



Resource Guide

SENIORS BENEFIT FROM TRANSPORTATION COORDINATION PARTNERSHIPS – A TOOLBOX

Promising Practices From the Aging Network

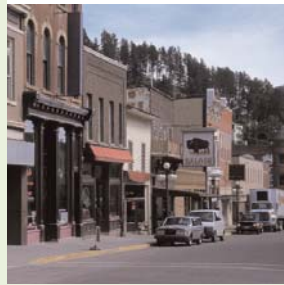


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Acknowledgments

This research and resource compilation was done under contract number 282-98-0001 for the U.S. Department of Health and Human Resources, Administration on Aging, Jon E. Burkhardt Senior Study Director was the WESTAT Project Director for this effort. Publication development and design by BETAH Associates, Inc., under contract number GS-23F-0261M.

The *Coordinating Transportation Choices for Seniors Toolbox* is intended to guide and inspire transportation services for seniors. Its products provide information from a study conducted in 14 communities across the country examining replicable coordination strategies for providing transportation choices to older adults to help them remain independent and mobile. This toolbox is comprised of the following products:

- An *Executive Summary* that examines the role and importance of transportation in the lives of seniors, as well as key elements of coordinating efforts.
- A *PowerPoint Presentation* that gives an overview of information from the 14-site study, and can be adapted and tailored for use at the local level.
- A *Synthesis Report* that details the components and benefits of coordinating efforts to enhance transportation services.
- A *Case Study Guide* that offers an in-depth look at the activities and achievements of each of the 14 sites in the study.
- A *Resource Guide* that provides a description of terms used throughout the products in the toolbox, as well as identifies relevant sources of information.



Resources and Sites

Regarding trends in aging:

Federal Interagency Forum on Aging-Related Statistics, *Older Americans 2004: Key Indicators of Well-Being*. Available at www.agingstats.gov/chartbook2004/default.htm.

Regarding coordinated transportation services:

Burkhardt, J.E., Nelson, C.A., Murray, G., and Koffman, D., *Toolkit for Rural Community Coordinated Transportation Services*, TCRP Report 101, prepared for the Transportation Research Board by Westat, March 2004. Available at http://gulliver.trb.org/publications/tcrp/tcrp_rpt_101.pdf.

Planning Guidelines for Coordinated State and Local Specialized Transportation Services, Coordinating Council on Access and Mobility, U.S. Department of Health and Human Services and U.S. Department of Transportation, 2000. Available at www.fta.dot.gov/library/policy/guide.pdf.

Volume II, A Guide for Implementing Coordinating Transportation Systems, Ohio Department of Transportation, Office of Public Transportation, 1997. Available at www.dot.state.oh.us/ptrans/PDF_FILES/ODOT%20Coordination%20Guide%20Volume%202.pdf (Informal name of document is ODOT Coordination Implementation Guide.)

Coordinated Human Service Transportation State Legislative Approaches, by the National Conference of State Legislatures, 2005. Available at www.ncsl.org/programs/transportation/tranhumansvs.htm.

Framework for Action: Building the Fully Coordinated Transportation System, Self Assessment Tools for Communities and States, The Federal Interagency Coordinating Council on Access and Mobility, 2004. Available at www.unitedweride.gov/FFA-Intro.pdf.

Developing Coordinated Transportation Systems for Older Persons: The Leadership Role of State Units on Aging, 2004. National Association of State Units on Aging for the National Consortium on the Coordination of Human Services Transportation. Available at www.ctaa.org/ntrc/is_coordination.asp.

Regarding other aging-related transportation issues:

Ageing and Transport: Mobility Needs and Safety Issues, Organisation for Economic Co-operation and Development (OECD), Paris, France, 2001.

Safe Mobility for a Maturing Society: Challenges and Opportunities, U.S. Department of Transportation, Washington, DC, 2003. Available at www.eyes.uab.edu/Safemobility/SafeMobility.pdf.

Hardin, Jane, *Senior Transportation Toolkit and Best Practices*, Community Transportation Association of America, 1st Edition, May 2003.

Transportation Solutions in a Community Context: The Need for Better Transportation Systems for Everyone, AARP, www.aarp.org.

Other Useful Sites and Resources

Freedom to Travel

This report, published by the U.S. Department of Transportation's Bureau of Transportation Statistics, summarizes the results of a 2002 survey on access to transportation for persons with disabilities. Available at www.bts.gov/publications/freedom_to_travel.

Administration on Aging, U.S. Department of Health and Human Services, www.aoa.gov.

Federal Interagency Council on Aging Statistics, www.agingstats.gov/about.html.

AARP Policy and Research, www.aarp.org/research.

The National Center for Health Statistics, Data Warehouse on Trends in Health and Aging, www.cdc.gov/nchs/agingact.htm.

Easter Seals Project ACTION Web site, <http://projectaction.easterseals.com>.

Aging Americans: Stranded Without Options, Surface Transportation Project (STPP) and AARP, www.transact.org/library/reports_html/seniors/aging.pdf and www.globalaging.org/elderrights/us/2004/nondriversreport.pdf.

Transportation Solutions in a Community Context: The Need for Better Transportation Systems for Everyone, AARP, www.aarp.org/Articles/a2004-03-26-transportation.html.

Mobility for the Aging Population, American Public Transit Association, www.apta.com/research/info/online/aging.cfm.

Community Transportation Association, www.ctaa.org/ntrc/is_senior.asp.

The Transit Cooperative Research Program, www.tcrponline.org/index.cgi.

Transportation-Disadvantaged Populations, GAO report GAO-03-697, June 2003, www.gao.gov/new.items/d03697.pdf.

Older Drivers Brief, Administration on Aging, www.aoa.gov/prof/notes/notes_older_drivers.asp.

Improving Public Transit Options for Older Persons, Funded by the Transit Cooperative Research Program (TCRP Report 82, 2002), http://trb.org/news/blurbs_detail.asp?id=1162.

How Best to Serve Seniors on Existing Transit Services, Mineta Transportation Institute (MTI Report 01-04), <http://transweb.sjsu.edu/publications/Seniors.htm>.

Improving Public Transportation Services through Effective Statewide Coordination, National Governors Association Center for Best Practices, www.nga.org/cda/files/011503IMPROVINGTRANS.pdf.

Community Transportation Association of America Transportation Coordination Resources You Should Read,

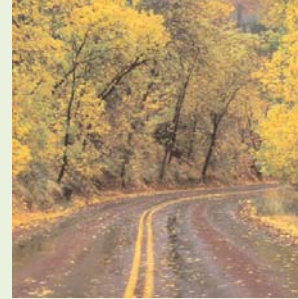
www.ctaa.org/ntrc/coordination/docs/resources/TransportationCoordinationResourcesYouShouldRead.pdf

Washington State Reference Materials for Transportation Coordination,

www.wsdot.wa.gov/acct/library/acct-ion_bulletins/2004_May.htm

Leadership Forum on Coordinated Special Needs Transportation, United We Ride, Puget Sound, June 14, 2004:

- Reference Materials for Transportation Coordination, *www.discovery.org/scripts/viewDB/filesDB-download.php?id=130*.
- Brochure on Mobility Management, *Making It Happen, How You Can Help*, United We Ride Puget Sound, *www.discovery.org/scripts/viewDB/filesDB-download.php?id=127*.



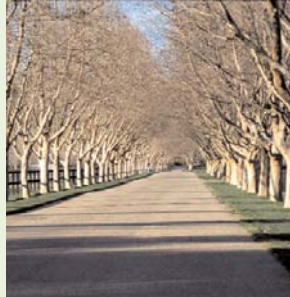
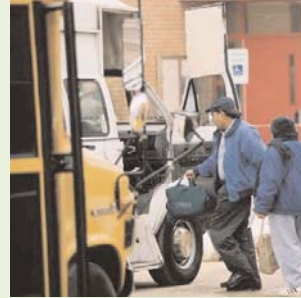
List of Abbreviations

AAA	Area Agency on Aging
AARP	American Association of Retired Persons
ACCT	Agency Council on Coordinated Transportation
ADA	Americans with Disabilities Act of 1990, as amended
ADLs	Activities of daily living
AoA	Administration on Aging
APTA	American Public Transit Association
AVL	Automatic vehicle locator
BIA	Bureau of Indian Affairs (U.S. Department of Interior)
CAD	Computer-aided dispatching
Caltrans	California Department of Transportation
CART*	Community Association for Rural Transportation, Inc.
CBD	Central business district
CDBG	Community Development Block Grant
CDC	Centers for Disease Control and Prevention
CDL	Commercial driver licensing
CMS	Centers for Medicare & Medicaid Services
COA	Council on Aging
COAST	Council on Aging and Human Services Transportation
CTAA	Community Transportation Association of America
CTC	Community transportation coordinator (Florida)
CTD	Coordinated transit district
DARTS	Dakota Area Resources and Transportation for Seniors
DMAS	Department of Medical Assistance (Virginia)
DMV	Department of Motor Vehicles
DOL	U.S. Department of Labor

* One of the case studies discusses an innovative program called Community Association for Rural Transportation, no longer in operation as of the date of this publication.

DOT	U.S. Department of Transportation
ECIAAA	East Central Illinois Area Agency on Aging
ESRD	End-stage renal disease
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
GAO	U.S. Government Accountability Office (formerly the U.S. General Accounting Office)
GIS	Geographic information system
HHS	U.S. Department of Health and Human Services
IADLs	Instrumental activities of daily living
IDOT	Illinois Department of Transportation
IDT	Idaho Transportation Department
INDOT	Indiana Department of Transportation
ITS	Intelligent transportation system
JARC	Job Access and Reverse Commute program (FTA)
JPA	Joint Powers Authority
KDOT	Kansas Department of Transportation
MCOA&CS	Malheur Council on Aging and Community Services
MCSTS	Malheur County Special Transportation System
MDOT	Michigan Department of Transportation
MDT	Montana Department of Transportation
MMS	Medical Motor Service
MnDOT	Minnesota Department of Transportation
MOU	Memoranda of Understanding
MPO	Metropolitan planning organization
MRDD	Mental Retardation and Developmental Disabilities (Board of or Department of)
MSA	Metropolitan statistical area
NCDOT	North Carolina Department of Transportation
NJDOT	New Jersey Department of Transportation
NPTS	Nationwide Personal Transportation Survey (superseded by the National Household Travel Survey, NHTS)
ODOT	Ohio Department of Transportation Oregon Department of Transportation
OAA	Older Americans Act
PACT	Program for Agency Coordinated Transportation
PDA	Personal digital assistant
PennDOT	Pennsylvania Department of Transportation
RPA	Regional planning affiliation

RTA	Regional transit authority
RTAP	Rural Transit Assistance Program
RTC	Regional transportation commission
SCACOG	South Carolina Appalachian Council of Governments
SCTB	Sedgwick County Transportation Brokerage
STF	Special Transportation Formula funds (Oregon; includes State cigarette tax revenues)
STP	Supplemental transportation program
STS	Special transportation system
TAC	Transportation advisory committee
TANF	Temporary Assistance for Needy Families
TD	Transportation disadvantaged
TDA	Transportation Development Act
USDA	U.S. Department of Agriculture
VA	Veterans Administration
VPTA	Vermont Public Transit Authority
WDOT	Washington Department of Transportation
W-t-W	Welfare-to-work



Glossary of Technical Terms

Note: Items shown in boldface and italics are defined in this glossary.

Access

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

Access Board

Common name for the Architectural and Transportation Barriers Compliance Board, an independent Federal agency whose mission is to develop guidelines for accessible facilities and services and to provide technical assistance to help public and private entities understand and comply with the ***Americans with Disabilities Act (ADA)***.

Accessibility

The extent to which facilities, including transit vehicles, are barrier-free and can be used by persons with disabilities, including wheelchair users.

Access Services

According to the ***Older Americans Act (OAA), Title III A***, access services include transportation, outreach, information and assistance, and case management.

ADA

See ***Americans with Disabilities Act***.

ADA Complementary Paratransit Service

Demand-responsive service that is operated in addition to ***fixed route*** service to accommodate persons who cannot ride the ***fixed route*** service because their disability prevents it. Under the ***Americans with Disabilities Act***, public entities that operate

fixed route service (excluding **commuter service**) are required to provide complementary paratransit with service characteristics equivalent to the **fixed route service**. The **ADA** is very specific in what constitutes equivalent service and what kinds of persons must be provided this service. A plan describing the service, which documents the planning process, must be submitted to the **Federal Transit Administration (FTA)** regional office and updated annually. Many rural operators are not required to provide **complementary paratransit service** because they typically do not operate pure **fixed route** service.

Administration on Aging

The Administration on Aging (AoA), an agency in the U.S. Department of Health and Human Services (HHS), is the official Federal agency dedicated to the needs of older persons and their caregivers. The mission of AoA is to develop a comprehensive, coordinated, and cost-effective system of long-term care that helps elderly individuals to maintain their independence and dignity in their homes and communities. The AoA administers the **OAA** and works through the national aging network of State Units on Aging, **Area Agencies on Aging**, Tribal and Native organizations representing 300 American Indian and Alaska Native Tribal organizations, and two organizations serving Native Hawaiians, plus thousands of service providers, adult care centers, caregivers, and volunteers.

Advance Reservation Scheduling

Passengers call ahead and reserve, in advance, a ride for a particular date and time. This is used in **demand-responsive** 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**.

Aid to Families with Dependent Children

The joint Federal-State welfare program until 1996 when welfare reform ended Aid to Families with Dependent Children (AFDC) and created **Temporary Assistance for Needy Families (TANF)**.

Allocation

An administrative distribution of funds among the States, done for funds that do not have statutory distribution formulas.

Americans with Disabilities Act of 1990

Federal law that requires public facilities, including transportation services, 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 service is operated.

Expands definition of eligibility for accessible services to persons with mental disabilities, temporary disabilities, and the conditions related to substance abuse. The Act is an augmentation to, but does not supersede, Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability against otherwise qualified individuals in programs receiving Federal assistance.

Apportionment

A term that refers to a statutorily prescribed division or assignment of funds. An apportionment is based on prescribed formulas in the law and consists of dividing authorized obligation authority for a specific program among the States.

Appropriations Act

Action of a legislative body that makes funds available for expenditure with specific limitations as to amount, purpose, and duration. In most cases, it permits money previously authorized to be obligated and payments to be made.

Area Agency on Aging

Under the **Older Americans Act**, **AoA** distributes funds for various aging programs through state agencies on aging that, in turn, fund local area agencies on aging (AAA). AAAs address the concerns of older Americans at the local level. They play an important role in identifying community and social service needs and ensuring that social and nutritional supports are made available to older people in communities where they live. In many cases, AAAs do not provide direct services. Instead, they subcontract with other organizations to facilitate the provision of a full range of services for older people.

Arterial

A class of street serving major traffic movement that is not designated as a **highway**.

Arterial Route

A bus route that runs on major arterial streets, out along a straight line and back, often in the form of a **radial network** and often connecting with other routes at a transfer point. This route design is used to provide a high frequency of service in a limited geographic area (as opposed to a loop route design). Arterial routes are recommended for higher density areas.

Attainment Area

An area considered to have air quality that meets or exceeds the *U.S. Environmental Protection Agency (EPA)* health standards used in the Clean Air Act. An area may be an attainment area for one pollutant and a nonattainment area for others. Nonattainment areas are areas considered not to have met the standards for designated pollutants.

Authorization Act

Basic substantive legislation that empowers an agency to implement a particular program and establishes an upper limit on the amount of funds that can be appropriated for that program.

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, recordkeeping, 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. A **ridesharing** broker provides assistance in forming **carpools** or **vanpools** as well as identifying transit options.

Budget Authority

Empowerment by Congress that allows Federal agencies to incur obligations to spend or lend money. This empowerment is generally in the form of appropriations. However, for the major **highway** program categories, it is in the form of **“contract authority.”**

Budget authority permits agencies to obligate all or part of the funds that were previously “authorized.” Without budget authority, Federal agencies cannot commit the Government to make **expenditures** or loans.

Capital Costs

Refers to the costs of long-term assets of a public transit system such as property, buildings, and vehicles. Under the **Transportation Equity Act for the 21st Century (TEA-21)**, **FTA** has broadened its definition of capital costs to include bus overhauls, preventive maintenance, and even a portion of **ADA** paratransit expenses.

Carpool

A carpool is a type of transportation arrangement (usually for commuter trips) in which two or more individuals share a regular trip in an automobile. The driver may be the same for every trip, or may rotate among the riders. Carpools typically provide **door-to-door service**, change when a rider's travel needs change, and may be arranged on an informal basis or through a **rideshare program** or **brokerage**.

Central Business District

The most intensely commercial sector of a city.

Central Transfer Point

A central meeting place where routes or zonal **demand-responsive** buses intersect so that passengers may transfer. Routes are often timed to facilitate transferring. That is, routes with the same **headways** are scheduled to arrive at the central transfer point at the same time and depart once passengers have had time to transfer. When all routes arrive and depart at the same time, the system is called a **pulse system**. The central transfer point simplifies transfers when there are many routes (particularly **radial routes**), several different modes, and/or paratransit zones. A downtown retail area is often an appropriate site for a central transfer point, as it is likely to be a popular **destination**, a place of traffic congestion and limited parking, and a place where riders are likely to feel safe waiting for the next bus. Strategic placement of the transfer point can attract riders to the system and may provide an opportunity for joint marketing promotions with local merchants.

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. Typically, charter service is contracted on a one-time or limited basis and is used to provide transportation on sight-seeing tours and to recreational **destinations**, sometimes on an overnight basis. Over-the-road coaches (intercity buses), typically equipped with baggage compartments, comfortable seats, and restrooms, are typically used in charter service. Public transportation operators that receive Federal and other public subsidies may only operate charter services under limited conditions.

Checkpoint Service

This term is commonly used interchangeably with **point deviation service**. Riders are picked up and taken to their own **destinations** or to transfer points.

Circulars—FTA

The FTA publishes and updates “Circulars” to communicate funding program requirements. Two circulars are of particular interest to communities with or considering specialized transportation services:

- The **Section 5310-The Elderly and Persons with Disabilities Program** is a formula program to improve the mobility for the elderly and persons with disabilities in rural and urban areas. Funds are used principally for the purchase of vehicles and other capital equipment. The program guidelines can be found in FTA Circular 9070.1E at www.fta.dot.gov/library/policy/9070.1E.
- The **Section 5311-Non-Urbanized Area Formula Program** is a formula program to enhance the use of public transportation systems in small urban and rural areas of the Country. Funds are available for operating and capital expenses. The program guidelines can be found in FTA Circular 9040.1E at www.fta.dot.gov/library/policy/circ9040.1E.

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.

Commercial Drivers License

The standardized driver's license required of bus and heavy truck drivers in every State. Covers drivers of any vehicle manufactured to seat 15 or more passengers (plus driver) or more than 13 tons gross vehicle weight. The Commercial Drivers License (CDL) was mandated by the Federal Government in the Commercial Motor Vehicle Safety Act of 1986.

Complementary Paratransit Services

Paratransit services, required by **ADA**, that complement or are in addition to, already available fixed route transit service. **ADA** complementary paratransit services must meet a series of detailed criteria specified by the **DOT**.

Congestion Management and Air Quality Improvement Program

A categorical funding program created with the **ISTEA**. Directs funding to projects that contribute to meeting national air quality standards. Congestion Management and Air Quality Improvement Program (CMAQ) funds generally may not be used for projects that result in the construction of new capacity available to single-occupant vehicles (SOVs).

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 service is also known as **feeder service**. Connector service may also connect two different transit systems (such as in adjacent cities). It is often useful in improving service efficiency and effectiveness when important **destinations**, such as medical centers, are located beyond the transit system's service area.

Consolidation

Restructuring transportation services to serve the same market with fewer service providers (sometimes only one provider).

Contract Authority

A form of **budget authority** that permits obligations to be made in advance of appropriations. The Federal Aid Highway Program operates mostly under contract authority rules.

Coordination

Coordination is a resource management technique used to achieve greater cost-effectiveness in service delivery. Coordination requires shared power, which means 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 Service

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. The passengers are responsible for getting themselves from their homes or other buildings to the curb. **Fixed route** service is always provided curb-to-curb, while **demand-responsive service** may be provided curb-to-curb, **door-to-door**, or **door-through-door**. Curb-to-curb is more efficient for the transit system, but **door-to-door** and **door-through-door** provide a higher level of passenger service.

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 that passenger, which may be canceled by the passenger. Usually involves **curb-to-curb** or **door-to-door service**. Trips may be scheduled on an advanced reservation basis or in

“real-time.” Usually smaller vehicles are used to provide demand-responsive 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. However, in communities with relatively high populations of elderly persons and persons with disabilities, demand-responsive service is sometimes the most appropriate type of service. Sub-options within this service type are discussed in order of least structured to most structured, in terms of routing and scheduling.

- **Pure Demand-Responsive Service:** Drivers pick up and drop off passengers at any point in the service area, based on instructions from the dispatcher. In pure demand-responsive systems, the dispatcher combines immediate requests, advance reservations, and **subscription service** for the most efficient use of each driver's time.
- **Zonal Demand-Responsive Service:** The service area is divided into zones. Buses pick up and drop off passengers only within the assigned zone. When the drop off is in another zone, the dispatcher chooses a meeting point at the zone boundary for passenger transfer or a central transfer is used. This system ensures that a bus will always be within each zone when rides are requested.
- **Flexible Routing and Schedules:** Flexible routing and schedules have some characteristics of both **fixed route** and **demand-responsive service**. In areas where demand for travel follows certain patterns routinely, but the demand for these patterns is not high enough to warrant **fixed route**, service options such as **checkpoint service**, **point deviation**, **route deviation**, **service routes**, or **subscription service** might be the answer. These are all examples of flexible routing and schedules, and each may help the transit system make its demand-responsive services more efficient while still maintaining much of the flexibility of demand responsiveness.

Destination

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

Dial-A-Ride Service

A name that is commonly used for **demand-responsive service**. It is helpful in marketing the service to the community, as the meaning of “dial-a-ride” is more self-evident than “**demand-responsive**” to someone unfamiliar with transportation terms.

Disabled Individual

Any person who by 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**.

Door-through-Door Service

A service that may involve assisting the passengers 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 passengers if needed. Door-through-door service is highly labor-intensive and provides the highest level of passenger assistance. It is typically used for passengers with severe physical or mental disabilities.

Door-to-Door Service

A service that picks up passengers 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 passengers with physical disabilities.

Elderly and Handicapped

Anachronistic designation for special transportation planning and services for persons with special needs; current **FTA** terminology is “elderly and persons with disabilities.”

Empowerment Zones/Enterprise Communities

These areas, so designated by the Department of Housing and Urban Development (HUD) and the Department of Agriculture (USDA), are eligible for preferences and flexibility in many Federal **grant** programs. **Empowerment Zones/Enterprise Communities (EZ/ECs)** are chosen competitively based on community poverty characteristics and local strategic planning processes.

Enhancement Activities

Refers to activities related to a particular transportation project that “enhance” or contribute to the existing or proposed project. Examples of such activities include provision of facilities for pedestrians or cyclists, landscaping or other scenic beautification projects, historic preservation, control and removal of outdoor advertising, archeological planning and research, and mitigation of water pollution due to **highway** runoff.

Environmental Impact Statement

Report that details any adverse economic, social, and environmental effects of a proposed transportation project for which Federal funding is being sought. Adverse effects could include air, water, or noise pollution; destruction or disruption of natural resources; adverse employment effects; injurious displacement of people or businesses; or disruption of desirable community or regional growth.

Expenditures (Outlays)

A term signifying disbursement of funds for repayment of obligations incurred. For example, an electronic transfer of funds, or a check sent to a State **highway** or transportation agency for voucher payment, is an expenditure or outlay.

Expressway

A controlled **access**, divided **arterial highway** for through traffic, the intersections of which are usually separated from other roadways by differing grades.

Farebox Revenue

The money collected as payment for rides, which can be in the form of cash, tickets, tokens, transfers, or passes.

Fare Structure

Fare structure is the basis for determining how fares are charged. Common types of structures are distance-based (the longer the trip is, the higher the fare will be), time-based (higher fares for trips made during **peak hour** service than during the “**off peak**”), quality-based (**demand-responsive** trips are typically charged a higher fare than **fixed route** trips), or flat fares (the same fare is charged for all trips). In addition to these four methods, a fare structure may differentiate among passengers based on age, income, or disability (often lower fares are charged for elderly persons, children, Medicaid recipients, and persons with disabilities).

Federal Highway Administration

The Federal Highway Administration (FHWA) is the agency within the DOT that administers Federal aid **highway** programs.

Federal Transit Administration (FTA)

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

Financial Capacity, Capability

Refers to a DOT requirement that an adequate financial plan for funding and sustaining transportation improvements be in place prior to programming federally funded projects. Generally refers to the stability and reliability of revenue in meeting proposed costs.

Fiscal Year

Since fiscal year (FY) 1977, the Federal yearly accounting period begins October 1 and ends September 30 of the subsequent calendar year. Before FY 1977, the Federal fiscal year

started on July 1 and ended the following June 30. Fiscal years are denoted by the calendar year in which they end; e.g., FY 1991 began October 1, 1990, and ended September 30, 1991. States and localities often have fiscal years that are different than the Federal October through September time period.

Fixed Route

Bus service on a prescribed path or route that never varies. The schedule may be fixed or flexible (see *jitney* or *shuttle service*). Passengers 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 a certain location. The actual bus route may be fixed or flexible. A flexible route combines fixed schedule stops with *demand-responsive* stops (see *checkpoint*, *point deviation*, and *route deviation*).

Flexible Routing and Schedules

Flexible routing and schedules have some characteristics of both *fixed route* and *demand-responsive service*. In areas where demand for travel follows certain patterns routinely, but the demand for these patterns is not high enough to warrant *fixed route*, service options such as *checkpoint service*, *point deviation*, *route deviation*, *service routes*, or *subscription service* might be the answer. These are all examples of flexible routing and schedules, and each may help the transit system make its *demand-responsive services* more efficient while still maintaining much of the flexibility of demand responsiveness.

Flexible route service follows a direction of travel but allows for deviation or rerouting along the way to accommodate for specific trip requests. Examples of flexible route systems are *route deviation* and *point deviation*. The schedule may be fixed or flexible.

Fragmentation

A situation stemming from the lack of effective and efficient integration of programs, facilities, and services.

Freeway

A divided *arterial highway* designed for the unimpeded flow of large traffic volumes. *Access* to a freeway is rigorously controlled and intersection grade separations are required.

Grant

The award of funds to an entity. Federal funds are typically awarded either as formula (or “block”) grants, where a predetermined legislative process establishes the level of funding available to an entity, or discretionary grants, where the funding agency is free to determine how much (if any) funding an entity will be given based on the relative merits of the proposal. Private foundations also give grants based on much the same criteria.

Group Service

Used most often in *charter* or contracted service, a bus trip is provided to a group of passengers who ride between a single origin and *destination*. The riders have some demographic variable in common and travel together in the same vehicle. This type of service is commonly used by senior centers and other human service agencies that take their clients on field trips and shopping trips as a group.

Guaranteed Ride Home

Refers to programs that encourage employees to *carpool*, use *transit*, or bike or walk to work by guaranteeing them a ride home in case they cannot take the same mode home (e.g., if they need to work late or if an emergency occurs).

Head Start

A program of comprehensive services for economically disadvantaged preschool-age children. Services, including transportation, are provided by local Head Start agencies and are funded by the Administration for Children and Families, part of *HHS*.

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. Headways are short if the time between them is short and long if the time between them is long. When headways are short the service is said to be operating at a high frequency, whereas if headways are long, service is operating at a low frequency. In rural areas, headways tend to be very long—a week is not uncommon.

High Occupancy Vehicles

A term generally applied to vehicles carrying three or more people. *Freeways*, *expressways*, and other large volume roads may have lanes designated for High Occupancy Vehicles (HOV) use. HOV lanes may be designated for use by carpools, vanpools, and buses. The abbreviation HOV is also sometimes used to refer to high occupancy vehicle lanes themselves.

Highway

Term applies to roads, streets, and parkways and also includes rights-of-way, bridges, railroad crossings, tunnels, drainage structures, signs, guard rails, and protective structures in connection with highways.

Home and Community-Based Services

A variety of supportive services delivered in community settings or in a person's home that are designed to help older persons remain living at home and avoid institutionalization.

Home-Based Work Trip

A trip to or from home for the purpose of a person's employment.

Human Service Agency Transportation

Transportation for clients of 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 rideshared with other human service agencies or general public service.

Infrastructure

A term connoting the physical underpinnings of society at large, including, but not limited to, roads, bridges, transit, waste systems, public housing, sidewalks, utility installations, parks, public buildings, and communications networks.

Interagency Agreement

A legal document that outlines the responsibilities of two or more agencies, such as an interagency coordination agreement.

Intercity Bus Service

Intercity bus service provides long distance service between cities, often as part of a large network of intercity bus operators. Both **express** and **local** bus service may be provided. The Greyhound and Trailways systems are national intercity bus networks.

Intermodal Surface Transportation Efficiency Act of 1991

Legislative initiative by the U.S. Congress that restructured funding for transportation programs. The Intermodal Surface Transportation Efficiency Act (ISTEA) authorized increased levels of **highway** and transportation funding and an enlarged role for regional planning commissions/**MPOs** in funding decisions. The Act also requires comprehensive regional long-range transportation plans extending to the year 2015 and places an increased emphasis on public participation and transportation alternatives.

Job Access and Reverse Commute Program

An *FTA* grant program, authorized in *TEA-21*, to develop transportation services designed to transport welfare recipients and low-income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is on projects that use mass transportation services. Nonprofit organizations and municipalities can apply to *FTA* for funding.

Jitney Service

Vehicles travel along a *fixed route* with no time schedule and passengers are picked up anywhere along the route (*flag stops*). Because there are no schedules, *headways* are usually 5 to 10 minutes so passengers have only brief waiting periods. Jitney service is often used in the United States to provide *seasonal, tourist, or park and ride service*. Jitney service is a more common public transportation mode in other countries where private entrepreneurs are often the providers of service.

Land Use

Refers to the manner in which portions of land or the structures on them are used, i.e., commercial, residential, retail, industrial, etc.

Limitation on Obligations

Any action or inaction by an officer or employee of the United States that limits the amount of Federal assistance that may be obligated during a specified time period. A limitation on obligations does not affect the scheduled *apportionment* or *allocation* of funds; it just controls the rate at that these funds may be used.

Local Bus Service

Local bus service is a term used to describe a route along which many stops are made, allowing flexibility in where passengers may board and depart. 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.

Local Street

A street intended solely for *access* to adjacent properties.

Long Range

In transportation planning, refers to a time span of more than 5 years. The *Transportation Improvement Program (TIP)* is typically regarded as a short-range program.

Management Systems

Six systems required under *TEA-21* to improve identification of problems and opportunities throughout the Nation's entire surface transportation network and to evaluate and prioritize alternative strategies, actions, and solutions. The six management systems include: Pavement Management System (PMS), Bridge Management System (BMS), Highway Safety Management System (HSMS), Congestion Management System (CMS), Public Transit Facilities and Equipment Management System (PTMS), and Intermodal Management System (IMS).

Medicaid

Also known as Medical Assistance, this is a health care program for low-income and other “medically needy” persons. It is jointly funded by State and Federal Governments. The Medicaid program pays for transportation to nonemergency 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. Part A covers hospital costs. Part B covers doctor bills and other medical costs. At this time, Medicare covers only emergency transportation services.

Metropolitan Planning Organization

The organizational entity designated by law with lead responsibility for developing transportation plans and programs for urbanized areas of 50,000 or more in population. Metropolitan Planning Organizations (MPO) are established by agreement of the Governor and units of general purpose local government that together represent 75 percent of the affected population of an 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 connections between modes and multimodal refers to the availability of transportation options within a system or corridor.

Model

A mathematical or geometric projection of activity and the interactions in the transportation system in an area. This projection must be able to be evaluated according to a given set of criteria that typically include criteria pertaining to land use, economics, social values, and travel patterns.

Network

All component paths in a transportation system.

National Ambient Air Quality Standards

Federal standards that set allowable concentrations and exposure limits for various pollutants.

National Highway Systems

A Federal transportation program authorized by *ISTEA* that designates nationally significant interstate highways and roads for interstate travel, national defense, intermodal connections, and international commerce. Other eligible activities include bikeways and park-and-ride lots. The National Highway System (NHS) is being developed as the first component of a larger, intermodal ***National Transportation System***.

National Transit Database Reports

Annual reports formerly known as Section 15 reports, based on financial and operating data, required of almost all recipients of transportation funds under *FTA's* urban transit program.

National Transit Resource Center

A resource center housed at the Community Transportation Association of America (CTAA). Provides technical assistance, information, and support to the community transportation industry. Most services and materials are available at no charge.

National Transportation System

ISTEA called for the development of a “National Intermodal Transportation System that is economically efficient and environmentally sound, provides the foundation for the Nation to compete in the global economy, and will move people and goods in an energy efficient manner.” The National Transportation System is intended to allow for the development of transportation planning, program management, and investment strategies that will bring about a transportation system that will move people and goods more effectively and efficiently and thereby advance our economic, environmental, and social goals.

No-Show

A passenger scheduled for a ***demand-responsive*** trip who does not appear at the designated pick-up point and time and does not cancel the trip in advance. Frequent no-shows can hurt the efficiency and effectiveness of the service, particularly in rural areas where passengers live in very remote areas that take time to get to and return from the pick-up point.

Obligation Authority

See “Limitation on Obligations.”

Obligations

Commitments made by Federal agencies to pay out money (as distinct from the actual payments, which are “outlays”). Generally, obligations are incurred after the enactment of **budget authority**. However, because **budget authority** in many **highway** programs is in the form of **contract authority**, obligations in these cases are permitted to be incurred immediately after **apportionment** or **allocation**. The obligations are for the Federal share of the estimated full cost of each project at the time it is approved, regardless of when the actual payments are made or the expected time of project completion.

Older Americans Act

Federal law first passed in 1965. The act established a network of services and programs for older people. This network provides supportive services, including transportation and nutrition services, and works with public and private agencies that serve the needs of older individuals.

One-Way Trip

A trip from one **origin** to one **destination**.

Operating Costs

Noncapital costs associated with operating and maintaining a transit system, including labor, fuel, administration, and maintenance.

Origin

A place at which a passenger boards a transit vehicle; the point at which a trip begins. Often this term is used to refer to a passenger's home, even though the home actually becomes the **destination** of a return trip.

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 advanced reservation, **demand-responsive service** provided **curb-to-curb** or **door-to-door**. **Route deviation** and **point deviation** are also considered paratransit. Paratransit is often more appropriate than **fixed route** services in rural areas and in areas with large populations of elderly persons or

persons with disabilities. Paratransit services that are provided to accommodate passengers with disabilities who are unable to use **fixed route** service and that meet specific service equivalency tests are called **ADA complementary paratransit services**.

Peak/Off-Peak

The period during which the maximum amount of travel occurs. This is also the period during which the demand for transportation is usually highest. It may be specified as the morning (a.m.) or afternoon or evening (p.m.) peak, typically between 6:30 to 9:30 a.m. and 3:30 to 6:30 p.m. on weekdays when commuters are traveling to and from work and school. The actual times vary according to local employer shift times, school hours, and population density. Typically, during the peak period in urban transit systems, the maximum number of vehicles are placed in service, **headways** are shorter, and higher fares are charged. In rural areas where the bulk of ridership may actually be older adults going to nutrition sites, this concept may not apply.

Penalty

An action that does not allow a recipient to use the full amount of its apportioned funds. Applied to State recipients from Federal programs, the action may be a withholding of project approvals or withholding of a percentage of the State's **apportionment**. The action may be taken when the State does not comply with a required provision of law.

Person-Trip

One trip made by one person from one **origin** to one **destination**.

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 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 appropriate when riders change from day to day but the same few **destinations** are consistently in demand. Also sometimes called **checkpoint service**.

Privatization

The supplying of traditionally government-supplied goods and services through for-profit business entities. Enhanced public cost efficiency is a primary goal of such actions.

Provider of Transportation (Transportation Provider)

An agency that offers or facilitates (purchases, contracts for, or otherwise obtains) transportation—as opposed to an agency whose role is limited to funding programs.

Public Authority

A Federal, State, county, town or township, Indian tribe, municipal, or other local government or instrumentality with authority to finance, build, operate, or maintain transportation facilities.

Public Participation

The active and meaningful involvement of the public in the development of transportation plans and improvement programs. The *ISTEA* and subsequent regulations require that State departments of transportation and MPOs proactively seek the involvement of all interested parties, including those traditionally underserved by the current transportation system.

Public Road

Any road or street under the jurisdiction of and maintained by a public authority and open to public traffic.

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 buses can safely drop off passengers, wait, and passengers can easily and safely get to the bus to which they are transferring.

Radial Network

A public transit route service pattern in which most routes converge into and diverge from a *central transfer point* or hub, like the spokes of a wheel. *Arterial* or *loop routes* may be used. If the routes are timed to arrive and depart at the same time, it is called a *pulse system*.

Real-Time Scheduling

Passengers call and request *demand-responsive* trips 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 passengers but most costly for a *transit* system to implement as a large fleet of vehicles and drivers is needed to ensure all trip requests are met. This type of scheduling is most frequently used by *taxi* services.

Region

An entire metropolitan area, including designated urban and rural subregions.

Regionally Significant

A term that has been defined in Federal transportation planning regulations as “a project...that is on a facility which serves regional transportation needs...and would normally be included in the modeling of a metropolitan area’s transportation network, including, at a minimum, all principal **arterial highway** and fixed guideway transit facilities that offer a significant alternative to regional **highway** travel.”

Rescission

A legislative action to cancel the obligation of unused **budget authority** previously provided by Congress before the time when the authority would have otherwise lapsed. Rescission may be proposed by the Executive Branch but requires legislative action in order to take effect.

Reverse Commute

Commuting against the main directions of traffic. Often refers to travel from the central city to suburbs during peak period commuting times.

Rideshare/Ridematch Program

A rideshare program facilitates the formation of **carpools** and **vanpools**, usually for work trips. A database is maintained of the ride times, origins, **destinations**, and driver/rider preferences of users and potential users. Persons requesting to join an existing pool or looking for riders are matched by program staff with other appropriate persons. In rural areas, a rideshare program is often used to coordinate **Medicaid** or volunteer transportation.

Ridesharing

Ridesharing is the simultaneous use of a vehicle by two or more passengers.

Right of Way

Priority paths for the construction and operation of **highways**, light and heavy rail, railroads, etc.

Round Trip

A trip made from an **origin** to a **destination** or destinations and then back to the initial origin.

Route Deviation Service

Transit buses travel along a prescribed 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 deviation or may **access** the system at predetermined route stops. The limited geographic area within which the vehicle may travel off the route is known as the route deviation corridor. This type of **flexible routing** essentially meets **demand responsive** service requests with a **fixed route**. It is often the best option for higher density rural areas where travel patterns are consistent but isolated riders cannot get to the route because they cannot walk the distance needed or they use a wheelchair and there are no sidewalks.

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, mental health counseling clinics, older worker employment agencies, volunteer coordinating centers, and community meeting halls. Senior centers provide a sense of belonging, offer the opportunity to meet old acquaintances and make new friends, and encourage individuals to pursue activities of personal interest and involvement in the community.

Service Route

Service routes are **transit** routes that are tailored to meet the needs of a specific market segment (such as older persons or persons with disabilities) in a community. Service routes often evolve out of a pattern of **demand-responsive** travel within a community. Characteristics of a service route include stops at high-density residential complexes or group homes, shopping areas, medical facilities, and **destinations** specific to the target population such as senior centers or sheltered work sites. Stops are usually positioned near an accessible entrance of a building instead of on the street, and the ride times are typically longer than on a “conventional” **fixed route** covering the same general area. Service routes may be operated instead of, or in conjunction with, a “conventional” route in the same area. Vehicles tend to be smaller and accessible to persons with disabilities, and drivers usually offer a relatively high level of personal assistance. Service routes are used widely in Europe and are gaining greater popularity in the United States since the passage of the **Americans with Disabilities Act**.

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 service is a way of using taxicabs for **paratransit** service.

Shuttle Service

Shuttle service refers to **fixed route** service 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 **circulator** service but connotes a more linear route structure. A parking shuttle is an example of use that could apply to areas that have a seasonal tourist attraction.

Single-Occupant Vehicle

A Single Occupant Vehicle is a vehicle used to transport just one person to a **destination**.

Social Equity, Justice

The provision of affordable, efficient, and accessible transportation services to all people regardless of race, ethnicity, income, gender, or disability. A socially equitable transportation system provides all people with convenient **access** to meaningful jobs, services, and recreational opportunities.

State Highway Department

The department, commission, or board of any State responsible for **highway** construction, maintenance, and management.

State Implementation Plan

Required documents prepared by States and submitted to the **U.S. Environmental Protection Agency** (EPA) for approval. State Implementation Plans (SIPs) identify State actions and programs to implement designated responsibilities under the Clean Air Act.

State Units on Aging

The **Older Americans Act** mandates that each State have a State agency on aging which is part of State government. The State Unit on Aging (SUA) is the designated focal point within the State government responsible for administering a complex service system designed to complement and support other human service systems in meeting the needs of the elderly.

Subscription Service

When a passenger or group of passengers requests a repetitive ride (such as on a daily or weekly service on an ongoing 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.

Supportive Services

According to the *OAA, Title III B*, supportive services include health (including mental health), transportation, information and assistance, housing, long-term care, legal assistance, services to encourage employment of older workers, and crime prevention.

Surface Transportation Program

A new categorical funding program created with the *ISTEA*. Funds may be used for a wide variety of purposes, including roadway construction, reconstruction, resurfacing, restoration, and rehabilitation; roadway operational improvements; *capital costs* for transit projects; *highway* and transit safety improvements; bicycle and pedestrian facilities; scenic and historical transportation facilities; and preservation of abandoned transportation corridors.

Temporary Aid to Needy Families

Created by the 1996 welfare reform law, TANF is a program of block *grants* to States to help them meet the needs of families with no income or resources. It replaces *AFDC*, Job Opportunities and Basic Skills Training, Emergency Assistance, and some other preceding Federal welfare programs. Because of TANF-imposed time limits, States are trying to place recipients in jobs as quickly as possible, often using program funds to pay for transportation, childcare, and other barriers to workforce participation.

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 (*real-time scheduling*) or hail a passing unoccupied taxi.

TEA-21

See *Transportation Equity Act for the 21st Century*.

Telecommuting

The substitution, either partially or completely, of the use of computer and telecommunications technologies (e.g., telephones, personal computers, modems, facsimile machines, electronic mail) for transportation to a conventional place of work. Implies either working at home or at a satellite work center that is closer to an employee's home than the conventional place of work.

Title III

An important Title of the *Older Americans Act* that authorizes *expenditures* for nutrition and transportation programs that serve older persons.

Title IV

An important Title of the Civil Rights Act of 1964 that ensures that no person in the United States will be discriminated against on the basis of race, color, or national origin. The transportation planning regulations, issued in October 1993, require that metropolitan transportation planning processes be consistent with Title IV. Title IV also refers to that portion of the *OAA* known as Training, Research, and Discretionary Projects & Programs.

Transit

Generally refers to passenger service provided to the general public along established routes, with fixed or variable schedules, at published fares. Related terms include public transit, mass transit, public transportation, urban transit, and *paratransit*.

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.

Transportation Control Measures

Local actions to adjust traffic patterns or reduce vehicle use to reduce air pollutant emissions. These may include *HOV* lanes, provision of bicycle facilities, ridesharing, telecommuting, etc.

Transportation Disadvantaged

A term used to describe those persons who have little or no *access* to meaningful jobs, services, and recreation because a transportation system that does not meet their needs. Often refers to those individuals who cannot drive a private automobile because of age, disability, or lack of resources. See also “**Social Equity, Justice.**”

Transportation Equity Act for the 21st Century

The 1998 Congressional legislation that reauthorized DOT's surface transportation programs is called the Transportation Equity Act for the 21st Century (TEA-21). This legislation replaces the 1991 authorizations known as *ISTEA* but essentially continues the program changes initiated under *ISTEA* (increased levels of *highway* and transportation funding, an enlarged role for regional planning commissions/*MPOs* in funding decisions, and requirements for comprehensive regional long-range transportation plans and for public participation and transportation alternatives).

Transportation Improvement Program

This is a document prepared by States and planning commissions citing projects to be funded under Federal transportation programs for a full-year period. Without TIP inclusion, a project is ineligible for Federal funding.

Transportation Management Area

Defined by **TEA-21** as all urbanized areas over 200,000 in population. Within a Transportation Management Area (TMA), all transportation plans and programs must be based on a continuing and comprehensive planning process carried out by the **Metropolitan Planning Organization (MPO)** in cooperation with States and transit operators. The TMA boundary affects the responsibility for the selection of transportation projects that receive Federal funds.

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 (TMA) are appropriate organizations to better manage transportation demand in congested suburban communities.

Transportation System Management

The element of a **Transportation Improvement Program** that proposes noncapital-intensive steps toward the improvement of a transportation system, such as refinement of system and traffic management, the use of bus priority or reserved lanes, and parking strategies. It includes actions to reduce vehicle use, facilitate traffic flow, and improve internal transit management.

Travel Time

Customarily calculated as the time it takes to travel from **“door-to-door.”** Used in transportation planning. In forecasting the demand for **transit service**, measures of travel time include time spent accessing, waiting, and transferring between vehicles, as well as that time spent on board.

Trip

The journey from an **origin** to a **destination**. Trips may or may not involve the use of vehicles. See also **one-way trip** and **round trip**.

Trip Generator

A place that generates a demand for frequent travel is called a trip generator. Trip generators may be **origins** or **destinations**. For example, a high-density residential area generates a need for all kinds of trips outside of the residential area into commercial areas,

a medical center generates trips for medical purposes, and a downtown area may generate trips for retail, recreational, or personal business purposes.

Trust Funds

Accounts established by law to hold receipts that are collected by the Federal Government and earmarked for specific purposes and programs. These receipts are not available for the general purposes of the Federal Government. The Highway Trust Fund comprises receipts from certain **highway** user taxes (e.g., excise taxes on motor fuel, rubber, and heavy vehicles) and is reserved for use for **highway** construction, mass transportation, and related purposes.

U.S. Department of Agriculture

The Federal agency charged with oversight of Federal agricultural programs. Among its many other functions, USDA is the Federal Government's primary agency for rural economic and community development.

U.S. Department of Health and Human Services

The Federal agency that funds a variety of human services efforts through **AoA**, **Head Start**, **Medicaid**, and other programs.

U.S. Department of Transportation

The principal direct Federal funding and regulating agency for transportation facilities and programs. Contains **FHWA** and **FTA**.

U.S. Environmental Protection Agency

A Federal agency whose responsibilities include development and enforcement of national air quality standards and support of anti-pollution activities by State and local governments.

Urbanized Area

An area that contains a city of 50,000 or more population, plus incorporated surrounding areas, and meets set size or density criteria.

User-Side Subsidy

A transportation funding structure in which qualified users (usually economically disadvantaged persons) are able to purchase vouchers for transportation services at a portion of their worth. The users may then use the vouchers to purchase transportation from any participating provider; the vouchers are redeemed by the provider at full value and the provider is reimbursed by the funding agency for the full value.

Vanpool

An organized ridesharing arrangement in which a number of people travel together on a regular basis in a van. The van may be company owned, individually owned, leased, or owned by a third party. Expenses are shared, and there is usually a regular volunteer driver. In terms of service design, a vanpool is basically a **carpool** that uses a vehicle larger than a car. In rural areas, vanpools can be an important form of employment transportation where densities are not high enough to justify commuter bus service.

Vehicle Miles of Travel

A standard areawide measure of travel activity. The most conventional Vehicle Miles of Travel (VMT) calculation is to multiply average trip length by the total number of trips.

Volunteer 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.

Workforce Development Boards

Formerly known as Private Industry Councils (PIC), Workforce Development Boards are concerned with training and developing workers to meet the needs of local businesses. Workforce Development Boards are responsible for most local job training programs and related welfare-to-work efforts.

Zone

A defined geographic area. Zones are used in **demand-responsive service** for dispatching purposes and in **fixed route** and **demand-responsive service** for fare determination. In zonal **demand-responsive service**, each vehicle travels only within a particular zone. Trips that originate in one zone and end in another involve a transfer at the zone boundary or a **central transfer point**. In a zonal **fare structure**, the service area is divided into zones, and the fare is determined according to the number of zones traveled (the higher the number of zones, the higher the fare). This is a method of charging a distance-based fare. Zones can assume a number of different forms depending on the route design, including concentric circles, key stops along a route, a grid system, or a hybrid of these.



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Current Efforts Facilitating Transportation Coordination at the Local Level

Recent actions have substantially increased efforts to promote coordinated transportation services that provide trips for older adults. AoA and the FTA have executed a Memorandum of Understanding (MOU), the President has issued an Executive Order on coordinated transportation, FTA has released technical assistance materials supporting coordination efforts, and a United We Ride program has begun.

The Memorandum of Understanding between AoA and FTA

AoA and FTA signed a MOU in January 2003 to promote the coordination of transportation services for America's older adults. The overall goal of the MOU activities is to make it easier for local transportation providers to serve older people and help them remain independent and in their communities. Objectives of the MOU include the following:

- Increasing awareness of the transportation needs of older adults and the importance of developing strategies that can be used to address these needs.
- Establishing baseline data regarding transportation services that are useful for addressing the needs of older persons.
- Developing and implementing a joint plan to provide ongoing technical assistance and training to State and local agencies.
- Working collaboratively with stakeholders at the national, State, and local levels to promote and implement promising practices, including those involving advanced technologies.
- Working together to better coordinate funding opportunities for the aging and transportation networks.

Copies of the MOU may be found on AoA's Web site at www.aoa.gov/prof/transportation/media/FTAoAAMOUFINAL.pdf.

AoA and FTA have developed an Action Plan to implement the MOU:

- Leveraging available resources at the local, State, and Federal levels.
- Conducting regional workshops and providing technical assistance to help State and local agencies increase collaboration and partnerships.
- Implementing technologies that can provide opportunities to coordinate services, scheduling, and billing processes.
- Helping older adults and their families understand how to use and access their transportation options.

Copies of the Action Plan may be found on AoA's Web site at www.aoa.gov/prof/transportation/media/AoA%20FTA%20FINAL%20Action%20Plan%202.pdf.

The Executive Order on Coordinated Transportation

President Bush signed an Executive Order on Coordinated Transportation in February 2004. This Executive Order established an Interagency Transportation Coordinating Council on Access and Mobility comprised of Federal departments including Transportation, Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, and the Interior. This Council was assigned the following functions:

- Promote interagency cooperation.
- Establish mechanisms to minimize duplication and overlap of Federal programs and services.
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources.
- Encourage enhanced customer access to the resources available.
- Formulate policies and procedures that enhance transportation services at all levels.
- Develop and implement a method for monitoring progress on achieving the goals of this executive order.

This Executive Order is expected to substantially enhance Federal efforts to coordinate transportation services for older adults and other populations.

Copies of the Executive Order on Coordinated Transportation may be found on the White House Web site at www.whitehouse.gov/news/releases/2004/02/20040224-9.html.

FTA's Guidance on Coordinating Transportation Services

Recently, the Federal Transit Administration outlined components of the planning process (steps 1, 2, and 3 above) in its 2004 publication called *Framework for Action: Building the Fully Coordinated Transportation System*. That publication includes a self-assessment tool for communities that they can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. Copies of the *Framework for Action* may be found on FTA's Web site at www.fta.dot.gov/CCAM/framework.html.

Using the Framework for Action, communities can determine their relative level of progress (needs to begin, needs significant action, needs action, and done well) according to the following concepts:

- Making things happen by working together.
- Taking stock of community needs and moving forward.
- Putting customers first.
- Adapting funding for greater mobility.
- Moving people efficiently.

Each of these five areas includes numerous specific issues that more fully develop each concept. Table 1 presents the 26 detailed questions used in the Framework for Action to assess the 5 overall areas; full details are available in that publication. These 5 concepts were used in this report to assess the kinds of activities undertaken by members of the aging network in coordinating the transportation services in the 14 communities that were examined as case studies of improved transportation for older adults.

The United We Ride Initiative

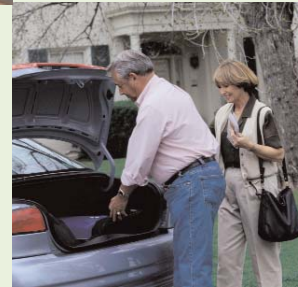
In 2004, the Interagency Transportation Coordinating Council on Access and Mobility launched the United We Ride Initiative to encourage government and nonprofit organizations to share resources in order to provide the best transportation service for all their customers. Under the leadership of the U.S. Department of Transportation, the following have been key activities of the Initiative:

- The publication of the Framework for Action.
- A State Leadership Awards Program.
- The National Leadership Forum on Human Service Transportation Coordination.
- A brochure on technical assistance in coordinating human service transportation.
- State coordination grants.

- An Action Plan for implementing the Executive Order on Human Service Transportation.
- Regional meetings on coordinating human service transportation.

These activities highlight the importance of coordinating transportation services, provide technical assistance needed to implement coordination, and respond to concerns voiced by members of Congress and the U.S. Government Accountability Office (formerly known as the General Accounting Office or GAO) about the duplication of efforts in funding programs that address the needs of individuals deemed to be “transportation disadvantaged.”

Information about the United We Ride Initiative may be found at www.unitedweride.gov.



Detailed Components of the Framework for Action

Making Things Happen by Working Together

- Have leaders and organizations defined the need for change and articulated a vision for the delivery of coordinated services?
- Is a governing framework in place that brings together providers, agencies, and consumers? Are there clear guidelines that all embrace?
- Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and State agencies?
- Is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?
- Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?

Taking Stock of Community Needs and Moving Forward

- Is there an inventory of community transportation resources and programs that fund transportation services?
- Is there a process for identifying duplication of services, underused assets, and service gaps?
- Are the specific transportation needs of various populations well documented?
- Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?
- Are transportation line items included in the annual budgets for all human service programs that provide transportation services?
- Have transportation users and other stakeholders participated in the community transportation assessment process?

- Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?
- Are clear data systematically gathered on core performance issues such as cost per delivered trip, ridership, and on-time performance? Are the data systematically analyzed to determine how costs can be lowered and performance improved?
- Is the plan for human services transportation coordination linked to and supported by other State and local plans such as the Regional Transportation Plan or State Transportation Improvement Plan?
- Are data being collected on the benefits of coordination? Are the results communicated strategically?

Putting Customers First

- Does the transportation system have an array of user-friendly and accessible information sources?
- Are travel training and consumer education programs available on an ongoing basis?
- Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
- Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?
- Are marketing and communications programs used to build awareness and encourage greater use of the services?

Adapting Funding for Greater Mobility

- Is there a strategy for systematic tracking of financial data across programs?
- Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

Moving People Efficiently

- Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?
- Are support services coordinated to lower costs and ease management burdens?
- Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?
- Have facilities been located to promote safe, seamless, and cost-effective services?