

# PTP Drivers - Fast Facts

## How to Prevent Robbery and Violence

Driving a Personal Transportation Provider (PTP) vehicle can be a dangerous job. Workplace violence can result in injuries and potentially death. It includes both physical assaults and verbal abuse like yelling or name-calling. This fact sheet provides PTP drivers with safety tips to prevent or reduce the likelihood of violence during a shift.



### VISIBILITY

**Greater visibility into your PTP can help reduce violence**

- Keep your vehicle in well-lit, highly visible areas when not transporting passengers.
- Do not tint windows so dark that people cannot see inside the vehicle, in accordance with the *Highway Traffic Act*.
- Keep windows clean and free from unneeded signs or postings.



### OPERATING YOUR PTP

**Ensure your vehicle safety measures are in place and operating**

- 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.
- Invest in a cell phone mount - you don't want to be looking down and away from the roadway every time you have to check your phone for directions or trip information. Don't forget, holding and using a cell phone while driving in Manitoba is illegal.
- Use and practice an emergency communication system with your dispatcher or another driver.



### DEALING WITH CUSTOMERS

**Prepare for possible unsafe situations with customers**

- Verify your rider - Riders are asked to find you by checking that your licence plate, make and model of your car match what's shown in their app. You can also ask riders to confirm your name before entering your vehicle.
- Encourage riders who are traveling solo to sit in the back seat.
- Ask your PTP company to provide safety training on how to recognize, avoid, or calm potentially violent situations.
- Notify your dispatcher or another driver if you are driving to areas that feel potentially unsafe.
- If you have a belligerent, drunk or angry passenger, and you feel uncomfortable or unsafe at any time, pull over and terminate the ride.
- If your app has PIN verification, do not accept the ride without your passenger confirming the PIN number.

**For emergency situations call 911**