INCLUSION

Towards more accessIble and iNCLUSIve mObility solutions for EuropeaN prioritised areas

D1.1 Definition of terms

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INCLUSION

VERSION HISTORY

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0.1	20/10/2017	Michele Masnata (SOFTECO)	First draft version
0.2	24/11/2017	Sarah Brooke (UNIABDN), Pasquale Cancellara (POLIS), Caitlin Doyle Cottrill (UNIABDN), Andrea Lorenzini (MEMEX), Michele Masnata (SOFTECO), Kristin Tovaas (RUPPRECHT), Ruud van der Ploeg (EMTA)	Integration of definitions from the consortium partners
0.3	28/11/2017	Michele Masnata (SOFTECO)	Editing after peer review
1.0	30/11/2017	Michele Masnata (SOFTECO)	Quality review

Contents

1. Introduction

This document is developed within the activities of Task T1.1 - Identification and classification of specific areas and targeted user groups whose objective is to identify and categorise the existing mobility experiences of targeted user groups from a range of prioritised areas across Europe. The definition of the conceptual and terminological background of the project about the main themes addressed (prioritised area, inclusion, equity, equality, social innovation, shared economy/services, accessible transport, mobility impairment, paratransit, etc.) will ensure internal mutual understanding and helping to streamline the external communication (WP7). To achieve this task, this practical Definition of Terms deliverable is developed with a set of definitions that are integral to the work being done in the INCLUSION project.

The definitions are based on existing literature, studies, academic activities and research to stay on a solid, documented background scenario. In some cases, the definitions, especially those applicable generically, are also contextualized according to the objectives and work in INCLUSION. Terms that are either obvious words that everyone is familiar with or terms that aren't particularly relevant to the project are not part of this document.

This project Deliverable, first submitted on Month 2, should be regarded as a living document, as the consortium may agree that new terms or new definitions of existing terms have to be considered during the project to ensure an effective project-internal and – external communication.

The terms are classified according to the following main categories:

- Users
- Geography
- Project
- Mobility
- Business models
- Modes
- Social Innovation
- ICT
- Implementation
- Evaluation
- Partners

The Authors and Reviewers of the following definitions are the partners of the Consortium. External citations and cross-links between the definitions can be also present.

2. Definitions

ACCESSIBILITY

The potential for people to reach spatially dispersed opportunities.

Category: Mobility

Reference: https://doi.org/10.1016/j.jtrangeo.2012.03.016

Related Terms: Equity, Inclusiveness, Inclusion

Author: RUPPRECHT

AGGREGATOR

A person/thing/tool that join or collect into a whole mass or sum

Category: Project

Author: MEMEX

AMBITION

When referred to a project, it is the main objective that the project aims to reach related to the improvement of one or several aspects

Category: Project

Author: MEMEX

APPLICATIONS

Program or a series of programs installed and running on a device (computer, mobile devices etc.) with the purpose and the result of making possible one or more useful features, services or tools and selectable upon request by the user through the user interface.

Category: ICT

Related Terms: Apps

Author: SOFTECO

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APPS

Short name for Applications, especially used for Mobile applications running on smartphones and tablets

Category: ICT

Related Terms: Applications

Author: SOFTECO

AREA TYPE

Areas are classified according to their characteristics; e.g. rural; urban; suburban etc.

Category: Geography

Author: UNIABDN

AREAS

A part or region of a town, a country, e.g. 'rural areas of Britain'. In INCLUSION, 'prioritised areas' are the focus for the project.

Category: Geography

Author: UNIABDN

AUTHORITIES

Governmental or corporate entities that have been created and delegated with official responsibilities to execute legal powers and rights in an area of interest, to enforce obedience, take action or make final decisions; Public Transport Authorities (PTAs) or Organising Authorities (OAs), act in the public interest and ensure a well-functioning integrated transport system within their territory. (http://www.eptaproject.eu)

Category: Partners

Author: POLIS

BARRIER

Something such as a rule, law, or policy that makes it difficult or impossible for something to happen or be achieved (synonym: hindrance).

Category: Business models

Author: POLIS

BENEFICIARY

A beneficiary is a person or entity named to receive assets, advantages or profits from an estate, a trust, an insurance policy or any instrument in which there is distribution.

Category: Business models

Author: POLIS

CAR POOLING, CAR SHARING

A system that gives people access to a (small or large) fleet of cars so that they can use an automobile individually in sequence, i.e. not simultaneously. Car Sharing is a form of short-term rental, even by the hour. This meaning of Car Sharing is widely used in continental Europe – in the UK it is often the expression "car club" that describes this form of sequential sharing.

Significantly different is what is typically called Car Pooling (in North America also Ride Sharing) where users share (part of) a journey with others in the same car at the same time. In the UK, this model is often referred to as Car Sharing.

There are two types of sharing organisation – station-based and free floating. The success of car sharing within the context of 'sharing than owning' is based on the latter model. In short: For SUNRISE-internal communication:

- Car Sharing = sharing a car in sequence (one user after the other)
- Car Pooling = sharing (part of) a journey with several users in the same car at the same time.

Category: Modes

Author: RUPPRECHT

CASE STUDY

In the context of INCLUSION, a case study is a particular environment (context o area) where some interesting solutions/measures have already been implemented and that is going to be analyzed in deep.

Category: Project

Author: MEMEX

CITIZEN (VS. RESIDENT)

An inhabitant of a town or city.

Category: Users

Author: UNIABDN

CITIZEN SCIENCE

Citizen science is defined in several ways because it has multiple origins and comes from different concepts. The Oxford English Dictionary [1] in 2014 defined it as "scientific work undertaken by members of the general public, often in collaboration with or under the direction of professional scientists and scientific institutions".

This refers to all those projects where participants collect and share data and observations, often on vast geographical areas or on long periods of time, or those in which thousands of people, thanks to intensive and innovative use of ICT media and web 2.0, help processing huge amounts of data.

Citizen science can be defined as a new method of integrating people with their everyday experiences in processes of research, ideally from the very beginning (definition of the problems/challenges). Within the research policies of the EU, citizens science is strongly connected with the activities of (urban) living labs.

However, Citizen Science, as Bonney, Cooper and Ballard [2] point out, is also relevant when it allows ordinary citizens to ask questions and provide answers to important questions or to direct public attention to specific issues like inclusive mobility.

In INCLUSION, this mostly refers to the involvement of citizens in problem co-definition and co-solution.

Sources: [1] New words list June 2014". Oxford English Dictionary. Retrieved 3 June 2016". [2] R. C. C. &. B. H. Bonney, "The Theory and Practice of Citizen Science: Launching a New Journal.," in Citizen Science: Theory and Practice.. 1(1), p.1. , 2016.

Category: Social Innovation

Author: SOFTECO

CO-CREATION

The combination of the following two definitions from the literature describe INCLUSION's notion of co-creation:

- Co-creation refers to a process that brings together different parties, e.g. a company and a group of customers, to jointly produce a mutually valued outcome (Prahalad & Ramaswamy, 2004).

- In a co-creation approach, heterogeneous actors collaborate to produce knowledge, instruments, technology, artefacts, policy, know-how, etc. (ERA-NET Cofund Smart Urban Futures).

Category: Social Innovation

Author: RUPPRECHT

CO-DEVELOPMENT

The term Co-development denotes one phase within a larger co-creation process. It highlights the fact that citizens and other stakeholders are actively involved in the development of concrete action plans. In the time sequence of a co-creative innovation chain, co-development follows the initial phase through which problems and challenges are co-identified and it builds the basis for the ensuing phase, during which action plans are co-implemented.

Category: Social Innovation

Author: MEMEX

CO-FINANCING

Co-financing means that investments (related risks and profit opportunities) are not only taken by one central player (e.g. the local authority, one bank or other lending of financial institutions) but are a joint venture of multiple players including local residents, businesses, the municipality, NGOs etc.

Category: Business models

Author: POLIS

CO-IMPLEMENTATION

The term co-implementation stresses the fact that novel solutions are not only to be planned and developed in a collaborative way across public administration and target users but that the target users have a role also in the implementation.

Category: Implementation

Author: MEMEX

COLLECTIVE

In the context of Inclusion, Collective Transport indicates a form of mobility where more people travel together by sharing the same physical infrastructure and equipment (e.g. public transport where more people shares the same bus or Car Pooling where a few people shares the same car). Collective transport services is either owned and operated by a publicly funded body (e.g. local, regional and national authority) or privately funded body (e.g. a company or a cooperative of private individuals) and aims at reducing car traffic. The term can also be used to indicate the collective design and development of services and projects.

Category: Mobility

Related terms: Public Transport

Author: SOFTECO

INCLUSION

COLLECTIVE TRANSPORT

A transport service that is either owned and operated by a publicly funded body (e.g. local authority, regional authority, national authority) or a privately funded body (e.g. a company or a cooperative of private individuals)

Category: Modes

Related terms: Public transport, Private transport

Author: RUPPRECHT

COMBINED MOBILITY

Services (e.g. carsharing, taxis and shared taxis, bicycle and bike-sharing, car-pooling, demand-responsive transport, car-rental, etc.) that can complement the classic fixed line- and timetable-bound public transport services and, together with walking, they form a complete and coherent mobility solution.

In some cases UITP defines 'Combined Mobility' as a synonym of Level 0,1,2 of MaaS.

Source: http://www.uitp.org/sites/default/files/cck-focus-papers-files/FPComMob-en.pdf

Category: Mobility

Author: RUPPRECHT

COMMUNITY TRANSPORT

Provision of specialist transport services, typically in rural areas, to address the access to key service needs of socially excluded individuals, e.g. to provide transport to medical, social care, or educational appointments.

Category: Mobility

Author: UNIABDN

CONSUMER

➔ For INCLUSION, See user

Category: Users

Author: UNIABDN

CONURBATION

An extended urban area, which is typically consisting of several towns that merges with the suburbs of a central city.

Category: Geography

Author: UNIABDN

CONVENTIONAL (PUBLIC TRANSPORT)

The classic fixed line and timetable-bound public transport services (e.g. bus, tram, metro, etc.)

Category: Mobility

Related terms: Public transport

Author: RUPPRECHT

COOPERATION/CO-OPERATION

The action of two or more actors (public, private or both) working together to reach a common goal.

Category: Social Innovation

Author: RUPPRECHT

CO-PRODUCTION

Co-production provides an alternative service model in the light of reduced budgets which harnesses the strengths of both communities and staff. Co-production is about professionals and citizens making better use of each other's assets, resources and contributions to achieve better outcomes or improved efficiency.

References: Governance International; 2016

Category: Social Innovation

Author: MEMEX

COST-EFFECTIVENESS

Something is cost effective if it provides adequate financial return in relation to the expenditure. Cost Effectiveness is therefore the relationship between monetary inputs and the desired outcome. In the case of public transport, cost effective means the provision of high quality public transit service (fast and seamless) between cities and rural areas at an

acceptable cost for the population, which in turn is essential for urban/rural functionality and prosperity.

Category: Business models

Author: POLIS

CROWDSOURCING

The collective development of a project by many people outside the entity that designed the project itself. People who collaborate usually do it by volunteering, answering an invitation to collaborate. This model of project implementation is usually made possible by the internet and does not necessarily involve writing code in programming languages, but the variety of projects may be different.

Category: Social Innovation

Author: SOFTECO

CUSTOMER

➔ For INCLUSION, See <u>user</u>

Category: Users

Author: UNIABDN

DEMAND (TRANSPORT)

The number of users requiring transport provision, e.g. 'the level of demand for a local bus service'

Category: Business models

Author: UNIABDN

DEMAND-RESPONSIVE TRANSPORT

Public transport where the service is available to the general public (i.e. it is not restricted to particular groups of user according to age or disability criteria or place of employment); the service is provided by low capacity road vehicles such as small buses, vans or taxis; the service responds to changes in demand by either altering its route and/or its timetable; and the fare is charged on a per passenger and not a per vehicle basis. In some cases, the DRT has to be ordered (for example called by phone) like the German "TaxiBus". If it isn't ordered, the TaxiBus won't drive.

Category: Modes

Author: UNIABDN

DISABILITY

Disabilities is an umbrella term, covering impairments, activity limitations, and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations. Disability is thus not just a health problem. It is a complex phenomenon, reflecting the interaction between features of a person's body and features of the society in which he or she lives. Overcoming the difficulties faced by people with disabilities requires interventions to remove environmental and social barriers.

Category: Users, Mobility

References: http://www.who.int/topics/disabilities/en/

Related terms: Reduced mobility, Special needs Transport

Author: *MEMEX*

DISABLED

➔ See Reduced mobility

Category: Users

Author: UNIABDN

DISADVANTAGE

(of a person or area) Person or area in unfavourable circumstances, especially about financial or social opportunities, e.g. 'disadvantaged groups such as the unemployed'

Category: Users

Author: UNIABDN

DRIVERS

A driver is factor that has a strong impact on the performance of a specific business. In order to enhance the profitability of a business, it is crucial to identify and monitor key drivers.

Category: Business models

Author: POLIS

INCLUSION

EMERGING

In INCLUSION this term can be used to indicate new attractive transport and mobility schemas, services, patterns especially in terms of social innovation.

Category: Social Innovation

Author: SOFTECO

END-TO-END (ITS SOLUTIONS)

Intelligent transport system solutions that cover the full range of innovative services relating to different modes of transport and traffic management, enabling various users to be better informed and make safer, more coordinated and smarter use of transport network (incl. e.g. combining data collection, integration and fusion from different sources, (including sensors, vehicles and smart objects – IoT), planning, optimisation and management intelligence (Control or Service Centre level), communications and fleet monitoring (2.5G/3G/4G wireless networks, WiFi, etc.) in-vehicle and road-side equipment and applications (in-vehicle terminals, GNSS-based location, route guidance and navigation, driver information and support).

Category: Mobility

Author: RUPPRECHT

EQUALITY

The state of being equal, especially in status, rights, or opportunities.

Category: Users

Author: UNIABDN

EQUITY (TRANSPORT)

Fair and impartial provision of public transport

Category: Users

Author: UNIABDN

ETHICS (RESEARCH)

Moral principles that govern how a research is conducted, e.g. the conducting of surveys, informed consent, and the treatment of study participants.

Category: Project

Author: UNIABDN

EXCLUSION (TRANSPORT)

see *'disadvantage (transport)'*

The process of excluding or the state of being excluded. In INCLUSION, when the barriers experienced by certain groups in society in accessing transport services are overlooked. See 'Disadvantage (Transport)'.

Category: Users

Author: UNIABDN

FEASIBILITY STUDY

In the context of planning, it consists in the analysis and definition of the requirements/needs, costs and expected results of a project basing on a preidentified scenario

Category: Implementation

Author: MEMEX

FEEDER SYSTEM

A local transportation service that provides passengers with connections with a major transportation service. This includes the appropriation of frame conditions to reach the station by bike (cycle paths, bicycle racks etc.).

Category: Modes

Author: RUPPRECHT

FIXED ROUTE

A route that is predetermined and not able to be changed (not flexible according to user needs) e.g. 'fixed-route' bus service.

Category: Modes

Author: UNIABDN

FLEXIBLE TRANSPORT

A transport service that replaces or feeds (usually via small low floor buses or taxis) conventional transport. Often used where demand is low and often spread over a large area, but can also be used for special purposes in urban areas (e.g. during large events).

INCLUSION

Category: Modes

Reference: https://doi.org/10.1016/j.retrec.2009.08.008

Related Terms: Demand-responsive transport (DRT), Paratransit

Author: RUPPRECHT

HOUSING

In the context of inclusive transport domain, it indicates collective houses or dwelling places.

Category: Social Innovation

Author: SOFTECO

HOUSEHOLD

A house or flat and its occupants regarded as a unit.

Category: Users

Author: UNIABDN

ICT-ENABLED SOCIAL INNOVATION

The process of increasing the quality, access/take-up and cost effectiveness of services through Information and Communication Technology (ICT)

Category: ICT

Author: SOFTECO

INCLUSIVE (MOBILITY)

To consider the needs of individuals who are socially excluded, e.g. older and disabled individuals

Category: Social Innovation

Author: UNIABDN

INCLUSIVENESS

The quality of including all sections of society.

Category: Social Innovation

Author: UNIABDN

INDICATORS

A thing that indicates the state or level of something, e.g. 'car ownership may be used as an indicator of affluence'

Category: Project

Author: UNIABDN

JOURNEY PLANNING

A tool that is often used on an app to plan a journey from origin to destination before departing. The planner typically enables multi-modal options to be selected.

Category: Mobility

Author: UNIABDN

LEARNING LAB

Learning lab is a specific form of a Lab that explicitly is oriented on learning theories and practises. This attempt agrees that persons are in different positions against the final goals and that there are individual 'good reasons' for that.

Category: Project

Author: MEMEX

LIFT SHARING

➔ See Ride sharing

Category: Modes

Related Terms: Car Pooling, Ride sharing

Author: RUPPRECHT

INCLUSION

LIVING LAB

The gathering of public-private partnerships in which businesses, researchers, authorities, and citizens work together for the creation, validation, and test of new services, business ideas, markets, and technologies in real life contexts. The purpose of a Living Lab is to create a shared arena in which digital services, processes, and new ways of working can be developed and tested with user representatives and researchers. Hence, a Living Lab is an environment in which people and technology are gathered and in which the everyday context and user needs stimulate and challenge both research and development, since authorities and citizens take active part in the innovation process."

Category: Project

Sources: Bergvall-Kåreborn, Birgitta; Ihlström Eriksson, Carina; Ståhlbröst, Anna & Lund, Jesper 2009: A Milieu for Innovation – Defining Living Labs. in The 2nd ISPIM Innovation Symposium - Stimulating Recovery - The Role of Innovation Management. New York.

Author: MEMEX

LOCAL

Relating or restricted to a particular area, territory or one's neighbourhood

Category: Geography

Author: UNIABDN

LOCAL MONITORING PLAN

A Local Monitoring Plan is a detailed plan created after the feasibility phase including information on how to monitor a solution that is going to be implemented.

Category: Implementation

Author: MEMEX

MAAS

The integration of various forms of transport services into a single mobility service accessible on demand.

From Ubigo.se: Multimodal mobility service that offers easy, flexible, reliable, priceworthly for everyday travel without having to own a car. Users have to subscribe to their prepaid monthly mobility need.

Category: Mobility

Source: https://maas-alliance.eu/

Author: RUPPRECHT

MARKET

Market is the integrity of relations between supply and demand of traffic or some other service (goods) which at a certain place and location, at a certain time affect the supply and purchase of certain products, including services, stocks, money, and the set of all institutions, areas, devices and instruments that act on the sale and other transactions realised at that point.

Source: T.Peric et al. 2002, Transport Market and its Structure.

Category: Business models

Author: EMTA

MOBILITY LAB

Mobility lab is a Lab which concentrates on impacting the existing mobility behaviour of people/social groups in a particular way.

Category: Project

Author: MEMEX

OPEN INNOVATION

Open innovation is the process of exploitation of collective and distributed intelligence from crowds and it is based on principles including: sharing, cooperation, plurality of participants, self-organisation, decentralisation. Collection of ideas and suggestions are examples of open innovation procedures often supported by the governments and other public bodies.

Category: Social Innovation

Author: SOFTECO

P2P

Peer-to-peer indicates a logical network architecture model in which nodes are not hierarchized but are organized in the form of equivalent or parity nodes. With this configuration, any node can start or complete a transaction.

Category: ICT

Author: SOFTECO

PARATRANSIT

A collective transport service (public or private) that operates alongside the primary collective transport services and includes services that are demand responsive and provide shared rides.

INCLUSION

Category: Mobility

References: http://onlinepubs.trb.org/Onlinepubs/millennium/00107.pdf

Related terms: Demand-responsive transport (DRT), Flexible transport

Author: RUPPRECHT

PARTNERSHIP

A type of business organization in which two or more individuals pool money, skills, and other resources, and share profit, risks and losses in accordance with the terms of the partnership agreement.

Source: www.businessdictionary.com

Category: Business models

Author: EMTA

PERIPHERAL-URBAN/PERI-URBAN

Relating to or situated on the edge of an urban area

Category: Geography

Author: UNIABDN

PILOT

A pilot study, pilot project or pilot experiment is a small scale validation of a preliminary study conducted in order to evaluate feasibility, time, cost, adverse events, and effect size (statistical variability) in an attempt to predict an appropriate sample size and improve upon the study design prior to performance of a full-scale research project. In the context of INCLUSION, a Pilot is a specific geographical context where some new/innovative solutions are going to be concretely tried out and validated through real-life experiments

Source: Hulley, Stephen B. Designing Clinical Research. Lippincott Williams & Wilkins, 2007, p.168-169.

Category: Project

Related terms: Feasibility study; Local Monitoring Plan; Pilot Action Plan

Author: MEMEX

PILOT ACTION PLAN

A Pilot Action Plan is a detailed plan outlining actions needed to operate/demonstrate the Pilot.

Category: Implementation

Author: MEMEX

PILOT SITE

The specific geographical context/area of the Pilot

Category: Project

Author: MEMEX

PILOT STUDY (EXPERIMENT, PROJECT)

The specific feasibility study of the Pilot

Category: Project

Author: MEMEX

PLATFORM

A combination of systems, equipments, regulations, structures, procedures and other elements that all together provides a service or set of services; for example a mobility platform or a flexible transport platform.

Category: ICT

Author: SOFTECO

PREDICTIVE

When referred to software, indicates a functionality or process implemented through algorithms or techniques that make use of data or elements predicted in advance.

Category: ICT

Author: SOFTECO

PRIORITISED AREA

In INCLUSION, prioritised areas are the areas where accessibility, inclusive mobility and equity challenges are greatest. Prioritised areas are defined according to spatial, demographic and socio-economic characteristics.

Category: Geography

Author: UNIABDN

PRIVATE TRANSPORT

A collective transport service that is owned and operated by a privately funded body (e.g. a company or a cooperative of private individuals)

The terms also indicate individual private transport such as a motorbike or a private car.

Category: Modes

Author: RUPPRECHT

PROSUMER

An entity that is either a producer and a consumer

Category: Users

Author: SOFTECO

PUBLIC TRANSPORT

A collective transport service that is owned by a publicly funded body (e.g. local authority, regional authority, national authority) and operated by either a publicly owned or a private transport enterprise after a tender

Category: Modes

Related terms: Collective transport

Author: RUPPRECHT

QUALITATIVE

Measured or related to the quality of something instead of its quantity (which is referred as quantitative).

Category: Evaluation

Author: UNIABDN

REDUCED MOBILITY

(of a person) mental or physical condition that limits the movements, activities and senses.

Category: Users

Author: UNIABDN

RESIDENT

A person who lives permanently or on a long-term basis somewhere.

Category: Users

Author: UNIABDN

RIDE SHARING

An arrangement whereby several people with similar itineraries and time schedules travel together in one vehicle, the participants sharing the costs and often taking turns as the driver.

Category: Modes

Related Terms: Lift sharing

Author: RUPPRECHT

RIDE SOURCING

Ridesourcing companies (also known as transportation network companies (TNCs) and ride-hailing) provide prearranged and on-demand transportation services for compensation, which connect drivers of personal vehicles with passengers. Smartphone mobile applications facilitate booking, ratings (for both drivers and passengers), and electronic payment. Ridesourcing also includes "ridesplitting," in which customers can choose to split a ride and fare in a ridesourcing vehicle (where available).

References: Federal Highway Administration, U.S. Department of Transportation, Shared mobility, current practices and guiding principles, 2016

Category: Mobility

Related terms: Ride sharing, Demand-Responsive transport

Author: MEMEX

RURAL AREA

An area that is characteristic of, or relates to the countryside rather than the town.

Category: Geography

Author: UNIABDN

SHARED ECONOMY

The Sharing Economy is a socio-economic ecosystem built around the sharing of human, physical and intellectual resources. It includes the shared creation, production, distribution, trade and consumption of goods and services by different people and organisations.

Category: Business models

Author: EMTA

SHARED MOBILITY (SERVICE)

The shared use of a vehicle, bicycle, or other mode - enables users to gain short-term access to transportation modes on an "as-needed" basis. Shared mobility includes carsharing, bikesharing, ridesharing, and on-demand ride services. It can also include alternative transit services, such as paratransit, shuttles, and private transit services.

Source: https://trid.trb.org/view.aspx?id=1375066

Category: Mobility

Related Terms: Paratransit, Demand-responsive transport (DRT), Flexible transport, Car Sharing, Car Pooling

Author: RUPPRECHT

SMART MOBILITY

No universally accepted definition exists of the adjective "smart" as in smart city or smart mobility. Its mainstream interpretation revolves around the real-time exchange of digital data about the status of various parameters. This coupling is expected to achieve a better "match" between the supply and demand side (e.g. of electricity, heat, mobility services etc.) in a way that triggers radical efficiency gains and reduces idle spare capacities.

Whereas this interpretation tends to rely primarily on technical measures – without, for example, questioning the perception of mobility needs – the adjective "wise" is sometimes used to highlight the importance of a systematic reflection about the necessity of travel, trip qualities etc.

Category: Mobility

Author: RUPPRECHT

SOCIAL COHESION

Cohesiveness has been a topic of long-term interest in sociology and psychology as well as in mental health and more recently in public health. In social psychology, cohesiveness is considered an attribute along with other processes operating within and between small groups. In psychology, cohesiveness relates to the members of a group who share emotional and behavioural characteristics with one another and with the group as a whole. In mental health, the small group is viewed as a dynamic system in which the differentiation of roles during phases of group development is dependent upon a cohesive group bond. And, in public health, cohesiveness is viewed as part of the social and environmental context of individuals and societies that influence health risks and protective factors.

References: Bruhn, J. The Group effect, Social Cohesion and Health Outcomes, 2009

Category: Users

Author: MEMEX

SOCIAL INCLUSION

Is a process which ensures that those at risk of poverty and social exclusion gain the opportunities and resources necessary to participate fully in economic, social and cultural life and to enjoy a standard of living and well-being that is considered normal in the society in which they live. It ensures that they have greater participation in decision making which affects their lives and access to their fundamental rights.

References: European Commission, Council (2004), Joint report by the Commission and the Council on social inclusion, Council document

Category: Users

Related terms: Inclusive mobility

Author: MEMEX

SOCIAL INNOVATION

A process of change based on strategies and ideas that meet the economic and social development. Social innovation includes the social nature of the innovation process like open source methods and techniques.

Category: Social Innovation

Author: SOFTECO

INCLUSION

SPECIAL NEEDS TRANSPORT

Services that are only available for "target market" users, such as disabled and elderly person, non-ambulance medical transport. Usually a special permit (eligibility) is required to travel with such services.

Category: Mobility

Author: MEMEX

STAKEHOLDER FORUM

A stakeholder is an individual, group or organisation that is affected by a proposed plan or project or that can affect the proposal and its implementation. This includes the public, public authorities, businesses and research institutions. A stakeholder forum is therefore a platform where stakeholders can express their views, visions, ideas and concerns related to current and future mobility solutions.

In particular, the INCLUSION Stakeholder Forum aims to gather organizations from mobility business and recognized experts in order to get valuable input, feedback and resources to validate the project's results. For example, one of the forum's main activities is to contribute to identify business concepts and solutions for the promotion of accessible and inclusive mobility in prioritised areas

Category: Project

Author: POLIS

SUBSCRIPTION

An arrangement for providing, receiving, or making use of something of a continuing or periodic nature based on advanced payment plans.

Category: Business models

Author: EMTA

SUBSIDISED

If an organisation or industry is government subsidized the government gives it money to reduce its costs using taxpayers' money; relating to a cost that is partly paid for by the government or an organization

Category: Business models

Author: EMTA

SUBSISTENCE

The condition of just having enough money of maintain or support oneself, especially at a minimum level; the state of remaining in force or effect

Category: Business models

Author: *EMTA*

SUB-URBAN AREA/SUBURB

An peripheral district of a city, especially a residential one

Category: Geography

Author: *UNIABDN*

SUSTAINABLE

In the transport and mobility domain indicates a travel or transport pattern that can be maintained in the long term without creating negative impacts or conditions.

Category: Social Innovation

Author: *SOFTECO*

TARGET

A result or objective towards which efforts are directed.

Category: Geography

Author: *UNIABDN*

TARGET USER GROUP

Segment of the population which have the greatest unmet needs and display the most significant challenges to providing inclusive mobility

Category: Users

Author: *UNIABDN*

INCLUSION

TRANSPORT DEPRIVATION

In INCLUSION, transport deprivation relates to a lack of transport services to access services and amenities.

Category: Users

Author: UNIABDN

TRIP

A short journey

Category: Mobility

Author: UNIABDN

USER

A person who operates or uses something, e.g. a bus user

Category: Users

Author: UNIABDN

VALIDATION

The evaluation of the technical/operational/economic viability of some solutions/measures/ideas that has been tested and the assessment of the achieved impacts

Category: Project

Author: MEMEX

VIRTUAL

not (completely) tied ore related to a phisical environment. For example a virtual community is a group of persons that meets by means of software installed in electronic devices and therefore not phisically (face to face).

Category: ICT

Author: SOFTECO

VULNERABLE

(of a person) needing special care, protection or support due to disability, age or risk of abuse or neglect. In INCLUSION, it may refer to 'vulnerable users' of transport services, or 'vulnerable groups'.

Category: Users

Author: UNIABDN

WEAKNESS

(marketing) A limitation or fault in a plan or design that prevents it from achieving its goals; equalling internal considerations or vulnerabilities that can lead to diminished revenue or the outright failure of an enterprise.

Category: Business models

Author: EMTA

3. References

The references for each definition are specified contextually to the term definition.