



Department
for Transport

Taxi and Private Hire Vehicle Statistics: England 2017

About this release

This statistical release presents information on taxis and private hire vehicles (PHV) in England as at 31 March 2017.

Figures are updated every two years 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

Summary table	p2
Licensed vehicles	p2
Wheelchair accessible taxis and PHVs.....	p3
Licensed vehicles per head.....	p4
Local trends.....	p5
Public satisfaction.....	p8
Licensed operators.....	p9
Policies.....	p9
Taxi drivers.....	p11
Taxi passengers.....	p13
Background notes.....	p16



The total number of licensed taxi and private hire vehicles and licensed drivers in England reached record levels in 2017.

Total licensed vehicle numbers increased by 16% to 281,000 since 2015, the highest number since comparable records were first collected in 2005. This was driven by the 23.6% increase in licensed private hire vehicles between 2015 and 2017.

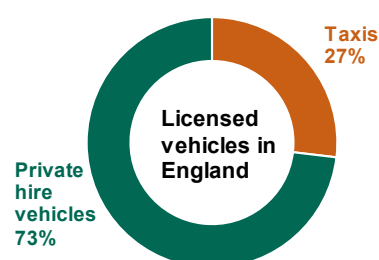
In 2017, 73% of all licensed vehicles in England were private hire vehicles.

Licensed vehicles in London accounted for 39% of all licensed vehicles.

There were 356,300 driver licences in 2017, 59,000 more than in 2015.

281,000
licensed vehicles

↑ **16%** since 2015



39%
London

61%
England outside London

356,300
driver licences

↑ **19.9%** since 2015

RESPONSIBLE STATISTICIAN:

Julie Sullivan

AUTHORS: Alfred Smith, David Mais, Thomas Parry

FURTHER INFORMATION:

Media: 020 7944 3066

Public: 020 7944 3094 bus.statistics@dft.gsi.gov.uk

Summary table

Table 1 summarises the 2017 taxi and private hire vehicles (PHV) licensing statistics. Figures for licensed vehicles, PHV operators and drivers are shown for London, England outside London and England. These statistics are collected every two years so the previous survey was carried out in 2015.

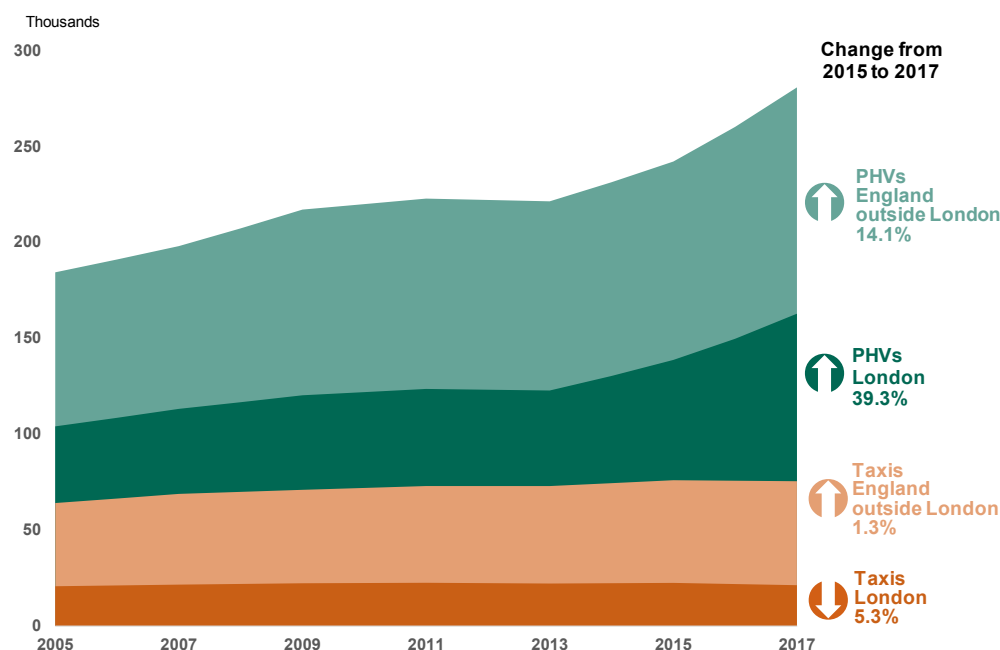
Table 1: Summary of 2017 taxi and private hire vehicle licensing figures compared with 2015

	London		England outside London		England	
	March 2017 figure in thousands and change compared to March 2015					
Total licensed vehicles	108.7	27.5%	172.3	9.7%	281.0	16.0%
Taxis	21.3	-5.3%	54.2	1.3%	75.5	-0.7%
wheelchair accessible taxis	21.3	-5.3%	22.2	1.4%	43.5	-2.0%
Private Hire Vehicles (PHVs)	87.4	39.3%	118.1	14.1%	205.5	23.6%
Licensed PHV operators	2.4	-19.2%	12.1	2.9%	14.6	-1.6%
Total licensed drivers	142.2	36.8%	214.1	10.7%	356.3	19.9%
Taxi-only licences	24.5	-3.0%	35.8	-1.7%	60.3	-2.2%
PHV-only licences	117.7	49.6%	99.3	16.2%	217.0	32.2%
Dual licences	0.0	0.0%	78.9	10.6%	78.9	10.6%

Licensed vehicles

There were 281,000 licensed taxis and PHVs in England in 2017. Just under a third (75,500) of these vehicles were taxis (see chart 1). The number of licensed vehicles increased by 16% from 2015. This was driven by the 23.6% increase in licensed private hire vehicles between 2015 and 2017. Licensed private hire vehicles in London increased by 39% to 87,400. Overall there has been a 52.3% increase in licensed vehicles since 2005.

Chart 1: Licensed vehicles by type and area: England, biennial since 2005
(table [TAXI0101](#))



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.

Taxis (or 'hackney carriages') are available for immediate hire, can be hailed in the street ('ply for hire') and 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 (PHV; 'minicabs') must be pre-booked and cannot use taxi ranks. It is illegal for PHV to ply for hire. For PHV there are three types of licences: a vehicle licence, a driving licence and an operator licence.

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](#).

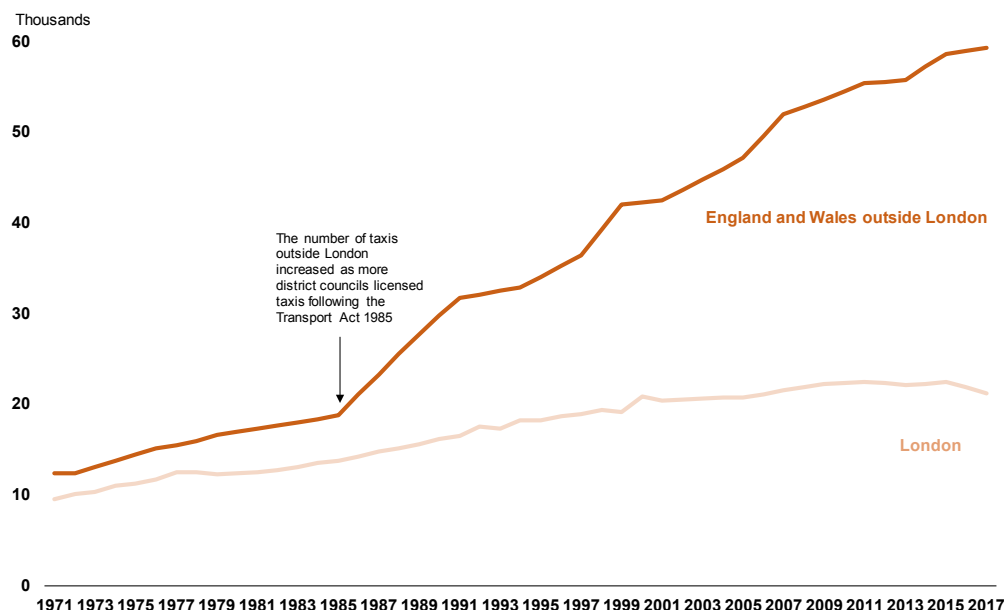
Detailed statistics

on licensed vehicles can be found in table [TAXI0101](#).

Economic conditions and local licensing policies influence the number of licensed vehicles with considerable variation between areas (see regional and local trends section). Since 2015, around two thirds of licensing authorities recorded an increase in vehicle numbers.

There were 75,500 licensed taxis in 2017, a 0.7% decrease from 2015. There was a 5.3% decrease in London and a 1.3% increase in England outside London.

Chart 2: Licensed taxi vehicle numbers in London and England and Wales outside London from 1971 (table [TAXI0101](#))



There was a 23.6% increase in licensed PHVs in England between 2015 and 2017 to 205,500 vehicles, with a 39.3% increase in London and a 14.1% increase in England outside London.

Wheelchair accessible taxis and PHVs

In England 58% of all taxis were wheelchair accessible in 2017. This has remained the same from 2015. In comparison 2.2% of PHVs were wheelchair accessible in 2017, similar to the proportion in 2015.

All 21,300 London taxis were wheelchair accessible as required by Transport for London's 'Conditions for Fitness' taxi licensing policy. In England outside London, metropolitan areas had 83% wheelchair accessible taxis. In other urban areas 36% of taxis were wheelchair accessible and in rural areas 15% of taxis were wheelchair accessible (see chart 3). Some 183 authorities (62% or 183 of 293) required wheelchair accessible vehicles in all or part of their taxi fleet.

Licensing authorities

are the lower tier or unitary local authorities in England outside London (and Wales for online tables) and Transport for London (TfL).

TfL

Transport for London publish taxi and PHV statistics. For more information see <https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/licensing-information>

Chart 2

refers to England and Wales data to show the long-term trend in the number of licensed taxis. The rest of this release refers to England only data.

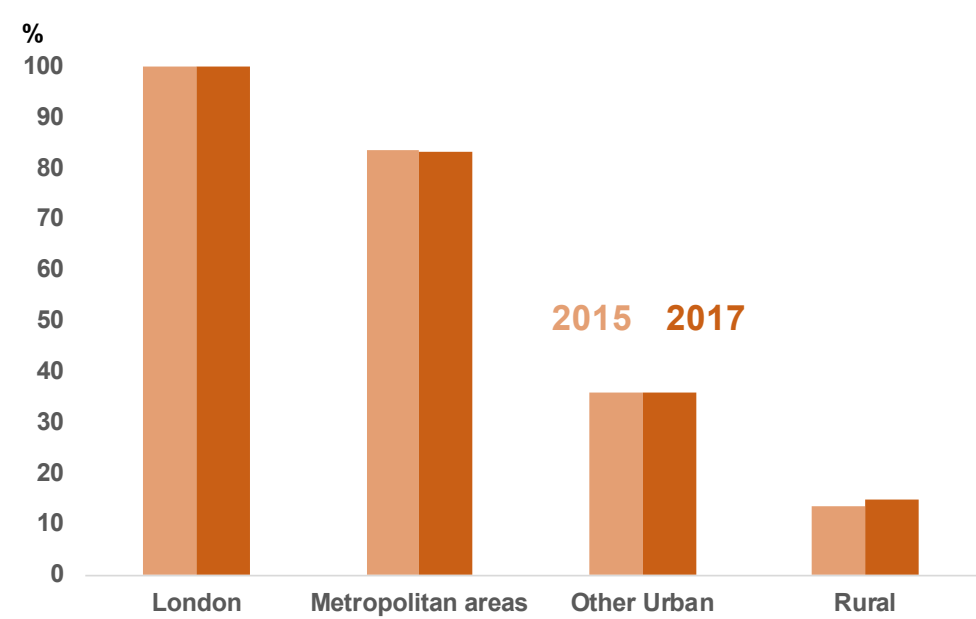
Detailed statistics

on licensed vehicles can be found in table [TAXI0101](#).

Detailed statistics

on wheelchair accessible licensed taxis since 2005 for each region can be found in table [TAXI0103](#) and for each local authority can be found in table [TAXI0104](#)

Chart 3: Proportion of taxis that were wheelchair accessible in 2015 and 2017 by urban/rural classification (table [TAXI0104](#))



Urban/rural classification

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

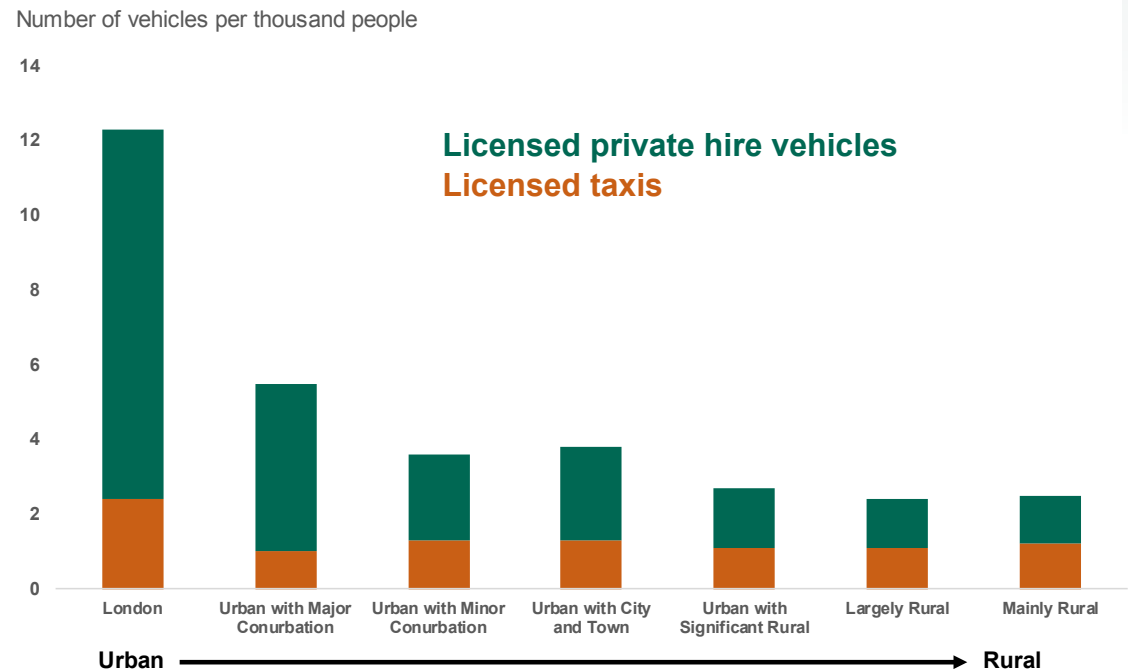
Metropolitan areas

represent the Passenger Transport Executives.

Licensed taxi and PHV vehicles per 1,000 people

In 2017, on average, there were 5.1 licensed taxi and private hire vehicles per 1,000 people in England. The number of licensed vehicles per 1,000 people decreases as areas became more rural (see chart 4).

Chart 4: Number of licensed taxis and private hire vehicles per 1,000 people by urban/rural classification, England 2017 (table [TAXI0105](#))



Detailed statistics

on the number of licensed taxi and private hire vehicles per 1,000 people for each local authority can be found in table [TAXI0105](#).

In London there were 12.4 licensed vehicles per 1,000 people, more than double the national average, with 9.9 licensed PHVs and 2.4 licensed taxis per 1,000 people.

Regional and local trends

Overall there were 356,300 taxi-only, PHV-only and dual driver licences in England, over 59,000 (19.9%) more than in 2015.

Of the total licences, 61% were PHV-only licences, 17% were taxi-only licences and 22% were dual taxi/PHV licences.

Table 2: Change in total driver licences (taxi-only, PHV-only and dual) by region between 2015 and 2017, England

Licensing region	Total driver licences		Taxi driver licence		PHV driver licence		Dual driver licence	
	Thousands	% change compared with 2015	Thousands	% change compared with 2015	Thousands	% change compared with 2015	Thousands	% change compared with 2015
North East	14.2	5.9%	14.2	-16.6%	21.9%	21.9%	10.8%	10.8%
North West	46.9	14.7%	14.4%	14.4%	13.9%	13.9%	18.1%	18.1%
Yorkshire and the Humber	27.5	11.8%	13.3%	13.3%	17.8%	17.8%	3.8%	3.8%
East Midlands	17.0	2.1%	-11.5%	-11.5%	7.6%	7.6%	2.4%	2.4%
West Midlands	31.1	23.4%	2.1%	2.1%	40.6%	40.6%	9.8%	9.8%
East of England	23.4	4.2%	-17.2%	-17.2%	-1.5%	-1.5%	12.6%	12.6%
London	142.2	36.8%	-3.0%	-3.0%	49.6%	49.6%	0.0%	0.0%
South East	36.7	8.5%	-22.5%	-22.5%	8.1%	8.1%	25.2%	25.2%
South West	17.2	6.1%	3.4%	3.4%	16.2%	16.2%	-1.0%	-1.0%
England	356.3	19.9%	-2.2%	-2.2%	32.2%	32.2%	10.6%	10.6%

London accounted for the majority of the increase in the number of driver licences, with a 36.8% increase of 38,300 driver licences to 142,200 since 2015. PHV-only driver licences increased by 49.6%. The number of taxi-only driver licences decreased by 3.0% from 2015.

In England outside London, the total number of driver licences increased by 10.7%. There was a marked increase in total driver licences in the West Midlands, North West and Yorkshire and the Humber (Table 2 and map 1).

The total number of licensed drivers increased in 170 out of 293 licensing authorities in England, covering 78% of all licensed drivers (see map 1). The number of taxi-only driver licences increased in 55 areas accounting for 27% of all taxi-only driver licences. The number of PHV licensed drivers increased in 119 areas which accounted for 87% of all PHV drivers. The number of dual driver licences increased in 137 areas accounting for 66% all dual licence drivers.

The largest percentage increases in total licensed drivers between 2015 and 2017 were seen in Wolverhampton, Calderdale, Telford & Wrekin, Aylesbury Vale, South Gloucestershire and Knowsley (see map 1). Wolverhampton had the greatest percentage increase in both total licensed vehicles and driver licences in England.

Detailed statistics

on licensed drivers can be found in table [TAXI0101](#) and for each region in table [TAXI0103](#).

Dual driver licence

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

Detailed statistics

on the number of driver licences (total, taxi, PHV and dual licences) since 2005 for each region can be found in table [TAXI0103](#) and for each local authority in table [TAXI0104](#).

Map 1: Change in total licensed drivers (taxi, PHV and dual) between 2015 and 2017 by licensing authority, England

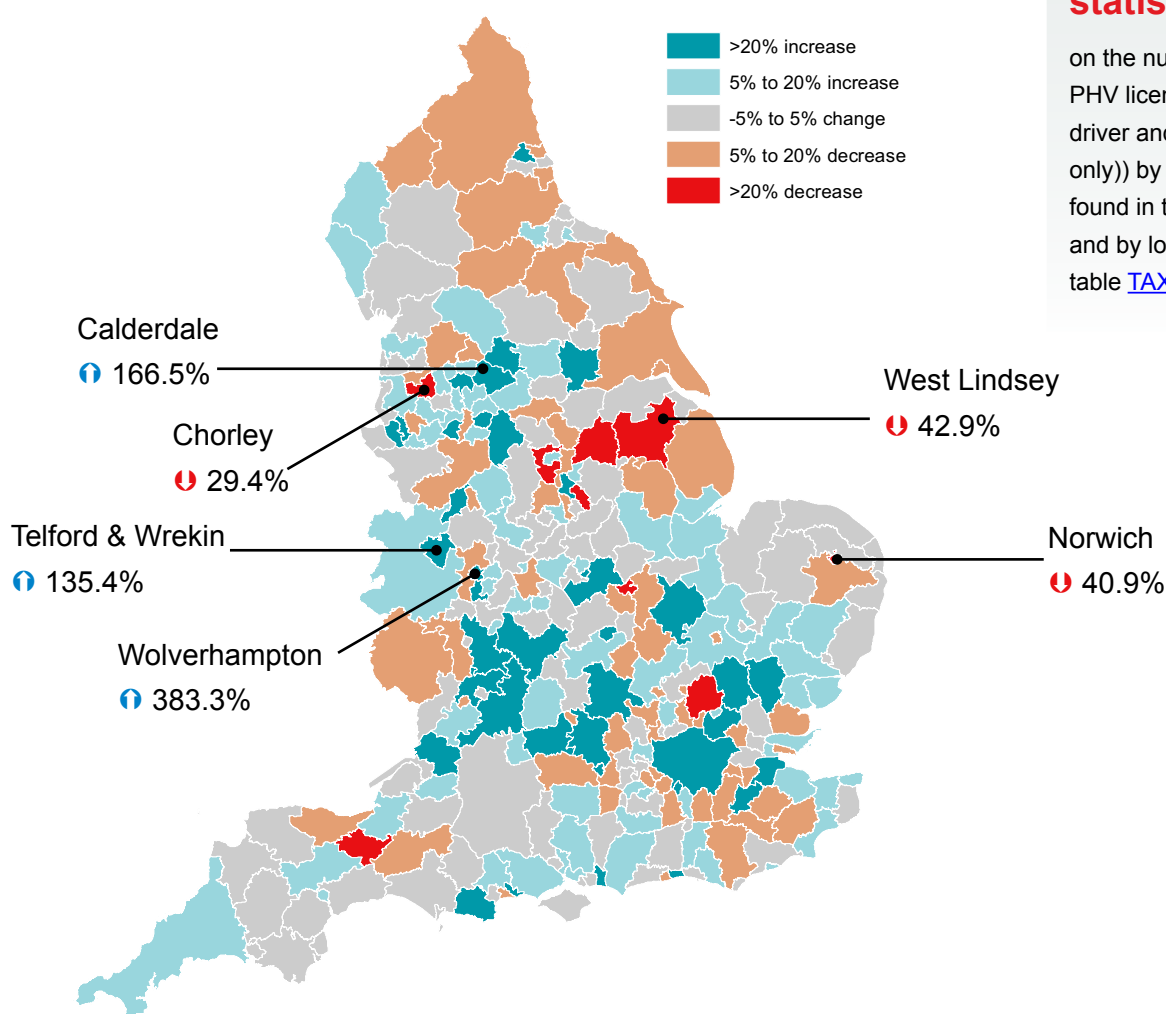
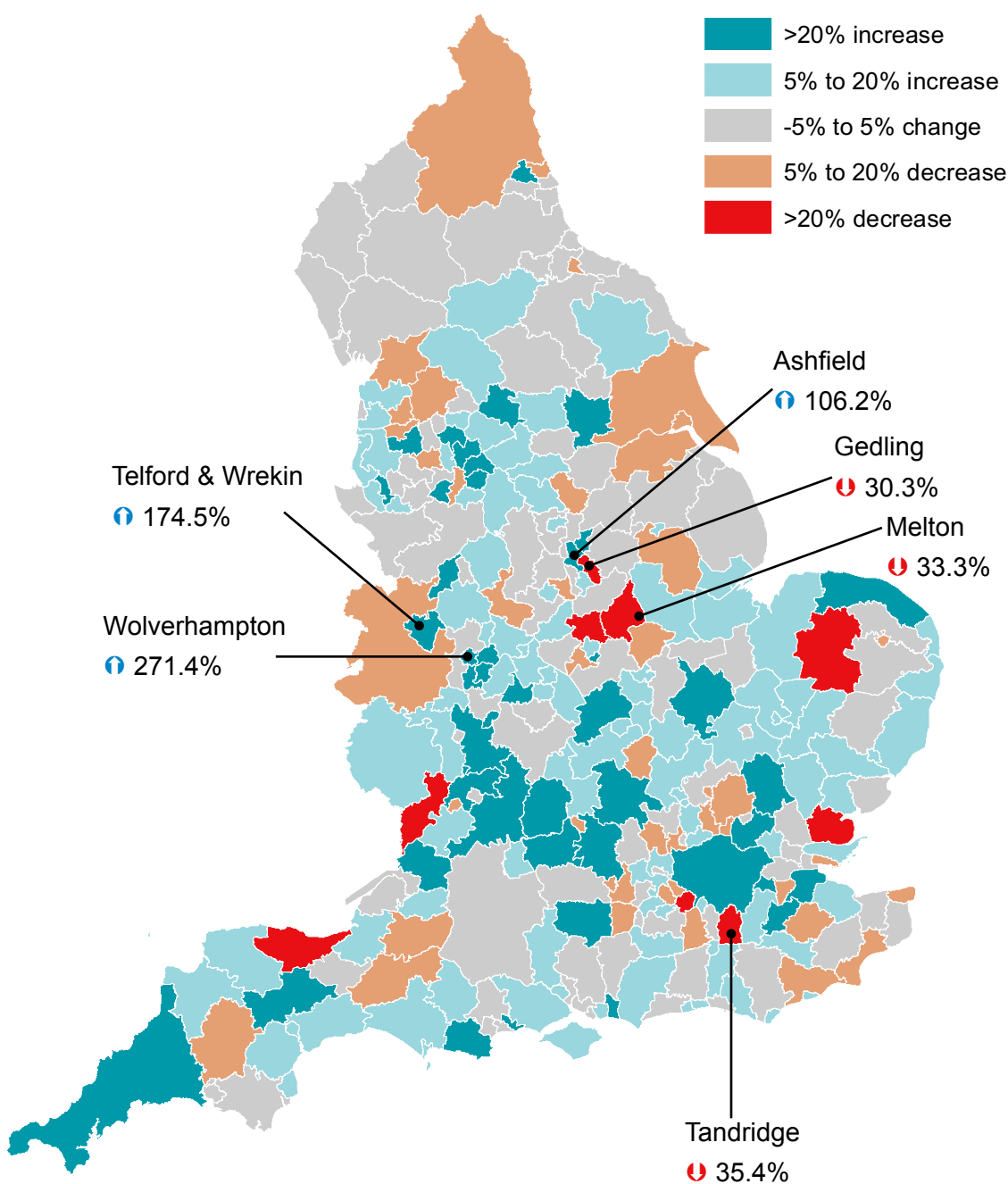


Table 3: Change in total licensed vehicles (taxi and PHV) by region between 2015 and 2017, England

Licensing region	Total licensed vehicles		Taxis		PHVs	
	Thousands	% change compared with 2015	% change compared with 2015		% change compared with 2015	
North East	11.1	4.2%	-7.7%		13.7%	
North West	35.8	9.4%	1.2%		12.9%	
Yorkshire and the Humber	21.8	8.1%	0.5%		10.0%	
East Midlands	14.5	4.3%	-5.7%		10.8%	
West Midlands	24.4	25.2%	5.8%		34.0%	
East of England	19.9	7.7%	5.1%		9.4%	
London	108.7	27.5%	-5.3%		39.3%	
South East	30.2	7.2%	5.1%		8.3%	
South West	14.6	8.3%	-0.1%		16.1%	
England	281.0	16.0%	-0.7%		23.6%	

Map 2: Change in total licensed vehicles (taxis and PHV) between 2015 and 2017 by licensing authority, England



Detailed statistics

on the number of taxi and PHV licenses (vehicle, driver and operator (PHV-only)) on a regional scale can be found in table [TAXI0103](#) and for local authorities in table [TAXI0104](#).

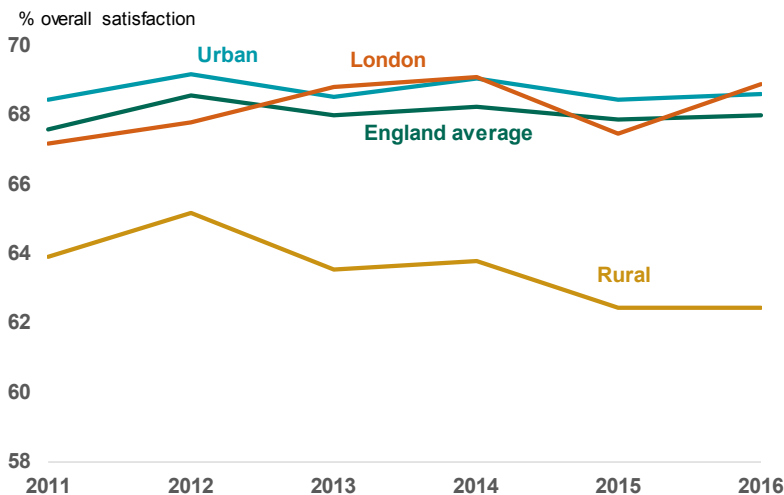
The number of total licensed vehicles increased in 196 out of 293 licensing authorities in England (see map 2 and table 3 for regional changes). These areas accounted for 84% of all licensed vehicles. Taxi vehicles increased in 115 areas accounting for 31% of all taxis. Private hire vehicles increased in 199 authorities, which accounted for 88% of all PHV licensed vehicles.

Passenger satisfaction with taxis and PHV

The Department for Transport collects data on the number of licensed taxis and private hire vehicles. 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.

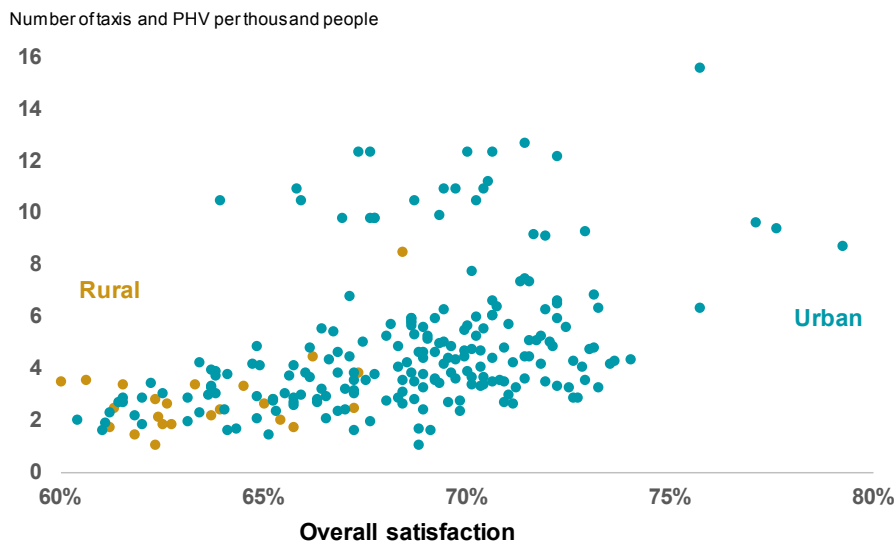
On average, in the areas surveyed in England in 2016, the overall public satisfaction with taxis and PHVs was 68%, remaining similar to previous years (see chart 5).

Chart 5: Overall taxi passenger satisfaction in rural and urban areas and London, England 2011 to 2016



Rural areas tended to have the lowest overall satisfaction and in 2016 the average satisfaction was 6 percentage points below the England average. In London, overall satisfaction with taxis and PHVs increased from 67% to 69% between 2011 and 2016.

Chart 6: Overall taxi passenger satisfaction in England 2011 to 2016, compared with total number of licensed vehicles per 1,000 people, England 2011 to 2017.



The National Highways and Transport Public Satisfaction Survey

is in its 10th year and has surveyed 112 local authorities. Latest data is 2016. For more information see: <http://www.nhtnetwork.org/nht-public-satisfaction-survey/about-us/>

Detailed statistics

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

The National Highways and Transport Public Satisfaction Survey is carried out in July-August of each year.

These figures are not National Statistics.

Further statistics

Total number of licensed vehicles per 1,000 people was used as a proportion representative based on population size in each authority and the data can be found in table [TAXI0105](#).

Reliability satisfaction (71%) and availability satisfaction (73%) were at similar levels in 2016 and much higher than the England average for satisfaction with cost (53%).

Overall taxi passenger satisfaction tended to increase as the number of total licensed vehicles per 1,000 people increased (see chart 6). Therefore, the more taxis and PHV vehicles per person the more satisfied people are with availability, reliability and overall quality of the service.

Licensed PHV operators

The number of licensed PHV operators decreased by 1.6% to 14,600 in 2017, and a 11.8% decline from the peak in PHV operators at 16,500 in 2009. PHV operators declined by 19.2% to 2,400 operators in London and increased by 2.9% to 12,100 operators in England outside London.

Private hire vehicle operators

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

Driver licensing policies

Driver licence renewal

- 216 of 234 authorities (92%) required taxi drivers to be licensed every three years and 18 authorities (8%) licensed every year
- 91% of authorities required PHV drivers to be licensed every three years (215 out of 236) and 21 authorities (9%) every year

Disability training requirement

- 38% of authorities (112 out of 293) required disability awareness training for taxi drivers
- 35% of authorities (103 out of 293) required disability awareness training for PHV drivers

Security checks

All authorities required some kind of security checks for taxi and PHV drivers.

The majority of authorities required enhanced DBS (Disclosure and Barring Service) and barred list checks for taxi drivers (78% or 228 out of 293). Nearly a quarter of authorities required the enhanced DBS check only (22% or 65 out of 293).

Over half of authorities required taxi drivers to complete child sexual abuse (CSA) or child sexual exploitation (CSE) training (58% or 170 out of 293).

Further statistics

on driver, vehicle and operator licensing policy in each local authority can be found in table

[TAXI0106](#)

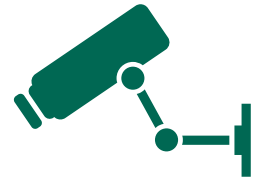


The majority of authorities required enhanced DBS and barred list checks for PHV drivers (77% or 226 out of 293). Nearly a quarter of authorities required the enhanced DBS check only (23% or 67 out of 293).

Over half of authorities required PHV drivers to complete child sexual abuse (CSA) or child sexual exploitation (CSE) training (58% or 169 out of 293).

CCTV

3% of authorities had a requirement for all licensed taxis to have CCTV fitted (10 out of 291). Of these 10 authorities with the CCTV requirement, 4 had a requirement for the CCTV to have the facility to record audio.



The majority of the authorities without the CCTV requirement did allow licensed taxis to have CCTV fitted (95% or 268 out of 281).

3% of authorities had a requirement for all licensed PHVs to have CCTV fitted (8 out of 293). Of these 8 authorities with the CCTV requirement, 3 had a requirement for the CCTV to have the facility to record audio.

The majority of the authorities without the CCTV requirement did allow licensed PHVs to have CCTV fitted (94% or 268 out of 285).

General policies

The majority of authorities had a dedicated taxi and PHV licensing policy statement or equivalent document (82% or 239 out of 293). Of the authorities with the dedicated policy statement, 83% (195 out of 236) had updated it in the last three years.



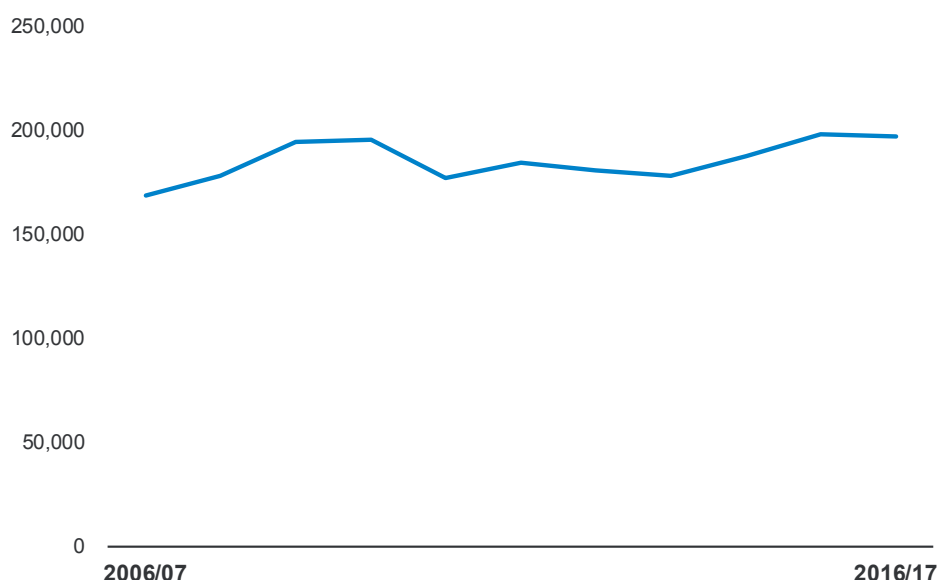
The majority of authorities had a taxi and PHV convictions policy (94% or 274 out of 293). Of the authorities with the convictions policy, 70% (186 out of 267) had updated it in the last three years.

Taxi drivers

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

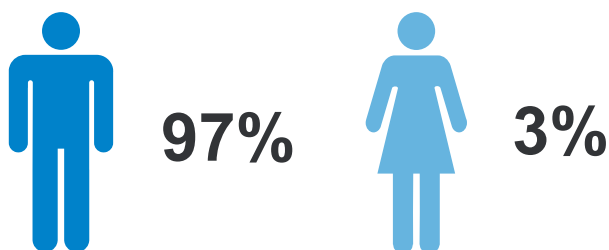
There were an estimated 197,000 drivers operating in England during 2016/17, which is 17% higher than ten years ago (169,000 in 2006/07).

Chart 7: Number of “Taxi and cab drivers and chauffeurs”, England, 2006/07 to 2016/17 (Labour Force Survey)



Who drives taxis

97% of drivers were male in 2016/17.



In 2016/17, the average age of a driver was 48 years old, with 26% 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 10 years, with more drivers aged 40 to 59 and fewer drivers for other ages (see chart 8).

The two main ethnic groups of drivers were White and Asian or Asian British in 2016/17, making up 47% and 38% of drivers respectively. There was an increase in the proportion of non-UK nationals working as drivers in England, rising to 21% in 2016/17, compared to 8% in 2006/07.

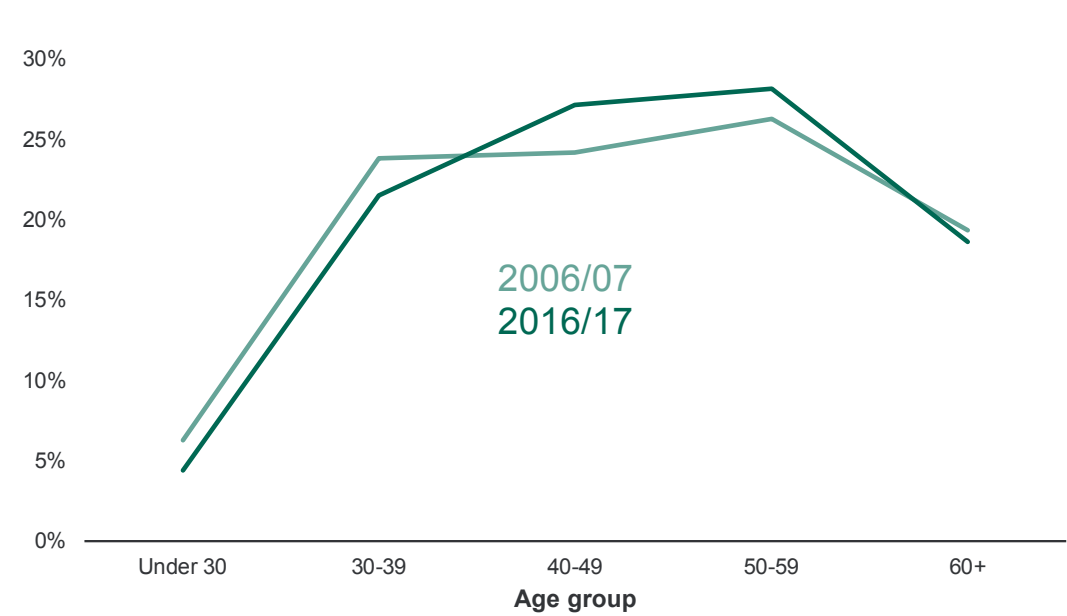
Licences vs. drivers

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 8: Age profile of “Taxi and cab drivers and chauffeurs”, England, 2006/07 and 2016/17 (Labour Force Survey)



Labour Force Survey

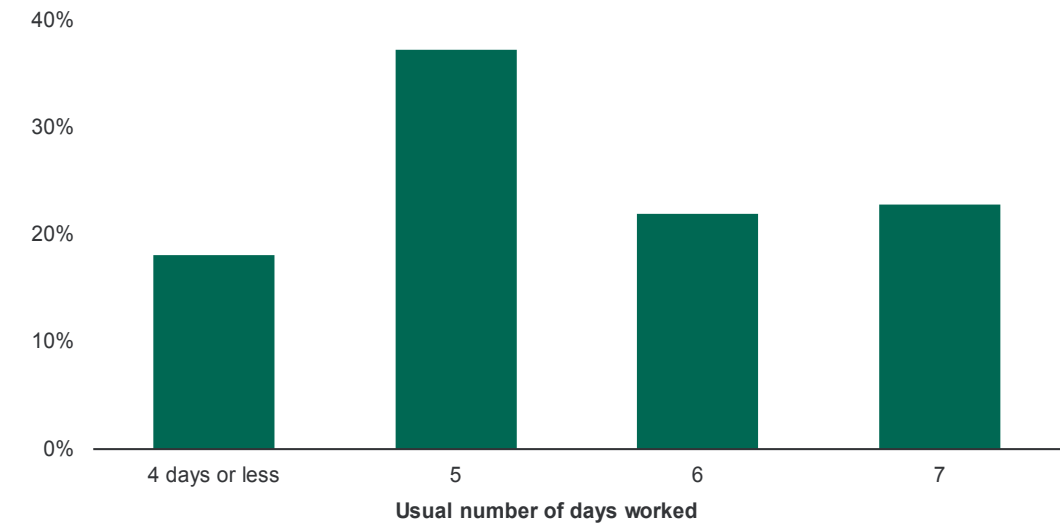
The Labour Force Survey (LFS) is a large study of the employment circumstances of the UK population, ran by the Office for National Statistics (ONS). More information can be found [here](#)

What are drivers working patterns?

In 2016/17, 81% of drivers were self-employed, which had increased from 74% ten years ago. In the same period, 26% of drivers worked part time, which has been broadly stable over the last ten years.

In April to June 2016, 23% of drivers usually worked 7 days a week, which increased from 17% in April to June 2006. 12% of drivers usually worked 3 days or less per week in April to June 2016, which was the same as in April to June 2006.

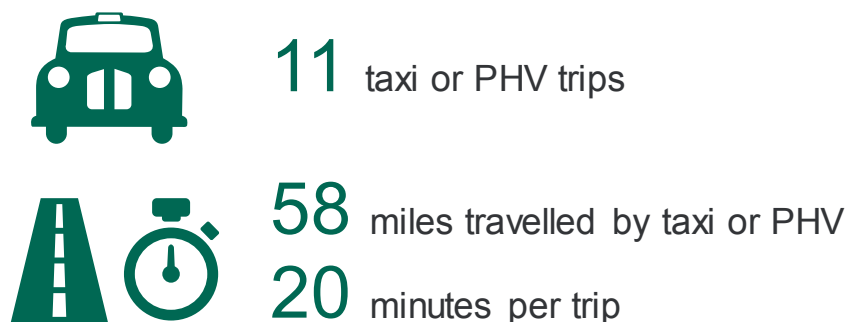
Chart 9: Profile of usual number of days worked by “Taxi and cab drivers and chauffeurs”, England, April to June 2016 (Labour Force Survey)



Taxi passengers

The National Travel Survey (NTS) gathers data on personal travel behaviour across England. These 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 be not be possible from this data source.

In England, in 2016, the average person made 11 taxi or PHV trips and travelled 58 miles by taxi or PHV. The distance travelled by taxi or PHV has increased by 9% over the last 10 years (from 53 miles in 2006), but the number of trips has remained broadly stable. The average taxi trip in 2016 lasted 20 minutes, which has increased by 26% since 1995/1997.



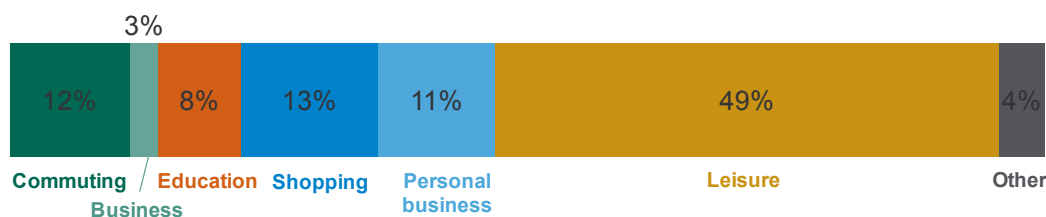
National Travel Survey

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 2016 results. For more information see <https://www.gov.uk/government/collections/national-travel-survey-statistics>

Why do people travel by taxi or PHV

Nearly half (49%) of taxi or PHV trips were taken for leisure purposes and 51% for other purposes (mainly shopping, personal business and commuting).

Chart 10: Purpose share of taxi or PHV trips, 2016 (National Travel Survey)

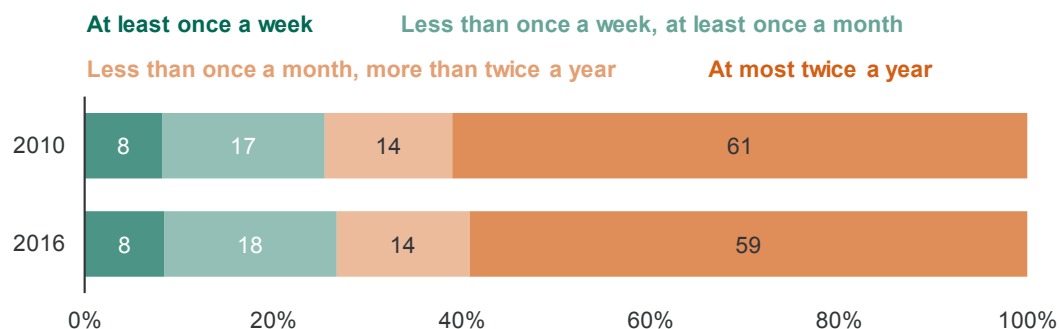


How often do people use taxis or PHVs

Most (59%) people rarely use a taxi or PHV (at most twice a year), whereas a quarter (27%) travel by taxi or PHV at least once a month.

8% of people travel by taxi or PHV on a weekly basis. This has been broadly stable since 2010.

Chart 11: Frequency of taxi or PHV usage, England, 2010 and 2016
(table NTS0313)



Who uses taxis?

Mobility difficulties

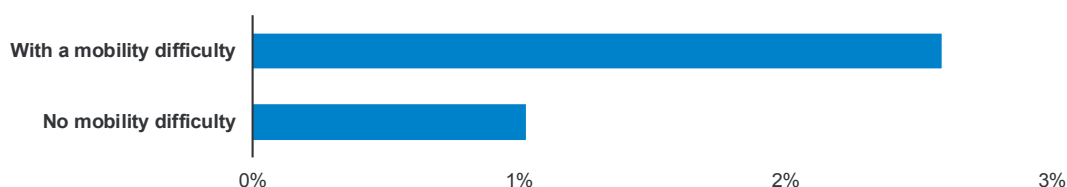
In 2015, the latest data available on mobility, on average, adults (16+) with mobility difficulties use taxis or PHVs more than people who do not (16 trips per person vs. 10 trips per person). These figures have remained broadly stable since 2010.

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

Mobility difficulties

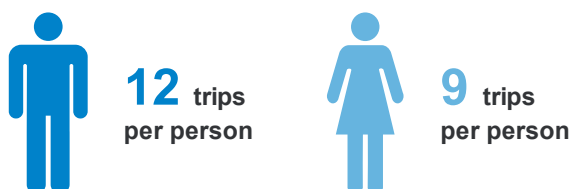
The NTS definition of having a mobility difficulty is based on those adults who responded to say they have difficulties travelling on foot, by bus or both.

Chart 12: Proportion of trips taken by taxi or PHV, by mobility difficulty, England, 2016 (National Travel Survey)



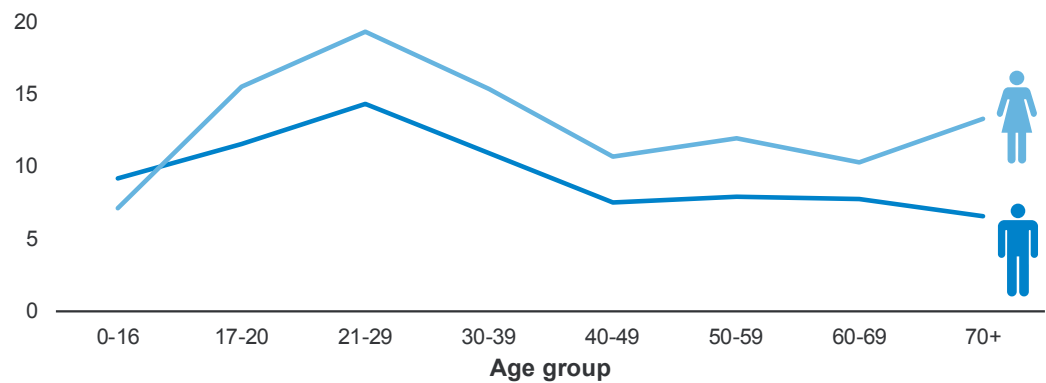
Age and gender

In 2016, on average, women made more taxi or PHV trips than men (12 trips per person vs. 9 trips per person). This remains true for women of all ages above 16 years old.



Since 2002, the main users of taxi and PHVs have been those aged 17-29. However, on average, men of all ages travelled broadly the same distance by taxi or PHV as women in 2016.

Chart 13: Taxi or PHV trips per person per year, by gender, England, 2016 (table NTS0601)



Car access

In 2016, on average, people without access to a car made 4 times as many taxi or PHV trips than those with access to a car (29 trips per person vs. 7 trips per person), and travel twice as far (113 miles per person vs. 47 miles per person).

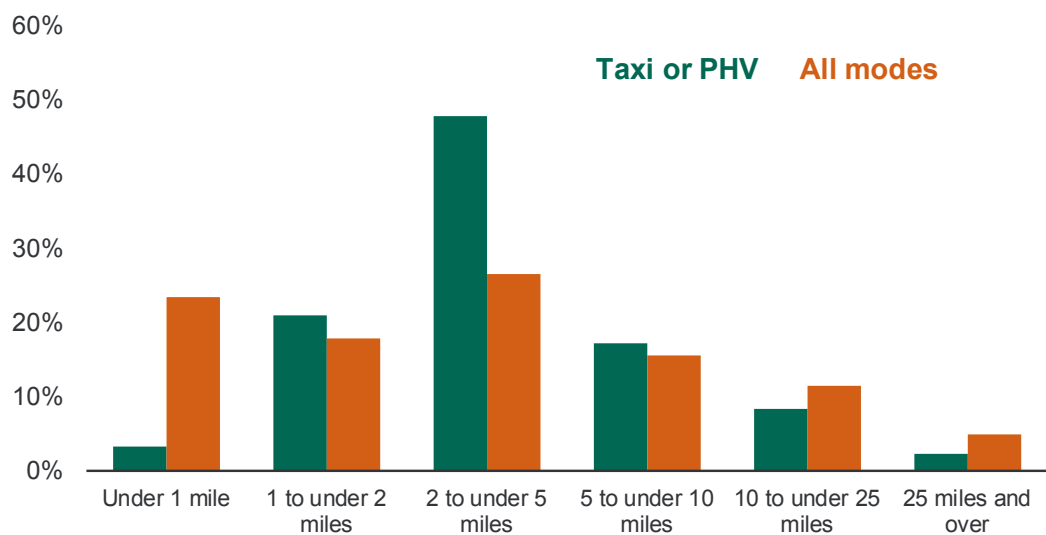
Household income

In 2016, the average person in the lowest real income quintile made 14 trips per year by taxi or PHV and travelled 4.6 miles per trip, whereas the average person in the highest real income quintile made 11 trips per year by taxi or PHV and travelled 7.6 miles per trip.

How far are taxi or PHV trips?

In 2016, a quarter (24%) of taxi or PHV trips were under 2 miles, and half were between 2 and 5 miles.

Chart 14: Trip length distribution, for taxi or PHV trips and all modes, England, 2016 (National Travel Survey)



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 regarding wheelchair accessible vehicles and quantity controls on vehicles) 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 local 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 2017, 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

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 2019.



To hear more about DfT statistics publications as they are released please follow us on Twitter via our @DfTstats account: <http://www.twitter.com/DfTstats> TWITTER, TWEET, RETWEET and the Twitter logo are trademarks of Twitter, Inc. or its affiliates