

# Taxi Drivers

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## How to Prevent Robbery and Violence

Driving a taxi can be a dangerous job. The most serious workplace violence issues facing taxi drivers are homicide and physical assaults, which are often related to a robbery.<sup>1</sup> Violence is often a leading cause of taxi driver deaths, along with motor vehicle crashes.<sup>1</sup>

Workplace violence can result in injuries and deaths and includes both physical assaults and verbal abuse like yelling or name-calling. This fact sheet recommends strategies for taxi drivers to prevent or reduce the likelihood of violence during a shift. You can reduce the risk – here's how.



### VISIBILITY

**Greater visibility into your taxi can help reduce violence.**

- Keep the taxi in well-lit, highly visible areas when not moving.
- Do not tint windows so dark that people cannot see inside the taxi.
- Keep windows 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 passenger doors or windows.



### OPERATING THE TAXI

**Ask your cab company to equip your taxi with safety measures.**

- Install and maintain security cameras and post decals showing the taxi has cameras on the passenger doors or windows.
- Install and maintain a silent alarm.
- Install and use bullet-resistant barriers.
- 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 a dispatcher or another driver.
- Use and practice an emergency communication system with a dispatcher or another driver.

<sup>1</sup>Chaumont Menendez C, Socias-Morales C, Daus MW [2017]. Work-related violent deaths in the US Taxi and Limousine Industry 2003 to 2013. J Occup Environ Med 59(8):768–774. <https://doi.org/https://doi.org/10.1097/JOM.0000000000001071>.



## 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 a robbery. Let robbers take your money.
- Do not accept passengers who cannot provide a destination.
- Notify a dispatcher or another driver immediately when picking up a passenger.
- Notify a dispatcher or another driver immediately if passengers change destinations once they are in the taxi.
- Notify a dispatcher or another driver if driving to certain areas feels potentially unsafe.

### GET INFORMATION

Find NIOSH products and get answers to workplace safety and health questions:

1-800-CDC-INFO (1-800-232-4636) | TTY: 1-888-232-6348

CDC INFO: [www.cdc.gov/info](http://www.cdc.gov/info) | [www.cdc.gov/niosh](http://www.cdc.gov/niosh)

Monthly *NIOSH eNews*: [cdc.gov/niosh/eNews](http://cdc.gov/niosh/eNews)

Find compliance assistance resources, OSHA standards, or file a confidential workplace safety and health complaint:

1-800-321-OSHA (6742) | TTY: 1-877-889-5627 | [www.osha.gov](http://www.osha.gov)

Twice-monthly OSHA eNewsletter: [osha.gov/quicktakes](http://osha.gov/quicktakes)

### SUGGESTED CITATION

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