

ACTION MEMO

AC TRANSIT DISTRICT
Board of Directors
Executive Summary

GM Memo No. 07-143a

Meeting Date: July 25, 2007

Committees:

- | | | | |
|----------------------------|-------------------------------------|------------------------------|--------------------------|
| Planning Committee | <input checked="" type="checkbox"/> | Finance Committee | <input type="checkbox"/> |
| External Affairs Committee | <input type="checkbox"/> | Operations Committee | <input type="checkbox"/> |
| Rider Complaint Committee | <input type="checkbox"/> | Paratransit Committee | <input type="checkbox"/> |
| Board of Directors | <input type="checkbox"/> | Financing Corporation | <input type="checkbox"/> |

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.

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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

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

[To be filled in by District Secretary after Board/Committee Meeting]

The above order was passed on _____, 2007.

Linda Nemeroff, District Secretary
By _____

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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:

GM Memo 07-111 - Review of Service Deployment Policies and Aspirational Versus Mandated Service Standards, May 2, 2007

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.

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-Destinalional 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-destinalional 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.”

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

AA	Affirmative Action
AAC	Accessibility Advisory Committee
AB	Assembly Bill
ADA	Americans with Disabilities Act
AFSCME	American Federation of State County & Municipal Employees
AGM	Assistant General Manager
AMA	Alternative Modes Analysis
APC	Automatic Passenger Counter
APTA	American Public Transit Association
ATU	Amalgamated Transit Union
AVL	Automatic Vehicle Location
AVM	Automatic Vehicle Monitoring
BART	Bay Area Rapid Transit
BO	Bad Order
Caltrans	California Department of Transportation
CBD	Central Business District
CBO	Critical Business Outcome
CCCTA	Central Contra Costa Transit Authority (County Connection)
CFR	Codified Federal Regulations
CMA	Congestion Management Agency
CMF	Central Maintenance Facility
CMP	Congestion Management Program
CPI	Consumer Price Index
CSP	Comprehensive Service Plan
CTA	California Transit Association
DBE	Disadvantaged Business Enterprise
DMV	Department of Motor Vehicles
DOT	Department of Transportation
DP	Data Processing
EAMS	Enterprise Asset Management System
EBMUD	East Bay Municipal Utilities District
ECCTA	Eastern Contra Costa Transit Authority
EEO	Equal Employment Opportunity
EIS	Environmental Impact Statement
EIR	Environmental Impact Report
EPA	Environmental Protection Agency
FAU	Federal Aid Urban
FEMA	Federal Emergency Management Agency
FHWA	Federal Highway Administration
FONSI	Finding Of No Significant Impact
FTA	Federal Transit Administration
FY	Fiscal Year
GGT	Golden Gate Bridge, Highway, and Transportation District (Golden Gate Transit)

GM	General Manager
IBEW	International Brotherhood of Electrical Workers
JPA	Joint Powers Authority
LOS	Level of Service
LRT	Light Rail Transit
MIS	Major Investment Study
MTC	Metropolitan Transportation Commission
MPO	Metropolitan Planning Organization
Muni	San Francisco Municipal Transportation Agency (also SFMTA)
OIGC	Oakland Intergovernmental Council
OSHA	Occupational Safety and Health Administration
OTS	Operator Timekeeping System
PAC	Policy Advisory Committee
PC	Personal Computer
PG&E	Pacific Gas and Electric
PIP	Productivity Improvement Program
POP	Program of Projects
PSA	Public Service Announcement
PUC	Public Utilities Commission
RFI	Request for Information
RFP	Request for Proposals
RTIP	Regional Transportation Improvement Program
RTP	Regional Transportation Plan
SamTrans	San Mateo County Transit District
SB	Senate Bill
SRTP	Short Range Transit Plan
STA	State Transit Assistance
TAC	Technical Advisory Committee
TC	Transit Center
TCM	Transportation Control Measure
TIP	Transit Improvement Program
TSM	Transportation Systems Management
VTA	Santa Clara Valley Transportation Authority
WBE	Women's Business Enterprise
WCCTAC	Western Contra Costa Co. Transportation Advisory Committee
WestCat	Western Contra Costa County Transit Authority