>                |                      | 52.0%                | 2.8%                 | -14.1%               | -7.0%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

## Yountville Shuttle

The Yountville Shuttle has experienced an overall decline in the operating cost, ridership, revenue hours, and revenue miles. The operating cost per passenger was up a modest 6.5% since FY 2002/03. The measure has declined each year since a large increase in FY 2003/04. The overall operating cost per revenue hour declined 14% to \$67 per hour.

In FY 2006/07, the average passenger per revenue hour has dropped from 5.3 to 4.3.

The farebox recovery ratio has improved and stands at around 10% due to a cost sharing agreement with the town of Yountville. The average fare per passenger has improved as a result.

### Figure ES-5 Performance Measures for Yountville Shuttle

|                             | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>Yountville Shuttle</b>   |                      |                      |                      |                      |                                   |
| Operating Cost              | \$158,666            | \$168,416            | \$147,125            | \$149,592            | \$135,515                         |
| <i>% Change</i>             |                      | 6.1%                 | -12.6%               | 1.7%                 | -9.4%                             |
| Passengers                  | 10,927               | 7,228                | 8,529                | 9,013                | 8,760                             |
| <i>% Change</i>             |                      | -33.9%               | 18.0%                | 5.7%                 | -2.8%                             |
| Revenue Miles               | 17,684               | 15,557               | 16,882               | 16,596               | 16,651                            |
| <i>% Change</i>             |                      | -12.0%               | 8.5%                 | -1.7%                | 0.3%                              |
| Revenue Hours               | 2,045                | 1,900                | 1,971                | 2,025                | 2,023                             |
| <i>% Change</i>             |                      | -7.1%                | 3.7%                 | 2.7%                 | -0.1%                             |
| Farebox Revenue Total       | \$6,729              | \$9,087              | \$13,918             | \$14,959             | \$14,636                          |
| Actual                      |                      |                      | \$473                | \$730                | \$842                             |
| City Subsidy                |                      |                      | \$13,445<br>(97%)    | \$14,229<br>(95%)    | \$13,794<br>(94%)                 |
| <i>% Change</i>             |                      | 35.0%                | 53.2%                | 7.5%                 | -2.2%                             |
| Operating Cost/Passenger    | \$14.52              | \$23.30              | \$17.25              | \$16.60              | \$15.47                           |
| <i>% Change</i>             |                      | 60.5%                | -26.0%               | -3.8%                | -6.8%                             |
| Operating Cost/Revenue Hour | \$77.59              | \$88.64              | \$74.64              | \$73.87              | \$66.99                           |
| <i>% Change</i>             |                      | 14.2%                | -15.8%               | -1.0%                | -9.3%                             |
| Passengers/Revenue Hour     | 5.3                  | 3.8                  | 4.3                  | 4.5                  | 4.3                               |
| <i>% Change</i>             |                      | -28.8%               | 13.7%                | 2.9%                 | -2.7%                             |
| Average Fare/Passenger      | \$0.62               | \$1.26               | \$1.63               | \$1.66               | \$1.67                            |
| <i>% Change</i>             |                      | 104.2%               | 29.8%                | 1.7%                 | 0.7%                              |
| Farebox Recovery Ratio      | 4.2%                 | 5.4%                 | 9.5%                 | 10.0%                | 10.8%                             |
| <i>% Change</i>             |                      | 27.2%                | 75.3%                | 5.7%                 | 8.0%                              |
| Subsidy/Passenger           | \$13.90              | \$22.04              | \$15.62              | \$14.94              | \$13.80                           |
| <i>% Change</i>             |                      | 58.5%                | -29.1%               | -4.4%                | -7.6%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

## Calistoga HandyVan

HandyVan operating costs have increased over 10% since FY 2002/03 while the revenue hours and miles have both declined. Ridership is also down 33% in the last five years. As a result the operating cost per passenger has climbed by 67% to approximately \$25 per passenger and the operating cost per hour is nearly \$83.

The farebox recovery ratio and average fare per passenger have performed positively due to Calistoga paying to maintain a 10% farebox recovery ratio.

### Figure ES-6 Performance Measures for Calistoga HandyVan

|                                   | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|-----------------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>Calistoga HandyVan Service</b> |                      |                      |                      |                      |                                   |
| Operating Cost                    | \$136,097            | \$142,165            | \$149,586            | \$159,964            | \$150,331                         |
| <i>% Change</i>                   |                      | 4.5%                 | 5.2%                 | 6.9%                 | -6.0%                             |
| Passengers                        | 9,053                | 7,686                | 6,422                | 6,318                | 5,999                             |
| <i>% Change</i>                   |                      | -15.1%               | -16.4%               | -1.6%                | -5.0%                             |
| Revenue Miles                     | 16,665               | 15,062               | 11,855               | 11,422               | 11,446                            |
| <i>% Change</i>                   |                      | -9.6%                | -21.3%               | -3.7%                | 0.2%                              |
| Revenue Hours                     | 2,066                | 1,953                | 2,004                | 1,911                | 1,815                             |
| <i>% Change</i>                   |                      | -5.5%                | 2.6%                 | -4.6%                | -5.0%                             |
| Farebox Revenue Total             | \$9,203              | \$8,462              | \$14,632             | \$15,440             | \$15,595                          |
| Actual                            |                      |                      | \$6,491              | \$4,611              | \$4,642                           |
| City Subsidy                      |                      |                      | \$8,141 (56%)        | \$10,829 (70%)       | \$10,953 (70%)                    |
| <i>% Change</i>                   |                      | -8.1%                | 72.9%                | 5.5%                 | 1.0%                              |
| Operating Cost/Passenger          | \$15.03              | \$18.50              | \$23.29              | \$25.32              | \$25.06                           |
| <i>% Change</i>                   |                      | 23.0%                | 25.9%                | 8.7%                 | -1.0%                             |
| Operating Cost/Revenue Hour       | \$65.87              | \$72.79              | \$74.64              | \$83.71              | \$82.83                           |
| <i>% Change</i>                   |                      | 10.5%                | 2.5%                 | 12.1%                | -1.1%                             |
| Passengers/Revenue Hour           | 4.4                  | 3.9                  | 3.2                  | 3.3                  | 3.3                               |
| <i>% Change</i>                   |                      | -10.2%               | -18.6%               | 3.2%                 | 0.0%                              |
| Average Fare/Passenger            | \$1.02               | \$1.10               | \$2.28               | \$2.44               | \$2.60                            |
| <i>% Change</i>                   |                      | 8.3%                 | 106.9%               | 7.3%                 | 6.4%                              |
| Farebox Recovery Ratio            | 6.8%                 | 6.0%                 | 9.8%                 | 9.7%                 | 10.4%                             |
| <i>% Change</i>                   |                      | -12.0%               | 64.3%                | -1.3%                | 7.5%                              |
| Subsidy/Passenger                 | \$14.02              | \$17.40              | \$21.01              | \$22.87              | \$22.46                           |
| <i>% Change</i>                   |                      | 24.1%                | 20.8%                | 8.9%                 | -1.8%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data provided by NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

## VINE Go Paratransit

VINE Go operating costs have declined by 9% since FY 2002/03. The annual ridership, revenue miles, and hours are also down from five years ago. Performance measures have performed positively. The operating cost per passenger was down 4% to approximately \$33 per passenger in FY 2006/07 and the operating cost per revenue hour is at a five year low at \$76.20 per hour.

Even though VINE Go is carrying fewer passengers, the passengers transported per revenue hour increased to 2.3, showing more efficient operating conditions.

The average fare per passenger increased almost 8% overall. The farebox recovery ratio has increased since FY 2003/04 and was 6.8% in FY 2006/07. This amount still falls short of the 10% farebox recovery requirement, although when combined with costs and revenues of the taxi scrip program, VINE Go does meet the 10% recovery requirement.

### Figure ES-7 Performance Measures for VINE Go

|                                    | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|------------------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>VINE Go Paratransit Service</b> |                      |                      |                      |                      |                                   |
| Operating Cost                     | \$1,229,174          | \$1,309,458          | \$1,231,780          | \$1,279,747          | \$1,117,431                       |
| <i>% Change</i>                    |                      | 6.5%                 | -5.9%                | 3.9%                 | -12.7%                            |
| Passengers                         | 35,704               | 31,701               | 32,018               | 33,454               | 33,773                            |
| <i>% Change</i>                    |                      | -11.2%               | 1.0%                 | 4.5%                 | 1.0%                              |
| Revenue Miles                      | 185,958              | 173,024              | 177,247              | 173,981              | 165,397                           |
| <i>% Change</i>                    |                      | -7.0%                | 2.4%                 | -1.8%                | -4.9%                             |
| Revenue Hours                      | 15,952               | 15,592               | 15,491               | 15,460               | 14,665                            |
| <i>% Change</i>                    |                      | -2.3%                | -0.6%                | -0.2%                | -5.1%                             |
| Farebox Revenue                    | \$74,168             | \$69,871             | \$67,798             | \$71,522             | \$75,608                          |
| <i>% Change</i>                    |                      | -5.8%                | -3.0%                | 5.5%                 | 5.7%                              |
| Operating Cost/Passenger           | \$34.43              | \$41.31              | \$38.47              | \$38.25              | \$33.09                           |
| <i>% Change</i>                    |                      | 20.0%                | -6.9%                | -0.6%                | -13.5%                            |
| Operating Cost/Revenue Hour        | \$77.05              | \$83.98              | \$79.52              | \$82.78              | \$76.20                           |
| <i>% Change</i>                    |                      | 9.0%                 | -5.3%                | 4.1%                 | -7.9%                             |
| Passengers/Revenue Hour            | 2.2                  | 2.0                  | 2.1                  | 2.2                  | 2.3                               |
| <i>% Change</i>                    |                      | -9.2%                | 1.7%                 | 4.7%                 | 6.4%                              |
| Average Fare/Passenger             | \$2.08               | \$2.20               | \$2.12               | \$2.14               | \$2.24                            |
| <i>% Change</i>                    |                      | 6.1%                 | -3.9%                | 1.0%                 | 4.7%                              |
| Farebox Recovery Ratio             | 6.0%                 | 5.3%                 | 5.5%                 | 5.6%                 | 6.8%                              |
| <i>% Change</i>                    |                      | -11.6%               | 3.2%                 | 1.5%                 | 21.1%                             |
| Subsidy/Passenger                  | \$32.35              | \$39.10              | \$36.35              | \$36.12              | \$30.85                           |
| <i>% Change</i>                    |                      | 20.9%                | -7.0%                | -0.7%                | -14.6%                            |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data provided by NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

## Goals and Objectives

NCTPA has a comprehensive set of goals and objectives, which cover service productivity, efficiency, administration, and design. Updates to the goals and objectives, which would allow NCTPA staff to better evaluate their services based on realistic conditions, are proposed below.

### Updated Goals and Objectives

**Service Productivity.** Ridership on Napa's VINE system has been steadily declining for several years in a row. NCTPA committees, members of the public, and NCTPA have requested the agency revisit its basic transit-planning assumptions, do comparative cost analyses with other similar communities and different fleet sizes and configurations, and consider if there are new ways for NCTPA to plan operations to decrease headways and boost ridership while still remaining cost-effective and efficient.

**Marketing.** NCTPA's Triennial Audit for FY 2002/03 to FY 2004/05 showed that NCTPA has not spent a minimum of 2% of their annual VINE operating budget to promote NCTPA service and special events as specified in the goals and objectives. The current goal limits staff to common marketing techniques such as advertising, updated brochures, and special events. Additionally, the current marketing goal states NCTPA should emphasize presenting a "uniform image" to the public of all transit services. While this goal has been appropriate in the past as the different transit services were merged into NCTPA and the VINE/VINE Go, it is recommended the goal be changed from presenting a "uniform" image to a "dynamic" image in order to encourage the marketing of specific transit services to specific demographics (i.e. the college shuttle, the South Marketplace Loop, etc.).

Re-adopting and implementing the general marketing plan in the 2006-15 SRTP would be beneficial to NCTPA to direct marketing efforts and help accomplish goals.

Improving VINE's public image and comfort is an alternative method that VINE can use to market their service. Improvements to passenger amenities such as additional bus shelters, benches at bus stops, hardcopy schedule displays at bus stops, and refurbished seating in buses will help increase the presence of VINE in the community and improve the customer experience. While these improve the customer experience, the improvements mentioned are capital projects and as a result, cannot use operating funds.

In order to increase the spectrum of the goal, it is recommended that the goal be updated to the following: "Expenditures used to promote NCTPA services, special events, and improve the customer experience should be equal to at least 2% of the annual VINE operating budget." The new goal increases the scope of expenditures to include capital improvements such as bus shelters, benches, etc. by stating that the total spent on marketing and improving the customer experience needs to be at least equivalent to 2% of the annual expenditure to operate VINE. By improving the overall customer experience through better passenger amenities, NCTPA will be in a better position to market services to the public.

**On-time Performance.** The current on-time performance goal states that all local and regional fixed routes should depart on-time at least 90% of the time. “On-time” is defined as a vehicle arriving at a timepoint between one minute early and five minutes late. With the vastly different conditions both types of services operate under, it is inappropriate to lump the two service types under the same standard. A 90% performance standard for regional fixed routes, such as Route 10, is unrealistic with unpredictable traffic, accidents, and other factors that are out of NCTPA’s control.

Nelson\Nygaard recommends separating the standard into a local on-time performance standard (90%) and a regional on-time performance standard and reducing the regional route on-time performance standard to 80%. The NCTPA VINE Consumer Advisory Committee (VCAC) additionally recommends a second-level standard for the regional route. For the potential 20% of regional trips not on-time, those trips should be no more than 12 minutes “late.”

**Administrative Cost.** NCTPA has a goal to run cost effective and efficient services by minimizing operating costs. This includes minimizing the cost of the actual operations and administration. The administrative cost is currently evaluated based on the following performance measure: “Administrative cost as a percent of total operating costs (does not include any contract expense).” The planning standard for the measure is “14% or less.” This means that in order to meet this goal, NCTPA cannot spend more than 14% of the total operating budget on administration.

The stated performance measure is ambiguous. Does “total operating cost” refer to all NCTPA transit services, just VINE, or a combination of services? In order to clarify the intention of the performance measure to refer to all NCTPA transit services, the following performance measure update is recommended:

“Total combined administrative cost for all NCTPA transit services as a percentage of total combined operating costs for all NCTPA transit services (does not include any administrative expenses by contract operator).”

This update clarifies that the administrative and total operating cost for all NCTPA services need to be analyzed to meet the goal. The planning standard will remain at “14% or less.”

**Farebox Recovery Ratio.** NCTPA’s farebox recovery ratio standard for fixed route service is set at 20% in the currently adopted SRTP. While 20% is the default required farebox recovery ratio for most urban fixed route transit services, MTC only requires a 17% farebox recovery ratio for VINE services due to the mix of local suburban service and intercity service into more rural areas. As NCTPA has not been able to meet the established 20% standard in the past five fiscal years reviewed, NCTPA should reduce the standard to 17% to be in line with the MTC requirement. The farebox goals for the community shuttles and paratransit services will remain at 10%.

**Figure ES-8 Summary of Updated Goal and Objectives**

| Service Standards<br>Goal I: Transit service will be reliable  |  |   |
|--|--|---|
| Objective  | Performance Measure  | Planning Standard   |
| Operate scheduled fixed-route and door-to-door service on-time   | Percent scheduled departures on-time for local and regional fixed-route  | Local fixed-route: 90%<br>Regional fixed-route: 80%<br>"Late" regional fixed-route trips should not exceed 12 minutes   |
| Service Standards<br>Goal II: Transit service operated will be productive  |  |   |
| Objective  | Performance Measure  | Planning Standard   |
| Provide productive service   | Farebox recovery (Visitor/tourist fares may include private contributions)   | Local fixed-route, regional fixed-route, and inter-county route: 17%  |
| Provide service appropriate to size and demographics of Napa   | Fleet size and operations, including hours and headways, on par with productive and efficient systems in comparable communities  | Conduct comparative studies to determine effectiveness and efficiency of current fleet and bus schedules; review alternatives and determine costs and potential effectiveness |
| Administration and Marketing Standards<br>Goal I: Transit service will emphasize cost effectiveness and efficiency |  |   |
| Objective  | Performance Measure  | Planning Standard   |
| Minimize operating costs   | Total combined administrative cost for all NCTPA transit services as a percentage of total combined operating costs for all NCTPA transit services (does not include any administrative expenses by contract operator) | 14% or less   |

| Administration and Marketing Standards   |   |   |
|--|---|---|
| Goal II: Present public with <i>dynamic</i> image for all Napa community transit services and provide information about system modifications |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Regular marketing activities and implementation of marketing plan  | Budget appropriated for marketing activities                              | Expenditures used to promote NCTPA services, special events, and improve the customer experience should be equal to at least 2% of the annual VINE operating budget |
| Market target audiences and target services  | Specific marketing plans implemented for targeted demographics and routes | Three marketing campaigns every six months  |

### New Goal and Objective

While NCTPA covers most subjects in the current set of goals and objectives, the agency has not set a ridership goal for itself. While ridership can be volatile on a year-to-year basis due to factors that are uncontrollable to NCTPA staff, setting a long term goal will set a challenge that NCTPA can strive to accomplish. A ridership goal will also solidify NCTPA’s commitment to reducing traffic congestion in Napa Valley and improving air quality.

The new goal and objective focus on increasing ridership and improving the overall mode share of transit in the Napa Valley.

### Figure ES-9 New Goal and Objective

| Service Standards   |                            |  |
|---|----------------------------|--|
| Goal: Transit Service will aid in the county's goal of reducing congestion and single occupancy vehicle trips |                            |  |
| Objective   | Performance Measure        | Planning Standard  |
| To increase ridership and decrease congestion on roadways   | Overall Ridership Increase | Increase ridership by the projected percentage of the countywide population growth by 2020 (19%) |
|   | Countywide Mode Share      | Increase transit's mode share to 2% by 2020  |

## Needs Assessment

During the SRTP planning process, data was collected from a variety of sources including an on-board passenger survey and ridecheck, driver meetings, extensive stakeholder interviews, informal staff meetings, and document review.

The following list represents the major issues that Nelson\Nygaard examines in the SRTP service plan.

### **The need for additional weekend service and evening service**

The city of Napa accounts for the majority of NCTPA ridership. Currently only Route 10, the trolley, and limited schedule FlexRide provide weekend and evening service to the city. Survey results showed that more Sunday service and additional evening service were top priorities for VINE passengers.

To provide additional mobility to Napa residents, expanding FlexRide into a pulsed dial-a-ride service is examined in Chapter 7. Providing more late evening options will help expand NCTPA's ridership potential.

### **On-time performance on Route 10 and other Routes**

On-time performance is a major issue for transit riders and non-users. A transit system that operates on-time is more attractive and reliable to riders and potential riders.

Ridecheck data shows that Route 10 trips consistently run late. Route 10 is the main intercity route operated by NCTPA and must operate along Highway 29 for a majority of its trips. Traffic on Highway 29 is the main factor contributing to Route 10's lateness. While traffic cannot be controlled by NCTPA, in Chapter 7 Nelson\Nygaard examines retiming trips, increasing time between timepoints on the schedule, and additional recovery time to help insulate late trips from adversely effecting subsequent trips.

### **Review of recommendations from the Short Range Transit Plan FY 2006-2015 and the Community-Based Transportation Plan**

Several recommendations for NCTPA have been made in planning documents over the last few years. NCTPA is actively pursuing several prominent recommendations including examining the feasibility of express bus service on Route 10, implementing a farm worker vanpool program, and scheduling a route from Napa to Fairfield. A recommendation to realign Route 1 was considered and researched by staff and ultimately considered not desirable.

### **The Image of VINE Services in the Community**

A common theme identified during stakeholder interviews was the need for outreach to the Latino community. Spanish speakers make up a large segment of VINE ridership.

Twenty-five percent of survey respondents in October 2007 were Spanish speakers, although this likely understates the true portion of Spanish speaking riders. NCTPA does provide a bus schedule in English and Spanish and has Spanish assistance at the VINE Transit Center and by telephone, but more outreach is needed. Marketing ideas for more Spanish friendly outreach and community involvement is examined as part of the service plan in Chapter 7.

Additionally, Napa County has one of the highest senior populations in California. In Chapter 7, Nelson\Nygaard examines a senior shopping shuttle that can provide friendly, personalized service to seniors. A shuttle will help provide mobility to seniors, especially those not eligible for VINE Go or unwilling to ride the fixed route service, and train them on how transit works.

## Revenue Vehicle Fleet Replacement and Funding

NCTPA's revenue vehicle fleet is aging. During the ten year planning horizon covered by the SRTP, all NCTPA-owned revenue vehicles are due for replacement. This fact has been reiterated by NCTPA staff and drivers who all mentioned the need for new rolling stock.

Replacing rolling stock presents a large burden to NCTPA. In Chapter 8, Nelson\Nygaard examines funding opportunities to assist in revenue vehicle replacement as well as more cost efficient methods such as existing vehicle rehabilitation.

## Service Plan

Nelson\Nygaard has recommended a series of service updates and changes. NCTPA is not expecting a large increase in funding. As a result, service updates and changes are cost neutral unless otherwise noted. Due to current financial constraints, service expansion concepts are presented but are not recommended for implementation until additional operating funding can be secured by NCTPA. The proposed service plan can be found in detail in Chapter 7.

**Discontinue Route 11.** Route 11 has consistently underperformed since beginning service. While the route is not intended to be highly productive, the route only averages 1.3 passengers per revenue hour. The service goal is 6.0 passengers per revenue hour. It is recommended that the service be discontinued. The resulting savings of approximately 2,100 service hours can be used on services with more ridership potential.

**Addressing on-time performance.** On-time performance issues were noticed on VINE routes 4, 5B, and 10. To address these issues, routes 4 and 5B have been retimed. On Route 10, the schedule has been updated to include more time on segments north of Napa on Highway 29 and between Napa Valley College and American Canyon. Recovery time has been added at Pearl Street Transit Center in Napa to mitigate late trips heading north and south. The proposed changes do not affect route interlining.

**Route 5 Restructuring.** Recognizing NCTPA recently completed a route restructuring including breaking Route 5 into a two-way service (5A and 5B), Nelson/Nygaard proposes

a new way of thinking about Route 5 and introducing a College Shuttle. By decoupling the Napa Valley College segment from Route 5, college students and employees will be better served. The proposed scenario creates a new Route 5 that travels the current Route 5A route outbound to Kansas and Soscol Avenues and returns as the current Route 5B does. This would provide the same coverage and allow for two way service on one line instead of two. Route 7 would be created as a college express route. The proposed route travels from Pearl Street Transit Center directly to Napa Valley College via Soscol Avenue. All stops would be maintained. The service would be able to complete two roundtrips per hour. The arrangement would provide a more streamlined, rapid service to the college.

Both of these changes would result in new and potentially engaging marketing opportunities to specific existing and potential new transit rider populations in Napa.

**Weekday Evening Service and Expanded Weekend Service in Napa.** The service plan recommends initiating an expanded FlexRide program. The service would operate when VINE local routes do not operate. The city of Napa would be split into four zones with one vehicle operating per zone.

The service would operate as a pulsed dial-a-ride. At designated times, the routes would depart together from Pearl Street Transit Center and take passengers on-board to their homes. Any passengers requesting service can be picked up at the designated time. Timed transfers would be held at the transit center. The service would operate until the last Route 10 arrives in Napa. The proposed service would better serve Napa residents and provide a way home in the evenings and Sunday service.

The proposed service would require four vehicles. Weekday evening service from 7:00 PM to 10:30 PM would add approximately 3,500 service hours. Saturday service from 6:00 PM to 10:00 PM would add approximately 830 service hours and Sunday service from 9:00 AM to 7:30 PM would add 2,200 service hours.

**Senior Shuttle.** To increase senior mobility and provide a more convenient and personalized transit option for Napa seniors, staff has asked for the proposed senior shuttle. The proposed shuttle will connect major senior housing developments and shopping centers in Napa. No fixed route would be set. However, timepoints would be established at housing developments and shopping centers. The shuttle would deviate upon request to other locations to pick up and drop off passengers.

The proposed service would operate two weekdays per week and one Saturday (demand dependant) from 10:00 AM to 2:00 PM. The proposed route would need approximately 780 service hours.

**Express Route 10.** NCTPA received a grant in November 2007 for \$25,000 to begin planning an Express Route 10. The route is a priority for NCTPA and will provide express service connecting Napa Valley residents to Vallejo during commute times. The service has a large potential to increase ridership amongst commuters and improve convenience for current riders. NCTPA committee and Board members would also like to continually

explore the possibility of increasing the frequencies of Route 10 from Napa to the ferry building in Vallejo as well as adding more weekend service, costs pending.

The service is expected to add approximately 3,500 annual service hours and will be funded, both for capital purchases and operating costs, by Regional Measure 2.

**Increase service hours for American Canyon Transit.** When additional transportation funding becomes available or when service hours are freed up by the elimination of routes or services, American Canyon Transit is recognized as a priority for additional service. Transit service hours have not kept pace with growth in American Canyon. Having only one bus in operation has resulted in poor on-time performance and very long headways. The length of the ACT route and the long headways (1 hour 30 minutes) suggest the need for two busses to be in operation for at least a portion of the day.

**Marketing.** As part of the goals and objectives update, NCTPA's marketing goal was updated to state that a minimum of two percent of the annual budget should be used to promote NCTPA service, special events, and improve the customer experience. According to stakeholder interviews with local and community groups, NCTPA lacks a concerted focus on the Latino population in Napa Valley, a large segment of the ridership and Napa Valley population.

To improve marketing efforts, the following recommendations have been made.

- **Printed materials.** Create user guide in Spanish and create more Spanish only marketing materials. Printed information should be available at local grocery stores, Latino markets, clinics, etc.
- **Transit Ambassador Program.** Train Spanish speakers to be transit ambassadors. Spanish speakers represent a large disadvantaged segment of the transit riding population. Training local stakeholders on how to use transit services will also expand goodwill and understanding of how services operate.
- **Be more active in the community.** Send transit ambassadors or staff to clinics, local community meetings, classes, and community events to answer questions about transit services and provide more of a presence in the community.
- **Provide incentives to hiring bilingual drivers.** Bus drivers are the front line employees. They are who the public sees on a daily basis. By providing an incentive for bilingual staff, NCTPA will be in a better position to recruit and attract bilingual staff.

Additionally, the marketing plan from the FY 2006-2015 SRTP will continue to be in effect and should be more actively used as a marketing guide for the Agency.

The table below presents a summary of the operating and capital costs of the proposed service plan. Additional vehicles would need to be purchased for service expansion concepts if vehicles are not already available. While it is acknowledged that more bus service in Napa is highly desired in the form of 20 or 30 minute headways on major routes and additional night and weekend service, transit operations are always subject to the constraints of transit financing.

**Figure ES-10 Operating and Capital Cost Summary**

| Service Plan                    |          | Operating Hours     | Annual Revenue Service Hours | Operating Cost per hour <sup>1</sup> | Estimated Operating Cost |
|---------------------------------|----------|---------------------|------------------------------|--------------------------------------|--------------------------|
| <b>Operating Costs</b>          |          |                     |                              |                                      |                          |
| Route 1 Realignment             |          | --                  | Unchanged/Cost Neutral       |                                      |                          |
| Route 5 Restructuring + Route 7 |          | --                  | Unchanged/Cost Neutral       |                                      |                          |
| Discontinue Route 11            |          | --                  | -2,100                       | \$78.04                              | -\$163,884               |
| Evening Service                 | Weekdays | 7:00 PM to 10:30 PM | 3,500                        | \$76.20                              | \$266,700                |
|                                 | Saturday | 6:00 PM to 10:00 PM | 830                          | \$76.20                              | \$63,246                 |
| Sunday Flex Service             |          | 9:00 AM to 7:30 PM  | 2,200                        | \$76.20                              | \$167,640                |
| Senior Shuttle                  |          | 10:00 AM to 2:00 PM | 780                          | \$76.20                              | \$59,436                 |
| Express Route 10                |          | --                  | 3,500                        | \$78.04                              | \$273,140                |
| Annual Operating Cost Total     |          |                     |                              |                                      | \$666,278                |
| <b>Capital Costs</b>            |          |                     |                              |                                      |                          |
|                                 |          | Vehicle Type        | # of Vehicles <sup>2</sup>   | Cost per Vehicle <sup>3</sup>        | Total Capital Cost       |
| Evening Service                 |          | Cutaway             | 4                            | \$82,000                             | \$328,000                |
| Sunday Flex Service             |          |                     |                              |                                      |                          |
| Senior Shuttle                  |          | Cutaway             | 1                            | \$82,000                             | \$82,000                 |
| Express Route 10 <sup>4</sup>   |          | Transit Buses       | --                           | --                                   | \$4,000,000              |
| Total Capital Cost              |          |                     |                              |                                      | \$4,410,000              |

<sup>1</sup>Operating cost per hour is based on FY 2006/07 operating cost per hour for each mode type based on NCTPA data

<sup>2</sup>Additional vehicles may not be needed based on availability of vehicles in the NCTPA fleet. The capital costs represent how much a vehicle would cost for the service if additional vehicles were needed.

<sup>3</sup>Bus prices are based on MTC bus price projections

<sup>4</sup>NCTPA is expecting to receive \$4,000,000 in Regional Measure 2 funding to lease/purchase buses for the Express Route 10 service



# Chapter 1. Introduction

## Short Range Transit Plan (SRTP) Purpose

The objective of any Short Range Transit Plan (SRTP) process is to create a road map for the future. The SRTP evaluates current transit system performance, projected demographic changes, capital and operating funding needs, likely funding from federal, state and local sources, and other factors to create a reasonable projection of conditions over the next decade. Matching projected needs to projected resources, the SRTP proposes a series of actions to improve system performance and overall utility to the transit riding public within the very real constraints of financial feasibility.

## History

In 1972, public transit service began in Napa when the city of Napa took over the existing, privately owned bus company serving the community. In 1986, the city of Napa implemented major systemwide changes and rebranded the service Valley Intercity Neighborhood Express (V.I.N.E). With a growing demand for transit in the area and a need for intercity connectivity along the Highway 12 corridor, Napa Valley Transit (NVT) was created in 1991 to connect the communities from Calistoga through Napa. In an effort to consolidate services and more efficiently provide transit to Napa County residents, the Napa County Transportation and Planning Agency (NCTPA) was formed in 1998 as a joint powers agency between the cities of American Canyon, Calistoga, Napa, St. Helena, Yountville, and the county of Napa. With the new agency in place, V.I.N.E and NVT were combined and began operating under the name VINE. Paratransit services in Napa Valley were consolidated and began operating as VINE Go.

Since the formation of the NCTPA, more services have become a part of the agency, including Calistoga HandyVan and the Yountville Shuttle. NCTPA continues to expand and improve transit in an effort to best serve Napa County residents and visitors.

## Service Overview

NCTPA offers a variety of public transportation services to most effectively serve the residents of Napa County. Most fixed-route services are offered in the city of Napa with the major intercity bus line, Route 10, serving Vallejo, American Canyon, Napa, Yountville, St. Helena, and Calistoga. Service spans and frequencies are dependent on the service area and are discussed in detail later in the report.

NCTPA currently administers the following services:

- **VINE Transit.** Fixed-route service in Napa is provided on Routes 1A, 1B, 2, 3A, 3B, 4, 5A, 5B, and 6. Intercity service is provided on Route 10, connecting communities along Highway 29 from Calistoga to Vallejo and Route 11 from Napa to Santa Rosa.

- **VINE Go Paratransit.** Curb-to-curb paratransit service for seniors and persons with disabilities who live in the cities along Highway 29 between Calistoga and American Canyon.
- **American Canyon Transit: The Duck.** Deviated fixed-route service within American Canyon.
- **Calistoga HandyVan.** General public dial-a-ride within Calistoga.
- **Downtown Trolley.** Free fixed-route service in downtown Napa.
- **FlexRide.** General public dial-a-ride provided within the city of Napa when local VINE fixed routes have stopped operating.
- **St. Helena VINE Shuttle.** Deviated fixed-route service within St. Helena.
- **Yountville Shuttle.** Deviated fixed-route service within Yountville.

## Governing Structure

NCTPA is governed by a Board of Directors representing the incorporated cities of American Canyon, Calistoga, Napa, St. Helena, and Yountville, and the county of Napa. Thirteen members currently sit on the Board, two from each city and two from the county. The thirteenth member of the Board represents the Paratransit Coordinating Council in a non-voting role. The Board votes on a weighted voting system. Board members are comprised of the mayors of the cities represented, the chair of the Napa County Board of Supervisors, one additional member per represented city appointed by their respective city councils, and one additional member appointed by the Napa County Board of Supervisors.

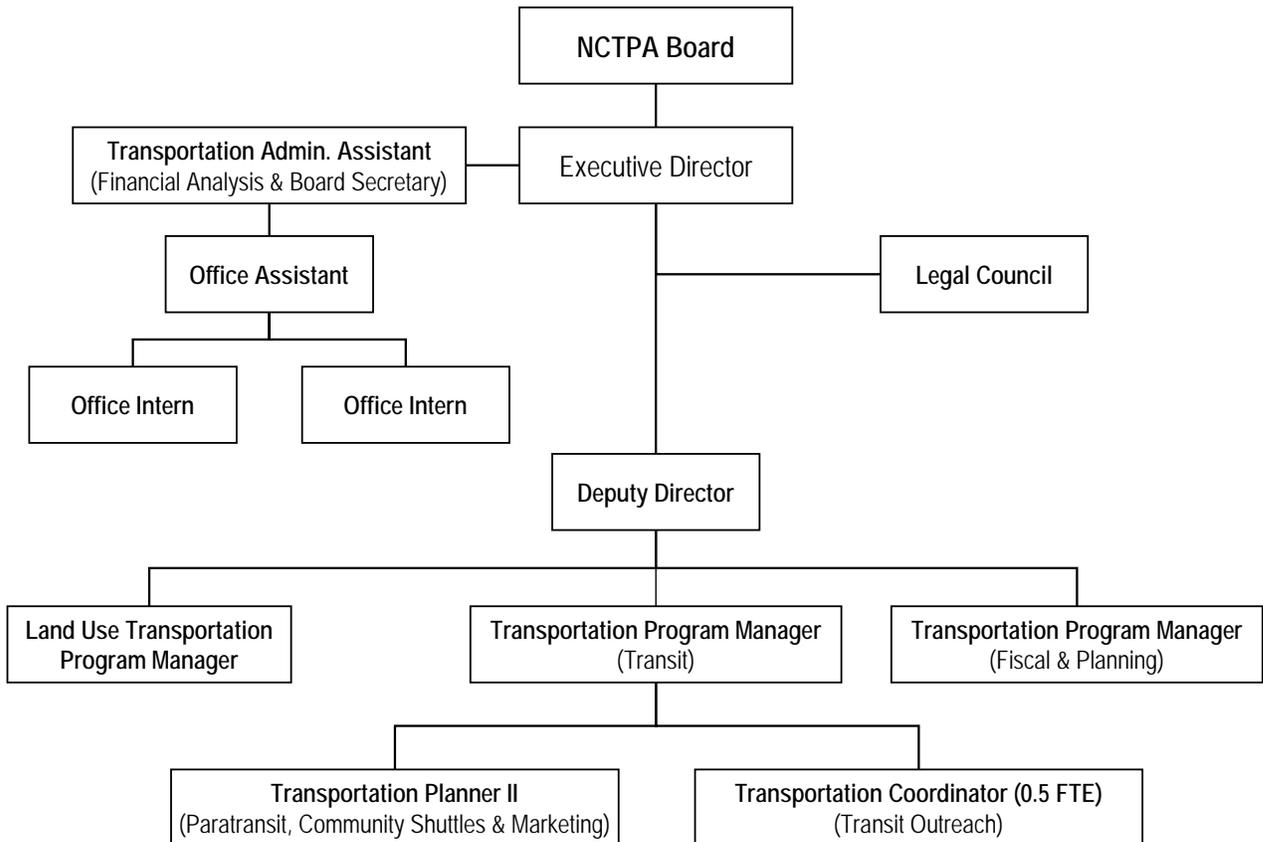
**Figure 1-1 NCTPA 2007 Board**

| Board Member      | Representing                     | Votes |
|-------------------|----------------------------------|-------|
| Leon Garcia       | City of American Canyon          | 1     |
| Cindy Coffey      | City of American Canyon          | 1     |
| Michael Dunsford  | City of Calistoga                | 1     |
| Jack Gingles      | City of Calistoga                | 1     |
| James Krider      | City of Napa                     | 5     |
| Jill Techel       | City of Napa                     | 5     |
| Del Britton       | City of St. Helena               | 1     |
| Joe Potter        | City of St. Helena               | 1     |
| Harold Moskowite  | County of Napa                   | 2     |
| Bill Dodd         | County of Napa                   | 2     |
| JoAnn Busenbark   | Paratransit Coordinating Council | N/A   |
| Steve Rosa        | Town of Yountville               | 1     |
| Cynthia Saucerman | Town of Yountville               | 1     |

## Agency Organization

The NCTPA administrative staff is comprised of ten employees. All staff positions report to the executive director or the deputy director. Transit programs are overseen by a transportation program manager, a transportation planner, and a half time transportation coordinator. Additionally, the transportation program manager in charge of fiscal and planning activities provides essential oversight to transit programs. The organizational structure of NCTPA is currently under review and may change in the future.

**Figure 1-2 NCTPA Organizational Chart**



## Report Structure

This report consists of eight chapters. Service overview and analysis are summarized in this report. However, detailed information about the current services can be located in the Existing Conditions Report. The figure below illustrates the Metropolitan Transportation Commission’s (MTC) SRTP requirements and the corresponding chapter of this SRTP where the required information can be found.

**Figure 1-3 MTC SRTP Requirements and Corresponding SRTP Chapter**

| MTC Requirements                   | SRTP Chapter |
|------------------------------------|--------------|
| 1. Title Page                      | Title Page   |
| 2. Overview of Transit System      | 1, 2         |
| 3. Goals, Objectives and Standards | 5            |
| 4 .Service and System Evaluation   | 3            |
| 5. Operations Plan and Budget      | 7, 8         |
| 6. Capital Improvement Program     | 8            |
| 7. Onboard Survey                  | Appendix     |
| 8. Community Input                 | 4            |

### Chapter 1: Introduction

### Chapter 2: Service Overview

The service overview provides a brief description of all NCTPA transit services, including operating hours, fares, fleet, and facilities.

### Chapter 3: Service Evaluation

Chapter 3 synthesizes the data reviewed in the Existing Conditions Report. The chapter reviews operating trends, on-time performance, productivity, and service analysis measures.

### Chapter 4: Community Stakeholder Input

Chapter 4 presents the results of the extensive stakeholder interview process undertaken as part of the SRTP. Stakeholder currents are grouped into common themes. Stakeholder meetings with the NCTPA Technical Advisory Committee, Paratransit Coordinating Council, and drivers are also included.

## **Chapter 5: Goals & Objectives**

Chapter 5 provides a review of NCTPA's current transit goals and objectives and compares the current standards to actual performance in FY 2006/07. The chapter provides recommendations for updates to current goals and objectives and proposes new ones.

## **Chapter 6: Needs Assessment**

Chapter 6 synthesizes the information from the existing conditions report and stakeholder interviews and outlines the major issues facing NCTPA and outlines what the service, operating, and capital plan will cover.

## **Chapter 7: Service Plan**

The service plan outlines proposed changes and updates to current NCTPA services including route adjustments and timetable updates. The plan also discusses possible new services and expansion concepts.

## **Chapter 8: Capital and Financial Plan**

Chapter 8 presents the operating costs and revenue projections for the fixed-route, community shuttle, and paratransit services for the ten-year planning horizon.



## Chapter 2. Overview of Transit Services

NCTPA operates a variety of transit services including fixed-route, deviated fixed-route/community shuttle, and dial-a-ride/demand response.

### Fixed-Route Services

VINE provides local fixed-route service in the city of Napa on six routes, and intercity service on two routes. Intercity Route 10 provides important regional connections from Calistoga to Vallejo and intercity Route 11 provides service from Santa Rosa to Napa. Both of the intercity routes travel primarily along the Highway 29 corridor. VINE service on local Napa routes is available Monday through Saturday. Service on Route 10 is available seven days a week, and service on Route 11 is available Monday, Tuesday, Wednesday and Saturday.

The Downtown Napa Trolley circulates within downtown Napa seven days a week. A single route operates every 45 minutes Sunday through Wednesday. Two routes (the Green Loop and the Red Loop) operate Thursday through Saturday at 30-minute frequencies. The Trolley is provided in partnership with the Napa Downtown Association.

Day-to-day operations and maintenance for all of NCTPA's transit services, including the VINE and the Downtown Napa Trolley, are provided by contract with Veolia Transportation. NCTPA owns all facilities and equipment and administers the system.

**Figure 2-1 NCTPA Fixed-Route Service Hours and Frequencies**

| Route Number                 | Route Description         | Service Hours                   |                   |                   | Service Frequency |           |               |
|------------------------------|---------------------------|---------------------------------|-------------------|-------------------|-------------------|-----------|---------------|
|                              |                           | Weekdays                        | Saturdays         | Sundays           | Weekdays          | Saturdays | Sundays       |
| <b>VINE</b>                  |                           |                                 |                   |                   |                   |           |               |
| 1A                           | Old Sonoma/Browns Valley  | 6:35 AM-7:07 PM                 | 7:35 AM-6:13 PM   | -                 | 60 min            | 60 min    | -             |
| 1B                           | Browns Valley/Old Sonoma  | 7:05 AM-6:39 PM                 | 8:05 AM-5:39 PM   | -                 | 60 min            | 60 min    | -             |
| 2                            | Coombs/Shetter            | 6:35 AM-7:08 PM                 | 7:35 AM-6:18 PM   | -                 | 60 min            | 60 min    | -             |
| 3A                           | Alta Heights/Pueblo Vista | 6:20 AM-6:58 PM                 | 7:20 AM-6:03 PM   | -                 | 60 min            | 60 min    | -             |
| 3B                           | Pueblo Vista/Alta Heights | 6:50 AM-6:29 PM                 | 7:50 AM-6:29 PM   | -                 | 60 min            | 60 min    | -             |
| 4                            | North Jefferson/Salvador  | 6:20 AM-7:02 PM                 | 7:20 AM-6:02 PM   | -                 | 50-70 min         | 50-70 min | -             |
| 5A                           | South Jefferson/Imola     | 7:20 AM-7:00 PM                 | 7:20 AM-6:00 PM   | -                 | 60 min            | 60 min    | -             |
| 5B                           | Imola/South Jefferson     | 7:05 AM-6:40 PM                 | 7:05 AM-5:40 PM   | -                 | 60 min            | 60 min    | -             |
| 6                            | North Jefferson/Vine Hill | 6:50 AM-6:30 PM                 | 7:50 AM-6:30 PM   | -                 | 60 min            | 60 min    | -             |
| 10                           | Calistoga/Vallejo         | 5:00 AM-9:43 PM                 | 6:00 AM-8:41 PM   | 8:19 AM – 7:12 PM | 45-80 min         | 1.5-2 hrs | 1.75-2.75 hrs |
| 11                           | Calistoga/Santa Rosa      | 5:55 AM-6:20 PM<br>(M-W only)   | 5:55 AM-6:20 PM   | -                 | 2.5-5 hrs         | 2.5-5 hrs | -             |
| <b>Downtown Napa Trolley</b> |                           |                                 |                   |                   |                   |           |               |
| Red Loop (Thu-Sat)           |                           | 11:00 AM-7:57 PM<br>(Th-F only) | 11:00 AM-7:57 PM  | -                 | 30                | 30        | -             |
| Green Loop (Thu-Sat)         |                           | 11:15 AM-8:12 PM (Thu)          | 11:15 AM-10:05 PM | -                 | 30                | 30        | -             |
|                              |                           | 11:15 AM-10:05 PM (Fri)         |                   |                   |                   |           |               |
| Sunday – Wednesday           |                           | 11:00 AM-6:23 PM<br>(M-W only)  | -                 | 11:00 AM-7:53 PM  | 45                | -         | 45            |

## Fares

NCTPA offers a variety of fare options for VINE passengers including one-way cash fares, monthly passes, day passes, and punch passes. The one-way adult cash fare is \$1.25 on local VINE routes. The one-way adult cash fare on intercity VINE routes ranges from \$1.25 to \$2.75 depending on the number of zones. On both intercity and local routes, discounted fares are available for seniors, youth, persons with disabilities, and Medicare cardholders. All discount passes, including monthly passes, day passes, and punch passes, can be used on both local and intercity routes. Fares were last increased as a recommendation of the 2006 SRTP.

All of the Downtown Napa Trolley routes are free of charge.

Detailed fare information for VINE transit services is provided in Figures 2-2 through 2-4.

**Figure 2-2 Cash Fares—Local VINE Routes**

|  | Fare   |
|--|--------|
| Adults (age 19-64)                       | \$1.25 |
| Youth (age 6-18)                         | \$1.00 |
| Seniors (age 65+)                        | \$0.60 |
| Disabled                                 | \$0.60 |
| Medicare Cardholder                      | \$0.60 |
| Children 5 and under (limit 2 per adult) | Free   |
| Additional children                      | \$1.00 |

**Figure 2-3 Cash Fares—Intercity VINE Routes**

|   | Fare Type           | Zone 1 North<br>Calistoga/<br>St. Helena/<br>Rutherford/Oakville | Zone 2 Central<br>Yountville/<br>Napa | Zone 3 South<br>American Canyon/<br>Vallejo |
|---|---------------------|--|---------------------------------------|---|
| <b>Zone 1 North</b><br>Calistoga/<br>St. Helena/<br>Rutherford/<br>Oakville | Adult 19-64         | \$1.25   | \$2.00                                | \$2.75                                      |
|   | Youth 6-18          | \$1.00   | \$1.50                                | \$2.00                                      |
|   | Senior 65+/Disabled | \$0.60   | \$1.00                                | \$1.35                                      |
|   | Medicare Cardholder | \$0.60   | \$1.00                                | \$1.35                                      |
| <b>Zone 2 Central</b><br>Yountville/<br>Napa                                | Adult 19-64         | \$2.00   | \$1.25                                | \$2.00                                      |
|   | Youth 6-18          | \$1.50   | \$1.00                                | \$1.50                                      |
|   | Senior 65+/Disabled | \$1.00   | \$0.60                                | \$1.00                                      |
|   | Medicare Cardholder | \$1.00   | \$0.60                                | \$1.00                                      |
| <b>Zone 3 South</b><br>American Canyon/<br>Vallejo                          | Adult 19-64         | \$2.75   | \$2.00                                | \$1.25                                      |
|   | Youth 6-18          | \$2.00   | \$1.50                                | \$1.00                                      |
|   | Senior 65+/Disabled | \$1.35   | \$1.00                                | \$0.60                                      |
|   | Medicare Cardholder | \$1.35   | \$1.00                                | \$0.60                                      |

**Figure 2-4 Discount Passes—Local and Intercity VINE Routes**

|                                   | Punch Pass | Monthly Pass | Day Pass |
|-----------------------------------|------------|--------------|----------|
| Adults (age 19-64)                | \$23       | \$40         | \$4      |
| Youth (age 6-18)                  | \$18       | \$30         | \$3      |
| Seniors (age 65+)                 | \$11       | \$20         | \$2      |
| Disabled                          | \$11       | \$20         | \$2      |
| Medicare Cardholder*              | \$11       | \$20         | \$2      |
| Seniors age 90 with Lifetime Pass | Free       |              |          |

\* Picture ID may be required with Medicare Card to receive discounted fare.

**Transfers**

On all VINE routes, transfers are issued free at the time of boarding and may be used at valid Transfer Points to complete a one-way trip that cannot be completed on a single VINE route. Transfers are valid only for the date and time punched.

Route 10 passengers may request a free transfer to or from several of the NCTPA’s community shuttles, including the Yountville Shuttle, the St. Helena VINE Shuttle, and the American Canyon Transit Shuttle (“The Duck”). Transfers to Route 10 are only good for travel within one zone. To travel beyond one zone passengers must pay the additional zonal fare.

At certain transfer points, including the Transit Mall in downtown Santa Rosa, the Coddington Mall in Santa Rosa, and the Lincoln Avenue transfer point in Calistoga, Route 11 passengers may transfer to and from other transit services including Santa Rosa CityBus, Sonoma County Transit, Golden Gate Transit, and Lake Transit. A valid transfer from any of those transit systems entitles the passenger to a discount on their VINE fare equivalent to the applicable base fare (e.g., adult, youth, senior) of the system that the passenger is transferring from. A valid transfer from VINE entitles the passenger to a free ride on Santa Rosa CityBus (within a two hour transfer window) and a \$1.00 discount on their Lake Transit fare. There is no discounted fare on Sonoma County Transit or Golden Gate Transit with a VINE transfer.

Detailed transfer costs are provided in Figure 2-5.

**Figure 2-5 Transfers**

| Transfer Type                                    | Fare  |
|--|---|
| Between VINE routes                              | Free  |
| <b>Route 10</b>                                  |   |
| Route 10 to Yountville Shuttle                   | Free  |
| Yountville Shuttle to Route 10                   | Free*   |
| Route 10 to St. Helena VINE Shuttle              | Free  |
| St. Helena VINE Shuttle to Route 10              | Free*   |
| Route 10 to American Canyon Transit ("The Duck") | Free  |
| American Canyon Transit ("The Duck") to Route 10 | Free*   |
| <b>Route 11</b>                                  |   |
| Route 11 to Santa Rosa CityBus                   | Free**  |
| Santa Rosa CityBus to Route 11                   | Discount worth the base fare on Santa Rosa CityBus    |
| Route 11 to Sonoma County Transit                | Full fare (no discount)                               |
| Sonoma County Transit to Route 11                | Discount worth the base fare on Sonoma County Transit |
| Route 11 to Golden Gate Transit                  | Full fare (no discount)                               |
| Golden Gate Transit to Route 11                  | Discount worth the base fare on Golden Gate Transit   |
| Route 11 to Lake Transit                         | \$1.00 discount on Lake Transit fare                  |
| Lake Transit to Route 11                         | Discount worth the base fare on Lake Transit          |

\* For travel within one zone.

\*\* Valid for two hours after the time of issue.

## Fleet and Facilities

As shown in Figure 2-6, NCTPA’s fixed-route fleet includes 20 vehicles for VINE service and three vehicles for Downtown Napa Trolley service. The useful life span of heavy duty buses is typically 12 years.<sup>1</sup> Half of the VINE vehicles are over twelve years of age. However, many of those buses have undergone a full rehabilitation and were rebuilt to like-new condition.

**Figure 2-6 Fixed-Route Fleet Information**

| Number of Vehicles           | Year | Make/Model          | Type            | Service Type |
|------------------------------|------|---------------------|-----------------|--------------|
| <b>VINE Fixed-Route</b>      |      |                     |                 |              |
| 1                            | 1982 | GMC RTS             | Standard Bus    | Fixed-Route  |
| 4                            | 1986 | GMC RTS             | Standard Bus    | Fixed-Route  |
| 3                            | 1987 | GMC RTS             | Standard Bus    | Fixed-Route  |
| 2                            | 1988 | GMC RTS             | Standard Bus    | Fixed-Route  |
| 5                            | 1995 | Gillig Phantom      | Standard Bus    | Fixed-Route  |
| 1                            | 1996 | Gillig Phantom      | Standard Bus    | Fixed-Route  |
| 4                            | 2000 | New Flyer Low Floor | Standard Bus    | Fixed-Route  |
| <b>20 Total</b>              |      |                     |                 |              |
| <b>Downtown Napa Trolley</b> |      |                     |                 |              |
| 1                            | 1999 | Supreme Trolley     | Trolley Vehicle | Fixed-Route  |
| 2                            | 2000 | Supreme Trolley     | Trolley Vehicle | Fixed-Route  |
| <b>3 Total</b>               |      |                     |                 |              |

All of VINE vehicles are maintained, fueled, and stored at the maintenance facility at 720 Jackson Street in Napa. Veolia Transportation contract operations staff are also located at the Jackson Street facility. NCTPA administrative staff are located at 707 Randolph Street in Napa.

<sup>1</sup> The Federal Transit Administration (FTA) defines the service life of a 35'-40' heavy duty transit bus as 12 years or 500,000 miles.

## Community Shuttles

NCTPA currently operates three deviated fixed-route community shuttles:

- American Canyon Transit—The Duck
- St. Helena VINE Shuttle
- Yountville Shuttle

All three operate on a fixed-route and schedule but deviate from the route upon request.

### **American Canyon Transit**

American Canyon Transit operates one deviated fixed-route shuttle that circulates through the city of American Canyon to Vallejo. The route originates at Safeway at American Canyon Road and Broadway and travels east on American Canyon Road completing a loop via Flosden Road and Via Bellagio. The route then travels back to Safeway before serving City Hall and Napa Junction Shopping Center (Walmart Supercenter) primarily on James Road and Broadway. The Duck then travels south along Donaldson Way, Elliott Drive, and Sonoma Boulevard to Vallejo, serving the American Canyon Recreation Center and Sereno Transit Center in Vallejo where transfers to Vallejo Transit routes can be made. The total travel time to complete the loop back to Safeway takes approximately 70 minutes.

Route deviations are available to senior and disabled passengers on request. Passengers with special needs are asked to call in advance to ensure that their requests can be arranged.

The Duck completes eight trips on weekdays and operates from 7:30 AM to 5:35 PM. No service is available between 12:10 PM to 1:10 PM or on weekends.

### **St. Helena VINE Shuttle**

The St. Helena VINE Shuttle provides transit services within the city of St. Helena and to St. Helena Hospital in Deer Park. As with all community shuttles, the shuttle has a fixed-route and schedule but deviates upon request. The service originates at the Napa Valley College extension located at Pope Street and College Avenue and serves destinations such as Safeway, City Hall, the Library, Robert Lewis Stevenson Middle School, Grayson High School, and Grayson Primary School. The shuttle also serves St. Helena Hospital, located north of the city, four times a day.

Deviated service is only available within the city limits (except St. Helena Hospital) and the area east of Silverado Trail. Passengers can only make ride requests the day of their trip.

The St. Helena VINE Shuttle operates on weekdays from 7:45 AM to 5:00 PM and provides ten trips. Service is not available between 12:00 PM and 1:00 PM or on weekends.

## Yountville Shuttle

The Yountville Shuttle connects the Veteran’s Home in the southwest part of town with the downtown area east of Highway 29. The shuttle provides circulation around the Veteran’s Home and serves the post office and downtown Yountville along Washington and Yount Streets.

During the summer, the service operates two express trips from Town Hall to the Veteran’s Home pool.

The Yountville Shuttle operates every 30 minutes from 9:00 AM to 4:06 PM with service available on Tuesday through Sunday. No service is available on Mondays.

Passengers requesting deviated service are asked to call 30 minutes in advance to arrange their trip; only same day service requests are allowed.

## Fares

Fare information for each service is provided below. The St. Helena VINE Shuttle and the Yountville Shuttle both charge a higher fare for door-to-door service while American Canyon Transit does not.

**Figure 2-7 Community Shuttle Fares**

|   | Adult (19-64) | Youth (18 and under) | Seniors (65-79) & Disabled | Seniors (80+) |
|---|---------------|----------------------|----------------------------|---------------|
| <b>American Canyon Transit-The Duck</b> |               |                      |                            |               |
| Fixed-route service                     | \$1.00        | \$0.50               | \$0.50                     | \$0.50        |
| Door-to-door service                    | \$1.00        | \$0.50               | \$0.50                     | \$0.50        |
| <b>St. Helena VINE Shuttle</b>          |               |                      |                            |               |
| Fixed-route service                     | \$0.50        | Free                 | Free                       | Free          |
| Door-to-door service                    | \$1.00        | \$0.50               | \$0.50                     | \$0.50        |
| <b>Yountville Shuttle</b>               |               |                      |                            |               |
| Fixed-route service                     | Free          | Free                 | Free                       | Free          |
| Door-to-door service                    | \$1.00        | \$0.50               | \$0.50                     | \$0.25        |

Transfers are offered for free from the community shuttle routes to Route 10 for travel within one zone. Passengers wishing to travel beyond one zone must pay an additional fare.

## Facilities and Fleet

The community shuttles are operated out of the VINE Go facility located at 691 Lincoln Avenue in Napa. Each service uses dedicated cutaway vehicles equipped with lifts. Each service only requires one vehicle in service at a time and each of them has a back-up vehicle.

**Figure 2-8 Community Shuttle Fleet**

| # of Vehicles                           | Year | Make/Model     | Type    | Service Type         |
|---|------|----------------|---------|----------------------|
| <b>American Canyon Transit—The Duck</b> |      |                |         |                      |
| 1                                       | 2001 | Ford Econoline | Cutaway | Deviated Fixed-Route |
| 1                                       | 2005 | Ford Econoline | Cutaway | Deviated Fixed-Route |
| 2                                       |      |                |         |                      |
| <b>St. Helena VINE Shuttle</b>          |      |                |         |                      |
| 2                                       | 2004 | Ford El Dorado | Cutaway | Deviated Fixed-Route |
| 1                                       | 1999 | Ford Aerotech  | Cutaway | Deviated Fixed-Route |
| 3                                       |      |                |         |                      |
| <b>Yountville Shuttle</b>               |      |                |         |                      |
| 2                                       | 1999 | Ford Aerotech  | Cutaway | Deviated Fixed-Route |

## Dial-a-ride & Other Services

NCTPA operates both the VINE Go and Calistoga HandyVan demand response services, and the recently launched FlexRide service, which provides demand response services in the city of Napa when fixed-route service is not available. The taxi scrip program is available to eligible persons for general purpose trips in Napa and Yountville.

### **VINE Go Paratransit**

VINE Go is the door-to-door ADA complementary service to the VINE fixed-route services. VINE Go serves Napa Valley from Calistoga to American Canyon, primarily along the Highway 29 corridor. VINE Go will also make trips into Vallejo within three-quarters of a mile of Route 10. VINE Go is available to ADA certified persons and seniors 65 and older in south Napa Valley and to the general public in the cities of Yountville, St. Helena, Calistoga, and unincorporated Napa Valley north of Yountville. General public riders may only travel between points north of Yountville. All VINE Go passengers must first register before using the service.

Passengers may call one to seven days in advance to make a reservation. Same day service requests are filled based on vehicle availability. ADA certified passengers are given first priority for service requests.

VINE Go operates the same days and service hours as the VINE fixed-route service in each community. VINE Go runs seven days a week from:

- 5:20 AM to 9:30 PM on Monday through Friday
- 6:00 AM to 8:30 PM on Saturdays
- 8:00 AM to 7:00 PM on Sundays

### **Calistoga HandyVan**

Calistoga HandyVan is a general public dial-a-ride service for residents of Calistoga. No reservations are required. Depending on the demand for the service, persons wishing to schedule a pickup may be able to schedule a trip within 15 minutes of calling the dispatcher. HandyVan passengers can transfer to Route 10 and Route 11 at the Lincoln Road Bridge in Calistoga.

Calistoga HandyVan operates:

- Monday through Friday from 8:15 AM to 12:00 PM and 1:00 PM to 5:00 PM
- Saturday from 9:00 AM to 1:00 PM

### **FlexRide**

FlexRide is a new NCTPA service intended to help city of Napa residents before and after VINE fixed-route services operate. FlexRide launched on January 17, 2007 with the goal of providing evening curb-to-curb service to Napa Valley College students and people who

work late. The service operates from 6:30 PM to 10:00 PM on weekdays and 8:00 AM to 1:00 PM on Sundays. Passengers wishing to use FlexRide may reserve their trip one to three days in advance.

### Taxi Scrip

NCTPA operates a taxi scrip program for certified persons with disabilities and seniors in the cities of Napa and Yountville and surrounding unincorporated areas. The taxis may be used for general trip purposes within Napa and Yountville and outside the service area to Kaiser Hospital in Vallejo and St. Helena Hospital. Taxi service is available to participants seven days a week, 24 hours a day.

Taxi scrip costs \$10.00 for a fare value of \$20.00, a 50% discount. Participants may buy up to \$60.00 worth of taxi scrip a month.

### Fares

Since VINE Go provides service to the entire Napa Valley, fares are dependent on the distance traveled. The figure below shows the VINE Go fare matrix.

**Figure 2-9 VINE Go Fare Matrix**

| To / From       | Calistoga | St. Helena | Deer Park | Yountville | Napa   | American Canyon | Vallejo |
|-----------------|-----------|------------|-----------|------------|--------|-----------------|---------|
| Calistoga       | \$2.00    | \$2.50     | \$2.50    | \$3.50     | \$3.50 | \$4.50          | \$4.50  |
| St. Helena      | \$2.50    | \$2.00     | \$2.50    | \$3.50     | \$3.50 | \$4.50          | \$4.50  |
| Deer Park       | \$2.50    | \$2.50     | \$2.00    | \$3.50     | \$3.50 | \$4.50          | \$4.50  |
| Yountville      | \$3.50    | \$3.50     | \$3.50    | \$2.00     | \$2.50 | \$3.50          | \$3.50  |
| Napa            | \$3.50    | \$3.50     | \$3.50    | \$2.50     | \$2.00 | \$3.50          | \$3.50  |
| American Canyon | \$4.50    | \$4.50     | \$4.50    | \$3.50     | \$3.50 | \$2.00          | \$2.50  |
| Vallejo         | \$4.50    | \$4.50     | \$4.50    | \$3.50     | \$3.50 | \$2.50          | \$2.00  |

In addition to cash fares, VINE Go also offers a punch pass. Punch passes cost \$17.00 and have the value of \$20.00. When boarding the vehicle, the driver punches out the appropriate fare from the pass.

VINE Go fares will be increased in July 2008. The fare changes will include

- Elimination of the \$2.00 intracity fare. All intracity travel will require the one zone fare of \$2.50.
- Two zone fare increase from \$3.50 to \$4.00
- Three zone fare will increase from \$4.50 to \$5.50.

The new fare matrix is presented on the following page.

**Figure 2-10 VINE Go Fare Matrix effective July 1, 2008**

| To / From       | Calistoga | St. Helena | Deer Park | Yountville | Napa   | American Canyon | Vallejo |
|-----------------|-----------|------------|-----------|------------|--------|-----------------|---------|
| Calistoga       | \$2.50    | \$2.50     | \$2.50    | \$4.00     | \$4.00 | \$5.50          | \$5.50  |
| St. Helena      | \$2.50    | \$2.50     | \$2.50    | \$4.00     | \$4.00 | \$5.50          | \$5.50  |
| Deer Park       | \$2.50    | \$2.50     | \$2.50    | \$4.00     | \$4.00 | \$5.50          | \$5.50  |
| Yountville      | \$4.00    | \$4.00     | \$4.00    | \$2.50     | \$2.50 | \$4.00          | \$4.00  |
| Napa            | \$4.00    | \$4.00     | \$4.00    | \$2.50     | \$2.50 | \$4.00          | \$4.00  |
| American Canyon | \$5.50    | \$5.50     | \$5.50    | \$4.00     | \$4.00 | \$2.50          | \$2.50  |
| Vallejo         | \$5.50    | \$5.50     | \$5.50    | \$4.00     | \$4.00 | \$2.50          | \$2.50  |

The HandyVan fare is \$2.50 for a one-way trip or \$1.00 with a HandyVan punch pass. Punch passes are sold in \$10 and \$20 denominations and can be purchased at Calistoga City Hall or via mail.

The FlexRide adult fare is \$2.00 per ride.

## Fleet and Facilities

All demand response services are operated by Veolia Transport out of the facility located at 691 Lincoln Avenue in Napa. Currently the Calistoga HandyVan service has two dedicated vans and VINE Go has 18 vehicles, cutaways, and vans. FlexRide services uses VINE Go vehicles and currently has no dedicated vehicles. Facilities and vehicles are owned by NCTPA.

**Figure 2-11 Demand Response Vehicle Fleet**

| # of Vehicles              | Year | Make/Model        | Type    | Service Type    |
|----------------------------|------|-------------------|---------|-----------------|
| <b>Calistoga HandyVan</b>  |      |                   |         |                 |
| 1                          | 1997 | Dodge Caravan     | Van     | Demand Response |
| 1                          | 2003 | Ford Van          | Van     | Demand Response |
| 2                          |      |                   |         |                 |
| <b>VINE Go Paratransit</b> |      |                   |         |                 |
| 2                          | 1995 | Ford Van          | Van     | Demand Response |
| 1                          | 1999 | Ford Aerotech     | Cutaway | Demand Response |
| 3                          | 1999 | Ford Econoline    | Van     | Demand Response |
| 2                          | 2001 | Ford Aerotech     | Cutaway | Demand Response |
| 1                          | 2001 | Ford Champion     | Cutaway | Demand Response |
| 4                          | 2002 | Ford Aerotech     | Cutaway | Demand Response |
| 1                          | 2007 | Starcraft Allstar | Cutaway | Demand Response |
| 4                          | 2007 | Ford Econoline    | Van     | Demand Response |
| 18                         |      |                   |         |                 |



## Chapter 3. Service Evaluation

This chapter summarizes the results of the ridecheck and data analysis conducted as part of the SRTP process. A detailed route-by-route review is included in the Existing Conditions Report. Passenger survey results for VINE, community shuttles, and VINE Go are located in the appendix.

### System Performance

An analysis of performance indicators over the last five fiscal years was conducted on all NCTPA services to assess productivity and cost effectiveness. These indicators included the operating cost per passenger, operating cost per revenue hour, passengers per revenue hour, average fare per passenger, operating subsidy per passenger, and farebox recovery ratio.

#### VINE and Trolley Fixed-Route Services

VINE experienced an almost 20% decline in ridership in FY 2003/04. The decline is a result of the route restructuring. The route restructuring undertaken in FY 2003/04 sought to make VINE service more convenient for passengers by improving the interlining of routes with the goal of reducing transfer activity. As a result, ridership based on unlinked passenger trips declined because of reduced transfers between routes. VINE ridership has increased overall by 4.5% since the route restructuring.

Operating costs for fixed route services and the trolley have increased 27% since FY 2002/03. Larger increases in operating costs in FY 2003/04 (8.6%) and FY 2005/06 (10.8%) are associated with increases in revenue service hours.

Productivity measures performed well in FY 2006/07 due to the slow growth in operating costs. The operating cost per passenger increased 51% in the last five years with the largest increase occurring in FY 2003/04. This is due primarily to the route restructuring and subsequent drop in unlinked passenger trips. The cost per revenue hour is up 18% in the last five years. VINE currently costs approximately \$78 per hour to operate.

The farebox recovery ratio has increased to over

#### Definitions

##### **Unlinked Passenger Trips:**

The total number of passengers who board public transit vehicles. A passenger is counted each time he/she boards a revenue vehicle even though the boarding may be the result of a transfer from another route to complete the same one-way journey.

**Interlining:** Term used for scheduling a vehicle to operate from one route to another during a service period. When a vehicle operates on "Route A" and then switches to "Route B" for its next trip and then back to "Route A," the two routes are said to be interlined. Optimal interlining can result in reduced costs to the agency (optimizes round trip cycle times) AND provide a convenience to the passenger (minimizes the need to physically move between buses when transferring). Currently VINE routes 1A, 1B, 3A, and 3B are interlined and routes 2, 5A, 5B, and 6 are interlined.

15%. The measure declined sharply in FY 2003/04 but is now its highest since FY 2002/03. The VINE fare increased in February 2007 to help meet the farebox recovery ratio goal. The average fare has increased steadily and now stands at \$0.83 per passenger.

**Figure 3-1 Performance Measures for VINE and Downtown Trolley**

|   | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|---|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>Fixed Route Service (VINE &amp; Downtown Napa Trolley)</b> |                      |                      |                      |                      |                                   |
| Operating Cost <sup>2</sup>                                   | \$3,414,618          | \$3,707,846          | \$3,883,626          | \$4,302,099          | \$4,338,718                       |
| <i>% Change</i>   |                      | 8.6%                 | 4.7%                 | 10.8%                | 0.9%                              |
| Passengers  | 941,473              | 756,801              | 730,778              | 777,388              | 791,238                           |
| <i>% Change</i>   |                      | -19.6%               | -3.4%                | 6.4%                 | 1.8%                              |
| Revenue Miles   | 788,012              | 804,376              | 824,026              | 861,983              | 848,498                           |
| <i>% Change</i>   |                      | 2.1%                 | 2.4%                 | 4.6%                 | -1.6%                             |
| Revenue Hours   | 51,605               | 53,161               | 53,533               | 55,620               | 55,599                            |
| <i>% Change</i>   |                      | 3.0%                 | 0.7%                 | 3.9%                 | 0.0%                              |
| Farebox Revenue <sup>3</sup>                                  | \$600,542            | \$532,728            | \$569,935            | \$595,783            | \$657,384                         |
| <i>% Change</i>   |                      | -11.3%               | 7.0%                 | 4.5%                 | 10.3%                             |
| Operating Cost/Passenger                                      | \$3.63               | \$4.90               | \$5.31               | \$5.53               | \$5.48                            |
| <i>% Change</i>   |                      | 35.1%                | 8.5%                 | 4.1%                 | -0.9%                             |
| Operating Cost/Revenue Hour                                   | \$66.17              | \$69.75              | \$72.55              | \$77.35              | \$78.04                           |
| <i>% Change</i>   |                      | 5.4%                 | 4.0%                 | 6.6%                 | 0.9%                              |
| Passengers/Revenue Hour                                       | 18.2                 | 14.2                 | 13.7                 | 14.0                 | 14.2                              |
| <i>% Change</i>   |                      | -22.0%               | -4.1%                | 2.4%                 | 1.8%                              |
| Average Fare/Passenger  | \$0.64               | \$0.70               | \$0.78               | \$0.77               | \$0.83                            |
| <i>% Change</i>   |                      | 10.4%                | 10.8%                | -1.7%                | 8.4%                              |
| Farebox Recovery Ratio  | 17.6%                | 14.4%                | 14.7%                | 13.8%                | 15.2%                             |
| <i>% Change</i>   |                      | -18.3%               | 2.1%                 | -5.6%                | 9.4%                              |
| Subsidy/Passenger   | \$2.99               | \$4.20               | \$4.53               | \$4.77               | \$4.65                            |
| <i>% Change</i>   |                      | 40.4%                | 8.1%                 | 5.1%                 | -2.4%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

<sup>2</sup> Operating cost increases in FY 2003/04 and in FY 2005/06 are associated with increases in revenue service hours

<sup>3</sup> Includes Trolley Farebox Contribution paid by Downtown Business Association in lieu of passenger fares

**Ridership and Productivity by Route**

Route 10 had the highest ridership of any route with over 270,000 passenger boardings in FY 2006/07 (approximately 40% of total fixed-route system ridership). Route 10 is the major intercity route and has the highest level of service, operating in the early mornings, late evenings, and on Sundays. Route 4 had the highest local route ridership with over 73,000 boardings, followed by Route 2 with over 66,000 boardings.

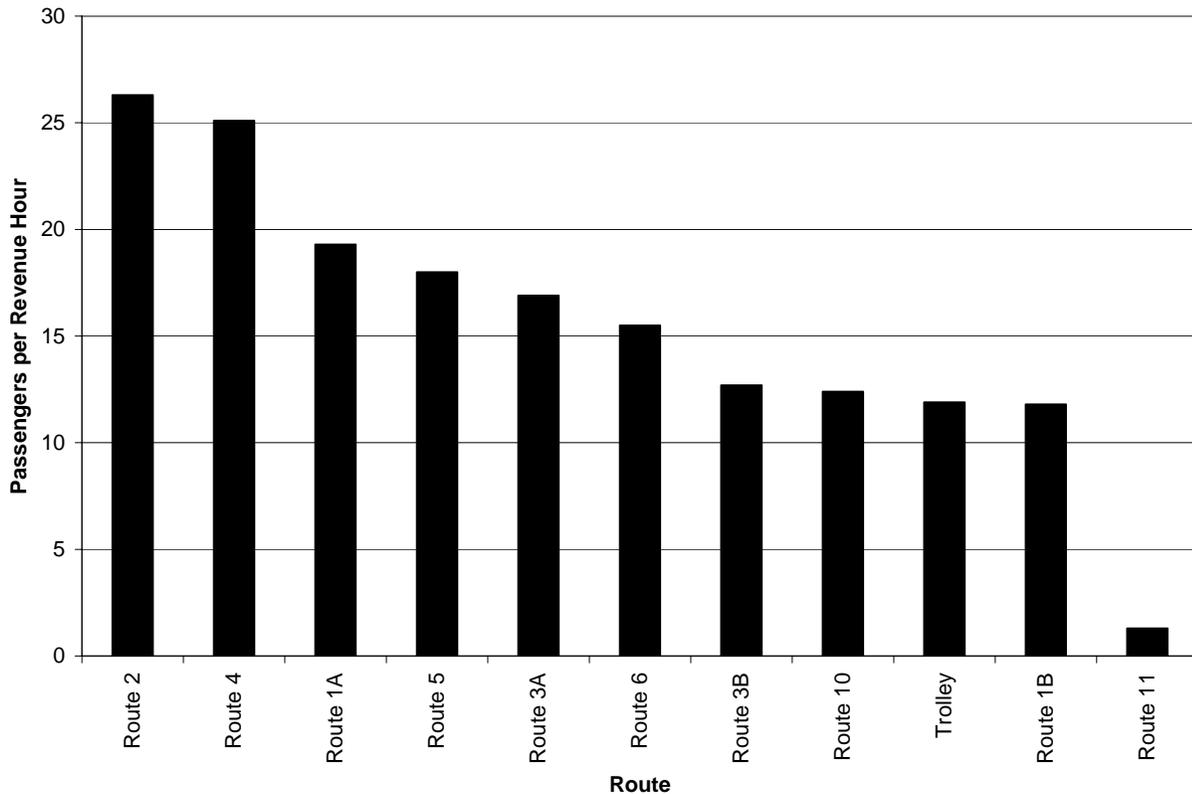
**Figure 3-2 Fixed-Route Ridership and Passenger Productivity  
FY 2006/07**

| Route   | Annual Passenger Trips | Passengers per Revenue Hour |
|---------|------------------------|-----------------------------|
| 1A      | 52,540                 | 19.3                        |
| 1B      | 30,305                 | 11.8                        |
| 2       | 66,379                 | 26.3                        |
| 3A      | 48,206                 | 16.9                        |
| 3B      | 33,191                 | 12.7                        |
| 4       | 73,230                 | 25.1                        |
| 5*      | 49,187                 | 18.0                        |
| 6       | 39,339                 | 15.5                        |
| 10      | 271,849                | 12.4                        |
| 11      | 2,751                  | 1.3                         |
| Trolley | 55,545                 | 11.9                        |

\*Route 5 data is reported in aggregate for Routes 5A and 5B.

Although Route 10 had the highest ridership, the route did not have the highest passenger productivity. Routes 2 and 4 had the highest passenger per hour productivity, each averaging over 25 passengers per hour. Route 10 averaged 12.4 passengers per hour.

**Figure 3-3 Fixed-Route Passenger Productivity FY 2006/07**



### American Canyon Transit

Operating costs for American Canyon Transit have increased 33% since FY 2002/03. The largest operating cost increase occurred in FY 2004/05 and was due to the implementation of the American Canyon taxi scrip program which added approximately \$25,000 to the annual budget for the service.

Overall ridership has fallen 10% in the last five fiscal years. Revenue hours and miles have also declined in the same time period. As a result of rising costs and decreasing ridership, the operating cost per passenger has increased by almost 50% to \$18.00 per passenger since FY 2002/03. The cost per hour has climbed 40% to over \$77 per revenue hour.

Since both ridership and revenue hours have declined, the number of passenger per hour has remained steady although it has declined slightly to an average of 4.3 passengers per hour.

The city of American Canyon and NCTPA have a cost sharing agreement where American Canyon will provide NCTPA with funding to maintain American Canyon Transit’s 10% farebox recovery ratio. As a result ACT has maintained a near 10% recovery ratio since FY 2004/05. The average fare per passenger has more than doubled due to the agreement from \$0.73 in FY 2002/03 to \$1.93 in FY 2006/07.

While NCTPA's farebox recovery goal for ACT is 10%, MTC requires the service to have a 16% farebox recovery ratio. To accomplish the required ratio, NCTPA uses VINE fares to cover the difference.

**Figure 3-4 Performance Measures for American Canyon Transit**

|   | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|---|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>American Canyon Transit—The Duck</b> |                      |                      |                      |                      |                                   |
| Operating Cost                          | \$126,671            | \$117,103            | \$150,151            | \$152,520            | \$167,937                         |
| <i>% Change</i>                         |                      | -7.6%                | 28.2%                | 1.6%                 | 10.1%                             |
| Passengers                              | 10,418               | 10,786               | 10,083               | 10,058               | 9,337                             |
| <i>% Change</i>                         |                      | 3.5%                 | -6.5%                | -0.2%                | -7.2%                             |
| Revenue Miles                           | 31,094               | 32,436               | 30,142               | 30,979               | 27,369                            |
| <i>% Change</i>                         |                      | 4.3%                 | -7.1%                | 2.8%                 | -11.7%                            |
| Revenue Hours                           | 2,289                | 2,403                | 2,215                | 2,284                | 2,158                             |
| <i>% Change</i>                         |                      | 5.0%                 | -7.8%                | 3.1%                 | -5.5%                             |
| Farebox Revenue                         | \$7,557              | \$8,985              | \$15,014             | \$15,252             | \$18,023                          |
| <i>% Change</i>                         |                      | 18.9%                | 67.1%                | 1.6%                 | 18.2%                             |
| Operating Cost/Passenger                | \$12.16              | \$10.86              | \$14.89              | \$15.16              | \$17.99                           |
| <i>% Change</i>                         |                      | -10.7%               | 37.2%                | 1.8%                 | 18.6%                             |
| Operating Cost/Revenue Hour             | \$55.34              | \$48.73              | \$67.79              | \$66.78              | \$77.82                           |
| <i>% Change</i>                         |                      | -11.9%               | 39.1%                | -1.5%                | 16.5%                             |
| Passengers/Revenue Hour                 | 4.6                  | 4.5                  | 4.6                  | 4.4                  | 4.3                               |
| <i>% Change</i>                         |                      | -1.4%                | 1.4%                 | -3.3%                | -1.7%                             |
| Average Fare/Passenger                  | \$0.73               | \$0.83               | \$1.49               | \$1.52               | \$1.93                            |
| <i>% Change</i>                         |                      | 14.8%                | 78.8%                | 1.8%                 | 27.3%                             |
| Farebox Recovery Ratio                  | 6.0%                 | 7.7%                 | 10.0%                | 10.0%                | 10.7%                             |
| <i>% Change</i>                         |                      | 28.6%                | 30.3%                | 0.0%                 | 7.3%                              |
| Subsidy/Passenger                       | \$11.43              | \$10.02              | \$13.40              | \$13.65              | \$16.06                           |
| <i>% Change</i>                         |                      | -12.3%               | 33.7%                | 1.8%                 | 17.6%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

### St. Helena VINE Shuttle

The St. Helena VINE Shuttle operating costs have increased by an overall 14.6% in the last five fiscal years. Despite the overall increase, the operating cost actually declined in FY 2006/07. Ridership has fallen overall since FY 2002/03 with the largest decline occurring in FY 2003/04.

Due to the increasing operating cost and the decline in ridership, the operating cost per passenger has increased to over \$21 per passenger. The operating cost per revenue hour however has declined overall due to revenue hours increasing at a higher rate than the operating cost.

Because of the Shuttle’s farebox agreement with the city of St. Helena, similar to that of American Canyon, the farebox recovery ratio has greatly increased from under 1% in FY 2002/03 to nearly 10% in FY 2006/07. This has also improved the average fare per passenger to over \$2.00 per passenger.

**Figure 3-5 Performance Measures for St. Helena VINE Shuttle**

|                                | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|--------------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>St. Helena VINE Shuttle</b> |                      |                      |                      |                      |                                   |
| Operating Cost                 | \$132,069            | \$139,563            | \$147,405            | \$161,952            | \$151,341                         |
| <i>% Change</i>                |                      | 5.7%                 | 5.6%                 | 9.9%                 | -6.6%                             |
| Passengers                     | 8,574                | 5,912                | 6,024                | 7,180                | 7,164                             |
| <i>% Change</i>                |                      | -31.0%               | 1.9%                 | 19.2%                | -0.2%                             |
| Revenue Miles                  | 16,868               | 19,348               | 16,014               | 18,627               | 18,667                            |
| <i>% Change</i>                |                      | 14.7%                | -17.2%               | 16.3%                | 0.2%                              |
| Revenue Hours                  | 1,752                | 1,974                | 1,938                | 2,137                | 2,112                             |
| <i>% Change</i>                |                      | 12.7%                | -1.8%                | 10.3%                | -1.2%                             |
| Farebox Revenue                | \$936                | \$2,091              | \$3,380              | \$14,476             | \$14,461                          |
| <i>% Change</i>                |                      | 123.4%               | 61.6%                | 328.3%               | -0.1%                             |
| Operating Cost/Passenger       | \$15.40              | \$23.61              | \$24.47              | \$22.56              | \$21.13                           |
| <i>% Change</i>                |                      | 53.3%                | 3.7%                 | -7.8%                | -6.3%                             |
| Operating Cost/Revenue Hour    | \$75.38              | \$70.70              | \$76.06              | \$75.78              | \$71.66                           |
| <i>% Change</i>                |                      | -6.2%                | 7.6%                 | -0.4%                | -5.4%                             |
| Passengers/Revenue Hour        | 4.9                  | 3.0                  | 3.1                  | 3.4                  | 3.4                               |
| <i>% Change</i>                |                      | -38.8%               | 3.8%                 | 8.1%                 | 1.0%                              |
| Average Fare/Passenger         | \$0.11               | \$0.35               | \$0.56               | \$2.02               | \$2.02                            |
| <i>% Change</i>                |                      | 224.0%               | 58.6%                | 259.3%               | 0.1%                              |
| Farebox Recovery Ratio         | 0.7%                 | 1.5%                 | 2.3%                 | 8.9%                 | 9.6%                              |
| <i>% Change</i>                |                      | 111.4%               | 53.0%                | 289.8%               | 6.9%                              |
| Subsidy/Passenger              | \$15.29              | \$23.25              | \$23.91              | \$20.54              | \$19.11                           |
| <i>% Change</i>                |                      | 52.0%                | 2.8%                 | -14.1%               | -7.0%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

**Yountville Shuttle**

The Yountville Shuttle has experienced an overall decline in operating cost, ridership, revenue hours, and revenue miles. The operating cost per passenger was up a modest

6.5% since FY 2002/03. The measure has declined each year since a large increase in FY 2003/04. The overall operating cost per revenue hour declined 14% to \$67 per hour.

The average passenger per revenue hour has dropped from 5.3 to 4.3 in FY 2006/07. The Yountville Shuttle had the highest passenger average per hour in FY 2002/03 but due to the decrease in productivity, the route now has approximately the same passengers per hour as ACT.

The farebox recovery ratio has improved and stands at around 10% due to a cost sharing agreement with the town of Yountville. The average fare per passenger has improved as a result.

**Figure 3-6 Performance Measures for Yountville Shuttle**

|                             | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>Yountville Shuttle</b>   |                      |                      |                      |                      |                                   |
| Operating Cost              | \$158,666            | \$168,416            | \$147,125            | \$149,592            | \$135,515                         |
| <i>% Change</i>             |                      | 6.1%                 | -12.6%               | 1.7%                 | -9.4%                             |
| Passengers                  | 10,927               | 7,228                | 8,529                | 9,013                | 8,760                             |
| <i>% Change</i>             |                      | -33.9%               | 18.0%                | 5.7%                 | -2.8%                             |
| Revenue Miles               | 17,684               | 15,557               | 16,882               | 16,596               | 16,651                            |
| <i>% Change</i>             |                      | -12.0%               | 8.5%                 | -1.7%                | 0.3%                              |
| Revenue Hours               | 2,045                | 1,900                | 1,971                | 2,025                | 2,023                             |
| <i>% Change</i>             |                      | -7.1%                | 3.7%                 | 2.7%                 | -0.1%                             |
| Farebox Revenue             | \$6,729              | \$9,087              | \$13,918             | \$14,959             | \$14,636                          |
| <i>% Change</i>             |                      | 35.0%                | 53.2%                | 7.5%                 | -2.2%                             |
| Operating Cost/Passenger    | \$14.52              | \$23.30              | \$17.25              | \$16.60              | \$15.47                           |
| <i>% Change</i>             |                      | 60.5%                | -26.0%               | -3.8%                | -6.8%                             |
| Operating Cost/Revenue Hour | \$77.59              | \$88.64              | \$74.64              | \$73.87              | \$66.99                           |
| <i>% Change</i>             |                      | 14.2%                | -15.8%               | -1.0%                | -9.3%                             |
| Passengers/Revenue Hour     | 5.3                  | 3.8                  | 4.3                  | 4.5                  | 4.3                               |
| <i>% Change</i>             |                      | -28.8%               | 13.7%                | 2.9%                 | -2.7%                             |
| Average Fare/Passenger      | \$0.62               | \$1.26               | \$1.63               | \$1.66               | \$1.67                            |
| <i>% Change</i>             |                      | 104.2%               | 29.8%                | 1.7%                 | 0.7%                              |
| Farebox Recovery Ratio      | 4.2%                 | 5.4%                 | 9.5%                 | 10.0%                | 10.8%                             |
| <i>% Change</i>             |                      | 27.2%                | 75.3%                | 5.7%                 | 8.0%                              |
| Subsidy/Passenger           | \$13.90              | \$22.04              | \$15.62              | \$14.94              | \$13.80                           |
| <i>% Change</i>             |                      | 58.5%                | -29.1%               | -4.4%                | -7.6%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data from NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

## Calistoga HandyVan

HandyVan operating costs have increased over 10% since FY 2002/03 while the revenue hours and miles have both declined. Ridership is also down 33% in the last five years. As a

result, the operating cost per passenger has climbed by 67% to approximately \$25 per passenger and the operating cost per hour is nearly \$83.

The farebox recovery ratio and average fare per passenger have performed positively due to Calistoga paying to maintain a 10% farebox recovery ratio.

HandyVan averaged 3.3 passengers per revenue hour in FY 2006/07.

**Figure 3-7 Performance Measures for Calistoga HandyVan**

|                                   | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|-----------------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>Calistoga HandyVan Service</b> |                      |                      |                      |                      |                                   |
| Operating Cost                    | \$136,097            | \$142,165            | \$149,586            | \$159,964            | \$150,331                         |
| % Change                          |                      | 4.5%                 | 5.2%                 | 6.9%                 | -6.0%                             |
| Passengers                        | 9,053                | 7,686                | 6,422                | 6,318                | 5,999                             |
| % Change                          |                      | -15.1%               | -16.4%               | -1.6%                | -5.0%                             |
| Revenue Miles                     | 16,665               | 15,062               | 11,855               | 11,422               | 11,446                            |
| % Change                          |                      | -9.6%                | -21.3%               | -3.7%                | 0.2%                              |
| Revenue Hours                     | 2,066                | 1,953                | 2,004                | 1,911                | 1,815                             |
| % Change                          |                      | -5.5%                | 2.6%                 | -4.6%                | -5.0%                             |
| Farebox Revenue                   | \$9,203              | \$8,462              | \$14,632             | \$15,440             | \$15,595                          |
| % Change                          |                      | -8.1%                | 72.9%                | 5.5%                 | 1.0%                              |
| Operating Cost/Passenger          | \$15.03              | \$18.50              | \$23.29              | \$25.32              | \$25.06                           |
| % Change                          |                      | 23.0%                | 25.9%                | 8.7%                 | -1.0%                             |
| Operating Cost/Revenue Hour       | \$65.87              | \$72.79              | \$74.64              | \$83.71              | \$82.83                           |
| % Change                          |                      | 10.5%                | 2.5%                 | 12.1%                | -1.1%                             |
| Passengers/Revenue Hour           | 4.4                  | 3.9                  | 3.2                  | 3.3                  | 3.3                               |
| % Change                          |                      | -10.2%               | -18.6%               | 3.2%                 | 0.0%                              |
| Average Fare/Passenger            | \$1.02               | \$1.10               | \$2.28               | \$2.44               | \$2.60                            |
| % Change                          |                      | 8.3%                 | 106.9%               | 7.3%                 | 6.4%                              |
| Farebox Recovery Ratio            | 6.8%                 | 6.0%                 | 9.8%                 | 9.7%                 | 10.4%                             |
| % Change                          |                      | -12.0%               | 64.3%                | -1.3%                | 7.5%                              |
| Subsidy/Passenger                 | \$14.02              | \$17.40              | \$21.01              | \$22.87              | \$22.46                           |
| % Change                          |                      | 24.1%                | 20.8%                | 8.9%                 | -1.8%                             |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data provided by NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

**VINE Go Paratransit**

VINE Go operating costs have declined by 9% since FY 2002/03. The annual ridership, revenue miles, and hours are also down from five years ago. Performance measures have

performed positively. The operating cost per passenger was down 4% to approximately \$33 per passenger in FY 2006/07 and the operating cost per revenue hour is at a five year low at \$76.20 per hour.

Even though VINE Go is carrying fewer passengers, the passengers transported per revenue hour increased to 2.3, showing more efficient operating conditions.

The average fare per passenger increased almost 8% overall. The farebox recovery ratio has increased since FY 2003/04 and was 6.8% in FY 2006/07. This amount still falls short of the 10% farebox recovery requirement although when combined with costs and revenues of the taxi scrip program, VINE Go does meet the 10% recovery requirement.

### Figure 3-8 Performance Measures for VINE Go

|                                    | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Actual <sup>1</sup> |
|------------------------------------|----------------------|----------------------|----------------------|----------------------|-----------------------------------|
| <b>VINE Go Paratransit Service</b> |                      |                      |                      |                      |                                   |
| Operating Cost                     | \$1,229,174          | \$1,309,458          | \$1,231,780          | \$1,279,747          | \$1,117,431                       |
| % Change                           |                      | 6.5%                 | -5.9%                | 3.9%                 | -12.7%                            |
| Passengers                         | 35,704               | 31,701               | 32,018               | 33,454               | 33,773                            |
| % Change                           |                      | -11.2%               | 1.0%                 | 4.5%                 | 1.0%                              |
| Revenue Miles                      | 185,958              | 173,024              | 177,247              | 173,981              | 165,397                           |
| % Change                           |                      | -7.0%                | 2.4%                 | -1.8%                | -4.9%                             |
| Revenue Hours                      | 15,952               | 15,592               | 15,491               | 15,460               | 14,665                            |
| % Change                           |                      | -2.3%                | -0.6%                | -0.2%                | -5.1%                             |
| Farebox Revenue                    | \$74,168             | \$69,871             | \$67,798             | \$71,522             | \$75,608                          |
| % Change                           |                      | -5.8%                | -3.0%                | 5.5%                 | 5.7%                              |
| Operating Cost/Passenger           | \$34.43              | \$41.31              | \$38.47              | \$38.25              | \$33.09                           |
| % Change                           |                      | 20.0%                | -6.9%                | -0.6%                | -13.5%                            |
| Operating Cost/Revenue Hour        | \$77.05              | \$83.98              | \$79.52              | \$82.78              | \$76.20                           |
| % Change                           |                      | 9.0%                 | -5.3%                | 4.1%                 | -7.9%                             |
| Passengers/Revenue Hour            | 2.2                  | 2.0                  | 2.1                  | 2.2                  | 2.3                               |
| % Change                           |                      | -9.2%                | 1.7%                 | 4.7%                 | 6.4%                              |
| Average Fare/Passenger             | \$2.08               | \$2.20               | \$2.12               | \$2.14               | \$2.24                            |
| % Change                           |                      | 6.1%                 | -3.9%                | 1.0%                 | 4.7%                              |
| Farebox Recovery Ratio             | 6.0%                 | 5.3%                 | 5.5%                 | 5.6%                 | 6.8%                              |
| % Change                           |                      | -11.6%               | 3.2%                 | 1.5%                 | 21.1%                             |
| Subsidy/Passenger                  | \$32.35              | \$39.10              | \$36.35              | \$36.12              | \$30.85                           |
| % Change                           |                      | 20.9%                | -7.0%                | -0.7%                | -14.6%                            |

<sup>1</sup> Operating Cost and Farebox Revenue are based on NTD data provided by NCTPA staff. All other figures are based on annual audit totals received from NCTPA staff.

### No Shows and Cancellations

When passengers fail to keep their reservations or cancel their reservations, the capacity assigned to their trip can not be redeployed for other users. The no-show rate for the service has increased in each of the last four fiscal years. A total of 2,826 no-shows were recorded in FY 2006/07, more than doubling the previous year's total of 1,242. As a

percentage of the total annual trips, no-shows accounted for 8.4% of all trips in the last fiscal year.

VINE Go also experienced a large number of cancellations with over 6,000 trip cancellations in FY 2006/07. The large cancellation rate may be due to the policy that passengers may schedule a trip up to one week in advance. In FY 2005/06, VINE Go started recording late cancellations, any cancellation made within 4 hours of the pick-up time. In FY 2005/06, 992 late cancellations were recorded, however that number fell dramatically in FY 2006/07 to 388, accounting for 1.1% of trips.

**Figure 3-9 VINE Go Cancellations and No-Shows**

|                          | FY 2003/04   | FY 2004/05   | FY 2005/06   | FY 2006/07   |
|--------------------------|--------------|--------------|--------------|--------------|
| Cancellations            | 4,461        | 4,781        | 6,646        | 6,375        |
| <i>% of Annual Trips</i> | <i>14.1%</i> | <i>14.9%</i> | <i>19.9%</i> | <i>18.9%</i> |
| Late Cancellations       | --           | --           | 992          | 388          |
| <i>% of Annual Trips</i> |              |              | <i>3.0%</i>  | <i>1.1%</i>  |
| No Shows                 | 745          | 807          | 1,242        | 2,826        |
| <i>% of Annual Trips</i> | <i>2.4%</i>  | <i>2.5%</i>  | <i>3.7%</i>  | <i>8.4%</i>  |

**Denials**

The Federal Transit Administration has set a goal of zero ADA service denials for paratransit passengers. A denial is defined as not being able to provide the requested trip within one hour of the requested time. VINE Go has maintained an excellent denial record with zero denials occurring in the five years reviewed.

**FlexRide**

Since FlexRide is a new service, limited data is available. FlexRide is currently in the midst of a three-year trial phase, paid for through a \$180,000 Metropolitan Transportation Commission (MTC) Low-Income Flexible Transportation grant.

The service provided transportation to 220 passengers in the second half of FY 2006/07 and has provided 254 rides in the first four months of FY 2007/08.

**Figure 3-10 FlexRide Operating Statistics**

|                  | FY 2006/07<br>January-June | FY 2007/08<br>July-October |
|------------------|----------------------------|----------------------------|
| <b>FlexRide</b>  |                            |                            |
| Passengers       | 220                        | 254                        |
| Passengers/Month | 37                         | 64                         |
| Revenue Hours    | 115                        | 153                        |
| Revenue Miles    | 787                        | 1109                       |

**Taxi Scrip**

Overall operating cost for the taxi scrip program has increased 35% since FY 2002/03 with the largest increase in FY 2003/04 (29%). Passenger payment covered over half of the program costs, peaking in FY 2002/03 at nearly 66% and remaining around 60% since FY 2003/04. The projected FY 2006/07 farebox recovery ratio is 50% since passengers pay half the total price of the scrip.

**Figure 3-11 Taxi Scrip Operating Statistics**

|                        | FY 2002/03<br>Actual | FY 2003/04<br>Actual | FY 2004/05<br>Actual | FY 2005/06<br>Actual | FY 2006/07<br>Projected* |
|------------------------|----------------------|----------------------|----------------------|----------------------|--------------------------|
| <b>Taxi Scrip</b>      |                      |                      |                      |                      |                          |
| Operating Cost         | \$170,613            | \$219,433            | \$210,527            | \$222,869            | \$230,000                |
| <i>% Change</i>        |                      | 28.60%               | -4.10%               | 5.90%                | 3.20%                    |
| Farebox Revenue        | \$111,932            | \$129,147            | \$125,669            | \$129,905            | \$115,000                |
| <i>% Change</i>        |                      | 15.40%               | -2.70%               | 3.40%                | -11.50%                  |
| Farebox Recovery Ratio | 65.60%               | 58.90%               | 59.70%               | 58.30%               | 50.00%                   |
| <i>% Change</i>        |                      | -10.30%              | 1.40%                | -2.40%               | -14.20%                  |

\*Operating Cost and Farebox Revenue are based on projected figure from a draft budget. All other figures are based on actual totals received from NCTPA staff.

**On-time Performance**

In order to accurately gauge on-time performance, Nelson\Nygaard performed a ridecheck on all NCTPA routes, covering all weekday and weekend trips. Temporary surveyors were hired from a local staffing agency and supervised by a Nelson\Nygaard staff member. Surveyors recorded passenger counts at all bus stops according to bus stop data provided by NCTPA and recorded the arrival and departure time at timepoints noted in the printed schedule. A large majority of the data collection was performed on the following dates:

- Tuesday, October 16th, 2007
- Wednesday, October 17th, 2007
- Thursday, October 18th, 2007
- Saturday, October 20th, 2007
- Sunday, October 21st, 2007

Any missed trips were made up on the following week. Boarding counts by stop and by trip, passenger load, and on-time performance data in this section is based on the ridecheck information.

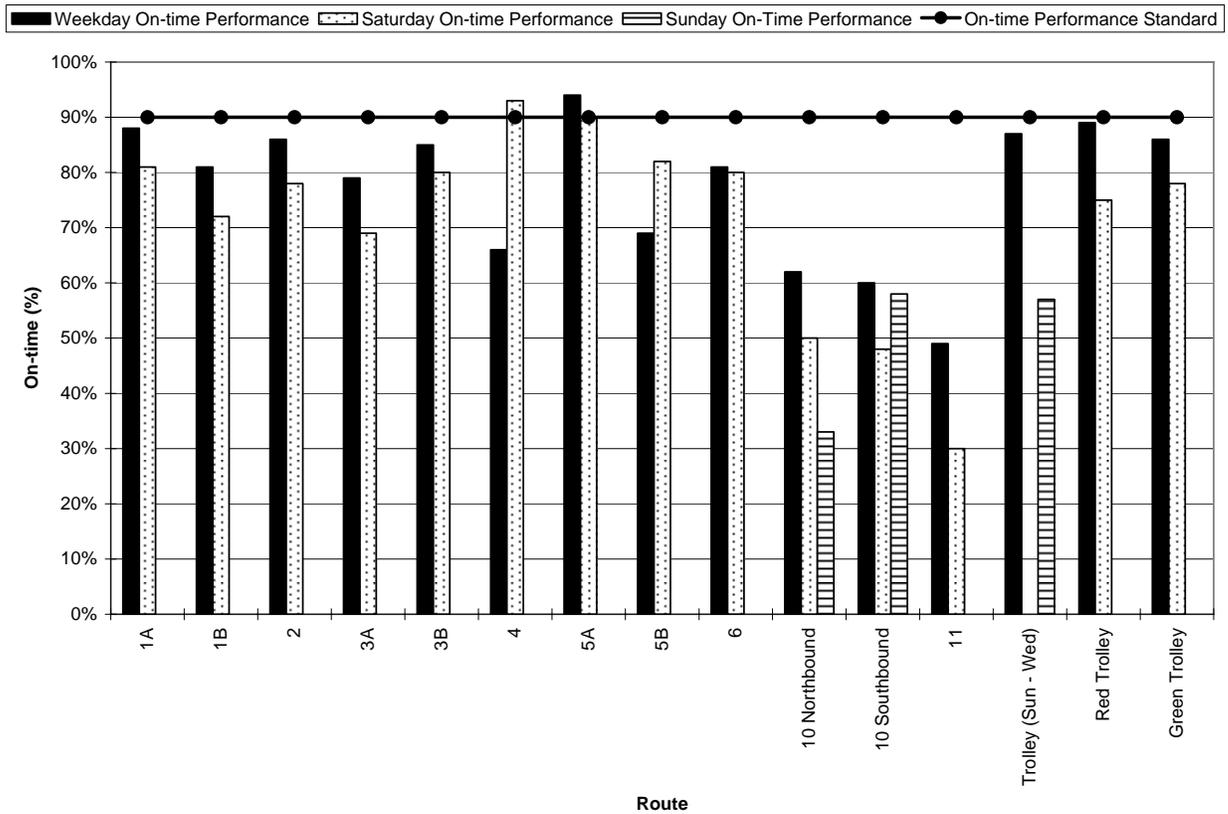
## **VINE and Trolley Fixed-Route Services**

VINE routes overall performed below the 90% on-time performance standard goal. "On-time" is defined as arriving at a bus stop between one minute early and five minutes late. Only Route 5A was able to maintain an on-time performance above 90% on weekdays. Of the weekday local routes, Route 4 and 5B performed poorest only maintaining an on-time performance of 66% and 69% respectively. The regional routes performed noticeably worse than the local routes. These routes are subject to long travel lengths and highway traffic. Route 10 arrived on-time 62% of the time traveling northbound and 60% traveling southbound. Route 11 arrived at timepoints on-time approximately 50% of the time. Route 11 encountered difficulty, arriving late on weekdays and early on Saturdays. This trend was also apparent on local Napa routes where late arrivals dominated weekday schedules but early arrivals became an issue on Saturdays.

Late arrivals were concentrated on all routes during the peak hours at the morning and evening commute times when traffic and passenger activity is highest. Most routes performed worse on weekends than weekdays. On Route 10, this was due to the influx of traffic from tourists on Highway 29 throughout the day. On the local routes, the issue was running early. With less ridership on Saturdays, local routes ran early in many cases, negatively impacting their on-time performance.

Route 10, the main intercity route, encountered most on-time performance problems while traveling on Highway 29. Segments between Napa Valley College to/from American Canyon and Yountville to/from Calistoga experienced poor performance. Due to the length of the route, once a trip began to fall behind schedule, it was difficult to recover the lost time and the route remained late.

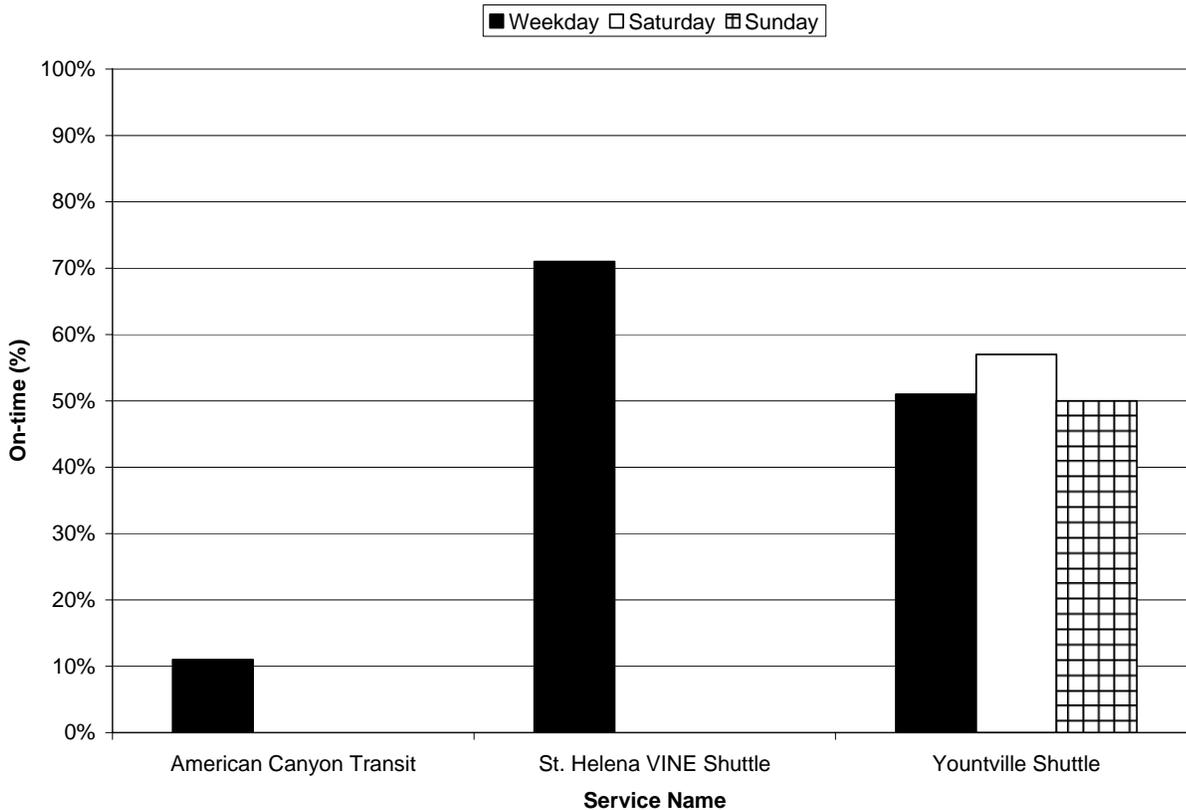
**Figure 3-12 On-time Performance by Route**



### Community Shuttles

Although an on-time performance goal is not specified for the community shuttles, on-time performance is an important issue facing all transit services. American Canyon Transit (ACT) had the poorest on-time performance record of all NCTPA services with only 11% of trips arriving at their timepoints on-time. ACT routes ran up to 45 minutes late during the ridecheck. Of the smaller services, St. Helena VINE Shuttle arrived on-time 71% of the time while the Yountville Shuttle arrived on-time 51% of the time on weekdays. While American Canyon Transit had a problem arriving late, the other two shuttles had issues with arriving early to timepoints. The routes are created to have extra time between timepoints to allow for deviations. With low ridership, arriving at stops early is not uncommon. Drivers must remain diligent in maintaining the published schedule.

**Figure 3-13 On-time Performance by Shuttle Route**



### Triennial Performance Audit FY 2002/03 through FY 2004/05

The triennial audit found negative trends regarding the fixed-route operations. The operating cost per passenger increased at the highest rate, increasing an average of 14.3% each year. The large increases were partially attributed to increases in fuel and insurance costs. Paratransit cost indicators were mixed with operating costs and related indicators rising. Due to increasing ridership however, the number of passengers per revenue hour was improving.

Three recommendations were made in the previous triennial audit. The recommendations were to continue monitoring the VINE Go paratransit service and performance trends, review the performance measures and standards used to monitor service delivery, and increase the expenditures for promotional activities. While the first two recommendations were implemented, the last recommendation regarding marketing expenditures was not. According to NCTPA’s goals and objectives, the agency has set a standard to spend 2% of the annual budget on marketing to increase ridership and productivity. This did not occur during the audit period.

Based on audit findings, three recommendations were established by the auditor.

1. Address the established marketing standard and spend 2% of the annual budget on marketing activities.
2. Monitor performance of paratransit service denials and on-time performance in order to comply with established agency goals and standards and ADA mandates.
3. Continue evaluating goals and objectives and develop procedures for regular performance monitoring to support their achievement.

In January 2007, the NCTPA Board approved a marketing plan, which was developed specifically to meet the triennial performance audit findings regarding not meeting the marketing goal. NCTPA has progressively implemented some of the strategies outlined in that plan such as the development of a rider's guide and maintenance of annual marketing practices.



## Chapter 4. Stakeholder Input

The outreach effort of the Short Range Transit Plan began with interviews and meetings with a wide range of representatives from Napa Valley communities. In-person interviews were scheduled for December 5 and 6, 2007 with all other interviews occurring over the telephone. Along with community stakeholders, staff attended the December NCTPA Paratransit Coordinating Council and the Technical Advisory Committee meetings and met with drivers. The summary of these meetings are included under their own subheadings.

The intention of this chapter is to present the array of concerns voiced by community representatives of local agencies and organizations and community members representing a diversity of groups and opinions. Many individuals commented on a number of issues regarding transit services. This chapter provides a summary of the range of perspectives on issues related to transit. Comments are grouped according to general themes.

NCTPA staff identified stakeholders to provide a diversity of insight that would reflect the concerns of the community at large. These individuals were relied upon to describe the “pulse of the community,” but the comments do not necessarily represent the full range of concerns among the citizens of the area.

A list of interviewed stakeholders is available in the appendix.

### Community Stakeholder Issues

The interview format afforded stakeholders an opportunity to discuss their concerns about transit services in Napa Valley. Comments are classified under the following headings:

- Role of transit in Napa Valley
- General perception of transit services
- Strengths and weaknesses of NCTPA transit services
- Priorities for NCTPA

### **Role of Transit Services in Napa Valley**

Stakeholders were asked what role they thought transit should play in Napa Valley. One of the most popular responses (and a recurring interview theme) was the role public transit can play in reducing traffic in Napa Valley. Highway 29 is becoming increasingly congested. Stretches of the highway in American Canyon and between Yountville and Calistoga are particularly congested. Stakeholders mentioned that transit services should focus on commuters and tourists in order to reduce traffic. Related to traffic reduction, many stakeholders felt that transit could play a vital role in improving air quality and reducing emissions by encouraging people to get out of their personal vehicles.

In addition to reducing traffic in the Napa Valley, many felt that transit needs to provide a focus on mobility for seniors and persons with disabilities. According to the 2000 Census,

Napa County has the third highest concentration of persons over 85 in the country. The senior population is also growing at a rate faster than the rest of California. With an increasing senior population, providing transportation to these sometimes transit dependent populations is crucial.

## **General Perception of Transit Services**

A large majority of stakeholders said that Napa County residents in general are unaware of their transit options or other alternatives to their cars. Transit dependent populations know of the services out of necessity but those who have access to a personal vehicle do not generally know where transit services go. Despite being unaware of transit options, most stakeholders hold a positive or neutral view of transit services. Of those who mentioned a generally negative view of the services, most cited the inconvenience of transit services and the inflexible nature of fixed-route transit. Unfriendly and unhelpful staff experiences by stakeholder clients were also mentioned in contributing to a negative perception.

## **Strengths and Weaknesses of NCTPA Transit Services**

According to stakeholders, NCTPA's greatest strengths are:

- Friendly and proactive administrative staff
- Helpful drivers
- Good regional and local coverage
- Provides essential mobility to seniors and persons with disabilities
- General affordability of fares

The greatest weakness mentioned by stakeholders is the lack of marketing and more importantly the lack of targeted marketing. Stakeholders mentioned the need for more Spanish materials and outreach to the Latino community. Regarding other weaknesses, stakeholders noted the following:

- Low community awareness and visibility
- Infrequent services
- Long travel times
- Poor on-time performance
- Lack of passenger amenities at bus stops

## **Priorities for NCTPA**

While stakeholder options differed regarding what NCTPA's priorities should be, many common themes were identified and are detailed below.

### **On-time Performance**

Many stakeholders mentioned the need for more reliable service. Poor on-time performance is a major deterrent to transit usage, especially among choice riders. When

passengers cannot depend on a service to arrive at their origin and destination on-time, they will look for alternatives. Poor on-time performance can have a large effect on people depending on transit. People can miss their appointments and more importantly their jobs due to late vehicles. On-time problems were specifically mentioned on Route 10 due to the large commuter market relying on the route.

### **Convenience/Service Frequency**

Another deterrent mentioned by a large number of stakeholders is the need for more frequent service. Most routes currently operate on 60 minute headways. Vehicles arriving hourly afford little convenience to passengers wishing to use the service. Passengers must build their schedules around the bus schedule. In many cases, low service frequency makes transit an unviable option for people who have varying work or school hours, children, or those who need to run errands. Stakeholders generally thought that having service frequencies of 30 minutes would be adequate with additional trips occurring at commute times on Route 10.

In addition to frequency, three stakeholders and a stakeholder group mentioned the need for more flexible transit options. VINE Go is a flexible, demand response service available to ADA eligible persons in many areas. By providing this service to the general public, passengers could more easily get to their destinations when they want to making transit a more viable option.

### **Express Route 10**

In order to attract more riders and provide better convenience to passengers, many stakeholders mentioned the specific need for express bus service along Highway 29. Stakeholders said fast service along the Highway 29 corridor with very few stops in each community would make transit more palatable and reliable for passengers and could further help reduce traffic on the Highway.

**NCTPA is currently developing express service for Route 10.**

### **Bus Stop Amenities**

Stakeholders felt that bus stops were generally lacking passenger amenities. Stakeholders responded that most bus stops throughout the system do not have shelters. Passengers waiting for the bus are exposed to the elements which can range from very hot weather in the summer to extreme cold and rain in the winter. Benches and shelters are especially important for seniors, persons with disabilities, children, or those carrying bags such as groceries. In addition to providing a safe, comfortable place to wait for the bus, shelters and benches increase the visibility of transit. Pedestrians and motorists will be more aware that VINE operates in their area.

In addition to bus shelters and benches, two stakeholders said they would like to see scheduling information at bus stops. Many people may be unaware when a bus will next arrive. By placing schedules at the bus stops, passengers will have a better idea of when a vehicle is going to arrive.

One stakeholder is already working with NCTPA to get additional bus shelters installed in St. Helena.

**NCTPA is currently working on a comprehensive bus stop improvement program including the purchase of bus shelters, benches, and Simme-Seats.**

### **Marketing to Latinos**

Stakeholders pointed out the lack of marketing to Spanish speakers as a major weakness for NCTPA. The Latino community in Napa County is very dependent on NCTPA services. According to stakeholders, transit information resources targeted specifically towards Latinos are not readily available. In addition to marketing materials, stakeholders were unaware of any NCTPA travel training or customer service resources available to Spanish speakers.

A more concerted effort by NCTPA should do more to market its transit services to Latinos and to make the services easier to use. Stakeholders identified the following ideas to help improve marketing and community relations with the Latino community:

Marketing ideas:

- Spanish speaking transit ambassadors
- Travel training programs in Spanish
- More outreach at local events geared toward Latinos
- Contacting local community service agencies and attending meetings to answer questions about transit services
- More materials available in Spanish
- Encourage recruitment of bilingual drivers

### **Rail Options**

Many stakeholders mentioned a need to bring rail service to Napa Valley. Rail ideas included heavy rail along the Wine Train route and light rail along Highway 29. Stakeholders mentioning this solution think that rail usage among passengers would be much higher than bus service could attract. All stakeholders mentioning rail transit thought the service should extend from Calistoga to Vallejo or Suisun City for connections to Amtrak. Visions included a commuter focused rail providing one or very few stops in each community to a tourist focused rail line with stops at wineries.

While rail may not be feasible in the short term, NCTPA might consider discussing the option in the long term.

### **Highway Network and Capacity**

While the focus of the stakeholder interviews was transit services, almost all stakeholders felt that one of the top issues confronting NCTPA was the condition of the roadway network and roadway capacity. With increasing population and employment in Napa County, roadways like Highway 29 are becoming overwhelmed and more capacity needs to be added to handle the increasing vehicle load for not only personal vehicles but for transit vehicles as well.

One stakeholder responded that in order to pass a transportation funding measure in the county, NCTPA should provide a measure more heavily favoring roadway expansion in order to garner public support.

### **Findings**

Stakeholders were generally uninformed about transit resources available in Napa County. As a result of the low level of familiarity, stakeholders were generally unaware of client use of services or experiences on transit. Many suggested additional services that were already in place. More community outreach to local community organizations and social service departments may help increase familiarity with services and mobility options for the community.

Other general themes included:

- Express bus service on Highway 29
- More direct and convenient routes and schedules
- Addressing on-time performance problems and increasing frequencies on services
- Increased passenger amenities at bus stops
- The need to address the increasing level of traffic on Highway 29
- The need for rail services along Highway 29 linking the communities to Vallejo or Fairfield

## **VINE Consumer Advisory Committee (VCAC)**

The VCAC is comprised of current VINE riders. The committee gives a more focused “voice” to general riders’ needs and concerns with VINE services. Since the VCAC only meets every two months, Nelson\Nygaard staff was not able to meet in person with the full committee. NCTPA staff provided Nelson\Nygaard with names of VCAC members who were contacted for telephone interviews. A list of VCAC members who provided feedback is available in the appendix.

Phone interviews for VCAC members were structured the same as community stakeholder meetings and comments are classified under equivalent headings.

- Role of transit in Napa Valley
- General perception of transit services
- Strengths and weaknesses of NCTPA transit services
- Priorities for NCTPA

## **Role of Transit Services in Napa Valley**

VCAC members envisioned transit playing a diverse role in Napa Valley. Committee members thought that VINE should focus on providing transit to disadvantaged populations such as seniors, persons with disabilities, students, and those without automobiles. These populations are transit dependent in some cases and need access to transit. Other committee members saw the role of transit as targeting the general public and “getting people out of their cars.” With fewer cars on the road, traffic congestion would ease on Highway 29 and all persons, whether in a bus or in a car, would be able to travel to their destinations faster. Additionally transit services should play a role in complimenting other modes such as bicycles. Alternative modes are the solution to traffic woes facing Napa Valley.

## **General Perception of Transit Services**

As with the community stakeholders, VCAC members thought that the general public was generally unaware of the transit options available. Only persons who need to use transit know of the options available. People know that the service exists, but do not know where it goes or how to use it. Members thought that the general public held a neutral view of transit services due to their lack of awareness.

## **Strengths and Weaknesses of NCTPA Transit Services**

According to the interviewed VCAC members, NCTPA’s greatest strengths are the service coverage in Napa, the responsive staff, and drivers. VINE services cover a large part of Napa. Currently six local routes serve the city, three with bidirectional service. The service goes to major shopping centers, medical facilities, and schools. The NCTPA staff received praise for being responsive to issues brought up by the public. The drivers were cited as being helpful and having a generally good attitude.

The major weakness identified by interviewed members was the infrequency of VINE services. VINE fixed-routes generally operate on hourly frequencies. This can be inconvenient for passengers, especially if a bus is missed. An interesting weakness identified was the county-wide focus on the car. By focusing efforts and funding on cars, the importance of transit is downplayed and it will never be able to compete with the car. One committee member was particularly concerned with the treatment of the drivers and cited this as a NCTPA weakness. Drivers are the front line employees for NCTPA transit services and are the everyday “face” of the agency. The drivers should receive higher compensation for the absolutely critical role they play in providing the service. Other weaknesses included the declining quality of the rolling stock and lack of shelters at bus stops.

## **Priorities for NCTPA**

VCAC members noted several priorities to help improve VINE services. The most mentioned priority was the need for more frequent service. Without providing service at least every 30 minutes, increasing ridership may be difficult. Along with more frequent buses, the need for improving on-time performance was prioritized. On-time performance and frequency improvements can help improve VINE's reputation and visibility among current and potential riders.

Other priorities included:

- Newer buses
- More bus shelters and better passenger amenities
- A more concerted focus on transit by NCTPA staff
- Extended evening hours
- Better payment and treatment of drivers
- Serving shopping center parking lots
- Higher compensation for bus drivers

## **Paratransit Coordinating Council**

On Wednesday, December 5, 2007, a Nelson\Nygaard staff member attended NCTPA's Paratransit Coordinating Council (PCC) monthly meeting. Staff reviewed the Short Range Transit Plan process and presented the findings from the existing conditions report. The meeting concluded with staff asking council members for feedback regarding fixed route, deviated fixed route, and paratransit services offered by NCTPA and community needs.

## **Capacity and Flexibility**

All members agreed that VINE Go services need to be more flexible and more capacity needs to be added. At peak times, VINE Go service is at capacity and scheduling trips can be difficult. Adding more staff and vehicles could remedy the situation.

There is also a need to be more flexible in VINE Go enrollment practices. Currently non-ADA eligible seniors have difficulty scheduling trips or are unable to schedule trips. A mobility need exists for many non-ADA seniors. VINE Go registration regulations should be relaxed to allow non-ADA seniors to use the service.

## **Service Area and Connectivity**

NCTPA currently does not serve some communities in Napa County such as Angwin and Lake Berryessa. VINE Go also does not serve persons living outside the VINE service corridor. Demand exists in these areas for accessible services to reach medical and general services. NCTPA could better serve the entire community by serving these smaller communities and fringes of currently served areas.

As the Napa County population ages, more persons will need to use VINE Go services and will need to go to more destinations within Napa County and outside of Napa County. Council members noted that current travel to San Francisco, Sacramento, Fairfield, and Solano and Sonoma counties is difficult and takes a very long time. Even service to medical facilities in Vallejo and Santa Rosa can be inconvenient and confusing. NCTPA should provide more services to areas outside Napa County and also provide better connections with other transit agencies and more information on how to make connections. Passengers are discouraged from using a service if a transfer is required and they are uninformed about how the connection is made.

## **Community Shuttles and Napa VINE**

Service hours on the community shuttles and Napa VINE can be inconvenient on weekends. The Yountville Shuttle is the only community shuttle operating on weekends. A need exists for weekend trips in all communities—American Canyon, St. Helena, and Calistoga. Sunday services in Napa should be expanded to allow for more mobility.

## **Bus Stops**

Council members noted the need for an increased focus on improving bus stop amenities and accessibility.

Passengers are discouraged from using VINE fixed route services due to the lack of passenger amenities at bus stops. Providing shelters, seating, and lighting at bus stops would help increase VINE visibility in the community and make using the bus much easier.

NCTPA should look at the walkability and accessibility of the service area. Many stops are placed in dangerous areas or are not accessible. Curb cuts and sidewalks should be present at all stops throughout the system. In the smaller communities, persons may have to cross Highway 29 in order to access a bus stop. For seniors or persons with disabilities this may be too dangerous for them to attempt.

Developing bus stops in rural locations can be difficult. Rural roads often do not have amenities that suburban and urban roads have such as sidewalks, curb cuts, and crosswalks. As a result, bus stops can be located in unimproved areas, which may be difficult to access. NCTPA is actively pursuing a bus stop improvement program to improve conditions.

## **New Service Ideas**

**Senior Shuttle.** Because non-ADA seniors do not receive ride priority on VINE Go, a need was identified for additional services targeted towards seniors. Council members requested a shuttle service in Napa that would circulate around the city and provide flex route type service and serve all the major shopping centers and medical facilities in the city.

NCTPA is looking into implementing a senior flex shuttle service. The FlexRide service on weekends will serve this purpose. When demand is low on FlexRide, the shuttle will have a fixed route serving shopping centers and medical destinations and allow for deviations to homes.

**Accessible Taxis.** A need exists for accessible taxis in Napa County. Currently, three taxi companies serve Napa, but none of them have accessible taxis. A request for an accessible taxi can be made in advance however. Accessible taxis would increase the mobility options for seniors and persons with disabilities.

**Travel Training Programs.** Many seniors and persons with disabilities are intimidated by transit services and as a result can often be homebound. A need exists to provide travel training to dispel transit myths and provide a safe and friendly environment to teach persons how to use transit. The NCTPA transit ambassador program is an excellent resource for NCTPA. The ambassador program could be used to teach persons not familiar with transit how to use transit services in Napa County and how to connect with other services. Travel training programs can also work to help current VINE Go users switch to VINE fixed route services for some trips, helping increase VINE Go capacity.

NCTPA has expanded the transit ambassador program to social service caseworkers to increase access to “ambassadors” available in the specific communities in need. This is a program that NCTPA has offered to the community from time to time. The caseworker contacts NCTPA when they have a client that needs training. Caseworkers are trained on how to use VINE services in order to show their clients how to use the service. The program is not well utilized by community members and may need to be marketed better to social service agencies.

## Miscellaneous

Council members also mentioned other community needs and ideas.

**Increased marketing.** NCTPA has not done enough marketing to seniors and persons with disabilities. Increasing marketing to these groups will help educate residents about their options and how to use services.

**Need for door-through-door service.** Many passengers need additional help getting to and from VINE Go vehicles. Providing door-through-door service would provide a friendly and much more useful service to many seniors and persons with disabilities, especially the severely disabled.

## Technical Advisory Committee

On Thursday, December 6, 2007, a Nelson\Nygaard staff member attended NCTPA's Technical Advisory Committee (TAC) monthly meeting. As with the PCC meeting, staff reviewed what the Short Range Transit Plan process involves and presented existing conditions report results to the council. After the presentation, staff asked TAC members what the community needs were and how transit services could better serve the community.

## Role of Transit

Committee members were asked what role transit should play in the Napa Valley. The primary role identified by members was to reduce traffic congestion along the Highway 29 corridor. In order to accomplish this, transit resources should focus on serving commuters going to the bay area and into the county. With the increasing hospitality and tourism sectors, commuters entering the county will increase the strain on the current road network.

Transit should play an important role in transporting middle and high school students to school and to recreation activities after school and on weekends. Transit also needs to be able to connect dependent populations to services on weekends.

When asked what the key transit markets should be, committee members responded with the following:

- Students
- Dependants—those without motor vehicles or those unable to drive
- Seniors
- Persons with disabilities
- Commuters—specifically those going to York and Marin Transit Center and the Ferry Terminal

## **Attracting Choice Riders**

Committee members identified commuters as a key market for NCTPA. Members were asked how NCTPA can attract more commuters.

The two most effective means identified by members were to increase frequency and improve on-time performance. Currently, Route 10 operates every hour. To be able to attract more riders, the service would need to be more convenient and offer more trips to get people to their jobs. On-time performance was identified as being an issue on Route 10 by stakeholders and the existing conditions report.

In addition to improving operational issues, better passenger amenities could help attract new riders. Providing more comfortable seating and free wifi access on buses could attract commuters effectively. Improved buses would allow commuters to relax and do business on the vehicle. Improved bus stops could also help increase ridership. Bus shelters and seating at stops would provide comfortable and safe areas for riders to wait for the bus especially in poor weather conditions. Park-and-ride lots and free parking at major stops would also allow passengers to quickly access the bus.

A more focused marketing effort was identified by the committee. Marketing to first time riders and non-users with an easy to use guide or short pamphlet could help dispel transit myths and ease potential riders fears about transit uncertainties. Transit can be intimidating to people who are unfamiliar with the services. Using transit ambassadors or current riders to help “train” new riders could help put new riders at ease. Also marketing “high profile” riders like local business owners and politicians would help increase service visibility and present a good image to the public.

## **Current Strengths and Weaknesses**

TAC members were asked about the strengths and weaknesses of current transit services. For strengths, the committee members mentioned the importance of the service in providing mobility to disadvantaged communities. They also mentioned the comfortable ride the bus offers and the friendliness and helpfulness of operations and administrative staff.

Weaknesses included infrequent service and poor on-time performance. Long travel times, especially for those traveling from the Up Valley to Napa or Vallejo, were mentioned as a main concern. More specifically, the American Canyon Transit service has not kept pace with the large amount of growth in the city. American Canyon Transit service provides poor service and coverage to the city.

## **Top Improvement Priorities**

To end the discussion, staff asked TAC members what the top improvements should be. Members identified more frequent services, an express bus on Route 10, and more direct routing as top improvements. Currently NCTPA is looking into implementing express bus service on Route 10. With improved service on the Route 10 corridor, the route will be

able to attract more choice riders and get more vehicles off Highway 29. Also mentioned were better bus service in American Canyon, more efficient use of funding, and better coordination between inter-agency and intra-agency services.

## Driver Feedback

On Tuesday, November 27, 2007 a Nelson\Nygaard staff member was present in the driver breakroom at the Pearl Street Transit Center. Drivers were informally asked what changes they would like to see, where the problem areas are on routes, and which unserved areas should be served. Veolia Transportation also held safety meetings on Tuesday, November 27 and Wednesday, November 28, 2007. Drivers were distributed surveys at the safety meetings. Completed surveys were mailed back to Nelson\Nygaard by NCTPA staff.

### In Person Driver Feedback

#### Route 10

Serving Devlin Road is not productive. There is generally no passenger boarding or alighting activity in the business park near the airport.

More recovery time needs to be built into Route 10. Due to traffic along Highway 29, the route often arrives in Calistoga late. Southbound trips are often able to recover time in Vallejo although they run late through American Canyon.

Route 10 buses should be scheduled to meet the ferry trips in Vallejo.

#### Trolley

The trolley routes should be eliminated. Only locals are riding the routes. The routes are too complicated and roundabout. Passengers would like the service to remain fare-free. A fare will only work to deter current riders and future riders. Serving the senior center on Wednesdays is a waste of time. No passengers board there. During driver interviews in November 2007, the route still served the senior center on Wednesdays. The route no longer serves the senior center.

Trolley service also terminates before outlets close which may lead to people being stuck at the outlets.

#### Retiming Issues

Local routes are timed well. Routes often need more time however during school bell times.

**Route 2.** More time is needed in the afternoons.

**Route 3A.** Timing should be looked at on the route. The 2:00 PM run has plenty of time in the first half of the trip but the second half runs late.

**Route 3B.** Timing should be looked at on the route.

**Route 4.** On Saturday, Route 4 at 8:10 AM should be rescheduled to leave at 8:20 AM to correspond with the rest of schedule.

**Route 10.** Last trip to Calistoga has too much time scheduled on weekdays. Sunday time schedule needs to be revised.

## **New Service Suggestions**

### **Express Route 10**

Drivers suggested an express Route 10 bus that skips all deviations into smaller communities and has only limited stops in Napa. NCTPA is currently in the process of reviewing an express Route 10.

### **Service to Sonoma**

Instead of operating service to Santa Rosa, resources should be reallocated to a route serving Sonoma. A Sonoma service would better attract Napa and Yountville residents. The route would be able to transfer passengers to both Sonoma County Transit and Golden Gate Transit for service to Santa Rosa and many more locations.

Travel along Route 11 to Santa Rosa can be unsafe in poor weather conditions like fog or rain. Drivers also lose cell phone and radio coverage along Petrified Forest Road between Calistoga and Santa Rosa. By switching the service to serve Sonoma, the route would be safer for the driver and passengers.

### **Shopper Shuttle**

Instead of running the downtown trolley routes which perform poorly, the shopper shuttle should be developed, connecting major shopping trip generators. The route would be rectangular, traveling counter-clockwise from Pearl Street Transit Center. The proposed routing would travel north on Soscol Avenue, west on Trancas Street, south on Solano Avenue to Highway 29, west on Imola Avenue, and north again on Soscol Avenue to the transit center. The route would connect Walmart, Silverado Plaza, Bel Air Plaza, Redwood Plaza, Napa Premium Outlets, River Park, and South Napa Marketplace.

### **Buses**

New buses are needed. Many of the RTS and Gillig buses are past their retirement dates. Simply rehabbing the buses is not as good as complete replacement. The RTS buses are old and falling apart. Wheelchair lifts located in the rear stairwell are inconvenient for drivers.

## **Bus Stop Issues**

### **Curb Access to Bus Stops**

Bus stops need to have red zones in front of them. Trying to board passengers, especially passengers with disabilities, can be difficult when the red zone is small or non-existent. At least two car lengths is needed at bus stops. Red zone policies need to be enforced by police.

### **Flag Stops**

Many drivers do not know where flag stops are located on Route 10. Passengers at flag stops are especially difficult to see at night. Drivers suggested that reflective bus stop signs and poles be installed. Drivers also mentioned that pavement markings might be helpful as well.

### **Lighting**

Additional lighting is needed at many locations along the routes. Lack of lighting leads to passenger pass-ups and safety issues. Drivers specifically mentioned Highway 29 between Napa and Calistoga and Jefferson Street near Fuller Park. Solar panels were suggested at shelters in order to maintain constant lighting.

### **Wal-Mart Supercenter**

Bus stops needed on both sides of Highway 29 at the Wal-Mart Supercenter. Route 10 currently has one stop on one side of the road. Many drivers let passengers off at unmarked locations. Drivers think that having the buses go into the Wal-Mart parking lot is a poor idea.

### **Miscellaneous**

NCTPA should consider seasonal schedules which would take into account heavy traffic and higher passenger loads.

American Canyon bus stops are spaced too far apart.

## **Driver Survey Results**

As part of the driver interviews, Veolia Transportation staff handed out brief surveys for the drivers to fill out at the November company-wide safety meeting. All employees were given a survey to complete. Only two surveys were returned.

The completed surveys noted that peaking traditionally occurs in the morning and afternoons and corresponds with middle and high school as well as Napa Valley College schedules. The most popular bus stops noted were the Pearl Street Transit Center, Napa Valley College, the Kaiser Clinic in Napa, and York and Marin Transit Center in Vallejo. The primary transit riders were identified as seniors, persons with disabilities, and students.

The two respondents noted that new services should be created to serve residents who need to travel to Fairfield and Vacaville. They also noted that more convenient bus stops should be placed at the Wal-Mart Supercenter in American Canyon.



## Chapter 5. Goals, Objectives, and Standards

Transit system performance must be measured based on goals and standards that reflect the unique operating environment and values of the community it serves. Because the Napa County Transportation and Planning Agency offers such a wide range of services from fixed-route to dial-a-ride services in varying operating environments, the goals and standards must apply and be relevant to all the different service types. Currently, NCTPA has identified a comprehensive set of goals and objectives, which remain relevant to each service type and cover all aspects of the service from service delivery and marketing to service design.

### Current Performance

The current NCTPA goals, objectives, and standards are presented below. Performance in FY 2006/07 is also shown.

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**Figure 5-1 Current NCTPA Goals, Objectives, and Standards**

| Service Standards<br>Goal I: Transit service will be reliable  |  |  |   |
|--|--|--|---|
| Objective  | Performance Measure  | Planning Standard  | FY 06/07 Performance  |
| Operate scheduled fixed-route and door-to-door service on-time                                       | Percent scheduled departures on-time for local and regional fixed-route    | >90% local and regional fixed-route  | 80.7% Local fixed-route on-time<br>55.2% Regional fixed-route on-time     |
|  |  | No route buses shall leave a scheduled time point early  | 8.3% Local fixed-route early<br>9.4% Regional fixed-route early           |
|  | Percent on-time for paratransit and community shuttles                     | 90% within promised pick-up time (5 minutes early to 15 minutes late)  | No data available   |
| Service Standards<br>Goal II: Transit service operated will be productive                            |  |  |   |
| Objective  | Performance Measure  | Planning Standard  | FY 06/07 Performance  |
| Provide productive service   | Passengers per revenue vehicle hour (RVH)                                  | Local fixed-route: 16 Pass/RVH   | 16.9 Pass/RVH   |
|  |  | Route 10: 12 Pass/RVH  | 12.4 Pass/RVH   |
|  |  | Route 11: 6.0 Pass/RVH   | 1.3 Pass/RVH  |
|  |  | Deviated fixed-route: 3.5 Pass/RVH   | 4.5 Pass/RVH  |
|  |  | Paratransit (VINE Go): 2.0 Pass/RVH  | 2.3 Pass/RVH  |
|  |  | Calistoga HandyVan: 2.75 Pass/RVH  | 3.3 Pass/RVH  |
|  |  | New service: 75% of standard within 18 months; 100% within 2 years   | Route 11 is the newest service and has not met performance goals.         |
|  | Farebox recovery (Visitor/tourist fares may include private contributions) | Local fixed-route, regional fixed-route, and inter-county route: 20%   | 15.20%  |
|  |  | Community Shuttles: 10%  | 10%   |
|  |  | Paratransit (VINE Go): 10%   | 6.8%, 11.3% with taxi scrip   |
| Service Standards<br>Goal III: ADA Paratransit will have the ability to accommodate passenger demand |  |  |   |
| Objective  | Performance Measure  | Planning Standard  | FY 06/07 Performance  |
| Provide sufficient capacity  | ADA denials  | Paratransit - No ADA denials   | 0   |
|  | Cancellation rate  | Less than 4%   | 1.1%  |
| Service Standards<br>Goal IV: Transit service will be reliable and safe                              |  |  |   |
| Objective  | Performance Measure  | Planning Standard  | FY 06/07 Performance  |
| Provide reliable service through effective maintenance and replacement of the fleet                  | Road calls due to mechanical failure                                       | Less than one road call per 10,000 miles   | VINE: 36,400<br>Community Shuttles: 0 road calls<br>VINE Go: 0 road calls |
|  | Preventative maintenance completed on schedule                             | 100% of PMI's within 300 miles of scheduled time   | No information provided   |
|  | Timely bus replacement and rehabilitation                                  | Replace or rehabilitate fixed-route and paratransit fleet at end of useful life as determined by FTA guidelines for bus type | Agency actively seeks replacement and rehabilitation of vehicles.         |
| Provide safe transit service   | Miles between preventable accidents  | 30,000 miles between preventable accidents   | VINE: 41,846<br>Community Shuttles: 0 accidents<br>VINE Go: 0 accidents   |

| Administration and Marketing Standards<br>Goal I: Transit service will emphasize cost effectiveness and efficiency  |  |  |   |
|---|--|--|---|
| Objective   | Performance Measure  | Planning Standard  | FY 06/07 Performance  |
| Minimize operating costs  | Total operating cost per total vehicle hour  | Annual increase in expenditures should be no greater than the San Francisco/Oakland/San Jose Consumer Price Index (CPI) when one removes the cost of fuel and insurance  | CPI: 2.6% FY 2006/07<br>Total operating cost per total vehicle hour: -1.0%  |
|   | Administrative cost as a percent of total operating costs (does not include any contract expense)                  | 14% or less  | 5.89%   |
| Regularly monitor key operating statistics  | Passenger surveys and load checks  | Conduct on-board survey of all services every three years. Conduct load checks as needed but at least every two years.   | Met. FY 2005/06 and FY 2007/08.   |
|   | Management reports   | Monthly summary reports for each service identifying key operating statistics  | Accomplished monthly  |
| Administration and Marketing Standards<br>Goal II: Present public with uniform image for all Napa community transit services and provide information about system modifications |  |  |   |
| Objective   | Performance Measure  | Planning Standard  | FY 06/07 Performance  |
| Regular marketing activities and implementation of marketing plan   | Budget appropriated for marketing activities   | A minimum of 2% of the annual budget used to promote NCTPA services and special events   | Not accomplished.   |
| Increase community outreach activities  | Conduct CBTO stakeholder meetings at least twice per year. Attend community meetings to educate and engage riders. | Track community outreach activities and report to Board  | Met   |
| Encourage citizen participation   | Conduct annual public input meeting open to all  | Annually   | Accomplished most recently as part of Strategic Plan update   |
|   | Provision of comment cards on all buses  | Cards present on 100% of vehicles  | Met.  |
| Design Guidelines<br>Goal I: Service will be convenient and address transit needs   |  |  |   |
| Objective   | Performance Measure  | Planning Standard  | FY 06/07 Performance  |
| Intracity transit service should be designed to conveniently serve the needs for residents, visitors, and businesses within Napa communities                                    | Geographic coverage: local fixed-route   | Local fixed-route services should be designed to provide service within 1/4 mile of 85% of dwelling units in the urbanized Napa area. Ninety percent of major activity centers within Napa shall be within 1/8 mile of a bus route | Met   |
|   |  | Services designed for visitors shall meet the performance standards established for the mode   | Trolley services are currently being retooled to serve the public better.   |
| Intercity service should address county-wide and local communities' intercity transit needs   | Geographic coverage: regional fixed route  | Regional service should be provided along Highway 29 in Napa communities and extend to Vallejo and Fairfield. Service should be designed to minimize travel time in local areas away from corridor routing.                        | Service currently provided to Vallejo and Santa Rosa. Service is not provided to Fairfield.   |
|   |  | Any local routing should be in areas of maximum population density and not degrade corridor service  | Local routes and community shuttles are provided in incorporated dense city areas.  |
|   |  | Service design and routing should optimize potential for easy transfers to connecting services   | All local and regional routes meet at the Pearl Street Transit Center. Regional service meets at transfer points in Vallejo, Santa Rosa, Yountville, St. Helena, and Calistoga. |
|   | Transit travel time  | Local and regional routes should be designed to provide reasonable ride times by avoiding one way loops, circuitous routings, and multiple transfers   | Met   |
| Frequency of service  |  | Paratransit ride time shall be less than 45 minutes for local trips and 90 minutes for regional trips  | Based on spot check of driver manifests, trip times are within standards.   |
|   |  | Local: Minimum headways shall be one-hour  | 1 hour  |
|   |  | Regional: Minimum headway between buses shall be two hours on weekdays   | 1 hour  |

|  |   |   |   |
|--|---|---|---|
| Provide coordinated transit services   | Regional: convenience in transferring to other local systems  | Interagency transfer agreements   | Agreements in place with Vallejo Transit, Benicia Transit, Sonoma County Transit, and Santa Rosa CityBus  |
|  | Regional/local: minimize wait times for transfers   | Wait time less than 15 minutes between local buses and 30 minutes between regional and local buses in peak direction of travel  | Due to hourly frequencies on routes, not all routes have wait times less than 15 minutes (local) and 30 minutes (regional).   |
|  | Local: intra-system transfers   | Number of intra-system transfers should be less than 25% of total passenger trips   | Routes are interlined to reduce transfers. According to the onboard survey, the intra-system transfer rate was 19%.   |
| <b>Design Guidelines</b><br>Goal II: Transit service shall be attractive, reliable, and accessible |   |   |   |
| <b>Objective</b>   | <b>Performance Measure</b>  | <b>Planning Standard</b>  | <b>FY 06/07 Performance</b>   |
| Provide transit services with reliable equipment and accessible stops                              | Fleet designed to meet the following objectives:<br>Consistent fleet for ease of maintenance<br>Bus size matched to demand<br>Adequate spare ratio maintained | Regional route buses shall be at least standard 35' transit coaches unless passenger loads suggest otherwise. Twenty percent spare ratio maintained for each service type (local and regional FR combined)  | All VINE fixed-route vehicles are at least 35'. VINE has an adequate spare ratio to meet service demands.   |
|  |   | Paratransit fleet designed to meet the demand for lift assist trips   | All vehicles are lift equipped  |
|  | Passenger comfort, convenience, and safety at bus stops. Stops shall be accessible to the maximum extent practical.   | All rural area bus stops should have loading "apron" for passengers. Work with urban areas for appropriate passenger facilities<br>All stops designated with bus stop sign. Shelter and benches provided at heavily used stops. Transfer facilities located and/or designed to provide shelter, lighting, trash, and phone availability | NCTPA is currently reviewing and making improvements to bus stops in rural areas.<br>All bus stops are designated with a bus stop sign. NCTPA is working on improving heavily used bus stops and partnering with private businesses to improve passenger amenities. |



## Service Standards

Service standards focus on the reliability, safety, and productivity of transit services. These standards are monitored by staff monthly on a series of spreadsheets with most data provided by the contract operator. Service performance measures include on-time performance, passengers per revenue hour, farebox recovery ratio, and maintenance information. NCTPA services performed well with efficiency standards such as passengers per hour but underperformed with farebox recovery ratio and on-time performance.

**On-time performance.** Transit services did not meet the established 90% on-time standard. "On-time" is defined as a vehicle arriving at a timepoint between one minute early and five minutes late. Ridecheck data showed that only 55% of regional routes and 81% of local routes arrived on-time. Buses were also recorded leaving timepoints early during the ridecheck. The standard states that no buses shall leave a scheduled timepoint early. "Early" is defined as any vehicle arriving at a timepoint more than one minute early.

**Passengers per revenue hour.** NCTPA services exceeded the passengers per revenue hour productivity measure in most cases. Local fixed-route services averaged 16.9 passengers per revenue hour in FY 2006/07, above the 16.0 goal. Route 10, community shuttles, and VINE Go all exceeded the set standard. Route 11 did not meet the service goal of 6.0 passengers per revenue hour. The route only carried an average of 1.3 passengers per revenue hour in FY 2006/07.

**Farebox recovery ratio.** Fixed route operations fell short of the 20% farebox recovery ratio by almost 5%. VINE Go only covered approximately 7% of its operating cost with passenger fares, well below the 10% target. With taxi scrip factored in however, VINE Go exceeded the 10% target.

**Maintenance.** Despite an aging fleet, NCTPA was able to exceed roadcall and accident standards. The community shuttles recorded zero road calls and zero accidents in FY 2006/07, an excellent record.

**ADA Performance.** VINE Go recorded zero ADA denials in FY 2006/07, meeting the established goal and the mandated ADA law. The passenger cancellation rate was also well below the 4% standard.

## Administration and Marketing Standards

Administration and marketing goals focus on minimizing system costs, monitoring system performance via monthly reports and passenger feedback, and actively marketing services.

Staff actively strives to meet the established administration and marketing standards. As part of the SRTP process, a comprehensive passenger survey was completed on all fixed-routes, community shuttles, and VINE Go services. Staff is also in the process of updating the Strategic Transportation Plan, which includes a large amount of countywide community and stakeholder outreach. Staff also keeps track of service performance via monthly reports from the contract operator and tracks monthly and annual trends.

Both cost indicators performed well. The total operating cost per vehicle hour actually declined slightly in FY 2006/07 and as a result was below the Bay Area CPI. The administration cost only accounted for approximately 6% of the total budget, well below the 14% maximum.

NCTPA did not meet the established standards for one performance measure in this category. In NCTPA's last TDA Triennial Review of transit services, the review found that NCTPA did not use a minimum of 2% of their VINE operating budget on marketing services and special events. The NCTPA Board approved a marketing plan in January 2007 to help attain this goal. Staff is currently implementing aspects of the plan including a fixed-route rider's guide and a paratransit rider's guide

## **Design Guidelines**

Regarding design guidelines, NCTPA is in compliance with most their outlined goals and objectives. Design guidelines focus on providing coverage to residential areas and major activity centers, ensuring minimal travel times, ease of transfers, and bus stop amenities. NCTPA transit services currently meet most of the outlined guidelines or are in the process of accomplishing the goal.

The performance measure for "geographic coverage-regional and local" is currently not met. The standard specifies that "regional service should be provided along Highway 29 in Napa communities and extend to Vallejo and Fairfield." NCTPA does not currently provide service to Fairfield although the SR-12 Transit Corridor Study did identify a possible need for the service.

Due to hourly headways on local and regional routes, transit services cannot meet the performance measure to "minimize wait times for transfers." The standard states that the wait time should be less than 15 minutes between local buses and less than 30 minutes between regional and local buses in the peak direction. Local services are not scheduled to pulse at the same time and do not pulse with regional Route 10. As a result, passengers may have to wait over 15 minutes depending on which local route they need to transfer to and passengers may have to wait over 30 minutes between connections to and from Route 10. Without a substantial change in the operation of the service or increased frequency, NCTPA will be unable to attain this goal.

NCTPA is actively trying to improve bus stop conditions. One planning standard states that "all rural area bus stops should have a loading apron for passengers." NCTPA has received \$300,000 in Lifeline funding to improve bus stops over the next three years in order to accomplish this goal. Bus stops are being evaluated based on a criteria and ranking system established by the VINE Consumer Advisory Committee. Stops targeted first are the most heavily used and in the worst condition.

## Updated Performance Standards

### **Service Productivity**

Ridership on Napa's VINE system has been steadily declining for several years in a row. NCTPA committees, members of the public, and NCTPA have requested the agency re-look at its basic transit-planning assumptions, do comparative cost analyses with other similar communities and different fleet sizes and configurations, and consider if there are new ways for NCTPA to plan operations to increase headways and boost ridership while still remaining cost-effective and efficient.

### **Marketing**

NCTPA's Triennial Audit for FY 2002/03 to FY 2004/05 showed that NCTPA has not spent a minimum of 2% of their annual VINE operating budget to promote NCTPA service and special events as specified in the goals and objectives. Additionally, the current marketing goal states NCTPA should emphasize presenting a "uniform image" of all transit services to the public. While this goal has been appropriate in the past as the different transit services were merged into NCTPA and the VINE/VINE Go, it is recommended the goal be changed from presenting a "uniform" image to "dynamic" image in order to encourage the marketing of specific transit services to specific demographics (i.e. the college shuttle, the South Marketplace Loop, etc.).

Re-adopting and implementing the general marketing plan in the FY 2006-2015 SRTP would be beneficial to NCTPA's direct marketing efforts and help accomplish goals.

Improving the image and comfort of VINE to the public is an alternative method that VINE can use to market their service. Improvements to passenger amenities such as additional bus shelters, benches at bus stops, hardcopy schedule displays at bus stops, and refurbished seating in buses will help increase the presence of VINE in the community and improve the customer experience. While these improve the customer experience, the improvements mentioned are capital projects and as a result cannot use operating funds.

In order to increase the spectrum of the goal, it is recommended that the goal be updated to the following: "Expenditures used to promote NCTPA services, special events, and improve the customer experience should be equal to at least 2% of the annual VINE operating budget." The new goal increases the scope of expenditures to include capital improvements such as bus shelters, benches, etc. by stating that the total spent on marketing and improving the customer experience needs to be at least equivalent to 2% of the annual expenditure to operate VINE. By improving the overall customer experience through better passenger amenities, NCTPA will be in a better position to market services to the public.

### **On-time Performance**

The current on-time performance goal states that all local and regional fixed routes should depart on-time at least 90% of the time. With the vastly different conditions both types of

services operate under, it is inappropriate to lump the two service types under the same standard. A 90% on-time performance standard is a challenge to local services that VINE should strive to accomplish. A 90% performance standard for regional fixed routes, such as Route 10, is unrealistic. Regional routes must operate on Highway 29 connecting the communities in Napa Valley. With unpredictable traffic, accidents, and other factors out of the control of NCTPA, buses on Highway 29 cannot remain on-time.

Nelson\Nygaard recommends separating the standard into a local on-time performance standard and a regional on-time performance standard. The local standard should remain at 90% while the regional standard should decrease to a more reasonable 80%. This would mean that Route 10's on-time performance goal would be to arrive at all timepoints on-time at least 80% of the time. The NCTPA VINE Consumer Advisory Committee (VCAC) additionally recommends a second-level standard for the regional route. For the potential 20% of regional trips not on-time, those trips should be no more than 12 minutes "late."

- Local fixed-route on-time performance standard: 90%
- Regional fixed-route on-time performance standard: 80%
- Regional fixed-route trips should be no more than 12 minutes "late"

## **Administrative Cost**

NCTPA has a goal to run cost effective and efficient services by minimizing operating costs. This includes minimizing the cost of the actual operations and administration. The administrative cost is currently evaluated based on the following performance measure: "Administrative cost as a percent of total operating costs (does not include any contract expense)." The planning standard for the measure is "14% or less." This means that in order to meet this goal, NCTPA cannot spend more than 14% of the total operating budget on administration.

The stated performance measure is ambiguous. Does "total operating cost" refer to all NCTPA transit services, just VINE, or a combination of services? In order to clarify the intention of the performance measure to refer to all NCTPA transit services, the following performance measure update is recommended:

"Total combined administrative cost for all NCTPA transit services as a percentage of total combined operating costs for all NCTPA transit services (does not include any administrative expenses by contract operator)."

This update clarifies that the administrative and total operating cost for all NCTPA services need to be analyzed to meet the goal. The planning standard will remain at "14% or less."

## **Farebox Recovery Ratio**

NCTPA's farebox recovery ratio standard for fixed route service is set at 20% in the currently adopted SRTP. While 20% is the default required farebox recovery ratio for most urban fixed route transit services, MTC only requires a 17% farebox recovery ratio for

VINE services due to the mix of local suburban service and intercity service into more rural areas. As NCTPA has not been able to meet the established 20% standard in the past five fiscal years reviewed, NCTPA should reduce the standard to 17% to be in line with the MTC requirement. The farebox goals for the community shuttles and paratransit services will remain at 10%.

The updated performance standards are presented below.

**Figure 5-2 Updated Service Standards**

| Service Standards  |   |   |
|--|---|---|
| Goal I: Transit service will be reliable                       |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Operate scheduled fixed-route and door-to-door service on-time | Percent scheduled departures on-time for local and regional fixed-route   | Local fixed-route: 90%<br>Regional fixed-route: 80%<br>"Late" regional fixed-route trips should not exceed 12 minutes   |
| Service Standards  |   |   |
| Goal II: Transit service operated will be productive           |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Provide productive service                                     | Farebox recovery (Visitor/tourist fares may include private contributions)  | Local fixed-route, regional fixed-route, and inter-county route: 17%  |
| Provide service appropriate to size and demographics of Napa   | Fleet size and operations, including hours and headways, on par with productive and efficient systems in comparable communities | Conduct comparative studies to determine effectiveness and efficiency of current fleet and bus schedules, review alternatives and determine costs and potential effectiveness |

| Administration and Marketing Standards   |  |   |
|--|--|---|
| Goal I: Transit service will emphasize cost effectiveness and efficiency   |  |   |
| Objective  | Performance Measure  | Planning Standard   |
| Minimize operating costs   | Total combined administrative cost for all NCTPA transit services as a percentage of total combined operating costs for all NCTPA transit services (does not include any administrative expenses by contract operator) | 14% or less   |
| Administration and Marketing Standards   |  |   |
| Goal II: Present public with a dynamic image of all Napa community transit services and provide information about system modifications |  |   |
| Objective  | Performance Measure  | Planning Standard   |
| Regular marketing activities and implementation of marketing plan  | Budget appropriated for marketing activities   | Expenditures used to promote NCTPA services, special events, and improve the customer experience should be equal to at least 2% of the annual VINE operating budget |
| Market target audiences and target services  | Specific marketing plans implemented for targeted demographics and routes  | Three marketing campaigns every six months  |

## New Performance Standards

Performance standards should provide a consistent framework for measuring the quality and efficiency of a transit system as well as provide a challenge for the agency in order to constantly improve upon their service.

**Ridership Increase Standard.** NCTPA currently has goals and measures in place to measure on-time performance, service efficiency through passengers per hour and farebox recovery, and vehicle reliability among others. However, NCTPA has not identified a ridership goal for the service. With increasing traffic congestion on Highway 29 and the county’s focus on green technology, establishing a ridership goal would set the bar for increasing transit trips and reducing the number of vehicle trips.

With a ridership goal in place, NCTPA can use this new standard to steer the agency and county toward transit friendly development and more aggressive marketing to current transit markets and choice riders.

While annual variations due to economic conditions and other uncontrollable factors cannot be predicted by NCTPA, a general longer term goal will be able to weather year-to-year variations.

Many agencies link a ridership goal to population growth. According to the Association of Bay Area Governments (ABAG) population projections, the Napa County population is expected to increase 19% between 2000 and 2020. In order to match the growth estimate,

NCTPA would need to increase ridership by 19% by 2020 from 2000 ridership levels. NelsonNygaard does not have ridership data for FY 2000, however in FY 2001, 868,744 passengers used VINE. If a goal was established to increase ridership by 19% over FY 2001 ridership totals, 1,033,805 riders would have to use the service by 2020.

An alternative to matching county-wide growth would be to set generic increases as the standard. For example, increase ridership by 10% by 2020 or increase ridership by 2% annually.

**Mode Share Standard.** Related directly to transit ridership is mode share. Mode share describes the percentage of travelers using a particular type of transportation (personal vehicle, transit, walk, bicycle, etc.). The current transit commute mode share in Napa County is 1.4%. Staff agrees that setting a mode share goal for transit is appropriate for NCTPA. A mode share goal would further solidify NCTPA’s role in actively reducing traffic congestion, improving air quality in the county, and the overall quality of life in Napa County. A mode share standard could be used to support transit friendly development, infill housing, and justify alternative mode expenditures. A mode share goal could also be used in conjunction with new housing and business developments to encourage developers to build transit infrastructure and transit friendly development.

A mode share goal is much more ambitious than a ridership increase goal. Doubling the mode share of transit would represent a huge increase in the number of transit trips and may not be a feasible goal. Services may also not be able to handle a huge ridership influx of that nature. While doubling the mode share may not be feasible with current resources, a goal to increase transit’s mode share to 2% by 2020 would represent a challenge that NCTPA can strive to accomplish and work towards.

A ridership increase goal and mode share goal go hand-in-hand. In order to improve the mode share, ridership must increase. Below is a chart showing the new goal, objective, measures, and standards approved by the NCTPA board.

**Figure 5-3 New Performance Goal and Standard**

| Service Standards  |                            |  |                               |
|--|----------------------------|--|-------------------------------|
| Goal: Transit Service will aid in the county's goal of reducing congestion and single occupancy vehicle trips. |                            |  |                               |
| Objective  | Performance Measure        | Planning Standard  | FY 06/07 Performance          |
| To increase ridership and decrease congestion on roadways  | Overall Ridership Increase | Increase ridership by the projected percentage of the countywide population growth by 2020 (19%) | 1.8% increase from FY 2005/06 |
|  | Countywide Mode Share      | Increase transit's mode share to 2% by 2020  | 1.4%                          |



## Chapter 6. Needs Assessment

During the SRTP planning process, data was collected from a variety of sources including an on-board passenger survey and ridecheck, driver meetings, extensive stakeholder interviews, informal staff meetings, and document review.

The following list represents the major issues that Nelson\Nygaard examines in the SRTP service plan.

### The need for additional weekend service and evening service

The city of Napa accounts for the majority of NCTPA ridership. Currently only Route 10, the trolley, and limited schedule FlexRide provide weekend and evening service to the city. Survey results showed that more Sunday service and additional evening service were top priorities for VINE passengers.

To provide additional mobility to Napa residents, expanding FlexRide into a pulsed dial-a-ride service is examined in Chapter 7. Providing more late evening options will help expand NCTPA's ridership potential.

### On-time performance on Route 10 and other Routes

On-time performance is a major issue for transit riders and non-users. A transit system that operates on-time is more attractive and reliable to the rider and potential riders.

Ridecheck data shows that Route 10 trips consistently run late. Route 10 is the main intercity route operated by NCTPA and must operate along Highway 29 for a majority of its trips. Traffic on Highway 29 is the main factor contributing to Route 10. While traffic cannot be controlled by NCTPA, in Chapter 7 Nelson\Nygaard examines retiming trips, adding additional schedule time between timepoints, and more recovery time to help insulate late trips from adversely effecting subsequent trips.

### Review of recommendations from the Short Range Transit Plan FY 2006-2015 and the Community-Based Transportation Plan

Several recommendations for NCTPA have been made in planning documents over the last few years. NCTPA is actively pursuing several prominent recommendations including examining the feasibility of express bus service on Route 10, implementing a farm worker vanpool program, and scheduling a route from Napa to Fairfield. A recommendation to

realign Route 1 was considered and researched by staff and ultimately considered not desirable.

## The Image of VINE Services in the Community

A common theme identified during stakeholder interviews was the need for outreach to the Latino community. Spanish speakers make up a large segment of VINE ridership. Twenty-five percent of survey respondents in October 2007 were Spanish speakers, although this likely understates the true portion of Spanish speaking riders. NCTPA does provide a bus schedule in English and Spanish and has Spanish assistance at the VINE Transit Center and by telephone, but more outreach is needed. Marketing ideas for more Spanish friendly outreach and community involvement is examined as part of the service plan in Chapter 7.

Additionally, Napa County has one of the highest senior populations in California. In Chapter 7, Nelson\Nygaard examines a senior shopping shuttle that can provide a friendly, personalized service to seniors. A shuttle will help provide mobility to seniors (especially those not eligible for VINE Go or unwilling to ride the fixed route service) and train them on how transit works.

## Revenue Vehicle Fleet Replacement and Funding

NCTPA's revenue vehicle fleet is aging. During the ten year planning horizon covered by the SRTP, all NCTPA owned revenue vehicles are due for replacement. This fact has been reiterated by NCTPA staff and drivers who all mentioned the need for new rolling stock.

Replacing rolling stock presents a large burden to NCTPA. In Chapter 8 Nelson\Nygaard examines funding opportunities to assist in revenue vehicle replacement as well as more cost efficient methods such as rehabilitation of existing vehicles.

## Chapter 7. Service Plan

Nelson\Nygaard completed a number of data collection and analysis activities for the study including:

- Passenger surveys and boarding counts
- Assessment of projected population growth and development
- Interviews with key stakeholders and public meetings
- Field observations

Nelson\Nygaard has recommended a series of service updates and changes based on the information collected for this effort and the issues/needs outlined in Chapter 6. NCTPA is expecting only a modest increase in the number of revenue service hours over the ten-year planning horizon. As a result, service plan recommendations are essentially cost neutral unless otherwise specified. Due to current financial constraints, service expansion concepts are presented but are not recommended for implementation until additional operating funding can be secured by NCTPA.

### Discontinue Route 11

Route 11 provides service between Napa Valley and Santa Rosa four days a week. The route is designed to be a lifeline service connecting Up Valley residents to services in Santa Rosa. Even though the route is not designed to be highly productive, the route has performed much worse than anticipated. The route only carried an average of 1.3 passengers per revenue hour in FY 2006/07. NCTPA goals and objectives state that the standard for Route 11 is 6.0 passengers per revenue hour<sup>1</sup>. NCTPA staff have attempted to increase ridership through increased marketing but the service has continued to perform poorly. Route 11 resources could be better spent on other services in Napa Valley. By discontinuing Route 11, NCTPA will save 2,100 revenue service hours, which can be used to provide service elsewhere. The total cost of the service in FY 2006/07 was approximately \$164,000<sup>2</sup>.

### Addressing On-Time Performance

Based on ridecheck results, passenger surveys, and anecdotal information from staff, passengers, and stakeholders, some NCTPA transit routes have on-time performance issues. Service reliability is a major concern of passengers. Poor reliability directly impacts the passenger experience and negatively impacts ridership.

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<sup>1</sup> A standard of 6.0 passengers per revenue hour was probably too ambitious for a rural service. The standard was established to enable Route 11 to meet the required 16% farebox recovery ratio while utilizing the current VINE fare schedule.

<sup>2</sup> Based on 2,100 annual revenue service hours and the FY 2006/07 VINE operating cost per revenue hour of \$78.04. Data is based on FY 2006/07 NTD reporting data provided by NCTPA staff.

## Route 10

Route 10 is the work horse of the NCTPA transit services. The route is the main intercity connection linking the Napa Valley communities on the Highway 29 corridor to each other and to Vallejo. The route suffers from poor on-time performance. Many times the situation cannot be helped. The route must travel on Highway 29 at points and is unable to avoid traffic on the corridor.

Based on on-time performance data collected on Route 10 and field data collected, changes to Route 10's timetable are proposed. Data showed that the basic schedule is sound; however, problem areas were identified. Stretches of Route 10, which operate on Highway 29 were the largest problem areas and time was added to these segments. In particular time was added in Yountville, between St. Helena and Calistoga, and Vallejo and Napa. Time was also decreased between some timepoints due to vehicles arriving early at these points. The following chart summarizes where time was added (or subtracted) in the proposed timetable.

**Figure 7-1 Travel Time Additions and Subtractions**

| Timepoints                                       | Direction of Travel | Change in Scheduled Travel Time |
|--|---------------------|---------------------------------|
| <b>Weekday</b>                                   |                     |                                 |
| Vallejo Ferry Terminal to Sereno Transfer Center | Northbound          | -2 minutes                      |
| Devlin//Airport Road to Kaiser/Corporate Way     | Northbound          | +2 minutes                      |
| Bothe Park to Highway 29/Brannon                 | Northbound          | -2 minutes                      |
| Downtown Calistoga to Bothe State Park           | Southbound          | +1 minute                       |
| Kaiser/Corporate Way to Devlin/Airport Road      | Southbound          | +1 minute                       |
| Devlin/Airport Road to Highway 29/Rio Del Mar    | Southbound          | +1 minute                       |
| Mini/Sonoma to Kaiser Hospital                   | Southbound          | -2 minutes                      |
| York/Marin to Vallejo Ferry Terminal             | Southbound          | +3 minutes                      |
| <b>Saturday</b>                                  |                     |                                 |
| Bothe State Park to Highway 29/Brannon           | Northbound          | -5 minutes                      |
| Bothe State Park to St. Helena City Hall         | Southbound          | +2 minutes                      |
| Washington/Mulberry to Yountville Veteran's Home | Southbound          | +2 minutes                      |
| Sereno Transfer Center to York/Marin             | Southbound          | -3 minutes                      |
| <b>Sunday</b>                                    |                     |                                 |
| Mini/Sonoma to Rio Del Mar/Highway 29            | Northbound          | +6 minutes                      |
| Rio Del Mar/Highway 29 to Soscol/Kansas          | Northbound          | +5 minutes                      |
| Pearl Street Transit Center to Soscol/Trancas    | Northbound          | +1 minute                       |
| Trancas/Jefferson to Solano/Wine Country         | Northbound          | +3 minutes                      |
| Rio Del Mar/Highway 29 to Kaiser Hospital        | Southbound          | +5 minutes                      |

The problem with Route 10 is with recovery time. Once the route starts running late, the route is unable to recover the time until the end of the line. The route has a large amount of recovery time built into the endpoints at certain times of the day, but recovery time at Pearl Street Transit Center is lacking. As a result, the proposed changes to the Route 10 schedule focus on redistributing recovery time and ensuring more recovery time is available at Pearl Street Transit Center, insulating trips from becoming too late before the midpoint of the trip. As shown in Figure 7-2, the average weekday layover time is reduced by five minutes in Vallejo. Ridecheck data showed that Route 10 was able to arrive at its final timepoints in Vallejo on-time or early. A full 54% of weekday southbound trips to Vallejo arrived at the York and Marin Transit Center and Ferry Terminal early and 33% of trips arrived on-time. A decline in the layover time in Vallejo should not have an adverse effect on the service. The proposed layover changes in Figure 7-2 allow the average weekday layover time in Napa to increase from eight minutes to 11 minutes heading southbound and from six to eight minutes heading northbound. Morning trip times are also updated to ensure better connections with Baylink Ferry and bus service.

The proposed increases in recovery time at the Pearl Street Transit Center in Napa may inconvenience persons traveling through Napa. However, the recovery time may help solve some of Route 10's on-time performance issues. NCTPA staff may need to revisit this issue in the near future.

Splitting Route 10 into two routes at Pearl Street Transit Center is not recommended. A split may cause passengers to miss their connections if one of the two routes is running late. Many Route 10 passengers ride through Napa with a destination other than downtown or the transit center.

## **Proposed Cost**

The proposed timetable in Figures 7-3 and 7-4 follow approximately the same schedule as is currently being used. No trips are lost or added. The service hours remain approximately equivalent. The proposed changes are not expected to affect operating costs.

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**Figure 7-2 Current and Proposed Layover Times for Route 10**

| Current Trip Departure Time from Calistoga | Calistoga                 |                            | Pearl Street Transit Center (Southbound) |                            | Vallejo                   |                            | Pearl Street Transit Center (Northbound) |                            |
|--|---------------------------|----------------------------|--|----------------------------|---------------------------|----------------------------|--|----------------------------|
|  | Current Layover (minutes) | Proposed Layover (minutes) | Current Layover (minutes)                | Proposed Layover (minutes) | Current Layover (minutes) | Proposed Layover (minutes) | Current Layover (minutes)                | Proposed Layover (minutes) |
| <b>Weekday</b>                             |                           |                            |  |                            |                           |                            |  |                            |
| 5:10 AM*                                   | --                        | --                         | --                                       | --                         | 5                         | 5                          | 8  | 3                          |
| 5:55 AM*                                   | --                        | --                         | --                                       | --                         | 2                         | 2                          | 8  | 3                          |
| 6:00 AM                                    | 7                         | 7                          | 5  | 8                          | 33                        | 14                         | 4  | 11                         |
| 6:33 AM*                                   | --                        | --                         | --                                       | --                         | 15                        | 4                          | 4  | 4                          |
| 7:20 AM                                    | 10                        | 6                          | 3  | 9                          | 23                        | 16                         | 8  | 11                         |
| 8:15 AM                                    | 10                        | 16                         | 8  | 9                          | 23                        | 16                         | 8  | 11                         |
| 9:15 AM                                    | 10                        | 16                         | 8  | 9                          | 23                        | 20                         | 8  | 6                          |
| 10:15 AM                                   | 10                        | 21                         | 8  | 9                          | 23                        | 20                         | 8  | 6                          |
| 11:15 AM                                   | 10                        | 21                         | 8  | 9                          | 23                        | 20                         | 8  | 8                          |
| 12:15 PM                                   | 15                        | 13                         | 3  | 9                          | 15                        | 15                         | 4  | 9                          |
| 1:15 PM                                    | 45                        | 37                         | 3  | 8                          | 15                        | 15                         | 4  | 9                          |
| 2:00 PM                                    | 30                        | 32                         | 11                                       | 13                         | 13                        | 9                          | 4  | 9                          |
| 3:00 PM                                    | 30                        | 32                         | 11                                       | 13                         | 13                        | 9                          | 4  | 9                          |
| 4:00 PM                                    | 30                        | 32                         | 11                                       | 13                         | 13                        | 9                          | --                                       | --                         |
| 5:00 PM                                    | 30                        | 32                         | 11                                       | 13                         | 13                        | 9                          | --                                       | --                         |
| 6:00 PM                                    | 24                        | 21                         | 19                                       | 20                         | 19                        | 13                         | --                                       | --                         |
| 6:45 PM                                    | 9                         | 11                         | --                                       | --                         | --                        | --                         | --                                       | --                         |
| 7:45 PM                                    | 9                         | 11                         | --                                       | --                         | --                        | --                         | --                                       | --                         |
| 8:45 PM                                    | 9                         | 11                         | --                                       | --                         | --                        | --                         | --                                       | --                         |
| <b>Average (minutes)</b>                   | <b>18</b>                 | <b>20</b>                  | <b>8</b>                                 | <b>11</b>                  | <b>17</b>                 | <b>12</b>                  | <b>6</b>                                 | <b>8</b>                   |
| <b>Saturday</b>                            |                           |                            |  |                            |                           |                            |  |                            |
| 6:30 AM*                                   | --                        | --                         | --                                       | --                         | 12                        | 13                         | 28                                       | 30                         |
| 7:20 AM                                    | 15                        | 14                         | 6  | 11                         | 12                        | 13                         | 8  | 10                         |
| 8:50 AM                                    | 15                        | 9                          | 4  | 11                         | 12                        | 13                         | 8  | 10                         |
| 10:20 AM                                   | 8                         | 8                          | 10                                       | 11                         | 7                         | 10                         | 23                                       | 23                         |
| 11:50 AM                                   | 8                         | 8                          | 10                                       | 11                         | 12                        | 13                         | 8  | 10                         |
| 1:20 PM                                    | 10                        | 9                          | 10                                       | 11                         | 7                         | 10                         | 23                                       | 23                         |
| 3:20 PM                                    | 14                        | 13                         | 10                                       | 11                         | 7                         | 10                         | 23                                       | 23                         |
| 4:40 PM                                    | 9                         | 9                          | 7  | 8                          | 7                         | 10                         | --                                       | --                         |
| 6:10 PM                                    | 10                        | 15                         | --                                       | --                         | --                        | --                         | --                                       | --                         |
| 7:55 PM                                    | 1                         | 5                          | --                                       | --                         | --                        | --                         | --                                       | --                         |
| <b>Average (minutes)</b>                   | <b>10</b>                 | <b>10</b>                  | <b>8</b>                                 | <b>11</b>                  | <b>10</b>                 | <b>12</b>                  | <b>17</b>                                | <b>18</b>                  |
| <b>Sunday</b>                              |                           |                            |  |                            |                           |                            |  |                            |
| 8:46 AM**                                  | --                        | --                         | 5  | 8                          | 15                        | 17                         | 5  | 11                         |
| 10:32 AM                                   | 10                        | 20                         | 5  | 9                          | 25                        | 12                         | 56                                       | 36                         |
| 12:29 PM                                   | 25                        | 15                         | 45                                       | 41                         | 30                        | 22                         | 5  | 11                         |
| 3:32 PM                                    | 12                        | 15                         | 5  | 10                         | 25                        | 12                         | 4  | 11                         |
| 5:15 PM                                    | 6                         | 10                         | --                                       | --                         | --                        | --                         | --                                       | --                         |
| <b>Average (minutes)</b>                   | <b>13</b>                 | <b>15</b>                  | <b>15</b>                                | <b>17</b>                  | <b>24</b>                 | <b>16</b>                  | <b>18</b>                                | <b>17</b>                  |

\*Leaves from Pearl Street Transit Center

\*\*Leaves from Yountville

**Figure 7-3 Route 10 Northbound**

| York/<br>Marin               | Vallejo<br>Ferry | Sereno<br>Transfer<br>Center | Kaiser<br>Hospital | Mini/<br>Sonoma | American<br>Canyon<br>Recreation<br>Center | Rio Del<br>Mar/<br>Highway<br>29 | Devlin/<br>Airport<br>Road | Kaiser/<br>Corporate<br>Way | Napa<br>Valley<br>College | Soscol/<br>Kansas | Pearl<br>Street<br>Transit<br>Center<br>(Arrive) | Pearl<br>Street<br>Transit<br>Center<br>(Depart) | Soscol/<br>Trancas | Trancas/Jefferson | Solano/<br>Wine<br>Country | Yountville<br>Veteran's<br>Home | Washington/<br>Mulberry | Oakville | Rutherford | Hwy 29/<br>Zinfandel<br>Lane | St.<br>Helena<br>City Hall | Bothe<br>State<br>Park | Hwy 29/<br>Brannon | Downtown<br>Calistoga |          |
|------------------------------|------------------|------------------------------|--------------------|-----------------|--|----------------------------------|----------------------------|-----------------------------|---------------------------|-------------------|--|--|--------------------|-------------------|----------------------------|---------------------------------|-------------------------|----------|------------|------------------------------|----------------------------|------------------------|--------------------|-----------------------|----------|
| <b>Weekday (Northbound)</b>  |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  |  |                    |                   |                            |                                 |                         |          |            |                              |                            |                        |                    |                       |          |
|                              |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  | 5:00 AM  | 5:05 AM            | 5:10 AM           | 5:15 AM                    |                                 | 5:22 AM                 | 5:27 AM  | 5:30 AM    | 5:33 AM                      | 5:39 AM                    | 5:46 AM                | 5:49 AM            | 5:53 AM               |          |
|                              |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  | 6:00 AM  | 6:06 AM            | 6:10 AM           | 6:14 AM                    | 6:24 AM                         | 6:28 AM                 | 6:33 AM  | 6:36 AM    | 6:39 AM                      | 6:46 AM                    | 6:52 AM                | 7:00 AM            | 7:04 AM               |          |
|                              | 5:45 AM          | 5:55 AM                      | 5:56 AM            | 6:05 AM         | 6:08 AM                                    | 6:14 AM                          | 6:20 AM                    | 6:25 AM                     | 6:29 AM                   | 6:33 AM           | 6:42 AM  | 6:45 AM  | 6:51 AM            | 6:55 AM           | 6:59 AM                    | 7:09 AM                         | 7:13 AM                 | 7:18 AM  | 7:21 AM    | 7:24 AM                      | 7:31 AM                    | 7:37 AM                | 7:45 AM            | 7:54 AM               |          |
|                              | 6:45 AM          | 6:55 AM                      | 6:57 AM            | 7:06 AM         | 7:09 AM                                    | 7:15 AM                          | 7:21 AM                    | 7:28 AM                     | 7:32 AM                   | 7:36 AM           | 7:42 AM  | 7:45 AM  | 7:51 AM            | 7:55 AM           | 7:59 AM                    | 8:09 AM                         | 8:13 AM                 | 8:18 AM  | 8:21 AM    | 8:24 AM                      | 8:31 AM                    | 8:37 AM                | 8:45 AM            | 8:54 AM               |          |
|                              | 7:35 AM          | 7:45 AM                      | 7:46 AM            | 7:56 AM         | 7:59 AM                                    | 8:05 AM                          | 8:13 AM                    | 8:15 AM                     | 8:20 AM                   | 8:25 AM           | 8:34 AM  | 8:45 AM  | 8:51 AM            | 8:55 AM           | 8:59 AM                    | 9:09 AM                         | 9:13 AM                 | 9:18 AM  | 9:21 AM    | 9:24 AM                      | 9:31 AM                    | 9:37 AM                | 9:45 AM            | 9:49 AM               |          |
|                              | 8:35 AM          | 8:45 AM                      | 8:47 AM            | 8:57 AM         | 9:00 AM                                    | 9:06 AM                          | 9:14 AM                    | 9:22 AM                     | 9:27 AM                   | 9:32 AM           | 9:41 AM  | 9:45 AM  | 9:51 AM            | 9:55 AM           | 9:59 AM                    | 10:09 AM                        | 10:13 AM                | 10:18 AM | 10:21 AM   | 10:24 AM                     | 10:31 AM                   | 10:37 AM               | 10:45 AM           | 10:49 AM              |          |
|                              |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  | 10:30 AM   | 10:37 AM           | 10:41 AM          | 10:48 AM                   | 10:59 AM                        | 11:06 AM                | 11:12 AM | 11:15 AM   | 11:18 AM                     | 11:28 AM                   | 11:36 AM               | 11:44 AM           | 11:48 AM              |          |
|                              | 9:50 AM          | 10:00 AM                     | 10:01 AM           | 10:12 AM        | 10:15 AM                                   | 10:21 AM                         | 10:31 AM                   | 10:40 AM                    | 10:45 AM                  | 10:50 AM          | 10:59 AM   | 11:10 AM   | 11:17 AM           | 11:21 AM          | 11:28 AM                   | 11:39 AM                        | 11:46 AM                | 11:52 AM | 11:55 AM   | 11:58 AM                     | 12:08 PM                   | 12:16 PM               | 12:24 PM           | 12:28 PM              |          |
|                              | 10:50 AM         | 11:00 AM                     | 11:02 AM           | 11:12 AM        | 11:15 AM                                   | 11:21 AM                         | 11:31 AM                   | 11:40 AM                    | 11:45 AM                  | 11:50 AM          | 11:59 AM   | 12:10 PM   | 12:17 PM           | 12:21 PM          | 12:28 PM                   | 12:39 PM                        | 12:46 PM                | 12:52 PM | 12:55 PM   | 12:58 PM                     | 1:08 PM                    | 1:16 PM                | 1:24 PM            | 1:28 PM               |          |
|                              | 11:55 AM         | 12:05 PM                     | 12:07 PM           | 12:17 PM        | 12:20 PM                                   | 12:26 PM                         | 12:36 PM                   | 12:45 PM                    | 12:50 PM                  | 12:55 PM          | 1:04 PM  | 1:10 PM  | 1:17 PM            | 1:21 PM           | 1:28 PM                    | 1:39 PM                         | 1:46 PM                 | 1:52 PM  | 1:55 PM    | 1:58 PM                      | 2:08 PM                    | 2:16 PM                | 2:24 PM            | 2:28 PM               |          |
|                              | 12:55 PM         | 1:05 PM                      | 1:07 PM            | 1:17 PM         | 1:20 PM                                    | 1:26 PM                          | 1:36 PM                    | 1:45 PM                     | 1:50 PM                   | 1:55 PM           | 2:04 PM  | 2:10 PM  | 2:17 PM            | 2:21 PM           | 2:28 PM                    | 2:39 PM                         | 2:46 PM                 | 2:52 PM  | 2:55 PM    | 2:58 PM                      | 3:08 PM                    | 3:16 PM                | 3:24 PM            | 3:28 PM               |          |
| 1:50 PM                      | 1:53 PM          | 2:03 PM                      | 2:05 PM            | 2:15 PM         | 2:18 PM                                    | 2:24 PM                          | 2:34 PM                    | 2:43 PM                     | 2:48 PM                   | 2:53 PM           | 3:02 PM  | 3:10 PM  | 3:17 PM            | 3:21 PM           | 3:28 PM                    | 3:39 PM                         | 3:46 PM                 | 3:52 PM  | 3:55 PM    | 3:58 PM                      | 4:08 PM                    | 4:16 PM                | 4:24 PM            | 4:28 PM               |          |
| 2:50 PM                      | 2:52 PM          | 3:02 PM                      | 3:04 PM            | 3:15 PM         | 3:19 PM                                    | 3:25 PM                          | 3:36 PM                    | 3:45 PM                     | 3:50 PM                   | 3:56 PM           | 4:06 PM  | 4:15 PM  | 4:24 PM            | 4:28 PM           | 4:35 PM                    | 4:46 PM                         | 4:53 PM                 | 5:01 PM  | 5:04 PM    | 5:08 PM                      | 5:18 PM                    | 5:26 PM                | 5:34 PM            | 5:39 PM               |          |
| 3:50 PM                      | 3:52 PM          | 4:02 PM                      | 4:04 PM            | 4:15 PM         | 4:19 PM                                    | 4:25 PM                          | 4:36 PM                    | 4:45 PM                     | 4:50 PM                   | 4:56 PM           | 5:06 PM  | 5:15 PM  | 5:24 PM            | 5:28 PM           | 5:35 PM                    | 5:46 PM                         | 5:53 PM                 | 6:01 PM  | 6:04 PM    | 6:08 PM                      | 6:18 PM                    | 6:26 PM                | 6:34 PM            | 6:39 PM               |          |
| 4:50 PM                      | 4:52 PM          | 5:02 PM                      | 5:04 PM            | 5:15 PM         | 5:19 PM                                    | 5:25 PM                          | 5:36 PM                    | 5:45 PM                     | 5:50 PM                   | 5:56 PM           | 6:06 PM  | 6:15 PM  | 6:24 PM            | 6:28 PM           | 6:35 PM                    | 6:46 PM                         | 6:53 PM                 | 7:01 PM  | 7:04 PM    | 7:08 PM                      | 7:18 PM                    | 7:26 PM                | 7:34 PM            | 7:39 PM               |          |
| 5:50 PM                      | 5:52 PM          | 6:02 PM                      | 6:04 PM            | 6:15 PM         | 6:19 PM                                    | 6:25 PM                          | 6:36 PM                    | 6:45 PM                     | 6:50 PM                   | 6:56 PM           | 7:06 PM  | 7:15 PM  | 7:24 PM            | 7:28 PM           | 7:35 PM                    | 7:46 PM                         | 7:53 PM                 | 8:01 PM  | 8:04 PM    | 8:08 PM                      | 8:18 PM                    | 8:26 PM                | 8:34 PM            | 8:39 PM               |          |
| 6:50 PM                      | 6:52 PM          | 7:01 PM                      | 7:02 PM            | 7:12 PM         | 7:15 PM                                    | 7:20 PM                          | 7:28 PM                    | 7:36 PM                     | 7:40 PM                   | 7:44 PM           | 7:52 PM  |  |                    |                   |                            |                                 |                         |          |            |                              |                            |                        |                    |                       |          |
| 7:50 PM                      | 7:52 PM          | 8:01 PM                      | 8:02 PM            | 8:12 PM         | 8:15 PM                                    | 8:20 PM                          | 8:28 PM                    | 8:36 PM                     | 8:40 PM                   | 8:44 PM           | 8:52 PM  |  |                    |                   |                            |                                 |                         |          |            |                              |                            |                        |                    |                       |          |
| 8:50 PM                      |                  |                              |                    |                 |  | 9:07 PM                          |                            |                             | 9:16 PM                   | 9:20 PM           | 9:26 PM  |  |                    |                   |                            |                                 |                         |          |            |                              |                            |                        |                    |                       |          |
| <b>Saturday (Northbound)</b> |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  |  |                    |                   |                            |                                 |                         |          |            |                              |                            |                        |                    |                       |          |
|                              |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  | 6:00 AM  | 6:06 AM            | 6:10 AM           | 6:14 AM                    | 6:24 AM                         | 6:28 AM                 | 6:33 AM  | 6:36 AM    | 6:39 AM                      | 6:46 AM                    | 6:52 AM                | 6:57 AM            | 7:01 AM               |          |
|                              |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  | 7:30 AM  | 7:36 AM            | 7:40 AM           | 7:44 AM                    | 7:54 AM                         | 7:58 AM                 | 8:03 AM  | 8:06 AM    | 8:09 AM                      | 8:16 AM                    | 8:22 AM                | 8:27 AM            | 8:31 AM               |          |
|                              | 7:35 AM          | 7:45 AM                      | 7:47 AM            | 7:54 AM         | 7:57 AM                                    | 8:03 AM                          | 8:11 AM                    | 8:14 AM                     | 8:19 AM                   | 8:22 AM           | 8:30 AM  | 9:00 AM  | 9:06 AM            | 9:10 AM           | 9:15 AM                    | 9:25 AM                         | 9:29 AM                 | 9:34 AM  | 9:38 AM    | 9:42 AM                      | 9:50 AM                    | 9:57 AM                | 10:02 AM           | 10:07 AM              |          |
|                              | 9:25 AM          | 9:35 AM                      | 9:37 AM            | 9:44 AM         | 9:47 AM                                    | 9:53 AM                          | 10:01 AM                   | 10:04 AM                    | 10:09 AM                  | 10:12 AM          | 10:20 AM   | 10:30 AM   | 10:36 AM           | 10:40 AM          | 10:45 AM                   | 10:55 AM                        | 11:00 AM                | 11:05 AM | 11:09 AM   | 11:13 AM                     | 11:21 AM                   | 11:28 AM               | 11:33 AM           | 11:37 AM              |          |
|                              | 10:55 AM         | 11:05 AM                     | 11:07 AM           | 11:14 AM        | 11:17 AM                                   | 11:23 AM                         | 11:31 AM                   | 11:34 AM                    | 11:39 AM                  | 11:42 AM          | 11:50 AM   | 12:00 PM   | 12:06 PM           | 12:10 PM          | 12:15 PM                   | 12:25 PM                        | 12:29 PM                | 12:34 PM | 12:38 PM   | 12:42 PM                     | 12:50 PM                   | 12:57 PM               | 1:02 PM            | 1:06 PM               |          |
|                              | 12:42 PM         | 12:52 PM                     | 12:54 PM           | 1:01 PM         | 1:04 PM                                    | 1:10 PM                          | 1:18 PM                    | 1:21 PM                     | 1:26 PM                   | 1:29 PM           | 1:37 PM  | 1:50 PM  | 1:56 PM            | 2:00 PM           | 2:05 PM                    | 2:20 PM                         | 2:25 PM                 | 2:30 PM  | 2:34 PM    | 2:38 PM                      | 2:46 PM                    | 2:53 PM                | 2:58 PM            | 3:02 PM               |          |
|                              | 2:15 PM          | 2:25 PM                      | 2:27 PM            | 2:34 PM         | 2:37 PM                                    | 2:43 PM                          | 2:51 PM                    | 2:54 PM                     | 2:59 PM                   | 3:02 PM           | 3:10 PM  | 3:20 PM  | 3:26 PM            | 3:30 PM           | 3:35 PM                    | 3:45 PM                         | 3:49 PM                 | 3:54 PM  | 3:59 PM    | 4:03 PM                      | 4:10 PM                    | 4:17 PM                | 4:22 PM            | 4:26 PM               |          |
|                              | 3:42 PM          | 3:52 PM                      | 3:54 PM            | 4:01 PM         | 4:04 PM                                    | 4:10 PM                          | 4:18 PM                    | 4:21 PM                     | 4:26 PM                   | 4:29 PM           | 4:37 PM  | 4:50 PM  | 4:56 PM            | 5:00 PM           | 5:05 PM                    | 5:15 PM                         | 5:19 PM                 | 5:24 PM  | 5:28 PM    | 5:31 PM                      | 5:39 PM                    | 5:45 PM                | 5:50 PM            | 5:55 PM               |          |
|                              | 5:42 PM          | 5:52 PM                      | 5:54 PM            | 6:01 PM         | 6:04 PM                                    | 6:10 PM                          | 6:18 PM                    | 6:21 PM                     | 6:26 PM                   | 6:29 PM           | 6:37 PM  | 6:50 PM  | 6:56 PM            | 7:00 PM           | 7:05 PM                    | 7:14 PM                         | 7:18 PM                 | 7:23 PM  | 7:26 PM    | 7:29 PM                      | 7:35 PM                    | 7:41 PM                | 7:46 PM            | 7:50 PM               |          |
|                              | 6:52 PM          | 7:00 PM                      | 7:02 PM            | 7:08 PM         | 7:11 PM                                    | 7:17 PM                          | 7:25 PM                    | 7:27 PM                     | 7:31 PM                   | 7:34 PM           | 7:42 PM  |  |                    |                   |                            |                                 |                         |          |            |                              |                            |                        |                    |                       |          |
| <b>Sunday (Northbound)</b>   |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  |  |                    |                   |                            |                                 |                         |          |            |                              |                            |                        |                    |                       |          |
|                              |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  | 8:05 AM  | 8:11 AM            | 8:15 AM           | 8:23 AM                    |                                 | 8:36 AM                 |          |            |                              |                            |                        |                    |                       |          |
|                              |                  |                              |                    |                 |  |                                  |                            |                             |                           |                   |  | 9:00 AM  | 9:06 AM            | 9:10 AM           | 9:18 AM                    | 9:28 AM                         | 9:33 AM                 | 9:39 AM  | 9:42 AM    | 9:45 AM                      | 9:53 AM                    | 10:01 AM               | 10:11 AM           | 10:15 AM              |          |
|                              | 10:05 AM         | 10:14 AM                     | 10:15 AM           |                 |  | 10:29 AM                         |                            |                             |                           |                   | 10:41 AM   | 10:49 AM   | 11:00 AM           | 11:06 AM          | 11:10 AM                   | 11:18 AM                        | 11:28 AM                | 11:33 AM | 11:39 AM   | 11:42 AM                     | 11:45 AM                   | 11:53 AM               | 12:01 PM           | 12:11 PM              | 12:15 PM |
|                              | 12:40 PM         | 12:49 PM                     | 12:50 PM           |                 |  | 1:04 PM                          |                            |                             |                           |                   | 1:16 PM  | 1:24 PM  | 2:00 PM            | 2:06 PM           | 2:10 PM                    | 2:18 PM                         | 2:28 PM                 | 2:33 PM  | 2:39 PM    | 2:42 PM                      | 2:45 PM                    | 2:53 PM                | 3:01 PM            | 3:11 PM               | 3:15 PM  |
|                              | 3:15 PM          | 3:24 PM                      | 3:25 PM            |                 |  | 3:39 PM                          |                            |                             |                           |                   | 3:51 PM  | 3:59 PM  | 4:10 PM            | 4:16 PM           | 4:20 PM                    | 4:28 PM                         | 4:38 PM                 | 4:43 PM  | 4:49 PM    | 4:52 PM                      | 4:55 PM                    | 5:03 PM                | 5:11 PM            | 5:21 PM               | 5:25 PM  |
|                              | 5:35 PM          | 5:44 PM                      | 5:45 PM            |                 |  | 5:59 PM                          |                            |                             |                           |                   | 6:11 PM  | 6:19 PM  | 6:30 PM            | 6:36 PM           | 6:40 PM                    | 6:48 PM                         | 6:58 PM                 | 7:03 PM  |            |                              |                            |                        |                    |                       |          |

**Figure 7-4 Route 10 Southbound**

| Downtown Calistoga           | Bothe State Park | St. Helena City Hall | Hwy 29/ Zinfandel Lane | Rutherford | Oakville | Washington/ Mulberry | Yountville Veteran's Home | Solano/ Wine Country | Claremont/ Permanente | Soscol/ Trancas | Pearl Street Transit Center (Arrive) | Pearl Street Transit Center (Depart) | Soscol/ Kansas | Napa Valley College | Kaiser/ Corporate Way | Devlin/ Airport Road | Rio Del Mar/ Highway 29 | American Canyon Recreation Center | Mini/ Sonoma | Kaiser Hospital | Sereno Transfer Center | York/ Marin | Vallejo Ferry |         |
|------------------------------|------------------|----------------------|------------------------|------------|----------|----------------------|---------------------------|----------------------|-----------------------|-----------------|--------------------------------------|--------------------------------------|----------------|---------------------|-----------------------|----------------------|-------------------------|-----------------------------------|--------------|-----------------|------------------------|-------------|---------------|---------|
| <b>Weekday (Southbound)</b>  |                  |                      |                        |            |          |                      |                           |                      |                       |                 |                                      |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
|                              |                  |                      |                        |            |          |                      |                           |                      |                       |                 |                                      | 5:00 AM                              | 5:05 AM        |                     |                       |                      | 5:18 AM                 |                                   |              |                 |                        | 5:35 AM     | 5:40 AM       |         |
|                              |                  |                      |                        |            |          |                      |                           |                      |                       |                 |                                      | 5:45 AM                              | 5:50 AM        |                     |                       | 5:54 AM              | 6:00 AM                 | 6:08 AM                           | 6:14 AM      | 6:17 AM         | 6:27 AM                | 6:29 AM     | 6:38 AM       | 6:43 AM |
|                              |                  |                      |                        |            |          |                      |                           |                      |                       |                 |                                      | 6:25 AM                              | 6:31 AM        | 6:37 AM             | 6:41 AM               | 6:47 AM              | 6:55 AM                 | 7:01 AM                           | 7:04 AM      | 7:14 AM         | 7:16 AM                | 7:26 AM     | 7:31 AM       |         |
| 6:00 AM                      | 6:05 AM          | 6:11 AM              | 6:20 AM                | 6:24 AM    | 6:27 AM  | 6:33 AM              | 6:39 AM                   | 6:50 AM              | 6:55 AM               | 6:59 AM         | 7:07 AM                              | 7:15 AM                              | 7:21 AM        | 7:27 AM             | 7:31 AM               | 7:37 AM              | 7:45 AM                 | 7:51 AM                           | 7:54 AM      | 8:04 AM         | 8:06 AM                | 8:16 AM     | 8:21 AM       |         |
| 7:10 AM                      | 7:16 AM          | 7:24 AM              | 7:30 AM                | 7:33 AM    | 7:36 AM  | 7:42 AM              | 7:54 AM                   | 8:03 AM              | 8:10 AM               | 8:13 AM         | 8:21 AM                              | 8:30 AM                              | 8:36 AM        | 8:41 AM             | 8:45 AM               | 8:51 AM              | 8:59 AM                 | 9:05 AM                           | 9:08 AM      | 9:18 AM         | 9:20 AM                | 9:29 AM     | 9:34 AM       |         |
| 8:10 AM                      | 8:16 AM          | 8:24 AM              | 8:30 AM                | 8:33 AM    | 8:36 AM  | 8:42 AM              | 8:54 AM                   | 9:03 AM              | 9:10 AM               | 9:13 AM         | 9:21 AM                              | 9:30 AM                              | 9:36 AM        | 9:41 AM             | 9:45 AM               | 9:51 AM              | 10:00 AM                | 10:05 AM                          | 10:08 AM     | 10:18 AM        | 10:20 AM               | 10:29 AM    | 10:34 AM      |         |
| 9:10 AM                      | 9:16 AM          | 9:24 AM              | 9:30 AM                | 9:33 AM    | 9:36 AM  | 9:42 AM              | 9:54 AM                   | 10:03 AM             | 10:10 AM              | 10:13 AM        | 10:21 AM                             | 10:30 AM                             | 10:36 AM       | 10:41 AM            | 10:45 AM              | 10:51 AM             | 11:00 AM                | 11:06 AM                          | 11:09 AM     | 11:19 AM        | 11:21 AM               | 11:30 AM    | 11:35 AM      |         |
| 10:10 AM                     | 10:16 AM         | 10:24 AM             | 10:30 AM               | 10:33 AM   | 10:36 AM | 10:42 AM             | 10:54 AM                  | 11:03 AM             | 11:10 AM              | 11:13 AM        | 11:21 AM                             | 11:30 AM                             | 11:36 AM       | 11:41 AM            | 11:45 AM              | 11:51 AM             | 12:00 PM                | 12:06 PM                          | 12:09 PM     | 12:19 PM        | 12:21 PM               | 12:30 PM    | 12:35 PM      |         |
| 11:10 AM                     | 11:16 AM         | 11:24 AM             | 11:30 AM               | 11:33 AM   | 11:36 AM | 11:42 AM             | 11:54 AM                  | 12:03 PM             | 12:10 PM              | 12:13 PM        | 12:21 PM                             | 12:30 PM                             | 12:36 PM       | 12:41 PM            | 12:45 PM              | 12:51 PM             | 1:00 PM                 | 1:06 PM                           | 1:09 PM      | 1:19 PM         | 1:21 PM                | 1:30 PM     |               |         |
| 12:05 PM                     | 12:11 PM         | 12:19 PM             | 12:26 PM               | 12:29 PM   | 12:33 PM | 12:39 PM             | 12:51 PM                  | 1:02 PM              | 1:09 PM               | 1:13 PM         | 1:21 PM                              | 1:30 PM                              | 1:37 PM        | 1:44 PM             | 1:49 PM               | 1:55 PM              | 2:04 PM                 | 2:10 PM                           | 2:13 PM      | 2:23 PM         | 2:25 PM                | 2:35 PM     |               |         |
| 1:05 PM                      | 1:11 PM          | 1:19 PM              | 1:26 PM                | 1:29 PM    | 1:33 PM  | 1:39 PM              | 1:51 PM                   | 2:02 PM              | 2:09 PM               | 2:14 PM         | 2:22 PM                              | 2:30 PM                              | 2:37 PM        | 2:44 PM             | 2:49 PM               | 2:55 PM              | 3:04 PM                 | 3:10 PM                           | 3:13 PM      | 3:23 PM         | 3:25 PM                | 3:35 PM     |               |         |
| 2:00 PM                      | 2:06 PM          | 2:16 PM              | 2:26 PM                | 2:30 PM    | 2:34 PM  | 2:40 PM              | 2:52 PM                   | 3:03 PM              | 3:10 PM               | 3:14 PM         | 3:22 PM                              | 3:35 PM                              | 3:42 PM        | 3:49 PM             | 3:54 PM               | 4:01 PM              | 4:10 PM                 | 4:16 PM                           | 4:19 PM      | 4:29 PM         | 4:31 PM                | 4:41 PM     |               |         |
| 3:00 PM                      | 3:06 PM          | 3:16 PM              | 3:26 PM                | 3:30 PM    | 3:34 PM  | 3:40 PM              | 3:52 PM                   | 4:03 PM              | 4:10 PM               | 4:14 PM         | 4:22 PM                              | 4:35 PM                              | 4:42 PM        | 4:49 PM             | 4:54 PM               | 5:01 PM              | 5:10 PM                 | 5:16 PM                           | 5:19 PM      | 5:29 PM         | 5:31 PM                | 5:41 PM     |               |         |
| 4:00 PM                      | 4:06 PM          | 4:16 PM              | 4:26 PM                | 4:30 PM    | 4:34 PM  | 4:40 PM              | 4:52 PM                   | 5:03 PM              | 5:10 PM               | 5:14 PM         | 5:22 PM                              | 5:35 PM                              | 5:42 PM        | 5:49 PM             | 5:54 PM               | 6:01 PM              | 6:10 PM                 | 6:16 PM                           | 6:19 PM      | 6:29 PM         | 6:31 PM                | 6:41 PM     |               |         |
| 5:00 PM                      | 5:06 PM          | 5:16 PM              | 5:26 PM                | 5:30 PM    | 5:34 PM  | 5:40 PM              | 5:52 PM                   | 6:03 PM              | 6:10 PM               | 6:14 PM         | 6:22 PM                              | 6:35 PM                              | 6:42 PM        | 6:49 PM             | 6:54 PM               | 7:01 PM              | 7:10 PM                 | 7:16 PM                           | 7:19 PM      | 7:29 PM         | 7:31 PM                | 7:41 PM     |               |         |
| 6:00 PM                      | 6:06 PM          | 6:15 PM              | 6:23 PM                | 6:27 PM    | 6:30 PM  | 6:36 PM              | 6:48 PM                   | 6:57 PM              | 7:03 PM               | 7:07 PM         | 7:15 PM                              | 7:35 PM                              | 7:41 PM        | 7:47 PM             | 7:51 PM               | 7:57 PM              | 8:06 PM                 | 8:13 PM                           | 8:16 PM      | 8:26 PM         | 8:28 PM                | 8:37 PM     |               |         |
| 6:50 PM                      | 6:56 PM          | 7:04 PM              | 7:10 PM                | 7:13 PM    | 7:16 PM  | 7:21 PM              | 7:27 PM                   | 7:35 PM              | 7:40 PM               | 7:44 PM         | 7:52 PM                              |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
| 7:50 PM                      | 7:56 PM          | 8:04 PM              | 8:10 PM                | 8:13 PM    | 8:16 PM  | 8:21 PM              | 8:27 PM                   | 8:35 PM              | 8:40 PM               | 8:44 PM         | 8:52 PM                              |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
| 8:50 PM                      | 8:56 PM          | 9:04 PM              | 9:10 PM                | 9:13 PM    | 9:16 PM  | 9:21 PM              | 9:27 PM                   | 9:35 PM              | 9:40 PM               | 9:44 PM         | 9:52 PM                              |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
| <b>Saturday (Southbound)</b> |                  |                      |                        |            |          |                      |                           |                      |                       |                 |                                      |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
|                              |                  |                      |                        |            |          |                      |                           |                      |                       |                 |                                      | 6:30 AM                              | 6:35 AM        | 6:39 AM             | 6:44 AM               | 6:50 AM              | 6:54 AM                 | 7:00 AM                           | 7:03 AM      | 7:10 AM         | 7:12 AM                | 7:19 AM     | 7:22 AM       |         |
| 7:15 AM                      | 7:20 AM          | 7:26 AM              | 7:31 AM                | 7:34 AM    | 7:37 AM  | 7:42 AM              | 7:47 AM                   | 7:56 AM              | 8:00 AM               | 8:03 AM         | 8:09 AM                              | 8:20 AM                              | 8:25 AM        | 8:29 AM             | 8:34 AM               | 8:40 AM              | 8:44 AM                 | 8:50 AM                           | 8:53 AM      | 9:00 AM         | 9:02 AM                | 9:09 AM     | 9:12 AM       |         |
| 8:40 AM                      | 8:45 AM          | 8:54 AM              | 8:59 AM                | 9:02 AM    | 9:05 AM  | 9:10 AM              | 9:15 AM                   | 9:24 AM              | 9:28 AM               | 9:33 AM         | 9:39 AM                              | 9:50 AM                              | 9:55 AM        | 9:59 AM             | 10:04 AM              | 10:10 AM             | 10:14 AM                | 10:20 AM                          | 10:23 AM     | 10:30 AM        | 10:32 AM               | 10:39 AM    | 10:42 AM      |         |
| 10:15 AM                     | 10:22 AM         | 10:31 AM             | 10:37 AM               | 10:41 AM   | 10:45 AM | 10:51 AM             | 11:06 AM                  | 11:15 AM             | 11:19 AM              | 11:22 AM        | 11:29 AM                             | 11:40 AM                             | 11:45 AM       | 11:49 AM            | 11:54 AM              | 12:00 PM             | 12:04 PM                | 12:10 PM                          | 12:13 PM     | 12:20 PM        | 12:22 PM               | 12:29 PM    | 12:32 PM      |         |
| 11:45 AM                     | 11:52 AM         | 12:01 PM             | 12:07 PM               | 12:11 PM   | 12:15 PM | 12:21 PM             | 12:36 PM                  | 12:45 PM             | 12:49 PM              | 12:52 PM        | 12:59 PM                             | 1:10 PM                              | 1:15 PM        | 1:19 PM             | 1:24 PM               | 1:30 PM              | 1:34 PM                 | 1:40 PM                           | 1:43 PM      | 1:50 PM         | 1:52 PM                | 1:59 PM     | 2:02 PM       |         |
| 1:15 PM                      | 1:22 PM          | 1:31 PM              | 1:37 PM                | 1:41 PM    | 1:45 PM  | 1:51 PM              | 2:06 PM                   | 2:15 PM              | 2:19 PM               | 2:22 PM         | 2:29 PM                              | 2:40 PM                              | 2:45 PM        | 2:49 PM             | 2:54 PM               | 3:00 PM              | 3:04 PM                 | 3:10 PM                           | 3:13 PM      | 3:20 PM         | 3:22 PM                | 3:29 PM     | 3:32 PM       |         |
| 3:15 PM                      | 3:22 PM          | 3:31 PM              | 3:37 PM                | 3:41 PM    | 3:45 PM  | 3:51 PM              | 4:06 PM                   | 4:15 PM              | 4:19 PM               | 4:22 PM         | 4:29 PM                              | 4:40 PM                              | 4:45 PM        | 4:49 PM             | 4:54 PM               | 5:00 PM              | 5:04 PM                 | 5:10 PM                           | 5:13 PM      | 5:20 PM         | 5:22 PM                | 5:29 PM     | 5:32 PM       |         |
| 4:35 PM                      | 4:42 PM          | 4:51 PM              | 4:57 PM                | 5:01 PM    | 5:05 PM  | 5:11 PM              | 5:18 PM                   | 5:27 PM              | 5:32 PM               | 5:35 PM         | 5:42 PM                              | 5:50 PM                              | 5:55 PM        | 5:59 PM             | 6:04 PM               | 6:10 PM              | 6:14 PM                 | 6:20 PM                           | 6:23 PM      | 6:30 PM         | 6:32 PM                | 6:39 PM     | 6:42 PM       |         |
| 6:10 PM                      | 6:15 PM          | 6:24 PM              | 6:29 PM                | 6:32 PM    | 6:35 PM  | 6:40 PM              | 6:47 PM                   | 6:56 PM              | 7:00 PM               | 7:03 PM         | 7:09 PM                              |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
| 7:55 PM                      | 8:00 PM          | 8:06 PM              | 8:11 PM                | 8:14 PM    | 8:17 PM  | 8:22 PM              |                           | 8:28 PM              | 8:32 PM               | 8:35 PM         | 8:41 PM                              |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
| <b>Sunday (Southbound)</b>   |                  |                      |                        |            |          |                      |                           |                      |                       |                 |                                      |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
|                              |                  |                      |                        |            |          | 8:36 AM              | 8:41 AM                   | 8:47 AM              | 8:51 AM               | 8:56 AM         | 9:02 AM                              | 9:10 AM                              | 9:15 AM        |                     |                       |                      | 9:25 AM                 |                                   |              | 9:39 AM         |                        |             | 9:48 AM       |         |
| 10:35 AM                     | 10:41 AM         | 10:50 AM             | 10:58 AM               | 11:01 AM   | 11:04 AM | 11:11 AM             | 11:16 AM                  | 11:26 AM             | 11:30 AM              | 11:35 AM        | 11:41 AM                             | 11:50 AM                             | 11:55 AM       |                     |                       |                      | 12:05 PM                |                                   |              | 12:19 PM        |                        |             | 12:28 PM      |         |
| 12:30 PM                     | 12:36 PM         | 12:45 PM             | 12:52 PM               | 12:55 PM   | 12:58 PM | 1:05 PM              | 1:10 PM                   | 1:20 PM              | 1:24 PM               | 1:29 PM         | 1:34 PM                              | 2:15 PM                              | 2:20 PM        |                     |                       |                      | 2:30 PM                 |                                   |              | 2:44 PM         |                        |             | 2:53 PM       |         |
| 3:30 PM                      | 3:35 PM          | 3:44 PM              | 3:52 PM                | 3:55 PM    | 3:58 PM  | 4:06 PM              | 4:11 PM                   | 4:21 PM              | 4:25 PM               | 4:30 PM         | 4:35 PM                              | 4:45 PM                              | 4:50 PM        |                     |                       |                      | 5:00 PM                 |                                   |              | 5:14 PM         |                        |             | 5:23 PM       |         |
| 5:35 PM                      | 5:40 PM          | 5:47 PM              | 5:54 PM                | 5:57 PM    | 6:00 PM  | 6:08 PM              | 6:13 PM                   | 6:23 PM              | 6:27 PM               | 6:32 PM         | 6:37 PM                              |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |
|                              |                  |                      |                        |            |          | 7:03 PM              | 7:08 PM                   | 7:18 PM              | 7:22 PM               | 7:27 PM         | 7:32 PM                              |                                      |                |                     |                       |                      |                         |                                   |              |                 |                        |             |               |         |



## Local Napa Routes

Most local Napa routes have on-time performance issues due to normal traffic at commute times and heavy load activity, although not as severely as Route 10. The most severe on-time performance problems were observed on Routes 4 and 5B. Consulting staff retimed these routes and updated draft timetables are presented below. The new timing will help increase the reliability of these routes.

The proposed updates will not affect route interlining. The updates will increase service reliability by accurately reflecting travel times.

### Route 4

Route 4 performed well until traveling inbound between Byway East at Salvador Avenue and Jefferson Street at Trower Avenue. After arriving late to Jefferson Street at Trower Avenue, the route was unable to recover. To improve on-time performance, more time should be built into the inbound segment of the schedule. Currently Route 4 is the only un-interlined local route in Napa. The current schedule provides for a large amount of recovery time, over 20 minutes in some cases. By increasing travel time between stops and reducing recovery time, Route 4 will be able to maintain the timetable and still have plenty of recovery time at the transit center. The proposed timetable below adds time to the schedule and still includes between 15-17 minutes of recovery time, far more than any other local Napa route.

**Figure 7-5 Route 4 Updated Timetable**

| Pearl Street Transit Center | Napa High School | Claremont/Permanente | Jefferson/Trower | Byway East/Salvador | Jefferson/Trower | Claremont/Permanente | Napa High School | Pearl Street Transit Center |
|-----------------------------|------------------|----------------------|------------------|---------------------|------------------|----------------------|------------------|-----------------------------|
| 6:20 AM                     | 6:28 AM          | 6:34 AM              | 6:39 AM          | 6:44 AM             | 6:49 AM          | 6:54 AM              | 6:58 AM          | 7:03 AM                     |
| 7:20 AM                     | 7:28 AM          | 7:34 AM              | 7:39 AM          | 7:44 AM             | 7:49 AM          | 7:54 AM              | 7:58 AM          | 8:03 AM                     |
| 8:10 AM                     | 8:18 AM          | 8:24 AM              | 8:29 AM          | 8:34 AM             | 8:39 AM          | 8:44 AM              | 8:48 AM          | 8:53 AM                     |
| 9:20 AM                     | 9:28 AM          | 9:34 AM              | 9:39 AM          | 9:44 AM             | 9:49 AM          | 9:54 AM              | 9:58 AM          | 10:03 AM                    |
| 10:20 AM                    | 10:28 AM         | 10:34 AM             | 10:39 AM         | 10:44 AM            | 10:49 AM         | 10:54 AM             | 10:58 AM         | 11:03 AM                    |
| 11:20 AM                    | 11:28 AM         | 11:34 AM             | 11:39 AM         | 11:44 AM            | 11:49 AM         | 11:54 AM             | 11:58 AM         | 12:03 PM                    |
| 12:20 PM                    | 12:28 PM         | 12:34 PM             | 12:39 PM         | 12:44 PM            | 12:49 PM         | 12:54 PM             | 12:58 PM         | 1:03 PM                     |
| 1:20 PM                     | 1:28 PM          | 1:34 PM              | 1:39 PM          | 1:44 PM             | 1:49 PM          | 1:54 PM              | 1:58 PM          | 2:03 PM                     |
| 2:20 PM                     | 2:29 PM          | 2:34 PM              | 2:39 PM          | 2:44 PM             | 2:49 PM          | 2:54 PM              | 2:58 PM          | 3:03 PM                     |
|                             |                  |                      |                  |                     | 2:59 PM          | 3:04 PM              | 3:08 PM          | 3:13 PM                     |
| 3:20 PM                     | 3:29 PM          | 3:35 PM              | 3:40 PM          | 3:45 PM             | 3:50 PM          | 3:55 PM              | 3:59 PM          | 4:08 PM                     |
| 4:20 PM                     | 4:30 PM          | 4:36 PM              | 4:41 PM          | 4:46 PM             | 4:51 PM          | 4:56 PM              | 5:00 PM          | 5:05 PM                     |
| 5:20 PM                     | 5:30 PM          | 5:36 PM              | 5:41 PM          | 5:46 PM             | 5:51 PM          | 5:56 PM              | 6:00 PM          | 6:05 PM                     |
| 6:20 PM                     | 6:30 PM          | 6:36 PM              | 6:41 PM          | 6:46 PM             | 6:51 PM          | 6:56 PM              | 7:00 PM          | 7:05 PM                     |

**Route 5B**

While Route 5A enjoyed excellent on-time performance, Route 5B had difficulty remaining on-time. The trips started to run behind schedule between Napa Valley College and Imola Avenue and Gasser Drive. Timepoints after Napa Valley College accounted for over 90% of late arrivals. At this segment, the bus must exit Napa Valley College, and make two left hand turn movements at major intersections—Napa Valley College onto Napa-Valley Highway and Napa-Valley Highway onto Imola Avenue. Based on ridecheck data and field testing by Nelson\Nygaard staff, the timetable below shows an updated timetable which would help route reliability.

**Figure 7-6 Route 5B Updated Timetable**

| Pearl Street Transit Center | Soscol/Kansas | Napa Valley College | Imola/Gasser | Foster/Imola | County Health Department | Jefferson/Laurel | Pearl Street Transit Center |
|-----------------------------|---------------|---------------------|--------------|--------------|--------------------------|------------------|-----------------------------|
| 7:05 AM                     | 7:11 AM       | 7:16 AM             | 7:24 AM      | 7:29 AM      | 7:33 AM                  | 7:36 AM          | 7:41 AM                     |
| 8:05 AM                     | 8:11 AM       | 8:16 AM             | 8:24 AM      | 8:29 AM      | 8:33 AM                  | 8:36 AM          | 8:41 AM                     |
| 9:05 AM                     | 9:11 AM       | 9:16 AM             | 9:24 AM      | 9:29 AM      | 9:33 AM                  | 9:36 AM          | 9:41 AM                     |
| 10:05 AM                    | 10:11 AM      | 10:17 AM            | 10:25 AM     | 10:30 AM     | 10:34 AM                 | 10:37 AM         | 10:42 AM                    |
| 11:05 AM                    | 11:11 AM      | 11:17 AM            | 11:25 AM     | 11:30 AM     | 11:34 AM                 | 11:37 AM         | 11:42 AM                    |
| 12:05 PM                    | 12:11 PM      | 12:17 PM            | 12:25 PM     | 12:30 PM     | 12:34 PM                 | 12:37 PM         | 12:42 PM                    |
| 1:05 PM                     | 1:11 PM       | 1:17 PM             | 1:25 PM      | 1:30 PM      | 1:34 PM                  | 1:37 PM          | 1:42 PM                     |
| 2:05 PM                     | 2:11 PM       | 2:17 PM             | 2:25 PM      | 2:30 PM      | 2:34 PM                  | 2:37 PM          | 2:42 PM                     |
| 3:05 PM                     | 3:11 PM       | 3:17 PM             | 3:25 PM      | 3:30 PM      | 3:34 PM                  | 3:37 PM          | 3:42 PM                     |
| 4:05 PM                     | 4:11 PM       | 4:17 PM             | 4:25 PM      | 4:30 PM      | 4:34 PM                  | 4:37 PM          | 4:42 PM                     |
| 5:05 PM                     | 5:12 PM       | 5:18 PM             | 5:26 PM      | 5:31 PM      | 5:35 PM                  | 5:38 PM          | 5:43 PM                     |
| 6:05 PM                     | 6:13 PM       | 6:18 PM             | 6:26 PM      | 6:31 PM      | 6:35 PM                  | 6:38 PM          | 6:43 PM                     |

**Proposed Cost**

The outlined changes are cost neutral.

**Route 5 Restructuring**

Route 5 provides service to southwest Napa, including the Target on Soscol Avenue and Napa Valley College. The route has two variations operating on one hour headways—clockwise and counter-clockwise. Currently the route has two main purposes:

1. Provide transit access to residents in the southwest region of the city to service centers downtown and on Soscol Avenue
2. Provide access to Napa Valley College

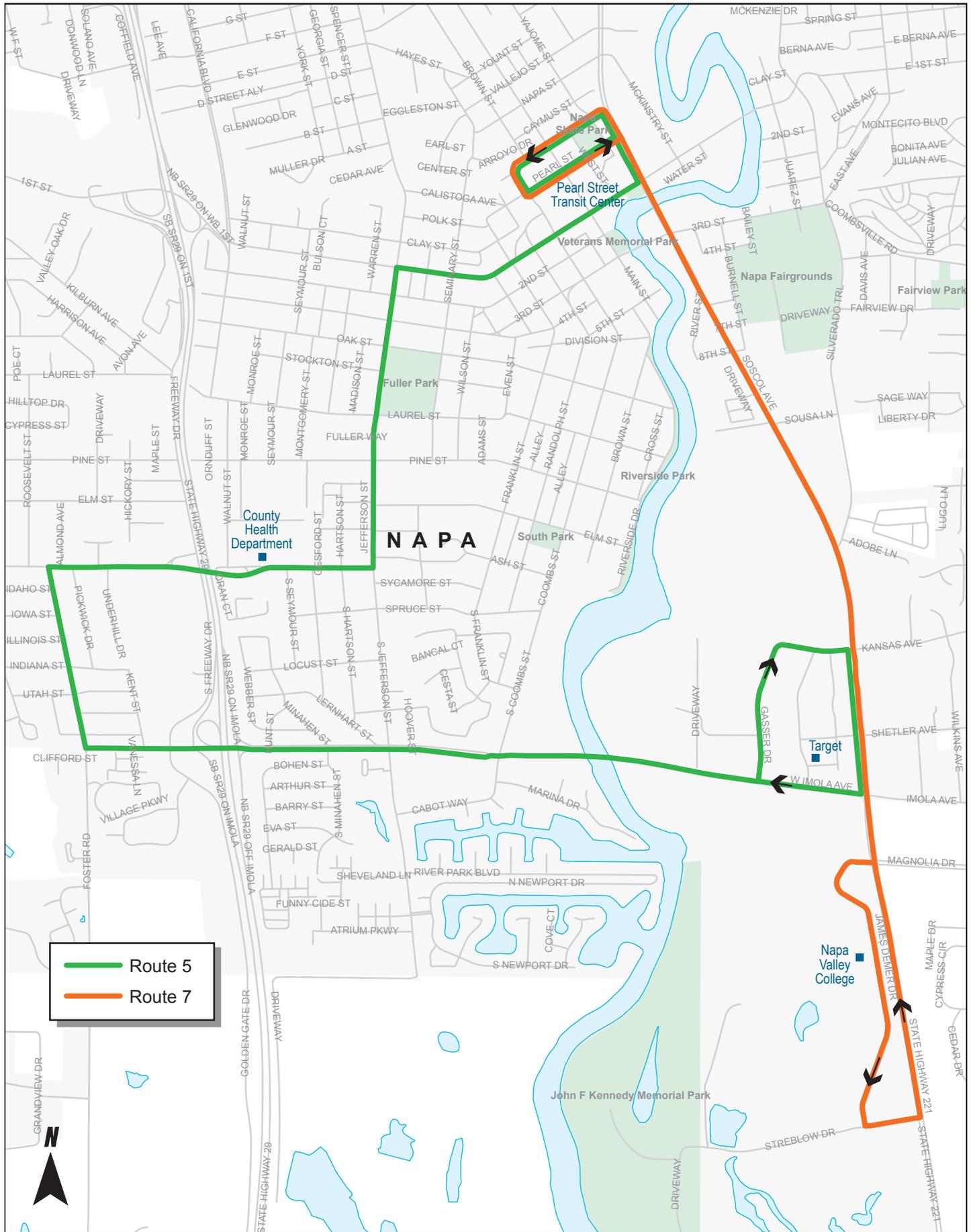
With the current configuration, passengers wishing to go to the college on Route 5A must first travel through the southwest portion of Napa. Passengers returning to downtown on Route 5B must take the same detour. Passengers living in southwest Napa must also take the detour to the college if they wish to go downtown on Route 5A or back to their homes on Route 5B.

Recognizing NCTPA recently completed a route restructuring including breaking Route 5 into a two-way service (5A and 5B), Nelson/Nygaard proposes a new way of thinking about Route 5 and introducing a College Shuttle.

By decoupling the two aspects of the route, passengers will have more convenience.

- Route 5–South Jefferson/Imola. Discontinue service to Napa Valley College. The new Route 5 would follow current routing of Route 5A outbound to Soscol Avenue at Kansas Avenue. On Soscol Avenue, the route would turn right back onto Imola Avenue and return on the current Route 5B route. The new line would provide two-way service on the bus line and would be able to cycle in the same time as the current Route 5A. The service would operate hourly.
- Route 7–Napa Valley College Express. The proposed Route 7 would travel from Pearl Street Transit Center to Soscol Avenue and directly to Napa Valley College. The route would return following the same path. Route 7 would be able to cycle twice in less than an hour, providing a direct, 11-12 minute trip to and from Napa Valley College. The service would maintain “open door” service along the entire route, providing faster service from downtown to retail and businesses on Soscol Avenue. The proposed route along with Route 10 would provide three weekday trips per hour directly to the college.

**Figure 7-7 Proposed Routes 5 and 7**



## Abandoned Segments

Service would not be discontinued along any segment of the combined routes. Passengers wishing to access the college currently on the proposed Route 5 may be inconvenienced by the new routing. However, passengers coming from all other parts of Napa on the multiple other local routes would have faster, more direct access to the college.

## Proposed Timetables

Both proposed lines will continue to conform to the current interlining scheme. The proposed Route 5 would run at the same times as Route 5A and Route 7 would cycle twice in the time allotted to Route 5B. Less recovery time would exist however between Route 7 and Route 6 than is currently allotted between Route 5B and Route 6.

**Figure 7-8 Proposed Route 5 Timetable**

| Pearl Street Transit Center | Jefferson/ Laurel | County Health Department | Foster/ Imola | Soscol/ Kansas | Foster/ Imola | County Health Department | Jefferson/ Laurel | Pearl Street Transit Center |
|-----------------------------|-------------------|--------------------------|---------------|----------------|---------------|--------------------------|-------------------|-----------------------------|
| 7:20 AM                     | 7:25 AM           | 7:28 AM                  | 7:31 AM       | 7:37 AM        | 7:45 AM       | 7:48 AM                  | 7:51 AM           | 7:55 AM                     |
| 8:20 AM                     | 8:25 AM           | 8:28 AM                  | 8:31 AM       | 8:37 AM        | 8:45 AM       | 8:48 AM                  | 8:51 AM           | 8:55 AM                     |
| 9:20 AM                     | 9:25 AM           | 9:28 AM                  | 9:31 AM       | 9:37 AM        | 9:45 AM       | 9:48 AM                  | 9:51 AM           | 9:55 AM                     |
| 10:20 AM                    | 10:25 AM          | 10:28 AM                 | 10:31 AM      | 10:37 AM       | 10:45 AM      | 10:48 AM                 | 10:51 AM          | 10:55 AM                    |
| 11:20 AM                    | 11:25 AM          | 11:28 AM                 | 11:31 AM      | 11:37 AM       | 11:45 AM      | 11:48 AM                 | 11:51 AM          | 11:55 AM                    |
| 12:20 PM                    | 12:25 PM          | 12:28 PM                 | 12:31 PM      | 12:37 PM       | 12:45 PM      | 12:48 PM                 | 12:51 PM          | 12:55 PM                    |
| 1:20 PM                     | 1:25 PM           | 1:28 PM                  | 1:31 PM       | 1:37 PM        | 1:45 PM       | 1:48 PM                  | 1:51 PM           | 1:55 PM                     |
| 2:20 PM                     | 2:25 PM           | 2:28 PM                  | 2:31 PM       | 2:37 PM        | 2:45 PM       | 2:48 PM                  | 2:51 PM           | 2:55 PM                     |
| 3:20 PM                     | 3:25 PM           | 3:28 PM                  | 3:31 PM       | 3:37 PM        | 3:45 PM       | 3:48 PM                  | 3:51 PM           | 3:55 PM                     |
| 4:20 PM                     | 4:25 PM           | 4:28 PM                  | 4:31 PM       | 4:37 PM        | 4:45 PM       | 4:48 PM                  | 4:51 PM           | 4:55 PM                     |
| 5:20 PM                     | 5:25 PM           | 5:28 PM                  | 5:31 PM       | 5:37 PM        | 5:45 PM       | 5:48 PM                  | 5:51 PM           | 5:55 PM                     |
| 6:20 PM                     | 6:25 PM           | 6:28 PM                  | 6:31 PM       | 6:37 PM        | 6:45 PM       | 6:48 PM                  | 6:51 PM           | 6:55 PM                     |

**Figure 7-9 Proposed Route 7 Timetable**

| Pearl Street Transit Center | Soscol/Kansas | Napa Valley College | Soscol/Kansas | Pearl Street Transit Center |
|-----------------------------|---------------|---------------------|---------------|-----------------------------|
| 7:00 AM                     | 7:06 AM       | 7:11 AM             | 7:16 AM       | 7:23 AM                     |
| 7:25 AM                     | 7:31 AM       | 7:36 AM             | 7:41 AM       | 7:48 AM                     |
| 8:00 AM                     | 8:11 AM       | 8:16 AM             | 8:21 AM       | 8:30 AM                     |
| 8:25 AM                     | 8:31 AM       | 8:36 AM             | 8:41 AM       | 8:48 AM                     |
| 9:00 AM                     | 9:11 AM       | 9:16 AM             | 9:21 AM       | 9:30 AM                     |
| 9:25 AM                     | 9:31 AM       | 9:36 AM             | 9:41 AM       | 9:48 AM                     |
| 10:00 AM                    | 10:11 AM      | 10:16 AM            | 10:21 AM      | 10:30 AM                    |
| 10:25 AM                    | 10:31 AM      | 10:36 AM            | 10:41 AM      | 10:48 AM                    |
| 11:00 AM                    | 11:11 AM      | 11:16 AM            | 11:21 AM      | 11:30 AM                    |
| 11:25 AM                    | 11:31 AM      | 11:36 AM            | 11:41 AM      | 11:48 AM                    |
| 12:00 PM                    | 12:11 PM      | 12:16 PM            | 12:21 PM      | 12:30 PM                    |
| 12:25 PM                    | 12:31 PM      | 12:36 PM            | 12:41 PM      | 12:48 PM                    |
| 1:00 PM                     | 1:11 PM       | 1:16 PM             | 1:21 PM       | 1:30 PM                     |
| 1:25 PM                     | 1:31 PM       | 1:36 PM             | 1:41 PM       | 1:48 PM                     |
| 2:00 PM                     | 2:11 PM       | 2:16 PM             | 2:21 PM       | 2:30 PM                     |
| 2:25 PM                     | 2:31 PM       | 2:36 PM             | 2:41 PM       | 2:48 PM                     |
| 3:00 PM                     | 3:11 PM       | 3:16 PM             | 3:21 PM       | 3:30 PM                     |
| 3:25 PM                     | 3:31 PM       | 3:36 PM             | 3:41 PM       | 3:48 PM                     |
| 4:00 PM                     | 4:11 PM       | 4:16 PM             | 4:21 PM       | 4:30 PM                     |
| 4:25 PM                     | 4:31 PM       | 4:36 PM             | 4:41 PM       | 4:48 PM                     |
| 5:00 PM                     | 5:11 PM       | 5:16 PM             | 5:21 PM       | 5:30 PM                     |
| 5:25 PM                     | 5:31 PM       | 5:36 PM             | 5:41 PM       | 5:48 PM                     |
| 6:00 PM                     | 6:11 PM       | 6:16 PM             | 6:21 PM       | 6:30 PM                     |
| 6:25 PM                     | 6:31 PM       | 6:36 PM             | 6:41 PM       | 6:48 PM                     |

**Proposed Cost**

The proposed routing changes are cost neutral.

## Weekday Evening Service and Expanded Weekend Service in Napa

### **Weekday Evening Service**

Local weekday fixed-route transit service in Napa ends at approximately 7:00 PM and Saturday service at approximately 6:00 PM. However, Route 10 service which connects people throughout Napa Valley continues until after 9:30 PM on weekdays and until approximately 8:30 PM on Saturdays. VINE riders specified “more evening service” as one of their top three requested transit improvements.

Nelson\Nygaard proposes expanding the current FlexRide program into a pulsed dial-a-ride service or flex routes. The service would serve as a ride home for workers in downtown Napa and surrounding areas who do not work a 9-to-5 schedule and Route 10 riders needing a more direct service to their homes.

A possible service would split the city of Napa into up to four zones. The service would operate with small cutaway paratransit vehicles and would take passengers to their stated destination. The vehicles would pulse approximately hourly together from the Pearl Street Transit Center and travel to their respective zones, dropping off passengers who boarded at the transit center at their homes. The vehicles could do pick-ups in their zones, time permitting.

The service would pulse at 7:15 PM, 8:00 PM, 9:00 PM and 9:45 PM to allow for transfers from both the northbound and southbound Route 10.

The service would require four vehicles and approximately 3,500 annual revenue service hours assuming 250 weekdays of service. The annual cost of the proposed service would be approximately \$267,000<sup>3</sup>. The service could be partially funded through the LIFT Grant. Savings from the discontinuation of Route 11 could also be used to cover the cost of the service (another option for the funds if not used to expand American Canyon Transit).

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<sup>3</sup> Based on 3,500 annual revenue service hours and the FY 2006/07 VINE Go operating cost per revenue hour of \$76.20. Data is based on FY 2006/07 NTD reporting data provided by NCTPA staff.

## Expanded Weekend Service

Weekend service could be rolled out on Saturday evenings and on Sundays, when only Route 10 and the trolley operate. According to the passenger survey completed in junction with this study, more Sunday service ranked as the second most requested service improvement and more Saturday service ranked as the fourth most requested service improvement. Saturday service would commence when VINE local services stop service at 6:00 PM and operate until 10:00 PM to allow transfers with Route 10. Sunday service would run from approximately 9:00 AM to 7:30 PM, similarly mirroring Route 10 operating hours in Napa.

## Proposed Cost

Operating four vehicles for the proposed service spans would require:

- Weekday Evening Service: 3,500 annual revenue service hours/\$267,000<sup>4</sup>
- Saturday Evening Service: 830 annual revenue service hours/\$63,500
- Sunday Service: 2,200 annual revenue service hours/\$168,000

## Senior Shuttle

To increase senior mobility and provide a more convenient and personalized transit option for Napa seniors, staff asked Nelson\Nygaard to consider developing a senior shuttle concept. The senior shuttle would provide a deviated fixed-route service connecting major senior housing locations to major shopping centers in Napa. Passengers could call in advance to arrange for a pick-up "off the route" or wait at a designated pick-up point on the route.

The proposed route would travel in a large loop around the city and would serve:

- Bel Aire Plaza and surrounding shopping on Trancas Street
- Safeway at Trancas Street and Jefferson Street
- Safeway at Jefferson Street and Clay Street
- Luckys at Trancas Street and Jefferson Street
- Luckys at California Boulevard and Lincoln Avenue
- Walmart
- Target/Raleys at Soscol Avenue and Imola Avenue
- Senior Center
- Senior housing developments on Linda Vista Avenue and Redwood Road
- Senior housing developments around Pear Tree and Villa Lanes

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<sup>4</sup> Based on estimated annual revenue service hours and the FY 2006/07 VINE Go operating cost per revenue hour of \$76.20. Data is based on FY 2006/07 NTD reporting data provided by NCTPA staff.

The route would operate from approximately 10:00 AM to 2:00 PM, two weekdays per week and one weekend day (demand dependant).

While there would not be a specific route, timepoints would be identified at the major stops listed above. With this setup, the driver will be able to get passengers to their destinations quickly without having to follow a fixed-route and more easily deviate into neighborhoods to pick-up persons who have scheduled a pick-up or need to be dropped off.

Figure 7-10 shows the identified timepoints along with a basic "route." The driver would not have to follow this routing, only arrive at the marked timepoints at the scheduled time. A basic schedule is also provided.



**Figure 7-11 Senior Shuttle Timetable**

| Senior Center | Lucky's (California/Lincoln) | Pueblo/Linda Vista | Sutherland/Linda Vista | Redwood/Linda Vista | Bel Aire Plaza | Lucky's (Trancas/Jefferson) | Pear Tree Lane | Walmart  | Target/Raleys (Soscol/Imola) | Safeway (Jefferson/Clay) | Senior Center |
|---------------|------------------------------|--------------------|------------------------|---------------------|----------------|-----------------------------|----------------|----------|------------------------------|--------------------------|---------------|
| 10:00 AM      | 10:05 AM                     | 10:15 AM           | 10:20 AM               | 10:25 AM            | 10:30 AM       | 10:35 AM                    | 10:45 AM       | 10:50 AM | 10:55 AM                     | 11:00 AM                 | 11:05 AM      |
| 11:10 AM      | 11:15 AM                     | 11:25 AM           | 11:30 AM               | 11:35 AM            | 11:40 AM       | 11:45 AM                    | 11:55 AM       | 12:05 PM | 12:15 PM                     | 12:30 PM                 | 12:35 PM      |
| 12:40 PM      | 12:45 PM                     | 12:55 PM           | 1:00 PM                | 1:05 PM             | 1:10 PM        | 1:15 PM                     | 1:25 PM        | 1:35 PM  | 1:45 PM                      | 2:00 PM                  | 2:05 PM       |

**Proposed Cost**

The proposed service operating three days per week would require 780 annual revenue hours. The estimated annual operating cost would be approximately \$59,000<sup>5</sup>.

**Express Route 10**

A major priority for NCTPA staff is the planning of express service on Route 10. Express service is one way NCTPA can tap into new markets and attract more commuters. Express service would provide a commuter friendly, fast service connecting Napa Valley residents to Vallejo. The service would help increase ridership and increase transit's mode share, reducing traffic congestion.

An express service should have a large appeal to choice riders due to shorter travel times and less stopping. One stop should be provided in smaller communities and 2-3 stops in Napa. Stops should be placed near parking lots designated as park-and-rides to provide passengers with a safe, well-lighted area to leave their vehicles during the day.

NCTPA received a grant for \$25,000 in November 2007 to begin planning the route. The service is expected to add approximately 3,500 annual revenue service hours and capital and operating costs will be funded through Regional Measure 2.

**Increase Service Hours for American Canyon Transit**

When additional transportation funding becomes available or when service hours are freed up by the elimination of routes or services, American Canyon Transit is recognized as a priority for additional service. Transit service hours have not kept pace with growth in American Canyon. Having only one bus in operation has resulted in poor on-time performance and very long headways. The length of the ACT route and the long headways (1 hour 30 minutes) suggest the need for two buses to be in operation for at least a portion of the day.

<sup>5</sup> Based on 780 annual revenue service hours and the FY 2006/07 VINE Go operating cost per revenue hour of \$76.20. Data is based on FY 2006/07 NTD reporting data provided by NCTPA staff.

## Marketing

As part of the goals and objectives update, NCTPA's marketing goal was updated to state that a minimum of two percent of the annual budget should be used to promote NCTPA service, special events, and improve the customer experience. According to stakeholder interviews with local and community groups, NCTPA lacks a concerted focus on the Latino population in Napa Valley. In general, stakeholders stated that the Latino community does not know how to use the service and NCTPA has not made a large effort to reach and educate the community. A large portion of VINE riders are Latino. Fixed-route survey results showed that 25% of respondents used Spanish surveys. This likely understates the portion of Latino riders using the service.

**Printed Materials.** In order to improve marketing to the Spanish speaking community, NCTPA should create new Spanish only materials and "go to the people." Currently NCTPA is in the process of creating a VINE User's Guide to educate passengers on how to use the bus. This brochure should be created in both English and Spanish. Both schedules and user's guides should be made available to locations beyond transit centers and VINE pass sales outlets. Providing the materials to places where people go such as grocery stores, Latino markets, clinics, etc. will increase the presence of NCTPA transit services throughout the community.

**Transit Ambassador Program.** Printed materials can only go so far. Uneducated and illiterate community members may not be able to use printed guides and schedules. It is recommended that NCTPA expand the transit ambassador program to include Spanish speaking ambassadors. Currently the transit ambassador program focuses on persons with disabilities and older adults. Spanish speaking ambassadors would provide a "go-to" person for the Spanish speaking community and provide a friendly, helping hand to those unaware of the transit options available to them. NCTPA could also train local community stakeholders on how transit services work. Stakeholders are at the front line and deal with problems facing the Latino community daily. This program is very low cost to NCTPA. Transit ambassadors are simply issued a free bus pass while they are transit ambassadors. Stakeholders could attend a training session or simply a face-to-face meeting at the NCTPA office or their own place of business and review how transit services work and who to contact.

**Be more active in the community.** Stakeholders stated that NCTPA staff were very friendly and helpful but their presence in the community was lacking. A number of stakeholders including Clinic Ole, Queen of the Valley Hospital, Up Valley Family Center, Napa Valley Community Housing, and the St. Helena Multi-Cultural Committee expressed an enthusiastic interest in having a NCTPA staff person or transit ambassador come to their meetings or classes to explain transit services to their staff and consumers, let the community express their concerns about services, and ask questions. Staff could also attend local farmers markets and downtown events. Going to the community will put a face on the administration and make the service more personalized and friendly.

**Provide an incentive for hiring bilingual drivers.** Bus drivers are the front line employees for NCTPA services. They are the people who passengers and the community see daily. Stakeholders mentioned a need for more Spanish speaking drivers. Passengers who do not speak English can feel intimidated or helpless when needing to ask a question about the bus and the driver cannot communicate to them. By providing an incentive to the bilingual community, NCTPA will be in a better position to attract bilingual drivers. NCTPA can also provide an incentive to current employees who go to classes to learn basic Spanish. Incentives are usually in the form of a higher hourly pay rate.

Marketing Recap:

- **Printed materials.** Create user guide in Spanish and create more Spanish only marketing materials. Printed information should be available at local grocery stores, Latino markets, clinics, etc.
- **Transit Ambassador Program.** Train Spanish speakers to be transit ambassadors. Spanish speakers represent a large disadvantaged segment of the transit riding population. Training local stakeholders on how to use transit services will expand the level of outreach and information sharing to the Spanish speaking public.
- **Be more active in the community.** Send transit ambassadors or staff to clinics, local community meetings, classes, and community events to answer questions about transit services and provide more of a presence in the community.
- **Provide incentives for hiring bilingual drivers.** Bus drivers are the front line employees. They are who the public sees on a daily basis. By providing an incentive for bilingual staff, NCTPA will be in a better position to recruit and attract bilingual staff.

Additionally, the marketing plan from the FY 2006-2015 SRTP will continue to be in effect and should be more actively used as a marketing guide for the Agency.

Increased marketing efforts and focus on the Latino community will help NCTPA accomplish their budgetary goal of spending at least 2% on marketing and improving the customer experience.

## Service Plan Operating and Capital Cost Summary

The table below presents a summary of the operating and capital costs of the proposed service plan. Additional vehicles would need to be purchased for service expansion concepts if vehicles are not already available.

**Figure 7-12 Operating and Capital Cost Summary**

| Service Plan                    |                     | Operating Hours                  | Annual Revenue Service Hours        | Operating Cost per hour <sup>1</sup> | Estimated Operating Cost |
|---------------------------------|---------------------|----------------------------------|-------------------------------------|--------------------------------------|--------------------------|
| <b>Operating Costs</b>          |                     |                                  |                                     |                                      |                          |
| Route 5 Restructuring + Route 7 |                     | --                               | Unchanged/Cost Neutral              |                                      |                          |
| Discontinue Route 11            |                     | --                               | -2,100                              | \$78.04                              | -\$163,884               |
| Evening Service                 | Weekdays            | 7:00 PM to 10:30 PM              | 3,500                               | \$76.20                              | \$266,700                |
|                                 | Saturday            | 6:00 PM to 10:00 PM              | 830                                 | \$76.20                              | \$63,246                 |
| Sunday Flex Service             |                     | 9:00 AM to 7:30 PM               | 2,200                               | \$76.20                              | \$167,640                |
| Senior Shuttle                  |                     | 10:00 AM - 2:00 PM               | 780                                 | \$76.20                              | \$59,436                 |
| Express Route 10                |                     | --                               | 3,500                               | \$78.04                              | \$273,140                |
| Annual Operating Cost Total     |                     |                                  |                                     |                                      | \$666,278                |
| <b>Capital Costs</b>            |                     |                                  |                                     |                                      |                          |
|                                 | <b>Vehicle Type</b> | <b># of Vehicles<sup>2</sup></b> | <b>Cost per Vehicle<sup>3</sup></b> | <b>Total Capital Cost</b>            |                          |
| Evening Service                 | Cutaway             | 4                                | \$82,000                            | \$328,000                            |                          |
| Sunday Flex Service             |                     |                                  |                                     |                                      |                          |
| Senior Shuttle                  | Cutaway             | 1                                | \$82,000                            | \$82,000                             |                          |
| Express Route 10 <sup>4</sup>   | Transit Bus         | --                               | --                                  | \$4,000,000                          |                          |
| Total Capital Cost              |                     |                                  |                                     |                                      | \$4,410,000              |

<sup>1</sup>Operating cost per hour is based on FY 2006/07 operating cost per hour for each mode type based on NCTPA data

<sup>2</sup>Additional vehicles may not be needed based on availability of vehicles in the NCTPA fleet. The capital costs represent how much a vehicle would cost for the service if additional vehicles were needed.

<sup>3</sup>Bus prices are based on MTC bus price projections

<sup>4</sup>NCTPA is expecting to receive \$4,000,000 in Regional Measure 2 funding to purchase buses for the Express Route 10 service

## Chapter 8. Capital and Financial Plan

This chapter presents the ten-year capital and financial plans for NCTPA covering FY 2007/08 through FY 2016/17. The operating plan includes projected expenses and revenues for the life of the SRTP. Capital projects are also identified, including the replacement of buses in accordance with the fleet retirement plan and the maintenance of bus stops.

### Operating Plan Summary<sup>1</sup>

#### **Overview and Assumptions**

According to MTC revenue and expenditure projections, NCTPA will be able to fully fund the current service through the SRTP period. Budget projections show excess TDA funding will be available in all SRTP years. Excess funding will be used for NCTPA's capital expenditures.

#### **Restructuring Transit Services**

The fixed route service plan outlined in Chapter 7 includes a number of proposed service updates and changes. While some of these recommendations are cost neutral, others will either reduce or increase operating costs (see Figure 7-26 in the Service Plan chapter). The service enhancements proposed in Chapter 7 are service ideas for the future based on conversations with NCTPA staff. Nelson\Nygaard does not recommend that NCTPA expand services based on projected operating revenues and expenditures, and capital outlays. The ten-year operating plan presented in this chapter (Figure 8-1) assumes service will remain at status quo except for the projected increase in service hours provided by NCTPA staff and the implementation of the Express Route 10. If NCTPA chooses to expand transit services, additional revenue sources will need to be identified beyond what is included in this financial plan.

#### **Operating Expenditures Assumptions**

- Operating costs increase based on annual increase percentages forecasted by MTC guidance provided by Christina Atienza.
- Cost per hour based on the forecasted annual cost using MTC annual cost increase percentage and the number of annual operating hours provided by NCTPA.
- VINE fixed route expenses increase in FY 2008/09 based on the additional revenue service hours needed to operate Express Route 10.

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<sup>1</sup> Total operating expenses for the transit system are separated by mode. The operating revenues are separated into fare and subsidy revenue categories. It is important to note that fiscal years 2004/05 to 2006/07 do not include capital projects since MTC guidelines require a three year review of operating budgets only.

## Operating Revenue Assumptions

- FTA Section 5307, TDA, and STA revenue projections based on MTC guidance.
- Low Income Flexible Transportation (LIFT) funding is based on the FY 2007/08 allocation and held constant.
- Regional Measure 2 funding is assumed to cover the cost of Express Route 10 operations not covered by the farebox.
- AB 434 funding is based on the FY 2007/08 allocation, increasing 2% annually.
- Interest Income is based on the FY 2007/08 allocation and held constant.
- Farebox Revenue:
  - Farebox revenues calculated using ridership projections and the average fare per passenger
  - Three fare increases are scheduled for VINE fixed route and VINE Go services in order to maintain farebox ratio.
  - Fare increases scheduled in three year intervals for FY 2010/11, FY 2013/14, and FY 2015/16.
  - VINE fixed route base fare would increase \$0.25 in FY 2010/11, \$0.15 in FY 2013/14, and \$0.15 in FY 2015/16
  - VINE Go base fare would increase \$0.25 in FY 2010/11, \$0.15 in FY 2013/14, and \$0.15 in FY 2015/16
  - Average fare per passenger increases with each scheduled fare increase interval
  - Fixed route ridership is calculated assuming a 5% drop in ridership per increase for fixed route service. Ridership returns to approximately pre-fare increase levels by second year after fare increase.
  - Express Route 10 ridership remains at previous year's level with a fare increase. In non-fare increase years, ridership increases 3%.
  - Paratransit ridership remains at the previous year's level with a fare increase. All other years, ridership increases at the rate of growth in Napa County (projected at 0.9%).

**Figure 8-1 Actual and Projected Operating Cost by Mode**

|  | FY2004/05<br>Actual <sup>1</sup> | FY2005/06<br>Actual | FY2006/07<br>Projected | FY2007/08<br>Projected | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected |
|--|----------------------------------|---------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>VINE Expenses (including Trolley)</b> |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Hours                    | 53,533                           | 55,620              | 55,599                 | 58,775                 | 61,950                 | 65,450                 | 65,450                 | 66,450                 | 66,450                 | 66,450                 | 66,450                 | 67,450                 | 67,450                 |
| <i>Base Hours</i>                        | 53,533                           | 55,620              | 55,599                 | 58,775                 | 61,950                 | 61,950                 | 61,950                 | 62,950                 | 62,950                 | 62,950                 | 62,950                 | 63,950                 | 63,950                 |
| <i>Express Route 10</i>                  |                                  |                     |                        |                        | 3,500                  | 3,500                  | 3,500                  | 3,500                  | 3,500                  | 3,500                  | 3,500                  | 3,500                  | 3,500                  |
| Cost per hour                            | \$72.55                          | \$77.35             | \$78.04                | \$99.58                | \$98.68                | \$101.98               | \$105.51               | \$107.42               | \$111.04               | \$114.78               | \$118.65               | \$120.87               | \$124.98               |
| <b>Total Cost</b>                        | <b>\$3,883,626</b>               | <b>\$4,302,099</b>  | <b>\$4,338,718</b>     | <b>\$5,852,650</b>     | <b>\$6,112,988</b>     | <b>\$6,674,709</b>     | <b>\$6,905,487</b>     | <b>\$7,138,326</b>     | <b>\$7,378,720</b>     | <b>\$7,627,356</b>     | <b>\$7,884,234</b>     | <b>\$8,152,788</b>     | <b>\$8,429,585</b>     |
| <b>VINE Go Expenses</b>                  |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Hours                    | 15,491                           | 15,460              | 14,665                 | 15,583                 | 16,500                 | 16,750                 | 17,000                 | 17,000                 | 17,250                 | 17,250                 | 17,500                 | 17,750                 | 18,000                 |
| Cost per hour                            | \$79.52                          | \$82.78             | \$76.20                | \$86.43                | \$85.26                | \$86.80                | \$88.48                | \$91.46                | \$93.17                | \$96.31                | \$98.13                | \$100.05               | \$102.01               |
| <b>Total Cost</b>                        | <b>\$1,231,780</b>               | <b>\$1,279,747</b>  | <b>\$1,117,431</b>     | <b>\$1,346,850</b>     | <b>\$1,406,761</b>     | <b>\$1,453,887</b>     | <b>\$1,504,155</b>     | <b>\$1,554,872</b>     | <b>\$1,607,235</b>     | <b>\$1,661,393</b>     | <b>\$1,717,346</b>     | <b>\$1,775,843</b>     | <b>\$1,836,135</b>     |
| <b>American Canyon Transit Expenses</b>  |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Hours                    | 2,215                            | 2,284               | 2,158                  | 2,579                  | 3,000                  | 3,000                  | 3,200                  | 3,200                  | 3,500                  | 3,500                  | 3,500                  | 3,500                  | 3,500                  |
| Cost per hour                            | \$67.79                          | \$66.78             | \$77.82                | \$92.13                | \$82.72                | \$85.49                | \$82.92                | \$85.72                | \$81.01                | \$83.74                | \$86.56                | \$89.51                | \$92.55                |
| <b>Total Cost</b>                        | <b>\$150,151</b>                 | <b>\$152,520</b>    | <b>\$167,937</b>       | <b>\$237,600</b>       | <b>\$248,169</b>       | <b>\$256,483</b>       | <b>\$265,350</b>       | <b>\$274,298</b>       | <b>\$283,535</b>       | <b>\$293,089</b>       | <b>\$302,960</b>       | <b>\$313,279</b>       | <b>\$323,915</b>       |
| <b>St. Helena VINE Shuttle Expenses</b>  |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Hours                    | 1,938                            | 2,137               | 2,112                  | 2,156                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  |
| Cost per hour                            | \$76.06                          | \$75.78             | \$71.66                | \$77.69                | \$79.52                | \$82.19                | \$85.03                | \$87.90                | \$90.86                | \$93.92                | \$97.08                | \$100.39               | \$103.80               |
| <b>Total Cost</b>                        | <b>\$147,405</b>                 | <b>\$161,952</b>    | <b>\$151,341</b>       | <b>\$167,500</b>       | <b>\$174,951</b>       | <b>\$180,812</b>       | <b>\$187,063</b>       | <b>\$193,371</b>       | <b>\$199,883</b>       | <b>\$206,618</b>       | <b>\$213,576</b>       | <b>\$220,851</b>       | <b>\$228,350</b>       |
| <b>Yountville Shuttle Expenses</b>       |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Hours                    | 1,971                            | 2,025               | 2,023                  | 2,112                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  | 2,200                  |
| Cost per hour                            | \$74.64                          | \$73.87             | \$66.99                | \$79.33                | \$79.52                | \$82.19                | \$85.03                | \$87.90                | \$90.86                | \$93.92                | \$97.08                | \$100.39               | \$103.80               |
| <b>Total Cost</b>                        | <b>\$147,125</b>                 | <b>\$149,592</b>    | <b>\$135,515</b>       | <b>\$167,500</b>       | <b>\$174,951</b>       | <b>\$180,812</b>       | <b>\$187,063</b>       | <b>\$193,371</b>       | <b>\$199,883</b>       | <b>\$206,618</b>       | <b>\$213,576</b>       | <b>\$220,851</b>       | <b>\$228,350</b>       |
| <b>Calistoga HandyVan Expenses</b>       |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Hours                    | 2,004                            | 1,911               | 1,815                  | 2,033                  | 2,250                  | 2,250                  | 2,250                  | 2,250                  | 2,250                  | 2,250                  | 2,250                  | 2,250                  | 2,250                  |
| Cost per hour                            | \$74.64                          | \$83.71             | \$82.83                | \$88.17                | \$83.19                | \$85.97                | \$88.95                | \$91.95                | \$95.04                | \$98.24                | \$101.55               | \$105.01               | \$108.58               |
| <b>Total Cost</b>                        | <b>\$149,586</b>                 | <b>\$159,964</b>    | <b>\$150,331</b>       | <b>\$179,200</b>       | <b>\$187,171</b>       | <b>\$193,441</b>       | <b>\$200,130</b>       | <b>\$206,878</b>       | <b>\$213,845</b>       | <b>\$221,050</b>       | <b>\$228,495</b>       | <b>\$236,278</b>       | <b>\$244,300</b>       |
| <b>FlexRide Expenses</b>                 |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Hours                    | --                               | --                  | 115                    | 464                    | 1,000                  | 1,000                  | 1,000                  | 1,000                  | 1,000                  | 1,000                  | 1,000                  | 1,000                  | 1,000                  |
| Cost per hour                            | --                               | --                  | \$2,008.70             | \$387.93               | \$188.01               | \$194.30               | \$201.02               | \$207.80               | \$214.80               | \$222.04               | \$229.52               | \$237.33               | \$245.39               |
| <b>Total Cost</b>                        |                                  | <b>\$113,435</b>    | <b>\$231,000</b>       | <b>\$180,000</b>       | <b>\$188,007</b>       | <b>\$194,305</b>       | <b>\$201,023</b>       | <b>\$207,801</b>       | <b>\$214,799</b>       | <b>\$222,037</b>       | <b>\$229,515</b>       | <b>\$237,333</b>       | <b>\$245,391</b>       |
| <b>Other Expenses</b>                    |                                  |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Taxi Scrip Program Cost                  | \$210,527                        | \$222,869           | \$230,000              | \$233,500              | \$243,887              | \$252,057              | \$260,772              | \$269,564              | \$278,642              | \$288,032              | \$297,732              | \$307,873              | \$318,326              |
| Administrative Cost                      |                                  | \$582,452           | \$582,211              | \$652,000              | \$681,002              | \$703,816              | \$728,150              | \$752,702              | \$778,050              | \$804,268              | \$831,354              | \$859,672              | \$888,859              |
| <b>TOTAL SYSTEM COST</b>                 | <b>\$5,920,200</b>               | <b>\$7,124,630</b>  | <b>\$7,104,484</b>     | <b>\$9,016,800</b>     | <b>\$9,417,886</b>     | <b>\$10,090,321</b>    | <b>\$10,439,194</b>    | <b>\$10,791,182</b>    | <b>\$11,154,591</b>    | <b>\$11,530,460</b>    | <b>\$11,918,789</b>    | <b>\$12,324,769</b>    | <b>\$12,743,209</b>    |

<sup>1</sup>Administrative costs not included

**Figure 8-2 Actual and Projected Operating Revenues**

|  | FY2004/05<br>Actual | FY2005/06<br>Actual | FY2006/07<br>Actual | FY2007/08<br>Projected | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected |
|--|---------------------|---------------------|---------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>Farebox Revenue</b>                           |                     |                     |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| VINE fixed route (including Trolley)             | \$569,935           | \$595,783           | \$657,384           | \$950,000              | \$1,046,814            | \$1,070,584            | \$1,179,797            | \$1,215,191            | \$1,251,647            | \$1,312,476            | \$1,349,406            | \$1,387,375            | \$1,443,039            |
| VINE Go  | \$67,798            | \$71,522            | \$75,608            | \$80,000               | \$80,720               | \$81,446               | \$91,627               | \$92,452               | \$93,284               | \$99,503               | \$100,398              | \$101,302              | \$107,633              |
| American Canyon Transit                          | \$15,014            | \$15,252            | \$18,023            | \$38,000               | \$24,283               | \$24,817               | \$26,666               | \$27,253               | \$29,933               | \$30,591               | \$31,264               | \$31,952               | \$32,655               |
| St. Helena VINE Shuttle                          | \$3,380             | \$14,476            | \$14,461            | \$17,500               | \$17,119               | \$17,495               | \$17,880               | \$18,273               | \$18,675               | \$19,086               | \$19,506               | \$19,935               | \$20,374               |
| Yountville Shuttle                               | \$13,918            | \$14,959            | \$14,636            | \$16,750               | \$17,119               | \$17,495               | \$17,880               | \$18,273               | \$18,675               | \$19,086               | \$19,506               | \$19,935               | \$20,374               |
| Calistoga HandyVan                               | \$14,632            | \$15,440            | \$15,595            | \$17,920               | \$18,314               | \$18,717               | \$19,129               | \$19,550               | \$19,980               | \$20,419               | \$20,869               | \$21,328               | \$21,797               |
| FlexRide   | --                  | --                  | \$7,500             | \$7,500                | \$15,000               | \$30,000               | \$30,300               | \$30,603               | \$30,909               | \$31,218               | \$31,530               | \$31,846               | \$32,164               |
| Taxi Scrip Sales                                 | \$125,669           | \$129,905           | \$115,000           | \$105,000              | \$106,050              | \$107,111              | \$108,182              | \$109,263              | \$110,356              | \$111,460              | \$112,574              | \$113,700              | \$114,837              |
| <i>Farebox Subtotal</i>                          | <i>\$810,346</i>    | <i>\$857,337</i>    | <i>\$918,207</i>    | <i>\$1,232,670</i>     | <i>\$1,325,418</i>     | <i>\$1,367,665</i>     | <i>\$1,491,461</i>     | <i>\$1,530,858</i>     | <i>\$1,573,459</i>     | <i>\$1,643,840</i>     | <i>\$1,685,054</i>     | <i>\$1,727,372</i>     | <i>\$1,792,873</i>     |
| <b>Other Revenue</b>                             |                     |                     |                     |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| <b>Federal</b>                                   |                     | \$1,357,841         | \$1,467,559         | \$2,037,614            | \$1,859,725            | \$2,009,535            | \$2,004,191            | \$2,095,805            | \$2,176,496            | \$2,260,388            | \$2,347,606            | \$2,438,284            | \$2,532,559            |
| <i>FTA Section 5307</i>                          |                     | \$1,249,841         | \$1,262,226         | \$1,777,281            | \$1,660,092            | \$1,808,576            | \$1,801,879            | \$1,892,114            | \$1,971,398            | \$2,053,854            | \$2,139,608            | \$2,228,793            | \$2,321,545            |
| <i>FTA Section 5303 Planning</i>                 |                     |                     | \$12,000            | \$62,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| <i>FTA Section 5311(f)</i>                       |                     | \$83,000            | \$60,000            | \$65,000               | \$66,300               | \$67,626               | \$68,979               | \$70,358               | \$71,765               | \$73,201               | \$74,665               | \$76,158               | \$77,681               |
| <i>Low Income Flexible Transportation (LIFT)</i> |                     | \$25,000            | \$133,333           | \$133,333              | \$133,333              | \$133,333              | \$133,333              | \$133,333              | \$133,333              | \$133,333              | \$133,333              | \$133,333              | \$133,333              |
| <b>Transportation Development Act (TDA)</b>      |                     | \$4,558,112         | \$4,111,648         | \$5,086,264            | \$5,489,408            | \$5,947,586            | \$6,162,878            | \$6,368,031            | \$6,585,802            | \$6,789,062            | \$7,023,558            | \$7,275,605            | \$7,512,757            |
| <i>TDA Article 4/8-Transit Operating-NCTPA</i>   |                     | \$4,274,877         | \$3,815,907         | \$4,760,493            | \$5,189,175            | \$5,635,753            | \$5,839,079            | \$6,031,657            | \$6,236,208            | \$6,425,834            | \$6,646,264            | \$6,884,267            | \$7,106,852            |
| <i>TDA Article 4.5-Community Transit-NCTPA</i>   |                     | \$283,235           | \$295,741           | \$325,771              | \$300,233              | \$311,833              | \$323,799              | \$336,374              | \$349,594              | \$363,228              | \$377,294              | \$391,338              | \$405,905              |
| <b>State Transit Assistance (STA)</b>            |                     | \$250,000           | \$594,870           | \$616,052              | \$417,118              | \$429,767              | \$442,260              | \$452,950              | \$464,263              | \$476,923              | \$490,709              | \$505,847              | \$520,866              |
| <i>Pop-Based Northern County-NCTPA</i>           |                     | \$180,000           | \$479,612           | \$500,000              | \$308,486              | \$316,358              | \$323,832              | \$330,627              | \$337,837              | \$346,065              | \$355,154              | \$365,278              | \$375,691              |
| <i>Pop-Based Regional Paratransit-NCTPA</i>      |                     | \$55,000            | \$72,803            | \$66,052               | \$69,030               | \$71,446               | \$73,946               | \$76,535               | \$79,213               | \$81,986               | \$84,855               | \$87,825               | \$90,899               |
| <i>Revenue-Based-NCTPA</i>                       |                     | \$15,000            | \$42,455            | \$41,326               | \$21,692               | \$22,220               | \$22,727               | \$23,220               | \$23,739               | \$24,330               | \$24,982               | \$25,708               | \$26,455               |
| <i>Proposition 42 Incremental Increase</i>       |                     |                     | \$8,859             | \$8,674                | \$17,910               | \$19,743               | \$21,755               | \$22,568               | \$23,474               | \$24,542               | \$25,718               | \$27,036               | \$27,822               |
| <b>Regional</b>                                  |                     |                     |                     | \$35,000               | \$317,017              | \$326,568              | \$329,204              | \$334,337              | \$345,371              | \$351,048              | \$362,663              | \$368,462              | \$374,954              |
| <i>AB 434</i>                                    |                     |                     |                     | \$35,000               | \$35,700               | \$36,414               | \$37,142               | \$37,885               | \$38,643               | \$39,416               | \$40,204               | \$41,008               | \$41,828               |
| <i>Regional Measure (RM) 2</i>                   |                     |                     |                     |                        | \$281,317              | \$290,154              | \$292,062              | \$296,452              | \$306,728              | \$311,632              | \$322,459              | \$327,453              | \$333,126              |
| <b>Local</b>                                     |                     | \$101,340           | \$12,200            | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                |
| <i>Interest Income</i>                           |                     | \$101,340           | \$12,200            | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                | \$9,200                |
| <b>TOTAL</b>                                     |                     | <b>\$6,267,293</b>  | <b>\$6,186,277</b>  | <b>\$7,784,130</b>     | <b>\$8,092,468</b>     | <b>\$8,722,656</b>     | <b>\$8,947,733</b>     | <b>\$9,260,324</b>     | <b>\$9,581,132</b>     | <b>\$9,886,621</b>     | <b>\$10,233,736</b>    | <b>\$10,597,397</b>    | <b>\$10,950,336</b>    |
| FAREBOX REVENUES                                 | \$810,346           | \$857,337           | \$918,207           | \$1,232,670            | \$1,325,418            | \$1,367,665            | \$1,491,461            | \$1,530,858            | \$1,573,459            | \$1,643,840            | \$1,685,054            | \$1,727,372            | \$1,792,873            |
| OTHER REVENUES                                   | \$0                 | \$6,267,293         | \$6,186,277         | \$7,784,130            | \$8,092,468            | \$8,722,656            | \$8,947,733            | \$9,260,324            | \$9,581,132            | \$9,886,621            | \$10,233,736           | \$10,597,397           | \$10,950,336           |
| <b>TOTAL OPERATING REVENUES</b>                  | <b>\$810,346</b>    | <b>\$7,124,630</b>  | <b>\$7,104,484</b>  | <b>\$9,016,800</b>     | <b>\$9,417,886</b>     | <b>\$10,090,321</b>    | <b>\$10,439,194</b>    | <b>\$10,791,182</b>    | <b>\$11,154,591</b>    | <b>\$11,530,460</b>    | <b>\$11,918,789</b>    | <b>\$12,324,769</b>    | <b>\$12,743,209</b>    |

The following charts show the complete operations plan with service hours, ridership, and farebox recovery. An operating summary is also presented, showing a balanced budget and excess TDA funding available.

**Figure 8-3 Operating Plan**

|  | FY2004/05        | FY2005/06        | FY2006/07        | FY2007/08        | FY2008/09        | FY2009/10        | FY2010/11        | FY2011/12        | FY2012/13        | FY2013/14        | FY2014/15        | FY2015/16        | FY2016/17        |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|  | Actual           | Actual           | Actual/Projected | Projected        |
| <b>Service Hours</b>                     |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Fixed Route                              | 53,533           | 55,620           | 55,599           | 58,775           | 61,950           | 65,450           | 65,450           | 66,450           | 66,450           | 66,450           | 66,450           | 67,450           | 67,450           |
| <i>VINE (including Downtown Trolley)</i> | 53,533           | 55,620           | 55,599           | 58,775           | 61,950           | 61,950           | 61,950           | 62,950           | 62,950           | 62,950           | 62,950           | 63,950           | 63,950           |
| <i>Express Route 10</i>                  |                  |                  |                  |                  | 3,500            | 3,500            | 3,500            | 3,500            | 3,500            | 3,500            | 3,500            | 3,500            | 3,500            |
| Paratransit                              | 15,491           | 15,460           | 14,665           | 15,583           | 16,500           | 16,750           | 17,000           | 17,000           | 17,250           | 17,250           | 17,500           | 17,750           | 18,000           |
| <i>VINE Go</i>                           | 15,491           | 15,460           | 14,665           | 15,583           | 16,500           | 16,750           | 17,000           | 17,000           | 17,250           | 17,250           | 17,500           | 17,750           | 18,000           |
| <i>Taxi Scrip Program</i>                | N/A              |
| Community Shuttles                       | 8,128            | 8,357            | 8,223            | 9,343            | 10,650           | 10,650           | 10,850           | 10,850           | 11,150           | 11,150           | 11,150           | 11,150           | 11,150           |
| <i>American Canyon Transit</i>           | 2,215            | 2,284            | 2,158            | 2,579            | 3,000            | 3,000            | 3,200            | 3,200            | 3,500            | 3,500            | 3,500            | 3,500            | 3,500            |
| <i>St. Helena VINE Shuttle</i>           | 1,938            | 2,137            | 2,112            | 2,156            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            |
| <i>Yountville Shuttle</i>                | 1,971            | 2,025            | 2,023            | 2,112            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            | 2,200            |
| <i>Calistoga HandyVan</i>                | 2,004            | 1,911            | 1,815            | 2,033            | 2,250            | 2,250            | 2,250            | 2,250            | 2,250            | 2,250            | 2,250            | 2,250            | 2,250            |
| <i>FlexRide</i>                          | --               | --               | 115              | 464              | 1,000            | 1,000            | 1,000            | 1,000            | 1,000            | 1,000            | 1,000            | 1,000            | 1,000            |
| <b>TOTAL SERVICE HOURS</b>               | <b>77,152</b>    | <b>79,437</b>    | <b>78,487</b>    | <b>83,700</b>    | <b>89,100</b>    | <b>92,850</b>    | <b>93,300</b>    | <b>94,300</b>    | <b>94,850</b>    | <b>94,850</b>    | <b>95,100</b>    | <b>96,350</b>    | <b>96,600</b>    |
| <b>Service Miles</b>                     |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Fixed Route                              | 824,026          | 861,983          | 848,498          | 848,498          | 894,341          | 944,869          | 944,869          | 959,305          | 959,305          | 959,305          | 959,305          | 973,742          | 973,742          |
| <i>VINE (including Downtown Trolley)</i> | 824,026          | 861,983          | 848,498          | 848,498          | 894,341          | 944,869          | 944,869          | 959,305          | 959,305          | 959,305          | 959,305          | 973,742          | 973,742          |
| <i>Express Route 10</i>                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Paratransit                              | 177,247          | 173,981          | 165,397          | 165,397          | 175,136          | 177,789          | 180,443          | 180,443          | 183,096          | 183,096          | 185,750          | 188,403          | 191,057          |
| <i>VINE Go</i>                           | 177,247          | 173,981          | 165,397          | 165,397          | 175,136          | 177,789          | 180,443          | 180,443          | 183,096          | 183,096          | 185,750          | 188,403          | 191,057          |
| <i>Taxi Scrip Program</i>                | N/A              |
| Community Shuttles                       | 74,893           | 77,624           | 74,920           | 85,288           | 96,790           | 103,790          | 106,326          | 106,326          | 110,131          | 110,131          | 110,131          | 110,131          | 110,131          |
| <i>American Canyon Transit</i>           | 30,142           | 30,979           | 27,369           | 32,708           | 38,048           | 38,048           | 40,584           | 40,584           | 44,389           | 44,389           | 44,389           | 44,389           | 44,389           |
| <i>St. Helena VINE Shuttle</i>           | 16,014           | 18,627           | 18,667           | 19,056           | 19,445           | 19,445           | 19,445           | 19,445           | 19,445           | 19,445           | 19,445           | 19,445           | 19,445           |
| <i>Yountville Shuttle</i>                | 16,882           | 16,596           | 16,651           | 17,379           | 18,108           | 18,108           | 18,108           | 18,108           | 18,108           | 18,108           | 18,108           | 18,108           | 18,108           |
| <i>Calistoga HandyVan</i>                | 11,855           | 11,422           | 11,446           | 12,818           | 14,189           | 14,189           | 14,189           | 14,189           | 14,189           | 14,189           | 14,189           | 14,189           | 14,189           |
| <i>FlexRide</i>                          |                  |                  | 787              | 3,327            | 7,000            | 14,000           | 14,000           | 14,000           | 14,000           | 14,000           | 14,000           | 14,000           | 14,000           |
| <b>TOTAL SERVICE MILES</b>               | <b>1,076,166</b> | <b>1,113,588</b> | <b>1,088,815</b> | <b>1,099,183</b> | <b>1,166,266</b> | <b>1,226,448</b> | <b>1,231,638</b> | <b>1,246,074</b> | <b>1,252,533</b> | <b>1,252,533</b> | <b>1,255,186</b> | <b>1,272,276</b> | <b>1,274,930</b> |
| <b>Transit Ridership</b>                 |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Fixed Route                              | 730,778          | 777,388          | 791,238          | 798,359          | 858,044          | 866,869          | 826,230          | 851,016          | 876,547          | 835,588          | 859,099          | 883,272          | 842,152          |
| <i>VINE (including Downtown Trolley)</i> | 730,778          | 777,388          | 791,238          | 798,359          | 805,544          | 812,794          | 772,155          | 795,319          | 819,179          | 778,220          | 800,010          | 822,410          | 781,290          |
| <i>Express Route 10</i>                  |                  |                  |                  |                  | 52,500           | 54,075           | 54,075           | 55,697           | 57,368           | 57,368           | 59,089           | 60,862           | 60,862           |
| Paratransit                              | 32,018           | 33,454           | 33,773           | 34,077           | 34,384           | 34,693           | 34,693           | 35,005           | 35,320           | 35,320           | 35,638           | 35,959           | 35,959           |
| <i>VINE Go</i>                           | 32,018           | 33,454           | 33,773           | 34,077           | 34,384           | 34,693           | 34,693           | 35,005           | 35,320           | 35,320           | 35,638           | 35,959           | 35,959           |
| <i>Taxi Scrip Program</i>                | N/A              |
| Community Shuttles                       | 31,058           | 32,569           | 31,260           | 31,541           | 31,825           | 32,112           | 32,401           | 32,692           | 32,986           | 33,283           | 33,583           | 33,885           | 34,190           |
| <i>American Canyon Transit</i>           | 10,083           | 10,058           | 9,337            | 9,421            | 9,506            | 9,591            | 9,678            | 9,765            | 9,853            | 9,941            | 10,031           | 10,121           | 10,212           |
| <i>St. Helena VINE Shuttle</i>           | 6,024            | 7,180            | 7,164            | 7,228            | 7,294            | 7,359            | 7,425            | 7,492            | 7,560            | 7,628            | 7,696            | 7,766            | 7,836            |
| <i>Yountville Shuttle</i>                | 8,529            | 9,013            | 8,760            | 8,839            | 8,918            | 8,999            | 9,080            | 9,161            | 9,244            | 9,327            | 9,411            | 9,496            | 9,581            |

|   | FY2004/05          | FY2005/06          | FY2006/07          | FY2007/08          | FY2008/09          | FY2009/10           | FY2010/11           | FY2011/12           | FY2012/13           | FY2013/14           | FY2014/15           | FY2015/16           | FY2016/17           |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
|   | Actual             | Actual             | Actual/Projected   | Projected          | Projected          | Projected           | Projected           | Projected           | Projected           | Projected           | Projected           | Projected           | Projected           |
| <i>Calistoga HandyVan</i>                                       | 6,422              | 6,318              | 5,999              | 6,053              | 6,107              | 6,162               | 6,218               | 6,274               | 6,330               | 6,387               | 6,445               | 6,503               | 6,561               |
| <i>FlexRide</i>   |                    |                    | 220                | 762                | 1,400              | 3,000               | 3,027               | 3,054               | 3,082               | 3,109               | 3,137               | 3,166               | 3,194               |
| <b>TOTAL RIDERSHIP</b>  | <b>793,854</b>     | <b>843,411</b>     | <b>856,271</b>     | <b>863,977</b>     | <b>924,253</b>     | <b>933,674</b>      | <b>893,323</b>      | <b>918,714</b>      | <b>944,854</b>      | <b>904,192</b>      | <b>928,320</b>      | <b>953,116</b>      | <b>912,301</b>      |
| <b>Operating Costs</b>  |                    |                    |                    |                    |                    |                     |                     |                     |                     |                     |                     |                     |                     |
| Fixed Route   | \$3,883,626        | \$4,302,099        | \$4,338,718        | \$5,852,650        | \$6,112,988        | \$6,674,709         | \$6,905,487         | \$7,138,326         | \$7,378,720         | \$7,627,356         | \$7,884,234         | \$8,152,788         | \$8,429,585         |
| <i>VINE (including Downtown Trolley &amp; Express Route 10)</i> | <i>\$3,883,626</i> | <i>\$4,302,099</i> | <i>\$4,338,718</i> | <i>\$5,852,650</i> | <i>\$6,112,988</i> | <i>\$6,674,709</i>  | <i>\$6,905,487</i>  | <i>\$7,138,326</i>  | <i>\$7,378,720</i>  | <i>\$7,627,356</i>  | <i>\$7,884,234</i>  | <i>\$8,152,788</i>  | <i>\$8,429,585</i>  |
| Paratransit   | \$1,442,307        | \$1,502,616        | \$1,347,431        | \$1,580,350        | \$1,650,647        | \$1,705,944         | \$1,764,927         | \$1,824,437         | \$1,885,877         | \$1,949,424         | \$2,015,078         | \$2,083,716         | \$2,154,461         |
| <i>VINE Go</i>  | <i>\$1,231,780</i> | <i>\$1,279,747</i> | <i>\$1,117,431</i> | <i>\$1,346,850</i> | <i>\$1,406,761</i> | <i>\$1,453,887</i>  | <i>\$1,504,155</i>  | <i>\$1,554,872</i>  | <i>\$1,607,235</i>  | <i>\$1,661,393</i>  | <i>\$1,717,346</i>  | <i>\$1,775,843</i>  | <i>\$1,836,135</i>  |
| <i>Taxi Scrip Program</i>                                       | <i>\$210,527</i>   | <i>\$222,869</i>   | <i>\$230,000</i>   | <i>\$233,500</i>   | <i>\$243,887</i>   | <i>\$252,057</i>    | <i>\$260,772</i>    | <i>\$269,564</i>    | <i>\$278,642</i>    | <i>\$288,032</i>    | <i>\$297,732</i>    | <i>\$307,873</i>    | <i>\$318,326</i>    |
| Community Shuttles  | \$594,267          | \$737,463          | \$836,124          | \$931,800          | \$973,248          | \$1,005,852         | \$1,040,630         | \$1,075,717         | \$1,111,944         | \$1,149,412         | \$1,188,123         | \$1,228,593         | \$1,270,305         |
| <i>American Canyon Transit</i>                                  | <i>\$150,151</i>   | <i>\$152,520</i>   | <i>\$167,937</i>   | <i>\$237,600</i>   | <i>\$248,169</i>   | <i>\$256,483</i>    | <i>\$265,350</i>    | <i>\$274,298</i>    | <i>\$283,535</i>    | <i>\$293,089</i>    | <i>\$302,960</i>    | <i>\$313,279</i>    | <i>\$323,915</i>    |
| <i>St. Helena VINE Shuttle</i>                                  | <i>\$147,405</i>   | <i>\$161,952</i>   | <i>\$151,341</i>   | <i>\$167,500</i>   | <i>\$174,951</i>   | <i>\$180,812</i>    | <i>\$187,063</i>    | <i>\$193,371</i>    | <i>\$199,883</i>    | <i>\$206,618</i>    | <i>\$213,576</i>    | <i>\$220,851</i>    | <i>\$228,350</i>    |
| <i>Yountville Shuttle</i>                                       | <i>\$147,125</i>   | <i>\$149,592</i>   | <i>\$135,515</i>   | <i>\$167,500</i>   | <i>\$174,951</i>   | <i>\$180,812</i>    | <i>\$187,063</i>    | <i>\$193,371</i>    | <i>\$199,883</i>    | <i>\$206,618</i>    | <i>\$213,576</i>    | <i>\$220,851</i>    | <i>\$228,350</i>    |
| <i>Calistoga HandyVan</i>                                       | <i>\$149,586</i>   | <i>\$159,964</i>   | <i>\$150,331</i>   | <i>\$179,200</i>   | <i>\$187,171</i>   | <i>\$193,441</i>    | <i>\$200,130</i>    | <i>\$206,878</i>    | <i>\$213,845</i>    | <i>\$221,050</i>    | <i>\$228,495</i>    | <i>\$236,278</i>    | <i>\$244,300</i>    |
| <i>FlexRide</i>   | --                 | <i>\$113,435</i>   | <i>\$231,000</i>   | <i>\$180,000</i>   | <i>\$188,007</i>   | <i>\$194,305</i>    | <i>\$201,023</i>    | <i>\$207,801</i>    | <i>\$214,799</i>    | <i>\$222,037</i>    | <i>\$229,515</i>    | <i>\$237,333</i>    | <i>\$245,391</i>    |
| Administration Costs (includes Studies and Plans)               |                    | \$582,452          | \$582,211          | \$652,000          | \$681,002          | \$703,816           | \$728,150           | \$752,702           | \$778,050           | \$804,268           | \$831,354           | \$859,672           | \$888,859           |
| <b>TOTAL OPERATING COSTS</b>                                    | <b>\$5,920,200</b> | <b>\$7,124,630</b> | <b>\$7,104,484</b> | <b>\$9,016,800</b> | <b>\$9,417,886</b> | <b>\$10,090,321</b> | <b>\$10,439,194</b> | <b>\$10,791,182</b> | <b>\$11,154,591</b> | <b>\$11,530,460</b> | <b>\$11,918,789</b> | <b>\$12,324,769</b> | <b>\$12,743,209</b> |
| <b>Farebox Revenues</b>   |                    |                    |                    |                    |                    |                     |                     |                     |                     |                     |                     |                     |                     |
| Fixed Route   | \$569,935          | \$595,783          | \$657,384          | \$950,000          | \$1,046,814        | \$1,070,584         | \$1,179,797         | \$1,215,191         | \$1,251,647         | \$1,312,476         | \$1,349,406         | \$1,387,375         | \$1,443,039         |
| <i>VINE (including Downtown Trolley)</i>                        | <i>\$569,935</i>   | <i>\$595,783</i>   | <i>\$657,384</i>   | <i>\$950,000</i>   | <i>\$1,046,814</i> | <i>\$1,070,584</i>  | <i>\$1,179,797</i>  | <i>\$1,215,191</i>  | <i>\$1,251,647</i>  | <i>\$1,312,476</i>  | <i>\$1,349,406</i>  | <i>\$1,387,375</i>  | <i>\$1,443,039</i>  |
| Paratransit   | \$193,467          | \$201,427          | \$190,608          | \$185,000          | \$186,770          | \$188,557           | \$199,809           | \$201,715           | \$203,640           | \$210,963           | \$212,973           | \$215,002           | \$222,470           |
| <i>VINE Go</i>  | <i>\$67,798</i>    | <i>\$71,522</i>    | <i>\$75,608</i>    | <i>\$80,000</i>    | <i>\$80,720</i>    | <i>\$81,446</i>     | <i>\$91,627</i>     | <i>\$92,452</i>     | <i>\$93,284</i>     | <i>\$99,503</i>     | <i>\$100,398</i>    | <i>\$101,302</i>    | <i>\$107,633</i>    |
| <i>Taxi Scrip Program</i>                                       | <i>\$125,669</i>   | <i>\$129,905</i>   | <i>\$115,000</i>   | <i>\$105,000</i>   | <i>\$106,050</i>   | <i>\$107,111</i>    | <i>\$108,182</i>    | <i>\$109,263</i>    | <i>\$110,356</i>    | <i>\$111,460</i>    | <i>\$112,574</i>    | <i>\$113,700</i>    | <i>\$114,837</i>    |
| Community Shuttles  | \$46,944           | \$60,127           | \$70,215           | \$97,670           | \$91,834           | \$108,524           | \$111,855           | \$113,952           | \$118,172           | \$120,401           | \$122,675           | \$124,996           | \$127,363           |
| <i>American Canyon Transit</i>                                  | <i>\$15,014</i>    | <i>\$15,252</i>    | <i>\$18,023</i>    | <i>\$38,000</i>    | <i>\$24,283</i>    | <i>\$24,817</i>     | <i>\$26,666</i>     | <i>\$27,253</i>     | <i>\$29,933</i>     | <i>\$30,591</i>     | <i>\$31,264</i>     | <i>\$31,952</i>     | <i>\$32,655</i>     |
| <i>St. Helena VINE Shuttle</i>                                  | <i>\$3,380</i>     | <i>\$14,476</i>    | <i>\$14,461</i>    | <i>\$17,500</i>    | <i>\$17,119</i>    | <i>\$17,495</i>     | <i>\$17,880</i>     | <i>\$18,273</i>     | <i>\$18,675</i>     | <i>\$19,086</i>     | <i>\$19,506</i>     | <i>\$19,935</i>     | <i>\$20,374</i>     |
| <i>Yountville Shuttle</i>                                       | <i>\$13,918</i>    | <i>\$14,959</i>    | <i>\$14,636</i>    | <i>\$16,750</i>    | <i>\$17,119</i>    | <i>\$17,495</i>     | <i>\$17,880</i>     | <i>\$18,273</i>     | <i>\$18,675</i>     | <i>\$19,086</i>     | <i>\$19,506</i>     | <i>\$19,935</i>     | <i>\$20,374</i>     |
| <i>Calistoga HandyVan</i>                                       | <i>\$14,632</i>    | <i>\$15,440</i>    | <i>\$15,595</i>    | <i>\$17,920</i>    | <i>\$18,314</i>    | <i>\$18,717</i>     | <i>\$19,129</i>     | <i>\$19,550</i>     | <i>\$19,980</i>     | <i>\$20,419</i>     | <i>\$20,869</i>     | <i>\$21,328</i>     | <i>\$21,797</i>     |
| <i>FlexRide</i>   | --                 | --                 | \$7,500            | \$7,500            | \$15,000           | \$30,000            | \$30,300            | \$30,603            | \$30,909            | \$31,218            | \$31,530            | \$31,846            | \$32,164            |
| <b>TOTAL FAREBOX REVENUE</b>                                    | <b>\$1,050,757</b> | <b>\$857,337</b>   | <b>\$918,207</b>   | <b>\$1,232,670</b> | <b>\$1,325,418</b> | <b>\$1,367,665</b>  | <b>\$1,491,461</b>  | <b>\$1,530,858</b>  | <b>\$1,573,459</b>  | <b>\$1,643,840</b>  | <b>\$1,685,054</b>  | <b>\$1,727,372</b>  | <b>\$1,792,873</b>  |

**Figure 8-4 Operating Summary**

|   | FY2004/05<br>Actual | FY2005/06<br>Actual | FY2006/07<br>Actual | FY2007/08<br>Budgeted | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected |
|---|---------------------|---------------------|---------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>Expenses</b>   |                     |                     |                     |                       |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| <i>Operating Expenses</i>                                       |                     |                     |                     |                       |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| VINE fixed route (including Trolley)                            | \$3,883,626         | \$4,302,099         | \$4,338,718         | \$5,852,650           | \$6,112,988            | \$6,674,709            | \$6,905,487            | \$7,138,326            | \$7,378,720            | \$7,627,356            | \$7,884,234            | \$8,152,788            | \$8,429,585            |
| VINE Go   | \$1,231,780         | \$1,279,747         | \$1,117,431         | \$1,346,850           | \$1,406,761            | \$1,453,887            | \$1,504,155            | \$1,554,872            | \$1,607,235            | \$1,661,393            | \$1,717,346            | \$1,775,843            | \$1,836,135            |
| American Canyon Transit   | \$150,151           | \$152,520           | \$167,937           | \$237,600             | \$248,169              | \$256,483              | \$265,350              | \$274,298              | \$283,535              | \$293,089              | \$302,960              | \$313,279              | \$323,915              |
| St. Helena VINE Shuttle   | \$147,405           | \$161,952           | \$151,341           | \$167,500             | \$174,951              | \$180,812              | \$187,063              | \$193,371              | \$199,883              | \$206,618              | \$213,576              | \$220,851              | \$228,350              |
| Yountville Shuttle  | \$147,125           | \$149,592           | \$135,515           | \$167,500             | \$174,951              | \$180,812              | \$187,063              | \$193,371              | \$199,883              | \$206,618              | \$213,576              | \$220,851              | \$228,350              |
| Calistoga HandyVan  | \$149,586           | \$159,964           | \$150,331           | \$179,200             | \$187,171              | \$193,441              | \$200,130              | \$206,878              | \$213,845              | \$221,050              | \$228,495              | \$236,278              | \$244,300              |
| Taxi Scrip Program  | \$210,527           | \$222,869           | \$230,000           | \$233,500             | \$243,887              | \$252,057              | \$260,772              | \$269,564              | \$278,642              | \$288,032              | \$297,732              | \$307,873              | \$318,326              |
| FlexRide  |                     | \$113,435           | \$231,000           | \$180,000             | \$188,007              | \$194,305              | \$201,023              | \$207,801              | \$214,799              | \$222,037              | \$229,515              | \$237,333              | \$245,391              |
| Administration Costs (includes Studies and Plans)               |                     | \$582,452           | \$582,211           | \$652,000             | \$681,002              | \$703,816              | \$728,150              | \$752,702              | \$778,050              | \$804,268              | \$831,354              | \$859,672              | \$888,859              |
| <b>TOTAL OPERATING EXPENSES</b>                                 | <b>\$5,920,200</b>  | <b>\$7,124,630</b>  | <b>\$7,104,484</b>  | <b>\$9,016,800</b>    | <b>\$9,417,886</b>     | <b>\$10,090,321</b>    | <b>\$10,439,194</b>    | <b>\$10,791,182</b>    | <b>\$11,154,591</b>    | <b>\$11,530,460</b>    | <b>\$11,918,789</b>    | <b>\$12,324,769</b>    | <b>\$12,743,209</b>    |
| <b>Revenue</b>  |                     |                     |                     |                       |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| <i>Operating Revenue</i>  |                     |                     |                     |                       |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Fare Revenue  | \$810,346           | \$857,337           | \$918,207           | \$1,232,670           | \$1,325,418            | \$1,367,665            | \$1,491,461            | \$1,530,858            | \$1,573,459            | \$1,643,840            | \$1,685,054            | \$1,727,372            | \$1,792,873            |
| Total Other Revenue   | \$5,109,854         | \$6,267,293         | \$6,186,277         | \$7,784,130           | \$8,092,468            | \$8,722,656            | \$8,947,733            | \$9,260,324            | \$9,581,132            | \$9,886,621            | \$10,233,736           | \$10,597,397           | \$10,950,336           |
| <b>TOTAL OPERATING REVENUE</b>                                  | <b>\$5,920,200</b>  | <b>\$7,124,630</b>  | <b>\$7,104,484</b>  | <b>\$9,016,800</b>    | <b>\$9,417,886</b>     | <b>\$10,090,321</b>    | <b>\$10,439,194</b>    | <b>\$10,791,182</b>    | <b>\$11,154,591</b>    | <b>\$11,530,460</b>    | <b>\$11,918,789</b>    | <b>\$12,324,769</b>    | <b>\$12,743,209</b>    |
| <b>NET OPERATING INCOME/(DEFICIT)</b>                           | <b>\$ -</b>         | <b>\$ -</b>         | <b>\$ -</b>         | <b>\$ -</b>           | <b>\$ -</b>            | <b>\$ -</b>            | <b>\$ -</b>            | <b>\$ -</b>            | <b>\$ -</b>            | <b>\$ -</b>            | <b>\$ -</b>            | <b>\$ -</b>            | <b>\$ -</b>            |
| <b>Excess Annual TDA Funding Available for Capital Projects</b> |                     |                     |                     | <b>\$ 730,249</b>     | <b>\$ 515,261</b>      | <b>\$ 289,067</b>      | <b>\$ 313,093</b>      | <b>\$ 359,446</b>      | <b>\$ 406,079</b>      | <b>\$ 475,496</b>      | <b>\$ 522,325</b>      | <b>\$ 551,162</b>      | <b>\$ 605,350</b>      |



## Performance Indicators

Performance indicators presented are:

- Operating Cost/Hour
- Operating Cost/Passenger
- Passengers/Hour
- Average Fare/Passenger
- Farebox Recovery Ratio
- Operating Subsidy/Passenger

Based on current assumptions, operating cost per passenger and operating subsidy per passenger are expected to increase modestly during each of the next ten years. This is true for all transit modes including fixed route operations, paratransit operations, and community shuttle operations. Operating cost per hour is also expected to steadily increase over the plan period.

The average fare per passenger is expected to increase with each fare increase. Fare increases are programmed in three year increments starting in FY 2010/11 for VINE fixed route and VINE Go services. No increases are scheduled for the community shuttles since the cities contribute funding to their operations in order to maintain the 10% minimum farebox ratio.

The farebox recovery ratio for each mode is also expected to remain relatively steady. For VINE and VINE Go, the farebox recovery ratio increases with each fare increase but decreases in non-fare increase years due to rising operating costs. The farebox recovery ratio for all four community shuttles is expected to remain at 10% because the cities of American Canyon, St. Helena, Calistoga, and Yountville will continue to cover the difference between the actual farebox revenue (typically less than 10%) and the revenue needed to achieve a mandated 10% farebox recovery ratio for their respective community shuttles. As a regional and local carrier, VINE services are required by MTC to achieve a 16% farebox recovery ratio. It is projected that VINE will meet or exceed that goal in every year of the ten-year SRTP period.

Finally, in the next ten years the number of passengers per hour and the number of passengers per mile served by each mode will be similar to what they have been in the past three years. Only modest changes are expected in ridership and service levels.

Projected system performance is shown in Figure 8-5.

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**Figure 8-5 NCTPA Performance Indicators**

|   | FY2004/05 | FY2005/06 | FY2006/07        | FY2007/08 | FY2008/09 | FY2009/10 | FY2010/11 | FY2011/12 | FY2012/13 | FY2013/14 | FY2014/15 | FY2015/16 | FY2016/17 |
|---|-----------|-----------|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|   | Actual    | Actual    | Actual/Projected | Projected |
| <b>Operating Cost / Hour</b>                |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| Fixed Route                                 |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE fixed route (including Trolley)</i> | \$72.55   | \$77.35   | \$78.04          | \$99.58   | \$98.68   | \$101.98  | \$105.51  | \$107.42  | \$111.04  | \$114.78  | \$118.65  | \$120.87  | \$124.98  |
| Paratransit <sup>1</sup>                    |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE Go</i>                              | \$79.52   | \$82.78   | \$76.20          | \$86.43   | \$85.26   | \$86.80   | \$88.48   | \$91.46   | \$93.17   | \$96.31   | \$98.13   | \$100.05  | \$102.01  |
| <i>Taxi Scrip Program</i>                   | N/A       | N/A       | N/A              | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       |
| Community Shuttles                          |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>American Canyon Transit</i>              | \$67.79   | \$66.78   | \$77.82          | \$92.13   | \$82.72   | \$85.49   | \$82.92   | \$85.72   | \$81.01   | \$83.74   | \$86.56   | \$89.51   | \$92.55   |
| <i>St. Helena VINE Shuttle</i>              | \$76.06   | \$75.78   | \$71.66          | \$77.69   | \$79.52   | \$82.19   | \$85.03   | \$87.90   | \$90.86   | \$93.92   | \$97.08   | \$100.39  | \$103.80  |
| <i>Yountville Shuttle</i>                   | \$74.64   | \$73.87   | \$66.99          | \$79.33   | \$79.52   | \$82.19   | \$85.03   | \$87.90   | \$90.86   | \$93.92   | \$97.08   | \$100.39  | \$103.80  |
| <i>Calistoga HandyVan</i>                   | \$74.64   | \$83.71   | \$82.83          | \$88.17   | \$83.19   | \$85.97   | \$88.95   | \$91.95   | \$95.04   | \$98.24   | \$101.55  | \$105.01  | \$108.58  |
| <i>FlexRide</i>                             | --        | --        | \$2,008.70       | \$387.93  | \$188.01  | \$194.30  | \$201.02  | \$207.80  | \$214.80  | \$222.04  | \$229.52  | \$237.33  | \$245.39  |
| <b>Operating Cost / Passenger</b>           |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| Fixed Route                                 |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE (including Downtown Trolley)</i>    | \$5.31    | \$5.53    | \$5.48           | \$7.33    | \$7.59    | \$8.21    | \$8.94    | \$8.98    | \$9.01    | \$9.80    | \$9.86    | \$9.91    | \$10.79   |
| Paratransit <sup>1</sup>                    |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE Go</i>                              | \$38.47   | \$38.25   | \$33.09          | \$39.52   | \$40.91   | \$41.91   | \$43.36   | \$44.42   | \$45.50   | \$47.04   | \$48.19   | \$49.39   | \$51.06   |
| <i>Taxi Scrip Program</i>                   | N/A       | N/A       | N/A              | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       |
| Community Shuttles                          |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>American Canyon Transit</i>              | \$14.89   | \$15.16   | \$17.99          | \$25.22   | \$26.11   | \$26.74   | \$27.42   | \$28.09   | \$28.78   | \$29.48   | \$30.20   | \$30.95   | \$31.72   |
| <i>St. Helena VINE Shuttle</i>              | \$24.47   | \$22.56   | \$21.13          | \$23.17   | \$23.99   | \$24.57   | \$25.19   | \$25.81   | \$26.44   | \$27.09   | \$27.75   | \$28.44   | \$29.14   |
| <i>Yountville Shuttle</i>                   | \$17.25   | \$16.60   | \$15.47          | \$18.95   | \$19.62   | \$20.09   | \$20.60   | \$21.11   | \$21.62   | \$22.15   | \$22.69   | \$23.26   | \$23.83   |
| <i>Calistoga HandyVan</i>                   | \$23.29   | \$25.32   | \$25.06          | \$29.61   | \$30.65   | \$31.39   | \$32.19   | \$32.97   | \$33.78   | \$34.61   | \$35.45   | \$36.33   | \$37.23   |
| <i>FlexRide</i>                             | --        | --        | \$1,050.00       | \$236.22  | \$134.29  | \$64.77   | \$66.41   | \$68.04   | \$69.70   | \$71.41   | \$73.15   | \$74.97   | \$76.82   |
| <b>Passengers / Hour</b>                    |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| Fixed Route                                 |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE (including Downtown Trolley)</i>    | 13.7      | 14.0      | 14.2             | 13.6      | 13.0      | 13.1      | 12.5      | 12.6      | 13.0      | 12.4      | 12.7      | 12.9      | 12.2      |
| Paratransit <sup>1</sup>                    |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE Go</i>                              | 2.1       | 2.2       | 2.3              | 2.2       | 2.1       | 2.1       | 2.0       | 2.1       | 2.0       | 2.0       | 2.0       | 2.0       | 2.0       |
| <i>Taxi Scrip Program</i>                   | N/A       | N/A       | N/A              | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       |
| Community Shuttles                          |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>American Canyon Transit</i>              | 4.6       | 4.4       | 4.3              | 3.7       | 3.2       | 3.2       | 3.0       | 3.1       | 2.8       | 2.8       | 2.9       | 2.9       | 2.9       |
| <i>St. Helena VINE Shuttle</i>              | 3.1       | 3.4       | 3.4              | 3.4       | 3.3       | 3.3       | 3.4       | 3.4       | 3.4       | 3.5       | 3.5       | 3.5       | 3.6       |
| <i>Yountville Shuttle</i>                   | 4.3       | 4.5       | 4.3              | 4.2       | 4.1       | 4.1       | 4.1       | 4.2       | 4.2       | 4.2       | 4.3       | 4.3       | 4.4       |
| <i>Calistoga HandyVan</i>                   | 3.2       | 3.3       | 3.3              | 3.0       | 2.7       | 2.7       | 2.8       | 2.8       | 2.8       | 2.8       | 2.9       | 2.9       | 2.9       |
| <i>FlexRide</i>                             | --        | --        | 1.9              | 1.6       | 1.4       | 3.0       | 3.0       | 3.1       | 3.1       | 3.1       | 3.1       | 3.2       | 3.2       |
| <b>Average Fare / Passenger</b>             |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| Fixed Route                                 |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE (including Downtown Trolley)</i>    | \$0.78    | \$0.77    | \$0.83           | \$1.19    | \$1.22    | \$1.24    | \$1.43    | \$1.43    | \$1.43    | \$1.57    | \$1.57    | \$1.57    | \$1.71    |
| Paratransit <sup>1</sup>                    |           |           |                  |           |           |           |           |           |           |           |           |           |           |

|  | FY2004/05 | FY2005/06 | FY2006/07        | FY2007/08 | FY2008/09 | FY2009/10 | FY2010/11 | FY2011/12 | FY2012/13 | FY2013/14 | FY2014/15 | FY2015/16 | FY2016/17 |
|--|-----------|-----------|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|  | Actual    | Actual    | Actual/Projected | Projected |
| <i>VINE Go</i>                           | \$2.12    | \$2.14    | \$2.24           | \$2.35    | \$2.35    | \$2.35    | \$2.64    | \$2.64    | \$2.64    | \$2.82    | \$2.82    | \$2.82    | \$2.99    |
| <i>Taxi Scrip Program</i>                | N/A       | N/A       | N/A              | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       |
| Community Shuttles                       |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>American Canyon Transit</i>           | \$1.49    | \$1.52    | \$1.93           | \$4.03    | \$2.55    | \$2.59    | \$2.76    | \$2.79    | \$3.04    | \$3.08    | \$3.12    | \$3.16    | \$3.20    |
| <i>St. Helena VINE Shuttle</i>           | \$0.56    | \$2.02    | \$2.02           | \$2.42    | \$2.35    | \$2.38    | \$2.41    | \$2.44    | \$2.47    | \$2.50    | \$2.53    | \$2.57    | \$2.60    |
| <i>Yountville Shuttle</i>                | \$1.63    | \$1.66    | \$1.67           | \$1.90    | \$1.92    | \$1.94    | \$1.97    | \$1.99    | \$2.02    | \$2.05    | \$2.07    | \$2.10    | \$2.13    |
| <i>Calistoga HandyVan</i>                | \$2.28    | \$2.44    | \$2.60           | \$2.96    | \$3.00    | \$3.04    | \$3.08    | \$3.12    | \$3.16    | \$3.20    | \$3.24    | \$3.28    | \$3.32    |
| <i>FlexRide</i>                          | --        | --        | \$34.09          | \$9.84    | \$10.71   | \$10.00   | \$10.01   | \$10.02   | \$10.03   | \$10.04   | \$10.05   | \$10.06   | \$10.07   |
| <b>Farebox Recovery Ratio</b>            |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| Fixed Route <sup>2</sup>                 |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE (including Downtown Trolley)</i> | 14.7%     | 13.8%     | 15.2%            | 16.2%     | 17.1%     | 16.0%     | 17.1%     | 17.0%     | 17.0%     | 17.2%     | 17.1%     | 17.0%     | 17.1%     |
| Paratransit                              |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE Go</i>                           | 5.5%      | 5.6%      | 6.8%             | 5.9%      | 5.7%      | 5.6%      | 6.1%      | 5.9%      | 5.8%      | 6.0%      | 5.8%      | 5.7%      | 5.9%      |
| <i>Taxi Scrip Program</i>                | 59.7%     | 58.3%     | 50.0%            | 45.0%     | 43.5%     | 42.5%     | 41.5%     | 40.5%     | 39.6%     | 38.7%     | 37.8%     | 36.9%     | 36.1%     |
| Community Shuttles                       |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>American Canyon Transit</i>           | 10.0%     | 10.0%     | 10.7%            | 16.0%     | 9.8%      | 9.7%      | 10.0%     | 9.9%      | 10.6%     | 10.4%     | 10.3%     | 10.2%     | 10.1%     |
| <i>St. Helena VINE Shuttle</i>           | 2.3%      | 8.9%      | 9.6%             | 10.4%     | 9.8%      | 9.7%      | 9.6%      | 9.4%      | 9.3%      | 9.2%      | 9.1%      | 9.0%      | 8.9%      |
| <i>Yountville Shuttle</i>                | 9.5%      | 10.0%     | 10.8%            | 10.0%     | 9.8%      | 9.7%      | 9.6%      | 9.4%      | 9.3%      | 9.2%      | 9.1%      | 9.0%      | 8.9%      |
| <i>Calistoga HandyVan</i>                | 9.8%      | 9.7%      | 10.4%            | 10.0%     | 9.8%      | 9.7%      | 9.6%      | 9.4%      | 9.3%      | 9.2%      | 9.1%      | 9.0%      | 8.9%      |
| <i>FlexRide</i>                          | --        | --        | 3.2%             | 4.2%      | 8.0%      | 15.4%     | 15.1%     | 14.7%     | 14.4%     | 14.1%     | 13.7%     | 13.4%     | 13.1%     |
| <b>Operating Subsidy / Passenger</b>     |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| Fixed Route                              |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE (including Downtown Trolley)</i> | \$4.53    | \$4.77    | \$4.65           | \$6.14    | \$6.29    | \$6.89    | \$7.42    | \$7.45    | \$7.48    | \$8.11    | \$8.17    | \$8.23    | \$8.94    |
| Paratransit <sup>1</sup>                 |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>VINE Go</i>                           | \$36.35   | \$36.12   | \$30.85          | \$37.18   | \$38.57   | \$39.56   | \$40.71   | \$41.78   | \$42.86   | \$44.22   | \$45.37   | \$46.57   | \$48.07   |
| <i>Taxi Scrip Program</i>                | N/A       | N/A       | N/A              | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       |
| Community Shuttles                       |           |           |                  |           |           |           |           |           |           |           |           |           |           |
| <i>American Canyon Transit</i>           | \$13.40   | \$13.65   | \$16.06          | \$21.19   | \$23.55   | \$24.15   | \$24.66   | \$25.30   | \$25.74   | \$26.40   | \$27.09   | \$27.80   | \$28.52   |
| <i>St. Helena VINE Shuttle</i>           | \$23.91   | \$20.54   | \$19.11          | \$20.75   | \$21.64   | \$22.19   | \$22.78   | \$23.37   | \$23.97   | \$24.59   | \$25.22   | \$25.87   | \$26.54   |
| <i>Yountville Shuttle</i>                | \$15.62   | \$14.94   | \$13.80          | \$17.06   | \$17.70   | \$18.15   | \$18.63   | \$19.11   | \$19.60   | \$20.11   | \$20.62   | \$21.16   | \$21.71   |
| <i>Calistoga HandyVan</i>                | \$21.01   | \$22.87   | \$22.46          | \$26.64   | \$27.65   | \$28.35   | \$29.11   | \$29.86   | \$30.62   | \$31.41   | \$32.22   | \$33.06   | \$33.91   |
| <i>FlexRide</i>                          | --        | --        | \$1,015.91       | \$226.38  | \$123.58  | \$54.77   | \$56.40   | \$58.02   | \$59.67   | \$61.37   | \$63.10   | \$64.91   | \$66.75   |

<sup>1</sup> Includes VINE Go only. Taxi Scrip excluded due to limited data available.

<sup>2</sup> As a regional and local carrier, VINE services are required by MTC to have a 16% farebox recovery ratio.

## Capital Strategy

Based on MTC revenue projections and estimated operating costs, NCTPA will be unable to fully fund all capital projects listed in the SRTP. NCTPA will have to secure additional funding to pay for capital investments. Even with securing additional funding sources however, NCTPA must find local match funding, which may pose a challenge as a large portion of formula funds are needed to support day-to-day operations.<sup>2</sup>

In this plan, vehicle replacement projects have received funding priority but will be postponed due to lack of funding in many cases. Vehicle purchases may need to be delayed further based on revenue projections until funding can be secured. Due to the age of the fleet and the fact that many buses have already been rehabilitated, replacement is strongly encouraged. Project funding is delayed due to financial constraints in many situations. NCTPA is encouraged to pursue discretionary funds, especially Congressional Federal earmarks for major capital programs such as the new transit center and the Congestion Mitigation and Air Quality (CMAQ) funding.

A brief description of capital funding sources NCTPA should pursue is provided below.

### **Congestion Mitigation Air Quality (CMAQ)**

The Congestion Mitigation and Air Quality (CMAQ) program was established under the Intermodal Surface Transportation Efficiency Act (ISTEA) and continued under the Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA). The program is intended to fund transportation projects and programs to help meet the requirements of the Clean Air Act. CMAQ eligible projects include transit capital replacement, clean fuel vehicles, transit oriented development, etc. These funds only require an 11.5% local match as opposed to the typical 20% match.

### **Transportation Funds for Clean Air (TFCA)**

Eligible projects include purchase or lease of clean fuel buses for transit operators, local feeder bus or shuttle service to rail and ferry stations, Implementation of vehicle-based projects to reduce mobile source emissions, including but not limited to, engine repowers, engine retrofits, fleet modernization, alternative fuels, and advanced technology demonstrations. TFCA will only cover the difference between a new hybrid clean air bus and a new diesel bus

### **Proposition 1B**

In November 2006, California voters approved the issuance of bonds to fund transportation projects including public transit over the next ten years. Proposition 1B will provide approximately \$1.3 billion to Bay Area operators for capital only projects.

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<sup>2</sup> NCTPA may be pursuing a countywide sales tax to help fund transportation projects. If successful, the sales tax will be able to provide funding for NCTPA transit projects such as vehicle replacement and the transit center.

Proposition 1B funds can be used for a broad scope of projects. Funding can be used for the following purposes:

- Rehabilitation, safety, or modernization improvements
- Capital service enhancements or expansions
- New capital projects
- Bus rapid transit improvements
- Rolling stock procurement, rehabilitation, or replacement

Proposition 1B funding distributed through MTC requires no local match. According to MTC allocation requests for FY 2007/08, NCTPA is requesting \$300,170 in Proposition 1B funding. NCTPA is projected to receive \$4.1 million in Proposition 1B funding over the next ten years.

## **Section 5310 Funds**

Section 5310 funds vehicle purchases for Elderly and Disabled transit providers. Although there are no specific formulas to fund specific regions, geographic equity in fund distribution is a goal of the State program. With Napa Valley's increasing senior population, NCTPA should remain competitive for these funds. VINE Go paratransit fleet replacement should pursue these funds.

## **Discretionary Federal Funds**

Capital projects such as transit centers and large bus purchases are often partially funded with federal discretionary funds in Section 5309 Bus and Bus Facility Grants. FTA Section 5309 funds are limited to capital purchases and fall into three categories: 1) bus/bus facilities, 2) new starts, and 3) rail modernization. These funds total over \$800 million annually nationwide through the course of the current transportation funding act (SAFETEA-LU). These funds are often "earmarked," either in the federal transportation funding legislation (up for renewal in FY 2009/10) or in annual appropriations of any unobligated balances. Because these funds are discretionary, they were not included in the funding plan and can be somewhat difficult to acquire. However, by working with the local congressional delegation to prioritize NCTPA projects in future appropriations, specific capital needs could be funded with this federal program. An FTA Section 5309 grant provides 80% of the capital funds and requires a 20% local match. One successful strategy for seeking these highly competitive funds is to provide an "overmatch" (above the 20% requirement) of the federal dollars.

These funds should be pursued for NCTPA's large bus replacements and the new transit center.

## **Dedicated Local Funding Source**

Beginning in 1970, the State legislature passed several bills that authorized County governments to levy permanent and temporary sales taxes for transportation purposes

within their jurisdiction. Counties with a ½ cent sales tax dedicated to transportation purposes are known as self-help counties. All bay area counties except Napa and Solano Counties currently have sales taxes dedicated to transportation. The current approval threshold for a countywide sales tax is two-thirds. Dedicated local funding would allow NCTPA to better fund operating and capital programs and would provide a more stable funding level for the agency.

## **Capital Reserve**

NCTPA strives to reserve between \$500,000 to \$1,000,000 of their TDA allotment annually for capital projects. The agency currently has a substantial capital reserve although this funding is earmarked for the new transit center. However, due to funding constraints these funds may need to be used for other capital purchases such as replacement vehicles.

Once funding levels stabilize and more funding is available, NCTPA should resume saving a portion of total revenues for capital projects.

## **Capital Projects**

Capital projects for NCTPA are divided into four general categories: vehicle replacement, vehicle maintenance and equipment, facilities, and miscellaneous.

## **Vehicle Replacement**

During the SRTP planning period, all 20 VINE fixed route vehicles are due for replacement. NCTPA has secured funding for four of the buses which are due for delivery within the next two years. Since the smaller vehicles used for VINE Go and the community shuttle operations have a shorter useful life, all these vehicles are scheduled for replacement as well during the SRTP planning period. Vehicle replacements are estimated to total over \$20 million during the ten year plan. This represents a large financial burden to NCTPA. Vehicle replacement schedules may need to be postponed and alternatives considered.

The four fixed-route buses already scheduled for replacement by NCTPA are being funded through a combination of TDA, FTA Section 5307, and Transportation Funds for Clean Air (TFCA) funding. Future fixed-route bus purchases are assumed to use CMAQ, TDA, TFCA, and Proposition 1B funding. VINE Go vehicle replacement will be funded through a combination of FTA Section 5310, 5311, and TDA funding. Community shuttle fleet replacement will be funded with a combination of Proposition 1B and TDA funding.

A complete inventory of NCTPA's fleet is presented in the appendix. Included in the inventory are vehicle make, model, year built, etc. When applicable data was available, the engine rebuild year and/or bus rehab year is noted. NCTPA has a total of 45 vehicles: 20 VINE buses, 15 paratransit vehicles, two cutaways for American Canyon Transit, three cutaways for the St. Helena VINE, two cutaways for the Yountville Shuttle, two vans for the Calistoga HandyVan, and three trolley buses for the Napa Downtown Trolley.

## **Vehicle Maintenance and Equipment**

Vehicle maintenance and equipment projects include tools and equipment purchase, new seats for VINE buses, VINE Go vehicle painting, communications and data systems, etc. A large number of these projects are funded in FY 2007/08. Engines and general maintenance is an on-going capital program, funded by FTA Section 5307.

## **Bus Stop Improvements**

Bus stop improvements are an important capital project for NCTPA. The agency strives to improve their stops by adding benches and shelters and improving the accessibility of the stops. \$200,000 in Lifeline grants will be used for improvements as well as approximately \$20,000 in FTA Section 5307 and \$30,000 in Proposition 1B annually.

## **Facilities**

The largest single capital project facing NCTPA is the construction and land acquisition for the new transit facility. Based on NCTPA estimates, the facility will cost approximately \$15 million. NCTPA expects TDA funding to cover a large portion of the cost of the project with other funding from RM-2, FTA Section 5307, and a federal earmark. Over \$7 million in TDA funding is currently in reserves for the project. However, almost a third of the project is unfunded. NCTPA should pursue additional RM-2 funding and special earmarks to cover the cost of the project. On-going bus yard maintenance is also included in the plan.

## **Miscellaneous**

Miscellaneous projects in the capital plan are a photocopying machine, taxi scrip software, and annual licensing fees for VINE Go software. TDA funding will cover the cost of these projects.

Figure 8-6 summarizes capital expenditures by project and by year and capital revenues by year. Individual capital projects are presented in the appendix.

## **Financial Plan Summary**

Figure 8-7 combines the operating budget with the capital plan to show total system costs and revenues over the 10-year planning period.

**Figure 8-6 Capital Plan Summary**

|   | FY2007/08<br>Projected | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected | TOTAL               |
|---|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|---------------------|
| <b>Expenses</b>                                   |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                     |
| <b>Vehicle Replacement</b>                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                     |
| VINE Fixed Route Bus Replacement-Hybrid Buses     | \$2,160,000            |                        | \$2,313,846            | \$2,394,831            | \$2,478,650            | \$2,565,402            |                        |                        |                        |                        | \$11,912,729        |
| VINE Go Fleet Replacement                         | \$187,515              | \$254,157              | \$263,052              | \$272,259              | \$93,929               |                        |                        | \$416,565              | \$323,358              | \$334,676              | \$2,145,511         |
| VINE Route 11                                     | \$75,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$75,000            |
| American Canyon Transit-Bus Replacement           | \$65,000               |                        |                        |                        |                        | \$97,217               |                        | \$104,141              |                        |                        | \$266,358           |
| St. Helena VINE Shuttle-Vehicle Replacement       |                        |                        |                        | \$181,506              |                        |                        |                        |                        |                        |                        | \$181,506           |
| Yountville Shuttle-Vehicle Replacement            | \$65,000               |                        | \$87,684               |                        |                        |                        |                        | \$104,141              |                        | \$111,559              | \$368,384           |
| Calistoga HandyVan-Vehicle Replacement            |                        | \$84,719               |                        | \$90,753               |                        |                        |                        |                        | \$107,786              |                        | \$283,258           |
| Downtown Trolley-Vehicle Replacement              |                        |                        |                        |                        |                        | \$220,225              | \$455,865              |                        |                        |                        | \$676,090           |
| Express Bus-Vehicle Purchase                      |                        | \$2,000,000            | \$2,000,000            |                        |                        |                        |                        |                        |                        |                        | \$4,000,000         |
| Admin/Supervisor Car                              | \$32,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$32,000            |
| VINE Shop Truck                                   | \$60,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$60,000            |
| <i>Subtotal</i>                                   | <i>\$2,644,515</i>     | <i>\$2,338,876</i>     | <i>\$4,664,582</i>     | <i>\$2,939,349</i>     | <i>\$2,572,579</i>     | <i>\$2,882,844</i>     | <i>\$455,865</i>       | <i>\$624,847</i>       | <i>\$431,144</i>       | <i>\$446,234</i>       | <i>\$20,000,835</i> |
| <b>Vehicle Maintenance and Equipment</b>          |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                     |
| VINE Engines & Maintenance Needs                  | \$125,500              | \$87,500               | \$30,000               | \$87,500               | \$87,500               | \$87,500               | \$87,500               | \$87,500               | \$87,500               | \$87,500               | \$855,500           |
| Tools & Equipment                                 | \$50,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$50,000            |
| VINE New Seats                                    | \$20,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$20,000            |
| VINE Go Bus Painting                              | \$15,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$15,000            |
| VINE Go/Community Shuttle Communications System   | \$25,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$25,000            |
| On Board Equipment-VINE                           | \$20,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$20,000            |
| VINE Go/Community Shuttle Mobile Data Equipment   |                        | \$40,000               |                        |                        |                        |                        |                        |                        |                        |                        | \$40,000            |
| <i>Subtotal</i>                                   | <i>\$255,500</i>       | <i>\$127,500</i>       | <i>\$30,000</i>        | <i>\$87,500</i>        | <i>\$1,025,500</i>  |
| <b>Bus Stop Improvements</b>                      |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                     |
| Bus Stop Improvement Funding Program-Pass Through | \$200,000              |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$200,000           |
| Bus Stop Improvements and Maintenance             | \$164,000              | \$68,889               | \$68,889               | \$68,889               | \$50,000               | \$50,000               | \$50,000               | \$50,000               | \$50,000               | \$50,000               | \$670,667           |
| <i>Subtotal</i>                                   | <i>\$364,000</i>       | <i>\$68,889</i>        | <i>\$68,889</i>        | <i>\$68,889</i>        | <i>\$50,000</i>        | <i>\$50,000</i>        | <i>\$50,000</i>        | <i>\$50,000</i>        | <i>\$50,000</i>        | <i>\$50,000</i>        | <i>\$870,667</i>    |
| <b>Facilities</b>                                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                     |
| Transit Center Land Acquisition/Construction      |                        |                        |                        | \$3,920,000            | \$3,500,000            | \$7,480,000            |                        |                        |                        |                        | \$14,900,000        |
| Bus Yard Facility Maintenance                     |                        | \$10,000               |                        | \$9,028                | \$25,000               |                        | \$10,000               |                        | \$10,000               |                        | \$64,028            |
| <i>Subtotal</i>                                   |                        | <i>\$10,000</i>        |                        | <i>\$3,929,028</i>     | <i>\$3,525,000</i>     | <i>\$7,480,000</i>     | <i>\$10,000</i>        |                        | <i>\$10,000</i>        |                        | <i>\$14,964,028</i> |
| <b>Miscellaneous</b>                              |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                     |
| New or Leased Photocopy Machine                   | \$12,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$12,000            |
| Taxi Scrip Program Software                       | \$10,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$10,000            |

|   | FY2007/08          | FY2008/09          | FY2009/10          | FY2010/11          | FY2011/12          | FY2012/13           | FY2013/14        | FY2014/15        | FY2015/16        | FY2016/17        | TOTAL               |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|------------------|------------------|------------------|------------------|---------------------|
|   | Projected          | Projected          | Projected          | Projected          | Projected          | Projected           | Projected        | Projected        | Projected        | Projected        |                     |
| VINE Go Software Upgrade/Annual Licensing | \$15,000           | \$10,000           | \$10,000           | \$10,000           | \$10,000           | \$10,000            | \$10,000         | \$10,000         | \$10,000         | \$10,000         | \$105,000           |
| <i>Subtotal</i>                           | <i>\$37,000</i>    | <i>\$10,000</i>    | <i>\$10,000</i>    | <i>\$10,000</i>    | <i>\$10,000</i>    | <i>\$10,000</i>     | <i>\$10,000</i>  | <i>\$10,000</i>  | <i>\$10,000</i>  | <i>\$10,000</i>  | <i>\$127,000</i>    |
| <b>TOTAL CAPITAL EXPENSES</b>             | <b>\$3,301,015</b> | <b>\$2,555,265</b> | <b>\$4,773,471</b> | <b>\$7,034,766</b> | <b>\$6,245,079</b> | <b>\$10,510,344</b> | <b>\$613,365</b> | <b>\$772,347</b> | <b>\$588,644</b> | <b>\$593,734</b> | <b>\$36,988,030</b> |
| <b>Revenues</b>                           |                    |                    |                    |                    |                    |                     |                  |                  |                  |                  |                     |
| FTA Section 5307                          | \$449,070          | \$102,000          | \$24,000           | \$104,000          | \$90,000           | \$90,000            | \$90,000         | \$90,000         | \$90,000         | \$90,000         | \$1,219,070         |
| FTA Section 5309                          |                    |                    |                    | \$486,000          |                    |                     |                  |                  |                  |                  | \$486,000           |
| FTA Section 5310                          | \$111,600          | \$149,952          | \$155,201          | \$240,949          |                    |                     |                  | \$276,495        | \$190,781        | \$197,459        | \$1,322,437         |
| FTA Section 5311                          | \$80,000           | \$67,775           | \$70,147           |                    | \$75,143           |                     |                  | \$83,313         | \$86,229         | \$89,247         | \$551,854           |
| Proposition 1B                            |                    | \$28,240           | \$29,228           | \$1,054,135        | \$505,000          | \$380,814           | \$181,955        | \$99,427         | \$65,929         | \$67,186         | \$2,411,914         |
| TFCA Program Manager Funds                | \$112,828          |                    |                    |                    | \$129,473          | \$134,004           |                  |                  |                  |                  | \$376,305           |
| CMAQ                                      |                    |                    | \$2,047,754        | \$1,059,713        |                    |                     |                  |                  |                  |                  | \$3,107,466         |
| TDA                                       | \$648,012          | \$138,408          | \$112,160          | \$249,344          | \$1,059,190        | \$406,079           | \$341,410        | \$223,112        | \$155,705        | \$149,843        | \$3,483,263         |
| Regional Measure 2                        |                    | \$2,000,000        | \$2,000,000        |                    | \$1,500,000        |                     |                  |                  |                  |                  | \$5,500,000         |
| Lifeline                                  | \$103,333          | \$68,889           | \$68,889           | \$68,889           |                    |                     |                  |                  |                  |                  | \$310,000           |
| Previously Committed TDA Funding          | \$1,796,172        |                    | \$266,092          | \$3,771,736        | \$2,000,000        | \$2,300,000         |                  |                  |                  |                  | \$10,134,000        |
| Uncommitted Funding                       |                    |                    |                    |                    | \$886,272          | \$7,199,447         |                  |                  |                  |                  | \$8,085,719         |
| <b>TOTAL CAPITAL REVENUES</b>             | <b>\$3,301,015</b> | <b>\$2,555,265</b> | <b>\$4,773,471</b> | <b>\$7,034,766</b> | <b>\$6,245,079</b> | <b>\$10,510,344</b> | <b>\$613,365</b> | <b>\$772,347</b> | <b>\$588,644</b> | <b>\$593,734</b> | <b>\$36,988,030</b> |

**Figure 8-7 NCTPA Ten Year Financial Plan**

|                          | FY2007/08<br>Budgeted | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected |
|--------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>Expenses</b>          |                       |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Expenses | \$9,016,800           | \$9,417,886            | \$10,090,321           | \$10,439,194           | \$10,791,182           | \$11,154,591           | \$11,530,460           | \$11,918,789           | \$12,324,769           | \$12,743,209           |
| Total Capital Expenses   | \$3,301,015           | \$2,555,265            | \$4,773,471            | \$7,034,766            | \$6,245,079            | \$10,510,344           | \$613,365              | \$772,347              | \$588,644              | \$593,734              |
| <b>TOTAL EXPENSES</b>    | <b>\$12,317,815</b>   | <b>\$11,973,151</b>    | <b>\$14,863,792</b>    | <b>\$17,473,960</b>    | <b>\$17,036,261</b>    | <b>\$21,664,935</b>    | <b>\$12,143,825</b>    | <b>\$12,691,136</b>    | <b>\$12,913,414</b>    | <b>\$13,336,944</b>    |
| <b>Revenue</b>           |                       |                        |                        |                        |                        |                        |                        |                        |                        |                        |
| Total Operating Revenues | \$9,016,800           | \$9,417,886            | \$10,090,321           | \$10,439,194           | \$10,791,182           | \$11,154,591           | \$11,530,460           | \$11,918,789           | \$12,324,769           | \$12,743,209           |
| Total Capital Revenues   | \$3,301,015           | \$2,555,265            | \$4,773,471            | \$7,034,766            | \$6,245,079            | \$10,510,344           | \$613,365              | \$772,347              | \$588,644              | \$593,734              |
| <b>TOTAL REVENUES</b>    | <b>\$12,317,815</b>   | <b>\$11,973,151</b>    | <b>\$14,863,792</b>    | <b>\$17,473,960</b>    | <b>\$17,036,261</b>    | <b>\$21,664,935</b>    | <b>\$12,143,825</b>    | <b>\$12,691,136</b>    | <b>\$12,913,414</b>    | <b>\$13,336,944</b>    |
| <b>Balance</b>           | <b>\$0</b>            | <b>\$0</b>             | <b>\$0</b>             | <b>\$0</b>             | <b>\$0</b>             | <b>\$0</b>             | <b>\$0</b>             | <b>\$0</b>             | <b>\$0</b>             | <b>\$0</b>             |



# **APPENDIX A**

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## STAKEHOLDER LISTING



## Appendix A. Stakeholder Listing

Miguel Angel Castanon  
Information & Referral Coordinator  
Clinic Ole

Craig Smith  
Executive Director  
Napa Downtown Association

Kate King  
President  
Napa Chamber of Commerce

Kathleen Dreesen  
Executive Director  
Napa Valley Community Housing

Vince Meyer  
Administrator—Facilities, Maintenance, Operations, & Transportation  
Napa Valley Unified School District

Windy Martinez  
Associate Dean—Disabled Student Programs & Services  
Napa Valley College

Jill Moss, Julie Penning, & Vivian Casillas  
Perinatal Education Coordinator & Social Workers—Community Outreach Department  
Queen of the Valley Hospital

Kevin Groom  
Local Transit Advocate  
Wilson Daniels, Ltd.

Doug Ernst  
Local Transit Advocate  
St. Helena Star

Bruce Wilson  
Executive Director  
Workforce Investment Board

Catarina Sanchez  
Committee Chair  
St. Helena Multi—Cultural Committee

Ed Schenk  
Chair  
Napa Hispanic Network

Sondra Kane  
Services Coordinator  
St. Helena UpValley Family Center

Karen Riddle  
Recreation Department  
Yountville Veteran's Home

**Paratransit Coordinating Council (only members present at December 5, 2007 meeting or contacted via telephone are included below)**

JoAnne Busenbark, Chair  
Gene Halliday  
Albert Iliff  
Mary Beth Johnson  
Randy Kitch  
Celine Regalia  
Betty Rhodes  
Doug Weir

**Technical Advisory Committee (only members present at December 6, 2007 meeting are included below)**

Randy Davis, City of American Canyon  
Robert Weil, City of American Canyon  
Charlene Gallina, City of Calistoga  
Farid Javandel, City of Napa  
Carole Poole, City of St. Helena  
John McDowell, County of Napa  
Hillary Gitelman, County of Napa  
Myke Praul, Town of Yountville

**VINE Consumer Advisory Committee (only members contacted and interviewed via telephone are included below)**

Genji Schemeder, Chair  
Margaret Schlenke  
Vince Diele  
Ricardo Huijon  
George Blackstock

## **APPENDIX B**

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### UPDATED GOALS AND OBJECTIVES 2008



## Appendix B. Updated Goals and Objectives 2008

| Service Standards  |   |   |
|--|---|---|
| Goal I: Transit service will be reliable                                   |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Operate scheduled fixed-route and door-to-door service on-time             | Percent scheduled departures on-time for local and regional fixed-route   | Local fixed-route: 90%<br>Regional fixed-route: 80%<br>"Late" regional fixed-route trips should not exceed 12 minutes   |
|  |   | No route buses shall leave a scheduled time point early   |
|  | Percent on-time for paratransit and community shuttles  | 90% within promised pick-up time (5 minutes early to 15 minutes late)   |
| Service Standards  |   |   |
| Goal II: Transit service operated will be productive                       |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Provide service appropriate to size and demographics of Napa               | Fleet size and operations, including hours and headways, on par with productive and efficient systems in comparable communities | Conduct comparative studies to determine effectiveness and efficiency of current fleet and bus schedules, review alternatives and determine costs and potential effectiveness |
| Provide productive service   | Passengers per revenue vehicle hour (RVH)   | Local fixed-route: 16 Pass/RVH  |
|  |   | Route 10: 12 Pass/RVH   |
|  |   | Route 11: 6.0 Pass/RVH  |
|  |   | Deviated fixed-route: 3.5 Pass/RVH  |
|  |   | Paratransit (VINE Go): 2.0 Pass/RVH   |
|  |   | Calistoga HandyVan: 2.75 Pass/RVH   |
|  | New service: 75% of standard within 18 months; 100% within 2 years  |   |
| Farebox recovery (Visitor/tourist fares may include private contributions) |   | Local fixed-route, regional fixed-route, and inter-county route: 17%  |
|  |   | Community Shuttles: 10%   |
|  |   | Paratransit (VINE Go): 10%  |

| Service Standards  |   |   |
|--|---|---|
| Goal III: ADA Paratransit will have the ability to accommodate passenger demand                                  |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Provide sufficient capacity  | ADA denials   | Paratransit—No ADA denials  |
|  | Cancellation rate   | Less than 4%  |
| Service Standards  |   |   |
| Goal IV: Transit service will be reliable and safe   |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Provide reliable service through effective maintenance and replacement of the fleet                              | Road calls due to mechanical failure  | Less than one road call per 10,000 miles  |
|  | Preventative maintenance completed on schedule  | 100% of PMI's within 300 miles of scheduled time  |
|  | Timely bus replacement and rehabilitation   | Replace or rehabilitate fixed-route and paratransit fleet at end of useful life as determined by FTA guidelines for bus type  |
| Provide safe transit service   | Miles between preventable accidents   | 30,000 miles between preventable accidents  |
| Service Standards  |   |   |
| Goal V: Transit Service will aid in the county's goal of reducing congestion and single occupancy vehicle trips. |   |   |
| To increase ridership and decrease congestion on roadways  | Overall Ridership Increase  | Increase ridership by the projected percentage of the countywide population growth by 2020 (19%)  |
|  | Countywide Mode Share   | Increase transit's mode share to 2% by 2020   |
| Administration and Marketing Standards   |   |   |
| Goal I: Transit service will emphasize cost effectiveness and efficiency   |   |   |
| Objective  | Performance Measure   | Planning Standard   |
| Minimize operating costs   | Total operating cost per total vehicle hour   | Annual increase in expenditures should be no greater than the San Francisco/Oakland/San Jose Consumer Price Index (CPI) when one removes the cost of fuel and insurance |
|  | Administrative cost as a percent of total operating costs (does not include any contract expense) | 14% or less   |

|   |  |  |
|---|--|--|
| Regularly monitor key operating statistics  | Passenger surveys and load checks  | Conduct on-board survey of all services every three years. Conduct load checks as needed but at least every two years.   |
|   | Management reports   | Monthly summary reports for each service identifying key operating statistics  |
| <b>Administration and Marketing Standards</b>   |  |  |
| <b>Goal II: Present public with a dynamic image of all Napa community transit services and provide information about system modifications</b> |  |  |
| <b>Objective</b>  | <b>Performance Measure</b>   | <b>Planning Standard</b>   |
| Regular marketing activities and implementation of marketing plan   | Budget appropriated for marketing activities   | Expenditures used to promote NCTPA services, special events, and improve the customer experience should be equal to at least 2% of the annual VINE operating budget  |
| Market target audiences and target services   | Specific marketing plans implemented for targeted demographics and routes  | Three marketing campaigns every six months   |
| Increase community outreach activities  | Conduct CBTO stakeholder meetings at least twice per year. Attend community meetings to educate and engage riders. | Track community outreach activities and report to Board  |
| Encourage citizen participation   | Conduct annual public input meeting open to all  | Annually   |
|   | Provision of comment cards on all buses  | Cards present on 100% of vehicles  |
| <b>Design Guidelines</b>  |  |  |
| <b>Goal I: Service will be convenient and address transit needs</b>   |  |  |
| <b>Objective</b>  | <b>Performance Measure</b>   | <b>Planning Standard</b>   |
| Intracity transit service should be designed to conveniently serve the needs for residents, visitors, and businesses within Napa communities  | Geographic coverage: local fixed-route   | Local fixed-route services should be designed to provide service within 1/4 mile of 85% of dwelling units in the urbanized Napa area. Ninety percent of major activity centers within Napa shall be within 1/8 mile of a bus route |
|   |  | Services designed for visitors shall meet the performance standards established for the mode   |

|   |  |   |
|---|--|---|
| Intercity service should address county-wide and local communities' intercity transit needs | Geographic coverage: regional fixed route                    | Regional service should be provided along Highway 29 in Napa communities and extend to Vallejo. Regional service to Fairfield should be studied for demand and feasibility. Service should be designed to minimize travel time in local areas away from corridor routing. |
|   |  | Any local routing should be in areas of maximum population density and not degrade corridor service   |
|   |  | Service design and routing should optimize potential for easy transfers to connecting services  |
|   | Transit travel time  | Local and regional routes should be designed to provide reasonable ride times by avoiding one way loops, circuitous routings, and multiple transfers  |
|   |  | Paratransit ride time shall be less than 45 minutes for local trips and 90 minutes for regional trips   |
|   | Frequency of service   | Local: Minimum headways shall be one-hour   |
| Regional: Minimum headway between buses shall be two hours on weekdays                      |  |   |
| Provide coordinated transit services  | Regional: convenience in transferring to other local systems | Interagency transfer agreements   |
|   | Regional/local: minimize wait times for transfers            | Wait time less than 15 minutes between local buses and 30 minutes between regional and local buses in peak direction of travel  |
|   | Local: intra-system transfers                                | Number of intra-system transfers should be less than 25% of total passenger trips   |

| Design Guidelines  |   |  |
|--|---|--|
| Goal II: Transit service shall be attractive, reliable, and accessible |   |  |
| Objective  | Performance Measure   | Planning Standard  |
| Provide transit services with reliable equipment and accessible stops  | Fleet designed to meet the following objectives:<br>Consistent fleet for ease of maintenance<br>Bus size matched to demand<br>Adequate spare ratio maintained | Regional route buses shall be at least standard 35' transit coaches unless passenger loads suggest otherwise. Twenty percent spare ratio maintained for each service type (local and regional FR combined) |
|  |   | Paratransit fleet designed to meet the demand for lift assist trips  |
|  | Passenger comfort, convenience, and safety at bus stops. Stops shall be accessible to the maximum extent practical.   | All rural area bus stops should have loading "apron" for passengers. Work with urban areas for appropriate passenger facilities  |
|  |   | All stops designated with bus stop sign. Shelter and benches provided at heavily used stops. Transfer facilities located and/or designed to provide shelter, lighting, trash, and phone availability       |



## **APPENDIX C**

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### VINE ON-BOARD PASSENGER SURVEY



## Appendix C. VINE On-Board Passenger Survey

In conjunction with the ridecheck, Nelson\Nygaard conducted an on-board passenger survey of passengers in October 2007. An on-board survey is the best way to obtain reliable information about current riders and their travel choices. Passengers were surveyed on NCTPA fixed route and deviated fixed route services including:

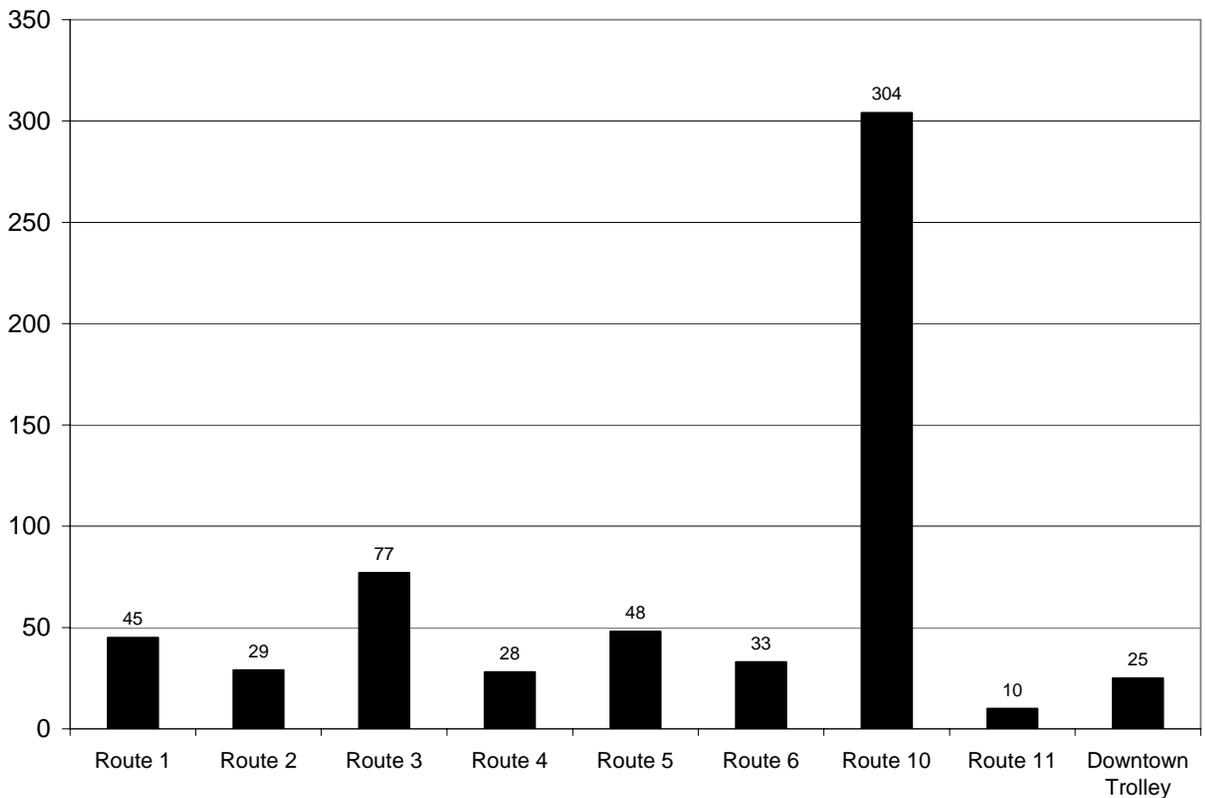
- All VINE fixed routes
- American Canyon Transit – The Duck
- St. Helena VINE Shuttle
- Yountville Shuttle

Results of surveys from the community shuttles are presented in a separate chapter. The passenger survey asked detailed questions about how each passenger completes his or her trip and transfers within the system as well as their opinions on the existing services. The survey also collected information on riders' personal characteristics, such as household size, income, and employment status.

While on-board surveys by definition only capture the opinions of current riders, expanding the number of trips made by existing riders is often the most cost-effective way to increase ridership on local services.

All Napa local fixed routes, Route 10, Route 11, and the Downtown Trolleys survey results are included in this section. A total of 599 surveys were returned by passengers during the survey period. The survey was provided in English and Spanish. A copy of the survey is available in the Appendix.

**Figure C-1 Respondents by VINE Route**



## Key Findings

Overall, passengers are pleased with Napa VINE services. A large portion (73%) rated the service as “good” or “excellent”. Although most thought highly of the service, improvements were requested including more frequent service, more Sunday service, and later evening service.

Most passengers are using the service to travel between home and work, school, and shopping. The largest number of respondents stated they were employed full-time followed by student and part-time employed. A majority of respondents also made less than \$25,000 per year and 40% did not have a vehicle in their household. Ethnically, approximately equal portions of respondents were White/Caucasian and Latino/Hispanic (40%) followed by African American and Filipino.

Current riders use the system regularly (three or more days per week) and access the service by walking or transferring from another VINE bus.

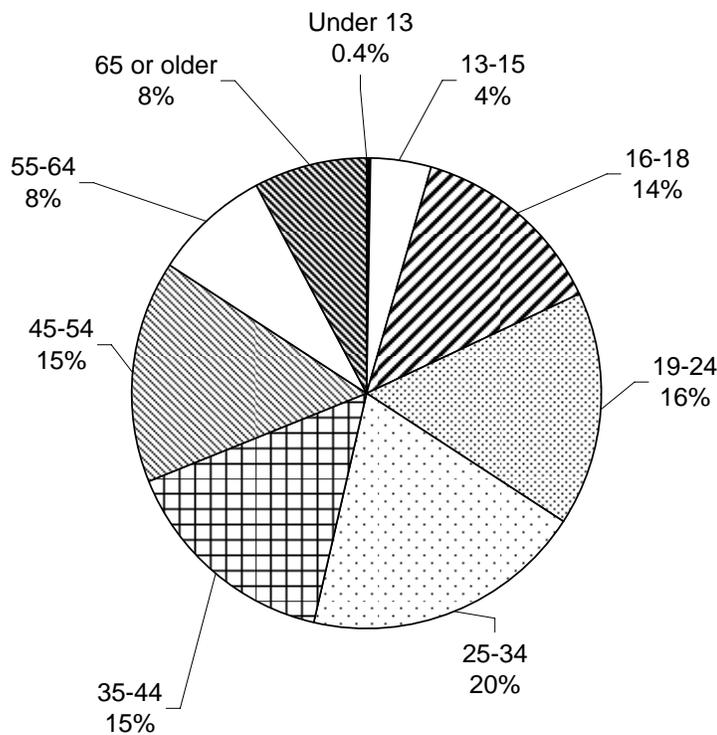
## Who Rides Napa VINE?

The following section provides a profile of current VINE riders.

### Age of Respondents

Of respondents, two-thirds were between the ages of 19 and 54 years old. Eighteen percent were 18 and under and 8% were 65 years and older. Riders were more likely to be younger on the local Napa routes than on intercity Route 10. On local routes, 26% of riders on average were 18 or under, while only 11% of riders were 18 or under on Route 10.

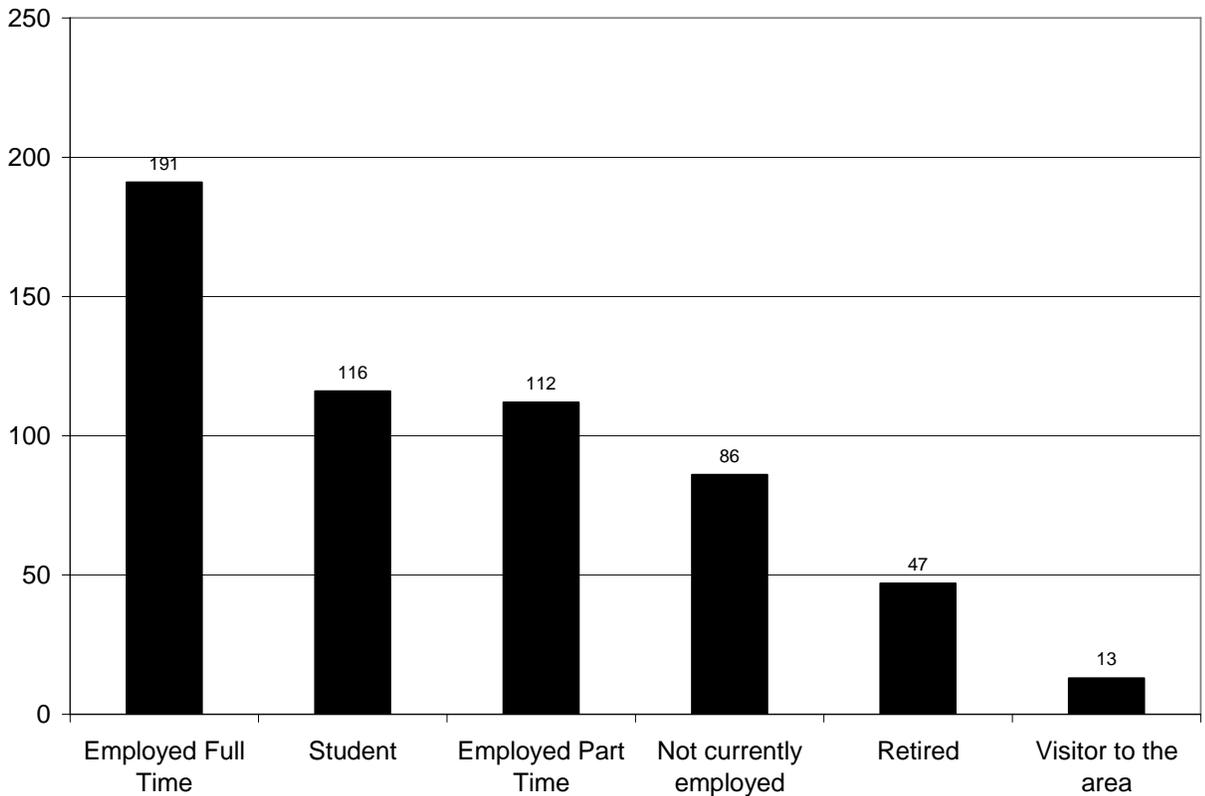
**Figure C-2 Age of Respondents**



### Employment Status

The largest number of respondents on VINE routes were employed full-time (191 respondents), followed by students (116 respondents), and employed part-time (112 respondents). Thirteen respondents stated they were visitors to the area. None of the “visitor” responses were received on the Downtown Trolley.

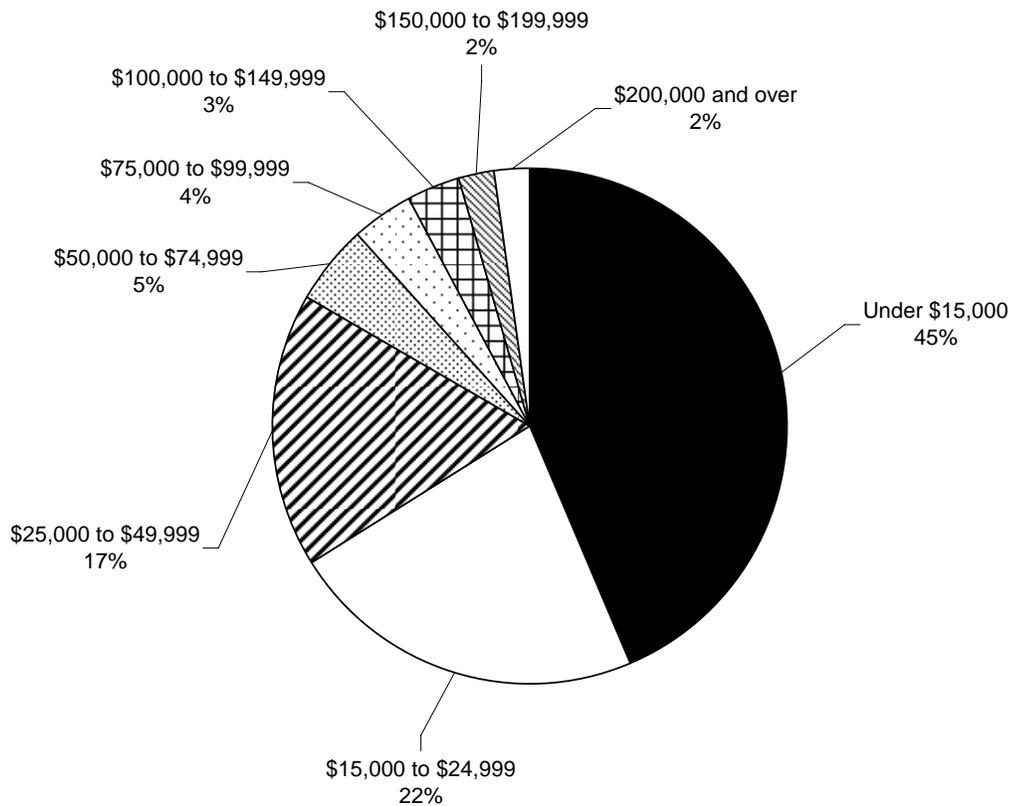
**Figure C-3 Employment Status**



### Income

Overall income levels of respondents were very low with two-thirds of riders reporting that their household income is under \$25,000 per year. Over 80% of households earned less than \$50,000 per year. The results stand in stark contrast to the rest of Napa Valley where the median annual household income was over \$66,000 according to the 2006 American Community Survey.

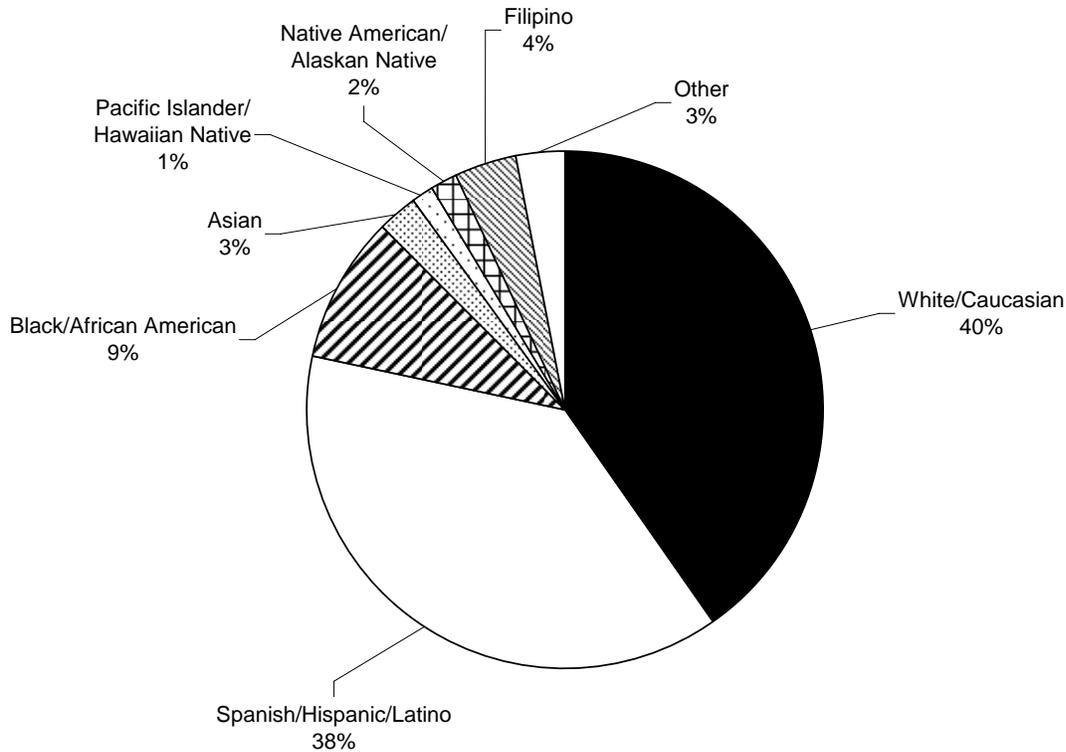
**Figure C-4 Income**



### Ethnicity

Napa VINE riders were primarily White/Caucasian (40%) and Hispanic/Latino (38%). The remaining passengers responded with Black/African American (9%), Filipino (4%), and Asian (3%) among others.

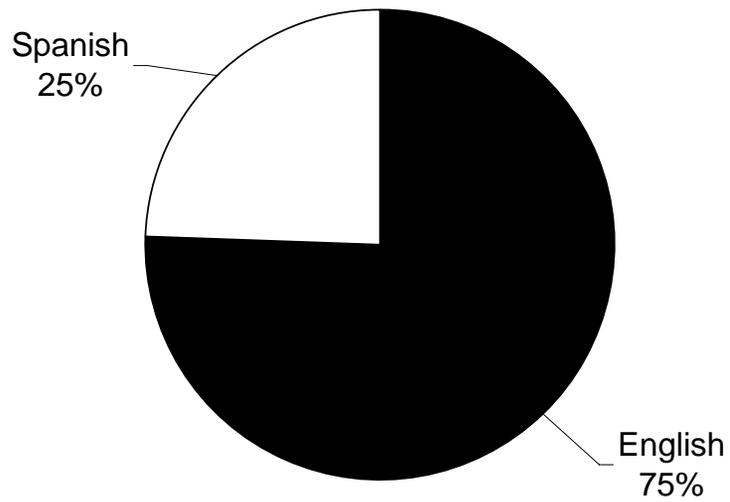
Figure C-5 Ethnicity



## Language

Surveys were offered to VINE riders in two languages: English and Spanish. Seventy-five percent of returned surveys were English and 25% were Spanish.

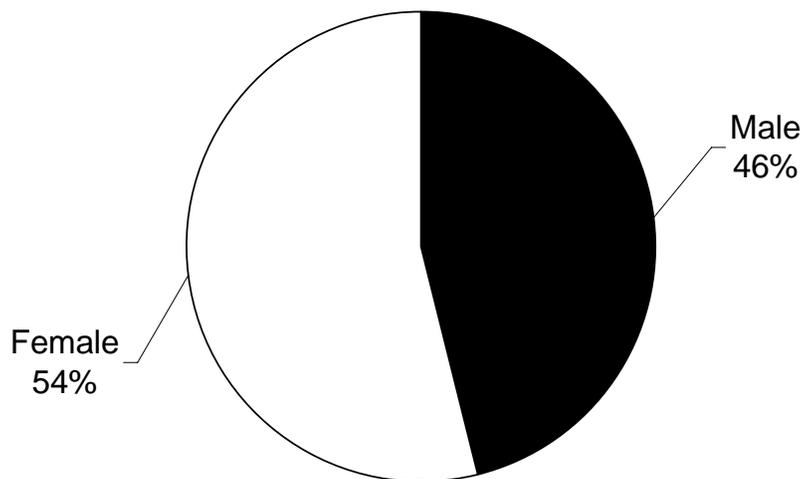
**Figure C-6 Language**



## Gender

More female passengers responded to the survey with females comprising 54% of the respondents and males, 46%.

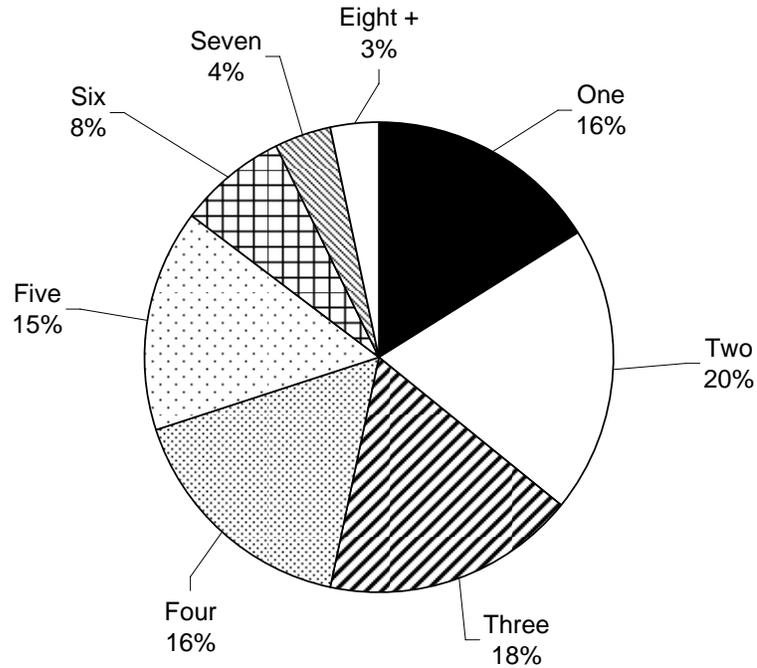
**Figure C-7 Gender**



## Household Size

When asked the size of their household, 16% of passengers responded that they live alone. Over half of respondents (54%) reported living in households of 2 to 4 persons. Only 15% of respondents said they live in households of six or more people.

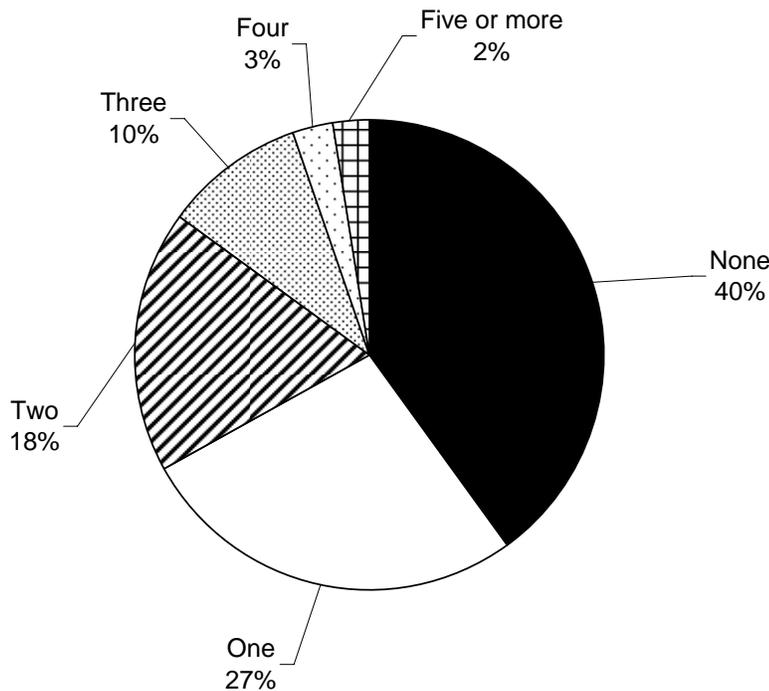
**Figure C-8 Household Size**



### Number of Motor Vehicles Available in Household

A large portion of respondents (40%) answered that they have zero vehicles available to members of their household, while 27% responded having one vehicle available. In other words, two-thirds of respondents have either no vehicle or only one vehicle in their household.

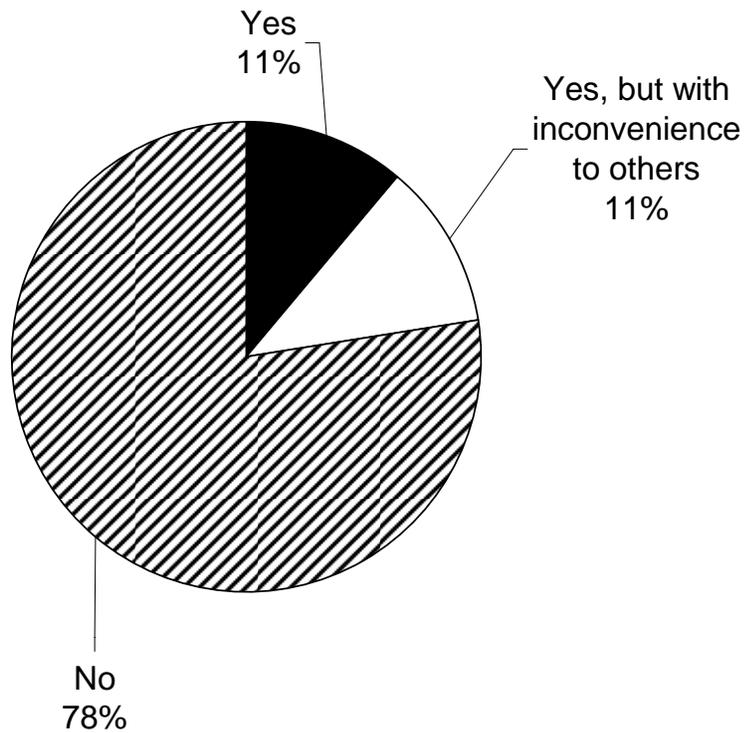
**Figure C-9** Number of Motor Vehicles Available



## Auto Access

Relating to vehicles available to the household, survey respondents were asked if a motor vehicle was available for the particular trip they were taking. Over 75% of respondents answered that another vehicle was not available for the trip. Eleven percent stated that a vehicle was available but at an inconvenience to others.

**Figure C-10 Auto Availability**



## How Riders Use VINE Routes

Survey results show that riders are primarily walking to access the bus, are starting their trips from home, and have been riding the VINE for more than one year.

### Trip Purpose

To determine trip purpose, passengers were asked two questions: “Where are you coming from?” and “Where are you going to now?” In addition to major categories, such as home, work, and shopping, passengers were able to list the specific location of their destination.

Most passengers were traveling between work and home with approximately 80% of respondents marking “home” or “work” as their origin or destination. The largest portion of passengers was traveling between work and home (32%) followed by trips between school and home (17%), and home and shopping (15%). Trips with either a home origin or destination accounted for 90% of all trips.

The chart below shows the trip purpose matrix based on survey results. Trip origins and destinations were combined. For example, 15.3% of passengers were either traveling from home to shopping or from shopping to home.

**Figure C-11 Trip Purpose**

|                           | Home  | Shopping | Recreation | School/College | Social Service | Other | Work | Medical/Healthcare | Personal Business/Errands |
|---------------------------|-------|----------|------------|----------------|----------------|-------|------|--------------------|---------------------------|
| Home                      |       |          |            |                |                |       |      |                    |                           |
| Shopping                  | 15.3% |          |            |                |                |       |      |                    |                           |
| Recreation                | 7.8%  | 0.6%     |            |                |                |       |      |                    |                           |
| School/College            | 16.9% | 0.8%     | 0.6%       |                |                |       |      |                    |                           |
| Social Service            | 1.2%  | 0.0%     | 0.0%       | 0.0%           |                |       |      |                    |                           |
| Other                     | 0.8%  | 0.0%     | 0.0%       | 0.0%           | 0.0%           |       |      |                    |                           |
| Work                      | 32.0% | 0.4%     | 1.0%       | 1.8%           | 0.4%           | 0.2%  |      |                    |                           |
| Medical/Healthcare        | 7.6%  | 0.2%     | 0.4%       | 0.0%           | 0.0%           | 0.0%  | 1.0% |                    |                           |
| Personal Business/Errands | 7.6%  | 1.2%     | 0.4%       | 0.6%           | 0.0%           | 0.0%  | 0.8% | 0.2%               |                           |

For local Napa routes, 92% of respondents stated that both their origin and destination were in Napa. Another 3% stated that their origin and destination were not in the city of Napa and 2% were traveling to or from American Canyon. All local routes serve Napa exclusively. Passengers on local routes stating origins or destinations not in Napa may be referring to their original origin or final destination for their travel purpose.

The largest portion of Route 10 respondents were traveling between Napa and Vallejo (33.3%). Other intercity travel patterns included travel between Napa and American Canyon (8.5%), Napa and Calistoga (7.3%), and Napa and St. Helena (7.3%). Almost 14% of respondents were traveling within Napa. Route 10 provides service along two major corridors in Napa, Soscol Avenue and Trancas Street.

**Figure C-12 City to City Origin and Destination Pairs**

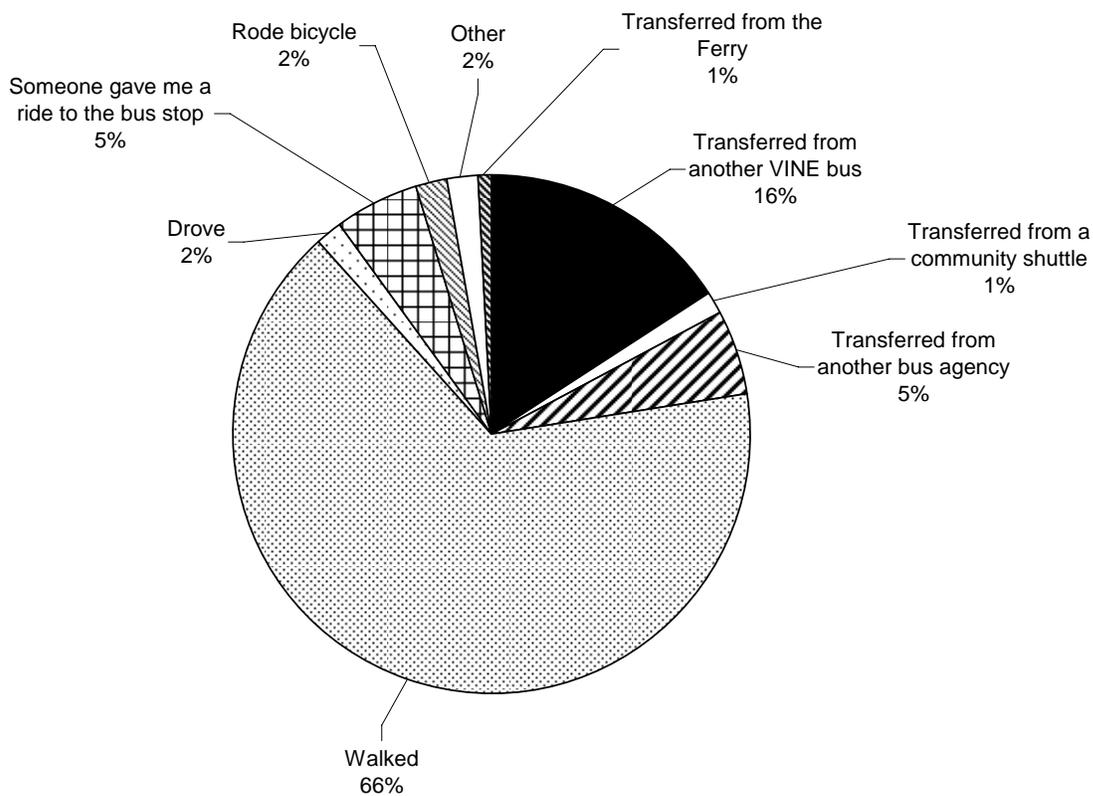
| Origin and Destination Cities                        | % of Trips |
|--|------------|
| <b>All Routes except Route 10</b>                    |            |
| Within Napa  | 92.0%      |
| Trips not involving Napa as an origin or destination | 3.4%       |
| Napa to/from American Canyon                         | 2.3%       |
| Napa to/from Calistoga                               | 0.6%       |
| Napa to/from Vallejo                                 | 0.6%       |
| Napa to/from Yountville                              | 0.6%       |
| Napa to/from Santa Rosa                              | 0.6%       |
| <b>Route 10 Only</b>                                 |            |
| Napa to/from Vallejo                                 | 33.3%      |
| Within Napa  | 13.6%      |
| Napa to/from American Canyon                         | 8.5%       |
| Napa to/from Calistoga                               | 7.3%       |
| Napa to/from St. Helena                              | 7.3%       |
| Napa to/from destinations outside of Napa County     | 4.5%       |
| Calistoga to/from St. Helena                         | 4.0%       |
| Napa to/from Yountville                              | 3.4%       |
| Within Vallejo                                       | 2.8%       |
| American Canyon to/from Vallejo                      | 2.8%       |
| St. Helena to/from Vallejo                           | 2.3%       |
| Calistoga to/from Vallejo                            | 1.1%       |
| Within St. Helena                                    | 1.1%       |
| Other  | 7.9%       |

### Mode of Access to and from Bus

Determining the mode of access to and from the routes is important because it is one indication of how well the routes are penetrating the service area. In general, routes should strive to be more accessible by walking than any other mode of transportation.

To access the bus stop at their origin, most passengers walked (66%). Sixteen percent of respondents transferred from another VINE bus and 5% each were driven to the bus stop or transferred from another bus agency route.

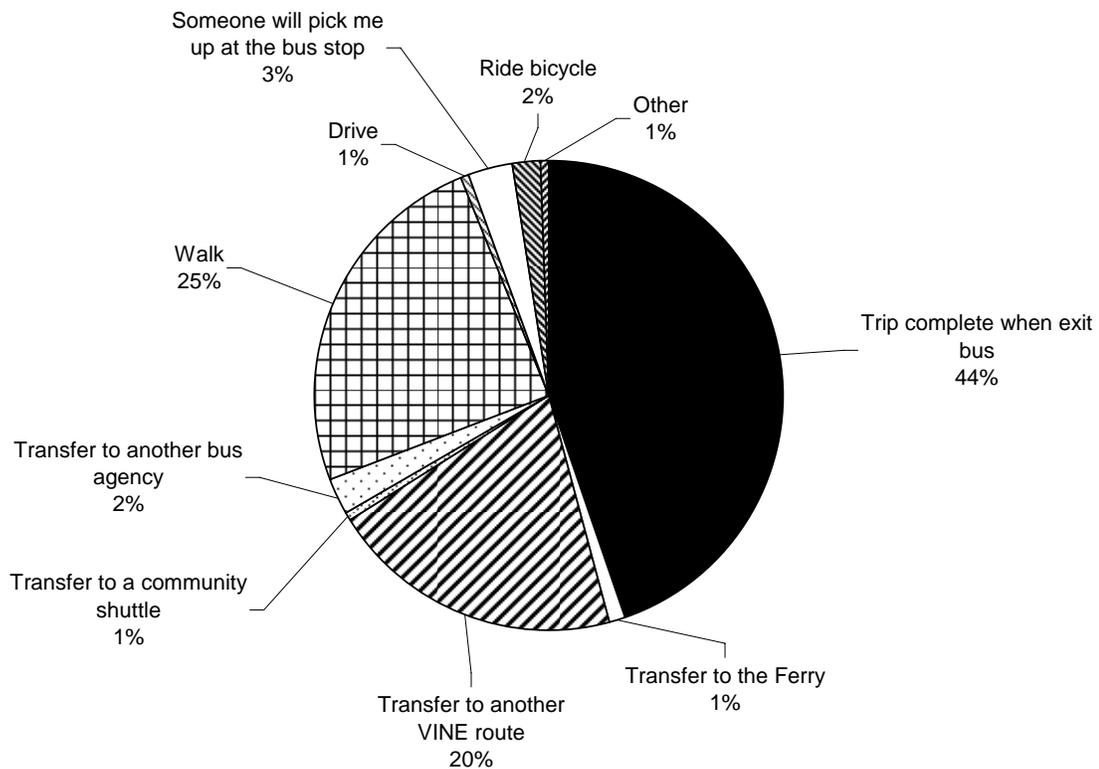
**Figure C-13 Mode of Access to Bus Stop**



Of the passengers walking to the bus stop, half walked 1-5 minutes, an indication that those passengers live within a quarter mile of the bus stop. A quarter mile is the general catchment area for walking to transit. Twenty-four percent of respondents had to walk for 11 or more minutes to get to the bus stop. Almost all passengers transferring from another bus agency used Vallejo Transit.

Upon exiting the bus, a large portion of passengers had completed their trip (44%). A quarter of passengers have to walk to their final destination, followed by 20% who transferred to another VINE route. A small portion of passengers transferred to community shuttles (1%) or another bus agency (2%).

**Figure C-14 Mode of Access to Final Destination**

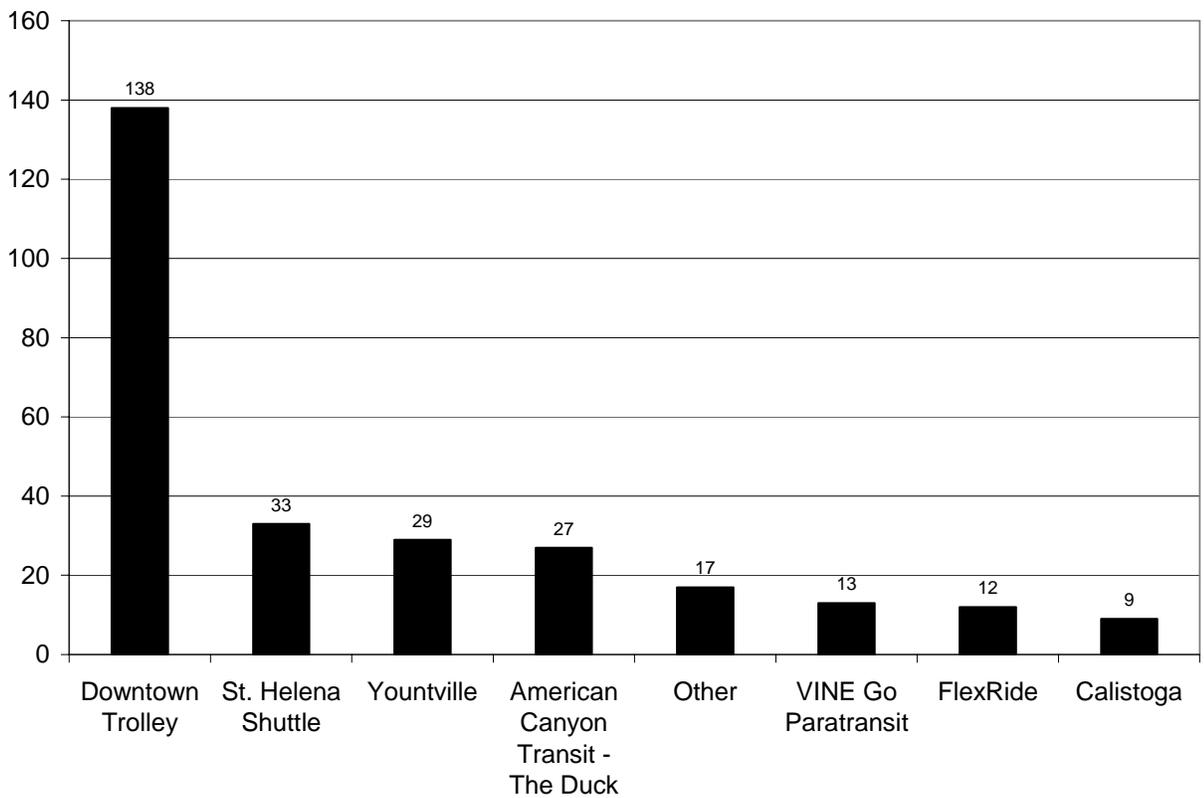


Of those walking, almost half of respondents only need to walk 1-5 minutes to get to their final destination. All respondents transferring to another bus operator stated that they were going to transfer to Vallejo Transit.

### Use of Other Napa Services

Passengers were asked which other NCTPA administered services they use. The largest number of respondents use the Downtown Trolley (138 respondents), followed by the St. Helena Shuttle (33), Yountville Shuttle (29), and American Canyon Transit (27).

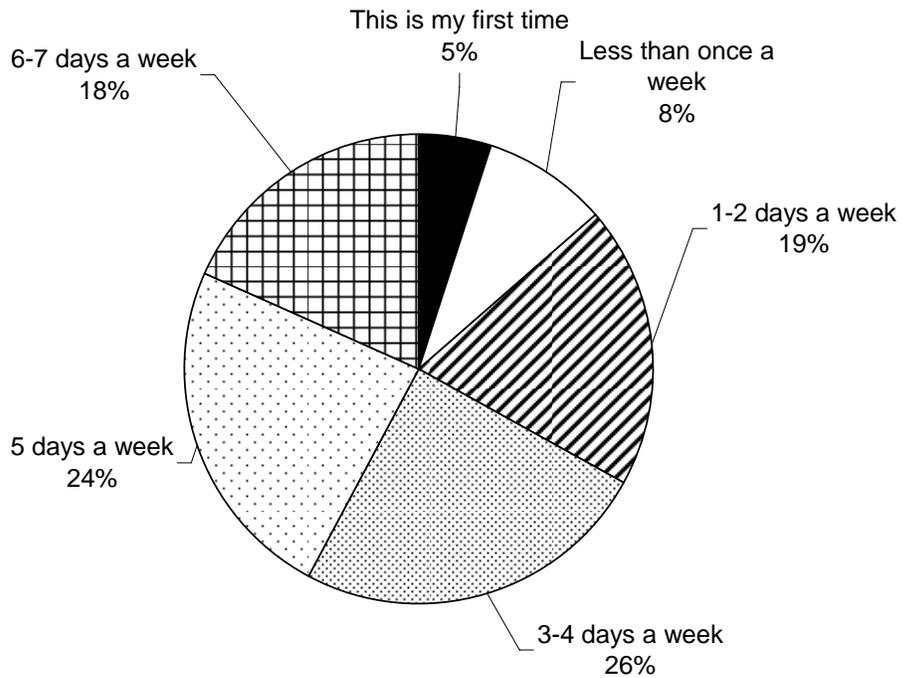
**Figure C-15 Other Napa Services Used**



### Frequency of Ridership

Forty-two percent of VINE respondents answered that they use the service five or more days per week. With the low auto ownership rate mentioned previously, riders depend on the service as their primary mode of transportation. A small percentage (5%) responded that this was the first time they had used VINE services.

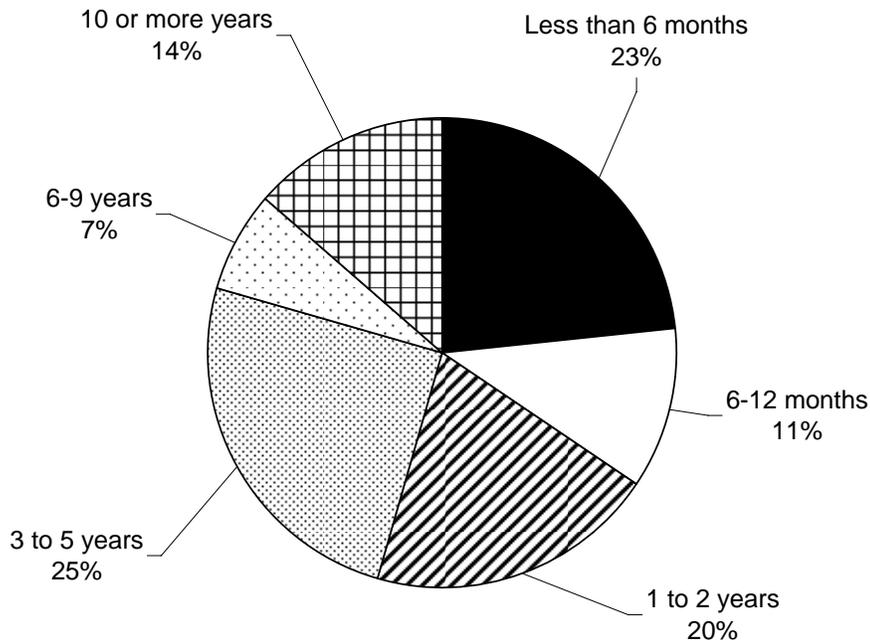
**Figure C-16 Frequency of Ridership**



### Duration of Ridership

Two-thirds of VINE respondents have been using the service for more than one year with 46% having used the service for three or more years. Almost a quarter of passengers have been using the service for less than 6 months.

**Figure C-17 Duration of Ridership**

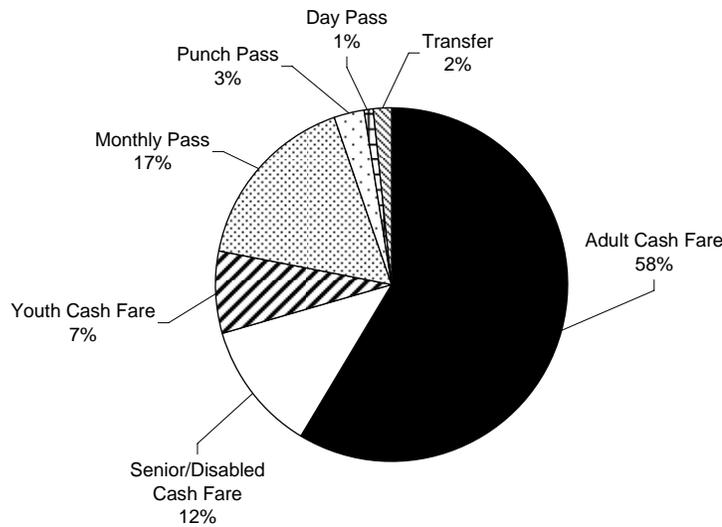


## Fare Media

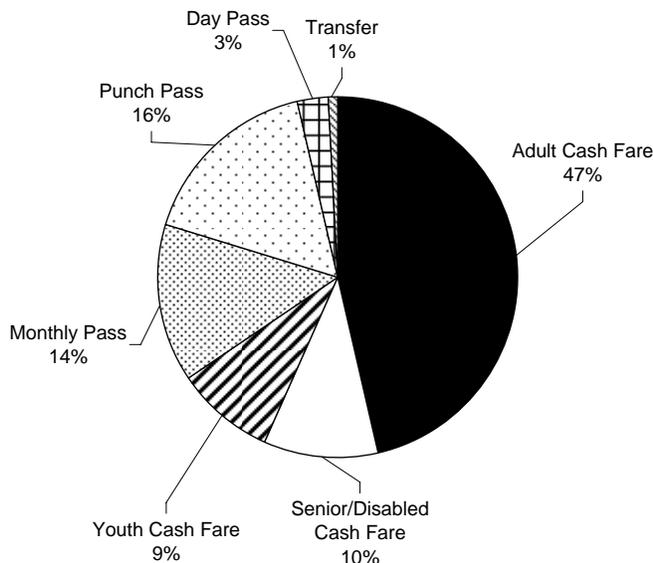
The largest portion of riders used the adult cash fare to pay for the trip. Route 10 riders were more likely to pay the adult cash fare (58%) compared to local route respondents (47%). Punch pass usage was much higher on local Napa routes with 16% of respondents stating they used a punch pass to pay for their ride, compared to only 3% of Route 10 respondents. Use of the youth, senior/disabled, transfer, and monthly pass were similar on the local and intercity services.

**Figure C-18 Fare Media**

Route 10



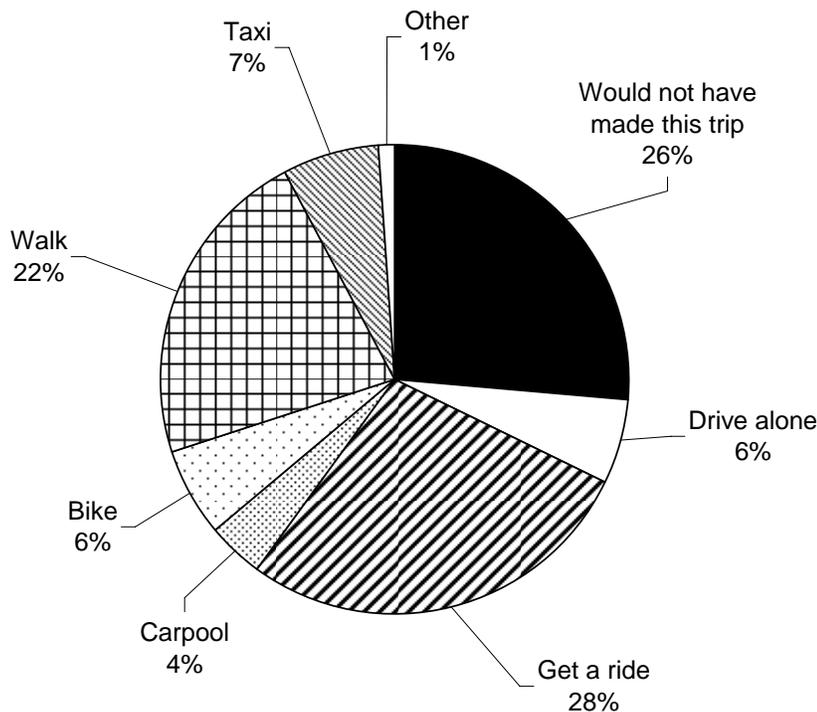
All Routes Except Route 10



## Transit Dependence and Alternatives to Transit

Over a quarter of respondents reported that they would not have made the trip had Napa VINE service not been available. This highlights the important role that VINE plays in providing mobility to people who are transit dependent. Twenty-eight percent of respondents would have gotten a ride and 22% would have walked without VINE.

**Figure C-19 Alternatives to Transit**



In addition to highlighting transit dependence, this question also relates to vehicle trip reduction. For transit-dependent riders it is sometimes thought that transit’s role in carrying these passengers does not contribute towards vehicle trip reduction. In fact, transit’s main impact toward vehicle trip reduction is in reducing “chauffeured” trips, represented here by people who say that they would “get a ride” if transit were not available. The largest portion of respondents (28%) stated that they would have gotten a ride. Chauffeured trips are different from carpools because they are made solely to transport a person. Reducing the need for these trips contributes to reducing vehicle trips and congestion. In total, 41% of respondents would have driven alone, gotten a ride, or taken a taxi. These responses represent reduced vehicle trips produced by having VINE available.

## Rider Opinions of VINE Service

### Passenger Ratings

Survey respondents were asked to rate VINE's performance on a variety of issues including driver courtesy, frequency of service, and fares, among others. In general, passengers are pleased with the service with 73% of respondents rating the overall service as "excellent" or "good". Almost every category received over 60% of respondents rating the category as "excellent" or "good" except for information at the bus stops, on-time performance, and frequency of service.

**Figure C-20 Passenger Ratings**

|                           | Excellent | Good  | Fair  | Poor  | No Opinion | Total % of Good & Excellent |
|---------------------------|-----------|-------|-------|-------|------------|-----------------------------|
| Driver courtesy           | 43.1%     | 33.5% | 16.9% | 4.0%  | 2.4%       | 76.6%                       |
| Rider information         | 36.8%     | 39.5% | 17.9% | 3.2%  | 2.7%       | 76.3%                       |
| Safety/security           | 33.1%     | 42.3% | 17.9% | 4.3%  | 2.5%       | 75.4%                       |
| Seating on bus            | 31.5%     | 43.9% | 17.1% | 6.7%  | 0.8%       | 75.4%                       |
| System easy to understand | 30.0%     | 41.5% | 21.0% | 4.6%  | 2.9%       | 71.5%                       |
| Overall bus service       | 29.6%     | 44.0% | 19.8% | 4.4%  | 2.3%       | 73.5%                       |
| Ease of transfers         | 27.5%     | 35.7% | 23.1% | 5.9%  | 7.8%       | 63.2%                       |
| Cleanliness of vehicles   | 27.4%     | 40.1% | 22.7% | 7.6%  | 2.2%       | 67.5%                       |
| Fares                     | 26.9%     | 35.4% | 26.5% | 7.7%  | 3.5%       | 62.3%                       |
| Information at bus stops  | 23.8%     | 34.0% | 21.3% | 16.6% | 4.3%       | 57.8%                       |
| On-Time Performance       | 22.6%     | 36.9% | 30.1% | 8.4%  | 2.0%       | 59.5%                       |
| Frequency of service      | 17.6%     | 38.0% | 31.1% | 11.2% | 2.1%       | 55.6%                       |

Respondents ranked driver courtesy the highest with 77% of respondents stating the driver courtesy was "excellent" or "good". Rider information received the second highest ratings (76%), followed by safety/security (75%), and seating on the bus (75%).

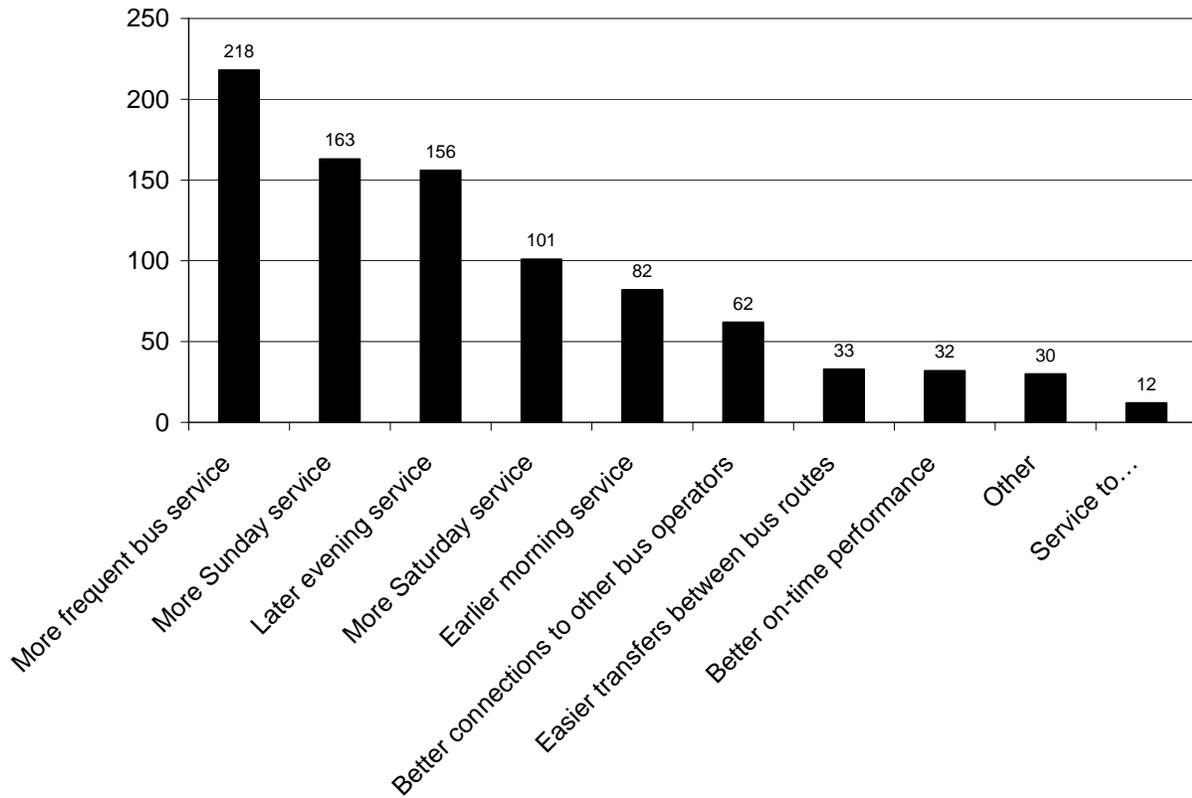
### Recommended Improvements

Consistent with the ratings above, "more frequent bus service" was the most requested service improvement. Survey respondents also wanted more Sunday service, later evening service, and more Saturday service. Better on-time performance, however, ranked as one of the least requested improvements.

Passengers who wanted service to more areas asked for service to Fairfield and San Francisco. Many also indicated locations currently served by VINE routes. This may be due

to passengers not understanding how to use all the bus routes or not knowing where routes go.

**Figure C-21 Requested Service Improvements**



When looking at requests by route, local riders were more likely to request later evening service and Route 10 riders were more likely to request additional Saturday service. Local Napa routes end service on weekdays at approximately 7:00 PM while Route 10 operates past 10:00 PM. Saturday frequency on Route 10 is reduced to approximately every 90 minutes while frequency is unchanged for local routes. Proportionally, about the same number of respondents wanted more Sunday service on local routes and Route 10.

**Frequency Improvement**

Passengers who responded that they wanted increased service frequency were asked “how often?”. A large majority of passengers requested service every 30 minutes (79%). Currently most routes operate hourly with routes 1, 3, and 5 offering 30 minute service in opposite directions on the route. A small percentage of riders asked for buses to come every hour and every 2 hours. Bus routes already provide these frequencies.

**Figure C-22 Requested Frequency Improvement**

| Frequency        | Responses | Percentage  |
|------------------|-----------|-------------|
| Every 15 minutes | 6         | 6%          |
| Every 20 minutes | 5         | 5%          |
| Every 30 minutes | 74        | 79%         |
| Every 40 minutes | 1         | 1%          |
| Every 45 minutes | 2         | 2%          |
| Every 50 minutes | 1         | 1%          |
| Every hour       | 4         | 4%          |
| Every 2 hours    | 1         | 1%          |
| <b>Total</b>     | <b>94</b> | <b>100%</b> |



# **APPENDIX D**

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## COMMUNITY SHUTTLE PASSENGER SURVEY



## Appendix D. Community Shuttle Passenger Survey

Passenger surveys were conducted in conjunction with the ridecheck effort. All passengers boarding the vehicles were asked to complete a survey. This chapter details the survey results of the three community shuttle routes:

- American Canyon Transit – The Duck
- St. Helena VINE Shuttle
- Yountville Shuttle

The passenger survey was identical to the VINE fixed-route survey and asked detailed questions about how each passenger completes his or her trip and transfers to other services as well as their opinions on the existing services. The survey also collected information on riders' personal characteristics, such as household size, income, and employment status.

The surveying effort was conducted on the following days:

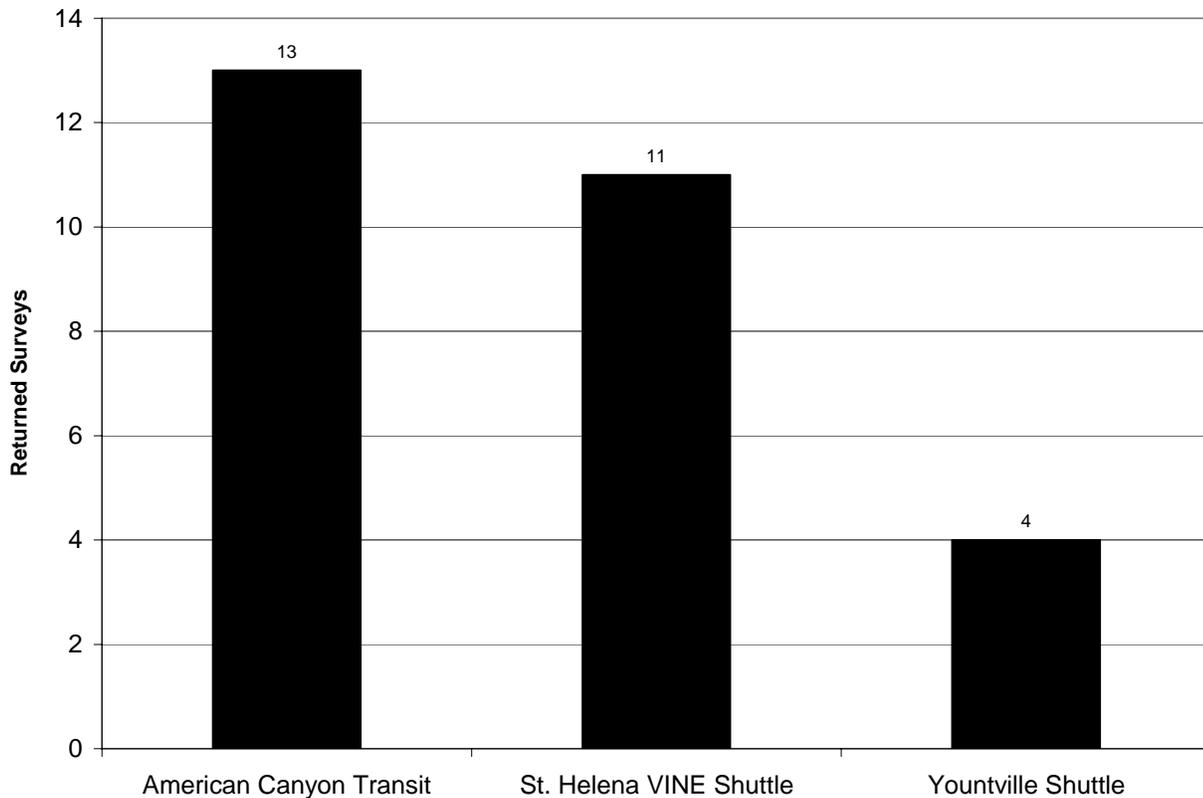
- American Canyon Transit – Thursday, October 18, 2007
- St. Helena VINE Shuttle – Thursday, October 18 and Thursday, November 1, 2007
- Yountville Shuttle – Thursday, October 18, Saturday, October 20, and Sunday, October 21, 2007

A total of 28 passenger surveys were returned from the three services. The low response rate was due to multiple factors including:

- Low ridership
- Short trip duration
- Low response rate from largely senior ridership

Surveys were available to passengers on all shuttles in English and Spanish. Tagalog surveys were also available to passengers on American Canyon Transit. All survey responses were in English however. The number of surveys returned by route is presented below.

**Figure D-1 Respondents by Service**



## Key Findings

While the number of surveys returned was low, many passengers, who did not wish to fill out a survey or did not have time to complete one, spoke with the surveyors. Anecdotally, passengers on all services appreciated the service and the flexibility the shuttles offered. The passengers were also pleased and complimentary towards the personalized service they receive from the drivers. American Canyon Transit riders were more likely to mention the poor on-time performance on the route than other shuttle services.

Overall, passengers were very pleased with the community shuttle services. All respondents rated the service as “good” or “excellent”. Requested improvements included Saturday service, later evening service, and improved frequency.

Most passengers were using the service from home to access shopping and work. The largest number of respondents stated they were retired. A majority of respondents also

made less than \$25,000 per year and did not have a vehicle in their household. Ethnically, approximately 45% of respondents were White/Caucasian and 19% each were Latino/Hispanic and Black/African American.

Less than half of riders use the services regularly (3 or more days per week). Most passengers accessed the service by walking.

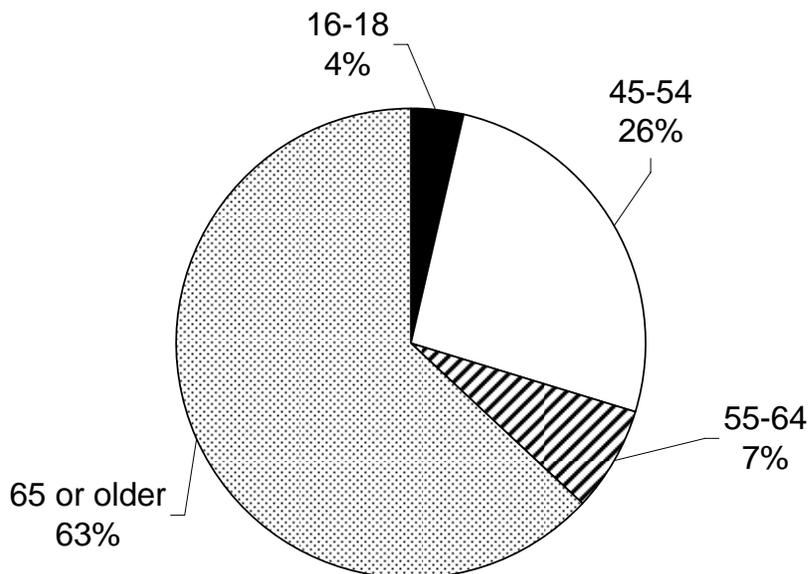
## Who Rides the Community Shuttles?

The following section provides a profile of current community shuttle riders.

### Age of Respondents

Of respondents, over 60% were 65 or older emphasizing the issue and perception that the community shuttle services are primarily for seniors and not the general public. No respondents were between the ages of 19 and 44. Four percent were younger than 19. Comparing services, only 38% of American Canyon Transit respondents were 65 or older while a majority of St. Helena and Yountville riders were 65 or older.

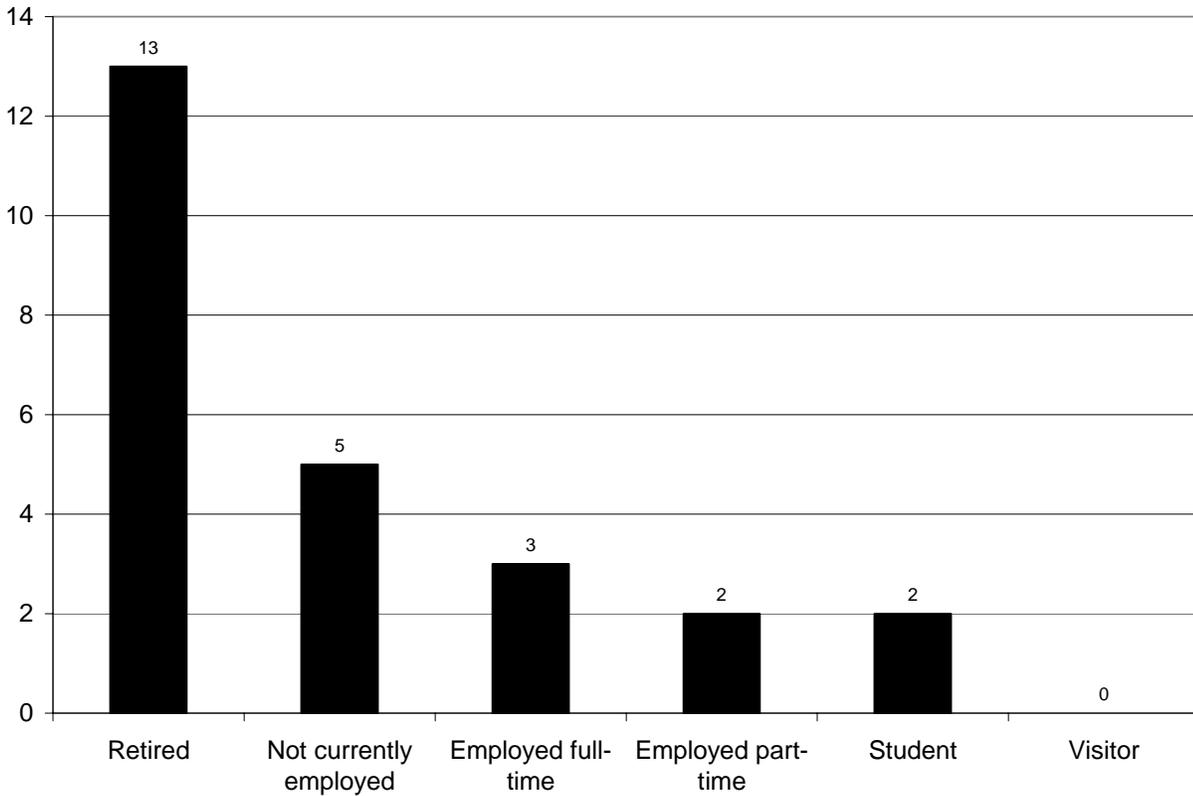
**Figure D-2 Age of Respondents**



### Employment Status

The largest number of respondents stated that they were “retired” followed by “not currently working”.

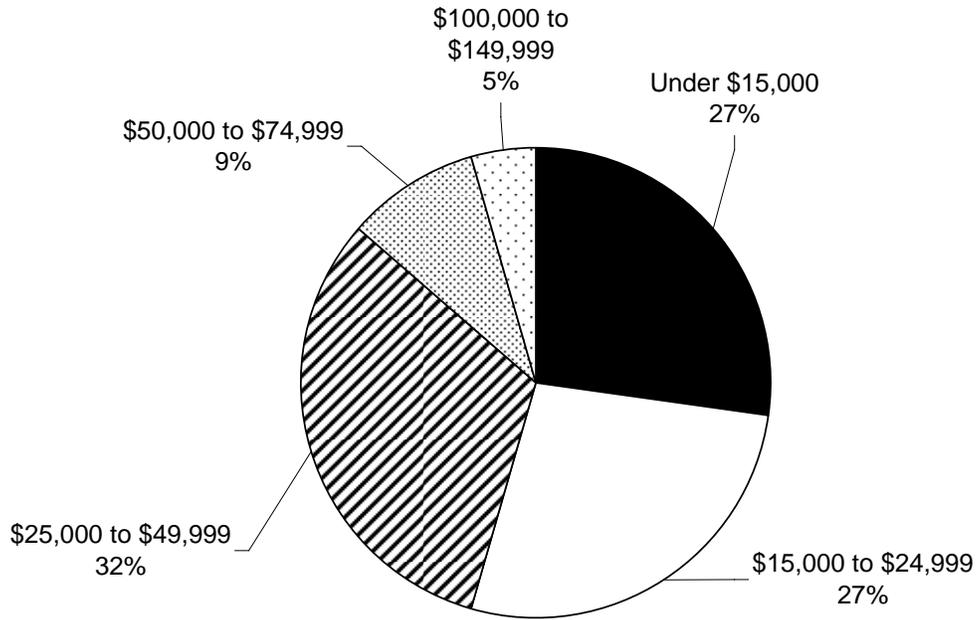
**Figure D-3 Employment Status**



## Income

As with VINE riders, overall income levels of respondents was low with 54% reporting that their household income was under \$25,000 per year. Only 14% of respondents lived in households with incomes higher than \$50,000.

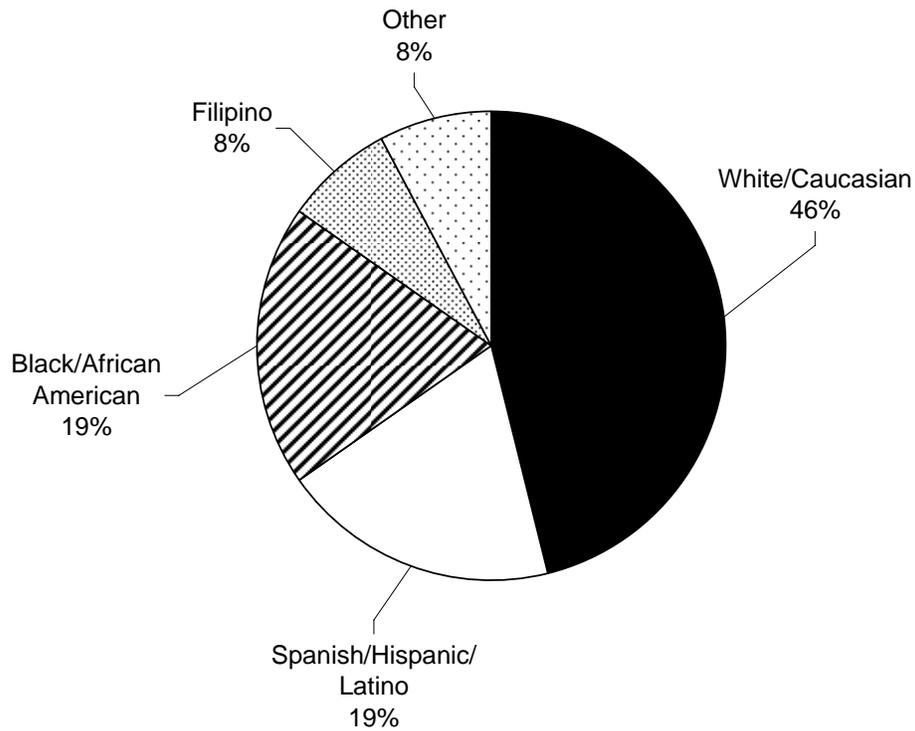
**Figure D-4 Income**



### Ethnicity

Community shuttle riders were primarily White/Caucasian (46%), followed by Hispanic/Latino (19%) and Black/African American (19%). Compared with the VINE fixed route results, the community shuttles were more likely to have a higher proportion of Black/African American riders and less Hispanic/Latino passengers.

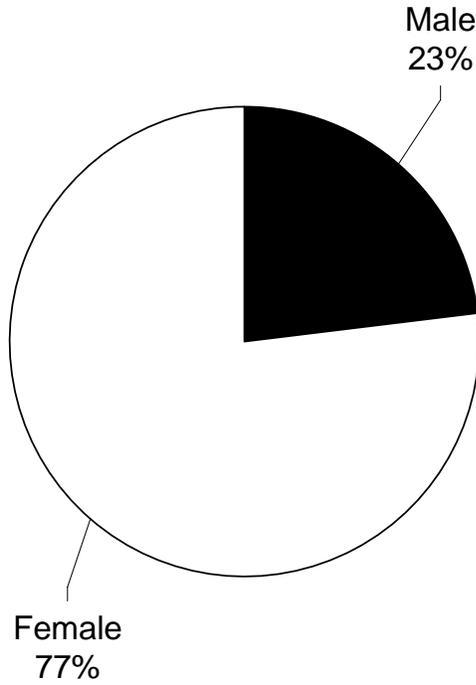
**Figure D-5 Ethnicity**



## Gender

More female passengers responded to the survey with females comprising over 75% of all responses.

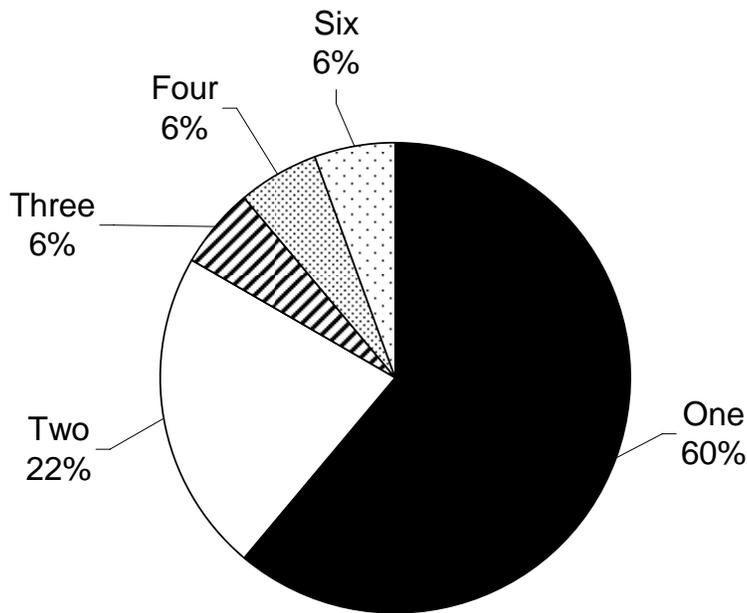
**Figure D-6 Gender**



### Household Size

When asked the size of their household, 60% of passengers responded that they live alone, a large difference from the 16% who responded the same on the VINE fixed-route survey. Twenty-two percent reported living in households of two people and 18% responded that they live in households of more than two people.

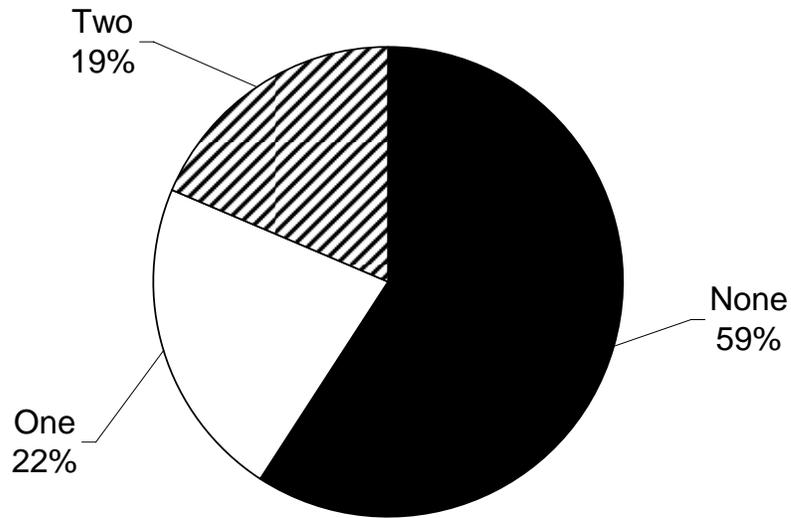
**Figure D-7 Household Size**



### Number of Motor Vehicles Available in Household

A majority of respondents (59%) answered that they have zero vehicles available to members of their household. Twenty-two percent responded having one vehicle available and 19% responded their households have two vehicles. Zero respondents checked that their households had more than two vehicles. The large number of zero vehicle households underscores the importance of these community shuttles to passengers.

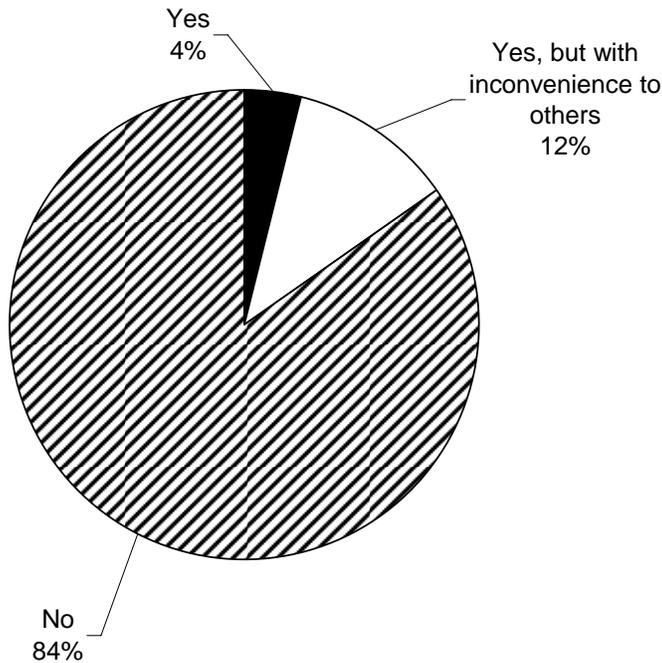
**Figure D-8** Number of Motor Vehicles Available



### Auto Access

Relating to vehicles available to the household, survey respondents were asked if a motor vehicle was available for the particular trip they were taking. Over 80% of respondents answered that another vehicle was not available for the trip. Twelve percent stated that a vehicle was available but at an inconvenience to others.

**Figure D-9 Auto Availability**



## How Riders Use Community Shuttle Services

Survey results show that riders are primarily walking to access the bus, are starting their trips from home, and have been riding the service for more than one year.

### Trip Purpose

To determine trip purpose, passengers were asked two questions: “Where are you coming from?” and “Where are you going to now?” In addition to major categories, such as home, work, and shopping, passengers were able to list the specific location of their destination.

Almost all passengers responded that they were either coming from or going home (96%). The largest portion of passengers were traveling between home and shopping (36%) followed by trips between work and home (20%). Passengers were also using the service between home and medical or healthcare purposes (12%) and for personal errands (16%). Popular shopping destinations were the St. Helena Safeway, American Canyon Safeway, and Napa Junction Shopping Center in American Canyon.

**Figure D-10 Trip Purpose**

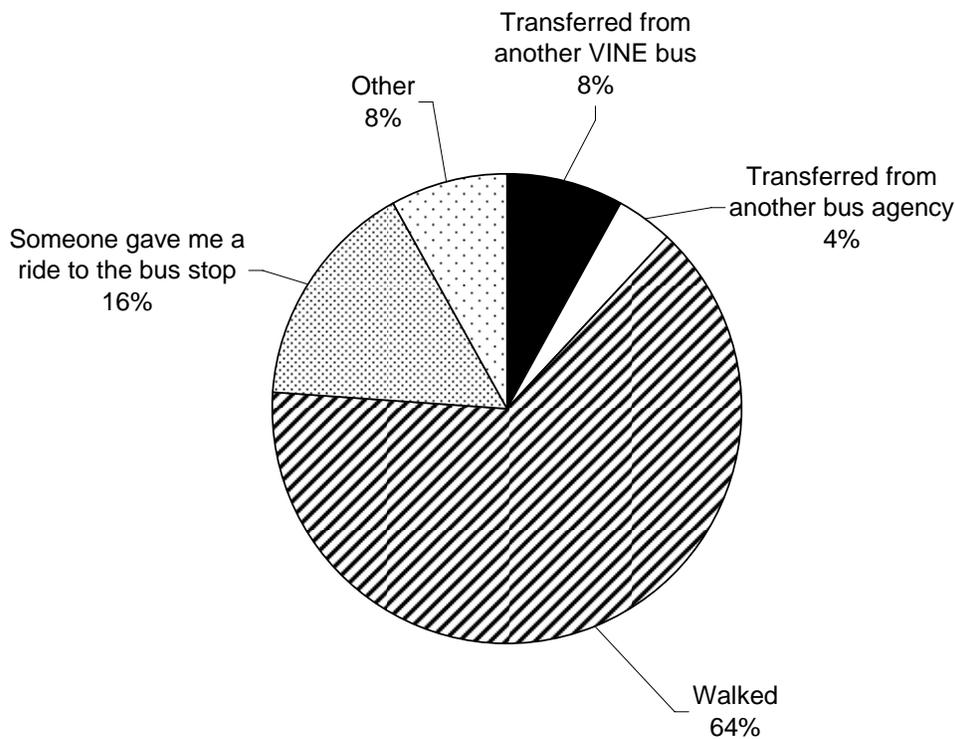
| To/From                   | Home | Shopping | Recreation | School/College | Other | Work | Medical/Healthcare | Personal Business/Errands |
|---------------------------|------|----------|------------|----------------|-------|------|--------------------|---------------------------|
| Home                      |      |          |            |                |       |      |                    |                           |
| Shopping                  | 36%  |          |            |                |       |      |                    |                           |
| Recreation                | 4%   | 0%       |            |                |       |      |                    |                           |
| School/College            | 8%   | 0%       | 0%         |                |       |      |                    |                           |
| Work                      | 20%  | 0%       | 0%         | 0%             | 0%    |      |                    |                           |
| Medical/Healthcare        | 12%  | 0%       | 0%         | 0%             | 4%    | 0%   |                    |                           |
| Personal Business/Errands | 16%  | 0%       | 0%         | 0%             | 0%    | 0%   | 0%                 |                           |

### Mode of Access to and from Bus

In general, routes should strive to be more accessible by walking than any other mode of transportation. All community shuttles offer to come to the home of senior and disabled passengers to make the service even more user friendly for those unable to walk to a nearby bus stop.

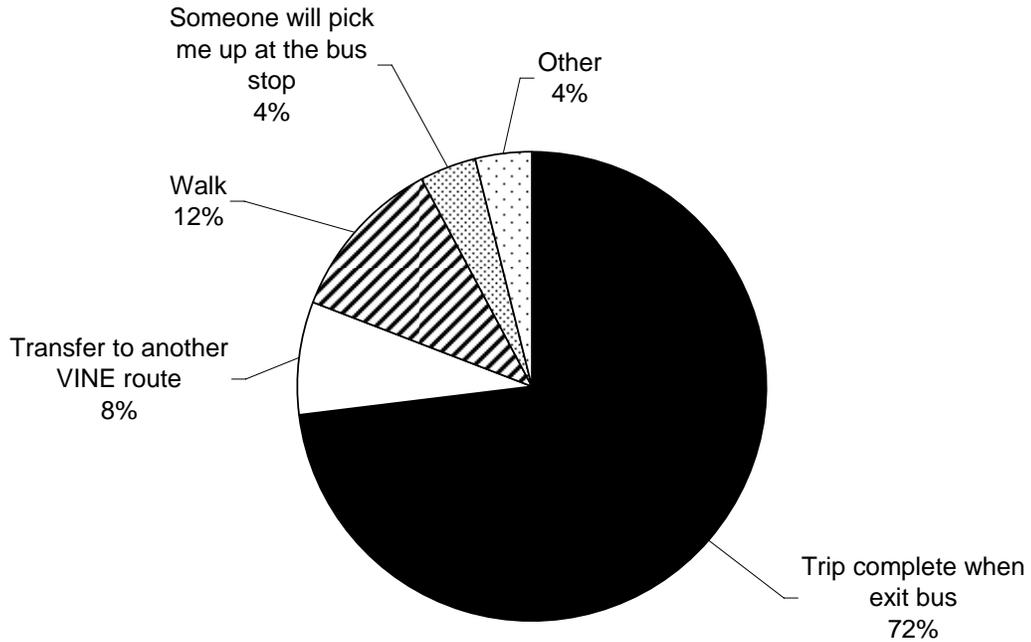
To access the bus stop at their origin, most passengers walked (64%). Sixteen percent of respondents were given a ride and 8% transferred from Route 10. An additional 8% answered "other", with those passengers stating that the vehicle come to their home.

**Figure D-11 Mode of Access to Bus Stop**



Upon exiting the vehicle, a large majority of passengers had completed their trip (72%). Another 8% were transferring to Route 10 to complete their trip and 12% were going to walk.

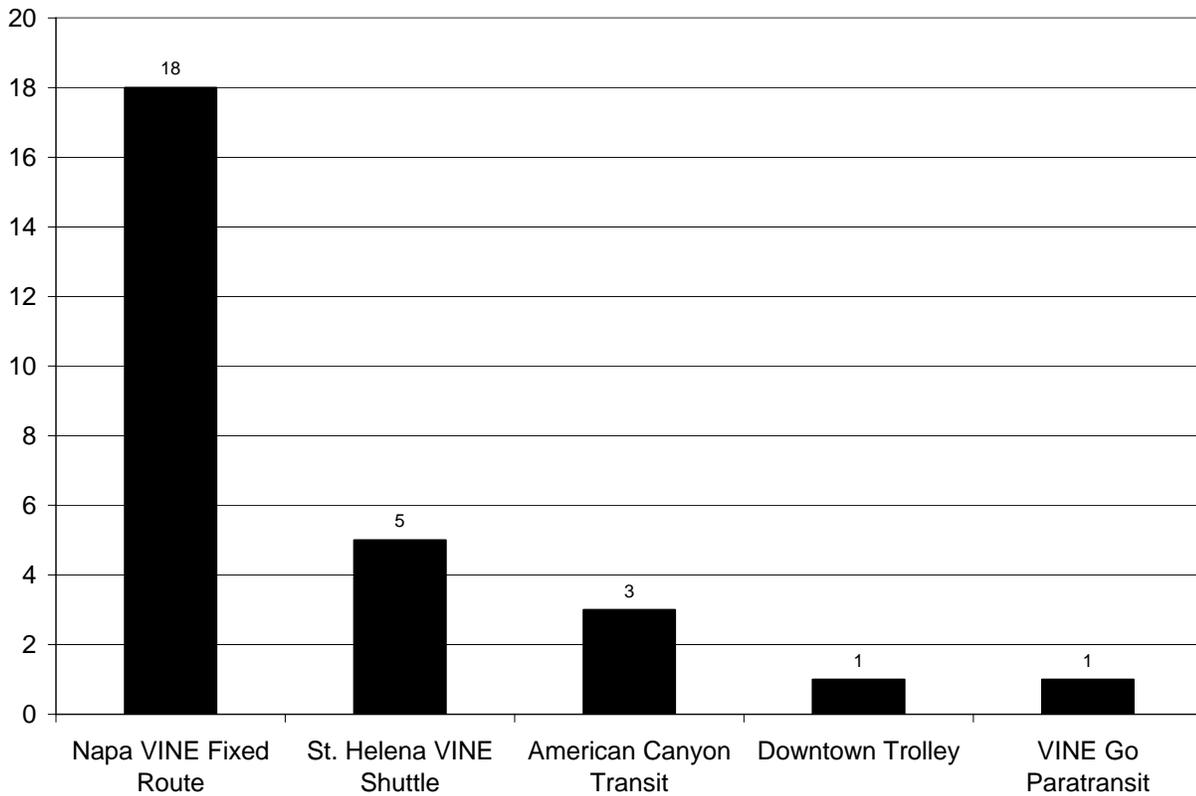
**Figure D-12 Mode of Access to Final Destination**



### Use of Other Napa Services

Passengers were asked which other NCTPA administered services they use. With all communities being served by Route 10, Napa VINE fixed-route service was the most popular choice (18 responses). Passengers also responded that they use the St. Helena VINE Shuttle, American Canyon Transit, VINE Go, and the Downtown Trolley.

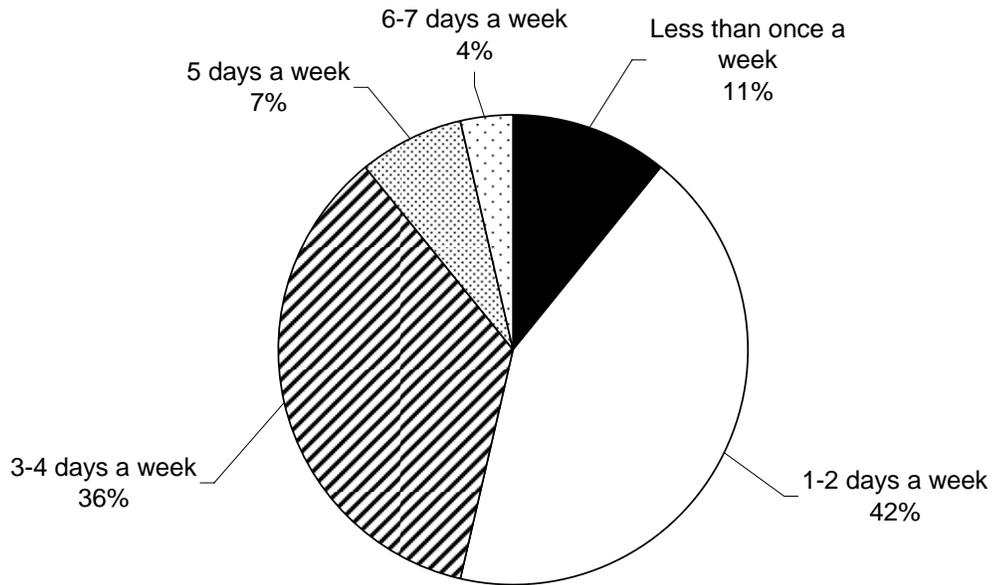
**Figure D-13 Other Napa Services Used**



### Frequency of Ridership

Unlike the VINE fixed-route services, community shuttle passengers rode the shuttles less regularly. Forty-two percent of riders only use the service 1-2 days per week and 11% use the service less than once a week. A total of 47% use the service more than 3 times per week.

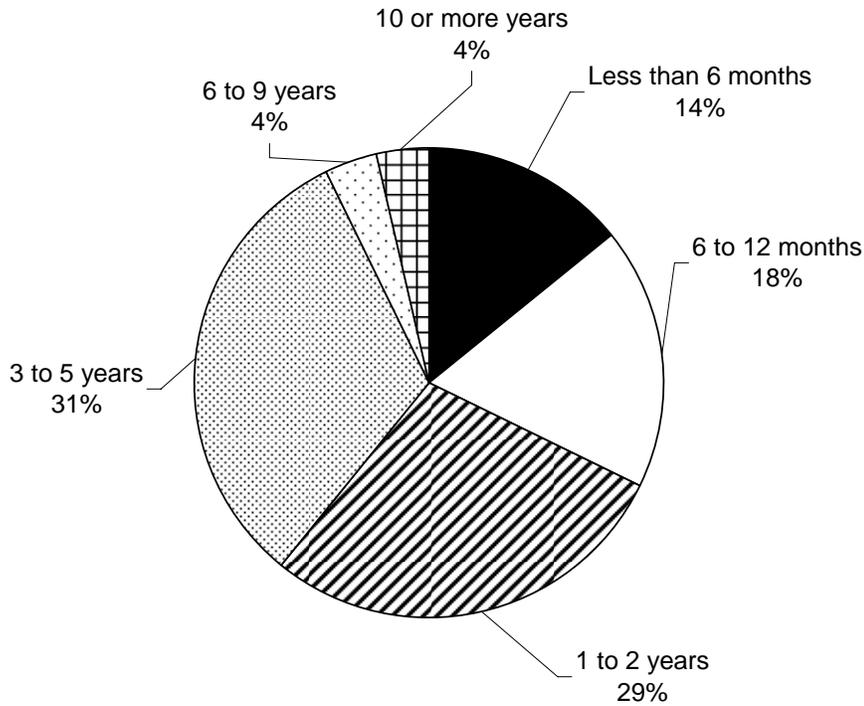
**Figure D-14 Frequency of Ridership**



### Duration of Ridership

A majority of riders have been using the community shuttles for over one year (68%), about as many as regular VINE fixed-route riders. Almost 40% have been using the services for over 3 years.

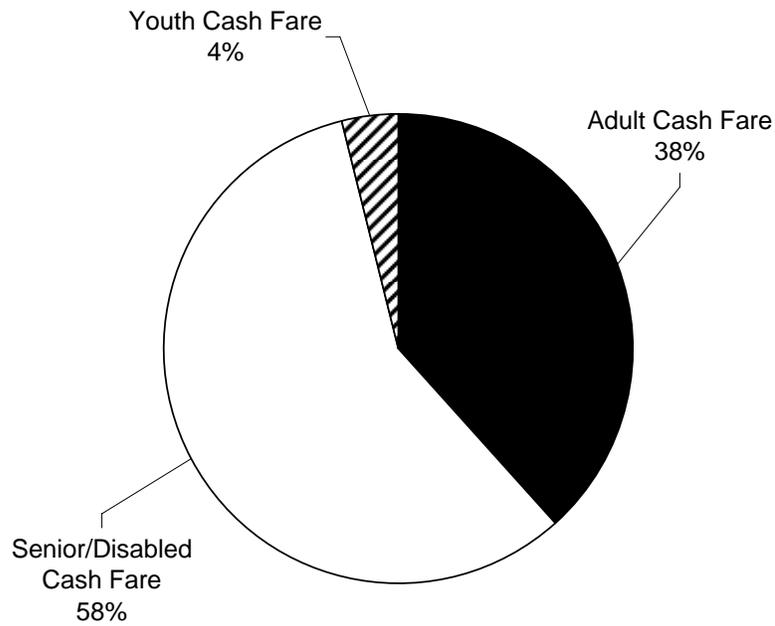
**Figure D-15 Duration of Ridership**



## Fare Media

With a free fare available on the St. Helena VINE Shuttle and Yountville Shuttle, some riders did not answer the fare question. Of those who responded, 58% paid the senior/disabled fare and 38% paid the cash adult fare. No respondents used a pass.

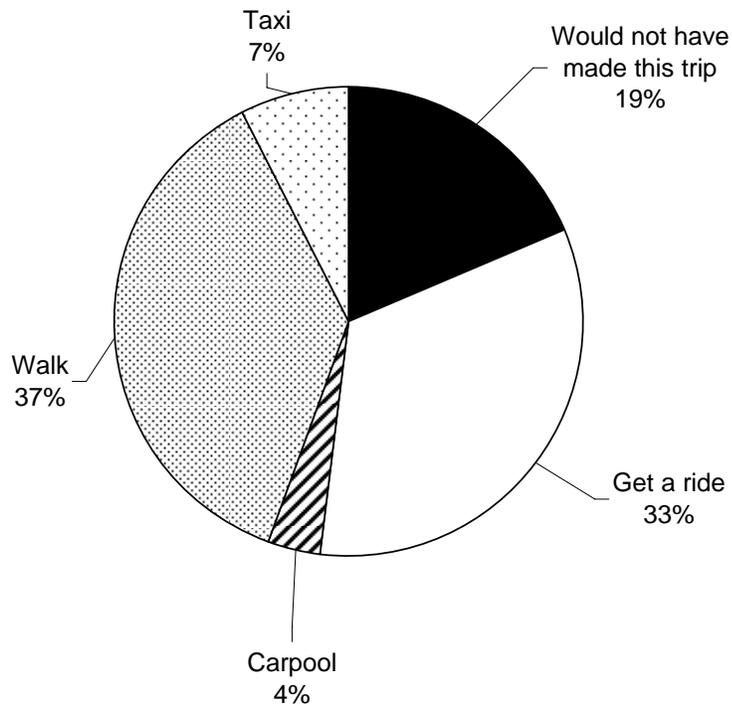
**Figure D-16 Fare Media**



## Transit Dependence and Alternatives to Transit

Nineteen percent of respondents reported that they would not have made the trip had the community shuttle service not been available. This highlights the important role that NCTPA plays in providing mobility to people who are transit dependent, especially seniors and passengers with disabilities whose options are limited. One-third of respondents would have gotten a ride and 37% would have walked without the service.

**Figure D-17 Alternatives to Transit**



## Rider Opinions of Community Shuttle Service

### Passenger Ratings

Survey respondents were asked to rate the community shuttles' performance on a variety of issues including driver courtesy, frequency of service, and fares among others. In general, passengers are extremely pleased with the service with 100% of respondents rating the overall service as "excellent" or "good". Almost every category received over 70% of respondents rating the category as "excellent" or "good" except for information at the bus stops. Driver courtesy received the highest ratings with 96% stating that driver courtesy is "excellent". Even with the poor on-time performance mentioned anecdotally on American Canyon Transit, over 80% of respondents said on-time performance was "good" or "excellent".

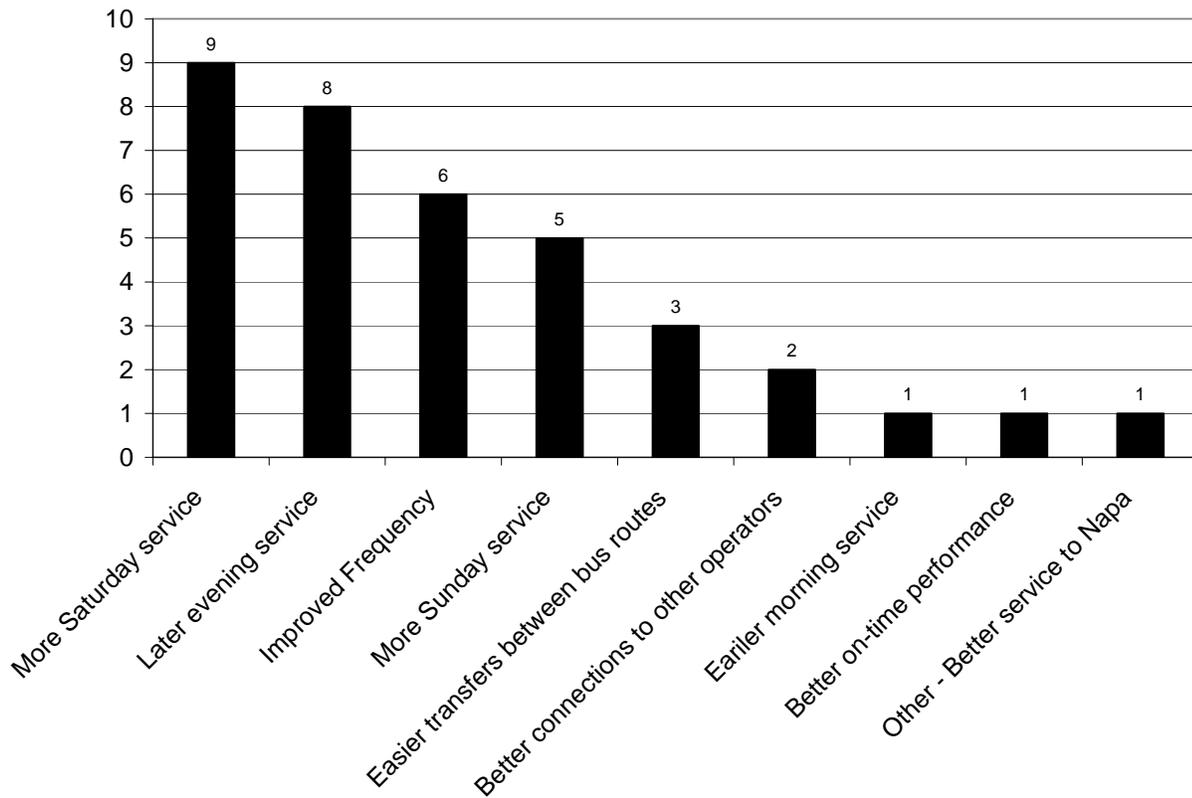
**Figure D-18 Passenger Ratings**

|                           | Excellent | Good  | Fair  | Poor | No Opinion | Total % of Good & Excellent |
|---------------------------|-----------|-------|-------|------|------------|-----------------------------|
| Driver courtesy           | 95.8%     | 4.2%  | 0.0%  | 0.0% | 0.0%       | 100.0%                      |
| Overall bus service       | 91.3%     | 8.7%  | 0.0%  | 0.0% | 0.0%       | 100.0%                      |
| Fares (cost)              | 83.3%     | 8.3%  | 8.3%  | 0.0% | 0.0%       | 91.7%                       |
| Seating on bus            | 80.0%     | 20.0% | 0.0%  | 0.0% | 0.0%       | 100.0%                      |
| On-time performance       | 76.9%     | 15.4% | 7.7%  | 0.0% | 0.0%       | 92.3%                       |
| Safety/security           | 73.1%     | 26.9% | 0.0%  | 0.0% | 0.0%       | 100.0%                      |
| System easy to understand | 69.6%     | 26.1% | 4.3%  | 0.0% | 0.0%       | 95.7%                       |
| Cleanliness of vehicles   | 68.0%     | 32.0% | 0.0%  | 0.0% | 0.0%       | 100.0%                      |
| Rider information         | 60.9%     | 30.4% | 4.3%  | 4.3% | 0.0%       | 91.3%                       |
| Ease of transfers         | 50.0%     | 35.0% | 5.0%  | 5.0% | 5.0%       | 85.0%                       |
| Information at bus stops  | 45.5%     | 22.7% | 18.2% | 9.1% | 4.5%       | 68.2%                       |
| Frequency of service      | 39.1%     | 56.5% | 4.3%  | 0.0% | 0.0%       | 95.7%                       |

### Recommended Improvements

The largest number of passengers responded that they wanted more Saturday service. Currently St. Helena and American Canyon have no local routes operating in their cities on weekends; only Route 10 has weekend service through the communities. Passengers also requested later evening service and improved frequencies. Better on-time performance was only requested by one passenger on American Canyon Transit.

**Figure D-19 Requested Service Improvements**



# **APPENDIX E**

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## VINE GO PASSENGER SURVEY



## Appendix E. VINE Go Passenger Survey

The final surveying effort undertaken as part of the Napa County SRTP update was to survey VINE Go paratransit passengers. NCTPA staff provided Nelson\Nygaard with the list of passengers using the service between October 22, 2007 and October 28, 2007. The list contained 129 unique passengers. Using a NCTPA approved survey, the paratransit phone survey was conducted on weekdays from Friday, November 9 through Tuesday, November 13. All passengers on the list were contacted. Phone numbers with no answer were called back up to four times. Persons declining the survey were not contacted again. Staff received 50 completed surveys (39% response ratio).

Respondents were asked a variety of service questions including questions about hold policies, on-time performance, and driver skill and courtesy. Survey respondents were also asked questions about their travel patterns on VINE Go, language barriers, and use of other transit services. A sample survey is available in the appendix.

### Key Findings

In general, VINE Go received very favorable reviews. Most respondents (74%) rated the overall service as either “good” or “excellent”. Respondents also stated that they are rarely put on hold, schedulers answer their calls promptly, and drivers provide a professional and courteous service to them.

Respondents stated that they most often use VINE Go to access medical appointments, shopping, and meal or day programs. Most riders only use the service within their hometown, however, respondents not residing in Napa were more likely to use VINE Go for connections to services in other cities.

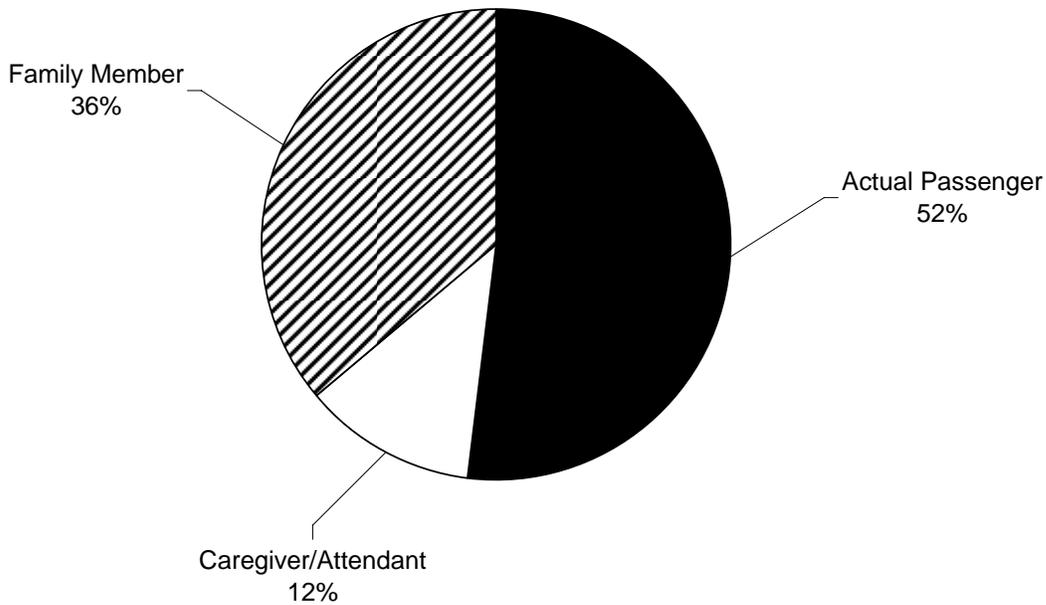
### VINE Go Passenger Characteristics

To keep the phone survey short in order to avoid survey fatigue, a limited number of questions were asked about the passengers’ characteristics.

### Respondent Type

The initial survey question asked who the survey respondent was. Of the respondents, 52% were the actual VINE Go paratransit user. Other respondents spoke on behalf of the passenger including family members (36%) and caregivers or attendants (12%).

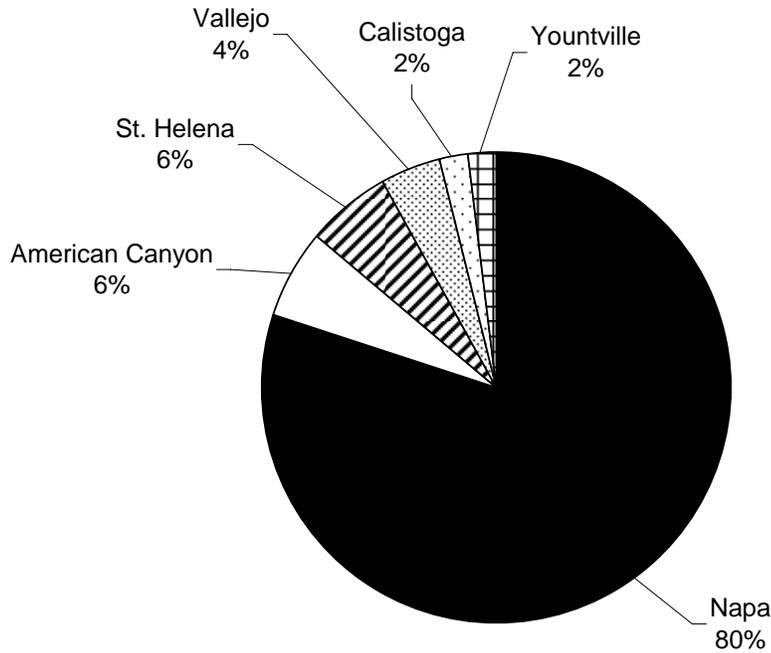
**Figure E-1 Respondent Type**



### City of Residence

A large majority of respondents lived in the city of Napa (80%). American Canyon and St. Helena respondents comprised 6% each of the total. Four percent of respondents were from Vallejo and one respondent each was from Calistoga and Yountville.

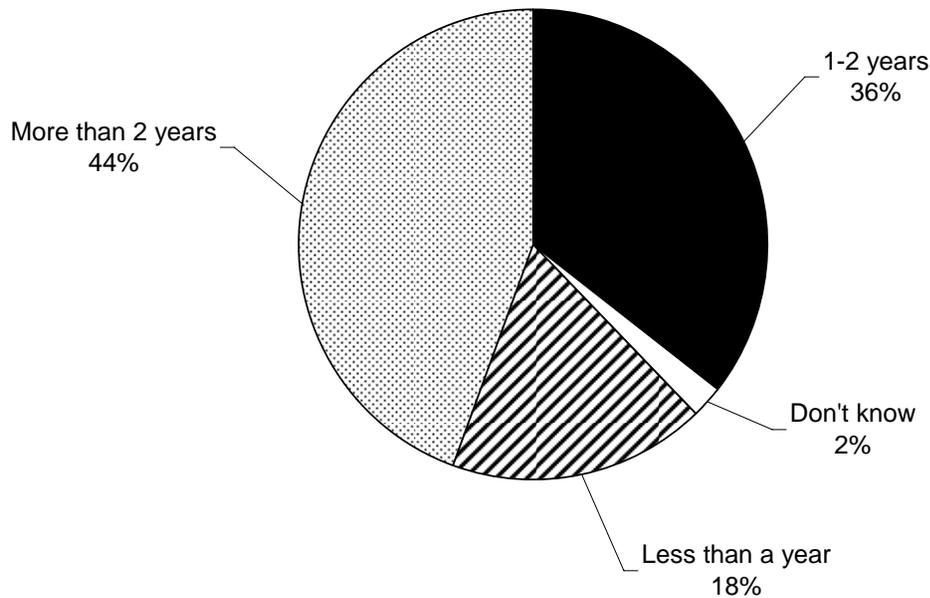
**Figure E-2 City of Residence**



### Length of Ridership

Respondents were asked how long they have been using VINE Go paratransit. Eighty percent of respondents have been using VINE Go for one year or more. Eighteen percent have been using the service for under one year and one respondent was unsure.

**Figure E-3 Length of Ridership**



## How Riders Use VINE Go

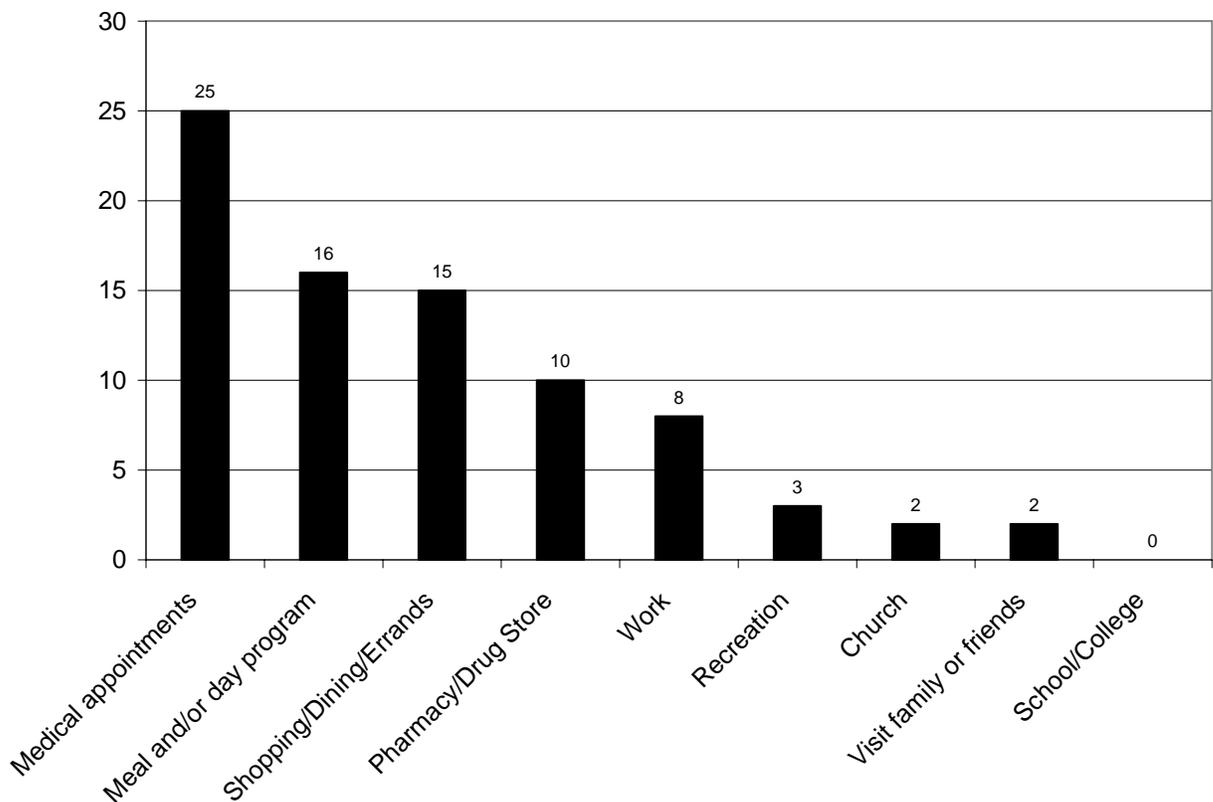
Respondents were asked questions about what types of trips they use VINE Go for, if they use fixed-route services, and which services they use.

### Trip Purposes

Survey respondents were asked what type of trips they most commonly make using VINE Go. Respondents were asked if they used VINE Go for each type of trip purpose listed in the survey.

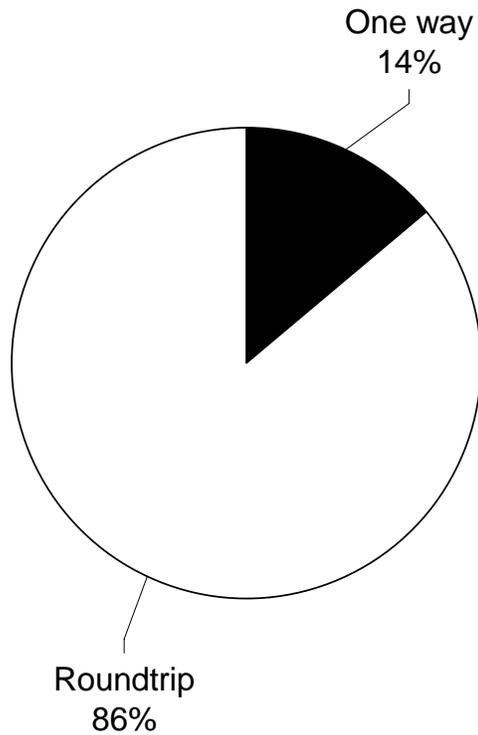
The most common trip purpose mentioned was medical appointments (25), followed by meal/day programs (16), and shopping/errands (15). Respondents used the service much less for recreation purposes, church, and no passengers used it to access school or college.

**Figure E-4 Common Trip Purposes on VINE Go**



When scheduling VINE Go trips for medical appointments, shopping, and other purposes, most respondents schedule a roundtrip (86%) to ensure a way home.

**Figure E-5 Type of Trip Scheduled**

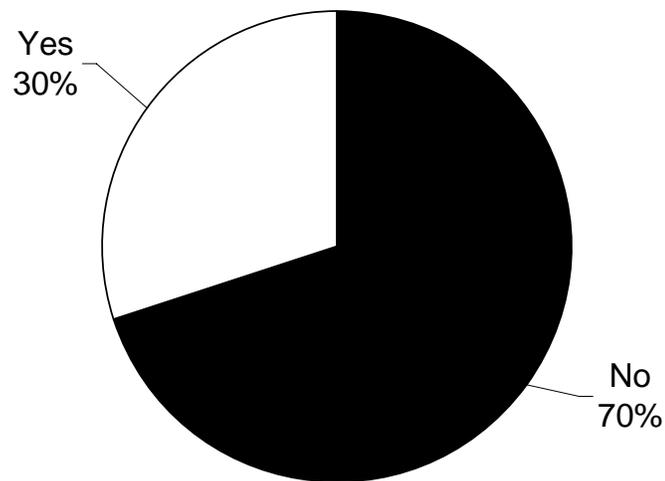


## Travel Patterns

Respondents were asked whether they use VINE Go to access services outside of their hometown. Seventy percent answered that they do not use VINE Go to travel between cities. Most respondents reside in the city of Napa where services including shopping and medical centers are concentrated. Passengers not living in Napa were more likely to use VINE Go to access services in other cities.

Of those passengers traveling between cities, 7 responded that they travel to Napa, 6 to Vallejo, and 1 each use VINE Go for connections with St. Helena and Fairfield.

**Figure E-6 Use VINE Go to Access Services in Other Cities**

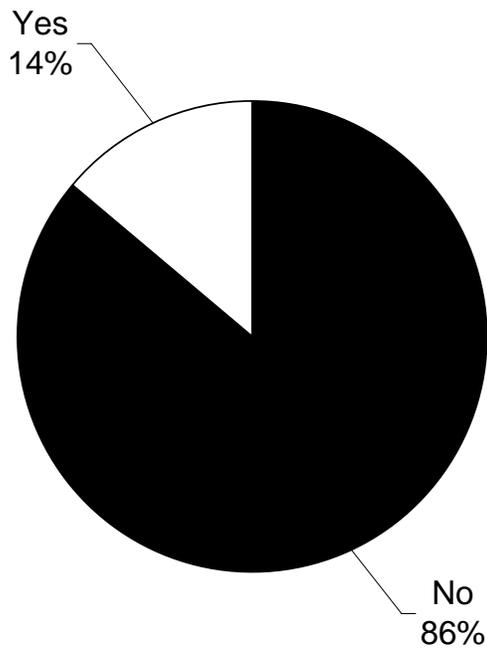


### Use of Fixed-Route Services

To gauge how many passengers use fixed-route services in the county, passengers were asked if they ever use any fixed-route or “regular” bus routes. Only 14% of respondents stated that they use fixed-route buses. This emphasizes the role that VINE Go plays in connecting persons to services they may not normally have access to.

Passengers responding positively were then asked which bus routes and services they use. All responded that they use only Napa VINE buses and mentioned use of Routes 3, 4, 5, 6, and 10.

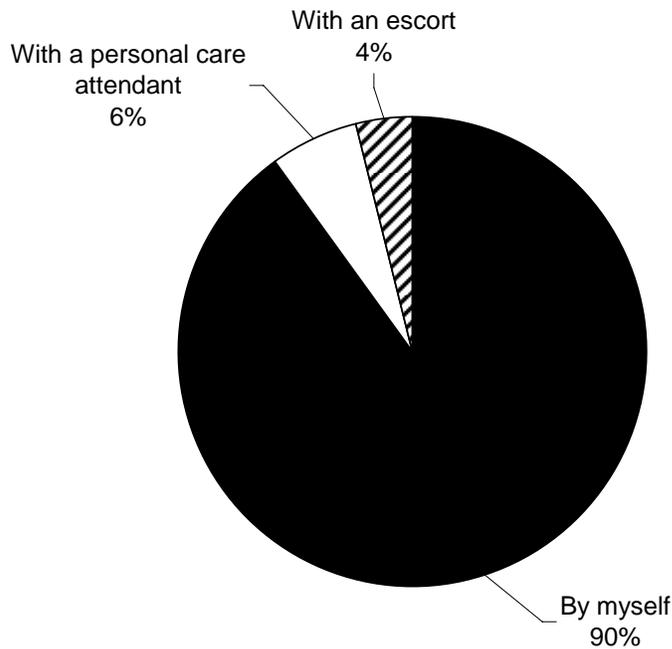
**Figure E-7 Use of Fixed-Route Bus Services**



## Use of Personal Care Attendants and Escorts

According to the Americans with Disabilities Act (ADA), ADA certified passengers are allowed to have with them a personal care attendant who may ride for free and an escort who may ride at the full fare. Most VINE Go respondents stated that they use the service alone (90%). Six percent stated that they travel with a personal care attendant and 4% with an escort. No respondents stated that they travel using a personal care attendant and an escort.

## Use of Personal Care Attendants and Escorts



## VINE Go Scheduler and Driver Experience

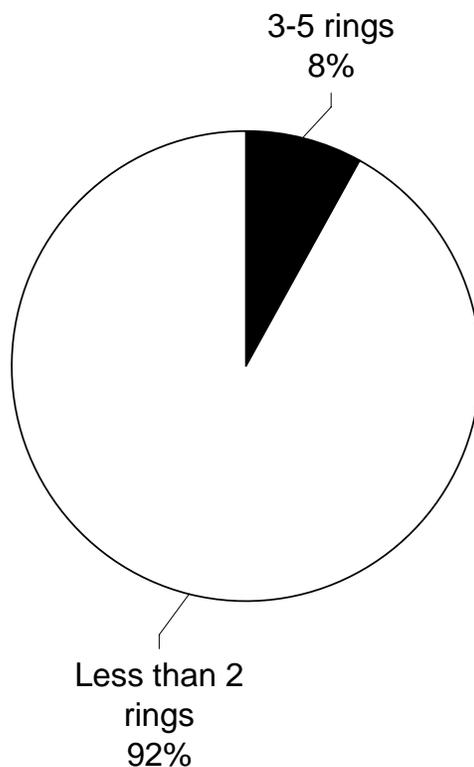
In addition to VINE Go use questions, respondents were asked questions about VINE Go service delivery such as on-time performance and scheduler specific questions.

### Scheduling a Trip

#### Number of Telephone Rings

Respondents were asked how many times the phone typically rings before a VINE Go scheduler answers the phone to take their call. VINE Go performed very well in this category with over 90% of respondents mentioning that their call is answered in 2 rings or less. No respondents stated that the phone rings more than 5 times before being answered.

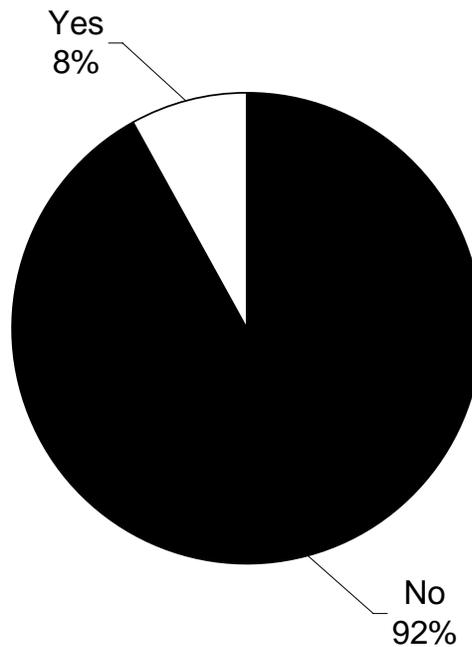
**Figure E-8 Number of Telephone Rings**



### Call Hold

Respondents were also asked if the scheduler usually puts them on hold once the phone has been answered. Once again, schedulers performed very well and only 8% responded that they are put on hold. Of those being put on hold, all responded that they are usually on hold for less than 2 minutes.

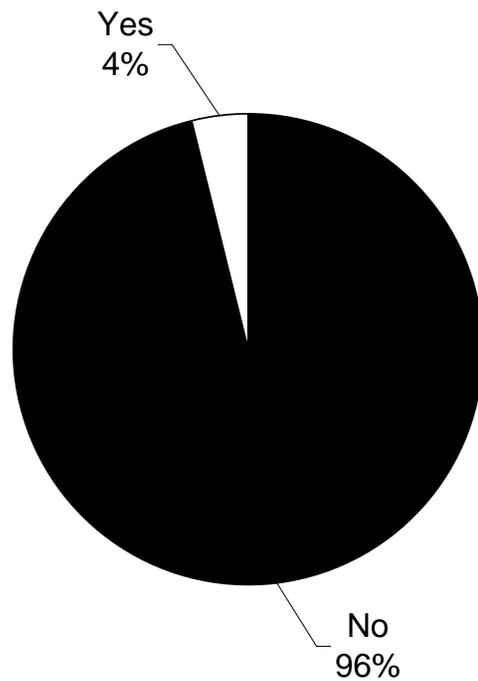
**Figure E-9 When calling, are you put on hold?**



### Language Barriers

Respondents were also asked if they ever encounter any language barriers when contacting a scheduler to make a trip on VINE Go. Only two respondents stated that they have had a problem in the past and both requested that Spanish schedulers be made available more often. It should be noted that this survey was administered in English only.

**Figure E-10 Language Barrier**



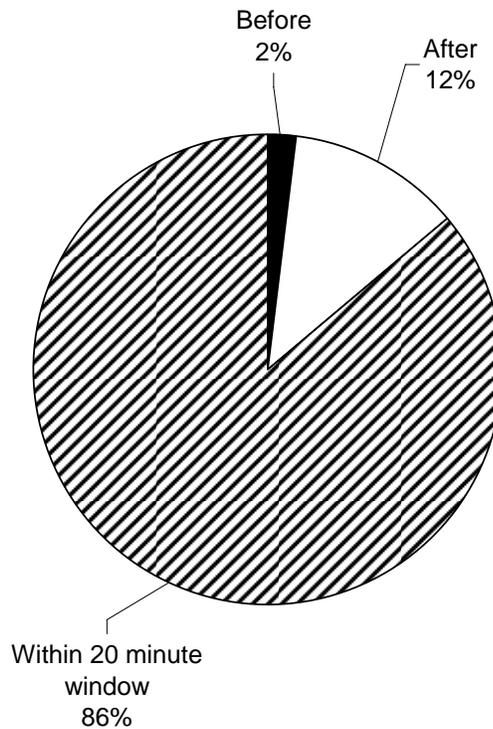
## Service Experience

### Vehicle Arrival Time

When scheduling a trip on VINE Go, the scheduler gives the passenger a 20-minute period in which the vehicle will arrive at their home. The window for on-time arrival is 5 minutes before to 15 minutes after the scheduled pick-up time.

Respondents reported excellent on-time performance with 86% stating that the vehicle arrives within the 20-minute window, 2% before, and 12% after.

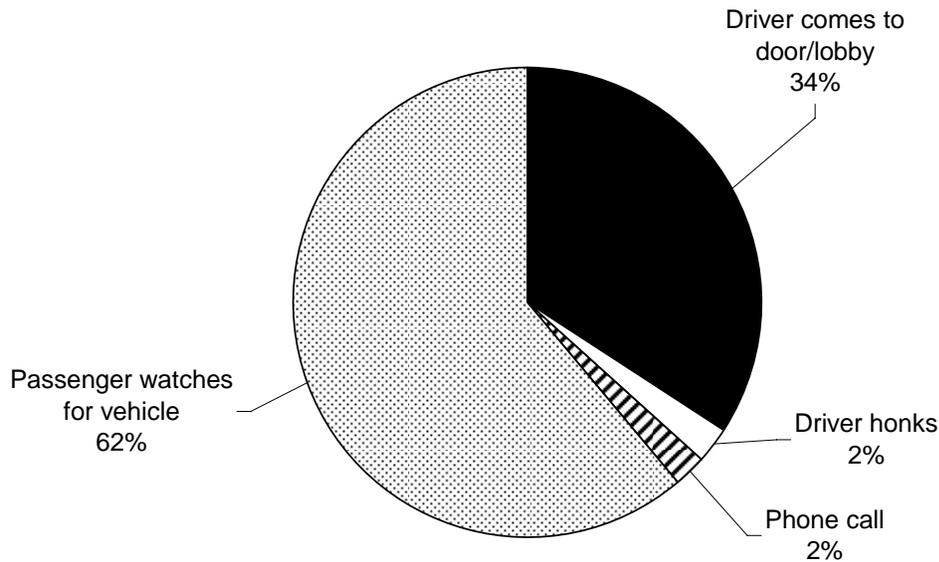
**Figure E-11 On-time Arrival Window**



### Vehicle Arrival Signal

Survey respondents were asked how they are notified when the VINE Go vehicle arrives. Most passengers watch and wait for the vehicle to arrive instead of the driver signaling to the passenger (62%). Thirty-four percent stated that the driver comes to the lobby or to the door of their residence to inform them that he/she has arrived.

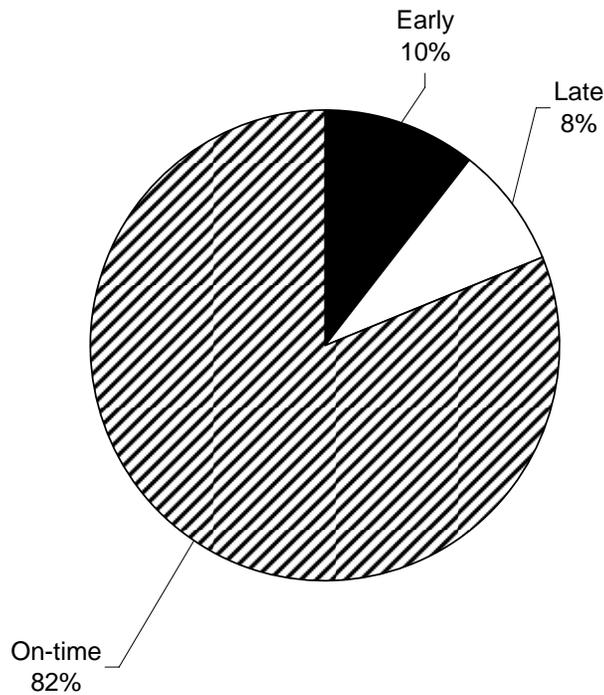
**Figure E-12 Vehicle Arrival Signal**



### Arrival at Scheduled Appointments

When asked if the vehicle is able to get them to their destinations/appointments on time, 82% stated they usually arrive on-time to their appointments. Only 8% reported that they generally arrive late.

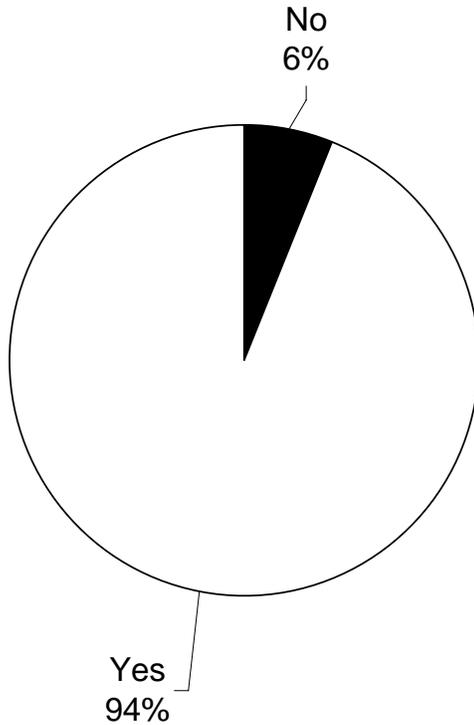
**Figure E-13 Arrival to Scheduled Appointments**



### Driver Courtesy

Most passengers responded that VINE Go drivers are usually professional and courteous to them when riding (94%). While performing the phone survey, many survey respondents praised the drivers and the personal level of service they often receive while using VINE.

**Figure E-14 Driver Courtesy**



## Riders Opinions of VINE Go

Overall VINE Go passengers were very satisfied with the service. Overall satisfaction received the highest number of “excellent” responses (44%) and a total of 74% stated that the overall service was “good” or “excellent”. Driver courtesy and skill of the driver scored the highest of all the categories with 92% receiving “good” or “excellent” ratings.

While no category scored below 60% for “good” and “excellent”, ease of scheduling a trip and ability of scheduler to answer questions scored poorest of the categories. Eighteen percent of passengers rated the ease of scheduling a trip as either “poor” or “very poor” and 12% rated the ability of the scheduler to answer questions the same way.

**Figure E-15 Service Ratings**

|  | Excellent | Good  | Fair  | Poor  | Very Poor | Total % of Good & Excellent |
|--|-----------|-------|-------|-------|-----------|-----------------------------|
| Overall satisfaction   | 44.0%     | 30.0% | 12.0% | 10.0% | 4.0%      | 74.0%                       |
| Driver behavior and courtesy                                 | 36.0%     | 56.0% | 6.0%  | 2.0%  | 0.0%      | 92.0%                       |
| Skill of driver  | 30.0%     | 62.0% | 8.0%  | 0.0%  | 0.0%      | 92.0%                       |
| Vehicle cleanliness - Exterior                               | 26.5%     | 59.2% | 12.2% | 2.0%  | 0.0%      | 85.7%                       |
| Vehicle cleanliness - Interior                               | 24.5%     | 59.2% | 14.3% | 2.0%  | 0.0%      | 83.7%                       |
| Ability to get you to appointments on time                   | 18.4%     | 63.3% | 12.2% | 4.1%  | 2.0%      | 81.6%                       |
| Courtesy of scheduler  | 18.0%     | 64.0% | 12.0% | 2.0%  | 4.0%      | 82.0%                       |
| Convenience in scheduling your trip in the time frame needed | 18.0%     | 58.0% | 18.0% | 4.0%  | 2.0%      | 76.0%                       |
| Length of hold time  | 12.0%     | 66.0% | 20.0% | 2.0%  | 0.0%      | 78.0%                       |
| Ability of scheduler to answer questions                     | 12.0%     | 54.0% | 22.0% | 6.0%  | 6.0%      | 66.0%                       |
| Ease of scheduling a trip                                    | 12.0%     | 50.0% | 20.0% | 16.0% | 2.0%      | 62.0%                       |



# **APPENDIX F**

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## PASSENGER SURVEYS



# Napa VINE Transit Passenger Survey

The Napa County Transportation and Planning Agency (NCTPA) is conducting this brief survey on bus services. Your responses are very important for planning bus services and making improvements to existing services. Please complete this survey **while you are on the bus** and return the form to the surveyor. Your answers are completely confidential. You only need to complete this survey one time.

## Starting Point

### 1. Where are you coming from? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Home                         | <input type="checkbox"/> <sub>7</sub> Work                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

### 2. What is the location of that place?

\_\_\_\_\_

Street Address/Name or Landmark (like Transit Center or Safeway)

\_\_\_\_\_

Cross Street

\_\_\_\_\_

City

### 3. How did you get to the bus stop where you boarded?

(✓ check one only)

- <sub>1</sub> Transferred from another VINE bus (which route? \_\_\_\_\_)
- <sub>2</sub> Transferred from a community shuttle (which one? \_\_\_\_\_)
- <sub>3</sub> Transferred from another bus agency (which route? \_\_\_\_\_)
- <sub>4</sub> Walked (how many minutes? \_\_\_\_\_)
- <sub>5</sub> Drove (how many miles? \_\_\_\_\_)
- <sub>6</sub> Someone gave me a ride to the bus stop
- <sub>7</sub> Rode bicycle (how many miles? \_\_\_\_\_)
- <sub>8</sub> Other (how? \_\_\_\_\_)
- <sub>9</sub> Transferred from the Ferry

### 7. How often do you ride VINE buses? (✓ check one)

- |   |   |
|---|---|
| <input type="checkbox"/> <sub>1</sub> This is my first time | <input type="checkbox"/> <sub>4</sub> 3-4 days a week |
| <input type="checkbox"/> <sub>2</sub> Less than once a week | <input type="checkbox"/> <sub>5</sub> 5 days a week   |
| <input type="checkbox"/> <sub>3</sub> 1-2 days a week       | <input type="checkbox"/> <sub>6</sub> 6-7 days a week |

### 8. How long have you been a VINE rider? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Less than 6 months | <input type="checkbox"/> <sub>4</sub> 3 to 5 years     |
| <input type="checkbox"/> <sub>2</sub> 6 to 12 months     | <input type="checkbox"/> <sub>5</sub> 6 to 9 years     |
| <input type="checkbox"/> <sub>3</sub> 1 to 2 years       | <input type="checkbox"/> <sub>6</sub> 10 or more years |

### 9. Do you use any other Napa transit services?

(✓ all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>2</sub> St. Helena Shuttle | <input type="checkbox"/> <sub>7</sub> Yountville Shuttle                         |
| <input type="checkbox"/> <sub>3</sub> FlexRide           | <input type="checkbox"/> <sub>8</sub> VINE Go Paratransit                        |
| <input type="checkbox"/> <sub>4</sub> Calistoga HandyVan | <input type="checkbox"/> <sub>9</sub> American Canyon Shuttle (ACT) - "The Duck" |
| <input type="checkbox"/> <sub>5</sub> Trolley            |  |
| <input type="checkbox"/> <sub>6</sub> Other: _____       |  |

## Ending Point

### 4. Where are you going to now? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Work                         | <input type="checkbox"/> <sub>7</sub> Home                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

### 5. Where will you get off this bus?

\_\_\_\_\_

Street Address/Name or Landmark (like Transit Center or Safeway)

\_\_\_\_\_

Cross Street

\_\_\_\_\_

City

### 6. How will you complete this trip? (✓ check one only)

- <sub>1</sub> My trip is complete when I exit this bus
- <sub>2</sub> Transfer to another VINE bus (which route? \_\_\_\_\_)
- <sub>3</sub> Transfer to a community shuttle (which one? \_\_\_\_\_)
- <sub>4</sub> Transfer to another bus agency (which route? \_\_\_\_\_)
- <sub>5</sub> Walk (how many minutes? \_\_\_\_\_)
- <sub>6</sub> Drive (how many miles? \_\_\_\_\_)
- <sub>7</sub> Someone will pick me up at the bus stop
- <sub>8</sub> Ride bicycle (how many miles? \_\_\_\_\_)
- <sub>9</sub> Other (how? \_\_\_\_\_)
- <sub>10</sub> Transfer to the Ferry

### 10. How would you have made this trip if you couldn't ride the bus? (✓ check one)

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Would not have made this trip | <input type="checkbox"/> <sub>6</sub> Walk         |
| <input type="checkbox"/> <sub>2</sub> Drive alone                   | <input type="checkbox"/> <sub>7</sub> Taxi         |
| <input type="checkbox"/> <sub>3</sub> Get a ride                    | <input type="checkbox"/> <sub>8</sub> Other: _____ |
| <input type="checkbox"/> <sub>4</sub> Carpool                       |  |
| <input type="checkbox"/> <sub>5</sub> Bike                          |  |

### 11. How did you pay for this trip?

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Adult cash fare           | <input type="checkbox"/> <sub>5</sub> Punch Pass           |
| <input type="checkbox"/> <sub>2</sub> Senior/Disabled cash fare | <input type="checkbox"/> <sub>6</sub> Day Pass             |
| <input type="checkbox"/> <sub>3</sub> Youth cash fare           | <input type="checkbox"/> <sub>7</sub> Transfer from: _____ |
| <input type="checkbox"/> <sub>4</sub> Monthly Pass              |  |

### 12. How many motor vehicles are available to members of your household? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>0</sub> None | <input type="checkbox"/> <sub>3</sub> Three        |
| <input type="checkbox"/> <sub>1</sub> One  | <input type="checkbox"/> <sub>4</sub> Four         |
| <input type="checkbox"/> <sub>2</sub> Two  | <input type="checkbox"/> <sub>5</sub> Five or more |

## Tell us a little about yourself

13. Was a car available to you for this particular trip?

- <sub>1</sub> Yes
- <sub>2</sub> Yes, but with inconvenience to others
- <sub>3</sub> No

14. What improvements would help you choose to ride the bus more often? (✓ check no more than three)

- <sub>1</sub> More frequent bus service (how often? \_\_\_\_\_)
  - <sub>2</sub> Earlier morning service (begin when? \_\_\_\_\_)
  - <sub>3</sub> Later evening service (until when? \_\_\_\_\_)
  - <sub>4</sub> More Saturday service
  - <sub>5</sub> More Sunday service
  - <sub>6</sub> Easier transfers between bus routes
  - <sub>7</sub> Better on-time performance
  - <sub>8</sub> Better connections to other bus operators
  - <sub>9</sub> Service to \_\_\_\_\_
  - <sub>10</sub> Other: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

15. Please rate Napa VINE bus service on each of the following:

|                              | Excellent                             | Good                                  | Fair                                  | Poor                                  | No Opinion                            |
|------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. On-time performance       | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| b. Seating on bus            | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| c. Frequency of service      | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| d. Driver courtesy           | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| e. Rider information         | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| f. Information at bus stops  | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| g. Cleanliness of vehicles   | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| h. Safety/security           | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| i. Ease of transfers         | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| j. System easy to understand | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| k. Fares (cost)              | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| l. Overall bus service       | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |

16. How old are you?

- <sub>1</sub> Under 13
- <sub>2</sub> 13-15
- <sub>3</sub> 16-18
- <sub>4</sub> 19-24
- <sub>5</sub> 25-34
- <sub>6</sub> 35-44
- <sub>7</sub> 45-54
- <sub>8</sub> 55-64
- <sub>9</sub> 65 or older

17. Are you?

- <sub>1</sub> Male
- <sub>2</sub> Female

18. Are you? (✓ check more than one if necessary)

- <sub>1</sub> Employed full-time
- <sub>2</sub> Employed part-time
- <sub>3</sub> Not currently employed
- <sub>4</sub> Student
- <sub>5</sub> Retired
- <sub>6</sub> Visitor to the area

19. What is your ethnic background?

- <sub>1</sub> White
- <sub>2</sub> Spanish/Hispanic/Latino
- <sub>3</sub> Black/African American
- <sub>4</sub> Asian
- <sub>5</sub> Native Hawaiian or Pacific Islander
- <sub>6</sub> American Indian or Alaskan Native
- <sub>7</sub> Filipino
- <sub>8</sub> Other: \_\_\_\_\_

20. Total household income (for everyone in your household):

- <sub>1</sub> Under \$15,000
- <sub>2</sub> \$15,000 to \$24,999
- <sub>3</sub> \$25,000 to \$49,999
- <sub>4</sub> \$50,000 to \$74,999
- <sub>5</sub> \$75,000 to \$99,999
- <sub>6</sub> \$100,000 to \$149,999
- <sub>7</sub> \$150,000 to \$199,999
- <sub>8</sub> \$200,000 and over

21. How many individuals live in your household? \_\_\_\_\_

22. Do you have any additional comments about Napa VINE bus service? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. If you would like to talk personally with someone about the VINE services, feel free to write your name and phone number here: \_\_\_\_\_

# Napa VINE Transit

## Encuesta para pasajeros

Napa County Transportation and Planning Agency (NCTPA) esta realizando esta encuesta acerca de los servicios prestados por los buses. Sus respuestas son muy importantes para planear los servicios del bus y hacer mejoras a los servicios existentes. Por favor complete esta encuesta mientras usted esta en el bus y devuélvala al encuestador. Sus respuestas son completamente confidenciales.

Usted solamente necesita completar esta encuesta una vez.

### Punto de Partida

#### 1. ¿De donde viene? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 2. ¿Cuál es la dirección de ese lugar?

Dirección/nombre del sitio (ejemplo: Transit Center o Safeway)

Calle que cruza

Ciudad

#### 3. ¿Cómo llegó usted a la parada del bus en donde usted abordo? (✓ marque solo uno)

- 1 Transferí/Cambié de una otra VINE ruta (¿Cual ruta? \_\_\_\_\_)
- 2 Transferí/Cambié de una lanzadera de la comunidad (¿Cual ruta? \_\_\_\_\_)
- 3 Transferí/Cambié desde bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 4 Caminé (¿Cuántos minutos? \_\_\_\_\_)
- 5 Manejé (¿Cuántas millas? \_\_\_\_\_)
- 6 Alguien me llevó a la parada del bus
- 7 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 8 Otra (¿Cómo? \_\_\_\_\_)
- 9 Hice transbordo del transbordador de la bahía

#### 7. ¿Cuantas veces usted usa los servicios de Bus del VINE? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Esta es mi primera vez      | <input type="checkbox"/> 4 3-4 días por semana |
| <input type="checkbox"/> 2 Menos de una vez por semana | <input type="checkbox"/> 5 5 días por semana   |
| <input type="checkbox"/> 3 1-2 días por semana         | <input type="checkbox"/> 6 6-7 días por semana |

#### 8. ¿Por cuánto tiempo usted ha usado el servicio? (✓ marque uno)

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Menos de 6 meses | <input type="checkbox"/> 4 3 a 5 años    |
| <input type="checkbox"/> 2 6 a 12 meses     | <input type="checkbox"/> 5 6 a 9 años    |
| <input type="checkbox"/> 3 1 a 2 años       | <input type="checkbox"/> 6 10 o más años |

#### 9. ¿Usted utiliza otros servicios del tránsito?

- |   |  |
|---|--|
| <input type="checkbox"/> 2 St. Helena Shuttle | <input type="checkbox"/> 7 Yountville Shuttle      |
| <input type="checkbox"/> 3 FlexRide           | <input type="checkbox"/> 8 VINE Go Paratransit     |
| <input type="checkbox"/> 4 Calistoga HandyVan | <input type="checkbox"/> 9 American Canyon Shuttle |
| <input type="checkbox"/> 5 Trolley            | (ACT) - "The Duck"                                 |
| <input type="checkbox"/> 6 Otro: _____        |  |

### Punto de Llegada

#### 4. ¿A donde va? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 5. ¿Dónde se va bajar de este bus?

Dirección/nombre del sitio (ejemplo: Transit Center o Safeway)

Calle que cruza

Ciudad

#### 6. ¿Cómo va a completar su viaje? (✓ marque solo uno)

- 1 Mi viaje será terminado cuando me baje de este bus
- 2 Transfiriendo/Cambiando a otro VINE bus (¿Cuál ruta? \_\_\_\_\_)
- 3 Transfiriendo/Cambiando a una lanzadera de la comunidad (¿Cual ruta? \_\_\_\_\_)
- 4 Transfiriendo/Cambiando a bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 5 Voy a caminar (¿Cuántos minutos? \_\_\_\_\_)
- 6 Voy a manejar (¿Cuántas millas? \_\_\_\_\_)
- 7 Alguien me recogerá en la parada del bus
- 8 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 9 Otro (¿Cómo? \_\_\_\_\_)
- 10 Voy a hacer transbordo al transbordador de la bahía

#### 10. ¿Cómo habría hecho usted este viaje, si usted no hubiera podido viajar en el bus? (✓ marque uno)

- |   |   |
|---|---|
| <input type="checkbox"/> 1 No hubiera podido hacer el viaje               | <input type="checkbox"/> 5 En bicicleta |
| <input type="checkbox"/> 2 Manejaría mi carro                             | <input type="checkbox"/> 6 Caminando    |
| <input type="checkbox"/> 3 Conseguir alguien quien me lleve               | <input type="checkbox"/> 7 Taxi         |
| <input type="checkbox"/> 4 Usaría el servicio viajando en group "Carpool" |   |
| <input type="checkbox"/> 8 Otro: _____                                    |   |

#### 11. ¿Cómo pago por el viaje?

- 1 En efectivo - Tarifa de Adulto
- 2 En efectivo - Tarifa para Deshabilitados/Tercera Edad
- 3 En efectivo - Tarifa para Jóven
- 4 Pase de un mes
- 5 Una tarjeta de descuento de ponchado
- 6 Pase de un día
- 7 Se transfirió de otro bus desde: \_\_\_\_\_

**Continua** →

12. ¿Cuántos vehículos (carros, camionetas) hay disponibles en su casa?

- 0 Ninguno      3 Tres  
1 Uno          4 Cuatro  
2 Dos          5 Cinco o más

13. ¿Usted tenía un carro disponible para hacer este viaje?

- 1 Sí  
2 Sí, pero sería inconveniente para otras personas  
3 No

14. ¿Qué mejoras podría hacer el Departamento de Transito para que usted decida usar nuestros servicios más seguido? (✓ marque no más de tres opciones)

- 1 Más frecuencia en el servicio  
 (¿Con qué frecuencia? \_\_\_\_\_)  
2 Servicio más temprano en la mañana  
 (empezando desde: \_\_\_\_\_)  
3 Servicio más tarde (hasta las \_\_\_\_\_)  
4 Más servicio los Sábados  
5 Más servicio los Domingos  
6 Conexiones fáciles entre rutas  
7 Conexiones fáciles a buses por otras agencias de tránsito  
8 Que el servicio se preste a tiempo  
9 Servicio a: \_\_\_\_\_  
10 Otro: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

15. ¿Por favor de una calificación de nuestro servicio para cada uno de las siguientes:

|                                       | Excelente                  | Bueno                      | Regular                    | Pobre                      | No Opinión                 |
|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Servicio a tiempo                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Disponibilidad de sillas en el bus | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Frecuencia en el servicio          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Cortesía del conductor             | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| e. Información acerca de la ruta      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| f. Información de las paradas de bus  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| g. Limpieza del vehículo              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| h. Seguridad                          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| i. Transbordos fáciles                | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| j. El sistema es fácil de entender    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| k. Tarifas (costo)                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| l. Todo el servicio                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

## Comente un poquito acerca de usted

16. ¿Cuántos años tiene?

- 1 12 o menos      6 35-44  
2 13-15          7 45-54  
3 16-18          8 55-64  
4 19-24          9 65 o más  
5 25-34

17. ¿Es usted?

- 1 Hombre      2 Mujer

18. ¿Esta usted? (✓ marque no más de tres opciones)

- 1 Trabajando tiempo completo  
2 Trabajando medio tiempo  
3 No esta trabajando en este momento  
4 Estudiante  
5 Retirado  
6 Turista o visitante en el área

19. ¿Cuál es su grupo étnico?

- 1 Blanco  
2 Latino  
3 Negro/Africano-Americano  
4 Asiático  
5 Nativo de Hawaii o una isla del Pacifico  
6 Indígena de América o Nativo de Alaska  
7 Filipino  
8 Otro: \_\_\_\_\_

20. Total de ingresos en su casa (Por todos los que viven en su casa):

- 1 Menos de \$15,000      5 \$75,000 to \$99,999  
2 \$15,000 to \$24,999      6 \$100,000 to \$149,999  
3 \$25,000 to \$49,999      7 \$150,000 to \$199,999  
4 \$50,000 to \$74,999      8 \$200,000 o más

21. ¿Cuántos viven en su casa? \_\_\_\_\_

22. ¿Tiene usted comentarios adicionales acerca del servicio de bus? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. Si usted quiere hablar con alguien sobre el servicio de bus, escriba por favor su nombre y número de teléfono aquí: \_\_\_\_\_

# American Canyon Shuttle (ACT) - "The Duck" Passenger Survey

The Napa County Transportation and Planning Agency (NCTPA) is conducting this brief survey on bus services. Your responses are very important for planning bus services and making improvements to existing services. Please complete this survey **while you are on the bus** and return the form to the surveyor. Your answers are completely confidential. You only need to complete this survey one time.

## Starting Point

### 1. Where are you coming from? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Home                         | <input type="checkbox"/> <sub>7</sub> Work                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

### 2. What is the location of that place?

\_\_\_\_\_

Street Address/Name or Landmark (like Sereno Transit Center or Safeway)

\_\_\_\_\_

Cross Street

\_\_\_\_\_

City

### 3. How did you get to the bus stop where you boarded?

(✓ check one only)

- |  |
|--|
| <input type="checkbox"/> <sub>1</sub> Transferred from a VINE bus (which route? _____)         |
| <input type="checkbox"/> <sub>3</sub> Transferred from another bus agency (which route? _____) |
| <input type="checkbox"/> <sub>4</sub> Walked (how many minutes? _____)                         |
| <input type="checkbox"/> <sub>5</sub> Drove (how many miles? _____)                            |
| <input type="checkbox"/> <sub>6</sub> Someone gave me a ride to the bus stop                   |
| <input type="checkbox"/> <sub>7</sub> Rode bicycle (how many miles? _____)                     |
| <input type="checkbox"/> <sub>8</sub> Other (how? _____)                                       |

### 7. How often do you ride this shuttle? (✓ check one)

- |   |   |
|---|---|
| <input type="checkbox"/> <sub>1</sub> This is my first time | <input type="checkbox"/> <sub>4</sub> 3-4 days a week |
| <input type="checkbox"/> <sub>2</sub> Less than once a week | <input type="checkbox"/> <sub>5</sub> 5 days a week   |
| <input type="checkbox"/> <sub>3</sub> 1-2 days a week       | <input type="checkbox"/> <sub>6</sub> 6-7 days a week |

### 8. How long have you been using this shuttle? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Less than 6 months | <input type="checkbox"/> <sub>4</sub> 3 to 5 years     |
| <input type="checkbox"/> <sub>2</sub> 6 to 12 months     | <input type="checkbox"/> <sub>5</sub> 6 to 9 years     |
| <input type="checkbox"/> <sub>3</sub> 1 to 2 years       | <input type="checkbox"/> <sub>6</sub> 10 or more years |

### 9. Do you use any other Napa community transit services?

(✓ all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Napa VINE buses    | <input type="checkbox"/> <sub>7</sub> Yountville Shuttle                         |
| <input type="checkbox"/> <sub>2</sub> St. Helena Shuttle | <input type="checkbox"/> <sub>8</sub> VINE Go Paratransit                        |
| <input type="checkbox"/> <sub>3</sub> FlexRide           | <input type="checkbox"/> <sub>9</sub> American Canyon Shuttle (ACT) - "The Duck" |
| <input type="checkbox"/> <sub>4</sub> Calistoga HandyVan |  |
| <input type="checkbox"/> <sub>5</sub> Trolley            |  |
| <input type="checkbox"/> <sub>6</sub> Other: _____       |  |

## Ending Point

### 4. Where are you going to now? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Work                         | <input type="checkbox"/> <sub>7</sub> Home                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

### 5. Where will you get off this bus?

\_\_\_\_\_

Street Address/Name or Landmark (like Sereno Transit Center or Safeway)

\_\_\_\_\_

Cross Street

\_\_\_\_\_

City

### 6. How will you complete this trip? (✓ check one only)

- |   |
|---|
| <input type="checkbox"/> <sub>1</sub> My trip is complete when I exit this bus            |
| <input type="checkbox"/> <sub>2</sub> Transfer to a VINE bus (which route? _____)         |
| <input type="checkbox"/> <sub>4</sub> Transfer to another bus agency (which route? _____) |
| <input type="checkbox"/> <sub>5</sub> Walk (how many minutes? _____)                      |
| <input type="checkbox"/> <sub>6</sub> Drive (how many miles? _____)                       |
| <input type="checkbox"/> <sub>7</sub> Someone will pick me up at the bus stop             |
| <input type="checkbox"/> <sub>8</sub> Ride bicycle (how many miles? _____)                |
| <input type="checkbox"/> <sub>9</sub> Other (how? _____)                                  |

### 10. How would you have made this trip if you couldn't ride the bus? (✓ check one)

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Would not have made this trip | <input type="checkbox"/> <sub>6</sub> Walk         |
| <input type="checkbox"/> <sub>2</sub> Drive alone                   | <input type="checkbox"/> <sub>7</sub> Taxi         |
| <input type="checkbox"/> <sub>3</sub> Get a ride                    | <input type="checkbox"/> <sub>8</sub> Other: _____ |
| <input type="checkbox"/> <sub>4</sub> Carpool                       |  |
| <input type="checkbox"/> <sub>5</sub> Bike                          |  |

### 11. How did you pay for this trip?

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Adult cash fare           | <input type="checkbox"/> <sub>5</sub> Punch Pass           |
| <input type="checkbox"/> <sub>2</sub> Senior/Disabled cash fare | <input type="checkbox"/> <sub>6</sub> Day Pass             |
| <input type="checkbox"/> <sub>3</sub> Youth cash fare           | <input type="checkbox"/> <sub>7</sub> Transfer from: _____ |
| <input type="checkbox"/> <sub>4</sub> Monthly Pass              |  |

### 12. How many motor vehicles are available to members of your household? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>0</sub> None | <input type="checkbox"/> <sub>3</sub> Three        |
| <input type="checkbox"/> <sub>1</sub> One  | <input type="checkbox"/> <sub>4</sub> Four         |
| <input type="checkbox"/> <sub>2</sub> Two  | <input type="checkbox"/> <sub>5</sub> Five or more |

**13. Was a car available to you for this particular trip?**

- <sub>1</sub> Yes
- <sub>2</sub> Yes, but with inconvenience to others
- <sub>3</sub> No

**14. What improvements would help you choose to ride the bus more often? (✓ check no more than three)**

- <sub>1</sub> More frequent bus service (*how often?* \_\_\_\_\_)
  - <sub>2</sub> Earlier morning service (*begin when?* \_\_\_\_\_)
  - <sub>3</sub> Later evening service (*until when?* \_\_\_\_\_)
  - <sub>4</sub> More Saturday service
  - <sub>5</sub> More Sunday service
  - <sub>6</sub> Easier transfers between bus routes
  - <sub>7</sub> Better on-time performance
  - <sub>8</sub> Better connections to other bus operators
  - <sub>9</sub> Service to \_\_\_\_\_
  - <sub>10</sub> Other: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**15. Please rate this service on each of the following:**

|                              | Excellent                             | Good                                  | Fair                                  | Poor                                  | No<br>Opinion                         |
|------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. On-time performance       | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| b. Seating on bus            | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| c. Frequency of service      | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| d. Driver courtesy           | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| e. Rider information         | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| f. Information at bus stops  | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| g. Cleanliness of vehicles   | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| h. Safety/security           | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| i. Ease of transfers         | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| j. System easy to understand | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| k. Fares (cost)              | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| l. Overall bus service       | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |

**Tell us a little about yourself**

**16. How old are you?**

- <sub>1</sub> Under 13
- <sub>2</sub> 13-15
- <sub>3</sub> 16-18
- <sub>4</sub> 19-24
- <sub>5</sub> 25-34
- <sub>6</sub> 35-44
- <sub>7</sub> 45-54
- <sub>8</sub> 55-64
- <sub>9</sub> 65 or older

**17. Are you?**

- <sub>1</sub> Male
- <sub>2</sub> Female

**18. Are you? (✓ check more than one if necessary)**

- <sub>1</sub> Employed full-time
- <sub>2</sub> Employed part-time
- <sub>3</sub> Not currently employed
- <sub>4</sub> Student
- <sub>5</sub> Retired
- <sub>6</sub> Visitor to the area

**19. What is your ethnic background?**

- <sub>1</sub> White
- <sub>2</sub> Spanish/Hispanic/Latino
- <sub>3</sub> Black/African American
- <sub>4</sub> Asian
- <sub>5</sub> Native Hawaiian or Pacific Islander
- <sub>6</sub> American Indian or Alaskan Native
- <sub>7</sub> Filipino
- <sub>8</sub> Other: \_\_\_\_\_

**20. Total household income (for everyone in your household):**

- <sub>1</sub> Under \$15,000
- <sub>2</sub> \$15,000 to \$24,999
- <sub>3</sub> \$25,000 to \$49,999
- <sub>4</sub> \$50,000 to \$74,999
- <sub>5</sub> \$75,000 to \$99,999
- <sub>6</sub> \$100,000 to \$149,999
- <sub>7</sub> \$150,000 to \$199,999
- <sub>8</sub> \$200,000 and over

**21. How many individuals live in your household? \_\_\_\_\_**

**22. Do you have any additional comments about the American Canyon?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**23. If you would like to talk personally with someone about the American Canyon Shuttle (ACT) - "The Duck", feel free to write your name and phone number here:** \_\_\_\_\_

# American Canyon Shuttle (ACT) - "The Duck"

## Encuesta para pasajeros

Napa County Transportation and Planning Agency (NCTPA) esta realizando esta encuesta acerca de los servicios prestados por los buses. Sus respuestas son muy importantes para planear los servicios del bus y hacer mejoras a los servicios existentes. Por favor complete esta encuesta mientras usted esta en el bus y devuélvala al encuestador. Sus respuestas son completamente confidenciales.

Usted solamente necesita completar esta encuesta una vez.

### Punto de Partida

#### 1. ¿De donde viene? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 2. ¿Cuál es la dirección de ese lugar?

Dirección/nombre del sitio (ejemplo: Sereno Transit Center o Safeway)

Calle que cruza

Ciudad

#### 3. ¿Cómo llegó usted a la parada del bus en donde usted abordo? (✓ marque solo uno)

- 1 Transferí/Cambié de un VINE bús (¿Cual ruta? \_\_\_\_\_)
- 3 Transferí/Cambié desde bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 4 Caminé (¿Cuántos minutos? \_\_\_\_\_)
- 5 Manejé (¿Cuántas millas? \_\_\_\_\_)
- 6 Alguien me llevó a la parada del bus
- 7 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 8 Otra (¿Cómo? \_\_\_\_\_)

#### 7. ¿Cuántas veces usted usa esta lanzadera? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Esta es mi primera vez      | <input type="checkbox"/> 4 3-4 días por semana |
| <input type="checkbox"/> 2 Menos de una vez por semana | <input type="checkbox"/> 5 5 días por semana   |
| <input type="checkbox"/> 3 1-2 días por semana         | <input type="checkbox"/> 6 6-7 días por semana |

#### 8. ¿Por cuánto tiempo usted ha usado este servicio?

(✓ marque uno)

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Menos de 6 meses | <input type="checkbox"/> 4 3 a 5 años    |
| <input type="checkbox"/> 2 6 a 12 meses     | <input type="checkbox"/> 5 6 a 9 años    |
| <input type="checkbox"/> 3 1 a 2 años       | <input type="checkbox"/> 6 10 o más años |

#### 9. ¿Usted utiliza otros servicios del tránsito?

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Los buses de Napa VINE | <input type="checkbox"/> 7 Yountville Shuttle                            |
| <input type="checkbox"/> 2 St. Helena Shuttle     | <input type="checkbox"/> 8 VINE Go Paratransit                           |
| <input type="checkbox"/> 3 FlexRide               | <input type="checkbox"/> 9 American Canyon Shuttle<br>(ACT) - "The Duck" |
| <input type="checkbox"/> 4 Calistoga HandyVan     |  |
| <input type="checkbox"/> 5 Trolley                |  |
| <input type="checkbox"/> 6 Otro: _____            |  |

### Punto de Llegada

#### 4. ¿A donde va? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 5. ¿Dónde se va bajar de este bus?

Dirección/nombre del sitio (ejemplo: Sereno Transit Center o Safeway)

Calle que cruza

Ciudad

#### 6. ¿Cómo va a completar su viaje? (✓ marque solo uno)

- 1 Mi viaje será terminado cuando me baje de este bus
- 2 Transfiriendo/Cambiando a un VINE bús (¿Cuál ruta? \_\_\_\_\_)
- 4 Transfiriendo/Cambiando a bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 5 Voy a caminar (¿Cuántos minutos? \_\_\_\_\_)
- 6 Voy a manejar (¿Cuántas millas? \_\_\_\_\_)
- 7 Alguien me recogerá en la parada del bus
- 8 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 9 Otro (¿Cómo? \_\_\_\_\_)

#### 10. ¿Cómo habría hecho usted este viaje, si usted no hubiera podido viajar en el bus? (✓ marque uno)

- 1 No hubiera podido hacer el viaje
- 2 Manejaría mi carro
- 3 Conseguir alguien quien me lleve
- 4 Usaría el servicio viajando en group "Carpool"
- 5 En bicicleta
- 6 Caminando
- 7 Taxi
- 8 Otro: \_\_\_\_\_

#### 11. ¿Cómo pago por el viaje?

- 1 En efectivo - Tarifa de Adulto
- 2 En efectivo - Tarifa para Deshabilitados/Tercera Edad
- 3 En efectivo - Tarifa para Jóven
- 4 Pase de un mes
- 5 Una tarjeta de descuento de ponchado
- 6 Pase de un día
- 7 Se transfirió de otro bus desde: \_\_\_\_\_

**Continua** →

12. ¿Cuántos vehículos (carros, camionetas) hay disponibles en su casa?

- 0 Ninguno      3 Tres  
1 Uno          4 Cuatro  
2 Dos          5 Cinco o más

13. ¿Usted tenía un carro disponible para hacer este viaje?

- 1 Sí  
2 Sí, pero sería inconveniente para otras personas  
3 No

14. ¿Qué mejoras podría hacer el Departamento de Transito para que usted decida usar nuestros servicios más seguido? (✓ marque no más de tres opciones)

- 1 Más frecuencia en el servicio  
 (¿Con qué frecuencia? \_\_\_\_\_)  
2 Servicio más temprano en la mañana  
 (empezando desde: \_\_\_\_\_)  
3 Servicio más tarde (hasta las \_\_\_\_\_)  
4 Más servicio los Sábados  
5 Más servicio los Domingos  
6 Conexiones fáciles entre rutas  
7 Conexiones fáciles a buses por otras agencias de tránsito  
8 Que el servicio se preste a tiempo  
9 Servicio a: \_\_\_\_\_  
10 Otro: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

15. ¿Por favor de una calificación de nuestro servicio para cada uno de las siguientes:

|                                       | Excelente                  | Bueno                      | Regular                    | Pobre                      | No Opinión                 |
|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Servicio a tiempo                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Disponibilidad de sillas en el bus | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Frecuencia en el servicio          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Cortesía del conductor             | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| e. Información acerca de la ruta      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| f. Información de las paradas de bus  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| g. Limpieza del vehículo              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| h. Seguridad                          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| i. Transbordos fáciles                | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| j. El sistema es fácil de entender    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| k. Tarifas (costo)                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| l. Todo el servicio                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

## Comente un poquito acerca de usted

16. ¿Cuántos años tiene?

- 1 12 o menos      6 35-44  
2 13-15          7 45-54  
3 16-18          8 55-64  
4 19-24          9 65 o más  
5 25-34

17. ¿Es usted?

- 1 Hombre      2 Mujer

18. ¿Esta usted? (✓ marque no más de tres opciones)

- 1 Trabajando tiempo completo  
2 Trabajando medio tiempo  
3 No esta trabajando en este momento  
4 Estudiante  
5 Retirado  
6 Turista o visitante en el área

19. ¿Cuál es su grupo étnico?

- 1 Blanco  
2 Latino  
3 Negro/Africano-Americano  
4 Asiático  
5 Nativo de Hawaii o una isla del Pacifico  
6 Indígena de América o Nativo de Alaska  
7 Filipino  
8 Otro: \_\_\_\_\_

20. Total de ingresos en su casa (Por todos los que viven en su casa):

- 1 Menos de \$15,000      5 \$75,000 to \$99,999  
2 \$15,000 to \$24,999      6 \$100,000 to \$149,999  
3 \$25,000 to \$49,999      7 \$150,000 to \$199,999  
4 \$50,000 to \$74,999      8 \$200,000 o más

21. ¿Cuántos viven en su casa? \_\_\_\_\_

22. ¿Tiene usted comentarios adicionales acerca del servicio de American Canyon? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. Si usted quiere hablar con alguien sobre el servicio de bus, escriba por favor su nombre y número de teléfono aquí: \_\_\_\_\_

# American Canyon Shuttle (ACT) - "The Duck"

## Survey ng Pasahero

Nagsasagawa ang Napa County Transportation and Planning Agency (NCTPA) ng maikling survey ukol sa mga serbisyo ng bus. Ang mga sagot ninyo ay napaka-importante para sa pagpapalano sa mga serbisyo ng bus at pagpapalunlad sa mga kasalukuyang serbisyo. **Paki-kompleto ninyo ang survey na ito habang kayo ay nasa bus** at ibalik ninyo ito sa surveyor. Ang inyong mga kasagutan ay mananatiling lihim. Isang beses mo lang kailangang kompletuhin ang survey na ito.

### Pinagmulan

#### 1. Saan ka nanggaling? (✓ i-tsek ang isa)

- |  |   |
|--|---|
| <input type="checkbox"/> 1 Bahay                               | <input type="checkbox"/> 7 Trabaho                      |
| <input type="checkbox"/> 2 Pamilihan                           | <input type="checkbox"/> 8 Pagamutan/Healthcare         |
| <input type="checkbox"/> 3 Libangan/Pagdalaw                   | <input type="checkbox"/> 9 Personal na gawain/Mga lakad |
| <input type="checkbox"/> 4 Paaralan/Kolehiyo (pangalan: _____) |   |
| <input type="checkbox"/> 5 Social services                     |   |
| <input type="checkbox"/> 6 Iba pa (saan? _____)                |   |

#### 2. Saan ka patutungo?

\_\_\_\_\_

Street Address/Pangalan o Palatandaan (tulad ng Sereno Transit Center o Safeway)

\_\_\_\_\_

Cross Street

\_\_\_\_\_

Siyudad

#### 3. Paano ka nakarating sa sakayan ng bus?

(✓ isa lang ang i-tsek)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Lumipat galing sa isang VINE bus (ano ang ruta? _____)        |  |
| <input type="checkbox"/> 3 Lumipat galing sa ibang ahensiya ng bus (ano ang ruta? _____) |  |
| <input type="checkbox"/> 4 Naglakad (ilang minuto? _____)                                |  |
| <input type="checkbox"/> 5 Nagmaneho (ilang milya? _____)                                |  |
| <input type="checkbox"/> 6 May naghatid sa akin sa sakayan ng bus                        |  |
| <input type="checkbox"/> 7 Nagbisikleta (ilang milya? _____)                             |  |
| <input type="checkbox"/> 8 Iba pa (paano? _____)   |  |

#### 7. Gaano ka kadalas sumasakay sa bus na ito? (✓ i-tsek ang isa)

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Ito ang kauna-unahang sakay ko     | <input type="checkbox"/> 4 3-4 araw bawat linggo |
| <input type="checkbox"/> 2 Kulang sa isang beses bawat linggo | <input type="checkbox"/> 5 5 araw bawat linggo   |
| <input type="checkbox"/> 3 1-2 araw bawat linggo              | <input type="checkbox"/> 6 6-7 araw bawat linggo |

#### 8. Gaano ka na katagal sumasakay sa bus na ito? (✓ i-tsek ang isa)

- |  |   |
|--|---|
| <input type="checkbox"/> 1 Kulang sa anim na buwan | <input type="checkbox"/> 4 3 hanggang 5 taon    |
| <input type="checkbox"/> 2 6 hanggang 12 buwan     | <input type="checkbox"/> 5 6 hanggang 9 taon    |
| <input type="checkbox"/> 3 1 hanggang 2 taon       | <input type="checkbox"/> 6 10 taon o mahigit pa |

#### 9. Gumagamit ka ba ng iba pang mga serbisyong transit ng Napa community? (✓ i-tsek lahat na ginagamit mo)

- |   |   |
|---|---|
| <input type="checkbox"/> 1 Napa VINE buses    | <input type="checkbox"/> 7 Yountville Shuttle                         |
| <input type="checkbox"/> 2 St. Helena Shuttle | <input type="checkbox"/> 8 VINE Go Paratransit                        |
| <input type="checkbox"/> 3 FlexRide           | <input type="checkbox"/> 9 American Canyon Shuttle (ACT) - "The Duck" |
| <input type="checkbox"/> 4 Calistoga HandyVan |   |
| <input type="checkbox"/> 5 Trolley            |   |
| <input type="checkbox"/> 6 Iba pa: _____      |   |

### Dulo

#### 4. Saan ka na ngayon pupunta? (✓ i-tsek ang isa)

- |  |   |
|--|---|
| <input type="checkbox"/> 1 Trabaho                             | <input type="checkbox"/> 7 Bahay                        |
| <input type="checkbox"/> 2 Pamilihan                           | <input type="checkbox"/> 8 Pagamutan/Healthcare         |
| <input type="checkbox"/> 3 Libangan/Pagdalaw                   | <input type="checkbox"/> 9 Personal na gawain/Mga lakad |
| <input type="checkbox"/> 4 Paaralan/Kolehiyo (pangalan: _____) |   |
| <input type="checkbox"/> 5 Social services                     |   |
| <input type="checkbox"/> 6 Iba pa (saan? _____)                |   |

#### 5. Saan ka bababa mula sa bus na ito?

\_\_\_\_\_

Street Address/Pangalan o Palatandaan (tulad ng Sereno Transit Center o Safeway)

\_\_\_\_\_

Cross Street

\_\_\_\_\_

Siyudad

#### 6. Paano mo kukumpletuhin ang paglalakbay na ito?

(✓ isa lang ang i-tsek)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Makumpleto ang paglalakbay ko kapag nakababa na ako sa bus na ito |  |
| <input type="checkbox"/> 2 Lilipat ako sa isang VINE bus (anong ruta? _____)                 |  |
| <input type="checkbox"/> 4 Lilipat ako sa ibang ahensiya ng bus (anong ruta? _____)          |  |
| <input type="checkbox"/> 5 Maglalakad (ilang minuto? _____)                                  |  |
| <input type="checkbox"/> 6 Magmamaneho (ilang milya? _____)                                  |  |
| <input type="checkbox"/> 7 May susundo sa akin sa sakayan ng bus                             |  |
| <input type="checkbox"/> 8 Magbibisikleta (ilang milya? _____)                               |  |
| <input type="checkbox"/> 9 Iba pa (paano? _____)   |  |

#### 10. Paano ka sana makakarating sa pupuntahan mo kung hindi ka makasakay sa bus na ito? (✓ i-tsek ang isa)

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Hindi ako makapaglakbay ngayon | <input type="checkbox"/> 6 Maglalakad    |
| <input type="checkbox"/> 2 Magmamaneho mag-isa            | <input type="checkbox"/> 7 Magtataxi     |
| <input type="checkbox"/> 3 Maghahanap ng maghahatid       | <input type="checkbox"/> 8 Iba pa: _____ |
| <input type="checkbox"/> 4 Carpool                        |  |
| <input type="checkbox"/> 5 Mag-bibisikleta                |  |

#### 11. Paano ka nagbayad sa biyaha na ito?

- |  |   |
|--|---|
| <input type="checkbox"/> 1 Adult cash fare           | <input type="checkbox"/> 5 Punch Pass               |
| <input type="checkbox"/> 2 Senior/Disabled cash fare | <input type="checkbox"/> 6 Day Pass                 |
| <input type="checkbox"/> 3 Youth cash fare           | <input type="checkbox"/> 7 Lumipat galing sa: _____ |
| <input type="checkbox"/> 4 Monthly Pass              |   |

#### 12. Ilan ang mga sasakyan sa bahay ninyo? (✓ i-tsek ang isa)

- |                                   |   |
|-----------------------------------|---|
| <input type="checkbox"/> 0 Wala   | <input type="checkbox"/> 3 Tatlo          |
| <input type="checkbox"/> 1 Isa    | <input type="checkbox"/> 4 Apat           |
| <input type="checkbox"/> 2 Dalawa | <input type="checkbox"/> 5 Lima o mahigit |



# St. Helena Shuttle

## Passenger Survey

The Napa County Transportation and Planning Agency (NCTPA) is conducting this brief survey on bus services. Your responses are very important for planning bus services and making improvements to existing services. Please complete this survey **while you are on the bus** and return the form to the surveyor. Your answers are completely confidential. You only need to complete this survey one time.

### Starting Point

#### 1. Where are you coming from? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Home                         | <input type="checkbox"/> <sub>7</sub> Work                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

#### 2. What is the location of that place?

\_\_\_\_\_

Street Address/Name or Landmark (like Safeway or Napa Valley College)

\_\_\_\_\_

Cross Street

**ST. HELENA**

City

#### 3. How did you get to the bus stop where you boarded?

(✓ check one only)

- |  |
|--|
| <input type="checkbox"/> <sub>1</sub> Transferred from a VINE bus (which route? _____)         |
| <input type="checkbox"/> <sub>3</sub> Transferred from another bus agency (which route? _____) |
| <input type="checkbox"/> <sub>4</sub> Walked (how many minutes? _____)                         |
| <input type="checkbox"/> <sub>5</sub> Drove (how many miles? _____)                            |
| <input type="checkbox"/> <sub>6</sub> Someone gave me a ride to the bus stop                   |
| <input type="checkbox"/> <sub>7</sub> Rode bicycle (how many miles? _____)                     |
| <input type="checkbox"/> <sub>8</sub> Other (how? _____)                                       |

#### 7. How often do you ride this shuttle? (✓ check one)

- |   |   |
|---|---|
| <input type="checkbox"/> <sub>1</sub> This is my first time | <input type="checkbox"/> <sub>4</sub> 3-4 days a week |
| <input type="checkbox"/> <sub>2</sub> Less than once a week | <input type="checkbox"/> <sub>5</sub> 5 days a week   |
| <input type="checkbox"/> <sub>3</sub> 1-2 days a week       | <input type="checkbox"/> <sub>6</sub> 6-7 days a week |

#### 8. How long have you been using this shuttle? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Less than 6 months | <input type="checkbox"/> <sub>4</sub> 3 to 5 years     |
| <input type="checkbox"/> <sub>2</sub> 6 to 12 months     | <input type="checkbox"/> <sub>5</sub> 6 to 9 years     |
| <input type="checkbox"/> <sub>3</sub> 1 to 2 years       | <input type="checkbox"/> <sub>6</sub> 10 or more years |

#### 9. Do you use any other Napa community transit services?

(✓ all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Napa VINE buses    | <input type="checkbox"/> <sub>7</sub> Yountville Shuttle      |
| <input type="checkbox"/> <sub>2</sub> St. Helena Shuttle | <input type="checkbox"/> <sub>8</sub> VINE Go Paratransit     |
| <input type="checkbox"/> <sub>3</sub> FlexRide           | <input type="checkbox"/> <sub>9</sub> American Canyon Shuttle |
| <input type="checkbox"/> <sub>4</sub> Calistoga HandyVan | (ACT) - "The Duck"  |
| <input type="checkbox"/> <sub>5</sub> Trolley            |   |
| <input type="checkbox"/> <sub>6</sub> Other: _____       |   |

### Ending Point

#### 4. Where are you going to now? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Work                         | <input type="checkbox"/> <sub>7</sub> Home                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

#### 5. Where will you get off this bus?

\_\_\_\_\_

Street Address/Name or Landmark (like Safeway or Napa Valley College)

\_\_\_\_\_

Cross Street

**ST. HELENA**

City

#### 6. How will you complete this trip? (✓ check one only)

- |   |
|---|
| <input type="checkbox"/> <sub>1</sub> My trip is complete when I exit this bus            |
| <input type="checkbox"/> <sub>2</sub> Transfer to a VINE bus (which route? _____)         |
| <input type="checkbox"/> <sub>4</sub> Transfer to another bus agency (which route? _____) |
| <input type="checkbox"/> <sub>5</sub> Walk (how many minutes? _____)                      |
| <input type="checkbox"/> <sub>6</sub> Drive (how many miles? _____)                       |
| <input type="checkbox"/> <sub>7</sub> Someone will pick me up at the bus stop             |
| <input type="checkbox"/> <sub>8</sub> Ride bicycle (how many miles? _____)                |
| <input type="checkbox"/> <sub>9</sub> Other (how? _____)                                  |

#### 10. How would you have made this trip if you couldn't ride the bus? (✓ check one)

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Would not have made this trip | <input type="checkbox"/> <sub>6</sub> Walk         |
| <input type="checkbox"/> <sub>2</sub> Drive alone                   | <input type="checkbox"/> <sub>7</sub> Taxi         |
| <input type="checkbox"/> <sub>3</sub> Get a ride                    | <input type="checkbox"/> <sub>8</sub> Other: _____ |
| <input type="checkbox"/> <sub>4</sub> Carpool                       |  |
| <input type="checkbox"/> <sub>5</sub> Bike                          |  |

#### 11. How did you pay for this trip?

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Adult cash fare           | <input type="checkbox"/> <sub>5</sub> Punch Pass           |
| <input type="checkbox"/> <sub>2</sub> Senior/Disabled cash fare | <input type="checkbox"/> <sub>6</sub> Day Pass             |
| <input type="checkbox"/> <sub>3</sub> Youth cash fare           | <input type="checkbox"/> <sub>7</sub> Transfer from: _____ |
| <input type="checkbox"/> <sub>4</sub> Monthly Pass              |  |

#### 12. How many motor vehicles are available to members of your household? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>0</sub> None | <input type="checkbox"/> <sub>3</sub> Three        |
| <input type="checkbox"/> <sub>1</sub> One  | <input type="checkbox"/> <sub>4</sub> Four         |
| <input type="checkbox"/> <sub>2</sub> Two  | <input type="checkbox"/> <sub>5</sub> Five or more |

**13. Was a car available to you for this particular trip?**

- <sub>1</sub> Yes
- <sub>2</sub> Yes, but with inconvenience to others
- <sub>3</sub> No

**14. What improvements would help you choose to ride the bus more often? (✓ check no more than three)**

- <sub>1</sub> More frequent bus service (how often? \_\_\_\_\_)
- <sub>2</sub> Earlier morning service (begin when? \_\_\_\_\_)
- <sub>3</sub> Later evening service (until when? \_\_\_\_\_)
- <sub>4</sub> More Saturday service
- <sub>6</sub> More Sunday service
- <sub>7</sub> Easier transfers between bus routes
- <sub>8</sub> Better on-time performance
- <sub>9</sub> Better connections to other bus operators
- <sub>10</sub> Service to \_\_\_\_\_
- <sub>11</sub> Other: \_\_\_\_\_

**15. Please rate this service on each of the following:**

|                              | Excellent                             | Good                                  | Fair                                  | Poor                                  | No<br>Opinion                         |
|------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. On-time performance       | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| b. Seating on bus            | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| c. Frequency of service      | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| d. Driver courtesy           | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| e. Rider information         | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| f. Information at bus stops  | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| g. Cleanliness of vehicles   | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| h. Safety/security           | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| i. Ease of transfers         | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| j. System easy to understand | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| k. Fares (cost)              | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |
| l. Overall bus service       | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> |

**Tell us a little about yourself**

**16. How old are you?**

- <sub>1</sub> Under 13
- <sub>2</sub> 13-15
- <sub>3</sub> 16-18
- <sub>4</sub> 19-24
- <sub>5</sub> 25-34
- <sub>6</sub> 35-44
- <sub>7</sub> 45-54
- <sub>8</sub> 55-64
- <sub>9</sub> 65 or older

**17. Are you?**

- <sub>1</sub> Male
- <sub>2</sub> Female

**18. Are you? (✓ check more than one if necessary)**

- <sub>1</sub> Employed full-time
- <sub>2</sub> Employed part-time
- <sub>3</sub> Not currently employed
- <sub>4</sub> Student
- <sub>5</sub> Retired
- <sub>6</sub> Visitor to the area

**19. What is your ethnic background?**

- <sub>1</sub> White
- <sub>2</sub> Spanish/Hispanic/Latino
- <sub>3</sub> Black/African American
- <sub>4</sub> Asian
- <sub>5</sub> Native Hawaiian or Pacific Islander
- <sub>6</sub> American Indian or Alaskan Native
- <sub>7</sub> Filipino
- <sub>8</sub> Other: \_\_\_\_\_

**20. Total household income (for everyone in your household):**

- <sub>1</sub> Under \$15,000
- <sub>2</sub> \$15,000 to \$24,999
- <sub>3</sub> \$25,000 to \$49,999
- <sub>4</sub> \$50,000 to \$74,999
- <sub>5</sub> \$75,000 to \$99,999
- <sub>6</sub> \$100,000 to \$149,999
- <sub>7</sub> \$150,000 to \$199,999
- <sub>8</sub> \$200,000 and over

**21. How many individuals live in your household? \_\_\_\_\_**

**22. Do you have any additional comments about the St. Helena Shuttle? \_\_\_\_\_**

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**23. If you would like to talk personally with someone about the St. Helena Shuttle, feel free to write your name and phone number here: \_\_\_\_\_**

# St. Helena Shuttle

## Encuesta para pasajeros

Napa County Transportation and Planning Agency (NCTPA) esta realizando esta encuesta acerca de los servicios prestados por los buses. Sus respuestas son muy importantes para planear los servicios del bus y hacer mejoras a los servicios existentes. Por favor complete esta encuesta mientras usted esta en el bus y devuélvala al encuestador. Sus respuestas son completamente confidenciales.

Usted solamente necesita completar esta encuesta una vez.

### Punto de Partida

#### 1. ¿De donde viene? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 2. ¿Cuál es la dirección de ese lugar?

Dirección/nombre del sitio (ejemplo: Napa Valley College o Safeway)

Calle que cruza

**ST. HELENA**

Ciudad

#### 3. ¿Cómo llegó usted a la parada del bus en donde usted abordo? (✓ marque solo uno)

- 1 Transferí/Cambié de un VINE bús (¿Cual ruta? \_\_\_\_\_)
- 3 Transferí/Cambié desde bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 4 Caminé (¿Cuántos minutos? \_\_\_\_\_)
- 5 Manejé (¿Cuántas millas? \_\_\_\_\_)
- 6 Alguien me llevó a la parada del bus
- 7 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 8 Otra (¿Cómo? \_\_\_\_\_)

#### 7. ¿Cuantas veces usted usa esta lanzadera? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Esta es mi primera vez      | <input type="checkbox"/> 4 3-4 días por semana |
| <input type="checkbox"/> 2 Menos de una vez por semana | <input type="checkbox"/> 5 5 días por semana   |
| <input type="checkbox"/> 3 1-2 días por semana         | <input type="checkbox"/> 6 6-7 días por semana |

#### 8. ¿Por cuánto tiempo usted ha usado este servicio?

(✓ marque uno)

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Menos de 6 meses | <input type="checkbox"/> 4 3 a 5 años    |
| <input type="checkbox"/> 2 6 a 12 meses     | <input type="checkbox"/> 5 6 a 9 años    |
| <input type="checkbox"/> 3 1 a 2 años       | <input type="checkbox"/> 6 10 o más años |

#### 9. ¿Usted utiliza otros servicios del tránsito?

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Los buses de Napa VINE | <input type="checkbox"/> 7 Yountville Shuttle      |
| <input type="checkbox"/> 2 St. Helena Shuttle     | <input type="checkbox"/> 8 VINE Go Paratransit     |
| <input type="checkbox"/> 3 FlexRide               | <input type="checkbox"/> 9 American Canyon Shuttle |
| <input type="checkbox"/> 4 Calistoga HandyVan     | (ACT) - "The Duck"                                 |
| <input type="checkbox"/> 5 Trolley                |  |
| <input type="checkbox"/> 6 Otro: _____            |  |

### Punto de Llegada

#### 4. ¿A donde va? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 5. ¿Dónde se va bajar de este bus?

Dirección/nombre del sitio (ejemplo: Napa Valley College o Safeway)

Calle que cruza

**ST. HELENA**

Ciudad

#### 6. ¿Cómo va a completar su viaje? (✓ marque solo uno)

- 1 Mi viaje será terminado cuando me baje de este bus
- 2 Transfiriendo/Cambiando a un VINE bús (¿Cuál ruta? \_\_\_\_\_)
- 4 Transfiriendo/Cambiando a bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 5 Voy a caminar (¿Cuántos minutos? \_\_\_\_\_)
- 6 Voy a manejar (¿Cuántas millas? \_\_\_\_\_)
- 7 Alguien me recogerá en la parada del bus
- 8 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 9 Otro (¿Cómo? \_\_\_\_\_)

#### 10. ¿Cómo habría hecho usted este viaje, si usted no hubiera podido viajar en el bus? (✓ marque uno)

- 1 No hubiera podido hacer el viaje
- 2 Manejaría mi carro
- 3 Conseguir alguien quien me lleve
- 4 Usaría el servicio viajando en group "Carpool"
- 5 En bicicleta
- 6 Caminando
- 7 Taxi
- 8 Otro: \_\_\_\_\_

#### 11. ¿Cómo pago por el viaje?

- 1 En efectivo - Tarifa de Adulto
- 2 En efectivo - Tarifa para Deshabilitados/Tercera Edad
- 3 En efectivo - Tarifa para Jóven
- 4 Pase de un mes
- 5 Una tarjeta de descuento de ponchado
- 6 Pase de un día
- 7 Se transfirió de otro bus desde: \_\_\_\_\_

**Continua** →

12. ¿Cuántos vehículos (carros, camionetas) hay disponibles en su casa?

- 0 Ninguno      3 Tres  
1 Uno      4 Cuatro  
2 Dos      5 Cinco o más

13. ¿Usted tenía un carro disponible para hacer este viaje?

- 1 Sí  
2 Sí, pero sería inconveniente para otras personas  
3 No

14. ¿Qué mejoras podría hacer el Departamento de Transito para que usted decida usar nuestros ser vicios más seguido? (✓ marque no más de tres opciones)

- 1 Más frecuencia en el servicio  
 (¿Con qué frecuencia? \_\_\_\_\_)  
2 Servicio más temprano en la mañana  
 (empezando desde: \_\_\_\_\_)  
3 Servicio más tarde (hasta las \_\_\_\_\_)  
4 Más servicio los Sábados  
5 Más servicio los Domingos  
6 Conexiones fáciles entre rutas  
7 Conexiones fáciles a buses por otras agencias de tránsito  
8 Que el servicio se preste a tiempo  
9 Servicio a: \_\_\_\_\_  
10 Otro: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

15. ¿Por favor de una calificación de nuestro servicio para cada uno de las siguientes:

|                                       | Excelente                  | Bueno                      | Regular                    | Pobre                      | No Opinión                 |
|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Servicio a tiempo                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Disponibilidad de sillas en el bus | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Frecuencia en el servicio          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Cortesía del conductor             | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| e. Información acerca de la ruta      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| f. Información de las paradas de bus  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| g. Limpieza del vehiculo              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| h. Seguridad                          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| i. Transbordos fáciles                | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| j. El sistema es fácil de entender    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| k. Tarifas (costo)                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| l. Todo el servicio                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

## Comente un poquito acerca de usted

16. ¿Cuántos años tiene?

- 1 12 o menos      6 35-44  
2 13-15      7 45-54  
3 16-18      8 55-64  
4 19-24      9 65 o más  
5 25-34

17. ¿Es usted?

- 1 Hombre      2 Mujer

18. ¿Esta usted? (✓ marque no más de tres opciones)

- 1 Trabajando tiempo completo  
2 Trabajando medio tiempo  
3 No esta trabajando en este momento  
4 Estudiante  
5 Retirado  
6 Turista o visitante en el área

19. ¿Cuál es su grupo étnico?

- 1 Blanco  
2 Latino  
3 Negro/Africano-Americano  
4 Asiático  
5 Nativo de Hawaii o una isla del Pacifico  
6 Indígena de América o Nativo de Alaska  
7 Filipino  
8 Otro: \_\_\_\_\_

20. Total de ingresos en su casa (Por todos los que viven en su casa):

- 1 Menos de \$15,000      5 \$75,000 to \$99,999  
2 \$15,000 to \$24,999      6 \$100,000 to \$149,999  
3 \$25,000 to \$49,999      7 \$150,000 to \$199,999  
4 \$50,000 to \$74,999      8 \$200,000 o más

21. ¿Cuántos viven en su casa? \_\_\_\_\_

22. ¿Tiene usted comentarios adicionales acerca del servicio de St. Helena? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. Si usted quiere hablar con alguien sobre el servicio de bus, escriba por favor su nombre y número de teléfono aquí: \_\_\_\_\_

# Yountville Shuttle Passenger Survey

The Napa County Transportation and Planning Agency (NCTPA) is conducting this brief survey on bus services. Your responses are very important for planning bus services and making improvements to existing services. Please complete this survey **while you are on the bus** and return the form to the surveyor. Your answers are completely confidential. You only need to complete this survey one time.

## Starting Point

### 1. Where are you coming from? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Home                         | <input type="checkbox"/> <sub>7</sub> Work                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

### 2. What is the location of that place?

\_\_\_\_\_  
Street Address/Name or Landmark (like Veteran's Home or Town Hall)

\_\_\_\_\_  
Cross Street

**YOUNTVILLE**  
City

### 3. How did you get to the bus stop where you boarded?

(✓ check one only)

- |  |
|--|
| <input type="checkbox"/> <sub>1</sub> Transferred from a VINE bus (which route? _____)         |
| <input type="checkbox"/> <sub>3</sub> Transferred from another bus agency (which route? _____) |
| <input type="checkbox"/> <sub>4</sub> Walked (how many minutes? _____)                         |
| <input type="checkbox"/> <sub>5</sub> Drove (how many miles? _____)                            |
| <input type="checkbox"/> <sub>6</sub> Someone gave me a ride to the bus stop                   |
| <input type="checkbox"/> <sub>7</sub> Rode bicycle (how many miles? _____)                     |
| <input type="checkbox"/> <sub>8</sub> Other (how? _____)                                       |

### 7. How often do you ride this shuttle? (✓ check one)

- |   |   |
|---|---|
| <input type="checkbox"/> <sub>1</sub> This is my first time | <input type="checkbox"/> <sub>4</sub> 3-4 days a week |
| <input type="checkbox"/> <sub>2</sub> Less than once a week | <input type="checkbox"/> <sub>5</sub> 5 days a week   |
| <input type="checkbox"/> <sub>3</sub> 1-2 days a week       | <input type="checkbox"/> <sub>6</sub> 6-7 days a week |

### 8. How long have you been using this shuttle? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Less than 6 months | <input type="checkbox"/> <sub>4</sub> 3 to 5 years     |
| <input type="checkbox"/> <sub>2</sub> 6 to 12 months     | <input type="checkbox"/> <sub>5</sub> 6 to 9 years     |
| <input type="checkbox"/> <sub>3</sub> 1 to 2 years       | <input type="checkbox"/> <sub>6</sub> 10 or more years |

### 9. Do you use any other Napa community transit services?

(✓ all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Napa VINE buses    | <input type="checkbox"/> <sub>7</sub> Yountville Shuttle      |
| <input type="checkbox"/> <sub>2</sub> St. Helena Shuttle | <input type="checkbox"/> <sub>8</sub> VINE Go Paratransit     |
| <input type="checkbox"/> <sub>3</sub> FlexRide           | <input type="checkbox"/> <sub>9</sub> American Canyon Shuttle |
| <input type="checkbox"/> <sub>4</sub> Calistoga HandyVan | (ACT) - "The Duck"  |
| <input type="checkbox"/> <sub>5</sub> Trolley            |   |
| <input type="checkbox"/> <sub>6</sub> Other: _____       |   |

## Ending Point

### 4. Where are you going to now? (✓ check one)

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Work                         | <input type="checkbox"/> <sub>7</sub> Home                      |
| <input type="checkbox"/> <sub>2</sub> Shopping                     | <input type="checkbox"/> <sub>8</sub> Medical/healthcare        |
| <input type="checkbox"/> <sub>3</sub> Recreation/social visit      | <input type="checkbox"/> <sub>9</sub> Personal business/errands |
| <input type="checkbox"/> <sub>4</sub> School/college (name: _____) |   |
| <input type="checkbox"/> <sub>5</sub> Social services              |   |
| <input type="checkbox"/> <sub>6</sub> Other (where? _____)         |   |

### 5. Where will you get off this bus?

\_\_\_\_\_  
Street Address/Name or Landmark (like Veteran's Home or Town Hall)

\_\_\_\_\_  
Cross Street

**YOUNTVILLE**  
City

### 6. How will you complete this trip? (✓ check one only)

- |   |
|---|
| <input type="checkbox"/> <sub>1</sub> My trip is complete when I exit this bus            |
| <input type="checkbox"/> <sub>2</sub> Transfer to a VINE bus (which route? _____)         |
| <input type="checkbox"/> <sub>4</sub> Transfer to another bus agency (which route? _____) |
| <input type="checkbox"/> <sub>5</sub> Walk (how many minutes? _____)                      |
| <input type="checkbox"/> <sub>6</sub> Drive (how many miles? _____)                       |
| <input type="checkbox"/> <sub>7</sub> Someone will pick me up at the bus stop             |
| <input type="checkbox"/> <sub>8</sub> Ride bicycle (how many miles? _____)                |
| <input type="checkbox"/> <sub>9</sub> Other (how? _____)                                  |

### 10. How would you have made this trip if you couldn't ride the bus? (✓ check one)

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Would not have made this trip | <input type="checkbox"/> <sub>6</sub> Walk         |
| <input type="checkbox"/> <sub>2</sub> Drive alone                   | <input type="checkbox"/> <sub>7</sub> Taxi         |
| <input type="checkbox"/> <sub>3</sub> Get a ride                    | <input type="checkbox"/> <sub>8</sub> Other: _____ |
| <input type="checkbox"/> <sub>4</sub> Carpool                       |  |
| <input type="checkbox"/> <sub>5</sub> Bike                          |  |

### 11. How did you pay for this trip?

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Adult cash fare           | <input type="checkbox"/> <sub>5</sub> Punch Pass           |
| <input type="checkbox"/> <sub>2</sub> Senior/Disabled cash fare | <input type="checkbox"/> <sub>6</sub> Day Pass             |
| <input type="checkbox"/> <sub>3</sub> Youth cash fare           | <input type="checkbox"/> <sub>7</sub> Transfer from: _____ |
| <input type="checkbox"/> <sub>4</sub> Monthly Pass              |  |

### 12. How many motor vehicles are available to members of your household? (✓ check one)

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>0</sub> None | <input type="checkbox"/> <sub>3</sub> Three        |
| <input type="checkbox"/> <sub>1</sub> One  | <input type="checkbox"/> <sub>4</sub> Four         |
| <input type="checkbox"/> <sub>2</sub> Two  | <input type="checkbox"/> <sub>5</sub> Five or more |

13. Was a car available to you for this particular trip?

- 1 Yes
- 2 Yes, but with inconvenience to others
- 3 No

14. What improvements would help you choose to ride the bus more often? (✓ check no more than three)

- 1 More frequent bus service (how often? \_\_\_\_\_)
- 2 Earlier morning service (begin when? \_\_\_\_\_)
- 3 Later evening service (until when? \_\_\_\_\_)
- 4 More Saturday service
- 5 More Sunday service
- 6 Easier transfers between bus routes
- 7 Better on-time performance
- 8 Better connections to other bus operators
- 9 Service to \_\_\_\_\_
- 10 Other: \_\_\_\_\_

15. Please rate this service on each of the following:

|                              | Excellent                  | Good                       | Fair                       | Poor                       | No Opinion                 |
|------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. On-time performance       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Seating on bus            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Frequency of service      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Driver courtesy           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| e. Rider information         | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| f. Information at bus stops  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| g. Cleanliness of vehicles   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| h. Safety/security           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| i. Ease of transfers         | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| j. System easy to understand | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| k. Fares (cost)              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| l. Overall bus service       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

## Tell us a little about yourself

16. How old are you?

- 1 Under 13
- 2 13-15
- 3 16-18
- 4 19-24
- 5 25-34
- 6 35-44
- 7 45-54
- 8 55-64
- 9 65 or older

17. Are you?

- 1 Male
- 2 Female

18. Are you? (✓ check more than one if necessary)

- 1 Employed full-time
- 2 Employed part-time
- 3 Not currently employed
- 4 Student
- 5 Retired
- 6 Visitor to the area

19. What is your ethnic background?

- 1 White
- 2 Spanish/Hispanic/Latino
- 3 Black/African American
- 4 Asian
- 5 Native Hawaiian or Pacific Islander
- 6 American Indian or Alaskan Native
- 7 Filipino
- 8 Other: \_\_\_\_\_

20. Total household income (for everyone in your household):

- 1 Under \$15,000
- 2 \$15,000 to \$24,999
- 3 \$25,000 to \$49,999
- 4 \$50,000 to \$74,999
- 5 \$75,000 to \$99,999
- 6 \$100,000 to \$149,999
- 7 \$150,000 to \$199,999
- 8 \$200,000 and over

21. How many individuals live in your household? \_\_\_\_\_

22. Do you have any additional comments about the Yountville Shuttle? \_\_\_\_\_

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23. If you would like to talk personally with someone about the Yountville Shuttle, feel free to write your name and phone number here: \_\_\_\_\_

# Yountville Shuttle

## Encuesta para pasajeros

Napa County Transportation and Planning Agency (NCTPA) esta realizando esta encuesta acerca de los servicios prestados por los buses. Sus respuestas son muy importantes para planear los servicios del bus y hacer mejoras a los servicios existentes. Por favor complete esta encuesta mientras usted esta en el bus y devuélvala al encuestador. Sus respuestas son completamente confidenciales.

Usted solamente necesita completar esta encuesta una vez.

### Punto de Partida

#### 1. ¿De donde viene? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 2. ¿Cuál es la dirección de ese lugar?

Dirección/nombre del sitio (ejemplo: Veteran's Home or Town Hall)

Calle que cruza

**YOUNTVILLE**

Ciudad

#### 3. ¿Cómo llegó usted a la parada del bus en donde usted abordo? (✓ marque solo uno)

- 1 Transferí/Cambié de un VINE bús (¿Cual ruta? \_\_\_\_\_)
- 3 Transferí/Cambié desde bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 4 Caminé (¿Cuántos minutos? \_\_\_\_\_)
- 5 Manejé (¿Cuántas millas? \_\_\_\_\_)
- 6 Alguien me llevó a la parada del bus
- 7 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 8 Otra (¿Cómo? \_\_\_\_\_)

#### 7. ¿Cuántas veces usted usa esta lanzadera? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Esta es mi primera vez      | <input type="checkbox"/> 4 3-4 días por semana |
| <input type="checkbox"/> 2 Menos de una vez por semana | <input type="checkbox"/> 5 5 días por semana   |
| <input type="checkbox"/> 3 1-2 días por semana         | <input type="checkbox"/> 6 6-7 días por semana |

#### 8. ¿Por cuánto tiempo usted ha usado este servicio?

(✓ marque uno)

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Menos de 6 meses | <input type="checkbox"/> 4 3 a 5 años    |
| <input type="checkbox"/> 2 6 a 12 meses     | <input type="checkbox"/> 5 6 a 9 años    |
| <input type="checkbox"/> 3 1 a 2 años       | <input type="checkbox"/> 6 10 o más años |

#### 9. ¿Usted utiliza otros servicios del tránsito?

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Los buses de Napa VINE | <input type="checkbox"/> 7 Yountville Shuttle      |
| <input type="checkbox"/> 2 St. Helena Shuttle     | <input type="checkbox"/> 8 VINE Go Paratransit     |
| <input type="checkbox"/> 3 FlexRide               | <input type="checkbox"/> 9 American Canyon Shuttle |
| <input type="checkbox"/> 4 Calistoga HandyVan     | (ACT) - "The Duck"                                 |
| <input type="checkbox"/> 5 Trolley                |  |
| <input type="checkbox"/> 6 Otro: _____            |  |

### Punto de Llegada

#### 4. ¿A donde va? (✓ marque uno)

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Casa                                | <input type="checkbox"/> 7 Trabajo                             |
| <input type="checkbox"/> 2 Hacer compras                       | <input type="checkbox"/> 8 Medico/Servicios médicos            |
| <input type="checkbox"/> 3 Recreación/visita social            | <input type="checkbox"/> 9 Negocios personales/<br>diligencias |
| <input type="checkbox"/> 4 Escuela/Universidad (nombre: _____) |  |
| <input type="checkbox"/> 5 Servicios Sociales                  |  |
| <input type="checkbox"/> 6 Otro (¿donde? _____)                |  |

#### 5. ¿Dónde se va bajar de este bus?

Dirección/nombre del sitio (ejemplo: Veteran's Home or Town Hall)

Calle que cruza

**YOUNTVILLE**

Ciudad

#### 6. ¿Cómo va a completar su viaje? (✓ marque solo uno)

- 1 Mi viaje será terminado cuando me baje de este bus
- 2 Transfiriendo/Cambiando a un VINE bús (¿Cuál ruta? \_\_\_\_\_)
- 4 Transfiriendo/Cambiando a bus operador por otra agencia de tránsito (¿Cual ruta? \_\_\_\_\_)
- 5 Voy a caminar (¿Cuántos minutos? \_\_\_\_\_)
- 6 Voy a manejar (¿Cuántas millas? \_\_\_\_\_)
- 7 Alguien me recogerá en la parada del bus
- 8 En bicicleta (¿Cuántas millas? \_\_\_\_\_)
- 9 Otro (¿Cómo? \_\_\_\_\_)

#### 10. ¿Cómo habría hecho usted este viaje, si usted no hubiera podido viajar en el bus? (✓ marque uno)

- 1 No hubiera podido hacer el viaje
- 2 Manejaría mi carro
- 3 Conseguir alguien quien me lleve
- 4 Usaría el servicio viajando en group "Carpool"
- 5 En bicicleta
- 6 Caminando
- 7 Taxi
- 8 Otro: \_\_\_\_\_

#### 11. ¿Cómo pago por el viaje?

- 1 En efectivo - Tarifa de Adulto
- 2 En efectivo - Tarifa para Deshabilitados/Tercera Edad
- 3 En efectivo - Tarifa para Jóven
- 4 Pase de un mes
- 5 Una tarjeta de descuento de ponchado
- 6 Pase de un día
- 7 Se transfirió de otro bus desde: \_\_\_\_\_

**Continua** →

12. ¿Cuántos vehículos (carros, camionetas) hay disponibles en su casa?

- 0 Ninguno      3 Tres  
1 Uno          4 Cuatro  
2 Dos            5 Cinco o más

13. ¿Usted tenía un carro disponible para hacer este viaje?

- 1 Sí  
2 Sí, pero sería inconveniente para otras personas  
3 No

14. ¿Qué mejoras podría hacer el Departamento de Transito para que usted decida usar nuestros ser vicios más seguido? (✓ marque no más de tres opciones)

- 1 Más frecuencia en el servicio  
 (¿Con qué frecuencia? \_\_\_\_\_)  
2 Servicio más temprano en la mañana  
 (empezando desde: \_\_\_\_\_)  
3 Servicio más tarde (hasta las \_\_\_\_\_)  
4 Más servicio los Sábados  
5 Más servicio los Domingos  
6 Conexiones fáciles entre rutas  
7 Conexiones fáciles a buses por otras agencias de tránsito  
8 Que el servicio se preste a tiempo  
9 Servicio a: \_\_\_\_\_  
10 Otro: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

15. ¿Por favor de una calificación de nuestro servicio para cada uno de las siguientes:

|                                       | Excelente                  | Bueno                      | Regular                    | Pobre                      | No Opinión                 |
|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Servicio a tiempo                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Disponibilidad de sillas en el bus | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Frecuencia en el servicio          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Cortesía del conductor             | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| e. Información acerca de la ruta      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| f. Información de las paradas de bus  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| g. Limpieza del vehiculo              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| h. Seguridad                          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| i. Transbordos fáciles                | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| j. El sistema es fácil de entender    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| k. Tarifas (costo)                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| l. Todo el servicio                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

## Comente un poquito acerca de usted

16. ¿Cuántos años tiene?

- 1 12 o menos      6 35-44  
2 13-15            7 45-54  
3 16-18            8 55-64  
4 19-24            9 65 o más  
5 25-34

17. ¿Es usted?

- 1 Hombre            2 Mujer

18. ¿Esta usted? (✓ marque no más de tres opciones)

- 1 Trabajando tiempo completo  
2 Trabajando medio tiempo  
3 No esta trabajando en este momento  
4 Estudiante  
5 Retirado  
6 Turista o visitante en el área

19. ¿Cuál es su grupo étnico?

- 1 Blanco  
2 Latino  
3 Negro/Africano-Americano  
4 Asiático  
5 Nativo de Hawaii o una isla del Pacifico  
6 Indígena de América o Nativo de Alaska  
7 Filipino  
8 Otro: \_\_\_\_\_

20. Total de ingresos en su casa (Por todos los que viven en su casa):

- 1 Menos de \$15,000      5 \$75,000 to \$99,999  
2 \$15,000 to \$24,999    6 \$100,000 to \$149,999  
3 \$25,000 to \$49,999    7 \$150,000 to \$199,999  
4 \$50,000 to \$74,999    8 \$200,000 o más

21. ¿Cuántos viven en su casa? \_\_\_\_\_

22. ¿Tiene usted comentarios adicionales acerca del servicio de Yountville? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. Si usted quiere hablar con alguien sobre el servicio de bús, escriba por favor su nombre y número de teléfono aquí: \_\_\_\_\_

Hello my name is \_\_\_\_\_ and I'm calling from VINE Go Paratransit. Is \_\_\_\_\_ there?

We're conducting a survey to determine how well VINE Go is meeting your needs and how we can improve our service. All your answers are confidential and anonymous. Do you have a couple of minutes?

1. Are you the....
  - A. Actual passenger
  - B. Caregiver/Attendant
  - C. Family Member
  - D. Other \_\_\_\_\_
  
2. When calling to schedule a trip, how many rings does it usually take for the phone to be picked up?
  - A. Less than 2
  - B. 3-5 rings
  - C. 6-8 rings
  - D. 9 or more rings
  
3. When scheduling a trip, are you usually put on hold by the scheduler?
  - A. Yes (go to next question)
  - B. No (skip next question)
  
4. On average, how many minutes do you wait on hold for the scheduler to return?
  - A. 0-2 minutes
  - B. 3-5 minutes
  - C. 6-8 minutes
  - D. 9 or more minutes
  
5. Do you usually schedule a one-way trip or a roundtrip on VINE Go?
  - A. One-way
  - B. Roundtrip
  
6. Do you ever encounter language problems with the scheduling staff?
  - A. Yes (If yes, go to next question)
  - B. No (If no, skip next question)
  
7. What language would be most helpful for you when scheduling a ride?
  - A. Spanish
  - B. Tagalog
  - C. Chinese
  - D. Other: \_\_\_\_\_

8. When you schedule a trip, VINE Go gives you a 20 minute time period for the pickup, 5 minutes before your scheduled time to 15 minutes after, during which they will pick you up. Does the driver usually arrive...

- A. Within the 20 minute pickup window period
- B. Before the scheduled pickup window period
- C. After the scheduled pickup window period

9. Is the driver usually able to get you to your scheduled appointments (like to the doctors office)...

- A. On-time
- B. Early (How early: \_\_\_\_\_minutes)
- C. Late (How late \_\_\_\_\_minutes)

10. When taking a trip on VINE Go, how are you generally informed that the driver has arrived?

- A. I'm watching for the bus and will come out on my own
- B. Driver toots horn
- C. Driver comes to the door/lobby
- D. Phone call
- E. Other: \_\_\_\_\_

11. Are drivers usually professional and courteous to you when riding VINE Go?

- 1. Yes
- 2. No

12. What types of trips do you use VINE Go for?

- A. Medical appointments
- B. Shopping/Dining/Errands
- C. Pharmacy or Drug Store
- D. Work
- E. Church
- F. School/College
- G. Recreation
- H. Visit family and friends
- I. Meal and/or day programs

13. Which city do you live in?

- A. Napa
- B. Yountville
- C. St. Helena
- D. Calistoga
- E. Oakville
- F. Rutherford
- G. American Canyon
- H. Vallejo

- I. County: what area \_\_\_\_\_
- J. Other: \_\_\_\_\_

14. Do you use VINE Go to travel to other cities to access services?

- A. Yes (go to next question)
- B. No (skip next question)

15. If you do travel on VINE Go to other cities, which ones?

- A. Napa
- B. Vallejo
- C. Santa Rosa
- D. Yountville
- E. St. Helena
- F. Calistoga
- G. Oakville
- H. Rutherford
- I. American Canyon
- J. Other: \_\_\_\_\_

16. Do you ever ride the regular bus routes?

- A. Yes (if yes, go to next question)
- B. No (if no, skip and go to Q18)

17. If you do ride the regular bus, which routes?

- A. Route 10
- B. Route 11
- C. Route 1
- D. Route 2
- E. Route 3
- F. Route 4
- G. Route 5
- H. Route 6
- I. American Canyon Transit – The Duck
- J. St. Helena Shuttle
- K. Yountville Shuttle
- L. Vallejo Transit
- M. Santa Rosa City Bus
- N. Sonoma County Transit
- O. Other: \_\_\_\_\_

18. Do you usually ride...

- A. By yourself
- B. With a personal care attendant
- C. With an escort
- D. With both a personal care attendant and an escort

19. How long have you been riding VINE Go?

- A. Less than a year
- B. 1-2 years
- C. More than 2 years
- D. Don't Know

20. How would you rate the following: Excellent, Good, Fair, Poor, Very Poor

Length of time you have to wait on hold before speaking to a scheduler

Excellent      Good    Fair    Poor    Very Poor

Courtesy of phone scheduler

Excellent      Good    Fair    Poor    Very Poor

Convenience in scheduling your trip in the time frame needed

Excellent      Good    Fair    Poor    Very Poor

Ability to have your questions answered by scheduling staff

Excellent      Good    Fair    Poor    Very Poor

Ease of scheduling a trip

Excellent      Good    Fair    Poor    Very Poor

Vehicle Cleanliness – Interior (including seats and grab rails)

Excellent      Good    Fair    Poor    Very Poor

Vehicle Cleanliness – Exterior (including windows)

Excellent      Good    Fair    Poor    Very Poor

Driver Behavior and courtesy

Excellent      Good    Fair    Poor    Very Poor

Driving skills of the driver

Excellent      Good    Fair    Poor    Very Poor

Ability to get you to your appointments on time

Excellent      Good    Fair    Poor    Very Poor

Overall Satisfaction

Excellent      Good    Fair    Poor    Very Poor

Thank you for your time. Your assistance is very much appreciated!

# **APPENDIX G**

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## DETAILED CAPITAL PROJECTS



**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

VINE Fixed Route Bus Replacement - Hybrid Buses

|                                  | <b>FY2007/08</b><br>Projected | <b>FY2008/09</b><br>Projected | <b>FY2009/10</b><br>Projected | <b>FY2010/11</b><br>Projected | <b>FY2011/12</b><br>Projected | <b>FY2012/13</b><br>Projected | <b>FY2013/14</b><br>Projected | <b>FY2014/15</b><br>Projected | <b>FY2015/16</b><br>Projected | <b>FY2016/17</b><br>Projected | <b>TOTAL</b>        |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|---------------------|
| <b>EXPENSES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| <b>TOTAL CAPITAL EXPENSES</b>    | <b>\$2,160,000</b>            |                               | <b>\$2,313,846</b>            | <b>\$2,394,831</b>            | <b>\$2,478,650</b>            | <b>\$2,565,402</b>            |                               |                               |                               |                               | <b>\$11,912,729</b> |
| <b>REVENUES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| FTA Section 5307                 | \$350,000                     |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$350,000           |
| FTA Section 5309                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| FTA Section 5310                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| FTA Section 5311                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| Proposition 1B                   |                               |                               |                               | \$963,382                     | \$475,000                     | \$245,000                     |                               |                               |                               |                               | \$1,683,382         |
| TFCA Program Manager Funds       | \$112,828                     |                               |                               |                               | \$129,473                     | \$134,004                     |                               |                               |                               |                               | \$376,305           |
| CMAQ                             |                               |                               | \$2,047,754                   | \$1,059,713                   |                               |                               |                               |                               |                               |                               | \$3,107,466         |
| TDA                              |                               |                               |                               |                               | \$987,905                     | \$166,951                     |                               |                               |                               |                               | \$1,154,856         |
| Regional Measure 2               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| Lifeline                         |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| Previously Committed TDA Funding | \$1,697,172                   |                               | \$266,092                     | \$371,736                     |                               |                               |                               |                               |                               |                               | \$2,335,000         |
| Uncommitted Funding              |                               |                               |                               |                               | \$886,272                     | \$2,019,447                   |                               |                               |                               |                               | \$2,905,719         |
| <b>TOTAL CAPITAL REVENUES</b>    | <b>\$2,160,000</b>            |                               | <b>\$2,313,846</b>            | <b>\$2,394,831</b>            | <b>\$2,478,650</b>            | <b>\$2,565,402</b>            |                               |                               |                               |                               | <b>\$11,912,729</b> |

|                            |  |  |  |  |   |                               |  |  |  |  |           |
|----------------------------|--|--|--|--|---|-------------------------------|--|--|--|--|-----------|
| <b>Number of Vehicles</b>  | <b>4</b>                                   |  | <b>4</b>                                   | <b>4</b>                                       | <b>4</b>  | <b>4</b>                      |  |  |  |  | <b>20</b> |
| <b>Retirement Vehicles</b> | <b>1 RTS - FY 1982<br/>3 RTS - FY 1986</b> |  | <b>1 RTS - FY 1986<br/>3 RTS - FY 1987</b> | <b>2 RTS - FY 1988<br/>2 Gilligs - FY 1995</b> | <b>3 Gilligs - FY 1995<br/>1 Gillig - FY 1996</b> | <b>4 New Flyers - FY 2000</b> |  |  |  |  |           |

Hybrid purchases:

FY07/08 - Four hybrid vehicles (approx. \$525K per vehicle) + inspector to review the work (approx. \$60K) - \$2,160,000

FY09/10 - Four hybrid vehicles (NCTPA will also use all leftover funds from FY08 to pay for these vehicles)

Assume 3.5% increase in price annually per MTC guidance

TFCA will cover cost difference between regular diesel and hybrid price

Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017

**CAPITAL**

VINE Go Fleet Replacement

|                                  | FY2007/08<br>Projected | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected | TOTAL              |
|----------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| <b>EXPENSES</b>                  |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| <b>TOTAL CAPITAL EXPENSES</b>    | <b>\$187,515</b>       | <b>\$254,157</b>       | <b>\$263,052</b>       | <b>\$272,259</b>       | <b>\$93,929</b>        |                        |                        | <b>\$416,565</b>       | <b>\$323,358</b>       | <b>\$334,676</b>       | <b>\$2,145,511</b> |
| <b>REVENUES</b>                  |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| FTA Section 5307                 | \$43,070               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$43,070           |
| FTA Section 5309                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| FTA Section 5310                 | \$111,600              | \$149,952              | \$155,201              | \$240,949              |                        |                        |                        | \$276,495              | \$190,781              | \$197,459              | \$1,322,437        |
| FTA Section 5311                 |                        | \$67,775               | \$70,147               |                        | \$75,143               |                        |                        | \$83,313               | \$86,229               | \$89,247               | \$471,854          |
| Proposition 1B                   |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| TFCA Program Manager Funds       |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| CMAQ                             |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| TDA                              | \$32,845               | \$36,429               | \$37,704               | \$31,310               | \$18,786               |                        |                        | \$56,757               | \$46,348               | \$47,970               | \$308,149          |
| Regional Measure 2               |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| Lifeline                         |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| Previously Committed TDA Funding |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| Uncommitted Funding              |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |                    |
| <b>TOTAL CAPITAL REVENUES</b>    | <b>\$187,515</b>       | <b>\$254,157</b>       | <b>\$263,052</b>       | <b>\$272,259</b>       | <b>\$93,929</b>        |                        |                        | <b>\$416,565</b>       | <b>\$323,358</b>       | <b>\$334,676</b>       | <b>\$2,145,511</b> |

| Number of Vehicles  | 3          | 3                    | 3                    | 4                    |                     |  | 4  | 3                    | 3                    | 23 |
|---------------------|------------|----------------------|----------------------|----------------------|---------------------|--|--|----------------------|----------------------|----|
| Retirement Vehicles | 3 vehicles | 3 vehicles - FY 1999 | 3 vehicles - FY 2001 | 3 vehicles - FY 2002 | 1 vehicle - FY 2002 |  | 1 vehicles - FY 2007<br>3 vehicles - FY 2008 | 3 vehicles - FY 2009 | 3 vehicles - FY 2010 |    |



**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

American Canyon Transit - Bus Replacement

|                                  | <b>FY2007/08</b><br>Projected | <b>FY2008/09</b><br>Projected | <b>FY2009/10</b><br>Projected | <b>FY2010/11</b><br>Projected | <b>FY2011/12</b><br>Projected | <b>FY2012/13</b><br>Projected | <b>FY2013/14</b><br>Projected | <b>FY2014/15</b><br>Projected | <b>FY2015/16</b><br>Projected | <b>FY2016/17</b><br>Projected | <b>TOTAL</b>     |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|------------------|
| <b>EXPENSES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| <b>TOTAL CAPITAL EXPENSES</b>    | <b>\$65,000</b>               |                               |                               |                               |                               | <b>\$97,217</b>               |                               | <b>\$104,141</b>              |                               |                               | <b>\$266,358</b> |
| <b>REVENUES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| FTA Section 5307                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| FTA Section 5309                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| FTA Section 5310                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| FTA Section 5311                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| Proposition 1B                   |                               |                               |                               |                               |                               | \$32,406                      |                               | \$34,714                      |                               |                               | \$67,119         |
| TFCA Program Manager Funds       |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| CMAQ                             |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| TDA                              | \$65,000                      |                               |                               |                               |                               | \$64,811                      |                               | \$69,427                      |                               |                               | \$199,239        |
| Regional Measure 2               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| Lifeline                         |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| Previously Committed TDA Funding |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| Uncommitted Funding              |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                  |
| <b>TOTAL CAPITAL REVENUES</b>    | <b>\$65,000</b>               |                               |                               |                               |                               | <b>\$97,217</b>               |                               | <b>\$104,141</b>              |                               |                               | <b>\$266,358</b> |
| <b>Number of Vehicles</b>        | <b>1</b>                      |                               |                               |                               |                               | <b>1</b>                      |                               | <b>1</b>                      |                               |                               | <b>3</b>         |
| <b>Retirement Vehicles</b>       | 1 vehicle - FY 2001           |                               |                               |                               |                               | 1 vehicle - FY 2005           |                               | 1 vehicle - FY 2008           |                               |                               |                  |

Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017

**CAPITAL**

St. Helena VINE Shuttle - Vehicle Replacement

|                                  | FY2007/08<br>Projected | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected | TOTAL     |
|----------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|-----------|
| <b>EXPENSES</b>                  |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |           |
| <b>TOTAL CAPITAL EXPENSES</b>    | \$0                    | \$0                    | \$0                    | \$181,506              | \$0                    | \$0                    | \$0                    | \$0                    | \$0                    | \$0                    | \$181,506 |
| <b>REVENUES</b>                  |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |           |
| FTA Section 5307                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| FTA Section 5309                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| FTA Section 5310                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| FTA Section 5311                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| Proposition 1B                   |                        |                        |                        | \$60,502               |                        |                        |                        |                        |                        |                        | \$60,502  |
| TFCA Program Manager Funds       |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| CMAQ                             |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| TDA                              |                        |                        |                        | \$121,004              |                        |                        |                        |                        |                        |                        | \$121,004 |
| Regional Measure 2               |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| Lifeline                         |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| Previously Committed TDA Funding |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| Uncommitted Funding              |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$0       |
| <b>TOTAL CAPITAL REVENUES</b>    | \$0                    | \$0                    | \$0                    | \$181,506              | \$0                    | \$0                    | \$0                    | \$0                    | \$0                    | \$0                    | \$181,506 |
| <b>Number of Vehicles</b>        |                        |                        |                        | 2                      |                        |                        |                        |                        |                        |                        | 2         |
| <b>Retirement Vehicles</b>       |                        |                        |                        | 2 vehicles - FY 2004   |                        |                        |                        |                        |                        |                        |           |



**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

Calistoga HandyVan - Vehicle Replacement

|                                  | <b>FY2007/08</b><br>Projected | <b>FY2008/09</b><br>Projected | <b>FY2009/10</b><br>Projected | <b>FY2010/11</b><br>Projected | <b>FY2011/12</b><br>Projected | <b>FY2012/13</b><br>Projected | <b>FY2013/14</b><br>Projected | <b>FY2014/15</b><br>Projected | <b>FY2015/16</b><br>Projected | <b>FY2016/17</b><br>Projected | <b>TOTAL</b> |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--------------|
| <b>EXPENSES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| <b>TOTAL CAPITAL EXPENSES</b>    | \$0                           | \$84,719                      | \$0                           | \$90,753                      | \$0                           | \$0                           | \$0                           | \$0                           | \$107,786                     | \$0                           | \$283,258    |
| <b>REVENUES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| FTA Section 5307                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| FTA Section 5309                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| FTA Section 5310                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| FTA Section 5311                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Proposition 1B                   |                               | \$28,240                      |                               | \$30,251                      |                               |                               |                               |                               | \$35,929                      |                               | \$94,419     |
| TFCA Program Manager Funds       |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| CMAQ                             |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| TDA                              |                               | \$56,479                      |                               | \$60,502                      |                               |                               |                               |                               | \$71,857                      |                               | \$188,839    |
| Regional Measure 2               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Lifeline                         |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Previously Committed TDA Funding |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Uncommitted Funding              |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| <b>TOTAL CAPITAL REVENUES</b>    | \$0                           | \$84,719                      | \$0                           | \$90,753                      | \$0                           | \$0                           | \$0                           | \$0                           | \$107,786                     | \$0                           | \$283,258    |
| <b>Number of Vehicles</b>        |                               | 1                             |                               | 1                             |                               |                               |                               |                               | 1                             |                               | 3            |
| <b>Retirement Vehicles</b>       |                               | 1 vehicle - FY 1997           |                               | 1 vehicle - FY 2004           |                               |                               |                               |                               | 1 vehicle - FY 2009           |                               |              |

**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

Downtown Trolley - Vehicle Replacement

|                                  | <b>FY2007/08</b><br>Projected | <b>FY2008/09</b><br>Projected | <b>FY2009/10</b><br>Projected | <b>FY2010/11</b><br>Projected | <b>FY2011/12</b><br>Projected | <b>FY2012/13</b><br>Projected | <b>FY2013/14</b><br>Projected | <b>FY2014/15</b><br>Projected | <b>FY2015/16</b><br>Projected | <b>FY2016/17</b><br>Projected | <b>TOTAL</b> |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--------------|
| <b>EXPENSES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| <b>TOTAL CAPITAL EXPENSES</b>    | \$0                           | \$0                           | \$0                           | \$0                           | \$0                           | \$220,225                     | \$455,865                     | \$0                           | \$0                           | \$0                           | \$676,090    |
| <b>REVENUES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| FTA Section 5307                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| FTA Section 5309                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| FTA Section 5310                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| FTA Section 5311                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Proposition 1B                   |                               |                               |                               |                               |                               | \$73,408                      | \$151,955                     |                               |                               |                               | \$225,363    |
| TFCA Program Manager Funds       |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| CMAQ                             |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| TDA                              |                               |                               |                               |                               |                               | \$146,816                     | \$303,910                     |                               |                               |                               | \$450,726    |
| Regional Measure 2               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Lifeline                         |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Previously Committed TDA Funding |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| Uncommitted Funding              |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               | \$0          |
| <b>TOTAL CAPITAL REVENUES</b>    | \$0                           | \$0                           | \$0                           | \$0                           | \$0                           | \$220,225                     | \$455,865                     | \$0                           | \$0                           | \$0                           | \$676,090    |
| <b>Number of Vehicles</b>        |                               |                               |                               |                               |                               | 1                             | 2                             |                               |                               |                               | 3            |
| <b>Retirement Vehicles</b>       |                               |                               |                               |                               |                               | 1 vehicle - FY 1999           | 2 vehicles - FY 2000          |                               |                               |                               |              |

\*Estimated cost based on the purchase year cost with a 3.5% annual increase factored in







**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

VINE Engines & Maintenance Needs

|                                  | <b>FY2007/08</b> | <b>FY2008/09</b> | <b>FY2009/10</b> | <b>FY2010/11</b> | <b>FY2011/12</b> | <b>FY2012/13</b> | <b>FY2013/14</b> | <b>FY2014/15</b> | <b>FY2015/16</b> | <b>FY2016/17</b> | <b>TOTAL</b>     |
|----------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                  | Projected        |                  |
| <b>EXPENSES</b>                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| <b>TOTAL CAPITAL EXPENSES</b>    | <b>\$125,500</b> | <b>\$87,500</b>  | <b>\$30,000</b>  | <b>\$87,500</b>  | <b>\$855,500</b> |
| <b>REVENUES</b>                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| FTA Section 5307                 |                  | \$70,000         | \$24,000         | \$70,000         | \$70,000         | \$70,000         | \$70,000         | \$70,000         | \$70,000         | \$70,000         | \$584,000        |
| FTA Section 5309                 |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| FTA Section 5310                 |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| FTA Section 5311                 |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Proposition 1B                   |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| TFCA Program Manager Funds       |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| CMAQ                             |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| TDA                              | \$125,500        | \$17,500         | \$6,000          | \$17,500         | \$17,500         | \$17,500         | \$17,500         | \$17,500         | \$17,500         | \$17,500         | \$271,500        |
| Regional Measure 2               |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Lifeline                         |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Previously Committed TDA Funding |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Uncommitted Funding              |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| <b>TOTAL CAPITAL REVENUES</b>    | <b>\$125,500</b> | <b>\$87,500</b>  | <b>\$30,000</b>  | <b>\$87,500</b>  | <b>\$855,500</b> |

Assumes \$50,000 per year for engine and transmission replacements + \$27,500 per year for special projects to improve buses and on-board equipment





Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017

**CAPITAL**

VINE Go Bus Painting

|                                  | FY2007/08<br>Projected | FY2008/09<br>Projected | FY2009/10<br>Projected | FY2010/11<br>Projected | FY2011/12<br>Projected | FY2012/13<br>Projected | FY2013/14<br>Projected | FY2014/15<br>Projected | FY2015/16<br>Projected | FY2016/17<br>Projected | TOTAL    |
|----------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|----------|
| <b>EXPENSES</b>                  |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| <b>TOTAL CAPITAL EXPENSES</b>    | \$15,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$15,000 |
| <b>REVENUES</b>                  |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| FTA Section 5307                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| FTA Section 5309                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| FTA Section 5310                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| FTA Section 5311                 |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| Proposition 1B                   |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| TFCA Program Manager Funds       |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| CMAQ                             |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| TDA                              | \$15,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$15,000 |
| Regional Measure 2               |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| Lifeline                         |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| Previously Committed TDA Funding |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| Uncommitted Funding              |                        |                        |                        |                        |                        |                        |                        |                        |                        |                        |          |
| <b>TOTAL CAPITAL REVENUES</b>    | \$15,000               |                        |                        |                        |                        |                        |                        |                        |                        |                        | \$15,000 |

\*Will be used to paint five vehicles



**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

On Board Equipment - VINE

|                                  | <b>FY2007/08</b><br>Projected | <b>FY2008/09</b><br>Projected | <b>FY2009/10</b><br>Projected | <b>FY2010/11</b><br>Projected | <b>FY2011/12</b><br>Projected | <b>FY2012/13</b><br>Projected | <b>FY2013/14</b><br>Projected | <b>FY2014/15</b><br>Projected | <b>FY2015/16</b><br>Projected | <b>FY2016/17</b><br>Projected | <b>TOTAL</b>    |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-----------------|
| <b>EXPENSES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| <b>TOTAL CAPITAL EXPENSES</b>    | <b>\$20,000</b>               |                               |                               |                               |                               |                               |                               |                               |                               |                               | <b>\$20,000</b> |
| <b>REVENUES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| FTA Section 5307                 | \$16,000                      |                               |                               |                               |                               |                               |                               |                               |                               |                               | <b>\$16,000</b> |
| FTA Section 5309                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| FTA Section 5310                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| FTA Section 5311                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| Proposition 1B                   |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| TFCA Program Manager Funds       |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| CMAQ                             |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| TDA                              | \$2,000                       |                               |                               |                               |                               |                               |                               |                               |                               |                               | <b>\$2,000</b>  |
| Regional Measure 2               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| Lifeline                         |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| Previously Committed TDA Funding | \$2,000                       |                               |                               |                               |                               |                               |                               |                               |                               |                               | <b>\$2,000</b>  |
| Uncommitted Funding              |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                 |
| <b>TOTAL CAPITAL REVENUES</b>    | <b>\$20,000</b>               |                               |                               |                               |                               |                               |                               |                               |                               |                               | <b>\$20,000</b> |

†Install fareboxes on all VINE Go buses and on three Trolleys.

**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

VINE Go/Community Shuttle Mobile Data Equipment

|                                  | <b>FY2007/08</b> | <b>FY2008/09</b> | <b>FY2009/10</b> | <b>FY2010/11</b> | <b>FY2011/12</b> | <b>FY2012/13</b> | <b>FY2013/14</b> | <b>FY2014/15</b> | <b>FY2015/16</b> | <b>FY2016/17</b> | <b>TOTAL</b> |
|----------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|--------------|
|                                  | Projected        |              |
| <b>EXPENSES</b>                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |              |
| <b>TOTAL CAPITAL EXPENSES</b>    | \$0              | \$40,000         | \$0              | \$0              | \$0              | \$0              | \$0              | \$0              | \$0              | \$0              | \$40,000     |
| <b>REVENUES</b>                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |              |
| FTA Section 5307                 |                  | \$32,000         |                  |                  |                  |                  |                  |                  |                  |                  | \$32,000     |
| FTA Section 5309                 |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| FTA Section 5310                 |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| FTA Section 5311                 |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| Proposition 1B                   |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| TFCA Program Manager Funds       |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| CMAQ                             |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| TDA                              |                  | \$8,000          |                  |                  |                  |                  |                  |                  |                  |                  | \$8,000      |
| Regional Measure 2               |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| Lifeline                         |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| Previously Committed TDA Funding |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| Uncommitted Funding              |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | \$0          |
| <b>TOTAL CAPITAL REVENUES</b>    | \$0              | \$40,000         | \$0              | \$0              | \$0              | \$0              | \$0              | \$0              | \$0              | \$0              | \$40,000     |

\*Program will install mobile data equipment on select vehicles





**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

Transit Center Land Acquisition/Construction

|                                  | <b>FY2007/08</b><br>Projected | <b>FY2008/09</b><br>Projected | <b>FY2009/10</b><br>Projected | <b>FY2010/11</b><br>Projected | <b>FY2011/12</b><br>Projected | <b>FY2012/13</b><br>Projected | <b>FY2013/14</b><br>Projected | <b>FY2014/15</b><br>Projected | <b>FY2015/16</b><br>Projected | <b>FY2016/17</b><br>Projected | <b>TOTAL</b>        |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|---------------------|
| <b>EXPENSES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| <b>TOTAL CAPITAL EXPENSES</b>    |                               |                               |                               | <b>\$3,920,000</b>            | <b>\$3,500,000</b>            | <b>\$7,480,000</b>            |                               |                               |                               |                               | <b>\$14,900,000</b> |
| <b>REVENUES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| FTA Section 5307                 |                               |                               |                               | \$34,000                      |                               |                               |                               |                               |                               |                               | \$34,000            |
| FTA Section 5309                 |                               |                               |                               | \$486,000                     |                               |                               |                               |                               |                               |                               | \$486,000           |
| FTA Section 5310                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| FTA Section 5311                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| Proposition 1B                   |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| TFCA Program Manager Funds       |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| CMAQ                             |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| TDA                              |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| Regional Measure 2               |                               |                               |                               |                               | \$1,500,000                   |                               |                               |                               |                               |                               | \$1,500,000         |
| Lifeline                         |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                     |
| Previously Committed TDA Funding |                               |                               |                               | \$3,400,000                   | \$2,000,000                   | \$2,300,000                   |                               |                               |                               |                               | \$7,700,000         |
| Uncommitted Funding              |                               |                               |                               |                               |                               | \$5,180,000                   |                               |                               |                               |                               | \$5,180,000         |
| <b>TOTAL CAPITAL REVENUES</b>    |                               |                               |                               | <b>\$3,920,000</b>            | <b>\$3,500,000</b>            | <b>\$7,480,000</b>            |                               |                               |                               |                               | <b>\$14,900,000</b> |

**Napa County Transportation & Planning Agency (NCTPA) Short Range Transit Plan FY2008 - FY2017**

**CAPITAL**

Bus Yard Facility Maintenance

|                                  | <b>FY2007/08</b><br>Projected | <b>FY2008/09</b><br>Projected | <b>FY2009/10</b><br>Projected | <b>FY2010/11</b><br>Projected | <b>FY2011/12</b><br>Projected | <b>FY2012/13</b><br>Projected | <b>FY2013/14</b><br>Projected | <b>FY2014/15</b><br>Projected | <b>FY2015/16</b><br>Projected | <b>FY2016/17</b><br>Projected | <b>TOTAL</b> |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--------------|
| <b>EXPENSES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| <b>TOTAL CAPITAL EXPENSES</b>    |                               | \$10,000                      |                               | \$9,028                       | \$25,000                      |                               | \$10,000                      |                               | \$10,000                      |                               | \$64,028     |
| <b>REVENUES</b>                  |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| FTA Section 5307                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| FTA Section 5309                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| FTA Section 5310                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| FTA Section 5311                 |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| Proposition 1B                   |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| TFCA Program Manager Funds       |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| CMAQ                             |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| TDA                              |                               | \$10,000                      |                               | \$9,028                       | \$25,000                      |                               | \$10,000                      |                               | \$10,000                      |                               | \$64,028     |
| Regional Measure 2               |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| Lifeline                         |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| Previously Committed TDA Funding |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| Uncommitted Funding              |                               |                               |                               |                               |                               |                               |                               |                               |                               |                               |              |
| <b>TOTAL CAPITAL REVENUES</b>    |                               | \$10,000                      |                               | \$9,028                       | \$25,000                      |                               | \$10,000                      |                               | \$10,000                      |                               | \$64,028     |

Ongoing Facility Maintenance Costs:

- Approximately \$10K every 2-3 years for ongoing maintenance (e.g., roof replacement, bathroom remodel, window replacement, resurfacing yard)
- \$25K to install solar panels and system within the next five years









# **APPENDIX H**

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## **FLEET INVENTORY**



| Bus #                   | Manufacturer | Model                           | Year Built | Engine Rebuild Year | Bus Rehab Year | Service Type |
|-------------------------|--------------|---------------------------------|------------|---------------------|----------------|--------------|
| <b>VINE Fixed-Route</b> |              |                                 |            |                     |                |              |
| 106                     | GMC          | RTS                             | 1982       | --                  | 2005           | Fixed-route  |
| 108                     | GMC          | RTS                             | 1986       | --                  | --             | Fixed-route  |
| 109                     | GMC          | RTS                             | 1986       | --                  | --             | Fixed-route  |
| 110                     | GMC          | RTS                             | 1986       | --                  | --             | Fixed-route  |
| 111                     | GMC          | RTS                             | 1986       | --                  | --             | Fixed-route  |
| 112                     | GMC          | RTS                             | 1987       | 2003                | 2005           | Fixed-route  |
| 113                     | GMC          | RTS                             | 1987       | --                  | 2005           | Fixed-route  |
| 114                     | GMC          | RTS                             | 1987       | 2004                | 2005           | Fixed-route  |
| 115                     | GMC          | RTS                             | 1988       | 2004                | --             | Fixed-route  |
| 116                     | GMC          | RTS                             | 1988       | 2006                | --             | Fixed-route  |
| 128                     | Gillig       | Phantom                         | 1995       | 2005                | --             | Fixed-route  |
| 129                     | Gillig       | Phantom                         | 1995       | 2007                | --             | Fixed-route  |
| 130                     | Gillig       | Phantom                         | 1995       | 2007                | --             | Fixed-route  |
| 131                     | Gillig       | Phantom                         | 1995       | 2006                | --             | Fixed-route  |
| 132                     | Gillig       | Phantom                         | 1996       | --                  | --             | Fixed-route  |
| 127                     | Gillig       | Phantom                         | 1995       | 2007                | --             | Fixed-route  |
| 150                     | New Flyer    | Low Floor                       | 2000       | --                  | --             | Fixed-route  |
| 151                     | New Flyer    | Low Floor                       | 2000       | --                  | --             | Fixed-route  |
| 152                     | New Flyer    | Low Floor                       | 2000       | --                  | --             | Fixed-route  |
| 153                     | New Flyer    | Low Floor                       | 2000       | --                  | --             | Fixed-route  |
| <b>VINE Go</b>          |              |                                 |            |                     |                |              |
| 610                     | Dodge        | Caravan                         | 1992       | --                  | --             | Paratransit  |
| 605                     | Ford         | Supreme                         | 1995       | --                  | --             | Paratransit  |
| 606                     | Ford         | Aerotech                        | 1995       | --                  | --             | Paratransit  |
| 622                     | Ford         | Aerotech                        | 1999       | --                  | --             | Paratransit  |
| 608                     | Ford         | Econoline                       | 1999       | --                  | --             | Paratransit  |
| 607                     | Ford         | Econoline                       | 1999       | --                  | --             | Paratransit  |
| 609                     | Ford         | Econoline                       | 1999       | --                  | --             | Paratransit  |
| 614                     | Ford         | Aerotech 240                    | 2001       | --                  | --             | Paratransit  |
| 615                     | Ford         | Aerotech 240                    | 2001       | --                  | --             | Paratransit  |
| 616                     | Ford         | Champion                        | 2001       | --                  | --             | Paratransit  |
| 623                     | Ford         | Aerotech 220                    | 2002       | --                  | --             | Paratransit  |
| 624                     | Ford         | Aerotech 220                    | 2002       | --                  | --             | Paratransit  |
| 625                     | Ford         | Aerotech 220                    | 2002       | --                  | --             | Paratransit  |
| 626                     | Ford         | Aerotech 220                    | 2002       | --                  | --             | Paratransit  |
|                         | Starcraft    | Allstar Type II Paratransit Bus | 2007       | --                  | --             | Paratransit  |
| <b>TROLLEY</b>          |              |                                 |            |                     |                |              |
| 403                     | Supreme      | Trolley                         | 1999       | --                  | --             | Fixed-route  |
| 401                     | Supreme      | Trolley                         | 2000       | --                  | --             | Fixed-route  |
| 402                     | Supreme      | Trolley                         | 2000       | --                  | --             | Fixed-route  |

| Bus #                          | Manufacturer | Model           | Year Built | Engine Rebuild Year | Bus Rehab Year | Service Type         |
|--------------------------------|--------------|-----------------|------------|---------------------|----------------|----------------------|
| <b>AMERICAN CANYON TRANSIT</b> |              |                 |            |                     |                |                      |
|                                | Ford         | Econoline       | 2001       | --                  | --             | Deviated fixed-route |
|                                | Ford         | Econoline       | 2005       | --                  | --             | Deviated fixed-route |
| <b>CALISTOGA HANDY VAN</b>     |              |                 |            |                     |                |                      |
| 627                            | Braun        | Transportor Van | 2004       | --                  | --             | Dial-a-ride          |
| 611                            | Dodge        | Caravan         | 1997       | --                  | --             | Dial-a-ride          |
| <b>ST. HELENA VINE SHUTTLE</b> |              |                 |            |                     |                |                      |
| 628                            | El Dorado    | Type II Van     | 2004       | --                  | --             | Deviated fixed-route |
| 629                            | El Dorado    | Type II Van     | 2004       | --                  | --             | Deviated fixed-route |
| 621                            | Ford         | Aerotech        | 1999       | --                  | --             | Deviated fixed-route |
| <b>YOUNTVILLE SHUTTLE</b>      |              |                 |            |                     |                |                      |
| 612                            | Ford         | Aerotech 220    | 1999       | --                  | --             | Deviated fixed-route |
| 613                            | Ford         | Aerotech 220    | 1999       | --                  | --             | Deviated fixed-route |