



Department for Transport

Taxi and Private Hire Vehicle Statistics, England: 2021

About this release

This statistical release presents information on taxis and private hire vehicles in England as at 31 March 2021. This includes PHV operators and 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](#).

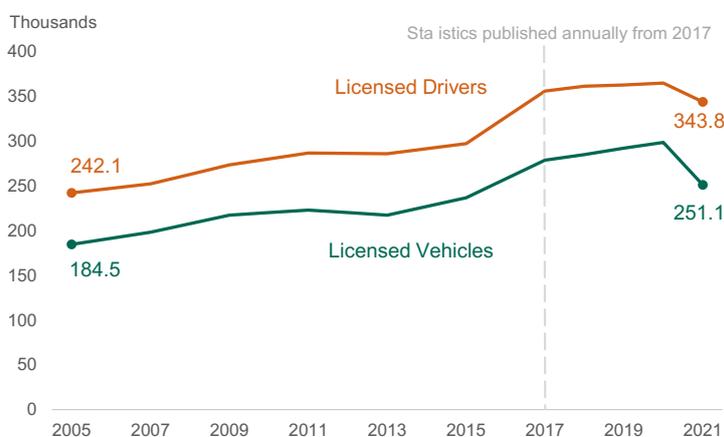
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Between 2020 and 2021 the total number of licensed taxi and private hire vehicles and licensed drivers in England fell.

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



The total number of licensed vehicles in England decreased by 15.9% since 2020, to 251,100. Just over three quarters (77%) of licensed vehicles are Private Hire Vehicles (PHVs).

There were 343,800 driver licences in 2021, a decrease of 5.7% compared to the previous year.

The decreases in the numbers of licensed vehicles and diver licences has largely been attributed to the coronavirus pandemic. The rate of decrease has been greater for licensed vehicles at least in part because licence lengths for vehicles are generally shorter than those for drivers.

Total licensed taxi and private hire vehicles

251,100 ✓ **15.9%**
in England in 2021 since 2020

Total taxi and PHV driver licences

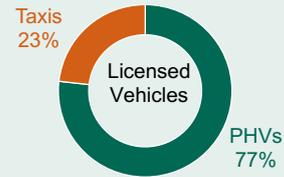
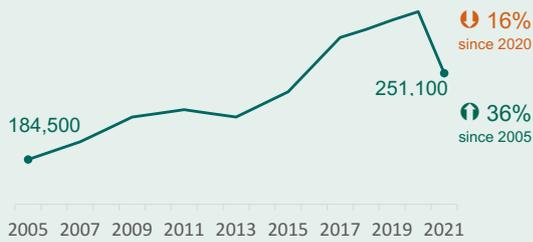
343,800 ✓ **5.7%**
in England in 2021 since 2020

Comment on coronavirus (COVID-19) impact

The data covered by this release is for the year ending March 2021, which coincides with the measures implemented from March 2020 onward to limit the impact of the coronavirus (COVID-19) pandemic.

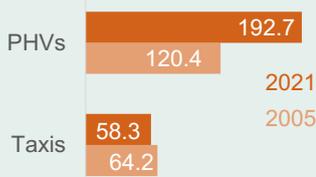
Taxi and PHV Factsheet: England, 2020/21

Licensed Vehicles



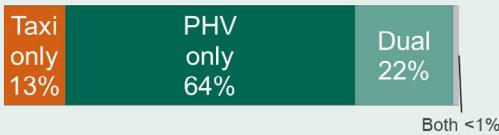
Around three quarters of all licensed vehicles are PHVs

Numbers of vehicles, thousands



Over a third of all licensed vehicles are licensed in London

Licensed Drivers



Licensed Operators



Drivers [LFS]



The majority of drivers are men



The average age of drivers is 48.

22% of drivers are under 40.

Passenger journeys per person per year, 2019 [NTS]

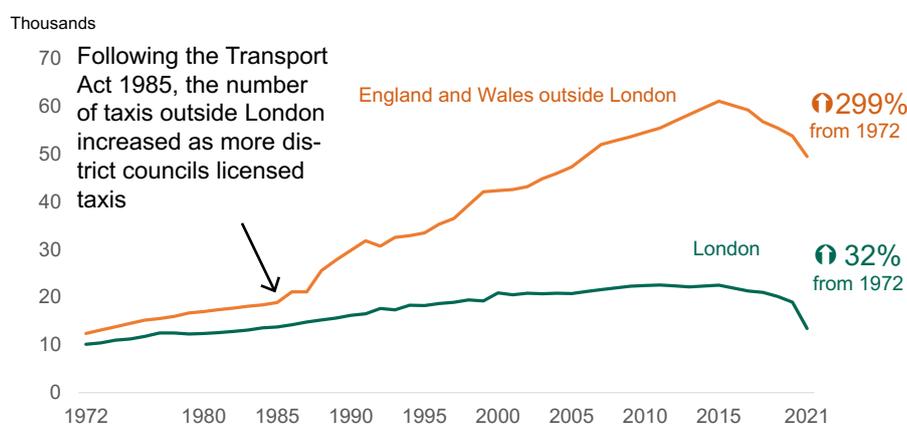


People without access to a car make around 4 times as many taxi/PHV trips and travel twice as far as those that have access to a car.

Long term taxi trends

Between 1972 and 2015 the numbers of licensed taxis in London, and in England and Wales outside London, both broadly followed an increasing trend, albeit at different rates. Since 2015 however the numbers have decreased although are still substantially higher as compared to 1972: the numbers of licensed taxis quadrupled in England and Wales outside of London (increasing from 12,400 to 49,500), while over the same period the numbers in London increased by a third (increasing from 10,100 to 13,400). 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.

2021 summary

Table 1 summarises the 2021 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 2021 taxi and private hire vehicle licensing figures compared with 2020 (TAXI0102)

	Thousands		
	London	England outside London	England
	March 2021 figure and percentage change compared to March 2020		
Total licensed vehicles	91.0 ↓ -20.9%	160.1 ↓ -12.8%	251.1 ↓ -15.9%
Taxis	13.4 ↓ -29.2%	44.9 ↓ -8.1%	58.3 ↓ -14.0%
wheelchair accessible taxis	13.4 ↓ -29.2%	18.3 ↓ -8.3%	31.7 ↓ -18.5%
Private Hire Vehicles (PHVs)	77.5 ↓ -19.2%	115.2 ↓ -14.6%	192.7 ↓ -16.5%
wheelchair accessible PHVs	0.5 ↓ -8.3%	4.2 ↑ 1.0%	4.7 ↑ -0.1%
Licensed PHV operators	2.0 ↓ -7.9%	13.1 ↓ -5.2%	15.1 ↓ -5.6%
Total licensed drivers	126.1 ↓ -5.9%	217.6 ↓ -5.7%	343.8 ↓ -5.7%
Taxi only licences	20.8 ↓ -7.2%	25.3 ↓ -7.1%	46.1 ↓ -7.1%
PHV-only licences	105.3 ↓ -5.6%	113.9 ↓ -6.5%	219.3 ↓ -6.1%
Dual licences	0.0 ↔ 0.0%	74.1 ↓ -5.3%	74.1 ↓ -5.3%
Both Taxi and PHV licences	0.0 ↔ 0.0%	4.2 ↑ 30.5%	4.2 ↑ 30.5%

Transport for London

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

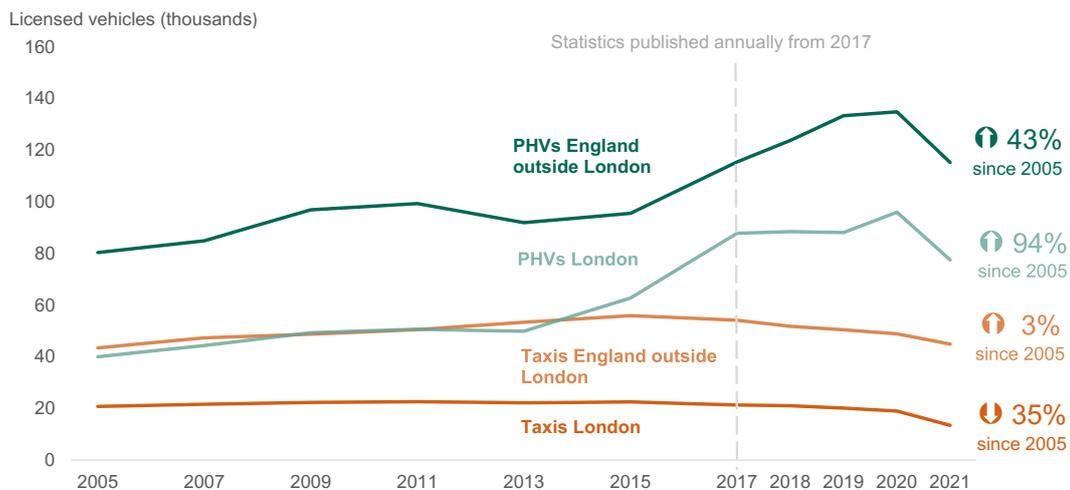
Further statistics

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 251,100 licensed taxis and PHVs in England in 2021. Around a quarter (58,300) of these vehicles were taxis (see chart 3). The total number of licensed vehicles decreased by 15.9% from 2020, which has been largely attributed to the pandemic. While the decrease in taxis and PHVs have been broadly similar, the decrease has been slightly more pronounced in London (with a decrease in the total number of vehicles of 20.9%) as compared to England outside of London (which saw a decrease of 12.8%). Overall the total number of licensed vehicles in England has increased by 36.1% since 2005.

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



There were 58,300 licensed taxis in 2021, a 14.0% decrease from 2020. There was a larger decrease in taxis in London compared to England outside of London, 29.2% and 8.1% respectively.



There were 192,700 licensed PHVs in 2021, a 16.0% decrease from 2020. There was a larger decrease in PHVs in London compared to England outside of London, 19.2% and 14.6% 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 2021 77 licensing authorities (28% of licensing authorities with licensed taxis) applied a limit on the numbers of licensed taxis, with a further 8 setting limits in some, but not all, of the areas they cover. This rate has been the same since 2019

Of those licensing authorities with a limit on the numbers of taxis, 58 licensing authorities (75% of those with a limit) have conducted an unmet demand survey within the last five years.

Licensed vehicles: Regional and local trends

In England total licensed vehicle numbers decreased between 2020 and 2021 in all regions, although there were variations in the rates of decrease.

Table 2: Change in licensed vehicles by region between 2020 and 2021, England ([TAXI0103](#))

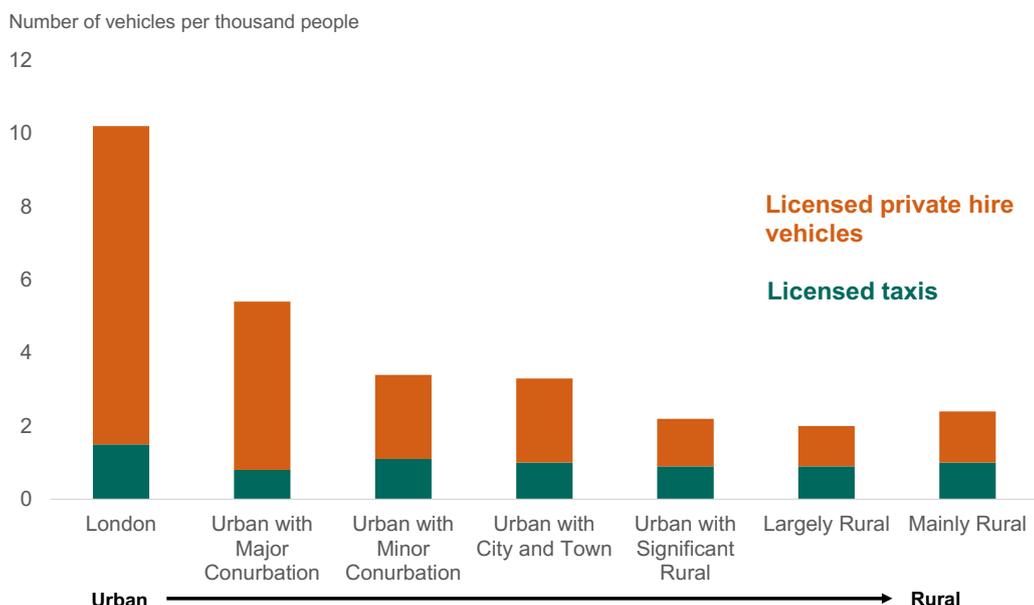
	Thousands					
	Total licensed vehicles		Licensed taxis		Licensed PHV	
	<i>March 2021 figure and percentage change compared to March 2020</i>					
England	251.1	⬇️ -15.9%	58.3	⬇️ -14.0%	192.7	⬇️ -16.5%
North East	9.2	⬇️ -13.4%	3.6	⬇️ -10.1%	5.7	⬇️ -15.3%
North West	32.3	⬇️ -12.8%	7.8	⬇️ -2.7%	24.5	⬇️ -15.5%
Yorkshire and the Humber	20.7	⬇️ -9.9%	3.6	⬇️ -4.3%	17.1	⬇️ -11.0%
East Midlands	13.0	⬇️ -4.8%	4.8	⬇️ -5.9%	8.1	⬇️ -4.1%
West Midlands	27.0	⬇️ -16.7%	4.9	⬇️ -11.5%	22.1	⬇️ -17.8%
East of England	17.9	⬇️ -12.4%	6.1	⬇️ -9.1%	11.8	⬇️ -14.1%
London	91.0	⬇️ -20.9%	13.4	⬇️ -29.2%	77.5	⬇️ -19.2%
South East	25.8	⬇️ -15.0%	8.8	⬇️ -10.7%	17.0	⬇️ -17.0%
South West	14.3	⬇️ -12.3%	5.3	⬇️ -9.7%	9.0	⬇️ -13.7%

Licensed taxi and PHV vehicles per 1,000 people

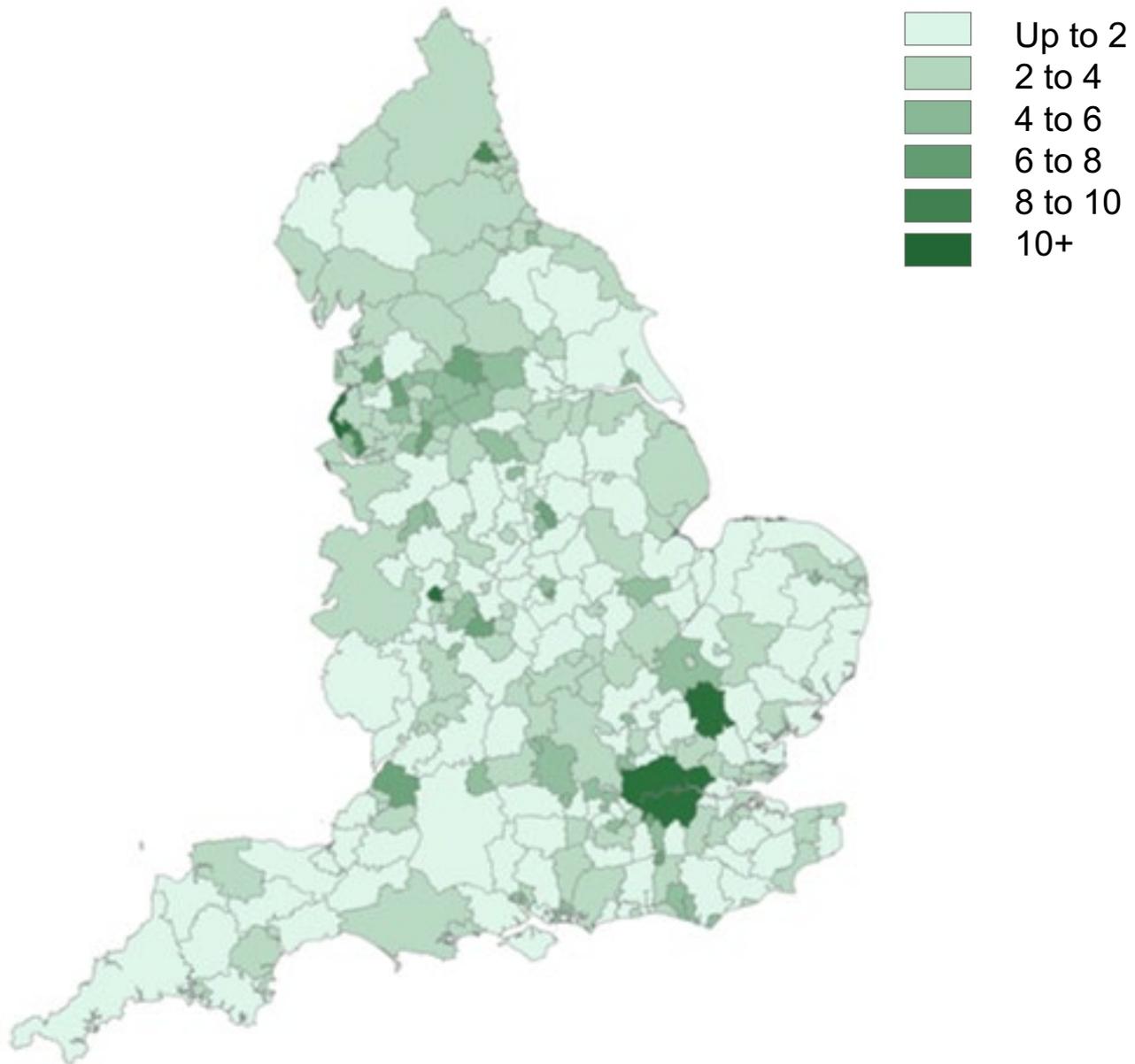
In 2021 there were on average 4.5 licensed taxi and PHV vehicles per 1,000 people in England, a reduction from 5.3 in 2020. The number of licensed vehicles per 1,000 people generally decreases as areas become more rural.

In London there were 10.1 licensed vehicles per 1,000 people, more than double the national average, with 3.4 licensed PHVs and 1.0 licensed taxis per 1,000 people.

Chart 4: Number of licensed taxis and private hire vehicles per 1,000 people by urban/rural classification, England 2021 ([TAXI0105](#))



Map 1: Licensed vehicles (taxis and PHV) per 1,000 people by licensing authority, England
([TAXI0105](#))



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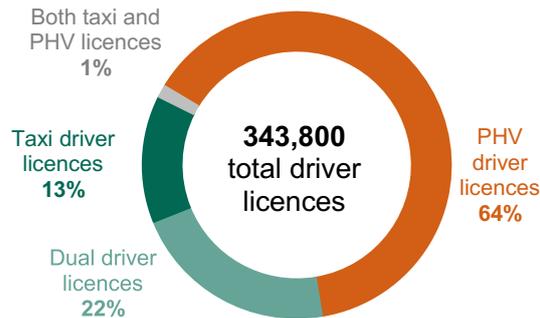
Table 3: The licensing authorities with the largest and smallest number of licensed vehicles per 1,000 of the population , England ([TAXI0105](#))

Local Authority	Vehicles (per 1,000)	Local Authority	Vehicles (per 1,000)	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
Wolverhampton	37.0	Newark and Sherwood	0.7	
Uttlesford	25.9	Staffordshire Moorlands	0.7	
Sefton	15.6	Forest of Dean	0.7	
London	10.1	Mid Suffolk	0.7	

Licensed drivers

There were 343,800 driver licences in England, 20,900 (5.7%) less than in 2020.

Of the total licences, 64% were PHV-only licences, 13% were taxi-only licences and 22% were dual taxi/PHV licences.



Dual driver licence

A combined licence allowing the holder to drive both taxis and PHVs.

In England total licensed driver numbers decreased between 2021 and 2020. Decreases were seen in the number of PHVs across all regions, although there were variations in the rates of decrease. Decreases were also seen in the number of taxis except for in the Yorkshire and the Humber.

Table 4: Change in total driver licences (taxi-only, PHV-only and dual) by region between 2020 and 2021, England ([TAXI0103](#))

	Thousands							
	Total driver licences ¹		Taxi driver licences		PHV driver licences		Dual driver licences	
	<i>March 2021 figure and percentage change compared to March 2020</i>							
England	343.8	⬇️ -5.7%	46.1	⬇️ -7.1%	219.3	⬇️ -6.1%	74.1	⬇️ -5.3%
North East	12.8	⬇️ -4.2%	3.0	⬇️ -12.7%	6.9	⬇️ -0.3%	2.1	⬇️ -9.4%
North West	45.5	⬇️ -4.2%	7.8	⬇️ -5.7%	28.2	⬇️ -6.2%	7.3	⬇️ -4.6%
Yorkshire and the Humber	27.6	⬇️ -3.7%	2.5	⬆️ 8.7%	14.8	⬇️ -5.1%	9.9	⬇️ -3.4%
East Midlands	16.9	⬇️ -4.9%	0.9	⬇️ -6.4%	3.8	⬇️ -4.8%	12.2	⬇️ -4.8%
West Midlands	39.9	⬇️ -6.1%	3.0	⬇️ -7.3%	27.8	⬇️ -5.5%	9.0	⬇️ -7.7%
East of England	22.5	⬇️ -5.0%	1.5	⬇️ -8.6%	7.1	⬇️ -9.7%	13.9	⬇️ -2.0%
London	126.1	⬇️ -5.9%	20.8	⬇️ -7.2%	105.3	⬇️ -5.6%	0.0	↔️ 0.0%
South East	34.8	⬇️ -8.9%	3.6	⬇️ -13.6%	17.3	⬇️ -10.2%	13.7	⬇️ -7.2%
South West	17.6	⬇️ -7.5%	3.1	⬇️ -6.7%	8.1	⬇️ -8.7%	6.0	⬇️ -7.8%

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

Licensed PHV operators

The number of licensed PHV operators decreased by 5.6% to 15,100 from the previous year, and 8.6% lower than the peak in PHV operators at 16,500 in 2009. PHV operators declined by 7.9% to 2,000 operators in London and decreased by 5.2% to 13,100 operators in England outside London.

Private Hire Vehicle operators

need to be licensed to accept bookings and dispatch PHVs to customers."

Total licensed PHV operators in England outside London

13,100 in 2021
⬇️ 5.2% since 2020

Total licensed PHV operators in London

2,000 in 2021
⬇️ 7.9% since 2020

In the year ending 31 March 2021, 1,431 applications were made by new PHV operators (either new companies, or existing operators not already licensed by that licensing authority).

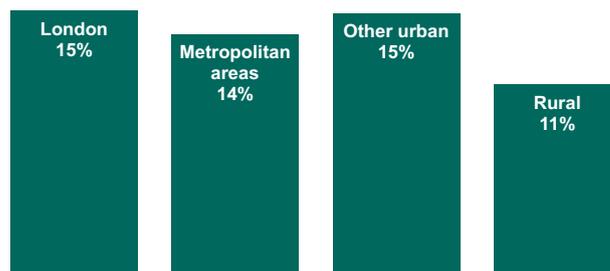
Accessibility

In England, 15% of all licensed vehicles were wheelchair accessible. 54% of all taxis were wheelchair accessible in 2021 while 2% of PHVs were wheelchair accessible. This is similar to the proportions in 2020.

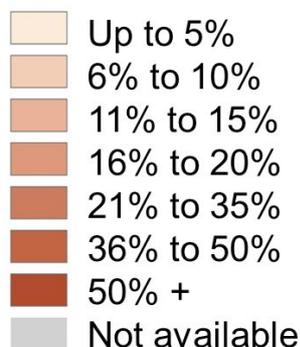
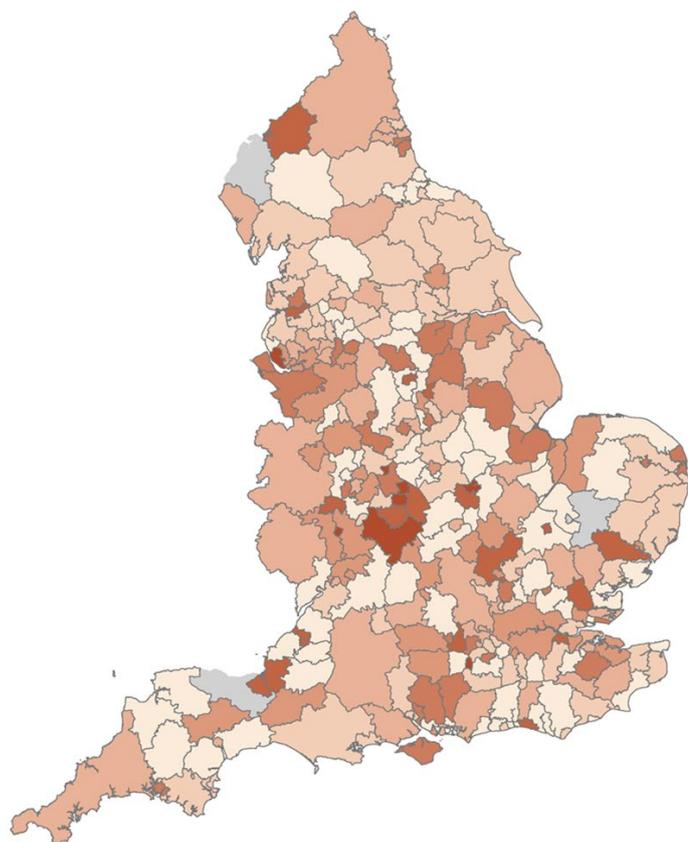
In England outside London 15% of all licensed vehicles were wheelchair accessible. However all 13,400 London taxis were wheelchair accessible as required by Transport for London's 'Conditions for Fitness' taxi licensing policy.

Chart 5: Proportion of licensed vehicles that were wheelchair accessible in 2021 by urban/rural classification, England ([TAXI0105](#))

In England outside London 14% of all licensed vehicles were wheelchair accessible. However this varies by area and vehicle type: 81% of taxis in metropolitan areas were wheelchair accessible areas. When looking at PHVs, only 1% of licensed vehicles in London were wheelchair accessible, but this increased to 9% in rural areas



Map 2: Proportion of licensed vehicles that were wheelchair accessible in 2021 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](#).

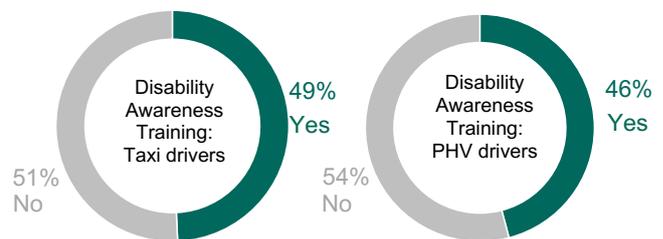
Note

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

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Training requirements [\(TAXI0110\)](#)

The increase in the number of authorities requiring disability awareness training for taxi and PHV drivers has continued in 2021. The number of authorities requiring disability awareness training for taxi drivers has increased from 44% in 2019 to 49% in 2021, while the number of authorities requiring disability awareness training for PHV drivers has increased from 41% to 46%.



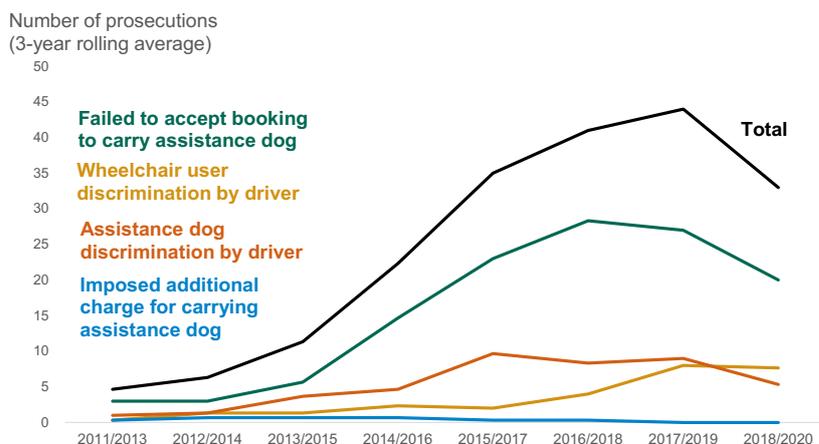
Wheelchair policies [\(TAXI0110\)](#)

66% of authorities require all or part of the taxi fleet to be wheelchair accessible, a small increase from 65% in 2019. However, only 5% of authorities require all or part of the PHV fleet to be wheelchair accessible. 79% of authorities maintain a list of wheelchair accessible taxis in accordance with section 167 of the Equality Act 2010 (an increase from 72% in 2019), while 70% 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 2020 there were 14 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 decrease on the number in 2019. However this decrease reflects the restricted operation of courts as a result of the pandemic.

Chart 6: Prosecutions for offences by taxi and PHV drivers and operators under the Equality Act 2010, England and Wales, 2011 to 2020



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.

This is bespoke analysis from the Criminal Justice System quarterly statistical series, year ending December 2020. More information can be found [here](#)

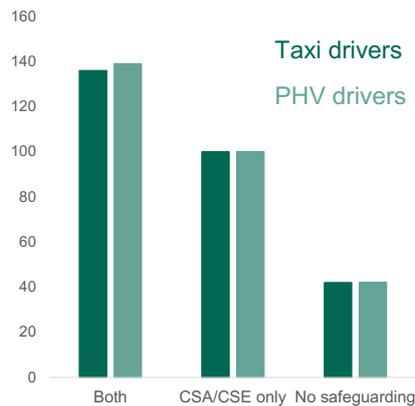
Safeguarding policies

Over four-fifths of authorities required taxi drivers (85% or 236 out of 278) and PHV drivers (85% or 239 out of 281) to complete child sexual abuse (CSA) or child sexual exploitation (CSE) training. These proportions have increased from 70% and 71% (for taxi and PHV drivers respectively) in 2018. 49% 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 281 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 2021 (TAXI0109)



Security checks (TAXI0109)

All authorities required an enhanced DBS (Disclosure and Barring Service) security check for taxi and PHV drivers.

The majority of authorities also required barred lists checks for taxi drivers (95%, 263 out of 278) and PHV drivers (95%, 267 out of 281). The proportions of authorities requiring enhanced DBS and barred list checks has grown from 79% (for both taxi and PHV drivers) in 2017.



CCTV (TAXI0108)

Similar to the previous year, 5% of authorities had a requirement for all licensed taxis to have CCTV fitted (14 out of 278) and 4% had a requirement for all licensed PHVs to have CCTV fitted (12 out of 281). 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, the same as in 2020.



Almost all of the authorities without the CCTV requirement did allow licensed vehicles to have CCTV fitted (97%, 257 out of 278, for licensed taxis and 98%, 263 out of 281 for licensed PHVs).

National register of Revocations and Refusals (NR3) (TAXI0112)

As at 31 March 2021 48% of authorities submitted data to NR3, and 50% used the NR3 when making licensing decisions. An increase from 39% and 40% respectively at 31 March 2020.

Taxi drivers

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.

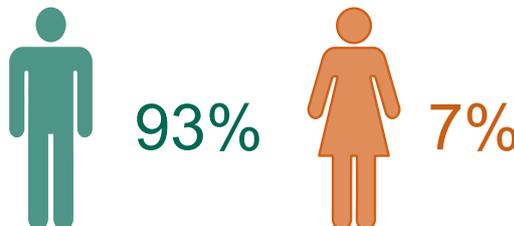
There were an estimated 119,000 drivers operating in England during 2020/21, which is 31% lower than 2019/20 (171,000) and 36% lower than ten years ago (186,000 in 2010/11).

Chart 9: Number of “Taxi and cab drivers and chauffeurs”, England, 2008/09 to 2020/21 (Labour Force Survey)



Who drives taxis?

The majority of drivers were male (93%) in 2020/21. The proportion of female drivers has increased from 2% in recent years to 7% in 2020/21.



Similar to last year, the average age of a driver was 48 years old, with 22% of drivers being aged under 40. Those aged 60 or over made up 20% 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 2020/21, making up 43% and 44% 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 25% in 2020/21.

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](#).

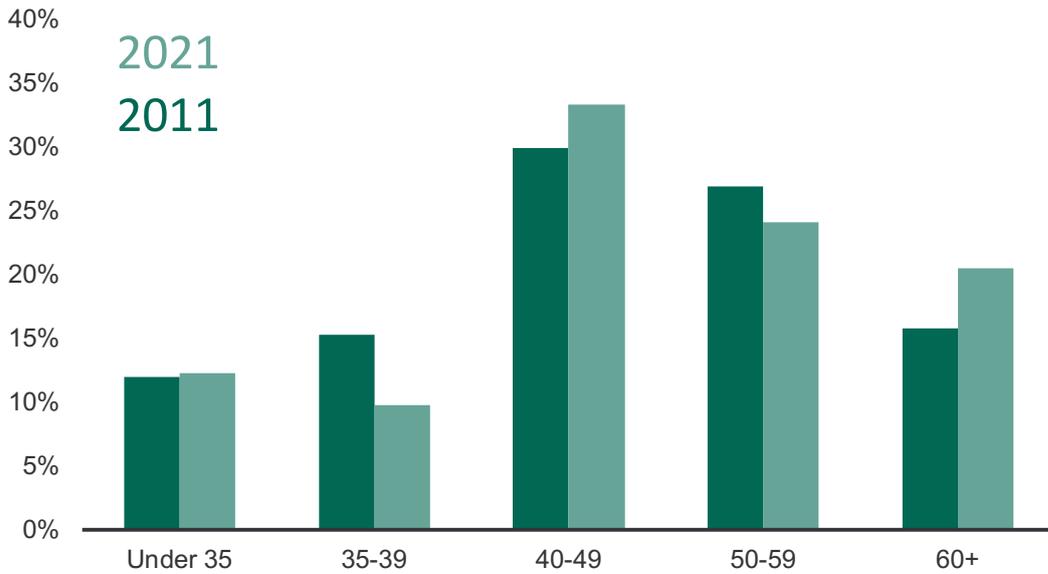
Licences vs. drivers

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

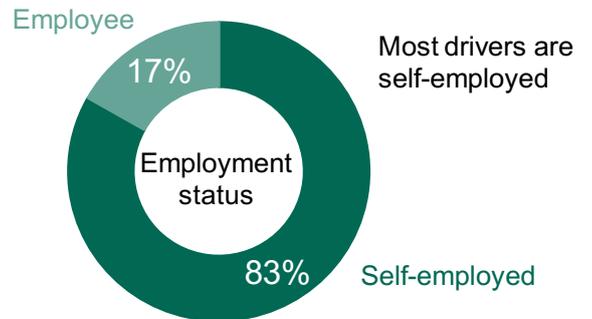
The drivers in this section are defined using the Standard occupational classification system, SOC 2020, as “Taxi and cab drivers and chauffeurs” (code 8213), which will contain taxi drivers, PHV drivers and chauffeurs. The respondent reports their occupation to the interviewer and is then classified in this way during the interview, so the exact occupation of each respondent cannot be determined. As part of the interview respondents are asked whether they are employed or self-employed, but this may differ to their status under employment legislation

Chart 10: Age profile of “Taxi and cab drivers and chauffeurs”, England, 2010/11 and 2020/21 (Labour Force Survey)



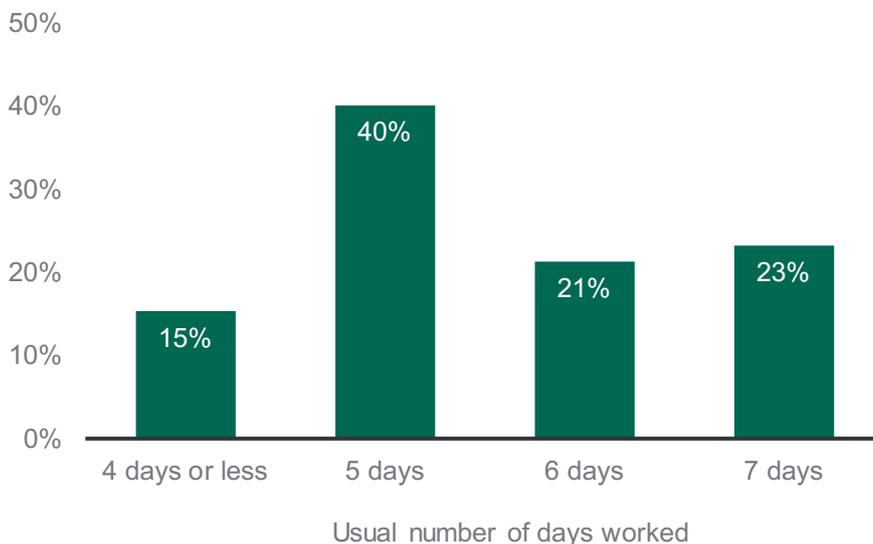
What are drivers’ working patterns?

The proportion of self-employed drivers (83%) and the proportion of part-time drivers (22%) have been broadly stable over the last ten years.



In October to December 2020, 23% of drivers usually worked 7 days a week, back to the levels seen prior to the first national lockdown in 2020 where the proportion of drivers working 7 days a week dropped to 9%. The majority of drivers (40%) usually worked 5 days a week.

Chart 11: Profile of usual number of days worked by “Taxi and cab drivers and chauffeurs”, England, October to December 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 data collected on specific travel by taxi/PHV cannot identify which type of service was used or if app-based technology was used to hail/book.

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.

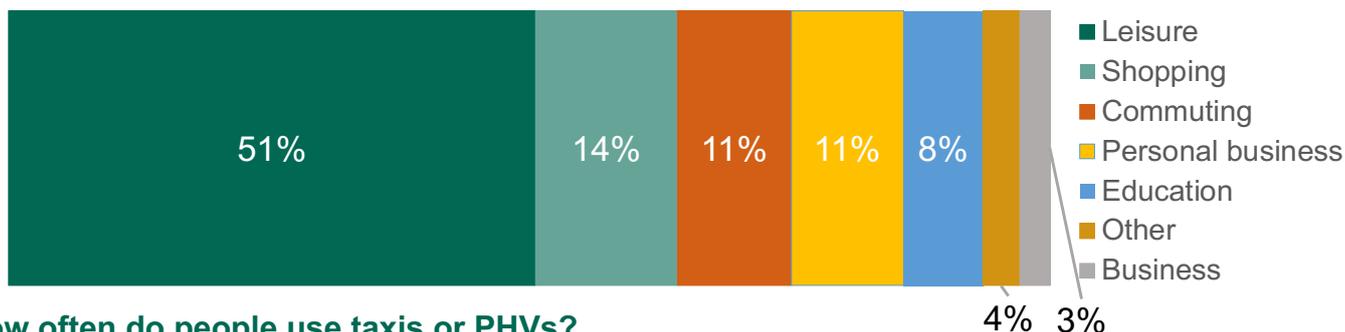
National Travel Survey

The National Travel Survey is a household survey carried out on around 15,000 individuals in England every year. The results in this release are based on the 2019 results, and as such do not reflect the changes in travel patterns from the pandemic. 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).

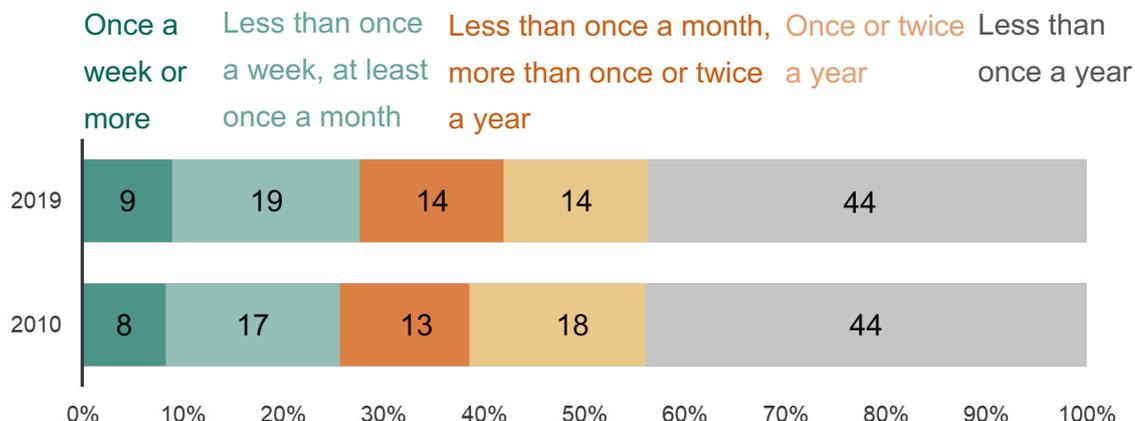
Chart 12: Purpose share of taxi or PHV trips, 2019 ([NTS0409](#))



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](#))



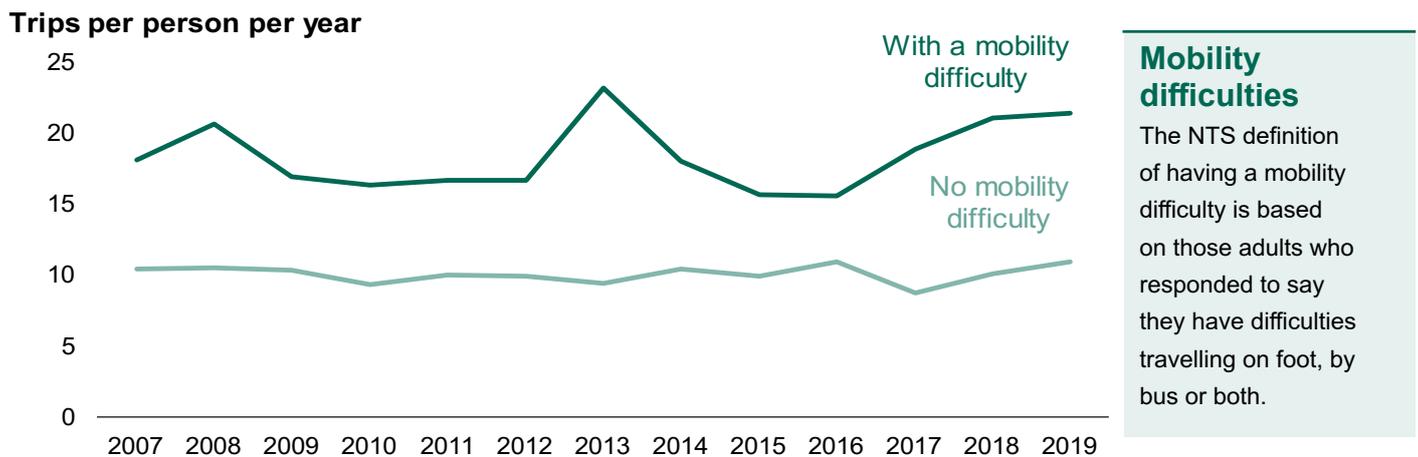
Who uses taxis?

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](#))

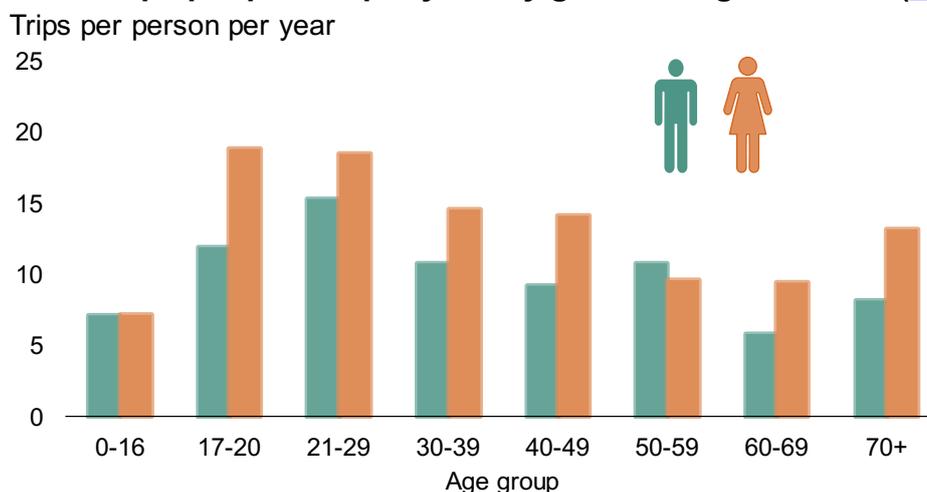


Age and gender

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.

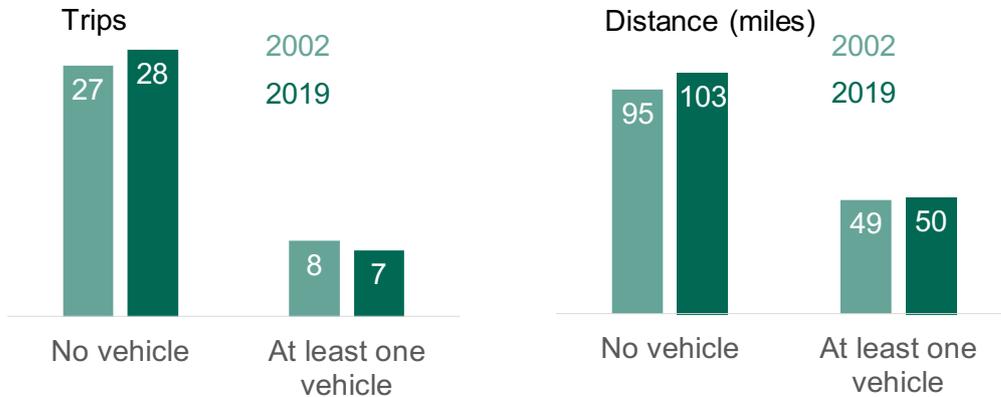
Chart 15: Taxi or PHV trips per person per year, by gender, England, 2019 ([NTS0601](#))



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](#))



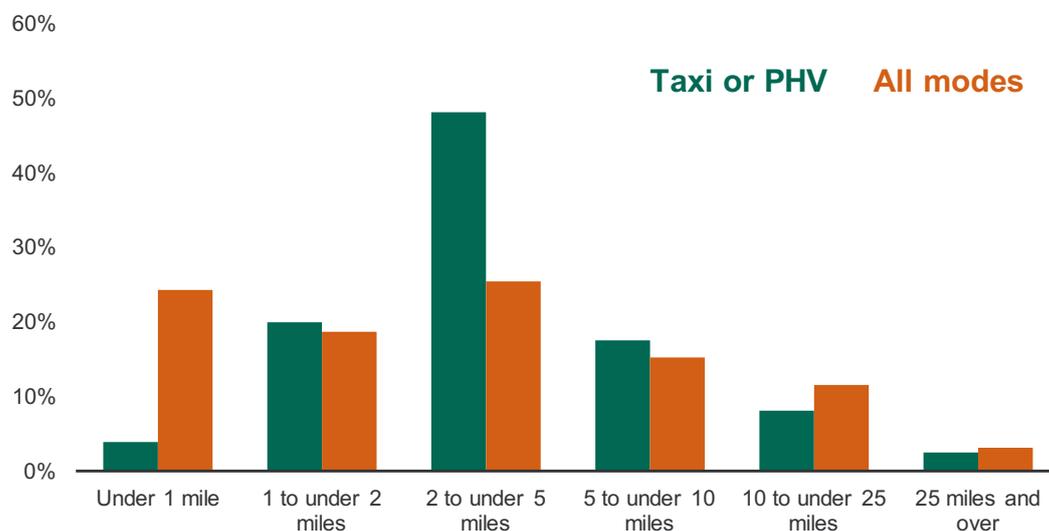
Household income

Similar to 2018, people in the lowest real household income quintile made 15 taxi or PHV trips, more than any other income quintile. However, those in the highest real household 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](#))

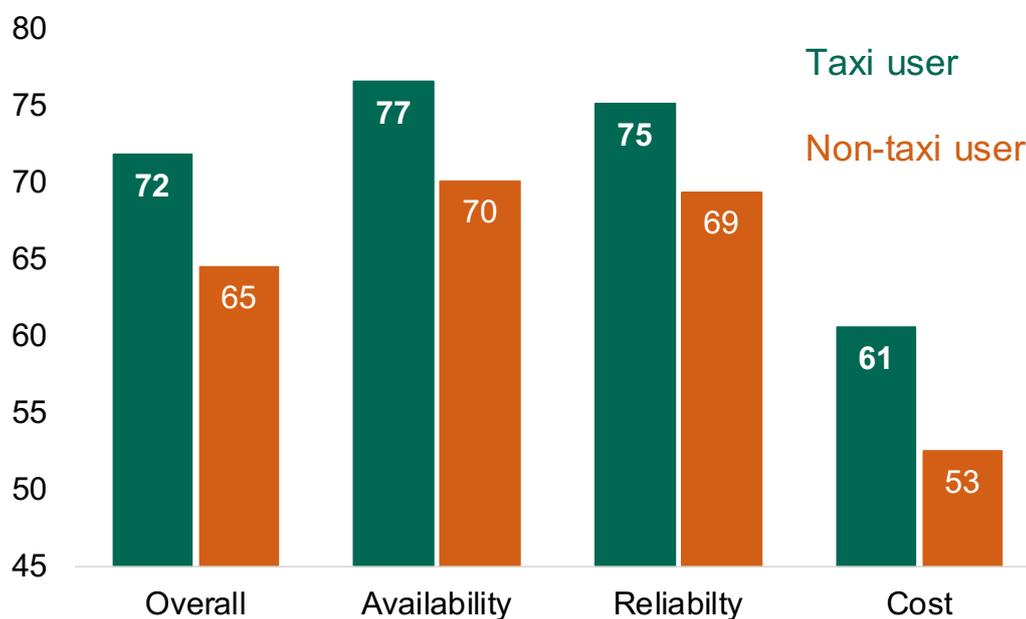


Passenger satisfaction with taxis and PHVs

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 outside of London surveyed in England in 2020, the overall public satisfaction with taxis and PHVs was 66%, the same as in 2018 and 2019.

Chart 18: Satisfaction with elements of taxi/PHVs for taxi users (who use taxis/PHVs at least once a month) and non-users, England outside of London 2020



Overall satisfaction was 7 percentage points higher for those who use taxi/PHVs at least once a month (72%) compared to non-users (65%). This was reflected across other elements of satisfaction.

Of people who use a taxi/PHV at least once a month, 75% of those with a disability were satisfied compared to 71% of those without a disability.

The National Highways and Transport Public Satisfaction Survey

was launched in 2008. The survey is carried out in July-August of each year. The latest data available is for 2020 and covered 109 local authorities in England.

Detailed statistics

The data at LA level is captured through a randomly selected postal survey of households. However, because not all LAs participate the estimates may not be accurate at the national level.

We have excluded London from the analysis because the coverage in London is low.

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

These figures are not National Statistics.

Overall passenger satisfaction

66%

in England outside of London in 2020

Passenger satisfaction with reliability

71%

in England outside of London in 2020

Passenger satisfaction with availability

71%

in England outside of London in 2020

Passenger satisfaction with cost

55%

in England outside of London in 2020

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.

These statistics will also be used to monitor the implementation of the [Statutory Taxi & Private Hire Vehicle Standards](#) issued in July 2020.

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

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.

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 2022.



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