After the Robbery

- Have your dispatcher call the police immediately by dialing 911. Time is crucial to the police.
- Do not disturb the scene of the crime and do not touch anything that could possibly become evidence.
- Find any witnesses and ask them to remain at the scene.
- Record all details of the crime, but do not compare notes with others.
- Cooperate with police. You play an important role in solving the crime.
- If possible, remain at the scene until the police arrive.

If you have been robbed, have your dispatcher call 911 immediately and be prepared to provide a description of the robber(s).

REMEMBER: YOUR LIFE IS THE MOST IMPORTANT ASSET. PROTECT IT BY HAVING A PLAN AND FOLLOWING THE LISTED PRECAUTIONS

Remember, if you are the victim of a crime, don't blame yourself. Report the incident and include all details.

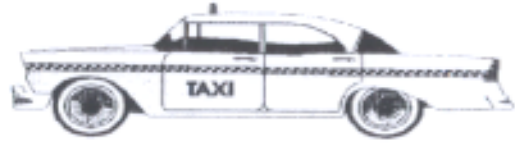
If you have any questions or need additional information call the Community Outreach Section at:
840-2585
or the

Montgomery County Department of Police Robbery Section at:
217-4500
or the

Department of Public Works and Transportation Division of Transit Services at:
217-CABS

Montgomery County, Maryland
Department of Police
in coordination with the
Department of Public Works and Transportation

Taxicab Robbery



Safety Tips

Be Alert.... Be Safe!

Robbers are very nervous when they are holding up someone and they are frequently armed with a gun. The typical robber is a young man who has a criminal record. The following are tips to help reduce the chances that your taxi cab will be a target. The most important element to consider if you are robbed is to minimize the possibility of injury. Cash can be recovered, a life cannot.

The Cab Driver Situation

Cab drivers are in a unique situation. They intentionally invite strangers into their vehicle. There is risk in this situation, because the taxi driver knows little or nothing about the fare they have just picked up. Being aware of this vulnerable position is the first step towards reducing your risks.

Crime Prevention Tips

All criminals are looking for the best opportunity to commit a crime. Having set policies and procedures for handling money and customers can reduce your chance of being chosen by the robber. The following are suggestions which can reduce the likelihood for being the victim of a robbery.

Before the Robbery

- ✓ Read and follow written polices from your business regarding accepting fares, cash kept on person and reporting procedures in case of emergency.
- ✓ Cash on hand is a lure. Keep as little cash in the taxi cab as possible.
- ✓ Taxi Drivers should not wear expensive watches, rings, or jewelry while driving.
- ✓ Use visual deterrents. Post your procedures in view of customers.
- ✓ Never accept a fare without a stated destination, particularly if the instruction is to go out of town.
- ✓ Always radio in your destination to your dispatcher at the start of a trip and the point of origination.
- ✓ Never leave your taxi to pick up payment. Have the customer go and get the money. Never follow customer out of the Taxicab to pick up payment!
- ✓ You are only required to provide curb to curb service.
- ✓ Be alert to who you have in your cab. Make mental notes regarding, race, sex, age, weight, clothing, hair, etc. This information is very important after a crime has occurred.
- ✓ Do observe customer's attitude. Be on your guard if they appear nervous, apprehensive, or agitated. Note any unusual behavior.
- ✓ If a passenger leaves your cab with the rear door open, DON'T GET OUT! Drive forward briefly to use inertia to slam the door shut. If you fail to do so, you invite a nearby accomplice to appear from nowhere and overcome you with the element of surprise.
- ✓ Occasionally glance in the rear seat to see what your passenger is doing.
- ✓ If directed to drive into a dark alley or similar secluded area, reverse your car and back in. If you need to leave in a hurry, it is much easier to drive forward than in reverse.
- ✓ Keep your doors locked.
- ✓ Never admit to having a good shift in response to a customer inquiry.
- ✓ While you may be required to accept flagged fare, if you feel your safety may be compromised, use discretion and common sense in accepting the fare.

During the Robbery

- ✓ If a robber displays a firearm, consider it loaded. If the supsect implies they have a weapon, you should react as if they do.
- ✓ Do not resist. If you are confronted by a robber, cooperate.
- ✓ Try to remain calm and alert. Tell the robber if you need to make any sudden moves.
- ✓ Try to observe as much as possible during the robbery without being obvious. The description of the suspect can be crucial in making an apprehension. (Race, sex, age, height, weight, clothing, hair, etc.)
- ✓ Try to get the direction the suspect fled. This information will assist the police as they are responding to the scene of the robbery.