



NVTC Fact Sheet

(2018 Revised)

A Lexicon of Transportation Terminology

The Starting Point

Quite often, transportation, human service, and volunteer transportation providers do not speak the same language. The following transportation terminology may challenge their the vocabularies of transportation, human service, and volunteer transportation professional alike.

- **Starting Point**
Presents the needs for a definition of transportation and human service terms
- **Transportation Lexicon**
Defines terms frequently used by transit providers
- **Human Service Lexicon**
Gives a brief definition of human service terms
- **Transportation Assistance Lexicon**
Describes types of assistance provided to passengers
- **Passenger Friendliness Lexicon**
Presents a short explanation of the 5 As of Senior-Friendly transit

For More Information Visit

<http://nationalvolunteertransportationcenter.org/>

NVTC is an Initiative of CTAA with offices in Washington, DC & Albuquerque, New Mexico

Transportation Glossary

Public Transit	Trips (rides)
Fixed Routes	Fare Box
Flex Routes/Circulator Routes	Transportation Needs and Gaps
AAA	Trip Chaining

Human Service Transit Glossary

Transportation	Senior
STPs	“Old Old”
Transportation Needs	Activities of Daily Living (ADLs)
AAA	Instrumental Activities of Daily Living (IADLs)

Volunteer Transportation Glossary

Volunteer Drivers	Door-to-Door
Door-through-door	Stay-at-Destination
Trip Chaining	Ride
Cost Per Ride	Value of Volunteer Hours

The following pages provide definitions as well a list of organizations that provide information and resources each of the three topics.

TRANSPORTATION LEXICON

Public Transit Transportation by a conveyance that provides regular and continuing general or special transportation to the public. It may include services by buses, subways, rail, trolleys and ferry.

ADA Paratransit The Americans with Disabilities Act of 1990 (ADA) required all public transit systems that provide fixed route bus and rail service to also provide complementary, paratransit service for people with disabilities who cannot use the fixed route bus and train service.

Fixed Routes Service provided on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations. Each fixed-route trip serves the same origins and destinations, unlike **demand responsive** and taxicabs.

Flex Routes Provides route deviation within specified parameters (distance, time) based upon requests from potential passengers.

Circulator Routes When limited to a small geographic area or to short-distance trips, local service is often called circulator, feeder, neighborhood, trolley, or shuttle service. Such routes, which often have a lower fare than regular local service, may operate in a loop and connect (often at a transfer center or rail station) to major routes for travel to more far away destinations. Examples are office park circulators, historic district routes, transit mall shuttles, rail feeder routes, and university campus loops.

Demand Response is comprised of passenger cars, vans or small buses operating in response to calls from passengers to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. Such operations are characterized by the following: (a) the vehicles do not operate over a fixed route or generally do not operate on a fixed schedule, and (b) typically, the vehicle may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations.

Trips (sometimes referred to as rides) describes the one direction (beginning to end) operation of a transit vehicle or the one-way movement of a person or vehicle between two points for a specific purpose. It can also refer to the measurement used to count the number of individual passenger or vehicle movements.

Fare box is the value of cash, tickets, tokens and pass receipts given by passengers as payment for rides. To qualify for funding under Public Utilities Code, transit agencies must earn a certain percentage of their total revenues from fares. The required ratio of fare box revenue to total revenue varies depending on the service areas.

Transportation Needs and Gaps generally refer to transit system capital requirements. They indicate a gap between the current/projected and the desired performance of the system. They also may refer to various market segments' transit-related needs.

Useful Public Transit Links

- *American Public Transit Association (APTA): www.apta.com*
- *Community Transportation Association of America (CTAA): www.ctaa.org*
- *AAA Foundation for Traffic Safety aaafts.org*
- *Federal Highway Administration (FHWA): www.fhwa.dot.gov*
- *Federal Transit Administration National Database: www.ntdprogram.gov/ntdprogram*

HUMAN SERVICE LEXICON

Human Service Transportation Includes a broad range of transportation options designed to meet the needs and abilities of transportation disadvantaged populations (older adults, disabled persons and/or those with lower incomes). Examples: dial-a-ride (respond to individual door-to-door requests, the use of bus tokens and/or transit passes for fixed route scheduled services, and taxi vouchers.

STPs (Supplemental Transportation Programs for seniors) Supplemental Transportation is defined as transportation service provided by a community-based program or service that supplements or complements public or ADA paratransit services. STPs emphasize and/or serve senior passengers.

Transportation Needs Refers to seniors' mobility requirements for sustaining quantity and quality of life, and include transportation (and all necessary assistance) e.g. life-sustaining destinations (non-emergency medical services, doctors appointments and perhaps nutrition programs).

AAA Under the Older Americans Act, the US Administration on Aging distributes funds for various aging programs through state agencies on aging which in turn fund local area agencies on aging. A local Area Agency on Aging (AAA) addresses the concerns of older Americans at the local level. It can play an important role in identifying community and social service needs and assuring that social and nutritional supports are made available to older people in communities where they live. In most cases, an Area Agency on Aging does not provide direct services. Instead, it may subcontract with other organizations to facilitate the provision of a full range of services for older people.

Senior Among human service agencies, identifying a person as a senior or older adult can vary. Some refer to those age fifty-five and older, others designate anyone who is sixty, sixty-five, or seventy as a senior or older adult. The designation may depend on the source of funding of the community.

“Old Old” Bernice L. Neugarten created the concept of “old old” to make the distinction between two stages in later adult development. In the first stage, older adults are generally in good health and active, and are referred as “young old”. In the second stage, they are likely to be living dependently, and are referred to as “old old”. Many community and senior transportation services say that most of their senior passengers fall into the “old old” age group which generally refers to the 85+ population.

Activities of Daily Living (ADLs) Activities usually performed for oneself in the course of a normal day including bathing, dressing, grooming, eating, walking, using the telephone, taking medications, and other personal care activities.

Instrumental Activities of Daily Living (IADLs) Household/independent living tasks which include using the telephone, taking medications, money management, housework, meal preparation, laundry, and grocery shopping.

Useful Human Service Links

- *U.S. Administration on Aging (AoA): www.aoa.gov*
- *U.S. Department of Health and Human Services: www.hhs.gov*
- *National Association of State Units on Aging: www.nasua.org*
- *National Association of Area Agencies on Aging (N4A): www.n4a.org*
- *National Council on Aging (NCOA)*

VOLUNTEER DRIVER PROGRAM LEXICON

Volunteer Driver Programs Provide transportation to passengers using volunteers as drivers and often using the vehicles of the volunteer drivers. Drivers generally provide door-to-door assistance, and frequently also provide door-through-door, stay-at-the-destination, and escort support.

Volunteer Driver. A person who drives a passenger in association with a formal organization, quite often, a volunteer driver program.

Volunteer Vehicle. The vehicle of the volunteer driver that often is “contributed” by the volunteer driver for the purpose of providing a ride.

Curb-to-curb Assistance A passenger service that picks up and drops off passengers at the curb side. Although some assistance may be provided to help passengers in and out of the vehicle, the passenger is required to get to the vehicle.

Door-to-door Assistance Passenger service provided to entryway of pick-up and drop-off addresses by a driver or transportation escort.

Door-through-door Assistance Passenger service provided through-the-door of the residence and/or the destination by a driver or transportation escort.

Stay-at-the-destination Assistance Passenger services that provide passengers with someone (a paid or volunteer driver, a volunteer or paid escort, or a family member) to assist in getting to the destination, staying at the destination, and getting back to the vehicle.

Destination The target place to which a passenger travels. Three types of destinations to which people travel are destinations that are: life sustaining, life maintaining, and life enriching.

Trip Chaining The practice of making incidental stops on the way to or from a destination such as a medical office, a senior center, a bank or other life sustaining, maintaining, or enriching destination.

A Ride is identified as travel from one point to another point. Trip chaining (above) is when the trip includes stops at several points.

Value of Volunteer Time is generally recognized in some way, especially in volunteer recognition. However, each volunteer hour that is contributed can be translated into a dollar value. For example, in 2017 the Independent sector valued a volunteer hour at volunteer at \$24.14.

Useful Volunteer Driver Program Links

- *The National Volunteer Transportation Center*
- *The National Association of State Units on Aging*
- *he National Volunteer Caregiving Network*
- *The Corporation for National and Community Service*
- *The Independent Sector*
- *The Shepherd’s Centers of America*
- *The Village to Village Network*

The National Volunteer Transportation Center



The National Volunteer Transportation Center resulted from the efforts of each of its founders to support existing and emerging volunteer transportation programs and services across the country.

In 2000, the Beverly Foundation began a research and awards initiative related to volunteer driver programs. In 2014, the National Volunteer Transportation Center opened with a database of more than 700 volunteer transportation programs throughout the 50 states plus the District of Columbia and Puerto Rico. In 2015, Toyota and the NVTC partnered to undertake the Center's STAR Awards program and a variety of other initiatives.

The NVTC website includes numerous technical and informational materials related to planning, organizing, and managing volunteer driver programs. Perhaps its most important asset is the wisdom, experience, and expertise of its founders who, as a group, bring to the Center a long history of transportation and aging research, direct service delivery, risk management



TOYOTA