

Composite MaaS Scotland Glossary (Draft)

Based on Smart Ticketing, Account-Based Ticketing and MaaS domains

Term	Definition	Domain	Baseline Source	Status (Adopt/Adapt/Define)	Policy Link	Standards Link
Account-Based Ticketing (ABT)	Fare collection where customer rights/balances live in a central back office account, not on media.	Ticketing/ABT	STA/ITSO; ISO 24014-1	Adopt	Interoperability; Privacy	ISO 24014-1; STA Glossary
Account Identifier	Unique reference that links a customer to their ABT account and entitlements.	Ticketing/ABT	STA/ITSO	Adopt	Privacy; Security	STA; ITSO
Entitlement	Permission/discount a traveller holds (e.g., concession, product validity).	Ticketing/ABT	STA/ITSO	Adopt	Consumer protection	STA; ITSO
Fare Product	A sellable travel right (e.g., single, day cap, season).	Ticketing/ABT	NeTEx Fares	Adopt	Transparency	CEN NeTEx Fares
Closed-loop Media	Transit-issued card/app wallet that stores identifiers/rights.	Ticketing/ABT	STA/ITSO	Adopt	Security	STA; ITSO
Open-loop Media (cEMV)	Contactless EMV card/device used directly for fare payment.	Ticketing/ABT	EMVCo	Adopt	Payments compliance	EMVCo; PCI DSS
Validator	Device that reads media/token and triggers validation.	Ticketing/ABT	STA/ITSO	Adopt	Interoperability	STA; ITSO
Validation Event (Tap)	A check-in/out or inspection interaction recorded by the system.	Ticketing/ABT	STA/ITSO	Adopt	Data minimisation	STA; ITSO
Inspection / Revenue Protection	On-vehicle/on-street control of valid travel rights.	Ticketing/ABT	STA/ITSO	Adopt	Consumer protection	STA; ITSO
Back Office	Central system that stores accounts, products, and calculates fares/settlement.	Ticketing/ABT	ISO 24014-1	Adopt	Governance	ISO 24014-1
Apportionment / Settlement	Allocation and clearing of revenue between parties.	Ticketing/ABT	ISO 24014-1; NeTEx	Adopt	Fair compensation	ISO 24014-1; NeTEx Fares
Best Value / Fare Capping	Automatic application of the lowest payable fare up to caps.	Ticketing/ABT	NeTEx Fares (conceptual)	Adapt	Transparency	NeTEx FareCapping (profiled)
Single Source of Truth	Canonical dataset/system of record for a domain (e.g., fares).	Cross-cutting	Data governance best practice	Define	Data quality	—
Retail	Processes and channels to sell fare products/rights.	Ticketing/ABT	OSDM; NeTEx Fares	Adapt	Procurement alignment	UIC OSDM; NeTEx
Fulfilment	Binding a purchased right to a medium/account.	Ticketing/ABT	OSDM; STA/ITSO	Adapt	Interoperability	OSDM; STA
Top-up / Renewal	Adding value or renewing a time-based product.	Ticketing/ABT	STA/ITSO	Adopt	Consumer rights	STA; ITSO
Revenue Protection KPI	Metrics to monitor leakage and fraud.	Ticketing/ABT	Industry practice	Define	Accountability	—
Sales Commission Rate	Commercial term: fee retained by retailer/aggregator.	Commercial	Industry practice	Define	Fair trading	—
Payment Method	Means of payment (card, wallet, direct debit).	Payments	EMVCo/PCI/ISO 20022	Adopt	Payments compliance	EMVCo; PCI DSS
Payment Confirmation / Receipt	Proof of payment provided to the customer.	Payments	Consumer law / OSDM	Adapt	Consumer protection	OSDM Receipt
Journey	A door-to-door movement possibly involving multiple trips.	Planning	Transmodel	Adopt	Interoperability	EN 12896 Transmodel
Trip / Leg	A specific ride on a vehicle/service as part of a journey.	Planning	Transmodel	Adopt	Interoperability	Transmodel; NeTEx
Origin–Destination (O–D)	Start and end zones/points for analysis or planning.	Planning/Data	Transmodel	Adopt	Planning transparency	Transmodel
Timetable / Schedule	Planned times for services and trips.	Network	NeTEx; GTFS	Adopt	Open data	CEN NeTEx; GTFS
Route / Line	A defined path and marketable service identity.	Network	Transmodel/NeTEx	Adopt	Interoperability	Transmodel; NeTEx
Stop / Station / StopPlace	Location where boarding/alighting occurs.	Network	Transmodel/NeTEx	Adopt	Accessibility	NeTEx
Mode	Type of transport (bus, rail, micromobility).	Network	Transmodel	Adopt	Reporting	Transmodel

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Routing	Computation of journey options based on data and constraints.	Planning	OJP	Adopt	Interoperability	CEN OJP
Real-time Information (RTI)	Live updates about services (locations, ETAs).	Operations	SIRI; GTFS-RT	Adopt	Customer information	EN 15531 SIRI
Disruption / Situation	Event affecting planned operations (cancellations, delays).	Operations	SIRI-SX	Adopt	Consumer rights	SIRI-SX
Connection Protection	Policies/processes to hold connections for passengers.	Operations	Industry practice	Define	Service quality	—
Capacity (Load)	Available/occupied capacity of a service/vehicle.	Operations/Data	SIRI-VM/ET (extensions)	Adapt	Safety; Planning	SIRI; vendor extensions
GPS Location	Geospatial position of vehicles/devices.	Operations/Data	GNSS common terms	Adopt	Privacy	—
Maps & Wayfinding	Digital map/POI and pathfinding support.	UX	OJP; OSM tags	Adapt	Accessibility	OJP; NeTEx Accessibility
Accessibility Attributes	Features like step-free access, lifts, kerb heights.	UX/Data	NeTEx Accessibility	Adopt	Inclusion	NeTEx Accessibility
Safety of Route	Context data e.g., lighting/crime stats used in routing.	UX/Data	Local authority/OSM vocab	Define	Duty of care	—
Weather Context	Weather data affecting routing/operations.	Operations/Data	MET vocab (generic)	Define	Resilience	—
MaaS Aggregator / Broker	Entity that orchestrates plan, book, pay across providers.	MaaS	TOMP-API; MaaS Alliance	Adopt	Market governance	TOMP-API
Offer	A priced travel option returned by a provider/broker.	MaaS	TOMP-API; OSDM	Adopt	Transparency	TOMP-API Offer; OSDM Offer
Booking	Commitment to a selected offer; creates a reservation/right.	MaaS	TOMP-API; OSDM	Adopt	Consumer protection	TOMP Booking; OSDM
Aftercare (Modify/Cancel/Refund)	Post-booking changes and remedies.	MaaS	TOMP-API; OSDM	Adopt	Consumer rights	TOMP AfterSales; OSDM
Retail Data Hand-off	Minimum dataset exchanged between broker and operator for fulfilment/settlement.	MaaS	Project-specific	Define	Data minimisation	Map to OSDM/NeTEx
Participating Operator Database	Operator systems providing inventory, product, and validation interfaces.	MaaS	Industry practice	Define	Interoperability	—
Plan–Pay Flow	UX and API sequence from planning to payment.	MaaS	OJP (plan), TOMP (book), Payments standards	Adapt	Consistency	OJP; TOMP; EMVCo
Real-time in MaaS (MAAS RTI)	Consolidated RTI exposed by the MaaS platform.	MaaS	SIRI/GTFS-RT via broker	Adapt	Customer information	SIRI; GTFS-RT
Personalisation Data	Preferences/settings used to tailor results.	Data/Privacy	GDPR/UK DPA terms	Adopt	Privacy by design	GDPR
Journey History	Record of past journeys and charges.	Data/Privacy	STA/ITSO; GDPR	Adapt	Data minimisation	GDPR; STA
Consent	Freely given, specific, informed indication by the data subject.	Privacy	GDPR/UK DPA	Adopt	Lawfulness	GDPR
Data Minimisation	Processing only what is necessary for the purpose.	Privacy	GDPR/UK DPA	Adopt	Privacy by design	GDPR
Data Retention	How long data is kept and why.	Privacy	GDPR/UK DPA	Adopt	Accountability	GDPR
Privacy Notice	Clear explanation of processing activities to users.	Privacy	GDPR/UK DPA	Adopt	Transparency	GDPR
Anonymisation / Pseudonymisation	Techniques to remove/reduce identifiability.	Privacy	GDPR/ISO 27701	Adopt	Privacy by design	ISO/IEC 27701
Interoperability Profile	Named set of standards and options for deployment conformance.	Standards	Program governance	Define	Procurement alignment	Reference to chosen standards
Best Value Disclosure	Presenting caps/rules so users understand pricing.	CX/Policy	Consumer protection practice	Define	Transparency	Tie to NeTEx Fares
Payment Assurance / 3DS	Strong customer authentication for payments.	Payments	EMV 3DS; PSD2 SCA	Adopt	Security	EMV; PSD2
Refund Policy	Conditions and processes for refunds.	CX/Policy	Consumer law; OSDM AfterSales	Adapt	Consumer rights	OSDM
Accessibility UX (WCAG)	Web/mobile accessibility requirements.	CX/Policy	WCAG 2.2	Adopt	Accessibility	WCAG 2.2