Title: MaaS NL Glossary

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EDitor: MaaS NL PRogram Ministry of Infrastructure and Waterworks

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| (1 of 7 MaaS functions) | The Service Provider will take care for customers of one or more of the travel modes offered by the Service Provider as a result of a calamity or unforeseen event, if one or more cannot be delivered or must be modified, or if the customer himself (during the trip) wishes to change the travel mode. |
| Availability (1 of 7 MaaS functions) | The ability of an asset to perform a required function under given conditions at a given instant in time, or over a given time interval, if the required externa resources as provided. |
| Account based ticketing | Account based ticketing is a transport ticketing solution where the value or ticket information is stored in the back-office of the system, the traditional transport travel card does not have any value stored on the card chip but acts as identification of the traveler only, validators do not write any data on the transport card or token cards t but merely read the ID from the cards to identify the passenger, system is constantly up to date and synchronized with back-office in short time periods, customer can use different media and always have it synchronized with their accounts in the back-office. |
| B2C commercial asset | Traveler using a commercial asset privately. |
| B2C commercial (on demand) asset | Traveler using a commercial shared asset that operates on demand only. |
| B2C Time tabled commercial asset | Traveler using a commercial shared asset that operates on a timetable. |
| Bike | A vehicle with two wheels in tandem, usually propelled by pedals connected to the rear wheel by a chain optionally supported by an electric motor and having handlebars for steering and a saddle like seat. |
| Bike sharing | Bike sharing provides users with on-demand access to bicycles at a variety of pick-up and drop-off locations for one-way (point-to-point) or roundtrip travel. |
| Booking (1 of 7 MaaS functions) | Functionality that allows Customers to book a planned trip with different modalities in one go with, or purchase from, the Service Provider. |
| Bus | a large motor vehicle, having a long body, equipped with seats or benches for passengers, usually operating as part of a scheduled service. |

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| Business-to-Consumer (B2C) Services | B2C services provide individual consumers with access to business-owned and -operated transportation services, such as a fleet of vehicles, bicycles, scooters, or other travel modes. These services are typically provided through memberships, subscriptions, user fees, or a combination of pricing models. |
| Business-to-Government (B2G) Services | B2G services offer business-owned and operated transportation services to a public agency. Pricing may include a fee-for-service contract, a per-transaction option, or some other pricing model. |
| Business-to-Business (B2B) Services | B2B services allow businesses to purchase access to business-owned or government-owned and -operated transportation services, either through usage fees or a fee-for-service. This type of service is typically offered to employees to complete work-related trips. |
| Car | an automobile. |
| Card | Card with an electronic chip holding token. |
| Car Pooling | Ride Sharing (travelling together) using cars. Common sub-types of Car Pooling are: Peer-to-peer (P2P) Ride Sharing. Taxi pooling, Hitch Hiking. Not to be confused with Car Sharing and Pool Cars. |
| Carsharing | Multiple persons sharing a car. These vehicles may be located within neighborhoods, public transit stations, employment centers, universities, etc., station based or free floating. |
| Combination | A partnership of entrepreneurs formed with the aim of acting together in the Tender to supply the requested provisions and/or services. A Combination must submit one joint subscription. |
| Combination member | The legal or natural person who is part of a Combination. |
| Common data | Weather, event information etc. |
| Contracting authority | The State of the Netherlands, the Ministry of Infrastructure and Water Management (I&W). I&W acts as a central purchasing body for the MaaS Framework Agreement, as referred to in Article 2.11, second paragraph, under c of the Amended Public Procurement Act 2012. |
| Contractor | MaaS Provider. |
| (Maas)Customer | The private or business customer of the MaaS Service Provider who uses a Service (with a MaaS-ID). |
| Customized travel options | Each user can set his preferences for traveling. |
| Data Exchange | Facilitating data and information exchange between the MaaS Providers and the Transport Providers. |
| Data Provider | Public or private organization providing relevant data (e.g. parking data, Public transport data, weather data, traffic data.) |
| Data string | The minimum MaaS dataset for transporting leg data. |
| Delivery | The act of taking services or things to a person or place. |
| Demand-Responsive Transport | A form of transport where vehicles adjust their routes and/or times based on a customer’s demand rather than using a fixed route and timetable. Depending on the allowed flexibility DRT systems allow door-to-door transport. DRT is commonly used for on-demand shared shuttle services. |
| Digital platform | Software environment, for executing the 7 MaaS functions for travelers using their MaaS App. |
| Door-to-door travel | Multimodal trip that covers the whole way from the travelers starting point to the end location. |
| Duration | Duration of the Framework Agreement until Renewal and in any event not later than 31 December 2022, with a one-time option of extending by two years. |
| Ecosystem | Various players, stakeholders and community members working together in MaaS NL based on Framework Agreement principles in optimizing the mobility system. |
| Errors | Any unconscious action or omission that has resulted in journeys made being incorrectly registered, or the level of the discounts being incorrectly determined, or the discount being wrongly paid. |
| Evaluator | TNO and Ecorys, together, in their role imposed by I&W as executor of the MaaS Learning Environment. |
| Framework Agreement | The MaaS Framework Agreement. |
| Fraud | Acting consciously in violation of the conditions of participation and any act or omission aimed at manipulating the journey made, or the level of discounts or their payment. |
| Fraud Containment Plan | Plan to be drawn up by the Service Provider describing the measures that have been taken in order to: 1 prevent and deter fraud ,2. make fraud detectable and demonstrable, 3. deal with fraud and recover unduly paid discounts. |
| GDPR | General Data Protection Regulation. |
| Governments | Activities involved in controlling a country, city, group of people, etc., organized in central or local bodies. |
| GP/ Proportionality Guide | The guideline as published in the Netherlands Government Gazette 2013, 3075 in which the proportionality principle as referred to in Sections 1.10, third paragraph, 1.13, third paragraph and 1.16, third paragraph of the AW (Procurement Act) 2012 is implemented. |
| Guideline | Guideline for Handling Personal Data. |
| Integrated platforms (or vertical platforms) | Large concerns offering a range of mobility services, from app to wheels. |
| I&W | Ministry of Infrastructure and Water Management. |
| Inter-modal Travel | Traveling using multiple means of transport during one trip, e.g. use your car to get to the airport, then take a plane, then a shared shuttle to the destination. Also see Multi-modal Travel. |
| Journey Chain | Trip or a journey undertaken by a Customer, consisting of one or more Legs. |
| Knowledge & Learning Environment | Function within the Ministry of Infrastructure and Water Management aimed at assessing the effectiveness and efficiency of the Pilots. |
| Leg | Part of a trip that is treated as a separate service with a modality by the MaaS Service Provider. |
| Leg data | and is delivered as a separate unit to the Learning Environment. |

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| Local and Regional Authorities | The provinces, municipalities, transport authorities or other organizations with which the Ministry of I&W concludes or has concluded an administrative agreement within the framework of MaaS for the implementation of Pilots, that have been marketed by way of mini-competitions pursuant to the Framework Agreement. |
| Learning Environment | With I&W and the regions as the principal and a function performed by TNO and Ecorys (Evaluator), in which the following output is generated on the basis of input from regions, Service Providers and others (including public sources and surveys): 1.  the information required for reporting in relation to the objectives and for answering the research questions; and 2· Usage Data that is Open Data; and 3. data for Public Authorities to monitor data. |
| MaaS | During the pilot / ROK-period: The data space of the MaaS community from which all participants learn. The Learning environment consists of the data space itself (TNO Evaluator, IenW responsible) and the rules on output and sharing data. After the pilot period the Learning Environment will be continued but perhaps on another bases. |
| MaaS app | Software subscription for smartphone and tablet with which the MaaS services are offered. |
| MaaS data | Data to be made available by the Service Provider for the Learning Environment in accordance with the specification (as described in the MaaS Program of Requirements. |
| MaaS Ecosystem | MaaS Ecosystem contains a network of organizations which together influence how a MaaS Operator creates and captures value. |
| MaaS Framework Agreement | Written agreement to be concluded with the Subscriber(s) of this tendering procedure, setting out the terms and conditions for the development of MaaS and the rules for the mini-competitions and the Detailed Agreements based on which the Regional Pilot Projects will be carried out. |
| MaaS functionalities | The MaaS Functionalities that are relevant and thereby essential to Pilot: 1. Personal aspects and preferences  2. Planning  3. Booking  4. Travelling  5. Giving support  6. Modification  7. Payment. |
| MaaS Message Router | A dedicated router for forwarding Messages between accredited MaaS Parties. |
| MaaS party | Organization that is involved in the MaaS ecosystem. |
| MaaS Pilot | A project commissioned by a Local Authority, on the basis of the MaaS Framework Agreement and a Detailed Agreement, with the aim of developing and nationally upscaling services in the MaaS region in question, in order to experiment and learn from this together with I&W, Transport Providers and MaaS Providers. |
| MaaS Platform | A MaaS Platform is an ICT-structure that is used by one or more MaaS Operators to provide the service of mobility to the end-user. |
| MaaS Programme of Requirements | The set of requirements describing the functionality deemed necessary for the purposes of the Qualification. |
| MaaS service | Service provision containing at least all MaaS Functionalities to be offered by the Service Provider to its Customers in the context of a Pilot. |
| MaaS Service Provider | The organization that provides MaaS services to its Customers and concludes agreements to this end, including Transport Providers. |
| Metro/subway | The underground electric railway. |
| Micro mobility | Travel mode consisting of very light vehicles, such as scooters and skateboards. |
| Mobile MaaS app | Software subscription for at least smartphones with the iOS or Android operating system, to facilitate registrations of Travel Data, trip registrations and information exchange with users. |
| Mobility services | All possible services provided by MaaS Providers to enable their clients to travel. |
| Mode Split or Modal Split | The percentages of transportation types used. This usually refers to certain geographical areas or use cases, |
| Moped | A motorized bicycle that has pedals in addition to a low-powered gasoline engine designed for low-speed operation. |
| MP-TNO API | An API that forwards the MaaS Data string from the MSP to TNO. |
| MP-TNO Message Queue | A Message Queue that stores the forwarded MaaS Data string from the MSP in a technical cache for a certain time for TNO. |
| Multi-modal travel | See inter modal travel. |
| On foot | Travelling by walking. |
| Open Data | Common Data at the government are data that meet the basic principles as defined on: <https://data.overheid.nl/over-open-data-0>. |
| Peer-to-Peer Mobility Marketplace (P2P-MM) | P2P-MM services offer a marketplace—usually as an online platform—to facilitate transactions among individual buyers and sellers of personally owned and operated mobility services, in exchange for a transaction fee. |
| P1P Proprietary asset | Traveler using his private asset. |
| P2P Shared (ride) asset | Travelers sharing a ride with one's private asset. |
| P2P Shared asset | Travelers sharing their private asset. |
| Parking | The act of a person or thing that parks, especially a vehicle. |
| Payment (1 of 7 Maas functions) | The option offered by the Service Provider to have the Customers pay for the entire trip using one existing payment facility and/or mobility card/subscription, which serves as a means of payment and/or admission ticket for all parts and modalities of the trip. |
| Personal aspects and preferences | Data that represents a Travelers preferences and limitations regarding travelling in general and the use of vehicles in special. |
| Pilot | Project setup to demonstrate the effects of an operation. |
| Plan | A set of decisions about how to do something in the future |
| Plane | Heavier-than-air aircraft kept aloft by the upward thrust exerted by the passing air on its fixed wings and driven by propellers, jet propulsion, etc. |
| Pool Cars | Cars from a pool of cars, usually within an organization’s fleet. |
| Principal | The State of the Netherlands, represented by the Minister of Infrastructure and Water Management, who concludes the MaaS Framework Agreement with the Contractor in the context of the tendering procedure, and each Local and Regional Authority from the moment that the latter has concluded an administrative agreement with the Minister of Infrastructure and Water Management regarding MaaS. |
| Privacy Plan | Plan by which the Service Provider demonstrates that all requirements from the Guidelines have been met and that data protection is regarded as a ' license to operate'. |
| Private data | Data from private legal entities that are predominantly publicly funded (or the task from which the data originate is predominantly publicly funded) but whose status is unclear (see e.g. TLS). |
| Private Transport Provider | Privately financed Transport Provider. |
| Programme of Requirements (PoR) | Appendix to the Descriptive Document of the MaaS Framework Agreement. |
| Public data | Available as Common data where appropriate, but with a license or SLA agreement that offers greater certainty, e.g. regarding timeliness, availability, accuracy. Here extra costs can be charged to the purchaser because extra value is added. |
| Public Transport Provider | Private Transport Provider that offers a Transport Service in the Netherlands (partly) financed with public money for the performance of concessions under the Passenger Transport Act 2000 or for the performance of an agreement with the government (e.g. WMO transport). |
| Reliability | The likelihood that the registered Travel Data are in consistence with the reality. |
| Requirements | Regulations and requirements regarding the requested provision(s) and/or service(s), which are included in the Programme of Requirements (appendix 2). |
| Reservation | The allotment in advance of seating or sleeping accommodation for a passenger or of space or weight capacity for baggage, cargo or mail. |
| Ride Hailing | On-demand chauffeured ride. This term is usually used for rides with TNCs like Uber or Didi although it could also be applied for any Taxi ride or DRT ride. Ride Hailing is NOT Ride Sharing! Usually you share the ride only with the driver, which is a chauffeured ride but not a shared ride as you don’t share it with other passengers. |
| Ride Sharing | Ridesharing (also known as carpooling and vanpooling) is defined as the formal or informal sharing of rides between drivers and passengers with similar origin-destination pairings. |
| Right to travel | The right an MSP gives his client to travel (a combination of) legs, after settling the account. |
| Ride sourcing services | Ride sourcing services are prearranged and on-demand transportation services for compensation in which drivers and passengers connect via digital applications. Digital applications are typically used for booking, electronic payment, and ratings. Ride sourcing services are not allowed to street hail (on-demand does not include street hail). |
| (E-)Scooter (step) | A vehicle that typically has two wheels with a low footboard between them, is steered by a handlebar, and is propelled by pushing one foot against the ground while resting the other on the footboard, supported by an electric motor. |
| Scooter sharing | Scooter sharing allows individuals access to scooters by joining an organization that maintains a fleet of scooters at various locations. Scooter sharing models can include a variety of motorized and non-motorized scooter types. |
| Segway | a two-wheeled motorized personal vehicle consisting of a platform for the feet mounted above an axle and an upright post surmounted by handles, controlled by the way the rider distributes their weight. |
| Service | MaaS transportation or other service. |
| Service Provider | MaaS Provider. |
| Shared mobility | When a transportation mode is used by more than one person either for moving a person or personal goods. |
| Sharing Car/Bike/Scooter | Offers access to self-driven vehicles provided and maintained by a fleet operator. Car Sharing is commonly referred to short-time car rentals as offered by companies like ZipCar, Share Now (Car2Go/ DriveNow) or peer-to-peer car sharing companies like Getaround. There is no clear distinction between Car Sharing and rental cars. |
| Shuttles | Shuttles are shared vehicles (typically vans or buses) that connect passengers from a common origin or destination to public transit, retail, hospitality, or employment centers. Shuttles are typically operated by professional drivers, and many provide complimentary services to the passengers. |
| Station | Location or facility where air or surface transportation originates, stops and/or terminates, and where passengers and/or cargo can be taken on or off. |
| Subscription | The Subscription submitted by the Subscriber for this tender for the purpose of entering into the MaaS Framework Agreement. |
| Support (1 0f 7 MaaS functions) | Support offered by the Service Provider to Customers in Planning, Booking, Travel, Modifying and Paying for the journey. |
| Sustainable transport modes | Means of travel that do not use fossil fuels, for example, bike, electric car and walking. |
| Target Group | Collection of Travelers with a corresponding set of features, requirements, preferences and/or restrictions. |

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| Taxi | Taxi services provide prearranged and on-demand transportation services for compensation through a negotiated price, zone pricing, or taximeter (either traditional or GPS-based). Passengers can schedule trips in advance (booked through a phone dispatch, website, or smartphone app), street hail (by raising a hand on the street, standing at a taxi stand, or specified loading zone), or e-Hail (by dispatching a driver on-demand using a smartphone app). |
| Token | A physical or digital evidence or proof of a Travelers identity or travel right. |
| Ticket | The token which is necessary to be able to use a Transport Service within a trip (e.g. e-ticket or unlock code). |
| Ticket Stock | An online registration of right to travel (tickets) that can be consulted by Transport Operators. |
| TO-MP API | Technical interface between Transport Operator and MaaS (Service) Provider. |
| Train | An electric-propelled, connected group of rolling passengers’ vehicles |
| Tram | an electric powered streetcar. |
| Transaction Processor | Organization that stores tickets for travelling, handles the clearance and settles revenues and cost between MaaS parties. |
| Transport Provider | Organization that provides transport and travel services. |
| Transport Service | Travel modality offered by the Transport Provider, such as bike, car, tram, bus and airplane. |
| Travel | Possibility for Customers to travel with a ticket offered by the Service Provider. |
| Travel data | The actual passage, residence or travel data that belong to a journey chain made by the customer. |
| Travel mode | The means by which travel is done. Common travel modes for people include passenger car, public transit, walking, and bicycling. |
| Travel product | The combination of modality and condition (Private, P2P, B2C or G2C) to travel a leg a Traveler chooses. |
| (MaaS)Trip | A journey, taken by one or more persons, planned and booked in one request with one or more modes of transportation, from door to door |
| Unavailability | Period during which the Service or MaaS app is not available or is less available to such an extent that the requirements laid down in the PoR cannot be met. |
| Usage Data | Mobility Data, whereby competitor-sensitive information is removed, accessible through the MaaS Learning Environment. |
| Water bus | A small ship or boat serving as a timetabled passenger shuttle |
| Water ferry | Commercial service with terminals and boats for transporting persons, automobiles, etc., across a river or other comparatively small body of water. |
| Water taxi | Small boat giving service on demand for transporting persons across a river or other comparatively small body of water. |

# Sources for the Glossary

DMI: Glossary-framework-agreement-maas-pilots-v1-1-pdf

SAE Surface Transportation Recommended Practice Taxonomy

MaaS Allicance Glossary on Github

Blueprint for an API - From Transport Operator to MaaS Provider - version 1.2

https://mobility-as-a-service.blog/new-mobility-glossary