

GENERAL PURPOSES COMMITTEE
3 SEPTEMBER 2020

DEPARTMENT OF TRANSPORT - TAXI AND PRIVATE HIRE VEHICLE STATISTICS 2019

1.0 Purpose of Report

- 1.1 To inform Members of the latest vehicle figures relating taxi and private hire vehicles collected and collated by the Department for Transport.

2.0 Introduction

- 2.1 The DfT collect figures each year from the licensing authorities in England for the numbers of taxis and private hire vehicles that are licensed to operate. The figures represent information as at 31 March 2019.

- 2.2 Where possible the national data has been compared to local data.

2.3 Licensed Vehicles - National Picture

The numbers of licensed vehicles has increased by 2.5% since 2018. There are now 291,800 licensed vehicles in England. Of the vehicles licensed 76% are private hire vehicles and 24% are taxis.

Wolverhampton saw an increase of 62.3 % in the numbers of licensed vehicles between 2018 and 2019

2.4 Licensed Vehicles - Local Picture

There are 90 licensed hackney carriages in Newark & Sherwood and 30 private hire vehicles. These numbers have remained relatively stable.

2.5 Drivers– National Picture

There are 362,600 licensed drivers in England. This is an increase of 0.4% since last year. 63% have a drivers badge for private hire vehicles, 23% have a dual badge and 15% have a taxi only badge.

The majority of drivers were male (98%) in 2018/19. These proportions are similar to the previous year. Similar to last year, the average age of a driver was 47 years old, with 29% of drivers being aged under 40. Those aged 60 or over made up 19% of drivers

2.6 Drivers– Local Picture

All Newark and Sherwood drivers are 'dual badged'. There are currently 175 licensed drivers. In addition to this there are 139 licensed private ambulance drivers.

2.7 Operators – National Picture

There has been an increase in licensed operators of 2.8 % in the past year. From 2009 to 2016 there was a decline in the numbers of operators. The past 3 years have seen a year on year increase. There are now 15,500 in England. There were 2,100 new operator applications in the year ending 31 March 2019. Outside of London Operator applications increased by 4.6%

2.8 Operators – Local Picture

Within Newark and Sherwood there are 22 Private Hire Operators. This has shown a slight increase on last year.

2.9 Fit and Proper Policies – National Picture

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

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

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

2.10 Fit and Proper Policies – Local Picture

All drivers applying for a licence on Newark & Sherwood are required to undertake and enhanced DBS check and barred list check. With regard to medicals, all drivers are required to undertake medical at the Council's chosen provider which is to a Group 2 standard.

2.11 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.

2.12 Taxi Passengers

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

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

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

2.15 In 2018, on average, women made more taxi or PHV trips than men (11 trips per person per year compared with 10 trips per person per year respectively). Women aged 70+ made double the number of trips than men of this age (14 trips per person per year compared with 7 trips per person per year respectively). Although women make more taxi or PHV trips, men generally travel further. In 2018 women travelled 56 miles per person by taxi or PHV, while men travelled 69 miles.

- 2.16 In 2018, the majority (40%) of taxi or PHV trips were between 2 and 5 miles. This was almost double the proportion of trips of the same distance travelled by all modes (25%). In contrast, the majority (43%) of all trips were under 2 miles: just over a quarter (27%) of taxi or PHV trips were under 2 miles.
- 2.17 **Passenger Satisfaction**
The National Highways and Transport Public Satisfaction Survey collect public perspectives on, and satisfaction with, highway and transportation services on behalf of several local authorities to inform performance management and local transport plans.
- 2.18 On average, in the areas surveyed in England in 2018, the overall public satisfaction with taxis and PHVs was 66%, slightly lower than in previous years. Rural areas tended to have the lowest overall satisfaction and in 2018 the average satisfaction was 4 percentage points below the England average.
- 2.19 In England, reliability satisfaction (70%) and availability satisfaction (72%) had slightly decreased in 2018 compared to the previous year, but were still much higher than the average for satisfaction with cost (52%).

3.0 Proposals

- 3.1 The Council will continue to develop its policies and procedures to ensure compliance with national regulation and to meet the expectations of Members and the public. When looking at the national picture this authority compares well. However, there is very little local information available on the satisfaction of our users.
- 3.2 It is proposed to undertake survey of taxi and private hire users across Newark & Sherwood to gather data on the satisfaction with, reliability, the availability of vehicles, availability of wheel chair accessible vehicles and passenger satisfaction with cost.

4.0 RECOMMENDATIONS that:

- (a) Members consider the details of the Department of Transport survey on Taxis and private hire vehicles; and**
- (b) a customer satisfaction survey of users be undertaken in 2020; and**
- (c) the draft customer survey will be brought back to November prior to being issued to allow for Member input**

Background Papers

Department of Transport – Taxi and PHV Survey 2019

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