



Appendix F

Definitions, Clarifications, and Glossary of Terms

Who are transportation disadvantaged people?

Many people mistakenly assume that people with special transportation needs are only people with disabilities or people using wheelchairs. In fact, transportation disadvantaged people covers a much larger spectrum.

Transportation disadvantaged people, otherwise known as people with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to Washington state law, RCW 47.06B, people with special transportation needs are specifically “those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.”

So, a transportation disadvantaged person may have different types of transportation needs. Needs may include a frail elderly woman trying to get to a specialized health center or an evening concert, a transient student trying to get to their home school, a person with epilepsy trying to get to a Mariner’s game, an unemployed student trying to complete an internship, a single mom without a reliable car who works a graveyard shift at a minimum wage job, or a visually-impaired individual with a guide dog traveling to visit his parents. This is only a short list of possible regional transportation needs.

This plan uses the terms “transportation disadvantaged people” and “persons with special transportation needs” interchangeably.

What is special needs transportation?

It is a given that the most popular mode of transportation for most people in the Puget Sound region is the private vehicle. However, by the very definition of people with special transportation needs, the private vehicle is not always an option for everyone.

The different players providing special needs transportation services largely fit into three categories: Human service transportation, public transit, and student transportation services. These designations, however, do not adequately describe the variety of providers or the diversity of people they serve.

In this planning effort, the intent is to use the widest possible interpretation of special needs transportation, including transportation funded and provided by the Washington State Department of Social and Health Services, the Federal Transit Administration (FTA), and local human service departments for children, aging, and disability populations, public transit, school districts, and the for-profit and non-profit contractors providing transportation.

Consequently, 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 (i.e. fixed route for transit and schools), specialized services such as vans, cabulances and taxis that pickup people at the curb or door (i.e. demand response or dial-a-ride), rideshare programs, volunteer driver services, ferries, trains, or any federal, state, and local publicly funded transportation.

What is coordinated special needs transportation?

Coordinated special needs transportation is when multiple organizations work together to their mutual benefit to gain economies of scale, eliminate duplication, expand service, and or improve the quality of service in order to better address the transportation needs of transportation disadvantaged people their agencies serve.

According to the federal government United We Ride initiative, coordination makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources.

There are many levels of coordination, from simple sharing of training resources all the way to full integration of services. Examples of coordinating transportation include:

- Building on the existing transportation broker infrastructure to expand ride brokering to programs other than Medicaid
- Establishing feeder services to connect to transit fixed routes
- Identifying barriers to coordination in the regulatory environment and advocating for change
- Making greater use of technology to find providers and schedule trips
- Finding ways to group riders on the same vehicle even when they are sponsored by different funding agencies
- Leveraging purchasing power for vehicles, fuel, maintenance or training.
- Utilizing school busses for community transportation.

Regardless of the type of coordination, it can involve the cooperation of:

- **Transportation providers:** transit agencies, school districts, social service agencies, transportation brokers, private providers, non-profit transportation programs
- **Service providers:** doctors scheduling medical appointments based on transportation availability, land use planners including mobility options as part of zoning decisions, developers building “walkable” communities; and
- **People with special transportation needs**

GLOSSARY OF TERMS

Accessibility	The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including wheelchair users.
Accessible Vehicle	An accessible vehicle is designed to accommodate people who have difficulty climbing steps, including those using wheelchairs. Access may be provided by a lift or a ramp (usually combined with “kneeling” feature). It may have additional accommodations, such as a microphone system to announce stops.
Americans with Disability Act (ADA)	Passed by the 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.
Agency Council on Coordinated Transportation (ACCT)	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.
Boardings	Number of people getting on a vehicle. Also referred to as “passenger trips.” Boardings for transit is usually “unlinked”, meaning if you use two buses to get to your destination, it counts as two trips.

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, 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.
Cabulance	An accessible vehicle generally operated by a for-profit organization. The term is generally used interchangeably with paratransit services in the Northwest. Cabulance transportation involves a higher level of passenger assistance.
Community Transportation	Transportation services that address the transit needs of an entire community, including the needs of both the general public and special populations.
Commuter Trip Reduction (CTR)	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.
Complementary Paratransit	Paratransit service that is required as part of the Americans with Disabilities Act (ADA) which complements, or is in addition to, already available fixed-route transit service. ADA complementary paratransit services must meet a series of criteria designed to ensure they are indeed complementary.
Coordinated special needs transportation	Enhanced mobility for persons with special transportation needs that is developed through a collaborative community 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.
Coordinating Council on Access and Mobility (CCAM)	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.
Coordination	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.
Curb-to-Curb Service	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.
DART - Dial-A-Ride Transit	Dial-A-Ride Transit, or "DART", is also 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 fixed 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. Hopelink holds the current contract.
Demand Response	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.

Deviated Fixed Route	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.
Disability	Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual.
Door-to-Door Service	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).
Fixed-Route	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.
FTA - Federal Transit Administration	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.
Hand-to-Hand Service	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.
Hopelink	Hopelink is a non-profit community action agency based on the eastside of King County that serves as the Medicaid broker for King County.
Job Access and Reverse Commute (JARC) Program	On May 22, 1998, the U.S. Congress passed H.R. 2400, the <i>Transportation Equity Act for the 21st 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.
King County ACCESS Transportation	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.
Kitsap County ACCESS Transportation	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.
Lift	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.
McKinney-Vento Homeless Assistance Act – No Child Left Behind	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.
Medicaid Brokerage Access Program	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.

Medicare Transportation	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.
Metropolitan Planning Organization (MPO)	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.
Mobility Management	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.
Paratransit Service	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.
Paratransit Services, Inc.	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.
Passenger Miles	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).
Passenger Trip	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.
People with Special Transportation Needs	In Washington State this means "Persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."
Pick up Window	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.
Public Transportation	Publicly funded transportation such as transit, social service transportation, and school transportation.
Public Transportation Benefit Area (PTBA)	This is a jurisdiction established to provide transit services. PTBAs are controlled by a board of elected officials from jurisdictions within the PTBA. They have taxing authority to raise funds to provide services.
Revenue Miles	Miles of travel operated while a service is available to carry passengers; excludes mileage associated with "deadhead" travel and other "non-revenue" mileage.
Senior Citizen	"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 age 65. Social Security eligibility is now being determined upon the year one was born and begins after age 65.

Service Animal	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.
Service Miles	All miles put on the vehicle, whether a passenger is on the vehicle or not.
SHUTTLE	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.
Subscription ride	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.
Transit System	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.
Universal Design	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.
Vanpool	A prearranged 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.
Wheelchair	Wheelchair means a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. Wheelchair is a device which typically does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. "Oversized" wheelchairs exceed these dimensions.
2-1-1	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 211 systems. This is a similar concept to the 9-1-1 and 4-1-1 information numbers.
5-1-1	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 the 9-1-1 and 4-1-1 information numbers.