



TRANSIT ON THE LOOKOUT TO COMBAT HUMAN TRAFFICKING

A TOOLKIT FOR PUBLIC TRANSIT AGENCIES IN THE
UNITED STATES & CANADA



CREATED BY BUSING ON THE LOOKOUT
A PROGRAM OF TRUCKERS AGAINST TRAFFICKING

TRANSIT ON THE LOOKOUT

Human trafficking—or modern day slavery—is a global problem in which people are illegally bought and sold for forced labor or commercial sex. Through the use of coercion, abduction, fraud, deception or the abuse of power, traffickers prey upon their victims' vulnerabilities—such as their youth, condition of poverty, migration status or dreams of love and opportunity—while profiting off of their exploitation.¹ There are an estimated 50 million victims of human trafficking globally, including thousands of children and adults in the United States and Canada. Human trafficking has been reported in all 50 states and 10 Canadian provinces.

This toolkit is intended to guide transit agencies on steps they can take to help combat human trafficking, including how they can partner with Busing on the Lookout (BOTL) to implement anti-human trafficking training and policies in their operations.

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¹ U.S. Department of State, "2019 Trafficking in Persons Report," available at <https://www.state.gov/wp-content/uploads/2019/06/2019-Trafficking-in-Persons-Report.pdf>, pg. 4 (June 2019).

The stages of human trafficking

RECRUITMENT

Traffickers target people in vulnerable situations and recruit them by building trust and offering safety and support. During the recruitment stage, victims may not be suspicious of their trafficker. If traveling to meet them, they may believe they are going to a new boyfriend or starting an exciting new job.

EXPLOITATION

Once a trafficker has recruited his/her target, the exploitation begins. During this stage, the trafficker forces, coerces or manipulates the victim into performing commercial sex and/or labor. Traffickers will continue to use psychological or physical abuse to keep their victims from leaving.

EXIT

The methods of control employed by traffickers makes it very difficult for victims to leave. When victims are able to escape, they are often in extremely vulnerable situations and in need of immediate support and services in order to prevent returning to their trafficker or being exploited by someone else.

RECOVERY

When a victim does manage to exit their trafficking situation, they then embark on the journey of rebuilding their lives. During this stage, they may need support in managing mental and physical health concerns, working to vacate criminal records accrued during their exploitation, and securing stable employment and housing.

HUMAN TRAFFICKING AND TRANSIT: INTERSECTIONS

There are several points of intersection between transit and human trafficking.

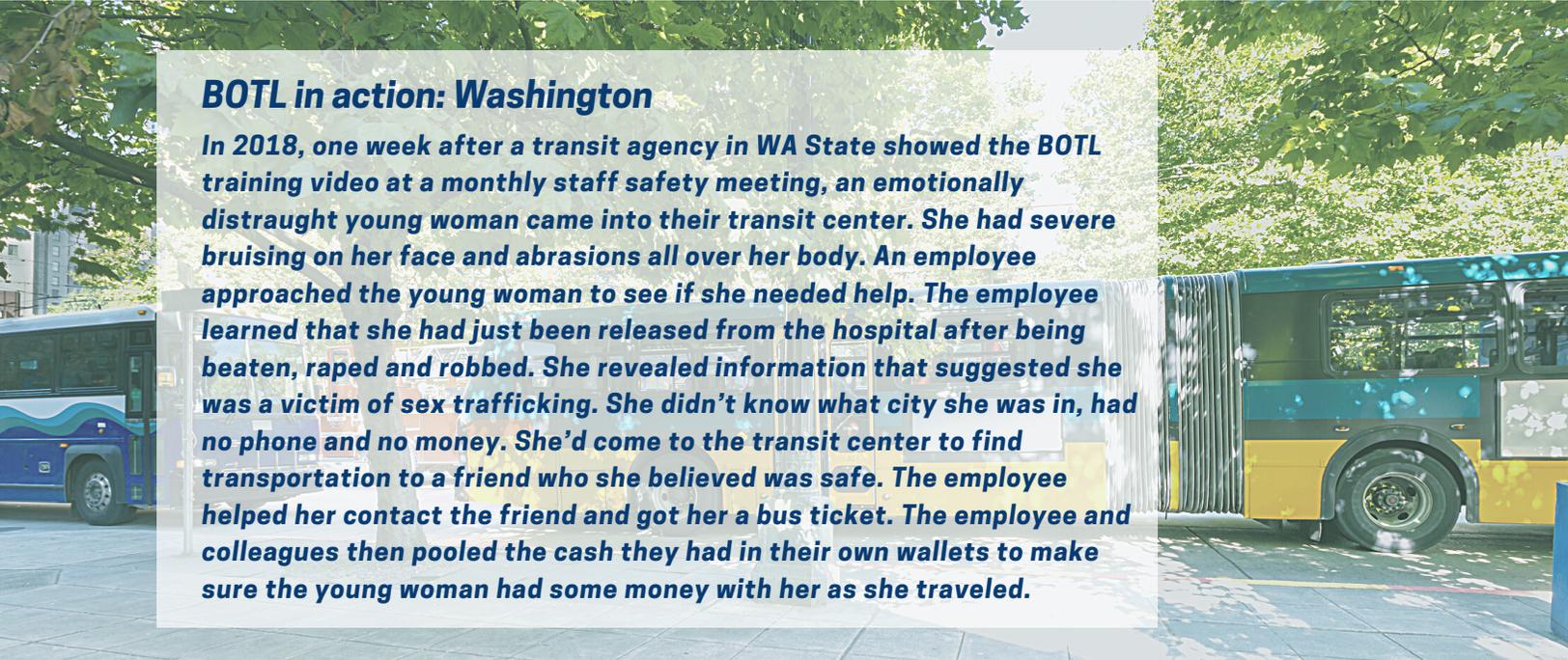
This intersection can occur at the **recruitment stage** when traffickers go to bus stops or transit centers to find potential victims, or when they make their initial contacts with prospective victims online but use some form of public or mass transportation to bring their victims to them.

Transit agency personnel may come into contact with human trafficking during the **exploitation stage** when traffickers use mass transportation to shuttle their victims to and from places where they will be sold. In 2018, Polaris—the organization that runs the National Human Trafficking Hotline in the United States—conducted a series of surveys and focus groups with survivors of trafficking and found that 42 percent of survivors stated that they or their traffickers utilized local or long distance buses in the facilitation of their exploitation.²

When victims are able to get out, a transit center or bus station may be the first place they will go to find safety or escape. During this **exit stage**, transit can be a lifeline to survivors in need. 26 percent of the survivors who participated in Polaris' study said that public or mass transportation played a role in at least one exit attempt, with buses being the most frequent method reported. In those moments when victims are highly vulnerable to getting lured back, coming into contact with someone who is caring and knowledgeable can make all the difference.

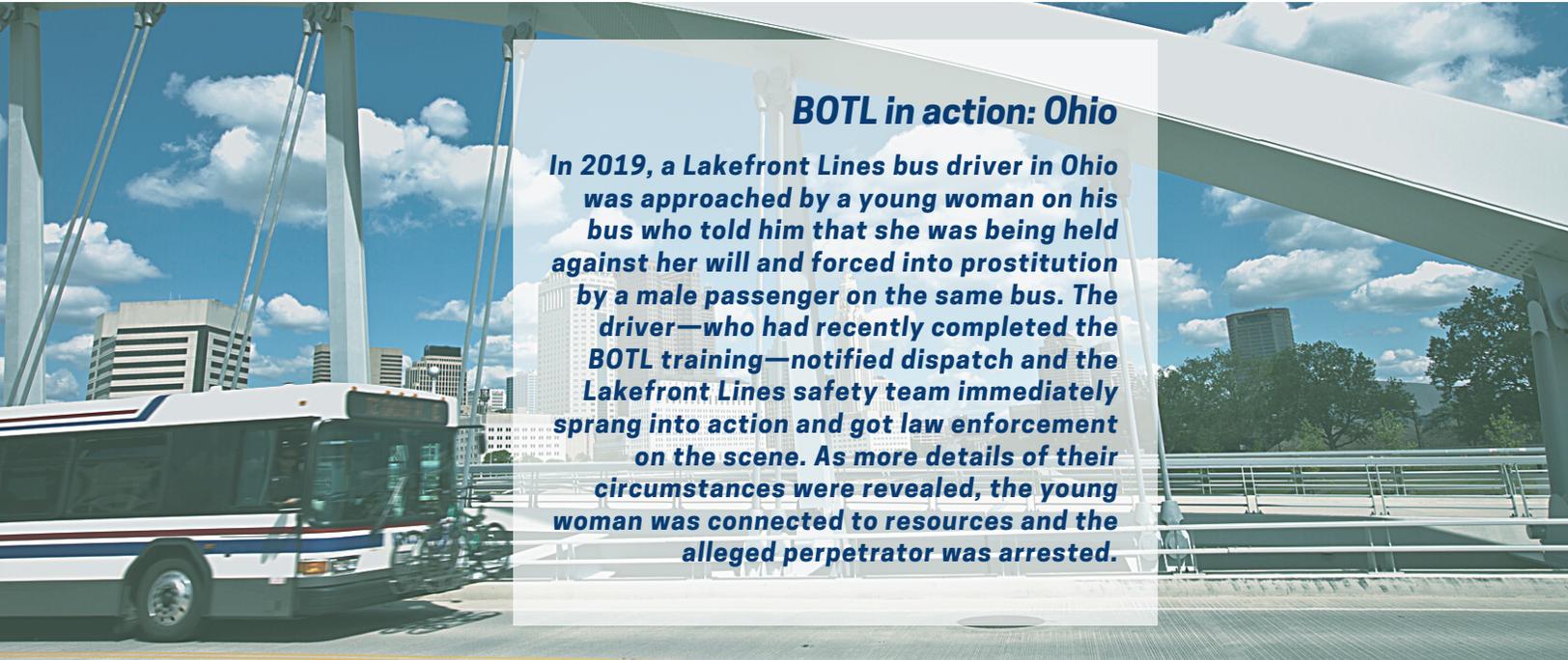
² Polaris, "On-Ramps, Intersections, and Exit Routes: A Roadmap for Systems and Industries to Prevent and Disrupt Human Trafficking," available at <https://polarisproject.org/on-ramps-intersections-and-exit-routes>, pg. 25 (July 2018).

The journey after trafficking can be a long and difficult one for survivors as they seek to rebuild their lives and recover from the multitude of harms that were done to them. Securing stable housing, job skills training, medical services and counseling/mental health services are all essential but often challenging to obtain and maintain. Transit agencies have a role to play in this **recovery stage** as access to public transportation can help build a bridge to stable employment and critical services.



BOTL in action: Washington

In 2018, one week after a transit agency in WA State showed the BOTL training video at a monthly staff safety meeting, an emotionally distraught young woman came into their transit center. She had severe bruising on her face and abrasions all over her body. An employee approached the young woman to see if she needed help. The employee learned that she had just been released from the hospital after being beaten, raped and robbed. She revealed information that suggested she was a victim of sex trafficking. She didn't know what city she was in, had no phone and no money. She'd come to the transit center to find transportation to a friend who she believed was safe. The employee helped her contact the friend and got her a bus ticket. The employee and colleagues then pooled the cash they had in their own wallets to make sure the young woman had some money with her as she traveled.



BOTL in action: Ohio

In 2019, a Lakefront Lines bus driver in Ohio was approached by a young woman on his bus who told him that she was being held against her will and forced into prostitution by a male passenger on the same bus. The driver—who had recently completed the BOTL training—notified dispatch and the Lakefront Lines safety team immediately sprang into action and got law enforcement on the scene. As more details of their circumstances were revealed, the young woman was connected to resources and the alleged perpetrator was arrested.

BEST PRACTICES FOR TRANSIT AGENCIES

Based on the ways that transit may intersect with human trafficking, there are four critical steps that transit agencies throughout the United States and Canada should take to support the recovery of victims and to help hold traffickers accountable. These best practices include:

1. IMPLEMENT INDUSTRY-SPECIFIC TRAINING FOR ALL EMPLOYEES

BOTL's free industry-specific training materials are designed to train bus drivers, terminal workers, maintenance staff, dispatch operators, ticket counter personnel, security guards, etc. on how to recognize and report signs of human trafficking they may be seeing in the course of their everyday jobs. BOTL's materials are primarily comprised of a 30-minute documentary style training video along with a wallet card or app. The BOTL video is a self-sufficient anti-trafficking training tool; however, BOTL advises that management supplement the video training with information specific to the agency's internal policies and, when possible, provide examples from their local context. (See Appendix A: BOTL Training Resources.)

2. ESTABLISH AN INTERNAL REPORTING POLICY

In establishing an internal reporting policy, transit agencies should strive to ensure that their employees know the steps they are expected to take if they suspect human trafficking is occurring or if they believe they may have come into contact with a potential victim. The policy should accomplish the following:

ESTABLISH

that management cares about combating human trafficking and will support its employees in being on the lookout.

EMPHASIZE

that the safety of the employee and potential victim is paramount, highlighting that being on the lookout does not mean that any transit employee should get involved physically or try to "rescue" victims themselves.

OUTLINE

the steps that employees should take to get law enforcement and/or victim services involved and to either inform management of the incident that occurred or to enroll their assistance. At a minimum, the policy should guide employees on when to call 911, when to notify dispatch, when to call the hotline and how to file an incident report.

PRESERVE

evidence from the incident in question such as names, dates, times, specific locations, descriptions of people, descriptions of cars, license plate numbers, surveillance footage, payment records, etc. This kind of information can be critical for law enforcement in an anti-trafficking investigation.

Alongside the Florida Department of Transportation's Statewide Transit Training and Technical Assistance Program, with input from the Florida Transit Safety and Operations Network, BOTL has developed a human trafficking response procedure template for transit agencies that can be used to develop these internal policies: <https://ftson.org/human-trafficking-response-procedure-template>.

³ U.S. Department of Transportation Advisory Committee on Human Trafficking, "Combating Human Trafficking in the Transportation Sector," available at <https://www.transportation.gov/administrations/office-policy/advisory-committee-human-trafficking>, pg. 7-15 (July 2019).

3. CONNECT WITH YOUR ANTI-HUMAN TRAFFICKING TASK FORCE

Connect with the anti-human trafficking task force in your city or state/province. These task forces often include representatives from law enforcement as well as victim service providers, survivor advocates and community leaders. Building these relationships can help the transit agency in sharing suspicions with law enforcement, staying up to date on local trends or accessing additional training or awareness opportunities. These connections can also help facilitate partnerships between the transit agency and local non-profit organizations to donate ticket vouchers or bus passes that will help survivors in their journey after trafficking. Contact info@truckersagainstrafficking.org for assistance in locating the anti-human trafficking task force(s) in your area.

4. LAUNCH A VICTIM-CENTERED AND PUBLIC AWARENESS CAMPAIGN

BOTL worked with survivors of sex trafficking to create a series of posters that use language and visuals that are intended to be eye catching for victims to see and know there are resources out there to help them. These posters also contribute to general public awareness about how vulnerable girls, boys, women and men can get lured into trafficking situations. BOTL will share these poster designs with transit agencies free of charge to use in a victim-centered and public awareness campaign. (See Appendix B: Victim-Centered Awareness Posters.)



BOTL in action: California

Not long after the San Diego Metropolitan Transit System rolled out its anti-human trafficking program in 2019—which included the BOTL video—their transit security personnel made note of a man at one of their transit centers acting aggressively toward a young woman. When the same man later returned to the transit center and was seen approaching other young women, transit officers shared their suspicions and evidence with the San Diego Human Trafficking Task Force which coordinated with other law enforcement agencies in California. The investigation culminated in the arrest of the man at a motel near Los Angeles where he and an accomplice were holding a young woman against her will.

RED FLAGS FOR TRANSIT

Identifying a person who is being exploited is not a simple matter. Transit employees should be on the lookout for signs of control, vulnerability, recruitment or any indication that a person is involved in commercial sex. Keep in mind that multiple indicators will most likely present themselves when this crime is occurring. Be on the lookout for:



HUMAN TRAFFICKING HOTLINE

Both the United States and Canada have national human trafficking hotlines that are available to answer calls 24 hours a day, 7 days a week, every day of the year.



Calls received by either hotline are always anonymous unless the caller chooses to provide the operator with his or her name and contact information and authorizes its use. This information is not given to law enforcement, other individuals or other agencies without prior consent.

Once a call is received, next steps may include:

- An additional call to the caller to confirm the accuracy of information (with the caller's consent);
- Provision of materials and/or referrals to organizations in the caller's area serving trafficking victims;
- A report to a local anti-trafficking organization, service provider, or law enforcement.

OPTIONS FOR IMPLEMENTING THE BOTL TRAINING

There are four different ways that transit agencies can share the free BOTL Training materials with their employees.

1. IN-PERSON:

Trainer facilitates showing the video to a group that has gathered in person and passes out the wallet card. The trainer can either use a DVD or download the training video and red flag recap as an mp4 file. For these sessions, if a transit agency would like to hand out certificates, BOTL can create a co-branded one for the training facilitator to fill out and distribute to participants. To receive printed materials or files for download, contact info@truckersagainstrafficking.org. (See Appendix C: Implementation Guide for In-person Training.)

2. TAT EDUCATION PORTAL:

Individuals can get BOTL-certified via the Truckers Against Trafficking education portal. To access the training this way, participants must first register. They can then watch the 30 minute BOTL video, after which they will be prompted to take a 15 question quiz. If they receive a score of 73% or above, the system auto-generates a BOTL certificate with their name and completion date on it. Access the portal at:

EDUCATION.TRUCKERSAGAINSTTRAFFICKING.ORG/COURSES

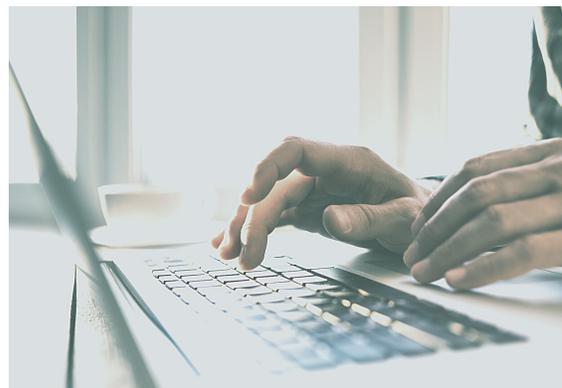
3. INTERNAL TRAINING SYSTEM:

BOTL can work with transit agencies to upload its training materials (including the video, quiz and a co-branded certificate) to their own internal learning management system or online training program.

4. NATIONAL RURAL TRANSIT ASSISTANCE PROGRAM (RTAP):

BOTL has been partnering with RTAP since May 2019 to reach rural and tribal transit agencies throughout the United States. Transit agencies who do training through RTAP can route their employees via that system to watch the BOTL video, take a quiz, and receive a cobranded BOTL/RTAP certificate.

Please register your training numbers with us! This helps us measure our reach and better understand how and where our training is being used. To register your training numbers visit TRAINED.TRUCKERSAGAINSTTRAFFICKING.ORG or contact info@truckersagainstrafficking.org.



APPENDIX A: BOTL TRAINING RESOURCES

VIDEOS (AVAILABLE AS DVD, MP4, OR TO STREAM ONLINE)

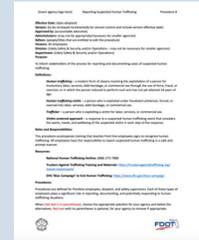


- 30 Minute training video (preferred video)
- 18 Minute training video (optional abbreviated video)
- 2 Minute recap (supplemental recap for either of the above)
- 4 minute refresh for agencies who have already BOTL trained*

BROCHURE



INTERNAL POLICY TEMPLATE*



BREAKROOM POSTER*



WALLET CARD



APP*



<https://truckersagainsttrafficking.org/app/>

LABOR TRAFFICKING FLYER*



DASH STICKER



DISPATCH POSTER*



HOW TO ORDER

For orders or questions, please email info@truckersagainsttrafficking.org. In your email, please include the amount of each material needed, mailing address, and training date. The BOTL video and wallet card are available in English, Spanish and French Canadian. The BOTL app is available in English and Spanish.

*Materials marked with an asterisk are available in digital format only.

APPENDIX B: VICTIM-CENTERED AWARENESS POSTERS

All BOTL posters are available in both English and Spanish.

LOVE DOESN'T HURT. TRICKS AND PIMPS DO.

Lisa was 16 years old and living on the streets when Scott, a handsome 25 year old, promised her love, financial security, and a place to call home. She thought she had it all until Scott told her she must sell herself to keep it. If somebody is asking you to sell your body or putting you in harm's way, that's not love.



Call the National Human Trafficking Hotline: 1-888-3737-888 (US) or 1-833-900-1010 (Canada) Anonymous | Confidential | Toll Free | 24/7

If you or someone you know is being forced to engage in any activity and cannot leave, whether it is commercial sex, housework, farm work, construction, factory, retail or restaurant work, or any other activity, call the National Human Trafficking Hotline at 888-3737-888 to access help and services.

NOT SURE WHAT YOU'RE WALKING INTO?

Thousands of girls, boys, women and men are forced into prostitution each year, as sex traffickers lure them into the life with promises of work opportunities and romance. You are not alone. You have other options.



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DO YOU REALLY TRUST THIS PERSON?

If it sounds too good to be true, it usually is. Thousands of girls, boys, women and men are forced into prostitution each year, as sex traffickers lure them into the life with promises of work opportunities and romance. You are not alone. You have other options.



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WANT OUT OF THE LIFE?

Sarah was 15 when she ran away from home. She had big dreams about what her life could be and Chris seemed like the only person who cared. When Chris told her he would leave her if she didn't sell herself for sex, Sarah didn't think she had a choice. YOU ARE NOT ALONE. YOU HAVE OTHER OPTIONS.



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APPENDIX C: IMPLEMENTATION GUIDE FOR IN-PERSON TRAINING

OVERVIEW AND OBJECTIVES

Human Trafficking happens everywhere, including in communities throughout the United States and Canada. Transit employees (bus drivers, terminal workers, maintenance staff, dispatch operators, ticket counter personnel, security guards, etc.) have an important role to play in combating it. In this training session, transit agency employees will learn about human trafficking as it relates to transit and understand how to recognize and report it effectively.

MATERIALS NEEDED

- BOTL DVD or digital videos
- Video/audio capability to show videos
- BOTL Wallet Cards (1 per trainee)
- BOTL Dash Stickers (1 per trainee)

TIMELINE OF ACTIVITIES

Task	Description	Time
1. Introduction	<p>Introduce the topic by sharing these facts about human trafficking and transit:</p> <ul style="list-style-type: none">• There are an estimated 50 million victims of human trafficking globally, including thousands of children and adults in the US and Canada.• Human trafficking has been reported in all 50 states and 10 Canadian provinces.• There are several points of intersection between transit and human trafficking: Traffickers recruit victims at bus stops or transit centers and utilize buses to transport victims to and from places where they will be sold. When victims are able to get out, transit can be a lifeline.• In one study, 42% of survivors reported that local or long distance buses were used in the facilitation of their exploitation and 26% said that public or mass transportation played a role in at least one exit attempt. (Source: Polaris)	5 minutes
2. BOTL Video	Show the 30 minute BOTL video.	30 minutes

TIMELINE OF ACTIVITIES (CONTINUED)

Task	Description	Time
<p>3. Discussion</p>	<p>Invite trainees to share their reactions and/or takeaways from the film. Use the discussion questions at the end of this lesson plan to guide the conversation.</p> <p>Refer to the case studies on pages 3 and 5 of this toolkit to illustrate how transit employees are already making an impact.</p> <p>Be sure to share your agency's internal reporting protocol and outline the steps all employees are expected to take if they suspect human trafficking is occurring or if they believe they have come into contact with a potential victim.</p> <p>If you would like to supplement the BOTL training video with data from your area, use the resources listed in the 'References/Additional Info' section below. You can also consult your local anti-human trafficking taskforce.</p>	<p>20 minutes</p>
<p>4. Red Flag Recap Video</p>	<p>Show the 2 minute red flag recap video. While you do this, pass out wallet cards and dash stickers to each trainee. Be sure to let the trainees know that all the information on the wallet card is also on the free BOTL app that is compatible with Androids and iPhones.</p> <p>Let trainees know that if they would like additional information, they can visit www.busingonthelookout.org or follow BOTL on Facebook and Instagram @BusingOTL</p>	<p>5 minutes</p>

REFERENCES / ADDITIONAL INFO

BOTL website: www.busingonthelookout.org
 Polaris: www.polarisproject.org
 US Data: <https://humantraffickinghotline.org/states>
 Canada Data: <https://www.canadianhumantraffickinghotline.ca/statistics>

ADAPTATION

This plan may be adapted to a 40-minute session by removing the time for discussion. If necessary, you may also choose to show the abridged 18-minute video in place of the suggested 30-minute one.

DISCUSSION QUESTIONS

Use these questions to guide group discussion about the BOTL training video.

What surprised you in the film? Do you have a better understanding of human trafficking and what it looks like?

NOTES/POSSIBLE ANSWERS:

With modern day slavery, actual chains and locked doors are rarely used. Instead, traffickers use the invisible chains of force, fraud, or coercion to keep their victims compliant. In addition, traffickers come from all types of racial, ethnic, gender, and socio-economic backgrounds. They most likely will not match stereotypes or inaccurate media depictions of pimps. Anyone could be trafficked, but children in foster care, runaway youth, the homeless, immigrants, LGBTQ, or those with a history of abuse are particularly susceptible.

What are some signs you might notice that could indicate human trafficking?

NOTES/POSSIBLE ANSWERS:

Indicators of control, such as people who are not allowed to speak for themselves or make eye contact; passengers who are not in possession of their own tickets, money, identification documents or phone; indicators of physical or psychological trauma, such as bruising, branding, panic, confusion or fear; cars that are frequently at the transit center or terminal but no one gets out to board a bus/train; people in the transit center or terminal who regularly approach people who look vulnerable; anyone who acknowledges having a pimp or needing to make a quota; and anyone offering to exchange sex for money or any other good or service, especially if it appears to be a minor.

If you noticed some of these red flags, what would you do?

NOTES/POSSIBLE ANSWERS:

In an emergency or if someone is in immediate danger, call 911. Report to local law enforcement and/or the National Human Trafficking Hotline (US) or the Canadian Human Trafficking Hotline. Follow agency's internal reporting protocol. NOTE: Even if you call local law enforcement, you should also call the human trafficking hotline. The hotlines geo-track data so they are able to determine hotspots and networks traffickers are using. Without also calling or texting the hotline, that national data will be lost. Also, you can call the hotline even if you're not 100% sure. The hotlines have 24/7 trained specialists who can help you determine if you are interacting with a victim. Calls to the hotlines are anonymous and confidential and a trained specialist is there waiting to take your call.