

**Worcestershire Passenger Transport Strategy****Glossary of Terms**

<b>Best Value</b>	Ensuring that there is good governance and effective management of resources, with a focus on improvement, to deliver the best possible
<b>Bus Priority</b>	Various techniques used to improve service and reduce delay for buses at intersections or junctions
<b>Capacity</b>	The maximum amount that roads can contain
<b>Commercial</b>	Services operated without financial assistance of any kind. Services of this kind are entirely dependent on its passengers to provide sufficient funds in the form of fares for it to sustain a profit
<b>Community Transport</b>	Provision of flexible and accessible community-led solutions in response to unmet local transport needs. This often represents the only means of transport for many vulnerable and isolated people e.g. community minibuses and voluntary car schemes
<b>Competitive Tender</b>	Common method of procuring (buying in) a service. Operators submit a price and proposal (tender) to deliver a particular service; those with the highest score win the contract
<b>Congested</b>	So crowded with traffic or people as to hinder or prevent freedom of movement
<b>Corporate Plan 'Shaping Worcestershire's Future'</b>	This sets out Worcestershire's Vision and Priorities and will help guide the work of the Council and its relationship with individuals, families, communities and partners from 2017 – 2022
<b>Conventional Bus Service</b>	A bus service which operates on a fixed-route and with a fixed-schedule and stopping points
<b>Corridors</b>	The route the service operates along
<b>Demand Responsive Transport</b>	This is a form of transport where vehicles alter their routes based on particular transport demand rather than using a fixed route or timetable
<b>Digitalisation</b>	The conversion of text, pictures, or sound into a digital form that can be processed by a computer
<b>Frequency</b>	Time between two arrivals (or departures) of buses or trains
<b>Infrastructure</b>	Fixed installations e.g. bus shelters, poles, information screens
<b>Integration</b>	Combination of different modes of transport to maximise ease and efficiency for the user in terms of time, cost, comfort, safety, accessibility and convenience
<b>Interchange</b>	A place where services meet, often where passengers change from one service to another
<b>Inter-Urban</b>	A route between two urban areas e.g. Worcester to Malvern
<b>Key Performance Indicator</b>	A measurable value that demonstrates how effectively key objectives are being delivered

<b>Local Transport Plan</b>	The Worcestershire Local Transport Plan focuses on attracting and supporting economic investment and growth, by delivering transport infrastructure and services to tackle congestion and improve quality of life
<b>Modal Integration</b>	Using a variety of travel options to reach a destination, e.g. bus, train, cycle, walk
<b>Modal shift</b>	Replacing a saturated means of transport with another to make the first less congested, normally from the car to another mode
<b>Mode</b>	The means by which a person travels, e.g. bus, train, cycle, walk
<b>Multi-modal</b>	Various forms of transport
<b>Open Data</b>	A requirement for operators and Local Authorities to ensure more centralised sources of information about bus times, routes and fares are available
<b>Operating Costs</b>	The costs incurred by a transport operator in running a service, e.g. fuel, drivers' wages, maintenance
<b>Passenger Transport</b>	Any form of transport which carries members of the public (as opposed to private transport)
<b>Patronage</b>	The number of people using the service
<b>Performance Management</b>	A planning framework ensures that overall partners and organisations know what they should be doing, how they should be doing it and take responsibility for what they achieve
<b>Population Density</b>	The number of people living within a defined area
<b>Procurement</b>	The act of buying goods or services
<b>Punctuality</b>	The ability of a bus service to be on time
<b>Quality Partnership</b>	Agreements between the Council and local bus operators to improve the quality of services and facilities within the scheme area
<b>Real Time Information</b>	Information which provides the actual time of the service as opposed to the scheduled time.
<b>Reliability</b>	The ability for a service to operate consistently and to the times that it is scheduled to
<b>Rural</b>	Relating to villages and the countryside
<b>Section 106</b>	A legal agreement between an applicant seeking planning permission and the local planning authority, which is used to mitigate the impact of your new home on the local community and infrastructure
<b>Stakeholder</b>	Residents, partners, businesses and community who may be potentially affected by decisions made relating to the Passenger Transport Strategy
<b>Statutory</b>	Required by an act of statute (a formal written enactment of a legislative authority that governs a city, state, or country)
<b>Strategic Grant</b>	A sum of money given to an organisation to deliver a service with specific objectives
<b>Subsidised Services</b>	Services which require financial support to enable them to cover the cost of operation, normally where the fares obtained on the services are not enough to cover the costs
<b>Sustainable</b>	Able to be maintained at a certain rate or level
<b>Urban</b>	Relating to towns and cities