



Safety in the City

Coping Skills in the Community

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Learning Objectives

- Review coping strategies to use when feeling angry, upset or frustrated in the community.
- Look at recent advancements in transit technology to support safety and efficiency.
- Review proactive strategies to prepare for travel on public transit.
- Explore the 4Ds of Bystander Intervention.

What is Travel Training

- Travel Training is short term, intensive, one-to-one instruction designed to teach people to travel safely and independently on public transportation.
- While many things have stayed constant over the past 11 years, there have been significant changes to public transit to make it easier for commuters.

Virtual Pre-Travel Training

- Curriculum based training on Zoom/Teams to prepare for travel training in the community.
 - Bus and Subway Sign Review
 - Problem Solving
 - Traveling with Strangers
 - Coping Skills

Coping Skills in the Community



Have you ever been frustrated or angry while traveling?



Discussion: Is it okay to feel angry or frustrated?



How does it look if someone starts yelling?



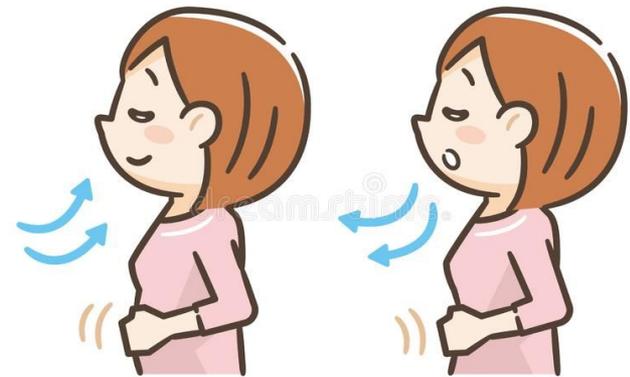
What are unsafe ways of dealing with frustration or anger while traveling?



What are safe ways of coping with anger or frustration while traveling?



What are safe ways of coping with anger or frustration while traveling?



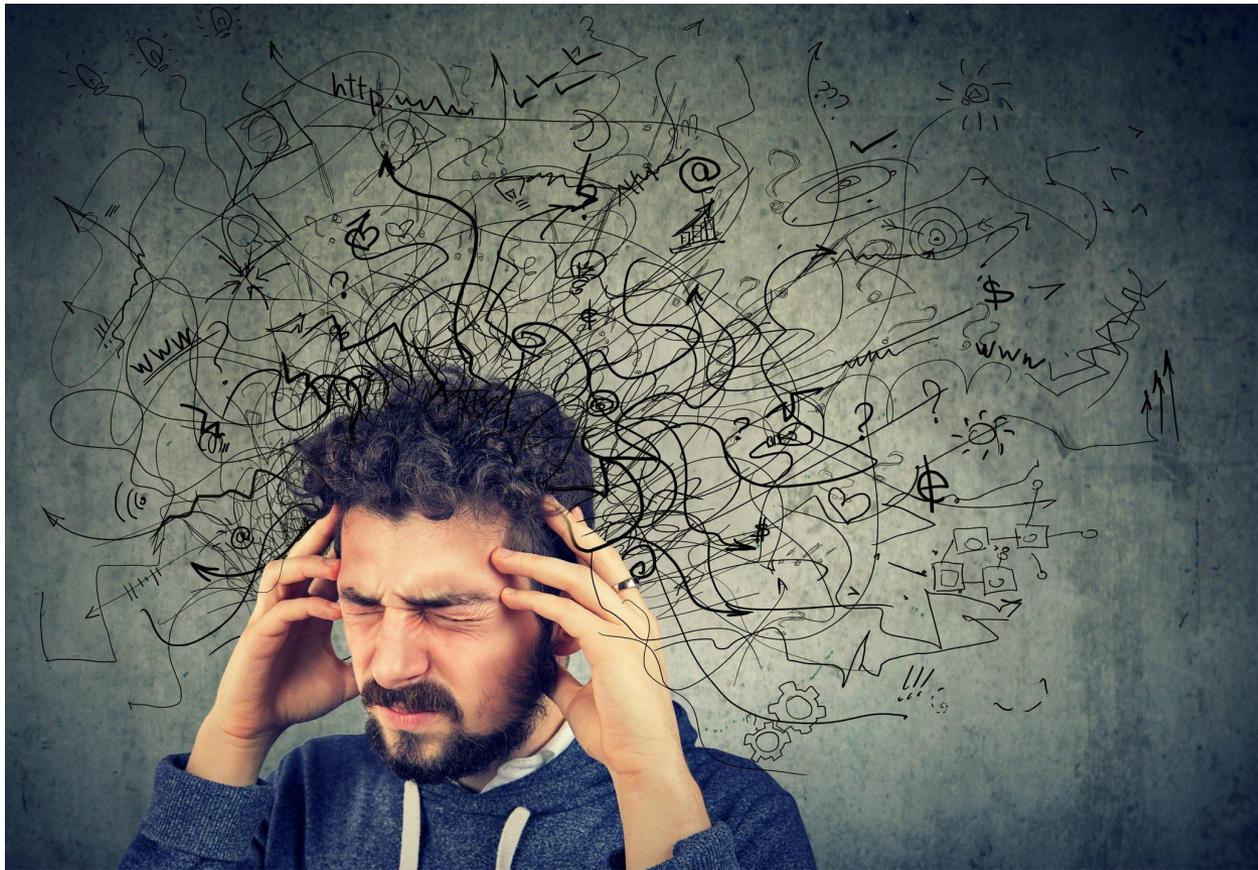
Recognizing when you're angry or frustrated is important



What helps you to feel better when you're feeling angry?



What helps you feel better when you're frustrated?



Let's Practice!



Transit Safety- OMNY Card

- The new OMNY card has completely changed the way people access the subway and bus system.
- You can use your own contactless credit, debit, or reloadable prepaid card, as well as digital wallets on your smartphone or smartwatch watch. Just tap it at an OMNY reader and go!

OMNY Card



Countdown Clocks



Subway Safety

- To be extra cautious, you can wait outside the train station.
 - Wait near the turnstiles or at the bottom of the stairs and watch the countdown clock until the train arrives.
 - Use the MY MTA app to check the train times before entering the station.

Subway Safety

- Stand behind the yellow tactile warning strip and against the wall if possible.
- Position yourself near a countdown clock to check the train status without leaning over.



Subway Safety

- Locate the conductors board and enter in this car.
- The conductor will be there for support with directions, extra assistance, or in an emergency situation.



Subway Safety

- Thefts from sleeping passengers make up 25% of all major subway crime. Remain alert and stay awake on the subways to reduce the opportunity for criminals.



Subway Safety Video



Don't Pull the Emergency Brake!

- The emergency brake should only be pulled when "*the motion of the subway presents imminent danger to life and limb."

*Metropolitan Transit Authority



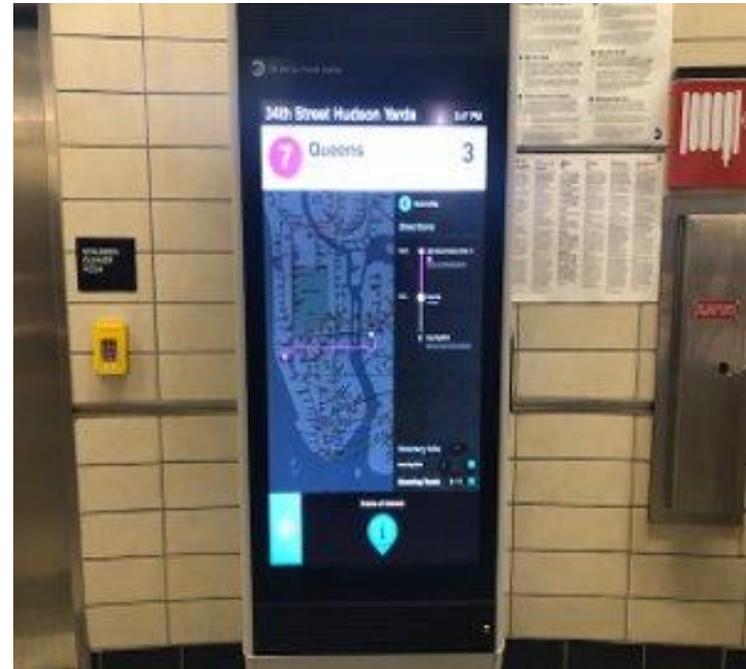
Help Point Communication System

- **Green Information Button** allows riders to speak to a transit agent regarding service information.
- **Red Emergency Button** allows riders access to emergency support in urgent situations.



Interactive Subway Map

- Use this map to access information regarding directions, routes and real time service alerts.



Bus Safety

- Check bus arrival times using Google maps or MTA Bus time before leaving the area.
- Take note of the number of passengers on the bus.
 - If you don't like crowds adjust your route if possible.
- Sit towards the front of the bus.

Prepare for Safety

- Ensure your cell phone is fully charged before leaving home.
- Keep headphones/earbuds on or easily accessible.
- Look at train/bus times early and adjust your schedule if needed (know yourself).
- Use location apps such as Find Family & Friends.

Prepare Yourself

- Ensure you are in a good emotional state. If you need, take a moment to clear your mind. This will improve your sense of awareness.
- Think twice before saying something to a community member. The pandemic has added a layer of tension and emotion that we have never experienced.

Personal Protective Equipment

It's a new thing
but a **YOU** thing!



4Ds of Bystander Intervention

- These practical steps can be used by bystanders to de-escalate situations of harassment in the community.

*Content adapted by American Friends Service Committee

Distract

- Distraction is a subtle way to intervene. Distract with something unrelated to what's currently happening.
 - Ask for directions, spill your drink "accidentally"

Delegate

- Keep yourself safe and assess the surroundings. Are there others nearby who can also support?
- Bring in a 3rd party to help, someone with perceived authority such as a bus driver or conductor.

Direct

- Respond directly to the aggressor or physically intervene if necessary. Be confident, assertive, and calm.

****We do not recommend this step. Responding directly to the aggressor could escalate the situation and put you at immediate risk.****

Delay

- If you can't intervene at the moment, check in with the person being harassed afterward and offer support.
 - Is there anything I can do?" "Is there someone we can call for you?"

When in Doubt, Ask for Support

- Navigating public transit in New York City can be challenging. It's okay to ask for support when needed.

Stay Safe!