



Department for Transport

Taxi and Private Hire Vehicle Statistics, England: 2019

About this release

This statistical release presents information on taxis and private hire vehicles in England as at 31 March 2019. This includes PHV operators and enlisted drivers who use app-based technology. However, we are not able to disaggregate which drivers are using these apps in the figures presented.

Figures are updated every year through surveying each licensing authority (a unitary or lower tier authority) in England and Wales.

This release refers to England only but data for Wales can be found online [here](#).

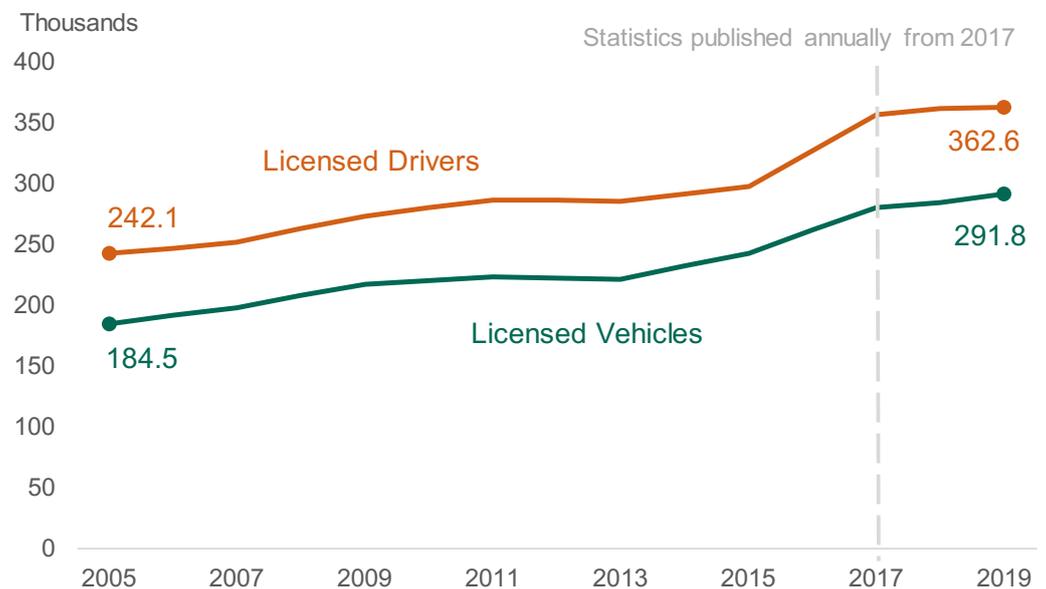
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The total number of licensed taxi and private hire vehicles and licensed drivers in England reached new record levels

Chart 1: Total licensed taxi and private hire vehicles and drivers: England, since 2005 ([TAXI0102](#))



The number of total licensed vehicles in England increased by 2.5% (7,200 vehicles) since 2018, to 291,800, the highest number since comparable records were first collected in 2005. This was driven by an increase in Private Hire Vehicles (PHVs).

In 2019, over three quarters (76%) of all licensed vehicles in England were PHVs.

There were 362,600 driver licences in 2019, an increase of 0.4% (1,400 licences) compared to the previous year.

Total licensed taxi and private hire vehicles

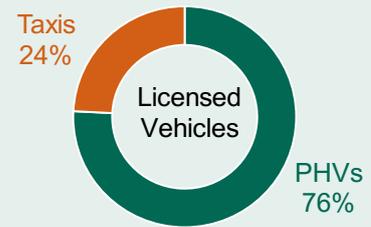
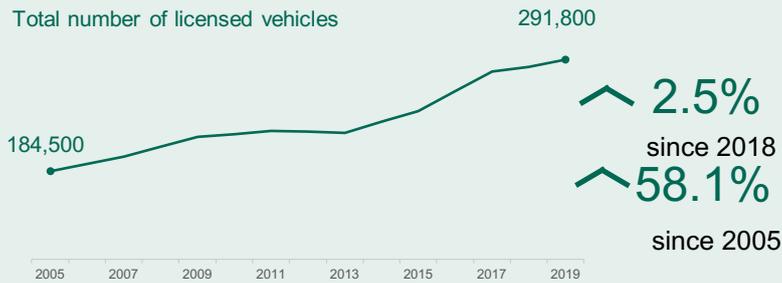
291,800 ^ **2.5%**
in England in 2019 since 2018



Taxi and PHV Factsheet: England, 2018/19

Licensed Vehicles

Total number of licensed vehicles



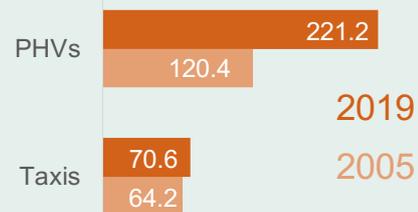
Around three quarters of all licensed vehicles are PHVs

London
37%

England outside
London
63%

Over a third of all licensed vehicles are licensed in London

Change in numbers of vehicles from 2005, thousands



Licensed Drivers



362,600
in 2019

0.4% since 2018
49.8% since 2005

Licensed Operators



Drivers [LFS]



The overwhelming majority of drivers are men



Most drivers are self-employed

Self-employed
83%



The average age of drivers is 47

40% of drivers are aged 50+

Passenger journeys per person per year [NTS]



Women make more taxi/PHV trips, but men travel further



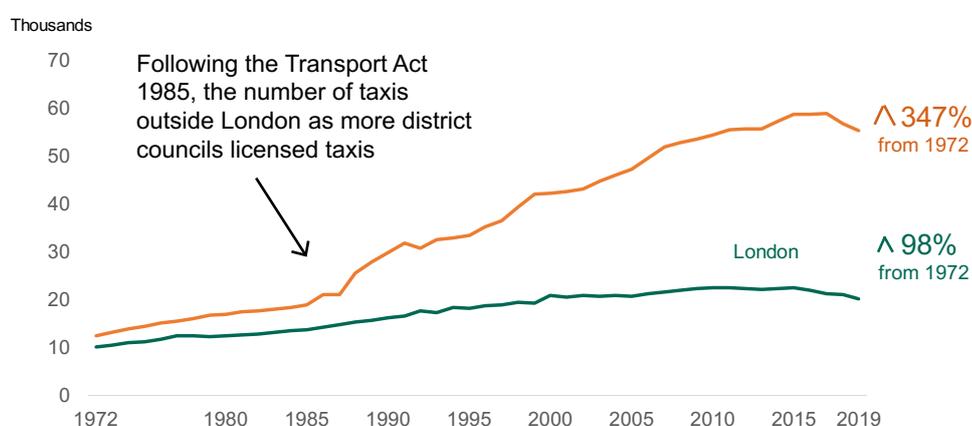
People without access to a car make around 4 times as many taxi/PHV trips and travel twice as far as those that have access to a car.

Long term trends

Since 1972 the numbers of licensed taxis in London and in England and Wales outside London has followed an increasing trend. However, the rate of increase has been very different: compared to 1972 the numbers of licensed taxis more than tripled in England and Wales outside of London (increasing from 12,400 to 55,400), while over the same period the numbers in London have nearly doubled (increasing from 10,100 to 20,100).

Prior to 2005 the only data available relates to the number of licensed taxis and the number of licensed taxi drivers for England and Wales. Other than for London, data at a lower geographical area is not available.

Chart 2: Licensed taxi vehicle numbers in London, and England and Wales outside London, from 1972 ([TAXI0101](#))



Taxis

Taxis, also known as hackney carriages, are available for immediate hire, can be hailed in the street ('ply for hire') or accept pre-bookings. Taxis have two types of licences: a vehicle licence (issued to the owner of the taxi) and a driving licence.

Private Hire Vehicles (PHVs)

Private hire vehicles, also known as minicabs, must be pre-booked and cannot use taxi ranks. It is illegal for PHVs to ply for hire. PHVs have three types of licences: a vehicle licence, a driving licence and an operator licence.

2019 Summary

Table 1 summarises the 2019 taxi and PHV licensing statistics. Figures for licensed vehicles, PHV operators and drivers are shown for London, England outside London and England.

Table 1: Summary of 2019 taxi and private hire vehicle licensing figures compared with 2018 ([TAXI0102](#))

	Thousands					
	London		England outside London		England	
	March 2019 figure	percentage change compared to March 2018	March 2019 figure	percentage change compared to March 2018	March 2019 figure	percentage change compared to March 2018
Total licensed vehicles	108.2	↓ -0.6%	183.6	↑ 4.5%	291.8	↑ 2.5%
Taxis	20.1	↓ -4.2%	50.5	↓ -2.5%	70.6	↓ -3.0%
wheelchair accessible taxis	20.1	↓ -4.2%	21.0	↓ -2.6%	41.2	↓ -3.4%
Private Hire Vehicles (PHVs)	88.1	↑ 0.2%	133.1	↑ 7.4%	221.2	↑ 4.4%
wheelchair accessible PHVs	0.6	↑ 12.2%	4.2	↑ 7.7%	4.8	↑ 8.2%
Licensed PHV operators	2.2	↓ -7.0%	13.3	↑ 4.6%	15.5	↑ 2.8%
Total licensed drivers	129.9	↓ -5.5%	232.7	↑ 4.0%	362.6	↑ 0.4%
Taxi only licences	23.2	↓ -2.8%	30.3	↓ -10.1%	53.5	↓ -7.1%
PHV-only licences	106.8	↓ -6.0%	120.0	↑ 9.5%	226.8	↑ 1.6%
Dual licences	0.0	↔ 0.0%	82.4	↑ 2.5%	82.4	↑ 2.5%

Transport for London

publish taxi and PHV statistics. For more information see [here](#).

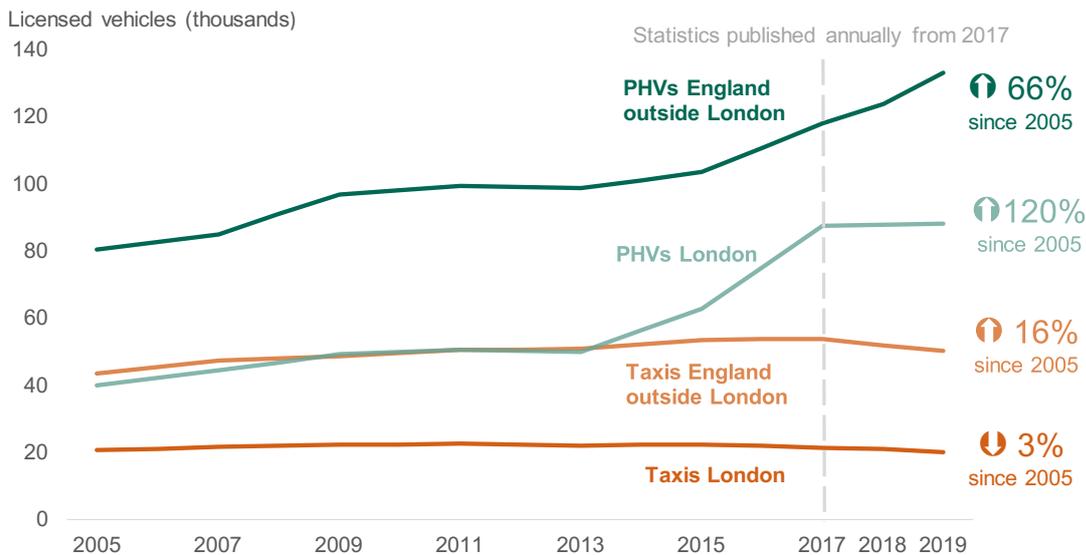
Further statistics

on the number of licensed taxis and PHVs in Scotland (which operates under a different licensing regime) are collected by the Scottish Government and published in Scottish Transport Statistics [here](#).

Licensed vehicles

There were 291,800 licensed taxis and PHVs in England in 2019. Around a quarter (70,600) of these vehicles were taxis (see chart 3). The number of licensed vehicles increased by 2.5% from 2018. This was driven by a 4.4% increase in licensed PHVs from the previous year. Licensed PHVs in England outside London increased by 7.4% to 133,100. Overall there has been a 58.1% increase in total licensed vehicles in England since 2005.

Chart 3: Licensed vehicles by type and area: England, since 2005 ([TAXI0101](#))



There were 70,600 licensed taxis in 2019, a 3.0% decrease from 2018. There was a larger decrease in taxis in London compared to England outside of London, 4.2% and 2.5% respectively.



There were 221,200 licensed PHVs in 2019, a 4.4% increase from 2018. There was a larger increase in PHVs in England outside London compared to London, 7.4% and 0.2% respectively.

Licensing authorities (outside London) are able to impose limits on the numbers of taxis licensed to operate within their area. However, they are unable to impose such limits on PHV. Between 2018 and 2019 there was a slight decrease in the numbers of licensing authorities with a limit on the numbers of licensed taxis (86 of the 291 licensing authorities, 30%, in 2019 compared to 89, 31%, in 2018).

Further information

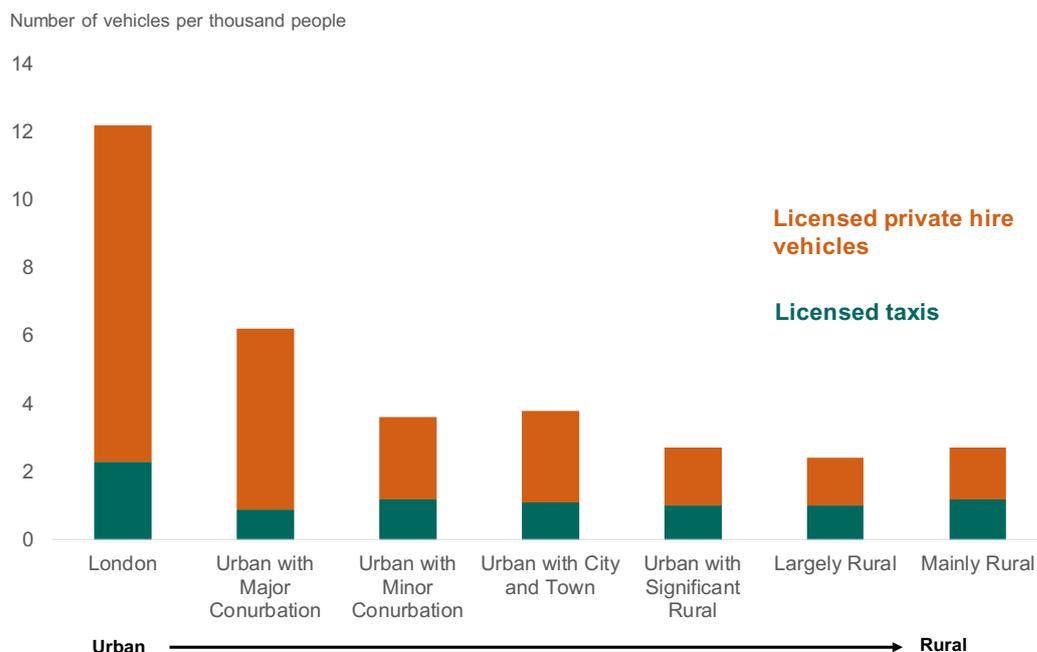
The total number of English licensing authorities may not always be 293 as some authorities were not required to provide a response or did not answer the question.

Of those licensing authorities with a limit on the numbers of taxis, 10% (9 licensing authorities) have changed that limit in the last five years (of which 44% increased the limit). 70% (60 licensing authorities) of those with a limit have conducted an unmet demand survey within the last five years.

Licensed taxi and PHV vehicles per 1,000 people

Similar to last year, on average, there were 5.2 licensed taxi and private hire vehicles per 1,000 people in England. The number of licensed vehicles per 1,000 people generally decreases as areas became more rural.

Chart 4: Number of licensed taxis and private hire vehicles per 1,000 people by urban/rural classification, England 2019 (TAXI0105)



In London there were 12.2 licensed vehicles per 1,000 people, approximately double the national average, with 9.9 licensed PHVs and 2.3 licensed taxis per 1,000 people.

Licensed vehicles: Regional and local trends

In England in 2019, total licensed vehicle numbers have increased. However, the North East, the East Midlands and London all saw decreases. Other than the East Midlands, all regions saw increases in the numbers of licensed PHVs and decreases in the numbers of licensed taxis.

Table 2: Change in licensed vehicles by region between 2018 and 2019, England (TAXI0103)

	Thousands					
	Total licensed vehicles		Licensed taxis		Licensed PHV	
	<i>March 2019 figure and percentage change compared to March 2018</i>					
England	291.8	↑ 2.5%	70.6	↓ -3.0%	221.2	↑ 4.4%
North East	11.1	↓ -0.2%	4.1	↓ -3.6%	7.0	↑ 1.9%
North West	38.0	↑ 6.0%	8.0	↓ -3.4%	30.0	↑ 8.9%
Yorkshire and the Humber	22.8	↑ 1.6%	3.9	↓ -1.7%	19.0	↑ 2.3%
East Midlands	14.2	↓ -2.8%	5.4	↑ 0.1%	8.9	↓ -4.5%
West Midlands	29.3	↑ 10.4%	6.1	↓ -2.9%	23.2	↑ 14.5%
East of England	21.1	↑ 5.3%	7.0	↓ -2.2%	14.1	↑ 9.5%
London	108.2	↓ -0.6%	20.1	↓ -4.2%	88.1	↑ 0.2%
South East	31.0	↑ 3.0%	9.9	↓ -3.9%	21.1	↑ 6.6%
South West	16.0	↑ 7.5%	6.0	↓ -1.0%	9.9	↑ 13.3%

Map 1: Change in total licensed vehicles (taxis and PHV) between 2018 and 2019 by licensing authority, England ([TAXI0104](#))

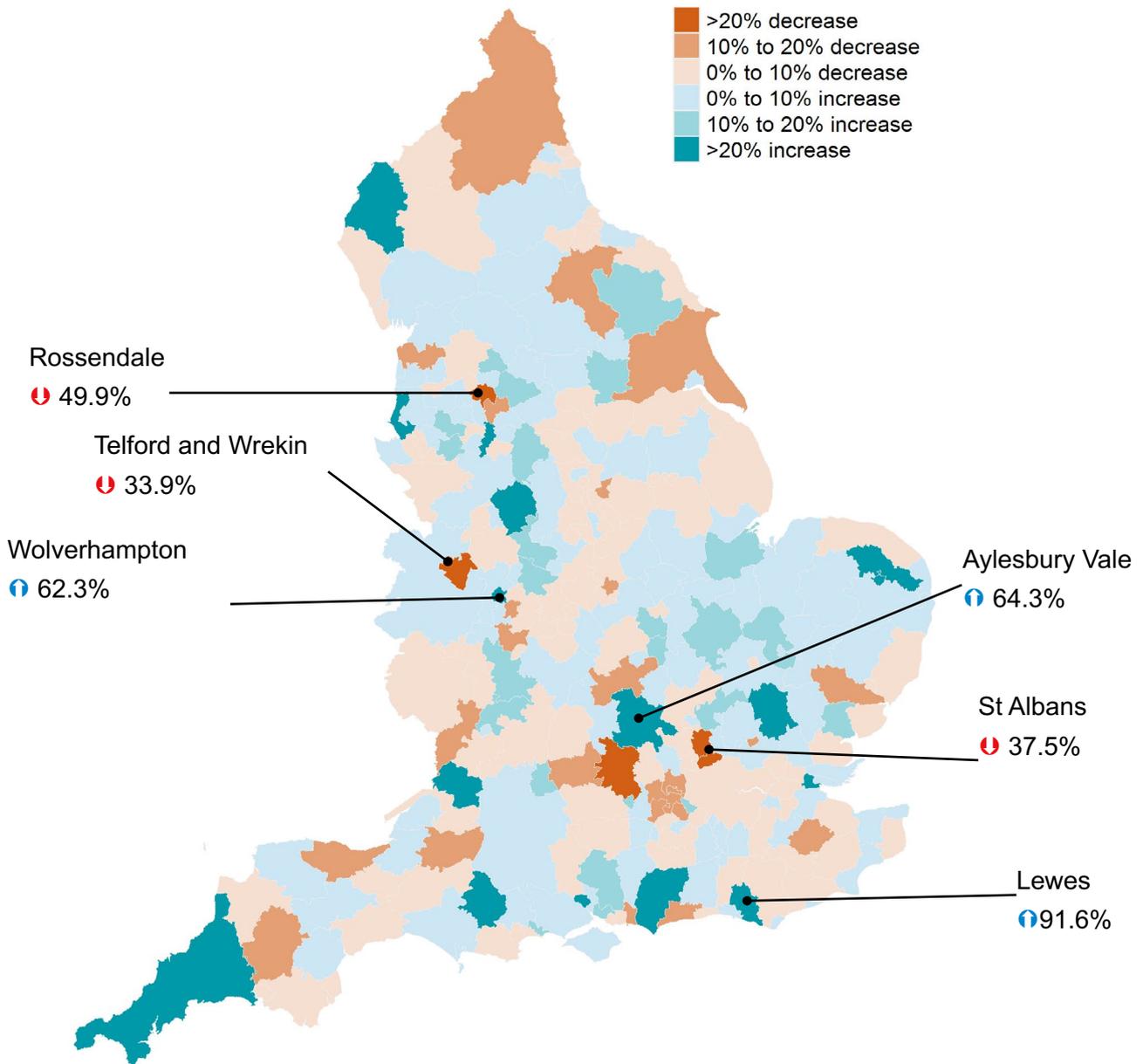


Table 3: The licensing authorities showing the largest percentage increases and decreases in licensed vehicles between 2018 and 2019, England ([TAXI0104](#))

Local Authority	% increase	Local Authority	% decrease
Lewes	91.6	Rossendale	49.9
Aylesbury Vale	64.3	St Albans	37.5
Wolverhampton	62.3	Telford and Wrekin	33.9
South Gloucestershire	54.5	South Oxfordshire	23.6
Broadland	45.0	Hertsmere	21.7

Local level changes

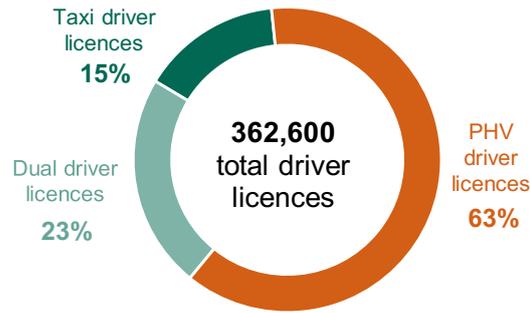
Large year on year changes can occur in a licensing authority for a number of reasons, such as a large operator moving in or out of a given licensing area, or significant changes in local licensing policy

The number of total licensed vehicles increased in just under half of the licensing authorities in England (142 out of 293 licensing authorities).

Licensed drivers

There were 362,600 total licences in England, 1,400 (0.4%) more than in 2018.

Of the total licences, 63% were PHV-only licences, 15% were taxi-only licences and 23% were dual taxi/PHV licences.



Dual driver licence

The driver holds a combined licence allowing them to drive both taxis and PHVs.

Table 4: Change in total driver licences (taxi-only, PHV-only and dual) by region between 2018 and 2019, England ([TAXI0103](#))

	Thousands			
	Total driver licences	Taxi driver licences	PHV driver licences	Dual driver licences
	<i>March 2019 figure and percentage change compared to March 2018</i>			
England	362.6 📈 0.4%	53.5 📉 -7.1%	226.8 📈 1.6%	82.4 📈 2.5%
North East	14.5 📈 0.2%	3.4 📉 -7.6%	7.7 📈 6.7%	3.3 📉 -4.8%
North West	48.7 📉 -0.1%	10.0 📉 -16.8%	30.4 📈 5.6%	8.4 📈 4.7%
Yorkshire and the Humber	29.6 📈 4.6%	2.7 📉 -2.1%	16.1 📈 5.6%	10.8 📈 4.8%
East Midlands	17.5 📉 -1.6%	1.0 📉 -28.6%	4.1 📈 1.8%	12.4 📈 0.5%
West Midlands	38.9 📈 15.8%	3.4 📉 -6.1%	25.4 📈 24.8%	10.1 📈 4.9%
East of England	25.0 📈 1.1%	1.8 📉 -3.3%	8.1 📉 -0.6%	15.1 📈 2.6%
London	129.9 📉 -5.5%	23.2 📉 -2.8%	106.8 📉 -6.0%	0.0 ↔️ 0.0%
South East	39.4 📈 2.3%	4.3 📉 -3.9%	19.5 📈 3.9%	15.6 📈 2.3%
South West	19.1 📈 8.4%	3.6 📉 -4.8%	8.7 📈 23.3%	6.8 📈 0.1%

In England in 2019, total licensed driver numbers have increased. However, London, the East Midlands and the North West all saw decreases. The largest increase was seen in the West Midlands (15.8%, 5,300 driver licences), mainly as a result of a large increase in the number of PHV driver licences (and PHVs) in Wolverhampton.

All regions saw decreases in the numbers of taxi-only driver licences while, other than London and the East of England, regions saw increases in the numbers of PHV-only driver licences. Dual driver licences increased in all regions except the North East.

The total number of licensed drivers increased in 52% of licensing authorities (151 out of 293).

The largest increases from the previous year in total licensed drivers were seen in South Gloucestershire, Lewes, Wolverhampton, Copeland and Ashfield.

Licensed PHV operators

The number of licensed PHV operators increased by 2.8% to 15,500 from the previous year. This was still a decline of 6.1% since the peak in PHV operators at 16,500 in 2009. PHV operators declined by 7.0% to 2,200 operators in London and increased by 4.6% to 13,300 operators in England outside London.

Private Hire Vehicle operators

accept bookings and they are the company with whom the customer makes a contract for carriage.

Total licensed PHV operators in England outside London

13,300 ^ **4.6%**
in 2019 since 2018

Total licensed PHV operators in London

2,200 v **7.0%**
in 2019 since 2018

In the year ending 31 March 2019, 2,100 applications were made from new PHV operators (either new companies, or existing operators not already licensed by that licensing authority).

Table 5: Summary of PHV operator applications in the year ending 31 March 2019 ([TAXI0106d](#))

	Total number of operator licences	Operator applications	
		Number of new operator applications	Number of renewal operator applications
	<i>as at 31 March 2019</i>	<i>in the year ending 31 March 2019</i>	
England	15,500	2,100	5,100
London	2,200	200	400
England outside of London	13,300	1,900	4,700

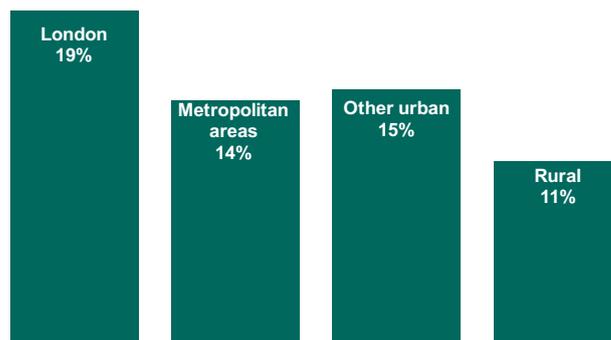
In the year ending 31 March 2019, across all of England 104 operator licences were revoked, and 11 were suspended. 20 applications were refused.

Accessibility

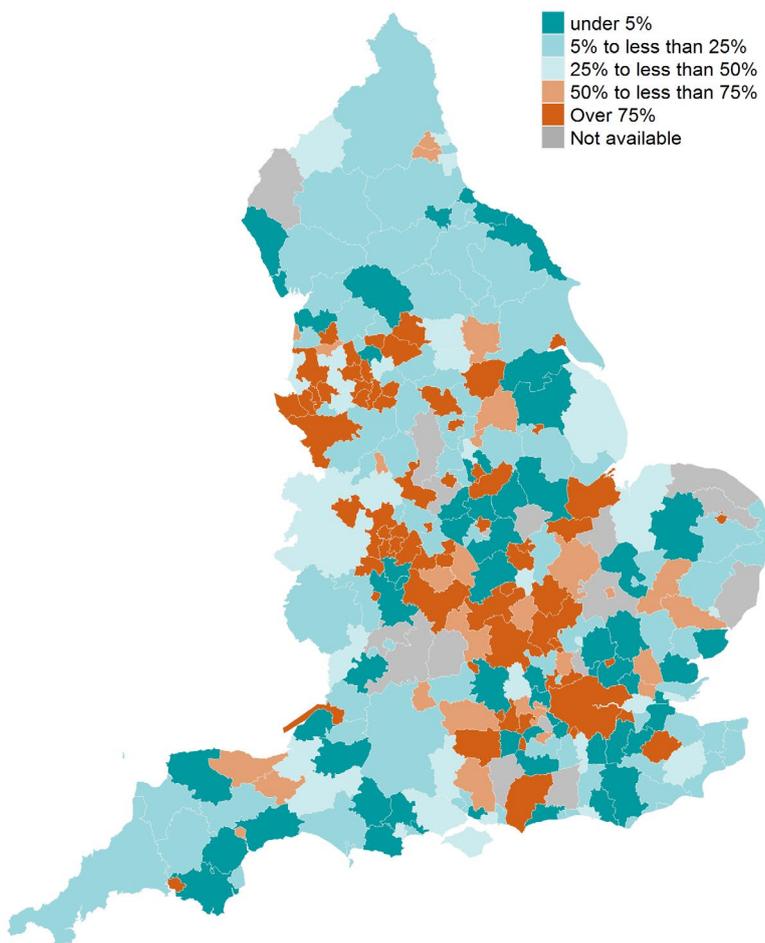
In England, 16% of all licensed vehicles were wheelchair accessible. 58% of all taxis were wheelchair accessible in 2019 while 2% of PHVs were wheelchair accessible. This is similar to the proportion in 2018.

All 20,100 London taxis were wheelchair accessible as required by Transport for London's 'Conditions for Fitness' taxi licensing policy. Similar to last year, in England outside London, metropolitan areas had 82% wheelchair accessible taxis. However, when looking at all licensed vehicles 19% of licensed vehicles in London were wheelchair accessible, compared to 11% of licensed vehicles in rural areas.

Chart 5: Proportion of licensed vehicles that were wheelchair accessible in 2019 by urban/rural classification, England ([TAXI0105](#))



Map 2: Proportion of taxis that were wheelchair accessible in 2019 by licensing authority, England ([TAXI0104](#))



Urban/rural classification

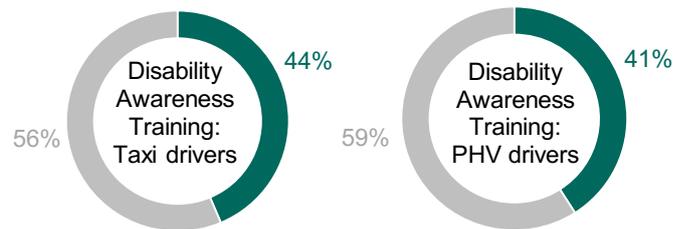
Metropolitan areas represent the Passenger Transport Executives. Other urban and rural categories were defined using the Department for Environment, Food and Rural Affairs urban and rural classification which can be found [here](#).

Note

Some areas are unable to provide numbers of wheelchair accessible taxis and/or PHVs. Estimates should be treated with caution.

Training requirements

There was an increase in the number of authorities requiring disability awareness training for taxi and PHV drivers. The number of authorities requiring disability awareness training for taxi drivers has increased from 41% to 44%, while the number of authorities requiring disability awareness training for PHV drivers has increased from 38% to 41%.



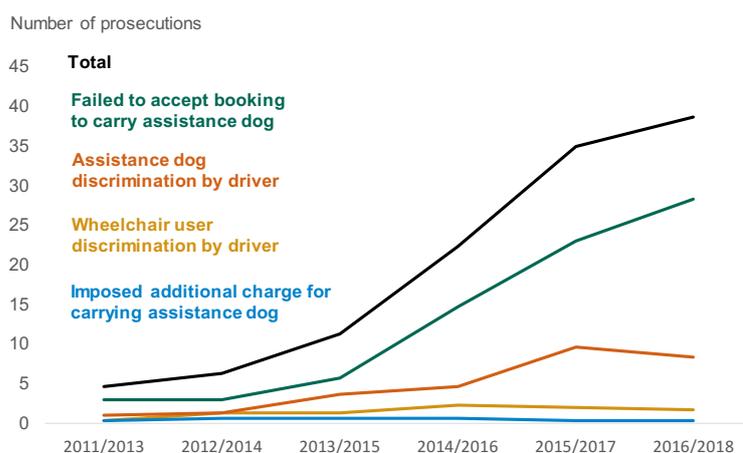
Wheelchair policies

66% of authorities require all or part of the taxi fleet to be wheelchair accessible, an increase from 65%. However, only 5% of authorities require all or part of the PHV fleet to be wheelchair accessible. 72% of authorities maintain a list of wheelchair accessible taxis in line with in accordance with section 167 of the Equality Act 2010, while 62% maintain a list of wheelchair accessible PHVs.

Equality Act 2010 Prosecutions in England and Wales

In the year ending 31 March 2018 there were 31 prosecutions for offences committed by taxi and private hire vehicle drivers and operators in relation to sections 168 and 170 (assistance dog refusals by taxi and PHV drivers), and section 165 (wheelchair user discrimination by taxi and PHV drivers) in England and Wales. The number of prosecutions have in general been increasing.

Chart 6: Prosecutions for offences by taxi and PHV drivers and operators under the Equality Act 2010, England and Wales, 2011 to 2018



Over this time period the majority of prosecutions were for failing to accept bookings to carry assistance dogs (68%). In 2018, 84% of prosecutions led to a conviction. This conviction rate has been fairly stable since 2013, and most convictions result in a fine.

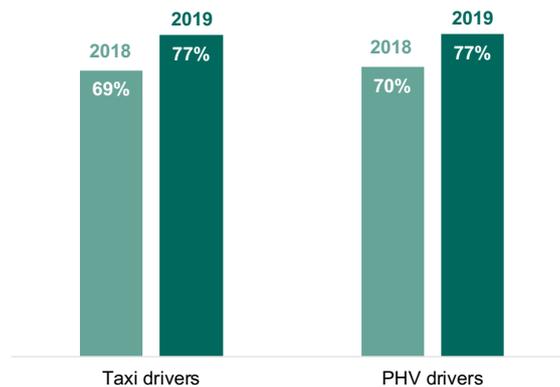
Further information

Defendants for whom these offences were the principal offences for which they were dealt with. When a defendant has been found guilty of two or more offences it is the offence for which the heaviest penalty is imposed. For more information on prosecutions, please go to <https://www.gov.uk/government/organisations/ministry-of-justice/about/statistics>

The total number of English licensing authorities may not always be 293 as some authorities were not required to provide a response or did not answer the question.

Over three quarters of authorities required taxi drivers (77% or 225 out of 291) and PHV drivers (77% or 227 out of 293) to complete child sexual abuse (CSA) or child sexual exploitation (CSE) training. These proportions have grown since the previous year.

Chart 7: Percentage of authorities requiring child sexual abuse/child sexual awareness training in 2019 compared with 2018, England ([TAXI0106](#))



Security checks

All authorities required a security check for taxi and PHV drivers.

The majority of authorities required enhanced DBS (Disclosure and Barring Service) and barred list checks for taxi drivers (90%, 261 out of 291) and PHV drivers (89%, 262 out of 293). The remaining authorities required an enhanced DBS check. The proportions of authorities requiring enhanced DBS and barred list checks has grown from 79% (for both taxi and PHV drivers) in 2017.



CCTV

Similar to the previous year, 4% of authorities had a requirement for all licensed taxis to have CCTV fitted (13 out of 291) and 4% had a requirement for all licensed PHVs to have CCTV fitted (11 out of 293). Of the authorities with the CCTV requirement, 5 had a requirement for the CCTV to have the facility to record audio in taxis, and 5 had the requirement for PHVs.



Almost all of the authorities without the CCTV requirement did allow licensed vehicles to have CCTV fitted (98%, 273 out of 278, for licensed taxis and 99%, 278 out of 282 for licensed PHVs).

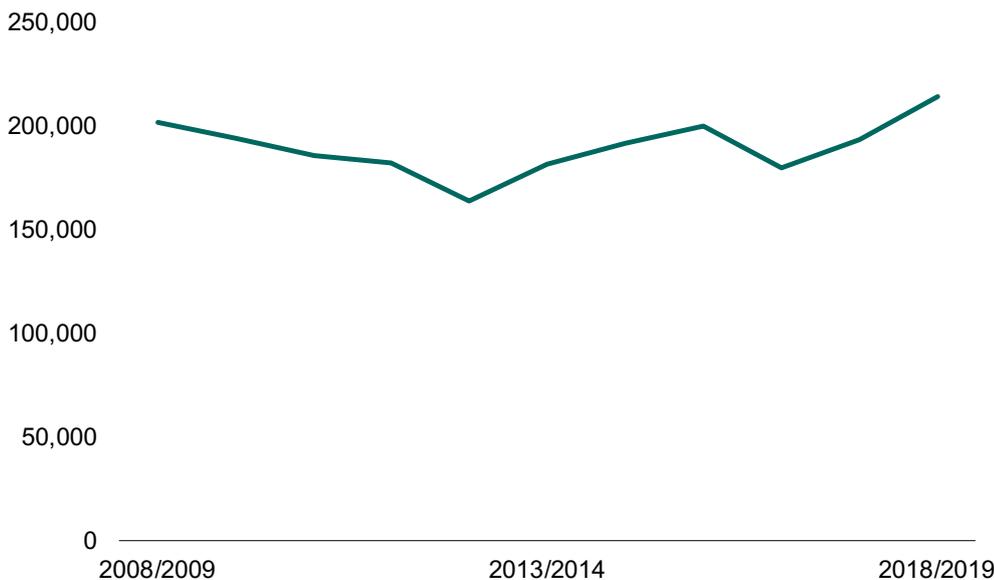
Medical Fitness

All licensing authorities assess medical fitness for taxi and PHV driver applications. 96% of licensing authorities base the medical fitness assessment on the DVLA Group 2 assessment. 72% of licensing authorities determine medical fitness of an applicant/licensee from the applicant/licensee's own GP, while 10% use a licensing authority appointed GP/medical professional.

The Labour Force Survey collects information about individuals in the labour market. The data can be used to provide insight on taxi and PHV drivers.

There were an estimated 214,000 drivers operating in England during 2018/19, which is 6.0% higher than ten years ago (202,000 in 2008/09). The number of drivers increased by 10.6% (or 20,000) since the previous year.

Chart 9: Number of “Taxi and cab drivers and chauffeurs”, England, 2008/09 to 2018/19 (Labour Force Survey)



Who drives taxis?

The majority of drivers were male (98%) in 2018/19. These proportions are similar to the previous year.



Similar to last year, the average age of a driver was 47 years old, with 29% of drivers being aged under 40. Those aged 60 or over made up 19% of drivers. There has been a slight shift in the age profile of drivers over the past ten years, with a slightly smaller proportion of younger driver and a slightly larger proportion of older drivers.

The two main ethnic groups of drivers were White and Asian or Asian British in 2018/19, making up 42% and 40% of drivers respectively. This compared to 63% and 29% respectively in 2008/09. There was an increase in the proportion of non-UK nationals working as drivers in England, rising from 14% in 2008/09 to 25% in 2018/19.

Labour Force Survey

The Labour Force Survey (LFS) is a large study of the employment circumstances of the UK population, ran by the Office for National Statistics (ONS). More information can be found [here](#).

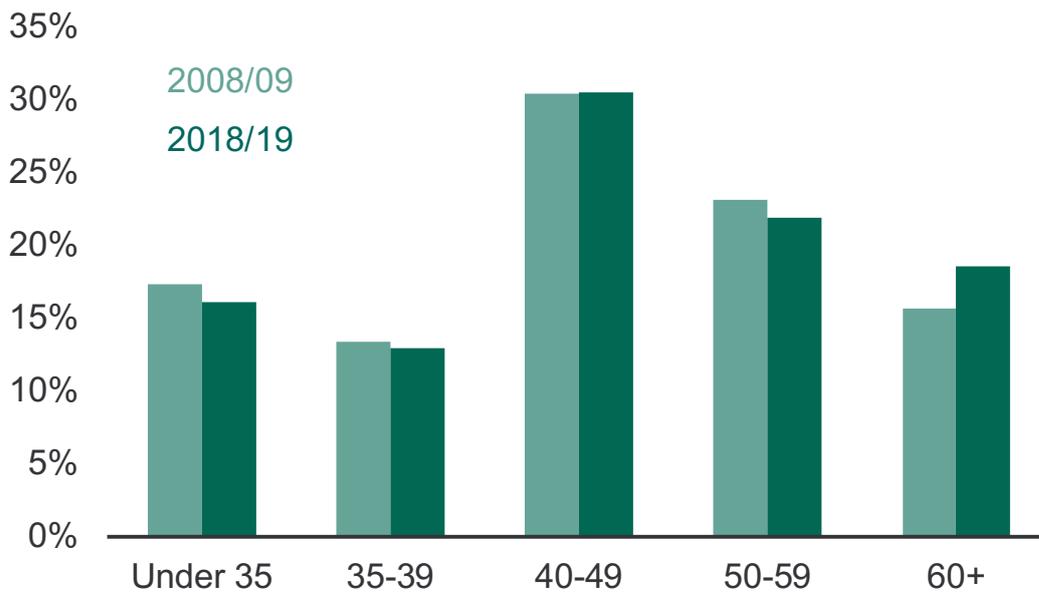
Licences vs. drivers

The majority of this release talks about licences held, rather than drivers. Since the respondent self-reports their current occupation, it is possible for a person to hold a licence and not work as a driver, or for a person to not hold a licence but still claim to work as a driver.

Drivers

The drivers in this section are defined using the Standard occupational classification system, SOC 2010, as “Taxi and cab drivers and chauffeurs” (code 8214), which will contain taxi drivers, PHV drivers and chauffeurs. The respondent reports their occupation to the interviewer and is then classified in this way during the interview, so the exact occupation of each respondent cannot be determined.

Chart 10: Age profile of “Taxi and cab drivers and chauffeurs”, England, 2008/09 and 2018/19 (Labour Force Survey)



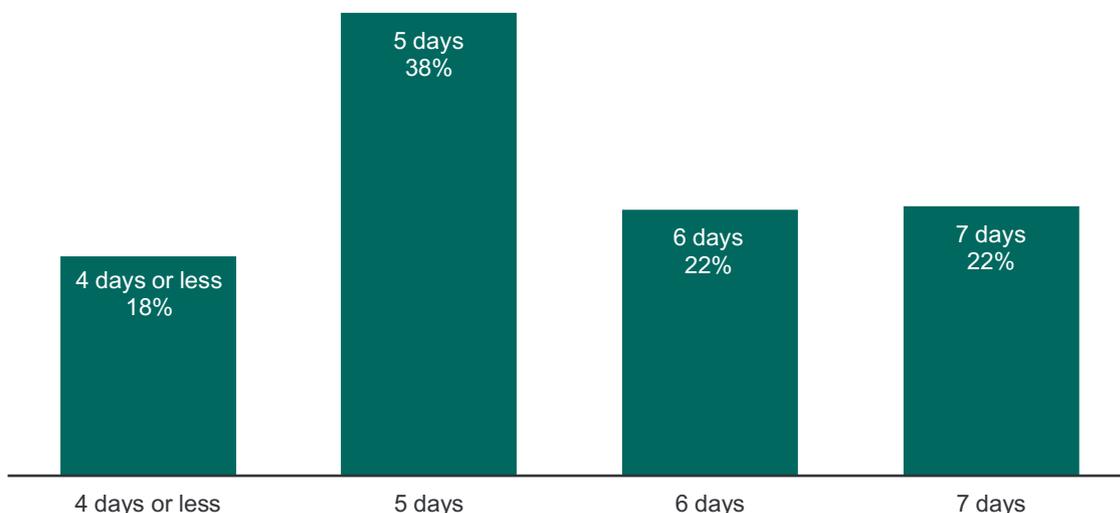
What are drivers working patterns?

83% of drivers were self-employed in 2018/19, an increase from 80% of drivers in 2017/18 and a continuation of the generally increasing trend over the last ten years. In the same period, just under one in four drivers worked part time (23%), which has been broadly stable over the last ten years.



In April to June 2019, 22% of drivers usually worked 7 days a week, similar to the previous year (23%) and an increase from 18% in April to June 2007. The majority of drivers (38%) usually worked 5 days a week.

Chart 11: Profile of usual number of days worked by “Taxi and cab drivers and chauffeurs”, England, April to June 2019 (Labour Force Survey)



Taxi passengers

The National Travel Survey (NTS) gathers data on personal travel behaviour across England. Data from the NTS can be used to analyse the users of taxis and PHVs. Note that exploring the specific use of either taxis or PHVs, or the use of any app-based technology to enlist drivers, will not be possible from this data source.

In 2018, the average person in England made 10 taxi or PHV trips and travelled 62 miles by taxi or PHV, an increase from 9 trips and 55 miles in 2017. The distance travelled by taxi or PHV has increased by 18.9% over the last 10 years (from 53 miles in 2008), but the number of trips has remained broadly stable. The average taxi trip in 2018 lasted 20 minutes, which has increased by 11% since 2008.

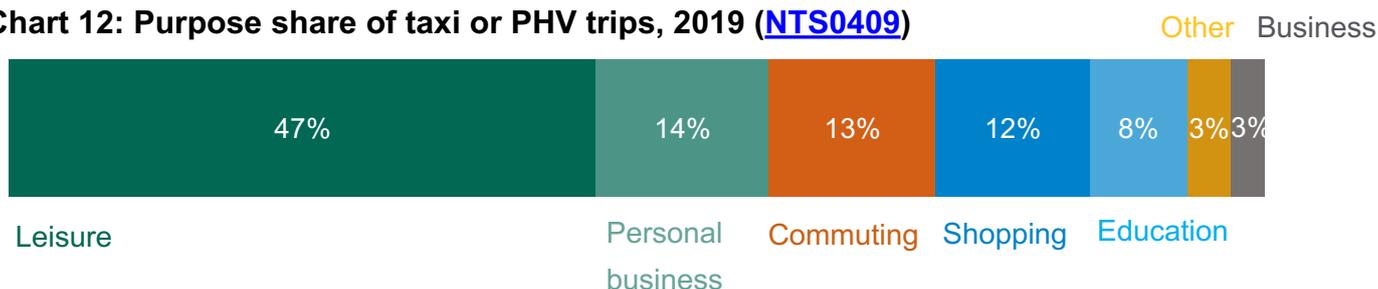
National Travel Survey

The National Travel Survey is a household survey carried out on over 16,000 individuals in England every year. The results in this release will be based on the 2018 results. For more information see [here](#).

Why do people travel by taxi or PHV?

Almost half (47%) of trips on taxis or PHV's were taken for leisure purposes, the same as in 2017 and similar to the level in 2016 (49%). The second most common trip purpose when using a taxi was personal business (14% of trips).

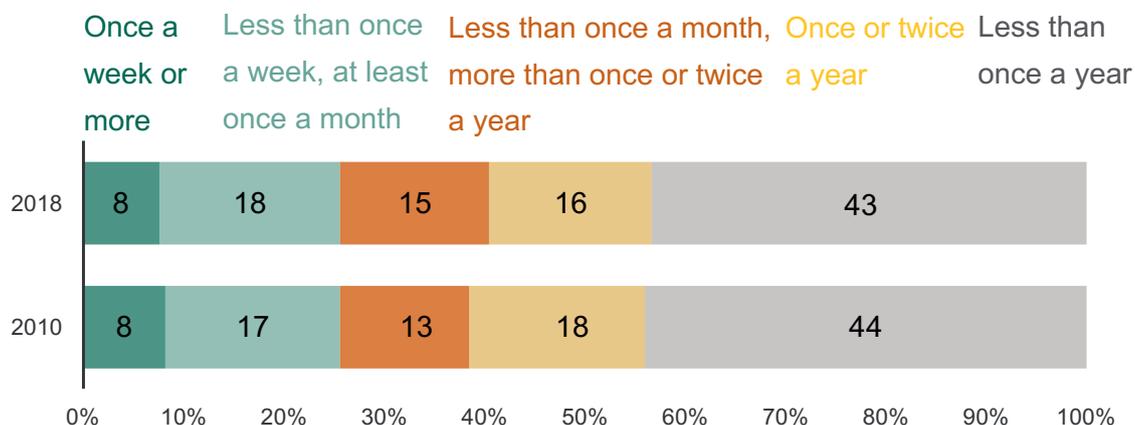
Chart 12: Purpose share of taxi or PHV trips, 2019 (NTS0409)



How often do people use taxis or PHVs?

Similar to last year, most people (60%) rarely use a taxi or PHV (at most twice a year). Whereas around a quarter (26%) travel by taxi or PHV at least once a month and 8% of people travel by taxi or PHV on a weekly basis. This has been broadly stable since 2010.

Chart 13: Frequency of taxi or PHV usage, England, 2010 and 2018 (NTS0313)



Who uses taxis?

Mobility difficulties

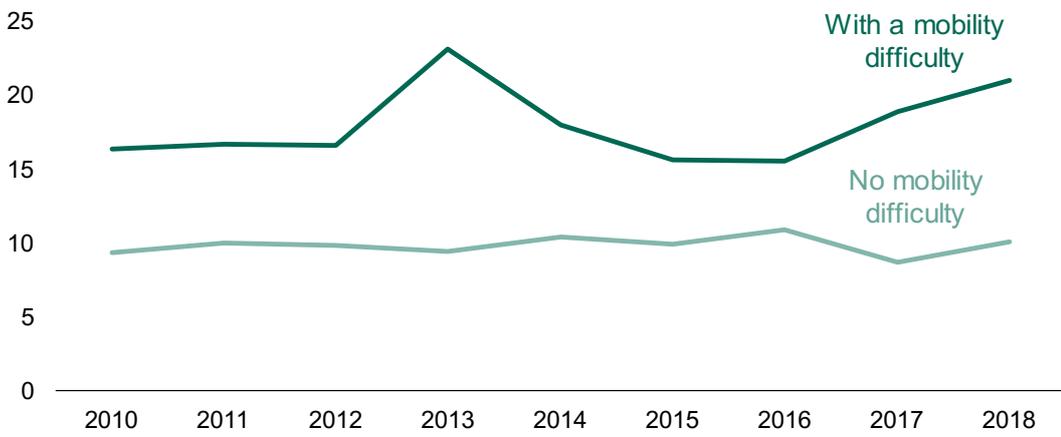
In 2018, the number of taxi or PHV trips made by adults aged 16 or over with mobility difficulties has increased from 16 trips per person per year in 2010 to 21 trips per person per year. Similar to last year, adults with mobility difficulties use taxis or PHVs more than people who do not (21 trips per person vs. 10 trips per person).

Taxi or PHV usage makes up 3% of all trips for those with mobility difficulties, compared to just 1% for those without mobility difficulties. These figures have remained broadly stable since 2010.

Chart 14: Taxi or PHV trips per person per year, by mobility difficulty, England, 2018

([NTS0709](#))

Trips per person per year



Mobility difficulties

The NTS definition of having a mobility difficulty is based on those adults who responded to say they have difficulties travelling on foot, by bus or both.

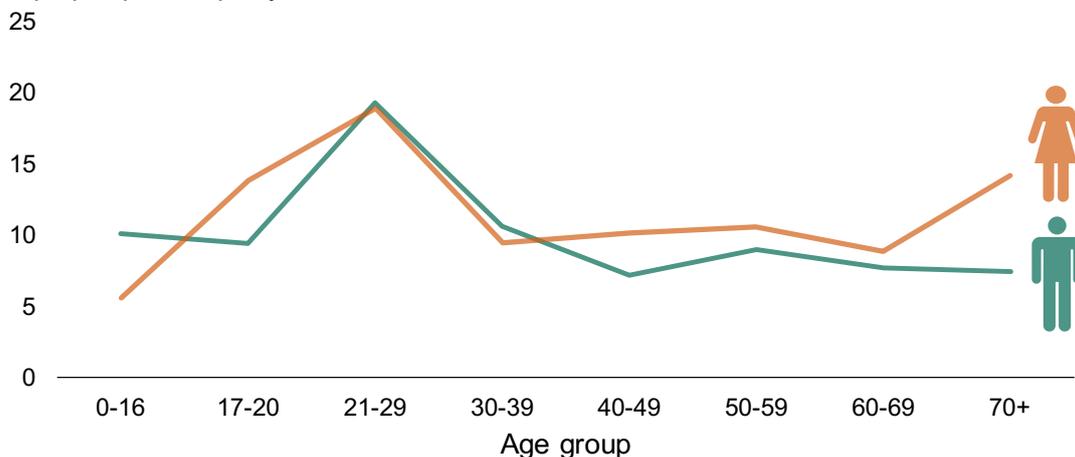
Age and gender

In 2018, on average, women made more taxi or PHV trips than men (11 trips per person per year compared with 10 trips per person per year respectively). Women aged 70+ made double the number of trips than men of this age (14 trips per person per year compared with 7 trips per person per year respectively).

Although women make more taxi or PHV trips, men generally travel further. In 2018 women travelled 56 miles per person by taxi or PHV, while men travelled 69 miles.

Chart 15: Taxi or PHV trips per person per year, by gender, England, 2018 ([NTS0601](#))

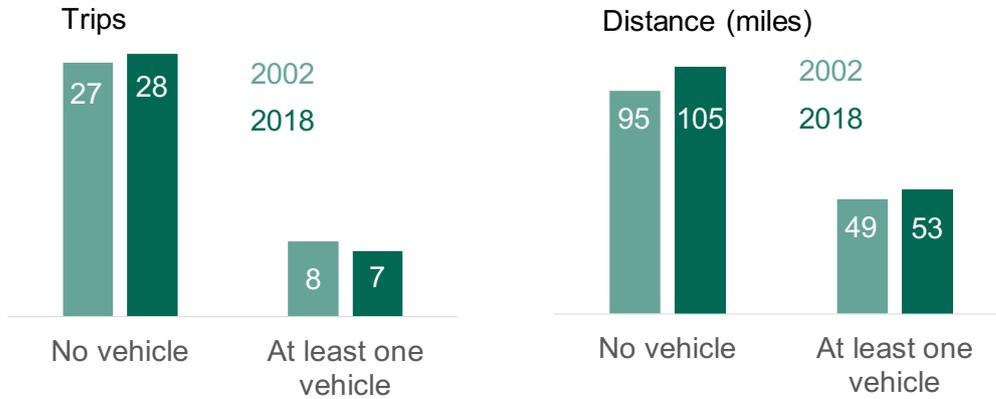
Trips per person per year



Car access

In 2018, on average, people in households without access to a car made 4 times as many taxi or PHV trips than those with access to a car (28 trips per person vs. 7 trips per person respectively), and travel almost twice as far (105 miles per person vs. 53 miles per person respectively). This pattern has remained broadly stable since 2002.

Chart 16: Taxi or PHV trips and distance travelled by taxi or PHV, England, 2018 ([NTS0702](#))



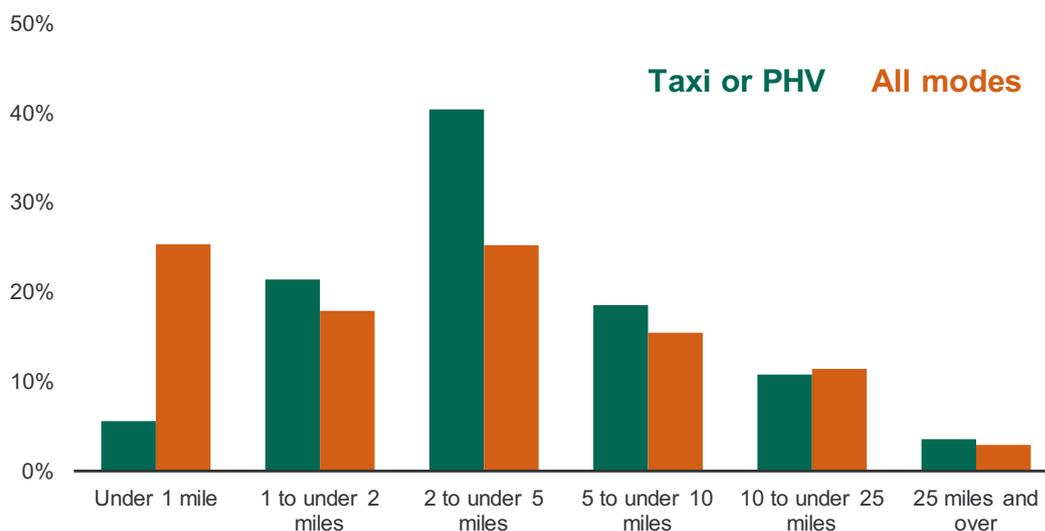
Household income

Similar to last year, people in the lowest real income quintile made 14 taxi or PHV trips, more than any other income quintile. However, those in the highest real income level travelled further by taxi or PHV, on average 90 miles per person per year, while those in the lowest quintile travelled 63 miles per person per year (the same as those in the second quintile).

How far are taxi or PHV trips?

In 2018, the majority (40%) of taxi or PHV trips were between 2 and 5 miles. This was almost double the proportion of trips of the same distance travelled by all modes (25%). In contrast, the majority (43%) of all trips were under 2 miles: just over a quarter (27%) of taxi or PHV trips were under 2 miles.

Chart 17: Trip length distribution, for taxi or PHV trips and all modes, England, 2018 ([NTS0308](#))

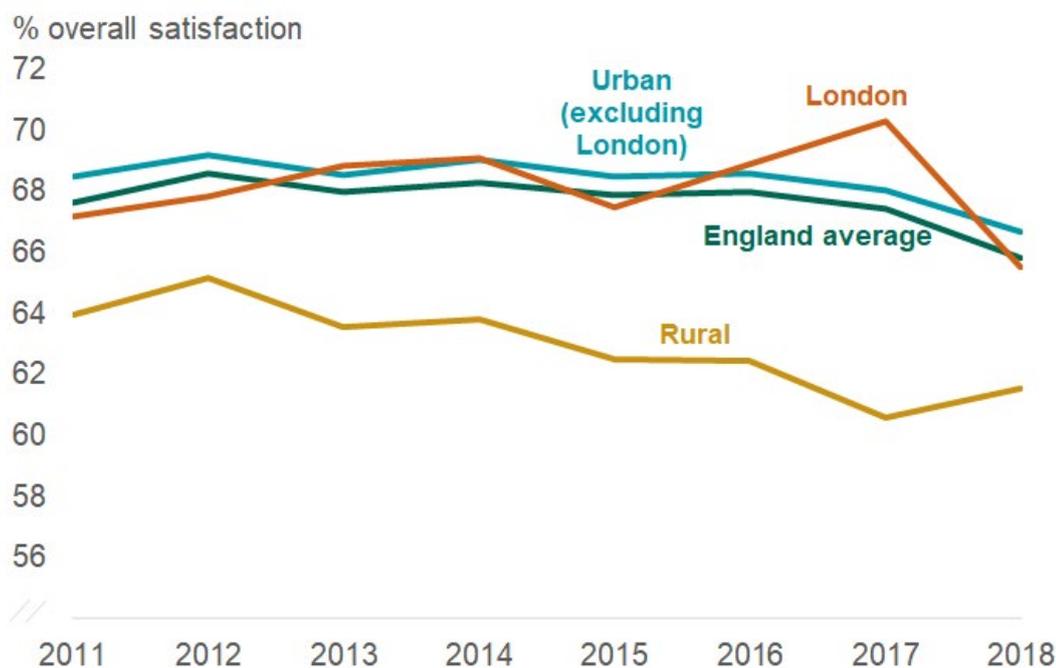


Passenger satisfaction with taxis and PHVs

The National Highways and Transport Public Satisfaction Survey collects public perspectives on, and satisfaction with, highway and transportation services on behalf of several local authorities to inform performance management and local transport plans.

On average, in the areas surveyed in England in 2018, the overall public satisfaction with taxis and PHVs was 66%, slightly lower than in previous years.

Chart 18: Overall taxi passenger satisfaction in rural and urban areas and London, England 2011 to 2018



Rural areas tended to have the lowest overall satisfaction and in 2018 the average satisfaction was 4 percentage points below the England average. In London, overall satisfaction with taxis and PHVs increased from 67% to 70% between 2011 and 2017, but fell to 66% in 2018. However, this sharp decrease may be due to the small sample size for London.

In England, reliability satisfaction (70%) and availability satisfaction (72%) had slightly decreased in 2018 compared to the previous year, but were still much higher than the average for satisfaction with cost (52%).

The National Highways and Transport Public Satisfaction Survey

is in its 12th year and has surveyed 113 local authorities. The survey is carried out in July-August of each year. The latest data is 2018.

Detailed statistics

The National Highways and Transport Survey results can be found [here](#).

These figures are not National Statistics.

Overall passenger satisfaction

66%

in England in 2018

Passenger satisfaction with reliability

70%

in England in 2018

Passenger satisfaction with availability

72%

in England in 2018

Passenger satisfaction with cost

52%

in England in 2018

Background information

Users and uses of these statistics

These statistics are used within DfT to inform the development and monitoring of policy relating to taxis and PHVs (for example monitoring how many taxis and PHVs are wheelchair accessible) and for ministerial briefing or to answer public enquires. Outside DfT, the statistics are of interest to various industry bodies and provide information for licensing authorities to compare themselves with other areas.

Strengths and weaknesses of the data

These statistics are collected through a survey of the 315 licensing authorities in England and Wales (lower tier and unitary licensing authorities, and TfL for London). A copy of the survey questionnaire can be found here: <https://www.gov.uk/government/publications/taxi-survey-questionnaire>

In 2019, full responses were received from all 315 areas, covering 100 per cent of licensed vehicles. Data returns are validated by comparing with previous figures and querying cases that are outside set validation thresholds. This can result in revisions to previous years' figures, though these are typically minor.

These statistics cover licensed private hire vehicle operators in England and Wales. This includes PHV operators and enlisted drivers who use app-based technology, such as Uber. However, we are not able to disaggregate which drivers are using these apps in the figures presented.

In a few cases, authorities report that figures are estimated, or relate to time points other than 31 March. Although these factors are unlikely to impact on the national and regional level figures to any great degree, changes in the data systems used by licensing authorities to store and extract the information can result in fluctuations in the quality of data over time. This is unlikely to be systematic and it is difficult to assess the impact with any precision, however previous sensitivity analysis suggests changes of +/- 1% in the national figures should be interpreted with caution.

National Statistics

The continued designation of these statistics as National Statistics was [confirmed in February 2013](#). National Statistics are produced to high professional standards set out in the National Statistics Code of Practice. They undergo regular quality assurance reviews to ensure they meet customer needs: www.statisticsauthority.gov.uk/assessment/code-of-practice/index.html

For details of ministers and officials who receive pre-release access to these statistics up to 24 hours before release: <https://www.gov.uk/government/publications/taxis-statistics-pre-release-access-list>

Next Release

The next taxi and private hire vehicle statistics release is due to be published in 2020.



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