**Human Services Transportation Course: Glossary**

(This document will be updated throughout the duration of the course as new terms are introduced. Last Updated: February 13, 2017)

**Area Agencies on Aging (AAAs)**: Area Agencies on Aging were formally established in the 1973

Older Americans Act as the “on-the-ground” organizations charged with helping vulnerable older persons and people with disabilities live with dignity and choices in their homes and communities for as long as possible. AAAs contract with local service providers to deliver many direct services, such as meals, transportation and in-home services. Some AAAs directly provide transportation and all AAAs are supportive of healthy aging in their community.

**Center for Independent Living (CILs):** CILs are community-based, consumer‑controlled, community‑based, cross‑disability, nonresidential private nonprofit agencies that are designed and operated within a local community by individuals with disabilities and provides an array of independent living services. CILs provide 5 core services: Information & Referral, Independent Living Skills Training, Individual and Systems Advocacy, Peer Counseling, and Transition.

**Complementary Paratransit:** As an Americans with Disabilities Act (ADA) required complement to fixed route public transit, this service is limited to those persons who are not able to use fixed route service. It must operate in the same areas and during the same hours as the fixed route service. It provides door-to-door service for all its passengers. To qualify, riders will need to meet specific eligibility requirements established under ADA.

**Council of Governments (COG):** Also called Regional Councils, Planning Commissions or Planning Associations. A COG is a broad-based organization within state and locally defined boundaries that delivers a variety of federal, state, and local programs. These programs can include aging services, planning, transportation, public safety, and more.

**Curb-to-curb service:** In curb-to-curb service passengers exit the vehicle at the curb or driveway of their destination. The driver does not assist the passenger to the door of their residence or other destination.

**Demand-Response:** Demand-response generally refers to any transportation service that dispatches vehicles by phone requests. Demand-response does not follow a fixed route and depending on program resources and demand, requests might need to be made within 24-48 hours or more in advance. Demand-response vehicles typically carry multiple passengers picked up from different points of entry and dropped off at separate destinations.

**Design Thinking:** Design Thinking is an approach used to solve complex problems and find desirable solutions. A design thinking mindset is not problem-focused, but solution focused and action oriented towards creating a preferred future. (\*In Session 2 of our course, Marin Transit mentions design thinking as the approach that led to the development of their “Senior Mobility Action & Implementation Plan”)

**Fixed route transportation:** Public transit agencies typically provide fixed route service by bus and rail along established routes with set schedules and no reservations required. Some human services programs provide limited fixed route services that follow a regular schedule, such as daily trips to and from a Center for Independent Living or a senior center, or weekly trips to the grocery store or shopping mall.

**Human Services Transportation:** Transportation services provided by or on behalf of a human service agency to supplement available transportation to meet the needs of a particular population (older adults, people with disabilities, children, veterans, etc.) Human Services Transportation provides access to agency services and/or to meet the basic, day-to-day mobility needs of these transportation-disadvantaged populations.

[**Job Access and Reverse Commute (JARC) Program (Section 5316):**](https://www.transit.dot.gov/funding/grants/grant-programs/job-access-and-reverse-commute-program-5316)JARC was established to address the unique transportation challenges faced by vulnerable populations seeking to obtain and maintain employment. It served to improve access to transportation services to employment and employment related activities for low-income individuals and welfare recipients and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. JARC program activities are now eligible under the [Urbanized Area Formula Grants, Section 5307](https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307) and [Formula Grants for Rural Areas (Section 5311)](https://www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311).

**Mobility Manager**: A Mobility Manager is an employee of a transit or human service agency who offers one-on-one counseling or group education and counseling on transportation options and alternatives to driving. The overall goal of a mobility manager is to help users choose the best transportation option(s) to meet their individual needs. Professionals who do this work might also go by a different title in their job, including *Transportation Specialist*, *Information and Referral Coordinator*, *Travel Coordinator*, *Programs Specialist*, and more.

[**Metropolitan Planning Organization (MPO):**](https://www.planning.dot.gov/mpo.asp) An MPO is an agency comprised of local officials who have oversight on the planning and implementation of federal and other governmental transportation funds in metropolitan areas with populations of greater than 50,000.

**New Freedom Program (Section 5317):** This Program was created by the SAFETEA-LU legislation to support capital and operating costs of services and facility improvements in excess of those required by the Americans with Disabilities Act. Under MAP-21, projects eligible under the Section 5317 New Freedom program became eligible under the Section 5310 Program. This continues under the FAST Act.

**One Call/One Click Services**: The objective of these programs is to allow a single call or a single visit to a web page to provide information about specific services, and often immediate connection to those services. Transportation one-call or one-click services help customers obtain rides they need for daily activity or for occasional appointments. A one-call or one-click service can simplify access for customers and match their varied needs with appropriate options.

**Taxi**: Taxis are licensed vehicles that offer on-demand services to passengers. Trips usually can be scheduled in advance or on the spot, and fares are charged per-mile or per-minute.

**Transportation Network Companies (TNCs):** TNCs, also called Shared Ride Services, connect private pay passengers with drivers who provide the transportation in their own vehicles. Passengers connect with the drivers via websites or mobile apps on their smartphone and also pay for the services through a personal account on their phone. Commonly known TNCs include Uber and Lyft.

**Transportation with Assistance (also called door-to-door and door-through-door service):** These transportation options are sometimes made available to older adults or people with disabilities who need more assistance than is typically available through curb-to-curb service.

• In door-to-door programs, drivers or escorts provide assistance to help passengers enter and exit the vehicles and may walk with passengers to the front door of their residence or destination.

• Door-through-door programs help passengers from the vehicle through the doors of their residences or destinations.

**Travel Trainers:** Travel training can be defined as a short-term, intensive, individualized course of instruction designed to promote the independent travel of older adults and people with disabilities. Travel Trainers assist individuals in developing the skills needed to ensure safe, independent travel, which includes the physical ability to safely navigate a public transportation vehicle.

# [Section 5310 (Enhanced Mobility of Seniors & Individuals with Disabilities)](https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310): A funding program of the Federal Transit Administration to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities. Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

**Transportation Plan**: An individual approach to future mobility options, usually in addition to driving, that may include learning to navigate and use alternative transportation options, as well as setting aside resources in cash, credit or insurance to fund such choices.

**Travel Training:** Travel training is typically individualized or group instruction designed to promote the independent travel of older adults and people with disabilities. Travel Trainers assist individuals in developing the skills needed to ensure safe, independent travel, which includes the physical ability to safely navigate a public transportation vehicle.

**Volunteer Transportation:** Volunteer transportation programs are usually administered by local nonprofit and faith-based organizations and drivers provide rides in their own cars or agency-owned vehicles for passengers to reach medical appointments, shopping and socialization. Rides are generally arranged by reservation and may (but not always) charge a small fee. Volunteers may also serve as escorts/assistants in programs offering or door-to-door and door-through-door transportation.