

MAT x001 v0.01

Multimodal for All Travelers (MAT)

Reservations, Scheduling, and Dispatching (RSD) Glossary

A multimodal access for traveler-ready Standard of American Association of Highway and Transportation Officials (AASHTO) and Institute of Transportation Engineers (ITE)

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The United States Department of Transportation (USDOT) and the Institute of Transportation Engineers (ITE) and their standards development partners, AASHTO and NEMA have worked on Intelligent Transportation Systems (ITS) standards since the inception of the ITS Standards Program more than 20 years ago. In recent years, traditional ITS technologies are being used to enhance multimodal travel to support all travelers.

Working with the multimodal community to survey existing standards and how they can support/augment ITS implementations is a necessary step. Additionally, ensuring the security needs of all travelers are addressed in both standards and ITS deployments is critical to the safety and security of all travelers. Previously, USDOT ran a Multimodal Accessible Travel (MAT) Standards project that produced a MAT Standards Assessment and Roadmap this project is expected to build on. This project is to define critical activities to better address the convergence of ITS technologies with multimodal and accessible transportation for all travelers.

The objective of this project is to continue the work—started under the Multimodal and Accessible Travel Standards project—to address gaps in standards and deployment guidance for MAT technologies when integrating with ITS environments and technologies, including connected vehicle (CV) technologies.



Foreword



The Reservations, Scheduling, and Dispatching (RSD) Subcommittee operates under the Standards Coordination Committee (SCC), established by the Institute of Transportation Engineers (ITE). The SCC plays a central role in the Multimodal for All Travelers (MAT) Standards Support Project, an initiative supported by the United States Department of Transportation (USDOT). Recently, traditional Intelligent Transportation Systems (ITS) technologies are being used to enhance multimodal travel to support all travelers. As these technologies converge, ensuring seamless integration and addressing the safety and security needs of all travelers becomes critical. The SCC was formed to accelerate the development and adoption of MAT standards. By coordinating and streamlining development activities, the SCC seeks to promote greater interoperability across all modes of transportation.

The RSD glossary was created to establish a common language for use across stakeholders in the multimodal transportation ecosystem. By defining and standardizing critical terms, the glossary aims to reduce ambiguity and foster consistency. Its purpose is not only to serve as a reference within the SCC but also to provide broader industry alignment as MAT standards continue to evolve. The glossary was initially drafted by the RSD co-chairs and subject matter experts (SMEs) and then refined with contributions from RSD Subcommittee members. Terms were collected during RSD Subcommittee meetings and prioritized for their relevance to MAT standards.

More information on this standard's effort can be found on the [ITE website](#).

Document History

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In addition to the SDOs, Co-Chairs, RSD SC Members, and SMEs, there were many others that contributed to the development of this glossary and their input and assistance was critical to the final product. The following list includes those volunteers and others who gave their time to help both the consultant and the committee ensure that the resulting standard met their needs. The following is a more complete list of those who volunteered their time to contribute to the input and review during the development of this glossary:

- TBD

In addition to the many volunteer efforts, recognition is also given to those organizations that supported the effort by providing funding:

- The United States Department of Transportation (USDOT)

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Section, Paragraph:

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Suggested Alternative Language:

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Please include your name, organization, and email address in your correspondence.

Table of Contents

Section 1 General Information [Informative]	1
1.0 Scope	1
1.1 References	1
1.2 Document Organization	1
Section 2 Terms and Definitions	1
2.1 Abandoned Calls	1
2.2 Accessibility	1
2.3 Accessibility Features	1
2.4 Accessible Formats	1
2.5 Actual arrival time	1
2.6 ADA Paratransit–Certified Drivers	1
2.7 Administrative Broker	2
2.8 Advance Request Period	2
2.9 Agency	2
2.10 Alighting	2
2.11 Alternate Service	2
2.12 Americans with Disabilities Act (ADA)	2
2.13 Americans with Disabilities Act Accessibility Guidelines (ADAAG)	3
2.14 Arrival Time	3
2.15 Assistive Devices	3
2.16 Auditory Information	3
2.17 Automated Vehicle Location (AVL) System	3
2.18 Batch Scheduling	3
2.19 Boarding	3
2.20 Boarding Area	4
2.21 Booking	4
2.22 Booking State	4
2.23 Booking Type	4
2.24 Brokerage	4
2.25 Bus driver or operator	5
2.26 Capacity	5
2.27 Capacity Constraints	5
2.28 Commingled Service	5
2.29 Commuter Rail	5
2.30 Companion	5
2.31 Complementary Paratransit (often referred to as ADA Paratransit)	6
2.32 Confirmed Pick-Up Times	6
2.33 Contract Rate Structure	6
2.34 Coordination	7
2.35 Cost allocation	7
2.36 Cost Efficiency	7
2.37 Curb Management	7

2.38	"Curb-To-Curb Service (for Paratransit, Dial-a-Ride, Alternative Services)"	7
2.39	Customer Service Representative	7
2.40	Demand Response Operator	7
2.41	Demand Responsive Service (a.k.a Demand Responsive Transit)	7
2.42	Demand-Responsive Feeder or Connector (also called First-Mile/Last-Mile Service).....	8
2.43	Departure Time	8
2.44	Destination	8
2.45	Disability	8
2.46	Disembarking	8
2.47	Dispatcher	8
2.48	Dispatcher supervisor or manager.....	9
2.49	Dispatching	9
2.50	Door-through-Door Operational Model	9
2.51	Door-to-door service	9
2.52	Driver Manifest, Trip Manifest, Or Trip Sheet	9
2.53	Driver Wait Time	9
2.54	Drop-Off Window	10
2.55	Dwell Time	10
2.56	Dynamic Optimization (also called Real-Time, Continuous Optimization)	10
2.57	Dynamic/Variable pricing	10
2.58	Eligibility	10
2.59	Equivalent Service	11
2.60	Excessively Long Ride Time.....	11
2.61	Fare Capping	11
2.62	Fare structure.....	11
2.63	Final Destination	11
2.64	Fixed Stop.....	11
2.65	Fixed-Route	12
2.66	Flag Stop.....	12
2.67	FTA Circulars	12
2.68	Functional Assessment.....	12
2.69	Headway	12
2.70	Hold Time.....	12
2.71	Human Service Agency	13
2.72	Human Services Transportation	13
2.73	Inbound Customer Call (also called "Where's My Ride?" calls)	13
2.74	Information Accessibility	13
2.75	Interactive Voice Response (IVR).....	13
2.76	Intermodal Transit.....	13
2.77	Journey	13
2.78	Late Trip.....	14
2.79	Lift	14
2.80	Max Vehicle Capacity	14
2.81	Medicaid.....	14

2.82	Microtransit	14
2.83	Missed Trip	14
2.84	Mobile Data Terminals (MDTs), Mobile Data Computers (MDCs), and/or Driver Tablets	14
2.85	Mobility Aids	15
2.86	Mobility as a Service (MaaS)	15
2.87	Mobility Management	15
2.88	Mobility on Demand	15
2.89	Mobility Zones	15
2.90	Multimodal Travel	16
2.91	National Transit Database (NTD)	16
2.92	Negotiated Pick-Up Time	16
2.93	Non-Dedicated Service	16
2.94	No-show	16
2.95	On-Demand Service Operator	16
2.96	One-Stop Booking	17
2.97	On-Time Trip	17
2.98	"On-Time"	17
2.99	Operating Expenses	17
2.100	Operating Hours and Calendar	17
2.101	Operational Broker	17
2.102	Operator	17
2.103	Origin	18
2.104	Paratransit	18
2.105	Paratransit Operator	18
2.106	Partial Broker	18
2.107	Pedestrian	18
2.108	Pedestrian Pathways	18
2.109	Personal Care Attendant (PCA)	18
2.110	Pick-Up Window	19
2.111	Point Deviation	19
2.112	Premium Service	19
2.113	Priority Seating	19
2.114	Proactive dispatching	19
2.115	Productivity	19
2.116	Public Transportation	19
2.117	Ramp	20
2.118	Reasonable Modification	20
2.119	Requested Pick-Up Time	20
2.120	Reservations	20
2.121	Resource Availability	20
2.122	Ride Time or On-Board Travel Time	20
2.123	Ride-hailing services - Updated for Review	20
2.124	Route Deviation Service	21
2.125	Run (or Vehicle Run)	21

2.126	Run Structure	21
2.127	Rural Area	21
2.128	Scheduled arrival time	21
2.129	Scheduling	21
2.130	Securement Area or Station	22
2.131	Senior	22
2.132	Service Animal	22
2.133	Service Area, Days and Hours of Service	22
2.134	Shared mobility	22
2.135	Shared-ride	22
2.136	Slack Time	23
2.137	Split Shift.....	23
2.138	Stop	23
2.139	Stop Announcements.....	23
2.140	Straight Shift	23
2.141	Subrecipient	23
2.142	Subscription Service or Trips (also called Standing Orders)	23
2.143	Suspension	24
2.144	Taxi	24
2.145	TDD/TTY	24
2.146	Timed Transfer.....	24
2.147	Title VI	24
2.148	Total Vehicle Hours.....	24
2.149	Transit Systems	25
2.150	Transportation Network Company (TNC)/Ridehailing/Ridesourcing	25
2.151	Travel Time	25
2.152	Travel Training (Also Known as Travel Instruction).....	25
2.153	Trip	25
2.154	Trip Denial.....	25
2.155	Trip Intake Channel.....	26
2.156	Trip Purpose	26
2.157	Trip Reminder Notification	26
2.158	Trip Status.....	26
2.159	Trip/Trip Leg Distance/Mileage	26
2.160	TTY Relay Service	26
2.161	Urbanized Area	26
2.162	User-side subsidy	27
2.163	Vehicle Assignment	27
2.164	Vehicle Fuel Type	27
2.165	Vehicle Load	27
2.166	Vehicle Revenue Hours (VRH)	27
2.167	Volunteer network	27
2.168	Voucher programs	27
2.169	Wait Time	28

2.170	Wayfinding	28
2.171	WC-19	28
2.172	Will Call Trips	28
2.173	Zone-to-Zone Operational Model.....	28

Table of Figures

NO TABLE OF FIGURES ENTRIES FOUND.

List of Tables

NO TABLE OF TABLES ENTRIES FOUND.

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Section 1

General Information [Informative]

1.0 Scope

This document provides description of terms that are used to describe Reservations, Scheduling and Dispatching (RSD) for public and human transportation services. The services cover both demand responsive and on-demand reservations, scheduling of drivers and vehicles for passenger pickups and drop-offs, and dispatching of the vehicles to meet on-time service delivery. The terms cover a variety of use cases and serve to describe services currently deployed and in the future as they evolve based on technologies, strategies and end-users preferences and experience.

1.1 References

The terms used in this glossary are derived from several sources. These sources include the following references:

1. Blueprint for an Application Programming Interface (API) from Transport Operator to MaaS (Mobility as a Service) Provider (TOMP), Version 1.2, 01-03-2020
2. Easterseals Project Action Glossary of Disability and Transit Terms
3. Federal Transit Administration (FTA) Circular FTA C 4710.1, Americans with Disabilities Act (ADA): Guidance, November 4, 2015
4. FTA Circular FTA C 9070.1H, Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance, November 1, 2024
5. FTA, National Transit Database (NTD) Glossary
6. General On-Demand Feed Specification-lite (GOFS-lite), GOFS-lite GitHub (<https://github.com/GOFS-lite/GOFS-lite>)
7. National Academies of Sciences, Engineering, and Medicine. 2022. ADA Paratransit and Other Demand-Responsive Transportation Services in Small to Midsized Transit Agencies. Washington, DC: The National Academies Press. <https://doi.org/10.17226/26509>. Appendix C
8. National Center for Mobility Management (NCMM)/Coordinating Council on Access and Mobility (CCAM), Glossary of Key Terms
9. National Rural Transit Assistance Program (RTAP), ADA Toolkit, Glossary
10. National RTAP, Transit Manager's Toolkit, Glossary
11. SAE JA3163_202106, Taxonomy of On-Demand and Shared Mobility: Ground, Aviation, and Marine

1.2 Document Organization

Each entry in the glossary is structured as follows:

- Term: specific word or phrase being defined
- Definition: explanation of the term
- Source: any relevant source from which the term is derived or cited from

Section 2 Terms and Definitions

2.1 Abandoned Calls

These are reservations calls that are put on hold (manually or by an automated telephone system) and that are subsequently terminated by the customer. The number of abandoned calls, if tracked by a telephone management information system, can be used as a service quality measure. A high rate of abandoned calls may indicate that there is an insufficient number of call takers (for any given day or shift) to handle the volume of calls or an insufficient number of telephone lines, possibly pointing to a capacity constraint. As discussed in FTA Circular 4710.1, Chapter 8, Complementary Paratransit Service, ADA paratransit shall not be limited due to capacity constraints.

Primary Source: TCRP Synthesis 161, Appendix C

2.2 Accessibility

The extent to which places and equipment, including transit vehicles, are barrier-free and can be used by people who have disabilities, including those who use wheelchairs.

Primary Source: Easterseals

2.3 Accessibility Features

Elements of a structure or system that would enable people with different abilities to use the service or structure. Accessible features may include required equipment (ramps, lifts, stop announcement systems, video displays, audio equipment, securement systems, etc.). The regulations require transit agency (or vendor) employees to be properly trained in how to use them and for these systems to be operable.

Primary Source: Easterseals

2.4 Accessible Formats

Accessible formats, as defined by the ADA, are alternative ways of presenting information that allow individuals with disabilities to access the same content as those without disabilities. These formats ensure that individuals who may not be able to access standard print or digital materials can still understand and engage with the information.

Primary Source: National RTAP ADA Toolkit

2.5 Actual arrival time

The actual time the vehicle arrives at the destination

Primary Source: TOMP

2.6 ADA Paratransit–Certified Drivers

This phrase, pertinent to ADA paratransit service, connotes that drivers are trained to proficiency, and participate in drug and alcohol testing programs under the auspices and monitoring of the transit agency. As such, an ADA paratransit-certified driver who may be driving for a microtransit service can be used to serve an ADA paratransit trip.

Primary Source: TCRP Synthesis 161, Appendix C

2.7 Administrative Broker

Administrative Broker: This is a broker that provides oversight and monitoring of the service providers but does not perform any of the call and control center functions (reservations, scheduling, dispatching, handling rider's service-day calls) nor any service delivery functions.

2.8 Advance Request Period

The period of time (before the day the trip is taken) when a trip request may be placed. For example, 7 days in advance, 14 advance, next-day. For ADA paratransit services, transit agencies must provide, at a minimum, next-day service. This means that customers can request a Wednesday trip by booking the trips on Tuesday during reservations hours. This requirement also means that transit agencies must provide a way for customers to request service for Sunday or Monday if the call center is closed on the weekend. While FTA Circular 4710.1 points out that same day service for ADA paratransit is not required, some ADA paratransit services systems do provide or have provided same day service for their ADA paratransit customers, although most provided same-day service on an "as available" basis and/or in response to request for will-call returns. See also Subscription Service.

Primary Source: TCRP Synthesis 161, Appendix C

2.9 Agency

Identifies a transit entity which is often synonymous with a transit agency. Note that in some cases, such as when a single agency operates multiple separate services, agencies and brands are distinct. This document uses the term "agency" in place of "brand".

Primary Source: National RTAP ADA Toolkit

2.10 Alighting

Refers to a passenger exiting a vehicle. Also called disembarking or deboarding.

2.11 Alternate Service

"Transportation by bus, rail, or any other publicly or privately owned conveyance that provides general or special service to the public on a regular basis, including sightseeing service. This definition also includes non-motorized transportation systems, such as facilities for pedestrians, bicycles, and non-motorized watercraft.

However, the term "alternative service" in a different context refers to on-demand or same-day transportation options offered by transit agencies to individuals eligible for ADA paratransit, providing an alternative to the next-day service typically offered by ADA paratransit. This alternative service is designed to offer additional mobility options that exceed the minimum requirements of ADA paratransit and to potentially reduce the overall cost of providing such services."

Primary Source: TCRP Synthesis 161, Appendix C

2.12 Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 contains provisions for the acquisition of accessible vehicles by public and private entities, requirements for ADA complementary paratransit service by public entities operating a fixed-route transit system, and nondiscriminatory accessible transportation service. See 49 CFR Part 37, as well as the FTA Circular 4710.1.

Primary Source: Easterseals

2.13 Americans with Disabilities Act Accessibility Guidelines (ADAAG)

Published by the U.S. Access Board, these serve as a minimum baseline for design, construction and alteration of buildings and facilities relevant to ADA standards. These guidelines for accessibility are to be applied during the design, construction, and alteration of building and facilities covered by Title II (public buildings and facilities) and Title III (places of public accommodation and commercial facilities) of the ADA. (U.S. Access Board)

Primary Source: Easterseals

2.14 Arrival Time

The time that the vehicle arrives at the destination. The three terms are scheduled arrival time, estimated arrival time, and actual arrival time.

Primary Source: TOMP

2.15 Assistive Devices

See Mobility Aids

2.16 Auditory Information

Related to or experienced through hearing.

Primary Source: Easterseals

2.17 Automated Vehicle Location (AVL) System

Computer-based vehicle tracking systems based on location technology, such as the Global Positioning System. Transmitter devices on board vehicles (or in smart phones or tablets) are used in conjunction with location technology to transmit the location of the vehicle to the dispatching software or app. In conjunction with some paratransit scheduling software and on-board equipment, the AVL system in conjunction with other software can be used to record the arrival and departure time data at each stop. The AVL system is also integral to dispatchers verifying the vehicle location as part of processing a no-show request from the driver or in response to an incident or emergency. AVL systems can also provide navigation assistance to the driver.

2.18 Batch Scheduling

This is a process available with most paratransit scheduling systems to schedule all or a user-designated set of trips onto scheduled runs, based on a set of scheduling parameters established by the transit agency or contractor. With most scheduling systems, batch processes can be run any number of times. Between batch processes, schedulers may sometimes “relax” a specific parameter to allow for more trips to be scheduled on a finite set of resources. See also Dynamic Optimization.

Primary Source: TCRP Synthesis 161, Appendix C

2.19 Boarding

Refers to a passenger entering a vehicle.

Primary Source: National RTAP ADA Toolkit

2.20 Boarding Area

A defined space to be used for embarking or disembarking from a vehicle.

Primary Source: Easterseals

2.21 Booking

The process of making a reservation for space on a means of transport for the movement of people or goods.

Primary Source: TOMP

2.22 Booking State

"The situation at a particular time during the booking process:

Started: User requested the usage or reservation of an asset(s) or a seat(s).

Pending: The requested seat(s) or asset(s) is/are temporary reserved for the user. Reservation is pending for payment.

Released: If a User decides to go for other options than the one(s) narrowed down, the PENDING state can be cancelled by the Provider. Then the booking state is changed to RELEASED.

Confirmed: Reservation has been paid and the seat(s) or vehicle(s) has/have been granted for the user

Cancelled: The reservations have been cancelled by one of the parties involved

Changed: If a reservation needs to be changed after it has been CONFIRMED by the User or TO (e.g., a different asset has been assigned, different starting time), the Provider will indicate it to the other party and the booking state will change to CHANGED.

Finished: Reservation period has ended and the utilization of the asset or seat is no longer valid."

Primary Source: TOMP

2.23 Booking Type

"Indicates how far in advance booking can be made.

Valid options are:

0 - Real-time booking.

1 - Up to same-day booking with advance notice.

2 - Up to prior day(s) booking.

3 - Subscription booking."

Primary Source: GOFS

2.24 Brokerage

"This is a service model where the transit agency retains a third-party entity to be a "middleman" between one or more trip-sponsoring agencies and (commonly) a multi-carrier service delivery network. Typically, the broker enters into a main agreement with a transit agency but also enters into sponsorship agreements with other funding entities such as human service agencies that fund transportation for their clients. On the service delivery side, a broker contracts with and pays each service provider on behalf of the sponsors. One of the broker's main functions is to organize the service delivery network. A broker can also perform other functions more typically associated with a transit agency or sponsoring human service agency (e.g., eligibility determination, fare media or account management, complaint management and customer service functions). Refer to Operational Broker, Partial Broker, and Administrative Broker."

Primary Source: TCRP Synthesis 161, Appendix C

2.25 Bus driver or operator

A person who safely operates and navigates the bus, collects fares, helps passengers (including those with disabilities), answers questions, performs vehicle inspections, maintains route schedules and trip logs, communicates with dispatchers and traffic controllers, and troubleshoots incidents and emergencies. See also Vehicle Operator

Primary Source: National RTAP Transit Manager's Toolkit

2.26 Capacity

The number of seats and securement areas in a vehicle.

Primary Source: National RTAP ADA Toolkit

2.27 Capacity Constraints

"On paratransit and other demand response types of services, there can be capacity issues. The DOT ADA regulations prohibit operating complementary paratransit with capacity constraints, which could limit an eligible individual from traveling.

Examples of capacity constraints include:

- Telephone Availability
- Reservation Staff Availability
- Trip restrictions
- Use of waiting lists
- Significantly untimely pickups
- Substantial trip denials or missed trips
- Substantial trips with excessive lengths

See ADA Circular Section 8.5"

2.28 Commingled Service

Service that combines different passenger groups. Also referred to as comingled. For example, a transit agency could commingle ADA paratransit-eligible riders and general demand response riders in the same vehicle. It is also possible, though difficult, to commingle fixed route and complementary paratransit service using the same vehicle. Under such a scenario, the transit agency would provide fixed route service, but deviate for ADA paratransit-eligible persons with disabilities. For this type of commingled service, the transit agency must meet all of the ADA Complementary Paratransit requirements under 49 CFR Part 37 Subpart F.

Primary Source: National RTAP ADA Toolkit

2.29 Commuter Rail

A railway for urban passenger service consisting of local short distance travel operating on the general system of railroads between a central city and adjacent suburbs.

Primary Source: Easterseals

2.30 Companion

A companion (e.g., friend or family member) is a person who accompanies a customer on a trip. A companion does not count as a Personal Care Attendant (PCA) unless the eligible individual regularly makes use of a personal care attendant, and the companion is actually acting in that capacity. For ADA complementary paratransit systems, a registered customer is typically permitted to have one companion

(or a limited number of companions) accompanying the rider on a trip, as long as the trip time and the trip's origin and destination of the companion's trip is exactly the same as the ADA paratransit customer. A companion fare is the same as the customer fare versus PCAs who ride free. Many transit agencies have a policy of allowing additional companions but on a space-available basis only.

Primary Source: TCRP Synthesis 161, Appendix C

2.31 Complementary Paratransit (often referred to as ADA Paratransit)

"Definition from CFR Title 49 —Transportation, Subtitle A —Office of the Secretary of Transportation, Part 37 —Transportation Services for Individuals with Disabilities (ADA), Subpart F-Paratransit as a Complement to Fixed Route Service, § 37.121 Requirement for comparable complementary paratransit service:

- (a) Except as provided in paragraph (c) of this section, each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.
- (b) To be deemed comparable to fixed route service, a complementary paratransit system shall meet the requirements of §§ 37.123-37.133 of this subpart. The requirement to comply with § 37.131 may be modified in accordance with the provisions of this subpart relating to undue financial burden.
- (c) Requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems."

Primary Source: [ADA/FTA] Cite 49 CFR §37.121 and §§37.123–37.133; ops interpretations per FTA C 4710.1 Ch. 8.

2.32 Confirmed Pick-Up Times

Pick-up times are typically confirmed immediately after the booking of the trip request is completed. Once the customer chooses a specific pick-up time, the pick-up window (and drop-off window, if used) is confirmed for the customer.

Primary Source: TCRP Synthesis 161, Appendix C

2.33 Contract Rate Structure

"A contract rate structure defines how a broker, a call center manager, a call and control center manager or a service provider contractor is paid. For brokers and call and control center managers, contract rates typically are based on a per trip rate or can be based on annually negotiated "cost-plus" arrangements. In the case of brokers, a "cost plus" arrangement typically provide for a pass-through of service provide costs. Where brokers are paid on per-trip rate, estimates of service provider costs are included in the rate. Call center managers are sometimes paid by the call. For carriers providing dedicated service, contract rates are typically based on a per revenue vehicle hour rate or per trip rate. To be consistent with NTD definitions, revenue vehicle hours are typically defined from the first pick-up and to the last drop-off of a run, excluding lunch breaks and/or breaks of a predetermined minimum length.

Contract rates for dedicated service are sometimes split into a monthly fixed amount covering expenses that do not change significantly with the change in service volume, and a variable rate (per revenue vehicle hour, per revenue mile, or per trip) which covers the costs that do change significantly with a change in service volume. For carriers providing non-dedicated service, contract rates are typically based on a per-mile rate (or a trip distance or zone-based system) or a per trip rate or both. Distance-based rates are typically where there are great variations in trip lengths. Flat per trip rates are typically used when the trip lengths are more homogeneous or are constrained by a smaller service area.

Some systems use a contractual rate that is a combination of a flat rate (e.g., per trip of up to 5 miles) and a mileage rate for each mile or portion of a mile thereafter."

Primary Source: TCRP Synthesis 161, Appendix C

2.34 Coordination

Coordinating individual human service transportation programs makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources.

Primary Source: NCMM Glossary of Key Terms

2.35 Cost allocation

Cost allocation in paratransit involves distributing the expenses of providing transportation services to providers or funding sources.

2.36 Cost Efficiency

Cost efficiency is measured in terms of input costs to produce outputs, which are service hours or service miles.

Primary Source: TCRP Synthesis 161, Appendix C

2.37 Curb Management

Curb management refers to the strategies and practices used to regulate and optimize the use of curbside space for various purposes, including parking, loading/unloading, and passenger drop-off/pick-up. It involves allocating and managing curb space to meet the needs of different users and transportation modes while aligning with a city's long-term transportation vision.

2.38 "Curb-To-Curb Service (for Paratransit, Dial-a-Ride, Alternative Services)"

A type of driver assistance for demand-responsive service where the pick-ups and drop-offs of passengers are performed at the curb or roadside nearest their origin or destination.

Primary Source: TCRP Synthesis 161, Appendix C

2.39 Customer Service Representative

A person who assists passengers with questions and needs (fare and route information, directions, etc.), refers customers to an appropriate person for additional assistance, and may perform reception duties.

Primary Source: National RTAP Transit Manager's Toolkit

2.40 Demand Response Operator

Operators who perform pre-scheduled curb-to-curb transportation. Typically non-ADA in nature, operators may participate in FTA mandated drug and alcohol testing programs.

2.41 Demand Responsive Service (a.k.a Demand Responsive Transit)

Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including but not limited to specified public transportation service, which is not a fixed route system [49 CFR Part 37, Section 37.3]. Also commonly referred to as demand response system. As described in the FTA ADA Circular, demand responsive systems encompass a wide variety of service types, including but not limited to traditional dial-

a-ride service, taxi subsidy service, vanpool service, route deviation service, and complementary paratransit.

Primary Source: TCRP Synthesis 161, Appendix C. ADA/FTA CFR 49 §37.3

2.42 Demand-Responsive Feeder or Connector (also called First-Mile/Last-Mile Service)

Also known as “feeder/distributor” services, these are DRT services (or elements of a larger DRT service) which connect customers to a fixed-route transit network or other mobility services. In ADA paratransit systems, a transit agency may provide such services to customers who are able to use the fixed-route service once they are at an accessible station or stop on the fixed route transit system but cannot otherwise get to/from the station or stop because of barriers in the pedestrian environment. This also includes taking customers to/from nearby accessible stations and stops if the closest to them are not accessible.

Primary Source: TCRP Synthesis 161, Appendix C

2.43 Departure Time

The scheduled or actual time when a vehicle (like a bus, train, or plane) leaves a specific location, such as a stop, gate, or station, as part of a journey. It's the moment the vehicle begins its movement towards the next destination.

Primary Source: TOMP

2.44 Destination

The end point of a journey (may be a different location than a drop-off).

2.45 Disability

"The term “disability” has the same meaning as in Section 3(1) of the Americans with Disabilities Act of 1990, 42 U.S.C. 12102. The term “disability” means, with respect to an individual: (1) a physical or mental impairment that substantially limits one or more major life activities of such individual, (2) a record of such an impairment, or (3) being regarded as having such an impairment. In this circular, the terms “person with a disability” or “people with a disability” have the same meaning as “individual(s) with a disability.”"

Primary Source: Easterseals

2.46 Disembarking

Refers to a passenger exiting a vehicle. Also called alighting or deboarding

Primary Source: National RTAP ADA Toolkit

2.47 Dispatcher

Staff who coordinate needs of riders with vehicle availability, communicate with passengers, drivers, and maintenance staff, ensure buses arrive on time to locations, alert drivers to delays, driving conditions, and traffic pattern changes.

Primary Source: National RTAP Transit Manager's Toolkit

2.48 Dispatcher supervisor or manager

A person who supervises and trains dispatch staff, prepares driving assignments and records of trips. In smaller organizations, the operations manager may serve as the dispatcher supervisor.

Primary Source: National RTAP Transit Manager's Toolkit

2.49 Dispatching

This is the process of monitoring vehicle operations and transmitting voice/data instructions. This may involve making sure that the drivers are keeping up with their schedules, responding to no-shows, assisting drivers with incidents and emergencies, communicating late cancellations to the drivers, scheduling same day add-on trips to vehicle runs and communicating these add-on trips to the drivers, switching trips from one run to another in response to vehicles running late or to vehicles that have become disabled and communicating these changes to the drivers, assisting lost drivers and assisting with navigation, responding to the ETA calls from customers, and, where the system has MDT/AVL capabilities, ensuring that the proper pickup/ drop-off times are being entered into the system, and ensuring that the vehicle is in the right place.

Primary Source: TCRP Synthesis 161, Appendix C

2.50 Door-through-Door Operational Model

An operational model in which the traveler is picked up inside the building and dropped off inside the door of their destination. Typically, traveler assistance is provided.

2.51 Door-to-door service

A form of paratransit service in which the operator escorts or physically assists passengers between the vehicle and the door of the passenger's home or other destination. A higher level of service than curb-to-curb, yet not as specialized as "door-through-door" service, where the driver actually provides assistance within the origin or destination.

Primary Source: Easterseals

2.52 Driver Manifest, Trip Manifest, Or Trip Sheet

A printed or electronic driver/trip manifest/sheet includes the list of trips or stops in the proper sequence for a specific vehicle run, along with needed information about the customers to be transported (name, mobility device used, disability, etc.). The manifests also provide spaces or capabilities for the driver to document actual service data that pertain to each trip and stop (that is not captured automatically) and run-level summary information.

Primary Source: TCRP Synthesis 161, Appendix C

2.53 Driver Wait Time

The number of minutes a driver is instructed to wait for a customer after arriving at the pick-up location (and within the pick-up window), before calling the dispatcher to indicate a no-show and to get instructions as to whether the driver should wait longer or proceed to the next stop. The driver wait time begins when the vehicle arrives at the pick-up location or at the beginning of the pick-up window, whichever is later. The most common driver wait time for paratransit services is 5 minutes.

Primary Source: TCRP Synthesis 161, Appendix C

2.54 Drop-Off Window

A policy established by the transit agency to gauge on-time versus late trips for trips that are requested based on a stated appointment time or requested and confirmed drop-off time. FTA considers a pattern or practice of untimely drop-offs to be a form of capacity constraint.

Primary Source: TCRP Synthesis 161, Appendix C

2.55 Dwell Time

The time it typically takes to load or unload a passenger. Includes Driver Wait Time, use of the lift or ramp, and securement of the passenger. For scheduling purposes, scheduling systems provide for configurable dwell times for ambulatory and non-ambulatory customers. Actual dwell time for any trip can be calculated by these systems based on when the driver “performs” the arrival and the departure from a given stop, noting that the configurable GPS stamped times serve as a back-up when the driver forgets to perform these times.

Primary Source: TCRP Synthesis 161, Appendix C

2.56 Dynamic Optimization (also called Real-Time, Continuous Optimization)

Dynamic optimization, also called real-time continuous optimization, is a capability of a paratransit scheduling/dispatching system as well as of on-demand technologies currently being utilized for microtransit and alternative services. This capability is an automated function which is designed to run virtually continuously (or at configured intervals) throughout the service day. For paratransit systems, the process typically begins once the next-day scheduling has been completed. Dynamic optimization considers changes that have occurred (such as cancellations, late running vehicles, no-shows, etc.) since the last time the process was run, and then re-assigns trips among dedicated vehicles and non-dedicated vehicles if available, to fill in the new holes that have been created and to otherwise re-optimize the schedule in an objective fashion. In addition, these systems have configurable guards against modifying a rider’s pick-up time or interrupting what a driver is doing at the moment.

Primary Source: TCRP Synthesis 161, Appendix C

2.57 Dynamic/Variable pricing

Manages demand on transportation networks by providing customers with carefully constructed financial cues. These cues encourage travelers to use the available infrastructure or services in a more efficient manner. Includes time-of-day and dynamic (real-time) pricing changes.

2.58 Eligibility

With respect to ADA complementary paratransit, the U.S. DOT regulations limit eligibility to individuals who are unable to use fixed route services due to a disability. Eligibility for paratransit is to be based on an individual’s functional ability, specifically whether they are able to use the fixed route system independently. The regulations define three categories of eligibility: a person with a disability who cannot navigate the transit system without assistance, a person with a disability who requires an accessible vehicle when one is not available on fixed route, and a person with a disability who is unable to reach the transit stop. The regulatory requirements and nuances related to ADA complementary paratransit eligibility and the eligibility determination process are found in 49 CFR Part 37, Sections 37.123 and 37.125

Primary Source: National RTAP ADA Toolkit

2.59 Equivalent Service

Equivalent service is a requirement for condition of the provision of alternative services and general public services. There are seven service characteristics for determining equivalency for riders with disabilities which are detailed in 49 CFR Part 37, Section 37.77. These requirements are at the core of the ADA compliance concerns for microtransit services, it is critical to emphasize that such services cannot provide different (unequivalent) service to customers with disabilities. Examples include dispatching WAVs to those who need them but with longer wait times.

2.60 Excessively Long Ride Time

A DRT trip where the duration of the ride time (also known as the on-board time or in-vehicle time) exceeds service standards. Pertaining to ADA paratransit service, FTA Circular 4710.1, Section 8.5.5 states that “excessive” refers to a comparison between the ADA paratransit ride time and “the time required to make a similar trip using the fixed route system; while a 1-hour travel time for a 5-mile complementary paratransit trip may seem excessive in the abstract, if the same trip takes an hour using the fixed route system, it is comparable, not excessive.” In practical terms, comparisons should consider the travel time on fixed route transit to be the time it takes to make the same trip on fixed route transit from origin to destination at the same time including the travel time to/from bus stops or rail stations plus reasonable wait times at those stops plus transfer times. FTA Circular 4710.1 also states that “A pattern or practice of substantial numbers of trips with excessive trip lengths is a form of capacity constraint per § 37.131(f)(3)(i)(C); excessively long trips may discourage riders from using complementary paratransit services. Transit agencies are therefore obligated to ensure that there are no patterns or practices of excessively long trips on their ADA paratransit service. However, contributing factors that are beyond the control of the transit agency are not a basis for determining that a pattern or practice of excessively long trips exists.

Primary Source: TCRP Synthesis 161, Appendix C

2.61 Fare Capping

A fare payment policy that limits how much a rider can be charged for transit trips within a set time period—such as a day, week, or month—regardless of how many trips they take.

2.62 Fare structure

The basis for determining how fares are charged. Common types of fare 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”) or 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; for example, often lower fares are charged for older adults, children and youth, Medicaid recipients, people with limited income and people with disabilities).

Primary Source: NCMM Glossary of Key Terms

2.63 Final Destination

The place that you arrive at the end of a trip.

Primary Source: Easterseals

2.64 Fixed Stop

Stop or Station with a designated location, typically indicated by a sign.

Primary Source: National RTAP ADA Toolkit

2.65 Fixed-Route

Transit services where vehicles run on regular, pre-determined, pre-scheduled routes, with no variation. Fixed-route services typically use large vehicles like buses, printed schedules or timetables, and designated bus stops where passengers board and get off the vehicle. Smaller public transit systems may provide fixed-route service but more often offer route deviation in which a vehicle will deviate from its regular route upon request to provide a customer with closer access to her destination.

Primary Source: Easterseals

2.66 Flag Stop

Refers to a flexible transit service where passengers can board or alight a vehicle along its route at locations that are not designated fixed stops. This means a rider can signal the driver of an approaching vehicle to request a stop for boarding, or coordinate with the driver to alight at a desired location between scheduled stops.

Primary Source: National RTAP Transit Manager's Toolkit

2.67 FTA Circulars

Guidance to provide grantees with direction on program specific issues and statutory requirements.

Primary Source: National RTAP Transit Manager's Toolkit

2.68 Functional Assessment

A functional assessment, when determining paratransit eligibility under the Americans with Disabilities Act (ADA), evaluates an individual's ability to independently use the fixed-route public transportation system. It focuses on the practical limitations caused by a disability, specifically whether the disability prevents the person from using the fixed-route service, rather than simply the presence of a disability.

2.69 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. 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 the General Transit Feed Specification (GTFS), headway specifically refers to the amount of time, measured in seconds, between scheduled departures from the same stop for a given trip during a specified time interval. This information is defined within the frequencies.txt file of a GTFS feed.

Primary Source: NCMM Glossary of Key Terms

2.70 Hold Time

The period of time that a caller is placed on hold. Some telephone systems track and differentiate between initial hold time (up until a customer first speaks with a call taker) and total hold time. Average hold time and maximum hold time can be used as a service quality measure and may indicate a possible capacity constraint, noting that such a capacity constraint is prohibited for ADA paratransit services. Many systems track hold times for different functions (e.g., reservations and responding to ETA calls).

Primary Source: TCRP Synthesis 161, Appendix C

2.71 Human Service Agency

A public or not-for-profit organization that provides services for essential needs such as medical care, income support, housing, education, training, and public health, typically for people requiring help due to age, disability, low income, or similar reasons.

Primary Source: TCRP Synthesis 161, Appendix C

2.72 Human Services Transportation

Transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, seniors, and people with low incomes.

Primary Source: FTA Circular FTA C 9070.1H

2.73 Inbound Customer Call (also called “Where’s My Ride?” calls)

These are calls placed by the customer prior to the vehicle arrival to get an estimated time of arrival of the vehicle to which their trip has been scheduled or dispatched. Transit systems typically have policies which direct customers to only make these calls after the end of the pick-up window if the vehicle has not yet arrived. These are sometimes called “trip status” calls.

2.74 Information Accessibility

Federal agencies are required to make their electronic and information technology accessible to people with disabilities. It ensures equal access to technology for individuals with disabilities, requiring agencies to develop, procure, maintain, and use technology that is accessible to both federal employees and the public. One interpretation of this requirement is that printed materials must be made available, upon request, in a format that is accessible to the person making the request, such as large print, Braille, sign language interpretation, or electronic files that can be read by screen reading technology. Also see <https://www.w3.org/> and <https://www.section508.gov/>

2.75 Interactive Voice Response (IVR)

"A software system that accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice, fax, callback, e-mail, text, or other media. IVR is usually part of a larger application that includes database access. Many paratransit systems use the IVR system in conjunction with their paratransit scheduling system to (1) allow customers to look up the details of their trips; (2) to directly book or cancel a trip; (3) to call or text a confirmation notice the evening before a trip is to be made; and/or (4) to call or text an imminent arrival call, which can be automatically triggered by the actual vehicle location or by the driver."

2.76 Intermodal Transit

The transportation of a person from its origin to its destination by a sequence of at least two transportation modes, the transfer from one mode to the next being performed at an intermodal terminal.

2.77 Journey

Complete Trip definition: The concept of a "Complete Trip" emphasizes a holistic approach to transportation, focusing on making the entire journey seamless, efficient, and accessible for all travelers. This goes beyond simply providing a means of transportation and considers all stages of a trip, from planning and booking to the physical act of traveling and arriving at the destination.

2.78 Late Trip

A vehicle is considered late if the vehicle arrives after the pick-up window and the trip is completed by the customer. Some systems also include in the late trip definition if the customers were dropped off after the drop-off window (or after the requested drop-off time or stated appointment time).

2.79 Lift

On a transit vehicle, a lift is a mechanical platform that raises from the ground to the vehicle so a person using a wheelchair or otherwise not able to climb stairs to board and alight the vehicle. Standards for the vehicle lift are found in 49 CFR Part 38, Section 38.23(b).

2.80 Max Vehicle Capacity

The maximum number of passengers that a single transit vehicle can carry (can include seated and standing passengers in fixed-route vehicles). In paratransit, this refers to the number of seats and wheelchair positions in a vehicle.

Primary Source: GOFS

2.81 Medicaid

Authorized in 1965, becoming Title XIX of the Social Security Act. Medicaid is a state–federal partnership jointly funded by the states and federal government and administered by the states according to federal requirements to assist states in providing medical care to eligible people. Within broad federal guidelines, each state establishes its own eligibility standards; determines the type, amount, duration, and scope of services; sets the rate of payment for services; and administers its own program.

Primary Source: NCMM Glossary of Key Terms

2.82 Microtransit

"A technology-enabled service that provides pooled demand response and on-demand transportation with dynamic routing within a zone."

Primary Source: SAE JA3163_202106

2.83 Missed Trip

This is a trip that was scheduled to be served but was not served due to provider or driver error or adverse operational circumstances. A missed trip is an event where (1) the vehicle never arrives; (2) the vehicle arrives early and departs before the pick-up window begins; (3) the vehicle arrives on-time or late but departs before the (5-minute) driver wait time is over; (4) a driver fails to carry out specific instructions included with the reservation (e.g., a specific building entrance, door-to-door assistance, honk on arrival, etc.), which results in the rider missing their ride; or (5) the vehicle arrives after the pick-up window and the customer does not appear or cancels-at-door. Such an event is the fault of the service delivery operator, and not the rider's fault. If the vehicle arrives after the pick-up window, and the customer agrees to still make the trip, it is considered a late trip and not a missed trip. Missed trips are not no-shows and need to be tracked separately as they can suggest the possibility of a capacity constraint.

Primary Source: TCRP Synthesis 161, Appendix C

2.84 Mobile Data Terminals (MDTs), Mobile Data Computers (MDCs), and/or Driver Tablets

"These are on-board monitors/keyboards or tablets that are used to communicate data between the vehicle and the dispatch office. These can also be described as on-board devices that combine a mobile

data terminal with a vehicle logic unit and other devices such as GPS, a communications interface, or smart card reader. For the driver, MDTs are typically used to display today's schedule (driver manifest) for that vehicle, taking the place of a paper driver manifest. Much of the information collected (e.g., pull-out and pull-in times and odometer readings, actual arrival time and departure time at each stop, the odometer reading at each stop, break times) is automatically entered or is entered at the push of a button. The drivers can transmit codes back to the radio dispatcher, rather than by voice, for standard communications. For the dispatcher and the dispatch system, this real time information as to the status of the vehicle or trip is automatically transmitted back to the dispatch system. Also, dispatchers or the dispatch system can transmit add-ons, late cancellations, and changes to the drivers via the MDTs."

Primary Source: TCRP Synthesis 161, Appendix C

2.85 Mobility Aids

A device that is designed to assist an individual with disabilities with locomotion. Electronic and manual devices like wheelchairs, walkers, scooters, crutches, or canes that are used to increase a person's locomotion. See Assistive Devices.

Primary Source: Easterseals

2.86 Mobility as a Service (MaaS)

A concept envisioning integrated mobility where travelers can access multiple transportation modes over a single digital interface. MaaS primarily focuses on passenger mobility allowing travelers to seamlessly plan, book, and/or pay for travel on a pay-as-you-go and/or subscription basis.

Primary Source: NCMM Glossary of Key Terms

2.87 Mobility Management

Consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services.

Primary Source: FTA Circular FTA C 9070.1H

2.88 Mobility on Demand

"A concept envisioning an interconnected and coordinated mobility ecosystem to meet the needs of all users by providing the safe, reliable, and efficient movement of travelers and goods. MOD offers users personalized mobility and goods delivery options upon request, matched with coordinated network strategies of service providers and operations managers.

NOTE: MOD is based on the principle that transportation is a commodity where options have distinguishable values."

Primary Source: SAE JA3163_202106

2.89 Mobility Zones

Geographic areas with a network of shared mobility options that include either (1) predefined set of boundaries (e.g., neighborhood boundaries, school zones, etc.), or (2) a radius around a point or anchor location (e.g., mobility hub, public transit station, shared mobility station, government center, or a land use

with high trip generation). While sizes may vary based on local context, typically most mobility zones are approximately of 3 to 5 square miles (5 to 8 square kilometers).

Primary Source: SAE JA3163_202106

2.90 Multimodal Travel

Travel using more than one travel mode.

Primary Source: TOMP

2.91 National Transit Database (NTD)

FTA database that records the financial, operating and asset condition of transit systems.

Primary Source: National RTAP Transit Manager's Toolkit

2.92 Negotiated Pick-Up Time

If no options exist, transit agencies are permitted to negotiate an alternative pick-up time that will result in a confirmed pick-up time within an hour of the originally requested pick-up time, as long as this is possible for the customer. If there are no alternative times within this span offered to the customer, the request is to be documented as a denial. If an alternative time beyond the span (i.e., greater than one hour from the original time requested) is offered and accepted, even this is still to be documented as a denial.

Primary Source: TCRP Synthesis 161, Appendix C

2.93 Non-Dedicated Service

This is a type of service where the vehicles in operation are not solely dedicated to the transportation of customers of a transportation program (or coordinated set of programs). One example includes a taxi that can be a resource to provide an ADA paratransit trip but is otherwise serving the general public or another contract. Another example is a carrier vehicle that carries an ADA paratransit service along with another passenger not sponsored by the transit agency or otherwise connected with a coordinated service. Non-dedicated service can be used in conjunction with dedicated service to meet peak overflow demands or other situations where the use of additional dedicated vehicles may not be cost-effective or possible.

Primary Source: TCRP Synthesis 161, Appendix C

2.94 No-show

A passenger scheduled for a demand-response trip who does not appear at the designated pick-up place and time and does not cancel the trip in advance. Frequent no-shows can hurt the efficiency and effectiveness of the demand-response transportation service. In addition, passengers who repeatedly fail to show for scheduled service may have their right to service suspended, subject to an appeals process.

Primary Source: NCMM Glossary of Key Terms

2.95 On-Demand Service Operator

Operators who perform same day transportation, generally requested for rides needed "now". These operators perform curb-to-curb trips and may participate in FTA regulated drug and alcohol testing programs.

2.96 One-Stop Booking

Allows users to plan, book, and pay for their journeys through one platform.

Primary Source: TOMP

2.97 On-Time Trip

A trip is typically considered on-time if the vehicle arrives within the confirmed pick-up window and the trip is completed by the customer.

Primary Source: TCRP Synthesis 161, Appendix C

2.98 "On-Time

Performance (OTP)"

The percentage of customer (registrant) trips that are on-time divided by the total number of completed customer trips. Some transit agencies only track the OTP for pick-ups, while others also incorporate on-time drop-offs. (See On-Time Trip below.)

Primary Source: TCRP Synthesis 161, Appendix C

2.99 Operating Expenses

The expenses associated with the operation of the transit agency, and classified by function or activity, and the goods and services purchased.

Primary Source: NTD

2.100 Operating Hours and Calendar

Describes the default opening hours per day of the week.

2.101 Operational Broker

- **Operational or Full-Service Broker:** This is a broker that provides oversight and service provider monitoring, but also performs some or all of the call center functions. An operational broker does not provide any service delivery functions. This is the type of broker that is more commonly associated with small to mid-size transit agencies and especially with their coordinated paratransit services.

2.102 Operator

A vehicle operator (also referred to as a public transportation operator or bus driver) is an individual responsible for the safe and efficient transportation of passengers using a transit vehicle. Key responsibilities include: Operating the vehicle safely and efficiently along designated routes and schedules; Collecting fares and managing farebox transactions; Assisting passengers, including those with disabilities, with boarding and alighting, in accordance with regulations like the Americans with Disabilities Act (ADA); Maintaining a clean and safe environment within the vehicle; Performing pre- and post-trip inspections to ensure the vehicle is in good working order; Reporting any accidents, incidents, or mechanical issues to the appropriate authorities; Providing information to passengers regarding routes, schedules, and transfers; and Communicating effectively with passengers and transit dispatch.

Primary Source: Easterseals

2.103 Origin

The starting point of a journey (may be a different location than a pick-up).

2.104 Paratransit

Paratransit refers to flexible, demand-responsive transportation services that operate outside the fixed-route, fixed-schedule model of conventional public transit.

Primary Source: Easterseals

2.105 Paratransit Operator

Operators who are trained to perform pre-scheduled transportation. These trips adhere to ADA guidelines and may include assistance greater than curb-to-curb assistance. These operators participate in FTA mandated drug and alcohol testing programs.

2.106 Partial Broker

Partial (or Hybrid) Broker: This is an Operational Broker who also is permitted by the contracting transit agency to deliver a portion of the dedicated service. Typically, this is allowed on a temporary basis if there is an insufficient supply of service caused by a provider unable to contractually perform. In this example, a broker might be permitted to operate until that provider can be replaced. If the broker is more permanently installed as a service provider, the service model converts to a prime contractor with “overflow” subcontractors.

2.107 Pedestrian

A person traveling by their own locomotion outside a vehicle (e.g., someone walking or using a wheelchair on a sidewalk).

Primary Source: Easterseals

2.108 Pedestrian Pathways

A path people can use to travel under their own power from one place to another.

Primary Source: Easterseals

2.109 Personal Care Attendant (PCA)

A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs. A PCA typically assists with one or more daily life activities such as providing personal care, performing manual tasks, or providing assistance with mobility or communication. PCA assistance is not always needed during a complementary paratransit trip itself; because of the nature of typical PCA functions, it is most likely the services provided by a PCA would be required throughout the day at the passenger’s destination. PCAs are sometimes family members or friends. In some instances, PCAs are other individuals with a disability. This might be an individual with a physical disability who assists someone with a vision disability or who accompanies an individual with an intellectual disability who cannot travel independently. PCA fares are free on ADA paratransit services.

Primary Source: TCRP Synthesis 161, Appendix C

2.110 Pick-Up Window

A window of time, constructed from the pick-up time, in which a vehicle may arrive for a pick-up and not be deemed early or late.

Primary Source: TCRP Synthesis 161, Appendix C

2.111 Point Deviation

In a point deviation service system, a vehicle operates on a fixed schedule with specific stops but without a fixed route. Vehicles will accommodate requests for pick up and drop off at locations other than specified stops or "points" as long as they can be accommodated within the fixed schedule.

Primary Source: TOMP

2.112 Premium Service

Optional transportation offerings that go beyond ADA complementary paratransit requirements, such as same-day trips, service outside the standard area, or extended hours. These services may have higher fares and can be tailored to specific trip types, but must not reduce the quality of regular ADA paratransit service.

Primary Source: TCRP Synthesis 161, Appendix C

2.113 Priority Seating

On a transit vehicle, seating that for which for riders with disabilities and seniors have priority use. Standards for signage for this seating are found in 49 CFR Part 38, Section 38.27.

Primary Source: National RTAP ADA Toolkit

2.114 Proactive dispatching

Proactive dispatching is the process of looking ahead to solve service-day issues that if left unaddressed will develop into problems. This is an important function as it can have a material effect on both productivity and on-time performance. See also Dynamic Optimization and Window Dispatching.

2.115 Productivity

The quantity of service produced per unit of resources applied. In paratransit (and especially for dedicated service), productivity is commonly measured as passenger trips per hour.

Primary Source: TCRP Synthesis 161, Appendix C

2.116 Public Transportation

Regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income. Public transportation generally includes, but is not limited to, transportation services provided by buses; heavy rail; light rail; commuter rail, fixed guideway; bus rapid transit; passenger ferryboats; trolleys; inclined railways; people movers; vans; streetcars; jitneys; and aerial tramways. Public transportation can either be fixed-route or demand-response service but excludes intercity passenger rail provided by Amtrak; intercity bus service; charter bus service; school bus service; sightseeing services; courtesy shuttle services provided by individual businesses; and intra-terminal or intra-facility shuttle services (49 U.S.C. 5302).

Primary Source: FTA Circular FTA C 9070.1H

2.117 Ramp

On a transit vehicle, refers to a mechanical platform that slopes from the passenger entrance to the curb or street so that riders using wheelchairs can roll on and off of the vehicle, and riders who are otherwise not able to climb stairs can more easily board and alight the vehicle. Standards for the vehicle ramp are found in 49 CFR Part 38, Section 38.23(c).

Primary Source: National RTAP Transit Manager's Toolkit

2.118 Reasonable Modification

Under the U.S. DOT ADA regulations, public transportation providers must make reasonable modifications (exceptions) to policies, practices, or procedures to accommodate an individual when changes are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. Transit agencies are not required to make modifications that would either fundamentally alter the nature of the transit agency's services, programs, or activities or create a direct threat to the health or safety of others. The requirements for considering requests for reasonable modifications are found in 49 CFR Part 37, Section 37.169(c). Examples of different types of requests for reasonable modifications are found Appendix E to Part 37. See also Section 2.10 of the FTA ADA Circular.

Primary Source: National RTAP ADA Toolkit

2.119 Requested Pick-Up Time

Original time the customer requested a pick-up.

2.120 Reservations

The process of receiving and booking requests, and the allotment in advance of seating accommodation for a passenger for immediate-response, same day, advance-reservation, and/or subscription (standing order) trips. In many systems, the staff that receive reservations also receive process cancellations, change-orders, and provide general information about the system and other customer service functions.

Primary Source: TOMP

2.121 Resource Availability

The ability of an asset to perform a required function under given conditions at a given instant in time, or over a given time interval, assuming that the required external resources are provided.

2.122 Ride Time or On-Board Travel Time

The time a customer is on board the vehicle. Many paratransit systems have established a maximum ride time as a scheduling parameter and service quality measure. Transit agencies are obligated to make sure that there are no patterns of excessively long trips, as measured against the time it would take for the customer to make the same trip on transit at the same time.

Primary Source: TCRP Synthesis 161, Appendix C

2.123 Ride-hailing services - Updated for Review

Ride-hailing services, also known as ridesourcing, are transportation services that connect passengers with drivers through online platforms, often using mobile apps, to provide on-demand, customized rides. These services generally utilize privately owned vehicles (often provided by Transportation Network

Companies (TNCs)) and differ from traditional taxis in how they are hailed (through an app instead of on the street).

2.124 Route Deviation Service

A system that permits user-initiated deviations from routes or schedules [Section 37.3 of Appendix D to 49 CFR Part 37]. Transit service that operates along established routes that typically have designated stops. Between these stops, vehicles deviate (depart) from an established route to pick up or drop off riders within a defined off-route service area [FTA ADA Circular, Section 7.5.4].

Primary Source: National RTAP Transit Manager's Toolkit

2.125 Run (or Vehicle Run)

A piece of work in dedicated service, bookended by a start and end time when the vehicle departs from the garage (or base or storage location) and returns to the garage, that is, the piece of work that a driver performs between pull-out and pull-in. Trip requests are scheduled onto specific vehicle runs. Also called a "vehicle run."

Primary Source: TCRP Synthesis 161, Appendix C

2.126 Run Structure

The set of dedicated vehicle runs that are constructed in such a way as to provide adequate capacity at various times of the service day. The run structure may include a combination of straight runs, split runs, and/or partial or part-time runs, with staggered start and end times, and accommodations for deadheading and breaks, and are generally constructed to match the demand curve. Run structures are often depicted with bar graphs for comparison with the demand curves for the same day.

Primary Source: TCRP Synthesis 161, Appendix C

2.127 Rural Area

NTD uses Census Bureau definitions for urban and rural. 49 U.S.C. Chapter 53, which is the set of federal statutes governing FTA's funding programs, still defines an urbanized area as an urban area encompassing a population of not less than 50,000 people. Further, 49 U.S.C. Chapter 53 still makes this distinction to prescribe FTA's distribution of formula grant funding to urbanized vs. non-urbanized areas. Anything that is not considered an urban area is a rural area

Primary Source: National RTAP Transit Manager's Toolkit

2.128 Scheduled arrival time

The planned time the vehicle will arrive at a destination.

2.129 Scheduling

In a demand-responsive service, the process of determining the path and schedule of vehicles in the system so that they serve the trips that have been requested. Also, the process of assigning a booked trip request to a specific vehicle run and determining in the vehicle run the scheduled (as opposed to requested) pick-up time and drop-off times for the trip.

Primary Source: TCRP Synthesis 161, Appendix C

2.130 Securement Area or Station

On a transit bus, a designated location for riders using wheelchairs, equipped with a securement system. Standards for the securement area are found in 49 CFR Part 38, Section 38.23(d).

Primary Source: National RTAP Transit Manager's Toolkit

2.131 Senior

An individual who is 65 years of age or older (49 U.S.C. 5302). In this circular, the term "older adult" has the same meaning as the term "senior."

Primary Source: FTA Circular FTA C 9070.1H

2.132 Service Animal

Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items [49 CFR Part 37, Section 37.3].

Primary Source: National RTAP Transit Manager's Toolkit

2.133 Service Area, Days and Hours of Service

The service area within which a paratransit customer can make a trip and the span when a paratransit service is available. For ADA Paratransit service, service area, days and hours must complement that of the fixed route transit service. In general, if a person can travel to a given destination using a fixed route on a specific day and at a specific time, an ADA Paratransit eligible customer must be able to make the same trip on the ADA Paratransit service. If the fixed-route service expands or contracts – spatially or temporally – so too can the ADA Paratransit service area, days and hours. The ADA Paratransit service area that is required is defined as $\frac{3}{4}$ mile on either side of a fixed route. This is often referred to as the three-quarter mile fixed route corridor. Also included in the area are "small" areas that are surrounded by the fixed-route corridors. For transit agencies with rail systems, the ADA Paratransit service area also includes the area within a $\frac{3}{4}$ -mile radius of the stations.

Primary Source: TCRP Synthesis 161, Appendix C

2.134 Shared mobility

"The shared use of a travel mode that provides travelers with access to a transportation mode on an as-needed basis.

NOTE 1: Shared mobility can include a variety of shared ground, aviation, and maritime services.

NOTE 2: Shared mobility includes services also known as shared micromobility.

NOTE 3: Shared mobility services that employ motor vehicles may include those equipped with automation, as described in SAE J3016."

Primary Source: NCMM Glossary of Key Terms

2.135 Shared-ride

Two or more passengers in the same vehicle who are otherwise not traveling together. Every trip does not have to be shared-ride in order for a service to be considered shared-ride, but the general nature of the service must include shared-rides.

Primary Source: FTA Circular FTA C 9070.1H

2.136 Slack Time

For paratransit scheduling systems, slack time is defined as the time allocated for a process minus the time actually required for its completion. In such systems, slack time is often calculated for the system at large and for individual runs. The higher the slack time, the less productive a dedicated service (or run) is. In flex transit, slack time refers to time in a vehicle schedule that is available to schedule a deviation or an additional passenger stop without affecting the rest of the schedule.

Primary Source: TCRP Synthesis 161, Appendix C

2.137 Split Shift

A driver assignment that has two distinct pieces during a given day, with a period of non-paid, non-work in between. This is not to be confused with a straight shift with a lunch break. A split shift has two sets of starting and ending times in one day. If the two pieces are assigned to two different drivers, each piece is often referred to as a Partial Shift.

Primary Source: TCRP Synthesis 161, Appendix C

2.138 Stop

Identifies a location where transportation service originates, stops and/or terminates, and where passengers can board or alight the service: stop/platform, station, entrance/exit, generic node or boarding area (see `location_type`).

2.139 Stop Announcements

Under the U.S. DOT ADA regulations, on fixed route systems, transit agencies are required to notify passengers when the bus approaches certain bus stops and transfer points along the route, so that individuals with disabilities can be oriented to their location [49 CFR Part 37, Section 37.167(b)]. For more information, see Section 6.6 of the FTA ADA Circular.

Primary Source: National RTAP ADA Toolkit

2.140 Straight Shift

"A driver assignment that has one starting time and one ending time in a given day."

Primary Source: TCRP Synthesis 161, Appendix C

2.141 Subrecipient

Recipient of FTA funding that is award by FTA to the state or other direct recipient, who then awards the funds to other entities. For the Section 5311 program, eligible subrecipients include local governments, tribes, transit authorities, and private nonprofit organizations that provide rural public transportation.

Primary Source: National RTAP Transit Manager's Toolkit

2.142 Subscription Service or Trips (also called Standing Orders)

These are trips made by a specific customer that recur in a regular pattern (e.g., are requested for at least once a week, and go to/from the same origin and destination at the same times).

Primary Source: TCRP Synthesis 161, Appendix C

2.143 Suspension

With respect to ADA complementary paratransit, temporary denial of service. Under the U.S. DOT regulations, transit agencies are allowed to suspend, for a reasonable period of time, the provision of complementary paratransit service to eligible individuals who establish a pattern or practice of missing scheduled trips (no-shows). The requirements related to suspension of ADA complementary paratransit are found in 49 CFR Part 37, Section 37.125(h). For more information, see Section 9.12 of the FTA ADA Circular.

Primary Source: National RTAP ADA Toolkit

2.144 Taxi

"A service that provides the traveler pre-arranged and/or on-demand access to a ride service in a motor vehicle for a fee for use. The travelers can typically access this ride by scheduling trips in advance, by street hail, or by e-hail.

NOTE 1: Street hail is done by raising a hand on the street, standing at a taxi stand, or specified loading zone. E-hail entails dispatching a driver on-demand using a smartphone app.

NOTE 2: Taxi ride service typically uses sequential sharing (although taxi splitting—the sharing of a taxi ride and fare between two travelers—is allowed in some areas).

NOTE 3: The term compensation denotes a service that charges a fare above the actual cost of driving."

Primary Source: SAE JA3163_202106

2.145 TDD/TTY

A teletypewriter, or text telephone, that allows a user to type text to another TTY user. Also known as Telecommunications Devices for the Deaf (TDD).

Primary Source: Easterseals

2.146 Timed Transfer

In the context of GTFS (General Transit Feed Specification), a timed transfer is a connection between two routes at a specific stop where the departing vehicle is expected to wait for a sufficient time after the arrival of another vehicle, allowing passengers to transfer. This waiting time is not a fixed duration but rather is calculated by the trip planner, taking into account factors like the distance between stops and the speed of walking.

Primary Source: National RTAP Transit Manager's Toolkit

2.147 Title VI

A 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 VI.

Primary Source: NCMM Glossary of Key Terms

2.148 Total Vehicle Hours

The total number of hours that a vehicle is in operation. This includes all vehicle revenue hours (VRHs) plus "gate-to-gate" hours when the vehicle is not at the garage or base or vehicle storage location; this includes all deadheading maintenance location. and breaks.

Primary Source: TCRP Synthesis 161, Appendix C

2.149 Transit Systems

Transportation by car, bus, rail, or ferry that is publicly or privately owned which provides service to the general public, including special services, on a regular or scheduled basis.

Primary Source: Easterseals

2.150 Transportation Network Company (TNC)/Ridehailing/Ridesourcing

"A service that provides the traveler with pre-arranged and/or on-demand access to a ride for fee using an digitally enabled application or platform (e.g., smartphone apps) to connect travelers with drivers using their personal, rented, or leased motor vehicles. Digitally enabled applications are typically used for booking, electronic payment, and ratings.

NOTE 1: TNCs are not allowed to street hail (on-demand does not include street hail).

NOTE 2: Please see note on ridesharing in 11.1.

NOTE 3: The term compensation shall denote a service that charges a fare above the actual cost of driving.

NOTE 4: Concurrently shared TNC ride service is referred to as "ridesplitting" as defined in 6.2.2.3.

NOTE 5: TNCs may also be used to provide goods delivery, known as courier network services."

Primary Source: SAE JA3163_202106

2.151 Travel Time

The estimated travel time in seconds from the pickup to dropoff location. Cannot be provided if a drop off location is not provided.

Primary Source: GOFs

2.152 Travel Training (Also Known as Travel Instruction)

Short-term, one-to-one, intensive instruction route public transportation in their community. Individuals with disabilities and seniors learn travel skills while following a specific route, typically to a school or a job site. Travel instruction professionals must be able to determine how different disabilities affect a person's ability to travel, and they must develop appropriate methods to teach travel skills dependent upon individual needs.

Primary Source: Easterseals

2.153 Trip

A trip reflects the completed transport of a passenger from origin to destination and is synonymous with a "passenger trip." A round trip therefore consists of 2 trips. The total trips figure usually includes trips taken by customers, PCAs and companions, whereas customer or registrant trips include just trips taken by program registered (or eligible) customers.

Primary Source: TCRP Synthesis 161, Appendix C

2.154 Trip Denial

"Trip denials result when agencies do not accept trip requests. Examples of trip denials include:

- A rider requests a next-day trip and the transit agency says it cannot provide that trip.
- A rider requests a next-day trip and the transit agency can only offer a trip that is outside of the 1- hour negotiating window. This represents a denial regardless of whether the rider accepts such an offer.

- A rider requests a round-trip and the agency can only provide one leg of the trip. If the rider does not take the offered one-way trip, both portions of the trip are denials."

2.155 Trip Intake Channel

Channel by which the trip request is made (e.g., Online portal, passenger application, call center, email)

2.156 Trip Purpose

The reason for a trip.

2.157 Trip Reminder Notification

Calls or texts made by paratransit staff or automated calls/texts sent via an Interactive Voice Recognition System that are sent to customers the evening before the trip to remind customers of the trip details of each trip scheduled for the next day. Confirmation calls/texts are generally a good idea, and can help reduce no-shows, but are essential where a transit agency elects not to specify a confirmed scheduled time or pick-up window immediately after a trip request is booked and while the customer is still on the telephone. In such cases (e.g., where the scheduling process is completed after the reservations hours and where the scheduling process may shift requested times within specific parameters), the confirmation call serves to provide the confirmed pick-up time/window to the customer.

2.158 Trip Status

"Refers to the current state or progress of a scheduled trip within a transportation or dispatching system. It indicates where the trip is in its lifecycle, helping agencies, drivers, and passengers understand whether the trip is upcoming, in progress, delayed, canceled, or completed.

Examples:

Scheduled – The trip is planned and confirmed, but has not yet started.

Assigned – A vehicle/driver has been allocated to the trip.

In Progress / En Route – The vehicle is actively traveling to pick up or drop off passengers.

Arrived / Boarding – The vehicle has reached the pickup location and is waiting or boarding passengers.

Completed – The trip has finished, and all planned drop-offs are done.

No-Show – The passenger did not appear at the scheduled time and location.

Canceled – The trip was canceled by the agency, passenger, or due to operational issues.

Delayed – The trip is running behind schedule due to traffic, mechanical issues, or other disruptions."

2.159 Trip/Trip Leg Distance/Mileage

The estimated distance traveled in the trip/trip leg

2.160 TTY Relay Service

Service that facilitates telephone communication with individuals with hearing or speech disabilities TTY relay services consist of a relay operator (or communications assistant) who connects TTY calls with people who communicate by telephone. The operator converts voice-to-text and vice versa, with the text displayed on the user's TTY.

2.161 Urbanized Area

An area with a population of at least 50,000 people in the most recent decennial census.

Primary Source: National RTAP Transit Manager's Toolkit

2.162 User-side subsidy

A transportation funding structure in which qualified users (usually people with limited income) are able to purchase vouchers for transportation services at a portion of their worth. The users then may 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.

Primary Source: NCMM Glossary of Key Terms

2.163 Vehicle Assignment

Refers to how vehicles are assigned to routes

Primary Source: National RTAP Transit Manager's Toolkit

2.164 Vehicle Fuel Type

Type of fuel used to power a vehicle (e.g., electric, propane, diesel, cng, gasoline, hydrogen, etc.)

2.165 Vehicle Load

The total number of passengers on a vehicle.

Primary Source: National RTAP Transit Manager's Toolkit

2.166 Vehicle Revenue Hours (VRH)

"The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either:

- Directly pay fares;
- Are subsidized by public policy; or
- Provide payment through some contractual arrangement.

Vehicles operated in fare free service are considered in revenue service. Revenue service includes:

- Layover / recovery time.

Revenue service excludes:

- Deadhead;
- Vehicle maintenance testing;
- School bus service; and
- Charter service."

2.167 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.

Primary Source: NCMM Glossary of Key Terms

2.168 Voucher programs

Voucher programs that enable qualified people to purchase vouchers for transportation services at a reduced rate from providers such as public transit, volunteer programs, or taxis.

Primary Source: Easterseals

2.169 Wait Time

Time the rider will need to wait at the location before pickup.

Primary Source: GOFS

2.170 Wayfinding

Information that helps people navigate (find their way) through the environment.

Primary Source: National RTAP ADA Toolkit

2.171 WC-19

A voluntary standard set by the American National Standards Institute (ANSI)/Rehabilitation Engineering & Assistive Technology Society of North America (RESNA) that specifies design and performance requirements for wheelchairs that are suitable for use as seats in motor vehicles.

Primary Source: National RTAP ADA Toolkit

2.172 Will Call Trips

Trip requests that are booked with an unspecified pickup time.

Primary Source: TCRP Synthesis 161, Appendix C

2.173 Zone-to-Zone Operational Model

An operational model in which the traveler is required to meet the driver at a certain location and is dropped off at a certain location. Both locations are situated within the defined boundaries of the designated service area.

Primary Source: SAE JA3163_202106