# Public Document Pack

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| **MEETING:** | General Licensing Regulatory Board |
| **DATE:** | Wednesday, 20 December 2017 |
| **TIME:** | 2.00 pm |
| **VENUE:** | Reception Room, Barnsley Town Hall |

## AGENDA

1 Declaration of Interests

To receive any declarations of pecuniary and non-pecuniary interest from Members in respect of items on the agenda.

2 Minutes *(Pages 3 - 6)*

To accept as a correct record the minutes of the meeting held on the 25th October, 2017.

3 Model Licensing Conditions for Animal Welfare - Deviation *(Pages 7 - 10)*

The Executive Director Place will submit a report seeking approval for a deviation from the Model Licensing Conditions applied in Animal Licensing in circumstances where the Council is in receipt of formal advice from an Independent Veterinary Surgeon that animal welfare standards will be maintained in doing so.

4 Taxi Demand Survey - Results of Survey *(Pages 11 - 98)*

The Service Director Culture, Housing and Regulation will submit a report providing information on issues raised by the results of the recent taxi demand survey into whether there is unmet demand for Hackney Cabs (taxis that can ply for hire) in the Borough and seeking approval to the recommendations of that survey report.

To: Chair and Members of General Licensing Regulatory Board:-

Councillors C. Wraith MBE (Chair), P. Birkinshaw, J. Carr, Cherryholme, Clarke, M. Dyson, Frost, S. Green, Daniel Griffin, Hampson, W. Johnson, Lamb, Markham, Millner, Murray, Phillips, Pourali, Richardson, Saunders, Shepherd, Sixsmith MBE, Spence, Tattersall, Williams and Wilson

Andrew Frosdick, Executive Director Core Services
Matt Gladstone, Executive Director Place
Phillip Spurr, Service Director Culture, Housing and Regulation
Kevin Glover, Strategic Manager - Transport
Kate Liddall, Senior Licensing Officer
Garry Kirk, Service Director Legal Services
Sajeda Khalifa, Solicitor
Debbie Bailey, Regulatory Services Field Officer

Please contact William Ward on 01226 773451 or email governance@barnsley.gov.uk
Tuesday, 12 December 2017

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Barnsley Metropolitan Borough Council

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| **MEETING:** | General Licensing Regulatory Board |
| **DATE:** | Wednesday, 25 October 2017 |
| **TIME:** | 2.00 pm |
| **VENUE:** | Reception Room, Barnsley Town Hall |

## MINUTES

**Present** Councillors C. Wraith MBE (Chair), J. Carr, Cherryholme, Clarke, Dures, Frost, S. Green, Daniel Griffin, W. Johnson, Lamb, Millner, Phillips, Richardson, Saunders, Shepherd, Spence, Tattersall, Williams and Wilson

### 17 Declaration of Interests

There were no declarations of pecuniary and non-pecuniary interest from Members in respect of items on the agenda.

### 18 Minutes

The minutes of the meeting held on the 6th September, 2017 were taken as read and signed by the Chair as a correct record.

The Chair reminded Members that this would be the last meeting of the Board at which Members would have paper copies of the agenda. In future they were encouraged to use electronic copies as part of the Councils approach to adopting paperless meetings.

Arising out of the discussion of the minutes, and further to Minute no 16, the Executive Director Core Services reported that following the Council meeting held on the 28th September, 2017 a copy of the report on proposed changes to Taxi Legislation recommended by the All Party Parliamentary Group (APPG) for taxis had been forwarded to all four MP's for Barnsley who had been requested to support those proposals when discussed within Parliament.

### 19 Enforcement Update

The Service Director Culture, Housing and Regulation submitted a report providing an overview of the work of Licensing Enforcement Officers undertaken recently.

Licensing Enforcement Officers had proactively embarked on a number of taxi licensing enforcement operations as follows:

(a) 5th July, 2017 – a day time operation involving Licensing Enforcement Officers and Vehicle Examiners from the Smithies Lane Depot focusing on Springwell School. In addition, the Chair of the Licensing Regulatory Board, Councillor C Wraith MBE, was also in attendance.

- Of the 38 vehicles inspected, 33 were found to be compliant and 5 were issued with immediate suspension notices for a variety of reasons including tyres and brake, side and number plate lights

- Some vehicles were given advice in relation to cleanliness, dim side light, bulb positioned the wrong way, plates being ineffectively adhered to vehicles and tyres being close to the limit
- During the same inspection, one driver was also issued with a Written Warning for falsifying the required daily check sheet

(b) 15th September, 2017 – a morning operation involving Licensing Enforcement Officers and Vehicle Examiners from the Smithies Lane Depot focusing on smaller operators at the operating premises. Due to the nature of the inspections it was reported that only a small number of vehicles were available for inspection.

- Of the 8 vehicles inspected, 4 were issued with immediate suspension notices for a variety of reasons including lights, tyres and an inoperative wing mirror repeater
- Advice was given in relation to trip hazards
- One driver was issued with a Written Warning for failing to complete the daily vehicle inspection book.

Vehicle compliance continued to be an issue at the forefront of every enforcement operation and with every Vehicle Examiner whilst undertaking vehicle inspections. It was pleasing to note, however, that vehicle compliance was continuing to improve and was a testament to the hard work of the staff involved with enforcement. Vehicle failure rates were still at an unacceptable level and it was important that operators, vehicle proprietors and drivers accepted responsibility for their failures and made a change as to not do so could potentially put the safety of the travelling public at risk.

Proactive enforcement operations would continue to be undertaken on a quarterly basis and officers were in the process of arranging enforcement operations with the Driver and Vehicle Standards Agency, South Yorkshire Police and Customs and Excise.

The report then gave a brief overview of current enforcement activities being undertaken in relation to the Licensing Act 2003 and particular mention was made to the following:

- ARGUS anti-terrorism training at which there had been 34 attendees
- The Reduce the Strength Initiative – aimed at reducing the strength of alcohol on sale
- The Best Bar None Scheme. The scheme was being launched on the 14th November and all Members were invited to attend
- Immigration checks in licensed premises – which resulted in one arrest being made

It was noted that whilst these issues fell within the remit of the Statutory Licensing Regulatory Board it was felt important that Members of the Licensing Regulatory Board be given a brief update. The Chair stated that if Members wished to ask detailed questions or wished to receive a full update on issues, a special meeting of the Statutory Licensing Regulatory Board could be arranged.

In the ensuing discussion, and in response to questioning, particular reference was made to the following:

- The Chair stressed that whilst the failure rate was unacceptable, it was, nevertheless, pleasing to note that the number of serious vehicle failures had significantly reduced
- In response to detailed questioning, the Licensing Enforcement Officer briefly outlined the way in which vehicle inspections were undertaken and the elements included within those inspections. Arising out of this reference was made to the role of the Smithies Lane Depot in relation to Council vehicles and to the role of VOSA
- It was reported that all allegations in relation to unlicensed drivers were investigated and arising out of this there was a discussion of the role of Social Media in this respect
- There was a discussion of the perceived increase in the number of 'cross border' drivers. It was noted that the excellent relationship with Operators meant that the Licensing Service were generally informed of and made aware of such drivers so that appropriate checks could be made
- Reference was made to the relationship the Licensing Service had with neighbouring authorities and with the South Yorkshire Police which and to the liaison arrangements in place for the sharing of information in relation to drivers and taxi licensing issues

**RESOLVED:**

(i) That a special meeting of the Statutory Licensing Regulatory Board be arranged on a date agreed by the Chair in consultation with the Executive Director Core Services to receive an update on Licensing Enforcement activities; and

(ii) that the Board place on record their thanks and appreciation to the staff within the Licensing Service and Smithies Depot for all their hard work in undertaking enforcement activities and ensuring the continued safety of the travelling public and for the outstanding results currently being achieved.

**20 Taxi Licensing Update**

The Executive Director Place submitted a report informing the Board of the programme of taxi licensing activity progressed within Regulatory Services particularly in relation to safeguarding children and improving on existing standards with a key priority of ensuring the safety of the paying public.

Following the publication of the Dame Louise Casey review and the more recent Rotherham Update Paper, the Licensing Service was able to confirm that a number of measures introduced by Rotherham MBC were already firmly embedded within Barnsley. It was also important, however, to ensure that existing robust processes and policies were regularly reviewed to continue to ensure public safety.

To this end, the Service had considered a number of improvements implemented by Rotherham MBC that were not already in place in Barnsley as follows:

- The introduction of a Standard Convictions Policy which the Authority was lobbying the Government to introduce
- Retrospective Application of the Convictions Policy to all Existing Drivers – it had been deemed that such an approach was unjustified as there was not enough evidence to support such a move. The Authority was, however, robustly applying its convictions policy to current drivers when any new information or intelligence came to light
- The introduction of a Shared Database – work had started within South Yorkshire and had been picked up nationally by the Institute of Licensing and the National Anti-Fraud Network which had been commissioned to deliver a national database of taxi driver licence refusals and revocations
- The introduction of 'taxi cameras' – these had been made mandatory in Rotherham and it was thought similar arrangements within Barnsley would be appropriate. It was proposed, therefore, to seek approval to commence the process of establishing a business case to consider if their introduction could be justified. Whilst there was no evidence to suggest that Barnsley had a Child Sexual Exploitation problem on the same scale as Rotherham, it was thought that the introduction of cameras in taxis would provide reassurance to both drivers and passengers and would help ensure their safety

In the ensuing discussion, the following matters were raised:

- It was noted that as the introduction of cameras in taxis would require a change of policy, any recommendation from this Board would be referred to both Cabinet and Council for formal approval
- In response to specific questioning, a reassurance was given that stringent checks were in place to ensure that those applying for taxi licences (or those renewing licences) were appropriately qualified and were fit an proper persons to hold such a licence
- the Licensing service was confident that there were sufficient staffing resources should any issues arise which required CCTV footage to be examined
- the introduction of a Shared Database of refusals and revocations was very much welcomed
- it was noted that the Service had a good relationship with all Drivers and Operators who appreciated the effort that the Authority was making to ensure the safety of both drivers and passengers

**RESOLVED:**

(i) that the report be received and the progress made to date be noted; and

(ii) that approval be given for the Licensing Service to put together a business case to introduce taxi cameras in all licensed vehicles and that Cabinet be advised accordingly.

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Chair

**BARNSLEY METROPOLITAN BOROUGH COUNCIL**

**This matter is not a Key Decision within the council's definition and has not been included in the relevant Forward Plan**

**Report of the Executive Director Place to the General Licensing Regulatory Board to be held on the 20th December 2017**

**A REPORT TO SEEK LICENCING BOARD APPROVAL FOR DEVIATION FROM MODEL LICENCING CONDITIONS FOR ANIMAL LICENCING IN SOME LIMITED CIRCUMSTANCES**

## 1. Purpose of report

1.1 To seek Licencing Board approval to deviation from the Model Licencing Conditions applied in Animal Licencing in circumstances where BMBC is in receipt of formal advice from an independent Veterinary Surgeon that animal welfare standards will still be maintained in doing so.

## 2. Recommendation

2.1 For members to approve a deviation from the Model Licensing conditions, where Officers are in receipt of advice from an independent veterinary surgeon that this deviation will not adversely affect welfare standards for animals of a particular type or size.

2.2 To permit Regulatory Services to apply transitional periods to the implementation of model licencing conditions which would involve major changes or disproportional cost to businesses.

## 3. Introduction

3.1 The Local Authority is required under various animal welfare legislation to licence certain business activities in relation to animals. Although the legislation makes the Local Authority the licensing body it does not generally provide prescriptive rules of which conditions should be applied by the Local Authority.

3.2 In October 2014 BMBC Licencing Board formally adopted national guidance to be used when assessing suitability of premises in relation to Animal Licenced activities. These are referred to as Model Licencing Conditions. The purpose of this report is to request variation from the Model Licencing Conditions in limited circumstances. These circumstances are where BMBC is advised by an independent Veterinary Surgeon that welfare standards for an animal of that type or size would not be compromised by deviation from the Model Licencing Conditions.

3.3 The various national guidance documents (Model Licencing Conditions) agreed in 2014 include subsequent revisions to that guidance, some of which can have a disproportionate effect on local businesses. For example, the changes made to the revised **Model Licencing Conditions and guidance for Dog Boarding Establishments 2016** introduces a minimum requirement for 1.9 m2 (20sq ft.) sleeping area per dog irrespective of the size of the dog and double these requirements for dogs from the same family sharing a sleeping area.

3.4 Although the Animal Health team would always insist on maintaining good welfare standards for animals, Officers have identified circumstances, where it is felt disproportionate pressure is being placed on some local businesses. To meet these requirements some businesses will have to knock down existing kennel blocks to increase sizes, or close their business as it is not viable to do this, without there being recognisable welfare issues arising from boarding animals in their existing enclosures.

3.5 It is therefore proposed that whilst retaining the remaining provisions of the Model Licencing Conditions, where the Animal Health team feel it is appropriate to do so, advice be sought from an independent Veterinary Surgeon. Where that Veterinary Surgeon confirmed that deviation from the Model Licencing Conditions would not adversely affect animal welfare standards a licence could still be issued. Such a licence may well be conditional e.g. specifying enclosures only used for dogs of a certain size.

3.6 The cost of this veterinary advice would be collected in advance from the Animal Boarding Establishment.

3.7 It is proposed that this advice would be sought from an independent veterinary surgeon, that is to say, a veterinary surgeon that does not have a pre-existing business relationship with the Animal Licenced Premises.

3.8 The original purpose of this report was to allow deviation regarding size of enclosures/sleeping areas and runs. However, the various Model Licencing Conditions will continue to be revised and other issues of this nature may arise. Approval is therefore sought for a non-specific deviation from the Model Licencing Conditions in circumstances where BMBC have formal confirmation from an Independent Veterinary Surgeon that a specific deviation from the Model Licencing Conditions will still maintain good animal welfare standards.

3.9 In 2014 a number of guidance documents and their subsequent revisions were adopted by the Licencing Board.

3.10 As the National Guidance continues to be reviewed, circumstances are arising where animal licenced businesses will be required to make major changes to the fabric of their buildings e.g. knocking down existing kennels and rebuilding to slightly larger dimensions irrespective of the size of animals to be housed in the enclosures. In view of the above, it is proposed that in circumstances where major changes are introduced, Regulatory Services be given discretion to apply transitional periods for the implementation of that particular condition.

## 4. Consideration of alternative approaches

4.1 The Authority could write its own conditions, but as nationally accepted guidance is available it is proposed to maintain these as far as possible.

4.2 The Authority could insist on complete adherence to all of the Model Licencing Conditions and subsequent revisions. This is likely to have major implications for local businesses in terms of expense or viability of the business.

## 5. Proposal and justification

5.1 To allow deviation from the Model Licencing Conditions applied in Animal Licencing in circumstances where BMBC is in receipt of formal advice from an independent Veterinary Surgeon that animal welfare standards will still be maintained in doing so. It will also support the Council priority of Thriving and Vibrant Economy, by supporting local businesses.

## 6. Implications for local people / service users

6.1 If local businesses were to close, this is very likely to result in job losses. A number of members of staff are often employed for activities such as kennels to maintain adequate supervision and exercise for the animals in their care.

## 7. Financial implications

7.1 No additional financial implications.

## 8. Employee implications

8.1 No implications.

## 9. Communications implications

9. Relevant businesses will receive advisory letters, website updated to include provision for deviation on the advice of an independent veterinary surgeon.

## 10. Consultations

BMBC finance/legal services will be consulted on this report

## 11. Tackling Health Inequalities

11.1 No implications

## 13. Background Papers

Copies of the specific guidance documents and Licencing Board Report of October 2014are available on request from the officer below:-

| Office Contact: Christina Heeley Telephone No: 772539 Date: 17.11.17 |
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| Financial Implications / Consultation ………………… Date: .......................... <br><br> Consultations have taken place with representatives of the Executive Director, Finance |

**Report of the Service Director to the General Licensing Regulatory Board to be held on the 20th December 2017**

## TAXI DEMAND SURVEY RESULTS

### 1. Purpose of Report

1.1 The purpose of this report is to provide information on issues raised by the results of the recent taxi demand survey into whether there is unmet demand for hackney cabs (taxis that can ply for hire) in the Borough, and to seek approval for the recommendations of the survey report.

### 2. Background

2.1 BMBC has retained a limit on the number of hackney cabs since the authority was formed. Currently there are 67 hackneys in the Borough. In order to justify continuing to retain this cap on numbers, the Council has to carry out a demand survey on a regular basis, in line with Department of Transport best practice guidance. This survey advises as to whether there is an unmet demand for taxis, or whether the cap can be retained as there is no unmet demand.

2.2 A survey of the demand for hackneys was carried out earlier this year, and the final report has now been completed. As part of the survey, questions regarding taxis were asked of the general public and local businesses. A survey of all of the taxi ranks was carried out, with observations and counts on the main ranks, including at the busy night time/early morning periods. The taxi trade were also consulted, although only 11% replied to the all driver survey, which included both hackney and private hire drivers.

### 3. Current Position

3.1 The results of the survey are complex, a summary of the results is provided below;

- There is highly significant unmet demand, according to the industry standard index result. This indicates that there is an issue with unmet demand which needs to be addressed.
- The majority of the unmet demand occurs in the early hours of the morning at weekends (Friday night into Saturday morning and Saturday night into Sunday morning).
- Only 58% of the available hackney cabs were working at any one time, which suggests significant spare capacity.
- There is an issue in getting drivers to work during the busiest late night/early morning periods. This is recognised by the Trade, however many drivers do not want to work these hours. The main reasons given for this were driver safety and family commitments.
- 87% of respondents to the driver survey supported keeping the cap. Reasons given for this included that it means drivers are well-known by customers, faresare kept low, vehicles are kept to a high standard and pollution and congestion are kept under control by the limit on vehicles.
- Overall customer satisfaction is high, despite wait times at busy periods. Customers seem to accept the need to wait.
- Taxi marshals are seen as a positive, particularly with regards to safety issues of both the public and drivers.
- There is an overall reduction in driver numbers, though this has been largely offset by the move to dual badges for all drivers (allowing them to drive either hackneys or private hire vehicles).
- There is an issue with a shortage of private hire vehicles at peak times, which is increasing the pressure on hackney vehicles.
- The Trade see the entry requirements for new drivers as being too onerous, although Licensing consider that the requirements are necessary to ensure that drivers are fit and proper and suitably trained to be taxi drivers. .

3.2 The usual response to unmet demand would be to increase the numbers of vehicles; however there are times when demand is high but sufficient vehicles are already available. The problem appears not to be the lack of vehicles but the lack of vehicles working at peak unsociable hours. Therefore, even if we were to increase the number of vehicles, there would be no guarantee of any extra vehicles working at peak times. There is no legal way of ensuring that vehicles work at the times of highest demand. Extra vehicles could also have a negative impact on the need for rank space at off peak times.

3.3 The solution to the issue of unmet demand lies with the drivers. There is an accepted need that more drivers must be encouraged either to work longer hours, or to exchange less busy hours for the peak times when their services are needed.

3.4 The Trade and the Council need to work closely together to try to address this issue. Officers have already had an initial meeting with the Trade to discuss the findings of the report, and will continue to work with them via the Taxi Liaison Group.

## 4 <u>Recommendations</u>

4.1 The recommendations of this report are as follows;

- Renewed taxi marshal provision to be fully taken advantage of, with continued enforcement action by Licensing to minimise unlicensed operations ("Facebook taxis").
- The Trade to work together to maximise hackney carriage availability at all times, including consideration of shared driving (one vehicle utilising several drivers) and also to see encouraging new drivers as a key part of their future.
- Licensing to work with the Trade to facilitate new drivers being recruited, but without in any way compromising the application process.

- Better signage and marketing of the Market Hill rank, with an increased daytime presence there by hackney vehicles.

- A further review/survey to be carried out to identify if levels of vehicle availability have increased.

4.2 It is proposed that the further review takes place at some point within the next 6-12 months, when a report will be prepared based on the findings.
This report will consider whether the numbers of hackneys should stay the same, should be increased or even whether the cap should be lifted completely.

**5. <u>Background Papers</u>**

**LVSA Hackney Carriage Demand Survey November 2017**

**6. <u>Officer Contact</u>**
**Caroline Petty**

**Group Leader Pollution and Licensing**
**Ext 2482**

Barnsley
Hackney Carriage Demand Survey

November 2017

# Executive Summary

This Hackney Carriage demand survey has been undertaken on behalf of Barnsley MBC following the guidance of the April 2010 DfT Best Practice Guidance document, and all relevant case history in regard to unmet demand. This executive summary draws together the key points required to summarise the evidence base gathered to allow Councillors to determine their current view about the present application of the right of the Council to maintain a limit on the number of hackney carriage vehicle licences it issues. Further detail where needed is within the main report, and the Appendices provided (some separately).

The study began with our appointment on 8th February 2017 based on our proposal dated February 2017, and an inception on 23rd February. Ranks were observed in March 2017, street interviews undertaken in April alongside trade views via direct discussions at two trade meetings and by a letter issued by the council to all drivers. Key stakeholders were contacted through the period right up to review of the draft Final Report by the Council in October 2017.

The area is a unitary metropolitan authority whose background transport policy is set within the context of the Sheffield City Region Transport Strategy which covers an extended area. This is supplemented by the Barnsley Transport Strategy valid till 2033 although this latter document does not mention hackney carriage or private hire. The SCRTS states that the authorities will work with taxi providers to ensure services provided match demand and customer requirements, but gives little further detail.

The authority has exercised its right to retain a limit on hackney carriage vehicle numbers at least since the authority was formed, with former zones and rural plates no longer in existence. Two plate issues in that period have seen hackney carriage vehicle numbers grow 20% compared to just 14% for private hire over a similar period. Private hire vehicle numbers have slumped since 2011, and only just seen some growth most recently. Drivers have continued to decline with current numbers 13% lower than first published in 1997. This is probably a more dominant trend and issue than that of vehicle numbers.

Proportions of both hackney carriage and private hire fleets which are wheel chair accessible style vehicles (WAV) have recently seen an increase, although a significant growth in 2007 was not sustained and was followed by a reduction in the proportion of that style. Previous reviews of the limit were in 2011 and 2005.

A current issue, that of 'facebook taxis' are being tackled seriously by the Council in conjunction with South Yorkshire Police. There are also strong efforts between the council and operators to encourage use of 'triple lock' (ie Barnsley vehicles, drivers and operators) wherever supply is available.

Our rank observations covered some 3,800 vehicle movements at or near ranks, with moderate abuse by cars identified (13% of our observations). There was also a high level of use by emergency vehicles (5% of observations). 80% of all movements were hackney carriages, with the split of WAV very similar to the proportion in the fleet overall.

Our observations found Saturday busier than Friday, with Midland Street the main all day and night rank. However, Market Hill is very clearly the night location used and becomes dominant at the end of each night. Demand in the day and during the rest of the week is much lower. In average terms over the week, Midland Street sees around two thirds of demand whilst almost a third comes from Market Hill, with 1% from Church Street and a very small level of usage of Schwabish Gmunden Way.

Tests of plate activity found 81% of the fleet active on the busiest day, although the highest proportion at any one period was 58%, suggesting significant spare capacity in the vehicle fleet.

Unmet demand was identified at various times and at each of the active ranks, further discussion of which follows below.

A high level of 16 people were observed accessing hackney carriages at ranks in wheel chairs, mostly at Midland Street. 40 other apparently disabled persons were also observed using hackney carriages at ranks.

A sample of 201 people interviewed in the streets of Barnsley found a good level of 58% saying they had used a licensed vehicle in the last three months in the area. 1.8 total licensed vehicle trips were made per month, with hackney carriages seeing 28% of this level. Private hire found high levels of loyalty and only modest levels of competition. On the contrary although hackney carriages were very visible, nearly two thirds said they could not remember the last time they used one.

Ranks were well-known and people confirmed they did use them, albeit mainly the top two ranks. No-one said new ranks were needed.

Just over a third of people had issues with the hackney carriage service, but only 7% of these issues related to delay getting a vehicle. Driver issues came top, with people also saying they would use vehicles more were drivers better trained. Latent demand was moderate at 3.4% and most of those interviewed said they could get vehicles when they needed them.

There was an apparently high need for adapted vehicles in the area, but though many needed a WAV, many also said they needed a low step style vehicle. Very active disability engagement was in place, but a key matter was ensuring dialogue between those needing adapted services and those providing them. This may also need careful explanation to match expectations of new legislation with reality in the near future.

Town centre regeneration suggests opportunity for growth of usage of both hackney carriage and private hire services in the near future in the area.

A good 11% of the trade responded to the all-driver survey. They identified a good mix of response, and a good level of experience within the current trade. 60% of all vehicles were owned and driven by one person. Half of the hackney carriages on radio circuits were with one company, although 83% of the hackney carriages claimed to be independent.

Key concerns from drivers were lack of rank spaces, worsened by car abuse, however it was also noted that several ranks were not being used and that if the ranks were fully utilised by taxis then there would be less abuse by private cars. Some drivers themselves highlighted that there were not enough drivers out at peak night demand times. Stewards were felt to be very important. Responses about times operating found under half of the available fleet was out in the early hours of Sunday morning, with the brunt of this work taken by hackney carriage rather than private hire.

87% of all respondents supported the vehicle number limit.

A formal trade representation expressed concern about an inability to find sufficient drivers to cover peak demand; however the Council pointed out that since the introduction of dual badges in 2015, the available number of potential hackney carriage vehicle drivers had risen from 147 to 600+. It appears that the issue is rather a difficulty to get drivers to work at night and in the early hours of the morning at peak times.

Overall, many of the trade are aware passengers can have long waits at various times, principally the early hours at the weekend, but also during some Friday hours. Despite this, overall customer satisfaction is high, and people seem to accept the need to wait, but also have confidence that vehicles will eventually arrive. The renewed marshal funding should encourage more current drivers to feel able to work less sociable hours, but there is also a need to see more drivers coming through to double shift vehicles.

There were also many key hours of high demand when the current fleet and driver numbers more than adequately met demand, confirming the issue is not with vehicle numbers per se, but driver availability.

Consideration of response to the identification of significant unmet demand suggests adding more plates would have a counter effect on provision, no guarantee of any extra plates at the key times, and significant impacts on need for rank space in the non-peak periods, which may be hard to obtain.

There is an accepted need that more drivers must be encouraged either to work longer hours, or to swop less busy hours for times their services are needed. A key factor is everyone working together to ensure those out in the early hours in Barnsley can get home in a safe and timely manner. This would enable further strengthening of reduction of illegal operations.

Further detailed recommendations are included in the main report, but the key ones are:

- All to work to encourage more drivers out in key hours
- No issue of any new plates at this time, pending a further independent test within 6 to 12 months to confirm that vehicle availability had increased and that more drivers had been attracted to work at peak times.

Contents

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# 1 General introduction and background

Barnsley is responsible for the licensing of hackney carriage and private hire vehicles operating within the Council area and is the licensing authority for this complete area. It retains a limit on the number of hackney carriage vehicles licensed. This is the only part of the licensing regime that can be limited this way - there is no legal means by which either private hire vehicle numbers, private hire or hackney carriage driver numbers, or the number of private hire operators can be limited. DfT sources suggest this limit has been in place since 1976. Prior to this survey, previous tests of the validity of the limit and its level were undertaken in 2011 and 2005.

This review of current policy is based on the Best Practice Guidance produced by the Department for Transport in April 2010 (BPG). It seeks to provide information to the licensing authority to meet section 16 of the Transport Act 1985 "that the grant of a hackney carriage vehicle licence may be refused if, but only if, the licensing authority is satisfied that there is no significant demand for the services of hackney carriages within its local area, which is unmet." This terminology is typically shortened to "no SUD".

Current hackney carriage, private hire and operator licensing is undertaken within the legal frameworks set by the Town Polices Clause Act 1847. This has been amended by various following legislation including the Transport Act 1985, Section 16 in regard to hackney carriage vehicle limits, and by the Local Government Miscellaneous Provisions Act 1976 with reference to private hire vehicles and operations. Many of the aspects of these laws have been tested and refined by other more recent legislation and more importantly through case law. Beyond legislation, the experience of the person in the street tends to see both hackney carriage and private hire vehicles both as 'taxis' – a term we will try for the sake of clarity to use only in its generic sense within the report. We will use the term 'licensed vehicles' to refer to both hackney carriage and private hire.

The legislation around licensed vehicles and drivers has been the subject of many attempts at review. The limiting of hackney carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, and the Law Commission review which published its results in 2014. None of these resulted in any material change to the legislation involved in licensing.

The upshot of all these reviews in respect of the principal subject of this survey is that local authorities retain the right to restrict the number of hackney carriage vehicle licenses. The Law Commission conclusion included retention of the power to limit hackney carriage vehicle numbers but utilizing a public interest test determined by the Secretary of State. It also suggested the three- year horizon also be used for rank reviews and accessibility reviews.

After introduction of the 1985 Transport Act, Leeds University Institute for Transport Studies developed a tool by which unmet demand could be evaluated and a determination made if this was significant or not. The tool was taken forward and developed as more studies were undertaken. Over time this 'index of significance of unmet demand' (ISUD) became accepted as an industry standard tool to be used for this purpose. Some revisions have been made following the few but specific court cases where various parties have challenged the policy of retaining a limit. Some of the application has differed between Scottish and English authorities due to some court cases in Scotland taking interpretation of the duty of the licensing authority further than is usual in England and Wales.

The DfT asked in writing in 2004 for all licensing authorities with quantity restrictions to review them, publish their justification by March 2005, and then review at least every three years since then. In due course, this led to a summary of the government guidance which was last updated in England and Wales in 2010 (but more recently in Scotland).

The BPG in 2010 also provided additional suggestions of how these surveys should be undertaken, albeit in general but fairly extensive terms. A key encouragement within the BPG is that "an interval of three years is commonly regarded as the maximum reasonable period between surveys". BPG suggests key points in consideration are passenger waiting times at ranks, for street hailings and telephone bookings, latent and peaked demand, wide consultation and publication of "all the evidence gathered".

The most recent changes in legislation regarding licensed vehicles have been enactment of the parts of the Equality Act related to guidance dogs (sections 168 to 171, enacted in October 2010), the two clauses of the Deregulation Act which were successful in proceeding, relating to length of period each license covers and to allowing operators to transfer work across borders (enacted in October 2015), and most recently enactment of Sections 165 and 167 of the Equality Act, albeit on a permissive basis (see below).

In November 2016, the DfT undertook a consultation regarding enacting Sections 167 and 165 of the Equality Act. These allow for all vehicles capable of carrying a wheel chair to be placed on a list by the local council (section 167). Any driver using a vehicle on this list then has a duty under section 165 to:

- Carry the passenger while in the wheel chair
- Not make any additional charge for doing so
- If the passenger chooses to sit in a passenger seat to carry the wheel chair
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort
- To give the passenger such mobility assistance as is reasonably required

This was enacted from April 2017. There remains no confirmation of any timetable for instigating either the remainder of the Equality Act or the Law Commission recommendations, or for the update of the BPG.

At the present time, the All Party Parliamentary Group on taxis is continuing to meet since its publication on 12th July 2017 of the document "Lessons from London: the future of the UK taxi trade", and the Competition and Markets authority continues its discussions on reducing regulation (statement produced on same date). A Private Members bill regarding safeguarding and road safety issues related to taxis will receive a second reading in Feburary 2018 according to current parliamentary timetables (at November 2017). These three demonstrate ongoing debate on revising taxi licensing, but all are subject to further consideration and debate before any actions can be implied from them.

For the sake of clarity and transparency, this Study is undertaken based on the accepted and proven legal situation at the time of our appointment although we will always try to ensure recent developments are referenced - although it is not reasonable for us to fully consider potential future change beyond that requested in our Brief.

In respect to case law impinging on unmet demand, the two most recent cases were in 1987 and 2002. The first case (R v Great Yarmouth) concluded authorities must consider the view of significant unmet demand as a whole, not condescending to detailed consideration of the position in every limited area, i.e. to consider significance of unmet demand over the area as a whole.

R v Castle Point considered the issue of latent, or preferably termed, suppressed demand consideration. This clarified that this element relates only to the element which is measurable. Measurable suppressed demand includes inappropriately met demand (taken by private hire vehicles in situations legally hackney carriage opportunities) or those forced to use less satisfactory methods to get home (principally walking, i.e. those observed to walk away from rank locations).

In general, the determination of conclusions about significance of unmet demand must take into account the practicability of improving the standard of service through the increase of supply of vehicles. It is also important to have consistent treatment of authorities as well as for the same authority over time.

In conclusion, the present legislation in England and Wales sees public fare-paying passenger carrying vehicles firstly split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing. Local licensing authorities only have jurisdiction over vehicles carrying eight or less passengers.

These are split between hackney carriages which are alone able to wait at ranks or pick up people in the streets without a booking, and private hire who can only be used with a booking made through an operator. If any passenger uses a private hire vehicle without such a properly made booking, they are not insured for their journey.

## 2 Local background and context

Key dates for this Hackney Carriage demand survey for Barnsley are:

- appointed CTS Traffic and Transportation on 8th February 2017
- in accordance with our proposal of February 2017
- as confirmed during the inception meeting for the survey held on 23rd February 2017
- this survey was carried out between February and May 2017
- On street pedestrian survey work occurred in April 2017
- the video rank observations occurred in March 2017
- Licensed vehicle driver opinions and operating practices were canvassed during April 2017
- A meeting of the Trade Liaison Group was attended in June 2017 and again in December 2017
- Key stakeholders were consulted throughout the period of the survey
- A draft of this Final Report was reviewed by the client during October 2017
- and reported to the appropriate Council committee in early 2018.

Barnsley is a unitary, metropolitan borough authority, formerly part of South Yorkshire County. The authority has a current population of 204,700 using the 2017 estimates currently available from the 2011 census. By 2020, these same statistics suggest a further growth of just under 2%.

In terms of background council policy, Barnsley MBC transport policy is defined within the Sheffield City Region Transport Strategy (SCRTS) document (2011 to 2026). This is produced by the South Yorkshire Local Transport Plan (LTP) partnership including the four South Yorkshire councils and the South Yorkshire Passenger Transport Executive. SCRTS also covers towns like Chesterfield, Worksop and parts of the Peak District. Details of the specific approach to transport in Sheffield itself is included in the "Vision for Excellent Transport in Sheffield".

The City Region has a central location on the national motorway network with links to the M1, A1 (M), M18 and M180. Trans Pennine road links are provided by the A57 Snake Pass and the A616/A628 Woodhead Pass. There are issues of congestion as well as emissions. SCRTS (para 5.17) recognizes the role of taxi and private hire services. It is agreed that they offer a high level of flexibility, including coverage of areas with low frequency of scheduled public transport services, and reduce the need for city centre parking. They are particularly useful for passengers making one-way trips, for those travelling with luggage, and for late night or early morning travel.

A stated intention (para 5.24) is to work with the private hire industry to ensure their services match the needs of travellers from different communities in the area. Flexible and demand responsive options will be investigated.

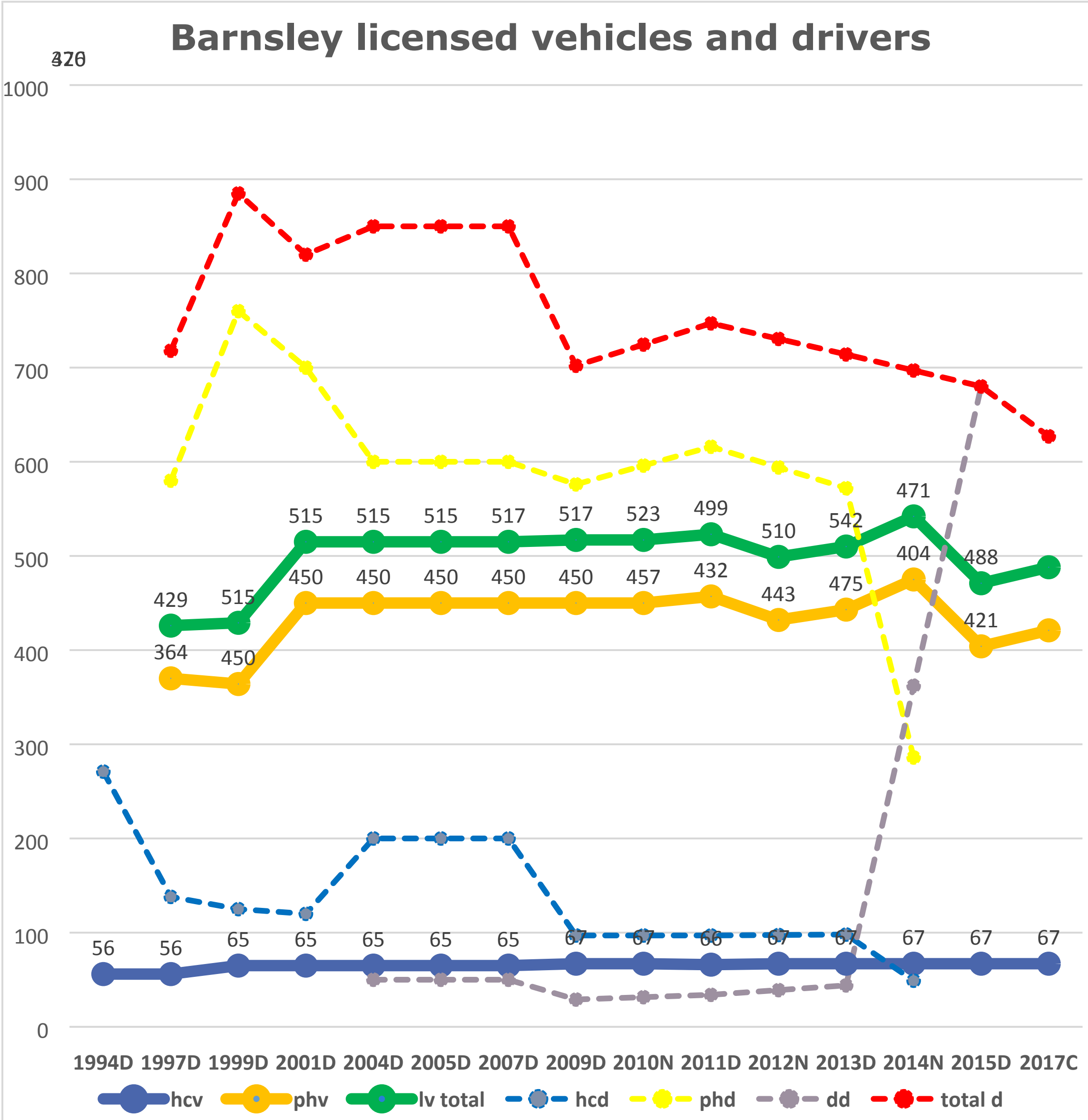
At the point of adoption, the SCRTS included an information pack, SCR Transport Strategy and Barnsley, giving detail of the input at all levels Barnsley Council made to the development of SCRTS. At the present time, the main Barnsley document is the Barnsley Transport Strategy, see below.

The Barnsley Transport Strategy runs from 2014 through to 2033. It identifies and prioritises transport interventions associated with sustainable development to meet aspirations of the Local Plan, the Jobs and Business Plan, the Housing Strategy, Economic and Energy Strategies. This document complements SCRTS. The document points out that 27% of households in the Borough have no access to a car or van. The area also has seven air quality management areas. It makes no mention of hackney carriage or private hire services at all, being mainly a higher level document.

There is also a Barnsley Local Plan Transport Background paper. This refers to the Transport for the North (TfN) Barnsley Strategic Centre Local Plan Accessibility Improvement Zone and the Barnsley Transport Model.

All licensing authorities have full powers over licensing the vehicles, drivers and operators serving people within their area. Barnsley has chosen to utilize its power to limit hackney carriage vehicle numbers, and as far as we are aware has done so since 1976. There were zones arising from the local government reorganisation of 1974, but these were removed and hackney carriage limits applied to the full area in due course. The rural plates that existed were merged in with the central zone plates at that time.

By drawing together published statistics from both the Department for Transport (D) and the National Private Hire Association (N), supplemented by private information from the licensing authority records (C), recent trends in vehicle, driver and operator numbers can be observed. The detailed numbers supporting the picture below are provided in Appendix 1. Due to the comparative size, the operator figures are shown in the second picture.



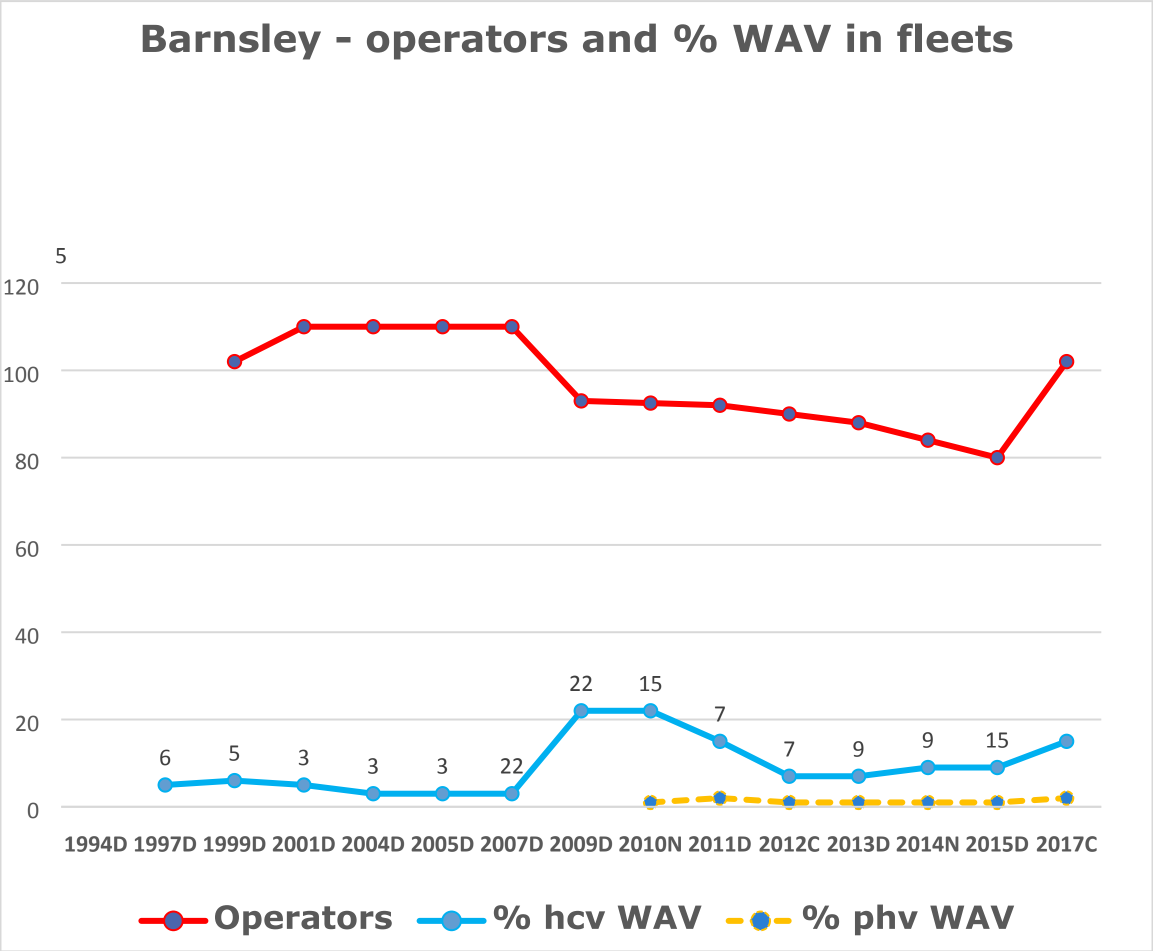

**Licensing Statistics from 1994 to date**

The graphs show that the hackney carriage fleet has been added to twice since statistics began to be recorded. The additions provide a 20% growth in that period. In the same period, private hire vehicle numbers have grown just 14%. However, the current private hire vehicle numbers are lower than they were for the period up to 2011, with the peak level 28% above the 1997 base level in 2014, after which there was a major slump in numbers which is only now seeing some growth again.

Total driver numbers have shown more or less continual decline over the period for which statistics exist. The current level is some 13% lower than that recorded in 1997.

However, the graph clearly shows a change to dual licences, and it should be noted that the Council moved to dual badges (hackney and private hire combined) in 2015 at the request of the Trade. This increased the potential number of drivers able to drive hackney vehicles from 147 to 600+. All drivers now have a dual badge.

Information is also available from these sources to show how the level of wheel chair accessible vehicles (WAV) has varied. It must be noted that in most cases the values for the private hire side tend to be much more approximate than those on the hackney carriage side, as there is no option to mandate for private hire being wheel chair accessible. In some areas, to strengthen the ability of the public to differentiate between the two parts of the licensed vehicle trade, licensing authorities might not allow any WAV in the private hire fleet at all.




**Operator numbers and levels of WAV provision in the fleet**

The level of operators in the area also shows a picture of general decline until a very recent jump in numbers has taken them back to the level last seen in 2007.

In terms of WAV, there was a major increase in 2007, due to extra badges being made available following a demand survey, for which WAV was a requirement; although this level of WAV in the hackney carriage fleet (22%) was not sustained and has only in the last two years increased to the present level of around 15%. There has been a small contingent of private hire vehicle WAV since 2010, which has also seen some recent growth, albeit very marginal.

Barnsley undertakes regular review of its policy to limit hackney carriage vehicle numbers in line with the BPG. The previous surveys were in 2011 and 2005.

The Council also advised us that, in conjunction with South Yorkshire Police, they are regularly identifying and working to prosecute persons who operate unlicensed 'facebook' taxis in the area. Many of these persons have claimed they are simply trying to fill the gap in provision at peak times, but most users are generally ignorant of the risks involved and the lack of protection afforded by using these options.

Further, the Council told us that companies with vehicles and drivers also available from other nearby authorities will where possible try to use local drivers and vehicles to meet demand first, and will only use out of town provision where there is no available local option on their networks. This operation is in the true spirit of the Deregulation Act clause regarding such operations.

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# 3 Patent demand measurement (rank surveys)

As already recorded in Chapter 2, control of provision of on-street ranks in Barnsley is directly controlled by the authority, albeit by the highways section, but at least within the same council. Appendix 2 provides a list of ranks in Barnsley at the time of this current survey.

Our methodology involves a current review both in advance of submitting our proposal to undertake this Hackney Carriage demand survey and at the study inception meeting, together with site visits where considered necessary. This provides a valid and appropriate sample of rank coverage which is important to feed the numeric evaluation of the level of unmet demand, and its significance (see discussion in Chapter 7). The detailed specification of the hours included in the sample is provided in Appendix 3.

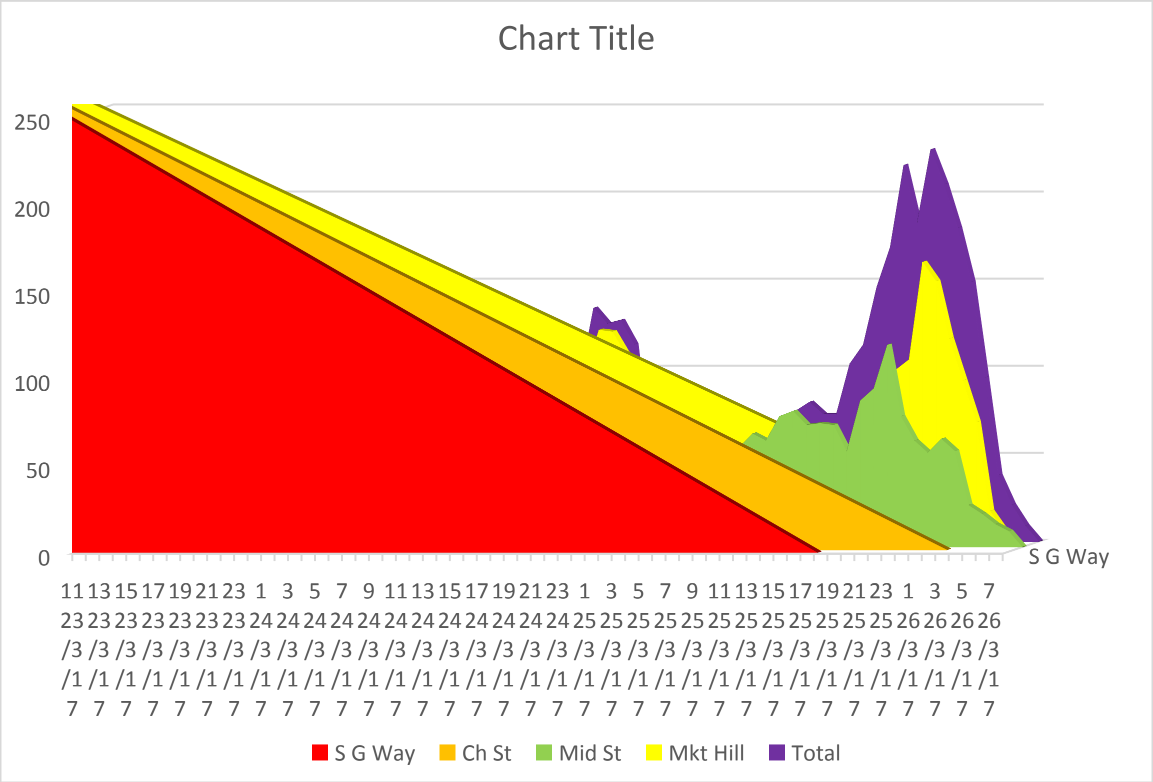
***The rank surveys***

During the course of the survey, just over 3,800 vehicles were observed arriving or departing at or near the ranks within the area. Of these movements, 13% were cars, 5% were emergency vehicles – mainly near the Schwabish Gmunden Way rank, 1% were goods vehicles and 1% were private hire vehicles. The remaining 80% were hackney carriages from Barnsley. Of the hackney carriages, 16% were WAV style, a very similar level to the 15% within the fleet. This confirms that WAV vehicles are as available at ranks as they are in the fleet.

During the course of our observations, 16 people were observed accessing hackney carriages at ranks in wheel chairs. Most of these were at Midland Street, with one at Schwabish Gmunden Way and five at Market Hill. There were a further 40 persons who appeared to have some form of disability all of which took hackney carriages from the Midland Street rank.

***Overall rank observations***

The graph below shows the observations actually undertaken in the Barnsley area at key ranks. It clearly demonstrates that Saturday is busier than Friday, and that Midland Street is the rank that operates over the longest period. However, Market Hill is clearly the night rank and dominates the two peaks observed in the observations. Flows in the daytime at that location are very small in comparison, but also Midland Street flows fall away as Market Hill increases. However, both ranks remain active till the early hours of Sunday morning.




### *Average Weekday usage of ranks*

Taking our actual observations and using them to produce an average weekly flow shows that the Midland Street rank provides around 67% of all passengers. 32% come from the Market Hill rank, with 1% from Church Street and a very small amount from Schwabish Gmunden Way. No other rank saw any usage at all.

### *Detailed discussion of individual ranks*

Each rank is discussed in detail with the busiest rank first and the quietest or least used last. This classification is based on the listing above determined by the average weekly demand estimated from our survey work. Further detail is in Appendix 4.

### *Midland Street*

This rank is located on the far side of Midland Street away from the railway and bus station interchange. It is formed of several sections to allow for deliveries and need for extra capacity at night. All passenger loading is from the driver side of the vehicle and although it is well-signed from both the bus and rail stations, it is a reasonable walk across the access road to the head of the rank. The road is one way. Hackney carriages can turn left at the end and leave across a level crossing although most tend to turn right and leave passing the Market Hill rank on their exit from the town centre.

The location was observed from 11:00 on Thursday 23rd March 2017 through to 07:59 on Sunday 26th March 2017.

*Thursday observations*
On the Thursday, 546 people left the rank in 428 hackney carriages, a low occupancy of 1.3 per vehicle. Just 3% of the vehicles arriving here left empty. During the course of this day, eight passengers arrived when there was no vehicle immediately available. The longest wait was for two minutes and the typical waiting time shared over all passengers during this set of observations was just one second. People had to wait in the 11:00, 17:00, midnight and 01:00 hours.

Passenger flows were fairly consistent between the 11:00 and 19:00 hours with between 37 and 54 in any hour. Flows were then 29 to 35 to the 23:00 hour, six in the midnight hour and just one in the 01:00. Vehicle waits were between four and sixteen minutes.

*Friday observations*
During the full 24 hours of observations on the Friday, 944 passengers left this rank in some 724 vehicles, again a low occupancy of 1.3 per vehicle. An even smaller level of 2% of the arriving vehicles left without passengers.

During this day, there were 122 people arriving when there was no vehicle available for immediate hire. The longest wait by a passenger was 12 minutes. The average wait shared over all passengers was half a minute. There were waits of up to two minutes in the 11:00 and 12:00 hours. There were longer waits, including one up to 12 minutes, in the four hours from 14:00 to and including the 17:00 hour. More people had to wait in every hour from the 23:00 hour to the 03:00 hour although the longest in this period was eight minutes.

Passenger flows were very low in the 06:00 and 07:00 hours, after which flows rose from 23 to a peak of 79 in the 12:00 hour. They were then 53 to 75 over the next four hours, 45 to 59 in the next three hours and 40 and 36 in the 22:00 and 23:00 hours respectively. The last four hours saw just two to five passengers although quite a high proportion of these ended up waiting for a vehicle to arrive, the longest waiting eight minutes before the rank became quiet in the 04:00 and 05:00 hours.

Vehicle waiting times for fares were not high, but quite variable. Earlier hours saw some long waits by vehicles, up to 48 minutes, but later the waits were much lower.

*Saturday observations*
The Saturday 24 hours saw a much higher 1,305 people leave using 836 hackney carriage movements, a moderate occupancy of 1.6 passengers per vehicle. Yet again, the volume leaving empty reduced to just 1% of those arriving.

On this day, 34% of all arriving passengers, some 443, arrived when no vehicle was available for immediate hire. There was a wait of some 36 minutes, with several others of extended duration. The average waiting time shared over the whole day was nearly two and a quarter minutes. Waits were experienced in the 06:00, 12:00, 14:00, 15:00, and then in every hour from the 19:00 to the 07:00 (recorded as Sunday observations). The average wait time for the two observed early hours of Sunday morning were over five minutes, with the longest wait being 20 minutes.

Again, the rank was used in every observed hour, albeit just one to six for the first three observed hours. Flows were then 25 and 27 before remaining between 55 and 78 for every hour up to and including the 20:00 hour. They then rose again reaching the peak of 116 in the 22:00 hour. Flows were 54 to 75 from the 23:00 hour to the 03:00. The 04:00 and 05:00 hours saw 24 and 19 respectively, with 13 and nine at 06:00 and 07:00. The 08:00 hour was then quiet.

Vehicle waiting times for fares were relatively high up to the 10:00 hour after which they reduced, seeing very low levels later in the day as passengers were tending to have to wait for vehicles to arrive much of the time.

*Summary*
This rank is consistently busy with passengers using the rank in most hours, even when there are no trains or buses operating. Passenger waiting seems endemic here and much more so on Friday and even more so on the Saturday observed.

***Eldon Street /Market Hill***
This rank is located on the corner of Eldon Street and Market Hill in the heart of Barnsley town centre. Loading is from the passenger side of the vehicle, and the rank is on the busiest side of the road with quick access to many of the key shops and shopping streets. The road leads directly onto the main routes out of town, and many of the vehicles from the Midland Street rank also have to pass this way to leave the town centre. This rank location has been significantly improved since the last survey and is much closer to the main shops than it used to be.

The rank was observed from 14:00 on the Thursday 23rd March 2017 through to 02:59 the next morning, then from 14:00 on the Friday 24th March to 03:39 on the Saturday morning, then from 10:05 on the Saturday until 06:59 on the Sunday morning, 26th March 2017.

*Thursday observations*
On the Thursday, just 23 passengers used this rank, leaving in 14 hackney carriage departures, a moderate occupancy of 1.6 persons per vehicle. A further third of the vehicle arriving left the rank without passengers. No passenger ever arrived with no vehicle available for immediate hire.

Passenger flows were very low, just two to seven, and only occurred in the hours between 18:00 and 22:00, and the midnight hour. The peak was seven passengers in the 20:00 hour. Vehicle waits were four to ten minutes, with the longest recorded wait of 23 minutes.

*Friday observations*
The Friday saw a total of 617 passengers leave the rank using 341 vehicles, a high occupancy of 1.8 per vehicle. Just 2% of vehicles arriving left without passengers. There were a total of 193 (just over 30%) of these passengers who arrived when no vehicle was available for immediate hire. The longest wait was 11 minutes, with the average wait over all passengers being just under a minute and a half. Passengers had to wait in all hours from the 19:00 to the 03:00 apart from the 21:00 hour.

Similarly to the Thursday, there was little use of the rank in the early afternoon hours. Between one and eight people used the rank in the four hours starting with the 16:00. The 20:00 and 21:00 hours saw 26 and 28 respectively. Flows then rose over the next few hours to the peak of 123 in the midnight hour. Flows remained over 109 passengers in the next two hours, but then dropped to just 44 in the 03:00 hour (at which point unfortunately observations ended due to equipment issues).

In the hours up to and including 21:00, vehicles waited between eight and 14 minutes for fares. After this, with high flows of passengers, vehicle waits were very low and never more than five minutes.

*Saturday observations*
On the Saturday, there were in total 1,072 people leaving the rank in 541 vehicles, a relatively high average occupancy of two per vehicle, with several of the later hours seeing occupancies nearer to three people per vehicle. Just 1% of arriving vehicles left empty.

There were some 338 (again nearly a third of the total) passengers who had to wait for a vehicle to arrive. The longest wait observed was 27 minutes. However, shared over all passengers the average wait was just under two minutes. People had to wait in the 13:00, 15:00, 16:00, 19:00, 20:00 and then every hour from 22:00 to the 01:00. After this, no-one had to wait.

Passenger flows occurred here during the daytime, with between one and six people in the active hours of 11:00, 13:00, 15:00, 16:00 and 17:00. From 18:00 onwards, flows increased to the peak of 162 in the midnight hour. There were two other hours before this, and two hours after, where flows of passengers were 100 or more. Flows then dropped back to see just eight in the 06:00 hour.

Vehicle waits for passengers at this site on this day were never high, although in the very early hours one vehicle was observed waiting over half an hour for a fare.

*Summary*
This rank was very busy on both Friday and Saturday evenings with substantial flows spread over an extended period of time. The Saturday flows continued a lot longer into Sunday morning than the Friday ones did into Saturday. The Thursday was completely quiet in contrast, with no passengers at all after the midnight hour.

***New St / Wellington Street***
This long rank was near to a major club. However, this building is now demolished and the rank was bordered by hoardings at the time of our visit. Loading is from the driver side in a very narrow, but two way street. The road is also known as Pall Mall. The rank was observed on Saturday 25$^{th}$ March 2017 from 22:00 through to 05:59 the next morning. During this period, no vehicles or potential passengers were observed.

***Church Street***
This rank has recently been remarked and is directly opposite the Town Hall albeit on the opposite side of the busy gyratory. It replaces two other ranks which used to act as feeders for the Midland Street rank. Loading is from the driver side. It was observed from 16:00 on Saturday 26$^{th}$ March 2017 to 03:59 the next morning. During the observations, just four passengers used the rank leaving in two vehicles, shared between the 23:00 and midnight hours. One other vehicle serviced this location but left empty.



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***Schwabish Gmunden Way***

This rank is the closest location to the railway station platforms and has level access to the 'to Sheffield' (southbound) platform. It is often preferred by those needing wheel chair or level access. Access is from the drivers' side and the rank is in a layby off the main road. This location was observed from 09:00 to 18:59 on Saturday 25th March 2017.

Vehicles used the rank to wait briefly in the 10:00, 11:00, 15:00 and 16:00 hours. Two passengers left in one vehicle in the 13:00 hour. A total of eight vehicles, 89% of those arriving, left the rank without passengers.

***Wellington Street***

This rank is in the section of Wellington Street near several key pubs and clubs. However, due to the narrow nature of the street and high pedestrian volumes, it is closed off on Friday and Saturday nights. Loading is from the driver side. It was observed on Thursday 23rd March 2017 from 20:00 to 02:59 when operationally available. During the course of our observations there were no hackney carriages or passengers.

***Other locations***

None of the other rank locations now operate.

***Test of active plates***

A test was undertaken on the Saturday of the rank surveys to identify how many hackney carriage plates were in use meeting the observed passenger demand that day. Our sample saw observations near the two main active rank locations identifying Barnsley hackney carriages active. The observations recorded all Barnsley hackney carriages passing the points near the ranks, so would also have identified vehicles passing by the ranks as well as those serving them.

The two locations used were just in advance of the Market Hill rank and near to the Midland Street rank. Five sets of observations were undertaken, three near Market Hill and two near Midland Street. Observations began mid-afternoon and ended in the early hours of the Sunday morning.

In total, 382 hackney carriage vehicle movements were identified by local hackney carriages. During the course of the observations, 81% of the fleet was observed, a high level, but still leaving some vehicles not active during that day.

In terms of the volume of movements observed, the afternoon period saw the lowest number of observations and the lowest proportion of active plates (21%). The next two pairs of observations (one each at Market Hill and Midland Road) saw similar numbers of observations and 43-45% of the fleet active. The night observations saw the highest levels of records of vehicles, 90 and 127 movements, and 57 and 58% of the fleet active respectively.

Further analysis identified there were just 6% of the plates identified operating in all five time periods observed. 28% were seen in four, 20% in three, 31% in two and 15% in just one period. Generally, more vehicles came out the later in the day it was. However, the highest level of plates observed was never more than 58% (the level in the early hours) so there were clearly a number of vehicles that only worked daytime and others at night.

# 4 General public views

It is very important that the views of people within the area are obtained about the service provided by hackney carriage and private hire. A key element which these surveys seek to discover is specifically if people have given up waiting for hackney carriages at ranks (the most readily available measure of latent demand). However, the opportunity is also taken with these surveys to identify the overall usage and views of hackney carriage and private hire vehicles within the study area, and to give chance for people to identify current issues and factors which may encourage them to use licensed vehicles more.

Such surveys can also be key in identifying variation of demand for licensed vehicles across an area, particularly if there are significant areas of potential demand without ranks, albeit in the context that many areas do not have places apart from their central area with sufficient demand to justify hackney carriages waiting at ranks.

These surveys tend to be undertaken during the daytime period when more people are available, and when survey staff safety can be guaranteed. Further, interviews with groups of people or with those affected by alcohol consumption may not necessarily provide accurate responses, despite the potential value in speaking with people more likely to use hackney carriages at times of higher demand and then more likely unmet demand. Where possible, extension of interviews to the early evening may capture some of this group, as well as some studies where careful choice of night samples can be undertaken.

Our basic methodology requires a sample size of at least 200 to ensure stable responses. Trained and experienced interviewers are also important as this ensures respondents are guided through the questions carefully and consistently. A minimum sample of 50 interviews is generally possible by a trained interviewer in a day meaning that sample sizes are best incremented by 50, usually if there is targeting of a specific area or group (eg of students, or a sub-centre), although conclusions from these separate samples can only be indicative taken alone.

It is normal practice to compare the resulting gender and age structure to the latest available local and national census proportions to identify if the sample has become biased in any way.

More recently, general public views have been enlisted from the use of council citizens' panels although the issue with these is that return numbers cannot be guaranteed. The other issue is that the structure of the sample responding cannot be guaranteed either, and it is also true that those on the panel have chosen to be there such that they may tend to be people willing to have stronger opinions than the general public randomly approached.

Finally, some recent surveys have placed an electronic copy of the questionnaire on their web site to allow interested persons to respond, although again there needs to be an element of care with such results as people choosing to take part may have a vested interest.

The detailed results for this survey are contained in Appendix 5. 201 persons were interviewed in the streets of central Barnsley during early April 2017. Of these, a good level of 58% said they had used a licensed vehicle in the last three months in the area.

Everyone told us how often they used licensed vehicles. From this, we were able to estimate that there are about 1.8 trips per person per month using licensed vehicles, fairly low. This arises because the highest proportion of people are using them less than once a month, with the second highest proportion being 28% saying they used them a few times in a month.

This question was repeated, but having explained what a hackney carriage was. The same calculation provided some 0.5 trips per month specifically by hackney carriage, about 28% of the total, which is relatively high. Further comparison and discussion of this occurs below.

People told us how they got licensed vehicles in the area. Some gave multiple responses. 9% said they did not use licensed vehicles at all. Of all the responses, the highest was for telephone (45%), with use of a mobile 14% and Freephone 3% (a total of 62% for phone usage). We specifically asked about 'facebook taxi-ing' but none admitted to using that. 25% said they got licensed vehicles from ranks (which more or less matches our estimate of usage from the frequency chart) and a relatively high 4% said they hailed.

We asked people what companies they used when they phoned for licensed vehicles. 131 people gave a response, with 53% giving just one name, 31% two names and 15% three names. Of all the responses, one company obtained 51%. The next two companies obtained 20% and 15% respectively. A further company got 7%, and another 2%. All the other nine mentioned obtained 1% or less of mentions. This suggests modest levels of competition but high levels of loyalty to the companies people were using.

With regard to use specifically of hackney carriages, 65% of those responding said they could not remember when they last used a hackney carriage. However, only 1% said they could not remember seeing a hackney carriage in the area, a good result probably resulting from the long-standing livery for the vehicles.

People told us about the ranks they were aware of, and if they used them or not. 78% of those interviewed told us the ranks they did or did not use. People gave between one and four ranks. 43% gave two ranks, 38% one, 18% two and just 1% named four ranks. Of all the mentions, 53% said they did not use the ranks they named. This is a relatively high level of people naming ranks which they did use.

The most quoted rank was Barnsley Interchange, with 49% of mentions. 15% of mentions were for Market Hill, with a further 11% saying Peel Square (next to Market Hill). 9% said Pall Mall and 4% Wellington Street. 5% said Church Street with a further 1% saying Town Hall (which is probably Church Street). Uncertain or possible private locations quoted were 2% for the Market and a further 2% for Morrison's. This shows a generally good knowledge of ranks in the area.

Satisfaction with rank provision is supported by the fact that just two people suggested locations for new ranks. One simply said 'town centre' and the other suggested a village location.

People were asked if they had any problems with the hackney carriage service. Some 35% of those interviewed said they had at least one problem. In fact there were just 4% of all interviewees who had two problems with the remaining 31% having just a single issue. When all the issues were listed, 72% were driver issues. 22% were issues about cleanliness. Those with two issues were both drivers and cleanliness. Just 7% had issues with delay getting a hackney carriage. This suggests that issues with the service are mainly related to aspects of the service provided rather than vehicle numbers.

People were asked what might encourage them to use hackney carriages or use them more. As is usual, a higher level of 52% gave at least one answer. Of these, 73% gave just one answer, 22% gave two and five gave three reasons they might use them more. The top response from 35% of the total responses was better drivers, followed by cheaper (31%), better vehicles (24%) with remaining responses not significant. This provides a backup to the problems section, citing the same matters which might increase use which were currently felt as issues. Again these issues were more in the hands of those providing the service than anything related to service availability.



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A question was then asked if people could get a hackney carriage in Barnsley when they needed one, and when. 86% of those interviewed provided an answer. 81% of these provided answers to two of the questions and 7% to three. Of all the responses, just 3% said they could never get hackney carriages when they needed them. Only 1% of responses were that people could get them if they phoned for them. The highest response was for daytime (51%) but closely followed by 45% for at night. This suggests vehicles are generally available when people want them, although this has to be taken in the context that most of our sample will tend to be those most active in the daytime and may not reflect late night demand.

People were also asked if they had ever given up waiting for a hackney carriage in the Barnsley area, and if so, where. The raw result was that 5% said they had given up. However, two of these were not locations that were ranks, so the true value of latent demand from this measure is 3.4%, moderate.

Two questions were then asked about disability issues. 80% said they did not need, nor know anyone who needed an adapted licensed vehicle to travel in. This is quite a low value, often areas have 90% saying this response.

Of the 20% who needed some form of adapted vehicle, 63% needed a WAV. 18% said the other adaptation they needed was a lower step height, with the remainder saying they needed a non-WAV but not specifying what the adaptation might be.

People were also asked if they felt people in the Barnsley area with disabilities got a good service from hackney carriage vehicles and drivers or not. 44% said they were not sure. Of those answering either way, 3% said they felt they did not, whilst the resounding 97% of those with an opinion felt that they did.

75% said they had regular access to a car whilst 92% lived in the area.

More females were interviewed that the census suggests (66% compared to 51% in the census). However, the age structure of the sample was very similar to that provided in the census.

# 5 Key stakeholder consultations

The following key stakeholders were contacted in line with the recommendations of the BPG:

- Supermarkets
- Hotels
- Pubwatch / individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators
- Other council contacts within all relevant local councils

Comments received have been aggregated below to provide an overall appreciation of the situation at the time of this survey. In some cases there are very specific comments from one stakeholder but we have tried to maintain their confidentiality as far as is possible. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report. Appendix 6 lists those contacted and their response.

Our information was obtained by telephone, email, letter or face to face meeting as appropriate. The list contacted includes those suggested by the Council, those drawn from previous similar surveys, and from general internet trawls for information. Our target stakeholders are as far as possible drawn from across the entire licensing area to ensure the review covers the full area and not just specific parts or areas.

For the sake of clarity, we cover key stakeholders from the public side separately to those from the licensed vehicle trade element, whose views are summarized separately in the following Chapter.

Where the statistical analyses in Chapter 2 demonstrate low levels of wheelchair accessible vehicle (WAV) provision, an increased emphasis will be given to the issue in terms of the focus of stakeholders but also in specific efforts to contact disabled users and their representatives.

***Supermarkets***

Six supermarkets told us about their customers' use of licensed vehicles. Five said their customers did use them, one, a more local store, said they did not. Three of the stores had freephones provided, one said customers usually contacted vehicles themselves whilst another said staff would phone if asked. Three were unaware of ranks, one said it provided a rank in its car park and another said the rank was at the Bus Station (although customers would pass the Market Hill location on way from that store to there).

One store named a private hire booking office as a rank. None of the stores had ever received complaints regarding the service provided.

***Hotels***

Four hotels all told us their customers did use licensed vehicles. All four also said either reception or staff would phone for vehicles for customers. One also thought customers would make their own arrangements. Just one said there were ranks, but just said they were in the central area. None had received any complaints about the service provided.

***Public houses***

Eleven public houses told us their customers used licensed vehicles, with two more saying they did sometimes. Five said customers made their own arrangements. Four said staff would phone for people if asked. Two were aware of a nearby rank, whilst three said they used a company. Three said their customers complained of long waiting times for vehicles responding to calls. One said people tended to try to phone, then went and waited at the rank. One was aware of the nearby rank but said people often had to wait when there were less people wanting to use taxis as most vehicles appeared to have gone home then.

***Night clubs***

27 different night clubs or late venues were contacted. Of those listed, three were found to have closed permanently, six had phones that were not answered (despite attempts at times they should have been open), ten had messages left. Three told us their customers used taxis from the ranks. One said they had a good link to a private hire company who always provided a good service to their customers (although it appeared this was effectively a private arrangement). One said that people tried to phone, but then usually ended up going to the rank. Another told us people generally went to the rank since they could not get through to companies to make a booking. They then ended up waiting a long time at ranks on the busy nights. They felt this was affecting their business.

### *Other entertainment venues*

Four entertainment venues said their customers used licensed vehicles. Two said their customers made their own arrangements. Two said reception would contact a company for the customer. None were aware of ranks nor had they received any complaints about the service. One venue had a regular visit each week by a group of people using a wheel chair accessible vehicle to bring them and take them home. All felt there were enough vehicles available and no issues had been reported – though all generally operated mainly in daytime hours.

### *Restaurants*

Of 19 restaurants contacted, 15 replied. Three said their customers went on to other venues after leaving them, or to the hotel they mainly serviced. Three said their customers did not use taxis, or only rarely used them, or they did not know. Of those that did use taxis, six said people phoned for vehicles either of their choice or using cards provided by the venue.

One made it clear to customers they needed to ensure they had a return booking when they arrived, particularly at weekends. Two specifically said there were shortages of private hire and hackney carriage at weekends. One said people had given up phoning and always went to the rank, but were aware they would have a long wait. No other problems were mentioned other than the need for more on Fridays and Saturdays, although some did manage to get a good service by using specific companies.

### *Hospitals*

Barnsley Hospital told us its customers used licensed vehicles, but booked them from reception with one private hire company. There were no issues with the service received.

### *Police*

No comment was made by the local police.

### *Disability*

Barnsley has an active disability forum, "My Barnsley Too". In June 2015 they held a major event which produced a document "Disabled people, transport and inclusion in Barnsley". Sixty disabled people took part. Various elements of transport were reviewed, including a thorough review of peoples' experience and thoughts about hackney carriage and private hire. The following are extracts from this document (and the views of the writers and not those of LVSA).

- Lots more accessible taxis are needed
- Drivers need to be trained more effectively and more often
- Complaining needs to be made easier
- Fair charging must ALWAYS occur
- There should not be council contracts for any company found to operate unfairly
- New ways need to be found to book and pay
- Discounts are needed for frequent users
- A disabled taxi pass is needed

The report confirms a significant number of good points experienced:

- Helpful, friendly drivers
- Willing to help with ramp
- Handle wheel chairs well and secure safely
- Convenient and door to door
- Usually well maintained, clean, reliable and punctual
- Good having accounts
- Ring-back on arrival helpful
- Good value if shared
- Town for a Pound great
- Helps when know cost in advance

However, other issues occur:

- Hard to get WAV particularly at contract times and at night
- Need to book several days in advance
- Some vehicle are too small for some wheel chairs people have
- Some drivers are rude and unhelpful
- Some did not let people know they had arrived and left without picking them up
- Discrimination can occur in several ways including being charged more, not allowed to travel if have assistance dogs, ignored if hailing from within a wheel chair, some WAV booked turn up as saloon vehicles; would prefer to know registration plate of vehicle being sent; sometimes feel unsafe with fast drivers or unsecured wheel chairs
- A taxi drop off point is needed at Lancaster Gate
- Some drivers need a better English standard

We obtained updated information about what had changed since this Report. The council officer told us they understood that few WAV tended to be available later in the day, nor around school times as most ended up on regular school contracts that required their facilities. There had been some improvement with e-booking facilities, and people being able to know more effectively when their vehicle had arrived.

Many disabled customers build relationships with those that serve them – which can often also tend towards private hire company service. Some issues have arisen where technological changes have introduced illegal and potentially dangerous options, such as facebook taxis, and cross-boundary services hard to regulate.

Another recent issue was that people new to Barnsley generally lacked awareness of the options available and therefore became very vulnerable and open to possible abuse.

There was also a general feeling that the recent advice from Government about sections 165 and 167 would lead to significant improvements, although further checking identified that the expectations of this change might be in advance of reality.

***Other Council contacts***

Contact was provided with the web site for the new town centre development and officers related to this. Work is ongoing to provide a new town square, a revamped Metropolitan Centre and Market Hall, a new extended road linking behind the redevelopment, a new central library on Mayday Green and more car parking.

A prospectus was produced explaining the background and need. Economic growth was underpinned by having renowned, local and distinctive offer in the markets, proposals for a world class arts centre in the Civic by 2023 and various other redevelopments. Most of these were under way during the time of our survey. The TEC offices are presently being demolished.

Christmas will begin from 22nd November 2017. This will include the focus on a town centre not just for retail but including social events and activity as well. People are being kept up to date with regular newsletters. The expectation is increased footfall in the town centre, not just in the daytime but on all days and at all reasonable times, which should be an encouragement and opportunity for the hackney carriage and private hire trades to pick up some of the extra patronage.

***Marshal input***

Input was obtained from the marshals covering the ranks on Saturday 25th March, the busiest survey night. There was no cover provided on the Friday night under that contract. For the Saturday night / Sunday morning there was confirmation of queues of between 70 and 100 people but those providing comment felt provision of vehicles that night was frequent and they also felt the change over between shifts appeared quite prompt on that specific night compared to their other experiences.

Marshal records for the previous bank holiday weekend suggested queues only at Market Hill, slightly smaller despite very poor weather. That night they recorded people suggesting shared taxis might reduce the queues, but very few were willing to share. Other discussion suggests there is a major issue in Barnsley of people being unwilling to fairly split fares, hence the reticence of both passengers and drivers to encourage such sharing, a matter which further reduces the capacity of the fleet to shift passengers home.

During the course of the study, funding has been obtained for further continuation of the marshal scheme with the aim of working with them and the police to reduce levels of anti-social behaviour as well as continual monitoring and reduction of levels of facebook taxi and other illegal 'taxi' operations in the area. The aims are to improve the overall safety and security which should encourage more drivers to feel able to service the peak demand.

***Rail services***

National statistics suggest that entries and exits for Barnsley station have increased by around 11% over the last six years, with current totals being some 1,482,876 for the latest year available (ending March 2017). Part of this is with improved rail services being provided including a faster service between Sheffield and Leeds.

## 6 Trade stakeholder views

The BPG encourages all studies to include 'all those involved in the trade'. There are a number of different ways felt to be valid in meeting this requirement, partly dependent on what the licensing authority feel is reasonable and possible given the specifics of those involved in the trade in their area.

The most direct and least costly route is to obtain comment from trade representatives. This can be undertaken by email, phone call or face to face meeting by the consultant undertaking the study. In some cases to ensure validity of the work being undertaken it may be best for the consultation to occur after the main work has been undertaken. This avoids anyone being able to claim that the survey work was influenced by any change in behavior.

Most current studies tend to issue a letter and questionnaire to all hackney carriage and private hire owners, drivers and operators. This is best issued by the council on behalf of the independent consultant. Usual return is now using an on-line form of the questionnaire, with the option of postal return still being provided, albeit in some cases without use of a freepost return. Returns can be encouraged by email or direct contact via representatives. Some authorities cover private hire by issuing the letter and questionnaire to operators seeking they pass them on when drivers book on or off, or via vehicle data head communications.

In all cases, we believe it is essential we document the method used clearly and measure response levels. For this survey, 621 letters were issued to all involved in the hackney carriage and private hire trades in Barnsley. The response rate was 11%, good for this kind of survey. Checks were made for duplicate entries, but only one was found, the duplicate of which was removed. The response level was improved from an initial 5% after attendance at a trade liaison group meeting.

In terms of setting a context, in nine recent studies other than Barnsley there have been overall response rates ranging from well less than 1% up to 50%. Four studies had overall response rates lower than 1% (and only up to 6% for these in terms of hackney only responses). One study had 8.5%, another 10%, with the top three studies having 22%, 42% and 50%, although the latter two were where there is a very good relationship developed over years between the trade and response to such studies. The location with the 50% response rate (admittedly by pure hackney carriage drivers) was a location relatively similar to Barnsley in terms of fleet structure and ranks.

Of those responding, 36% said they drove private hire vehicles, 3% said they drove both hackney carriage and private hire, and 61% said they drove hackney carriage. This is a good response rate of 60% compared to the number of hackney carriage proprietors (although there are some drivers who do not own their vehicle so the overall hackney driver response rate is lower than this).

For all those responding, the average length of service in the trade in the area was 13 years. This ranged up to 34 years.

In terms of the working week, the largest proportion, 39%, worked six days. 12% said they worked seven days. 28% worked five days, 9% three days, 5% just one day and 7% four days. This provides an average days' worked of five, covering an average 41 hours. The longest hours worked quoted were 72. (These statistics cover the full licensed vehicle fleet).

A third of the responses given about factors that affected when people worked were that family commitments were the main issue. 27% said they worked at busy times and when there was highest demand, 18% according to commitments they made to work, and 9% just said 'my preference'. 5% said they avoided times when there were likely to be drunken, violent or abusive customers. Two other reasons were given, but none obtained more than 5% of responses – they included needing to cover contracts or bookings, and 'sociable hours'.

60% owned their own vehicle. 60% said no-one else shared their vehicle. 31% said they operated on a radio circuit with 47% working for one large company – which operated a mixed hackney carriage and private hire fleet. The second largest proportion, 24% also related to a mixed vehicle fleet, with half those responding they worked for this company being hackney carriage. There appeared to be two hackney carriage only networks, and two private hire only. There were several private hire who said they were not on a circuit, who must therefore be one man operators, whilst the highest proportion of hackney carriages were independent. 83% of the hackney carriages responding said they were independent.

In terms of ranks served, the response came from 88% of the hackney carriages responding. There was one person saying they served Church Street and one Schwabish Gmund Way. 14% simply said they serviced 'all ranks' (some further saying all town centre ranks). Other than this the only reference was to the two main ranks at the Interchange and in Market Street / Eldon Street. However, both these locations were referred to in several different ways. The total responses referring to the Interchange rank specifically were 47% of all responses. For Market Street, there were more different names given, and the total of these was 36%.

When asked about issues with current ranks, there were a total of 26 responses, some being multiple from drivers. 27% of these said there were too few ranks or spaces but 8% (actually both private hire) said there were not enough hackney carriages – one of which said this was mainly people choosing not to work nights. One response, 4% said that hackney carriages were working on private hire circuits too much. A further 12% of responses were concerned about the level of work taken by out of town vehicles. 27% of responses were that private cars abused the ranks.

There were also 12% of the responses saying that stewards were definitely very important and that they must cover all busy nights right through till the ranks became quiet. 8% suggested that the other town centre ranks beyond the Interchange rank needed better advertising as they felt most people were unaware of their presence. 4%, one person, said that the Interchange rank was on the wrong side of the road.

Respondents were asked about the way they most frequently obtained fares. There were 66 who responded, 62% of whom were hackney carriage, and one respondent who said they drove both kinds of vehicle. For the whole set of responses made, 55% said their main method to get fares was from ranks, 34% said phone bookings, 5% said hailing, 5% said school contracts and one person, or 2% said contracts with private companies.

When considered by vehicle type, 80% of the hackney carriages said their main fare method was the ranks, 8% said hail, 8% said phone, 2% said school contracts and 2% said private contracts. For private hire, 78% said phone, 9% said school contracts but surprisingly 13% said 'rank pick-ups' which should not be correct and may be a misunderstanding of the question.

87% of those responding agreed the limit should remain. One hackney carriage felt the limit should not remain, but there were also 61% of the private hire who responded to this question who also supported retention of the limit policy.

Many comments were made, including that the demand for hackney carriages was very low apart from at weekends. However, one private hire said there were a lot of people waiting to get home at weekend nights. They said they regularly saw queues and were concerned. Another commented there were too few drivers willing to work weekends which they felt left people vulnerable. Another said hackney carriages were too related to private hire companies to be able to service ranks as much as they needed to. They provided a list of the vehicles working for each of five different companies.

Some told us that one reason for lack of night drivers was their fear of being attacked.

Many told us why they thought the limit was of benefit, with 48% saying it meant drivers were well-known by customers, 17% believing the limit kept fares low, 13% saying it helped keep vehicles to high standards and 13% saying it kept pollution and congestion under control. One said more vehicle would worsen over-ranking currently experienced at the main rank.

Other comments were made, explaining the peak in work at the weekends and the very low levels of demand at other times. One said they would not work daytime hours if it was not for their school contracts. One pointed out the level of change in the town at the moment.

Some did point out there were queues of people mainly on Saturday but also on some Friday nights, but that they felt this was mainly due to the lack of drivers rather than lack of vehicles.

The responses to the hours worked were reviewed. For hackney carriages, more were working daytimes Monday to Friday than any other time. However, there was a peak of 59% of the respondents working from 2000 to midnight on Saturday nights, with 47% in the early hours of Sunday morning. These two periods on Friday also saw higher levels of availability, but to a lesser extent than Saturday. There were very few hackney carriages active for the evening and overnight shifts from Mondays to Thursdays.

In general, private hire appeared to be generally more active than hackney carriages – but markedly not so for the later two periods on Friday nor all day on Saturday. This suggests that peaks of demand are tending to be left for hackney carriages to deal with whilst private hire tends to carry more of the base load of predictable demand. However, there is also an emphasis by private hire on morning work rather than afternoons, although Monday to Thursday evenings seem to see more private hire active than hackney carriage.

Response was made at the trade liaison group suggesting that everyone was aware that there were queues, mainly on busier Saturday and, to a lesser extent, on Friday evenings. However, it was felt that lack of confidence about safety and possibly other issues were meaning the key factor was a lack of drivers willing to come out when passengers were potentially more abusive and less open to acting reasonably. There was no issue with providing insurance for drivers, just difficulty in obtaining people willing to work and to share vehicles others did not feel able to use at busy times.

A consultant representing the Barnsley Hackney Carriage Association reiterated the points made at the liaison group that there were too few drivers in and entering the licensed vehicle trade in Barnsley at this time. They felt that adding more vehicles would not solve the demand mis-match as they could not see where the extra drivers would come from, and that all those currently willing to work in the busy hours were already doing so.

Part of the issue is that drivers are able to earn sufficient without having to face anti-social behaviour, a not unreasonable choice for someone to make. They also felt there were high numbers of 'facebook taxis' operating in the area which were mainly unlicensed drivers and vehicles which were being dealt with – which was leading to higher demand for legitimate licensed vehicles at this time.

The licensing consultant felt the council might be able to revise its driver licensing criteria to encourage more drivers – feeling that many find the requirements, standards, process and total costs of becoming a licensed driver tend to be prohibitive meaning people often secure alternative work before their option of becoming a taxi driver materialises.

Further discussion of these issues will follow in the synthesis section.

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## 7 Evaluation of unmet demand and its significance

It is first important to define our specific view about what constitutes unmet demand. Our definition is when a person turns up at a hackney carriage rank and finds there is no vehicle there available for immediate hire. This normally leads to a queue of people building up, some of who may walk off (taken to be latent demand), whilst others will wait till a vehicle collects them. Later passengers may well arrive when there are vehicles there, but because of the queue will not obtain a vehicle immediately.

There are other instances where queues of passengers can be observed at hackney carriage ranks. This can occur when the level of demand is such that it takes longer for vehicles to move up to waiting passengers than passengers can board and move away. This often occurs at railway stations, but can also occur at other ranks where high levels of passenger arrivals occur. We do not consider this is unmet demand, but geometric delay and although we note this, it is not counted towards unmet demand being significant.

The industry standard index of the significance of unmet demand (ISUD) was initiated at the time of the introduction of section 16 of the 1985 Transport Act as a numeric and consistent way of evaluating unmet demand and its significance. The ISUD methodology was initially developed by a university and then adopted by one of the leading consultant groups undertaking the surveys made necessary to enable authorities to retain their limit on hackney carriage vehicle numbers. The index has been developed and deepened over time to take into account various court challenges. It has now become accepted as the industry standard test of if identified unmet demand is significant.

The index is a statistical guide derived to evaluate if observed unmet demand is in fact significant. However, its basis is that early tests using first principles identified based on a moderate sample suggested that the level of index of 80 was the cut-off above which the index was in fact significant, and that unmet demand therefore was such that action was needed in terms of additional issue of plates to reduce the demand below this level, or a complete change of policy if it was felt appropriate. This level has been accepted as part of the industry standard. However, the index is not a strict determinant and care is needed in providing the input samples as well as interpreting the result provided. However, the index has various components which can also be used to understand what is happening in the rank-based and overall licensed vehicle market.



LVSA

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for hackney carriages and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

The present ISUD calculation has two components which both could be zero. In the case that either are zero, the overall index result is zero, which means they clearly demonstrate there is no unmet demand which is significant, even if other values are high.

The first component which can be zero is the proportion of daytime hours where people are observed to have to wait for a hackney carriage to arrive. The level of wait used is ANY average wait at all within any hour. The industry definition of these hours varies, the main index user counts from 10:00 to 18:00 (i.e. eight hours ending at 17:59). The present index is clear that unmet demand cannot be significant if there are no such hours. The only rider on this component is that the sample of hours collected must include a fair element of such hours, and that if the value is non-zero, review of the potential effect of a wider sample needs to be considered.

The other component which could be zero is the test identifying the proportion of passengers which are travelling in any hour when the average passenger wait in that hour is greater than one minute.

If both of these components are non-zero, then the remaining components of the index come into play. These are the peakiness factor, the seasonality factor, average passenger delay, and the latent demand factor.

Average passenger delay is the total amount of time waited by all passengers in the sample, divided by the total number of passengers observed who entered hackney carriages.

The seasonality factor allows for the undertaking of rank survey work in periods which are not typical, although guidance is that such periods should normally be avoided if possible particularly as the impact of seasons may not just be on the level of passenger demand, but may also impact on the level of supply. This is particularly true in regard to if surveys are undertaken when schools are active or not.

Periods when schools are not active can lead to more hackney carriage vehicles being available whilst they are not required for school contract work. Such periods can also reduce hackney carriage demand with people away on holiday from the area. Generally, use of hackney carriages is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December to 1.2 for January / February.

There can be special cases where summer demand needs to be covered, although high peaks for tourist traffic use of hackney carriages tend not to be so dominant at the current time, apart from in a few key tourist authorities.

The peakiness factor is generally either 1 (level demand generally) or 0.5 (demand has a high peak at one point during the week). This is used to allow for the difficulty of any transport system being able to meet high levels of peaking. It is rarely possible or practicable for example for any public transport system, or any road capacity, to be provided to cover a few hours a week.

The latent demand factor was added following a court case. It comes from asking people in the on-street questionnaires if they have ever given up waiting for a hackney carriage at a rank in any part of the area. This factor generally only affects the level of the index as it only ranges from 1.0 (no-one has given up) to 2.0 (everyone says they have). It is also important to check that people are quoting legitimate hackney carriage rank waits as some, despite careful questioning, quote giving up waiting at home, which must be for a private hire vehicle (even if in hackney carriage guise as there are few private homes with taxi ranks outside).

The ISUD index is the result of multiplying each of the components together and benchmarking this against the cut-off value of 80. Changes in the individual components of the index can also be illustrative. For example, the growth of daytime hour queueing can be an earlier sign of unmet demand developing than might be apparent from the proportion of people experiencing a queue particularly as the former element is based on any wait and not just that averaging over a minute. The change to a peaky demand profile can tend towards reducing the potential for unmet demand to be significant.

Finally, any ISUD value must be interpreted in the light of the sample used to feed it, as well as completely in the context of all other information gathered. Generally, the guide of the index will tend not to be overturned in regard to significant unmet demand being identified, but this cannot be assumed to be the case – the index is a guide and a part of the evidence.

For this survey:

- Average passenger delay calculated as 1.4 minutes
- 34.8% of observed off peak hours saw some queueing
- 31.4% of all passengers travelled in hours when the average delay was a minute or more
- Seasonality factor was 1
- The area does not demonstrate peaky demand so the factor is 1
- Latent demand factor is 1.034

This leads to a calculated ISUD factor of 1,581 significantly higher than the accepted cut-off value of 80 which signifies that observed unmet demand is significant according to the tool definition. Apart from the relatively low latent demand factor, all the components of the index are consistent with this conclusion. Further discussion occurs in the synthesis chapter of the report.

***Extent and occurrence of unmet demand***

Given the above determination, a review was undertaken of when the largest waits and average delays occurred in the area. There were three hours during our survey when average delay shared over all passengers was over 10 minutes. In these cases, longest passenger waits were between 20 and 34 minutes. The worst hour was the 02:00 hour on the Sunday morning, followed by the 03:00 and then the 06:00, all at Midland Street rank.

The next eight hours saw average queue time between five and ten minutes, with maximum waits ranging from five minutes up to 36 minutes. More of these were at Market Hill rank, with some of these being during the late Saturday afternoon period.

There were a further 18 hours with delays averaged between one and under five minutes, and 23 hours when passengers experienced some average delay, but less than a minute. For many of these, the actual maximum wait was just a minute, although some maximum passenger waits of up to six minutes were also included. Overall, of the 141 hours observed, 37% saw some passenger waiting.

The hours with any delay were further reviewed by time of day and location. There were just two hours on the Thursday with any delay (both very minor cases). There were minor delays at Midland Street on the Friday from the 11:00 hour onwards, with longer delays there in the 15:00, 16:00 and 17:00 hours.

There were longer delays in most hours between the midnight and the 03:00 hours at both Midland Street and Market Hill in the early hours of Saturday morning.

On the Saturday, there were queues at Midland Street of a minor nature during the afternoon, but at Market Hill 13:00 and 15:00 hours both saw average waiting times around six minutes, albeit for relatively low flow levels, possibly more a reaction to peaks in very low flows where less vehicles would be tending to wait given the low demand.

The most concentrated period of unmet demand was from 23:00 on the Saturday night. Midland Street and Market Hill both had average passenger waiting well in excess of a minute in every hour from the 22:00 to the 01:00 hour. Midland Street continued to see such high unmet demand through to the 06:00 hour. It took till the 07:00 hour for queues and passengers to clear the area completely. Interestingly, amid this unmet demand, the peak passenger flow of 151 at Market Hill in the 01:00 hour only saw average waits per passenger of 47 seconds and a longest wait of just four minutes – but the knock-on was felt in the next hour with so many vehicles away – this was amongst the worst waiting seen – with up to 34 minutes waited by some passengers and an average wait of over 13 minutes. The previous hour at Market Hill saw 162 passengers taken, with maximum passenger wait a moderate 12 minutes and an average of three minutes.

The issue can therefore be seen that high demand can be met effectively, but not given the sustained moderate (not high) demand over an extended period in the hours of Sunday morning.

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# 8 Summary, synthesis and study conclusions

This Hackney Carriage demand survey on behalf of Barnsley MBC has been undertaken following the guidance of the BPG and other recent case history regarding unmet demand and its significance. This chapter provides a summary of each of the preceding chapters key points, then draws these together into a synthesis of what the individual components of the study are saying, finally providing conclusions regarding unmet demand and its significance and other key conclusions.

***Background and context***

This study was undertaken in line with our proposals of February 2017 between the end of February and early July 2017. It covered rank and plate activity observations in March, on street interviews in April, key stakeholder consultation through the period and trade views canvassed by a posted out, on-line return survey and attendance at two trade liaison meetings during the study period.

Barnsley is a unitary metropolitan authority with overall transport policy under the control of the authority although set within the Sheffield City Region Transport Strategy. The value of licensed vehicles and need to consider future options are within the Strategy documents (a rare occurrence). Local application of policy for transport is through the Barnsley Transport Strategy, which does not mention licensed vehicles.

Present licensed vehicle policy includes the authority using its power to limit hackney carriage vehicle numbers since at least 1976. An initial set of zones were removed during the following years. Since 1994, hackney carriage plates have increased 20%, whilst private hire since 1997 has only grown a net 14%, though there was a peak in 2014 followed by a slump and recovery in the latest year figures.

Total driver numbers have declined over time, with the current level some 13% lower than that in 1997. However, the number of drivers available to drive hackneys has increased since the introduction of dual badges (from 147 to 600+). Until the most recent statistics, operator numbers had also been declining.

The level of WAV in both hackney carriage and private hire fleets has seen gentle but clear increase over the years since 2012. However, there was a period where WAV levels in the hackney carriage fleet were much higher.



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***Rank observations***

Rank observations, based on information from the council, our previous work and a streetview and on-the-ground review, were undertaken using current video methodology. Vehicle and passenger arrivals and departures, as well as other vehicles operating at or near ranks in a manner that might hinder the rank operation, were observed.

Of all the vehicle movements seen, 13% were private cars, 5% emergency vehicles, 1% goods vehicles and 1% private hire. This left 80% of our observed movements as legitimate Barnsley hackney carriage vehicles. Of these, 16% were WAV style, similar to the proportion in the fleet.

16 people used wheel chairs to access ranks during the course of the survey, spread between Midland Street, Market Hill and one at the other station rank. A further 40 persons were considered to be disabled in some way visible to our observers (eg using a stick), all from Midland Street.

A graph of the actual rank observations demonstrates Saturday is busier than Friday, and that Midland Street is the rank operating over the longest period. Market Hill is clearly mainly used at night and provides the highest hourly levels of demand. However, overall Midland Street in a typical week is estimated to provide 67% of passengers whilst Market Hill provides 32% and Church Street 1%. Schwabish Gmunden Way sees small amounts of passengers.

Plate activity levels on the busiest day identified 81% of the fleet active, giving some spare capacity in terms of vehicles not active on that day. Activity levels increased from 21% in the daytime to 57-58% at night, but only 6% of vehicles were in fact active in all time periods. The highest level active, 58% at night, provides even more spare capacity in vehicle terms at that time, but the high level of overall activity suggests that shared driving could also be important to ensure maximum availability was achieved. This is an issue which needs to be addressed by the Trade as a matter of urgency.

***On street public views***

Our 201 on-street interviews obtained the views of a randomly selected set of people in the streets of Barnsley during April 2017. Our sample over-represented women but matched the age profile very closely.



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A good level, 58%, said they had used a licensed vehicle in the last three months in the area. The average usage levels suggest 1.8 licensed vehicle trips per person per month in the area, with the hackney carriage value being 0.5 or 28% of the overall level. This is slightly higher than the proportion who said they generally got licensed vehicles from ranks.

Further investigation of those phoning for vehicles found modest levels of competition in the area, and high levels of loyalty to the companies chosen. Of those responding, 65% said they could not remember when they last used a hackney carriage. However, just 1% said they could not remember seeing one, so the livery does make them visible, just not used as much.

We also found people knew ranks well, and said they did use them. The Midland Street, Interchange rank was most known, although Market Hill was known by several different names. Church Street and Wellington Street were both also known about. On the contrary, few people gave any suggestion for new ranks.

35% of those interviewed had at least one issue with the hackney carriage service, mainly driver issues followed by vehicle cleanliness. Just 7% had issues with delay getting a hackney carriage. The top reason people would use hackney carriages more was better drivers, closely followed by the usual top answer, if they were cheaper.

In terms of being able to get vehicles when needed, just 3% said they could not get hackney carriages when they needed them – with very similar levels saying they could get them in the day or at night. The true latent demand value from the sample was moderate at 3.4%.

The proportion saying they did not need or did not know anyone needing an adapted vehicle was relatively low, suggesting relatively high need for such vehicles in the area. Most of these needed a WAV, but others were very specific saying they needed a low step. Of those answering either that those with disabilities got a good service from hackney carriages, 97% felt people did. However, of the total answering 44% said they did not know.

***Key stakeholder views***

Most key stakeholders felt their customers used private hire phoned for vehicles, but a small number were aware of ranks. Several suggested people would go to private hire offices when asked about ranks. There was some feedback of queues from night venues. It also became clear that on busy nights people were unable to phone for vehicles and also ended up at the ranks.

Overall, the view came across that, though it was possible for a few to get home when they wanted by making return bookings or having special arrangements with smaller operators, in general Friday and Saturday nights tended to be principally served by hackney carriages at the ranks, but not by anywhere near enough vehicles, which some felt was harming the night time economy. It was very clear that the night economy needed better support particularly from the hackney carriage trade, but that the issue was also on the private hire side as well as the rank side of demand.

Feedback from a major disability consultation in June 2015 were provided. A lot of positive comments were identified, as well as many typical issues that people felt needed action, including more WAV style vehicles and concerns about discrimination, which people felt training might help minimise. A key matter still relevant was need for regular and available information about how to get the vehicles people needed. There was some concern that recent changes had raised expectation too much in terms of what had actually changed in terms of disability provision.

Future developments suggested there will be more opportunity for both hackney carriage and private hire to increase their customer numbers as the town centre continues its redevelopment.

***Trade views***

The trade was alerted to the upcoming all-driver survey at a trade meeting by a representative of consultancy staff. Initial results were also presented to another trade meeting, which led to further returns giving a final response level of 11% of the full trade, good for this kind of survey. This more than doubled the initial 5% response rate.

The survey obtained a good mix of responses albeit with more from hackney carriage than private hire. Those responding had a good level of experience. Most worked six days and an average of 41 hours.

Most people chose preferred hours to work, with 5% saying they avoided times there might be drunken, violent or abusive customers.

60% of vehicles were owner-drivers with a similar number not sharing their vehicles. Nearly half of those saying they worked on a radio circuit worked for one mixed hackney carriage and private hire company. There were a further two hackney carriage only radio networks and two private hire quoted by people. 83% of all hackney carriages said they were independent.

Some told us they felt not enough drivers worked at night, which is a matter that needs addressing by the Trade. Other concerns were a shortage of rank spaces at the used ranks and private car abuse of some locations, although there are ranks in the town centre which seem to be unused and if ranks were fully utilised then there would be less likelihood of private car abuse. An alternative might be to arrange a swop of unused spaces for additional space near the Market Hill rank, although options for adding to the Station rank are very limited. One other alternative that works in other places is using lesser ranks as feeders which are 'called in' using CB radios or other systems – this might encourage more vehicles to wait at Market Hill during the day as part of the feeder system, which we believe might increase usage there.

Stewards were felt to be very important as well as clear marketing and signing of the Market Hill and other rank locations beyond the main Midland Street location. However, it should be noted that marshalls were not in place for previous demand surveys when there was found to be no unmet demand although this may relate more to the recent growth in potential demand and a change in locational focus compared to the past when there were active ranks near the active clubs, but spread over several sites rather than being concentrated at two locations.

80% of hackney carriages responding said their main fares came from rank work, 8% hail and 8% phone, with 2% each for school and other contracts.

87% of respondents, including many private hire, supported retention of the limit on vehicle numbers.

A review of the hours people said they worked found that proportions did peak for the late evening shift on Saturday nights, but then reduced so that under half of the available hackney carriages were out in the early hours of Sunday morning. Private hire tended to be less available in these hours, suggesting hackney carriages bore the brunt of the early hours demand. Comments from key stakeholders supported this and demonstrating that the main demand for licensed vehicles in the early hours at weekends focusses very heavily on hackney carriage. It appears that most private hire companies have sufficient regular work so that they appear unable, or unwilling, to expand further to meet the peak.

A consultant trade representative reiterated the points about driver shortages at key times, suggesting safety issues but also need to review how drivers initially found the entrance method too long-winded for various reasons.

The Council, however, told us that they are of the opinion that their entrance requirements and costs are no more onerous (and in some cases less) than those of neighbouring authorities. The Council also pointed out that the application process could be completed within a month if drivers were more co-ordinated in their approach, in particular with regards to the arrangements of appointments and in preparation for the theory test such that they passed first time. We believe that it should be easy to change the 'ethos' from a 'set up to fail' one to a 'set up to pass' by encouraging new applicants to have all appointments set up in one go to focus their minds on ensuring they did have success.

***Formal evaluation of significance of unmet demand***

The industry standard index of significance of unmet demand identified that the observed unmet demand was highly significant in terms of the values estimated. The indicators of average passenger delay, proportion of off peak hours with any queue, and proportion of people travelling in hours with a minute or more average delay, were all relatively high. Further discussion occurs below.

***Synthesis***

Barnsley town centre continues to develop with significant future improvements still to be completed. Most hackney carriage demand tends to focus on use of the Midland Street, Interchange rank, which sees use almost 24/7, and most certainly on Friday, and even more Saturday nights through in to the next mornings. Church Street and Swabisch Gmunden Way ranks provide some extra capacity, but many other locations have now been removed or have become redundant as the night provision has changed.

Late on both Friday and Saturday nights into the early hours, the main rank is supplemented by the revised Market Hill site, which although being 24-hour tends to see relatively little usage during daylight hours. This is the busiest rank at key hours around midnight, and in some hours saw very good service provided taking away high volumes relatively effectively.

However, it is also acknowledged from several sources that there can be relatively long waits particularly in the early hours of Saturday, but also Friday mornings; we also found some Friday peak queues occurring. The plate activity and driver surveys both demonstrated that the early hours were being serviced only by half the vehicle fleet despite nearly 80% being active at some point during the Saturday. The key issue in the area is the need for more use / double-shifting of vehicles to ensure they are available in the peak hours.

However, many of the general public remain satisfied with the service provided, albeit with some both customers and trade, well aware that higher availability of vehicles and drivers is needed at times. The industry standard index supports the fact there is an issue which needs to be addressed. The recent action against unlicensed vehicles may have increased levels of available demand, as may the presence of marshals have done with people feeling safer with their presence, however it is recognised that previous demand surveys showed no unmet demand without marshalls being in place.

The recent confirmation of funding for an enhanced and continued marshal presence should help drivers feel able to work those hours when they previously felt at risk. Continued police action is important in this regard to ensure any issues that arise are dealt with appropriately and quickly. However, it is also very clear that the night time economy of Barnsley is currently being held back by the lack of safe transport home, and urgent action is needed to provide this as soon as practicable.

***Conclusions***

There is a clear issue with more demand for hackney carriages than those that are making themselves available over sustained periods in the early hours of Saturday and Sunday mornings. More vehicles active in the Friday evening peak, and better availability at Market Hill during daytime hours, would also increase the perceived availability of service.

Following this, better signing and marketing of Market Hill would also help increase demand there at times when more vehicles tend to be available. The option of including this rank in the daytime feeder system to the station may help. Similar feasible operations occur in at least one other nearby City.

The relatively good response time in some very busy hours at Market Hill demonstrates sufficient vehicles to meet demand – but also confirms that more vehicles of those available need to have drivers in the later hours. This is an issue that the Trade needs to address as a matter of urgency if the current cap is to be retained.

The normal reaction to identification of unmet demand at this level of significance would be to issue further plates. However, there is no legal way that any extra plates can be expected to work at specific times. Based on current evidence that half the vehicles available work these hours, the true response to the number of vehicles needed would therefore have to be doubled to obtain the same response as at the present time (i.e. allowing half those added not to work the required hours).

But this would put significant pressure on rank space at the quieter periods (Monday to Thursday at Midland Street) and also worsen remuneration for all during that period. This could have the counter effect of reducing overall supply. It is much preferable if the trade can take the issues into their own hands and ensure adequate supply occurs.

The overall (and accepted reaction from the trade) needs to be working to encourage more of current drivers to work longer hours, or to swop some less busy hours for the key hours to ensure that those out in the early hours of the weekend in Barnsley can get home safely and in a timely manner. This would also support current aims to reduce illegal operations to a minimum. The refreshed marshal support should also continue to see both drivers and passengers alike feel safer in these periods. This would have the effect of further increasing demand.

Another reaction by the trade could be their working to provide tutorship and encouragement to increase the number of drivers available. This could be seen by those with extensive experience as an opportunity to pass their skills and abilities on to the next generation. This would be a very healthy, and rewarding option. In this regard, the North already has an active training facility provided by one of the large taxi related Unions who may be willing to help the local trade develop appropriate training. This means further need to develop the driver resource for the area.

# 9 Recommendations

On the basis of the evidence gathered in this Hackney Carriage demand survey for Barnsley, our key conclusion is that there is evidence of unmet demand for the services of hackney carriages which is significant at this point in time in the Barnsley licensing area. However, it is also clear that the normal reaction to this of providing extra vehicle plates would be very unlikely to resolve the real issues, and could in fact worsen the situation.

We therefore recommend that the renewed marshal provision be fully taken advantage of, with continued enforcement action to minimise unlicensed operations. The trade need to work together to maximise current driver availability at key times, and also to work with the Council to overcome any barriers perceived to reduce new drivers being added to the current strength, and to see growing new drivers as a key part of their future.

It may prove that even with the improved environment there may not be current drivers willing to work the extra hours, and the council needs to work with the trade to identify any perceived barriers.

This may require strong publicity of the improved night environment for both passengers and drivers, and very strong education for those tempted to make use of unlicensed operations such as facebook taxis. This may require licensing and trade attendance at schools and colleges where the target population for such services tend to be.

Further usage of Market Hill must be encouraged by better signing and marketing, backed up by hackney carriages working together to ensure a daytime presence there which we believe will further help demand at that point grow. Consideration of including it in the feeder locations for the station should be possible and would be very helpful in increasing further overall demand at times that would benefit the trade and town centre overall.

It will also be important that increased levels of monitoring occur of the queueing over Friday and Saturday evening into both early mornings of Saturday and Sunday. This can partly be achieved through weekly recording being made by the marshals, and regular review of this at the council / trade meetings, but should also see a further independent review of rank operation over the key 40 hours from 16:00 Friday through to 08:00 on Sunday morning by video capture of usage at both Midland Street and Market Hill preferably during a typical (busy) weekend. This review would include plate activity observations at the same time to identify if levels of vehicle availability had increased, and a review if driver numbers had actually increased. It is suggested that this takes place in 6 to 12 months, time.

Further consideration of the need for extra plates, or whether to lift the cap completely would occur following that independent review.

***Appendix 1 – Statistics***

| | hcv | phv | lv total | Hcd | phd | dd | total d | | Operators | % hcv WAV | % phv WAV |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **1994D** | 56 | | | 271 | | | | **1994D** | | | |
| **1997D** | 56 | 370 | 426 | 138 | 580 | | 718 | **1997D** | | 5 | |
| **1999D** | 65 | 364 | 429 | 125 | 760 | | 885 | **1999D** | 102 | 6 | |
| **2001D** | 65 | 450 | 515 | 120 | 700 | | 820 | **2001D** | 110 | 5 | |
| **2004D** | 65 | 450 | 515 | 200 | 600 | 50 | 850 | **2004D** | 110 | 3 | |
| **2005D** | 65 | 450 | 515 | 200 | 600 | 50 | 850 | **2005D** | 110 | 3 | |
| **2007D** | 65 | 450 | 515 | 200 | 600 | 50 | 850 | **2007D** | 110 | 3 | |
| **2009D** | 67 | 450 | 517 | 97 | 576 | 29 | 702 | **2009D** | 93 | 22 | |
| **2010N** | 67 | 450 | 517 | *97* | *596* | *32* | *725* | **2010N** | *93* | 22 | 1 |
| **2011D** | 66 | 457 | 523 | 97 | 616 | 34 | 747 | **2011D** | 92 | 15 | 2 |
| **2012N** | 67 | 432 | 499 | *98* | *594* | *39* | 731 | **2012C** | *90* | 7 | 1 |
| **2013D** | 67 | 443 | 510 | 98 | 572 | 44 | 714 | **2013D** | 88 | 7 | 1 |
| **2014N** | 67 | 475 | 542 | *49* | *286* | *362* | 697 | **2014N** | *84* | 9 | 1 |
| **2015D** | 67 | 404 | 471 | | | 680 | 680 | **2015D** | 80 | 9 | 1 |
| **2017C** | 67 | 421 | 488 | | | 627 | 627 | **2017C** | 102 | 15 | 2 |

***Appendix 2 – List of ranks***

| Location | Operating hours | Spaces | Comments |
|---|---|---|---|
| Midland Street | 24 hours | 8 + 4 | Services rail and bus stations |
| | 19:00 to 07:00 | 2 | |
| Wellington Street | 20:00 to 03:00 | 9 | Unusable when pedestrianisation active on Fri / Sat nights |
| Church Street | 24 hours | 3 | Recently remarked |
| New St / Wellington St | 22:00 to 03:00 | 16 | Still there, but club it served demolished and site vacant |
| Peel St | 24 hours | 3 | Available for nearby supermarket but little used |
| Eldon St / bottom of Market Hill | 24 hours | 5 | Revised rank, well used |
| Schwabish Gmunden Way | 24 hours | 4 | Other side of railway station, closed on days when football matches nearby |
| ***Ranks gone or no longer used*** | | | |
| Shambles St | 22:00 to 05:00 | 3 | Still formally rank but markings gone |
| Eldon Street | 24 hours | 5 | Both gone with street revisions |
| | 20:00 to 03:00 | 5 | |
| Regent Street | 22:00 to 03:00 | 3 | Gone with street revisions |
| Wortley Street | 20:00 to 03:00 | 5 | Still marked but little usable value |
| Eastgate | Night rank | | Gone with street revisions |

## Appendix 3 – Hours of rank observations

*See separate document*

## Appendix 4 – Detailed results for rank observations

*See separate document*

## Appendix 5 – Detailed on street questionnaire responses

*See separate document*

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## *Appendix 6 List of Key stakeholders consulted*

| ***Key Stakeholder*** | ***Response*** |
|---|---|
| ***Supermarkets*** | |
| Asda, Old Mill Lane | Y |
| Morrison's, Lower Thomas Street | N |
| Londis, Summer Lane | Y |
| Asda, Worsbrough | Y |
| Iceland, Peel St | Y |
| Asda, Grimethorpe | Y |
| Co-op, Mapplewell | Y |
| ***Hotels*** | |
| Holiday Inn, Dodworth | Y |
| Ibis Styles | Y |
| Premier Inn, Barnsley Central | Y |
| Premier Inn, Dearne Valley | N |
| Fairway Dodworth | Y |
| ***Hospital*** | |
| Barnsley | Y |
| | |
| ***Restaurants / Café's*** | |
| Oak Star Café and Brasserie | Y |
| Vera's Café, Darnton | N |
| Toby Carvery, Dodworth | Y |
| Beatson House Restaurant, Cawthorne | N |
| Thai Indian, Darfield | Y |
| Brewer's Fayre, Wentworth | N |
| ***Entertainment*** | |
| Parkway Cinema, Barnsley | N |
| Academy Theatre, Birdwell | Y |
| Metrodome Bowling | Y |
| The Civic | Y |
| ***Public Houses*** | |
| Fox House Inn, Holmfirth | N |
| Glass House Table | Y |
| Old Post, Haigh | Y |
| Milton Arms, Elsecar | N |
| Horseshoe, Wombwell | Y |
| Fox and Hounds, Shafton | N |
| Norman Inn | Y |
| Chestnut Tree, Barugh Green | Y |
| Strafford Arms | N |
| White Bear | Y |
| ***Night Clubs*** | |
| Coco | N |
| Club Purism | Y |
| Revs | N |
| | |

| Rank location | | Midland Street rank set | Church St | Wellington St | New St / Wellington St | Schwabish Gmunden Way | Eldon St / Market Hill | Hours |
|---|---|---|---|---|---|---|---|---|
| Co suggested usage | | | | closed Fri / Sat | club closed | to cover | | |
| Operating Hours | | | | 20 to 03 | 22 to 03 | | | |
| Streetview status? | | OK | new rank | OK | | | | |
| 2017 research | | | feeds station little pass use | | | feeds station | revised rank | |
| Thursday | 10:00 | | | | | | | 0 |
| Thursday | 11:00 | 1 | | | | | | 1 |
| Thursday | 12:00 | 2 | | | | | | 1 |
| Thursday | 13:00 | 3 | | | | | | 1 |
| Thursday | 14:00 | 4 | | | | | 1 | 2 |
| Thursday | 15:00 | 5 | | | | | 2 | 2 |
| Thursday | 16:00 | 6 | | | | | 3 | 2 |
| Thursday | 17:00 | 7 | | | | | 4 | 2 |
| Thursday | 18:00 | 8 | | | | | 5 | 2 |
| Thursday | 19:00 | 9 | | | | | 6 | 2 |
| Thursday | 20:00 | 10 | | 1 | | | 7 | 3 |
| Thursday | 21:00 | 11 | | 2 | | | 8 | 3 |
| Thursday | 22:00 | 12 | | 3 | | | 9 | 3 |
| Thursday | 23:00 | 13 | | 4 | | | 10 | 3 |
| Thursday | 00:00 | 14 | | 5 | | | 11 | 3 |
| Friday | 01:00 | 15 | | 6 | | | 12 | 3 |
| Friday | 02:00 | 16 | | 7 | | | 13 | 3 |
| Friday | 03:00 | 17 | | | | | | 1 |
| Friday | 04:00 | 18 | | | | | | 1 |
| Friday | 05:00 | 19 | | | | | | 1 |
| Friday | 06:00 | 20 | | | | | | 1 |
| Friday | 07:00 | 21 | | | | | | 1 |
| Friday | 08:00 | 22 | | | | | | 1 |
| Friday | 09:00 | 23 | | | | | | 1 |
| Friday | 10:00 | 24 | | | | | | 1 |
| Friday | 11:00 | 25 | | | | | | 1 |
| Friday | 12:00 | 26 | | | | | | 1 |
| Friday | 13:00 | 27 | | | | | | 1 |
| Friday | 14:00 | 28 | | | | | 13 | 2 |
| Friday | 15:00 | 29 | | | | | 14 | 2 |
| Friday | 16:00 | 30 | | | | | 15 | 2 |
| Friday | 17:00 | 31 | | | | | 16 | 2 |
| Friday | 18:00 | 32 | | | | | 17 | 2 |
| Friday | 19:00 | 33 | | | | | 18 | 2 |
| Friday | 20:00 | 34 | | | | | 19 | 2 |
| Friday | 21:00 | 35 | | | | | 20 | 2 |
| Friday | 22:00 | 36 | | | | | 21 | 2 |
| Friday | 23:00 | 37 | | | | | 22 | 2 |
| Friday | 00:00 | 38 | | | | | 23 | 2 |
| Saturday | 01:00 | 39 | | | | | 24 | 2 |
| Saturday | 02:00 | 40 | | | | | 25 | 2 |
| Saturday | 03:00 | 41 | | | | | 26 | 2 |
| Saturday | 04:00 | 42 | | | | | 27 | 2 |
| Saturday | 05:00 | 43 | | | | | 28 | 2 |
| Saturday | 06:00 | 44 | | | | | 29 | 2 |
| Saturday | 07:00 | 45 | | | | | 30 | 2 |
| Saturday | 08:00 | 46 | | | | | 31 | 2 |
| Saturday | 09:00 | 47 | | | | 1 | 32 | 3 |
| Saturday | 10:00 | 48 | | | | 2 | 33 | 3 |
| Saturday | 11:00 | 49 | | | | 3 | 34 | 3 |
| Saturday | 12:00 | 50 | | | | 4 | 35 | 3 |
| Saturday | 13:00 | 51 | | | | 5 | 36 | 3 |
| Saturday | 14:00 | 52 | | | | 6 | 37 | 3 |
| Saturday | 15:00 | 53 | | | | 7 | 38 | 3 |
| Saturday | 16:00 | 54 | 1 | | | 8 | 39 | 4 |
| Saturday | 17:00 | 55 | 2 | | | 9 | 40 | 4 |
| Saturday | 18:00 | 56 | 3 | | | 10 | 41 | 4 |
| Saturday | 19:00 | 57 | 4 | | | | 42 | 3 |
| Saturday | 20:00 | 58 | 5 | | | | 43 | 3 |
| Saturday | 21:00 | 59 | 6 | | | | 44 | 3 |
| Saturday | 22:00 | 60 | 7 | | 1 | | 45 | 4 |
| Saturday | 23:00 | 61 | 8 | | 2 | | 46 | 4 |
| Saturday | 00:00 | 62 | 9 | | 3 | | 47 | 4 |
| Sunday | 01:00 | 63 | 10 | | 4 | | 48 | 4 |
| Sunday | 02:00 | 64 | 11 | | 5 | | 49 | 4 |
| Sunday | 03:00 | 65 | 12 | | 6 | | 50 | 4 |
| Sunday | 04:00 | 66 | | | 7 | | 51 | 3 |
| Sunday | 05:00 | 67 | | | 8 | | 52 | 3 |
| Sunday | 06:00 | 68 | | | | | 53 | 2 |
| Sunday | 07:00 | 69 | | | | | | 1 |
| Sunday | 08:00 | | | | | | | 0 |
| Sunday | 09:00 | | | | | | | 0 |
| Period for sample | | | hours included above | | | | | 160 |
| Week day | | | 23 | | | | | |
| Week night | | | 27 | | | | | |
| Weekend day | | | 26 | | | | | |
| Weekend night | | | 22 | 40 | | | | |
| Inter periods | | | 5 | 17 | | | | 160 |
| Total hours at site | | 69<br>43% | 12<br>8% | 7<br>4% | 8<br>5% | 10<br>6% | 54<br>34% | 160 |

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| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Midland St | 23/3/17 | 11 | 38 | 44 | 34 | 1.3 | 1 | 3% | 35 | 00:03:58 | 00:04:01 | 00:13:45 | 00:00:03 | 00:01:08 | 2 | 0 | 0 | 00:01 |
| Midland St | 23/3/17 | 12 | 38 | 43 | 35 | 1.2 | 0 | 0% | 35 | 00:06:46 | 00:06:46 | 00:14:10 | | | | | | |
| Midland St | 23/3/17 | 13 | 38 | 44 | 36 | 1.2 | 0 | 0% | 36 | 00:11:24 | 00:10:45 | 00:25:17 | | | | | | |
| Midland St | 23/3/17 | 14 | 42 | 54 | 38 | 1.4 | 3 | 7% | 41 | 00:09:29 | 00:09:29 | 00:18:30 | | | | | | |
| Midland St | 23/3/17 | 15 | 38 | 53 | 45 | 1.2 | 0 | 0% | 45 | 00:06:12 | 00:06:12 | 00:15:48 | | | | | | |
| Midland St | 23/3/17 | 16 | 45 | 52 | 41 | 1.3 | 0 | 0% | 41 | 00:07:12 | 00:07:12 | 00:11:22 | | | | | | |
| Midland St | 23/3/17 | 17 | 40 | 44 | 36 | 1.2 | 1 | 3% | 37 | 00:07:33 | 00:07:38 | 00:18:33 | 00:00:06 | 00:01:33 | 3 | | | 00:02 |
| Midland St | 23/3/17 | 18 | 25 | 37 | 29 | 1.3 | 1 | 3% | 30 | 00:17:06 | 00:16:47 | 00:29:21 | | | | | | |
| Midland St | 23/3/17 | 19 | 33 | 38 | 31 | 1.2 | 0 | 0% | 31 | 00:10:12 | 00:10:07 | 00:18:51 | | | | | | |
| Midland St | 23/3/17 | 20 | 25 | 29 | 25 | 1.2 | 1 | 4% | 26 | 00:10:12 | 00:10:12 | 00:17:56 | | | | | | |
| Midland St | 23/3/17 | 21 | 27 | 30 | 22 | 1.4 | 1 | 4% | 23 | 00:11:28 | 00:11:25 | 00:26:20 | | | | | | |
| Midland St | 23/3/17 | 22 | 24 | 35 | 24 | 1.5 | 2 | 8% | 26 | 00:11:52 | 00:11:41 | 00:28:40 | | | | | | |
| Midland St | 23/3/17 | 23 | 20 | 33 | 25 | 1.3 | 2 | 7% | 27 | 00:08:56 | 00:08:56 | 00:20:03 | | | | | | |
| Midland St | 24/3/17 | 0 | 4 | 6 | 3 | 2 | 1 | 25% | 4 | 00:01:11 | 00:01:01 | 00:01:56 | 00:00:30 | 00:01:32 | 2 | | | 00:01 |
| Midland St | 24/3/17 | 1 | 1 | 1 | 1 | 1 | 0 | 0% | 1 | 00:00:22 | 00:00:22 | 00:00:22 | 00:01:30 | 00:01:30 | 1 | | | 00:01 |
| Midland St | 24/3/17 | 2 | | | | | | | | | | | | | | | | |
| Midland St | 24/3/17 | 3 | | | | | | | | | | | | | | | | |
| Midland St | 24/3/17 | 4 | | | | | | | | | | | | | | | | |
| Midland St | 24/3/17 | 5 | 6 | 3 | 3 | 1 | 1 | 25% | 4 | 00:10:05 | 00:10:03 | 00:20:06 | | | | | | |
| **Midland St** | **23/3/17** | | **444** | **546** | **428** | **1.3** | **14** | **3%** | **442** | | | | **00:00:01** | | **8** | | | **00:02** |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Midland St | 24/3/17 | 6 | 8 | 5 | 4 | 1.2 | 2 | 33% | 6 | 00:25:05 | 00:29:55 | 00:38:37 | | | | | | |
| Midland St | 24/3/17 | 7 | 13 | 8 | 7 | 1.1 | 2 | 22% | 9 | 00:37:45 | 00:37:57 | 00:48:16 | | | | | | |
| Midland St | 24/3/17 | 8 | 15 | 23 | 20 | 1.1 | 0 | 0% | 20 | 00:15:55 | 00:15:55 | 00:36:28 | 00:00:06 | 00:02:25 | 1 | | | 00:02 |
| Midland St | 24/3/17 | 9 | 41 | 44 | 35 | 1.3 | 0 | 0% | 35 | 00:13:56 | 00:13:48 | 00:21:08 | | | | | | |
| Midland St | 24/3/17 | 10 | 52 | 59 | 49 | 1.2 | 1 | 2% | 50 | 00:09:24 | 00:09:24 | 00:15:34 | | | | | | |
| Midland St | 24/3/17 | 11 | 51 | 72 | 61 | 1.2 | 1 | 2% | 62 | 00:09:08 | 00:09:08 | 00:16:18 | 00:00:08 | 00:02:05 | 5 | | | 00:02 |
| Midland St | 24/3/17 | 12 | 75 | 79 | 67 | 1.2 | 0 | 0% | 67 | 00:06:19 | 00:06:19 | 00:14:05 | 00:00:02 | 00:01:43 | 2 | | | 00:01 |
| Midland St | 24/3/17 | 13 | 64 | 77 | 58 | 1.3 | 2 | 3% | 60 | 00:08:27 | 00:08:28 | 00:15:20 | | | | | | |
| Midland St | 24/3/17 | 14 | 46 | 68 | 56 | 1.2 | 1 | 2% | 57 | 00:07:45 | 00:07:45 | 00:14:40 | 00:00:04 | 00:01:43 | 3 | | | 00:01 |
| Midland St | 24/3/17 | 15 | 55 | 75 | 56 | 1.3 | 0 | 0% | 56 | 00:01:40 | 00:01:40 | 00:05:47 | 00:01:45 | 00:03:48 | 29 | 6 | | 00:07 |
| Midland St | 24/3/17 | 16 | 44 | 53 | 43 | 1.2 | 0 | 0% | 43 | 00:01:53 | 00:01:53 | 00:05:16 | 00:01:57 | 00:04:53 | 14 | 7 | 1 | 00:12 |
| Midland St | 24/3/17 | 17 | 52 | 74 | 51 | 1.5 | 0 | 0% | 51 | 00:01:45 | 00:01:45 | 00:08:43 | 00:01:27 | 00:03:28 | 27 | 3 | | 00:06 |
| Midland St | 24/3/17 | 18 | 37 | 56 | 35 | 1.6 | 1 | 3% | 36 | 00:12:59 | 00:12:56 | 00:22:03 | | | | | | |
| Midland St | 24/3/17 | 19 | 39 | 45 | 36 | 1.2 | 0 | 0% | 36 | 00:09:22 | 00:09:22 | 00:19:13 | | | | | | |
| Midland St | 24/3/17 | 20 | 39 | 55 | 42 | 1.3 | 0 | 0% | 42 | 00:06:50 | 00:06:50 | 00:12:53 | | | | | | |
| Midland St | 24/3/17 | 21 | 44 | 59 | 37 | 1.6 | 1 | 3% | 38 | 00:07:07 | 00:07:12 | 00:14:24 | | | | | | |
| Midland St | 24/3/17 | 22 | 28 | 40 | 29 | 1.4 | 2 | 6% | 31 | 00:09:35 | 00:09:46 | 00:21:02 | | | | | | |
| Midland St | 24/3/17 | 23 | 25 | 36 | 27 | 1.3 | 4 | 13% | 31 | 00:02:22 | 00:02:24 | 00:08:40 | 00:01:52 | 00:05:12 | 9 | 4 | | 00:06 |
| Midland St | 25/3/17 | 0 | 2 | 2 | 2 | 1 | 0 | 0% | 2 | 00:00:18 | 00:00:18 | 00:00:19 | 00:01:00 | 00:02:00 | 1 | | | 00:02 |
| Midland St | 25/3/17 | 1 | 3 | 5 | 3 | 1.7 | 0 | 0% | 3 | 00:00:52 | 00:00:52 | 00:01:51 | 00:00:34 | 00:01:27 | 2 | | | 00:01 |
| Midland St | 25/3/17 | 2 | 3 | 4 | 3 | 1.3 | 0 | 0% | 3 | 00:00:49 | 00:00:49 | 00:01:03 | 00:03:00 | 00:03:30 | 6 | | | 00:05 |
| Midland St | 25/3/17 | 3 | 3 | 5 | 3 | 1.7 | 0 | 0% | 3 | 00:00:32 | 00:00:32 | 00:00:34 | 00:08:15 | 00:08:15 | | 2 | | 00:08 |
| Midland St | 25/3/17 | 4 | | | | | | | | | | | | | | | | |
| Midland St | 25/3/17 | 5 | | | | | | | | | | | | | | | | |
| **Midland St** | **24/3/17** | | **739** | **944** | **724** | **1.3** | **17** | **2%** | **741** | | | | **00:00:30** | | **122** | | | **00:12** |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Midland St | 25/3/17 | 6 | 5 | 1 | 1 | 1 | 1 | 50% | 2 | 00:30:06 | 00:30:41 | 00:58:26 | 00:06:40 | 00:06:40 | | 1 | | 00:06 |
| Midland St | 25/3/17 | 7 | 3 | 3 | 3 | 1 | 1 | 25% | 4 | 00:27:03 | 00:27:03 | 00:48:04 | | | | | | |
| Midland St | 25/3/17 | 8 | 14 | 6 | 6 | 1 | 0 | 0% | 6 | 00:29:05 | 00:29:05 | 00:39:36 | | | | | | |
| Midland St | 25/3/17 | 9 | 23 | 25 | 21 | 1.2 | 0 | 0% | 21 | 00:31:10 | 00:30:56 | 00:42:34 | | | | | | |
| Midland St | 25/3/17 | 10 | 28 | 27 | 25 | 1.1 | 3 | 11% | 28 | 00:17:43 | 00:17:53 | 00:28:46 | | | | | | |
| Midland St | 25/3/17 | 11 | 40 | 57 | 43 | 1.3 | 0 | 0% | 43 | 00:10:35 | 00:10:35 | 00:17:45 | | | | | | |
| Midland St | 25/3/17 | 12 | 41 | 65 | 46 | 1.4 | 0 | 0% | 46 | 00:03:03 | 00:03:03 | 00:12:44 | 00:00:57 | 00:03:35 | 16 | 1 | | 00:06 |
| Midland St | 25/3/17 | 13 | 48 | 61 | 46 | 1.3 | 0 | 0% | 46 | 00:11:41 | 00:11:41 | 00:20:58 | | | | | | |
| Midland St | 25/3/17 | 14 | 48 | 75 | 54 | 1.4 | 0 | 0% | 54 | 00:04:24 | 00:04:24 | 00:10:39 | 00:00:07 | 00:01:32 | 6 | | | 00:01 |
| Midland St | 25/3/17 | 15 | 66 | 78 | 59 | 1.3 | 0 | 0% | 59 | 00:02:48 | 00:02:48 | 00:07:44 | 00:00:45 | 00:02:42 | 22 | | | 00:05 |
| Midland St | 25/3/17 | 16 | 49 | 70 | 49 | 1.4 | 0 | 0% | 49 | 00:07:00 | 00:07:00 | 00:14:16 | | | | | | |
| Midland St | 25/3/17 | 17 | 47 | 71 | 47 | 1.5 | 0 | 0% | 47 | 00:09:36 | 00:09:36 | 00:14:27 | | | | | | |
| Midland St | 25/3/17 | 18 | 45 | 70 | 48 | 1.5 | 0 | 0% | 48 | 00:08:49 | 00:08:49 | 00:15:59 | | | | | | |
| Midland St | 25/3/17 | 19 | 45 | 55 | 40 | 1.4 | 0 | 0% | 40 | 00:06:39 | 00:06:39 | 00:15:22 | 00:00:30 | 00:02:48 | 10 | | | 00:03 |
| Midland St | 25/3/17 | 20 | 46 | 84 | 48 | 1.8 | 1 | 2% | 49 | 00:03:26 | 00:03:29 | 00:14:30 | 00:00:32 | 00:02:24 | 19 | | | 00:05 |
| Midland St | 25/3/17 | 21 | 49 | 91 | 55 | 1.7 | 0 | 0% | 55 | 00:02:24 | 00:02:24 | 00:09:20 | 00:00:40 | 00:02:22 | 26 | | | 00:04 |
| Midland St | 25/3/17 | 22 | 63 | 116 | 63 | 1.8 | 0 | 0% | 63 | 00:02:11 | 00:02:11 | 00:07:39 | 00:01:35 | 00:03:41 | 49 | 1 | | 00:07 |
| Midland St | 25/3/17 | 23 | 44 | 75 | 44 | 1.7 | 0 | 0% | 44 | 00:00:32 | 00:00:32 | 00:01:27 | 00:03:09 | 00:04:20 | 45 | 17 | | 00:10 |
| Midland St | 26/3/17 | 0 | 33 | 61 | 31 | 2 | 0 | 0% | 31 | 00:00:33 | 00:00:33 | 00:01:50 | 00:01:57 | 00:02:46 | 39 | | | 00:05 |
| Midland St | 26/3/17 | 1 | 27 | 54 | 29 | 1.9 | 0 | 0% | 29 | 00:00:37 | 00:00:37 | 00:01:50 | 00:04:07 | 00:05:06 | 26 | 16 | | 00:09 |
| Midland St | 26/3/17 | 2 | 31 | 62 | 31 | 2 | 0 | 0% | 31 | 00:00:30 | 00:00:30 | 00:01:01 | 00:13:24 | 00:13:44 | 15 | 14 | 52 | 00:34 |
| Midland St | 26/3/17 | 3 | 26 | 55 | 26 | 2.1 | 0 | 0% | 26 | 00:00:35 | 00:00:35 | 00:01:34 | 00:13:11 | 00:15:04 | 3 | 8 | 17 | 00:23 |
| Midland St | 26/3/17 | 4 | 14 | 24 | 14 | 1.7 | 0 | 0% | 14 | 00:00:38 | 00:00:38 | 00:01:09 | 00:07:20 | 00:08:37 | 14 | 6 | 3 | 00:36 |
| Midland St | 26/3/17 | 5 | 7 | 19 | 7 | 2.7 | 0 | 0% | 7 | 00:00:39 | 00:00:39 | 00:00:56 | 00:05:52 | 00:06:55 | 10 | 6 | 1 | 00:29 |
| **Midland St** | **25/3/17** | | **842** | **1305** | **836** | **1.6** | **6** | **1%** | **842** | | | | **00:02:13** | | **443** | | | **00:36** |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Midland St | 26/3/17 | 6 | 8 | 13 | 8 | 1.6 | 0 | 0% | 8 | 00:00:47 | 00:00:47 | 00:01:45 | 00:11:20 | 00:11:20 | 1 | 4 | 5 | 00:20 |
| Midland St | 26/3/17 | 7 | 7 | 9 | 6 | 1.5 | 0 | 0% | 6 | 00:12:22 | 00:12:34 | 00:32:56 | 00:00:20 | 00:02:45 | 1 | | | 00:02 |
| Midland St | 26/3/17 | 8 | | | 0 | | 1 | 100% | 1 | | | | | | | | | |
| **Midland St** | **26/3/17** | | **15** | **22** | **14** | **1.6** | **1** | **7%** | **15** | | | | **00:05:17** | | **11** | | | **00:20** |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Church St | 25/3/17 | 16 | | | | | | | | | | | | | | | | |
| Church St | 25/3/17 | 17 | | | | | | | | | | | | | | | | |
| Church St | 25/3/17 | 18 | | | | | | | | | | | | | | | | |
| Church St | 25/3/17 | 19 | | | | | | | | | | | | | | | | |
| Church St | 25/3/17 | 20 | | | | | | | | | | | | | | | | |
| Church St | 25/3/17 | 21 | | | | | | | | | | | | | | | | |
| Church St | 25/3/17 | 22 | | | | | | | | | | | | | | | | |
| Church St | 25/3/17 | 23 | 1 | 2 | 1 | 2 | 0 | 0% | 1 | 00:00:23 | 00:00:23 | 00:00:23 | 00:03:14 | 00:03:14 | 2 | | | 00:03 |
| Church St | 26/3/17 | 0 | 2 | 2 | 1 | 2 | 1 | 50% | 2 | 00:00:13 | 00:00:19 | 00:00:19 | 00:05:49 | 00:05:49 | 2 | | | 00:05 |
| Church St | 26/3/17 | 1 | | | | | | | | | | | | | | | | |
| Church St | 26/3/17 | 2 | | | | | | | | | | | | | | | | |
| Church St | 26/3/17 | 3 | | | | | | | | | | | | | | | | |
| **Church St** | **25/3/17** | | **3** | **4** | **2** | **2** | **1** | **33%** | **3** | | | | **00:04:32** | | **4** | | | **00:05** |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Schw Gmdn Way | 25/3/17 | 9 | | | | | | | | | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 10 | 1 | | 0 | | 1 | 100% | 1 | 00:06:58 | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 11 | 3 | | 0 | | 3 | 100% | 3 | 00:02:05 | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 12 | | | | | | | | | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 13 | 3 | 2 | 1 | 2 | 2 | 67% | 3 | 00:03:19 | 00:00:59 | 00:00:59 | | | | | | |
| Schw Gmdn Way | 25/3/17 | 14 | | | | | | | | | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 15 | 1 | | 0 | | 1 | 100% | 1 | 00:00:29 | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 16 | 1 | | 0 | | 1 | 100% | 1 | 00:02:03 | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 17 | | | | | | | | | | | | | | | | |
| Schw Gmdn Way | 25/3/17 | 18 | | | | | | | | | | | | | | | | |
| **Schw Gmdn Way** | **25/3/17** | | **9** | **2** | **1** | **2** | **8** | **89%** | **9** | | | | | | | | | |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Market Hill | 23/3/17 | 14 | 1 | | 0 | | 1 | 100% | 1 | 00:01:01 | | | | | | | | |
| Market Hill | 23/3/17 | 15 | | | | | | | | | | | | | | | | |
| Market Hill | 23/3/17 | 16 | | | | | | | | | | | | | | | | |
| Market Hill | 23/3/17 | 17 | | | | | | | | | | | | | | | | |
| Market Hill | 23/3/17 | 18 | 2 | 3 | 2 | 1.5 | 0 | 0% | 2 | 00:03:36 | 00:03:36 | 00:04:18 | | | | | | |
| Market Hill | 23/3/17 | 19 | 4 | 3 | 2 | 1.5 | 1 | 33% | 3 | 00:09:20 | 00:09:55 | 00:17:43 | | | | | | |
| Market Hill | 23/3/17 | 20 | 5 | 7 | 4 | 1.8 | 2 | 33% | 6 | 00:05:19 | 00:06:58 | 00:09:08 | | | | | | |
| Market Hill | 23/3/17 | 21 | 2 | 2 | 1 | 2 | 0 | 0% | 1 | 00:13:37 | 00:13:37 | 00:22:48 | | | | | | |
| Market Hill | 23/3/17 | 22 | 4 | 6 | 3 | 2 | 2 | 40% | 5 | 00:06:33 | 00:07:20 | 00:13:29 | | | | | | |
| Market Hill | 23/3/17 | 23 | | | | | | | | | | | | | | | | |
| Market Hill | 24/3/17 | 0 | 2 | 2 | 2 | 1 | 0 | 0% | 2 | 00:05:20 | 00:05:20 | 00:10:16 | | | | | | |
| Market Hill | 24/3/17 | 1 | 1 | | 0 | | 1 | 100% | 1 | 00:01:44 | | | | | | | | |
| Market Hill | 24/3/17 | 2 | | | | | | | | | | | | | | | | |
| **Market Hill** | **23/3/17** | | **21** | **23** | **14** | **1.6** | **7** | **33%** | **21** | | | | | | | | | |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Market Hill | 24/3/17 | 14 | 1 | | 0 | | 1 | 100% | 1 | 00:02:09 | | | | | | | | |
| Market Hill | 24/3/17 | 15 | | | | | | | | | | | | | | | | |
| Market Hill | 24/3/17 | 16 | 2 | 1 | 1 | 1 | 1 | 50% | 2 | 00:04:44 | 00:08:39 | 00:08:39 | | | | | | |
| Market Hill | 24/3/17 | 17 | 1 | 1 | 1 | 1 | 0 | 0% | 1 | 00:00:34 | 00:00:34 | 00:00:34 | | | | | | |
| Market Hill | 24/3/17 | 18 | 4 | 3 | 2 | 1.5 | 1 | 33% | 3 | 00:11:03 | 00:14:32 | 00:18:57 | | | | | | |
| Market Hill | 24/3/17 | 19 | 7 | 8 | 4 | 2 | 2 | 33% | 6 | 00:06:45 | 00:08:51 | 00:15:05 | 00:00:30 | 00:02:00 | 2 | | | 00:02 |
| Market Hill | 24/3/17 | 20 | 15 | 26 | 15 | 1.7 | 1 | 6% | 16 | 00:01:20 | 00:01:23 | 00:05:01 | 00:00:43 | 00:03:45 | 5 | | | 00:04 |
| Market Hill | 24/3/17 | 21 | 19 | 28 | 18 | 1.6 | 0 | 0% | 18 | 00:08:03 | 00:08:03 | 00:21:16 | | | | | | |
| Market Hill | 24/3/17 | 22 | 32 | 54 | 31 | 1.7 | 0 | 0% | 31 | 00:05:23 | 00:05:23 | 00:13:12 | 00:00:01 | 00:01:03 | 1 | | | 00:01 |
| Market Hill | 24/3/17 | 23 | 53 | 98 | 54 | 1.8 | 0 | 0% | 54 | 00:01:24 | 00:01:24 | 00:06:41 | 00:03:21 | 00:05:53 | 21 | 36 | | 00:09 |
| Market Hill | 25/3/17 | 0 | 71 | 123 | 70 | 1.8 | 0 | 0% | 70 | 00:02:10 | 00:02:10 | 00:08:15 | 00:00:32 | 00:02:38 | 25 | | | 00:04 |
| Market Hill | 25/3/17 | 1 | 68 | 122 | 68 | 1.8 | 2 | 3% | 70 | 00:01:50 | 00:01:51 | 00:05:29 | 00:00:01 | 00:01:19 | 2 | | | 00:01 |
| Market Hill | 25/3/17 | 2 | 56 | 109 | 56 | 1.9 | 0 | 0% | 56 | 00:00:40 | 00:00:40 | 00:02:37 | 00:03:02 | 00:04:36 | 50 | 22 | 2 | 00:11 |
| Market Hill | 25/3/17 | 3 | 20 | 44 | 21 | 2.1 | 0 | 0% | 21 | 00:00:56 | 00:00:56 | 00:03:13 | 00:02:30 | 00:03:49 | 25 | 2 | | 00:07 |
| **Market Hill** | **24/3/17** | | **349** | **617** | **341** | **1.8** | **8** | **2%** | **349** | | | | **00:01:25** | | **193** | | | **00:11** |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Market Hill | 25/3/17 | 9 | | | | | | | | | | | | | | | | |
| Market Hill | 25/3/17 | 10 | 2 | | 0 | | 2 | 100% | 2 | 00:01:03 | | | | | | | | |
| Market Hill | 25/3/17 | 11 | 2 | 1 | 1 | 1 | 1 | 50% | 2 | 00:02:09 | 00:03:12 | 00:03:12 | | | | | | |
| Market Hill | 25/3/17 | 12 | | | | | | | | | | | | | | | | |
| Market Hill | 25/3/17 | 13 | 2 | 6 | 2 | 3 | 0 | 0% | 2 | 00:01:58 | 00:01:58 | 00:02:38 | 00:05:55 | 00:17:46 | | | 2 | 00:17 |
| Market Hill | 25/3/17 | 14 | | | | | | | | | | | | | | | | |
| Market Hill | 25/3/17 | 15 | 1 | 2 | 1 | 2 | 0 | 0% | 1 | 00:01:35 | 00:01:35 | 00:01:35 | 00:06:37 | 00:06:37 | | 2 | | 00:06 |
| Market Hill | 25/3/17 | 16 | 3 | 3 | 2 | 1.5 | 1 | 33% | 3 | 00:03:46 | 00:05:08 | 00:10:01 | 00:00:21 | 00:01:05 | 1 | | | 00:01 |
| Market Hill | 25/3/17 | 17 | 4 | 2 | 1 | 2 | 1 | 50% | 2 | 00:03:27 | 00:03:35 | 00:04:47 | | | | | | |
| Market Hill | 25/3/17 | 18 | 18 | 32 | 16 | 2 | 1 | 6% | 17 | 00:06:12 | 00:06:04 | 00:09:08 | | | | | | |
| Market Hill | 25/3/17 | 19 | 25 | 58 | 28 | 2.1 | 0 | 0% | 28 | 00:02:22 | 00:02:22 | 00:07:23 | 00:00:32 | 00:04:03 | 6 | 2 | | 00:06 |
| Market Hill | 25/3/17 | 20 | 37 | 62 | 33 | 1.9 | 0 | 0% | 33 | 00:03:09 | 00:03:09 | 00:09:26 | 00:01:41 | 00:04:14 | 20 | 4 | | 00:08 |
| Market Hill | 25/3/17 | 21 | 38 | 78 | 38 | 2.1 | 0 | 0% | 38 | 00:05:14 | 00:05:14 | 00:12:45 | | | | | | |
| Market Hill | 25/3/17 | 22 | 47 | 100 | 50 | 2 | 0 | 0% | 50 | 00:01:24 | 00:01:24 | 00:07:27 | 00:04:32 | 00:07:11 | 46 | 10 | 16 | 00:27 |
| Market Hill | 25/3/17 | 23 | 60 | 106 | 60 | 1.8 | 0 | 0% | 60 | 00:01:30 | 00:01:30 | 00:06:36 | 00:06:25 | 00:08:53 | 32 | 27 | 19 | 00:26 |
| Market Hill | 26/3/17 | 0 | 86 | 162 | 86 | 1.9 | 0 | 0% | 86 | 00:01:10 | 00:01:10 | 00:04:45 | 00:03:03 | 00:04:34 | 70 | 24 | 6 | 00:12 |
| Market Hill | 26/3/17 | 1 | 80 | 151 | 80 | 1.9 | 0 | 0% | 80 | 00:01:13 | 00:01:13 | 00:03:44 | 00:00:47 | 00:02:17 | 51 | | | 00:04 |
| Market Hill | 26/3/17 | 2 | 58 | 118 | 58 | 2 | 0 | 0% | 58 | 00:01:28 | 00:01:28 | 00:05:43 | | | | | | |
| Market Hill | 26/3/17 | 3 | 48 | 94 | 44 | 2.1 | 0 | 0% | 44 | 00:01:46 | 00:01:46 | 00:06:07 | | | | | | |
| Market Hill | 26/3/17 | 4 | 27 | 70 | 31 | 2.3 | 0 | 0% | 31 | 00:03:06 | 00:03:06 | 00:13:54 | | | | | | |
| Market Hill | 26/3/17 | 5 | 7 | 19 | 7 | 2.7 | 0 | 0% | 7 | 00:08:05 | 00:08:05 | 00:30:47 | | | | | | |
| Market Hill | 26/3/17 | 6 | 2 | 8 | 3 | 2.7 | 0 | 0% | 3 | 00:03:34 | 00:03:34 | 00:06:16 | | | | | | |
| **Market Hill** | **25/3/17** | | **547** | **1072** | **541** | **2** | **6** | **1%** | **547** | | | | **00:01:50** | | **338** | | | **00:27** |

| Location | Date | Hour | No of Vehicle Arrivals | Total Passenger Departures | Loaded Vehicle Departures | Average vehicle occupancy | Empty Vehicle Departures | % of vehicles leaving empty | Total Vehicle Departures | Average Vehicle Waiting Time | Average Vehicle Waiting Time (for a fare) | Maximum Vehicle Waiting Time (for a fare) | Average Passenger Waiting Time in Hour | Average Passenger Waiting Time, those waiting only | Number of people waiting 1-5 mins | Number of people waiting 6-10 mins | Number waiting 11 mins or more | Maximum passenger wait time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| All | All | 141 | 2969 | 4535 | 2901 | 1.6 | 68 | 2% | 2969 | | | | 00:01:24 | | | | | |

| Q1. Have you used a taxi in this area in the last three months? | BARNSLEY | |
|---|---|---|
| Yes | 116 | 58% |
| No | 85 | 42% |
| **Total** | 201 | 100% |

| Q2. How often do you use a taxi within this area? | BARNSLEY | |
|---|---|---|
| Almost daily | 4 | 2% |
| Once a week | 22 | 11% |
| A few times a month | 56 | 28% |
| Once a month | 26 | 13% |
| Less than once a month | 93 | 46% |
| **Total** | 201 | 100% |

| | |
|---|---|
| Almost daily | 20 |
| Once a week | 4 |
| A few times a month | 2 |
| Once a month | 1 |
| Less than once a month | 1 |

| Resulting estimate of trips per person per month | 1.8 |
|---|---|

| Q3. How do you normally book a taxi within this area? | BARNSLEY | |
|---|---|---|
| At a Taxi rank | 59 | 25% |
| Hail in the street | 10 | 4% |
| Telephone a company | 105 | 45% |
| Use a Freephone | 7 | 3% |
| Use my mobile or smart phone | 32 | 14% |
| Use facebook 'taxi-ing' | 0 | 0% |
| Other | 22 | 9% |
| **Total** | 235 | 100% |

| Q4. If you book a taxi by phone, please tell us the three companies you phone most? | BARNSLEY | |
|---|---|---|
| BLUELINE | 108 | 51% |
| CITY | 43 | 20% |
| A1 | 31 | 15% |
| AA | 14 | 7% |
| DIRECT | 4 | 2% |
| BOBS | 3 | 1% |
| SKYLINE (ROTHERHAM) | 2 | 1% |
| ARROW | 1 | 0% |
| BULLET (HOYLAND) | 1 | 0% |
| CLS | 1 | 0% |
| J&M | 1 | 0% |
| KEVINS CABS | 1 | 0% |
| LOCAL | 1 | 0% |
| VENTURE | 1 | 0% |
| **Total** | 212 | 100% |

| Q5. How often do you use a hackney carriage within the Barnsley area? | BARNSLEY | |
|---|---|---|
| Almost daily | 0 | 0% |
| Once a week | 10 | 5% |
| A few times a month | 20 | 10% |
| Once a month | 12 | 6% |
| Less than once a month | 24 | 12% |
| I can't remember when I last used a hackney carriage | 128 | 65% |
| I can't remember seeing a hackney carriage in the area | 2 | 1% |
| **Total** | 196 | 100% |

| | |
|---|---|
| Almost daily | 20 |
| Once a week | 4 |
| A few times a month | 2 |
| Once a month | 1 |
| Less than once a month | 1 |

| Resulting estimate of trips per person per month | 0.5 |
|---|---|

| Q6. Please tell me the ranks you are aware of in Barnsley and if you use them? | BARNSLEY | |
|---|---|---|
| BARNSLEY INTERCHANGE | 141 | 49% |
| MARKET HILL | 42 | 15% |
| PEEL SQUARE | 31 | 11% |
| PALL MALL | 26 | 9% |
| WELLINGTON STREET | 10 | 4% |
| CHURCH STREET | 14 | 5% |
| TOWN HALL | 2 | 1% |
| MARKET | 7 | 2% |
| MORRISONS | 6 | 2% |
| NEW STREET | 3 | 1% |
| WILKINSONS | 2 | 1% |
| HOSPITAL | 1 | 0% |
| **Total** | 285 | 100% |

| Q6b. If you are aware of a rank in the area, please tell us if you use it? | BARNSLEY | |
|---|---|---|
| Use | 134 | 47% |
| Don't Use | 151 | 53% |
| **Total** | 285 | 100% |

| Q7. Is there any location in Barnsley where you would like to see a rank, and would you use it? | BARNSLEY | |
|---|---|---|
| MONK BRETON | 1 | 50% |
| TOWN CENTRE | 1 | 50% |
| **Total** | 2 | 100% |

| Q8. Have you had any problems with the hackney carriage service ? | BARNSLEY | |
|---|---|---|
| Design of vehicles | 0 | 0% |
| Driver Issues | 33 | 72% |
| Position of ranks | 0 | 0% |
| Delay in getting a taxi | 3 | 7% |
| cleanliness | 10 | 22% |
| other problems | 0 | 0% |
| **Total** | 46 | 100% |

| Q9. Can you get a hackney carriage in the Barnsley area when you need one? | BARNSLEY | |
|---|---|---|
| Yes, in the day time | 172 | 51% |
| Yes, at night | 150 | 45% |
| Yes, if I phone for one | 3 | 1% |
| No, never | 11 | 3% |
| **Total** | 336 | 100% |

| Q10. What would encourage you to use hackney carriages, or use them more often in the Barnsley area?? | BARNSLEY | |
|---|---|---|
| Better Vehicles | 34 | 24% |
| More hackney carriages I could phone for | 3 | 2% |
| Better Drivers | 49 | 35% |
| More hackney carriages I could hail or get at a rank | 3 | 2% |
| Better located ranks (please state where) | 1 | 1% |
| Cheaper | 43 | 31% |
| Other | 7 | 5% |
| **Total** | 140 | 100% |

| Q11. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle? | BARNSLEY | |
|---|---|---|
| No | 161 | 80% |
| Yes. I need a wheelchair accessible vehicle (WAV) | 3 | 1% |
| Yes. Someone I know need a (WAV) | 22 | 11% |
| Yes. I need an adapted vehicle, but not a (WAV) | 3 | 1% |
| Yes. Someone I know needs an adapted vehicle, but not a (WAV | 5 | 2% |
| Need some other form of adaptation, specified as lower step | 7 | 3% |
| **Total** | 201 | 100% |

| Q12. Have you ever given up waiting for a hackney carriage at the rank in the Barnsley area ? | BARNSLEY | |
|---|---|---|
| NO | 189 | 95% |
| YES | 9 | 5% |
| **Total** | 198 | 100% |

| Q13. Do you have regular access to a car? | BARNSLEY | |
|---|---|---|
| Yes | 151 | 75% |
| No | 50 | 25% |
| **Total** | 201 | 100% |

| Q14. Do you think people in the Barnsley area who have disabilities get a good service from hackney carriage vehicles and drivers? | BARNSLEY | |
|---|---|---|
| Yes, they do | 110 | 55% |
| No, they don't | 3 | 2% |
| Don't Know | 87 | 44% |
| **Total** | 200 | 100% |

| Q15. Do you live in the area? | BARNSLEY | |
|---|---|---|
| Yes | 183 | 92% |
| No | 17 | 9% |
| **Total** | 200 | 100% |

| Q16. What is you gender? | BARNSLEY | | Census |
|---|---|---|---|
| Male | 69 | 35% | 49% |
| Female | 131 | 66% | 51% |
| Total | 200 | 100% | |

| Q17. Which age bracket do you fall into? | BARNSLEY | | Census |
|---|---|---|---|
| Under 30 | 45 | 23% | 21% |
| 31 - 55 | 78 | 39% | 40% |
| Over 55 | 77 | 39% | 39% |
| **Total** | 200 | 100% | |