

TERM	DEFINITION
ACTUAL PROVIDED HOURS	The number of service hours actually provided for any given day, as recorded by TRAC and the paratransit software.
ADA	ADA: Americans with Disabilities Act of 1990 (42 U.S.C. § 12101 et seq.).
BLENDED SERVICE HOUR RATE	The blended service hour rate is defined as the weighted average of the sedan and van service rates during the month.
CLOSED DUTY	A Duty listed on any given day that is not planned on being utilized.
COLLISION	Any impact between a RIDE or Service Provider vehicle and any other vehicle, object, or person
COMPANION	Any person (excluding a Personal Care Attendant or a child 11 years old or younger) who accompanies a certified RIDE passenger. A Companion is responsible for paying full fare for the trip.
COMPLETED REGISTERED CUSTOMER TRIP	A trip completed by the Customer (does not include Personal Care Assistants (PCAs) or Companions).
CUSTOMER INCIDENT	An event that occurs during the provision of service hours and is caused by a Registered Customer, a PCA, or Companion that disrupts service and is reported by the Vehicle Operator to TRAC.
CUSTOMER	Any person with a disability that prevents them from using the MBTA bus, subway, or trolley (also known as the fixed route) all or some of the time, who has applied for eligibility for The RIDE program, and has been certified as ADA eligible for Paratransit Service by the MBTA.
DEADHEAD / NON-REVENUE HOURS	Total hours from garage Pull-out to first pickup, start of break until the next pickup, and last drop off to the garage Pull-in.
DEDICATED SERVICE PROVIDER (DSP)	A company retained by the MBTA to operate and maintain MBTA-owned revenue vehicles on a dedicated basis onto which trips are scheduled.
DISABLING DAMAGE	Damage to a RIDE or Service Provider vehicle resulting from a collision/safety event that prevents the RIDE or Service Provider vehicle from leaving the location of the collision/safety event under its own power.

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DRIVER APPLICATION	Tablet-based application the Vehicle Operator will sign into after conducting a pre-trip inspection and before leaving the garage facility. The tablet provides the Vehicle Operator with turn-by-turn navigation, the trip manifest, and communication to TRAC, among other uses.
DRIVER	See Vehicle Operator
DUTY END TIME	The time the Vehicle Operator ends his/her Duty.
DUTY START TIME	The time the Vehicle Operator begins his/her Duty after all inspections and preparation have been completed.
DUTY	The continuously scheduled group of trips that could be completed by a single vehicle in an operating day. A Duty typically includes a series of events starting with Pull-out from the garage, pick-ups, drop-offs, and the garage Pull-in.
EVACUATION FOR LIFE SAFETY REASONS	A condition that occurs when persons depart from MBTA RIDE or Service Provider vehicles or Service Provider-controlled facilities for life safety reasons, including self-evacuations. A life safety reason may include a situation such as a fire, the presence of smoke or noxious fumes, a fuel leak from any source, an electrical hazard, or any other hazard to any person.
FACILITY PLANNING PROCESS	The process by which the MBTA and the Service Provider will determine the locations of Facility(ies), as outlined in the Scope of Work.
FACILITY	The location from which some or all of the Revenue Vehicles Pull-out and Pull-in, which may include office space for personnel and a maintenance shop.
FATALITY	A death confirmed within 30 days of a safety event. Fatalities include suicides, but do not include deaths in or on Service Provider-controlled property that are a result of criminal actions, drug overdose, exposure to the elements, illness, or natural causes.
FIXED ROUTE	MBTA Bus, Trolley, or Subway lines
FLEET MANAGEMENT SOFTWARE	A software used by the Service Provider to manage, organize, and track vehicles, equipment, and in-vehicle technology.
FTA	Federal Transit Administration

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IN-SERVICE DISRUPTION	Any event that occurs during service hours that causes service to be delayed or otherwise adjusted (e.g. failure of ramp or lift, heating / AC equipment, or In-Vehicle Technology; Customer Incident; etc.)
IN-VEHICLE TECHNOLOGY	MBTA-specified technology, including tablets, cameras, and telematics used in each vehicle.
INJURY	Any harm to persons as a result of a collision/safety event that requires immediate medical attention away from the scene. Does not include harm resulting from criminal actions, drug overdose, exposure to the elements, illness, natural causes, or occupational safety events occurring in Service Provider-controlled administrative buildings.
KEY PERSONNEL	Such positions shall be so designated if they hold significant management responsibility over some or all of the operation, and/or they possess unique technical skills which would be difficult to quickly replace.
LATE PULL-OUT	When a revenue vehicle departs its assigned garage facility later than scheduled Duty Start Time.
MAJOR BODY DAMAGE	Any damage that causes the most exterior part of the vehicle to be pierced or prohibits the safe operation of the vehicle.
MAJOR REPAIR	Includes engine repair, transmission repair, and any repair that requires complete overhaul or substantial replacement of parts.
MASSACHUSETTS BAY TRANSPORTATION AUTHORITY (MBTA)	The body politic and corporate and the political subdivision of the Commonwealth of Massachusetts existing pursuant to Mass. Gen. Laws, ch. 161A (as amended). Also referred to herein as the Authority.
MBTA SAFETY REPORTABLE EVENT	An unexpected outcome resulting in injury or death; damage to or loss of Service Provider-controlled facilities, equipment, vehicles (both Revenue and Non-Revenue), or associated infrastructure; or damage to the environment. Examples include, but are not limited to collision, fire, hazardous material spill, or act of nature (Act of God).
MBTA TRANSIT SAFETY PLAN	A comprehensive federally required document that outlines the activities and processes of the MBTA's safety program. It establishes the framework for the MBTA's Safety Management System (SMS) program and applies to Heavy Rail, Light Rail, Bus, and Para-Transit operations.

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MEDICAL REVIEW OFFICER (MRO)	A person who is a licensed physician responsible for receiving and reviewing laboratory results generated by an employer's drug testing program and evaluating medical explanations for certain drug test results.
MINOR BODY DAMAGE	All other body damage that is not classified as Major Body Damage.
MISUSE	Unauthorized use of MBTA's property.
MOBILITY CENTER	The MBTA's center providing all accessibility services, including RIDE eligibility, fixed route travel training, and accessible trip planning.
MOBILIZATION AND TRANSITION PERIOD	The period starts at the date of the execution of the Contract and continues until the service start date.
NO-SHOW	A trip that has been scheduled and confirmed by TRAC where the vehicle arrives on-time and waits the time minimum required and the customer fails to show up for the scheduled ride or cancels at the door.
NON-DEDICATED SERVICE PROVIDER (NDSP)	A company retained by the MBTA to operate vehicles on a non-dedicated basis onto which trips are scheduled. NDSPs may be technology platforms, traditional taxi fleets, or other companies who work in tandem to provide transportation to The RIDE on an as-needed basis.
NON-REGISTERED CUSTOMERS	Personal Care Attendant (PCAs) and Companions only
NON-REVENUE VEHICLE	A vehicle used by the Service Provider to perform Contract requirements other than Customer transportation.
NOT-AT-FAULT ACCIDENT	A motor vehicle accident in which the status of the Vehicle Operator is not determined as "At Fault" per ruling of the insurance company.
NTD	National Transit Database
ON-BOARD TRAVEL TIME	On-board travel time is the time between the departure of the vehicle from the pickup location to the arrival of the vehicle at the destination.
ON-TIME DROP-OFF	A completed drop-off will be defined as on-time if the vehicle arrives at the drop-off location within the Drop-off Window.

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ON-TIME PERFORMANCE (OTP)	The percentage of total Scheduled Trips picked-up within the Pick-up Window (for pickup-anchored trips) and dropped-off within the Drop-off Window. An appointment-anchored trip with both a late pickup and late drop-off will only be counted once for the drop-off. No-shows and Late cancellations count as Scheduled Trips with On-time Pick-ups. Missed trips will count as Scheduled Trips that do not have On-time Pick-ups and are considered late.
OTHER VEHICLE	Any type of motorized vehicle that is not an MBTA RIDE or Service Provider vehicle, including motorized bicycles, skateboards, and stand-up scooters. This definition does not apply to persons using a motorized mobility device.
PERSON	A passenger, employee, contractor, volunteer, official worker, pedestrian, trespasser, or any other individual on an MBTA RIDE or Service Provider vehicle or in/on Service Provider-controlled property. This includes persons riding non-motorized bicycles, as well as persons using any type of mobility device.
PERSONAL CARE ATTENDANT (PCA)	Any person who accompanies the RIDE Customer for the purpose of providing travel and other assistance to the RIDE Customer.
PRE-TRIP AND POST-TRIP INSPECTION APPLICATION	Tablet application Vehicle Operators use to conduct all pre-trip and post-trip inspection activities. To be provided at MBTA’s discretion during the Contract.
PULL-IN	The return of a revenue vehicle to the assigned garage upon completion of the Vehicle Operator’s Duty.
PULL-OUT	The departure of a revenue vehicle from the assigned garage to perform service. The vehicle is recorded as having crossed the geofence established by the paratransit software before or at the Duty Start Time. The Duty Start Time will start only once the Vehicle Operator has conducted the pre-trip inspection, logged in to the Driver Application, and begun to proceed to the first pick-up location.
REGISTERED CUSTOMER	A person who applies to The RIDE and is determined eligible by the Mobility Center to use The RIDE for some or all of their trips.
REGISTERED TRIP	A trip taken by a Registered Customer of The RIDE, regardless of the number of PCAs or Companions accompanying the Customer.

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REQUESTED TRIPS	All No-shows, Missed trips, Late cancellations, On-time trips, and Late trips for all Customers. Does not include Same-day, Late, or Advanced Cancellations.
REVENUE HOURS	Total hours from first pickup to last drop-off minus scheduled breaks.
REVENUE VEHICLE	A vehicle used by the Service Provider to transport Customers.
SAFETY SENSITIVE PERSONNEL	<p>In accordance with the FTA, Safety Sensitive Personnel are any employees who perform any of the following duties:</p> <ul style="list-style-type: none"> • Operating a Revenue Vehicle, including when not in service; • Operating a Non-Revenue Vehicle, when required to be operated by a holder of a Commercial Driver’s License; • Controlling dispatch or movement of a Revenue Vehicle; • Maintaining (including repairs, overhaul, and rebuilding) a Revenue Vehicle or equipment used in service; or • Carrying a firearm for security purposes.
SERIOUS TRAFFIC VIOLATION	Those traffic violations designated as “Major Traffic Violations” pursuant to Mass. 211 CMR 134, Appendix A.
SERVICE HOURS	<p>Total hours from Pull-out to Pull-in. Also referred to as Vehicle Hours.</p> <p>Total hours from when a Vehicle Operator begins work by departing the garage or terminus until it returns to garage or terminus at the end of their duty.</p>
SERVICE LEVELS	MBTA’s established expected Service Hour tiers
SERVICE PROVIDER	A company retained by the MBTA to operate vehicles onto which trips are scheduled. Includes both Dedicated and Non-Dedicated Service Providers.
STABILIZATION PERIOD	The Stabilization Period is the period post service start during which the Service Provider’s operations are expected to stabilize and will continue until service delivery is determined smooth and seamless at MBTA’s discretion.
STATE OF EMERGENCY	A State of Emergency can be declared by the Governor of Massachusetts in the event or imminent threat of a natural or man-made disaster. Under a State of Emergency, Chapter 639 of the Acts of 1950, as amended, grants

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	the Governor and other state officials the power to protect the Commonwealth. A State of Emergency may cover a specific municipality, multiple communities, or the entire Commonwealth.
THE RIDE ACCESS CENTER (TRAC)	The RIDE's Paratransit centralized operations control and call center.
TOTAL VEHICLE MILES	Total miles from garage pull-out to garage pull-in.
TRANSPORTATION MANAGEMENT SYSTEM (TMS)	Software used for scheduling, dispatching, and reservations.
TRIP	A one-way journey made with a Customer with or without a PCA or Companion on a vehicle
UNCOVERED HOUR/DUTY	A Service Hour or Duty for which no Vehicle Operator is available to provide service on any given day.
VEHICLE OPERATOR	An employee of a Designated Service Provider who operates a vehicle during service hours. Also referred to as Driver .
VEHICLE REVENUE MILES	Total miles from first pickup to last drop-off.
VEHICLE UTILIZATION	Vehicle utilization is the percentage of time that Service Provider vehicles are in revenue service, calculated as the ratio of Revenue Hours divided by Service Hours, multiplied by 100.
WAV	Wheelchair Accessible Vehicle