Transit Service Explainer for Health and Human Service Providers

Transit Term	What It Means
Fixed-route Service	Fixed-route transit follows a set schedule and travels along the same streets every day, stopping at designated bus stops. Riders are picked up at stops, not at their homes. Best for people who can get to a bus stop and travel independently.
Deviated Fixed-route Service	A deviated fixed-route service follows a regular route and schedule but can make limited detours to pick up or drop off eligible riders who request them in advance. It offers more flexibility than a regular bus route while maintaining predictable service for other passengers.
Demand Response Service	Demand response service is a reservation-based service, typically requiring 1-2 days advance notice, though not always. Vehicles pick up and drop off passengers based on their needs and the provider's schedule. May be combined with other kinds of service, like shared-ride. Best for those who aren't close enough to fixed-route service to use it but are within the service area.
Door-to-Door Service	Door-to-door service is a reservation-based service that picks riders up at the entrance of their home and drops them off at the entrance of their destination, or vice versa. Drivers may provide limited assistance between the vehicle and the door but generally do not enter buildings.
Shared Ride Service	Shared ride service combines reserved trips for multiple passengers traveling in the same general direction. Vehicles pick up people on the way, helping providers serve more people efficiently.
ADA Paratransit Service	ADA paratransit is a federally required transportation service for people whose disabilities prevent them from using regular fixed-route buses, even with reasonable accommodation. It is an advance-reservation service and may be shared-ride. It operates within ¾ mile of fixed-route service corridors and generally requires riders to be certified as eligible under the Americans with Disabilities Act (ADA). Best for riders whose disabilities prevent them from using the regular bus.
Non-Emergency Medical Transportation (NEMT)	NEMT provides transportation to medical appointments and other covered health care services when a qualified person has no other way to get there. May provide financial assistance for gas or bus fares, too. Service is arranged through an official NEMT broker, like Paratransit Services. Actual service will be provided by various entities. Need-based program requires eligibility pre-certification. Best for individuals traveling to Medicaid-covered medical appointments.
Intercity Bus	Intercity buses connect counties or regions with limited stop long-distance service, such as provided by the Dungeness Line, which operates between Port Angeles and SeaTac airport via downtown Seattle medical centers. Service operates on published schedules with designated stops. Requires minimum 24-hour advance reservations. Fare-based. Provided by private carriers.
Volunteer Driver Program	Volunteer driver programs rely on community volunteers to provide rides for people who cannot drive and have few other transportation options. They often serve medical appointments, grocery shopping, and other essential trips, especially in rural communities. Service is typically fare-free. Good option in rural areas for those who do not require wheelchair lift-equipped vehicles.
Transfer	A transfer occurs when a rider changes from one vehicle to another to complete a trip. Includes transfers from one transit system to another as well as within the same system. Good transfer locations and coordinated schedules help reduce waiting time and make travel more convenient.
Travel Training	Travel training programs help people learn how to use existing services to travel independently. This includes learning how to read a bus schedule, how to use the bus or other services, and may even include a "bus buddy" to travel with them until they are confident how to travel.