

Using Taxis and Ride-hailing Services for Work Travel

Taxis and ride-hailing services can be a quick and cost-effective way for employees to travel. Keep in mind that safety responsibilities for employers, supervisors, and employees still apply when using these services for work.

For employers

Choose a preferred service provider

- Decide which service(s) your organization will use. Consider factors such as safety, reliability, and value. Some ride-hailing apps let customers hire preferred drivers.

For employees

Use trip planning

- Use our [TripCheck](#) and [Basic Trip Plan Form](#) to help plan your route.
- Establish a [check-in contact](#). Tell them where you're going, how you're travelling, and when you expect to arrive.
- When you arrive at your destination, advise your check-in contact.

Choose safe pickup and drop-off spots

- Always enter and exit away from traffic.
- Take extra care when entering or exiting beside a bike lane or busy sidewalk.

Check the facts before you get in

- Only get into the vehicle if the make, model, and licence number of the vehicle, and the driver's name and appearance, match the information provided by the ride-hailing app.
- Verify that the information on the taxi door matches the name of the company you booked.
- If something feels off, don't get in.

Choose where you sit

- It's usually safer to sit in the back seat. There are 2 possible exits and you'll have more space between you and the driver.

Use tracking features

- If the ride-hailing app allows you to track ride progress, share it with your check-in contact.

Be a good passenger

- Wear your seatbelt and don't unnecessarily distract the driver.
- Don't be a backseat driver. But if you see a hazard the driver doesn't, warn them.

Share feedback

Tell the service provider and your employer or supervisor if the driver lacked skills or any aspect of the trip was unsafe. Use the ride-hailing app to rate the driver and the trip. Sharing an objective evaluation helps others and encourages marginal operators to improve their performance.

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