

Alliance for Community Transportation

ACRONYMS & TERMINOLOGY
for
COMMUNITY TRANSPORTATION COORDINATION

5307 (Section 5307) See “Urbanized Area Formula Program”

5310 (Section 5310) See “Transportation for Elderly & Persons with Disabilities Program”

5311 (Section 5311) See “Rural Area Program”

5317 (Section 5317) See “New Freedom Program”

Accessibility

The extent to which facilities, including transit vehicles, are free of barriers and can be used by people who have disabilities, including wheelchair users.

ACT: Alliance for Community Transportation

ACT is a collaborative effort of transportation providers, human service agencies, planning agencies and others to improve community transportation. Begun with a focus on Strafford County, ACT was designated as the RCC for the Southeast New Hampshire region, encompassing 38 communities, in 2010.

ACT Service Standards for Service Providers

ACT developed baseline standards for the delivery of coordinated transportation services. They can be found at www.southeastnhrides.org

ACT Volunteer Service Standards

The ACT standards for volunteer driver programs are adapted from the ACT Service Standards for Service Providers. They can be found at www.southeastnhrides.org

ADA: Americans with Disabilities Act (1990)

Legislation affirming civil rights for persons with disabilities. The responsibilities of and requirements for transportation providers to make transportation accessible to individuals with disabilities are detailed in the law and administrative rules.

ADA Paratransit Service

The ADA mandates that comparable transportation service be offered to individuals with disabilities who are unable to access or navigate fixed route transportation services. Paratransit service must be available to individuals whose trips start and end within $\frac{3}{4}$ mile of a normal fixed route. One-way fare may be no more than twice the fare for an equivalent fixed-route trip. Individuals must apply for eligibility through the fixed route operator.

AVL: Automatic Vehicle Location

Technology or combination of technologies, such as GPS, signposts (beacons at known locations transmit signals picked up by vehicle), ground-based radio (triangulation of radio tower signals), or dead-reckoning that identifies the location of a vehicle and typically transmits that information to users in real-time.

Brokerage

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, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors.

CMAQ: Congestion Mitigation and Air Quality Improvement Program

A federal source of funding for projects and activities that reduce congestion and improve air quality, both in regions not yet attaining federal air quality standards and those engaged in efforts to preserve their attainment status. CMAQ grants have been a significant source of funds for new service in the COAST system and provide 80% funding for a three-year demonstration period. Funding is available for areas that do not meet the National Ambient Air Quality Standards (nonattainment areas) as well as former nonattainment areas that are now in compliance (maintenance areas).

COAST: Cooperative Alliance for Seacoast Transportation

COAST has provided affordable transportation services since 1981 in southeastern New Hampshire (Rockingham and Strafford Counties) and Berwick, Maine and has carried over 10 million passengers and traveled over 6.5 million miles. COAST works cooperatively with the towns it serves to establish funding sources, routes and levels of service. Most COAST funding comes from federal taxes distributed by the FTA in cooperation with NH DOT. Local funds that must match those federal funds come from fares, most of the towns served, advertising revenues and other partnerships.

Coastal Route

The Coast Route is a deviated fixed route, or “flexible” route service operated by Lamprey Health Care. The route runs on Fridays between Seabrook and Newington, primarily along the US Route 1 corridor. This service was expanded in July 2012 under the ACT Community Rides program with federal funds available through NH DOT.

Coordinated Transportation Plan

A locally developed plan for coordinating local public transportation and human service agency transportation services that aims to maximize the programs’ collective coverage by minimizing duplication of services. The coordinated plan is developed through a process that includes representatives of public, private, and non-profit transportation and human services providers, and participation by the public. Applications for federal transit funding must be for projects in the coordinated public transit-human services transportation plan. It can be found at www.southeastnhrides.org

Coordination: A cooperative arrangement among public and private transportation agencies and human service organizations that provide transportation services in an effort to improve efficiencies and effectiveness. Coordination models can range in scope from shared use of facilities, training or maintenance to integrated brokerages or consolidated transportation service providers.

Curb-to-curb Service: A common designation for paratransit services. The transit 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.

Demand Response

A demand response (DR) service is when transportation is provided not on a fixed route or fixed time schedule. COAST's ADA paratransit services and private chaircar and taxi services are examples of DR operations.

Deviated Fixed Route: A hybrid of fixed-route and demand response services. With this type of service, a bus or van stops at fixed points and keeps to a timetable but can deviate its course between two stops to go to a specific location for a pre-scheduled request. Deviated fixed route service, often called a "flexible route" is often used to provide accessibility to people with disabilities.

Door-to-door service: A form of demand response service that includes passenger assistance between the vehicle and the door of the passenger's home or other destination.

Door-through-door service:

This form of demand response service is the highest level of assisted transportation wherein the driver provides assistance to the rider within the origin or destination locations of the trip

Environmental Justice

This term stems from a Presidential Executive Order to promote equity for disadvantaged communities and promote the inclusion of racial and ethnic populations and low-income communities in decision-making. Local and regional transportation agencies must ensure that services and benefits, as well as burdens, are fairly distributed to avoid discrimination.

ESPA: Easter Seals Project Action

A federally funded training and technical assistance center that exists through a cooperative agreement between Easter Seals, Inc. and the FTA. Congress originally commissioned Easter Seals Project ACTION in 1988 as a research and demonstration project to improve access to public transportation for people with disabilities.

Fares

All income received directly from passengers, either paid in cash or through pre-paid tickets, passes, etc. Fares include donations and the reduced fares paid by passengers in a user-side subsidy arrangement.

Farebox Recovery Ratio

The proportion of revenue generated through riders' fares as a fraction of the cost of total operating expenses.

FHWA: Federal Highway Administration

US Department of Transportation agency responsible for administering the federal highway aid program to individual states and helping to plan, develop and coordinate construction of federally funded highway projects. FHWA also governs the safety of hazardous cargo on the nation's highways.

Financial Constraint

A federal requirement that long-range transportation plans include only projects that have a reasonable expectation of being funded based upon anticipated revenues. They should reflect realistic assumptions about revenues that will likely be available during the time period covered in the plan.

Fixed Route Service

Services provided on a repetitive, fixed schedule along a specific route with vehicles stopping to pick up and deliver passengers at specific locations.

Flexible Route Service

Flexible route service allows for deviation or rerouting along the route to accommodate specific trip requests. Examples of flexible routes are route deviation (the vehicle returns to the same point of the route from which it had departed) and point deviation (the vehicle has no specific route to follow between the identified points that are scheduled).

Flexible Funding

The Intermodal Surface Transportation Efficiency Act (1991) introduced the concept of flexibility of funding between the USDOT's different surface transportation funding programs. This flexibility has been incorporated into all subsequent federal transportation authorization programs since then. Congestion Mitigation and Air Quality Improvement (CMAQ) and Transportation Enhancement (TE) programs have directed typical "highway" funding into transit delivery or community transportation enhancements, such as bikeways and streetscapes to support livable communities.

Federal Transit Administration (FTA)

The FTA is the U.S. Department of Transportation agency that provides financial and planning assistance to help plan, build and operate rail, bus and paratransit systems.

FY: Fiscal Year

Annual accounting cycle. ACT's fiscal year runs from October 1 through September 30, concurrent with the federal fiscal year.

Guaranteed Ride Home

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

Headways

The time interval between vehicles moving in the same direction on a particular route. For example, if there is a route that departs Dover Transportation Center every 30 minutes, it would have half hour headways.

HOV Line: High-Occupancy-Vehicle Lane

The technical term for a carpool lane, commuter lane or diamond lane, wherein only vehicles with a minimum number of occupants may travel..

Highway Trust Fund

Federal trust fund established by the Highway Revenue Act of 1956; this fund has two accounts -- the Highway Account and the Mass Transit Account. Trust fund revenues are derived from federal highway-user taxes and fees such as motor fuel taxes. Trust fund uses and expenditures are determined by law.

JARC: Job Access Reverse Commute

The Job Access and Reverse Commute (JARC) program was established to address the transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Many new entry-level jobs are located in suburban areas, and low-income individuals have difficulty accessing these jobs from their inner city, urban, or rural neighborhoods. In addition, many entry-level jobs require working late at night or on weekends when conventional transit services are either reduced or non-existent. Finally, many employment related-trips are complex and involve multiple destinations including reaching childcare facilities or other services.

In MAP-21, JARC funding was folded into FTA Sections 5307 and 5311.

Intermodal

The term "mode" is used to refer to a means of transportation, such as automobile, bus, train, ship, bicycle, and walking. Intermodal refers specifically to the connections between modes.

ITS: Intelligent Transportation Systems

Refers to a broad range of communications-based information and electronic technologies. When integrated into the transportation system's infrastructure and into vehicles themselves, these technologies relieve congestion, improve safety, and enhance productivity. ITS is made up of 16 types of technology based systems, divided into intelligent infrastructure systems and intelligent vehicle systems.

Layover Time

The time between transfers or arrival/departure times for in-service vehicles.

MAP-21: Moving Ahead for Progress in the 21st Century.

The 2013 federal transportation bill passed in June 2012 that provides the authorization for all USDOT surface transportation program funding through September 2014.

MCO: Managed Care Organization

The State of New Hampshire, which is responsible for approximately 50% of the Medicaid costs (in conjunction with Federal funds), mandated that Medicaid services be provided through managed care organizations. This was to have become effective July 2012 when the NH Department of Health and Human Services (DHHS) selected three MCO's. MCO's will be paid a capitated rate by DHHS to provide health care benefits to their Medicaid-eligible members. Transportation to and from health care is a required benefit and each MCO has engaged Medicaid Transportation Brokers to arrange transportation services to its members.

Mobility Management

Strategic approach to service coordination and customer service which enhances the ease of use and accessibility of transportation networks.

Mode Share

Percentage of travelers using a particular form of transportation, (e.g. public transportation, personal cars, trains, walking).

MPO: Metropolitan Planning Organization

A federally required planning body responsible for the transportation planning and project selection in its region; the governor designates an MPO in every urbanized area with a population of over 50,000. The Strafford and Rockingham Metropolitan Planning Organizations are the Seacoast region's two MPO's.

NEMT: Non-Emergency Medical Transportation

Transportation for individuals for access to non-emergency health care. NEMT is frequently mentioned in reference to Medicaid transportation services.

NEPA: National Environmental Policy Act

The National Environmental Policy Act (NEPA) requires federal agencies to integrate environmental values into their decision making processes by considering the environmental impacts of their proposed actions and reasonable alternatives to those actions. To meet NEPA requirements federal agencies prepare a detailed statement known as an EIS. Environmental Protection Agency reviews and comments on EIS's prepared by other federal agencies, maintains a national filing system for all EIS's, and assures that its own actions comply with NEPA.

New Freedom Program

The New Freedom formula grant program (FTA Section 5317) was to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990. This program was integrated into the FTA Section 5310 funding program under MAP-21, which is apportioned to each State by formula.

NTD: National Transit Database

The NTD was established by Congress to be the nation's primary source for information and statistics on US transit systems. Recipients or beneficiaries of grants from the FTA are required by statute to submit data to the NTD. Over 660 transit providers in urbanized areas currently report to the NTD through the internet based reporting system.

Non-Attainment Area

Areas of the country where air pollution levels persistently exceed the National Ambient Air Quality standards may be designated "nonattainment." Attainment/nonattainment are important factors in determining CMAQ grant funding, (see CMAQ).

North Bus

The first "Community Rides"-supported project, the North Bus is a volunteer-driven minibus that provides weekly curb-to-curb service to six rural communities north of Rochester. The North Bus brings riders to groceries stores, pharmacies, social services, and shopping destinations in Rochester.

Paratransit

Demand response transportation services that are provided typically with accessible vehicles and are available to the public. Broadly defined, paratransit services include taxis and private wheelchair-accessible vehicles, but usually refer to publicly-supported services operated for the elderly and/or disabled (see ADA Paratransit Service).

Peak Hours

Weekday commute hours. Generally between 6 and 9 a.m. in the morning, and between 3 and 6 p.m. at night.

Performance Measures

Service data used to measure performance, such as ridership, cost efficiency, on-time performance, customer service, and financial performance.

POS: Purchase of Service

On behalf of ACT, COAST received FTA Section 5310 funds through NHDOT to purchase services from transportation providers to provide new service for the elderly and persons with disabilities. These funds are often referred to as a catalyst for developing coordination within each region.

RCC: Regional Coordination Council

Regional Coordination Councils are designated by the State Coordinating Council and serve to coordinate transportation in their respective regions. There are currently 9 RCC's in New Hampshire.

RPC: Rockingham Planning Commission

RPC is the planning commission for 27 of Rockingham County's communities.

Recovery Time

A "fixed route" term, recovery time is a planned time allowance between the arrival time of a just completed trip and the departure time of the next trip in order to allow the route to return to schedule if traffic, loading, or other conditions have made the trip arrive late. Recovery time is considered as reserve running time and typically, the operator will remain on duty during the recovery period.

Revenue Service/Miles

The time/miles when a vehicle is available to the general public and there is an expectation of carrying passengers. Revenue service includes layover/recovery time. Revenue service excludes deadhead, vehicle maintenance testing, school bus service, and charter service.

Reverse Commuting

Movement in a direction opposite the main flow of travel, such as from the Central City to a suburb during the morning commute hour.

Ridecheck

An accurate count of every rider on a certain (or all) route(s) and times, including boarding and de-boarding locations. Used for route planning and monitoring.

Ridesharing

A form of transportation, other than public transit, in which more than one person shares in the use of the vehicle, such as a van or car, to make a trip.

Rural Area Program

This program (FTA Section 5311) provides formula funding to States for the purpose of supporting public transportation in non-urbanized areas. States determine the distribution of the funding, and must use 15 percent of its annual apportionment to support intercity bus service, unless the Governor certifies, after consultation with affected intercity bus providers that these needs of the State are adequately met. In New Hampshire, numerous small public transit operations, as well as intercity bus operations, are supported, in part with these funds.

RTAP: Rural Transportation Assistance Program

The Rural Transit Assistance Program (FTA Section 5311(b)(3)) provides funding to assist in the design and implementation of training and technical assistance projects and other support services for transit operators in nonurbanized areas. RTAP has both State and national program components. The state program provides an annual allocation to each State to develop and implement training and technical assistance programs in conjunction with the State's administration of the Section 5311 formula assistance program. The national program supports development of information and materials for local operators and State.

SAFETEA-LU: Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

The Federal transportation bill passed by Congress in 2005 that authorizes Federal surface transportation programs, including highways, highway safety, and transit for the years 2005–2009. SAFETEA-LU provided \$286.4 billion for transportation, including \$52.6 billion for transit, through fiscal year 2009.

SCC: State Coordinating Council for Community Transportation

The SCC was created in 2007 by RSA 329-B to support the development of regionally-driven coordination of community transportation services and create policies to foster coordination efforts.

SIP: State Implementation Plan

A plan mandated by the Clean Air Act that contains procedures to monitor, control, maintain, and enforce compliance with the National Ambient Air Quality Standards. Must be taken into account in the transportation planning process.

SSEPP: System Security and Emergency Preparedness Plan

The SSEPP establishes responsibilities for security and emergency preparedness, identifies the methodology used for documenting and analyzing potential security and emergency preparedness issues and develops the management system through which progress in resolving these issues can be tracked and monitored.

Smart Growth

A set of policies and programs designed to protect, preserve, and economically stimulate established communities, while protecting valuable natural and cultural resources and limiting sprawl.

SRPC: Strafford Regional Planning Commission

The regional planning commission for Strafford County, Newmarket, Northwood, Nottingham, Wakefield, and Brookfield.

STIP: State Transportation Improvement Program

Covering a four-year span and updated every year, the STIP determines when and if transportation projects will be funded by the state. Projects included in the STIP must be consistent with the long-range transportation plan.

STP: Surface Transportation Program

STP funds typically support road and highway projects under FHWA, but are “flexible” and can be spent on public transit, pedestrian, and bicycle facilities projects..

TANF: Temporary Aid to Needy Families

A program of block grants to states to help them meet the needs of families with limited income. Because of TANF-imposed time limits, states try to place TANF recipients in jobs as quickly as possible, often using program funds to pay for transportation, child care, and other activities related to workforce participation.

Transportation for Elderly & Persons with Disabilities Program

This program (FTA Section 5310) provides formula funding to states for meeting the transportation needs of the elderly and persons with disabilities. Funds are apportioned based on each state’s share of population for these groups of people. Historically used for capital support, these funds have been made available to support “purchase of services” for elderly and disabled persons. Additionally, under MAP-21, additional formula funding is provided under this program to the States for projects previously allowable under the New Freedom funding program.

Transportation Enhancement Activities

Ten percent of STP funds are set aside for projects that enhance the compatibility of transportation facilities with their surroundings. Examples of TE projects include bicycle and pedestrian paths, restoration of rail depots or other historic transportation facilities, acquisition of scenic or open space lands next to travel corridors, and murals or other public art projects.

TIP: Transportation Improvement Program

A listing of highway, local road, transit, bicycle and pedestrian projects that a region hopes to fund; compiled by the MPO every year from priority list submitted by local jurisdictions.

Title VI

Refers to Title VI of the Federal Civil Rights Act of 1964, and requires that transportation planning and programming be nondiscriminatory on the basis of race, color, and national origin. Integral to Title VI is the concept of environmental justice.

TMA: Transportation Management Association

TMA’s are typically non-profit, member-controlled organizations that provide transportation services in a particular area, such as a commercial district, mall, medical center or industrial park. They are generally public-private partnerships, consisting primarily of area businesses with local government support. TMA’s provide an institutional framework for TDM programs and services. Seacoast Commuter Options is the region’s only current TMA.

United We Ride

Interagency federal national initiative that supports states and their localities in developing coordinated human service delivery systems. In addition to state coordination grants, United We Ride provides state and local agencies a transportation-coordination and planning self-assessment tool, technical assistance, and other resources to help their communities succeed. The Ambassador for Region I is Beverly Ward.

Unlinked Passenger Trips

The number of passengers who board public transportation vehicles. Passengers are counted each time they board a vehicle no matter how many vehicles they use to travel from their origin to their destination. For example, a passenger who boards one route and then immediately transfers to another route has taken 2 unlinked trips.

UPWP: Unified Planning Work Plan

An annual MPO Plan showing how federal planning funds are spent.

Urbanized Area

An "Urbanized Area" is the fully developed area of a central city and its suburbs. A rather complicated but consistent formula measures for contiguous urban development. This US Census designation impacts what Federal transportation funding may be used to support transportation in each community.

Urbanized Area Formula Program

Section 5307, reauthorized under MAP-21, authorizes Federal assistance for capital, planning, job access, and reverse commute projects, and in some cases, operating assistance for public transportation in urbanized areas. An urbanized area (UZA) is an area with a population of 50,000 or more that has been defined and designated as such by the U.S. Census Bureau. For UZAs with populations of 200,000 or more, FTA apportions funds directly to Designated Recipients. For UZAs with populations between 50,000 and 200,000, FTA apportions funds directly to the Governor for allocation to those areas in the State.

MAP-21 changes include: a new provision for Section 5307 funds to allow operating assistance for transit agencies in UZAs over 200,000 in population that operate a maximum of 100 buses in fixed route service during peak service hours; shifting job access and reverse commute projects from the JARC program to Section 5307; expanded eligibility for sources of local match; and replacement of "transit enhancements" with the "associated transit improvements" category.

US DOT: United States Department of Transportation

The federal cabinet-level agency with responsibility for highways, mass transit, rail, aviation and ports; it is headed by the Secretary of Transportation. US DOT includes the Federal Highway Administration and the Federal Transit Administration, among others. There are also state DOTs (known in New Hampshire as NHDOT).

Van Pool

A vanpool typically consists of 7-15 people with a similar commuting route. Of the passengers, the vanpool may choose the driver/drivers and the vanpool coordinator. In some cases, a vanpool may be organized by a group of commuters who buy or lease a van, and take turns driving and handling the van's upkeep. Other vanpools use private or public van services, with commuters signing up for a vanpool program and meeting the van in a central public area along with other riders.

VMT: Vehicle Miles Traveled

One vehicle (whether a car carrying one passenger or a bus carrying 30 people) traveling one mile constitutes a vehicle mile. VMT is one measure of the use of state highways and roads.

Volunteer Driver Program: A volunteer driver program matches requests for transportation with a volunteer driver who may be reimbursed on a per-mile basis for providing the trip. Volunteer driver programs are frequently used in rural areas where resources are scarce.

VTCLI: Veterans Transportation and Community Living Initiative

A discretionary capital grant program through the FTA to support local/regional "one call/one click" call/coordination centers to improve access to transportation services for the general public and US veterans, active service members, and military families. ACT was awarded a capital grant of \$324,000 for FY13 to improve the infrastructure that will enhance coordination of transportation services in the Southeast NH region, largely through the use of technological improvements.