



Dealing with Passengers

Most passengers are extremely pleasant.

But it only takes one to completely ruin your day. You may be wondering what your rights are for what you can and cannot do when it comes to dealing with rude passengers. Dealing with rude passengers can be an extremely hard task, especially when you don't know how much the situation will escalate.

Few tips to explain the DO'S and DONT'S of dealing with passengers.

Angry Passengers:

We all have a rough day every once in a while. Sometimes, you'll find yourself picking up a passenger that just can't seem to smile. They may have already entered the taxi with a frown on their face, or they may start arguing with you during the journey. When this happens, it's important to always remain calm. If a passenger is ranting about something that has happened to them, or something they're going through, show that you're listening. Do not give advice, however, as unsolicited advice may provoke them to take their anger out on you. Be on the passenger's side, if they're angry about something that happened, show sympathy and act as though you understand their side. Even if you don't necessarily agree with them, this may help to make the journey more pleasant for you and your passenger. If a passenger is getting argumentative with you, keep a calm voice and avoid saying anything that could escalate into a fight. Maintaining a calm voice may help to calm the passenger down. It is also important for both the safety of the driver and the passenger, as you will need to keep your focus on the road at all times. If the passenger maintains a rude and argumentative attitude, you have a right to pull over and ask them to leave the vehicle with safety.

Demanding Passengers:

Some passengers seem to think of their drivers more as their personal servants who must obey their every command. Rather than greet the driver or ask them to go somewhere, they may start by stating their destination as if it were a demand and not a request. They may also make demands to turn the radio on or off. Maintain a friendly attitude with these types of passengers. Should they make a demand that would require you to break the law (such as speeding), be polite and explain why you will not be complying with said demand.



Drunk Passengers:

Drunk passengers can be amongst the most difficult passengers for taxi drivers to take. Drivers have a duty of care for drunk passengers, so they are responsible for the safety and care of the passenger until they arrive at their destination. If possible, ask sober friends for the passenger's destination address to ensure they don't end up at the wrong place. Keep vomit bags in your vehicle. That way, in the event that you feel they are about to throw up, there will be a much lower chance of the mess landing anywhere within your vehicle. Drunk passengers can be very unpredictable. Some can be overly friendly, whilst others can become extremely aggressive when feeling agitated. For this reason, it is important to check always internal camera in your vehicle working. That way, if anything happens that leads to a potential lawsuit, you can use the footage taken from your internal camera as proof.

Fare Arguments:

One of the most common arguments that occur in taxis is over the fare at the end of the journey. This usually happens as the passenger did not anticipate how much the journey would cost, or simply refused to pay the fare. This can be avoided by giving the passenger a rough estimate of how much the journey is going to cost prior to driving off. This will give the passenger enough time to decide whether or not they are still going to take the journey, and to also see if they will have enough cash to cover the cost of the trip, or discuss alternatives such as paying by card, or stopping at a cash machine on the way.

Runners or NOT paying:

There will be few passengers now and then but very few. They will not have enough cash to pay, cards payments declined and cannot pay you. Best possible options take whatever they give, agree with later payments arrangements. Please note, never force physically or verbally for the payments as it could escalate to violence. If passenger is running/walking away without paying, YOU MUST NOT chase and left your taxi unattended.

CHECK LISTS:

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. Violence is often a leading cause of taxi driver deaths, along with motor vehicle crashes. 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 few tips how.

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.

VISIBILITY:

Greater visibility into your taxi can help reduce violence.

Post decals stating drivers have limited cash on hand on the passenger doors or windows.

OPERATING THE TAXI:

Equip your taxi with safety measures and check before you start your shift and make sure all equipment's are working. Security cameras and post decals showing the taxi has cameras on the passenger doors or windows.

Use your device voice recorder when its safe as proof of arguments.

Check your device as your current locations and share if it is required.

Check in regularly and practice an emergency request on taxi guru Melbourne group page.

Turn on the inside dome light during pickups and drop-offs

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.

Any further query or any incident report please send us email to assists you further and help us by reporting to info@taxiguru.org.au for making working conditions safer.