

# Appendix A

## GLOSSARY

<p><b>2-1-1</b></p>	<p>The Federal Communications Commission (FCC) assigned 2-1-1 on July 21, 2000, to be used for access to community information and referral services. The Washington State Legislature passed and the governor signed comprehensive 2-1-1 enabling legislation that went into effect on July 1, 2003. The legislation creates 2-1-1 as the official state number for people to call for information and referral for health and human services and to get information about accessing services after a natural or non-natural disaster. Communities across the state are developing 2-1-1 systems. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers. There are seven unique regions within Washington's 211 Statewide Information and Referral System. Each region supports local human service programs for residents in that area. <a href="http://www.win211.org/">http://www.win211.org/</a></p>
<p><b>5-1-1</b></p>	<p>On March 8, 1999, the U.S. Department of Transportation (USDOT) petitioned the Federal Communications Commission (FCC) to designate a nationwide three-digit telephone number for traveler information. On July 21, 2000, the FCC designated 5-1-1 as the national traveler information number. The FCC ruling leaves nearly all implementation issues and schedules to state and local agencies and telecommunications carriers. Consistent with the national designation of 5-1-1, the FCC expects that the transportation industry will provide the traveling public with a quality service that has a degree of uniformity across the country. 5-1-1 began operations in Washington State in 2003. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers. <a href="http://www.wsdot.wa.gov/Traffic/511/">http://www.wsdot.wa.gov/Traffic/511/</a></p>
<p><b>Accessibility</b></p>	<p>The extent to which facilities, including transit vehicles are barrier-free and can be used by people who have disabilities, including wheelchair users.</p>
<p><b>Accessible Vehicle</b></p>	<p>The requirements for accessibility features differ with the type of vehicle. In general, the vehicle must provide for entry maneuverability, securement, and exit of nobility aids including wheelchairs. Public information systems including stop announcement and other passenger information inside the vehicle, as well as destination signs outside the vehicle must support the needs of people with vision and hearing impairments as appropriate. The specific requirements for each vehicle type were developed by the Access Board and ware contained in 49 CFR Part 38</p>
<p><b>Americans with Disability Act (ADA)</b></p>	<p>Passed by Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications, and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-routes services with complementary paratransit services for those persons unable to use fixed-route service because of their disability. The ADA also specifies design guidelines for accessibility to places of public accommodation and commercial facilities by individuals with disabilities. These guidelines are to be applied during the design, construction, and alteration of such buildings and facilities to the extent required by regulations issued by Federal agencies, including the Department of Justice, under the Americans with Disabilities Act of 1990. <a href="http://www.ada.gov/stdspdf.htm">http://www.ada.gov/stdspdf.htm</a></p>
<p><b>Agency Council on Coordinated Transportation (ACCT)</b></p>	<p>Established by the Washington State Legislature in 1998, ACCT is a partnership of state agencies, transportation providers, and consumer advocates. The mission of the Council is to: Provide oversight and direction to the state's coordination agenda; Promote the coordination of special needs transportation; Provide a forum for discussing issues and initiating change; and Report to the legislature and propose legislative remedies.</p>
<p><b>Boardings/Passenger Trips</b></p>	<p>The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Boardings for transit is usually "unlinked," meaning if you use two buses to get to your destination, it counts as two trips.</p>
<p><b>Brokerage</b></p>	<p>A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, service provider management, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities, and other organizations. Actual trips are provided in a number of different ways including public transit, paratransit services, mileage reimbursement, volunteers, and gas vouchers.</p>
<p><b>BRT/HCT</b></p>	<p>Bus rapid transit (BRT) is a term applied to a variety of public transportation systems that use buses to provide a service that is of a higher speed than an ordinary bus line. The goal is to approach the service quality of rail transit but with the cost savings of bus transit. High capacity transit includes any form of public transit that has an exclusive right of way, a non-exclusive right of way or a possible combination of both. High capacity transit vehicles make fewer stops, travel at</p>

	higher speeds, have more frequent service, and carry more people than local service transit such as typical bus lines
<b>Cabulance</b>	An accessible vehicle generally operated by a for-profit organization. The term is generally used interchangeably with paratransit services in the Northwest. <i>Cabulance</i> transportation involves a higher level of passenger assistance.
<b>Community Transportation</b>	Transportation services that address the transit needs of an entire community, including the needs of both the general public and special populations, including seniors and people with disabilities.
<b>Commute Trip Reduction (CTR)</b>	The Washington State Legislature passed the Commute Trip Reduction (CTR) Law in 1991, incorporating it into the Washington Clean Air Act. The CTR law affects the state's nine most populated counties: employers must participate in CTR if they have 100 or more full-time employees at a single worksite who begin their scheduled workday 6:00-9:00 a.m. The goals of the program are to reduce traffic congestion, reduce air pollution, and petroleum consumption through employer-based programs that decrease the number of commute trips made by people driving alone. By encouraging people to ride the bus, vanpool, carpool, walk, bike, work from home, or compress their workweek, the CTR Program removes nearly 19,000 vehicles from roadways statewide every morning.
<b>Complementary Paratransit</b>	The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide "complementary paratransit" services to people with disabilities who cannot use the fixed-route bus or rail service because of a disability. The regulations specifically define a population of customers who are entitled to this service as a civil right, and they also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare.
<b>Coordinated Special Needs Transportation</b>	Enhanced mobility options for persons with special transportation needs that is developed through a collaborative process involving transportation providers; human service programs and agencies; consumers; social, educational, and health service providers; employer and business representatives; employees and employee representatives; and other affected parties in order to improve the efficiency and effectiveness of these services.
<b>Coordinating Council on Access and Mobility (CCAM)</b>	The Coordinating Council on Access and Mobility, jointly staffed by U.S. Department of Transportation and the Department of Health and Human Services, was first established in 1986. The Council's goals include increasing the cost-effectiveness of resources used for specialized and human service transportation and increasing access to these services. Membership includes all the federal programs that fund transportation.
<b>Coordination</b>	A cooperative arrangement between transportation providers and organizations needing transportation services. Coordination models can range in scope from shared use of facilities, training, or maintenance to integrated brokerages or consolidated transportation service providers.
<b>Common wheelchairs and mobility aids</b>	Means belonging to a class of three or four wheeled devices, usable indoors, designed for and used by persons with mobility impairments which do not exceed 30 inches in width and 48 inches in length, measured 2 inches above the ground, and do not weigh more than 600 pounds when occupied. "Oversized" wheelchairs exceed these dimensions.
<b>Curb-to-Curb Service</b>	A common designation for paratransit services. The vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.
<b>DART— Dial-A-Ride Transit</b>	Dial-A-Ride Transit, or "DART," is a commonly used name for demand response trips. In Snohomish County, Community Transit's ADA paratransit program is called DART, and is provided by Senior Services of Snohomish County. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.  King County Metro uses the program name DART for its general public deviated fix route service. The service operates primarily as fixed-route service with the flexibility to deviate off the specific routing within a limited service area. Customers may reserve a route-deviation trip within each route's designated service area during regular service days and hours. Metro subcontracts the operations of this service.

<b>Demand Response</b>	The type of transportation service where individual passengers can request transportation from a specific location to another specific location at a certain time. Vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called "dial-a-ride." These services usually, but not always, require advance reservations.
<b>Deviated Fixed Route</b>	This type of transit is a hybrid of fixed-route and demand-response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus or van can deviate its course between two stops to go to a specific location for a pre-scheduled request.
<b>Disability</b>	The ADA has a three-part definition of "disability." This definition, based on the definition under the Rehabilitation Act, reflects the specific types of discrimination experienced by people with disabilities. Accordingly, it is not the same as the definition of disability in other laws, such as state workers' compensation laws or other federal or state laws that provide benefits for people with disabilities and disabled veterans. Under the ADA, an individual with a disability is a person who: has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.
<b>Door-to-Door Service</b>	A form of paratransit service, which includes passenger assistance between the vehicle and the door of his or her home or 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).
<b>Door-through-Door Service</b>	A form of paratransit service for those who have significant mobility limitations. It can allow frail and disabled individuals to continue living in their own homes and still stay connected to essential services and activities.
<b>Fixed-Route Service</b>	Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.
<b>FTA— Federal Transit Administration</b>	The Federal Transit Administration (FTA) is one of the eleven modal administrations within the U.S. Department of Transportation. FTA headquarters, located in Washington, D.C., administers 10 regional offices that assist state and local transit agencies with public transportation, which includes buses, subways, light rail, commuter rail, monorail, passenger ferry boat, trolley, inclined railways, and people movers. FTA provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems.
<b>Hand-to-Hand Service</b>	Service in which the driver will not leave an individual alone. The driver picks up the passenger up from the care of one individual and drops the passenger off in the care of another individual.
<b>Hopelink</b>	Hopelink is a non-profit community action agency based on the eastside of King County that serves as the Medicaid broker for King County.
<b>Job Access and Reverse Commute (JARC) Program</b>	On May 22, 1998, the U.S. Congress passed H.R. 2400, the <i>Transportation Equity Act for the 21<sup>st</sup> Century (TEA-21)</i> , which includes funding for <i>Access to Jobs</i> projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. The law authorizes \$150 million in each year, FY 1999 through FY 2003, for competitive grants to states, local governments and nonprofit organizations to develop innovative approaches to meet the transportation needs of this targeted population.
<b>King County Access Transportation</b>	ACCESS is King County Metro's ADA paratransit program. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.
<b>Kitsap County Access Transportation</b>	ACCESS is Kitsap County Metro's ADA paratransit program. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.
<b>Level of Service (LOS)</b>	<b>Level of service (LOS)</b> is a measure to determine the effectiveness of elements of transportation infrastructure. LOS is most commonly used to analyze highways, but the concept has also been applied to intersections and transit. The LOS range is usually A to F, with A the least congested and F the most.

<b>Limited English Proficient Populations</b>	For the majority of people living in the United States, English is their native language or they have acquired proficiency in English. They are able to participate fully in federally assisted programs and activities even if written and oral communications are exclusively in the English language. The same cannot be said for the remaining minority who have limited English proficiency. This group includes persons born in other countries, some children of immigrants born in the United States, and other non-English or limited English proficient persons born in the United States, including some Native Americans. Despite efforts to learn and master English, their English language proficiency may be limited for some time. <sup>1</sup>
<b>Lift</b>	A device in a vehicle that can be raised and lowered mechanically in order to move people - including those using wheelchairs, scooters, walkers, or passengers who can't negotiate steps - from the ground to the floor level of the vehicle.
<b>McKinney-Vento Homeless Assistance Act—No Child Left Behind</b>	Passed in 2001, the McKinney-Vento Homeless Assistance Act requires states to ensure that homeless children and youth have equal access to the same free public education, including a public preschool education, as is provided to other children and youth. States must eliminate enrollment barriers faced by homeless children and youth, including transportation. This means providing or arranging for the transportation of homeless children and youth to and from the homeless child's or youth's school of origin.
<b>Medicaid Brokerage Access Program</b>	A federal and state Medicaid program to assure access to medical services for Medicaid clients, including both transportation and interpreter services. Brokers review client requests for eligibility for transportation portion of the program, and arrange the least costly method of transportation appropriate for each client's mobility status and personal capabilities.
<b>Medicare Transportation</b>	People who are eligible for Medicare, primarily seniors, are eligible for a variety of medical services. Ambulance transportation is an eligible service in the Medicare program.
<b>Metropolitan Planning Organization (MPO)</b>	With their principal origins in the urban transportation planning requirements of the Federal-Aid Highway Act of 1962, MPOs came into being on a large scale in the mid-1960s in response to the growing momentum of the highway program and the federal funding of the planning process through the highway program and section 701 of the Housing and Urban Development Act of 1965. The Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) strengthened the metropolitan transportation process, enhanced the role of local elected officials, required stakeholder involvement, and encouraged movement away from modal parochialism toward integrated, multi-modal strategies for greater system efficiency, mobility, and access. To meet their highway and transit planning requirements, MPOs receive financial assistance under the federal highway and transit programs.
<b>Mobility Management</b>	Mobility management is brokering, facilitating, encouraging, coordinating, and managing traditional and nontraditional services to expand the array of transportation services to diverse customer groups, such as seniors, Medicaid and Temporary Assistance for Need Families (TANF) clients, and the general public. This definition presupposes responsibility from many partners, in addition to public transit, to provide greater mobility.
<b>New Freedom Program</b>	Federal Transit Administration's New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The program funds capital and operating expenses for new public transportation services and new public transportation alternatives beyond those required by the American with Disabilities Act of 1990 (ADA), that are designed to assist individuals with disabilities.
<b>Paratransit Service</b>	Type of passenger transportation which is more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit includes demand-response transportation services, subscription bus services, share-ride taxis, car pooling and vanpooling, jitney, services and so on. Most often refers to wheelchair-accessible, demand-response van service. (National Transit Database.)
<b>Paratransit Services, Inc.</b>	Paratransit Services, Inc. is a non-profit organization based in Bremerton, Washington that serves as a Medicaid broker in several regions of the state, and which also provides paratransit transportation in some areas. This company is the transportation broker for Pierce County, and just recently selected to broker trips in Snohomish County.

<sup>1</sup> <http://www.justice.gov/crt/cor/Pubs/eolep.pdf>

<b>Passenger Miles</b>	The cumulative sum of the distance ridden by all passengers (e.g. ten passengers riding in a vehicle for two miles equals 20 passenger miles).
<b>Passenger Trip</b>	A one-way trip provided to an individual between origin and destination of route. For demand response trips, a passenger trip is a completed reservation by an eligible individual.
<b>Pick-up Window</b>	The period of time before and after the scheduled pick up time during which the vehicle is still considered to be "on time". For example, a 30 minute pick up window with a scheduled pick-up at noon means the vehicle should arrive somewhere between 11:45 and 12:15.
<b>Program Transportation</b>	Are services related to a specific programs such as medical, education, or employment.
<b>Public Transportation</b>	Passenger transportation services available for use by the general public, as opposed to private use, such as automobiles or vehicles for hire (including taxis or car services). In the central Puget Sound region, public transportation providers are: Community Transit, Everett Transit; King County Metro, Kitsap Transit, Pierce Transit, the City of Seattle, and Sound Transit. Ferry services are provided by Kitsap Transit, King County, Pierce County, and WSDOT (Washington State Ferries).
<b>Public Transportation Benefit Area (PTBA)</b>	This is a jurisdiction established to provide public transportation. PTBAs are controlled by a board of elected officials from jurisdictions within the PTBA. They have taxing authority to raise funds to provide services.
<b>Revenue Miles</b>	Miles of travel operated while a service is available to carry passengers; excludes mileage associated with "deadhead" travel and other "non-revenue" mileage.
<b>Senior Citizen</b>	"Senior" is defined by many variables and can range from age 50 up to 70, depending on the purposes for which it is being used. A person, aged 60 or older, is considered a "senior citizen" for eligibility for programs and services funded under the Older Americans Act. Medicare eligibility begins the month one turns 65. Social Security eligibility is now being determined upon the year one was born and begins after age 65.
<b>Service Animal</b>	A service animal is a dog guide, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with disabilities. Service animals are able to travel with this individual on vehicles.
<b>Service Miles</b>	All miles put on the vehicle, whether a passenger is on the vehicle or not.
<b>Share Ride</b>	A transit mode comprised of vans, small buses and other vehicles operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area. It is considered mass transit service if it is operated by a public entity, or is one in which a public entity owns, purchases, or leases the vehicle(s). Vanpool(s) must also comply with mass transit rules, including ADA provisions, and be open and made aware to the public.
<b>SHUTTLE</b>	SHUTTLE is Pierce Transit's ADA paratransit program. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.
<b>Special Needs Populations</b>	People with special transportation needs are defined in RCW 47.06B as people "including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."
<b>Special Needs Transportation</b>	Special needs transportation is any mode of transportation used by those defined as transportation disadvantaged or with a special transportation need. This includes buses that have regular stops (e.g., fixed route for transit and schools), specialized services such as vans, cabulances and taxis that pickup people at the curb or door (e.g., demand response or dial-a-ride), rideshare programs, volunteer driver services, ferries, trains, or any federal, state, and local publicly funded transportation service or program.
<b>Subscription ride</b>	A ride schedule, arranged in advance, in which a person is given a ride to and from the same places, at the same time, on a regular, on-going basis.

<b>Subsidies</b>	Financial assistance to support special needs transportation services and programs.
<b>Transit System</b>	A transit system is a public system to move people from place to place within a specified service area. The majority of transit agencies provide fixed route and demand response service (including complementary paratransit, Americans with Disabilities Act service), vanpool and rideshare services and programs, and park and ride facilities. Transit service can also include commuter and light rail systems. There are 26 transit systems currently operating in Washington State--19 of which are public transportation benefit areas (PTBA). In 2002, approximately 87 percent of the state's population resided within the service boundaries of a transit system.
<b>Travel Training</b>	Programs for individuals or groups to increase the skills, knowledge, and abilities for those using transportation services and travel training professionals.
<b>Trip Generation/ Trip Generator</b>	Trip generation is the first step in a conventional four-step transportation forecasting process (followed by trip distribution, mode choice, and route assignment), widely used for forecasting travel demand. It predicts the number of trips originating in or destined for a particular traffic analysis zone (TAZ).
<b>Universal Design</b>	Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost. Universal design benefits people of all ages and abilities.
<b>Vanpool</b>	A pre-arranged ridesharing service in which a number of people travel together on a regular basis. Vanpools may be publicly operated, employer operated, individually owned or leased. Also see Shared Ride.