

DOT ADVISORY COMMITTEE ON HUMAN TRAFFICKING TRAINING & AWARENESS SUBCOMMITTEE

I. Introduction

A. Method

This report provides an overview of the counter-trafficking training and awareness efforts throughout the transportation industry. It is based on the following sources of information: stakeholder interviews with the following stakeholder groups: current and past ACHT committee and subcommittee members, survivors, transportation company management and frontline workers, safety managers, nonprofit anti-trafficking organizations, state Departments of Motor Vehicles (DMV), state Departments of Transportation, local transit agencies, state and local law enforcement, and airports. The review involved examining reports, research, campaign materials, and online training programs, and conducting interviews with key stakeholders in each sector.

Unique research methods used in this study include:

- **Interviews with Survivors:** Interviews were conducted with members of PACT's Survivors' Council who utilized transit while being trafficked. This provided first-hand accounts and insights into the issue.
- **Online Training Programs:** Review of online training programs included the NYC Taxi and Limousine Commission application process and the King County for-hire driver e-training, and Truckers Against Trafficking's "Busing on the Lookout."¹
- **One-on-One Interviews:** One-on-one interviews were conducted with small, medium, and large airports, as well as with Amtrak police officers. Where possible, the researcher spoke directly to the point of contact who administers the airports' anti-human trafficking programs.
- **Review of Advertising Images:** The researcher reviewed advertising images that were sponsored by nonprofit organizations.
- **Verification of Current Programs:** For the DMV and law enforcement focus areas, the researcher verified current programs by contacting program administrators via telephone or email confirmation. This ensured the accuracy and currency of the information gathered.
- **Review of state DOTs:** Interviews with state DOT agencies.
- **United Against Slavery National Outreach Survey for Transportation (NOST) (draft):** Review of the data, which includes responses from five state DOT agencies.
- Prior ACHT research and current training and awareness material located through internet searches.
- In-person investigations at airports and on airplanes.

II. Background (*within assigned transportation-related focus area*)

¹ <https://truckersagainstrafficking.org/transit-motorcoach/>

A. Training & Awareness Material Across Multiple Sectors

1. U.S. Department of Transportation²

The Department of Transportation provided a rich trove of resources that were accessed across transportation sectors. A shared starting point was the 2019 DOT ACHT report, which highlighted promising trends and best practices at that time. Four years later, a number of those practices remain widely used. Similarly, the Department's Transportation Leaders Against Human Trafficking (TLAHT) website provides a range of training resources and awareness material, as well as a leadership pledge that has mobilized hundreds of organizations from across the transportation industry. TLAHT resources include a joint DOT/DHS Human Trafficking Response Guide for the Transportation Industry, which contains information regarding trafficking indicators for personnel in aviation, rail, maritime, and trucking. DOT's public awareness campaign, "Put the Brakes on Human Trafficking", provides multimodal posters and graphics creating awareness for identifying and reporting suspected human trafficking.

2. Department of Homeland Security, Blue Campaign

Housed within the Department of Homeland Security, the Blue Campaign is a national public awareness campaign designed to educate the public, law enforcement and other industry partners to recognize the indicators of human trafficking, and how to appropriately respond to possible cases. It shares with the Department of Transportation the Human Trafficking Response Guide for the Transportation. The Blue Campaign houses an extensive document library with free material available in multiple languages, including posters that, while not specific to transportation, are utilized widely in a range of transportation sectors.

3. Truckers Against Trafficking³

Truckers Against Trafficking (TAT) is a 501(c)(3) non-profit organization that educates and mobilizes multiple transportation sectors to combat human trafficking. TAT provides free training and resources to educate the trucking industry to spot and report signs of sex and labor trafficking along our nation's highways, local roads, bus routes, truck stops, transit and. TAT also partners with law enforcement, government agencies, and other stakeholders to raise awareness and facilitate collaboration in the fight against human trafficking. TAT awareness resources include training videos, wallet cards, window decals, posters, and the Freedom Driver Project, a mobile exhibit illustrating the realities of human trafficking and the trucking industry's role in combating it. Training includes an Industry Training Program, Regional meetings for collaboration and information exchange among various stakeholders, partnerships with several large trucking organizations including the American Trucking Association, and state trucking associations and the Commercial Vehicle Safety Alliance.

² [DOT's Commitment to Prevent Human Trafficking | US Department of Transportation](#)

³ [What We Do • Truckers Against Trafficking](#)

In addition to awareness about the signs of trafficking, TAT has created a [video](#) addressing the role of demand as a root cause of trafficking in their Man-to-Man series.

4. Protect All Children from Trafficking (PACT, formerly ECPAT-USA)

PACT is a 501(c)(3) non-profits organization that seeks to prevent child sex trafficking and exploitation through Survivor-informed advocacy, education and private sector engagement. In 2020, the DOT awarded PACT funding to develop educational and public awareness campaign materials for transit systems to address public safety and human trafficking on transit. PACT has developed [tips](#) for Uber rideshare users on identifying human trafficking, and hosts a free 25 minute [online training](#) for members of the travel industry. PACT and its global partner ECPAT International facilitate [THE CODE](#), a set of voluntary guidelines and educational material for the travel and tourism industry intended to keep children safe, adopted by 392 businesses in 57 countries.

5. Businesses Ending Slavery and Trafficking (BEST)

Businesses Ending Slavery and Trafficking is a 501(c)(3) non-profit organization that provides human trafficking awareness training across transportation sectors including [aviation](#), [maritime](#) and [transit](#). They also offer public awareness material for survivors through their [#NotAlone](#) campaign, which is not specific to transportation but is disseminated through a range of transportation partners.

6. A21

A21 is an international non-profit that has created public awareness material on sex and labor trafficking that has been used across diverse transportation sectors. In 2020, it partnered with Lamar Advertising to create “[Can You See Me](#),” a billboard campaign shown in 48 states that depicted a range of trafficking scenarios and the number for the National Human Trafficking Hotline. The “Can You See Me” campaign won the DOT’s [Combating Human Trafficking in Transportation Impact Award](#) in 2021.

7. Polaris

Polaris is a 501(c)(3) nonprofit organization that operates the National Human Trafficking Hotline. On all awareness materials found throughout research, the hotline number was a listed resource for victims and the public to contact. In addition to providing information to callers, the National Human Trafficking Hotline provides a trove of valuable data on trafficking typologies, locations and anonymized victim information. Its 2018 research on trafficking in the transportation sector, “[On-Ramps, Intersections, and Exit Routes](#),” remains one of the few studies on the subject.

8. Commercial Vehicle Safety Alliance (CVSA), Human Trafficking Prevention Program

The Commercial Vehicle Safety Alliance (CVSA) is a nonprofit organization comprised of local, state, provincial, territorial and federal commercial motor vehicle safety officials and industry representatives. In 2020, CVSA began its Human Trafficking Prevention Program. This program seeks to reduce human trafficking throughout North America through coordinated enforcement and investigative and educational awareness measures within the commercial motor vehicle industry.

In 2022 and 2023 CVSA held their first two Human Trafficking Awareness Initiatives that are held in the month of January. The focus of this is to promote human trafficking awareness, outreach, identification and prevention initiative that aims to educate commercial motor vehicle drivers, motor carriers, law enforcement officers, and the general public about the crime of human trafficking, the signs to look for and what to do if you suspect someone is being trafficked.

The first initiative in 2022 was for 3-days, involving 30 States, 3 Canadian Provinces, and 2 Mexican states. In 2023, the program expanded the initiative to 5 days and saw 42 states and 3 Canadian provinces participate.⁴ This program has helped to promote a national collaborative focus on human trafficking awareness. Data from the CVSA final report measured number of inspections, traffic stops, wallet cards handed out, presentations, media inquiries. The program has been perceived to be successful, with increased numbers of those participating each year, resulting in more shared information.

CVSA recently received grant funding from the Federal Motor Carrier Safety Administration to develop and air public service announcements around the 2024 Human Trafficking Awareness Initiative.

The CVSA has also developed an awareness video for dissemination to trucking companies and law enforcement in North America. The 30-second video features a human trafficking survivor, a truck driver, and a commercial vehicle enforcement officer encouraging the public to be aware of possible human trafficking and to make a call if they suspect human trafficking. The video directs viewers to the CVSA website, and another directs individuals to the Truckers Against Trafficking website. The CVSA also displays a video on the hand signal for human trafficking as well as a “best practices” document that can be accessed for innovative ideas in promoting human trafficking awareness.⁵

B. Sector-Specific Resources: Ports

⁴ CVSA Releases Results from 2022 Human Trafficking Awareness Initiative, May 24, 2022. <https://www.cvsa.org/news/2022-htai-results/>

⁵ Commercial Vehicle Safety Alliance, <https://www.cvsa.org/programs/human-trafficking-prevention/resources/>

1. **BEST:** Ports to Freedom, the most commonly used training video in ports and maritime, available for a fee to individuals or groups. In 2023, BEST received DOT's Transportation Impact Award for building and distributing the Not Alone awareness toolkit to all 76 US ports in 2023 and to support four in-person port trainings and presentations to port authority leaders in 2024.

C. Sector-Specific Resources: Busing

1. Busing on The Lookout (BOT)

The busing-specific TOT training, BOT provides free courses in English and Spanish for professionals in Transit & Motorcoach, School Bus, Bus, Charter, Movers and In-Home Delivery industries. Certification of training is available upon course completion.

D. Sector-Specific Resources: Rail

1. AMTRAK

The nation's largest domestic provider of passenger rail, has been actively training employees and informing the public about human trafficking since 2012, and its CEO and Executive leadership team have signed the TLAHT Pledge. CSX, primarily a provider of freight rail, became a TLAHT in January of 2020. No other training and awareness activities at other domestic freight and passenger rail systems were identified.

Amtrak has leveraged partnerships with federal agencies, fellow law enforcement agencies, NGOs, and human trafficking survivors to complete a range of training, awareness, and other related anti-trafficking projects. Notable training and awareness efforts include:

- Creating an online form for reporting possible encounters with human trafficking victims that allows employees to anonymously report what they witnessed in detail.
- Improving the Amtrak Police Department records management system and reporting protocols for better data collection of potential human trafficking incidents, including a juvenile runaway interview questions checklist.
- Partnering with A21 to create a comprehensive, web-based training resource for Amtrak Officers, which was launched during the 2023 Investigators and Detectives Training Conference.
- Creating and distributing to all employees a communication detailing Amtrak's effort to fight the crime of human trafficking within the passenger railroad environment.
- Posting QR code contact point stickers in restroom stalls in Amtrak-owned stations and stations where Amtrak has service.
- Developing bathroom signage that will direct victims to the national human trafficking hotline.

- Inclusion of A21's "Can You See Me" campaign videos on its website.

After receiving a 2020 FRA grant with terms that bar awardees and their subcontractors from engaging in human trafficking, forced labor, and procurement of commercial sex acts, Amtrak formed a risk analysis working group. By conducting risk analysis across all departments, key anti-trafficking mitigation efforts and goals were identified by Amtrak. They included many of the training, awareness and data collection activities listed above.

E. Sector-Specific Resources: Airlines

1. Domestic Travel

The extent and variety of training and awareness materials for the U.S. airline industry is impressive and serves as a model for other modes of domestic transportation.

a. Training:

Training mandates within the airline industry like the 2016 FAA Extension Safety and Security Act (requiring all air carriers to provide initial and annual Flight Attendant training) and the 2018 FAA Reauthorization Act (requiring part 121 and 135 operators to annually train ticket counter agents, gate agents, and other air carrier workers whose jobs require regular interaction with passengers) have likely contributed to the development and availability of these materials. The DOT/DHS Blue Lightning Initiative (BLI), which offers on-line training for the airline industry, readily supports compliance with these training mandates. Additionally, the 2022 Human Trafficking Prevention Act, which requires that DOT seek to provide for the posting of contact information of the National Human Trafficking Hotline in the restrooms of each aircraft, may also translate into heightened awareness and reporting.

b. Public Awareness:

There is a wealth of domestic and international public awareness materials readily available to the airline industry including from Blue Campaign, BLI, and Polaris. These materials can occasionally be seen in high traffic flow areas of airports. Such materials include:

- Posters with reporting phone numbers or QR codes
- 30-60 second public service announcements shown in some, but limited spaces occupied by airline passengers (some with closed captions and some without)
- Brochures,

- Hotline information signage for bathroom/stall postings/public waiting areas.

The aviation industry has used January 11th, the congressionally designated human trafficking awareness day, as an opportunity to raise awareness about this issue. Delta has expanded its awareness efforts beyond the one day to the entire month of January. Several airlines have combined these campaigns with requests for passenger donations of money and/or travel miles to assist victims. The United Nations World Day against Trafficking in Person (July 30th) is similar to the January 11th day of recognition. It is recognized on July 30th of each year.

2. International Travel

Given the recent recognition by of the U.S. Department of Homeland Security (DHS) and U.S. Department of Transportation's (DOT) Blue Lightning Initiative (BLI) of the value of global international aviation anti-trafficking partnerships, it is important to reference the extent of training and awareness materials available through international airlines and aviation organizations. These materials could inform and serve the U. S. domestic aviation industry.

a. Airline Ambassadors, a 501(c)(3) nonprofit organization that leverages partnerships with the airline industry, delivers in-person anti-trafficking awareness training, a departure from other airline employee training delivered via a computer-based module. According to their website, Airline Ambassadors has provided 131 trainings to 7,000 front line air transport professionals. Airline trainings typically contains most or all of the below elements.

- Company/Organization Human Trafficking Policy,
- Legislation / regulations related to trafficking, which impact employee members' duties and responsibilities
- Victim/situation indicators, (including red flags specific to mode)
- Scenarios based on actual cases
- Reporting protocols.
- Communication and coordination with other cabin crew procedures
- Messaging supporting the use of a "victim centered" and "trauma informed" approach to a suspect trafficking situation.

b. The International Air Transport Association (IATA) offers a range of airline staff resources:

- Free online tutorial for airline staff
- Cheat sheet (pdf) - one pager summary

- [Guidance on Human Trafficking \(pdf\)](#) complete guidelines for airlines
- [Human Trafficking Awareness e-learning course](#)

IATA Awareness Campaign materials include:

- [Infographic \(pdf\)](#)
- Video - can be shared on any media
English: [Eyes open against human trafficking](#)
Spanish: [Ojos abiertos contra la trata de personas](#)
Portuguese: [Olhos abertos contra o tráfico de seres humanos](#)

c. IATA, The International Civil Aviation Organization (ICAO), and the Office of the High Commissioner on Human Rights (OHCHR) jointly developed guidance materials to help mobilize the aviation sector against human trafficking

- [Circular 352](#) “Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons” provides governments and operators with the framework and topics that should be included in the training package; material focuses on the identification and response to suspected human trafficking and is aimed particularly at cabin crew members.
- [Circular 357](#) “Guidelines for Reporting Trafficking in Persons by Flight and Cabin Crew” is intended to assist government authorities and airlines in managing crew reports of suspected cases of trafficking and used in conjunction with Circular 352.
- [ICAO Doc.10171](#) is a comprehensive strategy for combatting human trafficking in the aviation sector. that enhances national counter-trafficking policies and procedure frameworks. It also equips governments, civil aviation authorities, airlines and airports with guidance and recommendations to inform the development of comprehensive counter-trafficking strategies.
- [IATA position paper on Human Trafficking \(pdf\)](#)

F. Sector-Specific Resources: Trucking

1. Truckers Against Trafficking⁶

While providing free resources across a range of transportation modes, the trucking industry is foundational to TAT’s work. In addition to offering free training and awareness material, TAT provides support and partnerships with several large trucking organizations including the American Trucking Association, and state trucking associations and the Commercial Vehicle Safety Alliance.

⁶ [What We Do • Truckers Against Trafficking](#)

2. U.S. Department of Transportation⁷

While the DOT's comprehensive information is referenced across multiple transportation modes, it also has campaigns that are designed to raise awareness to specifically combat human trafficking in trucking:

Awareness Materials:

- **"Your Roads, Their Freedom"** campaign from the Federal Motor Carrier Safety Administration (FMCSA) seeking to give the nation's commercial motor vehicle drivers the tools needed to identify, and report suspected human trafficking.

Legislation/Policy:

- No Human Trafficking on Our Roads Act: Permanently bans anyone who has used a commercial vehicle to commit a felony involving human trafficking from operating a CMV in the future.
- FMCSA Policy on Using a CMV in Commission of Sexual Assault: On December 6, 2023, the FMCSA issued a new policy to disqualify drivers from holding a CDL or CLP if they are convicted of a using a CMV to commit felony sexual assault.

3. National Association of Truck Stop Operators (NATSO)

NATSO is a trade association that represents the truck stop and travel plaza industry. It joined TLAHT in 2013 and hosts a 501(c)(3) foundation to help its members prevent and combat human trafficking along the nation's highways. In addition to making available DHS Blue Campaign Public Awareness posters, the NATSO Foundation provides various training and awareness materials to truck stop operators and their employees.

a. Training and Awareness Materials:

- Online Training **"The Role of Truck Stops in Combating Human Trafficking"** employee module is available free through the NATSO Foundation website. This course covers the definition, signs, and reporting of human trafficking, as well as best practices for truck stop staff to intervene safely and effectively.
- Training brochure, **"How Truck Stops Help Stop Human Trafficking"** which summarizes key information from the online course and provides a list of resources and contacts for reporting suspected cases of human trafficking.
- **"Combating Human Trafficking Toolkit"** offers truck stops and travel centers a roadmap for implementing an anti-human trafficking education and awareness program, and s.

⁷ DOT's Commitment to Prevent Human Trafficking | US Department of Transportation

4. In Our Backyard⁸

In Our Backyard is a 501(c)(3) nonprofit organization that provides trafficking awareness partnerships with convenience store associations and media outlets, and resources for the following transportation-related venues:.

- **Convenience Stores Against Trafficking (CSAT)**: A free program to engage convenience stores and gas stations. Provides training on human trafficking and provides awareness materials to post in stores.
- **“C-Stores Stop Human Trafficking”**: Video-based training that educates employees on how to recognize and respond to human trafficking in their stores and communities.
- **Freedom Stickers**: Stickers containing the National Human Trafficking Hotline number and a bilingual English/Spanish message for victims. They are strategically posted on public restrooms nationwide, especially in convenience stores and gas stations.

5. State Initiatives

There are currently 12 states that have enacted legislation that mandates anti-trafficking training for CDL holders or applicants. These states are Arkansas, Colorado, Illinois, Kansas, Kentucky, Montana, Nevada, Ohio, Texas, Utah, Washington, and Wisconsin. While not having specific legislation, many other states have optional or voluntary programs that provide training and resources to CDL holders. Florida’s “Highway Heroes” campaign provides training through a collaboration with TAT, the Florida Department of Highway Safety and Motor Vehicles, the Florida Highway Patrol, Attorney General Ashley Moody, and the Florida Trucking Association. Georgia’s Department of Driver Services has an outreach program in collaboration with TAT, the Criminal Justice Coordinating Council, and Georgia Cares also provides education and awareness information to their 360,000 Georgia-licensed CDL holders on file.

G. Sector-Specific Resources: Transit

1. 2019 DOT Report Transit Authorities

The review of human trafficking training and awareness resources for transit encompassed materials from the 2019 DOT report, including Dallas Area Rapid Transit (DART), Greater Cleveland Regional Transit Authority, Metropolitan Atlanta Rapid Transit Authority (MARTA), Santa Clara Valley Transportation Authority (VTA), Southeastern Pennsylvania Transportation Authority (SEPTA), South West Transit Association (SWTA), and US DOT’s Federal Transit Administration (FTA).

⁸ [Home - inourbackyard.org](http://inourbackyard.org)

2. Post-2019 Report Transit Authorities

a. FTA Grantees

In January 2020, the Federal Transit Administration FTA awarded 21 grants and 3 cooperative agreements to 24 organizations across the country for projects to help prevent human trafficking and other crimes on public transportation. Transit education and awareness material was reviewed from grantees CATA (Lansing, MI), Greenville Transit Authority (South Carolina), HART (Tampa, FL), Regional Transportation Commission (NV), Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA), PSTA (Pinellas County, FL), Santa Clara Valley Transportation Authority (VTA), SunLine Transit (Coachella Valley, CA), Sun Transit (Tucson, AZ) and TARTA (Toledo, OH).

b. Other transit material reviewed

Rio Metro Regional Transit District (Albuquerque, NM)
New Mexico Attorney General

2. PACT Education and Public Awareness Campaign

In January 2024, pursuant to a cooperative agreement with the DOT, PACT launched a new research-based behavioral change campaign aimed at disrupting child sex trafficking at the intersection of public transportation by educating public transportation riders and employees on how to identify the signs of child sex trafficking and safely report.

The campaign, **Transit Against Child Trafficking (TACT)**, is initially launching with two transit partners: Capital District Transportation Authority in the Albany region of New York and Rio Metro Regional Transit District in the Albuquerque-Santa Fe region of New Mexico. The campaign is being developed in collaboration with survivors of child sex trafficking who are part of PACT Survivors' Council. Using learnings from this first phase, the campaign will be rolled out in other regions over the year in partnership with other transit agencies.

H. Industry-Specific Resources: For-Hire Drivers⁹

1. Publicly available material on Uber's website, and correspondence between the Senate and Uber from June 2023, addressing Uber's anti-trafficking educational material and safety protocols in response to an updated app that allowed teens ages 13-17 to ride alone.

⁹ In this report, "For-Hire Drivers" includes drivers of taxicabs, flat-rate for-hire vehicles, and transportation network company (TNC) (Uber, Lyft, etc.) vehicles.

2. Legislation, such as NYC Local Law 36 of 2012¹⁰, King County Council Proposed Motion 2019-0166¹¹, and Texas H.B. No. 2313, was examined.
3. King County, Anti-Human Trafficking and Commercial Sexual Exploitation Awareness Training for For-Hire Drivers Response to Motion 15512 (June 1, 2020).
4. A 2022 study¹² by Kezban Yagci Sokat highlighted ridesharing and taxis as common modalities used in human trafficking in California.¹³

I. Sector-Specific Resources: State DMV's

The existing recommendations from the 2019 report for the State DMV remained intact, featuring robust programs for implementation. Training and awareness resources provided by Tuckers Against Trafficking (TAT) and the TLAHT were found to be sound and current. Additionally, there were new resources and initiatives introduced since the 2019 report that should be considered for expansion in this area.

J. Sector-Specific Resources: Law Enforcement

1. Programs included in the 2019 ACHT Report

The review confirmed the effectiveness of several programs mentioned in the 2019 report, including FLETC-Human Trafficking Awareness Program, Iowa MVE Program, Truckers Against Trafficking, Collective Liberty, Colorado Human Trafficking Council, Pennsylvania DOT Combating Human Trafficking, and the Texas Office of Attorney General. However, the Florida Coalition Against Human Trafficking, mentioned in the 2019 report, could not be verified as active, as no current activity or updated documents were found, and the listed phone number was no longer valid

2. New Training Programs Identified

In addition to the programs noted in the 2019 report, many new programs or advancements of existing programs were noted.

- a. The Human Trafficking Training Center, (HTTC) offers comprehensive and effective skill-based training to ensure officers leave every class immediately in a position to identify and help victims and take traffickers out of circulation. The law enforcement courses include:
 - Human Trafficking Proactive Ops:

¹⁰

<https://www.nyc.gov/site/tlc/drivers/sex-trafficking-prevention-video.page#:~:text=To%20comply%20with%20New%20York,new%20or%20renewal%20license%20application.>

¹¹

<https://mkcclegisearch.kingcounty.gov/LegislationDetail.aspx?ID=3924581&GUID=F6B5E91E-1A33-427C-AFD4-902FFF088828&Options=Advanced&Search=>

¹² <https://www.sciencedirect.com/science/article/pii/S2590198222001336?via%3Dihub#b0045>

¹³ Yagci Sokat, K. (2022). Understanding the role of transportation in combating human trafficking in California. *Transportation Research Interdisciplinary Perspectives*, 15, 100673. <https://doi.org/10.1016/j.trip.2022.100673>

- Human Trafficking Investigations:
- Human Trafficking Interdiction:
- Human Trafficking Interdiction for Natural Resource Officers:
- Illicit Massage Business Investigations:
- Interview and Interrogation:
- Special Victims Methodology:

These classes are held in-person across the county and are 1-2 days in length. The content and reviews of the class by students are excellent.¹⁴

b. Cybercrime

This area is especially important as human trafficking crimes using the internet are rapidly increasing. Computer crime investigators and teaching law enforcement how to access and use these technologies are critical.

- The DOJ's Office for Victims of Crime, webinar titled "Building Successful Human Trafficking Cases Using Digital Evidence: Investigative Tools for Law Enforcement" is an example of one such course.¹⁵
- The National Initiative for Cybersecurity Careers and Studies. The Certified Human Trafficking Investigator course can be accessed online.¹⁶

c. International Association of Chiefs of Police (IACP)

IACP holds training sessions at their annual conference and provides human trafficking training and awareness through a series of online trainings and roll call videos. These sessions are available online in three segments¹⁷

- Defining the Crime
- Identifying and Responding
- Investigating and Interviewing

3. New Resource Guides:

- The Department of Justice, Federal Bureau of Investigation has published a very comprehensive manual titled, "Sex Trafficking of Juveniles, an Investigative Guide for Law Enforcement." This 145-page guide covers

¹⁴ Nash, Dan Human Trafficking Training Center, <https://www.humantraffickingtrainingcenter.com/>

¹⁵ Department of Justice, Office for Victims of Crime, Webinar, "Building Successful Human Trafficking Cases Using Digital Evidence: Investigative Tools for Law Enforcement," <https://ovc.ojp.gov/events/building-successful-human-trafficking-cases-using-digital-evidence-investigative-tools-law>

¹⁶ National Initiative for Cybersecurity Careers and Studies, <https://niccs.cisa.gov/education-training/catalog/mcafee-institute/certified-human-trafficking-investigator-ctti>

¹⁷ International Association of Chiefs of Police, www.theiacp.org, <https://www.theiacp.org/resources/video/the-crime-of-human-trafficking-roll-call-training-video>

all aspects of human trafficking investigations and is an excellent resource for these investigations. The guide is law enforcement sensitive and available to law enforcement by contacting the FBI's Behavioral Analysis Unit, in Quantico, VA.

4. Existing programs with notable enhancements for law enforcement

Several training programs were noted in the 2019 report that have made significant upgrades to their training curricula.

- a. Truckers Against Trafficking (TAT) has developed free, on-demand law enforcement training modules and an accompanying E-Toolkit. These module-based trainings for law enforcement can be taken online without the necessity of attending an in-person class. Command staff, law enforcement personnel, and civilian employees can learn more about the crime of human trafficking in these modules¹⁸.

The modules cover the following topics:

- Human Trafficking 101
 - Engaging Trafficking Victims: Best Practices
 - Human Trafficking Indicators Interdiction Stops with Case Studies
 - Unlikely Allies: The Importance of the Commercial Vehicle Industry in Combating Human Trafficking
 - Addressing Demand: No Buyer = No Victim
- b. The Federal Law Enforcement Training Centers (FLETC), FLETC trains law enforcement officers on indicators of human trafficking encountered during routine duties, how to protect victims, and how to initiate human trafficking investigations. The Human Trafficking Awareness Training (HTAT) program provides students an in-depth understanding of current indicators that law enforcement and the private sector may observe in industries known for human trafficking. An overview of Federal statutes and applicable state law related to trafficking is referenced. The training is classroom-oriented with case studies, videos, and student-centered learning activities to enhance the learning experience.
 - c. The Texas Office of the Attorney General (OAG) created Attorney General Paxton formally created the Human Trafficking and Transnational/Organized Crime (HTTOC) Section. The OAG human trafficking training film, "Be the One in the Fight Against Human Trafficking," continues to be an available and relevant training film that can be viewed. In addition, in 2023, the OAG's Human Trafficking

¹⁸ Lanier, Kylla, Senior Director, of Public Sector Engagement, Personal Interview and Email, Truckers Against Trafficking, Oct. 3, 2023

Prevention Training program provided law enforcement officers and prosecutors quarterly a 1 ½ day training program.¹⁹

K. Sector-Specific Resources: State Departments of Transportation (State DOT's)

State DOTs were encouraged to collaborate with non-profit and non-governmental organizations, such as Truckers Against Traffickers, and organizations assisting trafficking victims to understand how traffickers use transportation systems.

1. Training and Awareness Initiatives:

Some state DOTs have taken steps to incorporate human trafficking awareness into their programs. For example, the inclusion of anti-human trafficking messages on electronic highway signs and rest area facilities can serve as awareness-building measures. Collaborations between state DOTs and law enforcement agencies have also been established to address human trafficking issues.

III. Analysis (*within your assigned transportation-related focus area*)

A. Analysis and Knowledge gaps across sectors

1. Information for victims

Multiple subcommittee members noted that, while existing awareness campaigns provide signs/symptoms of trafficking for the general public, they fail to provide sufficient information for victims. Consequently, victims may not recognize that they are being recruited/solicited.

2. Insufficient utilization of data analytics

While progress has been made in some sectors regarding the collection of data, it has not been sufficiently analyzed to identify patterns that could be indicators of trafficking. In particular, multiple subcommittee members noted that identification training for frontline workers would benefit significantly from receiving data that tracks routes frequented by traffickers and victims, whether a passenger is traveling the same route with multiple different travel partners. Travel patterns such as times of day, stops, travel to and from high risk/high density events and destinations that correlate with increases in trafficking also can inform awareness and training.

3. Training Fatigue

While not specifically a gap in knowledge, several subcommittee members identified concerns that 'message fatigue' generated by repeated exposure to the same content over time was diminishing the impact and effectiveness.

¹⁹ Burks, Brody, Assistant Attorney General, Office of the Attorney General, Austin, Texas, Personal Interview on 11/28/2023.

4. Insufficient Funding to support initiatives

Despite the existence of free and low cost training and awareness material across modalities, subcommittee members identified a lack of financial resources to properly implement it. This became particularly apparent in industries that had a broad range of size and resources. While larger carriers had the capacity to absorb the operating costs to train staff and post awareness material, smaller operators lacked the bandwidth to do so. As a result, the cost to implement “free” resources for training and awareness was too high for small operators.

B. Industry-Specific Analysis: Ports and Maritime

Ports and Maritime are still working to standardize the BEST training, which does offer pre- and post-testing of knowledge accumulation. While trained employees of the ports are fully equipped to support survivors, tenants and contracting employees are not required to be trained. The result is gaps in knowledge and reporting within ports that are trained and have awareness campaigns.

There is a need for more port-specific training and awareness materials including but not limited to wallet cards, awareness posters indicative of trafficking at ports, and digital or online continued education.

C. Industry-Specific Analysis: Bus and Motorcoach Companies

Busing is one industry in which there is a significant range of size and resources among companies, with the resulting disparity in implementation between larger and smaller business.

Additionally, the BOTL training video for bus drivers does not have a process to confirm viewing or completion, so bus companies have been seeking ways to ensure compliance.

D. Industry-Specific Analysis: Rail

While Amtrak has robust training and awareness material, a significant gap in resources exists for freight rail.

E. Industry-Specific Analysis: Airlines

While initial and annual recurrent trainings are mandated for customer-facing airline employees, minimum content for and length of these trainings are not defined in legislation.

F. Industry-Specific Analysis: Transit

1. Limited availability of data

Despite increased general awareness of the risks of trafficking that may exist in the For-Hire Driver industry, significant knowledge gaps remain. The 2018

Polaris Report, "On-Ramps, Intersections, and Exit Routes,"²⁰ cited in the 2019 DOT report, remains the only national study that examined the prevalence of trafficking in public transit. In Polaris' survey of 104 trafficking survivors, 33% reported utilizing public buses, and 19% reported using a subway/metro during their exploitation.²¹ The 2022 California study²² of 51 trafficking survivors found that 29 took buses, and 18 took trains. However, unlike the Polaris report, the California study does not distinguish between public and long-distance buses or between subway/metro and long-distance rail.

United Against Slavery recently concluded drafting a report on NOST that incorporates data on transit and is expected to release it in January 2024.

PACT is currently engaged in a research study pursuant to a Cooperative Agreement from the DOT to obtain data on trafficking patterns in transit and anticipates releasing a report in 2024.

2. Anecdotal reports

Reports from survivors and frontline workers support that transit is widely used in the recruitment and transport of trafficked individuals, with frequent reports of traffickers congregating near bus stops and offering rides to unsuspecting passengers. Likewise, survivors shared details of being forced to provide sexual services on commuter trains to men traveling between their place of work and home. PACT researchers riding city buses observed individuals who appeared to have been trafficked for sex on bus routes late at night and very early in the morning, a pattern corroborated by a member of PACT's Survivors' Council. These accounts, gleaned from communities across geographic regions, support a finding that transit is exploited in the recruitment and transit of trafficking victims, but accurately determining prevalence remains elusive.

G. Industry-specific analysis: For-Hire Driver

1. Lack of data: Despite increased general awareness of trafficking in the For-Hire Driver industry, there are still significant knowledge gaps. The 2018 Polaris Report, "On-Ramps, Intersections, and Exit Routes," cited in the 2019 DOT report, remains the only national study that examined the prevalence of trafficking in the For-Hire Driver industry. In Polaris' survey of 104 trafficking survivors, 47% reported that taxis were used in their trafficking situation, and 9% used rideshare apps like Uber and Lyft. Those figures, however, may be inaccurate, both because of the unclear application of the term "taxi," and the increased growth of rideshare apps nationally since the report's publication. Polaris report does not distinguish between licensed taxi/limousine services and unlicensed, unregulated drivers who profit primarily or exclusively from driving

²⁰

<https://polarisproject.org/wp-content/uploads/2018/08/A-Roadmap-for-Systems-and-Industries-to-Prevent-and-Disrupt-Human-Trafficking-Transportation-Industry.pdf>

²¹ United Against Slavery is expected to release its DOT-funded national survey in early January 2024.

²² <https://www.sciencedirect.com/science/article/pii/S2590198222001336?via%3Dihub#b0045>

victims as part of a human trafficking operation. In contrast, the 2022 California study of 51 trafficking survivors combines the modality of taxis and rideshares to reach its conclusion that they are the second most prevalent form of transport for trafficked individuals, with private cars being the first most prevalent form. Anecdotally, members of PACT's Survivors' Council did not indicate that rideshare drivers were directly implicated in their trafficking victimization, but rather, that drivers transported victims in the same manner as app users who were not trafficked.

2. Gaps in Training and Public Awareness Material

Despite speculation about the prevalence of trafficking in the For-Hire Driver industry, there has been little regulatory effort to support education and outreach efforts. New York City is the only jurisdiction in which training is mandated for drivers seeking to receive or renew a TLC license. The requirement, however, contains flaws that significantly undermine its impact: on the YouTube link, drivers left comments such as "I watched the video but there was nothing stating that I completed the course" and "There should be some sort of cert after watching," highlighting that no proof was necessary to meet the TLC licensing requirements. Created more than one decade ago, the training is limited to a narrow fact pattern for sex trafficking that would not necessarily assist in identifying many sex-trafficked individuals. Additionally, since the ordinance only requires sex trafficking training, identification of labor trafficking is not included.

3. Gaps in current legislative developments

King County issued a report in June 2020 with recommendations for training offered to For-Hire Drivers. It is anticipated that a training program incorporating those recommendations will be implemented in 2024. The report noted, however, that current licensing regulations not mandate that drivers take the training and that further legislative action might be necessary to do so. A review of the current King County licensing exam for drivers lacks questions about any form of human trafficking.

Similarly, the link²³ for Transportation Network Companies on the Texas Department of Licensing & Regulation does not contain information for drivers about the requisite human trafficking awareness training. While news outlets have described the recent Texas legislation as mandating training, in fact, the law only mandates that transportation network companies provide their drivers with the educational material, not that drivers review it.²⁴

H. Analysis: Airports

²³ <https://www.tdlr.texas.gov/humantraffickingtraining.htm>

²⁴ Texas House Bill, No. 2313, <https://legiscan.com/TX/text/HB2313/id/2816362/Texas-2023-HB2313-Enrolled.html>, <https://legiscan.com/TX/text/HB2313/2023>. Effective 9/1/2023

1. Year-over-Year Training of Airport Personnel Provided by AAAE increased 51%, 2022 to 2023.
2. The available training and awareness materials continue to evolve
3. Public Private Partnerships (PPP) as an original best practice have been successful and should be exploited further
4. A refreshment of the posters is important to keep the messages new, especially for those who frequent the posted areas.
5. Challenges remain within Airport Authorities and City Airport Departments. Although the posting of material has increased and become more frequent, there are individuals at the senior levels who shy away from fully committing to using existing resources.

I. Analysis: State DMV's

An analysis of the current programs available reveals that there is a large discrepancy in how state DMVs operate and who they fall under in various state departments. This leads to a challenge in presenting a consistent message to each department. To address this concern TAT has partnered with the American Association of Motor Vehicle Administrators (AAMVA) in creating a resource handout for states to consider in bringing awareness to human trafficking. They are also in the planning stages for how to reach each state and their unique organizations. For instance, they are looking to decentralize TAT's state agency webinar and begin to build out resources, training, and possibly new materials for many of these sectors covered in the webinar. They are currently hosting focus groups with DMV employees including front counter staff, civilian inspectors, and third-party testers to create these resources and training.²⁵

AAMVA has also created a two-page spread for use in each state's CDL manual that provides information on human trafficking and how the commercial vehicle industry is combating it. Many states such as Michigan, Indiana, and Ohio have already taken this step, but this will now provide this tool for all states.

In addition, some states created statewide campaigns communicating with all CDL holders and/or carriers in their states about human trafficking and pointed them to TAT's free industry training. The Florida Highway Heroes program utilized grant funding to support their efforts. As part of the Highway Heroes initiative, more than 500,000 letters were sent to CDL holders across Florida with information on how to become certified in spotting and reporting trafficking.²⁶

J. Analysis: Law Enforcement

An analysis of the current training materials demonstrates that law enforcement has made good progress in the area of ensuring training offerings use victim centered or trauma centered approaches. The focus area was noted as having a significant impact in the way

²⁵ Lanier, Kyla, Senior Director, of Public Sector Engagement, Personal Interview and Email, Truckers Against Trafficking, Oct. 3, 2023

²⁶ Florida Department of Highway Safety and Motor Vehicles, Highway Heroes, <https://www.flhsmv.gov/safety-center/human-trafficking/commercial-drivers/>

human trafficking cases are investigated. Law enforcement officials in Michigan, Nevada, and Texas have all indicated this. In Nevada, the Nevada State Police partners with the NGO Free International in conducting operations monthly that involve numerous stakeholders. This victim centered approach and partnership have been very successful in Nevada. The unique aspect of the Nevada partnership is in using survivor led operations. By engaging survivors, the Nevada State Police is able to more clearly identify victims and get them the support they need.²⁷

The strengths of the various programs include having multiple platforms for learning. Truckers Against Trafficking has developed a self-paced, module-based training to go along with traditional classroom based training. The Human Trafficking Center provides in person training across the county over 1-2 days. The training noted continue to put the emphasis on the victim centered or trauma centered approach.

Almost all programs reviewed have a strong awareness component to them. However, one program had an innovative approach to raising awareness. The Florida Highway Heroes program utilized grant funding to support their efforts. As part of the Highway Heroes initiative, more than 500,000 letters were sent to CDL holders across Florida with information on how to become certified in spotting and reporting trafficking.²⁸

Computer online advertising is quickly becoming a popular conduit for sex traffickers to conduct their illicit activity. According to a 2021 federal human trafficking report, 85% of sex trafficking cases filed in the U.S. Federal Courts in 2021 used the Internet as their primary method of solicitation²⁹. J. Analysis: Law Enforcement

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²⁷ Munoz, Anthony, Captain, Nevada State Police, Personal Interview on 11/8/2023

²⁸ 7 Florida Department of Highway Safety and Motor Vehicles, Highway Heroes, <https://www.flhsmv.gov/safety-center/human-trafficking/commercial-drivers/>

²⁹ Lane L, Gray A, Rodolph A, Ferrigno B. *2021 Federal human trafficking report*. Fairfax: Human Trafficking Institute; 2022

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Computer online advertising is quickly becoming a popular conduit for sex traffickers to conduct their illicit activity. According to a 2021 federal human trafficking report, 85% of sex trafficking cases filed in the U.S. Federal Courts in 2021 used the Internet as their primary method of solicitation³². Computer crime units should be used to assist in identifying potential human trafficking investigations. The analysts in these units use advanced technologies and can reach into the dark web and search for suspected victims and those attempting to sell these victims over the dark web. In addition to dark web websites, any advertising website such as Craigslist or Marketplace may have individuals looking to use them for human trafficking.

Computer crimes investigators and teaching law enforcement how to access and use these technologies is critical. The DOJ's Office for Victims of Crime, webinar titled "Building Successful Human Trafficking Cases Using Digital Evidence: Investigative Tools for Law Enforcement" is an example of one such course.³³ Another course comes from the National Initiative for Cybersecurity Careers and Studies. The Certified Human Trafficking Investigator course can be accessed online.³⁴

K. Analysis: State Departments of Transportation

In the state Department of Transportation sector, there are knowledge gaps regarding the prevalence of human trafficking and the role of transportation infrastructure in facilitating trafficking. While efforts have been made to raise awareness, more research is needed to assess the extent of human trafficking occurring within the transportation system. Questions to be considered include:

- Do you have a designated in-house staff member to whom employees are to report signs of human trafficking to?

³¹ 7 Florida Department of Highway Safety and Motor Vehicles, Highway Heroes, <https://www.flhsmv.gov/safety-center/human-trafficking/commercial-drivers/>

³² Lane L, Gray A, Rodolph A, Ferrigno B. 2021 *Federal human trafficking report*. Fairfax: Human Trafficking Institute; 2022

³³ DOJ, Office of Victims of Crimes, <https://ovc.ojp.gov/events/building-successful-human-trafficking-cases-using-digital-evidence-investigative-tools-law>

³⁴ National Initiative for Cybersecurity Careers and Studies, <https://nics.cisa.gov/education-training/catalog/mcafee-institute/certified-human-trafficking-investigator-hti>

- Are there protocols in place for sharing a report of suspected trafficking with other modes? Most State DOT employees were “unsure.”
- Also, respondents were asked if a strategy exists for sharing data and information with other governments for investigatory purposes. Again, most respondents were unsure about each law enforcement partner listed
- Policy Issues: Transportation workers believed there should be legal consequences for those who have facilitated human trafficking such as revocation of commercial driver license. (if driver of truck is found guilty of human trafficking).
- Some workers with suspicions did not make a report.
- More training and specific guidance is need at state DOTs to set and simplify process.

IV. Efficacy of existing training and awareness materials for the transportation industry, including strengths and weaknesses.

A. Commonalities Across Transportation

Efficacy of training has typically been limited to the number of completions. Common metrics across modalities include the number of

- In-person trainings conducted;
- Transportation employees who complete an annual training;
- Transportation employees who watch a training video;
- Companies that have completed training;
- Contacts/activities with outside partners;
- Suspected human trafficking cases reported; and

Extent of organizational support, resources, and efforts to address human trafficking including top-down executive leadership endorsement.

While the quantity of training and awareness material has increased, the subcommittee members recorded concerns that measurement of their efficacy has been elusive. Little testing is done to assess pre- and post-training knowledge acquisition across all programs. Additionally, several modalities noted that the content of training and awareness material remains static, making annual renewals a repeat of identical content and risking “trainee fatigue”.

B. Efficacy: Ports

Data on training rollout has not been collected, making it difficult to assess the number of trained employees throughout the United States. At least twenty-six participating ports have employees trained. Many, during onboarding for nearly 2000 employees. However, insufficient funding exists to fully train a majority of port employees nationwide. Additionally, employee training of port tenants is suggested, not required, resulting in inconsistent implementation of training material. While in-person education has generally been acknowledged as more effective, most initial and ongoing training has been offered in a digital format.

C. Efficacy: Buses

As with other modalities, insufficient financial and personnel resources raises a concern that the training material, while widely available, is not implemented uniformly. The busing industry has a high number of small carriers (fewer than 30 buses), making implementation and enforcement of training for personnel more challenging.

Additionally, the tools for measuring efficacy of training that has been implemented among larger carriers have not been standardized. In addition to the common tracking points shared across modalities, data to measure impact in busing includes:

Number of vouchers issued to help victims return home

Number of calls to the BOTL hotline

Number of school districts that have received the BOTL training

Number of transit agencies that have received the BOTL training

D. Efficacy: Rail industry

In addition to the commonly shared metrics across transportation modalities, the following data was noted in the rail industry:

- The availability and depth of training material
- The amount/extent anti-human trafficking activities/ sponsored by the railroad

E. Efficacy: Airlines

The 2019 Frederick Douglass Trafficking Victims Prevention and Protection Reauthorization Act requires certain air carriers to track the number of personnel trained, the number of notifications received from staff and passengers, and whether the air carrier notified the National Human Trafficking Hotline or law enforcement at the relevant airport. In addition to these data points and those shared across transportation modalities, airlines track the following:

- The availability and depth of training/public awareness materials
- The amount/extent of anti-human trafficking activities/events
- The amount of money/miles raised or donated to assist victims.

F. Efficacy: Trucking

Efficacy of training in the trucking industry is measured by reviewing data collected through multiple sources: TAT, NHTH, and in the cases of larger carriers, in-house evaluation based on cell phone technology.

1. TAT measures the efficacy of their training is by the number of industry professionals that are trained. The *TAT 2022 Impact Report* documents that “1,510,474 industry professionals are TAT trained, a 17% increase over 2021.”³⁵

These numbers are likely underestimates, however. Truckers Against Trafficking and NATSO offer free training courses for private companies to utilize in their

³⁵ <https://truckersagainsttrafficking.org/wp-content/uploads/2023/02/2022-Annual-Report.pdf>

own Learning Management Systems (LMS) but do not require those private companies to report the total number of training courses completed.

2. The efficacy of training can also be derived from the number of calls to the NHTH. The 2021 NHTH notes that, of 51,073 substantive signals to the Hotline, 130 were from truckers and 14 from truck stop employees. At 0%, these numbers are at odds with reports published by TAT. In a January 12, 2022 article titled *Truck Drivers are Front Lines to Combat Human Trafficking* published on Ryder's website, author Kendis Paris reports,

Professional drivers have made thousands of calls to the National Human Trafficking Hotline and law enforcement. These have resulted in hundreds of cases and over 1,300 victims identified by truckers on the road. In the last 5 years, 41 percent of calls from truck drivers have been cases in which victims identified were minors.

The disparity between TAT estimates and NHTH reporting may be due to the option for a hotline caller to make an anonymous call. However, more research needs to be conducted to explore the actual level of reports made.

3. Larger trucking companies have demonstrated the capability to incorporate technology that can facilitate reporting by drivers. For example, For example, through their proprietary phone application, drivers at Werner Enterprises, Inc. have reached out to the NHTH over 120 times annualized.
https://s1.q4cdn.com/812671447/files/doc_downloads/ESG/Werner-2022-Corporate-Social-Responsibility.pdf

G. Efficacy: Transit

Training material for employees was not made publicly available, and while several transit authorities indicated that their operators received specialized training, we were not able to ascertain what the training material contained or if the training is ongoing. Awareness material was available on the websites of 6 of the 12 transit authorities highlighted in the 2019 report. Additionally, awareness material was found on seven transit authority websites since the publication of the prior report. Many of these sites share commonalities: a generalized description of human trafficking; the more formalized legal definitions of sex and labor trafficking; physical and situational indicators that might prompt concern that someone is being trafficked; and reporting instructions for National Human Trafficking Hotlines. Some transit authorities also include local contact information, as well as local and federal resources to get more information. Examples of these sites include Rio Metro (which won a communications award for its 2022 Human Trafficking Campaign). Others, such as the Capital Area Transportation Authority (CATA) supplement their material with information from DHS' Blue Campaign, including a 4 ½ minute YouTube video providing an overview of human trafficking. Others, such as SunLine Transit Agency, worked with the Coachella Valley Coalition Against Human Trafficking and News Channel 3, a local station to produce a 30-second PSA on the signs of human trafficking, directing viewers to Polaris' website to get more information and report trafficking. Part of a 6-month campaign launched in October

2021, the campaign also appeared on internal and external bus advertisements and bus shelters, regional print publications, and digital and television/radio stations. Similarly, in December 2020, RTC announced that it had trained its frontline workers and launched a public awareness campaign that featured wraparound ads on its buses. As illustrated by TARTA, outreach webinars to the general public were also common techniques used to raise awareness, most commonly during January's Human Trafficking Awareness month.

H. Efficacy: For-Hire Driver

Training and public awareness material exist in the For-Hire Driver industry to aid in the identification and reporting of human trafficking. Despite promising practices, gaps in awareness remain.

Uber: Uber's website³⁶ contains information in English, Spanish, and Chinese, developed with guidance from PACT, about indicators of human trafficking that Uber users may see or hear, along with guidance on how to report an incident. Uber distributes these tips to all Uber users in the US to reference. Likewise, Uber developed with Polaris a Human Trafficking Virtual Education video for Uber drivers³⁷, accessible in the driver learning center in their driver app. The video, available in English and Spanish, can also be viewed by the general public on YouTube. Uber's website notes that their virtual information is also complemented with in-person educational sessions for drivers. As an additional tool for drivers, Uber has created a 20-minute podcast in partnership with Polaris to discuss trafficking indicators and what to expect when contacting the National Human Trafficking Hotline. In advance of the 2022 Super Bowl, Uber partnered with It's a Penalty to distribute 2500 hang tags for Uber drivers' cars with the national and local human trafficking hotline numbers.

New York City Taxi and Limousine Commission: Pursuant to city ordinance, the New York City Taxi and Limousine Commission provides a 10-minute Sex Trafficking Training for Training for TLC licensed drivers. The narrated powerpoint presentation is available in English and Spanish on the TLC Website³⁸ and YouTube³⁹ and can be viewed by the general public.

Lyft: Like Uber, Lyft has engaged in training and public awareness. In January 2020, during Human Trafficking Awareness Month, in partnership with Businesses Ending Slavery and Trafficking (BEST) and the Dressember Foundation, Lyft offered trafficking awareness sessions in English and Spanish in Miami and at its Las Vegas Driver Hub. Lyft has indicated that it offers educational resources for its drivers that can be accessed through its learning center. The driver trafficking resource page, however, no longer appears on the company's publicly accessible site.

³⁶ <https://www.uber.com/us/en/community/safety/fighting-human-trafficking/>

³⁷

https://www.youtube.com/watch?time_continue=4&v=9S6AkR4np6g&embeds_referring_curi=https%3A%2F%2Fwww.uber.com%2F&source_ve_path=Mjg2NjY&feature=emb_logo

³⁸ <https://www.nyc.gov/site/tlc/drivers/sex-trafficking-prevention-video.page>

³⁹ <https://www.youtube.com/watch?v=o2iCxDLED5A&t=2s>

Efficacy: A review of the available material indicates that no monitoring and evaluation process exists to ascertain training efficacy. The National Human Trafficking Hotline's 2021 report⁴⁰ the most recent one publicly available, does not identify a single instance of a driver or passenger in a For-Hire vehicle making a report of trafficking. To protect anonymous information, the hotline does not disclose exact statistics related to venues, industries, victim information, or caller information referenced fewer than three times. While not conclusive, the National Human Trafficking Hotline data does not support a finding that the existing educational material has led to increased reporting.

I. Efficacy: Airports

DHS' efforts to update the Airport centric training video has been well received from the airport community.

V. Challenges and opportunities in displaying human trafficking public awareness materials within the transportation sector.

Multiple sectors identified a lack of industry-specific public awareness campaigns. The generalized description that “trafficking can happen anywhere,” and that if the public sees something, they should say something and overuse of trafficking awareness messaging in some locations have the paradoxical impact of dulling awareness and inhibiting reports from passengers and community members impacted by transportation.

Subcommittee research also revealed the logistical challenges of using the National Human Trafficking Hotline. While developed as an anagram to facilitate memorization (888-3737-888), the common placement of a dash for phone numbers in the public awareness material breaks the pattern (888-373-7888), making it difficult for readers to remember the number without writing it down. Survivors also noted that their traffickers monitored their phone calls and texts, so any phone-based outreach to the hotline would have been detected by their exploiters.

A. Ports

Port and maritime-specific campaigns have not been created, weakening the impact of awareness material.

B. Buses

1. Challenges

- a.** The messaging at bus stations, bus stops, and meet points is weak at best. Information is available but there are no mandatory requirements for the busing industry to publicly display it.
- b.** Costs: BOTL has valuable training materials, much of it available for free. The primary financial cost is for bus companies to print and ship the materials to their operations, but those steps can be costly and

⁴⁰ <https://humantraffickinghotline.org/sites/default/files/2023-01/National%20Report%20For%202021.docx%20%283%29.pdf>

time-consuming. More education is needed to allow bus companies to better understand the affordability of information

- c. Validation: Mechanisms need to be developed to ensure that all training is fully carried out with new employees as well as existing employees.
- d. In addition to costs, bus companies may not be familiar with the correct authorities to obtain approval to display public awareness material.
- e. Buy in. How can transit and bus companies be incentivized to participate?
- f. School buses: Industry-specific training for all school transportation employees is available but it is not being implemented in all school districts
- g. School buses: Standards are not uniformly developed in all states requiring schools to have a policy on reporting suspicions of child trafficking
- h. School administrators need to be better equipped to implement that their anti-human trafficking education opportunities extend to bus drivers.

1. Opportunities

- a. The opportunity to educate small busing companies is a significant area for potential growth
- b. Coordination of efforts from across the busing industry, with leadership from the larger and deeper-resourced companies, should be supported to share best practices.
- c. State and local transit authorities support of bus companies can be more fully developed to encourage training and awareness.
- d. Training of bus drivers whose routes include casinos is an important growth area, as they may be coming into contact with trafficking victims who are being transported on those buses or see the bus as a lifeline for escape.
- e. Wi-Fi. Bus and transit stations and the buses themselves frequently offer free wi-fi to passengers who log into their public server. The wi-fi system can be utilized to generate notifications about trafficking awareness as an initial message.

C. Rail Challenges & Opportunities

- 1. The lack of passenger traffic on freight rails makes public awareness efforts challenging. It may prove valuable for freight rails to target awareness efforts towards vendors and companies that use this mode of transportation to move their goods, especially during large-scale public events.
- 2. The lack of a regulatory mandate for rail to engage in broad public awareness campaigns impacts the extent, variety, availability and visibility of future awareness materials for this transportation mode. Attaching a mandate to

engage in public awareness employee training and public awareness efforts for all organizations that benefit from federal procurements/dollars (like the Drug Free Workplace requirement) could spur training and awareness activities/products in the rail sector.

3. Ensuring that all training and awareness materials are provided in the predominant language(s) of that region is essential to effectiveness.

D. Airline Challenges and Opportunities

1. Despite impressive strides made within the industry, a persistent challenge is that no airline wants to be “perceived” as the “airline” of choice for traffickers. The risk of this perception may impact the extent, location, and frequency of public awareness messaging by an airline. A requirement to post minimum awareness materials/videos throughout the industry would provide airlines protection from such stigma.
2. Another challenge is the extent of competition for the public’s attention with other regulated and commercial signage. Anti-trafficking information must compete for public space and attention with other important and often required messages. Efforts to post information in airplane bathrooms pursuant to the 2022 Human Trafficking Prevention Act will hopefully prove useful as a public awareness effort and for victim reporting.

E. Trucking Challenges and Opportunities

1. Display of human trafficking public awareness materials across different profit centers and clientele within a truck stop organization. Private businesses expressed concern regarding the type of content displayed in public spaces due to the differing target audience at the fuel desk, convenience store, restrooms, showers, laundry, dining, and motels in truck stop locations. While all sources interviewed recognize the importance of anti-trafficking messages, some expressed concern about displaying attention-grabbing content within the public space that is either age inappropriate or competes with revenue-generating content. An opportunity would be to utilize QR code stickers for patrons to contact the NHTA phone number and other training materials. This would provide standardized content that could be displayed across profit centers and would be more widely accepted which could allow for more saturation throughout a location.

F. Transit Challenges and Opportunities

The platforms that transit authorities utilized to convey their messages were wide-ranging, creative, and visually engaging. Advertisements placed within buses and in bus shelters and metro stations were placed in locations to engage ridership, and wraparound messages on buses turned them into moving public awareness billboards as they traveled through the communities they served. This strategy is particularly

innovative, as transit advertising can be employed to educate the community at large about trafficking, even for those members of the community who do not ride transit.

Challenges, however, remain.

1. The target audience is not always clearly defined: is the campaign directed toward riders, the general public, individuals at risk of trafficking, or even transit operators? Second, guidance on how to report suspected trafficking remains elusive. While many transit agencies included instructions to call the National Human Trafficking Hotline, guidance on what to report when calling remains elusive. Calling a hotline to report trafficking from a moving vehicle can be challenging, as in most cases, it is not possible or even advisable for the mode of transit to stop mid-route. A notable exception can be found in the trafficking awareness PSA created by SEPTA. At slightly over 3 minutes in length, it explains how transit passengers and operators can play a role in identifying trafficking, and lists a concise and clear set of trafficking indicators, a local SEPTA phone number, and a link to a SEPTA watch app.
2. How to gauge the efficacy of anti-trafficking awareness material. Given the range of campaign styles and techniques, it is difficult to assess which ones are more impactful than others. PACT is currently developing a pilot operator training and public awareness campaign for six transit agencies with the intent of measuring pre- and post-impact for knowledge gained. That information will be shared with this subcommittee upon its completion in 2024.
3. The sustainability of transit campaigns absent ongoing federal support. Some transit agencies, while recognizing that they can play a role in raising awareness among their frontline workers, riders, community members, and at-risk individuals, nonetheless can't afford to launch expensive communications campaigns. Even when content is provided free of charge, such as through DHS' "Know the Signs" campaign, the placement of posters and other promotional material on transit vehicles and stations displaces paid commercial advertising and results in a loss of revenue, which transit can ill afford. It is notable that, of the 12 initial transit agency programs mentioned in the 2019 report, fully half of them no longer have operable web links to public awareness campaigns. Even some transit agencies that received one-time funding in 2020 for campaigns have either been unable to update content or have disabled access to their anti-trafficking campaign assets.
4. Cultivating buy-in from transit authorities does not only involve ensuring that advertising revenue can be supplemented. Since the 2019 report's publication, COVID-19 severely impaired ridership across all modalities of transit. While those numbers have been slowly returning to pre-pandemic levels, a perception among many riders is that transit is no longer safe. As a result, some transit authorities are cautious about utilizing transit vehicles to raise awareness about trafficking for fear that it will exacerbate the fears of travelers.

G. For-Hire Driver

While current training programs are a promising start, it is difficult to ascertain how widely they are implemented. The business model for both medallion taxis and rideshare companies, whose drivers are classified as independent contractors and not employees, has impeded recommendations that the corporate entity mandate training rather than make those resources available voluntarily. Additionally, there is no publicly available data on the number of For-Hire Drivers who have completed any trafficking awareness program.

H. State Departments of Transportation

Challenges in the state DOT sector include the need for more comprehensive training programs for transportation personnel and contractors. Ensuring that all employees are aware of the signs of human trafficking and know how to respond is crucial. Additionally, partnerships with law enforcement agencies and organizations focused on combating trafficking can help bridge knowledge gaps and enhance the effectiveness of awareness campaigns. Public-private partnerships, similar to those seen in airports, could be explored further to expand awareness efforts and resources. The state DOT sector has the opportunity to play a significant role in preventing human trafficking by incorporating awareness and reporting mechanisms into transportation infrastructure and operations.

VI. Recommendations: Ideas and Best Practices

A. Cross-industry recommendations

1. DOT to develop anti-trafficking training better tailored to different transportation stakeholders. Create both initial and recurrent industry-specific training that should be continually updated with the latest statistics, and real-life trafficking scenarios, including survivor impact statements and trafficking trends. The training should also highlight the critical role of reporting suspicious activities to the NHTH or appropriate law enforcement agencies.
2. Training: A recommended curriculum for initial and recurrent trainings that builds upon previous trainings in identifying and handling suspect trafficking situations. Recurrent trainings could include: a) changes to legislation or regulations; b) updates to the organization's policy and procedures related to trafficking in persons; c) case studies (especially occurrences of trafficking in persons which may have occurred at that workplace/mode of transportation); d) references to organizations dealing with trafficking in persons and any new useful information or tools; and e) methods to measure employee learning.
3. Coordination: Develop a mechanism to share best practices specific to each sector of the transportation industry.

4. Coordination: Support private and public committees to promote and educate the public on the findings from the ACHT committee
5. Funding for recognized human trafficking prevention organizations: Allocate funding to support training updates by organizations dedicated to raising awareness about human trafficking within the transportation industries. There is a significant cost to providing awareness materials and updating training. Allocating this funding can ensure that stakeholders have the most up-to-date training and awareness materials including initial and recurrent training resources to combat human trafficking.
6. Identification: Develop mode-specific indicators of traffickers, not just victims or trafficking situations.
7. Reporting: Develop a three-digit hotline number similar to 911 or 211 to facilitate ease of memorization.
8. Reporting: Implement QR Codes for Direct Access to Resources and the NHTH. Research efficacy of QR codes for displaying in transportation-related private businesses, such as the one developed by [Twentyfour-Seven.org](https://www.twentyfour-seven.org) and utilized by some ACHT members. The QR codes should provide immediate access to the NHTH phone number and supplementary resources such as informational videos, brochures, posters, and websites. Advocates for QR codes note they facilitate quick and easy access to vital information for identifying and reporting suspicious human trafficking situations and also offers a discreet way for potential victims or witnesses to seek assistance. Moreover, the incorporation of QR codes could enable the monitoring of engagement metrics, like the number of scans and views, thus providing valuable data on the effectiveness and outreach of these awareness materials.
9. Reporting: Research efficacy of phone apps such as See-Say, also utilized by members of the ACHT. As with the QR codes, the See-Say app indicates that it can offer a quick, easy way to share data in real time and upload photographs to facilitate with data collection. Members of PACT's Survivors' Council recommended that witnesses discreetly photograph a trafficking situation and the See-Say app allows for the orderly collection of information.
10. Victim Assistance: Continue to institute and fine-tune victim assistance crisis response including building stronger partnerships with local, state, and federal stakeholders
11. Supporting Survivors: Continue to create second-chance employment programming within the transportation sector, such as what was presented by the Port of Seattle to the ACHT on December 13, 2023.
12. Supporting Survivors: Survivor-informed or survivor-led training and awareness materials are created with the knowledge and expertise of lived experience experts. Ideally, this consists of a board/committee of 10 or more

survivors who have different lived experiences including, but not limited to, labor and sex trafficking survivors and who are compensated for their work.

13. Public Awareness: Encourage augmented and extended public awareness campaigns before, during, and after large-scale public events (like the World Cup) Often, these campaigns last only as long as the events themselves, but they should be extended.
13. Provide victim prevention information during the transportation/evacuation of displaced and thus vulnerable populations. The information should match the primary language of those being relocated.
14. Training for frontline providers who engage with survivors:
 - Many survivors of trafficking end up with traumatic head injuries and other health problems.
 - Survivors of trafficking have traumas to their bodies and their minds due to the years of trafficking and torture they barely survived.
 - The survivors may have disabilities, and lack transportation to take care of family and get to medical appointments.

B. Ports

1. Training and awareness toolkits would benefit from continuously shared practices and materials to ports at the beginning of implementation.
2. Sector personnel would like to make training a yearly or bi-yearly requirement for employees of the port. Leadership has identified that the best practice is job-specific training including, but not limited, to management training, port police training, port-specific training, and trucking-specific training.

C. Buses

1. State and local transit authority board meetings
2. Convene meetings between private carriers and government transit agencies to develop stronger trafficking prevention and reporting partnerships.
3. Develop a guide on how to post trafficking awareness material in federal, state, local and private facilities
4. Standardize training requirements
 - a. Bus and transportation association conferences and conventions can include workshops to train the industry on anti-human trafficking
 - b. Host awareness campaigns

D. Rail

1. Mandate initial and yearly recurrent training for all passenger-facing rail employees, similar to aviation legislation.
2. Not all rail unions are part of the TLAHT. Encourage all unions that represent rail workers to participate.

3. Develop model policy language/activities for greater engagement with training and awareness within the freight rail industry.
4. Develop model policy language/ activities for greater partnership engagements between operators and organized labor within railroads and
5. Ensure that all FRA agreements bar awardees and their subcontractors from engaging in human trafficking, forced labor, and procurement of commercial sex acts. Require all awardees to conduct mandatory annual and recurrent employee training and to routinely report on those efforts.
6. Monitor and report on compliance with the 2022 Human Trafficking Prevention Act. This act requires that DOT seek to provide for the posting of contact information of the National Human Trafficking Hotline in the restrooms of each aircraft, airport, over-the-road bus, bus station, passenger train, and passenger railroad station operating within the U.S.
7. Identify uniform training content for initial and recurrent training, minimum length of training, and employ a method to confirm employee understanding of information
8. Encourage/require rail to consistently show pre-departure public service announcements for passengers and victims.
9. Encourage augmented anti-trafficking public awareness campaigns based on vulnerable rail routes/cities
10. Engage in periodic review of training and awareness efforts to identify best domestic and global practices and to to optimize the use of evolving technologies.

E. Airlines

1. Many of the US regional airlines owned/operated/networked with the major airlines are not listed as partners with DHS/DOT and TLAHT initiatives. Encourage the major airlines to have these other airlines participate. This is particularly important since regional airlines have experienced tremendous growth since 2019.
2. Not all of the airline unions are signatories to BLI or and/or are part of the TLAHT. Encourage all Airline AFL-CIO Transportation Trade Affiliates to participate.
3. Develop model policy language/ activities for greater partnership engagements between operators and organized labor.
4. Engage business aviation in campaigns by working through the National Business Aviation Association (NBAA). NBAA has one of the largest annual conferences in the US and could serve as an effective awareness venue.
5. Encourage/require airport authorities and airlines to consistently show pre-departure public service announcements with messaging for both potential reporters and victims.
6. Encourage augmented anti-trafficking public awareness campaigns based on vulnerable air transportation routes/cities. This would include domestic as well as international routes.

F. Trucking

1. **Mandate Human Trafficking Awareness Training for CDL Holders:** Encourage the FMCSA and the American Association of Motor Vehicle Administrators (AAMVA) to require all individuals applying for or renewing a Commercial Driver's License to complete a certified training program on human trafficking awareness. Use current state regulation to benchmark.

2. **Revive the Highway Watch Program:** At its inception, the Highway Watch program partnered the transportation industry with the Department of Homeland Security and various entities in the transportation sector, with a primary focus on utilizing professional drivers to create a network of vigilant observers for security threats. However, funding was discontinued. A formal program of this nature could incorporate reporting suspected human trafficking and provide a sense of ownership of the safety of all users of our nation's roadways. The Department of Homeland Security's national campaign centered around the slogan, "If You See Something, Say Something®", raises public awareness of suspicious activity, and how to report that to state and local law enforcement. Highway Watch and If You See Something, Say Something, can be valuable companion programs for anti-trafficking efforts.

G. For-Hire Driver Industry

The subcommittee recommends that rideshare companies make available data on the number of drivers who have taken anti-trafficking awareness training. In the absence of a company training mandate, we recommend that completion of such training be included in the driver's profile. Such information could be made available as part of the driver's rating for review on the passenger app.

E. Airports

Although there are laws moving forward to require awareness material to be posted within Airports, an audit or method of ensuring compliance is needed to obtain traction.

F. Law Enforcement

Computer crime units should be used to assist in identifying potential human trafficking investigations. The analysts in these units use advanced technologies and can reach into the dark web and search for suspected victims and those attempting to sell these victims over the dark web. In addition to dark web websites, any advertising website such as Craigslist or Marketplace may have individuals looking to use them for human trafficking.

VII. Recommendations: Key elements and core messaging that training and public awareness materials/campaigns should include:

A. Cross-sector

1. Awareness materials should at a minimum address both labor and sex trafficking.

2. A message stating that it's better to report something suspicious than to remain silent.
3. Ensure that the public is informed that their report can be anonymous.
4. Adopt the concept of IATA's "Do No Harm" messaging
 - a. Be discreet with the discussion and relaying of information so as not to raise suspicion.
 - b. Do not confront the trafficker.
 - c. Do not attempt to rescue the victim.
 - d. Act normally. Do not display unusual concern or alarm

B. Key Elements: Red Flags to identify victims (cross sector)

1. A third party may insist on speaking for victims
2. No control of travel identification, documents, bus pass and/or money
3. Disheveled appearance and appears fearful, anxious, depressed, submissive, tense, or nervous/paranoid
4. Minors traveling without adult supervision
5. Minors traveling during the school day
6. Offers to exchange sex for a ride/meal, etc.
7. Signs of bedding in odd locations (i.e., back room of a convenience store)
8. Any acknowledgement of having a pimp or needing to make a quota
9. Branding tattoo that indicates ownership (e.g., barcode, prostitution related language)
10. Works excessively long hours, is provided few or no breaks, and/or indicates their employer is withholding pay

C. Improved Measurement of Effectiveness in Raising Awareness and Increased

1. The Department should support efforts to gauge impact so that messaging can be adapted to maximize effectiveness. Data collected by the National Human Trafficking Hotline or local law enforcement should include whether reports were made by trainees or individuals who observed public awareness messaging.
2. Research could also help in standardizing both awareness and training. The lack of a uniform format can create confusion among ridership and the general public.

VIII. Types of print and digital training and awareness materials that should be developed for use by public and private transportation stakeholders.

A. Cross Sector recommendations

1. The publicly available training and awareness materials from DHS and DOT are excellent tools but need to be refreshed, specifically the posters.
2. Ensure that all videos/public service announcements have closed captioning so they can be available in environments where the volume is turned off (public screens, employee break/crew rooms, passenger areas). Not all the available

public awareness videos offer closed captioning. The closed captioning should be in the predominant language(s) of that region.

3. Technological approaches. There have been some promising technological innovations that should be researched to determine their efficacy in identifying and reporting trafficking.

- a. Incorporation technologies such as QR codes that utilize geolocation to obviate the need for memorizing the number to the Human Trafficking Hotline. One QR code app that is currently being used in some transportation sites, including those represented on the ACHT, is Twentyfour-Seven, which not only provides local contact information for law enforcement about possible trafficking but also generates a detailed report that can be updated in real time.
- b. Likewise, a widely utilized app, “See-Say,” offers the opportunity for users of a range of transportation modes to report trafficking (anonymously if desired), identifying information about the incident and photographic information. The app is used in transit and airports to report a range of security concerns including trafficking, contains information about human trafficking identifiers and de-escalation techniques for drivers.

B. Ports: Continued creation and distribution of printed and digital training and awareness materials including, but not limited to:

1. Printed industry-specific awareness campaigns targeting employees, the general public, and victims of human trafficking like hallway posters, bathroom posters, and billboards
2. Digital port-specific awareness campaigns targeting employees, the general public, and victims of human trafficking like QR codes, social media, digital videos, and resource website links/webpages

C. Busing

The consensus within the busing industry is that there is sufficient print and digital training and awareness materials. The challenge is persuading every private, public and government busing agency to use it.

D. Railroads

Encourage railroads to use employee digital pads to the maximum capacity to help with assessment of situation, reporting and uniform collection of data (i.e. use of a web-based indicator checklists that directs employee to move forward with a report based on type and number of indicators checked and provides a link to report). This is especially important in situations where other employees are not readily available to assist with assessment of a situation

E. Airlines

Encourage airlines to use employee digital pads to the maximum capacity to help with situation assessments, reporting, and uniform collection of data (i.e. use of a web-based indicator checklists that directs the employee to move forward with a report based on type and number of indicators checked and provides a link to report). This is especially important in situations where other employees aren't readily available to discuss/confirm one's assessment of a situation (like the regional aircraft with one flight attendant). It would also be useful when privacy to make a report is not readily available (like on a single Flight Attendant regional plane).

F. Transit

- Transit is, by definition, in motion so techniques for capturing an audience's attention must be immediately impactful. Outreach material should be simple, clear, and short with strong visuals. Lengthy descriptions that include the legal definition of trafficking should be avoided.
- Messaging should be clear as to its demographic: is this for passengers to report, for community members, at-risk individuals, or frontline workers?
- Instructions on reporting should be specific and concise.
- To address concerns that trafficking awareness can depress ridership, emphasize that transit vehicles can serve as educational platforms as they move through the communities on their routes. Likewise, transit riders can observe trafficking indicators as they look out the window along their normal routes, and regular commuting patterns create a familiarity with the environment that can lead to an increased awareness of suspicious activity.

G. Airports

- Most commercial airports have digital Public Service Announcement displays (PSA), usually adjacent to Flight Information Displays (FIDS) This is an excellent tool to leverage as the material cannot be damaged as with restroom posters and can easily be updated.
- Develop a basic format for small, medium, large airports to follow. This would be more helpful for smaller airports with less resources.
- My research indicates the existing key elements (Tip lines, human trafficking indicators, general message) are accurate and effective.
- Types of print and digital training and awareness materials that should be developed for use by public and private transportation stakeholders.
- Using digital mediums within airports is a clean, clear way to display information. Posters in restrooms should always be a core location due to the potential for a victim to be isolated from a handler.
- Multiple modes of training is important to provide front-line employees. This includes survivor speakers, LEO and local advocacy groups to provide different perspectives on Human Trafficking.

H. State DMV

DMVs should continue to promote human trafficking awareness messaging through their mailings, facilities, and employees. They should also focus on advanced training for their personnel. For awareness, posters, flyers, and pamphlets should be in multiple languages, and any video feeds should be close captioned.

I. CVSA

The CVSA should continue to expand its focus and ask all states to participate in the annual Human Trafficking Awareness Initiative.

J. Law Enforcement

Police and sheriffs' departments and prosecutors should approach suspected cases of human trafficking through a victim-centered, trauma-informed lens. For some agencies, this will require a cultural shift in how they view victims of trafficking.⁴¹

Agencies should provide regular, up-to-date training on human trafficking investigations to all police personnel, including first-line supervisors and managers. Training should be customized to meet the needs of personnel at various ranks and should include essential elements such as recognizing situations in which trafficking is occurring, understanding the impact of trauma on victims, and evidence and data collection practices.⁴² Training should be available in multiple different methodologies.

Within Law Enforcement facilities, informational pamphlets, posters and other items should be put in all public locations and public bathrooms. In addition, these items can be posted on the bulletin boards of secured areas.

The production and regular dissemination of short, roll-call type video messages or training can also be given. DHS Blue Campaign, Truckers Against Trafficking and others all have short videos that could support or raise awareness. The CVSA also recently produced a 30 second awareness video.⁴³

The Nevada State Police uses survivors to assist in victim identification. Using local NGO's or national groups like Free International, to identify and screen potential survivors to be used in these investigations is an innovative approach and has been an invaluable tool in Nevada.⁴⁴

Public awareness materials should also be promoted through the social media outlets utilized by law enforcement. Social media outlets like Twitter (X), Facebook (Meta), Instagram, and LinkedIn are all common platforms used by law enforcement for messaging and their use should include messaging in human trafficking.

This messaging should always include the National Human Trafficking Hotline number and for immediate response 911.

⁴¹ Police Executive Research Forum, [How Local Police Can Combat the Global Problem of Human Trafficking: Collaboration, Training, Support for Victim and Technology are Keys to Success](#), August, 2020.

⁴² Police Executive Research Forum, Ibid

⁴³ Ibid

⁴⁴ Ibid

IX. Where state and local authorities should be displaying public awareness materials within the transportation sector.

A. Busing

1. Bus stations
2. Restroom stalls
3. Message boards
4. Digital boards
5. Route boards
6. Bus stops
 - a. Route board
7. Buses
 - a. Monitors
 - b. Message boards
8. Transit stations
 - a. Digital boards
 - b. Restrooms and stalls
 - c. Message boards
 - d. Route information sheets
9. Schools
 - a. Announcement boards
 - b. Sport event scoreboards
 - c. School bus digital message board
10. Casinos
 - a. Restrooms
 - b. Digital boards
 - c. Elevators
 - d. Message boards
 - e. TV monitors when customers check into room

B. Railroad

1. Pre-departure wait areas
2. Passenger and freight loading platforms
3. Public bathrooms

C. Airports

1. Pre-departure waiting areas
2. Security checkpoints

X. How existing resources can best be leveraged to facilitate the expansion of public awareness and training programs.

A. Ports

1. Continue the expansion of existing training and awareness materials within the port and maritime sector through funding, open forums, and continued education

2. Continue to collect data on the trained employees within the port and maritime sector through existing training and awareness materials

B. Rail

1. Develop global rail partnership to optimize access to best and innovative practices and materials.
2. Provide rail travel vouchers to Victim Advocate Organizations. Reimbursement to the railroad for those vouchers can be accomplished through the use of DOJ Crime Victim Compensation Fund.
3. Encourage all railroads (including their vendors and partners) to use the entire month of January for maximum public awareness, support of legislation, and release date for new training and awareness materials.
4. Encourage rail to expand public awareness campaigns to include July 30th as Amtrak did.
5. Encourage greater engagement with organized labor in the rail sector.
6. Engage organizational “Diversity, Equity and Inclusion Committees” to participate in developing training and awareness campaigns.

C. Airlines

1. Utilize general and aviation-specific global training /public awareness materials.
2. Delta gives customers the opportunity to donate miles through Polaris. Encourage all A4A/RAA/international alliance members to offer the same
3. Provide travel vouchers to Victim Advocate Organizations. Reimburse transportation organizations for those vouchers using funds from DOJ Crime Victim Compensation Fund.
4. Encourage all anti-trafficking organizations and signatories to use the entire month of January for maximum public awareness, support of legislation, and release date for new training and awareness materials.
5. Engage in recognition of the United Nations World Day against Trafficking in Person (July 30th)
6. Encourage greater engagement with organized labor and business aviation

D. Transit

For training of operators, a recognition that “time spent in training is time taken away from driving the bus,” in the words of one transit official. In recognition of time and resource constraints, trafficking training can be incorporated into existing modules on driver safety, mandatory for most transit authorities. The discussion of trafficking should incorporate a short description of human trafficking, best practices when encountering a prospective victim, and guidance on reporting.

Training of dispatchers is also essential to guide operators. Programs that train all staff within the transit agency ensure the broadest awareness of ways in which to ensure appropriate responses.

E. For-Hire Driver

The National Human Trafficking Hotline should include in its intake form whether an individual reporting trafficking utilized a For-Hire vehicle or witnessed its use as part of the trafficking scheme. When a caller describes the mode of transport as a taxi or rideshare, as much information as possible should be collected to determine whether the car is licensed to conduct transport or if it is an illegally operating vehicle.

The subcommittee commends Uber's inclusion of awareness information on its website to identify and Lyft's provision of hanging tags with information about the National Human Trafficking Hotline and local law enforcement during the Super Bowl. While industry research suggests that large-scale events correlate with elevated levels of trafficking, the subcommittee recommends that information regarding the National Human Trafficking Hotline and local law enforcement be displayed as a public service to riders in For-Hire vehicles throughout the year.

XI. Overview of recommended training and public awareness materials based upon promising evidence-based models and programs, and any up-to-date technology related to training and awareness.

A. Port and maritime sector

1. Buy-in and ability are crucial. Allowing access and corporate responsibility encouragement has been key in other transportation sectors and will continue to be of utmost importance within the sector.
2. Continued creation and implementation of coalitions within local communities, port-specific coalitions, and coalitions for the sector as a whole could be beneficial.
3. Creating programming to share data; including analysis of human trafficking incidences to create continuous best practices, and update indicators, behaviors, actions, and technological advances used in the exploitation of victims of human trafficking.
4. Continued creation and implementation of toolkits to support ports and maritime personnel in training and awareness rollout.
5. Continue to build out and encourage the adoption of a counter-trafficking policy with zero-tolerance verbiage with awareness and training components

B. Bus

1. Use of drivers' handheld mobile devices to collect data across the industry
Identify employees at bus stations and depots by a specific color vest that are there to help human trafficked individuals.
2. Have posters throughout the facilities identifying these special individuals.
3. Share more information on social media about the most dangerous cities, stations, routes, etc. for human trafficking

4. The industry would benefit from more support from bus and transportation associations. These associations could use their annual conferences to provide training along with materials to the smaller providers.

C. Rail

1. Use of employee digital pads to standardize evaluations, interventions and data collection across the rail industry.
2. Posters that identify pictures of rail employees immediately available in the environment for a victim to approach for help. Depending upon the country, a person in uniform could be misinterpreted as unsafe to approach.

D. Airlines

Several legacy airlines have provided flight attendants with information and procedures for handling suspect trafficking situations at their fingertips through their work tablets. Many other airline workgroups use tablets throughout the workday. Model information and reporting programs could be developed for airline employee tablets which support reporting and data collection uniformly across the industry.

E. Transit

Technological approaches

Incorporate transit-based apps and QR codes to obviate the need for memorizing the number of the National Human Trafficking Hotline. CATA utilizes a QR code and Septa and VTA incorporate trafficking reporting into their free apps.

XII. Potential administrative or legislative changes to allow and/or support the use of programs, properties, or other resources owned, operated, or funded by the Department to combat human trafficking.

A. Cross-industry

1. Use of DOJ Crime Victim Compensation funds for survivor transportation

B. Ports

1. Legislation to mandate training of port corporate tenants, port contractors, and departments intersecting within the ports like the Department of Ecology
2. Make multi-year funding and grants available directly to ports, nonprofits, and local agencies to:
 - a. implement trainings in ports
 - b. create continued education training
 - c. create a sector-specific coalition

C. Bus

1. Require all government-contracted companies to have anti-trafficking policies, training, and awareness campaigns

2. Require all companies to meet a minimum anti-trafficking training and awareness campaign

D. Rail

1. Mandated uniform initial and recurrent trainings for rail
2. Require all federal contract/grant beneficiaries/awardees and their subcontractors to have anti-trafficking policies, training and awareness campaigns at a minimal level.

E. Airlines

1. Use of crime victim compensation funds administered through DOJ to support victim relocation, counseling, and other resources
2. Mandate uniform training content for initial and annual recurrent training, minimum length of training, and employ a method to confirm employee understanding of information

F. Transit

Transit cannot afford to provide public service announcements, advertising, and training on a topic that does not generate revenue for the agency. As has been seen in the aftermath of the 2019 Report, 50% of transit agencies listed as having anti-trafficking awareness campaigns appear to have suspended that work. Newer programs that received one-time funding launched campaigns that could not be sustained. If trafficking awareness and education are a priority for the Department, ongoing funding for transit authorities must be incorporated to ensure continuity.

G. For-Hire Drivers

One recommendation for consideration would be state-mandated anti-trafficking training for drivers as part of a licensing process. However, research did not reveal any jurisdictions outside of New York City that currently requires an industry-specific license. Even New York City's model, requiring that TLC license applicants access a YouTube video, lacks verification, leading to concerns about meaningful compliance. It also underscores the administrative burden that a licensing authority may need to assume to ensure full participation. As noted previously, such efforts may be challenging absent data demonstrating the prevalence of trafficking within the industry.

Texas recently passed legislation to require that a transportation network company (Lyft, Uber) shall make available to its drivers at least a 15-minute video or online training.⁴⁵ The law does not, however, currently require drivers to take the training or for the rideshare companies to enforce participation.

Because data is lacking as to the prevalence of trafficking in the For-Hire Driver industry, the Department of Transportation should support research to determine the extent to which it exists. While anecdotal evidence in the Survivor community suggests that the use of ride shares for trafficked individuals has grown since 2019, news reports of false claims of trafficking present a counternarrative that obfuscates reliable estimates. Moreover, the limited data available does not fully distinguish between trafficking that

occurs in rideshares vs. hailed taxis, or between either of those industries and drivers of illegal for-hire vehicles that often act as ancillary traffickers. Data can be collected from trafficking survivors, service providers, law enforcement agencies, and, when possible, from the industry itself.

H. Law Enforcement

Requirements such as mandated anti-trafficking awareness training can be incorporated into existing police training hours in basic academy training and in-service training requirements.

I. Departments of Transportation

- State DOTs should work with partners to develop policies to assist victims of human trafficking and not penalize them for their circumstances:
- Develop policies so victims aren't arrested but the johns are ticketed.
- Fines and suspension of driver's licenses create barriers for victims of trafficking to employment.
- Victims end up paying thousands of dollars to court systems and DMV to get their licenses back

Awareness of the price that victims pay:

- Many survivors of trafficking end up with traumatic head injuries and other health problems.
- Survivors of trafficking have traumas to their bodies and their minds due to the years of trafficking and torture they barely survived.
- The survivors may have disabilities, and lack transportation to take care of family and get to medical appointments.

Appendices (*within your assigned transportation-related focus area*)

References (*with direct links to original sources*)

Ports:

Transportation Leaders Against Human Trafficking:
transportation.gov/stophumantrafficking, trafficking@dot.gov
 Businesses Ending Slavery and Trafficking: bestalliance.org, info@bestalliance.org
 Businesses Ending Slavery and Trafficking: <https://bestalliance.org/aboutnotalone>
 Businesses Ending Slavery and Trafficking: bestalliance.org/maritime
 A21: a21.org/canyouseeme, cysm@a21.org
 Polaris: polarisproject.org, (888) 373-7888
 Truckers Against Trafficking: truckersagainsttrafficking.org, tat.truckers@gmail.com
 Truckers Against Trafficking:
truckersagainsttrafficking.org/get-our-materials/#trucking-materials
 Truckers Against Trafficking:
truckersagainsttrafficking.org/get-our-materials/#law-enforcement
 Blue Campaign: dhs.gov/blue-campaign bluecampaign@hq.dhs.gov
 Blue Campaign:
dhs.gov/sites/default/files/2022-12/Transportation%20Guide%2008c_12_20_2022.pdf
 Port of Seattle: portseattle.org/programs/combating-human-trafficking
 Port of Seattle:
portseattle.org/sites/default/files/2023-02/PAAHT_Pledge_Online%20form_updated_230207_1.pdf

Busing

<https://nationalcenterformobilitymanagement.org/>
<https://www.masstransitmag.com/safety-security/article/21141400/busing-on-the-lookout-transit-on-the-lookout-to-combat-human-trafficking>
<https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-01/APTA-Briefing-Human-Trafficking-Awareness-Public-Safety-Initiative-1-19-22.pdf>
<https://www.buses.org/about/join-aba-in-the-fight-against-human-trafficking>
<https://www.casino.org/news/train-casino-staff-to-recognize-human-trafficking-signs-campaigner/>
<https://www.transportation.gov/stophumantrafficking>
<https://truckersagainsttrafficking.org/>

Sample Training and Awareness Materials

<https://truckersagainsttrafficking.org/bus-training/>
<https://truckersagainsttrafficking.org/casinos-buses/>
<https://truckersagainsttrafficking.org/transit-motorcoach/>
<https://truckersagainsttrafficking.org/school-transportation/>

<https://truckersagainsttrafficking.org/get-our-materials/#botl-materials>

Airports

The DOT/DHS Blue Lightning Initiative (BLI), which offers on-line training for the airline

The International Air Transport Association (IATA) offers a range of airline staff training resources including:

- Free online tutorial for airline staff
- Cheat sheet (pdf) - one pager summary
- Guidance on Human Trafficking (pdf) complete guidelines for airlines
- Human Trafficking Awareness e-learning course

Awareness Campaign materials include:

- Infographic (pdf)
- Video - can be shared on any media
 - English: view: Eyes open against human trafficking - download high resolution (zip)
 - Spanish: view: Ojos abiertos contra la trata de personas - download high resolution (zip)
 - Portuguese: view: Olhos abertos contra o tráfico de seres humanos - download high resolution (zip)

The International Air Transport Association (IATA) International Civil Aviation Organization (ICAO) and the Office of the High Commissioner on Human Rights (OHCHR)

Circular 352 “Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons”

Circular 357 “Guidelines for Reporting Trafficking in Persons by Flight and Cabin Crew is intended to assist government authorities and airlines in managing crew reports of suspected cases of trafficking and used in conjunction with Circular 352.

- ICAO Doc.10171 is a comprehensive strategy for combatting human trafficking in the aviation sector. It is available at https://www.icao.int/Security/FAL/ANNEX9/Documents/10171_cons_en.pdf This document enhances national counter-trafficking policies and procedure frameworks. It also equips governments, civil aviation authorities, airlines and airports with guidance and recommendations to inform the development of comprehensive counter-trafficking strategies.
- IATA position paper on Human Trafficking (pdf)

Within the ICAO Document 10171, (Chapter 2.7.6

https://www.icao.int/Security/FAL/ANNEX9/Documents/10171_cons_en.pdf) an impressive

list of domestic and international training efforts in counter-trafficking for airports and aircraft operators are itemized. They include:

- a) Gatwick Airport training security officers and other passenger staff;
- b) AirAsia Foundation training nearly 1 600 AirAsia cabin crew staff and other personnel as first responders in the fight against human trafficking;
- c) Houston Airport System training 2800 regular and contract employees in cooperation with local and federal law enforcement;
- d) Lufthansa providing training to pilots and flight attendants;
- e) San Francisco Airport conducting training for customer-facing employees
- f) United Arab Emirates training security personnel at Dubai International Airport on how to spot potential traffickers while checking travel documents, and conducting passenger profiling and behavioral analysis
- g) All Nippon Airways training 94 per cent of its employees through an e-learning program that remains compulsory for all new cabin attendants;
- h) Narita International Airport providing counter-trafficking training to staff members; and
- i) Delta Air Lines training over 66, 000 employees to recognize and respond to human trafficking

Transit

References

1. Polaris. *On-Ramps, Intersections, and Exit Routes: A Roadmap for Systems and Industries to Prevent and Disrupt Human Trafficking* (2018).
2. Sokat, Kezban Yagci. "Understanding the role of transportation in combating human trafficking in California." *Transportation Research Interdisciplinary Perspectives*, Volume 15 (2022).

Sample Training and Awareness Materials

- Truckers Against Trafficking, "Buses on the Lookout," <https://truckersagainstrafficking.org/bus-training/>
- [CATA](#)
- [Greenville Transit Authority](#)
- [New Mexico Attorney General](#)
- [Regional Transportation Commission](#)
- [Rio Metro Regional Transit District](#)
- [SunLine Transit](#)
- [TARTA](#)
- Greater Cleveland Regional Transit Authority ([RTA](#))
- [Santa Clara Valley Transportation Authority \(VTA\)](#)
- Southeastern Pennsylvania Transportation Authority ([SEPTA](#))
- [South West Transit Association \(SWTA\)](#)
- USDOT's Federal Transit Administration ([FTA](#))

[Transit Against Child Trafficking \(TACT\)](#)

<https://www.masstransitmag.com/safety-security/press-release/53082150/protect-all-children-from-trafficking-pact-new-campaign-aims-to-disrupt-child-sex-trafficking-on-public-transit>

For Hire Drivers

References

i. Legislation

- NYC Local Law 36 of 2012. [Read Law](#)
- King County Council Proposed Motion 2019-0166. [Read Motion](#)
- Texas H.B. No. 2313. [Read Bill](#)

ii. Research:

- Polaris. *On-Ramps, Intersections, and Exit Routes: A Roadmap for Systems and Industries to Prevent and Disrupt Human Trafficking* (2018). [Read Report](#)
- Sokat, Kezban Yagci. "Understanding the role of transportation in combating human trafficking in California." *Transportation Research Interdisciplinary Perspectives*, Volume 15 (2022). [Read Article](#)
- Texas Department of Licensing and Regulation. [Link](#)
- CR Wooters, Uber Letter to Sen. Blumenthal et al., (June 26, 2023) (letter on file and available for review)
- Jihan Noizet & Shari Schaftlein. "Combating Human Trafficking," *Public Roads* (Winter 2021), Vol. 84 No. 4. [Read Article](#)
- King County, "[Anti-Human Trafficking and Commercial Sexual Exploitation Awareness Training for For-Hire Drivers, Response to Motion 15512](#)" (June 1, 2020)

Sample Training and Awareness Materials

- Uber (also available in Spanish and Chinese). [Uber Training](#)
- Uber podcast. [Listen to Podcast](#)
- New York City Taxi and Limousine Commission, Sex Trafficking Awareness Training (also available in Spanish). [Training](#)

State DOT

- Wigle, C., Baglin, C. (Eds.). (2023). *National Outreach Survey for Transportation: Combating Human Trafficking by Listening to Experiences, Challenges, and Recommendations of Frontline Workers and Those with Lived Experience* (2021). United Against Slavery
- Interview: Mary Dirksen – Oregon Dept. of Transportation. [Listen to Interview](#)
- Texas Department of Transportation. [Link](#)
- Iowa Department of Transportation. [Link](#)
- Trip Check website. [Link](#)
- Oregon Truckers Association. [Link](#)
- Homeland Security "Blue Lightning" program. [Link](#)