

Taxi Drivers - Fast Facts

How to Prevent Robbery and Violence

Driving a taxi can be a dangerous job. Workplace violence can result in injuries and potentially death. It includes both physical assaults and verbal abuse like yelling or name-calling. This fact sheet provides taxi drivers safety tips to prevent or reduce the likelihood of violence during a shift.



VISIBILITY

Greater visibility into your taxi can help reduce violence

- Keep the taxi in well-lit, highly visible areas when not transporting passengers.
- Do not tint windows so dark that people cannot see inside the taxi, in accordance with the *Highway Traffic Act*.
- Keep windows and shield clean and free from unneeded signs or postings.



DEALING WITH CASH

Less cash in your taxi makes you a less likely target for robbery

- Minimize cash on hand by making deposits during your shift.
- Where feasible, use cashless systems to limit the amount of cash on hand.
- Post decals stating drivers have limited cash on hand on the passengers doors or windows.



OPERATING THE TAXI

Ensure your taxi safety measures are in place and operating

- Maintain and inspect security cameras. Camera decals must be posted showing the taxi has a security camera.
- Ensure the taxis emergency strobe light is working and you know how to use it in case of emergency.
- Maintain a silent alarm.
- Use personal and vehicle tracking devices, such as global positioning systems (GPS), so you can be located if you need help.
- Turn on the inside dome light during pickups and drop-offs.
- Check in regularly with your dispatcher or another driver.
- Use and practice an emergency communication system with your dispatcher or another driver.



DEALING WITH CUSTOMERS

Prepare for possible unsafe situations with customers

- Do not chase after fare evaders.
- Ask your cab company to provide safety training on how to recognize, avoid, or calm potentially violent situations.
- Do not resist robbery. Let robbers take your money and report to Police and your dispatcher.
- Notify your dispatcher immediately when picking up passengers by street hail.
- Notify your dispatcher or another driver immediately if passengers change destination once they are in the taxi.
- Notify your dispatcher or another driver if you are driving to areas that feel potentially unsafe.

For emergency situations call 911