

Dear Clyde,

Thank you for your email of the 12 February 2020, which I found in my Spam folder.

I would like to oppose to the increase in taxi fares for the reasons stated below:

1. The drivers DO NOT help the customers at all with their bags when loading or unloading.
2. They are often very unfriendly and surly
3. They just sit behind the steering wheel and do not afford any services at all.
  1. Why should they get a fare increase for doing nothing?
  2. Why should the customers pay extra for such appalling service?

Both my husband and I take the black cabs from Reading stations quite frequently. Years ago, the taxi drivers would come out and assist us with our bags and baggages. Now, you would be lucky to get them to even open the door for you. They do not even assist you when you leave the cab. They are just a surly, unfriendly bunch. As a woman, I had to struggle to put my bags in the cab to load and unload countless times. I have even asked for help but they just pretend they have not heard you.

It already cost us a sum to take the taxi from Reading West to Reading Station and visa versa. But, to increase the fares when the service remains disgracefully atrocious, is an absolute insult.

Dan informed me that there is a note to say that the public can complain about the service they received below the photo id of the driver. I am sure the note that we have never seen (perhaps, the wording is too small) is there. However, it may be mistaken for reporting to the company NOT to Reading Council. If this was made clearer to the public, then I am certain that these dreadful cab drivers will think twice about behaving in such an outrageous manner. Moreover, there would be more complaints made about these horrendous drivers.

I urged you to please give this your utmost attention it deserves. Believe me, the service from the black taxi drivers especially are so bad, you need to do some investigation into this. No complaints have been made because the public is not aware that they can do so. I only found out that I can complain to Reading Borough Council from our taxi driver that drives us to and from Heathrow Airport. He was the one who told us that he was by Reading Station when he saw this woman struggling to get into a black cab and this black cab driver was just sitting behind the steering wheel, which is what they do all the time. He told the driver to help but according to him, the driver refused to do so.

I am so very grateful for the lovely email from Clyde Masson that I found in my Spam folder and the helpful telephone conversation I had with Dan. I pray that something can be done about these ghastly black cab drivers. Trust me. They are really bad!

With my grateful thanks and appreciation for listening to me and for giving me your time to voice my concern.

Warmest regards,

C\_\_\_\_ F\_\_\_\_