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**Öffentlicher Verkehr –
Datenreferenzmodell –
Teil 5: Fahrgeldmanagement;
Englische Fassung EN 12896-5:2019, nur auf CD-ROM**

Public transport –
Reference data model –
Part 5: Fare management;
English version EN 12896-5:2019, only on CD-ROM

Transports publics –
Modèle de données de référence –
Partie 5: gestion tarifaire;
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Nationales Vorwort

Dieses Dokument (EN 12896-5:2019) wurde vom Technischen Komitee CEN/TC 278 „Intelligente Verkehrssysteme“ ausgearbeitet, dessen Sekretariat von NEN (Niederlande) gehalten wird.

Das zuständige deutsche Normungsgremium ist der Gemeinschaftsarbeitsausschuss NA 052-00-71 GA „Gemeinschaftsarbeitsausschuss NAAutomobil/DKE: Intelligente Verkehrssysteme“ des DIN-Normenausschusses Automobiltechnik (NAAutomobil).

Dieses Dokument enthält unter Berücksichtigung des DIN-Präsidialbeschlusses 1/2004 nur die Englische Fassung von EN 12896-5:2019.

Das Präsidium des DIN hat mit seinem Beschluss 1/2004 festgelegt, dass von dem in den Regeln der europäischen Normungsarbeit von CEN/CENELEC verankerten Grundsatz, wonach Europäische Normen in den drei offiziellen Sprachen Deutsch, Englisch und Französisch veröffentlicht werden, in begründeten Ausnahmefällen abgewichen und auf die deutsche Sprachfassung verzichtet werden kann.

Dienste im öffentlichen Verkehr verlassen sich zunehmend auf Informationssysteme, um Zuverlässigkeit, einen effizienten Betrieb und einen weitgehenden Zugriff auf zuverlässige Passagierinformationen sicherzustellen. Diese Systeme werden für die folgenden Anwendungen genutzt:

- Bereitstellung von Fahrplänen;
- Steuerung der Fahrzeugflotte;
- Ausstellung von Tickets und Quittungen;
- Bereitstellung von Echtzeitinformationen (Ankunft, Abfahrt usw.).

Diese Normenreihe verbessert eine Reihe von Informationseigenschaften im öffentlichen Verkehr, wie Interoperabilität zwischen Informationsprozesssystemen der Transportbetreiber und Behörden, indem ähnliche Definitionen, Strukturen und Bedeutungen ihrer Systemdaten benutzt werden. Das bezieht sich sowohl auf die Verbindung verschiedener Anwendungen innerhalb einer Organisation als auch auf die Verbindung von Anwendungen zwischen verschiedenen Organisationen.

Diese Normenreihe erlaubt Betreibern, Behörden und Softwarelieferanten eine einfachere Zusammenarbeit in der Herstellung integrierter Systeme.

Dieser Teil der Normenreihe legt Fahrgeldstrukturen, inklusive Verkäufe, Prüfung und Steuerung, fest.

Nationaler Anhang NA (informativ)

Begriffe

Die Benummerung der folgenden Begriffe und Abkürzungen ist identisch mit der Benummerung in der englischen Fassung.

3 Begriffe

Für die Anwendung dieses Dokuments gelten die folgenden Begriffe.

ISO und IEC stellen terminologische Datenbanken für die Verwendung in der Normung unter den folgenden Adressen bereit:

- IEC Electropedia: verfügbar unter <http://www.electropedia.org/>
- ISO Online Browsing Platform: verfügbar unter <http://www.iso.org/obp>

3.1 Allgemeine Begriffe

ANMERKUNG Es werden die folgenden generischen Begriffe verwendet.

3.1.1

Attribut

Eigenschaft einer Entität

3.1.2

konzeptuelles Datenmodell

Beschreibung eines realen Bereiches im Sinne von Einheiten, Beziehungen und Attributen in einer Implementierung unabhängigen Verhaltens, um eine Struktur bereitzustellen, auf dem die Restentwicklung eines Anwendungssystems basieren kann

3.1.3

konzeptuelles Niveau

bezogen auf Datenmodellierung das konzeptuelle Datenmodell

3.1.4

Datenbasis

Datensammlung

Anmerkung 1 zum Begriff: Wird oftmals in der Art und Weise einer physischen Implementierung eines Datenmodells verwendet.

3.1.5

Datenbereich

Datenstruktur (in dieser Europäischen Norm ein Teil des Referenzdatenmodells für den öffentlichen Verkehr), zusammengesetzt aus Daten, die gegenseitig auf sich bezogen sind durch die Tatsache, dass es ein funktionales Gebiet gibt oder eine Gruppe von Funktionen, die diese Daten als Ganzes verwenden

3.1.6

Datenmodell

Beschreibung eines realen Bereiches im Sinne von Daten und Beziehungen

3.1.7

Entität

Objekt (Daten), welches seine eigene Existenz hat (im Gegensatz zu einem Attribut)

3.1.8

Fahrgeldmanagement

alle Aktivitäten, die auf die Sammlung von Geld von den Passagieren bezogen sind

3.1.9

Funktion

Aktivität

Anmerkung 1 zum Begriff: In dieser Europäischen Norm eine Unteraktivität eines funktionalen Gebietes.

3.1.10

funktionales Gebiet

zufällig festgelegte Menge von Aktivitäten, die in dieser Europäischen Norm dafür verwendet werden, die Ziele und Grenzen von Datenmodellen festzulegen

3.1.11

Interoperabilität

Fähigkeit von (Sub) Systemen, sich mit anderen (Sub) Systemen nach vordefinierten Regeln (Schnittstelle) gegenseitig zu beeinflussen

3.1.12

logisches Datenmodell

Datengestaltung, welche den zu verwendeten Datenbasistyp berücksichtigt, aber keine anderen Mittel zur Nutzung von Bereichen und Zugängen berücksichtigt

3.1.13

logisches, nicht vereinheitlichtes Modell

relationales Datenmodell, welches nicht vollständig vereinheitlicht ist, d. h. nicht vollständig den Vereinheitlichungsregeln folgt und deswegen möglicherweise redundant ist

3.1.14

logisches Niveau

bezogen auf Datenmodellierung das logische Datenmodell

3.1.15

betriebliche Informationen

alle Aktivitäten, die es dem Firmenmanagement erlauben, Informationen zu sammeln, die notwendig sind, um notwendigen Problemlösungen nachzukommen

3.1.16

objektorientiertes Datenmodell

Datenstruktur, die nach den Prinzipien ausgedrückt ist, eine direkte Implementierung als objektorientierte Datenbasis zu ermöglichen, in der Informationen in Form von Objekten dargestellt werden, d. h. das Prinzip der Einbindung derart berücksichtigt werden, dass auf jedes Datenelement über zugehörige Funktionen (Methoden) zugegriffen oder dieses modifiziert werden kann

3.1.17**betriebliche Überwachung und Steuerung**

Aktivitäten bezogen auf den Transportprozess, d. h. Echtzeitfunktionen bezogen auf die Fahrt und den Transport von Passagieren nach vorgegebenen Anweisungen, inklusive des Fahrprozesses und dessen Steuerung im Falle von Abweichungen sowie aller Aktivitäten, die den Fahrprozess unterstützen, wie Ampelphasen Priorisierung, Weichenschaltung, Bahnsteigauswahl, Vorlauf/Verzögerungsratschlag usw.

3.1.18**Passagierinformation**

Aktivitäten bezogen auf den Nutzer entweder den geplanten oder den gegenwärtigen Transportdienst zu informieren

3.1.19**Personaldisposition**

Aktivitäten bezogen auf die mittelfristige und kurzfristige Steuerung von Fahrern

3.1.20**Echtzeitsteuerung**

siehe betriebliche Überwachung und Steuerung

3.1.21**relationales Datenmodell**

Form eines logischen Datenmodells, das Informationen als Serie von Tabellen (Beziehungen) und Attributen liefert und die folgenden Eigenschaften verarbeitet:

- a) alle Attributwerte sind elementar,
- b) alle „Tupel“ (Reihen/Vorkommen) sind eindeutig,
- c) kein Teil des Grundschlüssels kann Null sein und
- d) fremde Schlüsselwerte entsprechen einem bestehenden Grundschlüssel, in anderer Beziehung als Null

3.1.22**Disposition**

siehe taktische Planung

3.1.23**taktische Planung**

Aktivitäten bezogen auf die taktische Transportplanung, Aufteilung der Fahrzeugdisposition, Fahrerdisposition, Dienstplanung

3.2 Bereichsbezogene Begriffe

ANMERKUNG Die folgenden Begriffe beziehen sich auf den verwendeten Fahrgeldbereich. Begriffe, die außerdem Dateneinheitsnamen sind, werden im Wörterbuch im Anhang A festgelegt und die meisten werden hier nicht wiederholt.

3.2.1**Zugriffsrecht**

Recht, einen Dienst des öffentlichen Verkehrs zu verwenden oder einen anderen Dienst, der im Zusammenhang mit Transport angeboten wird

3.2.2

kontenbezogene Fahrkartenausgabe

Fahrgeldsammelungsmodell, das den Fahrkartenkauf und -entwertung steuert und durch individuelle Online-Kundenkonten, die mittels einer Wertmarke entweder in Papier oder in elektronischer Art und Weise als Reisedokument gesteuert werden

3.2.3

Freigabe

Auslösen der Nutzung von Zugriffsrechten und der Beginn von Verbrauch

3.2.4

anonymer Kunde

KUNDE, dessen Identität auf den REISEDOKUMENTEN nicht sichtbar ist, der aber trotzdem ein registrierter Kunde sein kann, der eine anonymen Wertmarke verwendet, im Gegensatz zu einem unpersönlichen Kunden, über den der Dienstbetreiber kein individuelles Wissen verfügt

3.2.5

automatisches Fahrgeld Sammelsystem

Fahrgeldsammelsystem, das fähig ist, automatisch zu bestimmen, welche Produkte der Kunde anhand seiner geplanten Reise kaufen muss

3.2.6

Grundpreis

Preis, der als Absolutbetrag angeboten wird und von dem andere Preise abgeleitet werden können

3.2.7

schwarze Liste

Einnahmesicherungsmechanismus in Form einer Sicherheitsliste, die Reisedokumente, Medien usw. identifiziert, denen die Gültigkeit temporär (Verweigerung) oder andauernd (Ablehnung) entzogen wurde und die als Zugriffsblockierung zu Kundendiensten genutzt wird, wenn sie Dokumente der Sicherheitsliste enthalten

3.2.8

Buchung

Platzieren einer Reservierung zur Nutzung eines spezifischen Transportdienstes, ohne dass diese notwendigerweise einen Kauf eines Tickets nach sich zieht

3.2.9

Aufhebung

Markieren eines REISEDOKUMENTES, das es verwendet wurde

3.2.10

Obergrenze

Setzen einer oberen Preisgrenze für den Verbrauch von Zugriffsrechten

3.2.11

kartenbezogen

Form von medienbezogener Fahrkartenausgabe, bei der das Medium eine Smartcard ist

3.2.12

klassische Fahrkartenausgabe

nichtelektronisches Fahrgeldmanagement und Fahrkartenausgabe unter Verwendung von Papier und festen Reisedokumenten, normalerweise für einen einzelnen Betreiber

3.2.13**Steuerung**

Prüfen einer Anspruchsberechtigung eines Passagiers, der Zugriffsrechte in Anspruch nehmen möchte, inklusive Identifikation des Reisenden und/oder Reiserechte

3.2.14**Verbrauch**

Verarbeitung von Zugriffsrechten eines Transportkunden als Ergebnis einer Reise

3.2.15**Zugangsdaten**

Daten oder andere Mechanismen, die zur Authentifizierung eines Akteurs für ein System als legitimer Teilnehmer verwendet werden

3.2.16**abgeleiteter Preis**

Preis, der von einem anderen Grundpreis unter Verwendung von Preisparametern errechnet werden kann

3.2.17**Vertreiber**

Partei, die Produkte stellvertretend für andere Produktbesitzer verkauft

3.2.18**dynamischer Preis**

Preis, der zur Laufzeit von einer Preismaschine abgeholt wird, im Gegensatz zu einem statischen oder abgeleiteten Preis

3.2.19**Erleichterung**

Wechsel zu den normalen Zugriffsrechten, die aufgrund einer Netzwerkunterbrechung an einen Passagier vergeben wurden

3.2.20**Sperrfrist**

Datum bis zu dessen Ablauf keine Preis- oder Produktinformation der Öffentlichkeit bekanntgegeben wird

3.2.21**Eintrag**

Aufzeichnung einer Systeminteraktion, die von einem Vertreter, wie KUNDE oder ORGANISATION, durchgeführt wird

3.2.22**Ereignis**

jedes Ereignis, das an einem BETRIEBSTAG auftritt und im System in einer Form von AUFZEICHNUNGSEINTRAG aufgezeichnet wird und einige Konsequenzen für Entitäten hat

3.2.23**Fahrgeld**

aus Kundensicht der Betrag, den der Kunde für eine Reise oder für den Erwerb eines speziellen Fahrgeldproduktes zu zahlen hat

3.2.24**Fahrgeldmenge**

bestimmte Version aller Aspekte einer Fahrgeldstruktur, d. h. der Regeln und zugeordneten Parameterwerte, auch als „Tarif“ bezeichnet

3.2.25

Fahrgeldstruktur

Menge von Parametern, die den Grundtarif festlegen

3.2.26

Fahrgeldwertmarke

Materialisierung einer REISEDOKUMENT-Wertmarke als ein anonymes physisches Objekt, wie münzähnliche Objekte, die als gültig erkannt und schlussendlich wiederverwendet werden, oder kurzlebige Papierdarstellungen, die zurückgezogen wurden

3.2.27

Pauschalfahrgeld

Fahrgeld, das sich in Abhängigkeit zur Entfernung oder einer anderen Art des Verbrauchs nicht erhöht (und deshalb typischerweise nicht von Berechnungen abgeleitet werden kann)

3.2.28

Erfüllung

Lieferung eines REISEDOKUMENTES an einen Kunden, wenn dieses bestellt oder bezahlt worden ist

3.2.29

gestaffeltes Fahrgeld

Art von progressivem Fahrgeld, das sich proportional zum Verbrauch erhöht, wobei die Erhöhung auf einer Distanzzunahme basiert

3.2.30

Identitätswertmarke

sichere, maschinenlesbare Instantiierung als Medium einer Identität

3.2.31

identitätsloser Kunde

KUNDE, dessen Identität dem Betreiber völlig unbekannt ist, z. B. der Käufer eines Metro-Papiertickets

3.2.32

bereichsüberschreitende Fahrt

Kundenfahrt, die ein einzelnes Medium und/oder Fahrgeldprodukt verwendet, die in einem Netzwerk des öffentlichen Verkehrs startet und in einem anderen endet, im Unterschied zu einer lokalen Fahrt oder einer grenzüberschreitenden Fahrt

3.2.33

interoperables Fahrgeldmanagement System

Fahrgeldsystem, das mit anderen Fahrgeldsystemen kompatibel ist und alle in den Fahrgeldmanagementprozess involvierten Funktionen, wie Anwendungsmanagement, Produkte, Sicherheit und Zertifizierung, Registrierung sowie Identifizierung, besitzt, um Kunden das Reisen mit teilnehmenden Dienstbetreibern unter Verwendung eines einzelnen tragbaren elektronischen Mediums zu ermöglichen

3.2.34

bestandsgesteuertes Produkt

FAHRGELDPRODUKT, dessen Versorgung vom Dienstanbieter beschränkt wird, z.B. dass nur eine beschränkte Kapazitätsmenge für eine gegebene Reise verfügbar ist

3.2.35

lokale Fahrt

Fahrt, die vollständig im Heimnetz eines Fahrgeldproduktes gemacht wird

3.2.36**Fahrgeldprodukt zur lokalen Nutzung**

FAHRGELDPRODUKT, was nur im betreibereigenen Netzwerk verwendet werden kann, im Gegensatz zu einem grenzüberschreitenden Produkt

3.2.37**Markierung**

Stempeln oder Entstellen eines Reisedokumentes, um anzuzeigen, dass dieses aktiviert wurde und dessen Rechte verbraucht oder teilweise verbraucht werden

3.2.38**Medium**

technische Unterstützung mit einer maschinenlesbaren/schreibbaren Prozessoranwendung, wie Smartcards der Transportindustrie, kontaktlose Karten der Bezahlindustrie, vom öffentlichen Sektor ausgestellte Karten, Mobiltelefone oder Papier (für Barcodes), neue Formate wie Uhren und Funkschlüssel sowie mobiles NFC

3.2.39**medienbezogene Fahrkartenausgabe**

Fahrkartenausgabemodell, unter dem das verkaufte Produkt vollständig in einer Form eines lokalen Mediums gehalten wird und jede Prüfung und Abbuchung sofort gegen den Karteninhalt ausgeführt wird

3.2.40**Pay-As-You-Go**

Art von wiederverwendbarem Fahrgeldprodukt, dem Nutzer das Recht zu Reisen einräumt, nachdem dieser Zugriffsrechte zum Zeitpunkt des Verbrauchs oder irgendwann nach der Beendigung des Verbrauchs erworben hat

3.2.41**Im Nachhinein bezahlte Fahrkartenausgabe**

Art des Fahrgeldmanagements, bei welchem dem Nutzer der Transportdienst zu einem späteren Zeitpunkt nach Nutzung berechnet wird

3.2.42**vorab bezahlte Fahrkartenausgabe**

Art des Fahrgeldmanagements, bei welchem dem Nutzer ein Fahrgeldprodukt (Ticket) oder eine Anzahlung vor der Fahrt berechnet wird

3.2.43**Preis**

Wert des Fahrgeldes oder Tarifes

3.2.44**progressives Fahrgeld**

Fahrgeld, welches sich proportional zum Verbrauch von Raum und/oder Zeit erhöht

3.2.45**Registrierung**

Eintragung eines Kunden als Nutzer eines Fahrgeldsystems

3.2.46**Händler**

Akteur, der Produkte direkt an den Endkunden verkauft (im Gegensatz zu einem Vertreiber)

3.2.47

grenzüberschreitendes Fahrgeldprodukt

Fahrgeldprodukt, welches von einem Betreiber ausgestellt wird, aber im Netzwerk eines anderen Betreibers gültig ist (im Gegensatz zu einem lokalen Produkt)

3.2.48

grenzüberschreitende Fahrt

Kundenfahrt, welche ein einzelnes Medium und/oder Fahrgeldprodukt eines Betreibers verwendet und vollständig innerhalb eines Netzwerkes eines anderen Betreibers durchgeführt wird, im Gegensatz zu einer lokalen Fahrt oder einer Bereichsüberschreitung

3.2.49

Rolle

Funktion, die ein bestimmter Akteur wie ein KUNDE oder eine ORGANISATION einnimmt, wenn er mit einem System interagiert

3.2.50

fester Preis

Preis, der vorberechnet wurde und ausdrücklich angeboten wird, im Gegensatz zu einem abgeleiteten oder dynamischen Preis

3.2.51

Verbrauchsstatus

Status, der angibt, ob ein gegebenes Zugriffsrecht innerhalb eines Kundeneinkaufs aktiviert, verbraucht usw. wurde

3.2.52

Abgriff

industrieller Begriff für das Aufzeichnen einer Kundeninteraktion mit dem System, die für das interoperable Fahrgeldmanagement gesammelt werden kann, darunter insbesondere jede Art von PRÜFUNGSEINTRÄGEN, die mit speziellen Daten vom Prüfungssystem an das Backoffice kontenzbezogener Systeme zurückgegeben werden

3.2.53

nutzungsbezogenes Produkt

FAHRGELDPRODUKT, für das die Preisberechnung nach der Reise anhand der Menge der verbrauchten Reisen gemacht wird

3.2.54

Prüfung

Verifizierung, dass ein Zugriffsrecht gültig ist, verbraucht wurde oder wird, und dass dieser Verbrauch erlaubt ist, sichergestellt durch den Gültigkeitscheck der Reiserechte des Passagiers und dessen Vergleich mit den Parametern, die während der vorhergehenden Inspektionen und/oder des Inspektionsinhaltes gesammelt wurden

3.2.55

Weißliste

Einnahmesicherungsmechanismus in Form einer Sicherheitsliste, die Reisedokumente, Medien usw. identifiziert, die ausdrücklich als gültig zur Nutzung autorisiert wurden

English Version

Public transport - Reference data model - Part 5: Fare management

Transports publics - Modèle de données de référence -
Partie 5: gestion tarifaire

Öffentlicher Verkehr - Datenreferenzmodell - Teil 5:
Fahrgeldmanagement

This European Standard was approved by CEN on 19 April 2019.

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Contents

	Page
European foreword.....	11
Introduction	12
1 Scope	13
1.1 General Scope of the Standard.....	13
1.2 Functional Domain Description.....	14
1.3 Particular Scope of this Document.....	14
2 Normative references.....	15
3 Terms and definitions	15
4 Symbols and Abbreviations.....	22
5 Public Transport Fares Domain.....	24
5.1 Scope & Overview.....	24
5.1.1 Functional Domains of a Fare Model.....	24
5.1.2 Variety and Complexity of Fare Systems	26
5.1.3 Impact of Control and Validation Technologies.....	27
5.1.4 Ticketing Paradigms: Account Based Ticketing & Media Centric Ticketing.....	27
5.1.5 Interoperability	28
5.1.6 Abstract Modelling.....	28
5.1.7 Modelling Approach - Access Rights.....	29
5.1.8 Possible Simplifications for Implementations	30
5.1.9 Further Evolution of Fare Systems.....	30
5.1.10 Use of Fare Data in Passenger Information services.....	31
5.2 Fundamental Concepts.....	31
5.2.1 Access Rights.....	31
5.2.2 Access Rights Specification	31
5.2.3 Fare Products.....	32
5.2.4 Sales Offer Packages.....	32
5.2.5 Overview on Access Rights Levels, Parameter Types and Associated Concepts	33
5.2.6 Customers and Contracts	34
5.2.7 Travel Documents, Customers, Contracts and Sales Offer Packages.....	34
5.2.8 Distribution and Fulfilment.....	35
5.2.9 Sales Transactions	36
5.2.10 Prices	37
5.2.11 Consumption Control.....	38
5.2.12 Sales and Validation Entries.....	39
5.2.13 Revenue protection measures.....	39
5.2.14 Roles.....	39
5.3 Use Cases for the Fare Model	40
5.3.1 General.....	40
5.3.2 Business context.....	40
5.3.3 Actors and use case types.....	44
5.3.4 Use Cases	46
5.4 Organisation of the Conceptual Model	48
5.5 Extensions to the Network Model for fares	49
5.5.1 General.....	49
5.5.2 Fare Zone – Conceptual Model.....	49

5.6	Fare Structure	55
5.6.1	General	55
5.6.2	Fare Structure Model & Sub-models	55
5.6.3	Common Fare Structure	57
5.6.4	Geographical Fare Structure.....	58
5.6.5	Time Fare Structure.....	62
5.6.6	Quality Fare Structure.....	63
5.6.7	Fare Structure Element	65
5.6.8	Validable & Controllable Elements Validable Element.....	72
5.7	Access Right Assignment.....	76
5.7.1	Principles.....	76
5.7.2	Fare Product	95
5.8	Fare Pricing.....	106
5.8.1	Principles.....	106
5.8.2	Fare Calculation Parameters	106
5.8.3	Fare Price.....	107
5.8.4	Price Derivation	110
5.8.5	Price Groups	111
5.8.6	Fare Table.....	112
5.9	Sales Description	114
5.9.1	Sales Offer Package	114
5.9.2	Fare Sales Distribution	116
5.9.3	Type of Travel Document.....	117
5.9.4	Medium Access Device and Medium Application Instance.....	119
5.9.5	Example - Sales Descriptions.....	120
5.10	Customers and Sales Transactions.....	123
5.10.1	General	123
5.10.2	Sales Transaction - Model & Sub-models	123
5.10.3	Fare Contracts.....	123
5.10.4	Retail Consortiums.....	128
5.10.5	Sale Transactions.....	130
5.10.6	Fare Contract Events.....	136
5.11	Fare Roles	147
5.11.1	Fare Management Roles	147
5.11.2	Fare Technology Roles.....	148
5.11.3	Fare Transport Customer Roles	149
5.11.4	Fare Product Roles specific to Fare Management.....	150
5.11.5	Service Organisation Roles that are relevant for Fare Management.....	151
5.11.6	Administrative organisation roles that are specific for Fare Management	152
5.11.7	Technology provide roles that are involved in Fare Management.....	153
5.11.8	Summary of Fare Roles.....	155
5.12	Control and Validation.....	157
5.12.1	Control Means	157
5.12.2	Elementary Controls.....	158
5.12.3	Validation	159
5.12.4	Validation and Control Events	164
5.12.5	Access Right Control Roles	170
5.12.6	Summary of Events & Entries.....	171
5.12.7	Other Output.....	175
5.13	Additional Topics.....	175
5.13.1	Fare Version.....	175
5.13.2	Information on Fares.....	175
5.13.3	Modularisation & Package dependencies.....	176

5.13.4	Explicit Frames.....	178
5.13.5	Version Frames.....	178
5.13.6	Fare Frame.....	178
5.13.7	Sales Transaction Frame	179
Annex A	(normative) Data Dictionary	181
A.1	Introduction	181
A.2	Data Dictionary — Fare Management.....	181
A.2.1	ACCESS RIGHT IN PRODUCT	181
A.2.2	ACCESS RIGHT PARAMETER ASSIGNMENT	181
A.2.3	ACCESSED FARE STRUCTURE ELEMENT.....	182
A.2.4	ACCOUNT AUTO RENEWAL EVENT.....	182
A.2.5	ACCOUNT AUTO TOP UP EVENT	183
A.2.6	ACCOUNT AWARD REFUND EVENT	183
A.2.7	ACCOUNT PROVIDER ROLE.....	184
A.2.8	ACCOUNT SALES EVENT	184
A.2.9	ACCOUNT DETECT ELIGIBILITY CHANGE EVENT	184
A.2.10	ACCOUNT DETECT NO CHECK IN EVENT	185
A.2.11	ACCOUNT DETECT NO CHECK OUT EVENT	185
A.2.12	ACCOUNT DETECT REENTRY EVENT	186
A.2.13	ACCOUNT DETECT SUSPICIOUS BEHAVIOUR EVENT	186
A.2.14	ACCOUNT DETECT TRIP EVENT	187
A.2.15	ACCOUNT PROCESSING EVENT	187
A.2.16	ACCOUNT REVIVE ENTRY	187
A.2.17	ACCOUNT REVIVE EVENT.....	188
A.2.18	ACCOUNT SUSPEND ENTRY.....	188
A.2.19	ACCOUNT SUSPEND EVENT	189
A.2.20	ADJUST BALANCE ON CHECK IN ENTRY.....	189
A.2.21	ALLOW ACCOUNT ON SECURITY LIST EVENT	189
A.2.22	AMOUNT OF PRICE UNIT.....	190
A.2.23	BECOMES ELIGIBLE ENTRY	190
A.2.24	BOOKING DEBIT.....	191
A.2.25	BOOKING POLICY.....	191
A.2.26	BORDER POINT	192
A.2.27	CANCELLING	192
A.2.28	CAPPED DISCOUNT RIGHT	192
A.2.29	CAPPING RULE.....	193
A.2.30	CAPPING RULE PRICE.....	193
A.2.31	CEASES TO BE ELIGIBLE ENTRY	194
A.2.32	CELL.....	194
A.2.33	CHARGING MOMENT	194
A.2.34	CHARGING POLICY	195
A.2.35	COMMERCIAL PROFILE.....	195
A.2.36	COMMERCIAL PROFILE ELIGIBILITY	196
A.2.37	COMPANION PROFILE	196
A.2.38	COMPANION ROLE.....	196
A.2.39	CONTROL ENTRY	197
A.2.40	CONTROL MEANS.....	197
A.2.41	CONTROL PARAMETER ASSIGNMENT	197
A.2.42	CONTROL PASSENGER TRIP ENTRY.....	198
A.2.43	CONTROL PASSENGER TRIP EVENT	198
A.2.44	CONTROL RECORD	199
A.2.45	CONTROL TYPE	199

A.2.46	CONTROLLABLE ELEMENT	199
A.2.47	CONTROLLABLE ELEMENT IN SEQUENCE	200
A.2.48	CONTROLLABLE ELEMENT PRICE	200
A.2.49	CONTROLLED ACCESS.....	201
A.2.50	CORPORATE PURCHASER ROLE.....	201
A.2.51	CUSTOMER ACCOUNT	201
A.2.52	CUSTOMER ACCOUNT ENTRY	202
A.2.53	CUSTOMER ACCOUNT EVENT	202
A.2.54	CUSTOMER ACCOUNT SECURITY LISTING.....	203
A.2.55	CUSTOMER BOOKING CANCELLATION ENTRY	203
A.2.56	CUSTOMER BOOKING ENTRY.....	203
A.2.57	CUSTOMER BOOKING EVENT	204
A.2.58	CUSTOMER COLLECT EVENT	204
A.2.59	CUSTOMER DEREGISTER EVENT	205
A.2.60	CUSTOMER DEREGISTRATION ENTRY	205
A.2.61	CUSTOMER ELIGIBILITY	205
A.2.62	CUSTOMER EXCHANGE EVENT	206
A.2.63	CUSTOMER FULFILMENT EVENT	206
A.2.64	CUSTOMER MEDIA APPLICATION RESTORE EVENT	206
A.2.65	CUSTOMER MEDIA INSTALL EVENT	207
A.2.66	CUSTOMER MEDIA RESTORE EVENT.....	207
A.2.67	CUSTOMER MEDIA REGISTRATION ENTRY	208
A.2.68	CUSTOMER MODIFY PROFILE EVENT	208
A.2.69	CUSTOMER PAYMENT MEANS	208
A.2.70	CUSTOMER PRODUCT ACTIVATION EVENT.....	209
A.2.71	CUSTOMER PRODUCT PURCHASE ENTRY	209
A.2.72	CUSTOMER PRODUCT PURCHASE EVENT	210
A.2.73	CUSTOMER PROFILE MODIFICATION ENTRY	210
A.2.74	CUSTOMER PURCHASE PACKAGE.....	210
A.2.75	CUSTOMER PURCHASE PACKAGE ELEMENT	211
A.2.76	CUSTOMER PURCHASE PACKAGE PRICE.....	211
A.2.77	CUSTOMER PURCHASE PARAMETER ASSIGNMENT.....	212
A.2.78	CUSTOMER PURCHASE STATUS	212
A.2.79	CUSTOMER REFUND EVENT	212
A.2.80	CUSTOMER REGISTER EVENT	213
A.2.81	CUSTOMER REGISTER MEDIA EVENT	213
A.2.82	CUSTOMER REGISTRATION ENTRY	214
A.2.83	CUSTOMER SALES EVENT	214
A.2.84	CUSTOMER SECURITY LISTING	214
A.2.85	DENY ACCOUNT ON SECURITY LIST EVENT	215
A.2.86	DEVICE PARAMETER ASSIGNMENT	215
A.2.87	DEVICE RELATED CONTROL MEANS	216
A.2.88	DISCOUNTING RULE	216
A.2.89	DISTANCE MATRIX ELEMENT	216
A.2.90	DISTANCE MATRIX ELEMENT PRICE.....	217
A.2.91	DISTRIBUTION ASSIGNMENT	217
A.2.92	DISTRIBUTION CHANNEL.....	218
A.2.93	EMV CARD.....	219
A.2.94	ENTITLEMENT GIVEN	219
A.2.95	ENTITLEMENT PRODUCT	220
A.2.96	ENTITLEMENT REQUIRED	220
A.2.97	EXCHANGING	221
A.2.98	FARE CONTRACT	221

A.2.99	FARE CONTRACT ENTRY	221
A.2.100	FARE CONTRACT EVENT	222
A.2.101	FARE CONTRACT SECURITY LISTING	222
A.2.102	FARE CONTRACT STATUS	222
A.2.103	FARE DATA COLLECTOR ROLE	223
A.2.104	FARE DAY TYPE	223
A.2.105	FARE DEBIT	224
A.2.106	FARE DEMAND FACTOR	224
A.2.107	FARE EASEMENT	224
A.2.108	FARE EASEMENT PARAMETER CHANGE	225
A.2.109	FARE ELEMENT IN SEQUENCE	225
A.2.110	FARE FRAME	226
A.2.111	FARE FRAME DEFAULTS	226
A.2.112	FARE INTERVAL	226
A.2.113	FARE ORGANISATION ROLE	227
A.2.114	FARE PRICE	227
A.2.115	FARE POINT IN JOURNEY PATTERN	228
A.2.116	FARE PRODUCT	229
A.2.117	FARE PRODUCT ATTRIBUTOR ROLE	229
A.2.118	FARE PRODUCT DISTRIBUTOR ROLE	230
A.2.119	FARE PRODUCT EXCHANGE ENTRY	230
A.2.120	FARE PRODUCT ISSUER ROLE	231
A.2.121	FARE PRODUCT OWNER ROLE	231
A.2.122	FARE PRODUCT PRICE	231
A.2.123	FARE PRODUCT PURCHASE ENTRY	232
A.2.124	FARE PRODUCT REFUND ENTRY	232
A.2.125	FARE PRODUCT RENEWAL ENTRY	233
A.2.126	FARE PRODUCT RETAILER ROLE	233
A.2.127	FARE PRODUCT SALE DEBIT	233
A.2.128	FARE PRODUCT VALIDITY PARAMETER	234
A.2.129	FARE QUOTA FACTOR	234
A.2.130	FARE REGISTRAR ROLE	235
A.2.131	FARE SECURITY MANAGER ROLE	235
A.2.132	FARE SCHEDULED STOP POINT	235
A.2.133	FARE SECTION	236
A.2.134	FARE STRUCTURE ELEMENT	236
A.2.135	FARE STRUCTURE ELEMENT IN SEQUENCE	237
A.2.136	FARE STRUCTURE ELEMENT PRICE	237
A.2.137	FARE STRUCTURE FACTOR	237
A.2.138	FARE TABLE	238
A.2.139	FARE TRIP ACTIVATION ENTRY	238
A.2.140	FARE UNIT	239
A.2.141	FARE ZONE	239
A.2.142	FREQUENCY OF USE	239
A.2.143	FULFILMENT ENTRY	240
A.2.144	FULFILMENT METHOD	240
A.2.145	FULFILMENT METHOD PRICE	241
A.2.146	GENERIC PARAMETER ASSIGNMENT	241
A.2.147	GEOGRAPHICAL INTERVAL	242
A.2.148	GEOGRAPHICAL INTERVAL PRICE	242
A.2.149	GEOGRAPHICAL STRUCTURE FACTOR	243
A.2.150	GEOGRAPHICAL UNIT	243
A.2.151	GEOGRAPHICAL UNIT PRICE	244

A.2.152	GROUP OF DISTRIBUTION CHANNELS	244
A.2.153	GROUP OF DISTANCE MATRIX ELEMENTS	244
A.2.154	GROUP MEMBER ROLE	245
A.2.155	GROUP OF SALES OFFER PACKAGES	245
A.2.156	GROUP TICKET	245
A.2.157	IDENTITY PROVIDER ROLE.....	246
A.2.158	INDIVIDUAL PASSENGER ROLE.....	247
A.2.159	INDIVIDUAL PURCHASER ROLE.....	247
A.2.160	INSUFFICIENT ACCESS RIGHTS ENTRY	248
A.2.161	INTERCHANGING	248
A.2.162	LIMITING RULE.....	249
A.2.163	LUGGAGE ALLOWANCE.....	249
A.2.164	MEDIA APPLICATION RESTORE ENTRY.....	250
A.2.165	MEDIA PRODUCT INSTALLATION ENTRY	250
A.2.166	MEDIA PROVIDER ROLE.....	251
A.2.167	MEDIA RECHARGE PURCHASE ENTRY	251
A.2.168	MEDIA RESTORE ENTRY	252
A.2.169	MEDIA PRODUCT ACTIVATION ENTRY.....	252
A.2.170	MEDIA PRODUCT DEACTIVATION ENTRY	252
A.2.171	MEDIUM ACCESS DEVICE.....	253
A.2.172	MEDIUM ACCESS DEVICE SECURITY LISTING	253
A.2.173	MEDIUM APPLICATION INSTANCE	254
A.2.174	MEDIUM APPLICATION OWNER ROLE	254
A.2.175	MEDIUM APPLICATION PROVIDER ROLE	254
A.2.176	METHOD OF BOOKING.....	255
A.2.177	MINIMUM STAY	255
A.2.178	MOBILE DEVICE.....	256
A.2.179	MONTH VALIDITY OFFSET	256
A.2.180	NETWORK VALIDITY PARAMETER	256
A.2.181	NO ACCESS RIGHTS ENTRY.....	257
A.2.182	NO CHECK OUT DETECTED ENTRY	257
A.2.183	NO CHECK IN DETECTED ENTRY	258
A.2.184	NO PROOF ON PERSON ENTRY.....	258
A.2.185	OFFENCE	259
A.2.186	OFFENCE DEBIT.....	259
A.2.187	OFFENDER ROLE.....	260
A.2.188	OFFERED TRAVEL SPECIFICATION.....	260
A.2.189	ORGANISATIONAL VALIDITY PARAMETER.....	260
A.2.190	OTHER CONTROL MEANS.....	261
A.2.191	OTHER DEBIT	261
A.2.192	PARKING CHARGE BAND.....	261
A.2.193	PARKING PRICE.....	262
A.2.194	PARKING TARIFF	262
A.2.195	PASSENGER ACTIVATE TRIP EVENT	263
A.2.196	PASSENGER CHECK IN ENTRY	263
A.2.197	PASSENGER CHECK IN EVENT	263
A.2.198	PASSENGER CHECK OUT ENTRY	264
A.2.199	PASSENGER CHECK OUT EVENT	264
A.2.200	PASSENGER TRAVEL CONTROL EVENT	265
A.2.201	PASSENGER TRAVEL ENTRY	265
A.2.202	PASSENGER USED SAME STOP ENTRY	265
A.2.203	PASSENGER WAY POINT ENTRY.....	266
A.2.204	PASSENGER WAY POINT EVENT	266

A.2.205	PAYMENT PROVIDER ROLE.....	267
A.2.206	PENALTY POLICY.....	267
A.2.207	PRE-ASSIGNED FARE PRODUCT	267
A.2.208	PRICE GROUP	268
A.2.209	PRICE UNIT	268
A.2.210	PRICEABLE OBJECT	269
A.2.211	PRICING PARAMETER SET	269
A.2.212	PRICING RULE.....	269
A.2.213	PRICING SERVICE	270
A.2.214	PURCHASE FULFILMENT ENTRY.....	270
A.2.215	PURCHASE WINDOW	271
A.2.216	PURCHASER ROLE.....	271
A.2.217	QUALITY STRUCTURE FACTOR.....	272
A.2.218	QUALITY STRUCTURE FACTOR PRICE.....	272
A.2.219	REBATING.....	273
A.2.220	REFUNDING	273
A.2.221	REPLACING.....	273
A.2.222	REQUESTED TRAVEL SPECIFICATION	274
A.2.223	RESELLING	274
A.2.224	RESELLING MOMENT	275
A.2.225	RESERVATION MOMENT.....	275
A.2.226	RESERVING.....	275
A.2.227	RESIDENTIAL ELIGIBILITY	276
A.2.228	RESIDENTIAL QUALIFICATION.....	277
A.2.229	RESTORE CUSTOMER ACCOUNT ENTRY	277
A.2.230	RESTORE CUSTOMER ACCOUNT EVENT.....	278
A.2.231	RETAIL CONSORTIUM.....	278
A.2.232	RETAIL DEVICE	278
A.2.233	RETAIL DEVICE SECURITY LISTING	279
A.2.234	REVENUE PROTECTION ENTRY.....	279
A.2.235	ROUND TRIP	280
A.2.236	ROUNDING.....	280
A.2.237	ROUNDING METHOD.....	280
A.2.238	ROUNDING STEP.....	281
A.2.239	ROUTING	281
A.2.240	ROUTING VALIDITY PARAMETER.....	282
A.2.241	SALE DISCOUNT RIGHT	282
A.2.242	SALES EVENT	283
A.2.243	SALES NOTICE ASSIGNMENT	283
A.2.244	SALES OFFER PACKAGE.....	283
A.2.245	SALES OFFER PACKAGE ELEMENT	284
A.2.246	SALES OFFER PACKAGE PRICE.....	284
A.2.247	SALES OFFER PACKAGE SUBSTITUTION	285
A.2.248	SALES TRANSACTION.....	285
A.2.249	SALES TRANSACTION FRAME	286
A.2.250	SCOPING VALIDITY PARAMETER	286
A.2.251	SECURITY LIST ALLOW ENTRY.....	287
A.2.252	SECURITY LIST DENY ENTRY	287
A.2.253	SERIES CONSTRAINT	287
A.2.254	SERIES CONSTRAINT PRICE.....	288
A.2.255	SERVICE ACCESS RIGHT	288
A.2.256	SERVICE VALIDITY PARAMETER.....	289
A.2.257	SMARTCARD	289

A.2.258	SPECIFIC PARAMETER ASSIGNMENT	289
A.2.259	SUPPLEMENT PRODUCT	290
A.2.260	SUSPICIOUS BEHAVIOUR ENTRY	290
A.2.261	START TIME AT STOP POINT	291
A.2.262	STEP LIMIT	291
A.2.263	TARIFF	292
A.2.264	TEMPORAL VALIDITY PARAMETER	292
A.2.265	THIRD PARTY PRODUCT	293
A.2.266	TIME INTERVAL	293
A.2.267	TIME INTERVAL PRICE	293
A.2.268	TIME STRUCTURE FACTOR	294
A.2.269	TIME UNIT	294
A.2.270	TIME UNIT PRICE	294
A.2.271	TRANSFERABILITY	295
A.2.272	TRANSPORT CUSTOMER	295
A.2.273	TRAVEL COMPENSATION ENTRY	296
A.2.274	TRAVEL DOCUMENT	296
A.2.275	TRAVEL DOCUMENT ANNULMENT ENTRY	297
A.2.276	TRAVEL DOCUMENT COLLECTION ENTRY	297
A.2.277	TRAVEL DOCUMENT CONFISCATION ENTRY	298
A.2.278	TRAVEL DOCUMENT SECURITY LISTING	298
A.2.279	TRAVEL SPECIFICATION	299
A.2.280	TRAVEL SPECIFICATION EVENT	299
A.2.281	TRIP DEBIT	299
A.2.282	TRIP PURCHASE ENTRY	300
A.2.283	TYPE OF ACCESS RIGHT ASSIGNMENT	300
A.2.284	TYPE OF ACCESS RIGHT RESTRICTION	300
A.2.285	TYPE OF BAGGAGE	301
A.2.286	TYPE OF BAGGAGE USE	301
A.2.287	TYPE OF DISTRIBUTION ASSIGNMENT	301
A.2.288	TYPE OF CONCESSION	302
A.2.289	TYPE OF CREDIT POLICY	302
A.2.290	TYPE OF CUSTOMER ACCOUNT	302
A.2.291	TYPE OF DISTRIBUTION CHANNEL	303
A.2.292	TYPE OF DISTRIBUTION RIGHT	303
A.2.293	TYPE OF ENTITLEMENT	304
A.2.294	TYPE OF FARE CONTRACT	304
A.2.295	TYPE OF FARE CONTRACT ENTRY	304
A.2.296	TYPE OF FARE PRODUCT	305
A.2.297	TYPE OF FREQUENCY OF USE	305
A.2.298	TYPE OF FULFILMENT METHOD	305
A.2.299	TYPE OF MACHINE READABILITY	306
A.2.300	TYPE OF MEDIA ACCESS DEVICE	306
A.2.301	TYPE OF MINIMUM STAY	307
A.2.302	TYPE OF OFFENCE	307
A.2.303	TYPE OF PENALTY POLICY	307
A.2.304	TYPE OF PRICING RULE	308
A.2.305	TYPE OF PROOF REQUIRED	308
A.2.306	TYPE OF RE-ENTRY POLICY	308
A.2.307	TYPE OF RESALE	309
A.2.308	TYPE OF RESERVATION FEE	309
A.2.309	TYPE OF RESERVATION NEEDED	309
A.2.310	TYPE OF RESERVATION RULE	310

A.2.311	TYPE OF RETAIL DEVICE	310
A.2.312	TYPE OF ROUTING	311
A.2.313	TYPE OF SALES OFFER PACKAGE.....	311
A.2.314	TYPE OF SERIES CONSTRAINT	311
A.2.315	TYPE OF STAY.....	312
A.2.316	TYPE OF TARIFF	312
A.2.317	TYPE OF TRAVEL DOCUMENT	312
A.2.318	TYPE OF USAGE PARAMETER	313
A.2.319	TYPE OF USAGE TRIGGER.....	313
A.2.320	TYPE OF USAGE VALIDITY PERIOD.....	314
A.2.321	UNMATCHED TRAVEL ENTRY.....	314
A.2.322	USAGE DISCOUNT RIGHT.....	315
A.2.323	USAGE PARAMETER	315
A.2.324	USAGE PARAMETER PRICE	315
A.2.325	USER PROFILE	316
A.2.326	USER PROFILE ELIGIBILITY.....	316
A.2.327	USAGE VALIDITY PERIOD.....	317
A.2.328	VALIDABLE ELEMENT	317
A.2.329	VALIDABLE ELEMENT PRICE.....	318
A.2.330	VALIDATED ACCESS.....	318
A.2.331	VALIDATION ENTRY.....	318
A.2.332	VALIDATION PARAMETER ASSIGNMENT	319
A.2.333	VALIDITY PARAMETER ASSIGNMENT	319
Annex B (normative) Additional Common Concepts — Extension to EN 12896-1:2016, <i>Public transport – Reference data model – Part 1: Common concepts</i>		
B.1	Methodology and Conventions.....	321
B.1.1	Methodology for conceptual modelling	321
B.1.2	MODEL Class Diagrams	325
B.1.3	Summary of Rules for Transmodel Presentation	337
B.2	Extensions to the Common Concept MODEL.....	342
B.2.1	General.....	342
B.2.2	Additional Common Concepts	342
B.2.3	Extensions to the Generic Framework	345
B.2.4	Extensions to the Reusable Components.....	348
B.2.5	Data Dictionary	357
Annex C (informative) Data Model Evolution.....		
C.1	Change Requests.....	378
C.2	Source of Text	399
C.3	Diagram Status	405
Bibliography		406

European foreword

This document (EN 12896-5:2019) has been prepared by Technical Committee CEN/TC 278 “Intelligent transport systems”, the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2020, and conflicting national standards shall be withdrawn at the latest by March 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

The series is composed of the following documents:

- *Public transport – Reference data model – Part 1: Common Concepts;*
- *Public transport – Reference data model – Part 2: Public transport network;*
- *Public transport – Reference data model – Part 3: Timing information and vehicle scheduling;*
- *Public transport – Reference data model – Part 4: Operations monitoring and control;*
- *Public transport – Reference data model – Part 5: Fare management;*
- *Public transport – Reference data model – Part 6: Passenger information;*
- *Public transport – Reference data model – Part 7: Driver management;*
- *Public transport – Reference data model – Part 8: Management information & statistics; and*
- *Public transport – Reference data model – Part 9: Informative documentation [CEN/TR].*

Together these create version 6 of the European Standard EN 12896, known as “Transmodel”, and thus replace EN 12896:2006, known as “Transmodel v5.1”.

In comparison with EN 12896:2006, the technical modifications made are presented in CEN/TR 12896-9, *Public transport — Reference data model — Part 9: Informative Documentation*.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Introduction

Part 1 of this European Standard presents the following items:

- Rationale for the Transmodel Standard;
- Use of the Transmodel Standard;
- Applicability of the Transmodel Standard;
- Conformance Statement;
- Transmodel Origins;
- Reference to the Previous Version and Other Documents.

The data structures represented in Part 1 are generic patterns that are referenced by different other parts.

Part 2 of this European Standard presents space-related data structures.

Part 3 presents time-related data structures and replaces the sections of EN 12896:2006 referring to the time-related Tactical Planning Components and to Vehicle Scheduling.

Part 4 presents data referring to daily operations (i.e. to operational days), different from those planned for day types (space-related data structures and tactical planning components) and including operational raw data referring to operations follow-up.

Part 5 (this part) presents fares structures including sales, validation and control.

Part 6 presents Passenger Information (planned and real-time).

Part 7 presents Driver Management including Driver Scheduling (day-type related driver schedules), Rostering (ordering of driver duties into sequences according to some chosen methods) and Driving Personnel Disposition (assignment of logical drivers to physical drivers and recording of driver performance).

Part 8 presents Management Information and Statistics.

1 Scope

1.1 General Scope of the Standard

The main objective of the present standard is to present the Reference Data Model for Public Transport, based on:

- the Reference Data Model, EN 12896, known as Transmodel V5.1;
- EN 28701:2012, *Intelligent transport systems – Public transport – Identification of Fixed Objects in Public Transport (IFOPT)*, although note that this particular standard has been withdrawn as it is now included within Parts 1 and 2 of this standard (EN 12896-1:2016 and EN 12896-2:2016) following their successful publication.

incorporating the requirements of:

- EN 15531-1 to -3 and CEN/TS 15531-4 and -5: *Public transport – Service interface for real-time information relating to public transport operations (SIRI)*;
- CEN/TS 16614-1 and -2: *Public transport – Network and Timetable Exchange (NeTEx)*, in particular the specific needs for long distance train operation.

Particular attention is drawn to the data model structure and methodology:

- the data model is described in a modular form in order to facilitate the understanding and the use of the model;
- the data model is entirely described in UML.

The following functional domains are considered:

- Network Description: routes, lines, journey patterns, timing patterns, service patterns, scheduled stop points and stop places;
- Timing Information and Vehicle Scheduling (runtimes, vehicle journeys, day type-related vehicle schedules);
- Passenger Information (planned and real-time);
- Fare Management (fare structure, sales, validation, control);
- Operations Monitoring and Control: operating day-related data, vehicle follow-up, control actions;
- Driver Management:
 - Driver Scheduling (day-type related driver schedules),
 - Rostering (ordering of driver duties into sequences according to some chosen methods),
 - Driving Personnel Disposition (assignment of logical drivers to physical drivers and recording of driver performance);

- Management Information and Statistics (including data dedicated to service performance indicators).

The data modules dedicated to cover most functions of the above domains will be specified.

Several concepts are shared by the different functional domains. This data domain is called “Common Concepts”.

1.2 Functional Domain Description

The different functional domains (enumerated above) taken into account in the present standard, and of which the data have been represented as the reference model, are described in EN 12896-1:2016, *Public transport – Reference data model – Part 1: Common concepts*.

1.3 Particular Scope of this Document

The present document entitled *Public transport – Reference data model – Part 5: Fare Management* addresses Fare Information for Public Transport and incorporates the following data packages:

- Fare Structure;
- Access Right Assignment;
- Fare Pricing;
- Sales Description;
- Sales Transaction;
- Fare Roles;
- Validation and Control;
- Explicit Frames for Fares.

This document itself is composed of the following parts:

- Main document (normative) representing the data model for the concepts shared by the different fare domains covered by Transmodel,
- Annex A (normative), containing the data dictionary, i.e. the list of all the concepts and attribute tables present in the main document together with the definitions,
- Annex B (normative), providing a complement to the "Common Concepts" domain, particularly useful for parts 4 to 8 of the Public Transport Reference Data Model,
- Annex C (informative), indicating the data model evolutions from previous versions of Transmodel (EN 12896:2006).

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 12896-1:2016, *Public transport – Reference data model – Part 1: Common concepts*

EN 12896-2:2016, *Public transport – Reference data model – Part 2: Public transport network*

EN 12896-3:2016, *Public transport – Reference data model – Part 3: Timing information and vehicle scheduling*

EN 12896-6, *Public transport – Reference data model – Part 6: Passenger information*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1 General terms and definitions:

NOTE The following generic terms are used.

3.1.1

attribute

property of an entity

3.1.2

conceptual data model

description of a real-world domain in terms of entities, relationships and attributes in an implementation independent manner in order to provide a structure on which the rest of the development of an application system can be based

3.1.3

conceptual level

conceptual data model, in the context of data modelling,

3.1.4

database

collection of data

Note 1 to entry: Often used in the sense of the physical implementation of a data model.

3.1.5

data domain

data structure (in this European Standard, a part of the Reference Data Model for Public Transport) made up of data related to each other, through the fact that there is a functional area or group of functions using this data set as a whole

3.1.6

data model

description of a real-world domain in terms of data and relationships

3.1.7

entity

object (data) that has its own existence (as opposed to an attribute).

3.1.8

fare management

all activities related to the collection of money from passengers

3.1.9

function

activity

Note 1 to entry: In this European Standard, a sub-activity of a functional area.

3.1.10

functional area

arbitrarily defined set of activities, used, in this European Standard, to define the objectives and limits of the data model

3.1.11

interoperability

ability of (sub)systems to interact with other (sub)systems according to a set of predefined rules (interface)

3.1.12

logical data model

data design that takes into account the type of database to be used but which does not consider means of utilisation of space or access

3.1.13

logical denormalised model

relational data model that is not fully normalized, i.e. does not completely follow the normalisation rules and thus may be redundant

3.1.14

logical level

logical data model, in the context of data modelling

3.1.15

management information

all activities allowing the company management to collect the information necessary to meet problem-solving needs

3.1.16

object-oriented data model

data structure expressed according to principles that allow for a direct implementation as an object-oriented database, where information is represented in form of objects, i.e. respecting the principle of encapsulation meaning in particular that each data is accessed or modified through operations (methods) belonging to it

3.1.17

operations monitoring and control

all activities related to the transportation process, i.e. real-time functions related to the driving and transportation of passengers according to given instructions, including the monitoring of the driving process and its control in case of deviations, as well as all activities that support the driving process such as traffic light priority, track switching, bay selection, advance/delay advice, etc.

3.1.18

passenger information

all activities related to informing the users either on the planned or on the actual transportation services

3.1.19

personnel disposition

all activities related to the mid-term and short-term management of drivers

3.1.20

real-time control

see Operations monitoring and control

3.1.21

relational data model

type of logical data model giving the information as series of tables (relations) and attributes, and possessing the following characteristics:

- a) all attribute values are atomic;
- b) all "tuples" (rows/occurrences) are distinct;
- c) no part of the primary key may be null; and
- d) foreign key values must correspond to an existing primary key in another relation or be null

3.1.22

scheduling

see Tactical Planning

3.1.23

tactical planning

all activities related to the tactical planning of transportation, splitting into vehicle scheduling, driver scheduling, rostering

3.2 Domain specific terms and definitions:

NOTE The following terms specific to the fares domain are used. Terms which are also data entity names are defined in the data dictionary in Annex A and are mostly not repeated here.

3.2.1

access right

right to consume a Public Transport service or other service provided along with the transport

3.2.2

account based ticketing

fare collection paradigm which manages ticket issuing and validation through individual customer accounts held online and controlled by means of a token used on paper or electronic materialisations of a travel document

3.2.3

activation

triggering of the use of access rights and initiation of consumption

3.2.4

anonymous customer

CUSTOMER whose identity is not visible from their TRAVEL DOCUMENT, but who may be nevertheless be a registered customer using an anonymous token, in contrast to an impersonal customer, of whom the service operator has no individual knowledge

3.2.5

automated fare collection system

fare collection system capable of automatically determining which products the customer must purchase according to the travel he consumes

3.2.6

base price

price that is provided as an absolute amount and from which other prices may be derived

3.2.7

blacklist

revenue protection mechanism taking the form of a security list identifying travel documents, media, etc. for which the validity has been cancelled temporarily (denial) or permanently (refusal) and which will be used to block access to services for customers bearing documents associated with items on the list

3.2.8

booking

placing of a reservation to use a specific transport service, but not necessarily entailing a purchase of a ticket

3.2.9

cancellation

marking of a TRAVEL DOCUMENT as having been used

3.2.10

capping

setting of an upper limit on the price of the consumption of access rights

3.2.11

card centric

form of media centric ticketing where the media is a smart card

3.2.12

classical ticketing

non-electronic fare management and ticketing using paper and passive media travel documents, usually for a single operator

3.2.13

control

checking of a passenger's entitlement to consume access rights, involving identification of the traveller and/or the travel rights

3.2.14

consumption

using up of access right by a transport customer as a result of travel

3.2.15

credentials

data or other mechanisms used to authenticate an actor to a system as a legitimate participant

3.2.16

derived price

price that can be computed from another base price using pricing parameters

3.2.17

distributor

party who sells products on behalf of other product owners

3.2.18

dynamic price

price that is fetched at run time from a pricing engine as opposed to a static or derived price

3.2.19

easement

change to the normal access rights given to passengers because of a disruption to the network

3.2.20

embargo date

date before which information about a price or product is not to be released to the public

3.2.21

entry

record of an interaction with the system performed by an agent such as a CUSTOMER or ORGANISATION

3.2.22

event

any event, occurring on an OPERATING DAY and recorded in the system as some form of LOG ENTRY, having some consequences on entities

3.2.23

fare

from the customer perspective, the amount that a customer has to pay for a journey or for acquiring a specific fare product

3.2.24

fare set

particular version of all aspects of the fare structure, i.e. of the rules and associated parameter values, also called a 'tariff'

3.2.25

fare structure

set of parameters that determine the basic tariffs

3.2.26

fare token

materialisation of a TRAVEL DOCUMENT token as an anonymous physical object such as coin-like objects that are captured at validation and subsequently reused, or ephemeral paper representations that are cancelled

3.2.27

flat fare

fare that does not increase in proportion to distance or other measure of consumption (and so typically cannot be derived by calculation)

3.2.28

fulfilment

delivery of a TRAVEL DOCUMENT to the customer once it has been ordered or purchased

3.2.29

graduated fare

type of progressive fare, i.e. one that increases in proportion to consumption, where the increase is based in a distance increment

3.2.30

identity token

secure, machine-readable instantiation in media of an identity

3.2.31

impersonal customer

CUSTOMER whose identity is not known in any way to the operator, for example the purchaser of a paper metro ticket

3.2.32

interlining trip

customer trip made using a single medium and/or fare product that starts in one PT network and ends in another, in contrast to a local trip or a roaming trip

3.2.33

interoperable fare management system

fare system which is interoperable with other fare systems, possessing all the functions involved in the fare management process such as management of application, products, security and certification, registration, and identification to enable customers to travel with participating service operators using a single portable electronic medium

3.2.34

inventory controlled product

FARE PRODUCT whose supply is constrained by the service provider, such that only a set quota of capacity is available on a given journey

3.2.35

local trip

trip made entirely within the home network of a fare product

3.2.36

local use fare product

FARE PRODUCT which can only be used on the operator's own network, in contrast to a roaming product

3.2.37

marking

stamping or defacing a travel document to indicate that it has been activated and its rights consumed or partially consumed

3.2.38

media

physical support containing a machine readable/writable data/processor application, such as transport industry smartcards, payment industry contactless cards, public sector issued cards, mobile phones or paper (for barcodes), new formats such as watches and key fobs, plus NFC mobile

3.2.39

media centric ticketing

ticketing paradigm under which the product sold is held entirely on some form of local media and any validation and charging is done immediately against the card's contents

3.2.40

pay as you go

type of reusable fare product giving the right to travel where the user is charged for access rights at the point of consumption or sometime after completing consumption

3.2.41

post-paid ticketing

type of fare management according to which the user is charged at some time after using the transport service

3.2.42

prepaid ticketing

type of fare management according to which the user is charged for either a fare product (ticket) or a deposit prior to riding

3.2.43

price

value of fare or tariff

3.2.44

progressive fare

fare that increases in proportion to consumption of space and/or time

3.2.45

registration

enrolment of a customer as a user of a fare system

3.2.46

retailer

actor who sells products directly to the end customer (as opposed to a distributor)

3.2.47

roaming fare product

fare product that is issued by one operator but valid on the network of another operator (in contrast to a local product)

3.2.48

roaming trip

customer trip using a single medium and/or fare product from one operator made entirely inside another operator's PT network, in contrast to a local trip or an interlining

3.2.49

role

part a particular actor such as a CUSTOMER or an ORGANIZATION takes when interacting with a system

3.2.50

static price

price that is precomputed and explicitly distributed, as opposed to a derived or dynamic price.

3.2.51

status of consumption

status indicating whether a given access right included in a customer purchase has been activated, consumed, etc.

3.2.52

tap

industry term for the record of a customer's interaction with the system that may be collected for interoperable fare management including, in particular, any sort of VALIDATION ENTRY returned with specific data from validation devices to the back office in Account Based Systems

3.2.53

usage-based product

FARE PRODUCT where the calculation of price is made after travel according to the amount of travel consumed

3.2.54

validation

verification that an access right is valid, has been or is being consumed, and that this consumption is allowed, achieved by checking the validity of the passenger's travel rights and comparing them to the parameters collected by the previous inspections and/or inspection context

3.2.55

whitelist

revenue protection mechanism that takes the form of a security list identifying travel documents, media, etc. which have been explicitly authorised as valid for use

4 Symbols and Abbreviations

ABT Account Based Ticketing

AFC Automated Fare Collection

AR Access Right

DRT	Demand Responsive Transport
EMV	Europay MasterCard Visa standards for payment cards
FM	Fare Model
FP	Fare Pricing
FTS	Flexible Transport Service
FS	Fare Structure
FSM	Full Service Model
GIS	Geographic Information System
IFM	Interoperable Fare Management
IFOPT	Identification of Fixed Objects in Public Transport
ISO	International Organization for Standardization
IT	Information Technology
NeTEx	Network and Timetable Exchange
NFC	Near Field Communication
OCR	Optical Character Recognition
PT	Public Transport
PTO	Public Transport Operator
SD	Sales Description
ST	Sales Transaction
SIRI	Service Interface for Real-time Information
TM	Transmodel
UML	Uniform Modelling Language
URI	Uniform Resource Identifier
URL	Universal Resource Locator
VC	Validation and Control
VDV	Verband Deutscher Verkehrsunternehmen (D)
WGS	World Geodetic Standard

5 Public Transport Fares Domain

5.1 Scope & Overview

5.1.1 Functional Domains of a Fare Model

The fare collection process in public transport may be considered as being composed of the following functional areas:

- Fare policy definition:
 - Characterisation of different fare structures through spatial and/or temporal parameters (e.g. sections, zones, time periods, etc.).
 - Specification of the access rights allowed on a network, i.e. access to services provided on a transport network (e.g. trip on the metro network, trip on the bus network, access to the 1st class waiting area, etc.) within a fare structure and the ways of using them (e.g. trip on the metro network during a time period of 2 hours, without successive on-board validations, trip on an open bus network during 1h30 with mandatory on-board validations and with the obligation to show an entitlement to use this right).
 - Specification of marketable combinations of access rights, called fare products (e.g. service consumption rights granted through a simple ticket), being possibly combinations of access rights determined by different fare structures for example a return ticket, a day pass, a season ticket, etc.
 - Description of sale principles applied to the fare products (e.g. specification of fare products sold as a package, and parameters describing the purchase rights, as for instance the obligation to show an entitlement to purchase a certain fare product).
- Sales organisation:
 - Management of the sales network (not covered, some basic retail and distribution elements relevant for passenger information added).
 - Sales operations, including fulfilment (partly covered).
 - Management of customers (partly covered).
 - Collecting funds or accounting (not covered).
- Pricing:
 - Pricing parameters specification (partly covered).
 - Exact price calculation (not covered).
- Consumption control:
 - Access right validation & control (covered).
 - Fraud management and revenue protection measures (partly covered).

- Collection and aggregation of consumption data (partly covered).
- Settlement
 - Management of revenue sharing and clearing house activities (not covered).
- Provision of information on fares.
 - Provision of fare data in forms suitable for integration with passenger information systems and operational processes, e.g. control (covered – see also EN 12896-6).

The part of the reference model described in the present subclause is made up of most data necessary for operating the above functions. However, the functions referring to the management of the sales network and the management of funds are not covered, while the management of customers is only partly covered.

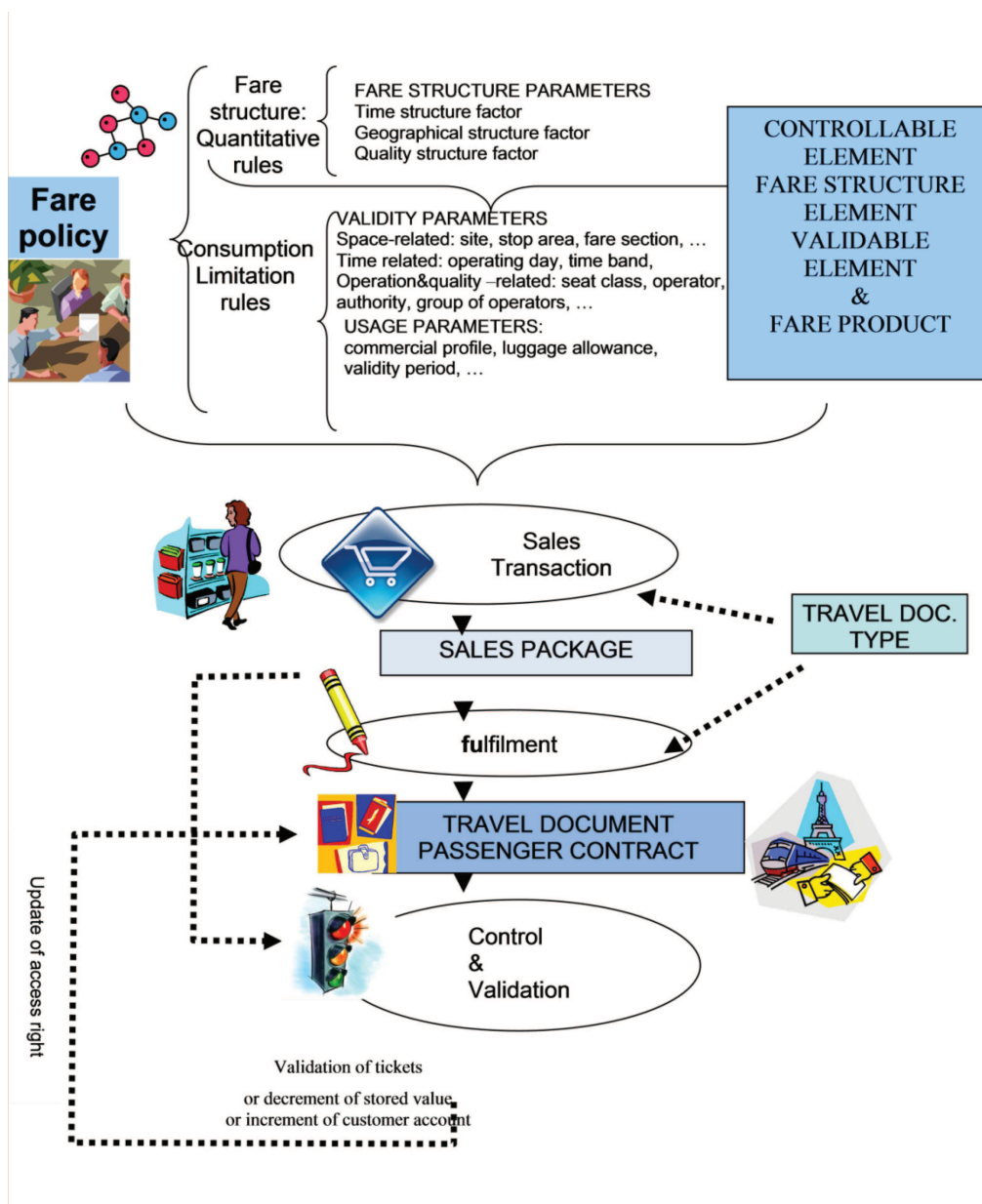


Figure 1 — Fare collection activities overview

5.1.2 Variety and Complexity of Fare Systems

There is an increasingly large range of solutions, methods and equipment for fare collection in the field of public transport. Traditional fare systems, as used for many decades in public transport, are relatively simple to describe. Such fare systems concern only one service (i.e. public transport), are often provided by only one operator, a single type of travel document is generally used (e.g. throw-away ticket), and the fare structure is unique, etc.

The current progress of technology is transforming such conventional systems: for example, with reloadable tickets, remote (hands-off) payment, electronic purse, pay- as- you-go charging, apps in personal devices, etc. Moreover, such techniques enable the emergence of integrated payment systems, which federate different service providers, offering different services (public transport associated to car parking, road tolling or shop or spectacle discounts etc.) and different means of payment or consumption documents (e.g. electronic cards). Such modern techniques are likely to coexist for a while with the older.

The concepts presented in this fares model are described with reference to public transport operation. However, they have been designed, as far as possible, to be applicable to other types of services. This is typically the case for car parking or road tolling and, more generally, to any service based on access rights and access controls.

5.1.3 Impact of Control and Validation Technologies

The capabilities of the control and validation technologies that are available on a network have a significant bearing on the range of products that may be offered by an operator. **Classical fare systems** are typically paper based and limited to simple pre-purchased products at a fixed price. **Media centric systems** on smart cards allow for pay as you go products that debit the user from stored value on the card at the time of travel; typically requiring appropriate equipment throughout the network. **Account based systems**, where the user's travel is recorded into a back-office system and accounted for post hoc, may offer even more sophisticated usage-based products, for example applying additional rules such as volume usage discounts and capping.

5.1.4 Ticketing Paradigms: Account Based Ticketing & Media Centric Ticketing

Account Based Ticketing (ABT), under which the user holds an on-line account to which fares are charged, has been an area of notable growth, enabled by the widespread availability of internet-based devices for the end user. Account-based ticketing supports conventional tickets bought in advance, but also new types of usage-based products with the price calculated after travel, either using payment on exit or payment based on the itineraries used within a given period. An essential feature is the issuing of a unique identity token to embed in the Travel Document with which to reconcile transactions made on the account. The token may be designed not to reveal the user's actual identity so that passengers can travel anonymously. ABT allows the use of general purpose consumer technologies such as payment cards or mobile devices to act as travel documents.

ABT can be contrasted with card or **Media Centric Ticketing**, under which the product sold is held on some form of local media and any validation and charging is done immediately against the card's contents. Systems that provide media centric products may also involve registration and customer accounts (for example to manage issuing the card and the customer may be registered, but access to an account is not necessary for the use of the card). Both systems support pay as you go travel, and furthermore may support an increased sophistication as to the pricing policies that are used as they can take into account the user's overall consumption and not just each individual journey. Media applications may be hosted on dedicated card platforms issued by public transport operators, or within general purpose smartcards able to host other types of applications.

Hybrid Media/ABT systems are also possible, for example a card-based system that automatically recharges from e.g. a bank account that is linked to the customer's payment card.

ABT & Media centric system interactions can include:

- Register customer account for the customer
- Register EMV media to charge against a customer account
- Recharge customer account (add credit to a customer account)
- Issue media to passenger
- Install application on passenger's device

- Recharge media (apply credit to local store on card)
- Check-in at start of journey by passenger
- Check-in at way point by passenger
- Check-out at end of journey by passenger
- Compute travel charge and adjust customer account
- Adjust balance on card on check-in/check-out
- Deregister account for customer

Account based systems require the customer to register with a system. European data privacy laws require the capability for a customer to deregister and have their personal details removed from the system.

Some forms of travel, such as that made in groups, do not sit well with ABT, as there can be significant effort to associate the tokens of all the travellers to the group transport product. For this and similar cases, it can be expected that there will always be a residual level of conventional ticketing, even if regular travel is priced using a usage-based method.

5.1.5 Interoperability

Modern fare systems are increasingly required to support interoperability – the ability to use the same media (and even fare products) across the different networks of different operators, sometimes across international borders. Products may thus be designed to support a variety of different operational scopes:

- **Local** trips: Trips made entirely on the home network of an operator with the operator's own media and products
- **Roaming** trips: Trips made entirely on a network using the media (and possibly products) of a different operator.
- **Interlining** trips: trips that span two different networks, i.e. that have both local and roaming legs.

5.1.6 Abstract Modelling

Due to the above considerations, a generic description of the subject domain systems for fares and the data they use is necessarily complex. This explains why a rather abstract representation is used in Transmodel that represents the fare domain with a number of separate (and in some cases non-intuitive), highly reusable abstractions instead of a simple representation using more literal and familiar classical fare objects. For instance, a concrete allowed access right such as “a ride on a bus” will be described by a much more abstract concept such as a “controllable element”, or a “ticket” sold on the network by a “travel document” concept that is able to integrate with other types of media (the physical materialisation of the ticket being just one aspect of the informational import of a ticket). This abstract modelling, of which the concrete applications are not necessarily explicit, is aimed at allowing the integration of a large variety of data structures, within the same data base or even on the same fare support (e.g. an electronic card). This same modelling may be applied, for instance, to car parking, therefore allowing integrated “park and ride” fare systems.

5.1.7 Modelling Approach - Access Rights

The essential characteristic of the reference fare data model is that it is based on *access rights* (i.e. service consumption rights), rather than directly on products or prices.

An access right granted to a customer is any part of a service that a user is entitled to consume, and of which the service provider (or another organisation) is able to control the consumption. A large variety of prices may be attached to a particular access right, and it may be sold in a wide range of marketable combinations. It is possible therefore to describe a price or a marketable package by starting from the access right description, but the opposite is not true, or at least would result in a great complexity. The definition of the access rights to a public transport service (or analogous services), together with the definition of the ways of controlling these rights, are more stable and simpler to describe than the almost infinite number of pricing and marketing systems.

- Various access rights may be combined in order to form immaterial “fare products” (e.g. a “single ride” granted by a fare product called “simple ticket”, or “multiple trips during one month” granted by a fare product called “monthly pass”), which are marketable sets of access rights. One or several fare products may be associated to a “travel document” and materialised (e.g. a paper single ticket allowing only a “single ride” or an electronic card containing various fare products). Combinations of fare products and travel documents are sold to customers as “Sales Offer Packages”. Each sold package is part of an individual “contract” with a particular customer.
- Controls are applied to access rights present on travel documents or in contracts, aimed at validating the consumption. The fact that fare products may represent “compound access rights” and that their elementary “components” have to be validated at a certain point or under some conditions, makes it necessary to be able to determine the elementary components of access rights (called in Transmodel CONTROLLABLE ELEMENTs, FARE STRUCTURE ELEMENTs, VALIDABLE ELEMENTs).

Pricing parameters are applied to access rights (either in a planning stage or, in the case of yield managed fares, in real time, according to specific principles), fare products and sales offer packages, in order to calculate the end price to be paid by the user.

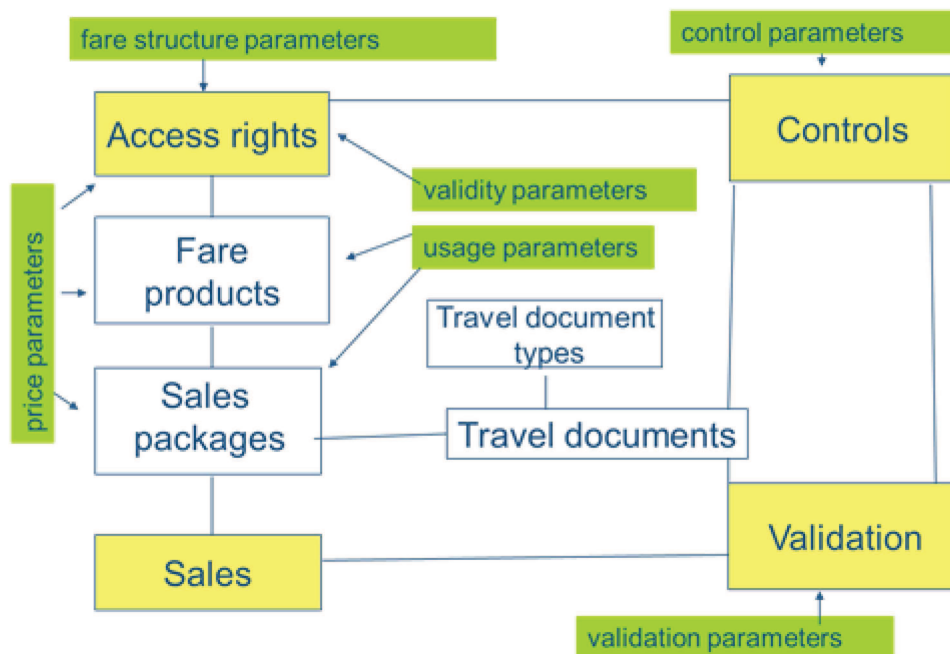


Figure 2 — Fare collection main processes and concepts

5.1.8 Possible Simplifications for Implementations

The fare collection reference model contains a large number of entities, describing in detail the above main concepts. However, a traditional fare system does not need such a complexity, which will be only required for the more complex integrated payment systems. Not all of the entities will therefore need to be implemented in simpler applications; some of the concepts separated for precision being merged into simpler objects for a concrete implementation.

The difference between the simplest and the most complex use cases found in the fare collection domain is more marked than for other parts of the reference model.

5.1.9 Further Evolution of Fare Systems

Fare structures for complex networks – and the fare management systems to service them - represent a significant investment and once established, tend to be relatively stable, with only evolutionary changes to services and routes being made within an established overall structure; for example, the addition of new stops or services on existing routes. There is a continuing need however to periodically re-price existing fares, and it is therefore important to separate price data from fare structure data and to give it a well-defined validity period.

There is also a need over time to introduce new fare products to increase yields from the network; these will typically be constrained to the existing fare collection infrastructure but may include products with specific limitations targeted at different users and different travel times, for example, promotion passes for tourists. Many operators thus support two sets of products: a stable regular set of standard products and fare offerings covering all the network, and an ad hoc set of promotional products intended to generate additional custom at particular times. These will normally have more restrictive commercial conditions. The ability to represent complex fare conditions in a computable form (that can also be explained to users) is therefore also an important requirement.

5.1.10 Use of Fare Data in Passenger Information services

This document is concerned mainly with describing a conceptual model for fares that is independent of any implementation or any specific implementation technology or API. One of the uses of such a model is to design online queries about fare sand fare products that make use of data elements from such a model. For an indication of how the reference model elements relate to typical fare queries, see the Transmodel v6 Part 6, *Passenger Information* standard (EN 12896-6), where fare zone, trip fare and fare product queries are outlined.

5.2 Fundamental Concepts

5.2.1 Access Rights

The model considers in particular the access rights needed by a passenger to use a public transport service.

The definition of the access rights is linked to:

- the definition of theoretical access rights, describing elements of the service that can be offered for consumption (e.g. the possibility to carry out a ride on a service journey from one stop point to another on one single vehicle, the possibility to access a closed system such as a metro network, i.e. to access the metro system and carry out a trip on several vehicles etc.). Such elementary access rights may be combined in various marketable combinations. They are in effect a set of rules, determined predominantly by space, time or quality related parameters – and termed in this document ‘fare structure parameters’.
- the definition of validity (limitation) rules, specifying the specific conditions to consume the generic or combined elements with use of validity parameters (e.g. Particular tariff zone, particular line, specific operator, etc.) or usage parameters mainly linked to the characteristics of the practical use of the right, e.g. linked to the type of user (user profile, commercial profile, the maximum duration of a particular trip or set of trips, to the accompanying objects, such as luggage allowance, specific permissions, such as interruption of the use of the right, use of specific route, etc.);
- the definition of means to materialise the access rights on travel documents (e.g. a throw-away ticket, an electronic travel card, etc.) and to control their consumption (e.g. using validators, turnstiles, manual controls, etc.).

5.2.2 Access Rights Specification

The definition of fare structure elements is based on generic, mostly quantitative, rules that influence the access rights regulating the consumption of transport services, and thus the price a passenger has to pay for a specific consumption: limitation of the duration or the length of trips, the number of zones crossed, etc.

These rules describe the use of the transport system in terms of space, time and service quality (see subclause 5.6 Fare Structure). Therefore, space-based, temporal and quality parameters will be specified and attached to specific FARE STRUCTURE ELEMENTs by the fare structure.

The rules determining the access rights can be classified under two main categories:

- Global rules, determined by “fare structure parameters”, used to determine the validity of a range of generic access rights providing the basis for calculating the price of their consumption. Such a set of rules is classically called “fare structure”. A fare structure is mainly used to define generic pricing

rules (for instance, the main types of public transport fare structure are known as “graduated fares” and “flat fares”). In a wider context, fare structure rules are also used to limit validity, even when the consumption is free of charge (e.g. limitation of the duration or the length of a trip, limitation of the number of zones crossed, etc.). Examples of Fare structure parameters are: GEOGRAPHICAL INTERVAL, GEOGRAPHICAL UNIT, TIME INTERVAL, etc. (see subclause 5.6);

- Validity limitation rules which consist in assigning certain “limiting parameters” to specific access rights. For instance, a ride may be limited to a specific area, a trip limited by the latest possible start time, a pass valid only for students, etc. Such limitations are expressed by two categories of parameters:
 - “validity parameters”, which affect the physical scope of access rights (mainly in space or time); examples of validity limiting parameters are GROUP OF LINEs, DAY TYPE, etc.
 - “usage parameters”, which affect the actual use of access rights, such as USER PROFILE, FREQUENCY OF USE, TRANSFERABILITY, etc.

A particular version of the fare structure fixes the values of the different parameters: this set of rules together with well-defined parameter values builds a TARIFF.

5.2.3 Fare Products

Finally, the access rights are advertised to the public.

A FARE PRODUCT is an immaterial marketable element made available to the public. It can be purchased and enables the owner to consume public transport or other services at specific conditions. It may consist of specified access rights (PRE-ASSIGNED FARE PRODUCT) or other products (discounts, amount of price unit, etc.).

In other words: the set of access rights granted by a travel document represent a FARE PRODUCT. It is a set of VALIDABLE ELEMENTs that are determined by fare structure parameters, validity parameters and usage parameters and may be considered as being combinations of FARE STRUCTURE ELEMENTs (and/or CONTROLLABLE ELEMENTs).

Each access right component level (CONTROLLABLE ELEMENTs, FARE STRUCTURE ELEMENTs VALIDABLE ELEMENTs) is characterised by the type of limitation rule that can be applied to access right components belonging to this level. The distinction between all three levels is only required for the most complex fare systems.

To be comprehensive, the concept of a CONTROLLABLE ELEMENT is introduced in the reference data model. CONTROLLABLE ELEMENTs represent the most elementary components that are determined by the fare policy and are mainly dedicated to the “control process”.

5.2.4 Sales Offer Packages

Access rights are not the only consideration in defining and marketing travel products. There may be different prices and conditions according to the sales DISTRIBUTION CHANNEL (in-station counter, online, on-board conductor) or the TRAVEL DOCUMENT i.e. media used (Smart card, app, paper ticket, etc.) - or other commercial factors. One or more FARE PACKAGES may be assembled into one or more SALES OFFER PACKAGES with various distribution and additional commercial conditions attached.

A SALES OFFER PACKAGE is defined as a package to be sold as a whole, consisting of one or several FARE PRODUCTs materialised thanks to one or several TRAVEL DOCUMENTs.

5.2.5 Overview on Access Rights Levels, Parameter Types and Associated Concepts

5.2.5.1 Access Rights and Parameters

A fare structure is defined through a set of elements that represent access rights to the transport system. The access rights are determined through a range of rules that enable price calculation. The rules are basically of two types:

- global (mostly quantitative) rules, determined through fare structure parameters; and
- particular (consumption) limitation rules, determined through validity and usage parameters.

Global, quantitative rules are, sometimes combined with validity limitation rules.

5.2.5.2 Levels of Access Right

In terms of data model concepts, the description of access rights is organised in a hierarchy of three levels:

- CONTROLLABLE ELEMENTs,
- FARE STRUCTURE ELEMENTs
- VALIDABLE ELEMENTs.

A fare structure is defined through FARE STRUCTURE ELEMENTs that may be represented, for some needs and in some cases, as sequences of CONTROLLABLE ELEMENTs.

FARE STRUCTURE ELEMENTs may build sequences to be validated “in one go” (VALIDABLE ELEMENTs) i.e. as a set, without the possibility to use a single component as an isolated access right. In many cases a FARE STRUCTURE ELEMENT is already a VALIDABLE ELEMENT.

A FARE PRODUCT is an immaterial marketable element (access right, discount right, etc.), made available to the public. PREASSIGNED FARE PRODUCTS represent the access rights determined by a (or a sequence of) VALIDABLE ELEMENT(s).

FARE STRUCTURE ELEMENTs are typically determined through global rules, that may be combined with validity limitation rules.

To VALIDABLE ELEMENTs (in some cases to FARE STRUCTURE ELEMENTs as mentioned above) and to FARE PRODUCTS limitation rules apply, i.e. rules that either limit the validity by specific parameters:

- on one hand, by validity parameters (e.g. particular DAY TYPEs, a particular LINE, a specific OPERATOR, etc.),
- on the other hand, by usage parameters, linked to the actual usage of the access rights (e.g. particular user profiles, luggage allowance, booking possibility, necessity to provide a particular entitlement, etc.).

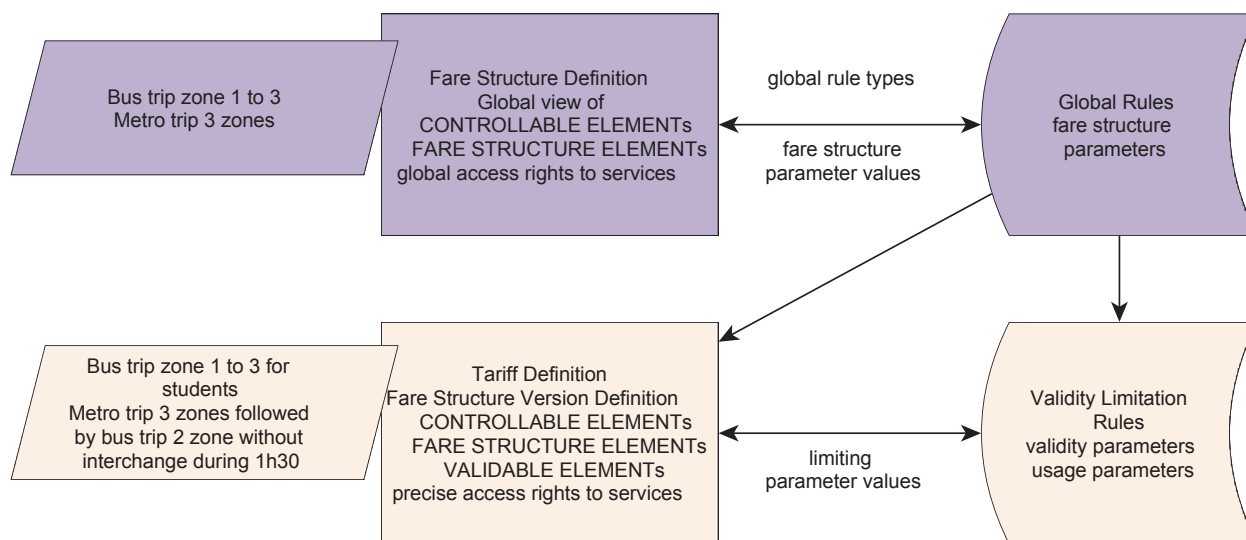


Figure 3 — Overview of the different parameters determining the components of access rights and examples

5.2.6 Customers and Contracts

If a purchase of a FARE PRODUCT takes place, a FARE CONTRACT is in effect agreed between a customer and the PRODUCT OWNER that the travel services will be provided, this consumption being ruled by the contract liabilities and conditions of carriage. Such an agreement may be explicitly represented by the FARE CONTRACT entity, but it is implicit even if the customer is impersonal (that is, unknown to the operator as an individual), or anonymous (that is, known only through an anonymous token).

Both classical, media centric and ABT systems can make use of the concept of a CUSTOMER ACCOUNT, a registration of the TRANSPORT CUSTOMER as a user known to the system. Transmodel uses TRANSPORT CUSTOMER to represent a user of services in any sense; a TRANSPORT CUSTOMER may in fact undertake both a CUSTOMER ROLE (i.e. act as purchaser or consumer of retail services) and a PASSENGER ROLE (i.e. act as a consumer of travel services). However, it is possible that different individuals undertake the two roles, as when an individual buys a ticket for another – or when a passenger does not have a valid ticket.

5.2.7 Travel Documents, Customers, Contracts and Sales Offer Packages

A FARE PRODUCT is immaterial (i.e. is agnostic as to how it will be physically manifested), which means that the same FARE PRODUCT can be materialised on various TRAVEL DOCUMENTs according to a particular type of medium. For instance, a monthly pass may be incorporated on a specific ticket or stored on an electronic card. The available media types can be described as TYPEs OF TRAVEL DOCUMENT.

An electronic TRAVEL DOCUMENT can be represented as a MEDIUM APPLICATION INSTANCE that resides on a MEDIUM ACCESS DEVICE (phone smart, card, etc.). The available types of device supported can be described as TYPEs OF MEDIUM ACCESS DEVICE. In Account Based Ticketing, the representation on the medium may be minimal – possibly just a security token or the identifier of an EMV card – the actual TRAVEL DOCUMENT details being stored online as part of a CUSTOMER ACCOUNT.

A FARE CONTRACT is immaterial, which means that is independent of the TRAVEL DOCUMENTs on which the whole FARE CONTRACT or a subset of it may be loaded.

The FARE PRODUCTS are associated with TRAVEL DOCUMENTs in order to form packages suitable for selling. A SALES OFFER PACKAGE is defined as a package to be sold as a whole, consisting of one or several FARE PRODUCTS materialised thanks to one or several TRAVEL DOCUMENTs.

The detailed contents of a TRAVEL DOCUMENT may be represented by an associated CUSTOMER PURCHASE PACKAGE which describes the SALES OFFER PACKAGE and any parameters that describe the specific access rights selected from it.

5.2.8 Distribution and Fulfilment

Sales of particular products may be restricted to specific DISTRIBUTION CHANNELs in specific territories, for example, from operators, third parties, online, etc.

Fulfilment, the delivery of the TRAVEL DOCUMENT to the user, may take place at the time of purchase, or involve subsequent steps to download or install to some form of media. For example, an online purchase of a product may be self-printed, collected at a ticket on departure machine at a station, added to a user's account for online retrieval, loaded onto the user's card when she checks in at a barrier, etc.

The available DISTRIBUTION CHANNELs, FULFILMENT METHODs for a SALES OFFER PACKAGE may be described using a DISTRIBUTION ASSIGNMENT, and the specific values used on a purchase can be recorded on a CUSTOMER PURCHASE PACKAGE.

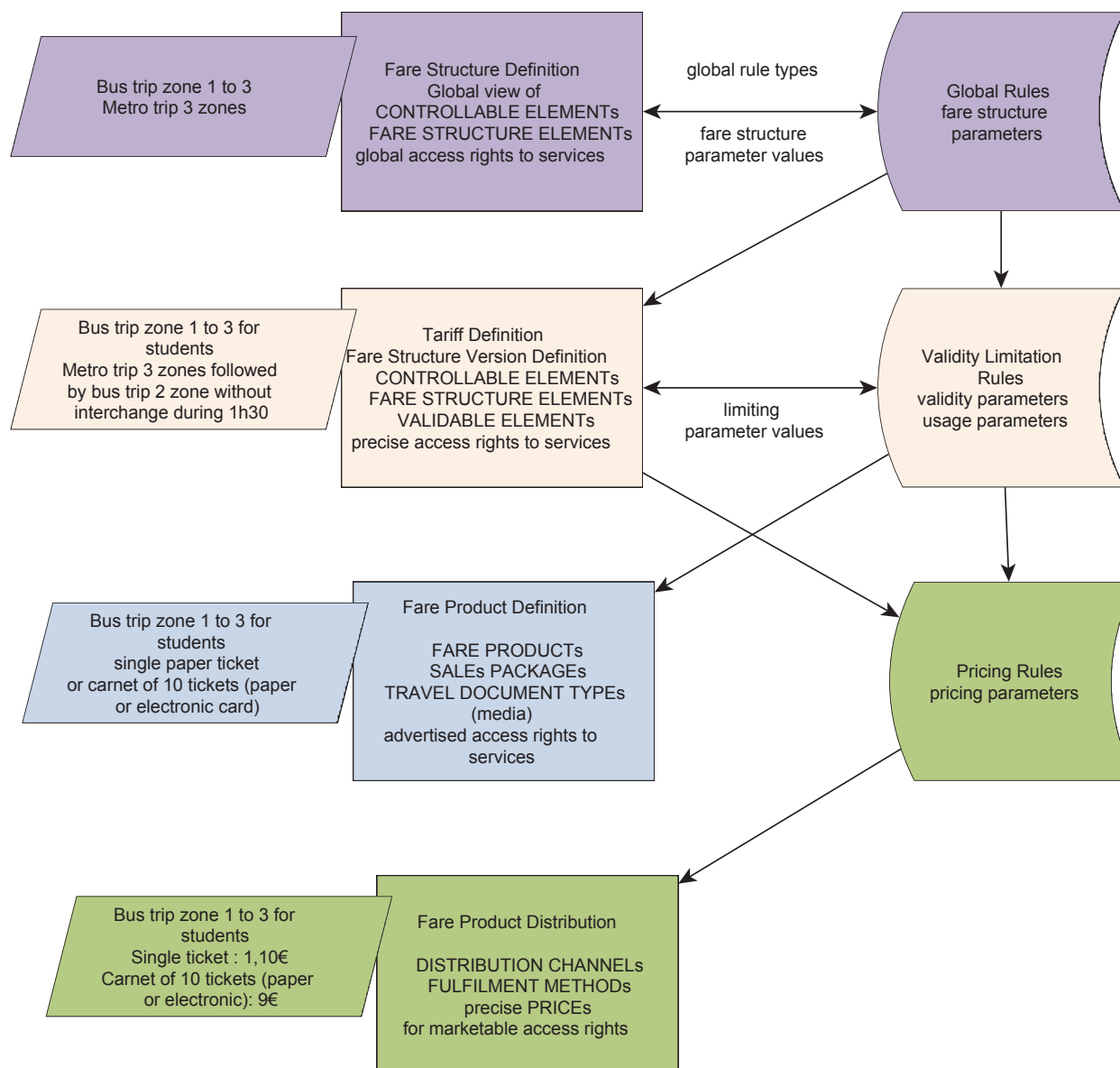


Figure 4 — Overview on Rules Types, Parameters and Concepts

5.2.9 Sales Transactions

TRAVEL DOCUMENTs are usually allocated to customers on the occasion of a SALE TRANSACTION.

A SALE TRANSACTION is a log entry recording an individual sale event. There are a number of different types of sales event including:

- Sale of one fixed SALES OFFER PACKAGE as a CUSTOMER PURCHASE PACKAGE, which means the sale of one or several FARE PRODUCTs that relate in a fixed way on one or several TRAVEL DOCUMENTs (e.g. classical tickets);
- Sale of one reloadable SALES OFFER PACKAGE as a CUSTOMER PURCHASE PACKAGE, which means that the sold FARE PRODUCTs are loaded on a TRAVEL DOCUMENT allowing such a loading on a MEDIUM ACCESS DEVICE (e.g. magnetic or electronic card), as described by a MEDIA APPLICATION INSTANCE;

- Refund or exchange of FARE PRODUCTS; this is meaningful in particular when a commercial offer allows the customer to replace an already purchased CUSTOMER PURCHASE PACKAGE by a more attractive one.
- The initial contracting procedure with a customer; this is meaningful in particular when such a procedure contains the CUSTOMER registration, before any product sale.

5.2.10 Prices

5.2.10.1 General

There is a large variety found as to the methods used to calculate the price to be paid for a fare. There is probably no generic solution to model all possible price generation algorithms. Therefore, the data model includes a set of pricing entities, which provide the factors necessary to calculate the price in each of the cases. Specific algorithms are responsible for applying the local price calculation rules to this basic data, but which are not themselves modelled in detail.

Prices may thus either be distributed as a set of base prices and the pricing parameters, or as fully resolved derived prices for every required fare structure element and access right.

The method used to derive a price from another price can be indicated on the price by a PRICING RULE, which can include a discount applied (DISCOUNTING RULE) and limits as to the minimum and maximum prices to be charged that are in effect (LIMITING RULE), as well as recording any tax applied.

5.2.10.2 Separation of Prices from Structure

In the models for both the Fare Product and the Fare Structure, the actual price values are kept logically distinct from the elements that they price. This permits the use of successive revised prices sets with the same fare product and fare structure, and also the separate exchange of prices and price updates without having to transmit all the base product data.

5.2.10.3 Fixed versus Yield Managed prices

5.2.10.3.1 General

Depending on national or regional law or business models, prices can either have a static or dynamic nature. This may vary by operator or travel mode or specific products within a mode.

5.2.10.3.2 Static Prices

In classically systems, prices are fixed for a given period. The tariffs and their prices have a static nature and are publicised along with the underlying structure. This information has a fixed start and end date, during which tariffs and prices are constant. Depending on the use case, either the discrete prices of underlying features may be exchanged, along with the pricing parameters, or a complete set of pre-computed resolved fares for every allowed combination of features (for which the pricing parameters merely provide justification).

5.2.10.3.3 Dynamic Prices

In situations where PT operator competition is significant, or where networks are congested and it is desirable to smooth the load, tariffs and prices can be varied dynamically, provided the necessary advanced systems are in place. Such tariffs and prices can depend on market or yield based business rules. Prices are obtained by querying a pricing engine for a given set of criteria (e.g. origin, destination, type of user) and only an overall current price is disclosed. The calculation process may be opaque and

publication of the full list of current prices and the fare calculation algorithms used to derive them can be restricted.

In either case, in order for the user to select a product for pricing and understand its applicability to her needs, information still needs to be available about the available products in relation to the journeys they price including fare structure, access rights and their pre- and after-sales conditions. The information needs remain the same, except that the price is fetched at run time from a pricing service indicated on the price entity rather than being distributed along with the other components of the fare.

5.2.11 Consumption Control

5.2.11.1 General

To protect their revenues against free riders and ticket fraud, operators need to check the passenger's use of their systems, using control processes. To undertake accounting, operators need to validate passenger's actual travel. Although they often occur at the same time, control and validation may be considered as two distinct processes:

- **Control** is the checking of a passenger's entitlement to consume access rights. Typically, this is done at the start or during their trip and involves checking that the customer has an appropriate ticket and marking it as used ('cancellation'). Multiple controls may be made on a passenger during a trip.
- A control process is thus an elementary action of collecting data on the rights attached to the TRAVEL DOCUMENT controlled and on the actual inspection context (location, time, specific train, etc.) to which the rights are to be compared. A validator installed at a metro entry will identify a particular TRAVEL DOCUMENT (or more often only the TYPE OF TRAVEL DOCUMENT) and read the data stored on it. It will check for instance whether the stored FARE PRODUCT has a VALIDITY PERIOD including the current day, whether it allows to enter the metro at the STOP POINTS composing the station, or whether a time limit parameter is not already passed.
- **Validation** is the verification that an access right is valid, has been consumed and that this consumption was allowed. It uses the results of one or several consecutive controls and with Media centric and ABT ticketing systems, may trigger the charge to the customer for the trip.
- Validation is based on the comparison between the rights attached to a FARE PRODUCT stored on a TRAVEL DOCUMENT and the data collected through previous controls, characterising the actual situation. In the event that access rights are not valid, a penalty may be incurred by the traveller. In interoperable systems, validation is important for accounting between different networks.

Both control and validation may involve marking the travel document to indicate a control has been made or that the access rights have been consumed. In classical rail systems this is done by the ticket inspector. Some types of product require an explicit activation step by the user to indicate the commencement of use, for example time limited trips such as use of the metro for 60 minutes. In classical fare systems validator might be used to mark a ticket with a timestamp; the MCT equivalent would be to use an app to start a timer.

The product owner may delegate the checking that the passenger has the appropriate access rights for their travel to a separate organisation (authority, operator or another service provider); the TICKET CONTROLLING ORGANISATION.

5.2.11.2 Easements

Sometimes, during network disruption, the operator may offer the passenger an easement, that is additional or alternative access rights to travel on other routes or other modes; for example, during a strike metro ticket holders might be allowed to use a bus. Validation and control processes will typically be relaxed or suspended during an easement and the issue of access rights will be purely notional – modified travel documents with revised rights will not be issued.

5.2.12 Sales and Validation Entries

The customer's interactions with the system can be recorded as log entries, each recording relevant state about a specific event for accounting and summarisation purposes. Some of these are triggered by direct interaction by the customer with a device, such as when buying a ticket, checking in or out at a barrier, or validating a travel document; others may be inferred automatically by the fare control system on the basis of its inputs, such as detecting that a capping threshold has been reached by a customer within a given period, or that a customer failed to check out from the system on a given journey. It is also possible to add entries manually, as say to record penalties issued by a ticker inspector.

The specification includes a set of events and entries to support classical, media centric and account based ticketing. The architecture allows for further events and entries to be added to cover further evolution of fare systems or specific customisation in a particular implementation.

5.2.13 Revenue protection measures

The management of customer data and control of travel needs to include revenue protection measures to counter attempted fraud. Control and validation processes may detect different types of anomalous behaviour, such as repeatedly checking in at the same station within a short period of time (which might indicate a pass being handed back over the barrier), etc. To support enforcement, security lists can be compiled and exchanged that provide whitelists of explicitly authorised entities (customers, tickets, media etc.); and also blacklists of explicitly unauthorised instances for whom access to the system will be blocked. Blacklists may be used to refuse access permanently (as say for a stolen card), or to deny it temporarily (as say for a suspended account).

5.2.14 Roles

In classical fare systems, involving a single operator issuing paper tickets for a single network through ticket offices on the network, a single organisation undertook all the roles involved in devising, retailing and controlling a fare product. As systems have grown larger and more complex these various roles have been unbundled and may be undertaken by different parties or be combined in different ways among various organisations. With the advent of electronic payment systems, electronic media and devices and account based systems additional roles are involved in providing integrated systems and may also be undertaken by separate parties. Understanding the separate concerns of each role is helpful for characterising the data entities and is relevant for passenger information systems; in particular it is important to be able to identify the organisations responsible for providing each kind of service, especially when redress is needed for some error or failing of provision.

The Transmodel specification indicates a basic model for roles involved in fare management and travel consumption, based primarily on that of the Integrated Fare Management EN ISO 24014-1:2015. This assists with relating the model with other standards covering downstream functions such as reservations, fare management, clearing, etc.

Roles may be undertaken by an actor, that is a person, organisation or other system that interacts with a system; some roles are restricted only to organisations or only to individuals (e.g. PASSENGER ROLE,

DRIVER ROLE). An actor may perform more than one role. Each role implies an association between an entity and an actor that should be separately modelled, even if the same actor undertakes multiple roles. For example, a Fare product may be owned and distributed by the same organisation, represented as two different associations between fare product and organisation, each with a different role entity associated with them.

5.3 Use Cases for the Fare Model

5.3.1 General

This section outlines key function for the application of the Transmodel fares model, mainly by summarising the use cases described in CEN/TS 16614-3:2016. The use cases should help give a more precise understanding of the scope of the standardization work for fares.

5.3.2 Business context

5.3.2.1 Fare Planning

5.3.2.1.1 Workflow for creation and maintenance of Fare Structures

The workflow for creation and maintenance of fare structure requires the choice of a fare model that suits the characteristics of the mode and network (e.g. urban mass transit, long distance rail, rural bus, etc.); the available channels for ticket retailing and the viable methods of ticket validation, and the required business yields for the expected traffic - and estimated fraud levels. Fare models between different regions, operators and modes will be significantly different.

The definition of a fare structure is based in effect on generic quantitative rules that influence the access rights regulating the consumption, together with the price a passenger has to pay for a specific consumption factor: limitation of the duration or the length of a trip, price based on the number of zones crossed, etc.

These rules describe the use of the transport system in terms of space, time and service quality. Therefore, space-based, temporal and quality factors may need to be specified.

A particular version of all aspects of the fare structure, i.e. of the rules and associated parameter values [sometimes known as a “fare set”] will be called ‘tariff’ in this standard.

A fare structure typically contains base prices optionally enhanced with price differentiations for modality, user profiles, peak / off-peak hours, seat class, etc.

Fares can be flat, i.e. not depending on consumption factors, or graduated, that is increasing in proportion to consumption.

Fare structures differ greatly in their complexity, ranging from a single flat fare to multi-dimensional matrices of distinct pricing factors connected by a complex object model. The fare model may contain objects such as tariff zones and fare stages that need to be collated with network data such as stop points, as well as availability restrictions that need to be collated with demand on specific routes. An effective date and (geographical) validity scope will be assigned to the fare structure overall.

The output of all the processes will be fare tables in structured form.

5.3.2.1.2 Fare Structures and Fare Products

The fare planning use cases are broken down into distinct functional areas;