

Appendix D — Glossary of Technical Terms (Final with M/S/C/W entries)

Account-Based System — A fare collection model in which products, balances, and entitlements are stored in a back-office account rather than on the card/media itself.

Administrative Portal — A secure, web-based interface used by agency staff to manage customers, accounts, products, policies, and reports.

API (Application Programming Interface) — A structured set of methods that allow independent software systems to exchange data programmatically.

Back-Office SaaS Platform — The cloud-hosted administrative, reporting, and control environment that manages all fare-related transactions, rules, and data.

Cash Payment Integration — The process of ingesting and reconciling cash fares collected on-board into the back-office reporting and financial systems.

Cloud-Native — Software architected to run in a cloud environment with elastic scaling, managed infrastructure, and high availability by design.

Concession Fares — Discounted products or prices available to specific eligibility groups (e.g., youth, seniors, persons with disabilities).

Fare Capping — An automatic rule ensuring a rider never pays more than a defined maximum (per day/week/month) regardless of the number of rides.

Fare Policy Engine — The rules engine that evaluates each validation event against fare structures, discounts, caps, and eligibility conditions.

GTFS (General Transit Feed Specification) — The standard file format used to represent transit schedule and geographic data.

High Availability (HA) — A system design ensuring minimal service interruption, generally backed by formal uptime commitments.

Integration (System Integration) — The development and configuration work needed for multiple systems to function as a single coordinated solution.

ISO14443-4 Smart Card — A contactless card that complies with ISO14443-4 for secure media encoding, validation, and cryptographic operations.

Liquidated Damages — Pre-agreed monetary remedies assessed when contractual performance obligations are not met.

Microtransit — Demand-responsive transit services with flexible routing, typically operating alongside fixed-route service.

Mobile Ticketing Platform — The system used for purchase, storage, display, and validation of fares through mobile devices.

Must-Have (M) — A requirement that is in scope, enforceable, must be priced, and must be delivered in full for compliance with this contract.

Partner Portal — A restricted web interface allowing external institutions to distribute and manage fare products for defined user groups.

PCI-DSS Compliance — Adherence to Payment Card Industry Data Security Standards for handling, transmitting, or storing cardholder data.

Point-of-Sale (POS) Peripherals — Devices attached to a workstation at customer service (e.g., receipt printer, scanner, webcam, encoder).

Recovery Point Objective (RPO) — The maximum tolerable age of data (in time) that may be lost due to a disruption.

Recovery Time Objective (RTO) — The maximum allowable time to restore system functionality following an outage.

REST API — An API using HTTP and REST conventions for standardized data access and system-to-system integration.

Should-Have (S) — A desirable feature not in scope or priced for this phase. May be considered for future phases, but not contractually required.

Single Sign-On (SSO) — Identity architecture enabling staff to access multiple systems with one authenticated login.

SOC 2 Type II — A third-party attestation that a service provider maintains controls for security, availability, processing integrity, confidentiality, and privacy.

Software-as-a-Service (SaaS) — Software hosted and managed by the vendor and accessed via the internet rather than installed locally.

Transit App Integration — The linkage of fare or validation data with passenger-facing trip planning or ticketing applications.

Unified Sales & Data Dashboard — A consolidated view of fare transactions, sales channels, KPIs, and system activity used by agency staff.

UPass Program — A fare product arrangement under which universities or institutions provide pre-paid or subsidized transit access.

Validation — The on-board or point-of-entry process of confirming that a presented fare instrument is active and acceptable.

WCAG 2.1 AA — Accessibility standard governing readability, screen reader support, contrast, and interaction for digital public materials.

Won't-Have (W) — A feature explicitly excluded from the current phase and not to be priced or delivered.