

Glossary

Act	Enterprise Act 2002.
APEX	Reduced price unregulated fare rail ticket subject to a number of restrictions, including limited availability and purchase a stipulated length of time before travel.
Arriva Trains Wales	A TOC and wholly-owned subsidiary of Arriva plc.
Cap and collar	A mechanism whereby the revenue risk is shared between the DfT as the franchisor and the TOC as the franchisee.
Catchment area	The geographical area around a coach stop or railway station from which passengers are likely to travel to that coach stop or railway station.
CC	Competition Commission.
Cheap day return	An off-peak unregulated fare valid for return on the same day.
Corridor	Main road on to which a number of routes converge.
Cross-price elasticity	The extent to which demand for bus or coach services would respond to increases in the prices of rail services and vice versa.
DfT	Department for Transport.
Diversion ratio	The proportion of passengers ceasing to use a mode of transport in response to a fare increase or reduction in service who would switch to another mode of transport (eg bus to rail diversion ratio).
FirstGroup	FirstGroup plc and all its subsidiaries.
Flow	A specific journey, comprising origin, destination and permitted routeing, that may be all, or any part, of a longer bus or train route.
Franchise agreement	The agreement between a franchisee and the DfT (previously the SRA) under which the franchisee undertakes to secure the provision by a TOC of the passenger rail services.
Franchisee	A company that has entered into a franchise agreement with the DfT .
Generalized cost	Perceived value to passengers of all time spent on journeys, including factors such as waiting times and fares.
GWF	Greater Western passenger rail franchise.

Headway	The average interval between services, measured in minutes. The less frequent the service, the higher the measure of headway.
Headway elasticity	The extent to which demand for a bus, coach or rail service would respond to an increase in headway .
ITT	Invitation to tender.
NEG	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.
Network Rail	The successor body to Railtrack, responsible for the operation, maintenance and renewal of the rail infrastructure.
OFT	Office of Fair Trading.
ORR	Office of Rail Regulation.
Overlap flow	A flow where bus and/or coach and rail services overlap, or where rail services operated by one TOC overlap with those provided by another.
Regulated fare	A fare whose price is limited, and whose terms and conditions are protected, by the DfT via the fares regulation schedule contained in each TOC's franchise agreement .
Revenue risk	The financial risk arising from actual revenue falling short of, or exceeding, bid revenues. This risk rests with either the DfT or the TOC or both.
RPI	Retail prices index.
Quality contract scheme	A scheme made under the Transport Act 2000 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.
Quality partnership scheme	A scheme, which may be statutory or non-statutory, under which a local authority provides improved facilities such as bus lanes, bus shelters or bus stations, and sets standards to be observed by bus operators as a condition of using those facilities. The local authority may not specify service frequencies, service timings or fares.

Saver return	A reduced price, off-peak, 'turn up and go' return ticket valid for travel within a stipulated period and at a regulated fare if the ticket existed in February 2003.
ScotRail report	<i>FirstGroup plc and the Scottish Passenger Rail franchise: a report on the proposed acquisition by FirstGroup plc of the Scottish Passenger rail franchise currently operated by ScotRail Railways Limited, The Stationery Office, June 2004.</i>
Service elasticity	The extent to which demand for a bus or rail service would respond to a change in the frequency of the service.
SLC	Substantial lessening of competition.
South West Trains	South West Trains Limited, a TOC and a wholly-owned subsidiary of Stagecoach .
SRA	Strategic Rail Authority.
SSNIP	Small but significant non-transitory increase in price.
Stagecoach	Stagecoach Group plc.
Synovate	Synovate Limited.
Tendered services	Services operated under contract to, and normally supported financially by, local authorities that seek tenders for doing so.
TOC	Train operating company.
Unregulated fare	A fare which a TOC may alter without reference to the DfT .
Virgin Cross Country	CrossCountry Trains Ltd, a TOC and a wholly-owned subsidiary of Virgin Rail Group which, together with West Coast Trains Ltd, operates under the name Virgin Trains.
Wessex Trains	Wales and West Passenger Trains Limited trading as Wessex Trains, a TOC and a wholly-owned subsidiary of NEG .
Yield management system	A computerized system covering the process of understanding, anticipating and reacting to consumer behaviour in order to maximize revenue.