SEC. 551. EMPLOYEE ASSAULT PREVENTION AND RESPONSE PLANS.

(a) IN GENERAL.—Not later than 90 days after the date of

enactment of this Act, each air carrier operating under part 121

of title 14, Code of Federal Regulations (in this section referred

to as a ‘‘part 121 air carrier’’), shall submit to the Administrator

for review and acceptance an Employee Assault Prevention and

Response Plan related to the customer service agents of the air

carrier and that is developed in consultation with the labor union

representing such agents.

(b) CONTENTS OF PLAN.—An Employee Assault Prevention and

Response Plan submitted under subsection (a) shall include the

following:

(1) Reporting protocols for air carrier customer service

agents who have been the victim of a verbal or physical assault.

(2) Protocols for the immediate notification of law enforcement after an incident of verbal or physical assault committed

against an air carrier customer service agent.

(3) Protocols for informing Federal law enforcement with

respect to violations of section 46503 of title 49, United States

Code.

(4) Protocols for ensuring that a passenger involved in

a violent incident with a customer service agent of an air

carrier is not allowed to move through airport security or board

an aircraft until appropriate law enforcement has had an opportunity to assess the incident and take appropriate action.

(5) Protocols for air carriers to inform passengers of Federal

laws protecting Federal, airport, and air carrier employees who

have security duties within an airport.

(c) EMPLOYEE TRAINING.—A part 121 air carrier shall conduct

initial and recurrent training for all employees, including management, of the air carrier with respect to the plan required under

subsection (a), which shall include training on de-escalating hostile

situations, written protocols on dealing with hostile situations, and

the reporting of relevant incidents.

(d) STUDY.—Not later than 180 days after the date of enactment

of this Act, the Comptroller General of the United States shall—

(1) complete a study of crimes of violence (as defined in

section 16 of title 18, United States Code) committed against

airline customer service representatives while they are performing their duties and on airport property; and

(2) submit the findings of the study, including any recommendations, to the appropriate committees of Congress.

(e) GAP ANALYSIS.—The study required under subsection (d)

shall include a gap analysis to determine if State and local laws

and resources are adequate to deter or otherwise address the crimes

of violence described in subsection (a) and recommendations on

how to address any identified gaps.