



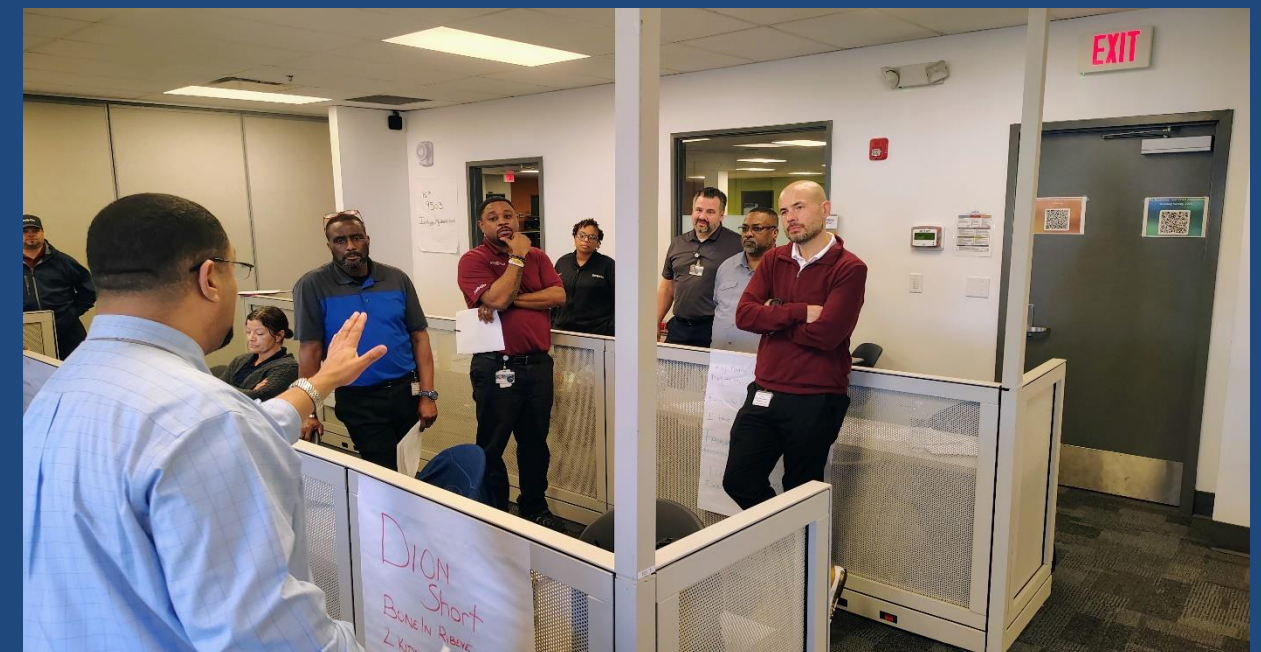
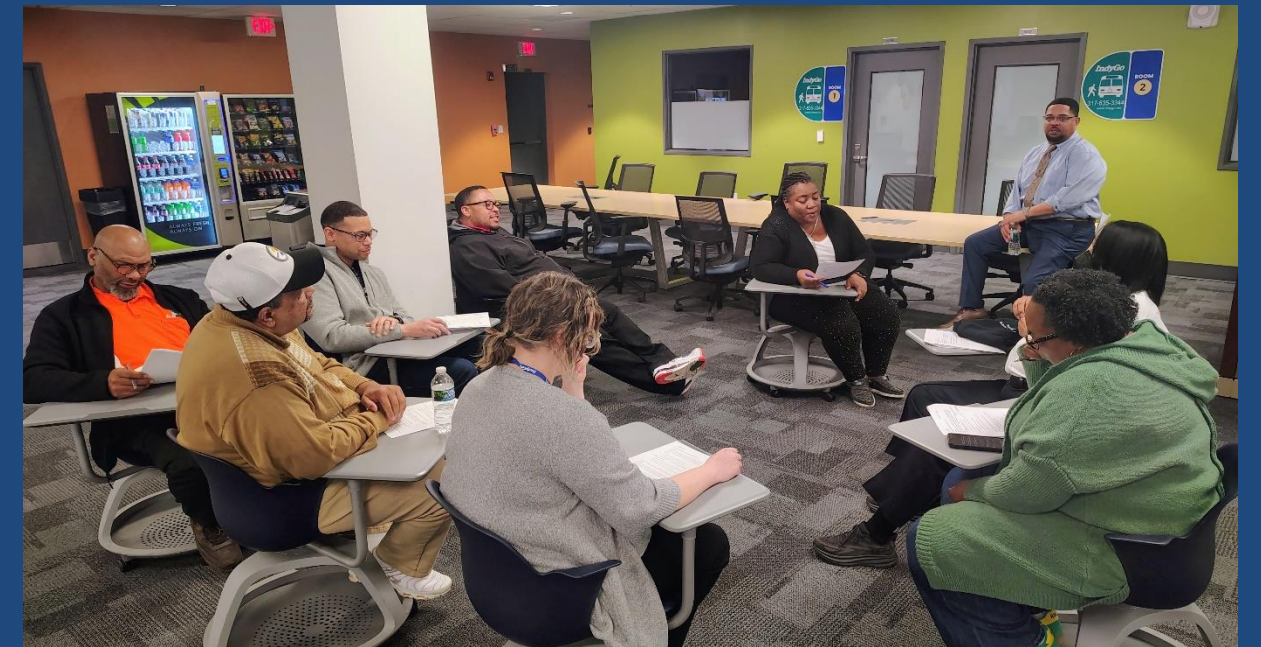
Crisis Awareness/De- Escalation Training

FEB 25- 27th & MARCH 11-13th, 2025

Presented by Brian Clem Director of
Risk and Safety (CSO)(TSSP)

April 10, 2025

My favorite thing to do is Breathe.



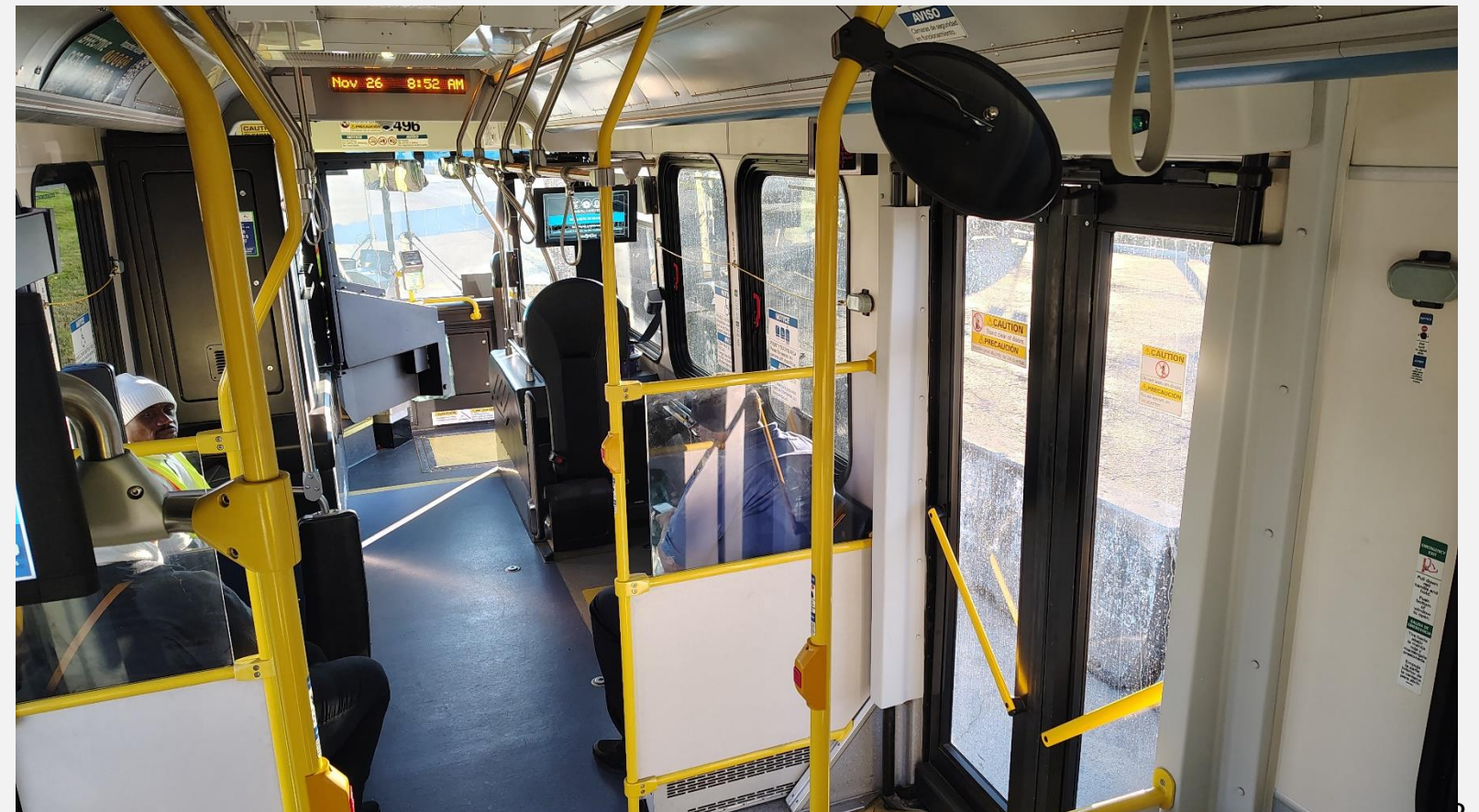
The Training Objective

- **Develop a comprehensive understanding of mental health within public transit. To recognize crisis behaviors and respond safely, professionally, and effectively.**



Course Description

- Partnership with Insight Strategies and Instructor Curtis Boyd.
- Understanding personal triggers.
- Focus on recognizing crisis and de-escalation through active listening, build trust, and empathy.
- Increase situational awareness for safety.



5 Stages in Changing Behavior in Crisis and De-escalation

Establish

Safety

Don't rush the process, Breath!

Build

Rapport & Trust

Give space and good customer service!

**Identify &
Validate**

Emotions

Put yourself in their position!

Redirect

Focus on solutions

Do not take it personally!

**Follow
through**

Positive Reinforcement

The end goal is to go home!



Video - Two riders' conflict on the bus scenario 1

TV
MA



INDYGO 5e

Employee Feedback

132 employees attended from management and Local ATU-1070

- **The presenter made me feel comfortable communicating freely and honestly** **Average 4.9 out of 5**
- **Were the scenarios and role-playing exercises helpful?** **Average 4.7 out of 5**
- **How relevant was the material to your job responsibilities?** **Average 4.7 out of 5**
 - Personal Triggers
 - Observing but not absorbing
 - Remember that everyone is dealing with something
 - Active listening
 - Breathe before responding
 - ***My safety is more important than my personality***

IndyGo's Training Academy

Quoted from Tim Cox, Director of Training

IMPACTFUL!

- De-escalation continues to be a top focus. All operators receive a form of this training.
- 2 hours of de-escalation training continue. Exceeds the FTA's PTASP safety requirement.
- Training focuses on real IndyGo operator events from camera footage.
- Identifying employee triggers and how to respond with intent.
- This year's operator In-service includes instructor-led scenarios.

Influence Vs Control

*IndyGo*SM

THANK YOU
QUESTIONS?

Take a Deep Breath here!



**This essential training protects
our employees and passengers**

INDYGO 50+