

Glossary

Act	Enterprise Act 2002.
Actual competitor	A firm operating bus services within Hertfordshire in competition with Arriva or Sovereign .
AEHE	Arriva East Herts & Essex Limited. A direct subsidiary of ATS .
APS	Arriva Passenger Services Ltd. A subsidiary of Arriva plc .
Arriva plc	The ultimate holding company of AEHE , ATS and APS . A UK-based transport company that operates buses and trains in the UK and other parts of Europe.
Arriva	AEHE and ATS collectively. The two companies together operate as <i>Arriva the Shires & Essex</i> .
ATS	Arriva the Shires Ltd. A direct subsidiary of APS .
Blazefield	Blazefield Holdings Ltd, the parent company of Sovereign .
Bus route	A service provided by a bus under a particular number.
Catchment area	The geographical area around a bus stop within which passengers are likely to travel to that bus stop.
Centrebus	Centrebus Ltd. A Hertfordshire bus operator with a depot in St Albans, Hertfordshire, which acquired the St Albans operations of Sovereign in January 2004.
CfIT	Commission for Integrated Transport.
Clipper card	Carnet of single tickets valid for journeys on any service operated by the issuer.
Commercial services	Bus services other than tendered services.
Concessionary fare scheme	A scheme made by a county or district council under the Transport Act 1985 enabling the elderly, the disabled or children to travel on buses free or at reduced fares. There are two schemes in Hertfordshire, one dealing with the elderly and the disabled and the other dealing with children. See also Elderly & Disabled Scheme .
Elderly & Disabled Scheme	A concessionary fare scheme for the elderly and disabled administered by HCC on behalf of the district councils.
Explorer ticket	A ticket giving unlimited travel for one day on any buses operated by members of Intalink . The price is £7.00 for up to two adults and two children or £3.50 for a child under 14. These tickets can be purchased on the buses.
Flow	A bus journey between specific start and end points, which may be all or part of a longer bus route.

Generalized cost	The cost, as perceived by passengers, of all time spent on journeys, including, but not limited to, time taken in travelling to and from the station/coach stop, waiting times and fares.
HCC	Hertfordshire County Council.
HHI	Herfindahl-Hirschman Index. A measure of concentration in a market, calculated by adding the squares of the market shares of all firms in the market.
(1) Intalink Partnership Agreement; or (2) Intalink	The Intalink Partnership Agreement is an agreement between HCC , the district councils and various bus and train operators. Its aim is the promotion of bus and rail services to the public as a coordinated operation rather than as separate operations run by individual companies. Under the agreement, the Hertfordshire County Council, among other things, secures the provision of appropriate publicity at bus stops, including timetables and the national travel line phone number at bus stops. The Intalink brand is applied in connection with multi-operator ticketing arrangements. See also BusNet ticket , Explorer and PlusBus tickets.
Inter-urban routes	Routes that run between urban centres.
Intra-urban routes	Routes that run within urban centres.
LQT	LQT Ltd. A bus operating subsidiary of Centrebus .
Multi-modal ticket	Ticket that allows passengers to use different modes of transport, eg bus and train.
Network	A collection of interconnected routes. This term can be used in reference to a particular operator's services or to a wider geographical area.
Network ticket	Used mainly to refer to tickets issued by a single operator that allow travelling on more than one of its routes, usually over a period of time, for example weekly or monthly, eg Arriva zonal tickets. Network tickets are, however, available with Intalink for use on different operators' services, eg the Explorer ticket .
OFT	Office of Fair Trading.
On-bus revenue	Income taken on the bus as a result of direct ticket sales.
Operator's disc	A disc that has to be displayed beside the vehicle excise licence on PSVs . The disc gives particulars of the operator's licence under which the vehicle is being used. An operator's licence imposes a limit on the number of discs that can be issued to the operator and hence the number of vehicles that can be used at any one time under that licence.
Overlap flow	A particular flow where bus services of Arriva and Sovereign overlap.
Own price elasticity	The extent to which, for example, demand for a bus service would respond to an increase in price.

PlusBus ticket	A ticket allowing passengers unlimited use of commercial and tendered buses operated by members of Intalink in a particular area on either a daily, weekly, monthly, quarterly or annual basis. Tickets are available from any participating railway station.
PSV	Public service vehicle.
PVR	Peak vehicle requirement.
Quality contract	A contract made pursuant to a quality contract scheme .
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.
Return ticket	A return ticket for travel along a specified flow.
Single ticket	A one-way ticket for travel along a specified flow.
SLC	Substantial lessening of competition.
Sovereign	Sovereign Bus & Coach Company Limited. A subsidiary of Blazefield .
Stevenage bus station	The bus station in Stevenage owned by Stevenage Borough Council and managed on its behalf by Sovereign . The station can be used by any bus operator.
Stevenage Link	New operating name used by Stansted Transit .
Sullivan	Sullivan Bus & Coach Ltd. A bus operator based in South Mimms, Hertfordshire.
Tendered services	Tendered services provided under contract to HCC (in certain circumstances, HCC may enter into such a contract with an individual operator without putting the contract out to competitive tender).
TfL	Transport for London.
Transit Group	Transit Group Ltd and its subsidiaries. See also Stansted Transit .
University	University of Hertfordshire.
Universitybus	Universitybus Limited; a bus operator based at a depot in Hatfield and a wholly-owned subsidiary of the University.