



Department
for Transport

Taxi and Private Hire Vehicle Statistics, England: 2020

About this release

This statistical release presents information on taxis and private hire vehicles in England as at 31 March 2020. 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](#).

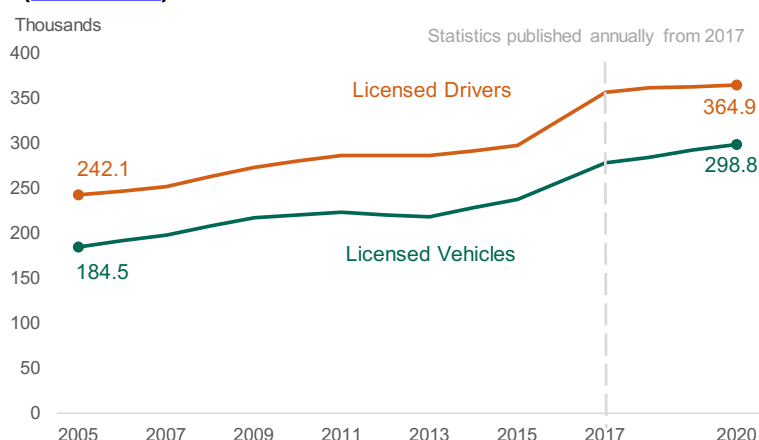
In this publication

Factsheet	2
Summary table	3
Licensed vehicles	4
Licensed taxi and PHV drivers	7
Licensed PHV operators	8
Accessibility	9
Policies	10
Taxi drivers	12
Taxi passengers	14
Passenger satisfaction	17
Background notes	18



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 total number of licensed vehicles in England increased by 2.3% (6,800 vehicles) since 2019, to 298,800, the highest number since comparable records were first collected in 2005. This was driven by an increase in Private Hire Vehicles (PHVs). Just over three quarters (77%) of licensed vehicles are PHVs.

There were 364,900 driver licences in 2020, an increase of 0.6% (2,200 licences) compared to the previous year.

Total licensed taxi and private hire vehicles

298,800 \wedge 2.3%
in England in 2020 since 2019

Total driver licences

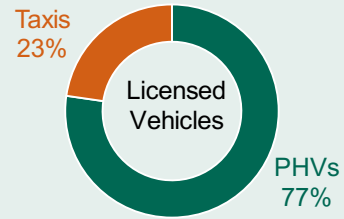
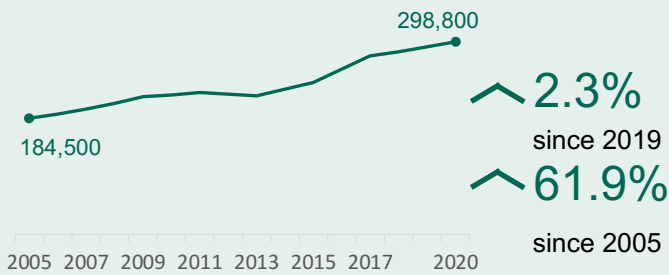
364,900 \wedge 0.6%
in England in 2020 since 2019

Comment on coronavirus (COVID-19) impact

The period covered by this release includes the first few weeks of nationwide movement restrictions in March 2020. It is likely that the pandemic will impact on the trends presented in this release. Please refer to the Quality Report further details.

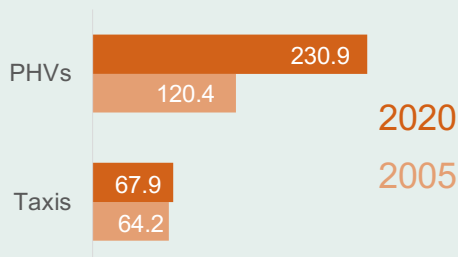
Taxi and PHV Factsheet: England, 2019/20

Licensed Vehicles



Around three quarters of all licensed vehicles are PHVs

Change in numbers of vehicles from 2005, thousands

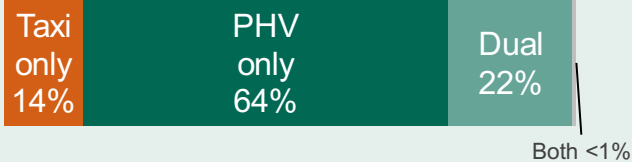
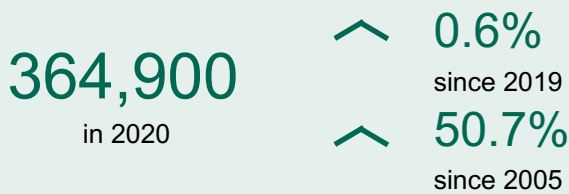


London
38%

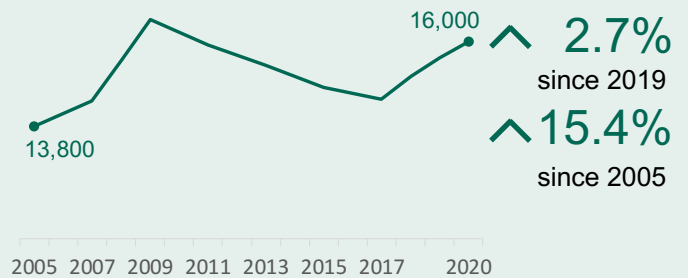
England outside
London
62%

Over a third of all licensed vehicles are licensed in London

Licensed Drivers



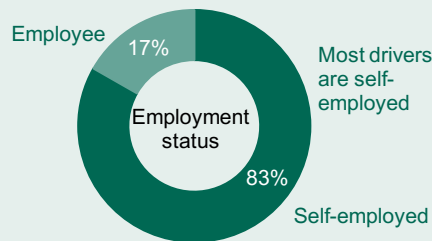
Licensed Operators



Drivers [LFS]



The overwhelming majority of drivers are men



Most drivers are self-employed



The average age of drivers is 50.

53% of drivers are aged 50+.

Passenger journeys per person per year [NTS]



Women make more taxi/PHV trips, but travel the same distance



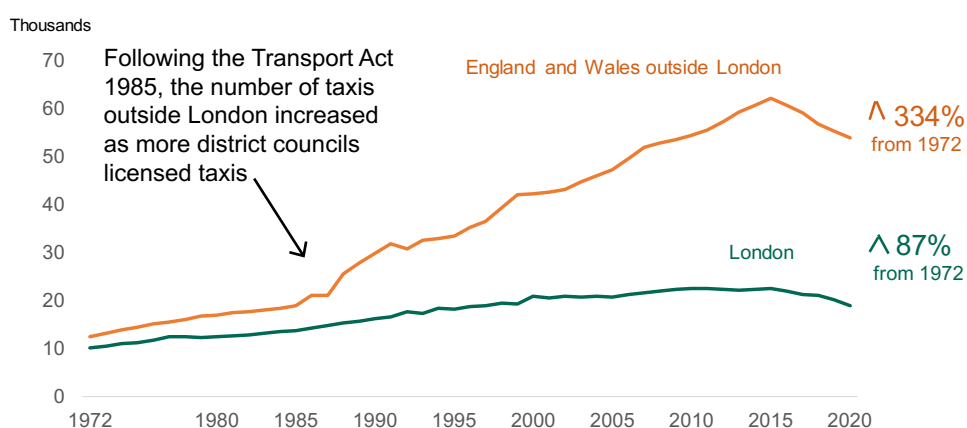
People without access to a car make around 4 times as many taxi/PHV trips and travel twice as far as those that have access to a car.

Long term taxi trends

Since 1972 the numbers of licensed taxis in London and in England and Wales outside London have 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 53,800), while over the same period the numbers in London have nearly doubled (increasing from 10,100 to 19,000).

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 level 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.

2020 summary

Table 1 summarises the 2020 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 2020 taxi and private hire vehicle licensing figures compared with 2019 (TAXI0102)

	London		England outside London		England	
	March 2020 figure	Percentage change compared to March 2019	March 2020 figure	Percentage change compared to March 2019	March 2020 figure	Percentage change compared to March 2019
Total licensed vehicles	114.9	6.2%	183.9	0.1%	298.8	2.3%
Taxis	19.0	-5.8%	48.9	-3.1%	67.9	-3.9%
wheelchair accessible taxis	19.0	-5.8%	20.0	-5.1%	38.9	-5.5%
Private Hire Vehicles (PHVs)	96.0	8.9%	135.0	1.2%	230.9	4.3%
wheelchair accessible PHVs	0.6	3.1%	4.1	-1.8%	4.7	-1.2%
Licensed PHV operators	2.1	-3.7%	13.8	3.8%	16.0	2.7%
Total licensed drivers	134.0	3.1%	230.9	-0.8%	364.9	0.6%
Taxi only licences	22.4	-3.2%	27.5	-9.4%	49.9	-6.7%
PHV-only licences	111.6	4.5%	121.9	1.6%	233.5	3.0%
Dual licences	0.0	0.0%	79.0	-4.1%	79.0	-4.1%
Both Taxi and PHV licences	0.0	..	2.6	..	2.6	..

.. Not available prior to 2020

Transport for London

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

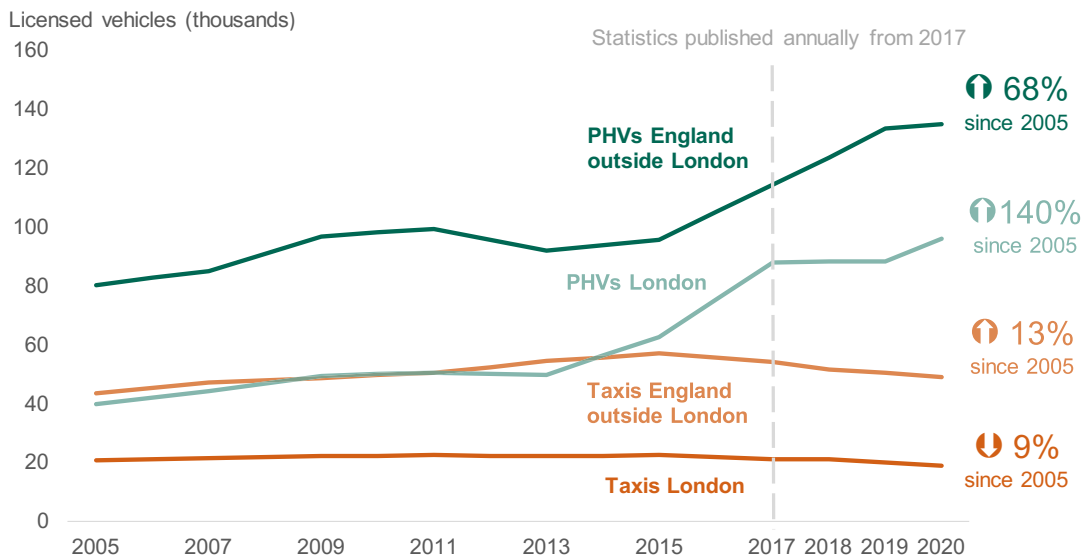
Further statistics

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 298,800 licensed taxis and PHVs in England in 2020. Around a quarter (67,900) of these vehicles were taxis (see chart 3). The total number of licensed vehicles increased by 2.3% from 2019 which was driven by a 4.3% increase in licensed PHVs. Overall the total number of licensed vehicles in England has increased by 61.9% since 2005.

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



There were 67,900 licensed taxis in 2020, a 3.9% decrease from 2019. There was a larger decrease in taxis in London compared to England outside of London, 5.8% and 3.1% respectively.



There were 230,900 licensed PHVs in 2020, a 4.4% increase from 2019. There was a larger increase in PHVs in London compared to England outside of London, 8.9% and 1.2% 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 PHVs. In 2020 83 licensing authorities (29%) applied a limit on the numbers of licensed taxis, with a further 4 setting limits in some, but not all, of the areas they cover. This is a slight decrease from 30% of licensing authorities with a limit in 2019.

Of those licensing authorities with a limit on the numbers of taxis, 4 licensing authorities (5%) have changed that limit in the last year. 57 licensing authorities (69% 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 5.3 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 become more rural.

Chart 4: Number of licensed taxis and private hire vehicles per 1,000 people by urban/rural classification, England 2020 ([TAXI0105](#))



In London there were 12.8 licensed vehicles per 1,000 people, approximately double the national average, with 10.7 licensed PHVs and 2.1 licensed taxis per 1,000 people.

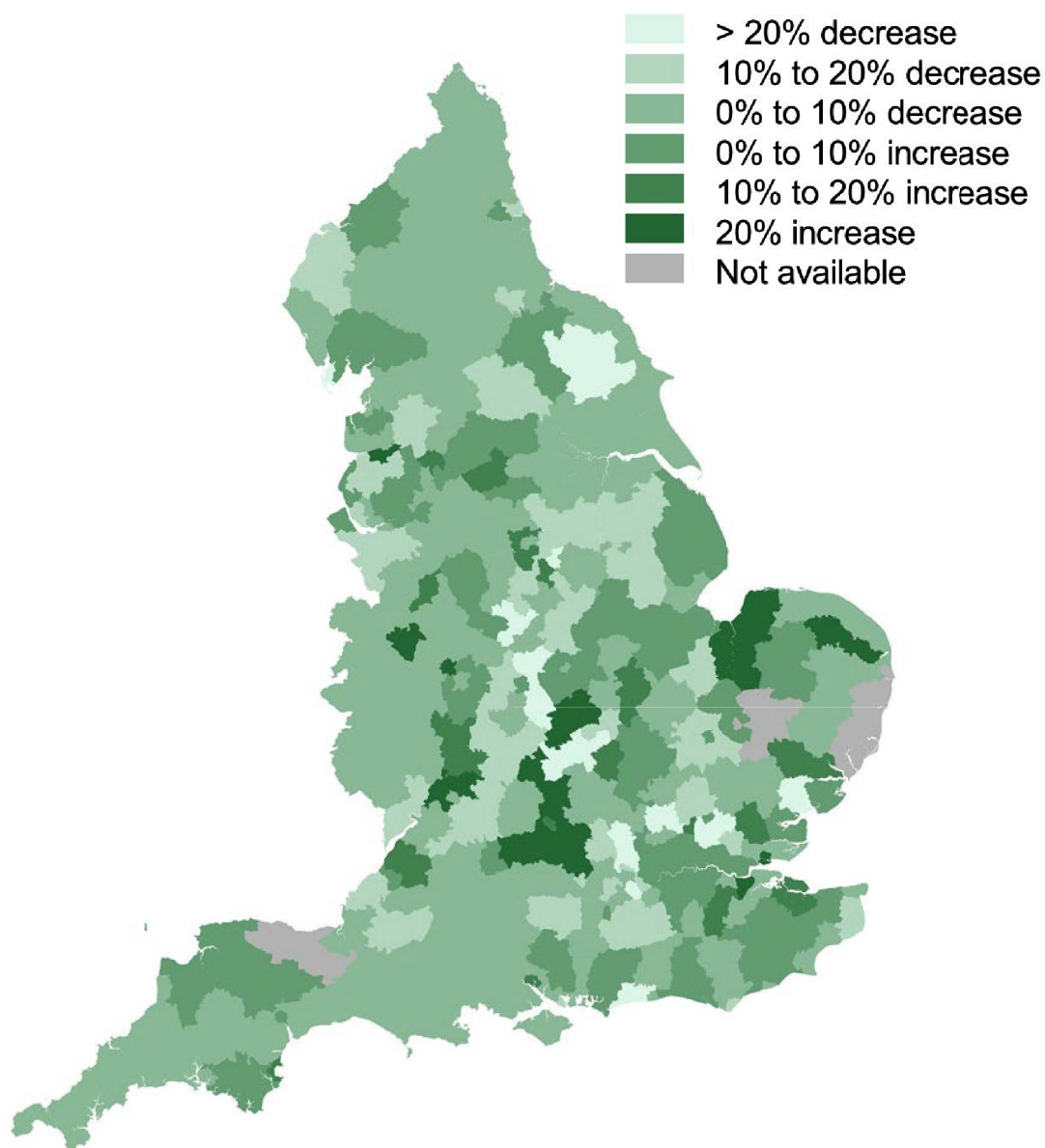
Licensed vehicles: Regional and local trends

In England in 2020, total licensed vehicle numbers have increased. Decreases were seen in the numbers of taxis in each region, while the pattern for PHVs was more mixed.

Table 2: Change in licensed vehicles by region between 2019 and 2020, England ([TAXI0103](#))

	Thousands					
	Total licensed vehicles		Licensed taxi		Licensed PHV	
	<i>March 2020 figure and percentage change compared to March 2019</i>					
England	298.8	↑ 2.3%	67.9	↓ -3.9%	230.9	↑ 4.3%
North East	10.7	↓ -4.1%	4.0	↓ -3.8%	6.7	↓ -4.3%
North West	37.2	↓ -2.3%	8.1	↔ 0.0%	29.1	↓ -2.9%
Yorkshire and the Humber	22.9	↑ 0.5%	3.7	↓ -3.0%	19.2	↑ 1.2%
East Midlands	13.6	↓ -5.6%	5.2	↓ -3.9%	8.4	↓ -6.7%
West Midlands	32.4	↑ 10.2%	5.5	↓ -9.2%	26.9	↑ 15.3%
East of England	20.5	↓ -2.7%	6.7	↓ -3.6%	13.8	↓ -2.2%
London	114.9	↑ 6.2%	19.0	↓ -5.8%	96.0	↑ 8.9%
South East	30.3	↓ -2.1%	9.9	↓ -0.8%	20.5	↓ -2.7%
South West	16.3	↑ 2.2%	5.9	↓ -2.9%	10.5	↑ 5.4%

Map 1: Change in total licensed vehicles (taxis and PHV) between 2019 and 2020 by licensing authority, England ([TAXI0104](#))



Contains Ordnance Survey Data © Crown Copyright and database rights 2020.
Ordnance Survey Licence Number 100039241

Table 3: The licensing authorities showing the largest percentage increases and decreases in licensed vehicles between 2019 and 2020, England ([TAXI0104](#))

Local Authority	% increase	Local Authority	% decrease
Tewkesbury	45.0	Arun	41.1
Wolverhampton	33.5	Epping Forest	40.4
Telford and Wrekin	32.3	South Bucks	34.2
Daventry	25.7	Chiltern	33.1
King's Lynn and West Norfolk	24.6	South Derbyshire	28.0

Local level changes

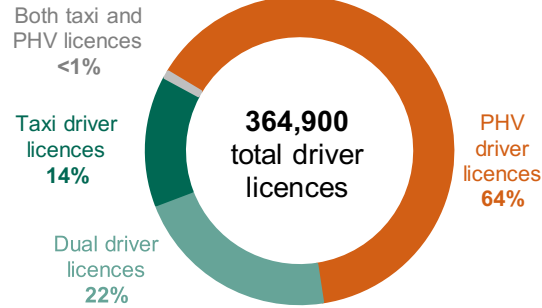
Large year on year changes can occur in a licensing authority for a number of reasons, such as a large operator moving in or out of a given licensing area, or significant changes in local licensing policy

The number of total licensed vehicles increased in 98 of the licensing authorities in England.

Licensed drivers

There were 364,900 licensed drivers in England, 2,200 (0.6%) more than in 2019.

Of the total licences, 64% were PHV-only licences, 14% were taxi-only licences and 22% 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 2019 and 2020, England ([TAXI0103](#))

	Thousands							
	Total driver licences ¹		Taxi driver licences		PHV driver licences		Dual driver licences	
	March 2020 figure and percentage change compared to March 2019							
England	364.9	↑ 0.6%	49.9	↓ -6.7%	233.5	↑ 3.0%	79.0	↓ -4.1%
North East	13.3	↓ -7.8%	3.4	↓ -0.6%	6.9	↓ -10.5%	2.9	↓ -12.3%
North West	47.8	↓ -2.0%	8.5	↓ -14.9%	30.1	↓ -0.7%	7.7	↓ -8.5%
Yorkshire and the Humber	28.7	↓ -3.2%	2.3	↓ -13.9%	15.6	↓ -3.3%	10.2	↓ -5.4%
East Midlands	17.7	↑ 1.2%	1.0	↓ -8.7%	4.0	↓ -2.2%	12.8	↑ 3.1%
West Midlands	42.4	↑ 9.1%	3.2	↓ -6.9%	29.4	↑ 15.9%	9.8	↓ -2.4%
East of England	23.7	↓ -5.2%	1.7	↓ -8.0%	7.8	↓ -3.4%	14.2	↓ -5.8%
London	134.0	↑ 3.1%	22.4	↓ -3.2%	111.6	↑ 4.5%	0.0	↔ 0.0%
South East	38.2	↓ -3.0%	4.1	↓ -5.4%	19.2	↓ -1.6%	14.8	↓ -4.6%
South West	19.0	↓ -0.4%	3.3	↓ -7.3%	8.8	↑ 1.2%	6.6	↓ -2.9%

1. The components may not sum to the total as this table excludes the numbers holding both a taxi and PHV licence

In England in 2020, total licensed driver numbers have increased. However the numbers of taxi only drivers decreased in all regions, while the changes are mixed for the other driver licence categories.

The total number of licensed drivers increased in 81 licensing authorities.

Table 5: The licensing authorities showing the largest percentage increases and decreases in licensed drivers between 2019 and 2020, England ([TAXI0104](#))

Local Authority	% increase	Local Authority	% decrease
Broadland	31.9	Colchester	33.9
Gravesham	30.7	Ryedale	33.5
Telford and Wrekin	28.6	Ribble Valley	30.3
Wolverhampton	28.3	North Kesteven	29.2
South Gloucestershire	26.8	Hertsmere	29.1

Licensed PHV operators

The number of licensed PHV operators increased by 2.7% to 16,000 from the previous year. This was still 3.3% lower than the peak in PHV operators at 16,500 in 2009. PHV operators declined by 3.7% to 2,100 operators in London and increased by 3.8% to 13,800 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

13,800  **3.8%**
in 2020 since 2019

Total licensed PHV operators in London

2,100  **3.7%**
in 2020 since 2019

In the year ending 31 March 2020, 2,100 applications were made by new PHV operators (either new companies, or existing operators not already licensed by that licensing authority).

Table 6: Summary of PHV operator applications in the year ending 31 March 2020 ([TAXI0111](#))

	Total number of operator licences	Operator applications			Number of operator licences suspended	Number of operator licences revoked
		Number of new operator applications	Number of renewal operator applications	Number of operator applications refused		
	<i>as at 31 March 2020</i>	<i>in the year ending 31 March 2020</i>				
England	15,966	2,139	4,669	19	8	68
London	2,124	202	283	6	0	49
England outside of London	13,842	1,937	4,386	13	8	19

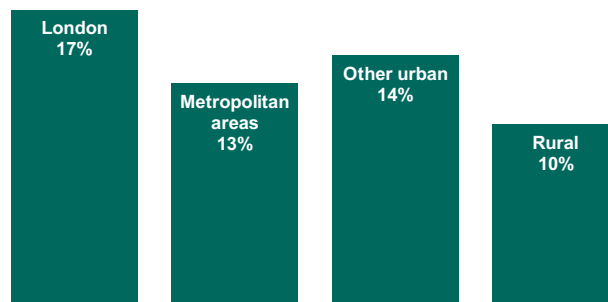
In the year ending 31 March 2020, across all of England 68 operator licences were revoked, 8 were suspended, and 19 applications were refused.

Accessibility

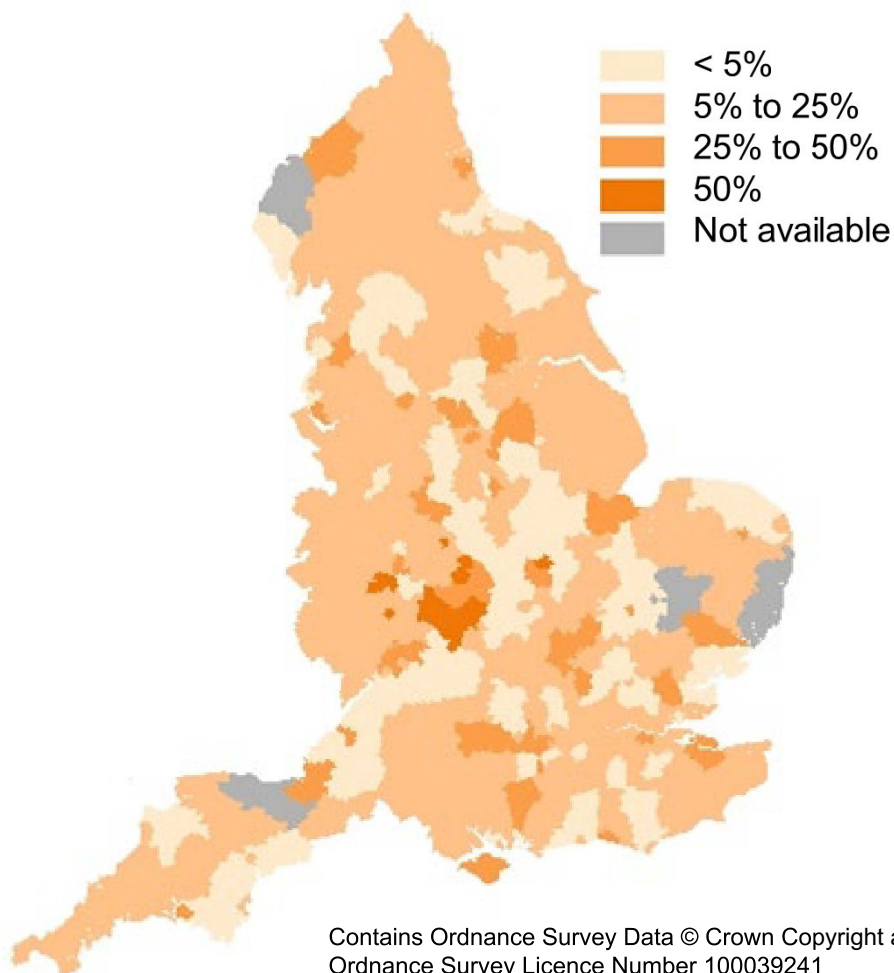
In England, 15% of all licensed vehicles were wheelchair accessible. 57% of all taxis were wheelchair accessible in 2020 while 2% of PHVs were wheelchair accessible. This is similar to the proportions in 2019.

All 19,000 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 17% of licensed vehicles in London were wheelchair accessible, compared to 10% of licensed vehicles in rural areas.

Chart 5: Proportion of licensed vehicles that were wheelchair accessible in 2020 by urban/rural classification, England ([TAXI0105](#))



Map 2: Proportion of licensed vehicles that were wheelchair accessible in 2020 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](#).

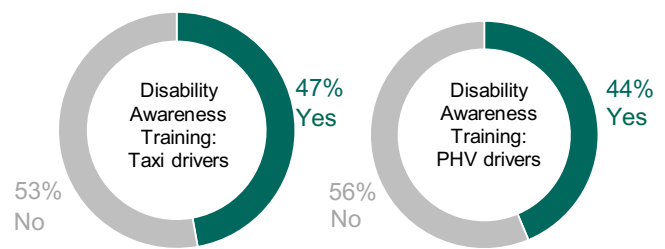
Note

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

Contains Ordnance Survey Data © Crown Copyright and database rights 2020. Ordnance Survey Licence Number 100039241

Training requirements

The increase in the number of authorities requiring disability awareness training for taxi and PHV drivers has continued in 2020. The number of authorities requiring disability awareness training for taxi drivers has increased from 44% in 2019 to 47% in 2020, while the number of authorities requiring disability awareness training for PHV drivers has increased from 41% to 44%.



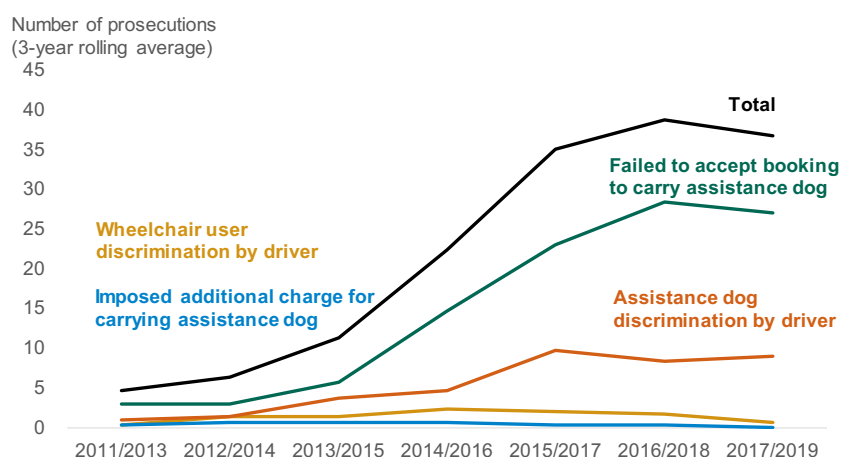
Wheelchair policies

67% of authorities require all or part of the taxi fleet to be wheelchair accessible, a small increase from 65% in 2019. However, only 4% of authorities require all or part of the PHV fleet to be wheelchair accessible. 78% of authorities maintain a list of wheelchair accessible taxis in accordance with section 167 of the Equality Act 2010 (an increase from 73% in 2019), while 69% maintain a list of wheelchair accessible PHVs (an increase from 63% in 2019).

Equality Act 2010 Prosecutions in England and Wales

In the year ending 31 December 2019 there were 32 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, a slight decrease on the number in 2018.

Chart 6: Prosecutions for offences by taxi and PHV drivers and operators under the Equality Act 2010, England and Wales, 2011 to 2019



Over this time period the majority of prosecutions were for failing to accept bookings to carry assistance dogs (70%). In 2019, 81% 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. More information on prosecutions, can be found [here](#)

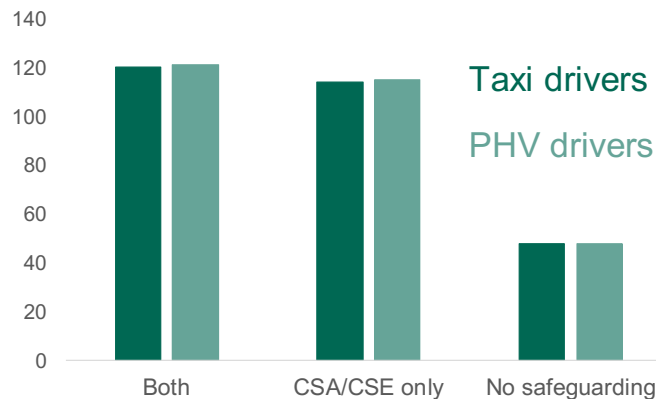
Safeguarding policies

Over three quarters of authorities required taxi drivers (83% or 234 out of 282) and PHV drivers (83% or 236 out of 284) to complete child sexual abuse (CSA) or child sexual exploitation (CSE) training. These proportions have increased from 78% in 2019 and 71% in 2018. 43% of licensing authorities require both CSA/CSE training and county lines training.

Further information

The total number of English licensing authorities may not always be 284 as some authorities were not required to provide a response or did not answer the question.

Chart 7: Number of authorities requiring child sexual abuse/child sexual awareness training and county lines training, England 2020 (TAXI0109)



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 (93%, 261 out of 282) and PHV drivers (93%, 263 out of 284). 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, 5% of authorities had a requirement for all licensed taxis to have CCTV fitted (13 out of 282) and 4% had a requirement for all licensed PHVs to have CCTV fitted (12 out of 284). Of the authorities with the CCTV requirement, 8 had a requirement for the CCTV to have the facility to record audio in taxis, and 8 had this requirement for PHVs.



Almost all of the authorities without the CCTV requirement did allow licensed vehicles to have CCTV fitted (98%, 263 out of 282, for licensed taxis and 98%, 266 out of 284 for licensed PHVs).

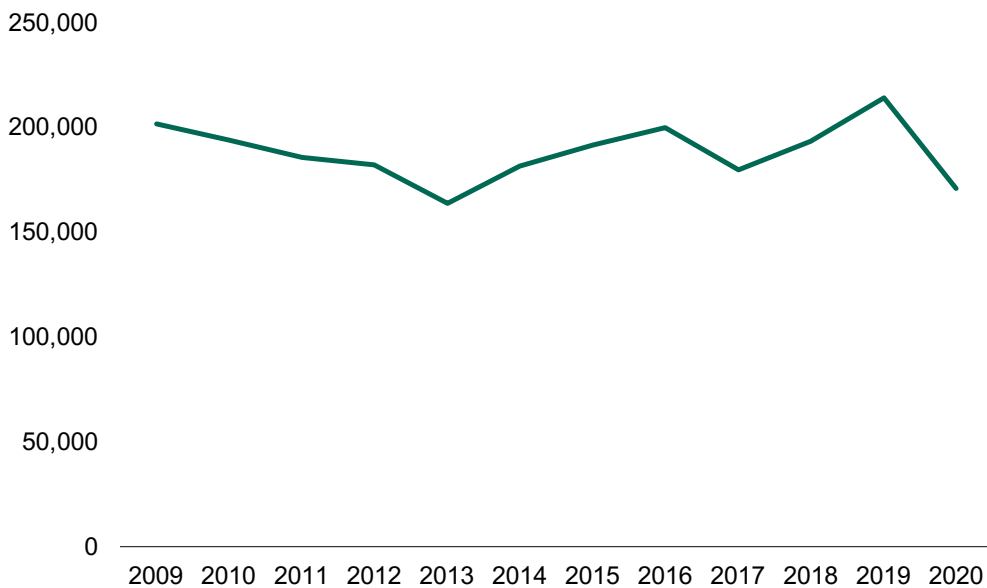
Medical Fitness

All licensing authorities assess medical fitness for taxi and PHV driver applications. 69% 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 into taxi and PHV drivers.

There were an estimated 171,000 drivers operating in England during 2019/20, which is 20% lower than 2018/19 (214,000) and 12.0% lower than ten years ago (194,000 in 2009/10).

Chart 9: Number of “Taxi and cab drivers and chauffeurs”, England, 2008/09 to 2019/20 (Labour Force Survey)



Who drives taxis?

The majority of drivers were male (98%) in 2019/20. These proportions are similar to the previous year.



Similar to last year, the average age of a driver was 50 years old, with 21% of drivers being aged under 40. Those aged 60 or over made up 25% 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 drivers and a slightly larger proportion of older drivers.

The two main ethnic groups of drivers were White and Asian or Asian British in 2019/20, making up 52% and 37% of drivers respectively. This compares to 63% and 29% respectively in 2009/10. There was an increase in the proportion of non-UK nationals working as drivers in England, rising from 13% in 2009/10 to 26% in 2019/20.

Labour Force Survey

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

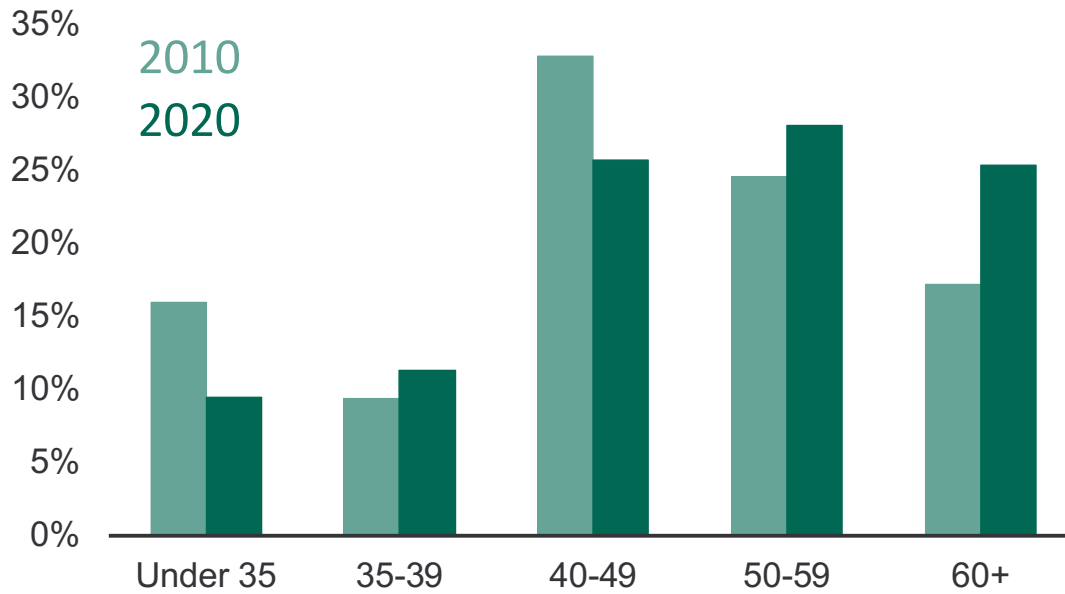
Licences vs. drivers

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, 2009/10 and 2019/20 (Labour Force Survey)



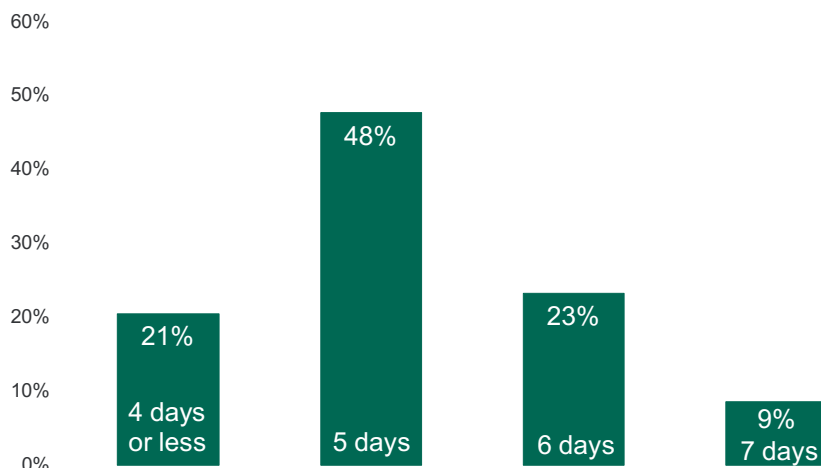
What are drivers’ working patterns?

83% of drivers were self-employed in 2019/20, the same as in 2018/19. One in four drivers worked part time (25%), which has been broadly stable over the last ten years.



In February to April 2020, 9% of drivers usually worked 7 days a week, a reduction from 22% in April to June 2019 which could be explained by the national lockdown in response to the coronavirus pandemic. The majority of drivers (48%) usually worked 5 days a week.

Chart 11: Profile of usual number of days worked by “Taxi and cab drivers and chauffeurs”, England, February to April 2020 (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 2019, the average person in England made 11 taxi or PHV trips and travelled 59 miles by taxi or PHV, which is an increase from 10 trips and a decrease from 62 miles in 2018. The distance travelled by taxi or PHV has increased by 10% over the last 10 years (from 54 miles in 2009), but the number of trips has remained broadly stable. The average taxi trip in 2019 lasted 20 minutes, the same as in 2018.

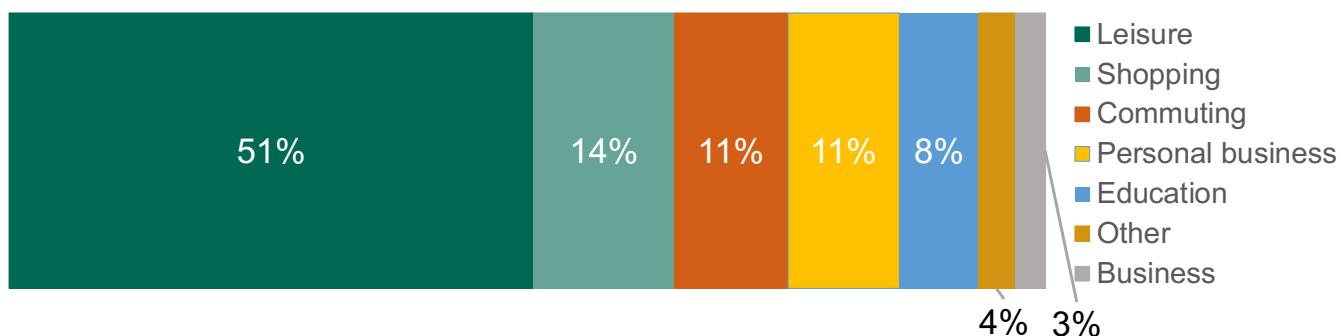
National Travel Survey

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 2019 results. For more information see [here](#).

Why do people travel by taxi or PHV?

Over half (51%) of trips on taxis or PHVs were taken for leisure purposes, a small increase on 2018 (47%). The second most common trip purpose when using a taxi was shopping (14% of trips).

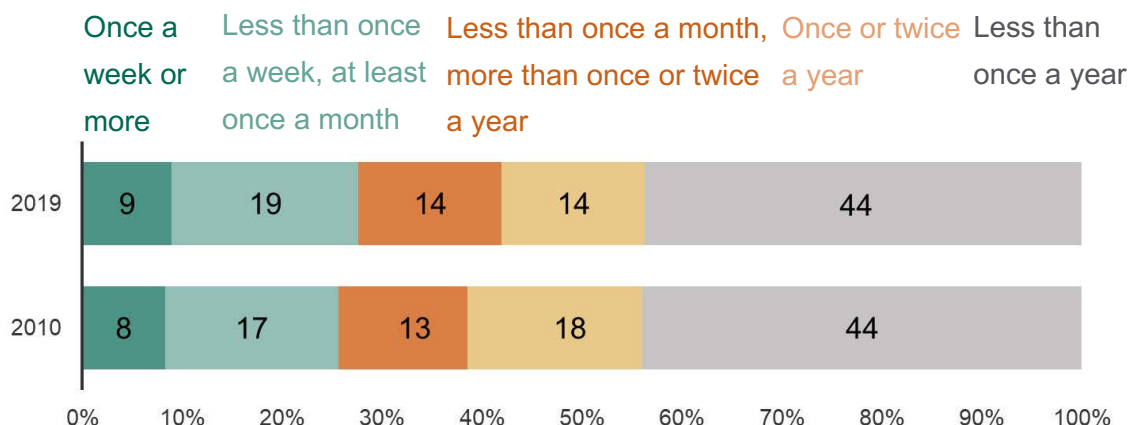
Chart 12: Purpose share of taxi or PHV trips, 2019 ([NTS0409](#))



How often do people use taxis or PHVs?

Most people (58%) rarely use a taxi or PHV (at most twice a year). However around a quarter (28%) travel by taxi or PHV at least once a month and 9% 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 2019 ([NTS0313](#))



Who uses taxis?

Mobility difficulties

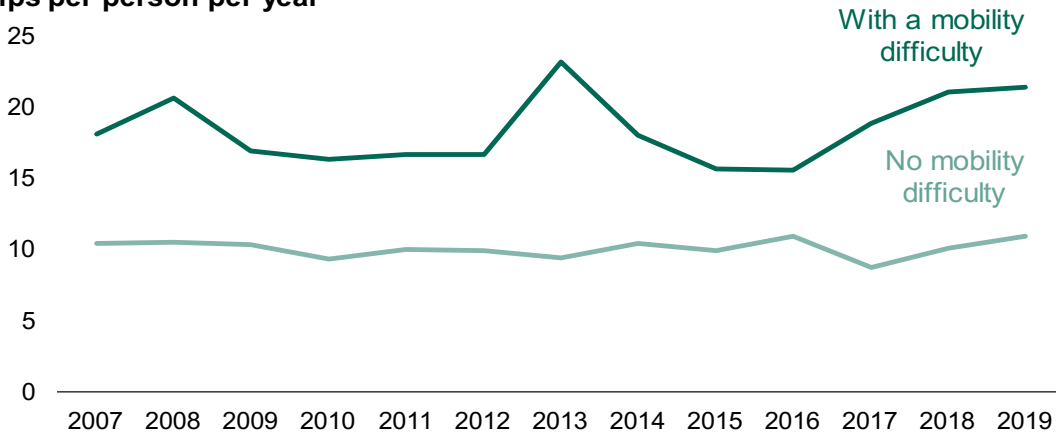
In 2019, the number of taxi or PHV trips made by adults aged 16 or over with mobility difficulties has increased from 16 trips per person per year in 2010 to 21 trips per person per year. Similar to last year, adults with mobility difficulties use taxis or PHVs more than people without mobility difficulties (21 trips per person vs. 11 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, 2019

([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.

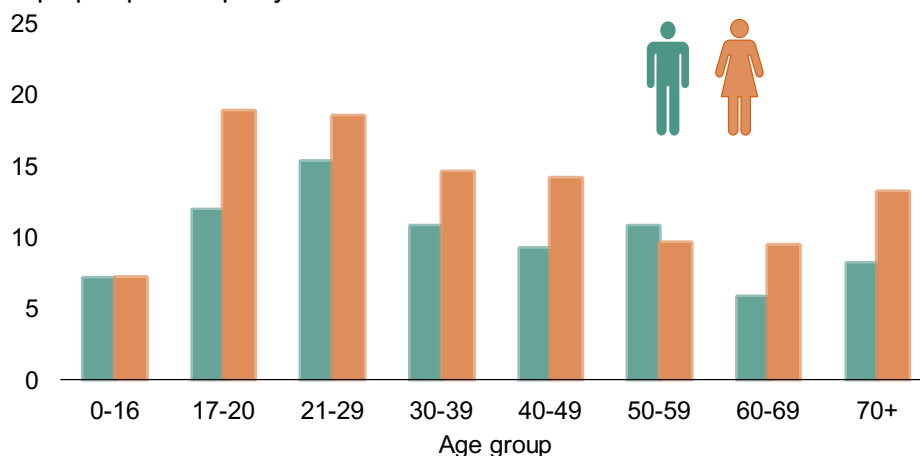
Age and gender

In 2019, on average, women made more taxi or PHV trips than men (12 trips per person per year compared with 10 trips per person per year respectively). Women aged 70+ made 61% more trips than men of this age (13 trips per person per year compared with 8 trips per person per year respectively).

Although women make more taxi or PHV trips, both men and women travelled 59 miles per person by taxi or PHV in 2019.

Chart 15: Taxi or PHV trips per person per year, by gender, England, 2019 ([NTS0601](#))

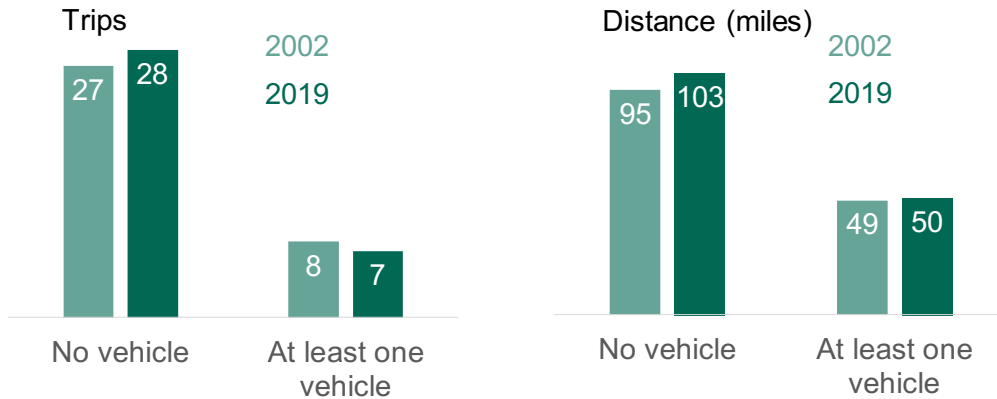
Trips per person per year



Car access

In 2019, 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 travelled over twice as far (103 miles per person vs. 50 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, 2019 ([NTS0702](#))



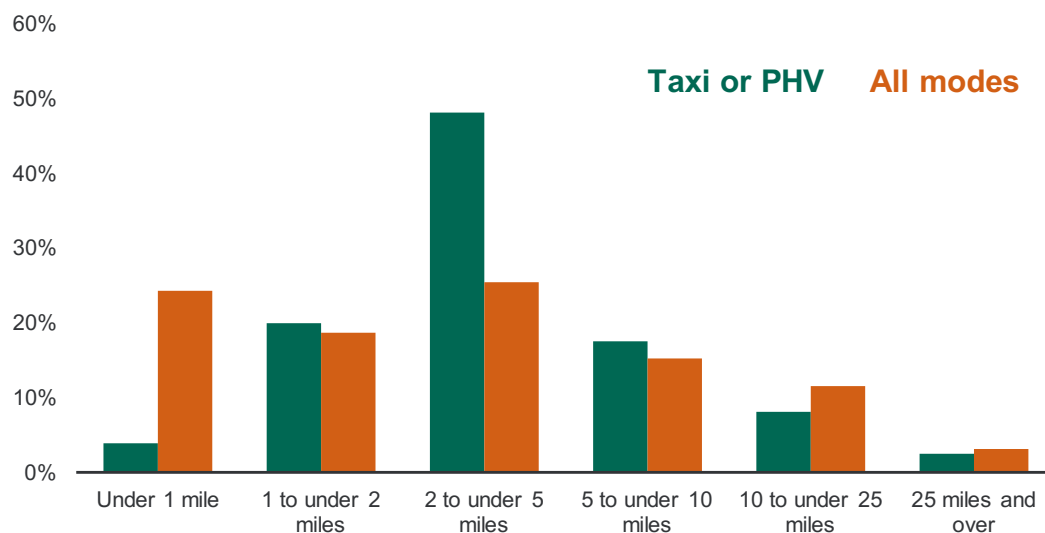
Household income

Similar to last year, people in the lowest real income quintile made 15 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 70 miles per person per year, while those in the lowest quintile travelled 69 miles per person per year.

How far are taxi or PHV trips?

In 2019, the majority (48%) 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 under a quarter (24%) of taxi or PHV trips were under 2 miles.

Chart 17: Trip length distribution, for taxi or PHV trips and all modes, England, 2019 ([NTS0308](#))

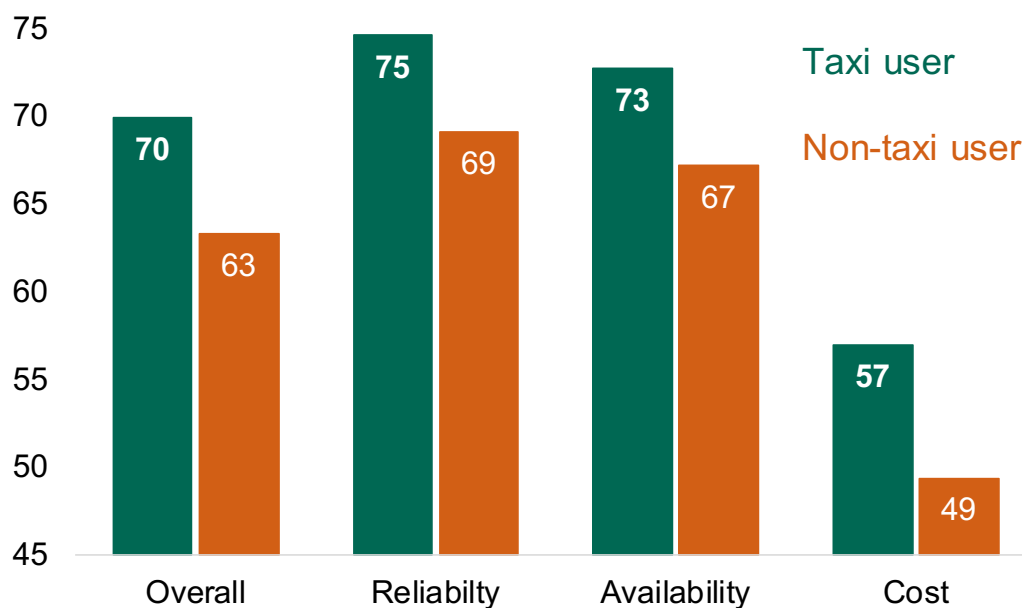


Passenger satisfaction with taxis and PHVs

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 2019, the overall public satisfaction with taxis and PHVs was 66%, the same as in 2018 and slightly lower than in previous years.

Chart 18: Satisfaction with elements of taxi/PHVs for taxi users (who use taxis/PHVs at least once a month) and non-users, England 2019



The National Highways and Transport Public Satisfaction Survey

is in its 13th year and has surveyed 113 local authorities. The survey is carried out in July-August of each year. The latest data is 2019.

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 2019

Overall satisfaction was 7 percentage points higher for those who use taxi/PHVs at least once a month (70%) compared to non-users (63%). This was reflected across other elements of satisfaction.

Of people who use a taxi/PHV at least once a month, 66% of those with a disability were satisfied compared to 69% of those without a disability.

Passenger satisfaction with reliability

69%

in England in 2019

Passenger satisfaction with availability

71%

in England in 2019

Passenger satisfaction with cost

53%

in England in 2019

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 306 licensing authorities in England and Wales (the lower tier and unitary licensing authorities, and TfL for London). In 2020, full responses were received from all 306 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.

The data collected will cover 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.

Licensing authorities use their own administrative data to monitor vehicles and drivers. This is used to provide figures to DfT in their survey responses. As some authorities use a live reporting system, figures may not always refer to the specified date requested (31 March). In general this is thought unlikely to have an impact on the regional and national figures to any great degree. However, the delay to the data collection for 2020 from April/May to September due to the COVID-19 pandemic may have increased the impact in this report but it is not possible to estimate the size of any effects.

More information can be found in the [Background Quality Report](#).

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. 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 2021.



To hear more about DfT statistics publications as they are released please follow us on Twitter via our [@DfTstats](#) account. TWITTER, TWEET, RETWEET and the Twitter logo are trademarks of Twitter, Inc. or its affiliates

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 306 licensing authorities in England and Wales (the lower tier and unitary licensing authorities, and TfL for London). In 2020, full responses were received from all 306 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.

The data collected will cover 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.

Licensing authorities use their own administrative data to monitor vehicles and drivers. This is used to provide figures to DfT in their survey responses. As some authorities use a live reporting system, figures may not always refer to the specified date requested (31 March). In general this is thought unlikely to have an impact on the regional and national figures to any great degree. However, the delay to the data collection for 2020 from April/May to September due to the COVID-19 pandemic may have increased the impact in this report but it is not possible to estimate the size of any effects.

More information can be found in the [Background Quality Report](#).

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. 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 2021.



To hear more about DfT statistics publications as they are released please follow us on Twitter via our [@DfTstats](#) account. TWITTER, TWEET, RETWEET and the Twitter logo are trademarks of Twitter, Inc. or its affiliates