

From: Cheyne, Peggy [REDACTED]  
Sent: Monday, June 30, 2014 12:34 PM  
To: Board of Representatives  
Subject: Taxis in Stamford

I'm not sure if you are the people who can help us but if not, would you forward this message on to the appropriate department

My husband and I are senior citizens living in Stamford and since we often need to take taxis from the train station to our home, we buy the vouchers that are for sale to seniors.

All the taxi companies except one, Ever Ready, accept these vouchers.

At the taxi stand at the train station the taxis are in line to accept passengers and the way the line is set up, one taxi cannot move until the one in front of it has left the line. Sometimes the taxis are there for a long time waiting for a fare and understandably they do not wish to leave the line and lose their place.

Yesterday afternoon the first taxi was an Ever Ready and the taxi behind him could not take us until the first taxi got a fare, which wasn't happening since we were the only ones on line for a taxi.

Needless to say, all involved were angry and words were exchanged.

First, why is the city allowing a company to opt out of accepting these vouchers if every other company does? Perhaps they shouldn't be granted any more taxi licenses. Or perhaps Ever Ready should not be lined up with the other taxis.

For the most part the taxis in Stamford are disgraceful enough with regards to cleanliness and working seat belts and drivers attitudes but we have no choice but to accept this if we need to take a taxi. However, I cannot imagine the impression we must make on any out of towners who is forced to use this mode of transportation.

It's a shame that a city of Stamford's stature and size must endure such poor service. A quality of life issue that is not a positive for us.

Thank you  
Peggy Cheyne  
[REDACTED]