

GLOSSARY

Glossary of Terms¹

Access -the opportunity to reach a given destination within a certain time frame or without being impeded by physical, social or economic barriers.

Accessibility -the extent to which facilities and individual travel vehicles are barrier-free and can be used by persons with disabilities, including wheel chairs.

Americans with Disability Act (ADA) -the Federal law that requires public facilities, including transportation facilities, to be fully accessible for persons with disabilities. ADA also requires the provision of complementary or supplemental paratransit services in areas where fixed-route transit services operate.

Americans with Disability Act Complementary Paratransit -demand response services that operate accommodate persons who cannot use the fixed-route service because their disability prevents it. Under ADA, a fixed-route service (excluding commuter services) is required to provide complementary paratransit with service characteristics equivalent to fixed-route service.

Advance Reservation Scheduling -passengers call ahead and reserve, in advance, for a ride on a particular date and time. This is used in demand-response transportation systems. Transit systems may set limits on the minimum and maximum advance reservation times before the requested trip. Advance reservation of trip requests allows the scheduler/dispatcher to identify ridesharing opportunities and assign rides to vehicles for the most efficient service delivery. A drawback to allowing requests far in advance of the desired trip is that no-shows may be more frequent than with real-time scheduling.

Block Grant -categorical funds that are distributed to a recipient without specific spending requirements.

Brokerage -in general, an institutional organization that functions as an interface between transportation providers and users. More specific roles include the following:

- Coordination of transportation services in a defined area. The transportation broker may centralize vehicle dispatching, record keeping, vehicle maintenance, and other functions under contractual arrangements with agencies, municipalities, and other organizations. This type of brokerage may be appropriate when full consolidation of services is not the best option.
- A method of matching travelers with a variety of transportation providers and modes through use of central dispatching and administrative facilities. Volunteer drivers are often coordinated by a broker.

Capital Costs - refer to the costs of long term assets of a public transit system such as property, buildings and vehicles. The Federal Transit Administration (FTA) defines capital costs to include bus overhauls, preventative maintenance, and even a portion of ADA paratransit expenses.

¹ Glossary Adapted From Coordination Strategy Handbook, Wisconsin Department of Transportation, published by United We Ride, the Administration on Aging and the Department of Health and Human Services in Seniors Benefit from Transportation Partnerships -A Toolkit.

Central Transfer Points -a central meeting place where routes or zonal demand-responsive buses intersect so that passengers may transfer. Routes are often timed to facilitate transferring.

Charter Service -transportation service offered to the public on an exclusive basis (either as individuals or as groups). It is provided with a vehicle that is licensed to render charter service and engaged at a specific price for the trip or period of time, usually on a reservation or contractual basis.

Circulator -a bus that makes frequent trips around a small geographic area with numerous stops around the route. It is typically operated in a downtown area or area attracting tourists, where parking is limited, roads are congested and trip generators are spread around the area. It may be operated all day or only at times of peak demand, such as rush hour or lunch time.

Community Routes -community routes are transit routes that are tailored to meet the needs of a specific market segment (such as persons with a disability or older adults) in a community. Community routes often evolve out of a pattern of demand-responsive travel within a community.

Connector Service -service in which a transfer to or from another transit system or mode is the focal point. An example of this is service provided under the Greyhound Rural Connector program: local transit providers operate service that brings people to and from the Greyhound station. This type of connector is also known as a feeder service.

Coordination -coordination is a resource management technique used to achieve greater cost effectiveness in service delivery. Coordination requires shared power, which includes shared responsibility, shared management and shared funding. In coordination, two or more organizations (who may not have worked together previously) interact to jointly accomplish their transportation objectives.

Curb-to-Curb Services -a service that picks up and delivers passengers at the curb or roadside, as distinguished from door-to-door service. Passenger assistance is generally not rendered other than for actual boarding and alighting.

Demand-Responsive Service -service activated based on passenger requests. Usually passengers call the scheduler or dispatcher and request rides for particular dates and times. A trip is scheduled for the passenger, and may be canceled by the passenger. Usually involves curb-to-curb or door-to-door service. Trips may be scheduled on an advance reservation basis or in "real-time". Usually smaller vehicles are used to provide demand-response service. This type of service usually provides the highest level of service to the passenger but is the most expensive for the transit system to operate in terms of cost per trip.

Destination -a place which a passenger ultimately disembarks from a transit vehicle; the point at which a trip terminates.

Dial-A-Ride -a name that is commonly used for demand-responsive service.

Door-through-Door Service - a service that may involve assisting the passenger through the door of their place of origin and delivering them through the door of their destination. The driver or escort may provide substantial hands-on physical assistance for the passenger if needed.

Door-to-Door Service - a service that picks up passenger at the door of their place of origin and delivers them to the door of their destination. The driver pulls the vehicle off the road, if possible, and escorts or physically assists the passengers if needed. Door-to-door service provides a higher level of assistance than curb-to-curb service and is typically used for passenger with physical disabilities.

Federal Transit Administration (FTA) -the agency within the DOT that administers federal transit aid programs. Before 1991, FTA was known as the Urban Mass Transportation Administration (UMTA).

Fixed-Route -bus service on a prescribed path or route that never varies. The schedule may be fixed or flexible. Passenger may be required to wait at designated stops, or flag stops may be permitted. Usually larger vehicles are used to provide fixed-route service.

Fixed Schedule -predetermined times at which a vehicle is to arrive at certain location. The actual bus route may be fixed or flexible. A flexible route combines fixed scheduled stops with demand response stops.

Headway -the length of time at a stop between buses following the same route. If buses operating along Route A arrive at Stop 1 at 9:00, 9:30, 10:00, 10:30 and 11:00, it is operating on half-hour headways during the period between 9:00 and 11:00.

Human Service Transportation Agency - transportation for clients at a specific agency that is usually limited to a specific trip purpose. Human service agency trips are often provided under contract to a human service agency and may be provided exclusively or shared with riders from other human service agencies.

Individual with a Disability-any person who by any reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability is unable, without special facilities, to use local transit facilities and services as effectively as persons who are not so affected. This definition is part of the Americans with Disabilities Act.

Live Dispatch or Real-Time Scheduling -passengers call and a request demand-responsive trip a short time before the trip is needed and the dispatcher is responsible for assigning vehicles and drivers to meet passengers' requests. This type of scheduling is most convenient for passenger but most costly for a transit system to implement as a large fleet of vehicles and drivers is needed to ensure all trips requests are met. This type of scheduling is most frequently used by taxi services.

Local Bus Service -local bus service is a term used to describe a route along which many stops are made, allowing passengers to board and disembark. It is typically used in contrast to express bus, a bus that makes a limited number of stops and is targeted more at long distance riders. Local bus service is important in rural areas unless feeder or connector service is available to bring people to the station.

Medicaid -also known as Medical Assistance, this is a health care program for low-income and other "medically-needy" persons. It is mostly funded by State and Federal governments. The Medicaid program

pays for transportation to non-emergency medical appointments if the recipient has no other means of travel to the appointment.

Medicare -the national health insurance program for eligible people 65 and older and some disabled individuals. Medicare covers hospital costs; Medicaid B covers doctor bills and other medical costs. At this time, Medicare covers only emergency transportation services.

Metropolitan Planning Organization (MPO) -the organization entity designated by law with lead responsibility for developing transportation plans and programs for urbanized areas of 50,000 or more in population. MPOs are established by agreement of the governor and are designed so that combined; they represent 75 percent of the affected population of the urbanized area.

Mobility -the ability to move or be moved from place to place.

Mode, Intermodal, Multimodal -mode refers to a form of transportation, such as automobile, transit, bicycle, and walking. Intermodal refers to the connection between modes and multimodal refers to the availability of transportation options within a system or corridor.

Operating Cost -the costs associated with operating and maintaining a transit system, including labor, fuel, administration and maintenance.

Paratransit Service -paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed-route mass transit services. The term paratransit usually indicates that smaller vehicles (less than 25 passengers) are being used. These services usually serve the needs of persons that standard mass transit services would serve with difficulty or not at all. A paratransit service is typically advance reservation, demand responsive provided curb-to-curb or door-to-door. Route deviation and point deviation are also considered paratransit.

Point Deviation Service -a type of flexible route transit service in which fixed scheduled stops (points) are established but the vehicle may follow any route needed to pick up individuals along the way if the vehicle can make it to the fixed points on the schedule. This type of service usually provides access to a broader geographic area than does fixed-route service but is not as flexible in scheduling options as demand responsive service. It is most appropriate when riders change from day to day but the same destinations are consistently in demand.

Provider of Transportation (Transportation Provider) -an agency that offers or facilitates (purchases, contractors for, or otherwise obtains) transportation, as opposed to an agency whose role is limited to funding programs.

Pulse System -a type of fixed-route transit system (usually involving a radial network) in which all routes arrive at and depart from the central transfer point at the same times. This timing facilitates transferring but necessitates a transfer facility where simultaneously all bus can safely drop off passengers, wait and passengers can easily and safely get to the bus to which they are transferring.

Real-Time or Live Dispatch Scheduling -passengers call and request demand-responsive trips a short time before the trips are needed and the dispatcher is responsible for assigning vehicles and drivers to meet passengers' requests. This type of scheduling is most convenient for passengers but most costly for a transit system to implement as a large fleet of vehicles and drivers is needed to ensure all trips requests are met. This type of scheduling is most frequently used by taxi services.

Route Deviation Service -transit buses travel along a pre scribed route at scheduled times and maintain scheduled or unscheduled checkpoint stops. The vehicle may leave and return to the route to pick up persons who have requested demand-responsive trips near the route; passengers may call in advance for route deviations or may access the system at predetermined route stops.

Senior Centers -senior centers are considered a vital link in the service delivery network for older persons. Senior centers function as meal sites, screening clinics, recreational centers, social service agency branch offices, etc.

Shared Ride Taxi -a shared ride taxi service provides taxi transportation in which more than one passenger is in the vehicle at the same time, usually at a reduced rate for each of the passengers, shared ride taxi is a way of using taxicabs for paratransit service.

Shuttle Service -shuttle service refers to fixed-route that connects only a small number of fixed stops and operates at a high frequency (or short headways). The vehicle follows a repetitive back-and-forth route. This type of service is related to a circulator service but connotes a more linear route structure.

Specialized Transit-referstotransitservicesthatsupportparticularpopulations,frequently consisting of older adults, persons with disabilities and/or individuals with low incomes.

Subscription Service -when a passenger or group of passengers requests a repetitive ride, such as on a daily or weekly service on an on-going basis. Trips are often scheduled on a Subscription or "standing order" basis. The passenger makes a single initial trip request and the transit system automatically schedules them for their trip(s) each day or week. This type of service is frequently used in transporting human service agency clients to regular agency programs.

Taxi -demand-responsive transportation vehicle offered to individual members of the public on an exclusive basis, in a vehicle licensed to render that service, usually operated by a private, for profit company. Fares are usually charged on a per-mile or per-minute (or both) basis on top of a base fare charged for all trips. Passengers may call the dispatcher to request a trip (live dispatch) or hail a passing unoccupied taxi.

Transit Dependent -persons who must rely on public transit or paratransit services for most of their transportation. Typically refers to individuals without access to personal vehicles.

Transit Disadvantaged -a term used to described those persons who have little or no access to meaningful jobs , services, and recreation because a transportation system that does not meet their needs.

Transportation Management Association -a voluntary association of public and private agencies and firms joined to cooperatively develop transportation-enhancing programs in a given area. Transportation

Management Associations (TMAs) are appropriate organizations to better manage transportation demand in congested suburban communities.

Volunteer Driver Network -a volunteer network matches requests for transportation with a volunteer driver who is typically reimbursed on a per-mile basis for providing the trip. Persons requesting service call the network; the network calls the driver and schedules the trip. Volunteer networks are frequently used in rural areas where resources are scarce, persons needing transportation may live in remote areas, and a sense of community is not uncommon.

Volunteer Escort Network -a volunteer escort service maintains a network of volunteers who will travel with a person needing mobility assistance on the transportation service. Volunteer escorts typically accompany individuals on longer distance trips and/or trips with multiple passengers.