

Glossary

ABTA	The Association of British Travel Agents Ltd.
Access agreement	An agreement under which a TOC obtains permission to use a relevant railway facility (track, station or depot) from the owner or principal operator of that facility.
APEX	An advance purchase rail ticket to be purchased at least seven days in advance of travel. The availability of APEX fares is limited and alterations cannot be made.
ATOC	The Association of Train Operating Companies, a trade association with responsibility for operating certain arrangements which are common to some or all TOCs .
BRB	British Railways Board and its subsidiaries.
Central Trains	Central Trains Limited, a TOC owned by NEG .
Citylink	Scottish Citylink Coaches Limited.
CoSLA	Convention of Scottish Local Authorities.
Dedicated fare	A fare which entitles the purchaser to use the trains of a single TOC only.
DETR	Department of the Environment, Transport and the Regions.
DGFT	Director General of Fair Trading.
DMU	Diesel multiple unit.
EMIA	East Midlands International Airport.
EMU	Electric multiple unit.
Fair Trading Act	Fair Trading Act 1973.
Flow	A journey between two points on the rail network.
Franchise agreement	The agreement between a franchisee and the Franchising Director under which the franchisee undertakes to secure the provision by a TOC of the passenger rail services to which the agreement relates throughout its term. Most franchise agreements are of seven years' duration. Longer terms were agreed where the Franchising Director considered they would facilitate necessary investment.
Franchisee	A company which has entered into a franchise agreement with the Franchising Director .
Franchising Director	The Director of Passenger Rail Franchising appointed under the terms of the Railways Act . See also OPRAF .
Gatwick Express	Gatwick Express Limited, a TOC owned by NEG .

GNER	Great North Eastern Railway Limited, a TOC .
Interavailable fare	A fare for a ticket which must be made available, and honoured, by all TOCs operating on a particular flow . They are set by the lead operator for the flow . In PTE areas, the PTE may direct the lead operator in the matter of fares policy.
L&CR	London and Continental Railways Limited, a company in which NEG has a 17 per cent ownership.
Lead operator	An operator designated by agreement among the TOCs concerned on a flow on which more than one TOC provides services. This is normally the TOC which provides the largest number of services on the flow . The lead operator sets the interavailable fares for the flow , but in some PTE areas may be directed by the PTE .
Licence	A licence to operate railway assets granted in accordance with section 8 of the Railways Act .
MML	Midland Main Line Ltd, a TOC owned by NEG .
Moderation of competition	The policy administered by the Rail Regulator whereby TOCs providing services under a franchise agreement are protected for a number of years from competitive entry. The aim of the policy was to facilitate franchising.
NBC	National Bus Company.
NEG	National Express Group PLC.
NEL	National Express Limited.
NLR	North London Railways Limited, a TOC owned by NEG .
OFT	Office of Fair Trading.
OPRAF	Office of Passenger Rail Franchising. Headed by the Franchising Director .
PSR	Passenger Service Requirement. Drawn up by OPRAF and, where applicable, a PTE , it sets out the minimum service levels required of a TOC by a franchise agreement .
PTA	Passenger Transport Authority. A statutory body funded by central Government and local authorities which formulates policies and sets a budget for the provision of public passenger transport services in its area of responsibility.
PTE	Passenger Transport Executive. A statutory body which is responsible for implementing the policies of the relevant PTA .
Public Service Obligation	An obligation which a transport undertaking would not assume or would not assume to the same extent or under the same conditions if it were considering its own commercial interests and in respect of which a member state of the EU may provide compensation.
Rail Regulator	The Rail Regulator appointed under the terms of the Railways Act .

Railways Act	Railways Act 1993.
RMT	National Union of Rail, Maritime and Transport Workers. Rolling stock company.
ROSCO	
RPI	Retail price index.
RUCCS	Rail Users' Consultative Committee for Scotland.
Safety case	A statement of the way in which safety-related matters will be handled which is required by statute to be produced by all train and station operators and by all infrastructure controllers, the acceptance of which is a condition of the relevant operator's licence .
Saver fare	A return fare allowing outward and return travel on different days, which is regulated by the Franchising Director . Most TOCs apply certain validity restrictions.
SBG	Scottish Bus Group.
ScotRail	ScotRail Railways Limited, a TOC owned by NEG and, where the context requires, its predecessors in business.
Speedlink	Speedlink Airport Services Limited, a subsidiary of NEG .
SPTA	Strathclyde PTA .
SPTe	Strathclyde PTE .
SQUIRE	Service Quality Incentive Regime. A financial incentive regime, comprising rewards and penalties, designed to ensure that a TOC delivers certain quality standards. It is included in a franchise agreement in respect of services operated by a TOC on behalf of a PTE .
Stagecoach	Stagecoach Holdings plc.
STUC	Scottish Trades Union Congress.
Super Advance fare	An advance-purchase rail fare, more expensive than APEX but which must be purchased no later than 14.00 on the day before travel.
SuperAPEX fare	An advance-purchase rail fare, cheaper than APEX fares but to be purchased at least 14 days before travel.
SuperSaver fare	A return fare which is cheaper than a Saver fare but subject to greater restriction on time and day of use.
Through fare	An interavailable fare which is valid for a journey between any two stations that may involve the use of the trains of more than one operator.
TIRE	Ticketing Inspection Incentive Regime. A financial incentive regime, comprising rewards and penalties, designed to ensure that a TOC collects the revenue due to a PTE . It is included in a franchise agreement in respect of services operated by a TOC on behalf of a PTE where the PTE takes the revenue risk.
TOC	Train operating company. There are 25 in Great Britain providing passenger rail services under franchise agreements .

TSA	The Ticketing and Settlement Agreement, an ATOC scheme dealing with fare setting, through fares , interavailable fares and related matters.
TSSA	Transport Salaried Staffs' Association.
Virgin	One or both of CrossCountry Trains Limited and West Coast Trains Limited, TOCs owned by Virgin Rail Group Ltd.
WMT	West Midlands Travel Limited, a subsidiary of NEG .