



BEST: Businesses Ending Slavery and Trafficking

Inhospitable to Human Trafficking Program Evaluation

by

Researchers from the University of Washington School of Social Work
and Businesses Ending Slavery and Trafficking

Researchers:

Jon Conte, PhD
Kelly Cue, PhD
Denise Galagos
Aleen Raybin
Kelly Kajumolo

Write Up:

Mar Brettmann, PhD

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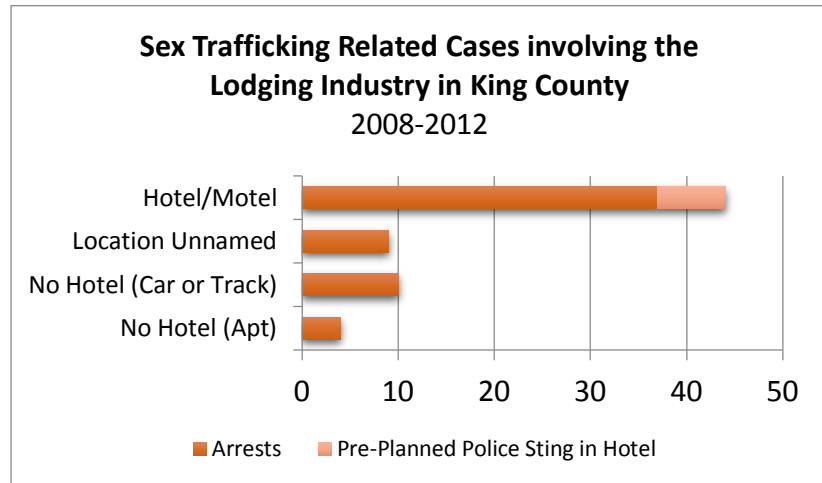
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EXECUTIVE SUMMARY: INHOSPITABLE TO HUMAN TRAFFICKING PROGRAM EVALUATION

Three to five hundred children are prostituted on any given night in greater Seattle, WA and the majority of these crimes involve hotels and motels.¹

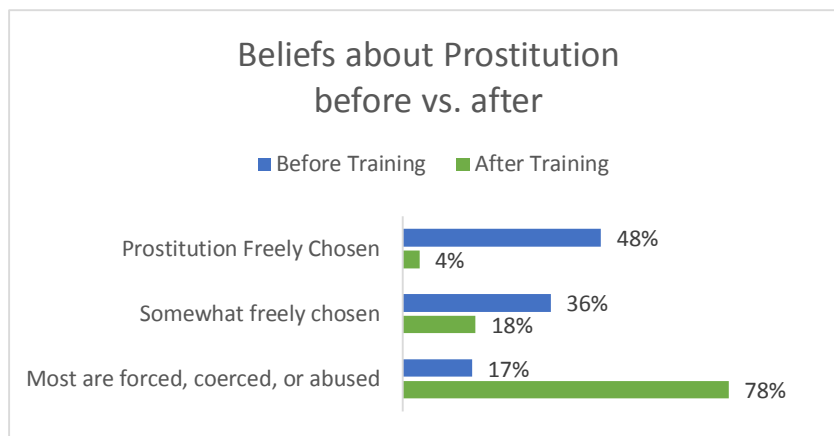
BEST piloted the Inhospitable to Human Trafficking project in 2012 to engage the lodging industry in human trafficking prevention efforts. When the pilot in King County proved successful, the program was scaled to four additional counties in Washington State from 2013-2104.



This 2014 program evaluation discovered a significant amount of social change—changes in knowledge, attitudes, and behaviors—which occurred among hotel participants. These changes will help to reduce and prevent the crime of trafficking in hotels, with an aim to reduce the crime community-wide.

Changes in Knowledge

Hoteliers reported a significant increase in their ability to IDENTIFY and PREVENT human trafficking in hotels. Hotel managers who attended the training are passing on this knowledge to their staff so that knowledge about human trafficking can grow exponentially.



Changes in Attitudes

Hoteliers report a significant change in attitudes about prostituted people. Prior to the training, 48% of hoteliers believed that prostituted persons freely choose prostitution. After the training only 4% held this belief and **78% believed that most prostituted persons are forced, coerced, or abused into prostitution.**

¹ Boyer, Debra, (2008) Who Pays the Price? Assessment of Youth Involvement in Prostitution in Seattle, A Study Commissioned by the City of Seattle, http://www.seattle.gov/humanservices/domesticviolence/report_youthinprostitution.pdf; BEST study of probable cause reports on the 67 cases of sex-trafficking related crimes prosecuted in King County between October 2008 and January 2012.

Changes in Behaviors

Another significant change that occurred after the King County project was a change in behavior by prostituted persons. According to two detectives in the Seattle Vice and High Risk Victims Unit, for the first time the undercover detectives posing as buyers were having difficulty getting women to meet them in hotels in downtown Seattle.² The training in King County had highest participation from downtown Seattle hotels. A causal relationship has not been established. However, this behavior change reflects a primary goal of the project: to make our hotels inhospitable to this crime so that children and women will not be exploited in our communities.

The data also suggested a significant shift in behavior change. Only **8%** of hoteliers reported receiving training at their hotels prior to trafficking training. After the training **89%** said they would begin training their staff. In a survey taken months after the training, about half of hoteliers reported training their staff formally and **87%** said that they had discussed trafficking with their staff.



It appears that hoteliers have been identifying more cases after the training. In the year before the training, only **8%** of participating hoteliers had identified 1 to 5 cases; after the training, in May 2014, **44%** responded that they had identified 1 to 5 cases.

Hoteliers reported additional changes in behavior on human trafficking: they (a) wrote new hotel policies; (b) spoke with company or brand leadership; (c) posted flyers in hotel; (d) invited law enforcement to do a sting operation in the hotel; (e) provided resource cards to potential victims; (f) increased security; (g) encouraged law enforcement presence on property.

Recommendations

Hoteliers report that more resources are needed to enable them to train their staff more effectively. BEST is developing several of these printed resources in the coming year but one outstanding need is a series of short multilingual training videos for staff. In addition, while hoteliers report a high level of willingness to report suspected trafficking incidents to law enforcement, only a small number appear to be reporting. The primary reason hoteliers cited for not reporting is “lack of certainty the situation was trafficking.” This feedback indicates a need for **additional training on indicators**, which could take place through onsite staff training. Data also suggests that further **meetings with law enforcement** to encourage a discrete response to hotel calls would foster change. Finally, developing **“in-house experts”** or “trafficking champions” who can share their expertise in day-to-day experiences and build relationships with law enforcement could be extremely valuable to properties and to increase both training and reporting. Finally, victim service providers who participated in the project cited a strong need for increased services for survivors, especially adult survivors of trafficking and prostitution.

² Meeting between Mar Brettmann and three officers from the Seattle Police Department, Vice and High Risk Victims Unit on October 22, 2013.

PURPOSE OF THE REPORT

This report was created at the request of the Board of Directors of Businesses Ending Slavery and Trafficking in order to assess and document the effectiveness of the Inhospitable to Human Trafficking program and determine the next steps in BEST's work with the lodging industry. A second purpose of the evaluation was to create research tools that could be used on an ongoing basis to provide feedback and improve the programs.

Researchers from the University of Washington School of Social Work designed and administered three new research tools that are central to this evaluation.

BACKGROUND

ORGANIZATION AND PROJECT HISTORY

In 2011, a Bellevue foundation hosted a series of meetings to examine the role that businesses might have in preventing trafficking in local communities. A clear consensus emerged: Small to medium size businesses were central to the prevention and reporting of human trafficking prevention locally yet they were almost entirely absent in state and national efforts and protocols. Businesses Ending Slavery and Trafficking (BEST) was created to fill that gap and was launched officially in 2012. BEST has raised awareness and trained more than 4950 people about human trafficking since its inception.

Shortly after its launch, BEST partnered with the Washington Lodging Association and representatives from the Seattle Hotel Association to create the Inhospitable to Human Trafficking program. After a successful training event in King County in May 2013, the project was then replicated in 4 additional Washington counties and approximately 525 attendees have received training to identify and prevent trafficking in lodging establishments.

PROJECT DESCRIPTION

The Inhospitable to Human Trafficking project aligns leaders in lodging, law enforcement, and victim services to develop county-specific best practices, train supervisors and staff to identify and prevent trafficking in hotels, and promote ongoing collaboration.³ From May 2013 to June 2014, BEST trained 528 people throughout the state.

³ While the project discusses and provides training on labor and sex trafficking, the primary emphasis of the project is on sex trafficking because (a) data suggests that sex trafficking has a higher prevalence in the types of hotels involved in our project, (b) there is more data available, and (c) hoteliers we spoke with did not think labor trafficking was a serious risk whereas they believed that prostitution and sex trafficking posed serious risks.

Problem Statement

In 2011, Derek Caldwell rented a room at a luxury hotel in downtown Seattle where he allegedly sold Candice for commercial sex. Candice was a 15 year old girl. In that same room Caldwell pressured another girl, Amy* into taking nude pictures of herself so that he could post escort ads on backpage.com. Amy was only 13 years old.*

*A police detective in Seattle saw the ads, rescued the girls, and had Caldwell arrested. Caldwell was convicted of attempted human trafficking. But according to a reputable study, traffickers are prostituting an estimated 300 to 500 children like Candice and Amy on any given night in greater Seattle/King County. *Names have been changed.*

Sex trafficking is a crime that involves the use of force, fraud, or coercion to compel a person into prostitution. When a person under the age of 18 is prostituted, s/he is also considered a victim of trafficking. Police, FBI, and prosecutors are working hard to stop this crime against children and women in our community. Yet they cannot successfully prevent this crime alone.

The Inhospitable to Human Trafficking project was first developed by BEST in partnership with the Washington Lodging Association, the King County Prosecuting Attorney's Office, the Seattle Hotel Association, and victim service providers.

Educating hotel employees is one of the most important steps toward prevention of sex trafficking. Of the sex trafficking-related cases prosecuted in King County, **63% of the crimes took place in hotels and/or motels; 72% percent of the victims named in the cases were kids.** The hotels ranged from economy motels on the outskirts of town to luxury hotels in the heart of downtown.⁴

Program Goals

- a) **Identify** victims and connect them with services,
- b) **Arrest** more buyers and traffickers, so that these perpetrators will be brought to justice,
- c) **Train** staff to implement best practices that **prevent** the exploitation of children and women in hotels and motels

Activities

- (1) Create agreed upon BEST practices within a particular jurisdiction.
- (2) Promote the SafeLodgingNW website, which enables hoteliers and law enforcement to share information about crimes that impact hotels
- (3) Provide training for hotel managers and law enforcement officers

Staffing

Since 2013, the program has been run by a full time Executive Director and a part time administrator.

⁴ According to a BEST study of probable cause reports on 67 cases of sex-trafficking related crimes prosecuted in King County between October 2008 and January 2012.

OUTCOMES AND PERFORMANCE MEASURES

- Client Satisfaction
- Changes in Knowledge: increased understanding of sex trafficking and prostitution
- Changes in Attitude: viewing trafficked and prostituted children and adults as fully human, as crime victims and survivors who should be treated with dignity
- Changes in Behavior: (a) increased identification of suspected trafficking victims, (b) increased reporting of suspected trafficking victims, (c) increased prevention.

RESEARCH METHODS

There were four types of data collected: (1) Pre- and Post-Training Surveys by University of Washington School of Social Work researchers (UW), (2) Post-Training Surveys by BEST, (3) Manager Surveys by UW, and (4) Incident Reporting to Law Enforcement by UW. The methodology for each type are listed below.

(1) PRE- AND POST-TRAINING SURVEYS BY UW

Objective: The goal of this project was to assess changes in Hotelier and Law Enforcement participants' attitudes and knowledge about trafficking-related issues as a result of BEST training.

Method: The pre- and post-surveys were developed by Dr. Jon Conte and Aleen Raybin of the University of Washington School of Social Work with input from the BEST team. The pre-surveys were administered prior to the BEST training in SeaTac, WA on May 22, 2014; the post-surveys were administered directly after the BEST training. Surveys were matched with a code number in order to be able to conduct within-subject analyses where appropriate. There was no identifying information recorded on the surveys. Surveys took between 5 – 10 minutes to complete.

(2) POST-TRAINING SURVEYS BY BEST

Objective: The goal of this project was to assess changes in hotel and law enforcement participants' attitudes and knowledge about trafficking-related issues as a result of BEST training.

Method: The training surveys were developed by Dr. Mar Smith of BEST. The surveys were administered to hotel attendees at the end of BEST trainings in Tacoma, WA (Pierce County) on September 25, 2013; in Yakima, WA (Yakima County) on November 6, 2013; in Everett, WA (Snohomish County) on January 21, 2014; and in Spokane, WA (Spokane County) on February 27, 2014. There was no questionnaire administered for King County and the data for the Yakima County questionnaires was lost. There was no identifying information recorded on the surveys.

(3) HOTEL MANAGER SURVEYS BY UW

Objective: The goal of this project was to assess hotel managers' knowledge of and behavior changes regarding trafficking-related issues at their hotel after completion of BEST training.

Method: The survey was developed by Dr. Kelly Davis and Kelly Kajumulo of the University of Washington School of Social Work with input from the BEST team. Participants were invited to complete the survey through an email invitation sent from the BEST Director. The surveys were administered online, and participants had approximately two weeks to complete the surveys. Surveys took approximately 15 minutes to complete. There was no identifying information recorded on the surveys.

(4) INCIDENT REPORTING TO LAW ENFORCEMENT

Objective: The goal of this project was to assess changes in the level of law enforcement utilization by hoteliers as a result of BEST training.

Method: Denise Gallegos of the University of Washington School of Social Work identified hotels in three distinct cities, Bellevue, Seattle, and SeaTac that participated in BEST training. Requests for all incident reports were made in February 2014 to Bellevue Police Department for six hotel locations within the city limits. The requests covered the period of June 2012 to January 2014. Requests for all CADS, computer aided dispatches, were made to the Seattle Police Department for seven hotels and the King County Sheriff Department, the contract provider for the city of SeaTac, for three locations. All the requests for CADS were made in February 2014 for the period from June 2012 to January 2014. Each incident report and CAD was screened to determine if the complainant was identified as an hotelier, and if the contact was related to sexual trafficking including prostitution, CSEC, and trafficking. The requested time period reflects reporting patterns one year prior to the chosen hotel's participation and approximately 7 months post training.

LIMITATIONS

The most serious limitation was the relatively short amount of time between the first training on May 2013 and the program evaluation in 2014. This short window provides a very limited amount of time to document behavior change. For that reason, researchers also measured changes in knowledge and attitudes, which are a precursor to behavior change. A second limitation was that researchers primarily measured social change on issues of sex trafficking and prostitution, rather than labor trafficking. Third, the types of hotels that chose to participate in the program tended to be branded hotels, which were concerned to uphold a good reputation.

INTERPRETATION AND CONCLUSIONS

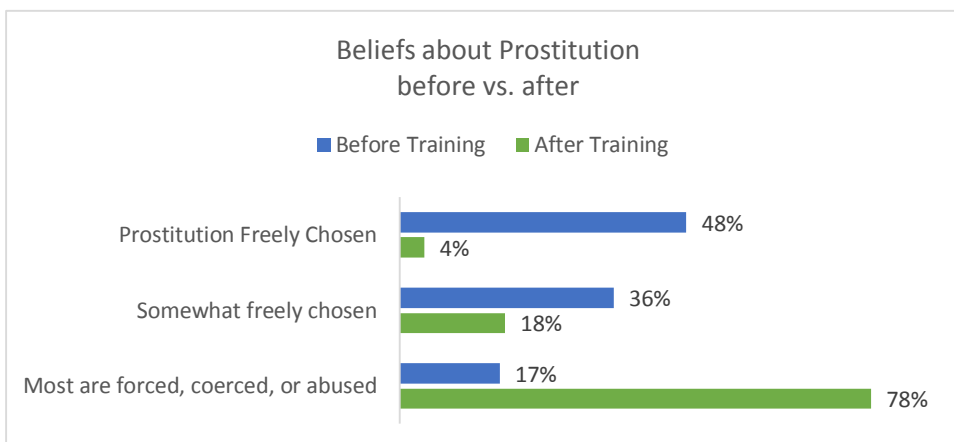
The Inhospitable to Human Trafficking project seeks to create social change in order to prevent human trafficking and prostitution in the lodging industry. We define social change as change in knowledge, attitudes, and behaviors. The program evaluation discovered significant positive changes in knowledge, attitudes, and behaviors as a result of the Inhospitable to Human Trafficking project.

KNOWLEDGE

- 95% of 134 hoteliers reported an increase in knowledge about trafficking and prostitution as a result of the training (BEST survey).
- The training and resources significantly increased the ability of staff to IDENTIFY sex trafficking incidents in hotels. (10=much better ability to identify; 8.73 out of 10, UW Pre-Post; 8.85 out of 10, BEST Survey; 6.04 out of 7, UW Manager survey).
 - 44% identified 1 to 5 suspected trafficking incidents since the training and 4% identified 6 to 10 incidents.
- The training and resources significantly increased the ability of staff to PREVENT sex trafficking incidents in hotel. 96% of participants said the resources increased the ability of staff to prevent trafficking (BEST survey). (10=much better ability to prevent; 8.35 out of 10, BEST Survey; 5.52 out of 7, UW Manager Survey)
- The project increased knowledge about partnering with law enforcement. Eighty-three percent reported learning new tips for partnering more effectively (BEST Survey).
- Hoteliers reported that this knowledge would be passed on to hotel staff (UW Pre-Post and BEST Survey combined).



ATTITUDES



A significant shift in attitudes occurred as a result of the project. Prior to the training, 48% of hoteliers believed that prostituted persons freely choose prostitution. After the training only 4% held this belief.

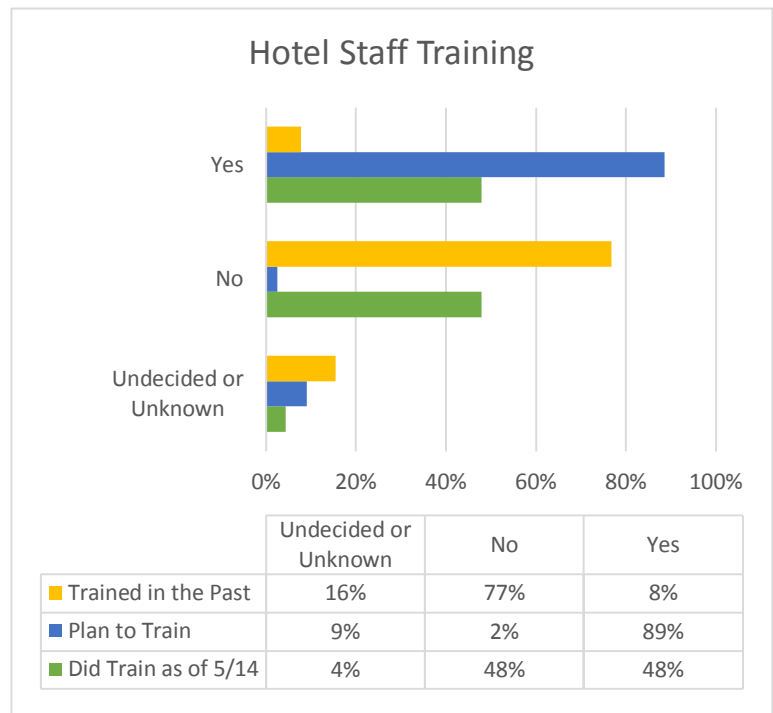
- 97% of hoteliers believed that the training and implementation of the BEST Practices would increase the safety of their hotel (UW Pre-Post Survey and BEST survey). (“Much Safer”=10; Average of 8.52 out of 10 for UW Pre-Post, Average of 8.54 out of 10 for BEST survey; Average of 5.35 out of 7 for UW Manager Survey).

BEHAVIORS

One significant behavior change that occurred shortly after the project in King County was a change in behavior by prostituted persons. The King County training had highest participation from downtown Seattle hotels. According to two detectives in the Seattle Vice and High Risk Victims Unit, for the first time the undercover detectives posing as buyers were having difficulty getting women to meet them in hotels in downtown Seattle.⁵ A causal relationship cannot be established because there have been numerous police interventions during this period. However, this behavior reflects a primary goal of the project: to PREVENT trafficking in hotels and STOP the exploitation of people in our community.

Training

The data indicated a significant shift in behavior change with regard to training. First, it indicated that a majority of hoteliers had not provided prior training, with only 8% having received training on trafficking through their hotel.⁶ Second, at the end of the training a majority of managers (89%) said they would begin training their staff.⁷ According to the manager survey which participants took 3 to 12 months after the training, about half of the hoteliers did actually train their staff and 87% had discussed trafficking informally with their staff. Seventy-six percent said they are planning training



⁵ Meeting between Mar Brettman and three officers from the Seattle Police Department, Vice and High Risk Victims Unit on October 22, 2013.

⁶ From BEST Survey

⁷ From compilation of UW Pre-Post Survey and BEST Survey, which asked the same question. Those who responded that a decision on training was “not my decision to make” were excluded from this data set because they were not able to change behaviors.

in the future.⁸ The top three difficulties with taking action about trafficking are (1) financial cost of training staff, (2) did not know how to set up training, and (3) not enough time.⁹

Identifying

It appears that hoteliers have been identifying more cases after the training. In the year before the training, only **8%** of participating hoteliers had identified 1-5 cases; after the training, in May 2014, **44%** responded that they had identified 1-5 cases.¹⁰

Human Trafficking Incidents		
# of Incidents	Percent Identified Year Prior to Training (n)	Percent Identified Since Training (n)
None	91% (111)	52% (12)
1 to 5	8% (10)	44% (10)
6 to 10	1% (1)	4% (1)

Reporting

As a result of the project, hoteliers reported a significant increase in the likelihood that they would call law enforcement if they suspected trafficking.¹¹ In addition, the UW Manager survey found a high level of willingness to report suspected incidents to law enforcement (average of 6.65 with 7=very willing).

Yet the Manager survey also indicated that 11 (48%) had suspected at least one trafficking incident after the training and only 4 reported to law enforcement. A low level of reporting is also documented in the UW Incident Reporting data which found no hotel-initiated reports.

This low level of reporting is a serious concern. One officer reported that a hotel that participated in the training had a situation in which multiple victims were being trafficked in the hotel and law enforcement was not contacted. When an officer found the victims, he reported that the hotel was very helpful to provide information. Yet he also said that at least 2 staff told him that they had seen the situation and suspected it was trafficking. Yet they had not reported to police.¹²

The top three barriers to contacting law enforcement were:

- Lack of certainty the situation was trafficking (83%)
- Concern to protect guest privacy (52%)
- Concern that law enforcement may not respond discretely/appropriately (34%)

⁸ From UW Hotel Manager survey. The same audience was included in all surveys but the final manager survey had a far smaller number of respondents.

⁹ UW Manager survey

¹⁰ A limitation of the May survey is that it was answered by far fewer people so comparison does not show a definite change. At the same time, this comparison is a conservative one since 47% who answered the May survey had only completed the program 1-3 months prior and could identify many more incidents if asked after 1 year.

¹¹ UW Pre-Post, Pre-survey (Mean = 4.23; StDev = .84) to post-survey (Mean = 4.58; StDev = .62). [$t(31) = -2.48, p < .05$]

¹² Meeting between Mar Brettmann and three officers from the Seattle Police Department, Vice and High Risk Victims Unit on October 22, 2013.

Additional Findings

Usage of the SafeLodgingNW website remains low, as confirmed by the UW Manager Survey in which only 13% signed up for the site and no one posted an incident on the site. Major barriers for use of the site included: (a) don't know about the site, (b) forgot to sign up, and (c) don't have time to use the site.

The UW Manager Survey indicated a significant amount of behavior change after the training in other areas, including the following:

Action	Percent
Wrote new hotel policies	22%
Spoke with company/chain leadership	61%
Posted flyers	13%
Invited law enforcement to do a sting operation	4-9%
Provided resource cards to victims	17%
Increased security	35%
Encouraged law enforcement presence on property	56%

LAW ENFORCEMENT

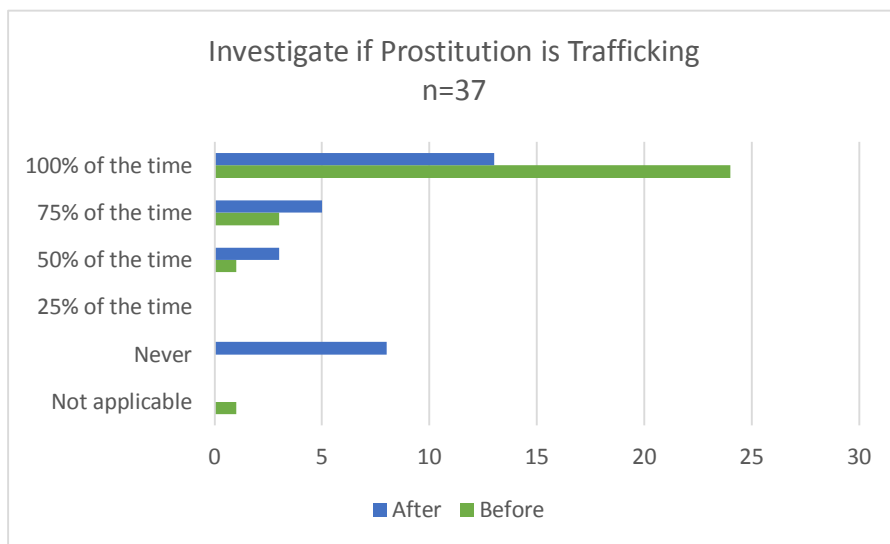
The changes in knowledge, attitudes, and behaviors among law enforcement were not stated objectives of the program but were a by-product of the project. Perhaps for this reason, the changes were not as significant for law enforcement officers.

Knowledge

Officers reported an increased knowledge in how to partner with hotels more effectively and an increased knowledge of the average age of entry into prostitution (BEST survey and UW Pre-Post survey).

Attitudes

Interestingly, prior to the training not one officer believed prostitution was a free choice. The majority of officers believed that the BEST training and implementation of best practices would have a positive impact on the safety of the community (BEST survey, average 7.8 out of 10 with 10 as much safer).



Behaviors

Officers did say that as a result of this training, most of them would be more likely to ask additional questions to find out if a prostituted person was also a victim of sex trafficking, almost doubling the number who will probe deeper 100% of the time.

In conclusion, the data suggests that significant social change—change in knowledge, attitudes, and behaviors—has resulted from the Inhospitable to Human Trafficking project. Yet more work remains, especially focused on reinforcing and encouraging increased behavior change among hotel managers and their staff.

RECOMMENDATIONS

Working Groups: No major changes appear to be needed for the working groups, which hoteliers reported finding helpful.

SafeLodgingNW website: Additional education is needed to encourage use and enable ease of use of the website.

Inhospitable to Human Trafficking Training: Hoteliers rated the training 9 out of 10 (10=excellent). Only minor changes need to be made to the training. For example, hoteliers repeatedly requested more real life examples. If any major changes are made, the training should provide a better experience for law enforcement officers (avg 7.5, UW Pre-Post; avg 7.56, BEST survey). As a result of this survey feedback BEST did create an extended appendix for law enforcement on addressing problematic motels but very little additional verbal information has been added because of time limitations. If the training time were to be extended, we would be likely to lose many hotel participants.

The most pressing opportunity for growth is to encourage and foster behavior change so that hotels will increase training of their staff and increase reporting of suspected cases to law enforcement. Hoteliers report that the following resources could help their own training efforts:

Resources	Percent
Staff Training Video	83%
Brochures	78%
Champion within Organization	61%
Pocket-sized Cards	57%
Posters	52%
Meetings with Law Enforcement	48%
Other: <ul style="list-style-type: none"> • “possible speakers related to trafficking incidents” • “training video in Spanish” • “Victim's testimony” • “business cards” 	17%

Additional suggestions from hoteliers include:

- Refresher or continued meetings need to occur at least every 6 months if not more.
- Training in other languages for hourly staff – particularly Spanish (this was mentioned at least 3 times)

- Staff level training at our properties, possibly a BEST representative
- Translate PowerPoint for employee training into other languages

BEST has received a generous grant from StolenYouth to create additional printed resources such as brochures, cards, and posters and will do so by May 2015. In addition, this summer BEST is launching a new Onsite Training Program to train staff at individual hotels.

TRAINING NEED: A multilingual training video or a series of video shorts about real life experiences and for staff that addresses the sex trafficking and prostitution of adults and minors would enable hoteliers to train their staff more easily and repeatedly and incorporate human trafficking training into new hire training.

Reporting

With regard to increasing reports to law enforcement, hoteliers—in theory—are very willing to report but when they encounter a real life situation, few appear to be reporting. According to the data, major barriers are lack of certainty the situation was trafficking, concern about guest privacy, and concerns that law enforcement may not respond discretely or appropriately.

This feedback suggests that additional training is needed to increase the confidence of managers in identifying trafficking cases and reinforce the legal findings we discuss in the manager training. Protecting guest privacy is so engrained in the mindset of hoteliers that this may be a very difficult, if not impossible, barrier to overcome if managers lack certainty about a situation. This can be addressed through ongoing communication and information from BEST, repeated training, and developing an in-house ‘expert’ who received additional support and training from BEST.

Concerns about law enforcement response can be addressed by continuing to provide forums for hoteliers to meet and talk with law enforcement officers.

Increased Victim Services

In the working group meetings, numerous victim service providers stressed the importance of providing robust services for prostituted people alongside this project. They expressed concern that street prostitution is even more dangerous than prostitution in a hotel; the community needs to provide robust services for prostitution survivors so that they are not forced to work on the streets. Throughout the state, service providers are in need of more emergency housing and more job training and placement services.

As a result of the project, some hoteliers offered free rooms to service providers, which have been utilized in emergency situations. In addition, BEST helped to increase job training and placement services in King County through a partnership with the Organization for Prostitution Survivors and Goodwill Industries. However, much more needs to be done to support trafficked and prostituted people who want to exit the life.

	Pre	Post
Average	5.87	8.33
Standard deviation	.22	1.03
Median	6.00	8.00
Minimum response	1.00	6.00
Maximum response	10.00	10.00

For those who completed both surveys, there was a significant increase in self-reported knowledge of trafficking from pre-survey (Mean = 5.66; StDev = 1.70) to post-survey (Mean = 8.38; StDev = .91). [$t(31) = -10.35, p < .001$]

3. How would you rank the level of free choice a female prostitute has to quit her type of work?

No freedom to quit
1 2 3 4 Average 5 6 7 8 9 10
Totally free to quit
10

	Pre	Post
Average	3.83	3.05
Standard deviation	1.85	2.55
Median	3.50	2.00
Minimum response	1.00	1.00
Maximum response	10.00	10.00

For those who completed both surveys, there was a significant decrease in perceptions of level of free choice to quit prostitution from pre-survey (Mean = 3.62; StDev = 2.31) to post-survey (Mean = 2.72; StDev = 2.25). [$t(28) = 2.99, p < .01$]

4. Sex trafficking requires movement across borders.

	Pre	Post
True	8 (20.5%)	4 (10.0%)
False	31 (79.5%)	36 (90.0%)

Of the 31 participants who completed this question on both surveys, 26 reported "false" both times; 2 reported "true" both times; 3 reported "true" on the pre-survey and "false" on the post-survey.

5. What is the average age of entry into prostitution?

- Under 10
- 10-12
- 13-15
- 16-17
- 18+

	Pre	Post
Under 10	4 (5.0%)	0
10-12	5 (12.5%)	4 (10.3%)
13-15	28 (70.0%)	35 (89.7%)
16-17	1 (2.5%)	0

18+	2 (5.0%)	0
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Of the 31 participants who completed this question on both surveys, 19 reported “13-15” on both surveys. 10 participants reported an answer other than “13-15” on the pre-survey and then reported “13-15” on the post-survey. 2 participants reported “13-15” on the pre-survey and then reported “10-12” on the post-survey.

6. Do you believe that most prostituted persons freely choose prostitution?

- Yes.
- Somewhat, I assumed there must be some hard life circumstances that put them there.
- No, I assumed that most are forced, coerced, or abused into prostitution.

	Pre	Post
Yes	2 (5.0%)	0
Somewhat	16 (40.0%)	7 (17.9%)
No	22 (55.0%)	32 (82.1%)

Of the 31 participants who completed this question on both surveys, 16 reported “no” on both surveys. 8 participants reported “somewhat” on the pre-survey and “no” on the post-survey. 5 participants reported “somewhat” on both surveys. One participant reported “yes” on the pre-survey and “somewhat” on the post-survey. One participant reported “yes” on the pre-survey and “no” on the post-survey.

Indicators:

	Pre			Post		
	Very Strong	Strong	Possible	Very Strong	Strong	Possible
Guest has signs of physical abuse	7 (17.9%)	16 (41.0%)	16 (41.0%)	20 (64.5%)	5 (16.1%)	6 (19.4%)
Guest is dropped off in parking lot by man in car/truck	9 (23.1%)	12 (30.8%)	18 (46.2%)	11 (34.4%)	8 (25.0%)	13 (40.6%)
Guest has frequent visitors arriving and leaving on a semi regular basis (e.g. hourly or half hourly)	25 (64.1%)	11 (28.2%)	3 (7.7%)	25 (78.1%)	3 (9.4%)	4 (12.5%)
Guest's address is local	2 (5.1%)	11 (28.2%)	26 (66.7%)	7 (21.9%)	8 (25.0%)	17 (53.1%)
Guest is seen in company of similar aged females	2 (5.1%)	9 (23.1%)	27 (69.2%)	5 (15.6%)	10 (31.3%)	17 (53.1%)
Guest is a female	3 (7.7%)	7 (17.9%)	27 (69.2%)	3 (9.4%)	8 (25.0%)	21 (65.6%)

Guest appears to be 15 or 16 and is always seen in company of similar age youth	8 (20.5%)	6 (15.4%)	24 (61.5%)	3 (9.4%)	11 (34.4%)	18 (56.3%)
Guest uses a third party reservation system	8 (20.5%)	8 (20.5%)	23 (59.0%)	8 (25.0%)	13 (40.6%)	11 (34.4%)
Guest requests to pay with cash and refuses to provide driver's license	16 (41.0%)	15 (38.5%)	8 (20.5%)	21 (65.6%)	6 (18.8%)	5 (15.6%)
Guest is an adult with a minor. The minor avoids eye contact.	8 (20.5%)	16 (41.0%)	15 (38.5%)	18 (56.3%)	8 (25.0%)	6 (18.8%)
Guest has tattoos on neck and face	2 (5.1%)	4 (10.3)	33 (84.6%)	5 (15.6%)	3 (9.4%)	24 (75.0%)
Guest is a return guest but each time arrives without luggage	6 (15.4%)	19 (48.7%)	14 (35.9%)	14 (43.8%)	13 (40.6%)	5 (15.6%)

Given you suspect a guest is involved in sexual trafficking, how likely are you to:

Very unlikely Unlikely Unsure Likely Very likely
 1 2 3 4 5

1. Talk with a colleague about it

	Pre	Post
Average	4.46	4.65
Standard deviation	.97	.75
Median	5.00	5.00
Minimum response	1.00	2.00
Maximum response	5.00	5.00

There was no significant change pre- to post-survey on this item for those who completed both surveys.

2. Report it to a supervisor

	Pre	Post
Average	4.59	4.73
Standard deviation	.79	.56
Median	5.00	5.00
Minimum response	1.00	3.00
Maximum response	5.00	5.00

There was no significant change pre- to post-survey on this item for those who completed both surveys.

3. Watch closely for a disturbance

	Pre	Post
Average	4.74	4.76
Standard deviation	.59	.49
Median	5.00	5.00
Minimum response	2.00	3.00
Maximum response	5.00	5.00

There was no significant change pre- to post-survey on this item for those who completed both surveys.

4. Call law enforcement

	Pre	Post
Average	4.21	4.59
Standard deviation	.95	.60
Median	4.00	5.00
Minimum response	1.00	3.00
Maximum response	5.00	5.00

For those who completed both surveys, there was a significant increase in self-reported likelihood of calling law enforcement from pre-survey (Mean = 4.23; StDev = .84) to post-survey (Mean = 4.58; StDev = .62). [$t(31) = -2.48, p < .05$]

Post only**7. On a scale of 1-10, how would you rank this training overall?**

Poor Moderate Excellent
 1 2 3 4 5 6 7 8 9 10

	Post
Average	9.00
Standard deviation	1.14
Median	9.00
Minimum response	6.00
Maximum response	10.00

8. To what degree will the BEST training and implementation of best practices impact the safety of your hotel?

Less Safe No Impact Much Safer
 1 2 3 4 5 6 7 8 9 10

	Post
Average	8.52
Standard deviation	1.33
Median	8.00
Minimum response	5.00

Maximum response	10.00
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9. To what degree will the BEST training and employee training resources impact the ability of your staff to identify sex trafficking incidents?

Worse Ability No Impact Much Better
 1 2 3 4 5 6 7 8 9 10

	Post
Average	8.73
Standard deviation	1.25
Median	9.00
Minimum response	5.00
Maximum response	10.00

10. Is there anything that this training did not provide that could further help your staff to identify sex trafficking incidents? Please list.

“Would love training in other languages for hourly staff - particularly in Spanish.”

“Indicators regarding what they say”

“None at this time. Great info.”

“Advice on how to seek information regarding local laws”

“Contact to local police department administrator to be able to build relationship”

11. Will your hotel be providing human trafficking training for your staff in the future?

- a. Yes
- b. No
- c. Undecided
- d. Not my decision to make

	Post
Yes	19 (46.3%)
No	0
Undecided	6 (14.6%)
Not my decision to make	16 (39.0%)

12. If your hotel will provide training, what number of employees are likely to receive training? (If not applicable, enter N/A or skip this question)

	Post
Average	23.25
Standard deviation	13.92
Median	22.5
Minimum response	5.00
Maximum response	58.0

13. Suspected Trafficking and Prostitution Incidents	Prostitution
a. How many of the following incidents have you suspected in your hotel in the past month ?	0 incidents = 15 (62.5%) 1 incident = 3 (12.5%) 2 incidents = 2 (8.3%) 3 incidents = 1 (4.2%) 4 incidents = 2 (4.1%) 30 incidents = 1 (4.2%)
b. How many of the following incidents have you suspected in your hotel in the past year ?	0 incidents = 9 (37.5%) 1 incident = 5 (20.8%) 2 incidents = 1 (4.2%) 4 incidents = 1 (4.2%) 5 incidents = 2 (8.3%) 10 incidents = 1 (4.2%) 12 incidents = 3 (12.5%) 20 incidents = 2 (8.3%)
c. Of the incidents you know of in the past year, how many were reported to law enforcement?	0 incidents = 14 (58.3%) 1 incident = 4 (16.7%) 2 incidents = 2 (8.3%) 4 incidents = 1 (4.2%) 10 incidents = 1 (4.2%) 12 incidents = 2 (8.3%)
d. How many of the following stings or investigations did police perform in hour hotel in the past year?	0 stings = 19 (82.6%) 1 sting = 1 (4.3%) 2 stings = 1 (4.3%) 3 stings = 2 (8.7%)

14. Suspected Trafficking and Prostitution Incidents	Trafficking
e. How many of the following incidents have you suspected in your hotel in the past month ?	0 incidents = 20 (90.9%) 1 incident = 2 (9.1%)
f. How many of the following incidents have you suspected in your hotel in the past year ?	0 incidents = 16 (76.2%) 1 incident = 1 (4.8%) 3 incidents = 1 (4.8%) 5 incidents = 1 (4.8%) 12 incidents = 2 (9.5%)
g. Of the incidents you know of in the past year, how many were reported to law enforcement?	0 incidents = 15 (83.3%) 1 incident = 1 (5.6%) 12 incidents = 2 (11.1%)
h. How many of the following stings or investigations did police perform in hour hotel in the past year?	0 stings = 17 (85.0%) 2 stings = 2 (10.0%) 3 stings = 1 (5.0%)

to quit Average to quit
 1 2 3 4 5 6 7 8 9 10

	Pre	Post
Average	4.00	3.00
Standard deviation	1.58	2.16
Median	4.00	2.50
Minimum response	2.00	1.00
Maximum response	6.00	6.00

4. Sex trafficking requires movement across borders.

	Pre	Post
True	0	0
False	5 (100%)	4 (100%)

5. What is the average age of entry into prostitution?

- a. Under 10
- b. 10-12
- c. 13-15
- d. 16-17
- e. 18+

	Pre	Post
Under 10	0	0
10-12	2 (40.0%)	0
13-15	2 (40.0%)	4 (100%)
16-17	1 (20.0%)	0
18+	0	0

6. Do you believe that most prostituted persons freely choose prostitution?

- d. Yes.
- e. Somewhat, I believe there must be some hard life circumstances that put them there.
- f. No, I believe that most are forced, coerced, or abused into prostitution.

	Pre	Post
Yes	0	0
Somewhat	2 (40.0%)	0
No	3 (60.0%)	4 (100%)

7. In the past/after this training, how often have you/will you asked questions to find out if a prostituted person was also a victim of sex trafficking?

- a. 100% of the time
- b. 75% of the time
- c. 50% of the time
- d. 25% of the time
- e. Never

f. Not applicable. I don't encounter prostituted people in my work.

	Pre	Post
100%	2 (40.0%)	1 (33.3%)
75%	0	0
50%	1 (20.0%)	1 (33.3%)
25%	0	1 (33.3%)
Never	2 (40.0%)	0
N/A	0	0

Trafficking Indicators:

	Pre			Post		
	Very Strong	Strong	Possible	Very Strong	Strong	Possible
Guest has signs of physical abuse	2 (40%)	2 (40%)	1 (20%)	2 (50%)	1 (25%)	1 (25%)
Guest is dropped off in parking lot by man in car/truck	2 (40%)	1 (20%)	2 (40%)	2 (50%)	1 (25%)	1 (25%)
Guest has frequent visitors arriving and leaving on a semi regular basis (e.g. hourly or half hourly)	4 (80%)	1 (20%)		3 (75%)	1 (25%)	
Guest's address is local	1 (20%)	2 (40%)	2 (40%)		4 (100%)	
Guest is seen in company of similar aged females		1 (20%)	4 (80%)		1 (25%)	3 (75%)
	Pre			Post		
Guest is a female			5 (100%)			4 (100%)
Guest appears to be 15 or 16 and is always seen in company of similar age youth	1 (20%)	1 (20%)	3 (60%)	1 (25%)	3 (75%)	
Guest uses a third party reservation system	1 (20%)	2 (40%)	2 (40%)	1 (25%)	1 (25%)	2 (50%)

	Post
Average	7.25
Standard deviation	1.89
Median	6.50
Minimum response	6.00
Maximum response	10.00

e. Please explain your answer to # 10.

“It is good to see this training for hotel/motel business community to recognize and call in criminal activity.”

11. What suggestions do you have to improve this training for Hoteliers?

“Offer to train staff who would see firsthand. Very handy notebook!”

12. What suggestions do you have to improve this training for Law Enforcement?

“Continue training, not just one time event”

“Problems with evicting hotel clients on other issues - noise, too many guests, not the original renter, etc.”

Appendix 2a: BEST Post-Training Surveys for Hoteliers

Objective: The goal of this project was to assess changes in Hotelier participants' attitudes and knowledge about trafficking-related issues as a result of BEST training.

Method: The training surveys were developed by Dr. Mar Smith of BEST. The surveys were administered to hotel attendees at the end of BEST trainings in Seattle, WA (King County) on May 15, 2013; in Tacoma, WA (Pierce County) on September 25, 2013; in Yakima, WA (Yakima County) on November 6, 2013; in Everett, WA (Snohomish County) on January 21, 2014; and in Spokane, WA (Spokane County) on February 27, 2014. The training questionnaire for King County was slightly different than the questionnaire for other counties. There was no identifying information recorded on the surveys.

Results: Survey answers were entered into an excel spreadsheet by interns and analyzed by Dr. Mar Brettmann. One hundred and thirty-four hotelier participants completed the survey. Self-described job positions were as follows: Owner/CEO (3%), General Manager (27%), Assistant General Manager (11%), Director of Operations (7%), Security Manager (2%), Housekeeping or Rooms Manager (12%), Human Resources (5%), Front Desk or Front Office Manager (24%), Other such as Sales, Maintenance, Guest Services (24%).

QUESTIONNAIRE FOR HOTEL EMPLOYEES

The purpose of this questionnaire is to study the impact of BEST training on identification and prevention of sex trafficking incidents over the long term. The names of hotels and individuals that participated in the training or questionnaire will never be identified without the prior consent of the hotel manager and individual. The answers you provide will help to us fight this crime in King County more effectively.

1. Please circle the job position that applies to you. **Total Answers = 135**

	<u>Number, Percentage of Total</u>
a. Owner/CEO	4, 3%
b. General Manager	36, 27%
c. Assistant General Manager	14, 11%
d. Director of Operations	9, 7%
e. Security Manager	3, 2%
f. Housekeeping or Rooms Manager	16, 12%
g. Human Resources	7, 5%
h. Front Desk or Front Office Manager	32, 24%
i. Other:	
Engineer	Sales
FD Agent	Service Manager
Director of Sales	Maintenance Manager
Hospitality Employee	Guest Service Manager
Sales Manager	

2. What is the difference between prostitution and sex trafficking?
- Sex trafficking only involves children.
 - Sex trafficking only happens when someone is taken to a foreign country.
 - Sex trafficking involves the use of force, fraud, coercion, or underage prostitution.

	Number	Percent
ST only involves children.	4	3%
ST - foreign country.	0	0%
ST - use of force, etc.	129	97%

3. On a scale of 1-10, how would you rank this training overall?

Average

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

Average	8.95
Standard deviation	1.14
Median	9
Minimum response	6
Maximum response	10

4. Did this training increase your knowledge of sex trafficking and prostitution?
- Yes, significant increase.
 - Yes, moderate increase.
 - No, I already knew most of the information presented.

	Number	Percent
a. Yes, significant increase	81	60%
b. Yes, moderate increase	46	34%
c. No, I already knew	7	5%

Note: King County Questionnaire had a different question, as follows. To make the questionnaire answers comparable, if the difference in knowledge between prior and after was 4+ points, it was tallied as (a) significant increase; if the difference was 1-3 points, it was tallied as (b) moderate increase; if there was no or negative difference, it was tallied as (c) no. King Co Question:

Prior to this training, how would you rank your knowledge about sex trafficking in King County?

Moderate

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

After this training, how would you rank your knowledge about sex trafficking in King County?

Moderate

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

5. Prior to this training, did you assume that most prostituted persons freely choose prostitution?
 - a. Yes.
 - b. Somewhat, I assumed there must be some hard life circumstances that put them there.
 - c. No, I assumed that most are forced, coerced, or abused into prostitution.

6. After this training, do you think that most prostituted persons freely choose prostitution?
 - a. Yes.
 - b. Somewhat, I think there must be some hard circumstances that put them there.
 - c. No, I think that most are forced, coerced, or abused into prostitution.

	PRIOR		AFTER	
	Number	Percent	Number	Percent
a. Yes, freely choose.	81	60%	7	5%
b. Somewhat	46	34%	23	17%
c. No, most are forced, coerced...	7	5%	102	77%

Note: The King County questionnaire had different questions as follows. To make the questionnaires comparable, if the number chosen was 1-3, it was marked as (c) No; if the number chosen was 4-7, it was marked as (b) somewhat; if the number chosen was 8-10, it was marked as (a) yes.

Prior to this training, how would you have ranked the level of free choice a female prostitute has to quit her type of work?

No freedom to quit Average Totally free to quit
 1 2 3 4 5 6 7 8 9 10

After this training, how do you rank the level of free choice a female prostitute has to quit her type of work?

No freedom to quit Average Totally free to quit
 1 2 3 4 5 6 7 8 9 10

7. How will the BEST training and implementation of best practices impact the safety of your hotel?

No Impact

Less Safe 1 2 3 4 5 6 7 8 9 10 Much Safer

Average											8.54
Standard deviation											1.43
Median											9
Minimum response											2
Maximum response											10

8. How will the BEST training and employee training resources impact the ability of your staff to identify sex trafficking incidents?

No Impact

Worse Ability 1 2 3 4 5 6 7 8 9 10 Much Better

Average											8.85
Standard deviation											1.2
Median											9

Minimum response	5
Maximum response	10

9. Is there anything that this training did not provide that could further help your staff to identify sex trafficking incidents? Please list.

- Direct descriptions. Pictures would help as well.
- Empowerment for our associates to act
- How to address the situation head on more.
- It was excellent
- More example of indicators of incidents
- More real example of hotel staff identifying incident
- More real life examples

10. How will the BEST training and employee training resources impact the ability of your staff to prevent sex trafficking incidents from occurring in your hotel?

	1	2	3	4	5	6	7	8	9	10	
	No Impact										
Worse Ability											Much Better
Average											8.35
Standard deviation											1.46
Median											8
Minimum response											5
Maximum response											10

11. Is there anything that this training did not provide that could help to prevent incidents from occurring? Please list.

- Actual testimony of victims who have survived being a person who was used for human trafficking as well as former pimps...to get an idea of what types of places they look for to conduct trafficking.
- Another training date to send more staff as limited staffing only allowed two to attend today
- By the time we've identified, we can no longer prevent, just mitigate.
- Explain how to create relationships with law enforcement
- More examples would help (Real situations that took place)
- More survivors with discussion on what do or how to evaluate the situation
- More time
- Statistics
- Very thorough. Our property does not have cameras, I hope this helps us to get them.

12. Did this training increase your understanding or ability to partner effectively with law enforcement?

- a. Yes, I learned new tips or resources for partnering more effectively.
- b. I already knew how to partner effectively.

- c. No, the training was unhelpful.
- d. Not applicable/not part of my job description.

	Number	Percent
a. Yes, I learned	106	83%
b. I already knew how	20	16%
c. No, training was unhelpful	1	1%
d. Not applicable	1	1%

13. Suspected Trafficking and Prostitution Incidents	Prostitution	Trafficking
a. How many of the following incidents have you suspected in your hotel in the past month?		
b. How many of the following incidents have you suspected in your hotel in the past year?		

	Average Prostitution Incidents per Hotel	Total Prostitution Incidents	Average Trafficking Incidents per Hotel	Total Trafficking Incidents
a. Incidents past month	1.07	143.5	0.13	16
b. Incidents past year	3.45	417	.59	73.5

14. Do you have any additional feedback about how BEST could improve the training or resources?

- Availability (cost wise) for all
- Do training in Portland, OR
- I think it would be great to have staff level training at our properties, possibly a BEST representative
- It was great & informative
- Longer time for guest speaker
- Longer time for guest speaker
- Longer time for guest speaker
- Make it whole day/more stories
- Men are also trafficked
- More actual examples of situations, how they were handled and the outcome/result.
- More interaction for participants. Table discussions good but doesn't fully grab attention
- More Q/A time
- More real life scenarios/speakers who've experienced sex trafficking.
- More tools or ideas on how to deal with situations. Direct answers, more examples.
- Need copy of suspected prostitution incident report- I might get more feedback
- Not sure why "staff" couldn't/shouldn't stay for deeper aspects of prevention. Seemed very little information got to the employees who generally deal with the "incidents".

- Please develop or provide contacts in Kittitas County
- Providing the PowerPoint training is great. If it could be translated into other languages in the future it would be beneficial for HSKP

QUESTIONS FOR GENERAL MANAGERS, ASST MANAGERS, OPERATIONS, and SECURITY ONLY:

15. Estimated Incidents	Prostitution	Trafficking
a. How many of the following incidents have been reported by your staff in the past year?		
b. How many of those incidents did your hotel report to police in the past year?		
c. How many pre-planned police stings did police perform in your hotel in the past year?		
d. Excluding pre-planned stings, how many investigations did police initiate in your hotel?		
e. How many potential survivors of prostitution or trafficking were involved in all of the incidents or investigations?		

	Average Prostitution Incidents per Hotel	Total Prostitution Incidents	Average Trafficking Incidents per Hotel	Total Trafficking Incidents
a. Incidents reported by staff	1.34	160.5	.09	10.5
b. Incidents reported to police	.40	48	.08	10
c. Stings	.09	11	.01	1
d. Investigations	.36	43	0	0
e. Survivors Involved	.04	5	.06	5

16. Has your hotel provided human trafficking training for staff in the past?

- a. Yes
- b. No
- c. Unknown

	Number	Percent
a. Yes	9	8%
b. No	89	77%
c. Unknown	18	16%

17. Will your hotel be providing human trafficking training for your staff in the future?

- a. Yes
- b. No
- c. Undecided
- d. Not my decision to make

	Number	Percent

a. Yes	89	77%
b. No	3	3%
c. Undecided	5	4%
d. Not my decision	19	16%

18. In the coming year, what number of employees are likely to receive human trafficking prevention training at your hotel? (Please provide an estimated number.) _____

Average	27.11
Total	2304

19. What is the preferred method for training your staff on this issue?

- a. Outside experts making presentations to staff
- b. PowerPoint presentation by management
- c. Training Video
- d. Online Training
- e. Scheduled Live Webinars

	Number	Percent
a. Outside experts	22	29%
b. PowerPoint	41	54%
c. Video	10	13%
d. Online	3	4%
e. Webinars	0	0%

20. How long should staff training last?

- a. 10 min
- b. 20 min
- c. 30 min
- d. 45 min
- e. Other _____

	Number	Percent
a. 10	0	0%
b. 20	9	10%
c. 30	36	41%
d. 45	40	45%
e. Other	0	3%

Appendix 2b: BEST Training Survey, Law Enforcement

Objective: The goal of this project was to assess changes in law enforcement participants' attitudes and knowledge about trafficking-related issues as a result of BEST training.

Method: The training surveys were developed by Dr. Mar Smith of BEST. The surveys were administered to hotel attendees at the end of BEST trainings in Tacoma, WA (Pierce County) on September 25, 2013; in Yakima, WA (Yakima County) on November 6, 2013; in Everett, WA (Snohomish County) on January 21, 2014; and in Spokane, WA (Spokane County) on February 27, 2014. There was no questionnaire administered for King County and the data for the Yakima County questionnaires was lost. There was no identifying information recorded on the surveys.

Results: Survey answers were entered into an excel spreadsheet by interns and analyzed by Dr. Mar Brettmann. Twenty-seven law enforcement officers completed the survey. Self-described job positions were as follows: Law Enforcement Officer (38%), Law Enforcement Detective (38%), Community Outreach (3%), Other (1%).

BEST QUESTIONNAIRE FOR LAW ENFORCEMENT

The purpose of this questionnaire is to study the impact of BEST training on identification and prevention of sex trafficking incidents over the long term.

1. Please circle the job position that applies to you
 - a. Law enforcement detective/investigator
 - b. Law enforcement officer
 - c. Community Outreach/Liaison
 - d. Other

	Number	Percent
a. Detective	12	50%
b. Officer	9	38%
c. Community Outreach	3	13%
d. Other	1	1%

2. Have you received training on human trafficking prior to this training?
 - a. Yes
 - b. No

	Number	Percent
a. Yes	17	63%
b. No	10	37%

3. What is the difference between prostitution and sex trafficking?
 - a. Sex trafficking only involves children.
 - b. Sex trafficking only happens when someone is taken to a foreign country.

- c. Sex trafficking involves the use of force, fraud, coercion, or underage prostitution.

	Number	Percent
ST only involves children.	0	0%
ST - foreign country.	0	0%
ST - use of force, etc.	0	100%

4. On a scale of 1-10, how would you rank this training overall?

Average											
Poor	1	2	3	4	5	6	7	8	9	10	Excellent
Average								7.56			
Standard deviation								1.618			
Median								8			
Minimum response								4			
Maximum response								10			

5. Did this training increase your knowledge of sex trafficking and prostitution?

- Yes, significant increase.
- Yes, moderate increase.
- No, I already knew most of the information presented.

	Number	Percent
a. Yes, significant increase	7	26%
b. Yes, moderate increase	8	30%
c. No, I already knew	12	44%

6. Did this training increase your understanding or ability to partner effectively with hoteliers?

- Yes, I learned new tips or resources for partnering more effectively.
- I already knew how to partner effectively.
- No, the training was unhelpful.
- Not applicable/not part of my job description.

	Number	Percent
a. Yes, I learned	19	73%
b. I already knew how	6	23%
c. No, training was unhelpful	1	4%
d. Not applicable	0	0%

7. How will the BEST training and implementation of best practices impact the safety of the community?

No Impact											
Less Safe	1	2	3	4	5	6	7	8	9	10	Much Safer
Average								7.81			
Standard deviation								1.177			
Median								8			
Minimum response								5			
Maximum response								10			

8. Prior to this training, did you assume that most prostituted persons freely choose prostitution?

- a. Yes.
- b. Somewhat, I assumed there must be some hard life circumstances that put them there.
- c. No, I assumed that most are forced, coerced, or abused into prostitution.

9. After this training, do you think that most prostituted persons freely choose prostitution?

- a. Yes.
- b. Somewhat, I think there must be some hard circumstances that put them there.
- c. No, I think that most are forced, coerced, or abused into prostitution.

	PRIOR		AFTER	
	Number	Percent	Number	Percent
a. Yes, freely choose.	0	0%	0	0%
b. Somewhat	8	31%	8	31%
c. No, most are forced, coerced...	18	69%	18	69%

10. How often do you interact with prostituted persons while on the job?

- a. Everyday
- b. A few times a year
- c. A few times a month
- d. A few times a week
- e. Never

	Number	Percent
a. Everyday	2	7%
b. A few times a year	13	48%
c. A few times a month	9	33%
d. A few times a week	3	11%
e. Never	0	

11. How do you view most prostituted persons?

- a. As criminals
- b. As crime victims
- c. As a mix of criminal and crime victim

	Number	Percent
a. As criminals	0	0%
b. As crime victims	5	19%
c. Mix	22	81%

12. In the past, how often did you ask questions to find out if a prostituted person was also a victim of sex trafficking?

- a. 100% of the time
- b. 75% of the time
- c. 50% of the time
- d. 25% of the time
- e. Never
- f. Not applicable. I don't encounter prostituted persons in my work.

SEE BELOW

13. In the future, how often will you ask questions to find out if a prostituted person is also a victim of sex trafficking?

- a. 100% of the time
- b. 75% of the time

- c. 50% of the time
- d. 25% of the time
- e. Never
- f. Not applicable. I don't encounter prostituted persons in my work.

	PRIOR		AFTER	
	Number	Percent	Number	Percent
a. 100%	11	46%	23	85%
b. 75%	5	21%	3	11%
c. 50%	2	8%	0	0%
d. 25%	0	0%	0	0%
e. Never	6	25%	0	0%
f. Not applicable	0	0%	1	4%

14. What are the 3 biggest challenges for your department to fight the crime of human trafficking?
- a. Knowledge/Training for Officers
 - b. Strained Financial Resources
 - c. Strained Personnel Resources
 - d. Tips/Information from the community
 - e. Political Will/Support from leaders in the community
 - f. Leadership within the department/agency
 - g. Other _____

	Number	Percent
a. Knowledge	48	22%
b. Finances	53	24%
c. Personnel	85	38%
d. Tips from community	14	6%
e. Political will	14	6%
f. Leadership	6	3%
g. Other	2	1%

15. Please list any suggestions to improve this training.

- Excellent training; need to work on getting more law enforcement to attend
- Very well presented information-thank you
- Excellent training. A "training certificate" would be beneficial for law enforcement officers. It then becomes part of the training record. Include: course title, date, hours of training (3.5), signature of lead instructor.
- Overall, I thought it was very good
- Include info on how troubled motels/hotels can be reached and can help fight problems
- Have a prostitute address the group and Q/A. The prostitute could be active or retired.

Appendix 3: Hotel Management Survey Report

Objective: The goal of this project was to assess hotel managers' knowledge of and behavior changes regarding trafficking-related issues at their hotel after completion of BEST training.

Method: The survey was developed by Dr. Kelly Davis and Kelly Kajumulo of the University of Washington School of Social Work with input from the BEST team. Participants were invited to complete the survey through an email invitation sent from the BEST Director. The surveys were administered online, and participants had approximately two weeks to complete the surveys. Surveys took approximately 15 minutes to complete. There was no identifying information recorded on the surveys.

Results: Data analysis was conducted by Nick Cherf under the supervision of Dr. Kelly Davis. Twenty-three hotelier participants completed the survey.

A summary of the data is presented below.

General information

21. Please select the job position that applies to you.

- | | |
|---|---|
| a. Owner/CEO – 3 (13.04%) | g. Housekeeping or Rooms Manager – 1 (4.35%) |
| b. General Manager – 6 (26.09%) | h. Human Resources – 0 (0.00%) |
| c. Assistant General Manager – 1 (4.35%) | i. Front Desk or Front Office Manager – 3 (13.04%) |
| d. Manager – 1 (4.35%) | j. Other – 3 (13.04%) |
| e. Director of Operations – 3 (13.04%) | |
| f. Security Manager – 2 (8.70%) | |

Other

- “Guest Services”
- “Sales”
- “Vice President / General Manager”

22. How many rooms does your hotel have?

- | | |
|----------------------------------|----------------------------------|
| a. 1 – 50 – 2 (8.70%) | f. 251 – 300 – 0 (0.00%) |
| b. 51 – 100 – 3 (13.04%) | g. 301 – 350 – 0 (0.00%) |
| c. 101 – 150 – 8 (34.78%) | h. 351 – 400 – 3 (13.04%) |
| d. 151 – 200 – 5 (21.74%) | i. Over 400 – 1 (4.35%) |
| e. 201 – 250 – 1 (4.35%) | |

23. What is your hotel's star rating from Expedia (or equivalent)?

- | | |
|---|--|
| a. 1 – 1.5 stars (Basic) – 1 (4.35%) | d. 4 – 4.5 stars (Upscale) – 9 (39.13%) |
| b. 2 – 2.5 stars (Budget) – 2 (8.70%) | e. 5 – 5.5 stars (Luxury) – 0 (0.00%) |
| c. 3 – 3.5 stars (Comfort) – 11 (47.83%) | |

24. Approximately how long ago did you attend the BEST training?

- | | |
|---|--|
| a. less than one month ago – 1 (4.35%) | b. 1 – 3 months ago – 10 (43.48%) |
|---|--|

- c. 4 – 6 months ago – **5 (21.74%)**
 d. 7 – 9 months ago – **5 (21.74%)**
 e. 10 – 12 months ago – **1 (4.35%)**
 f. Over one year ago – **1 (4.35%)**

Working Group

25. Prior to BEST's 4 hour training ("Inhospitable to Human Trafficking"), the program held smaller working groups in order to develop the best practices that were covered at the training. Did you participate in a working group?

- a. *Yes* – **12 (52.17%)**
 b. *No* (if no, skip to #13) – **9 (39.13%)**
 c. *Not sure* – **2 (8.70%)**

(If yes)

What did you find helpful about attending the working group meetings?

26. Learning how human trafficking works in our community.

- a. *Not at all helpful* – **0 (0.00%)**
 b. *Somewhat helpful* – **2 (16.67%)**
 c. *Very Helpful* – **10 (83.33%)**

27. Discussing best practices.

- a. *Not at all helpful* – **0 (0.00%)**
 b. *Somewhat helpful* – **1 (8.33%)**
 c. *Very Helpful* – **11 (91.67%)**

28. Meeting/discussing with law enforcement officers.

- a. *Not at all helpful* – **0 (0.00%)**
 b. *Somewhat helpful* – **1 (8.33%)**
 c. *Very Helpful* – **11 (91.67%)**

29. Meeting/discussing with victim service providers.

- a. *Not at all helpful* – **0 (0.00%)**
 b. *Somewhat helpful* – **3 (25.00%)**
 c. *Very Helpful* – **9 (75.00%)**

30. Meeting/discussing with other hoteliers.

- a. *Not at all helpful* – **0 (0.00%)**
 b. *Somewhat helpful* – **2 (16.67%)**
 c. *Very Helpful* – **10 (83.33%)**

31. What other feedback do you have about the working group meetings?

- “This was a topic that was of interest to all of us.....great community involvement!”
- “It was an eye opener on what is going on and what are some important things to keep an eye out for.”
- “I think having people from all areas such as law enforcement, the shelters and hoteliers was extremely necessary to get real info.”
- “I particularly would like the smaller round tables exercises.”
- “It was great seeing law enforcement get involved.”
- “need more than one for sure.”
- “The shared information was very valuable. The small groups were more comfortable to feel free to discuss. Learned more that way.”
- “Informative and allowed access to a network of people.”
- “Heard of an actual incident in neighboring hotel.”

32. Could the working group be reduced to one meeting without sacrificing its quality?
- a. Yes – 4 (33.33%)
 - b. No – 4 (33.33%)
 - c. Not sure – 4 (33.33%)

BEST Training Questions: Knowledge

The next set of questions refers to BEST’s 4 hour training program.

33. How much did the training improve your knowledge of the ways to **IDENTIFY** human trafficking incidents in your hotel?

<i>No improvement</i>				<i>Some improvement</i>			<i>Improved a great deal</i>
1	2	3	4	5	6	7	
							N = 23
Average							6.04
Standard deviation							1.07
Median							6.00
Minimum response							4.00
Maximum response							7.00

34. How much did the training improve your knowledge of the ways to **RESPOND** to human trafficking incidents in your hotel?

<i>No improvement</i>				<i>Some improvement</i>			<i>Improved a great deal</i>
1	2	3	4	5	6	7	
							N = 23
Average							5.96
Standard deviation							1.07
Median							6.00
Minimum response							4.00
Maximum response							7.00

35. How much did the training improve your knowledge of the ways to **REPORT** human trafficking incidents in your hotel to law enforcement?

<i>No improvement</i>				<i>Some improvement</i>			<i>Improved a great deal</i>
1	2	3	4	5	6	7	
							N = 23
Average							6.22
Standard deviation							1.38
Median							6.00
Minimum response							3.00
Maximum response							7.00

36. How much did the training improve your knowledge of the ways to **PREVENT** human trafficking incidents in your hotel?

<i>No improvement</i>		<i>Some improvement</i>		<i>Improved a great deal</i>
1	2	3	4	5
				6
				7

	N = 23
Average	5.52
Standard deviation	1.38
Median	6.00
Minimum response	3.00
Maximum response	7.00

Behavior Changes

Now we'd like to ask some questions about ways in which you may have addressed the issue of trafficking at your hotel since participating in the BEST training.

37. Since attending the BEST training, have you or anyone at your hotel: Conducted formal trainings about trafficking with staff?

- | | |
|---|------------------------------|
| a. Yes – 11 (47.83%) | c. Unsure – 1 (4.35%) |
| b. No (if no, skip to #19) – 11 (47.83%) | |

(if yes)

38. Approximately how many total people at your hotel have been formally trained in trafficking issues since you completed the BEST training?

- | | |
|----------------------------------|----------------------------------|
| a. 1 to 50 – 10 (90.91%) | d. 151 to 200 – 0 (0.00%) |
| b. 51 to 100 – 0 (0.00%) | e. Over 200 – 0 (0.00%) |
| c. 101 to 150 – 1 (9.09%) | |

Since the BEST training, have you or anyone at your hotel done any of the following:

39. Written new hotel policies regarding trafficking?

- | | |
|----------------------------|------------------------------|
| a. Yes – 5 (21.74%) | c. Unsure – 2 (8.70%) |
| b. No – 16 (69.57%) | |

40. Spoken with company/chain leadership about trafficking?

- | | |
|-----------------------------|------------------------------|
| a. Yes – 14 (60.87%) | c. Unsure – 2 (8.70%) |
| b. No – 7 (30.43%) | |

41. Posted flyers about trafficking?

- | | |
|----------------------------|------------------------------|
| a. Yes – 3 (13.04%) | c. Unsure – 1 (4.35%) |
| b. No – 19 (82.61%) | |

42. Discussed trafficking issues informally with staff?

- | | |
|-----------------------------|------------------------------|
| a. Yes – 20 (86.96%) | c. Unsure – 1 (4.35%) |
| b. No – 2 (8.70%) | |

43. Invited law enforcement to perform a sting operation?

- a. Yes – **1 (4.35%)**
- b. No – **20 (86.96%)**
- c. Unsure – **2 (8.70%)**

44. Provided resources cards to potential trafficking victims?

- a. Yes – **4 (17.39%)**
- b. No – **17 (73.91%)**
- c. Unsure – **2 (8.70%)**

45. What other actions have you or others at your hotel taken regarding trafficking since the BEST training?

- “n/a” or “none” (4)
- “None, mostly we keep our staff informed and contact police when we see an issue”
- “none. only the formal staff training.”
- “awareness”
- “spoke with employees”
- “Assess past stays to see if we could better identify these kinds of cases in the future”
- “informing housekeeping staff and our front office staff as to what to look out for”
- “Discovered a potential trafficking incident & reported the issue accordingly to the proper service agent”
- “More or less just explained on some things to be aware of.”
- “I have held informal training using the resources provided during the training class to my team. I have also shared this information with other department heads to better familiarize their teams in recognizing possible trafficking issues.”
- “Several of our security officers attended the training and those who didn't were provided the training material”
- “Shared awareness with all staff to be on the look out for any thing that may be happening out of the ordinary”
- “We will be building this training into our in-house training programs.”
- “part of departmental orientation and training”
- “With this awareness the whole staff is on the lookout and does report immediately any concerns”
- “Educated more employees on what to watch for.”
- “lots of informal discussion”
- “Perform closer observations.”
- “Increased cash deposit amounts and room rates”

46. How much have these efforts improved your staff’s **awareness** of trafficking issues?

<i>No improvement</i>		<i>Some improvement</i>			<i>Improved a great deal</i>	
1	2	3	4	5	6	7
				N = 22		
Average				5.41		
Standard deviation				1.33		

Median	5.00
Minimum response	2.00
Maximum response	7.00

Have not addressed trafficking at hotel since BEST training) – 1 (4.35%)

Resources

Have you or anyone else at your hotel, used any of the following BEST-provided resources to train others at your hotel about trafficking?

47. Employee training PowerPoint presentation
- | | |
|----------------------------|------------------------------|
| a. Yes – 3 (13.04%) | c. Unsure – 2 (8.70%) |
| b. No – 18 (78.26%) | |
48. Human trafficking indicators handout
- | | |
|----------------------------|------------------------------|
| a. Yes – 9 (39.13%) | c. Unsure – 1 (4.35%) |
| b. No – 13 (56.52%) | |
49. Incident report form
- | | |
|----------------------------|------------------------------|
| a. Yes – 4 (17.39%) | c. Unsure – 2 (8.70%) |
| b. No – 17 (73.91%) | |
50. Multi-lingual human trafficking pamphlet
- | | |
|----------------------------|------------------------------|
| a. Yes – 4 (17.39%) | c. Unsure – 1 (4.35%) |
| b. No – 18 (78.26%) | |
51. BEST 11 x 17 poster
- | | |
|----------------------------|------------------------------|
| a. Yes – 1 (4.35%) | c. Unsure – 1 (4.35%) |
| b. No – 21 (91.30%) | |
52. Trafficking indicator 5 x 7 card
- | | |
|----------------------------|------------------------------|
| a. Yes – 6 (26.09%) | c. Unsure – 1 (4.35%) |
| b. No – 16 (69.57%) | |
53. Materials from the BEST training binder
- | | |
|-----------------------------|------------------------------|
| a. Yes – 14 (60.87%) | c. Unsure – 2 (8.70%) |
| b. No – 7 (30.43%) | |
54. Are there any other BEST-provided resources that have been used at your hotel?
- “no” (18)
 - “With the exception of the information contained within the binder and the powerpoint we have not used any further resources. While currently not using any of the resources I have continued to request formal training.”
 - “just for staff awareness”
 - “information from the 3 ring binder”
 - “Business cards out on counter”

Difficulties

Since attending the BEST training, have you encountered any of the following difficulties with taking action about trafficking in your hotel:

55. Supervisors not supportive
- | | |
|-----------------------------|--------------------------------|
| a. Yes – 0 (0.00%) | c. Not Sure – 0 (0.00%) |
| b. No – 23 (100.00%) | |
56. Company/chain not supportive
- | | |
|----------------------------|--------------------------------|
| a. Yes – 1 (4.35%) | c. Not Sure – 0 (0.00%) |
| b. No – 22 (95.65%) | |
57. Not enough time
- | | |
|----------------------------|--------------------------------|
| a. Yes – 4 (17.39%) | c. Not Sure – 1 (4.35%) |
| b. No – 18 (78.26%) | |
58. Staff not interested
- | | |
|----------------------------|--------------------------------|
| a. Yes – 0 (0.00%) | c. Not Sure – 2 (8.70%) |
| b. No – 21 (91.30%) | |
59. Did not have the right materials
- | | |
|----------------------------|--------------------------------|
| a. Yes – 3 (13.04%) | c. Not Sure – 2 (8.70%) |
| b. No – 18 (78.26%) | |
60. Did not know how to set up a training on trafficking
- | | |
|----------------------------|--------------------------------|
| a. Yes – 5 (21.74%) | c. Not Sure – 1 (4.35%) |
| b. No – 17 (73.91%) | |
61. Did not feel comfortable educating others about trafficking
- | | |
|----------------------------|--------------------------------|
| a. Yes – 3 (13.04%) | c. Not Sure – 0 (0.00%) |
| b. No – 20 (86.96%) | |
62. Trafficking is not an issue for our hotel
- | | |
|----------------------------|--------------------------------|
| a. Yes – 2 (8.70%) | c. Not Sure – 2 (8.70%) |
| b. No – 19 (82.61%) | |
63. Financial cost of training staff
- | | |
|----------------------------|--------------------------------|
| a. Yes – 6 (26.09%) | c. Not Sure – 2 (8.70%) |
| b. No – 15 (65.22%) | |
64. What other difficulties have you experienced with addressing the issue of trafficking at your hotel?
- “None” (13)
 - “None. Employees and other management were interested in BEST and receptive to training.”
 - “We do not want to second guess our guests, but to follow the signs that was taught to us. I can see how telling the difference can be confusing for some of the staff members.”

- “We have not had an issue that we are aware of so we have not had to deal with a hands on incident at this time”
- “A lot of preconceived notions about "prostitution" and the human trafficking framework”
- “Participation within our property has been an issue.”
- “Some of our staff are reluctant to inform police about issues from fear of violating any privacy laws”
- “Lack of time”
- “Lots going on so just need to commit the time”
- “(1) Educational materials in Spanish. (2) Visual materials, such as educational video, would be good.”
- “Lack of time and support staff on site”

Prevention Efforts

Since the BEST training, what steps has your property taken to proactively prevent trafficking and increase safety in your hotel?

65. Increased security (lighting, cameras)

- | | |
|----------------------------|----------------------------------|
| a. Yes – 8 (34.78%) | c. Don't Know – 2 (8.70%) |
| b. No – 13 (56.52%) | |

66. Encouraging law enforcement presence on property

- | | |
|-----------------------------|----------------------------------|
| a. Yes – 13 (56.52%) | c. Don't Know – 2 (8.70%) |
| b. No – 8 (34.78%) | |

67. Inviting law enforcement to perform sting operations

- | | |
|----------------------------|-----------------------------------|
| a. Yes – 2 (8.70%) | c. Don't Know – 3 (13.04%) |
| b. No – 18 (78.26%) | |

68. Posting motel rules related to trafficking

- | | |
|----------------------------|----------------------------------|
| a. Yes – 1 (4.35%) | c. Don't Know – 0 (0.00%) |
| b. No – 22 (95.65%) | |

69. Not accepting cash

- | | |
|-----------------------------|----------------------------------|
| a. Yes – 10 (43.48%) | c. Don't Know – 0 (0.00%) |
| b. No – 13 (56.52%) | |

70. Requiring ID to stay

- | | |
|-----------------------------|----------------------------------|
| a. Yes – 22 (95.65%) | c. Don't Know – 0 (0.00%) |
| b. No – 1 (4.35%) | |

71. What other steps has your hotel taken to prevent trafficking?

- “None” (11)
- “We always asked for ID and had to have a credit card on file with the ID matching name on file. we only accepted cash at check out with a valid credit card hold on file. but, we the training confirmed that we cannot make exceptions to our policy.”
- “I would say to communicate with each other to allow for suggestions”

- “Just being alert to anything that seems strange”
- “Security officers are alert to indicators of possible escorts and maintain surveillance camera images which are shared with police as needed”
- “We have never taken cash and we ask for ID with all credit cards. We turn away more suspect guests now with our new knowledge.”
- “Walk the property more./ adding more cameras”
- “We don't rent to anyone with a Seattle address, and we require all cash paying guests to register anyone staying with them, so if we suspect any issues we can ask unregistered guests to leave/ or not allow them on property”
- “Require credit card deposits at check in along with ID”
- “Awareness”
- “Ask short questions during employee meeting.”
- “Increased deposit amount for cash paying customers”

72. How much have your trafficking prevention efforts increased the security and safety of your hotel?

<i>No improvement</i>		<i>Some improvement</i>			<i>Improved a great deal</i>	
1	2	3	4	5	6	7
					N = 22	
Average					4.73	
Standard deviation					1.32	
Median					5.00	
Minimum response					2.00	
Maximum response					7.00	

(Have not made any trafficking prevention efforts) – 1 (4.35%)

Reporting

73. Since you attended the BEST training, how many suspected incidents of trafficking have there been at your hotel?

- | | |
|--|------------------------------------|
| a. No suspected incidents – 12 (52.17%) | d. 11 to 15 – 0 (0.00%) |
| b. 1 to 5 – 10 (43.48%) | e. 16 to 20 – 0 (0.00%) |
| c. 6 to 10 – 1 (4.35%) | f. More than 20 – 0 (0.00%) |

74. Since you attended the BEST training, how many hotel incident reports for trafficking incidents have you (or other hotel management) completed?

- | | |
|---|------------------------------------|
| a. Have not made any hotel incident reports – 5 (45.45%) | d. 11 to 15 – 0 (0.00%) |
| b. 1 to 5 – 6 (54.55%) | e. 16 to 20 – 0 (0.00%) |
| c. 6 to 10 – 0 (0.00%) | f. More than 20 – 0 (0.00%) |

75. Since you attended the BEST training, how many law enforcement reports regarding trafficking incidents have you (or other hotel management) made?

- a. Have not made any reports to law enforcement – **2 (33.33%)**
- b. 1 to 5 – **4 (66.67%)**
- c. 6 to 10 – **0 (0.00%)**
- d. 11 to 15 – **0 (0.00%)**
- e. 16 to 20 – **0 (0.00%)**
- f. More than 20 – **0 (0.00%)**

76. How satisfied were you with law enforcement response to your report?

<i>Not at all satisfied</i>				<i>Somewhat satisfied</i>			<i>Very satisfied</i>
1	2	3	4	5	6	7	
							N = 4
Average							4.50
Standard deviation							2.75
Median							4.50
Minimum response							1.00
Maximum response							7.00

77. How willing are your hotel staff to report suspected trafficking incidents to hotel management should they occur?

<i>Not at all willing</i>				<i>Somewhat willing</i>			<i>Very willing</i>
1	2	3	4	5	6	7	
							N = 23
Average							6.52
Standard deviation							.90
Median							7.00
Minimum response							4.00
Maximum response							7.00

78. How willing are you (or other hotel management) to create hotel incident reports regarding trafficking should such incidents occur?

<i>Not at all willing</i>				<i>Somewhat willing</i>			<i>Very willing</i>
1	2	3	4	5	6	7	
							N = 23
Average							6.65
Standard deviation							.78
Median							7.00
Minimum response							4.00
Maximum response							7.00

79. How willing are you (or other hotel management) to report suspected trafficking incidents to law enforcement should such incidents occur?

- “We called the number we were given in an email, and left a message about a guest, but we never received a call back”
- “No. we only had one possible trafficking scenario and as we looked for further indicators we determined that it was not an incidence of trafficking so no formal report or law enforcement needed.”
- “No incidents to report.”
- “Not sure how law enforcement will respond”
- “Worry of disturbing other guests.”
- “Being a small business and alienating customers in the case of a wrongful accusation”

SafeLodgingNW website

88. Has your hotel signed up to use the safe lodging NW website?
- I have never visited the website – **15 (65.22%)**
 - I have visited the website, but no one at our hotel has tried to sign up. – **3 (13.04%)**
 - Either myself or someone else at my hotel has tried to sign up, but did not finish – **2 (8.70%)**
 - Our hotel is signed up for the Safe Lodging NW website – **3 (13.04%)**
89. Has anyone from your hotel posted a trafficking incident on the Safe Lodging NW website?
- Yes – **0 (0.00%)**
 - No – **3 (100.00%)**
 - Don’t Know – **0 (0.00%)**
90. How easy was it to use the website?

<i>Not at all easy</i>			<i>Somewhat easy</i>			<i>Very easy</i>	
1	2	3	4	5	6	7	
							N = 8
							Average 4.88
							Standard deviation 1.96
							Median 5.00
							Minimum response 1.00
							Maximum response 7.00

What are some of the barriers to using the Safe Lodging NW website?

91. No barriers
- Yes – **6 (26.09%)**
 - No – **17 (73.91%)**
92. Don’t know about the site
- Yes – **9 (39.13%)**
 - No – **14 (60.87%)**
93. Don’t have time to use the site
- Yes – **4 (17.39%)**
 - No – **19 (82.61%)**
94. Forgot to sign up
- Yes – **6 (26.09%)**
 - No – **17 (73.91%)**
95. The site is too complicated
- Yes – **2 (8.70%)**
 - No – **21 (91.30%)**

104. How has the BEST training and implementation of best practices impacted the occurrence of trafficking at your hotel?

<i>Less Trafficking</i>			<i>No Impact</i>			<i>More Trafficking</i>	
1	2	3	4	5	6	7	
						N = 23	
Average						3.70	
Standard deviation						.70	
Median						4.00	
Minimum response						2.00	
Maximum response						5.00	

105. How has the BEST training and implementation of best practices impacted the business climate (e.g., more satisfied customers) at your hotel?

<i>Made Worse</i>			<i>No Impact</i>			<i>Made Better</i>	
1	2	3	4	5	6	7	
						N = 23	
Average						4.78	
Standard deviation						1.00	
Median						4.00	
Minimum response						4.00	
Maximum response						7.00	

Future directions

106. Will your hotel be providing human trafficking training for your staff in the future?

- | | |
|---------------------------------|--|
| a. Yes – 16 (69.57%) | d. Not my decision to make – 6 (26.09%) |
| b. No – 0 (0.00%) | |
| c. Undecided – 1 (4.35%) | |

107. In the coming year, how many employees are likely to receive human trafficking prevention training at your hotel?

- | | |
|--------------------------------|---------------------------------|
| a. 0 – 2 (8.70%) | d. 101 – 150 – 1 (4.35%) |
| b. 1 – 50 – 19 (82.61%) | e. 151 – 200 – 0 (0.00%) |
| c. 51 – 100 – 1 (4.35%) | f. Over 200 – 0 (0.00%) |

108. What resources could BEST provide to help these efforts? [Check all that apply]

- | | |
|--|---|
| a. Posters – 12 (52.17%) | e. Meetings with law enforcement – 11 (47.83%) |
| b. Pocket-sized cards – 13 (56.52%) | |
| c. Brochures – 18 (78.26%) | f. Other: – 4 (17.39%) |
| d. Staff training video – 19 (82.61%) | |

Other

- “possible speakers related to trafficking incidents”
- “training video in Spanish”
- “Victim's testimony”

- “business cards”

109. What is the likelihood that your hotel would invite a BEST trainer to your property to train your staff on human trafficking prevention?

<i>No at all likely</i>				<i>Somewhat likely</i>				<i>Very</i>
<i>Likely</i>								
1	2	3	4	5	6	7		

N = 23

Average	4.09
Standard deviation	2.02
Median	4.00
Minimum response	1.00
Maximum response	7.00

110. Research shows that when making sustainable change it is important for someone inside the organization to champion the cause. Would having one person serve as a “champion” against trafficking work in your organization?

- a. Yes – **14 (60.87%)**
- b. No – **1 (4.35%)**
- c. Unsure – **8 (34.78%)**

111. Do you have any additional feedback about how BEST could improve the training or resources?

- “No” (19)
- “Follow up and information on access to local contacts”
- “I truly appreciate the training. It all depends on the hotel staff to really apply the aspects brought up by BEST to help with the cause”
- “Probably that refresher or continued meetings need to occur at least every 6 months if not more.”
- “Upload more resources on the website.”

112. Do you have any final comments?

- “No” (17)
- “Hopefully there could be volunteer/internships available for aspiring criminal justice students to apply for”
- “We do post pictures of questionable people from area hotels so the employees can look at and be aware of.”
- “Keep up the great work”
- “We couldn’t sign up to the website because we use an @MSN email. I emailed to get help with no response.”
- “Good Job with Great Cause @ BEST”
- “We appreciate you providing our staff with the training, and regret that we can't have all the staff trained more.”

Appendix 4: Report for Hotelier Incident Reporting to Law Enforcement

Objective: The goal of this project was to assess changes in the level of law enforcement utilization by hoteliers as a result of BEST training.

Method: Denise Gallegos of the University of Washington School of Social Work identified hotels in three distinct cities, Bellevue, Seattle, and SeaTac that participated in BEST training. Requests for all incident reports were made in February 2014 to Bellevue Police Department for six hotel locations within the city limits. The requests covered the period of June 2012 to January 2014. Requests for all CADS, computer aided dispatches, were made to the Seattle Police Department for seven hotels and the King County Sheriff Department, the contract provider for the city of SeaTac, for three locations. All the requests for CADS were made in February 2014 for the period from June 2012 to January 2014. Each incident report and CAD was screened to determine if the complainant was identified as an hotelier, and if the contact was related to sexual trafficking including prostitution, CSEC, and trafficking. The requested time period reflects reporting patterns one year prior to the chosen hotel's participation and approximately 7 months post training.

Results: The BEST team reviewed Information received from the three law enforcement agencies as it was received.

Bellevue Police Department provided incident reports for Hilton Hotel Bellevue for the period from June 2012 to January 2014 and the Hotel Bellevue for the period from June 2012 to March 2013. Reviewers found no evidence of calls initiated by hoteliers related to trafficking in the reports provided. In April of 2013 a CETF task force used the Hilton Hotel Bellevue to operate a sting operation based on information they developed from Backpage. This operation yielded arrests for prostitution and promoting travel for prostitution. All arrestees were adults and declined advocacy support. There was no investigation for trafficking indicated in the reports.

The remainder of the reports requested for Hotel Bellevue and four additional locations including the Coast Bellevue, Red Lion Bellevue, Silver Cloud Eastgate and Sheraton Bellevue were not provided due to a backlog in the Bellevue Police records department. The estimated date of completion for the fulfillment of the entire request is September of 2014.

Seattle Police Department provided all CADS requested for the Mayflower Park Hotel, the Fairmont Olympic, the Silver Cloud on Broadway, Hotel Andra, The Inn at the Market, The Arctic Club Seattle, and the Best Western Plus Seattle. The information provided covered the time period from June 2012 to January 2014 for all locations. The reviewing team found no record of hoteliers contacting police for trafficking related complaints during this time period.

The King County Sheriff Department provided all CADS requested for the following locations in SeaTac: Coast Gateway Hotel, Clarion Hotel, and the Seatac Inn. The reviewing team found no reports from hoteliers related to trafficking during the period examined, June 2012 to January 2014.

No apparent change in reporting patterns was indicated, based on incident reports and CADS, from representative trained agencies.

CAD Police Reports

Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
11200 SE 6th St. Bellevue	Jun-12	0	0							
	Jul-12	0	0							
	Aug-12	0	0							
	Sep-12	0	0							
	Oct-12	0	0							
	Nov-12	0	0							
	Dec-12	0	0							
	Jan-13	0	0							
	Feb-13	0	0							
	Mar-13									
	Apr-13									
	May-13									
	Jun-13									
	Jul-13									
	Aug-13									
	Sep-13									
	Oct-13									
	Nov-13									
	Dec-13									
Jan-14										

Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N	
300 112th Ave SE, Bellevue	Jun-12		0	0							
	Jul-12		0	0							
	Aug-12		0	0							
	Sep-12		0	0							
	Oct-12		0	0							
	Nov-12		0	0							
	Dec-12		0	0							
	Jan-13		0	0							
	Feb-13		0	0							
	Mar-13		0	0							
	Apr-13	WA0170200		1							
						Prostitution	CETF Task Force/Backpage	Adult	Y	Y	Declined
				2		Promoting Travel for Prost	CETF Task Force/Backpage	Adult	Y	N	N/A
	May-13		0	0							
	Jun-13		0	0							
	Jul-13		0	0							
	Aug-13		0	0							
	Sep-13		0	0							
	Oct-13		0	0							
	Nov-13		0	0							
Dec-13		0	0								
Jan-14		0	0								
Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N	
18415 International Blvd, Seattle	Jun-12		0	0							
	Jul-12		0	0							
	Aug-12		0	0							
	Sep-12		0	0							

	Oct-12		0	0						
	Nov-12		0	0						
	Dec-12		0	0						
	Jan-13		0	0						
	Feb-13		0	0						
	Mar-13		0	0						
	Apr-13		0	0						
	May-13		0	0						
	Jun-13		0	0						
	Jul-13		0	0						
	Aug-13		0	0						
	Sep-13		0	0						
	Oct-13		0	0						
	Nov-13		0	0						
	Dec-13		0	0						
	Jan-14		0	0						
Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
17801 Internation Blvd. Sea Tac	Jun-12		0	0						
	Jul-12		0	0						
	Aug-12		0	0						
	Sep-12		0	0						
	Oct-12		0	0						
	Nov-12		0	0						
	Dec-12		0	0						
	Jan-13		0	0						
	Feb-13		0	0						
	Mar-13		0	0						
	Apr-13		0	0						
	May-13		0	0						
	Jun-13		0	0						
	Jul-13		0	0						
	Aug-13		0	0						
	Sep-13		0	0						
	Oct-13		0	0						
	Nov-13		0	0						
	Dec-13		0	0						

Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
	Jan-14		0	0						
17108 International Blvd	Jun-12	0	0	0						
	Jul-12	0	0	0						
	Aug-12	0	0	0						
	Sep-12	0	0	0						
	Oct-12	0	0	0						
	Nov-12	0	0	0						
	Dec-12	0	0	0						
	Jan-13	0	0	0						
	Feb-13	0	0	0						
	Mar-13	0	0	0						
	Apr-13	0	0	0						
	May-13	0	0	0						
	Jun-13	0	0	0						
	Jul-13	0	0	0						
	Aug-13	0	0	0						
	Sep-13	0	0	0						
	Oct-13	0	0	0						
	Nov-13	0	0	0						
	Dec-13	0	0	0						
	Jan-14	0	0	0						
Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
200 Taylor Ave. N, Seattle	Jun-12	0	0	0						
	Jul-12	0	0	0						
	Aug-12	0	0	0						
	Sep-12	0	0	0						
	Oct-12	0	0	0						
	Nov-12	0	0	0						
	Dec-12	0	0	0						
	Jan-13	0	0	0						
	Feb-13	0	0	0						
	Mar-13	0	0	0						
	Apr-13	0	0	0						
	May-13	0	0	0						
	Jun-13	0	0	0						

	Jul-13	0	0	0						
	Aug-13	0	0	0						
	Sep-13	0	0	0						
	Oct-13	0	0	0						
	Nov-13	0	0	0						
	Dec-13	0	0	0						
	Jan-14	0	0	0						
Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
700 3rd Ave., Seattle 98104	Jun-12	0	0	0						
	Jul-12	0	0	0						
	Aug-12	0	0	0						
	Sep-12	0	0	0						
	Oct-12	0	0	0						
	Nov-12	0	0	0						
	Dec-12	0	0	0						
	Jan-13	0	0	0						
	Feb-13	0	0	0						
	Mar-13	0	0	0						
	Apr-13	0	0	0						
	May-13	0	0	0						
	Jun-13	0	0	0						
	Jul-13	0	0	0						
	Aug-13	0	0	0						
	Sep-13	0	0	0						
	Oct-13	0	0	0						
	Nov-13	0	0	0						
	Dec-13	0	0	0						
Jan-14	0	0	0							
Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
86 Pine St., Seattle 98117	Jun-12	0	0	0						
	Jul-12	0	0	0						
	Aug-12	0	0	0						
	Sep-12	0	0	0						
	Oct-12	0	0	0						

	Nov-12	0	0	0							
	Dec-12	0	0	0							
	Jan-13	0	0	0							
	Feb-13	0	0	0							
	Mar-13	0	0	0							
	Apr-13	0	0	0							
	May-13	0	0	0							
	Jun-13	0	0	0							
	Jul-13	0	0	0							
	Aug-13	0	0	0							
	Sep-13	0	0	0							
	Oct-13	0	0	0							
	Nov-13	0	0	0							
	Dec-13	0	0	0							
	Jan-14	0	0	0							
Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N	
2000 4th Ave., Seattle 98121	Jun-12	0	0	0							
	Jul-12	0	0	0							
	Aug-12	0	0	0							
	Sep-12	0	0	0							
	Oct-12	0	0	0							
	Nov-12	0	0	0							
	Dec-12	0	0	0							
	Jan-13	0	0	0							
	Feb-13	0	0	0							
	Mar-13	0	0	0							
	Apr-13	0	0	0							
	May-13	0	0	0							
	Jun-13	0	0	0							
	Jul-13	0	0	0							
	Aug-13	0	0	0							
	Sep-13	0	0	0							
	Oct-13	0	0	0							
		Nov-13	0	0	0						
		Dec-13	0	0	0						
	Jan-14	0	0	0							

Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
1100 Broadway, Seattle 98122	Jun-12	0	0	0						
	Jul-12	0	0	0						
	Aug-12	0	0	0						
	Sep-12	0	0	0						
	Oct-12	0	0	0						
	Nov-12	0	0	0						
	Dec-12	0	0	0						
	Jan-13	0	0	0						
	Feb-13	0	0	0						
	Mar-13	0	0	0						
	Apr-13	0	0	0						
	May-13	0	0	0						
	Jun-13	0	0	0						
	Jul-13	0	0	0						
	Aug-13	0	0	0						
	Sep-13	0	0	0						
	Oct-13	0	0	0						
	Nov-13	0	0	0						
	Dec-13	0	0	0						
Jan-14	0	0	0							
Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
411 University St., Seattle 98101	Jun-12	0	0	0						
	Jul-12	0	0	0						
	Aug-12	0	0	0						
	Sep-12	0	0	0						
	Oct-12	0	0	0						
	Nov-12	0	0	0						
	Dec-12	0	0	0						
	Jan-13	0	0	0						
	Feb-13	0	0	0						
	Mar-13	0	0	0						
	Apr-13	0	0	0						
	May-13	0	0	0						
	Jun-13	0	0	0						
	Jul-13	0	0	0						

Hotel	Date	Case #	Incident Report	CAD	Call Design	Origin	Adult/Juve	Arrest Y/N	Advocacy Services Offered	Advocacy Services Accepted Y/N
	Aug-13	0	0	0						
	Sep-13	0	0	0						
	Oct-13	0	0	0						
	Nov-13	0	0	0						
	Dec-13	0	0	0						
	Jan-14	0	0	0						
	Jun-12	0	0	0						
Jul-12	0	0	0							
Aug-12	0	0	0							
Sep-12	0	0	0							
Oct-12	0	0	0							
Nov-12	0	0	0							
Dec-12	0	0	0							
Jan-13	0	0	0							
Feb-13	0	0	0							
Mar-13	0	0	0							
Apr-13	0	0	0							
May-13	0	0	0							
Jun-13	0	0	0							
Jul-13	0	0	0							
Aug-13	0	0	0							
Sep-13	0	0	0							
Oct-13	0	0	0							
Nov-13	0	0	0							
Dec-13	0	0	0							
Jan-14	0	0	0							

Appendix 5: Literature Review

In March of 2014 the Urban Institute (UI) released a research report *Estimating the Size and Structure of the Underground Commercial Sex Economy in Eight Major US Cities* including Seattle (Dank et al., 2014). The report mentions Seattle involvement in two major circuits (i.e. Intrastate: including Everett, Tacoma and Seattle, and Interstate: including Portland, San Francisco and Las Vegas) linking organized crime (e.g. trafficking, gangs, weapons and drugs). The findings of this study suggest that sex traffickers traveling these circuits have increasing rates of gang affiliations or direct gang involvement, and are increasingly collaborative in business interactions of the Underground Commercial Sex Economy (UCSE). Other recent trends in UCSE include increases in social networking and greater diversity in employed positions (e.g. nannies, secretaries, and drivers) that facilitate human trafficking operations allowing greater control and less detection by law enforcement (Dank et al., 2014).

Social networking has created other trends including a shift from street-working girls to online commercialization that increase the difficulty of identifying, reporting and investigating human trafficking. Trafficking victims are identified by community members, neighbors and coworkers as well as law enforcement, task forces, trafficked workers accessing public services, and ongoing investigations (Logan, 2009, p.19).

Wolak, Mitchell and Finkelhor (2011) surveyed a nationally representative sample of law enforcement agencies regarding internet sexual exploitation of children and followed up using task force investigator interviews partially to “understand how these cases emerged and were handled in a diverse group of agencies” (p.2). The number of agencies interviewed was narrowed by the study’s criteria: 1) technology facilitated sex offenses, 2) involving victims under 18, 3) ending in arrests during 2009. Proactive undercover investigations employed methods such as: 1) posing as child pornography consumers or distributors, 2) assuming the identities of known victims, and 3) posing as entities with access to potential victims (Wolak et al., 2011).

In January of 2008 federally funded task forces began entering data in the Human Trafficking Reporting System (HTRS) to measure task force performance and define the characteristics of investigations. Since that time the Bureau of Justice Statistics (BJS) has published two reports (Banks & Kyckelhahn, 2011; Kyckelhahn, Beck, & Cohen, 2009).

The BJS report of Kyckelhahn, Beck and Cohen (2009) shows that of the 1,229 alleged human trafficking incidents reported for 2007-2008 (83% sex trafficking and 12% labor trafficking) a small subset (9%) of the incidents were confirmed (pp.1-2). Charges filed (n=140) against the human trafficking suspects provided sentencing information (n=45) that led to incarceration sentencing (n=16) of less than one year, time served, or probation, sentences (n=29) of more than one year, and sentences (n=5) of ten years or more (Kyckelhahn, Beck, & Cohen, 2009, p.10).

The BJS report of Banks and Kyckelhahn (2011) shows that of the 2,515 alleged human trafficking incidents reported for 2008-2010 (82.1% sex trafficking and 13.9% labor trafficking) a large subset (39%) were still pending at the end of the study period (p.5) with approximately one-third of human trafficking investigations, lasting one year or more, confirmed (p.8). Banks and Kyckelhahn (2011) provide arrest information on sex trafficking suspects (n=139) and labor trafficking suspects (n=5) without mentioning conviction rates or sentencing lengths (p.9).

Both of the BJS reports mention that task forces enter information in the HTRS for potential trafficking cases consuming an hour or more of investigation time. Banks and Kyckelhahn (2011) stated that a designated reporter within each task force is responsible for monthly updates on new activity. Northeastern University (NEU) and UI give training and technical assistance to task force agencies and follow-up immersion training but quality of reporting is variable in completeness and consistency among task forces relying heavily on local investigative agencies (Banks & Kyckelhahn, 2011, p.10). The volume of HTRS new case data collection has dropped from the beginning of the first BJS report (>250 suspected cases/quarter) in 2008 to the end of the second BJS report (<150 suspected cases/quarter) in 2010 (Banks & Kyckelhahn, 2011, p.11).

The Trafficking Victims Protection Act (TVPA) has had minimal impact and only a few hundred prosecutions since its inception with most traffickers and their victim's undiscovered (Wheaton, Schauer & Galli, 2010, p.126).

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