



## Driver Code of Conduct

Recently, there have been incidences of taxi violence and harassment perpetrated by drivers towards customers. We won't stand for this behaviour. It's up to all of us to speak out and act to prevent violence.

“ you're here to provide a service, please be respectful.

(from rider to driver – promoting taxi safety, campaign interviews, 2022)

## A SAFE DRIVER...

**has accurate ID, permit and charter displayed**

so that passengers know who you are and can see the rider and driver expectations



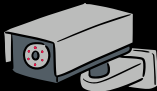
**wears a mask**

follows pandemic restrictions to keep passengers and contacts safe



**makes sure the camera is working**

all taxis must have a mounted camera that is 'on' at all times the vehicle is in operation



**takes passenger from a-b, as requested**

picks up and drops off where passengers have requested, without detour



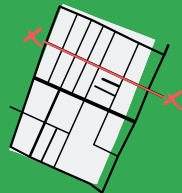
**keeps vehicle clean and in good, working order**

vehicles must be clean, odour- and smoke-free and functioning (for example, all the doors work)



**takes quickest, safest route**

driver doesn't overcharge customers and follows suggestions for the quickest route



**doesn't ask personal questions or make sexual remarks or gestures**

keeps conversation respectful - avoids personal questions about living situation, romantic relationships, or other invasive information - and does not touch the customer or solicit sexual acts



# DRIVE THE CHANGE.





FOR MORE INFORMATION ABOUT TAXI SAFETY AND THIS CAMPAIGN, PLEASE VISIT  
[YAWC.CA](http://YAWC.CA) |  [@YUKONABORIGINALWOMENSCOUNCIL](https://www.facebook.com/YUKONABORIGINALWOMENSCOUNCIL)