

16 FEB 2011

A.T.Boyne

Devon

Hackney Carriage Number 018- Reg No AF57 UJD

Dear Mr Rackley

I am speaking for myself and the rest of the taxi drivers in Torquay which have all at some point used the loading bay in question as feeder rank for the union square taxi rank, some even still park outside the bank and on the pedestrian crossing which is stopping people from crossing the road safely.

I have only every used the loading bay on a few occasions due to the sheer lack of ranks to accommodate the amount of taxis on the roads of Torquay. The town centre is a one way system which is costly in fuel with the prices as they are today to keep going round the system to await a space on the ranks. As you are no doubt fully aware that there is a huge supply of taxi services in Torquay, with a marginal demand for them due to the lack of daytime activity in the town centre as a result of shops closing or changing to less popular retailers each month. This has had a profound affect on the taxi service business in general. This in turn causes a bottle neck of taxis drivers all trying to get a highly valued position or hot spot on a rank that has the highest potential for business to make a sustainable living. The few ranks in Torquay are inadequate for the amount of vehicles that are attempting to use them and their location, for example the G.P.O is a 3-4 car rank, on many occasions I have seen in access of 8 crowded around the roundabout, that in my opinion poses a far greater hindrance to the likes of emergency services that frequently use the pedestrianised part of union street leading to the G.P.O this is yet shining more light on the fact of insufficient size and location of Torquay's ranks. I have never positioned my vehicle in any place or position that has posed a danger to any person or other vehicles, if a goods vehicle needed the use of the loading bay I would of pulled off immediately with no hesitation. I have been a taxi driver in Torquay for the best part of 35 years and this is my first breach of conduct. I don't wish for this letter to come across as a buck pass, I am merely bringing to your attention the reason for my actions and I deeply regret that they have resulted in a written letter. I am a believer that honesty is the best policy I am not about to try and deny my involvement in this incident. I hope that the statements in this letter gives some justifiability to my actions and that of many of my colleagues, my feelings are also felt by and if not stronger by many other cabbies in this area. There is a resounding concern from us all and the feeling is that something needs to be done to alleviate these issues. A written response would me much appreciated. Many thanks.

Yours sincerely

*A.T.Boyne*  
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A.T.Boyne