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CHAPTER XI. GLOSSARY

INTRODUCTION

The following terms and definitions are defined as they relate to INDOT's administration of the FTA Section 5311 Program. Where terms have been quoted directly from another resource, such as the American Public Transportation Association (APTA), Federal Transit Administration (FTA), etc., this is noted in parentheses directly following the definition.

TERMS AND DEFINITIONS

ACCESSIBILITY: The extent to which facilities, including transit vehicles, are barrier-free and can be used by people that have disabilities including wheelchair users. It is 1) A measure of mobility, and 2) A measure of the ability of public transportation users to access transit modes. Accessibility includes not only how transit vehicles and facilities can be accessed but how the transit service as a whole is accessed, e.g., access to schedules and other service information.

ACCESSIBLE TRANSPORTATION: The extent to which facilities are barrier-free and usable by people with disabilities, including those using wheelchairs. (Source: American Public Transportation Association (APTA))

ACCESSIBLE VEHICLE: 1) A vehicle equipped with an accessibility package which allows passengers using wheelchairs to enter, exit, and ride in the vehicle. 2) A transportation vehicle that does not restrict access and is useable and provides allocated

space and/or priority seating for people who use wheelchairs or other mobility devices.

ACCIDENT REPORT: The report(s) a driver must complete and submit to management when involved in an accident, regardless of the severity. Each transportation provider should keep an accident package in each vehicle so that the driver can easily open and follow the directions in the event of an accident. This package should include, but is not limited to, who to call, blank forms for written statements from each passenger describing the accident, blank forms for written driver statement, and written information on what to do immediately following the accident (e.g., make sure each passenger is safe, how to assist all passengers to exit the vehicle, and other pertinent information that may assist the driver and make the situation as stress free as possible for all involved.)

ACCRUAL ACCOUNTING: A method of financial accounting where revenues are recorded when earned; the revenue does not have to be received in the same reporting period. Similarly, expenditures are recorded as soon as they result in liabilities for benefits received; the payment of the expenditure does not have to be made in the same reporting period (NTD).

ACTIVE VEHICLES: The total number of vehicles available for revenue service during the calendar year. Vehicles, including those designated as spares, are considered available if they are capable of being used even if on an occasional basis (except for retired vehicles).

ALTERNATIVE FUELS: Vehicle engine fuels other than standard gasoline or diesel. Typically alternative fuels burn cleaner than gasoline or diesel and produce reduced emissions. Common alternative fuels include methanol, ethanol, compressed natural gas (CNG), liquefied natural gas (LNG), clean diesel fuels, and reformulated gasoline.

ADA ELIGIBLE: Physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.

ADMINISTRATION EXPENSES: The cost to administer a project including, but not limited to, wages and fringes (director, secretary, bookkeeper, etc.), office supplies, administrative office space, and utilities.

ADVOCATE: A person or a group that speaks in a supportive manner on behalf of a person or group of people. Transportation advocates speak in support of transportation services for the general public, low-income individuals and families, older adults, and/or those with intellectual and physical disabilities.

ALTERNATIVE FUEL VEHICLE: Class of vehicles powered by fuels other than gasoline or diesel, such as compressed natural gas (CNG).

AMERICAN PUBLIC TRANSPORTATION ASSOCIATION (APTA): A national professional association, headquartered in Washington, D.C., whose membership works to expand and strengthen public transportation. APTA is an international organization that represents the transit industry, including bus, rapid transit and

commuter rail. See www.apta.com for further information.

AMERICANS WITH DISABILITIES ACT (ADA): 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 response services to persons with disabilities. Public transit providers also must supplement their fixed route services with complementary paratransit services for those persons unable to use fixed route service because of their disability. For more information, see <http://www.ada.gov/>.

APPORTIONMENT, APPROPRIATION, ALLOCATION: (Interchangeable terms) The maximum amount of funding a transit system MAY be granted from an assistance program.

AWARD: The authorized (obligated) level of funding a transit system has contracted to receive from a grant assistance program based on an application for funding or formula distribution.

BASE FARE: The price charged to one adult for one transit ride; excludes transfer charges, zone charges, express service charges, peak period surcharges and reduced fares. (APTA)

BASE FLEET: The average number of revenue vehicles in scheduled operation during the nonpeak hours of the average weekday of operation.

BODY ON TRUCK CHASSIS (BOTC): This vehicle seats 12 to 18 passengers and is typically composed of a light truck chassis underneath a special body. A supplier of a BOTC will purchase a chassis and then manufacture and attach the body. This construction is similar to that of a school bus.

BRANDING: The marketing of a specific name, logo, slogan, and design scheme for a specific service. In transportation services, a logo and slogan or tag line is established and used in all printed materials, vehicle lettering, and radio advertisements.

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.

BYLAWS: The policies that govern the internal affairs of the transportation system.

CANCELLATION: A trip that was scheduled by a service consumer that was later cancelled prior to the vehicle being dispatched to the pickup location.

CAPITAL ASSISTANCE: Financial assistance available from Federal, State, or local governments for transit capital expenses (not operating costs); such aid may originate with Federal, local or State governments. (APTA)

CAPITAL COSTS: 1) The cost of equipment and facilities required to support

transportation systems, including vehicles, radios, shelters, etc. 2) Costs of long-term assets of a public transit system such as property, buildings, vehicles, etc. (APTA) Over the years as part of the Federal authorizing legislation for the Section 5311 Program, FTA has broadened its definition of capital costs to include bus overhauls, preventive maintenance, and even a share of a transit provider's ADA paratransit expenses.

CAPITAL GRANT AWARDS: Federal, state, and local capital assistance awarded during the calendar year reporting period.

CASUALTY AND LIABILITY COSTS: The costs of insurance premiums for coverage of the transit system and payments for losses due to acts for which the transit system is liable.

CCAM: Acronym for the Coordinating Council on Access and Mobility. The CCAM is a Federal interagency council established by President George W. Bush by Executive Order in 2004. The CCAM oversees activities and makes recommendations that advance the goals of the Order: simplify customer access to transportation, reduce duplication of transportation services, streamline Federal rules and regulations that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources. Chaired by the Secretary of Transportation, the Council is composed of the Secretaries of Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, Interior and Justice as well as the Commissioner of the Social Security Administration and the Chairperson of the National Council on Disability. The United We Ride initiative was started by the CCAM. For further information, see

http://www.unitedweride.gov/1_3_ENG_HT ML.htm.

CHARTER SERVICE: Transportation provided for a group of people who, pursuant to a common purpose, under a single contract, at a fixed charge for the vehicle or service travel together under an itinerary either specified in advance or modified after having left the place of origin. Charter service is closed door service, i.e., no other passengers may be boarded during the provision of service to the chartered group. **INDOT does not permit the provision of charter service by any of its FTA subrecipients.**

CLEAN AIR ACT AMENDMENTS OF 1990 (CAAA): Legislation which renews and expands upon previous clean air legislation aimed at reducing air pollution. It requires that all new vehicles purchased for public transportation service meet very stringent clean air requirements.

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

COMMUNITY TRANSPORTATION: The coordination of transportation resources within a community, in an efficient and effective manner to provide safe and reliable transportation services for all citizens.

COMPLEMENTARY PARATRANSIT: As required by the Americans with Disabilities Act, fixed route systems must offer complementary paratransit service to those

ADA-eligible riders that cannot access the fixed route service. ADA complementary paratransit services must meet a series of criteria designed to ensure they are indeed complementary.

CONGESTION MITIGATION AND AIR QUALITY PROJECT (CMAQ): A flexible funding program administered by the Federal Highway Administration (FHWA) that funds projects and programs to reduce harmful vehicle emissions and improve traffic conditions. CMAQ funds may be used flexibly for transit projects, rideshare projects, high-occupancy vehicle lanes, and other purposes.

CONSOLIDATED HUMAN-SERVICE TRANSPORTATION SYSTEM: Consolidation is the most comprehensive type of coordination and is formally defined as the joining or merging of transportation resources for the benefit of all participants. It usually requires one of the participants in the coordinated effort to take on a lead role for either 1) providing the transportation service directly via contract with the local human service agencies or other purchasers of transportation, or 2) administering the overall system and contracts for service with the local human service agencies or other purchasers of transportation as well as the service contract with a private for profit provider that actually provides the service.

CONTRA EXPENSES: Revenue items that offset operating expenses such as income earned on working capital, cash discounts, fuel tax refunds, and insurance claim payments. These revenues are not eligible as locally derived income.

CONTRACT FARES: Contract service is over and above general public service in that it requires additional work in developing

contracts, scheduling, recordkeeping and invoicing. Contract rates may be based on a per passenger, per mile, per vehicle hour basis or any combination of these factors, but they must be the fully allocated cost of providing transit service. The revenue from contracts may be used as local match.

CONTRACT REVENUE: Contract revenue is generated through a written contract to provide service for a third party at the fully allocated cost. Contract revenue may include administrative fees, capital replacement costs, and other costs included in the fully allocated cost.

CONTRACT SERVICE: The transportation of a group of people for a specified cost scheduled and paid by a third party, e.g., Title XX group transportation, Title III-B trips etc. and considered to be premium service because the service is guaranteed. Contract service must be open-door, available to the general public, offered during regular service hours, cannot interfere with the overall general public service, and must be operated in compliance with FTA charter regulations. A rate higher than the regular fare is negotiated with the contracting agency to cover the costs incurred in developing and monitoring contracts, scheduling, record keeping, and invoicing, and which takes into account the fully allocated cost of providing the service.

COORDINATION: A cooperative arrangement among transportation providers and/or purchasers which is aimed at realizing increased benefits and cost-effective services through the shared management and/or operation of one or more transportation related functions including shared trips, dispatching, cooperative purchases, or training classes. In its most basic form, coordination is

cooperation in the delivery of transportation services.

COORDINATED HUMAN-SERVICE TRANSPORTATION SYSTEM: Human service agencies and/or transit systems cooperating to coordinate some aspect of transportation, such as passenger trips, the sharing of vehicles, schedules, personnel, and maintenance facilities. May also include the consolidation of services, as appropriate.

COST ALLOCATION: The act of allocating costs among entities, divisions, or departments within an organization. In cost allocation, the objective is typically to allocate a known cost among several offices based on the cost per unit of resource.

COST EFFECTIVENESS: The ratio of the cost of a transit system to the level of service provided. Various measures may be used to determine cost effectiveness including cost per passenger trip.

COST EFFICIENCY: The amount of transportation services produced for the community in relation to the resources expended.

CURB-TO-CURB SERVICE: A common designation for demand response transit 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.

CTAA: Community Transportation Association of America. A national professional association of those involved in community transportation, including

operators, vendors, consultants, and Federal, State, and local officials.

CTAP: The Community Transportation Assistance Program (CTAP) created by CTAA through a cooperative agreement with the United States Department of Health and Human Services. CTAP is intended to provide human service organizations, planners, funders, and individuals with expertise, training, and support. The CTAP Peer Network, CTAPnet, is an online community of community transportation practitioners and experts where you can ask questions to, and engage in conversations with, other transit professionals.

DBE: A disadvantaged business enterprise is a small business which is at least 51% owned by one or more socially and economically disadvantaged individuals, or in the case of any publicly-owned business, at least 51% of the stock of which is owned by one or more socially and economically disadvantaged individuals; and whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals.

DEDICATED FUNDING SOURCE: A funding source, which by law, is available for use only to support a specific purpose and cannot be diverted to other uses, e.g., the Federal gasoline tax can only be used for highway investments and, since 1983, for transit capital projects.

DEMAND RESPONSE SERVICE: 1) A transportation service characterized by flexible routing and scheduling of relatively small vehicles to provide point-to-point transportation. These services usually require advance reservations and can be curb-to-curb or door-to-door. It can also be referred to as paratransit or dial-a-ride

service. 2) Passenger cars, vans or motor buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. A demand-response operation is characterized by the following: first, the vehicles do not operate over a fixed route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a specific need; and secondly, the vehicle typically may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers. (FTA)

DEVIATED FIXED-ROUTE SERVICE: This type of transit is a hybrid of fixed route and demand response services. Transit vehicles travel along a fixed route and maintain scheduled stops, but the vehicle may deviate off the route to pick up or drop off passengers, at the passenger's request.

DIAL-A-RIDE: Another name for "demand responsive." (APTA)

DIRECTLY OPERATED (DO): Transportation service provided directly by a transit agency, using their employees to supply the necessary labor to operate the revenue vehicles. This includes instances where an agency's employees provide purchased transportation services to the agency through a contractual agreement (NTD).

DISABLED: Any person who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability are unable without special facilities to use the local transit facilities and

services as effectively as persons who are not so affected.

DISPOSITION CRITERIA: Criteria established by INDOT for determining when a vehicle, purchased with Federal and/or State funds, has met its useful life and can be disposed.

DOOR-TO-DOOR SERVICE: A form of demand response service that includes passenger assistance between the vehicle and the door of his or her home or other destination. This is 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).

DOL: The U.S. Department of Labor.

ELDERLY: For the purpose of the Section 5310 Program, elderly is defined as people age 60 and over.

ELIGIBLE APPLICANT: The Indiana Department of Transportation permits local public entities, public transportation corporations, regional commissions, and non-profit organizations that have been authorized to provide public transportation in the State of Indiana to be an eligible recipient of Section 5311 funds, with certain conditions and stipulations, consistent with INDOT program management practices. This is further described in **Chapter III** of the Section 5311 Program Manual.

ELIGIBLE OPERATING EXPENSE: The sum of the operations expenses and administration expenses.

FARE: The designated payment for a one-way trip on a passenger vehicle, such as cash, tokens, transfer, coupon, or pass or

other acceptable means as established by the transportation provider.

FAREBOX: A device that accepts coins, bills, tickets, and tokens given by passengers as payment for trips.

FAREBOX REVENUE: Revenue collected from passengers or third party agents at the advertised general public or elderly and disabled fares is reported as farebox revenue. Fares may be collected through bulk sale of tickets, tokens, passes, etc. or collected in cash at the time the passenger boards the vehicle.

FARE RECOVERY: Ratio equating fare revenue to total operating expenses. This measure indicates the level at which fares support the operations of the transit system. A relatively high ratio is preferred. Raising fare revenue and/or decreasing expenses may increase the ratio.

FARE REVENUE: Revenues received from fare paying passengers from regularly scheduled routes and/or demand response service. This includes base fares, zone fares, express fares, transfers, and quantity purchase discounts (passes or tickets). Also includes park-and-ride revenue and fares paid by a community-based organization rather than the rider.

FEDERAL HIGHWAY ADMINISTRATION (FHWA): A component of the U.S. Department of Transportation which provides funding to State and local governments for highway construction and improvements including funds which must be used for transit. FHWA also regulates the safety of commercial motor vehicle operations (vehicles which require a CDL-licensed driver). FHWA is the lead agency in

Federal intelligent transportation activities and regulated interstate transportation. For more information, see <http://www.fhwa.dot.gov/>.

FEDERAL OPERATING ASSISTANCE: Funds obtained from the Federal government to assist in paying the cost of operating the transit system.

FEDERAL TRANSIT ADMINISTRATION (FTA): A component of the U. S. Department of Transportation that administers the Federal program of financial assistance to public transit (formerly known as the Urban Mass Transportation Administration or UMTA). For more information, see <http://www.fta.dot.gov/>.

FINANCIAL DATA: A full disclosure of a transportation system's public, private, or coordinated financial income/expenses when accompanied by a discussion of significant events that have affected the financial picture of the system. Financial data includes, but is not limited to, the charges and costs of providing services (operating and capital), revenues generated from services (farebox and contract revenues), and revenues from other sources (grants and local match).

FIXED ROUTE SERVICE: Transit service is provided along a prescribed route on a scheduled basis stopping at predetermined pick up points. Routes are generally served by larger transit vehicles.

FIXED ROUTE WITH POINT DEVIATION: Transportation services that operate on a fixed route, but will, on demand, deviate from the route to meet the passenger's needs.

FORCE ACCOUNT: Any construction work performed by the grantee; does not include project administration activities.

FRINGE EXPENSES: Payment or accruals to others (insurance companies, governments, etc.) on behalf of an employee's share of FICA, PERF, other retirement, health insurance, and other benefits not associated with a piece of work; and/or payments or accruals directed to an employee arising from something other than their performance of a piece of work. These include uniform and clothing allowances and paid absences such as sick leave, holidays, vacation, jury duty, death in the family, and military duty, etc. Paid absences should be accounted for as a fringe benefit only when they result in a cash liability to the transit system.

FULLY ALLOCATED COST: The total cost of providing a specific transit service including both fixed and variable costs.

GENERAL PUBLIC SERVICE: A service open to the general public on a regular basis using vehicles designed to transport more than one person when a general public fare is collected. The fare may be paid with cash, a ticket, token, or pass by either the passenger or a third party. (NOTE: The revenue collected from tickets, tokens and passes sold in bulk, at the public fare price, is reported as farebox revenue NOT contract revenue.)

GOVERNMENT OFFICIAL: Any person who is either elected to an office or is employed by a government entity and serves as its representative at meetings, conferences, workshops, or other gatherings. Person can represent a division, department, service, or branch of a local, State, or Federal government entity.

GRANTEE: A recipient of government funds or equipment purchased in whole or part with government funds.

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. (CTAA)

HOLIDAYS: Includes five major holidays: Christmas, Thanksgiving, Fourth of July, Labor Day, and Memorial Day. Many transit systems do not operate on these days. Some systems may operate a special holiday schedule that is used on these or other holidays such as Veteran's Day and Martin Luther King Jr. Day.

HUMAN-SERVICE TRANSPORTATION SYSTEM: A transportation system, which provides transportation services exclusively to the clients of human-service agencies.

INDOT: the Indiana Department of Transportation, the State agency designated to administer the Section 5311 Program in Indiana. The Office of Transit within INDOT is directly responsible for the administration and implementation of the Section 5311 Program.

IN-KIND MATCH: The capital or human resources provided for the operation of the transit system by the local jurisdiction. Allows a grantee to substitute labor or equipment in lieu of cash in return for services.

INTERCITY BUS PROGRAM: The Intercity Bus program is prescribed in accordance with 49 USC Section 5311(f) and requires that 15% of the 5311 annual apportionment be used to support intercity bus

transportation. The intercity bus program was created to provide funding for service connections between nonurbanized areas and the larger regional or national system of intercity bus service, e.g. Greyhound service. These funds may also be used for building or purchasing intermodal facilities and for marketing and planning assistance for the support of the intercity network system. The current INDOT Intercity application is available at

<http://www.in.gov/indot/2436.htm>. In addition, see the most current version of FTA Circular 9040 for further guidance http://www.fta.dot.gov/legislation_law/13718.html.

JARC: FTA's JARC Program provides grants for competitively selected projects to improve access to transportation services to employment, job training and important activities for eligible low income individuals. The program requires coordination of federally assisted programs and services in order to make the most efficient use of available resources. Originally a separate funding program, as a result of MAP-21, JARC activities are now eligible as part of the FTA Section 5311 Program (see Section 5311 definition).

JOINT USE ARRANGEMENT: A joint use arrangement occurs when one or more of the resources of the coordinated transportation system participants are available for use by other participants. The resources could be vehicles, staff time, staff knowledge, or facilities.

LARGE URBANIZED AREA: An urbanized area with a population of 200,000 or more.

LDI EXPENSE: Ratio equating fare, charter, and other revenue plus local operating assistance to total operating expenses. This

measure is used to indicate the level of financial responsibility accepted at the local level for transit operations. A relatively high ratio is preferred. Increasing fare revenues, charter service, and other revenues, and/or increasing local operating assistance or decreasing operating expenses may increase the ratio.

LOCAL ASSISTANCE: (also Local Operating Revenue) This category includes:

- ◆ *Local Cash Grants and Reimbursements* - Funds obtained from local government units to assist in paying the cost of operating the transit system.
- ◆ *Taxes Levied Directly by Transit System* - Dedicated tax revenues systems that are organized as independent political subdivisions with their own taxation authority, e.g., Public Transportation Corporations.

LOCAL MATCH: The State or local funds required by the Federal government to complement Federal funds for a project. For example, in the case of public transportation, the Federal government may provide 80 percent of the necessary funds for the purchase of a vehicle if the State or local government matches 20 percent. A match may also be required by States in funding projects which are a joint State and local effort.

LOCALLY DERIVED INCOME (LDI): This indicator is used to measure local financial commitment to public transit and is defined as:

- ◆ Operating revenues including fares, charter, advertising, and auxiliary and nontransportation revenues.

- ◆ Taxes levied by, or on behalf of, a transit system.
- ◆ Local cash grants and reimbursements including general fund receipts, property taxes, local option income tax, excise and intangible taxes, bank building and loan funds; local bonding funds, and unrestricted federal/state funds.
- ◆ LDI does not include contra expenses (e.g. expense refunds such as motor fuel tax or insurance reimbursements) or in-kind volunteer services.

MAP-21: The current funding for Federal surface transportation programs, including the Federal Transit Administration's (FTA's) Section 5311 Program, is authorized in the Federal Transportation Authorization bill entitled Moving Ahead for Progress in the 21st Century, or MAP-21.

MARKETING: A comprehensive process to induce greater usage of transit services by determining the needs or demands of the community and potential consumers, developing and implementing service on the basis of these needs, pricing the services, promoting the services, and evaluating the services as implemented in relation to consumer needs and marketing goals.

MATERIALS AND SUPPLIES EXPENSE: Cost of fuel, lubricants, tires, tubes, and other materials and supplies (including repair parts, maintenance supplies, forms, and cleaning supplies, etc.).

METROPOLITAN PLANNING

ORGANIZATION (MPO): Metropolitan planning organizations are responsible for transportation planning and programs in

each urban area with a population of 50,000 or greater.

MOBILITY MANAGER: The individual charged with facilitating the implementation of the mobility management process as a means to implement coordinated transportation services as defined by a community.

MOBILITY MANAGEMENT: A process of managing a coordinated community-wide transportation service network comprised of the operations and infrastructures of multiple trip providers in partnership with each other (the National Center for Human Transportation Coordination).

NTD: National Transit Database.

NET PROJECT COST: The Eligible Operating Expense less any farebox or other revenues.

NON-FORCE ACCOUNT: Any construction work that is not performed by the grantee and is contracted out.

NONURBANIZED AREA: Any small urban or rural area not included in an Urbanized Area.

NO SHOW: Term used to describe a scheduled trip that was not cancelled by the passenger but when the driver arrived to pick up the passenger, he or she was not available for the trip.

ON-TIME PERFORMANCE: Refers to the percent of scheduled trips that were provided within the pickup window (usually 15 – 30 minutes before or after the scheduled pickup time).

OUTREACH: Efforts by the individual members of a TAC, the governing board, or its agents to share ideas or practices with

other organizations, groups, specific audience and the general public. Outreach includes the education of its audience about the benefits of transportation services for all segments of the population. It also includes listening to feedback to assure services are meeting the transportation needs of the community.

OFFICE OF TRANSIT: The Office within the Indiana Department of Transportation which administers INDOT's Federal and State transit programs..

OPERATING COST: The recurring expenses associated with the daily operations of a transportation service, including items such as fuel, drivers' and dispatchers' wages, maintenance, insurance, and vehicle registration.

OPERATING DEFICIT: Total operating expenses minus total operating revenue.

OPERATING EXPENSE/PASSENGER TRIP: Ratio equating total operating costs to total passenger trips. This measure is used to indicate the cost of providing service per unit of consumed service. A relatively low ratio is preferred. Increasing passenger trips and/or decreasing expenditures may lower the ratio.

OPERATING INCOME: Revenue received from fares, charter services, and other sources directly related to transit systems operations excluding revenue from Federal, state, and local cash grants. Operating income and operating subsidy are the total operating revenue for a transit system.

OPERATING RECOVERY RATIO: Total farebox revenue plus contract service revenue divided by total operating expenses.

OPERATOR SALARIES AND WAGES: The pay and allowance due employees in exchange for the labor services they render on behalf of the transit system. This category includes only those employees that are classified as revenue operators or crewmen.

OPERATING SUBSIDY: Revenue received through Federal, state, and local cash grants or reimbursements to fulfill operating expense obligations not covered by fares or other revenues generated by the transit system.

OTHER EXPENSES: On the individual system pages, Other Expenses consists of taxes and miscellaneous expenses. For Section 5311 systems it also includes leases and rentals, equipment, and in-direct expenses.

OTHER SALARIES AND WAGES: Payment for the labor of employees of the transit system (or sponsoring agency) that are not classified as revenue vehicle operators or crewmen. This category includes managers, dispatchers, mechanics, bus washers, building (garage) maintenance workers, managers, other professionals, and clerical staff.

PARATRANSIT: Types of passenger transportation that are more flexible than fixed-route transit but more structured than the use of private automobiles. Paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed-route. Paratransit services usually require advance-reservation for demand-responsive service that is either curb-to-curb or door-to-door. Paratransit services that are provided to accommodate passengers with disabilities who are unable to use fixed route service and that meet

specific service equivalency tests are called ADA complementary paratransit services. (CTAA)

PASSENGER FARE: The designated payment for a ride on a passenger vehicle, whether cash, tokens, transfer, coupon, electronic media or pass.

PASSENGER MILES: Total number of passengers carried by a transit system multiplied by the number of miles traveled.

PASSENGER TRIP: One person making a one-way trip from origin to destination. One round trip, e.g., from home to shopping, then from shopping to home, equals two passenger trips.

PASSENGER TRIPS/CAPITA: Ratio equating total passenger trips to service area population. Increasing passenger trips and/or decreasing service area population may increase the ratio.

PEAK HOUR FLEET: The largest number of revenue vehicles operating at any peak time during an average weekday of operation.

PEAK PERIOD: The hours during a day (typically 6:00 a.m. to 9:00 a.m. and 3:30 p.m. to 6:00 p.m.) when the maximum amount of travel occurs. Other peak periods may be established depending on an individual system's experience.

PERSONAL CARE

ATTENDANTS/COMPANIONS: Persons eligible under ADA regulations must be allowed a personal care attendant (PCA) that is traveling with the eligible rider. A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs. In addition

to a PCA, the regulations require that service be provided to one companion accompanying an eligible rider. Other persons accompanying the rider are to be accommodated on a space available basis. Persons are considered to be accompanying the eligible rider if they are picked up and dropped off at the same locations as the eligible rider. Companions must be charged the same fare as the eligible rider, and the PCA must ride free.

POINT DEVIATION: Transportation service in which the transit vehicle is required to arrive at designated stops in accordance with a prearranged schedule but is not given a specific route to follow between these stops. It allows the vehicle to provide curbside service for those who request it.

PUBLIC HEARING: A public hearing is a formal meeting held to set aside time for public testimony on a particular subject matter for which a notice was published in the official newspaper or a common website of the region. It is a mandatory meeting as required by a funding source and must meet State public access laws, if applicable. Examples of public hearings are: 1) public transportation service changes or 2) a grant application comment period.

PUBLIC MASS TRANSPORTATION FUND (PMTF): A state fund approved by Indiana's legislators to leverage local and federal money to meet transit needs.

PUBLIC MEETING: A public meeting is held to notify the public of a new service or happening within the coordinated transportation program. A public meeting is held to notify the public about a change that comes about as a result of a public hearing. These meetings must meet State public access laws, if applicable.

PUBLIC TRANSPORTATION:

Transportation service that is available to any person upon payment of the fare and which cannot be reserved for the private or exclusive use of one individual or group. "Public" in this sense refers to the access to the service, not the ownership of the system providing the service. Public transportation service must be open door. Public transportation must provide a shared-ride on a regular basis. Shared ride means two or more passengers in the same vehicle who are otherwise not traveling together. Every trip does not have to be a shared ride but the general nature of the service must include shared rides.

PURCHASED TRANSPORTATION

EXPENSES: Operating expenses incurred when a transit system purchases a portion of its service from another entity (e.g., contracting with a private organization to provide specialized transit services).

PURCHASING AGENCY: An organization or human service agency that purchases transportation services from a third party for its clients.

RECONCILING ITEMS: Operating expenses which include interest expenses, leases and rentals for urbanized transit systems, depreciation, amortization of intangibles, purchase lease payments, related party lease agreements, and other as defined in the FTA Section 5335 (15) Manual.

REVENUE VEHICLE MILES: The total mileage incurred in scheduled service (miles in each route multiplied by the number of times each route is run) during the report period. Excludes non-service mileage (deadhead, training, etc.), charter mileage,

exclusive school service mileage, and mileage lost due to missed runs.

RIDERSHIP CHANGES: Changes in the level of passengers transported within a measurable time period. Changes are usually measured as either increases or decreases.

RTAP: Rural Transit Assistance Program. A program of the Federal Transit Administration, with both a National component and a State component (see the Indiana RTAP Program, www.indianartap.org), dedicated to creating rural transit solutions through technical assistance, partner collaboration and free training and other transit industry products. See www.nationalrtap.org.

RISK MANAGEMENT: An element of a transit system's safety management program. It includes identification and evaluation of potential safety hazards for employees, passengers and the public.

ROAD CALL: Any situation which requires assistance from the maintenance department while the vehicle is in revenue service. The assistance requires a mechanic or support personnel to meet the vehicle on route or at a layover point. Examples: Switch vehicle on route, replace headlight, low tire pressure, or malfunctioning passenger ramp/door.

SECTION 504: The section of the Rehabilitation Act of 1973 which states, in part, that no disabled individual shall be denied the benefits of any program or activity receiving Federal financial assistance. See **Chapter III**, Federal Compliance, of this Manual for further information.

SECTION 5307: The section of the Federal Transit Act that authorizes grants to public transit systems in all urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operating assistance to transit systems in urban areas with populations between 50,000 and 200,000. Transit systems in urban areas with populations greater than 200,000 receive their funds directly from FTA. For the FTA Circular 9030 for this program, see http://www.fta.dot.gov/legislation_law/13718.htm.

SECTION 5309: The section of the Federal Transit Act that authorizes discretionary grants to public transit systems for capital projects such as buses, bus facilities and rail projects. For the current FTA Circular 9300 for this program, see http://www.fta.dot.gov/legislation_law/12349.html.

SECTION 5310: The section of the Federal Transit Act that authorizes capital assistance to states for transportation programs that serve the elderly and people with disabilities. States distribute Section 5310 funds to local operators in both rural and small urban settings that are either nonprofit organizations or the lead agencies in coordinated transportation programs. For the most recent version of FTA Circular 9070 for this program, see http://www.fta.dot.gov/legislation_law/13718.htm.

SECTION 5311: The section of the Federal Transit Act that authorizes capital and operating assistance grants to public transit systems in areas with populations of less than 50,000. For the most recent version of FTA Circular 9040 for this program, see

http://www.fta.dot.gov/legislation_law/13718.htm.

SECTION 5316, JOB ACCESS/REVERSE

COMMUTE PROGRAM: FTA's JARC Program provided grants for competitively selected projects to improve access to transportation services to employment, job training and important activities for eligible low income individuals. The program also required coordination of federally assisted programs and services in order to make the most efficient use of available resources. Originally a separate funding program, MAP-21 consolidated JARC activities into the FTA Section 5311 Program (see above definition).

SECTION 5317, NEW FREEDOM

PROGRAM: The New Freedom Program was authorized in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users (SAFETEA-LU) to support new public transportation services and public transportation alternatives beyond those require by the Americans with Disabilities Act of 1990 (ADA) that assists individuals with disabilities with transportation, including transportation to and from jobs and employment support services. Originally a separate funding program, MAP-21 consolidated New Freedom activities into the FTA Section 5310 Program (see above definition).

Section 5339, Bus and Bus Facilities: The Section 5339 Program replaced the Section 5309 Bus and Bus Facilities Program. Section 5339 provides capital funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. Funds are allocated to the states, and these funds are eligible to be transferred by the States to supplement urban and rural formula grant programs. In Indiana, INDOT

uses Section 5311 funds primarily for operating projects and Section 5339 funds for capital purchases. Both sources of funds are awarded through a single annual application process (see the 5311/5339 Application on the INDOT website, <http://www.in.gov/indot/2436.htm>, and also further discussed in **Chapters II and III** of this manual).

SERVICE AREA: The geographic area that coincides with a transit system's legal operating limits (i.e., urbanized area, city limits, or county boundary).

SERVICE AREA POPULATION: The entire population within the legal operating limits of the transit system, as reported by the 2010 Census.

SERVICE EXPENSES: Fees and related expenses for labor and other work provided by outside organizations. In most instances, service from an outside organization is procured as a substitute for in-house employee labor, except in the case of independent audits which cannot be performed by employees. This category includes:

Advertising Fees - The labor and materials provided by an advertising agency in the development and promotion of advertising campaigns. Also included are advertising media fees, regardless of whether they are paid to the advertising agency or to the media.

Contract Maintenance Service Expenses - Payment for the maintenance of equipment, under contract or on a single-job basis, by an outside organization. This category is for repair or maintenance work on

operating vehicles, equipment, and garage buildings, and is to be differentiated from professional and custodial services.

Professional and Technical Service Fees - Payment for the labor provided by attorneys, accountants, auditors, marketing firms, investment bankers, computer service companies, engineering firms, management consultants, and transit industry consultants, etc.

SERVICE PROVIDER: A private nonprofit or for-profit agency providing all or a portion of the transit service under contract to a Rural Transit grantee.

SERVICE ROUTE: A hybrid between fixed route and demand response service. Service routes are established between targeted neighborhoods and the service areas that riders want to reach. Similar to deviated fixed routes, service routes are characterized by flexibility and deviation from fixed route intervals. However, while deviated fixed routes require advanced reservations, service routes do not. A service route can include both regular, predetermined bus stops and/or allow riders to hail the vehicle and request a drop-off anywhere along the route.

SMALL URBANIZED AREA: A municipality with a population of at least 5,000 but less than 50,000 and which is not a part of an existing Urbanized Area.

SPARE RATIO: A set percentage or number of vehicles based on fleet size set aside to be used to replace (or back-up) vehicles which are out of service. FTA guidelines for spare ratios are 2 vehicles for fleets of up to 10 vehicles; 20% for vehicle fleets of 11 and

over. Spare ratios must include vehicles which are wheelchair-lift accessible.

STANDARD VAN (SV): Standard vans typically seat five to fifteen passengers. Standard vans are available from automobile manufacturers and are part of their standard production line. INDOT no longer purchases these vehicles.

STANDING ORDERS: Used in demand response services where passengers are required to call in advance to place a request for service, a standing order is a scheduling practice that allows passengers to request the same service, i.e. a reoccurring trip, for several days or weeks without having to call each day or week to schedule. For example, a person that has a medical appointment every Monday afternoon might call at the beginning of each month to schedule all of his or her Monday afternoon trips for that month. The person would call back only if a trip were to be cancelled. Standing orders, as any other request for service, are subject to a transit system's no show and cancellation policies.

SUBSCRIPTION SERVICE: Transportation service provided under advanced arrangements and according to prearranged conditions, e.g., hours, days, specific routing. The service may be paid for by an individual, group of individuals, or company. This is the only time an individual or group of individuals may be billed for service. Service is guaranteed, usually arranged for an extended period of time, e.g., six months, one year, etc., and is paid for regardless of whether anyone rides the service. Subscription service does not necessarily need to be fully allocated. Subscription service differs from contract service in that under subscription service the individuals, routes, and destinations never change for

the duration of the subscription, and revenue collected from subscription service is counted as farebox revenue. Subscription service is open to the public.

SUBSIDY/PASSENGER TRIP: Ratio comparing government operating assistance (Federal, state, and local) to total passenger trips. This measure is used to indicate the level of Federal, state, and local assistance used in operating the transit service.

TAC: Transportation Advisory Committee – A committee established to advise the transportation system’s governing board.

TOTAL PASSENGERS: The total number of all revenue passengers, including general service, elderly and disabled, contract, and free ride passengers. Transfers are counted separately.

TOTAL PROJECT COST: The total administration expenses and operations expenses.

TOTAL VEHICLE MILES: The total distance traveled by revenue vehicles, including both revenue and deadhead (non-revenue) miles.

TRANSFERS: Any trip with a single origin and single destination which requires getting off one vehicle and onto another involves a transfer. The trip is recorded as one passenger trip and one transfer. If the passenger gets off the bus at one destination (store A) then gets back on the bus at a later time to ride to a different destination (store B), it is recorded as two passenger trips.

TRANSFER CHARGE: A fee charged passengers that transfer to a line or route after paying a fare on another line or route.

TRANSIT BUS: A transit bus seats anywhere from 16 to 53 passengers and has both a body and a chassis that are designed specifically for transit use. One supplier manufactures the entire vehicle. Most transit buses are equipped with diesel engines.

- ◆ Small Transit Bus (STB) - Under 30’
- ◆ Medium Transit Bus (MTB) - 30’ to 34’
- ◆ Large Transit Bus (LTB) - 35’ to 40’
- ◆ Trolley (TY) - Usually 30’ to 35’
- ◆ Articulated (ART) - Multi-section high occupancy vehicle

TRANSIT DEPENDENT: A person who does not have immediate access to a private vehicle or because of age or health reasons, cannot drive and must rely on others for transportation.

TRANSPORTATION PROVIDER: An organization, company, human service agency, or other entity that provides transit services for its clients and/or the general public either on a donation or fare basis.

TRIP: A trip is made by one person from one origin to one destination. Many transit statistics are based on passenger trips, which refer to individual one-way trips made by individual riders.

TRIP DENIAL: In a demand response system, a trip denial occurs when a passenger’s trip request cannot be accommodated due to capacity constraints. Trip times can be negotiated with the passenger as long as the new trip time does not go beyond one hour prior or one hour past the requested time. Even if the trip can be accommodated outside of this “window,”

it is a trip denial. INDOT requires Section 5311 program grantees to track and report these trip denials.

TRIP GENERATOR: A place that generates a demand for frequent travel is called a trip generator. Trip generators may be origins or destinations. For example, a trip generator could be a residential area, employment area/business park, shopping and retail areas, or recreational area.

TRIP REFUSALS: Trip refusals are trips requested outside the systems service hours or service area and the transit system is unable to provide the service.

TRIP TURNDOWNS: Trip requests that are refused by a passenger. For example, a passenger requests an 8:00 a.m. pick-up time and the system cannot provide it. However, the system is able to provide a later trip and offers an 8:30 a.m. pick-up time. If the passenger declines the 8:30 a.m. trip, the trip is documented as a turndown. This is a turndown because the system is able to provide the trip within the one hour window required by ADA.

USEFUL LIFE: The term used to define how long a vehicle or equipment can be expected to be operated or used. Usually expressed in years or miles operated and varies with the type of vehicle.

USER SIDE SUBSIDY: A type of transit system whereby the passenger purchases tokens or vouchers at designated sale sites and presents the token to a service provider (e.g., taxi company) in exchange for a trip. The price of the token or pass is less than the cost of the trip. The token is then subsidized with Federal, state, or local funds and the taxi operator is reimbursed for the cost of the trip.

UTILITY EXPENSE: Payments made to various utilities for use of their resources including electric, gas, water, sewer, garage collection, and telephone, etc.

UNITED WE RIDE (UWR): The Federal CCAM interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, individuals with disabilities, and people with low incomes. For more information, see <http://www.unitedweride.gov/>.

VANPOOL: A prearranged ridesharing service in which a number of people travel together on a regular basis in a van. Vanpools may be publicly operated, employer operated, individually owned or leased.

VEHICLE REPLACEMENT SCHEDULE: The scheduled replacement of vehicles based on a vehicle's expected useful life.

Please note, many terms in this glossary are defined in more detail within the narrative of the appropriate chapter and, in many cases, pertain specifically to INDOT policies and procedures for administering the Section 5311 Program in Indiana. Transit glossaries are also available through these websites: <http://www.ctaa.org/ntrc> and <http://www.apta.com/info/online/glossary.htm>.