

The following guidelines have been provided to assist the front line taxicab driver in reducing personal risk, while maintaining quality transportation and service to the public.

### **Passenger Management**

- ◆ observe all customers prior to allowing them into your taxicab. Stop your car a few feet from the customer so they walk to your cab.
- ◆ try to limit customers sitting directly behind you, encourage the use of the passenger side rear door.
- ◆ watch for aggressive or nervous behaviour.
- ◆ do not argue, or get drawn into disagreements with passengers.
- ◆ if you suspect a prospective customer could be dangerous proceed with caution or do not accept the customer.
- ◆ practice being able to describe passengers.

- ◆ use of air-conditioning, can help keep both driver and passengers cool.

- ◆ when possible avoid high crime areas.

### **Passenger Incidents**

Medical emergencies could happen at any time or to anyone. Consider taking a first aid or C. P. R. course.

- ◆ if a customer becomes unconscious try to wake them, next check for breathing, if you get no response note your exact location and call dispatch or 911.

- ◆ if you find a person who is unable to remember, talk or take care of them self immediately notify dispatch for assistance.

### **Robbery Prevention**

While the following suggestions can not guarantee your safety, a combination of these defensive techniques will dramatically reduce your risk of robbery or assault.

### **Cash Management**

- ◆ limit the amount of cash you carry, use the AMT or use a safe hiding location.

- ◆ affix the City's warning sticker, to alert customers the driver is not allowed to carry over twenty dollars.

- ◆ do not discuss money or personal information such as start or quit time with passengers.

- ◆ never display your cash float to customers.

- ◆ encourage payment by other means than cash, such as credit cards.

### **Situation Management**

- ◆ know your location at all times.

- ◆ if you suspect difficulty in payment ask for the cash up front.

- ◆ have a cell phone and know 911 won't display your location so be prepared to advise the operator.

- ◆ place passenger items in the trunk
- ◆ notify dispatch if changing location or if you pick-up a curbside passenger.
- ◆ park in well lit or busy areas between runs.
- ◆ keep your eyes open for other taxicabs, in case they need help.
- ◆ never follow a customer to an isolated area or chase a customer who did not pay.
- ◆ if you feel you could be in danger drive to the nearest place you feel safe and seek help.

### **Robbery Management**

- ◆ your survival is your only concern.
- ◆ even if you do not see a weapon assume that there is one.
- ◆ try to get an agreement that once the robber gets your money they will leave.

- ◆ remain calm, do not argue.
- ◆ comply, do what the robber tells you.
- ◆ only if you have no choice should you fight, if so make lots of noise and try to put objects between you and the attacker.

If you have been involved in a robbery or assault call 911 immediately. Stay at the location until emergency help arrives. Be ready to give police a description of the attacker, the type of weapon involved, direction of travel and other details about the incident.

Only with the assistance of a concerned Mississauga Taxicab Industry can we continue to ensure a safe working environment for all of its members.

For further information please contact  
City of Mississauga Vehicle Licensing Unit or visit [www.city.mississauga.ca](http://www.city.mississauga.ca)



**TAXICAB, CRIME  
PREVENTION &  
INCIDENT, MANAGEMENT**