

Did you know...?

- A Taxicab Board oversees the ownership and operation of taxicabs in Winnipeg.
- Complaints must be filed with the Taxicab Board, and **not** the dispatching company.
- It is against the law to discriminate against or harass people when providing taxi services.
- All licensed taxis are equipped with cameras that take pictures inside the vehicle. These photos can be used in legal proceedings, should an incident occur.
- All taxicab photos must be kept on file for a minimum of seven days.
- Taxi drivers have the right to ask for a fare in advance.
- The meter must always be turned on when a taxi is carrying passengers.

For more information about taxicab safety, contact:

Southern Chiefs' Organization

1572 Dublin Street
Winnipeg, Manitoba R3E 0L4
Phone: 204-946-1869
Toll free: 1-866-876-9701
Email: shauna.fontaine@scoinc.mb.ca

To file a complaint about a Winnipeg taxicab, contact:

Taxi Board:

Phone: 204-945-8919
Email: taxicabboardoffice@gov.mb.ca
Online:
www.gov.mb.ca/ia/taxicab/compliments_complaints.html

If your complaint is of a criminal nature, call the Winnipeg Police Service:

Emergency line: 911
Non-emergency line: 204-986-6222



**WINNIPEG
SAFE CITY**
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*In partnership with UN Women's Safe Cities and
Safe Public Spaces Initiative and Winnipeg Safe
City*

WINNIPEG TAXICABS

YOUR GUIDE TO PASSENGER SAFETY



*Produced by Southern Chiefs' Organization in
partnership with Winnipeg Safe City*

Your safety comes first

To ensure your taxi ride is a safe one, please follow these safety tips:

1. If you need a taxi, be sure to book a ride with a well-known, reliable company.
2. When you get into a taxicab, note the company's name, cab number, pick up time and pick-up location.
3. Confirm that the taxi you are taking is the one that you ordered.
4. Always sit in the back seat.
5. Before the driver starts to drive, be sure the fare meter is turned on (even if the driver has requested fare up front) and the door has a door handle.
6. Call or text someone to let them know when you are getting into a taxicab and when you arrive safely. Give them details such as the name of the company and the cab number.
7. If you feel unsafe during the ride, ask to be let out in a well-lit area where there are plenty of people.
8. If you feel you are in danger during a taxicab ride, call 911.

Your rights

As a taxicab passenger, you have the right to:

- Not be discriminated against because of your gender or race.
- Not experience harassment or violence.
- Choose not to have a conversation with the driver.

If you have doubts about the safety of your ride, don't get in the taxi.

How to make a complaint

Taking a taxi can be a time-saving, pleasant, safe way to travel in Winnipeg. However, if you do have a negative experience or feel threatened, in any way during your ride, you should file a complaint promptly with the Taxicab Board.

To file a complaint (or compliment) about a taxicab experience:

Contact the Taxicab Board:

- By phone: 204-945-8919
- By email: taxicabboardoffice@gov.mb.ca
- Online: www.gov.mb.ca/ia/taxicab/complaints_complaints.html

Make sure you have the following information: company name; driver name (if possible); taxicab number; relevant dates, times, and locations.

File your complaint within seven (7) days. Surveillance photos are only kept on file for seven days. Proving your case will be easier if they have the incident on camera.

Follow up with the Taxicab Board two (2) days after you file the complaint.

If your complaint is of a criminal nature, contact the Winnipeg Police Service non-emergency line at **204-986-6222**