

Glossary

Act	Enterprise Act 2002.
Arriva	Arriva plc.
Braddell	Braddell plc.
BSOG	Bus service operators' grant, that reimburses most of the fuel duty (all for new cleaner fuels) paid by operators in the provision of registered bus services.
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.
ComfortDelGro	ComfortDelGro Corporation Limited.
CPA	The Comprehensive Performance Assessment index is the inflator used for London bus costs. The index is a combination of the growth of the retail price index, labour costs for the UK economy as a whole and diesel price weighted to reflect their share of typical bus operation costs.
CPT	The Confederation of Passenger Transport UK, a trade body for the coach, bus and light rail industries.
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.
DERV	Diesel fuel, from 'diesel-engined road vehicle'.
DJ International	DJ International Limited.
Diversion ratio	The proportion of passengers lost from one service as a result of a price increase or a decline in service levels who switch to a competing service.
EBITDA	Earnings before interest, tax, depreciation and amortization.
First	FirstGroup plc.
Flow	A particular journey between start and end points, that 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. The key components of these costs are in-vehicle time, wait time (including waiting for any connecting services), fares and any mode penalty (the time usually added for comparing public transport with private transport). It is expressed as a generalized journey time in minutes.

GNER	Great North Eastern Railway.
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 minutes. The less frequent the service, the higher the measure of headway.
In hours	Roughly between 7am and 7pm on Mondays to Saturdays.
Invernet	A suburban train service for Inverness launched by First in late 2005, including a new early-morning commuter train from Kingussie, Aviemore and Carrbridge to Inverness and five additional return services a day along the Far North Line calling at Beauly, Muir of Ord, Dingwall, Alness and Invergordon.
Joint venture	The business carried on by Scottish Citylink from 12 September 2005, following the joint venture agreement between Stagecoach Bus and Braddell entered into on that date.
megabus	Stagecoach's brand for its intercity coach operations.
Metroline	Metroline plc, a wholly-owned subsidiary of ComfortDelGro Corporation Limited. Its principal business is the provision of bus services under contract to London Buses.
MMC	Monopolies and Mergers Commission.
Motorvator	A trading name for coach services between Glasgow and Edinburgh, acquired by Stagecoach in September 2004. The rights to Motorvator were transferred to the joint venture on 12 September 2005.
National concessionary travel scheme	The Scotland-wide concessionary travel scheme introduced by the Scottish Executive on 1 April 2006, providing the elderly and those with disabilities with free access to buses and coaches across Scotland.
National Express	National Express Group plc.
OFT	Office of Fair Trading.
Out of hours	Roughly between 7pm and 7am Mondays to Saturdays and on Sundays.
Overlap flow	A particular point-to-point flow served pre-joint-venture by bus/coach services of both Stagecoach Bus and Scottish Citylink .
Own price elasticity	The extent to which, for example, demand for a bus or rail service would respond to an increase in price.
PSV licence	Public service vehicle licence.

Quality contract	A quality contract scheme involves one or more local authorities determining what local bus services are to be provided, and to what standard. Contracts are then let to bus operators with exclusive rights to provide the required services to the agreed specification. The Transport Act 2000 conferred on local authorities the ability to introduce quality contracts, provided the local authority considers it is the only way of achieving its bus strategy.
Quality partnership	Agreement(s) between bus companies and one or more local authorities in which the bus companies provide improvements to services and local authorities provide or upgrade bus priority measures and other infrastructure. The Transport Act 2000 introduced statutory quality partnership schemes that cannot include service frequencies or timings.
Rapsons	Rapsons Coaches.
Registered bus service	A local bus service that must be registered with the Traffic Commissioner under the terms of the Transport Act 1985. 'Local service' is defined in that Act. In broad terms, it is a service operated at separate fares where the distance between stopping places or overall journey length is less than 15 miles in a straight line.
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.
Saltire Cross	The Glasgow–Aberdeen and Edinburgh–Inverness coach routes, crossing at Perth. Scottish Citylink also referred to its services on these routes (some of which were direct and did not travel through or require a vehicle change at Perth) as trunk routes .
Scottish Citylink	Scottish Citylink Coaches Limited.
ScotRail	The main passenger rail franchise in Scotland, operated since October 2004 by FirstGroup plc.
SLC	Substantial lessening of competition.
SPT	Strathclyde Partnership for Transport, the regional transport partnership for the West of Scotland that took over the roles and functions of the Strathclyde Passenger Transport Authority and the Strathclyde Passenger Transport Executive when the Transport (Scotland) Act 2005 came into effect.
SPTA	Strathclyde Passenger Transport Authority, a passenger transport authority in terms of the Transport Act 1968, as amended by the Transport Act 1985.

SPTE	Strathclyde Passenger Transport Executive, that advised and implemented the policies of the Strathclyde Passenger Transport Authority.
SSNIP	Small but significant non-transitory increase in price.
Stagecoach	Stagecoach Group plc.
Stagecoach Bus	Stagecoach Bus Holdings Limited.
Stagecoach Scotland	Stagecoach Scotland Limited.
Stagecoach Retained Business	Those parts of the coach and bus businesses operated wholly or partly within Scotland by Stagecoach that are not subject to the joint venture arrangement between Stagecoach and Braddell, including the Strathclyde Scottish Omnibuses Ltd business acquired by Stagecoach on 14 December 2005.
Stance	The stand from which a bus or coach collects passengers. It can be within a bus station, or on the roadside.
STAR	Scottish Citylink's online reservation, booking and journey planning system.
Strathclyde	Strathclyde Scottish Omnibuses Limited, part of Traction Group Limited that was acquired by Stagecoach on 14 December 2005.
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.
Traction	Traction Group Limited, acquired by Stagecoach on 14 December 2005.
Trunk routes	The routes between any of Glasgow, Perth, Dundee, Inverness, Aberdeen and Edinburgh excluding the Glasgow–Edinburgh route. See also Saltire Cross .
Ulsterbus	One of the three operating companies that form part of the Northern Ireland Transport Holding Company, a public corporation established under the Transport Act (NI) 1967 to oversee the provision of public transport in Northern Ireland.
Yield management	In the context of this inquiry and in relation to buses and coaches, yield management means the selling in advance of quotas of seats on the same journey at different prices, with the price typically increasing as the date of the journey approaches.