

# GLOSSARY

<b>ACoRP</b>	Association of Community Rail Partnerships	<b>ECCM</b>	Edinburgh Centre for Carbon Management	<b>OVA</b>	Obstructive Sleep Apnoea
<b>AVL</b>	Automatic Vehicle Location	<b>ETS</b>	Emissions Trading Scheme	<b>OHSA</b>	Occupational Health and Safety Act
<b>BAA</b>	British Airports Authority	<b>EU</b>	European Union	<b>OUST</b>	Operation Safer Travel
<b>BiE</b>	Business in the Environment	<b>EURES</b>	European Employment Service	<b>PIC</b>	Alsa Information Point for drivers
<b>BICS</b>	British Institute of Cleaning Sciences	<b>Gateway checks</b>	Police cordons undertaken on buses in the West Midlands	<b>Punto de Información al conductor</b>	Driver Information Point
<b>BTEC</b>	Business and Technology Education Council	<b>GHG</b>	Greenhouse gas	<b>PiP</b>	Punctuality improvement Partnerships
<b>BTP</b>	British Transport Police	<b>HC</b>	Hydrocarbon	<b>PlusBus</b>	A product provided by Journey Solutions which will give passengers unlimited travel on any bus transport when they finish their journey travelling by rail
<b>CCTV</b>	Closed-circuit television	<b>HOV</b>	High Occupancy Vehicle	<b>PMIO</b>	Particulates
<b>CMI</b>	Chartered Management Institute	<b>HR</b>	Human resources	<b>P-MIP</b>	Performance Management Improvement Process
<b>CNG</b>	Compressed Natural Gas	<b>HST</b>	High speed train	<b>PPM</b>	Public Performance Measure
<b>CO<sub>2</sub></b>	Carbon dioxide, a major greenhouse gas	<b>iIP</b>	Investors in People	<b>PSV</b>	Public Service Vehicle
<b>CO<sub>2e</sub></b>	The universal unit of measurement used to indicate the global warming potential of different greenhouse gases	<b>ISO</b>	International Standards Organisation	<b>PTE</b>	Passenger Transport Executive
<b>COSHH</b>	Control of Substances Hazardous to Health	<b>JPIP</b>	Joint Performance Improvement Plans	<b>Quality Partnership</b>	A formal partnership arrangement used in the bus industry
<b>CPT</b>	Confederation of Passenger Transport	<b>JSP</b>	Journey Solutions Project	<b>ROSCOS</b>	Rolling stock companies
<b>CR</b>	Corporate Responsibility. A term used to describe socially responsible business practices. This covers a wide range of issues such as: corporate governance, stakeholder engagement, workplace, marketplace, environment and the community	<b>KPI</b>	Key Performance Indicator	<b>SMS</b>	Short Messaging Service
<b>CSA</b>	Customer Service Academy	<b>LCVP</b>	Low Carbon Vehicle Partnership	<b>SPAD</b>	Signal Passed at Danger
<b>CSC</b>	Customer Service Centre	<b>Low Carbon Group</b>	An action and advisory group to provide a forum (Vehicle Partnership) through which partners can work together towards shared goals. Partners will take the lead in the transition towards shared goals and the transition to a low carbon future for transport in the UK	<b>SQP</b>	Statutory Quality Partnership
<b>CSI</b>	Customer Satisfaction Index	<b>LPG</b>	Liquefied Petroleum Gas	<b>SVPSZ</b>	Segregation of Vehicle and Pedestrian Safety Zones
<b>CVP</b>	Clean Vehicle Programme	<b>MML</b>	Midland Mainline	<b>SVQ</b>	Scottish National Vocational Qualification
<b>DDA</b>	Disability Discrimination Act	<b>NAEI</b>	National Atmospheric Emissions Inventory	<b>TfL</b>	Transport for London
<b>DfT</b>	Department for Transport	<b>NOx</b>	Nitrogen Oxides	<b>TOC</b>	Train Operating Company
<b>DNA</b>	The name of the Group's leadership development programme	<b>OPS</b>	National Passenger Survey undertaken by the rail industry to gauge passenger satisfaction	<b>TGM</b>	Tellings Golden Miller
<b>DPTH</b>	Disabled Person Travel Helpline	<b>NVQ</b>	National Vocational Qualification	<b>TWM</b>	Travel West Midlands
<b>DQM</b>	Driver Quality Monitoring	<b>NX</b>	National Express Group	<b>VOSA</b>	Vehicle and Operator Services Agency
<b>Drive-Cam</b>	On-board safety monitoring system of driver performance	<b>NXCSI</b>	National Express Customer Satisfaction Index	<b>WBCSD</b>	The World Business Council for Sustainable Development
<b>Durham</b>	Durham School Services	<b>OFR</b>	Operating and Financial Review	<b>WWF</b>	World Wildlife Fund