

AVIATION AND TRANSPORTATION SECURITY ACT

49 USC 46503 Interference with Security Screening Personnel

“When faced with a volatile, potentially violent passenger, agents should calmly explain that assaulting an airline agent is a federal crime, punishable by prison sentence of up to 10 years & fine of not more than \$250,000.”

WHAT TO DO WHEN ASSAULTED

1. Protect yourself from the disruptive pax.
2. Try to diffuse the situation.
3. Cite the federal law and inform pax that you will notify law enforcement.
4. Notify your management.
5. If necessary, call appropriate law enforcement.
6. Document incident with the PNR and with your union rep.

