

TRANSPORTATION INDUSTRY

On-Ramps, Intersections, and Exit Routes:

A Roadmap for Systems and
Industries to Prevent and Disrupt
Human Trafficking

Polaris

On-Ramps, Intersections, and Exit Routes:

**A Roadmap for Systems and
Industries to Prevent and Disrupt
Human Trafficking**

TRANSPORTATION INDUSTRY



July 2018

Acknowledgements

Lead Researcher and Author:

Brittany Anthony,

Manager of Strategic Research at Polaris

Contributing Survivor Authors:

A'ishah H. Amatullah	Ronny Marty
Julia Anderson	Tajuan McCarty
Efraín Freddy Pérez Arias	Moninda
N.M.B.	Audrey Morrissey
Jessa Dillow Crisp	Ranela P. Placides
Laurin Crosson	Caroline Pugh-Roberts
Harold D'Souza	Jamie Rosseland
Hazel Fasthorse	Ella Smillie
Jo Hollis	Tanya Street
Danielle John	Victoria Thompson
Nancy Johnson	Sawan Vaden
Tiffany Liles	Courtney Wendell
Fainess Lipenga	Shandra Woworuntu
Megan Lundstrom	

Additional contributing survivor authors who chose to remain anonymous.

Other Key Contributing Researchers & Authors:

Of Polaris: Sara Crowe, Caren Benjamin, Therese Couture, Elaine McCartin, Elizabeth Gerrior, Lillian Agbeyegbe, and Mary Kate Kosciusko.

Of Truckers Against Trafficking: Lyn Leeburg
Of HEAL Trafficking: Dr. Hanni Stoklosa

Additional thanks to Polaris staff: Sydney Boone, Veronica Buckley, Heidi Cooper, Avery Kennedy, Rochelle Keyhan, Nancy McGuire Choi, Erin Marsh, David Medina, Bradley Myles, Karen Romero, and Keeli Sorenson.

Thank you to our stakeholder partners for their thoughtful reviews: Kendis Paris of Truckers Against Trafficking, Yiota Souras at the National Center for Missing & Exploited Children (NCMEC), David T.

Hutt and Lydia Sharp of the National Disability Rights Network, Duncan Jepson of Liberty Asia, John Byrne of AML Rightsource and ACAMS Special Advisor, Rick Small of BB&T, and Frederick Reynolds.

Survey and Focus Group Assistance: Special thanks to Dr. Danielle Johnson, Dr. Meredith Dank, and Lara Powers who provided their consulting expertise to the Polaris focus groups, and to Jenny Sandra Sell, Edward Lynch, and Lenna Jawdat for their tireless note-taking and transcribing efforts. Thank you to Julia Cordua, Kelbi Ervin, Laurie Bolthouse, Tanise Dixon, Sulan Chang, Bill Bernstein, Kirsten Williams, and Allison Ausband, for their gracious meeting space coordination and donations contributing to the focus groups. Thanks to ACAMS for their ongoing support and work to convene financial services industry experts whose vast knowledge significantly contributed to the content of this report. Many thanks to Chris Seewald, Nick Montgomery, and Bob Vasey for their help with the data analysis efforts. Polaris would also like to extend sincere gratitude to the many NGO partners who recruited participants for our survivor survey by sharing the opportunity with their vast survivor networks.

We are also grateful to Google, Delta Air Lines, and Palantir Technologies whose generous financial support made the survivor survey, focus groups, and data analysis possible.

Finally, and most importantly, our utmost thanks and honor to the contributing survivors can never be overstated. The poignant quotes and experiences, dedicated time and travel, and thoughtful recommendations from the 26 survivors who attended the focus groups or sat for interviews, the 127 survivors who took the survey, and the 9,500+ survivors who have bravely shared their stories with the National Human Trafficking Hotline and public outlets made this report what it is. Their words and experiences will not just be documented in this report, but will be the driving catalyst for any change that comes out of it.

Table of Contents

4	<u>Introduction</u>
6	The Typology of Modern Slavery: A Summary
8	Systemic Change Matrix
9	Methodology
9	Hotline Data
10	Survivor Survey
13	Survivor Focus Groups
15	<u>Transportation Industry</u>
20	How the Transportation Industry may be Used in Recruitment
20	Informal Bus Systems
21	Bus & Train Stations as Recruitment Grounds
22	Buses Used to Transport Victims to their Trafficker
23	Airlines used in Recruitment
24	How the Transportation Industry may be Used in Trafficking Operations
24	Personal, Business, and Rental Vehicles
27	Taxis & Ridesharing Services
29	Buses and Trains
29	Airlines
32	Trucking, Shipping and Freight
33	How the Transportation Industry may be Used by Victims & Survivors
33	Survivors Using Buses During Exits
34	Survivors Using Rideshares During Exits
35	Buses in Victim Identification in Domestic Work
36	Trucking, Shipping, & Freight in Victim Identification
37	Transportation Industry: Recommendations & Opportunities
39	<u>Glossary</u>
42	<u>References</u>

Introduction

Harold D’Souza hardly seemed like an obvious candidate for a five-figure bank loan. He had only just arrived from India, with a wife, two young boys, and a job offer that turned out to be fraudulent. Yet somehow, with just a few signatures on a few dotted lines, Harold walked out the door of a bank with what would have been a small fortune had he been allowed to access it. Of course, he wasn’t. Every dime of that money went to the man who actually arranged for the loan – the trafficker. This was the same man who brought Harold to the United States with the promise of a high-paying professional job and instead forced him to work in a restaurant and live in a virtual prison of debt and desperation. Exactly how the trafficker managed to secure a loan of tens of thousands of dollars in the name of a newly arrived migrant worker with no verifiable source of income remains a mystery to Harold. Clearly though, it was not dumb luck. The trafficker knew exactly how to work within and around a highly regulated and legitimate industry – banking – to maximize the profit he made on Harold and his family. It was all part of his business plan.

The man whose lies and manipulations robbed Harold of his freedom was not unique to his field. A successful trafficker, like any successful entrepreneur, begins with a business plan built on a platform of established business models and best practices. Over time, that plan is chiseled to perfection as the trafficker learns new skills and tests out innovative new ways to monetize the exploitation of human beings.

As with any enterprise, the business plan of a human trafficking venture is not built in a vacuum but rather exists within an ecosystem or matrix, depending on and intersecting with a range of legitimate industries and systems – cultural, governmental, environmental. Examples are abundant. Traffickers use banks to store their earnings and buses to move their victims around; hotel rooms are integral to the operations of some sex traffickers, social media is a vital recruitment trawling ground for others.

This report takes a magnifying glass to such private-sector intersections. The details matter. The more that is known

about the business plans of human trafficking, the more possible it becomes to prevent and disrupt the crime and help survivors find freedom. The insights here are gleaned from those in a position to understand the nuances of each business intersection point – the survivors who lived the experience. They are not definitive scientific conclusions but rather valuable baseline narratives that can spark further exploration and collaboration from other sectors.

Each set of insights is followed by detailed recommendations for turning them into action, industry by industry. Like the insights and information that precede them, these recommendations are also not intended to be definitive. They are a beginning; an invitation. What we have learned is only as valuable as the partners who join us in making the recommendations a reality – and by offering more of their own.

This report builds upon Polaris’s 2017 report, [The Typology of Modern Slavery](#), which analyzed data, gleaned from nearly 10 years of operating the National Human Trafficking Hotline, to show that human trafficking in the United States consists of 25 distinct business models. For each, the Typology report illuminated the basic operational plan - the demographics of both victims and traffickers, and how victims are recruited and controlled.

This report focuses on the private and public-private sector because fighting human trafficking will require participation by business and industry partners with resources at a comparable scale.

The sectors explored in this report – **the financial services industry, social media, transportation industry, hotels & motels, housing & homelessness systems, and health care** – are not the only private businesses that intersect with human trafficking. Nor are they “to

blame” in some way for human trafficking. Indeed, as you will read, many stakeholders in each of these systems and industries are already doing innovative work or making powerful commitments to becoming part of the solution.

Clearly, engagement from the private sector alone is not enough. Child welfare agencies, schools and teachers, the criminal justice system, and local, state, and federal government actors are the proverbial tip of the spear, essential to the fight against human trafficking.

But human trafficking is a \$150 billion global industry that robs 25 million people around the world of their freedom. This report focuses on the private and public-private sector because fighting human trafficking will require participation by business and industry partners with resources at a comparable scale to the size of the problem. Participation, in this context, is not a euphemism for making donations to groups that fight human trafficking. The fight against human trafficking requires not just passive support but actual, active commitment and effort on the part of businesses that unwittingly, but regularly intersect with traffickers, victims, and survivors.

The information about how each of these systems and industries are exploited by traffickers as part of their business plans comes from extensive surveys of, and focus groups with, survivors of all types of human trafficking, as well as from the National Human Trafficking Hotline. Those who participated in this work, and in the sometimes painful process of sharing their own stories, did so not to point fingers, but rather to point out opportunities. We are grateful beyond measure to those with the strength to voluntarily speak their truth, again and again, in hopes of keeping others from suffering.

They did so because they know it is possible. Tanya Street lived it. As a recent high-school graduate, Tanya was vulnerable to the machinations of a pimp who showered her with love and attention, then turned her out on the street programmed to believe she was worthless, invisible, unlovable, without him. Most of the doctors at her local health care clinic simply reinforced his brainwashing. Repeatedly, she showed up with urinary tract infections that had her literally doubled over in pain. She felt frowned upon, disapproved of. No

one in the emergency room asked her why this kept happening, if maybe she would like some help beyond antibiotics. She wonders what would have happened if just once during those visits, someone had asked her the right question, or offered her information about getting help or getting out. She wonders how much sooner she would have found her voice, started her life. She wonders what pain she might have avoided.

Harold too knows that if someone at that bank, long ago, had done something a little differently, perhaps everything else would have been different and his family could have avoided some of the pain, fear, and trauma they live with to this day.

If human trafficking is a business, requiring intense planning and depending on other businesses and partners to flourish, so too must the fight against trafficking be a collective undertaking.

Today, Harold and Tanya have been honorably appointed to the United States Advisory Council on Human Trafficking. They share their experiences because they believe others truly can learn from them, and systemic change can be achieved. But they cannot be everywhere, talking to everyone, in every hospital emergency room, bus terminal, at every hotel front desk, truck stop parking lot, or monitoring the millions of social media conversations that fly through the ether at any given time. What Harold, Tanya, and all the survivors who contributed to this project have done is recognize the value of mapping the intersections where human trafficking meets legitimate businesses and systems. In doing so, they have staked out new territory, recognizing that if human trafficking is a business, requiring intense planning and depending on other businesses and partners to flourish, so too must the fight against trafficking be a collective undertaking that is painstakingly plotted and thoughtfully implemented, in partnership with the businesses that unwittingly make it possible.

The Typology of Modern Slavery

A Summary

In March 2017, Polaris released the ground-breaking report, [The Typology of Modern Slavery](#), which classified the 25 distinct types of human trafficking business models occurring in the United States. The following information includes a short description or definition of each type of trafficking as well as updated statistics on cases and potential victims learned about from the National Human Trafficking Hotline through December 31, 2017. The cases below are based off of analysis of 40,000+ cases of potential human trafficking and 11,000+ cases of potential labor exploitation. The following cases only represent the cases that occurred in the United States and where the type of trafficking or labor exploitation was known. This is not a comprehensive report on the scale or scope of human trafficking within the United States. These statistics may be subject to change. Please see the Typology report and the methodology section of this report for further context.

Type	Definition	DEC. 2007 - DEC. 2017	JAN. 2015 - DEC. 2017
		Number of Cases	Number of Potential Victims
Agriculture & Animal Husbandry (Type: Labor Trafficking)	A farming business in which potential victims are exploited for their labor in growing/maintaining crops, cultivating soil, or rearing animals.	556 (HT)	609 (HT)
		1,761 (LE)	844 (LE)
Arts, Sports, & Entertainment (Type: Labor Trafficking)	Potential victims are exploited for their labor in amateur, scholastic, or professional athletics, modeling, or performing arts (including adults in exotic dancing).	135 (HT)	102 (HT)
		40 (LE)	10 (LE)
Bars, Strip Clubs, & Cantinas (Type: Sex & Labor Trafficking)	This category comprises establishments that front as legitimate bars and clubs, selling alcohol while exploiting victims for sex and labor behind the scenes.	992 (HT)	601 (HT)
Carnivals (Type: Labor Trafficking)	Potential victims are exploited for their labor in operating rides, games, and food stands.	59 (HT)	28 (HT)
		80 (LE)	27 (LE)
Commercial Cleaning Services (Type: Labor Trafficking)	Potential victims are exploited for their labor in janitorial/cleaning services performed in private households, office buildings, and other commercial/public properties.	128 (HT)	101 (HT)
		362 (LE)	79 (LE)
Construction (Type: Labor Trafficking)	Potential victims are exploited for their labor in carpentry, masonry, painting, roofing, etc.	202 (HT)	157 (HT)
		458 (LE)	183 (LE)
Domestic Work (Type: Labor Trafficking)	An industry where an individual works for one specific household/family providing personal household tasks, cleaning, child care, or adult caretaking, often living on-site with the family.	1,437 (HT)	753 (HT)
		487 (LE)	202 (LE)
Escort Services (Type: Sex Trafficking)	Commercial sex acts that primarily occur at temporary indoor locations. Includes: hotel-based operations, internet ads, and out-calls to buyers.	6,418 (HT)	4,555 (HT)
Factories & Manufacturing (Type: Labor Trafficking)	Potential victims are exploited for their labor in food processing, clothing/shoe manufacturing, factories producing electronic devices, vehicles, and more.	99 (HT)	77 (HT)
		222 (LE)	54 (LE)
Forestry & Logging (Type: Labor Trafficking)	Potential victims are exploited for their labor as tree farm workers, reforestation planters, loggers, and workers maintaining woodland areas.	57 (HT)	27 (HT)
		173 (LE)	77 (LE)

HT = Human Trafficking | LE = Labor Exploitation¹

Type	Definition	Number of Cases	Number of Potential Victims
Health & Beauty Services (Type: Labor Trafficking)	Potential victims are exploited for their labor in businesses such as nail salons, hair salons, acupuncture businesses, etc.	345 (HT)	122 (HT)
		140 (LE)	46 (LE)
Health Care (Type: Labor Trafficking)	Potential victims are primarily exploited for their labor in residential nursing homes, occupational health facilities, or as home health aides.	64 (HT)	53 (HT)
		70 (LE)	29 (LE)
Hospitality (Type: Labor Trafficking)	Potential victims are exploited for their labor as hotel housekeepers, front desk attendants, bell staff, etc.	151 (HT)	133 (HT)
		585 (LE)	349 (LE)
Illicit Activities (Type: Sex & Labor Trafficking)	A potential victim is forced to provide labor or services to contribute to an illegal/illicit business operation such as drug selling, drug smuggling, drug production, financial scams, gang activity, etc. Potential victims are also often forced into commercial sex acts in addition to this labor.	297 (HT)	294 (HT)
Illicit Massage Businesses (Type: Sex & Labor Trafficking)	Primary business of sex and labor trafficking is concealed under the façade of legitimate spa services.	3,736 (HT)	1,253 (HT)
Landscaping (Type: Labor Trafficking)	Potential victims are exploited for their labor in gardening, maintaining public or private grounds, or within nurseries.	147 (HT)	112 (HT)
		749 (LE)	250 (LE)
Outdoor Solicitation (Type: Sex Trafficking)	Potential victims are forced to find commercial sex buyers in outdoor locations such as on "tracks"/"strolls," or at truck stops.	1,983 (HT)	1,150 (HT)
Peddling & Begging (Type: Labor Trafficking)	Potential victims are expected to beg for "donations," or sell small items such as candy, at a stationary, often outdoor locations.	602 (HT)	327 (HT)
		61 (LE)	28 (LE)
Personal Sexual Servitude (Type: Sex Trafficking)	A potential victim is forced to provide sex acts to one/specific person(s) (oftentimes in a chronic and ongoing situation) in exchange for something of value. The controller and the "buyer" are usually the same person. (See also: Survival Sex , in the Glossary)	587 (HT)	362 (HT)
Pornography (Type: Sex Trafficking)	Pre-recorded sexually explicit videos & images, including child pornography. This can include informally distributed pornographic material, or commercial sex through a formal pornography company. •Note: This type should not be confused with interactive webcam shows. (See Remote Interactive Sexual Acts)	1,107 (HT)	516 (HT)
Recreational Facilities (Type: Labor Trafficking)	Potential victims are exploited for their labor in amusement/theme parks, summer camps, golf courses, and community swimming pools.	44 (HT)	33 (HT)
		265 (LE)	92 (LE)
Remote Interactive Sexual Acts (Type: Sex Trafficking)	Live-streamed, interactive, simulated sex acts/shows. •Note: This type should not be confused with pre-recorded sexually explicit videos & images. (See Pornography)	146 (HT)	119 (HT)
Residential Sex Trafficking (Type: Sex Trafficking)	In-call commercial sex occurring at a non-commercial residential location.	1,800 (HT)	1,665 (HT)
Restaurants & Food Services (Type: Labor Trafficking)	Potential victims are exploited for their labor as servers, bussers, dishwashers, cooks, etc.	595 (HT)	274 (HT)
		1,340 (LE)	392 (LE)
Traveling Sales Crews (Type: Labor Trafficking)	Potential victims travel in groups to various cities/states selling items such as magazines door-to-door.	686 (HT)	356 (HT)
		96 (LE)	40 (LE)

HT = Human Trafficking | LE = Labor Exploitation¹

Systemic Change Matrix

A strategic approach to ending human trafficking includes understanding the ways each of these systems enables or intersects with potential traffickers or victims. This matrix depicts the 25 types of human trafficking in the United States, cross-referenced with eight highlighted systems and industries, six of which are discussed in-depth in this report. Each system and industry can be activated to help disrupt and prevent the crime in unique and impactful ways.

	 Financial Services Industry	 Hotels & Motels	 Housing & Homelessness Systems	 Social Media	 Temporary Work Visas	 Transportation	 Business Regulatory Systems	 Health Care
Escort Services	●	●	●	●		●		●
Illicit Massage Businesses	●		●	●	●	●	●	
Outdoor Solicitation		●	●	●		●		●
Residential Sex Trafficking	●		●			●		●
Domestic Work	●		●	●	●	●		●
Bars, Strip Clubs, & Cantinas	●	●	●	●		●	●	●
Pornography	●			●		●	●	●
Traveling Sales Crews	●	●	●	●		●	●	●
Restaurants & Food Service	●		●	●	●	●	●	●
Peddling & Begging			●					
Agriculture & Animal Husbandry	●			●	●	●	●	●
Personal Sexual Servitude			●	●				●
Health & Beauty Services	●		●		●	●	●	●
Construction	●		●		●		●	●
Hospitality	●	●			●		●	
Landscaping	●				●	●	●	●
Illicit Activities	●		●			●		●
Arts, Sports & Entertainment	●			●	●	●	●	●
Commercial Cleaning Services	●	●	●		●		●	
Factories & Manufacturing	●		●		●		●	●
Remote Interactive Sexual Acts	●		●	●				
Carnivals	●				●	●	●	●
Forestry & Logging	●				●	●	●	●
Health Care	●		●		●		●	●
Recreational Facilities	●	●			●		●	

Methodology

Hotline Data

This report includes data from the U.S. National Human Trafficking Hotline. The National Hotline is not a research-oriented program. Instead, the Polaris staff who operate the hotline are focused on helping potential victims of trafficking access critical support and services to get help and stay safe. While advocates use detailed protocols to assess for indicators of human trafficking, they adapt their phrasing and scope of questions in response to each individual's answers and the circumstances of the call, text message, or chat signal. Beyond this trafficking assessment, potential victims and third parties reporting these situations are not asked a set of standardized questions and only provide information that they feel comfortable sharing with Polaris's staff to get the help they need. Additionally, asking certain questions during some signals may not be appropriate or possible due to the context of the call. For example, when Hotline staff receive calls from potential victims in crisis situations with limited time to reach out for help, staff focus on the caller's safety and assisting with urgent needs such as emergency shelter or law enforcement assistance, and not on detailed information about the victim's trafficking experience.

As such, the data points in this report represent only what those contacting the National Hotline chose to disclose. The number of survivors or potential human trafficking cases with a particular attribute would likely have been significantly higher if Polaris staff had systematically asked a standardized set of questions to each individual contacting the Hotline.

Since awareness of both human trafficking and the existence of a national victim service hotline is still limited, this data set should be interpreted as a limited sample of actual victim or trafficking case data, rather than a representation of all existent victims or cases of human trafficking. The information reported by the National Hotline is only able to represent who has access to and knowledge of the Hotline, who has the means to reach out, and who is more likely to self-identify as a potential victim or some-

one in need of assistance. The data reported by Polaris should not be compared to the findings of more rigorous academic studies or prevalence estimates.

A Note about Language:

Polaris recognizes that survivors of human trafficking identify in many ways which can be deeply personal to the individual. Throughout this report, we tend to use the terms 'victim' and 'survivor' fairly interchangeably.

Polaris staff operating the National Human Trafficking Hotline do not investigate reports made by individuals contacting the Hotline and cannot verify the accuracy of the information reported. Therefore, this report uses the term "potential victim" when referring to those individuals learned about on the Hotline, who, through a Hotline trafficking assessment, meet the definition of an individual who has experienced sex or labor trafficking.

This report references data from the National Hotline using two distinct timeframes. The data referencing **cases** is for the timeframe of December 7, 2007 - December 31, 2017. The data referencing **unique potential victim profiles** is for the timeframe of January 1, 2015 - December 31, 2017. Polaris did not begin logging victim profiles until January 1, 2015. Therefore, historic data from before January 1, 2015, is not yet available.

Cases of Potential Human Trafficking

(December 7, 2007 - December 31, 2017)

Polaris began operating and collecting data on potential cases of human trafficking and labor exploitation from the National Human Trafficking Hotline as of December 7, 2007. Polaris defines a “case” of human trafficking² as an individual situation of trafficking which could include one or multiple potential victims. Data on the case level includes, but is not limited to, form of trafficking (e.g. sex vs. labor), the type of trafficking (as defined in the Typology of Modern Slavery³), venue location, or geographic location of trafficking, etc. These are the data points that will have the timeframe of December 7, 2007 - December 31, 2017.

Individual Potential Victim Profiles

(January 1, 2015 - December 31, 2017)

On January 1, 2015, Polaris began logging individual potential victim profiles, for each unique potential victim learned about through trafficking and labor exploitation related-signals to the National Hotline. Data on an individual potential victim profile can include, but is not limited to, demographic information such as current age, adult/minor status, gender, type of work visa (if applicable), and country of origin. These records can also include detailed information on the potential victim’s experience during the potential trafficking or exploitation such as age at entry, methods of abuse endured, recruitment tactics used, recruitment location, relationship of victim to controller(s) and recruiter(s), risk factors/vulnerabilities present before the trafficking situation, and more. Polaris did not have direct contact with all victims represented in this data set. Third parties reporting information about a victim often did not have information about some details of the situation they were reporting. Each case of human trafficking or labor exploitation could identify multiple unique poten-

tial victims, or the signalers may not have had enough information to identify any individual potential victims in the situation.⁴ These are the data points that will have the timeframe of January 1, 2015 - December 31, 2017.

Polaris Survivor Survey

During the time period of **August 22, 2017 - September 18, 2017**, Polaris sought human trafficking survivor participants for a paid online survey entitled “*Trafficking Survivor Experiences with Systems & Industries*.” The survey, available in both English and Spanish, was nationally distributed to over two dozen non-governmental organizations (NGOs) which either directly serve victims and survivors of human trafficking, or organize survivor leadership. Although some of the individual NGOs which Polaris worked with to distribute the survey may specialize or exclusively interface with survivors of specific demographics or types of trafficking (e.g. some organizations only serve sex trafficking survivors, some organizations mainly serve foreign nationals, etc.), the survey was sent to a diverse range of NGOs representing many geographies, survivor demographics, and types of trafficking.

The survey was open to any adult who self-identified as a victim or survivor of sex or labor trafficking. Survey participants were not asked for any kind of confirmation of victim status. The completion of the survey was also completely voluntary, and survivors were compensated for their time. Therefore, the survey was not anonymous. Polaris collected personal contact information in order to send payment.

The survey resulted in **127 individual survivor respondents**.

For all 127 survey participants, basic demographics and information on what type of human trafficking they experienced was collected. See Figures 1.0 - 1.5

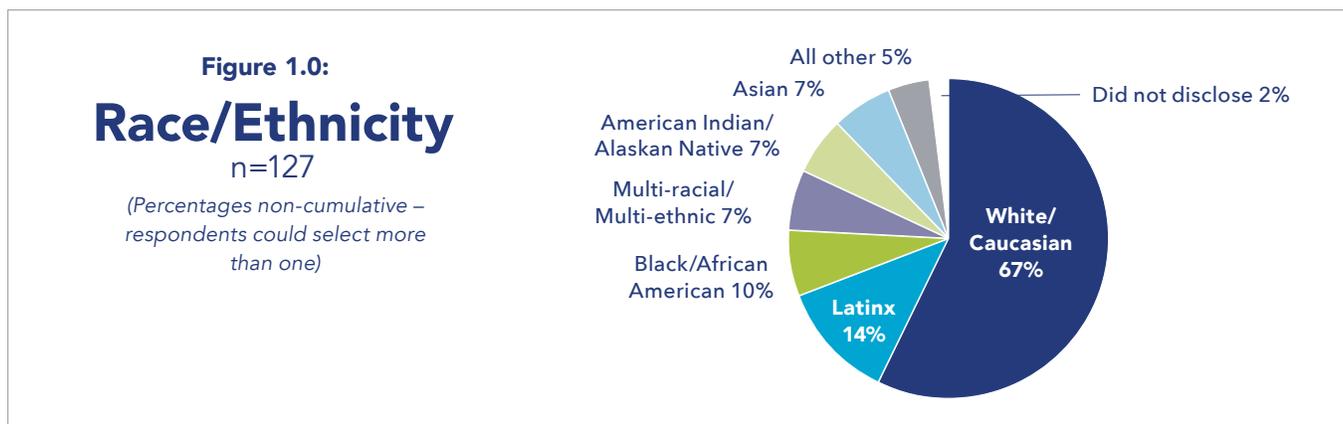


Figure 1.1:
Gender
n=127

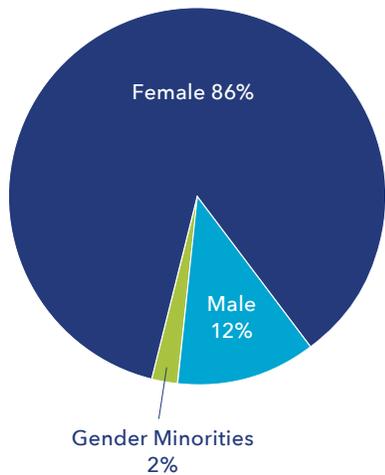


Figure 1.2:
Age at trafficking entry
n=127

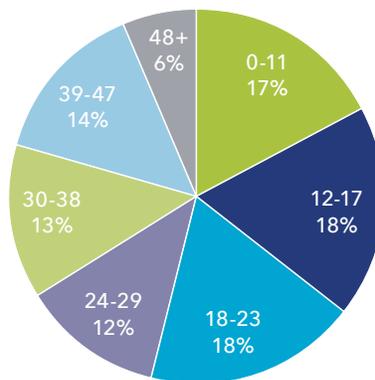


Figure 1.3:
Immigration Status
n=126*
**One respondent did not answer.*

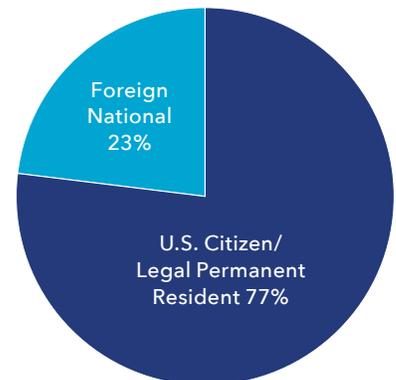
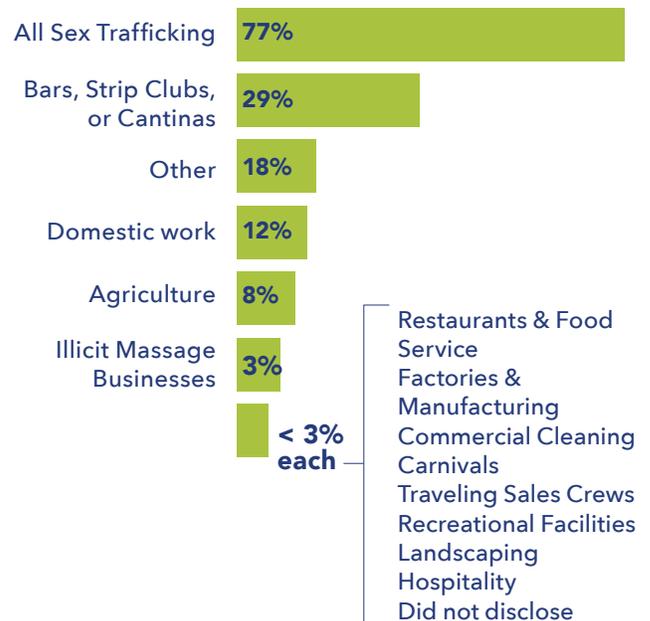


Figure 1.4:
Types of Trafficking
n=127

All Sex Trafficking	77% (98)
Bars, Strip Clubs, & Cantinas	29% (37)
Other	18% (23)
Domestic Work	12% (15)
Agriculture & Animal Husbandry	8% (10)
Illicit Massage Businesses	3% (4)
Restaurants & Food Service	< 3% ⁵
Commercial Cleaning	< 3%
Factories & Manufacturing	< 3%
Carnivals	< 3%
Hospitality	< 3%
Landscaping	< 3%
Traveling Sales Crews	< 3%
Recreational Facilities	< 3%
Not Specified	< 3%

Figure 1.5:
Types of Trafficking
n=127



Data is non-cumulative. Survey participants could select multiple options.

After the demographic questions, the survey walked respondents through separate sections dedicated to the systems and industries addressed in this report: the financial services industry, social media, transportation, hotels & motels, housing & homelessness systems, and health care.⁶

Each of these sections began with a “screening question” asked of all respondents to assess whether or not they, (or their traffickers in some cases) had any inter-

action or access to the system/industry pertaining to that section. Each screening question also provided some necessary definitions, common examples, and/or framing context to clarify the intent of each section. If respondents answered “Yes” or “Not Sure,” the survey advanced them to that section’s set of survey questions. If respondents answered “No,” the survey skipped that section altogether and navigated them to the next system/industry’s screening question. An example screening question is below:

Example Screening Question:

Trafficking Survivor Experiences with Systems & Industries

Hotels & Motels

Did you ever come into contact with any hotels or motels during your exploitation? This includes but is not limited to staying nights, living there, working/being trafficked as a hotel employee or contractor, contracting with a hotel, being forced to engage in commercial sex at hotels/motels, etc. *

Yes

No

Not sure

[Previous Page](#) [Next Page](#)

Figure 1.6: Survey Sections

Therefore, each individual section pertaining to each system/industry has a different total responding sample, depending on how many of the 127 total survey respondents answered “Yes” or “Not Sure” to that section’s screening question. Figure 1.6 breaks down the total number of respondents that “screened in” to each system/industry section along with the percentage of total survey respondents:

Survey section	Total # of survivors that “screened in” to section	% of total survey respondents
Financial Services Industry	99	78%
Transportation	104	82%
Social Media	73	57%
Hotels & Motels	100	79%
Health Care	88	69%
Housing & Homelessness Systems	50	39%

Survey Limitations

The survey and focus groups were not required to, nor did they undergo, a formal institutional review board (IRB) approval process. Despite the project not formally going through this process, Polaris conducted appropriate due-diligence measures to ensure that every step of the research project, including the development of the survey questions, analysis of the participants' benefits and risks, informed consent/voluntary participation procedures, data collection and security standards, compensation norms, and other participant safeguards, were survivor informed, trauma-sensitive, and thoughtfully approached to protect the research participants.

This survey was not the result of a random sample. A central limitation to diverse sampling was the finite network to which Polaris was able to distribute the survey. Although Polaris works with a wide variety of anti-trafficking NGOs throughout the United States, and every effort was made to diversify the types of NGOs to whom the survey was distributed, distribution was limited to Polaris's partners and contacts. Moreover, the distribution of the survey was at the discretion of the NGOs, and therefore, the final sample population was entirely dependent on each NGO's willingness and ability to distribute the survey to the populations it had contact with.

The survey was facilitated through accredited organizations whose networks are also finite and limited to their scope. This naturally caused a response bias leaning toward survivors of human trafficking who were already removed from their trafficking situation and receiving services or engaging in survivor leadership. As the survey did not ask about the years during which the respondent was trafficked, it is impossible to determine how long respondents were removed from their trafficking situation. Therefore, social, cultural, or environmental changes may impact the current significance of some of these results. For example, some survivor respondents may have experienced trafficking during a time which pre-dates the general availability or pervasive use of social media.

Results of the survey also lean disproportionately to sex trafficking survivors (77 percent). This indicates that NGOs with a focus on sex trafficking were either more willing or able to widely distribute the survey to the populations they serve, or the anti-sex traf-

ficking NGOs had a much more expansive network of interested survivors. Relatedly, some NGOs which serve large populations of labor trafficking survivors indicated that unforeseen environmental and political events, which coincided with the open period for survey submissions, impeded their ability to distribute the survey to their networks. The need for these providers and their networks to focus on more urgent matters likely impacted the number of labor trafficking survivors who had access to the survey.

There were other design limitations which likely impacted the response rate and response content of the survey results. First, the limited languages in which the survey was distributed likely prevented survivors of certain types of trafficking from participating in the survey. Due to resource limitations, Polaris was unable to distribute the survey in other languages but would ideally have expanded the language services if possible. Second, the online platform of the survey likely excluded some individuals who did not have the resources available to access the internet or to do so in private locations. Third, the survey's lack of anonymity may have deterred people who would have otherwise chosen to take the survey but remain anonymous.

Finally, neither the Polaris survivor survey, nor the follow up Polaris focus groups should be compared to the findings of more rigorous academic studies or prevalence estimates.

Polaris Focus Groups

For Phase II of the research project, researchers sought to dive deeper into select areas of the survivor survey to gather personal narratives and survivor recommendations for systems and industries to enhance the report. To do this, five focus groups were assembled from the pool of survey respondents. Due to the extensive number of respondents who were sex trafficking survivors, four groups consisted of sex trafficking survivors and one group consisted of labor trafficking survivors.

The focus groups primarily sought to supplement the data Polaris already had access to from the National Human Trafficking Hotline. Therefore, the selection of focus group participants was strategic to ensure researchers were able to collect the specific type of information needed to gain necessary insights for each system/industry.

First, researchers identified the specific systems/industries where deeper information was needed:

Sex trafficking Groups:

- 1) Financial Services Industry
- 2) Social Media
- 3) Transportation
- 4) Hotels & Motels
- 5) Health Care

Labor Trafficking Groups:

- 1) Financial Services Industry
- 2) Transportation
- 3) Health Care⁷

Second, researchers then identified individual respondents whose survey answers indicated that they had significant interactions with or knowledge of these specific industries during their exploitation. Every survey response was reviewed individually, and each section of the survey (finance, transportation, etc.) was ranked on a scale of 0-2 in terms of how significant the respondent's interaction with that system/industry was:

- 0= Very little/no interaction or knowledge
- 1= Moderate interaction or knowledge
- 2= Significant interaction or knowledge

To determine this significance, researchers weighed some questions in the survey stronger than others, based on the specific research needs. For example, researchers prioritized a survivor's understanding of

how the finances were managed in his or her situation, as this information is not often revealed during regular Hotline interactions.

Based on their answers, 26 survey respondents were invited to attend one of five focus groups hosted in various cities across the country.

- Los Angeles, CA - 5 participants
- Denver, CO - 5 participants
- Dallas, TX - 4 participants
- Atlanta, GA - 5 participants
- Washington, DC - 5 participants

Due to unforeseen and extenuating circumstances, two participants intended for the focus groups could not attend, and therefore provided their input through remote one-on-one interviews with researchers.

Each focus group was two hours long and covered as many prioritized systems/industries as time would allow. Of course, due to the natural flow of discussion of focus groups, not every group addressed every question or every system or industry.

Each focus group or interview was transcribed and analyzed using basic content analysis to identify common themes across groups. These themes, in combination with the quantitative survey data, and findings from the National Hotline, informed the general structure and content of this report.



Transportation Industry

The following matrix is meant to be an overview of some of the intersections that diverse types of private, public, and mass transit systems may have with potential victims and traffickers of various types of trafficking (See [Typology of Modern Slavery: A Summary](#) section of this report). Each dot can represent one or more touch points throughout a trafficking life cycle including during recruitment, during trafficking business operations to move potential victims, traffickers, and/or buyers, or by potential victims and survivors during and after their trafficking experiences. All intersections were informed by Polaris’s operation of the National Human Trafficking Hotline since 2007, Polaris survivor survey, Polaris focus groups, or additional, but not exhaustive, external research and analysis which may include service provider and stakeholder knowledge sharing, scholarly research, media articles, documented civil and/or criminal cases of human trafficking, or quantitative and qualitative analysis of external data sets and/or public records. This matrix is by no means comprehensive, as potential traffickers and victims have the potential to access many types of transit systems or vehicles. The absence of a dot may mean there is insufficient data or research on the intersection. Polaris omitted the types of trafficking where research and data were lacking.

		Types of Transportation				
		Private vehicles (incl. rentals & business)	Airlines	Trains	Buses	Ridesharing & Taxis
Types of Trafficking	Agriculture & Animal Husbandry	●	●		●	
	Arts, Sports, & Entertainment	●	●			●
	Bars, Strip Clubs, & Cantinas	●	●		●	●
	Carnivals	●	●			
	Commercial Cleaning	●	●			
	Domestic Work		●		●	
	Escort Services	●	●	●	●	●
	Forestry & Logging	●	●		●	
	Health & Beauty Services	●	●			
	Illicit Activities	●				
	Illicit Massage Businesses	●	●		●	●
	Landscaping	●	●			
	Peddling & Begging			●	●	
	Pornography		●			
	Residential Sex Trafficking	●	●		●	●
	Restaurants & Food Service	●	●		●	
Traveling Sales Crews	●			●		

While the term trafficking triggers associations with transportation, in reality, in the United States, the crime of human trafficking does not require movement or travel of any kind. However, almost every type of human trafficking does wind up intersecting with transportation systems at some point, depending on the business model.

Thankfully, many in the transportation industry have acknowledged the presence of human trafficking in this sector and are actively taking steps to address it. The U.S. Department of Transportation (DOT) has committed to various cooperative activities with Amtrak and the Department of Homeland Security's (DHS) Blue Campaign to train staff in identifying potential victims, link victims with assistance, and to build awareness amongst large captive audiences waiting to board their bus or train.⁶³ In 2012, DOT also launched Transportation Leaders Against Human Trafficking (TLAHT), an initiative which has brought together over 200 organizations from across the transportation industry to focus on industry leadership, industry training and education, policy development, public awareness, and information sharing and analysis.⁶⁴

Polaris has also consulted as key advisors to the DOT's "Putting the Brakes on Human Trafficking" campaign, the U.S. Department of Homeland Security's "Blue Lightning" campaign, partnered with taxi associations to identify trafficking in the city of Houston, and partnered with organizations like Truckers Against Trafficking as they engage truckers across the country, to name a few. Many of these partners encourage victims or those reporting tips to contact the National Human Trafficking Hotline.

The growing importance of technology in the transportation sector likely offers many more additional opportunities to identify survivors and disrupt trafficking situations through analysis of data that may show patterns of use associated with certain types of trafficking.





INDUSTRY SPOTLIGHT: Truckers Against Trafficking

Truckers Against Trafficking (TAT) is a grassroots organization that works with the trucking industry to educate, equip, empower, and mobilize its members to fight human trafficking as part of their everyday jobs. TAT's goal is to create a mobile army to aid law enforcement in the recognition and reporting of this crime in order to assist victims and have perpetrators (buyers and traffickers) arrested. TAT recognized that, by virtue of their training to be observant, the fact that they regularly outnumber law enforcement on the road, and in their sheer numbers, trucking professionals were in a position to become a disruptive force along trafficking routes. As bystanders to this crime, trucking professionals simply needed to understand what they were seeing in their travels and what actions to take. Through the training and tools it provides, the relationships it builds, and the industry experts it partners with and listens to, TAT works to drive systems and paradigm change through network leadership.

To maximize its reach across the industry, TAT continually looks for and takes advantage of every identifiable entry point into trucking, from law enforcement and legislators to schools, carriers, state and national organizations, truck stops, shippers, manufacturers, and state agencies. In intersecting with each of these, TAT has provided educational tools as part of the process for creating effective pathways into the industry. It has been one of the most fervent champions of the National Human Trafficking Hotline, heavily promoting the numbers to its vast network since 2009. As a result, the National Hotline has received 734 cases of potential sex trafficking occurring at truck stops since

TAT's founding.⁶⁵ Nearly 58 percent of these cases were directly reported by trucking professionals. However, Polaris believes a large part of the remaining 42 percent of reported truck stop cases can also be attributed to TAT's training and advocacy efforts.

The work of Truckers Against Trafficking constitutes a highly replicable model across modes, industries and borders. When traffickers count on ignorance or apathy – whether within the general population or a market sector -- to exploit a human being, an opportunity exists for a bystander to intervene, for a trained and vigilant individual or army to recognize what is actually happening and take action. Every person, working within their sphere of influence, can play a critical role in fighting this crime by effecting social change – whether in reporting the crime, introducing the concept and training to others, being the catalyst for company policy change, or becoming a "TAT champion" and working to raise either personal, corporate or industry involvement to the next level. This, in turn, often elevates TAT's standing both within and outside of the industry, allowing rapid expansion of the model into other industries. A perfect example of this can be seen with Busing on the Lookout (BOTL), where trucking professionals have used their overlap influence in the busing industry to create entry points for TAT to successfully launch BOTL and begin successful integration into that industry.

For more information on Truckers Against Trafficking or Busing on the Lookout, please visit their website: www.truckersagainsttrafficking.org

How the Transportation Industry may be used in Recruitment

Although most victims of human trafficking will indeed utilize some form of transportation in the course of their recruitment, the reality is, at this stage of the trafficking life-cycle, individuals likely do not suspect anything to be suspicious about their destination. Victims may believe they are simply traveling to meet a new boyfriend, enter an exciting job opportunity, or simply going on vacation to meet new friends and see new sights. This makes identification and victim outreach extremely difficult (though not impossible) during this stage. Despite this fact, it's still important to recognize the myriad of ways traffickers are relying on these systems for a steady supply of vulnerable individuals, and the types of transportation systems involved.

“If we didn’t rent a car, which usually we didn’t, then when the girls were out to work, him and his friends would go in an Uber to the strip clubs to try and get new girls. Or I know he had a taxi that he was cool with in a couple different cities, where the guy would give him a \$50 nightly rate and he would just drive him up and down the [track].”

Informal Bus Systems

In Polaris’s work with service providers and law enforcement specializing in illicit massage businesses (IMB’s), the use of informal buses, often colloquially referred to as “Chinatown buses,” came up across many cases as a significant site for recruitment. “Chinatown buses” are privately owned bus lines that typically connect Chinatown neighborhoods in major metropolitan cities. Originally intended to shuttle Chinese restaurant workers between jobs,⁶⁶ these buses provide more affordable transit compared to mainstream bus companies such as Greyhound. They also provide fertile ground for IMB trafficking recruiters, who hand out business cards to young Chinese women, many of whom are working or heading to work in grueling restaurant jobs for meager pay. This semi-captive audience is the perfect target audience of promises of lucrative work in the “massage” industry.⁶⁷

It’s worth noting that although IMB traffickers have learned to use Chinatown buses to their advantage, the foundational use of these buses by the unregulated recruitment agencies catering to the 40,000+ Chinese restaurants in the country are also likely to end in severe forms of labor abuse, if not labor trafficking. After charging potential victims a recruitment fee and matching them to a restaurant job, these underground recruitment agencies will give the potential victim a slip of paper with minimal Chinatown bus route information, but no destination address, pay information, or conditions about the job itself. After they are dropped off to their new bosses, they find themselves stuck bus-ing tables or cooking in kitchens for meager tips, little to no base salary, for upwards of 12 hours a day and no days off.⁶⁸ This type of abuse is common in many of the 595 cases of potential labor trafficking and additional 1,340 cases of potential labor exploitation in the restaurant industry that have been reported to the National Hotline since 2007.

Bus & Train Stations as Recruitment Grounds

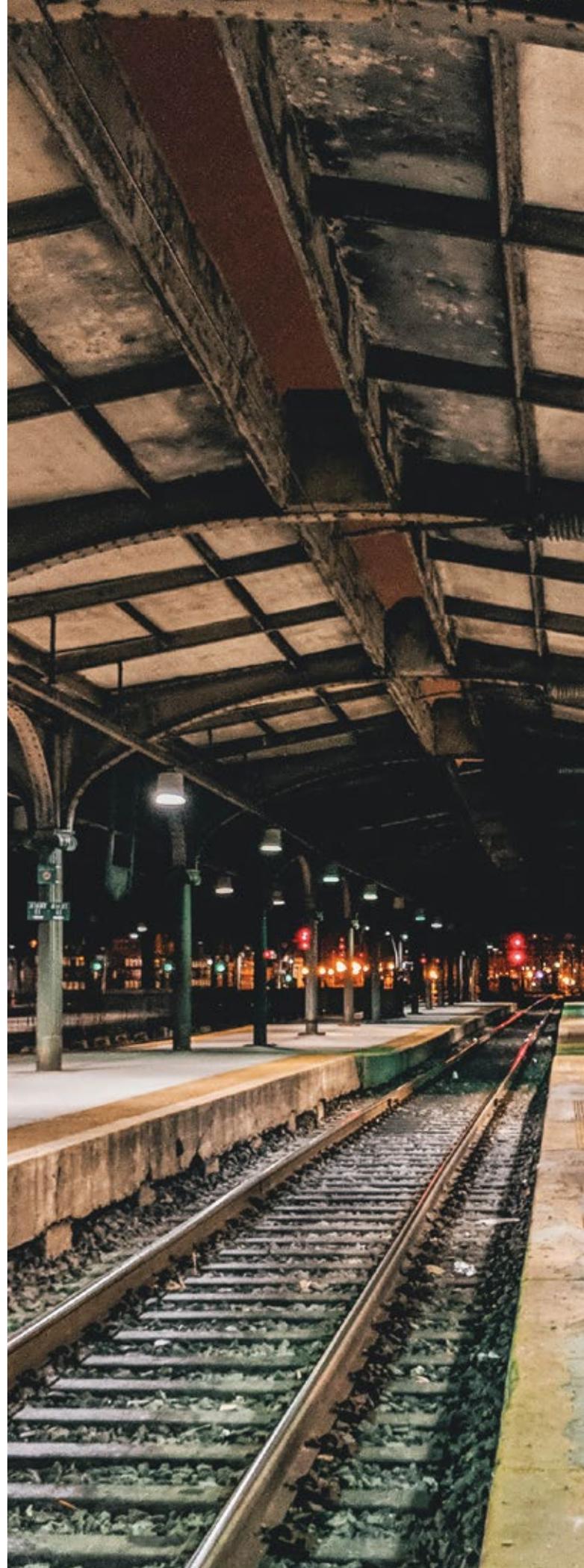
While individual sex traffickers - pimps - look for opportunities to recruit wherever and whenever opportunity presents itself,⁶⁹ bus stops and train stations present particularly good trawling grounds, stocked with vulnerable people who have time on their hands.

Of particular interest to traffickers is the proliferation of runaway or homeless youth who tend to congregate in these venues, either because they are seeking ways to leave their current living situation or because they have nowhere else to go and transit hubs often serve as a shelter of last resort.

Traffickers or “bottoms” (a term some pimps use to refer to a victim still under their control but who has “earned” a higher ranking among the other victims and may share recruitment responsibilities at the behest of the trafficker) tend to approach potential targets and strike up what seems to be an innocuous and friendly conversation about their travel plans. According to Hotline calls, potential recruiters can sometimes take the bus or trains with potential victims to further build rapport, offer to “hang out” and kill time while they wait, or simply offer to give them a ride instead of the long bus/train trips potential victims have planned.

To a runaway youth, any offer that does not involve returning to the place they are trying to get away from is likely to be at least marginally attractive.

This was the case for 11-year-old S.H. who, according to court records, was sleeping at a bus stop in the early morning hours, when Shelby Lewis pulled up and invited her into his vehicle, noting that he’d seen her the previous day. Evidence was presented that Mr. Lewis went on to recruit 13-year-old T.S. in a similar way when he woke her up while sleeping at a bus station to offer her a safer place to sleep. Court documents stated Shelby Lewis went on to force the children into commercial sex for more than 2-3 years each⁷⁰ and was eventually sentenced to 20 years in prison.⁷¹

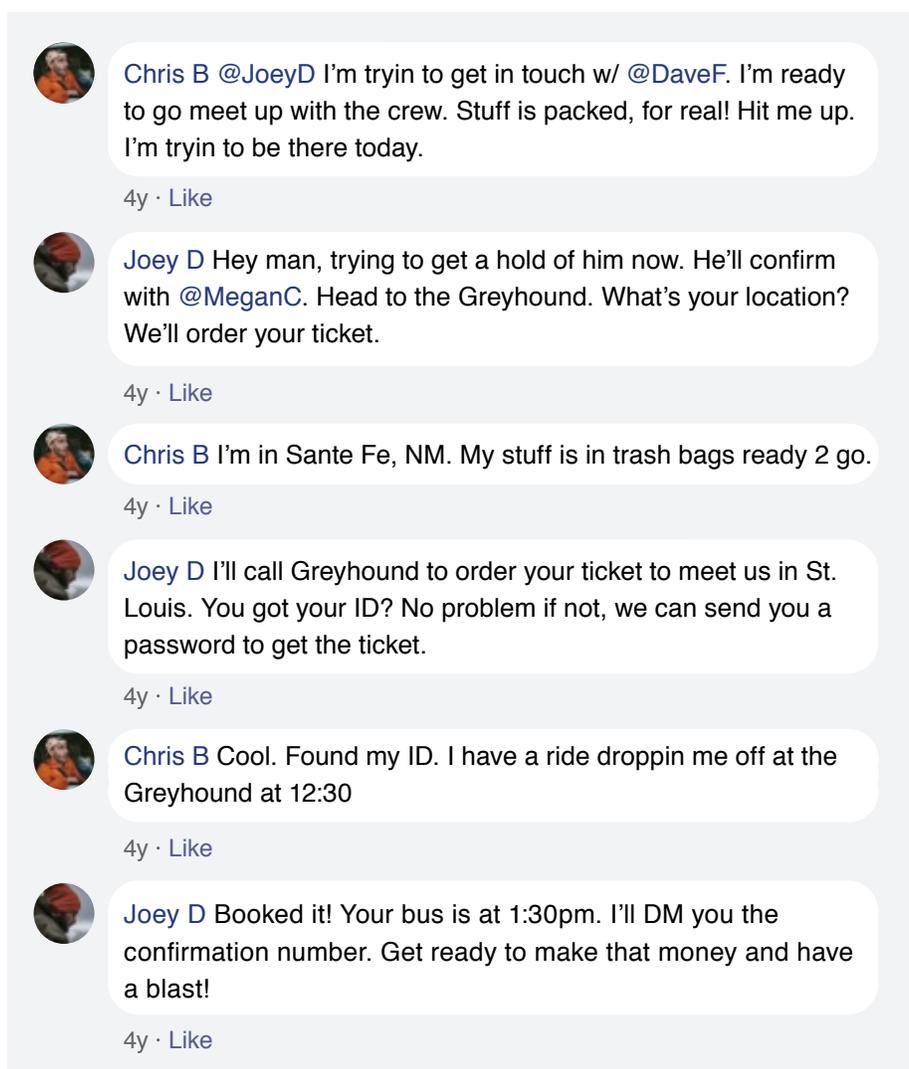


Buses Used to Transport Victims to their Trafficker

Even if the initial contact or relationship building has happened elsewhere - like online - long-distance buses seem to be a highly utilized method for initially transporting potential victims of sex trafficking to their traffickers. According to Hotline accounts, potential traffickers typically buy the tickets up front, often holding the gesture over the potential victims' heads as a form of manipulation and/or debt. While payment types and methods (online vs. phone vs. in person) and the types of bus tickets used (physical vs. e-tickets) need more research, anecdotal evidence from the Hotline have suggested that traffickers will commonly purchase and reserve tickets under the potential victim's name ahead of time. The potential victim is either emailed the ticket

or picks it up at a physical station. If the potential victim is lacking identification (perhaps because of their minor status or other socio-economic reasons), a pass-code can get them access to the pre-purchased ticket for most companies.

In traveling sales crews, it is routine for potential traffickers to use the promise of transportation as an enticing "perk" of joining the crews. According to the Hotline, crew managers falsely promise that whenever a worker wants to leave, they will foot the bill for a bus ticket home. Furthermore, much like in sex trafficking, potential traffickers tend to purchase bus tickets for victims joining their crews. The recreated Facebook screen grabs below follows a recruitment and Greyhound bus travel coordination in real time.



← Sales crew comment thread on Facebook which shows a recruitment coordination with bus involvement in real time. Based on actual public comment threads, but recreated with name and other detail changes to protect any potential victims involved.

Airlines used in Recruitment

Airlines are used in transporting hundreds of thousands of migrant workers from all over the world to the United States every year. For instance, a 2014 Urban Institute report indicates that 71 percent of their surveyed sample of labor trafficking victims arrived in this country via airplane before they were trafficked. Select layover cities include Miami, San Francisco, Atlanta, and New York City before flying to their final destination.⁷² While many airlines train in-flight personnel on recognizing the signs of

trafficking, in these cases, where the exploitation has not actually begun, there are likely to be few or no observable signs. Knowing the flight patterns offers other potential avenues for outreach. For example, strategic outreach campaigns educating travelers on warning signs of suspicious jobs, in their own languages, might be beneficial in these layover states to reach potential victims of labor trafficking, including women who have or may be recruited into illicit massage businesses.



How the Transportation Industry may be used in Trafficking Operations

There are very few businesses that don't at least occasionally require travel or transport. The business of human trafficking is no different. The types of transportation or travel services used depends on the specifics of the business - how secretive or clandestine transactions are likely to be, for example, or whether there are large numbers of people or commodities that have to be moved at once. In Polaris's survivor survey, **63 percent of respondents utilized some combination of mass transit such as public buses, subways, and publicly accessible transportation services including long-distance buses, taxis, and rideshares.** Furthermore, 16 percent of survivors qualified their contact with such systems as "very frequent." Not surprisingly, travel and transport in automobiles was by far the most common mode of movement in business operations.

"In my situation, traffickers... purchased 4 mini vans to be used to transport us (group of workers) from our apartment to our job and vice-versa. Money that they took from us, (\$500.00 from each) that we gave them in advance, as a deposit, which we were supposed to get back at the end of the program. On top [of this], they charged us the cost of the [daily] transportation and it was deducted from our paychecks."

Personal, Business, and Rental Vehicles

According to Polaris's survivor survey, a personal vehicle owned by the trafficker (or someone else other than a victim, but not including a rental, taxi, or rideshare) was the most commonly used type of transportation (81 percent) during trafficking. Seventy-three percent of survivors stated they or their trafficker owned or leased their own car during their exploitation.

In sex trafficking in escort services, transportation is essential for traveling long distances between cities and states, as well as locally between individual "dates" with buyers. Personal and rental vehicles are also used to drop off victims at hosting strip clubs and bars, and outdoor areas such as "tracks" and truck stops. One survivor of escort services at a Polaris focus group tells why a car was her trafficker's preferred method of transportation between the cities they worked:

"For me it was mostly the car, because we can stop in different cities, stop in different truck stops. Everything was you know, game and sell. So it was mostly the car. They [traffickers] would drive [us]... to Fresno, Bakersfield, Los Angeles, [Las] Vegas, Phoenix, Texas..."

In Polaris focus groups, most survivors explained they would often travel alone to dates.

"...Most of the transportation was all through vehicle. I would get a call for a date [and]... mostly I drove myself, because to have [my trafficker] there would be like an endangerment to him... Sometimes he [drove], but mostly I would drive myself there."

Although, some survivors' experiences differed and they noted they would be driven by a bottom or by their trafficker.

“When I would post as a dancer and [doing] escort service[s] he was always taking us, he was always in the car. I don’t know if he didn’t trust us or if he didn’t like to be alone? But he was always with us when we would go on dates. He would put his chair all the way back or he would be laying down in the back seat. If you took too long, he would text.”

Traffickers tend to be much more likely to allow more senior victims and bottoms to travel to dates and new cities alone due to the deeply ingrained psychological control and manipulation held over them. The longer the trafficker has invested in indoctrinating a victim to their control, the harder it may be to think of straying. Another survivor explained how her travel autonomy would depend on the trafficker’s trust level:

“It just depended on the situation and what we needed, if he was feeling like I was gonna try leave, then he would try and come with me to every out-call and he would go out of town with me. And if he was in a trusting state, he would send me out of town by myself or he would make sure that there was another girl that he trusted to watch me and make sure that I didn’t leave. It was just situational.”

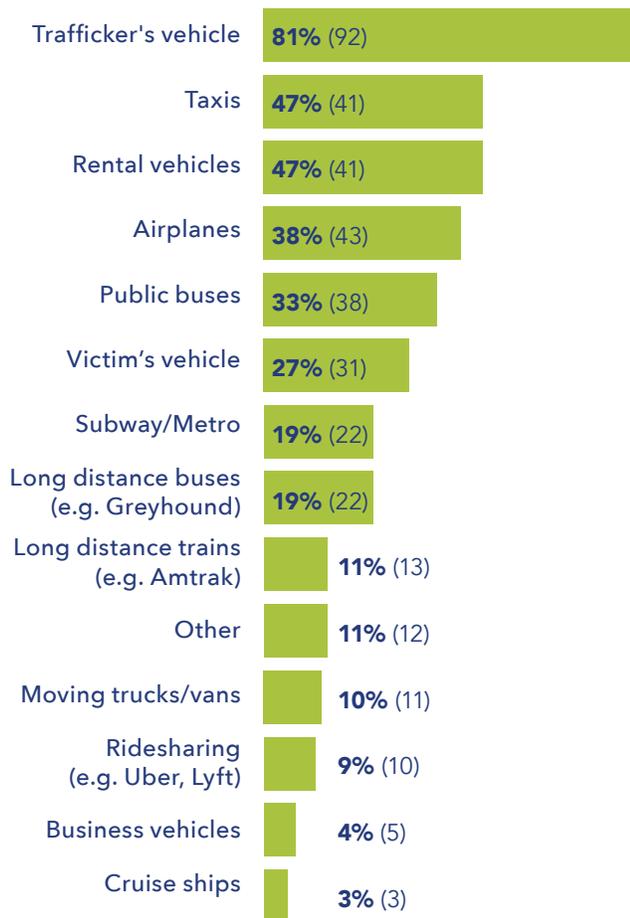
Survivors in Polaris’s survey noted that rental cars were used in 47 percent of their trafficking situations. Focus group participants elaborated that their traffickers would often force victims to rent cars in their own names while working new cities in order to keep the trafficker’s name off paper. One sex trafficking survivor explained how her trafficker took it one step further and used the race of victims to avoid possible detection from police:

“[Traveling between dates was done] either by taxicab or he would take me sometimes. If we were in the city where we lived in... then it would be his own car. But if we were in a different city, it would be a rental car... For the most part he would use the rental cars in the girls’ names... Usually it was the white girls [driving] because they were the least suspected and they wouldn’t get pulled over as much as the black girls.”

While traffickers in illicit massage businesses may use commercial transportation systems such as airlines and informal bus systems to transport victims to their initial IMB, traffickers tend to rely on personal vehicles when shuttling victims between business locations. This kind of travel is frequent as most IMBs are networked, meaning owners have more than one business and also team up with other IMB owners to keep the supply new and “exciting” for buyers in a single location. IMB traffickers are also more likely to utilize private drivers who are more fully integrated into the trafficking network. This is in contrast to the more informal business relationships traffickers maintain in less-organized types of sex trafficking. The use of private drivers allows IMB traffickers to maintain more control and isolation over their victims who must rely on their traffickers for transportation. It also allows traffickers to maintain their own transportation schedules without having to rely on standard bus routes or make purchases that create a paper trail.⁷³ These private drivers can sometimes be a relative of a trafficker. This was the situation in a recent Ohio trial, where two sisters ran the trafficking operation and one of their husbands served as the driver.⁷⁴

Figure 5.0: Methods of Transportation Used by Victims or Traffickers During Exploitation

Polaris Survivor Survey (n=104)



Data is non-cumulative. Survey respondents could select multiple options.

According to Hotline cases and additional Polaris research, sales crews typically travel in one or a fleet of multi-passenger vans, depending on the size of the crew. Some crews have been known to travel in full-sized SUVs or smaller vehicles as well. More research is needed on the typical ownership and registration of the vans, but it is likely that they are owned and registered under the official business name of the sales crew. However, since many crews have a long history of fraud-related complaints from customers, it is common for crews to change their business names and ownership to avoid liability. Therefore, the vehicles' ownership and registrations are believed to also be in flux. Most crews avoid operating in the north during

the winter, but recent analyses do not indicate any additional geographic patterns in the movement of crews. Distance between operating locations appears to be limited only by the distance a crew can feasibly travel in a day, and it is common for a crew to move several states away in a single day, passing through tolls and often utilizing rest stops.

Sales crews are also notorious for violating motor vehicle insurance regulations, maximum vehicle occupancy laws, and vehicle safety regulations. Sales crew vehicles can often be ridden with hazardous conditions like a lack of seats and seatbelts, and may have unlicensed drivers behind the wheel, which have been the cause of numerous and sometimes fatal accidents. This was the case for 18-year-old Malinda Turvey, and six other victims who, according to media reports, were killed in a fatal collision on March 25, 1999 in Janesville, Wisconsin when they were working for Youth Employment Services, a traveling sales crew. Media reports stated, as a police officer attempted to follow their van, the unlicensed driver attempted to switch seats with a licensed passenger as they were barreling down the highway at 81 miles per hour.⁷⁵ Five others were seriously injured and the driver and crew manager served prison time.⁷⁶ In 2009, Wisconsin passed "Malinda's Law," which among other things, began to mandate that all sales crews operating in the state of Wisconsin ensure that their vehicles are regularly inspected and drivers are insured and licensed.⁷⁷ According to many accounts on the National Hotline, it is routine for crew leaders to have unlicensed potential victims drive the vans which often results in fines, warrants, and arrests for victims which further ties them to their employers. All this makes these vans particularly susceptible to routine traffic stops, causing a prime opportunity for identification.

There are several other labor trafficking types that rely heavily on mobile contract labor also known as "crews." Crews tend to be transported frequently from one worksite to another and may be found in potential human trafficking cases related to construction, landscaping, forestry, commercial cleaning services, and home health care. Agriculture can use these mobile crews to a lesser extent. While more research and data is needed, Hotline evidence suggests that crews are

often transported in personal vehicles, either belonging to the trafficker, the business, or a potential victim. It's also clear that they rely on the infrastructure of streets, tolls, tunnels, bridges, etc. Carnival crews, while they are not subcontractors, engage in regional travel as a core component of their business model and are at high risk for potential labor trafficking and exploitation.

Taxis & Ridesharing Services

Tied with rental cars as the second most reported transportation method among Polaris survey respondents, **47 percent reported that taxis were used in their trafficking situation** - mostly to transport survivors locally between dates.

Only 9 percent of survey respondents reported using a ridesharing service such as Uber or Lyft during their trafficking. This is more than likely due to survey and focus group participants being trafficked during a time that predated the general availability of these services. This should not be considered representative of how prevalent ridesharing services are in the course of sex trafficking in escort services or human trafficking operations generally. In fact, all survivor participants in sex trafficking focus groups who now work as service providers for current victims and survivors all attested that their clients frequently (if not exclusively) use services such as Uber and Lyft when traveling to out-call appointments.

"I would like to say that now, working with women that are absolutely active or have just gotten out of the life, yes, they all use Uber and Lyft."

Survivors in Polaris focus groups largely viewed a taxi driver's role in responding to individual sex trafficking cases negatively. In every sex trafficking focus group there were multiple survivors who disclosed that their trafficker often made use of illicit local taxi drivers when transporting victims to commercial sex sites. These relationships ranged from an informal friendship to more of a formal business partnership with the driver being on the trafficker's payroll. One survivor explained:

"I had a cab driver that was on payroll. He came and got me and the other girls... around 9:30[pm] so that I got to the track by 10 every night and coming back he would meet me at the store around 2am. Every night."

The use of unscrupulous taxi companies or individual taxi drivers is similarly found in the transport of victims in IMBs, especially in large cities like Las Vegas.⁷⁸ More complicit and involved taxi drivers may work directly with traffickers and knowingly transport victims to other IMBs, or even directly to buyers. One focus group survivor who was sex trafficked in a similarly organized criminal network, shared her story with the taxi drivers involved with her traffickers:

"My trafficker's association had a transportation business and they had a small motel business. [And they] all were connected... So whenever [there was] cash, there was a taxi driver that [would] pick me up and I would hand the money to the manager of the motel... I believe they laundered the money through those businesses... They used their own people in the transportation company... the taxi driver is on the payroll but they would be going and picking up the customer. When my trafficker needed something, it [was] fast. It was always available."

Buyers also make use of taxi companies to access victims of forced commercial sex services. Some taxi drivers, although not formally part of a trafficking network, act as accomplices and receive commissions from IMB traffickers for recommending and transporting buyers to their IMBs.⁷⁹ More limited data suggests similar arrangements for organized residential brothels. Additionally, it's worth noting the possibility of buyers intentionally using taxis or ridesharing services in their visits to brothels and IMBs in order to conceal their identity and not expose their license plates to possible detection.

Even when taxi drivers were not direct accomplices to a trafficker's business operations, survivors in focus groups consistently shared their negative experiences involving taxi drivers as buyers, drivers coercing sex from victims in exchange for rides or not turning them into police, drivers robbing victims, and even drivers attempting to traffic them as one survivor described:

"I remember one night I took a cab from [hotel redacted] back to my house and the driver picked up on the fact that I was leaving [hotel redacted] at 2 o'clock in the morning... Next thing I knew he was telling me he had access to other buyers who he could connect me with and he would just take a cut of them. So, I'm sitting in the backseat like "are you really trying to pimp me right now?"

Another survivor told Polaris the horrifying story of how her trafficker would frequently pay a taxi driver an enhanced fee to drive them around aimlessly, just so he could have a confidential and somewhat anonymous place to physically assault her.

"Taxi drivers take payment all the time [from traffickers]. When I lived in [Midwest City redacted] [my trafficker] paid a taxi driver all the time [to] pick me up so he could beat me up in the back of this taxi cab. [One time] I had fell asleep in a room with a [buyer]... [My trafficker] paid the taxi driver to bring him up there and paid the cab driver an extra \$100 so the cab driver would not call the police on him after he beat me up in the back of the cab... Same thing happened a few times in [another city]."

As a result there was an almost unanimous consensus in the focus groups that taxi drivers, and by extension, ridesharing drivers, are not individuals that survivors would necessarily trust, even if support or intervention was directly offered. Although most survivor participants explained that they do believe taxi and ride-sharing companies have an obligation to be trained on identifying potential trafficking, they were vehemently opposed to drivers extending direct assistance or attempting to assess the situation further. Instead, many survivors supported such companies implementing a reporting protocol to the National Hotline



(or police if it was an imminent situation or involving a child). Other more innovative technology solutions for ridesharing companies were suggested such as flagging suspicious rides in the driver's app, data sharing and analysis initiatives, and making the Hotline number available to users in creative ways not involving direct communication with the driver.

Buses and Trains

Of the 104 survivors who responded to survey questions regarding transportation systems, a total of **42 percent stated that they or their traffickers utilized local or long distance buses in the facilitation of their exploitation** (33 percent said public buses were used and 19 percent said long distances buses were used). In regards to trains, **27 percent stated that trains were used during their exploitation.** This includes 11 percent of respondents who used long-distance trains as one of many forms of transit and 19 percent who noted subways were used. Although personal vehicles, rentals, and taxis were used most often, within trafficking in escort services, some survivors in focus groups said that long-distance bus and train companies such as Greyhound and Amtrak were used when personal vehicles were not available to travel to and from cities. The use of buses and trains may be a preferred method of transportation for traffickers because of the low cost and limited interaction with bureaucratic systems. This allows them more anonymity in the ticket buying process and less attention from officials.

“We used a lot of train transportation, Greyhound, Amtrak... and planes. We tried to stay away from planes as much as possible.”

The survivors in focus groups that mentioned the use of long distance bus services specifically, said that they were typically used when they were sent to work in a new city alone (i.e. not traveling with their trafficker). Although this finding is largely anecdotal at this time, and more research is needed, it exposes an interesting access point that these companies may have at reaching victims when traffickers cannot directly monitor them. In these scenarios, victims may feel safer to notice an outreach poster, jot down a helpful number, or have a casual conversation with a concerned transportation professional.

Little is known about the precise ways these transportation systems are used in the operations of labor trafficking scenarios (if at all). However, based on National Hotline interactions, these systems are much more likely to encounter potential victims in the course of an exit attempt (see How the Transportation Industry may be Used by Victims & Survivors section of this chapter).

Airlines

While focus group participants noted that traffickers tended to prefer the flexibility and comparative anonymity of ground transportation to air travel when conducting their business, **38 percent of survey respondents said they did travel by plane at some point during their exploitation.** Flight patterns and behaviors will largely vary from one trafficking operation to another. Some survivors in focus groups stated they traveled by plane every few weeks and some stated their air travel was extremely rare. One survivor whose trafficker made her and upwards of seven other victims at one time travel together, often using elaborate cover stories to avoid suspicion, explained:

“We traveled probably every season. We would travel to different state[s]. Sometimes we never stayed in a state for any longer than a month at a time. We would go in a big old circle, to Miami, New York, Jersey, then come to the west coast, Vegas, Hawaii in the winter time. It was like a circle. It was mainly the same cities... and it would be for like a month at a time that we would go to each city.”

While airlines are rarely used in the course of most labor trafficking operations, there are some instances where domestic workers who have been trafficked in other countries then accompany their traffickers to the United States. In these scenarios, the airline industry is indeed in a pivotal position to possibly observe indicators related to abuse or control on flights and during check-in or security check procedures.

“I traveled all over the United States, and attempted once into Canada. But yeah, I flew at least once a month, either by myself or with... my wifies, and the bottom was usually with us.”

The survivors in focus groups who utilized airlines explained that their travel was rarely booked in advance since their traffickers typically responded to the day-to-day market demand of each city. Since airline fares are typically very costly on the day of travel, this may be another reason traffickers prefer vehicles or bus and train systems. Whenever possible, traffickers paid for tickets in cash when booking flights. One survivor elaborated on her trafficker’s system:

“Yea for the most part, when I lived out [west], the bottom would call Southwest and make arrangements because you could reserve tickets then go pay in cash at check-in, so we did that quite a bit. That way we didn’t have to put anything on cards.”

Another described:

“Usually pimps carry a lot of cash on them and they’re paying for the ticket in cash that same day. There were a lot of times when our traveling was spontaneous. It would be like, “Okay, pack up we’re going to Hawaii today”... Spontaneous bookings and using websites like Hotwire, Expedia...”

When traveling to a new city to post new online ads and solicit multiple dates, traffickers typically accompanied their victims. However, more focus group survivors stated that their buyers were mostly responsible for reserving and paying for their flights, presumably when they would book multi-night dates with one buyer. On these trips where they were being delivered directly to a buyer, focus group survivors explained they would typically travel alone. One sex trafficking survivor explained that her traffickers “toured” her, which means they advertised her ahead of time and pre-booked her for dates in various cities across the country for about a week at a time. She explained that after a week or so providing commercial sex every hour, on the hour, sometimes for 15 hours a day, with very few breaks for food or sleep, the physical and behavioral signs she exhibited on a flight home were pretty hard to miss - if anyone had been looking, and if anyone had cared enough to ask.

Potential Indicators of Human Trafficking Using Airlines

Airline professionals at all levels of operations may be able to detect possible red flags that may indicate potential human trafficking in both traffickers and victims. Below are just some observable signs for which to be vigilant. However, not all of these indicators are indicative of human trafficking on their own. As an example, and as airline professionals know best, many individuals who are not being trafficked show observable signs of anxiety and fear when flying. It is important to note that you should not rely on physical appearance alone when identifying potential trafficking situations -- traffickers and victims can be different genders and ages, wear different styles of clothing, and may or may not have tattoos or piercings. Furthermore, it should go without saying that an individual's race/ethnicity, or how their race may or may not differ from their co-traveler's (interracial/adopted families, significant others, etc.) are not indicators of human trafficking. One of the reasons why it is so important to train airline personnel how to identify and respond to trafficking is so they do not find themselves relying on superficial indicators (which can lead to higher instances of misidentification), but instead are able to consider all of the relevant information before them, evaluate the indicators in the context of the situation at hand, and use tools at their disposal to determine appropriate next steps in accordance with internal airline protocols. Under no circumstances should potential victims be detained or rigorously questioned without their consent.

- ✈️ Adult not in possession of their own passport and travel documents
- ✈️ Potential victims not being able to speak for themselves (e.g. potential traffickers answering questions and making decisions for victim)
- ✈️ Little to no knowledge of destination or who is meeting them
- ✈️ Scripted or inconsistent stories
- ✈️ Traveling with few personal items
- ✈️ Clothing inappropriate for climate, or used to conceal signs of abuse
- ✈️ Overly fearful or anxious behavior
- ✈️ Verbal abuse
- ✈️ Controlling behavior (e.g. potential victim not being able to freely move about the cabin or interact with other passengers)
- ✈️ Physically aggressive behavior (e.g. potential trafficker shoving a victim or violently grabbing their arm)
- ✈️ A denial of food or beverages on flights
- ✈️ Signs of malnourishment, physical abuse, and/or exhaustion
- ✈️ Little to no eye contact
- ✈️ Flight booked same day and paid in cash or with pre-paid credit card
- ✈️ Use of pre-paid credit card, or potential trafficker in possession of large amounts of cash
- ✈️ Individuals in possession of multiple cell phones

Trucking, Shipping and Freight

Just like the hospitality industry, the transportation industry is not void of trafficking happening on their properties or within their own supply chain. According to the National Hotline, sex trafficking can be present at commercially-operated truck stops as well as state-operated rest areas and welcome centers due to their remote locations and the male-dominant customer base that use the facilities. These locations are often insulated from local rural communities, making it a convenient place for traveling customers to purchase sex with minimal concerns of detection. Potential sex trafficking victims are coerced by their traffickers to solicit customers by means of advertising over CB radio, knocking on truck cab doors, walking up and down the tarmac, or directly approaching and offering services to potential buyers. Since December 2007, potential sex trafficking at truck stops have comprised 734 cases (or 37 percent) of the 1,983 cases of the outdoor solicitation business model. Since January 2015, 327 individual potential victims have been recorded on truck stop cases reported to the Hotline, 147 of

which (45 percent) were children under 18 years old. According to hundreds of potential victim accounts from the Hotline, survey, and focus groups, traffickers are likely to utilize truck stops and street blocks in combination with other business models like escort services and strip clubs. It is relatively rare for a trafficking operation to rely exclusively on outdoors as their primary market place, although this does occur with some potential victims.

While still a type of trafficking yet to be fully defined within the Hotline's dataset, labor trafficking in the transportation industry warrants more attention and research. The National Hotline has managed a total of 30 cases of potential labor trafficking within transportation industry, including individuals being forced to remain in exploitative jobs in trucking and shipping industries, moving companies, and taxi services. Potential victims are often recruited with fraudulent contracts on legitimate visas, and may be held in debt, not paid, and threatened with deportation and harm if they attempt to leave or speak out.



How the Transportation Industry may be used by Victims & Survivors

Survivors fighting for their freedom face complex psychological barriers and equally complicated concerns about safety, about shelter, and about their futures. Tragically, it is a far more prosaic concern - transportation - that keeps far too many people in situations of exploitation for far too long. In Polaris's survivor survey, 54 percent of survivors noted that access to transportation was a barrier to their leaving their situation.

Many transportation industry leaders have stepped up to try to reduce this figure. For example, both Delta Air Lines and Southwest Airlines provide flight vouchers and point donations to the National Hotline to assist survivors in their efforts to relocate. But there are still likely too many situations in which a survivor does not know help is available and turns around or gives up for want of something as simple as a ride or a bus ticket.

"I still don't own a car. I ran away on foot and ended up needing to take a bus to get away. Limited income can prevent girls from leaving."

Survivors Using Buses During Exits

Overall, 26 percent of Polaris survivor survey respondents stated that public and mass transportation played a role in at least one of their exit attempts.

Buses were the most frequently used method of transportation survivors in the Polaris survey and focus groups used as a means of exiting their situations. Buses may be good options for a number of reasons, including relative low cost and high levels of safety, since these public terminals often come equipped with the appropriate security and/or dedicated police.

Annie Sovcik, Director of Busing on the Lookout, an initiative operated by Truckers Against Trafficking (TAT), says: *"When victims are able to get out, a bus or bus terminal may be the first place they'll go to find safety or escape. In those precious moments when they are so vulnerable to getting lured back, boarding a bus may be the only way they can afford to get away."*⁸⁰

Following are just a handful of the testimonies provided by survey and focus group participants on how pertinent bus systems were to them during this stage:

"I took buses every time I ran away."

“I don’t drive so I relied on public transportation when I left my trafficker and having access to it where I lived helped economically with me leaving the situation.”

“Every time I got on Amtrak or a bus, I was running away. My family was my ticket.”

Even at relatively low price points, however, bus transportation may still be out of reach to victims who leave their situations with no funds at all, only to find themselves turning around and heading back to the abusive situation because they have no other options.

This is a situation the National Hotline hears all too regularly from potential victims and service providers. In one example, two male potential labor trafficking victims were working in agriculture in a rural town whose closest access to shelter was a three-hour drive. Even if buses, trains, taxis, or ridesharing were available, the men had

no money to reach the shelter. The Hotline had to work with local police to pick the men up and drive them to a safe place to stay. While important, this is hardly an ideal use of scarce law enforcement resources for that area. Access to travel points or vouchers could have made a tremendous difference in this situation.

Although funding is often the most pressing issue preventing survivors from utilizing transit systems when leaving, certain systems’ policies can also create barriers. One survivor at a Polaris focus group told a story of how a regular customer purchased her a bus ticket home. When she arrived at the bus terminal, she was unable to obtain the ticket because her trafficker had confiscated her ID. Her trafficker found her at the bus station hours later and she was returned to her trafficking situation. This is the kind of situation that could be addressed through bus and train companies creating discretionary protocols and alternative options for survivors of abuse or other at-risk populations who need access to tickets purchased for them, but have no identification.

Survivors Using Rideshares During Exits

Ridesharing companies like Uber and Lyft are also integral in the process of leaving abuse as they often fill geographic gaps where public transit does not reach. As mentioned before, many survivors that attended Polaris focus groups now provide services to victims of trafficking, which sometimes include coordinating a victim’s safe exit and transition into their services. Such situations are generally carefully planned and coordinated with service providers to ensure the safety of all involved. Survivors are typically extremely aware of their own safety. They know better than anyone when to leave without their trafficker’s knowledge and how to ensure they are not followed. One survivor advocate elaborated on how her organization has come to rely on these companies at such a pivotal time:

“We’ve used [Uber] to help women in other states escape...In the situations when we have used an Uber for that specifically, it has been a thing where the victim has reached out and said “I need a ride, I have a window of opportunity, here’s the address I’m going to go to that’s safe. Can you please send a ride for me?” And that’s generally how that’s played out.”



Ideally, such escapes would be facilitated in concert with the National Hotline or a local service provider to add another layer of protection for the victim and the driver. The Hotline and service providers work collaboratively with survivors to develop a unique safety plan that considers all potential factors.

Buses in Victim Identification in Domestic Work

Since December 2007, the National Hotline has noted 73 cases of potential human trafficking for domestic work that have connections to ground transportation systems such as taxis, buses, and trains. Although domestic workers are notoriously isolated, oftentimes spending many hours working within the household, transportation systems can sometimes be used when the victim must grocery shop and run errands for her employers. Public bus drivers are an especially interesting access point for potential victim identification since they tend to be assigned the same route and could have consistent interaction with a potential victim. Unfortunately, many domestic workers still live in isolated suburbs without public transit systems altogether, so this transportation access point may be still limited.

Along the same lines, and potentially even more frequently accessed, are school bus drivers since nannies experiencing trafficking and exploitation often must pick up children from school bus stops every day. In one notable case from the National Hotline, it was another parent at the school bus stop who picked up on and reported red flags concerning a neighbor's nanny. It turned out that this daily 15 minutes at the school bus stop was the potential victim's only time she was ever allowed outside of the home. Over the next few days, with the assistance of this neighbor, Hotline Advocates were able to gather more information on the situation, speak to the potential victim safely and discreetly to determine her wishes to leave, and coordinate her exit.

Trucking, Shipping, & Freight in Victim Identification

Since truck drivers for shipping, freight, and parcel delivery services typically have consistent route assignments, they may also have a consistent window into exploitation happening along those routes inside warehouses, restaurants, and other businesses where few others see the “back of the house.” The same goes for the U.S. Postal Service mail carriers, and UPS drivers in commercial businesses and residential areas. USPS, UPS, and

other parcel delivery personnel are similarly in direct and often personal contact with potential victims and potential traffickers in domestic work, making them a critical resource in identification, as well as access and support. As outstanding trailblazers in this initiative, both FedEx and UPS have partnered with Truckers Against Trafficking to receive training for their team members on how to identify and respond to trafficking while on our nation’s highways.^{81,82}



INDUSTRY SPOTLIGHT: Delta SkyWish Program

While training staff on trafficking victim identification is an important step, transportation businesses looking to make a significant impact in the fight against human trafficking can do as much good by providing resources to support survivors, both as they leave their trafficking situations and as they journey down the often long road of recovery. The needs of survivors are as diverse as their trafficking experiences, but they almost always include access to some form of transportation. Removing the obstacle of paying for transportation -- whether it’s to exit a trafficking situation or travel to a facility for long-term care -- can make the difference between a survivor obtaining the help they need to restore their freedom and falling back into the arms of their trafficker.

Delta Air Lines’ SkyWish program is a prime example of a company using its resources to help break cycles of abuse and ensure survivors have the support they need in order to access critical services. Through this program, Delta SkyMiles members with unused miles in their accounts can visit the SkyWish website and donate those miles to Polaris. Polaris then uses the miles donated through the SkyWish program on the National Human Trafficking Hotline to cover the airfare survivors need to return home or relocate after

leaving their trafficking situations, receive critical services, reunite with their children or families, travel to testify against their traffickers in court, or engage in survivor leadership opportunities. Delta also generously matched the first three million miles donated by their customers. The SkyWish program goes beyond standard corporate social responsibility models. Not only is Delta offering its support as a company, but it is affording its customers and employees the opportunity to personally get involved and make a tangible difference in the lives of trafficking survivors.

Just in 2017 alone, donated SkyMiles have funded approximately 70 flights for survivors. In one success story, an adult female potential victim of gang-controlled sex trafficking was extracted from the situation with the help of law enforcement and a local service provider. The service provider reached out to the National Hotline requesting transportation assistance in getting the victim back to her home state. The National Hotline was able to use donated SkyMiles to purchase a Delta flight for the victim to get back home to her support system which included her family, a law enforcement victim’s advocate, and a longer term service provider.

Transportation Industry: Recommendations & Opportunities

1. Travel Vouchers or Points Donation

There is a glaring lack of transportation options available to survivors, even once they make the brave decision to leave their trafficking situations. Often unable to purchase their own cars, and lacking funds to purchase their own bus, train, or plane tickets, survivors are left to figure out other means to get to shelter, other social services, and/or job interviews. Where possible, we would encourage public and private transportation companies to implement a philanthropic model to donate credits, points, or vouchers to organizations that directly serve survivors of trafficking. Companies could take such a program a step further and allow customers to donate their credits directly to select anti-trafficking organizations as well. This invaluable resource would allow survivors to access life-saving services during the moments when they need them the most and send a clear message to a company's customer base that the company is on the right side of the counter-trafficking fight. Partnering with Polaris would allow these transportation credits to be distributed to service providers and survivors on a national scale through operation of the National Human Trafficking Hotline, much like the Sky Wish Program in partnership with Delta Air Lines.

2. Post Prevention-based Materials at Transit Stations & Airports

Polaris recognizes the pioneering efforts of government and NGO initiatives aimed at increasing general awareness about human trafficking at transit terminals. However, because the majority of victims will often start their journey into trafficking through one of these transit hubs, prevention materials targeted directly to at-risk

populations is a direction that deserves more resources and traction. Strategically messaged outreach materials such as posters and PSAs have the potential to reach potential victims before they even reach the person who will go on to exploit them. Messages on such materials should focus more on preventative language and highlight indicators that would be present before a trafficking situation actually starts. Some examples may include potentially suspicious behaviors such as promises, “too good to be true” job offers, or unhealthy relationship red flags. While not all future victims will identify their situation with these red flags at the early stages of exploitation, some may connect the dots and have second thoughts. Even if the outreach materials do not necessarily prevent the victim from continuing on their travel, planting the seed that certain behaviors are suspicious and indicative of something more insidious makes it more likely that the potential victim will reach out for help if the situation escalates.

3. Develop an Employee Anti-Trafficking & Demand Reduction Policy

(adapted from *Truckers Against Trafficking and Businesses Ending Slavery and Trafficking*)

Adopt a formal employee policy that prohibits employees from using the company's services, work time, or vehicles to facilitate or aide in human trafficking or to procure commercial sex. Such a policy should be implemented at all levels of the company's hierarchy, and should involve immediate termination and possibly law enforcement action if an employee is found to be in violation. Having this formalized policy is not only a smart move for a company's risk management and reputational concerns, but sends a clear message that the company will not stand idly by while bad ambassadors of their brands are contributing to modern slavery.

This type of policy might be particularly relevant for taxi and rideshare companies for whom it may be necessary to rebuild trust with sex trafficking survivors or individuals in the sex industry. The Seattle-based non-profit, [Businesses Ending Slavery and Trafficking \(BEST\)](#) is a resource for interested businesses to learn more about internal policies they can adopt in their commitment to stopping human trafficking.

4. Train Staff on What to Look for and How to Respond

All employees should be aware of the specific types of trafficking that are most likely to utilize a form of transportation or company. Transportation businesses are encouraged to work with anti-trafficking organizations and survivor leaders to develop data-driven, survivor-centered, and tailored training modules for staff across all levels of the business. Designated training and enforcement from government regulatory agencies, including the Department of Transportation (DOT) or the Federal Aviation Administration (FAA) and others, would provide an extra layer of oversight to ensure that compliance plans are effectively upheld.

5. Develop Survivor-Centered and Trauma-Informed Response Protocols

For awareness and victim identification training to be truly valuable, it must be accompanied by strong protocols to support staff in their response. These protocols should give staff very clear directions about what to do upon, for example, potential identification, and should be designed collaboratively with survivors to ensure these protocols are survivor-centered and don't cause further harm or trauma. For example, if a potential human trafficking situation is identified, advise employees to not attempt to intervene directly or detain potential victims. Additionally, if a survivor is an adult and does not wish to involve police, respect their wishes and connect them with the National Human Trafficking Hotline instead. Finally, companies are encouraged to seek research and data to inform ongoing efforts, with an emphasis on monitoring and evaluation to assess the effectiveness of specific interventions and policy/pro-

cedural changes. For example, one idea is to institute a cross-departmental anti-human trafficking task force which meets semi-annually to evaluate the execution of protocols in response to recent cases.

6. Display and Promote the National Human Trafficking Hotline Number

Even if a business is under obligation to use another type of law enforcement tipline, it's always a good idea to additionally include the National Hotline number on all awareness and prevention materials. Utilizing the Hotline as a resource and lifeline can be a good alternative when a survivor needs to be connected with an advocate or service provider, rather than law enforcement. The Hotline number should be prominently displayed, both in company offices/headquarters, user apps, and in vehicles/planes for both employees and customers to see.

If you're a travel industry professional and want to learn more about working with Polaris, please contact corporateengagement@polarisproject.org

Glossary

Systems and Industries	
Financial Services Industry	Encompasses anything within the purview of the formal financial services industry including institutions and initiatives such as retail banks, commercial banks, financial crimes monitoring, money transfers, formal paychecks/payroll, credit/debit cards, investments, virtual currency exchanges, etc.
Health Care	Includes but is not limited to, preventative care, emergency health, reproductive health, other medical specialties, mental health, dental, vision, and substance use disorder treatment. This report also includes the services and benefits afforded to individuals with disabilities.
Hotels/Motels	Business establishments whose primary purpose is to provide short-term lodging and accommodations for travelers.
Housing & Homelessness Systems	Encompasses either: <ol style="list-style-type: none"> a. Any institution or agency whose primary purpose is providing safe and operational housing for a community. This includes governmental agencies like HUD and local housing authorities, and private entities such as apartment management companies, landlords, etc. OR; b. Any system or agency which provides safe shelter services to individuals experiencing homelessness or unstable housing. This includes, but is not limited to emergency shelter, transitional shelter, domestic violence shelters, and long-term supportive housing.
Social Media	Encompasses online websites or platforms whose intended purpose is to foster the connection of people to share ideas, interests, and information. Examples include: Facebook, Instagram, chat services, dating sites, etc. <ul style="list-style-type: none"> • NOTE: This DOES NOT include online platforms whose primary intended purpose is to connect people to commercial goods or services (e.g. Backpage, Craigslist, john boards, Yelp, Groupon, etc.)
Transportation Industry	Encompasses any type of publicly or privately owned and operated mass transportation systems including buses, subways, trains, airlines, taxis, and ridesharing services, as well as private transportation like a personal vehicle or rental car.

Miscellaneous Terms

"Bottom"/"Bottom girl"	A slang term used by some American pimps to refer to a victim still under their control but who has "earned" more "privileges" and a higher ranking among the other potential victims. Bottoms are typically manipulated into sharing some the recruitment and enforcement responsibilities with the actual trafficker, but are often still victims themselves. For more information on the plight of a bottom girl, Polaris recommends reading the four-part blog series, Unavoidable Destiny, by survivor leader Shamere McKenzie on the Shared Hope International blog. ¹⁷⁰
Case	A data record from the National Human Trafficking Hotline which refers to an individual situation of potential human trafficking. Polaris and the National Hotline use the U.S. federal definition of human trafficking when assessing cases. (Data timeframe of December 7, 2007 - December 31, 2017)
In-calls	Occurs when buyers go to the victim's location for commercial sex acts.
Individual potential victim profile	A data record from the National Human Trafficking Hotline which refers to a potential victim uniquely identified in potential human trafficking and labor exploitation cases. (Data timeframe of January 1, 2015 - December 31, 2017)
Labor exploitation	A labor situation involving workplace abuse and/or related labor violations, which does not contain at least moderate elements of force, fraud, or coercion compelling the person to remain in the situation.
"The Life"/"The Game"	The commercial sex industry.
National Hotline	National Human Trafficking Hotline: 1-888-373-7888 or Text BeFree (233733)
Out-calls	Occurs when a victim goes to or is delivered to a buyer's location for commercial sex acts.
Survival sex	The exploiter is supplying the victim with basic living necessities (shelter, food, clothing, drugs, medication, etc.) in exchange for sex. This arrangement could be voluntary (with adults 18+), exploitative, or rise to the level of sex trafficking (See: Personal Sexual Servitude), depending on the conditions. However, unless otherwise stated, when referenced in this document, it is solely regarding instances of sex trafficking.
Track/Stroll/Blade	An outdoor section of a street block used to solicit sex.

Miscellaneous Terms

<p>Trauma-informed care</p>	<p>“A program, organization, or system that is trauma-informed:</p> <ul style="list-style-type: none"> • Realizes the widespread impact of trauma and understands potential paths for recovery; • Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system; • Responds by fully integrating knowledge about trauma into policies, procedures, and practices; and • Seeks to actively resist re-traumatization.”¹⁷¹
<p>“Trick”/“John”/Buyer</p>	<p>A buyer of commercial sex acts.</p>
<p>Type (e.g. Type of Human Trafficking)</p>	<p>Polaris has defined a particular type of human trafficking as a unique industry or business model used to exploit people for commercial sex or labor/services. Each type becomes distinct when aspects regarding business operations, trafficker and victim profiles, recruitment, and institutional systems and industries used are sufficiently different from another. Please see our preceding report, The Typology of Modern Slavery for more information.</p>
<p>Voluntary services model</p>	<p>“Voluntary services, as opposed to mandatory services, means that clients do not need to complete a program or take part in other services as a condition of receiving housing. Services are offered based on each person’s specific needs.”¹⁷²</p>

References

Methodology

1 Labor exploitation statistics are non-cumulative. A single labor exploitation case may involve multiple types.

2 Polaris uses the United States federal definition of human trafficking as defined by the Trafficking Victims Protection Action (TVPA) to determine if a situation described through the Hotline has indications of human trafficking. Cases which fully meet the TVPA's standard are labeled as having "high-level indicators of trafficking." Cases which partially meet the TVPA's standard but are missing pieces of information needed to make an assessment are labeled as having "moderate-level indicators of trafficking."

3 Please see the methodology for *The Typology of Modern Slavery*, which can be found at: <https://polarisproject.org/sites/default/files/Polaris-Typology-of-Modern-Slavery.pdf> (pg. 7).

4 In these cases, the signaler could have been reporting a situation that had at least moderate indicators of human trafficking, but the signaler's proximity to the situation prevented him or her from being able to identify individual victims. For example, a signaler could report a known potential trafficker, but not have any details about the trafficker's potential victims.

5 In order to protect the identity of survey respondents, Polaris chose not to disclose information about types of trafficking associated with fewer than three survivors.

6 The survey also had sections dedicated to the child welfare system, business regulatory systems, and temporary work visas to help inform other/future Polaris initiatives. This data is omitted from this report.

7 Labor trafficking focus group also covered discussion on temporary work visas in order to inform other Polaris initiatives.

Transportation Industry

63 United States Department of Transportation. (2017, August). *Human Trafficking and the Department of Transportation*. Retrieved from: <https://www.transportation.gov/stophumantrafficking>

64 United States Department of Transportation. (2017, August). *Transportation Leaders Against Human Trafficking*. Retrieved from: <https://www.transportation.gov/TLAHT>

65 The National Human Trafficking Hotline did not receive any sex trafficking cases occurring at truck stops prior to 2009.

66 New York City Department of City Planning, Transportation Division. (2009, October). *Chinatown Bus Study*. Retrieved from https://www1.nyc.gov/assets/planning/download/pdf/plans/transportation/chinatown_bus_complete.pdf

67 Keyhan, R. et al. (2018, January). *Human Trafficking in Illicit Massage Businesses*. Polaris. Retrieved from: <https://polarisproject.org/massage-parlor-trafficking-report>

68 Pang, A. (2016, November 17). *The Secret Cost of Chinese Buffets, Part 2*. *Truthdig*. Retrieved from <https://www.truthdig.com/articles/the-secret-cost-of-chinesebuffets-part-2>

69 Dank, M., et al. (2014, March). *Estimating the Size and Structure of the Underground Commercial Sex Economy in Eight Major U.S. Cities*. Urban Institute. Retrieved from <https://www.urban.org/sites/default/files/publication/22376/413047-estimating-the-size-and-structure-of-the-underground-commercial-sex-economy-in-eight-major-us-cities.pdf>

70 *US v. Lewis*, 791 F. Supp. 2d 81 (D.C. 2011) Retrieved from: <https://www.courtlistener.com/opinion/2184926/united-states-v-lewis/>

71 Federal Bureau of Investigations. (2010, November 1). *Pimp Sentenced to 20-Year Prison Term for Trafficking Four Juveniles Into the District of Columbia for Prostitution*. [Press Release]. Retrieved from:

<https://archives.fbi.gov/archives/washingtondc/press-releases/2010/wfo110110a.htm>

72 Owens, C. et al. (2014, October). *Understanding the Organization, Operation, and Victimization Process of Labor Trafficking in the United States*. Urban Institute. Retrieved from <https://www.urban.org/sites/default/files/publication/33821/413249-Understanding-the-Organization-Operation-and-Victimization-Process-of-Labor-Trafficking-in-the-United-States.PDF>

73 Examples of this tactic date back to at least 1994, as noted by the CIA in a case where "traffickers used several staging areas in New York's Chinatown, Brooklyn, and Connecticut [...] The women were later shuttled around to various brothels in New York. Some were also sent to Los Angeles, San Francisco, Dallas, Philadelphia, Charlotte, Connecticut, and Kentucky." O'Neil Richard, A. (1999, Nov. 1). *Intelligence Monograph by CSI. International Trafficking in Women to the United States: A Contemporary Manifestation of Slavery and Organized Crime*, p. 11.

74 *State v. Xu*, 2016 WL 7337981 (Ohio Ct. App. 2016), *appeal denied* 2017 Ohio LEXIS 1226 (Ohio Ct. App., Delaware County, 2016).

75 Kissinger, M. & Umhoefer, D. (1999, June 4). Van disaster was just last stop on hellish trip. *Journal Sentinel*. Retrieved from <http://archive.jsonline.com/news/wisconsin/282757451.html/>

76 Luna, Kay. (2003, October 17). Driver in fatal crash released from prison. *Quad City Times*. http://qctimes.com/news/local/driver-in-fatal-crash-released-from-prison/article_3297fac4-d5d1-5d8e-ab4d-222f0495ee6b.html

77 Wis. Stats. § 103.34. Regulation of traveling sales crews. (2009). Retrieved from <http://docs.legis.wisconsin.gov/statutes/statutes/103/34> ; UPDATE : Governor Doyle signs Malinda's Act. (26 March 2009). NBC 15. Retrieved from <http://www.nbc15.com/home/headlines/6960552.html>

78 SuperUser. (n.d.). Las Vegas Massage Parlors Dirty Secret. *Bookmyvegas.com*. Retrieved from <http://www.bookmyvegas.com/las-vegas-travel-tips/66-massage-services-las-vegas>

79 Ibid.

80 A. Sovcik. Email correspondence. *Truckers Against Trafficking*. (2018, March 1).

81 Risher, W. (2018, January 29). FedEx Freight enlists industry effort to train drivers to combat human trafficking. *Commercial Appeal*. Retrieved from: <https://www.commercialappeal.com/story/money/industries/logistics/2018/01/29/fedex-freight-enlists-industry-effort-train-drivers-combat-human-trafficking/1076176001/?from=new-cookie>

82 U.S. Chamber of Commerce. (2018, February). *How UPS Combats Human Trafficking*. Retrieved from: <https://www.uschamber.com/article/how-ups-combats-human-trafficking>

Glossary

170 McKenzie, S. (2012, March-May). *Unavoidable Destiny*. [Blog series]. Retrieved from: <https://sharedhope.org/author/shamere/page/2/>

171 Substance Abuse and Mental Health Services Administration (SAMHSA). (2018, April 27). *Trauma-Informed Approach and Trauma-Specific Interventions*. Retrieved from: <https://www.samhsa.gov/nctic/trauma-interventions>

172 U.S. Department of Justice, Office on Violence Against Women. (2016, June). *Twenty Years of the Violence Against Women Act: Dispatches from the Field*. Retrieved from: <https://www.justice.gov/ovw/file/866576/download>



Polaris