

Inquiry on Defense Tactic Policies for Road Supervisors

Information compiled on December 16, 2008

The Question: Do you train your road supervisors in defense tactics (to be used when confronted by unruly passengers)? If so, what training program do you use? Do you allow or provide your road supervisors with any defensive weapons (zip restraints, pepper spray)

Ben Franklin Transit says...We do not train the supervisors in defensive tactics or allow them to carry defensive weapons. They are trained not to escalate situations, and call dispatch for police if needed.

Clallam Transit says...CTS does not provide defensive training and we do not allow defensive weapons.

Columbia County Public Transportation says...CCPT does not teach defense tactics and has not ever dealt with this issue.

Community Transit says...No, to all of the questions.

CUBS says....CUBS does not have a defense tactics training program. I did come over from the Longview Police Department where we conducted such training on a regular basis. You might want to check with your local department to see if they have or could tailor a program to your needs. CUBS employees do not carry defensive weapons of any kind. I suspect these systems, to include pepper spray, would most likely require a training and qualification program.

Everett Transit says...Other than verbally diffusing a situation, we do not provide self defense training or allow our supervisors to carry any time of "weapon," including pepper spray.

Intercity Transit says...We have not provided our supervisors with any type of defensive tactics. It has never been an issue before. We call the police if restraints or anything that serious arises.

Island Transit says...Here at Island Transit we do not but I would be interested in what other systems do in regards to this.

Jefferson Transit says....No. We use the local police for assistance if needed. However, we did train all our drivers in basic self-defense from the bus seat in the event of an attack by a passenger. It wasn't cheap; however, everyone was very impressed with the training and felt it was beneficial. I would be happy to supply the name of the company if anyone would like it.

Link Transit says...It has been awhile since defensive tactics training was offered, but yes we do. We provide this training to our supervisors and drivers alike. We brought in an individual who specialized in defensive tactics for self protection. We train our drivers to be non-confrontational, but provide strategies they can use if physically assaulted. No, we do not permit defensive weapons (pepper spray, etc) to be used by our supervisors.

Mason Transit says... No defense tactics training provided to our Road Supervisor, nor do we provide any defensive weapons.

Pacific Transit says... We don't have road supervisors, therefore, no training.

Pullman Transit says...No; we don't offer any defense training. No, operators are not permitted to carry any weapons.

Skagit Transit says...No we have not trained our supervisors in defense tactics. They call 911 to handle any emergencies.

Twin Transit says....Twin Transit does not have road supervisors, but this question would definitely apply to our drivers. We use the "Dealing with Difficult People" training module by Strategies Training Systems for new-hires and refresher training. This program focuses primarily on verbal de-escalation techniques. We purposefully do not train our drivers in physical self defense techniques, because we feel that this may instill a sense of over confidence and without more extensive and repetitive training than we are able to provide, these techniques can back-fire and actually place the driver in more danger if not used correctly. Twin Transit does have a "hands-off" written policy, except in case of extreme emergency. We do not provide or allow drivers to carry pepper spray, etc. We do have an emergency radio-code system, whereby drivers can ask for immediate emergency law-enforcement back up. This system has been tested and works well.