



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

# InFO

Information for Operators

InFO 19002  
DATE: 2/19/19

Flight Standards Service  
Washington, DC

**[http://www.faa.gov/other\\_visit/aviation\\_industry/airline\\_operators/airline\\_safety/info](http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info)**

*An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements with relatively low urgency or impact on safety.*

**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 cancels InFO 16019 and informs 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 recognizing and responding to potential human trafficking victims.

**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. InFO 16019 was published to provide information to part 121 and 135 operators on the new training requirements.

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.”

**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: <https://www.transportation.gov/stophumantrafficking>.

**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.

**Contact:** Questions or comments regarding this InFO should be directed to Nicole Bambas at (202) 366-5058 or [trafficking@dot.gov](mailto:trafficking@dot.gov).