SUBJECT:
Consider Approving AC Transit Glossary of Terms

RECOMMENDED ACTION:

☐ Information Only    ☐ Briefing Item    ☑ Recommended Motion

Staff recommends the Board consider approving the inclusion of the AC Transit Glossary of Terms and Acronyms and Abbreviations as part of the Board policy documents.

Fiscal Impact:

None at this time

Background/Discussion:
A Board Workshop was convened on May 2, 2007, for the purpose of engaging in a comprehensive discussion of the issues associated with service standards and Board Policy. At that Workshop, interest was expressed in having a Glossary of Terms as a

BOARD ACTION:
Approved as Recommended    [ ]  Other    [ ]
Approved with Modification(s)    [ ]

[To be filled in by District Secretary after Board/Committee Meeting]
reference document. Such a document would provide definitions and descriptions of terms used in Board Policies, and as such would provide clarification and a context for the content of the policies. Understanding the current Board’s thinking as that body continues the process of reviewing potential changes to Board Policies relating to service design, service changes, and service delivery will be invaluable to future Board members and to members of the public.

Accordingly, staff presents a *Glossary of Terms and Acronyms and Abbreviations* document (Attachment A) for Board consideration. It is the recommendation of staff that this document be formally approved for inclusion as part of the Board policy documents. Going forward, staff would propose that this Glossary be reviewed on at least an annual basis for any necessary updates, additions and deletions.

**Prior Relevant Board Actions/Policies:**

**Attachments:**  Attachment A: Glossary of Terms

**Approved by:**  Rick Fernandez, General Manager
Nancy Skowbo, Deputy GM, Service Development

**Prepared by:**  Nancy Skowbo, Deputy GM, Service Development
Tina Spencer, Manager of Long Range Planning

**Date Prepared:**  July 12, 2007
GLOSSARY OF TERMS

Accessible Service
Buses operating in regular service with passenger lifts or other devices that permit disabled passengers, including those in wheelchairs, to use the service with minimal difficulty.

Arterial Street
A signalized roadway that primarily serves through-traffic and secondarily provides access to abutting properties. Signals are generally less than 2 miles apart.

Bay Area Rapid Transit (BART)
The agency that operates a heavy rail transit network throughout the AC Transit service area as well as to San Francisco and Contra Costa County.

Bus Bunching
A condition that occurs when buses operating on the same route in the same direction converge on each other, thus traveling in “a bunch” along the route.

Catchment Area
Geographic areas that are convenient to transit service. Also known as Commute Sheds.

Central Business District (CBD)
The traditional downtown or retail/commercial area of a city.

Clock Headways
The scheduled headway between vehicle trips that can be divided into sixty (60) evenly (e.g. 60, 30, 20, 15, 10 or 5)

Deadhead Operation
The scheduled operation of a bus without carrying passengers. Usually this refers to the trip between the home division to the point where the bus enters or leaves its route.

Density
The number of persons within a prescribed area, usually square mile or census tract, reflected as an absolute number (e.g. 10,000 per square mile).

District
Throughout this document, “the District” denotes AC Transit. “District 1” and “District 2” denote the two Special Transit Service Districts into which AC Transit’s service area is divided. For all intents and purposes, “The District” refers to both special transit districts.

7/19/2007
Division (Operating Divisions)
A facility where buses are stored, maintained, and dispatched into service. AC Transit has four operating divisions: Hayward, East Oakland, Richmond, and Emeryville.

Enterprise Asset Management System (EAMS)
A computerized information system that collects and processes data to facilitate management of the vehicle maintenance program and the Purchasing and Stores Departments.

Express Service
Bus routes with one or more long segments in which no stops are made (i.e. closed door operation).

Federal Transit Administration (FTA)
The Federal agency responsible for Federal transit policy and programs.

Frequency
The quantity of service on a route, usually described in terms of the number of buses per hour or the elapsed time between consecutive buses. The latter measure is also called the headway. The term high-frequency denotes many buses per hour, or small headways.

Goal
A generalized statement of an idealized end state; the end toward which effort is directed (intention).

Grid Network
A type of multi-destinational route structure. In a typical grid network, high-frequency routes operate on the length of east-west and north-south arterials, intersecting each other to form a grid pattern. This allows a passenger to travel from anywhere to anywhere else by a right-angle movement with at most a single transfer. Ideally, routes are spaced ½ mile apart so that everyone is in walking distance to both a north-south line and an east-west line. Since conditions rarely allow for an ideal grid, this concept is often called modified grid.

Headway
Another term for frequency, referring to the elapsed time between consecutive buses on a route.

Heavy Rail Transit
High-frequency rail transit on a completely grade-separated right-of-way with high-platform loading and usually a third-rail power source. BART is an example of a heavy rail system.
**Incident**
Any event occurring on a bus, other than mechanical failure, in which a driver must call for assistance.

**Kiss and Ride**
A mode of operation whereby passengers travel by automobile to the originating bus stop, with the automobile being driven away after dropping the passenger off. See also “Park and Ride.”

**Load Factor**
The ratio of passengers on board a bus to the number of seats. The load factor is generally shown as an average over a period of time, usually 60 minutes.

**Mechanical Roadcall**
The removal of a bus from revenue service due to mechanical failure.

**Metropolitan Transportation Commission (MTC)**
The regional transportation planning agency covering nine Bay Area counties. Responsible for distributing Federal and state transportation funds.

**Modified Grid**
See Grid Network.

**Multi-Destinational Network**
A bus route network that is designed to make it easy to travel by transit between any two points in the service area. The grid and timed-transfer networks are both multi-destinational networks.

**Objective**
A specific statement of a desired end product; the means by which goals are achieved. An objective identifies measurable ends.

**Outlate**
The late departure of a bus from the division to begin revenue service; a late pull-out.

**Park-and-Ride**
A mode of operation in which an intending bus passenger drives a car to a transit line or station, then parks and continues the trip by transit. (See also “Kiss-and-Ride.”)

**Park and Ride Lot**
A facility designed for or used by Park and Ride patrons.
Peak Period
A period of increased transit service, generally during the morning and afternoon peak ("rush hour") periods. Generally, peak periods are 6:00am to 9:00am and 3:00pm to 6:00pm.

Platform Hour
The number of hours a bus operates in service on a route, including deadhead time to and from the Division. Platform time includes both revenue time and deadhead time. See also "Revenue Service."

Proof of Payment
Open fare collection system that requires that passengers display proof of payment (i.e. validated ticket, prepaid pass, valid transfer) while on board the transit vehicle or in other designated fare paid areas. Enforced through random checking either on-board or in paid area.

Pull-In
The return of a bus to the division at the completion of revenue service.

Pull-Out
The departure of a bus from the division to begin revenue service.

Radial Network
A route network that focuses on serving only one or a few major destinations, as opposed to a multi-destinational network.

Recovery Time
Time allowed at the end of a one-way trip at a specified layover point to provide a break for the bus operator and to ensure an on-time departure for the next revenue service trip (Note: The District considers recovery, layover, and spot time as synonymous terms).

Revenue Service
The time spent in scheduled service from the first timepoint of the day to the last timepoint of the day. Revenue service excludes deadhead time, but includes recovery time. See also “Platform Hour” and “Recovery Time.”

Running Time
The amount of scheduled time allowed for an operator to complete a one-way trip (excluding recovery time).

Service Standards
A set of policies, approved by the Board of Directors, setting forth the goals for transit service. See also “Goal,” “Objective,” and “Standard.”

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Short Range Transit Plan (SRTP)
A 10-year plan published every 4 years by AC Transit in accordance with MTC requirements.

Span of Service
The total hours during which transit service is operated.

Standard
The acceptable level of performance; the rule for the measure or test of quality.

Timed-Transfer Network
The type of multi-destinational network best suited for suburban or low-density areas or at times of day when frequent service is inefficient to operate. Bus routes are designed to radiate from strategically located transit centers. The routes are scheduled so that all buses arrive at the transit center at the same time, lay over for enough time so that passengers can transfer between any two buses, then depart.

Transit Center (TC)
A facility designed to accommodate several buses at one time, for the purposes of transferring. These facilities are usually located off-street and have amenities for passenger and driver convenience.

Transit Improvement Program (TIP)
Program operated by MTC whereby proposed capital projects are ranked according to criteria developed by a task force of regional transit operators.

Transit Oriented Development (TOD)
A mixed-use residential or commercial area designed to maximize access to public transport, and often incorporates features to encourage transit ridership.

Transportation System Management (TSM)
Any number of techniques designed to make better use of a transportation facility. In AC Transit’s case the term refers to projects designed to increase the speed of buses, thereby reducing costs and increasing ridership.

Unit Cost
The annual operating costs divided by a unit of service delivery such as annual vehicle hours, annual vehicle miles, or annual passenger boardings.

Unscheduled Absenteeism
Any time an employee is absent from work other than cases where the employee is entitled to be off, such as vacation, floating holidays, military leave, jury duty, union business, or funeral leave.
### Acronyms and Abbreviations

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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>AA</td>
<td>Affirmative Action</td>
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<td>AAC</td>
<td>Accessibility Advisory Committee</td>
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<td>AB</td>
<td>Assembly Bill</td>
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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<td>AFSCME</td>
<td>American Federation of State County &amp; Municipal Employees</td>
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<td>AGM</td>
<td>Assistant General Manager</td>
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<td>AMA</td>
<td>Alternative Modes Analysis</td>
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<td>APC</td>
<td>Automatic Passenger Counter</td>
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<td>APTA</td>
<td>American Public Transit Association</td>
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<td>ATU</td>
<td>Amalgamated Transit Union</td>
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<td>AVL</td>
<td>Automatic Vehicle Location</td>
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<td>AVM</td>
<td>Automatic Vehicle Monitoring</td>
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<td>BART</td>
<td>Bay Area Rapid Transit</td>
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<td>BO</td>
<td>Bad Order</td>
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<td>Caltrans</td>
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<td>CBD</td>
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<td>Critical Business Outcome</td>
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<td>DBE</td>
<td>Disadvantaged Business Enterprise</td>
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<td>Department of Motor Vehicles</td>
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<td>Department of Transportation</td>
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<td>EAMS</td>
<td>Enterprise Asset Management System</td>
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<td>Eastern Contra Costa Transit Authority</td>
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<td>EEO</td>
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<td>Finding Of No Significant Impact</td>
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<td>Federal Transit Administration</td>
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<td>FY</td>
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<td>GGT</td>
<td>Golden Gate Bridge, Highway, and Transportation District (Golden Gate Transit)</td>
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