

Community Transportation

The efficient and effective utilization of all available resources in the provision of safe and reliable public transportation services for all citizens.
(NCDOT)

Demand-Responsive –

Vehicles 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.

A demand-response operation is characterized by the following: firstly, the vehicles do not operate over a fixed route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a specific need; and secondly, the vehicle typically may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers. (FTA)

Subscription service – Any public transportation service operated for a guaranteed number of patrons on a prepaid, reserved basis.

Unlinked passenger trip - The number of passengers who board public transportation vehicles. A passenger is counted each time she or he boards a vehicle even though she or he may be on the same journey from origin to destination. (FTA)

Revenue miles/hours – The time/miles when a vehicle is available to the general public and there is a reasonable expectation of carrying passengers that either directly pay fares, are assisted by public policy or provide payment through some contractual arrangement. Vehicles operated in fare-free service are considered to be in revenue service. Revenue service excludes deadhead, school bus and charter services. (FTA)

Deadhead – Miles and hours that a vehicle travels when out of revenue service. This includes leaving and returning to the garage, changing routes, etc., and times when there is no reasonable expectation of carrying revenue passengers. However, it does not include charter service, school bus service, operator training, maintenance training, etc. For non-scheduled, non-fixed-route service (demand-responsive), deadhead mileage also includes the travel between the dispatching point and passenger pick-up or drop-off.
(FTA)

Service miles/hours – Revenue + Deadhead