



**U.S. Department
of Transportation
Federal Aviation
Administration**

InFO

Information for Operators

InFO 19002

DATE: 02/19/19

Revised: 05/17/23

Flight Standards Service
Washington, DC

http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info

An InFO contains valuable safety information for operators that should help them meet certain administrative, regulatory, or operational requirements, with relatively low urgency or impact on safety. The contents of this document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

Subject: Human Trafficking Recognition and Response Training for Flight Attendants (F/A), Ticket Counter Agents, Gate Agents, and Certain Customer Service Personnel.

Purpose: This InFO provides information to Title 14 of the Code of Federal Regulations (14 CFR) Part 121 and 135 operators of the statutory requirement to provide F/As and certain customer service personnel with training regarding recognition and response to potential human trafficking victims. In addition, encourages aircraft owners and operators to post information about the National Human Trafficking Hotline in aircraft lavatories.

Background: On July 15, 2016, the President signed Public Law 114-190, the Federal Aviation Administration (FAA) Extension, Safety and Security Act of 2016 (“the Act”). Section 2113 of the Act, Enhanced Training for Flight Attendants, amends Title 49 of the United States Code (49 U.S.C.), Section 44734, to include an additional F/A training requirement to the training already required in Section 44734 regarding the service of alcohol. Section 44734 now also includes a requirement that each air carrier provide F/As with initial and annual training regarding recognizing and responding to potential human trafficking victims.

On October 5, 2018, the President signed Public Law 115-254, the FAA Reauthorization Act of 2018. Section 408 of the Act, Training on Human Trafficking for Certain Staff, amends 49 U.S.C. to add Section 44738. This new section expands the human trafficking training requirement to an additional employee group and requires that “each air carrier shall provide training to ticket counter agents, gate agents, and other air carrier workers whose jobs require regular interaction with passengers on recognizing and responding to potential human trafficking victims.”

On December 27, 2022, the President signed Public Law 117-301, the Human Trafficking Prevention Act of 2022. The Act directs the Secretary of Transportation to coordinate with the owners and operators of aircraft to place the contact information of the National Human Trafficking Hotline in the restroom, i.e., lavatory, of each such aircraft. The posting of this information is voluntary.

Discussion: Human trafficking is a crime involving the exploitation of someone for the purposes of compelled labor or a commercial sex act through the use of force, fraud, or coercion. The U.S. Department of Transportation partnered with the U.S. Department of Homeland Security to create the

Blue Lightning Initiative (BLI). BLI trains aviation personnel to identify potential traffickers and human trafficking victims, and to report their suspicions to federal law enforcement. The BLI training includes common indicators of human trafficking that aviation employees may encounter, and provides aviation employees with in-flight and on the ground methods to report suspected trafficking to law enforcement officers.

To learn more about becoming a BLI partner, and to access the tools made available through the BLI in support of these statutory training requirements, go to: [Link](#).

The National Human Trafficking Hotline is a national, toll-free hotline that answers calls from anywhere in the United States of America, 24 hours a day, 7 days a week, 365 days of the year. It is not a law enforcement or immigration authority and is operated by a nongovernmental organization funded by the Federal government. The National Human Trafficking Hotline is 1-888-373-7888, and more information can be found on their website: [Link](#).

Recommended Action: Directors of operations and safety, training managers, training program developers and instructors for part 121 and part 135 operators that engage in passenger carrying operations must be aware of the training requirements of 49 U.S.C. sections 44734 and 44738.

Aircraft owners and operators are encouraged to post the contact information of the National Human Trafficking Hotline in the lavatories of their aircraft. Depending on how the information is affixed to the lavatory, approval may be required by the FAA; operators should follow their applicable procedures.

Contact: Questions or comments regarding this InFO should be directed to the Department of Transportation at trafficking@dot.gov.