

# Concessionary Fares: Glossary of Terms

Concessionary Fares Officer	Dedicated officer carrying out verification and analysis of concessionary fare claims / operator service changes.
CPICC/CPRCC	Concessionary Pass Refund Cost Centre – a code within the ticketing system which identifies which County is responsible for payment of a particular boarding stage on a route. These codes are used to identify re-imbursements due for cross-boundary routes.
ENCTS	English National Concessionary Travel Scheme –statutory, national bus concessionary travel scheme for older and disabled people which has been in place since 2001, offering free off-peak local bus travel to eligible older and disabled people anywhere in England.
Fare Tables	Detailed fare structure setting out what fares are charged for different passenger types for different journeys. These are provided by operators for each service / route.
Fixed Deal (local operators within the First Group)	Agreement between SCC and two separate First Bus Group operators to 'fix' concessionary fares payments based on an estimate. Fixed deals are commonly used by local authorities to provide a stable financial platform for local bus services and offer improved financial certainty to both parties. Payments are only fixed within a set band (+/- 5% in Somerset), to ensure neither party is materially disadvantaged.
HOPS	Host Operator Processing System – software system which provides local authorities with analytical reporting on SMART (i.e. non-manual) bus pass transactions.
Manual Tickets/Manual Overrides	Functionality to record a bus pass transaction where it has not been possible to record this through SMART ticketing - e.g. where a ticket machine is broken, a pass does not swipe correctly, or where a bus does not have a SMART ticket machine.
Patronage	The number of passengers using a service / services.
Re-imbursement	Monies paid to operators, on a 'no better, no worse' principle, to compensate operators for the costs of conveying ENCTS passengers who are only travelling because of the existence of the concessionary travel scheme. The 'default' formula for calculating re-imbursement is set by the Department for Transport, but Authority schemes can use alternative formulas, provided these meet statutory guidance.
SMART	Electronic reading of a bus pass transaction using the information embedded into the bus pass to record the journey.
Somerset Concessionary Travel Scheme	Published scheme which follows the reimbursement principles of the guidance provided by the Department for Transport relating to the England National Concessionary Travel Scheme.
SYSTRA	External Consultants SCC employed to analyse the Fixed Deal Agreement with First Group operators.
Third Party Ticket Data	Relates to provision of data from back-office ticket providers, ie Ticketer, Almex, Vix
Ticketer	A make of ticket machine used for SMART recording of bus transactions (most commonly used system in Somerset).