

TAXI DRIVERS' SAFETY GUIDE



Driving a taxi is one of the most dangerous professions. Driver are sent alone to isolated areas, including high-crime neighborhoods to pick up strangers.

They work early mornings and late nights, and they carry a lot of cash.

So it's not surprising that taxi drivers are often assaulted, robbed, and killed.



TAXI DRIVERS' HANDBOOK is a comprehensive book covering every aspect of community safety, produced to help taxi drivers stay vigilant and promote safety when on the streets. Taxi drivers, due to the nature of their work, are often the first to witness criminal activity taking place. This book encourages more reporting of crime, particularly those under reported incidents such as hate crime.

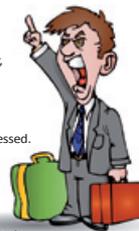


STAY SAFE

- I. Invest in the right safety equipment for your taxi.
 - I. Security cameras record activities as well as act as deterrents for bad behaviour.
 - II. Where possible install safety shield between the back seat and the front.
 - III. Good lighting inside the taxi helps you stay aware of the activities in the back.
 - IV. Invest in 'Hijack lights' on top of taxi to attract attention of police or other taxis.
 - V. Use silent alarms or a one way call button on your radio for fast communication.
 - VI. Global tracking which would tell control your position at all times.
 - VII. Introduce cash free forms of payment



2. **Assess level of risk posed by your passenger.**
If you see or feel potential risk presented by a passenger, you have the right to refuse to give them a ride.
For example ...
 - I. If they seem particularly aggravated, angry or distressed.
 - II. If they seem to be under the influence of alcohol or drugs.
 - III. If they seem unclear about where they want to go, or ask you to change route.
 - IV. If they seem like a group looking to show off at the expense of others.



particularly at night or when you feel most vulnerable.

DRIVING A TAXI IS A JOB WITH INHERENT DANGERS BECAUSE ...



- You work alone, and all hours of day and night
- You go to isolated, dangerous & high crime areas.
- You deal with strangers, like picking up hitchhikers for a living.
- You have plenty of cash with you, and they know it.
- You are a sitting target for potential criminals, and worst of all you have your back to them.
- Often pick up individuals or groups under the influence of alcohol or drugs.
- Easy target for racist abuse or attack, particularly if your passengers are a group.
- Language barrier could cause misunderstandings or make it difficult to reason.

TRUST YOUR INSTINCTS AND STAY VIGILANT

GO TO A BUSY WELL LIT AREA POSSIBLY NEAR A CCTV

DIAL 999

CONTACT BASE

TALK CALMLY AND TRY TO DIFFUSE THE SITUATION

STAY ALERT

STAY CALM

USE YOUR HORN OR LIGHTS TO ATTRACT ATTENTION OF OTHERS / POLICE

LOOK FOR AN ESCAPE OPPORTUNITY

GATHER INFORMATION ABOUT THE PASSENGERS



4. **Greet and make eye contact with your passenger**
Always greet your passengers and make eye contact. When you make eye contact you are sending a subtle message that you have seen them & can identify them.



5. **Do not be aggressive or confrontational** as this would worsen a minor disagreement and increase the likelihood of physical violence. Communicate with your passengers, build rapport, and be polite and pleasant at all time.



6. **Always keep your doors locked** particularly when sitting at a stand or parked on the street. This will prevent someone coming up beside you, opening your door and attacking you when you least expect it. Keeping your doors locked can also help you direct the passenger to where you would want them to sit, to keep an eye on them and they present the least amount of risk



7. **Always keep your windows wound up** enough so no one can put their hand through the opening and grab or attack you.
8. **Never accept any favours** in return for your fare, particularly from the opposite sex. This is illegal and extremely dangerous, not to mention totally unethical, wrong and immoral.
9. **Don't let anyone sit in the seat directly behind you** as this could be a possible danger zone hidden from your view.

STAY SAFE

TAXI

10. **Do not carry too much cash** with you and do not display cash in front of passengers.
11. **Be careful not to give out too much information** such as the length of your shift or how busy you have been, which might indicate how much cash you might have, or how tired you might be.
12. **Make sure there is no misunderstanding** about the fare or the route you would be taking.
13. **Do not leave your cab, or run after the passenger** for your fare. This would put you at risk of attack, particularly if in unfriendly or dangerous neighbourhoods.
14. **Avoid coming out of your taxi**, particularly at night and in dangerous neighbourhoods.
15. You must have an **emergency procedure** set out to help you decide course of action in different situations.

STAY SAFE

TAXI

16. **Know your way around** and avoid taking directions from the passenger, particularly if it leads to a dark alley or quiet side road where they could attack or rob you.
17. **Do not take unnecessary risks** if you realise the passenger has a weapon which they might use to attack or harm you.
18. **Stay vigilant** and memorise the description of a suspect as described on page 8 of this book.
19. **Always keep a spare key in your pocket** in case someone grabs the keys from your taxi.

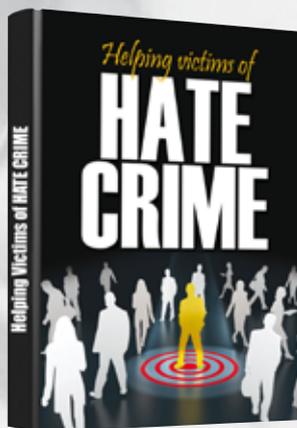
REMEMBER, YOUR SAFETY DEPENDS ON YOU TAKING STEPS TO ENSURE THAT THESE RISKS ARE KEPT TO A MINIMUM



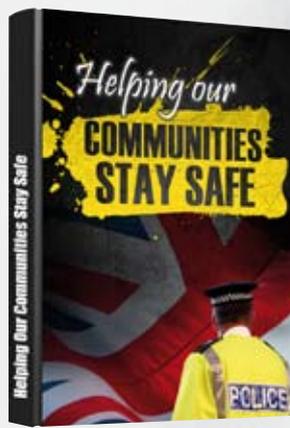
We specialise in helping the police, councils, and housing associations communicate effectively with communities. The books are designed to empower communities, help and support victims, encourage more reporting of crime and provide important safety tips. Many of our books listed below have already been produced and localised for most of the police areas.

Most of these titles have already been adapted for Wales, Scotland and Northern Ireland.

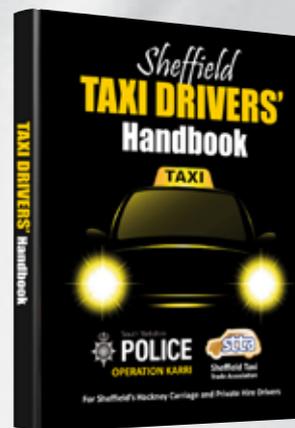
Others are currently being adapted and will be available to order soon.



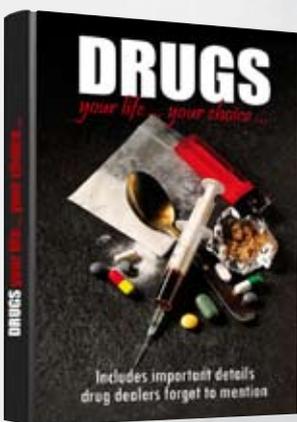
An essential book which helps and supports victims of Hate Crime and provides valuable information on all aspects of keeping safe, importance of reporting and much more.



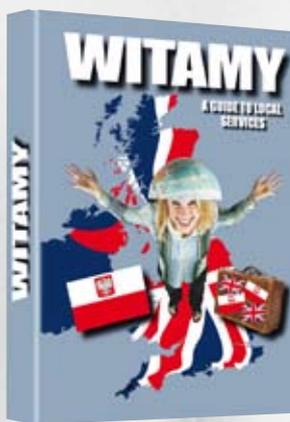
A must-have book covering all aspects of community safety, including; personal safety, home security, anti-social behaviour, terrorism, road rage, drugs, alcohol and much more.



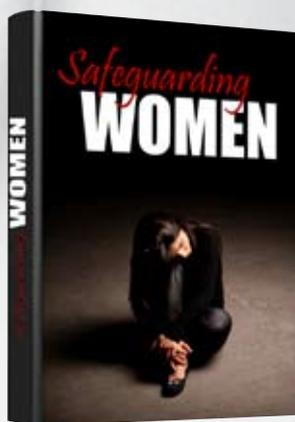
A comprehensive book covering every aspect of community safety, produced to help taxi drivers stay vigilant and promote safety when on the streets.



An indispensable book covering every aspect of exposure to recreational drugs, packed with clear and unbiased advice, honest and factual.



A welcome book packed with useful and vital information about life in Britain for our new European visitors, covering many aspects of integration.



An indispensable book empowering & supporting women, protecting them from the dangers of domestic abuse, rape, honour violence & forced marriage.

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Tacking Youth Crime Poster

A poster designed to address the mindset of the youth by helping them make better choices, and avoid getting into those situations which may lead to a life of crime. The poster displayed at schools, colleges, youth centres, will act as a constant reminder of the consequences of choices the youth make every day.



Criminal Justice Poster

The Criminal Justice System is a very complex organisation with many facets. The poster is designed to market the Criminal Justice Agencies and show the extent of their services. To present the criminal process for a typical crime and show how the agencies fit in, in a fun and graphic yet professional way.