

Getaway

Concept Document V4

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Instructional Context

The criminal activity of human trafficking, which primarily victimizes women and children for purposes of sexual and labor exploitation (U.S. Customs and Border Protection, 2020), has been on the rise in Florida. The Sunshine State ranks third in the nation in reported cases (National Human Trafficking Hotline, n.d.). Due to tourism's large economic footprint, Florida hotels and motels have unwittingly become venues for trafficking events and have become attractive locations given their accessibility, privacy and anonymity (U.S. Department of Homeland Security, n.d.).

Accordingly, providing training and awareness of this issue to a large, predominantly female hotel & motel industry workforce that employs more than 1.6M people nationwide (IBIS World, 2020; Data USA, n.d.) presents its challenges yet deserves special attention.

Getaway is a game-based simulation that introduces this sensitive topic using an evidence-based experiential learning method (Jonassen, 2011) that is informative, engaging, and relevant to the target population: hotel industry employees in direct or indirect customer-facing roles. Given a series of fast-paced, context-rich game-based scenarios depicting day-to-day operations in a mid-level hotel, learners will be able to spot at least 80% of the indicators of human trafficking from each level of the simulation and construct a well-reasoned fact pattern of reasonable suspicion that is sufficient to report to the appropriate authorities.

Learners will be expected to access and complete this game during company time within a specified timeframe and will be provided post-game opportunities to (1) assess their knowledge and understanding of the topic and expected action, (2) receive feedback on their experience, and (3) reflect on the experience and its implications in real life.

The instructional setting is a Web-based game that will be played at the employee's work site as part of the awareness programs of each business. New hires will be required to play this game as part of their onboarding process, although annual training for the existing workforce is also recommended.

High Concept

Not every guest in this hotel is a welcome one. Look closer. Speak out.

Theme

No hotel can accomplish its customer service mission without the shared understanding that everyone working there is part of a team. In the same way, recognizing the warning signs of human trafficking and communicating about suspicious activity also takes an entire team's efforts. *Getaway* aims to show the player that regardless of their role or job description, they just might save someone's life if they know what signs to look for.

Features

Our immersive vision for *Getaway* is accomplished by a committed embrace of the Full Motion Video (FMV) format as the primary driver of the action. The following list highlights the unique features built into the game:

- Fully immersive atmosphere with high-quality video and ambient audio builds a realistic hotel environment for gameplay.
- Dynamic settings that capture primary hotspots of hotels, allowing players to explore and interact with a variety of locations throughout gameplay

- Expansive storylines that overlap and impact multiple character perspectives.
Storylines include three separate scenarios focused on three cases of human trafficking.
- Decision-based events and reactions that shaped by player input and affect the overall story, leading to multiple endings.
- Time-based gameplay forces players to react and make decisions quickly, similar to reality.
- Five playable characters with unique observational aptitudes related to their job experience, including a front desk clerk, a waiter, a housekeeper, a security guard, and a hotel manager.
- Mental snapshot ability allows players to capture in-game experiences as evidence for later review.
- In-game smartphone mode lets players access apps tailored to each character.
- Running proximity score indicates probability of catching likely trafficking culprits during in-progress scenarios.

Pedagogical Foundations

This educational game is designed for the hospitality industry and, as such, will require a great deal of specificity in terms of the environment, educational stimuli, and opportunities for action. In order to properly educate hospitality staff, it is imperative that these elements remain closely aligned between the game and reality. Therefore, the pedagogical foundation utilized in this instructional game is David H. Jonassen's model for **strategic problem solving** (Jonassen,

2011). This model provides the proper framework to present realistic situations to the learner and simulate the appropriate environmental and situational cues associated with our learning goals.

The model will be used as follows:

1. **Present simulation of typical and atypical cases** - Throughout every game level the player will be provided opportunities to observe hotel guests' behaviors and categorize them as either "typical" (i.e., normally-accepted actions within a hotel environment, which can be dismissed) or "atypical" (i.e., suspicious activity that will demand closer attention and analysis to be reported as a "red flag").
2. **Recognize key components (relevant cues, plausible goals, and expectations)** -- In *Getaway*, atypical scenarios carry relevant cues as red-flag signs to be immediately acted upon by the player once appearing on scene. Plausible goals consist of collecting at least 8 out of 10 relevant cues per level, and expectations revolve around the player being able to gather the correct cues in sync with red-flag signs learned throughout their human trafficking training.
3. **Discriminate typical and atypical situations** - After the collection of relevant cues in each level in sync with plausible goals and expectations occurs, each player will be provided time to evaluate and submit as red flags the evidence collected in that level. While some evidence will be noticeable, other evidence will require close analysis before being classified as typical or atypical.
4. **Take action based on nature of situation** - Once the player has determined that a relevant cue is atypical and suspicious, submitting as red-flag evidence using the tools

- provided for this will be expected while discarding anything considered typical guest behavior.
5. **Provide feedback** - Once the game ends as either won or lost, every player would receive feedback associated with their game performance and the number of red flags submitted and unsubmitted. This will allow the opportunity to solidify learning, clarify doubts, and achieve learning objectives.
 6. **Reflect on actions** - The seriousness and severity of this topic in real life demands time for learners to reflect on their performance and the real-life implications of such a problem in the day-to-day scenarios to be encountered after training. This step will definitely prove useful in learning consolidation and help learners own their individual and shared responsibility to detect and report similar scenarios throughout the course of their daily work.

As shown, this model allows the learner to experience typical and atypical cases through the form of various hotel guests, gather information in a way that is similar to the job environment, use the information to draw conclusions, act on those conclusions, and finally learn from the course of action taken. In this way, the learner is afforded a “safe” environment to practice the skills necessary to recognize and act appropriately when handling potential cases of human trafficking. In doing so, the educational environment is suitably aligned to the realistic hospitality environment.

Story: Characters

Due to the number of playable characters in this game, many characters will fulfill similar archetypes. The playable characters all fulfill the “hero of their own story” in their

specific level, and as such, five unique heroes will be represented in the game. The player will encounter the other heroes throughout each level, demonstrating the relationships between each playable character and also with their specific environment.

This game also offers a number of non-playable characters (NPCs). One NPC is the designated antagonist of the game, though other NPCs may distract the player as the shifter archetype.

Playable Characters



Figure 1. Sarah Bellinger, the front-desk clerk.

Sarah Bellinger

Level 1 Hero

Sarah Bellinger (**Figure 1**) is one of the five playable heroes in the game. Sarah works as a front-desk clerk at the hotel. An Asian-American woman in her late twenties, she has been employed by the hotel for five years. Sarah was born and raised in Manhattan, New York, but she moved to Florida to pursue a career in the bustling hospitality industry after graduating with a degree in hospitality. Diplomatic, composed, and detail-oriented, she is driven by her dream and hopes to one day run her own chain of hotels.

Despite moving to Florida, Sarah retains her New York accent, which is a popular topic of conversation with guests. She prefers to dress in business professional attire, believing in the old adage “Dress for the job you want.” Sarah enjoys interacting with guests and has a close relationship with her manager, Janette. The two can often be found chatting at the front desk, and they attend a weekly wine and cheese night on Fridays.



Janette Harris

Mentor/Level 5 Hero

Janette Harris (**Figure 2**) is one of the five playable heroes in the game. Janette is the hotel manager. In her late forties, she's worked in the hospitality industry her entire career and enjoys the role of manager—a role she's carried over from

Figure 2. Janette Harris, the manager.

college where she earned a basketball scholarship as a point guard and team captain. Because of this, she's established a close relationship with Sarah, who hopes to follow in her footsteps. Janette takes her job seriously and enforces an open-door policy with her employees. She's deeply concerned about the human trafficking reports in the area and personally ensures that all employees are reminded of the fact before every shift.

Janette is a Florida native born in Pensacola. She is black with a long black hair. As a manager, she wears suits or other business professional clothing. Though her demeanor is quite shy and reserved, she is unafraid to stick up for her employees and strives to always do the right thing. Despite being soft-spoken, Janette never lets that get in the way of customer service. She will never shy away from conversing with customers and likes to host trivia nights at the hotel and encourage guests to attend.

Throughout the game, Janette's personality shifts from a person of guidance to the one making the decisions. As she helps her employees out in each level, she gathers confidence to discern suspicious behavior from the mental snapshots gathered by her employees. Regardless of

her somewhat shy nature, Janette is ultimately the one to report any red flags to law enforcement in the final level of the game.

Brandon Fitzgerald

Level 2 Hero

Brandon Fitzgerald (**Figure 3**) is one of the five playable heroes in the game. Brandon works as a waiter in the Plaza Diner, the hotel restaurant. At twenty-one, Brandon is still in college, working



Figure 3. Brandon Fitzgerald, a waiter.

shifts to pay for his online classes. The hotel is close to school, making it easy to balance his work schedule with homework. Brandon enjoys the hustle and bustle of the hotel, the ebbs and flows of waiting tables, and the interactions with customers. He manned the counter in his parents' business as soon as he was tall enough to see over it. He is quick-witted and charming, using these traits to maximize tips from customers. Brandon doesn't see himself working in the hotel restaurant forever, but he enjoys the fast pace of the job.

Brandon has a secret crush on Sarah, the front-desk clerk. He enjoys stopping by the front desk on his breaks from the restaurant to talk to Sarah. He is pretty sure Janette has an idea of his feelings for Sarah, but he doesn't mind.

As the youngest playable character, Brandon is considered the most inexperienced of the group. His carefree nature and positive outlook make it hard for him to consider the evils of life, but the warnings of human trafficking have been a quick education on the dangers of the real world.

Brandon has white skin with short brown hair. He is tall and lanky at 6'2". He has no discernable accent when he speaks. As a waiter, his uniform includes a button-down shirt and tie.



Figure 4. Alice King, a housekeeper.

Alice King

Level 3 Hero

Alice King (**Figure 4**) is one of the five playable heroes in the game. Alice works as a housekeeper in the hotel. She enjoys her job's lack of interaction with guests, leaving her ample time to listen to her favorite tunes as she cleans rooms. Her favorite

bands include Queen, the Rolling Stones, and the Beatles.

Alice is a proud Texan woman in her mid-thirties. She is a mother of two and wears a locket that includes pictures of her children. She moved to Florida for school but enjoyed the beaches so much that she stayed after graduation. Alice's Texan accent is very subtle.

Although she is a housekeeper, Alice recognizes her importance in looking for signs of human trafficking. As a mother, she is especially empathetic towards victims of human trafficking and fears for her own children's safety.

Alice wears her dark hair tied back to keep it out of her face while working.

Derrick Hopkins

Level 4 Hero

Derrick Hopkins (**Figure 5**) is one of the five playable heroes in the game. Derrick is a middle-aged black security guard employed by



the hotel. The son of immigrants, Derrick is thankful for his life in the U.S. Though he did not envision working security in hotels, he is deeply passionate about his job and ensuring the safety of all guests.

Derrick's deep voice can come off as intimidating, but he has learned to handle his conversations so that people end up feeling safe with him. He likes the opportunities the job gives him to observe the finer details of people and human behavior and is frequently walking the property.

He considers himself close friends with many of his coworkers. He frequently stops by the Plaza Diner to check in with Brandon, acting as a father figure towards the young man. Derrick frequents Janette's trivia nights when he does not work the night shift.

Derrick has dark skin with a buzzcut. He often wears sunglasses, including indoors.

Non-Playable Characters (NPCs)

Greg Smith

Antagonist – Scenario 1

Greg Smith (**Figure 6**) is the antagonist of Scenario 1. Unbeknownst to the player, Greg is involved in human trafficking. Greg is a white man in his mid-forties. He fell into the human trafficking



Figure 6. Greg Smith, a human trafficker. NPC.

business for the financial opportunity and believes he cannot be caught. He dresses in business casual clothing, believing it makes him look less suspicious. He is travelling with Billy Smith,

his “son.” He is very self-centered and always hooked to his cellphone. Behind closed doors, Greg has zero compassion for his victims as he sees them as merchandise. When they do not follow his orders, he resorts to physical, mental, and emotional abuse; however, he is clever enough not to leave conspicuous marks when mistreating his victims—especially when stationed in a hotel or setting with strange people around. This makes detection of human trafficking a challenge many times—unless the trafficker is in a hurry and forgets a detail or two that end up becoming evidence against him.



Chris Wiseman

Antagonist – Scenario 1

Chris Wiseman (**Figure 7**) is Greg Smith’s client in the Scenario 1 case. He has been in communication with Greg and has arrived at the Getaway as a visitor for purposes of engaging in illegal sexual activity with Billy. Chris is a 36-year-old white male from Alpharetta, GA. His work as a database administrator is generally done from home and provides ample opportunities to collect child pornography and attempt contact with minors by means of social media. He fits the classic FBI child molester typology of an “introvert” (Lanning, 1992). His general difficulty in relating to people makes him reluctant to be seen publicly or engage with others in typical social interactions, and he will similarly attempt to keep a low profile at the hotel. Wiseman’s income allows him the ability to travel in order to satisfy his urge to engage in sex with minors, preferably male. He may try to befriend his victims with gifts or inducements of reciprocal

Figure 7. Chris Wiseman, a client of Greg Smith. NPC.

benefits in exchange for sexual favors, but these actions will seem as awkward as anything else he does when attempting to relate to people.

Chris dresses casually when at the hotel, often in a plain shirt, ball cap, and sunglasses. He has a thick Georgia accent.

Billy Smith

Victim – Scenario 1

Billy Smith (**Figure 8**) is a victim of human trafficking. At twelve years old, Billy is very quiet and does not make a lot of eye contact with the player. Billy is



Figure 8. Billy Smith, a human trafficking victim. NPC.

traveling with Greg Smith, his “father.” However, Billy was abducted just a few days ago while playing alone in his school’s playground in an urban neighborhood in Chicago, Illinois.

Unfortunately, Billy was drugged and transported to Orlando where Greg Smith received him in a “black market” business transaction the night before.

Billy is short with brown hair. He has very pale skin, but he does not appear physically harmed or malnourished. He requires the player’s assistance, though he does not directly interact with the player throughout the game.



George Kirby

Antagonist – Scenario 2

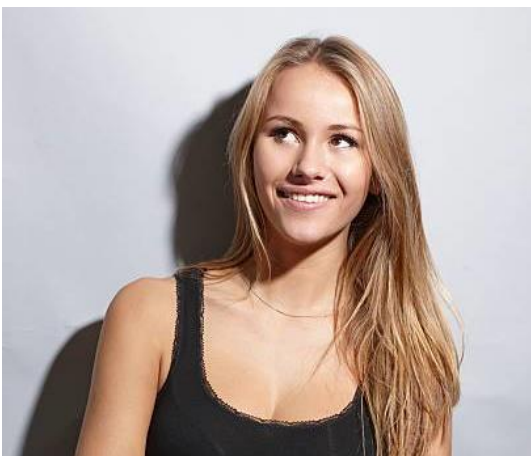
George Kirby (**Figure 9**) is an elder white man in his sixties. He is the primary antagonist of Scenario 2 in the game. George is a widowed man who has recently remarried a young, single mother. In his new marriage, he's gained a nineteen-year-old stepdaughter named Jessie. Full of charm, George doesn't outwardly pose a threat,

Figure 9. George Kirby, a human trafficker. NPC.

appearing to be an innocent guest of the Getaway Hotel. In

the game, George checks into the hotel with his stepdaughter, claiming to be on a daddy/daughter vacation. However, the true nature of the visit is much more sinister.

George dresses well in button-down shirts and slacks, even on vacation. He carries an air of importance with him, intimidating those around him. He speaks with a gravelly voice and can often be found speaking on his cell phone around the hotel.



Jessie Wright

Victim – Scenario 2

Jessie Wright (**Figure 10**) is a nineteen-year-old white girl from Tallahassee, Florida. She has long, blonde hair and a trusting personality.

She has travelled with her new stepfather George Kirby, believing the trip to be a bonding

Figure 10. Jessie Wright, the victim in Scenario 2.

experience while her mother recovers from cancer. Jessie is a high school dropout, choosing to engage in illegal activities rather than study. Since dropping out, Jessie has fallen into an opioid addiction, leading her to blindly follow her stepfather in search of her next hit. While on her trip, Jessie has gotten caught up in a sex trafficking situation of her stepfather's design.

Travis Tucker

Antagonist – Scenario 2

Travis Tucker (**Figure 11**) is a Hispanic man in his forties whose true (yet concealed) name is “Octavio Torres.” Travis was born and raised in Florida and considers his Hispanic heritage to be an important factor of his identity. He is married with a wife and four small children. Travis considers himself the breadwinner of the family and aims to provide a stable financial life for his family. However, his current job doesn't fit the bill for “financial stability.” Employed as a yearbook photographer, Travis is looking to branch into amateur pornography using Travis Tucker as his pseudonym. He lives close to the Getaway Hotel, making it an easy place to solicit business. He found George Kirby's information online and arranged a meeting to conduct an illicit photoshoot with George's stepdaughter Jessie.



Figure 11. Travis Tucker, an NPC involved in human trafficking.



Hector Montiel

Antagonist – Scenario 3

Hector Montiel (**Figure 12**) is the primary antagonist in the third and final scenario in the game. Originally from El Paso, Texas, Hector grew up in a difficult environment, leading him to unsavory ways to get by in life. Eager to make some money, he found his way into labor trafficking and is currently involved in the

Figure 12. Hector Montiel, a human trafficker.

trafficking of two individuals: Elena and Samuel. He cased Getaway Hotel for months before deciding to base his operations out of this location.

Hector is bilingual and fluent in both Spanish and English. Despite being involved in labor trafficking, he makes an effort to keep his image clean by distancing himself from Elena and Samuel while at the Getaway Hotel.

Elena Sanchez-Barrios

Victim – Scenario 3

Elena Sanchez-Barrios (**Figure 13**) is a young Mexican woman in her twenties. She speaks Spanish and understands very little English. She met Hector when he visited her hometown in Mexico, who charmed his way into her life by attuning to her drug addiction. Now caught in the middle of a human trafficking scenario, Elena finds herself at the Getaway Hotel with Hector as



Figure 13. Elena Sanchez-Barrios, a human trafficking victim.

her only lifeline. She often looks fearful, realizing if she were to rebel against Hector, he would have her deported back to Mexico.

Because Elena does not speak English, the player will be unable to communicate with her, making it important to pay attention to her actions and appearance.



Figure 14. Samuel Belfort, a victim of labor trafficking.

Samuel Belfort

Victim – Scenario 3

Samuel Belfort (**Figure 14**) is a black man in his late thirties original from Jamaica. He wears his hair in short dreadlocks and wears casual clothing. Samuel is seen checking into the hotel with Hector Montiel, a man who is holding Samuel hostage for labor trafficking.

Hector met Samuel at a drug addiction clinic, where

Samuel was seeking help for a drug addiction. Promising

Samuel a better life and a constant stash, Hector lured Samuel into a labor trafficking situation.

Now, Samuel relies on Hector to provide his basic needs as well as his next hit.

Alfred Norman

Shifter

Alfred Norman (**Figure 15**) is a Caucasian man in his mid-fifties with a rough appearance and an attitude full of arrogance, self-centeredness, and lack of politeness and respect toward others. Alfred always appears



Figure 15. Alfred Norman, an NPC.

suspicious given his aggressive behavior and tone when speaking to others in person or on the phone.

Alfred has tattoos covering both arms and scruffy facial hair. His attitude is a red herring to the player, designed to distract the player from the real antagonist, Greg Smith.



Nancy Lowe

Shifter

Nancy Lowe (**Figure 16**) is a guest at the hotel. A white woman in her late forties, she lives vicariously through her daughter Trisha's pageant career. Nancy was a pageant queen through high school, and when she became a mother, it was only natural to instill the same passion in her daughter.

Figure 16. Nancy Lowe, an NPC.

Nancy and Trisha are staying at the Getaway Inn & Suites for a local beauty pageant. Nancy has made a lot of odd requests of the hotel staff, including strict room privacy and a steady supply of towels, which may confuse the player as to her intentions.

Nancy is from Nebraska, and her accent proves it. She and her daughter are used to staying at hotels across the country for beauty pageants. She'll do anything to help her daughter succeed in the pageant world.

Trisha Lowe

Shifter

Trisha Lowe (**Figure 17**) is Nancy's six-year-old daughter. Trisha has been involved in pageants since she was very small. She enjoys dressing up for pageants and is frequently seen walking around the hotel in outfits and makeup suited for a much older girl. Trisha takes pageants very seriously, adopting her mom's drive for success. As such, she can come across as quite serious for a young child.



Figure 17. Trisha Lowe, Nancy's daughter. An NPC.

Story: Settings

To fully capture the environment, this game will feature four different settings in a 21st century mid-range hotel: the hotel lobby, the hotel restaurant, a hotel suite, and the hotel grounds. Levels will occur in predetermined locations, as specified below.

Hotel Overview

Getaway Inn & Suites (Location #191), pictured in **Figure 18**, is one of six locations in the Central Florida area. Getaway Hospitality Corporation is the fourth company to manage this property since its original construction in



Figure 18. Getaway Inn & Suites

1989. Getaway 191 is among the busiest, being centrally located less than 10 minutes away from

any of the Orlando theme parks, with room prices averaging less than \$89/night even in peak seasons.

Getaway 191 operates 104 units arranged on two levels in a single 'U'-shaped structure whose closed end forms the property front and faces the main road and whose arms enclose a landscaped gated outdoor recreation area. The closed section also contains all the common spaces, including a single bank of elevators to access the upper level. The property has four stairwells in the property corners leading to four badge-only exit doors, the remaining points of entry/exit being two sets of doors along the property front.

There is a covered breezeway to the lobby entrance that can accommodate up to 6 full-sized vehicles at one time. The 125-space parking lot wraps around the building on all sides, with three points of entry: two facing the main road property front and one to the road that adjoins the property on the east side.

On-premises amenities besides the Plaza Diner include:

- Fully-furnished sitting rooms adjoining the lobby
- Indoor dining room offering complimentary breakfast
- Limited selection of vending machine items, beverages, and sundries
- Four multi-purpose 15,000 sq. ft. event rooms
- Business accommodation center
- Two ice/vending areas and one laundry room per each floor
- 15,000 sq. ft. fitness center
- Outdoor 50,000-gallon swimming pool with an attached jacuzzi
- Outdoor multi-purpose pavilion

Hotel Lobby

Hostile Territory

The hotel lobby (**Figure 19**) is the first level of the game. During this level, the player will take on the role of the front-desk clerk.

The lobby is the primary hub of the hotel with lots of activity. Guests are checking in, bell



Figure 19. Hotel lobby.

hops are running luggage, and elevators are in constant use. Most foot traffic through the hotel occurs in the lobby. Some guests may spend time in the lobby while waiting for Ubers, restaurant reservations, or other members of their party. The lobby is always open, though gameplay will occur during the day. The lobby is kept cool to accommodate the high number of people moving in and out of the space. The player will encounter the antagonist in this level, making this setting a hostile one.

Front-desk clerks are primarily the first to see guests when they check in and are also able to see guests as they enter and leave the hotel. The front-desk clerk will also handle checkout and any general guest requests. At the front desk, the clerk will have access to a computer to handle guest bookings, a keycard scanner, a credit card machine, and a phone.



Figure 20. Manager's office.

Manager's Office

Safe Haven

The manager's office (**Figure 20**) is located just off the hotel lobby. This small office adjoins the support office that keeps the front desk functional, with a second door that opens directly into the lobby. Guests are not permitted to enter the manager's office, though employees may enter the office to speak with the manager in private. In addition, the player will never encounter the antagonist in this office, making the manager's office a safe haven.

Janette is frequently found in the manager's office, though she also spends a lot of time at the front desk chatting with Sarah or walking the hotel to check on other employees.

The Plaza Diner

Hostile Territory

The second level features the hotel restaurant (**Figure 21**). The player will take on the role of a waiter during this level. The restaurant is open from morning until evening, serving breakfast, lunch, and dinner. During



Figure 21. Hotel restaurant.

breakfast, the hotel offers a buffet where guests can serve themselves. Regular sit-down dining with table service is offered for both lunch and dinner. The hotel restaurant follows the typical peak rush hours of regular restaurants. At peak hours, the restaurant is filled with a myriad of

sounds: dishes clanking, guests conversing, waiters greeting guests, and food cooking in the kitchen. Waiters speak with customers, take orders, and run food, while bussers clean tables after guests finish their meals. Waiters take orders with paper and pencil, but meals are rung up and processed through a computer. Customers are primarily hotel guests, though the restaurant is open to the public. Hotel guests are able to charge meals to their rooms to pay upon checkout. The player will encounter the antagonist in this level, making this setting a hostile one.

The kitchen is connected to the restaurant, which is closed to guests. The kitchen features an industrial span of kitchen gadgets and appliances. In the kitchen, chefs prepare meals which are picked up by waiters. Waiters may discuss specific customer requests with the chefs or share gossip with other waitstaff about customers.



Figure 22. Employee breakroom.

Employee Breakroom

Safe Haven

The employee breakroom (**Figure 22**) is located right next to the Plaza Diner. There's always coffee that needs to be made, a random assortment of motivational posters hanging next to the schedules and the time-clock, and plenty of scuttlebutt about "the weird guest of the day." The bright, vibrant paint and chairs are intended to boost employee morale. The employee breakroom has plenty of storage and a refrigerator to encourage employees to bring their lunch from home.

Employees can access the Plaza Diner kitchen via the breakroom, where a lot of employee discussions might also play out. As only employees can enter this area, this setting is marked as a safe haven for the player.

Hotel Room

Neutral Territory

The third level of the game takes place in a standard hotel room (**Figure 23**). In this level, the player will play a housekeeper who is charged with cleaning the hotel room.



Figure 23. Hotel room.

Cleaning the room includes vacuuming, changing the bedsheets, swapping the towels, taking out the trash, and cleaning the floors. The housekeeper has access to all rooms for cleaning purposes. Management will also have master keys in case of emergency.

The player will not encounter the antagonist in the hotel room, making this one of the only neutral territories on the premises.

Each standard hotel room is identical, featuring one queen-size bed, a small closet, and one bathroom. The closet contains a small luggage rack and a couple of hangers for clothing. The bathroom features the bare minimum: a shower, a toilet, and a sink. Rooms include a TV, a mini-fridge, an alarm clock, a phone, and a safe. The phone can automatically connect to the front desk for questions or requests. A “Do Not Disturb” sign is available in the room. The walls of the hotel room are decently soundproofed, leaving guests with minimal disruptions from neighboring rooms. Each room has a window, with views ranging from the parking lot to the main road to the small hotel swimming pool.

Hotel Grounds

Hostile Territory

The fourth level of the game takes place in the hotel grounds. The hotel grounds include the hotel exterior as well as the hallways (**Figure 24**) and lobby of the hotel.

Security cameras are situated throughout the grounds, providing CCTV to the security



Figure 24. Hotel hallway.

team. The player will play a security guard making his rounds. The player will encounter the antagonist in this level, making this setting a hostile one. Guests and employees use these hallways to travel the hotel from location to location. Fire extinguishers and emergency exit signs are easily accessible, and all floors can be accessed via the elevators or stairs. Typically, the elevators are the primary mode of transportation between floors, especially for guests or bell hops with luggage. Hallways make up the majority of the hotel.

The hotel exterior includes the parking lot, a swimming pool and a restricted-to-guests area for deliveries and garbage bins. The pool is open from sunrise to sunset and is only accessible by keycard. No lifeguard is employed by the hotel, so guests must swim at their own risk. Security cameras line the perimeter of the hotel, and the parking lot is well lit at night for guests' safety. Parking is complimentary at the hotel, so the parking lot is not closed off. The main hotel entrance is unlocked 24/7, but other entrances are only accessible by hotel keycard. Guests may use their room keys to open these doors, but non-guests can only use the main entrance.

During gameplay, players will experience a typical summer day with plenty of sunshine.

Story: Plot

The plot of the game (**Figure 25**) follows a traditional story arc and includes the following sections: the hook, the inciting incident, the rising challenges, the climax, and the resolution. The diagram below illustrates the fluctuating emotional turmoil of the story arc.

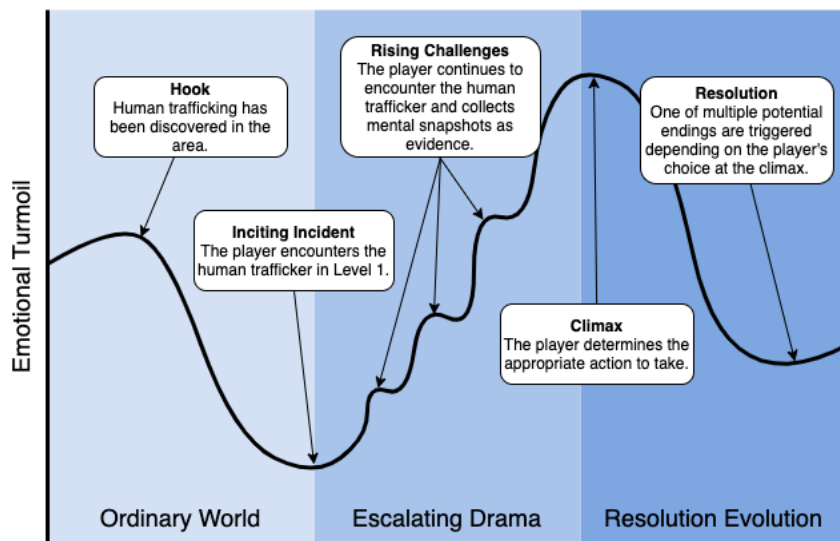


Figure 25. Story Arc.

A unique feature of the game is the number of human trafficking cases included in the story. *Getaway* includes a choice of three storylines, or scenarios. Each dramatizes a different type of human trafficking. Players will be able to select which scenario to play prior to starting the game.

- **Scenario 1** describes the trafficking of a minor. **Greg Smith** will pose as a guest and attempt to use the hotel to traffic a young boy, **Billy**, for **Chris Wiseman**, a client Greg has summoned to the premises.

- **Scenario 2** involves a sex trafficking case. **George Kirby** will deliver a young woman, **Jessie Wright**, to the Getaway Hotel to traffic her to **Travis Tucker**, a guest who has checked in earlier.
- **Scenario 3** depicts a labor trafficking case. **Hector Montiel** will do a preliminary ‘casing’ of the Getaway Hotel. He will later deliver two undocumented immigrants, **Elena** and **Samuel**, to the hotel for temporary lodging between black market employment arrangements.

Each of the following plot sections describes the structural cutscenes and unique narrative branches for how the action would unfold. In this example, we will use specific details of the Scenario 1 (Trafficking of a Minor) case that involves Greg Smith, Billy and Chris Wiseman to illustrate how the scenario-specific content will be woven into the narrative flow of the story.

Hook

The player inhabits the roles of five different hotel employees over the course of five game levels. The opening sequence takes place in the employee breakroom as the player characters Sarah, Alice, Brandon, and Derrick arrive at the hotel and clock in for the afternoon/evening shift.

Getaway’s manager, Janette Harris, informs them that she received a strange email from the corporate office. They told her that the hotel may be under surveillance by a joint federal, state, and county task force that has reason to believe a human trafficking operation may be trying to exploit mid-level hotels like this one. In an effort to warn her employees, Janette offers the following words: *“Everyone, please keep your eyes open tonight. If we don’t look proactive in trying to spot this stuff and the cops end up finding something here, they may figure we were*

in on it and shut us all down. You've got your phones, you've got your messaging apps. Make sure you use them."

With that, the characters clock in, passing a mirror on the wall next to the punch clock. Each new plot section that transfers the player control to a new level and new character begins with a rewind to this scene, where the specific player character for that plot section is seen glancing in the mirror on the way to work their shift.

Ordinary World

The player enters the gritty, fast-paced churn of mid-level resort hotels and the crush of intense customer-facing work. Despite being warned of potential human trafficking, the player will generally experience the typical evening shift of a hotel employee... with a few concerning differences.

Throughout the story, the player will be shown a randomized sequence of events selected from a database of over 260 unique datapoints. This queue of events has several basic classifications involving the active character:

- Performance of routine tasks
- Unique interactions with guests that include common recurring NPCs and/or the characters involved in the active human trafficking scenario
- Witnessing interactions of NPCs with whom they are not directly involved
- Observations within their job setting that may or may not have evidentiary relevance to the selected trafficking scenario

As these events are viewed, the player will be offered on-screen prompts about whether they want to "snapshot" the events they see or continue viewing the scene. Additionally, the

player may encounter the other main characters and observe their guest interaction, but will also encounter Janette, who can occasionally be placed in a mentorship capacity to receive hints about the events the player is witnessing.

Inciting Incident: Sarah's Shift

In “Level 1: The Lobby,” the player clocks in as Sarah Bellinger, the front-desk clerk who performs routine check-in duties in the lobby area of the *Getaway*. Sarah may or may not check in numerous NPCs, but these will include three specific parties to the hotel:

- Greg Smith
- Alfred Norman
- Nancy Lowe and "Trish"

By the time this level concludes, Sarah will have possibly experienced signs of human trafficking, including a reluctance of certain guests to divulge their identities, payment by methods that are less traceable than typical means, and certain modes of behavior and appearance that are age-inappropriate.

A visible score is given for the level, indicating the percentage of events the player spotted as Sarah measured against the number of actual “red-flag” events that have been planted by the scenario in this level.

Rising Challenges

In “Level 2: The Plaza Diner,” we return to the clock-in scene in the breakroom that immediately follows Janette’s initial briefing. Brandon clocks in. He is a waiter providing service to customers in the *Getaway*’s hotel restaurant, The Plaza Diner. Brandon has various tables occupied in his section, including one chosen by Greg Smith and Billy Smith. As a waiter,

he is able to spark conversation with his tables, chatting as he takes their orders and delivers food. From the kitchen, he is also able to observe the actions of his customers. This time, his attention is captured by the way Greg Smith seems not to have a comfortable father-son dynamic with Billy, or a common genetic appearance that might be anticipated. At another point, Brandon may witness Billy seated instead with another non-guest NPC who appears to be surreptitiously getting the boy to take some type of medication. The player will also encounter Alfred, who is distractingly rude, and Nancy delivering strict treatment to her apparent daughter Trisha. Brandon's event queue ends, and the player is given both the individual score for that level and an overall game score that is a running average of each level as it concludes.

Depending on the scenario chosen, there may be a bonus 'after score scene', between the different game levels. Janette will be walking the hotel conferring with the main characters of her staff and then witness one or two additional events which would prompt the player about whether to snapshot them.

In "Level 3: The Rooms," Alice is a housekeeper performing maintenance and replenishment duties during her shift, in which she covers numerous guest suites in the hotel. Alice has a full list of rooms to clean. While she mainly sees varying signs of inhabitation within the suites, some suspicious, some not, she is also able to observe some guest traffic, though she is not privy to most of their identities. Among the rooms is one occupied by a rude guest (Alfred) who ventures out of his room to complain about a remote that doesn't work. As she cleans, she may notice the passage of different men (Greg Smith, Chris Wiseman) going in and out of the room she believes to be occupied by a boy (Billy) that she saw being led in there earlier by one of the men, who didn't look related but seemed to behave like a stern father (Greg Smith). She

has to make more than a few runs delivering bedlinens to Nancy Lowe's room and notices the woman positioning a half-dressed pre-pubescent girl (Trish) in front of the bathroom mirror. She might also find what appears to be a mobile card reader that was left on the nightstand in the room the boy was staying in, 149. After the player finishes viewing and snapshotting events from the queue of Alice's shift, the level is given its individual score and then the overall game score is shown.

In "Level 4: The Grounds," security guard Derrick patrols the hotel. During the events queue for his level, Derrick might walk the halls of the hotel guest areas, verify that certain facilities are appropriately secured, patrol different areas of the parking lot and survey the activity in the 'atrium' outdoors pool area. He has access to CCTV from all the hotel cameras through an app on his work smartphone, so he can see and potentially snapshot more events than the characters in previous levels, but these are shown simultaneously and with set time limits, as Derrick is a busy man with a lot of ground to cover. As he surveys the grounds, he might witness Greg taking a small boy out of a large SUV with tinted windows in the rear parking lot and then walking him towards the rear entrance of the hotel with a hand on the back of the boy's neck. Or he may notice Greg standing outside of the hotel, speaking to a gentleman Derrick does not recognize as a hotel guest and then giving him an access card to enter the hotel via one of the parking lot entrances. But there are more than a few guests in more than a few areas coming and going, so it will be easy to miss something suspicious.

Climax

By the time Derrick's shift has ended, the player will have collected a series of mental snapshots (see *Gameplay*). The fifth level begins in Janette's office while she attempts to see if

her employees have given her enough cause to be worried about what's going on in her hotel. If any player snapshots are misinterpreted, such as those depicting the false-positive behaviors of combative guest Greg Norman or "Pageant Mom" Nancy Lowe and her actual daughter Trish, and other items that don't in fact comprise the events of the active scenario. Janette explains to the other characters why this is the case and dismisses those events, which may cause some penalties to the overall score. Depending on the adjusted final score, Janette will either:

- Pick up the phone and contact the Orange County Sheriff's Department.
- Decide that she sees enough to be worried but knows she doesn't have enough warning signs to talk to the police, so she and the team will undertake an 'overtime shift' and begin a condensed replay the levels where red flags might remain before the shift (and event viewing) runs out.

Resolution

If the player secures a passing overall grade after the "Regular Hours" or "Overtime" shifts by detecting 80% or more of the scenario red flag events. They win the game:

- Law enforcement arrives, secures the hotel perimeter, and arrests Greg Smith for human trafficking. Janette is assured by the Deputies: "Your people did the right thing."

If the player scores less than 80% by the end of the "Overtime" period:

- Janette is the last to clock out after having sent her staff home. On her way to her car, she happens to see Greg Smith try to hurry Billy out one of the side exits and get swarmed by a unit of plainclothes detectives. Arriving police cruisers converge on the hotel. She turns back to her car and is confronted by a stern trio

of deputies who have sized her up as the manager because of her uniform. One of them speaks to her: “Are you the manager of this hotel, ma’am? We need you to come with us, please.”

Mechanics

Primary Mechanics

The dynamics of this game call for focused observation of guests and other NPC characters to assess if the potential of human trafficking is present on the specific level the player is playing. The primary mechanic of

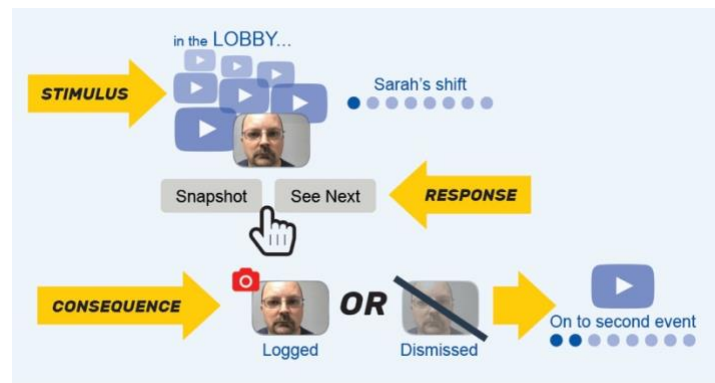


Figure 26. Diagram illustrating the primary mechanic of discernment and flagging of suspicious items.

this game involves taking in-game pictures called “mental snapshots.” These mental snapshots are used to report suspicious activity to law enforcement. Players have the ability to take as many mental snapshots as they choose; however, they must narrow down what mental snapshots to submit as evidence. A maximum of ten mental snapshots can be submitted to law enforcement to report suspected human trafficking. Player’s observations and logged notes are expected in all levels and required for this game to follow its course as designed. By crafting a primary mechanic that allows the player to engage in a mystery, clue-seeking activity, they become part of a “fun” way to contribute to a very important and meaningful cause. **Figure 26** depicts an illustration of a mental snapshot in action: in this example, Sarah Bellinger witnesses a questionable action during the check-in process. The player can choose to take a mental snapshot, which will be logged to the player’s in-game smartphone, or dismiss the event entirely.

The players will have multiple opportunities to identify trafficking signs in each level. The first opportunity for a level will be termed “regular hours” in which the player “clocks in” and completes an initial scan of the mental snapshot scenarios. The player will be tasked with identifying the appropriate snapshots containing signs of trafficking and discard the distractors. If the player identifies a snapshot to be a sign of human trafficking, the player will upload the snapshot to “Jenette’s cloud” on the in-game smartphone. All incorrect snapshots will be deducted from the player’s overall score.

After the “regular hours” of a level, the player will have an opportunity to review the snapshots they selected during their “lunch break.” This is an opportunity for the player to revisit their mental snapshots uploaded to the cloud and make a final determination whether they should keep or discard the snapshot. Once the player is satisfied with their decisions, they will move to “final trash.”

In the “final trash” mechanic, players will have one last opportunity to include discarded snapshots into the cloud database. This allows the player another look at potentially tricky scenarios to make a final determination.

The players snapshots will be evaluated after the “final trash” mechanic to identify if the 80% accuracy level was achieved. If the player achieved an accuracy score of 80% or higher, the player will move to the next level.

However, if the accuracy score did not meet the 80% baseline, the player will have the opportunity to participate in “overtime” in which the player will have until midnight to correctly identify the signs of trafficking on that level.

Before replaying the level, the player will have the opportunity to review the mental snapshots already taken, and assess the level of accuracy across all snapshots. The intent of this mechanic is to allow the player a more engaging and fun way to review mental snapshots in a way that reinforces the primary goals and learning objectives of the game. This should shift the focus from failure to encouragement and engagement.

Further, the player will have the opportunity to “relive” incorrect mental snapshots and reevaluate the situation with hints and guided instruction. However, if the player would like to review the incorrect snapshots without the hints or guided instruction, they have the opportunity to do so. The purpose of this mechanic is to allow the player to retry the level with minimal help or insight if they so choose. However, the option to receive hints and guided instruction will remain throughout the post-level play mechanics, which again serves to limit the focus on failure and increase focus on engagement and learning.

The tables below explain the primary mechanics in more detail. **Table 1** explains the primary mechanic, while **Table 2** illustrates the alternative primary mechanics.

Table 1. Primary Mechanics of “Getaway”

Mechanic	Take a mental snapshot
Stimulus	The player observes a guest’s action they believe is a red flag of human trafficking.
Response	The player takes a mental snapshot which is then saved to an app on their smartphone. These mental snapshots are saved as evidence that can be turned in to law enforcement.

Consequence	<p>The mental snapshot will be evaluated by one of the following:</p> <ul style="list-style-type: none">• Contain signs of human trafficking• Does not contain signs of human trafficking <p>Turning in mental snapshots of valid human trafficking signs will contribute to the player's overall success in the game. The player can submit up to ten mental snapshots to law enforcement, and the percentage of mental snapshots that correctly depict human trafficking contribute to the player's accuracy score. An accuracy score of 80% must be achieved in order for law enforcement to take the case seriously, and for the player to pass the level being played.</p> <p>If the player does not accurately identify at least 80% of the human trafficking signs, they will move into the Overtime period. This will occur immediately after the mental snapshots have been submitted to law enforcement and the player will have the opportunity to review the accurate and non-accurate snapshots submitted. The player will also have the opportunity to receive hints and guided instruction based on their incorrect snapshots, but this mechanic is not required.</p> <p>If the player submits all mental snapshots and accurately identifies human trafficking signs with an accuracy of 80% or higher, the player will be</p>
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taken to a “success” screen in which they will be given a digital folder with their results. All correct and incorrect snapshots will be included in the folder with explanations regarding each sign. The player must interact with each explanation for each sign of human trafficking before they can continue to the next level.

Important note: The player will not know whether the snapshots submitted to law enforcement are accurate or inaccurate until the end of a level. This is purposeful and is meant to simulate the real-world implications and progression of identifying trafficking situations.

Table 2. Alternative primary mechanics of "Getaway"

Mechanic	Take a mental snapshot (alternative)
Stimulus	An alternative mental snapshot may be something a guest has said, an item found in the setting, a noise heard, or a guest's appearance. Because the game occurs in different settings, the mental snapshots observed in the setting will change. For example, Alice King (housekeeper) will not observe any guest's actions or words while cleaning an empty hotel room.
Response	The player takes a mental snapshot which is then saved to an app on their in-game smartphone. The type of snapshot will change depending on the type of evidence collected. Suspicious noises or guest's words will be recorded as a mental snapshot that can be listened to again through the smartphone app.
Consequence	<p>The mental snapshots will be evaluated based on the following criteria:</p> <ul style="list-style-type: none"> • Contain signs of human trafficking • Does not contain signs of human trafficking <p>All mental snapshots, regardless of type (still image, audio file, video file) will count towards the accuracy score. An accuracy score of 80% must be achieved in order for law enforcement to take the case seriously and continue to the next level of the game.</p>

	<p>Again, if the player does not identify the signs of human trafficking with an accuracy score of 80% or higher, the player will move into an overtime period where they will have a second opportunity to meet the 80% accuracy requirement to move to the next level.</p> <p>The player will have the opportunity to review alternative snapshots in a similar way to the primary mental snapshots in that all inaccurate snapshots must be reviewed before continuing to the next level or repeating the previous level based on the overall accuracy score.</p> <p>Hints and guided instruction will also be available for the alternative snapshots but, again, not required.</p>
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Figure 27. Close-up of work smartphone.

Secondary Mechanics

Secondary mechanics in this game serve to enhance the player's experience during gameplay as well as assist in discriminating when to take mental snapshots. While some secondary mechanics are available during all levels, some secondary mechanics are not shared among all characters.

For example, **Figure 27** shows the work smartphone that's

available to all characters, and **Figure 28** depicts the CCTVision app in use, which is only available when playing as Derrick Hopkins, the security guard. **Tables 3-6** explain the secondary mechanics and which characters can use them, including stimuli, responses, and consequences.

The secondary mechanics provided in this game serve to engage the learner and encourage continued interaction with the game. These mechanics will also serve to heighten the reality of the simulation and provide an authentic experience for

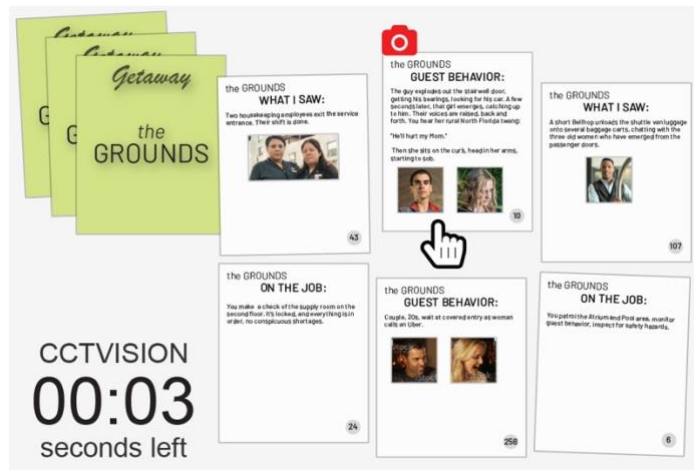


Figure 28. Example of CCTVision app in use during gameplay.

the player. The reality of the game is paramount to the training goals and should align with game mechanics. Along with a more realistic experience, the secondary mechanics will provide more options and more functionality for the learner to engage with the primary mechanics and interact with other aspects of the game. Most secondary mechanics are intended to immerse the learner in

the environment such as interactions with the environment, conversations with secondary characters, and talking to coworkers, all which encourage further engagement with the game.

Table 3. Explanation of "interacting with guest" secondary mechanic

Mechanic	Interact with guest
Stimulus	<p>When playing as Sarah, Janette, Brandon, or Derrick, the player can talk to the guest in the following scenarios:</p> <ol style="list-style-type: none"> 1. A guest approaches the front desk to check in to the hotel. 2. A guest is ready to order food at the restaurant. 3. A guest is in a common hotel area including the lobby, the hallways, the parking lot, or the pool.
Response	<p>The player can ask questions of the guest pertaining to the scenario listed in the scenario. Questions may include:</p> <ol style="list-style-type: none"> 1. Specifics about hotel check-in 2. Food order 3. Reason for hotel stay and/or travel 4. Guest's current mood/feelings 5. Money/payment options for hotel stay or meals 6. Plans for duration of hotel stay
Consequence	<p>Depending on the guest, the player may receive a positive or negative reaction. For example, asking a personal question of the human trafficker</p>

	will result in a very different answer than the same question to a regular hotel guest.
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Table 4. Explanation of "examine surroundings" secondary mechanic

Mechanic	Examine surroundings
Stimulus	The player can examine their surroundings when not talking to a hotel guest or coworker. This mechanic is not limited to a specific character.
Response	Investigating their surroundings includes looking at objects, reading papers or wall signs, or observing guest actions from afar. Players can choose to investigate these situations further and choose to take a mental snapshot or ignore their surroundings entirely.
Consequence	Players will benefit from closely investigating their surroundings. The information found during their investigation will influence their decisions to take mental snapshots and form perceptions of guests staying at the hotel. Failing to investigate their surroundings may result in the player missing vital information or moments that would make ideal mental snapshots.

Table 5. Explanation of "talk to coworker" secondary mechanic

Mechanic	Talk to coworker
Stimulus	The player can talk to any of their coworkers. This mechanic is not limited to a specific character.

Response	The player can choose to speak to a coworker in close proximity, call a coworker, or text a coworker.
Mechanic	Speaking with coworkers can contribute to the player's perceptions of guests at the hotel. The player may receive hints from other coworkers. Talking to coworkers also serves to establish relationships between the player and their coworkers, which deepens the interactions displayed in the game.

Table 6. Explanation of "use smartphone" secondary mechanic

Mechanic	Use smartphone
Stimulus	The player has access to a smartphone specifically for work. Apps are already installed on the phone for the player. This mechanic is not limited to a specific character.
Response	The player can choose to use any of the following apps: <ul style="list-style-type: none"> • Phone • Messages • Mental snapshot app • Mental snapshot gallery • Hotel map • CCTV (security guard only)
Consequence	<ul style="list-style-type: none"> • Phone and Messages can be used to contact coworkers.

	<ul style="list-style-type: none"> • The mental snapshot gallery shows the player all of the mental snapshots that have been taken during the current level. • The hotel map gives the player an interactive layout of the hotel. • As the security guard, the player can review CCTV footage on the CCTVision app. Viewing CCTV footage allows the player to observe situations they are not physically present for, during which they can take mental snapshots. The CCTV can also influence what areas of the hotel the player chooses to visit.
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Game Goals

Primary Goal

The goal of *Getaway* is to present local law enforcement with enough evidence to shut down a human trafficking operation at Getaway Hotel #191. While the instructional goal of the game focuses on the player's knowledge and recognition of common human trafficking signs in the hotel industry, the game asks players to find trafficking activity hidden among routine events at the hotel. This game goal is classified as a **problem-solving** goal because it requires the player to discern suspicious situations from normal situations through the vantage points of various members of Getaway's staff. Because this game contains five levels, each progressing through a set story, the goal also includes an **advancement** element.

If the player collects enough snapshots of red flag events to identify a trafficker in a given scenario, law enforcement will arrest the suspect and the game is won. However, if the player

cannot detect 80% or more of the available red flags, the player will lose the game, with the hotel possibly being held liable for the criminal activity taking place there.

Secondary Goals


Getaway also includes some secondary goals, encouraging the player to:

- Work with coworkers to create a “network” for reporting incidents.
- Identify the available tools for reporting human trafficking incidents in a hotel setting.

Game Tools


In order to achieve the goal of the game, the player will have access to a number of tools and resources that can be used throughout gameplay. These tools align with the primary and secondary mechanics of the game. **Tables 7-13** provide further details of the various tools players will use during each level.

Table 7. Explanation of mental snapshot tool in Getaway

Tool/Resource	Acquisition	Loss
<p>Mental snapshot</p> 	<p>As the primary mechanic of the game, the mental snapshot action is available to the player from the initial level.</p>	<p>The player loses the ability to take mental snapshots in level 5, upon which the player will be asked to review all of the mental snapshots taken throughout the levels and decide which to submit to law enforcement for further investigation. The player cannot take any new mental snapshots in level 5. After reviewing the mental snapshots in level 5, the overall score for Regular Hours play is</p>

		determined. This ability is restored during the Overtime period, if additional play is necessary.
Usage/ Maintenance		
<p>The player must take mental snapshots in order to obtain evidence. Without these mental snapshots, the player will not have any evidence to report signs of human trafficking. Mental snapshots can be taken at any time during gameplay in levels 1-4. These mental snapshots are saved to an app on the work smartphone (see Table 8) which connects to a database Janette will access to review her team’s evidence in level 5. Mental snapshots can depict an image, a sound, or a video that exhibits a sign of human trafficking. These mental snapshots can be taken by clicking the mental snapshot button on the game interface when the SNAPSHOT THIS? query presents itself.</p> <p>In level 5, the player reviews all of the mental snapshots taken throughout levels 1-4 and Janette informs the player of any snapshots they misidentified as Red Flags, and why they were wrong. The overall score is determined, minus misidentification penalties and level bonuses, and a score of less than 80% will trigger “Level 6: Overtime.”</p> <p>If the player chooses to replay any of the levels during Overtime Hours, the player will be shown an abbreviated series of events, including any remaining Red Flag events, which the player may also snapshot.</p>		

Table 8. Explanation of smartphone used in Getaway

Tool/Resource	Acquisition	Loss
<p>Work smartphone</p> 	<p>The player has access to a work smartphone throughout the duration of the game. Because it is available by default, the player does not need to do anything to acquire it.</p>	<p>The player is able to use the smartphone throughout the entirety of the game, so the smartphone is never lost to the player.</p>
Usage/Maintenance		
<p>The smartphone contains a number of apps the player can use throughout the game. Apps include the following:</p> <ul style="list-style-type: none"> • <i>Phone</i>: call a coworker • <i>Messages</i>: text a coworker • <i>Mental snapshot app</i>: capture a mental snapshot • <i>Mental snapshot gallery</i>: view captured mental snapshots 		

- *Hotel map*: view an interactive map of the hotel
 - *CCTVision*: observe footage from the security cameras onsite (see **Table 13**)
- The smartphone will always be available to the player and, depending on the level being played, specific “special skills” will also display for the player to access. Pulling up the work smartphone or accessing the special skill available will make the scene pause automatically for a defined number of seconds to prepare the player for its use, although an overall 10-minute time limit for each level of play will remain in effect.

Table 9. Explanation of Janette's guidance in Getaway


Tool/Resource	Acquisition	Loss
<p>Janette Harris (manager)</p> 	<p>Janette is the manager of Getaway Hotel #191. She prides herself on always being available to her employees when they need her. The player can utilize Janette’s assistance in levels 1-4 to discuss suspicious encounters and situations that occur during the game.</p>	<p>Janette’s guidance is only available in levels 1-4. Once the player reaches level 5, the player takes control of Janette and can no longer use her for guidance.</p>
Usage/ Maintenance		
<p>Janette can be reached by phone, text, or in her office. The player may also encounter her during gameplay as she checks at different areas of the hotel. The player can choose to engage with Janette via any of those methods, whereupon the player can ask her for a hint. Janette’s guidance is not necessary to succeed in the game, but her advice may spark the player’s inspiration as to where to focus their attention. Janette also provides encouragement to the player, reminding them of their importance in identifying and reporting signs of human trafficking. Depending on the scenario, there may be brief “after score” scenes between game levels where the player will control Janette and be presented with bonus events to review.</p>		

Table 10. Explanation of Alice’s special skill in Getaway



Skill	Acquisition	Loss
<p data-bbox="203 415 300 445">Stealth</p> 	<p data-bbox="727 415 992 594">This skill is only available to players during level 3 when playing as Alice, the housekeeper.</p>	<p data-bbox="1089 415 1414 558">Players will lose this skill at the conclusion of level 3 once they are no longer playing as Alice.</p>
Usage/ Maintenance		
<p data-bbox="203 869 1393 1222">Though the majority of events shown at this level take place within the suites Alice is servicing, a MOVEMENT IN HALLWAY message will occasionally display in the level 3 game interface, which will invite the player to engage Alice’s stealth skill. The stealth skill allows Alice to maneuver the hallways of the hotel and observe guests that move through the hallway while concealing herself behind her service cart, which will give her the opportunity to snapshot these hallway events. This skill can be accessed by clicking the Stealth button in the interface, which becomes active when the MOVEMENT IN HALLWAY alert is displayed. The player can use this skill as many times as they want in level 3 when hallway events are about to occur, but each use causes a reshuffling of the pre-stealth events queue, which potentially conceals evidence that might be found in the suites.</p>		

Table 11. Explanation of Sarah's special skill in Getaway

Skill	Acquisition	Loss
<p data-bbox="203 1379 414 1409">Peripheral View</p> 	<p data-bbox="716 1379 1049 1522">This skill is only available to the player during level 1 when playing as Sarah, the front-desk clerk.</p>	<p data-bbox="1081 1379 1406 1522">Player will lose this skill at the conclusion of level 1 once they are no longer playing as Sarah.</p>
Usage/ Maintenance		
<p data-bbox="203 1824 1390 1890">The “peripheral view” skill allows Sarah to observe events in the outlying areas of the lobby, which include a parlor seating area and a display that sells snacks and sundries. Though</p>		

Sarah’s events primarily involve activities at the front desk, a WATCH OUT message will occasionally display, which invites the player to engage Sarah’s skill. Sarah puts on her new prescription glasses, allowing her to view and snapshot interactions between guests that take place elsewhere in the lobby. This skill can be accessed by clicking the Peripheral View button in the interface, which becomes active when the WATCH OUT alert is displayed. The player can use this skill as many times as they want in level 1 when outer-lobby events are about to occur, but each use causes a reshuffling of the pre-side eye events queue, which potentially conceals evidence that might be found elsewhere in the lobby area.

Table 12. Explanation of Brandon's special skill in Getaway



Skill	Acquisition	Loss
<p>Eavesdrop</p> 	<p>This skill is only available to the player during level 2 when playing as Brandon, the waiter.</p>	<p>Player will lose this skill at the conclusion of level 2 once they are no longer playing as Brandon.</p>
<p>Usage/ Maintenance</p>		
<p>The “eavesdrop” skill allows Brandon to listen in on guests’ conversations while waiting tables. Though many of Brandon’s activities involve functional tasks from waiting multiple tables, a very brief LISTEN UP message will occasionally display in the interface. A player engaging Brandon’s eavesdrop skill will be able to snapshot bits of audio in clear detail with no interruptions. This skill can be accessed by clicking the Eavesdrop button in the interface, which becomes active when the LISTEN UP alert is displayed. The player can use this skill as many times as the LISTEN UP message is displayed during level 2, but can only access it if they click Eavesdrop during the 5-second period when each LISTEN UP alert displays.</p>		

Table 13. Explanation of CCTVision app in Getaway

Tool/Resource	Acquisition	Loss
	<p>This tool is only available to the player during level 4 when playing as Derrick, the security guard. This tool is found on the smartphone as an app. The player will only be able to access this app during level 4.</p>	<p>Player will lose access to this tool at the conclusion of level 4, once they are no longer playing as Derrick.</p>
Usage/ Maintenance		
<p>The CCTVision app allows Derrick to operate and view footage from the security cameras placed around the hotel, which the player can trigger by pressing the CCTV button in the interface. When reviewing the footage in this mode, Derrick can take mental snapshots of anything deemed suspicious. The CCTVision app will present as many as four events on screen at once but can only stream images for a limited amount of time, leaving the player with 25 seconds to review and snapshot as much footage as possible. The player can engage the CCTVision app a maximum of four times during level 4 play, but any events presented within that viewing mode will not be presented again during the level, and there is a greater probability that the player could misidentify events as Red Flags and negatively impact the overall score.</p>		

Game Rules

Players must adhere to a set of rules throughout gameplay in order to provide a challenging experience. The following rules define game setup, game progression, and win/loss scenarios, as well as other operational rules that are present in the game.

Pre-Game Rules

- How to prepare:** Prior to playing this game, players (hotel trainees) are required to revisit all information provided throughout training about human trafficking to familiarize themselves with human trafficking signs as well as specific hotel-expected reporting procedures.

- **How to Setup:** *Getaway* is a web-based computer game. Players can access the game at www.getawaygame.com with a secure internet connection. Because *Getaway* is played through a browser, players can access the game on Windows, Mac, and Linux machines through Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari. *Getaway* is not compatible with mobile browsers.
- **How to Start:** Once the player has accessed the game through the website, the player must sign in with their predetermined username and password given to them by the hotel. Without this login information, the player will be unable to start the game. These credentials are utilized by hotel management to track players' progress and completion of the game to satisfy training requirements. Once a player has logged in, the player will be able to initiate a new game.
- **How to Progress:** The player progresses through levels 1-4 of *Getaway* by viewing a queue of video clips showing a combination of routine events that occur on the job and red flag events that are valid warning signs of human trafficking activity for the active trafficking scenario. Each level ends either when the player has seen all the events in the queue or 10 minutes of actual time have expired. The level 5 scoring and review process indicates whether victory conditions have been met or the "Overtime Hours" period is necessary.
- **Two Ways to Win:**
 - If the player snapshots 80% of the valid red flag events of the active trafficking scenario after completing levels 1-4, the player scores an outright victory in level 5.

- If the player reaches level 5 and hasn't achieved an overall score of 80% in levels 1-4, but gains enough flags in the level 6 "Overtime Hours" period to move the overall score to 80%, the player wins the game when the allotted event viewings in the "Overtime Hours" period expire, or all of the Red Flag events for the active trafficking scenario have been identified.
- **How to Lose:** The player loses *Getaway* if he or she fails to snapshot 80% of the valid red flag events of the active trafficking scenario by the end of the "Overtime Hours" period.
- **Scoring Bonuses:** The player gets a 1% bonus added to their overall score for each level of player where they identify more than 90% of the valid red flag events in that level.
- **Scoring Penalties:** During level 5, any snapshots that have misidentified a non-scenario event as part of the active trafficking scenario will assign a penalty from the overall score of 2% for every four misidentified snapshots.

In-Game Rules

- The smartphone can be accessed at any time during gameplay.
- The player cannot go back to a previous level after advancing to a new level. The only exception to this rule is the "overtime shift" that may occur after the final level if the player does not successfully gather enough evidence of trafficking for authorities.
- Each level will have a time limit of ten minutes.
- In level 1, the player can use Sarah's "Peripheral View" skill.
- In level 2, the player can use Brandon's "Eavesdrop" skill.
- In level 3, the player can use Alice's "Stealth" skill.

- In level 4, the player can use Derrick's access to the CCTVision App.
- During the "Overtime Hours" play period, the player will be allocated a number of viewings equal to 50% of the viewings each character received during the initial "Regular Hours" play of levels 1-4.

Gameplay

The game invites players to inhabit and perform the duties of various hotel employees while also encountering trafficking activity in scenarios based on documented cases threaded through each level of play.

Throughout each level, the player will encounter several guests to represent the busy schedules of each hotel employee. Only one guest/party will be involved with human trafficking. It is up to the player to determine what details are important, which guests pose a risk, and how to handle each interaction. During gameplay, the player will be able to take mental snapshots of key items or observations. These snapshots are saved to a logging app on their smartphone, which in turn contribute to the probability score of trafficking detection. The probability score feature gives players a running indicator of how close they have come to detecting potential human trafficking activity at each level as the game progresses. The player must reach a probability score of 90% or higher in order to report any evidence to law enforcement in the final level. At the climax of the story, if the player does not have a high enough probability score, the game will default to the ending where no evidence is submitted to law enforcement.

At the end of each level, in addition to the probability score, the player will be asked to identify what they believe to be the most important mental snapshot of the level. The player will

also have the opportunity to replay the level if they feel their probability score is not high enough. Players must be careful, though, as they are only able to replay each level once.

In addition to the mental snapshot action, each playable character can also perform unique actions depending on their role.

- **Front-desk clerk:** The front-desk clerk has the ability to ask questions to guests as they check-in for their stay.
- **Waitstaff:** Like the front-desk clerk, the waiter can also ask questions to guests during their meal. However, the waiter is better at talking with customers and engaging on a personal level.
- **Housekeeping staff:** The housekeeper does not interact with the guests in person. Instead, the housekeeper can examine the hotel room and make note of any signs of human trafficking during the cleaning process.
- **Security:** The security guard has access to the hotel security cameras, which display different venues including the hallways, the grounds, and the lobby. The security guard can make note of suspicious activity seen on the camera footage as well as anything else observed while performing patrols throughout the hotel.
- **Management:** The hotel manager can speak with all hotel employees. The snapshots gathered in the player log are delivered to the manager, who decides the appropriate action to take for the scenario.

At any point in the game, when the player encounters a suspected human trafficker, the player may choose to confront the human trafficker instead of taking mental snapshots.

- If the player confronts Greg Smith, the player will be injured and the game will end immediately for violating the hotel's policy that clearly states employees may **never confront a suspect of human trafficking directly.**
- If the player confronts Alfred Norman or Nancy Lowe, the player's probability score will decrease and the player will be asked to play the level again.

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