

Glossary

Act	Enterprise Act 2002.
Arriva	Arriva plc.
Cap and collar	A mechanism whereby the revenue risk is shared between the franchisor and the TOC .
CC	Competition Commission.
Catchment area	The geographical area around a bus stop or railway station from which passengers are likely to travel to that bus stop or railway station. FirstGroup's representations on catchment area related to the area within which passengers are assumed to walk to a bus stop or railway station. In some instances passengers may travel from further afield; therefore where appropriate we give the term a wider meaning, encompassing, for example, driving to park-and-ride facilities.
Central trains report	<i>National Express Group PLC and Central Trains Limited: a report on the merger situation</i> , The Stationery Office, Cm 3774, December 1997.
Corridor	Main road on to which a number of routes converge from a number of final destinations.
Cross-price elasticity	The extent to which, for example, demand for bus services would respond to increases in the prices of rail services and vice versa.
FirstBus: SBH report	<i>FirstBus plc and S B Holdings Limited: a report on the merger situation</i> , The Stationery Office, Cm 3531, January 1997.
FirstGroup	FirstGroup plc.
Flow	A particular journey between start and end points, which may be all, or any part, of a longer bus or train route.
Generalized cost	Perceived value to passengers of all time spent on journeys, including factors such as waiting times and fares.
Go Ahead	Go Ahead Group plc.
Headway	Headway of services is the average interval between services, measured in minutes. It is the inverse of the frequency of services, eg six services an hour gives an average headway of 10 minute. The less frequent the service, the higher the measure of headway.
HSE	Health and Safety Executive.
In hours	Roughly between 7 am and 7 pm on Monday to Friday and Saturday.

ITT	Invitation to tender.
Lothian	Lothian Buses plc.
MML report	<i>National Express Group PLC and Midland Main Line Limited: a report on the merger situation</i> , The Stationery Office, Cm 3495, December 1996.
National Express	National Express Group plc.
Network	A collection of interconnected routes. This can be defined in relation to a particular operator's services or a wider geographical area.
NOP	NOP World Consumer, part of NOP Research Group Ltd.
OFT	Office of Fair Trading.
Out of hours	Roughly between 7 pm and 7 am and on Sundays.
Overlap flow	A particular point-to-point flow where bus and rail services overlap.
Own price elasticity	The extent to which, for example, demand for a bus or rail service would respond to an increase in price.
OXERA	OXERA Consulting Ltd.
Point-to-point flow	Journey between two points, served by both rail and bus services.
Quality contract	In relation to a quality contract scheme, an agreement under which a local transport authority grants to another person the exclusive right to operate the local services to which the contract relates and that person undertakes to provide those services on such terms (including in particular as to frequency, fares and standard of service) as may be specified in the agreement.
Quality contract scheme	A quality contract scheme is a scheme under the Transport (Scotland) Act 2001 under which a local authority <ul style="list-style-type: none"> • Determines (a) what local bus services should be provided in the area to which the scheme relates, (b) the standards to which they should be provided (eg frequencies and fares), and (c) any additional facilities which should be provided in that area (eg bus shelters); and • Grants a bus operator that undertakes to provide services on these terms the exclusive right to operate the local bus services in the area.
Revenue risk	The financial risk arising from actual revenue falling short of bid revenues. This risk rests with either the franchisor and/or the TOC .
Route (bus)	A service provided by a bus under a particular number.

Route (train)	A service provided by a train, usually identified by the termini of the train.
RPI	Retail Price Index.
ScotRail	ScotRail Railways Limited, the current operator of the Scottish rail franchise .
Scottish rail franchise	Scottish Passenger Rail Franchise.
SESTRAN	South-East Scotland Transport Partnership.
SPTA	Strathclyde Passenger Transport Authority.
SPTTE	Strathclyde Passenger Transport Executive.
SSNIP	Small but significant non-transitory increase in price.
Stagecoach	Stagecoach Group plc.
SRA	Strategic Rail Authority.
Tendered services	Services operated under contract to local authorities, who seek tenders for doing so; these services are not operated commercially.
Terminus (plural, termini)	Destination station or bus stop.
TOC	Passenger train operating company.
ZoneCard	The ZoneCard is a flexible season ticket, administered by the SPTTE , for unlimited travel by rail, Glasgow Subway, most buses and some ferries in the Strathclyde area.