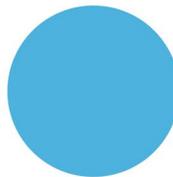


Executive Director Report

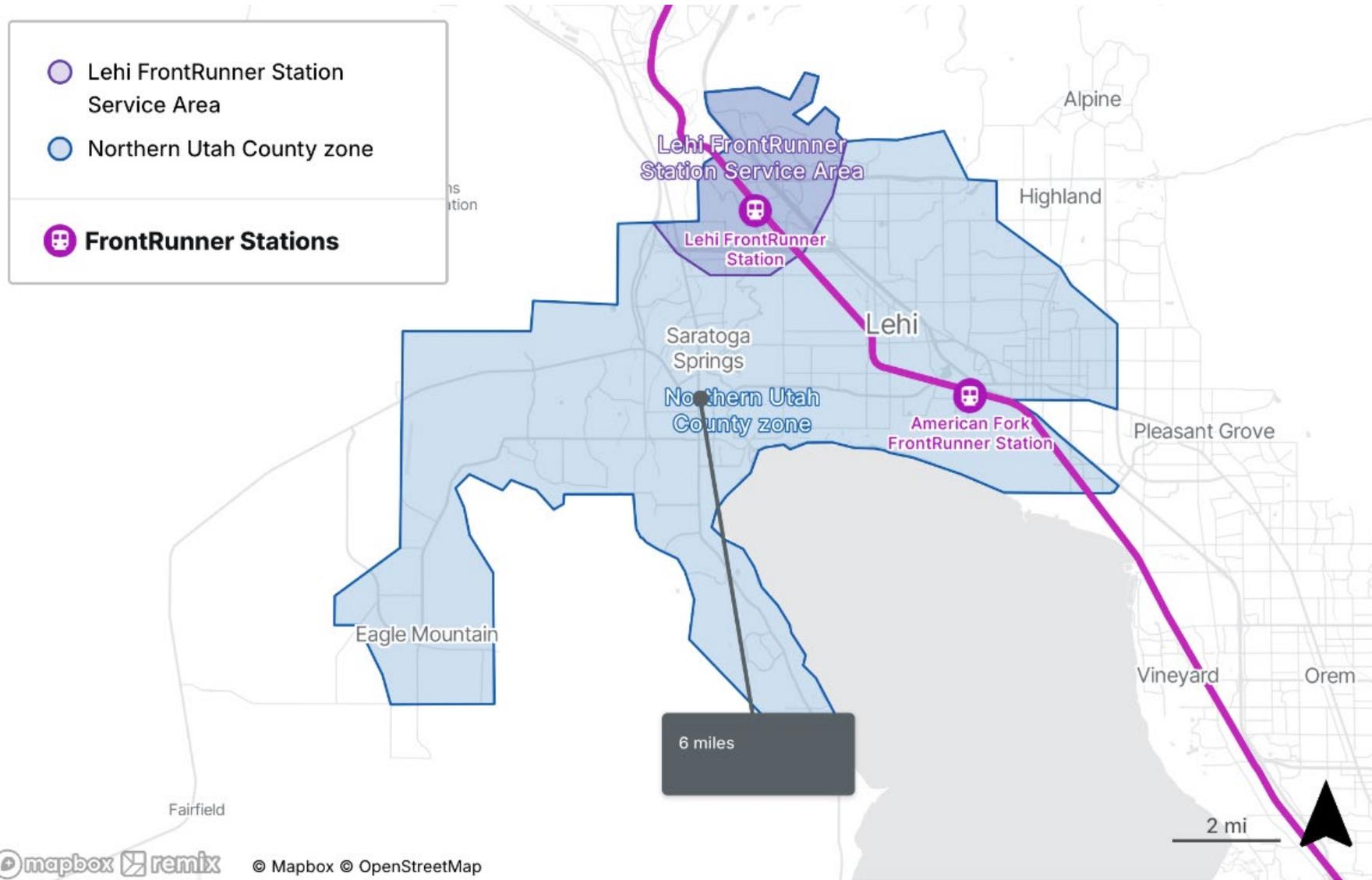
- Utah County Commission Meeting
- Continuous Improvement Excellence Award: Operator De-Escalation Training



Utah County Commission Meeting



Northern Utah County IMZ



Continuous Improvement Excellence Award: Operator De-Escalation Training



UTA 

CI

EXCELLENCE

AWARD





SALT LAKE

Service Unit

SALT LAKE SERVICE UNIT

ASSAULT AWARENESS AND PREVENTION FOR TRANSIT OPERATORS

2024

AWARENESS - EMOTIONS AND BEHAVIOR

Emotions increase

| | | | |
|--|---|--|--|
| | | | Hostility |
| Confusion | Frustration | Blame | Anger |
| <ul style="list-style-type: none"> ▪ Bewildered or distracted ▪ Unsure or uncertain of the next course of action | <ul style="list-style-type: none"> ▪ Impatient and reactive ▪ Resists information you are giving ▪ May try to bait you | <ul style="list-style-type: none"> ▪ Places responsibility on everyone else ▪ May place blame on you ▪ Accuse you or hold you responsible ▪ Find fault with others | <ul style="list-style-type: none"> ▪ Visible change in body posture ▪ Threatening actions (pounding fists, pointing fingers, shouting, screaming) ▪ VERY RISKY BEHAVIOR! |
| | | | <ul style="list-style-type: none"> ▪ Physical actions or threats appear imminent ▪ Out-of-control behavior (person has "crossed the line") ▪ Immediate danger of physical harm or property damage |

22

30%

monthly reductions in assaults

640

employees trained