

## Appendix 1a

Steve Cox  
Principle Licensing Officer  
Torbay Council

**Please reply to:** Richard Brown

Parking Operations Officer

Torbay Council

P O Box 422

Torquay, TQ2 5WU

**My ref:** RB/DW/Taxi

**Your ref:**

**Telephone:** 01803 207674

**Fax:** 01803 614302

**E-mail:** Richard.brown@torbay.gov.uk

**Website:** [www.torbay.gov.uk](http://www.torbay.gov.uk)

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Dear Steve

### Illegal Parking by Taxis in Torbay

For the past three years we have seen escalating problems with taxis parking illegally in Torbay. In particular in Torquay in Union Street, GPO Roundabout and within the Harbour side area during the evenings.

We have received a high volume of complaints over the years in particular from Stagecoach where taxis park in bus stops preventing buses alighting passengers safely, from bus users and members of the public who feel taxis are permitted to park illegally and not suffer the consequences. In general the illegal parking on double yellow lines, bus stops etc are causing congestion in busy town centre areas and road safety issues.

The problems we experience in enforcing the illegal parking is that the drivers are present with their taxis at all times and when we approach them in regard to enforcing the illegal parking they simply drive off to avoid enforcement. Our legal procedures dictate presently that the Penalty Charge Notice (PCN) has to be physically attached to the vehicle or handed to the driver and the taxis know this procedure well and will exit the location to avoid the issue of the PCN. This is very frustrating but we are putting in new plans under new legislation to ensure that the PCN is issued immediately and then it does not have to be affixed to the vehicle or handed to the driver and will be posted to the registered keeper, this we feel will improve enforcement in these circumstances.

We have undertaken increased patrols to deal with the taxi parking problem and even had enforcement staff working to Midnight on quite a few weekends on Torquay Harbour side but alas no PCNs were issued as taxis kept driving round in circles to get on the ranks to avoid the issue of a PCN. Our staff in trying to enforce these vehicle have also been the subject of threats and abuse by a number of drivers.

The problems appear to be much worse during the recent economic climate because there are too many taxis chasing too few fares and therefore the ranks in particular in Torquay are overflowing with taxis. We would greatly appreciate any assistance you could provide us in holding the relevant taxis to account when seen to be parking illegally or abuse our staff, perhaps through the Committee route and suspend licences.

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If you require this in a different format or language, please contact me.

Your assistance in this matter would be most appreciated.

Yours sincerely

**Richard Brown**  
Parking Operations Officer