HUMAN TRAFFICKING CALLS  
TO 9-1-1 CENTERS

Recommended Training for Public Safety Dispatchers and Call Takers  
who Respond to Calls of Human Trafficking

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Human trafficking exists in the United States, and can be considered Modern Day Slavery. Worldwide, it is a $150 billion criminal industry and it is found in every state of the United States. As many as 300,000 children in the United States are at risk for sexual exploitation on a yearly basis.

Law enforcement officers may encounter a human trafficking operation during the course of their duties: during a traffic stop, during a police raid, or even through a walk-in complaint. These situations often lead to the rescue of a human trafficking victim. Public Safety Answering Points (PSAP) are often on the front line when a new human trafficking telephone call comes in to a police department. If call takers and dispatchers are not properly trained in what human trafficking is, an opportunity to rescue a trafficking victim might be lost.

The National Emergency Communications Institute and the Human Trafficking Training Institute, recommend the following topics be taught at PSAPs:

- Defining the problem of human trafficking in the United States
- Practical exercises on how call takers should handle domestic servitude, forced labor, and sex trafficking calls
- Understanding what is domestic servitude, forced labor, and sex trafficking
- What is the Trafficking Victims Protection Act of 2000
- What are the responsibilities of federal and state agencies who protect victims or prosecute traffickers
- What are the protections and benefits for victims of human trafficking
- What are the trends and issues of human trafficking in the United States
- What are indicators and red flags of human trafficking
- What are questions call takers could ask when assessing whether a caller is a human trafficking victim

Effective policing on the street is supported with well-trained and qualified supporting personnel in the police department. Training 9-1-1 Operators on what human trafficking is will increase rescues of victims of trafficking and lead to the arrest and prosecution of human traffickers.

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