

AMENDMENT TO H.R. 2997
OFFERED BY MS. WILSON OF FLORIDA

At the end of title VI, add the following:

1 **SEC. ____.** **STUDY ON TRAINING OF CUSTOMER-FACING AIR**
2 **CARRIER EMPLOYEES.**

3 (a) **IN GENERAL.**—Not later than 180 days after the
4 date of enactment of this Act, the Secretary of Transpor-
5 tation shall enter into an agreement with an institution
6 of higher learning to conduct a study on the training re-
7 ceived by customer-facing employees of air carriers.

8 (b) **CONTENTS.**—The study shall include—

9 (1) an analysis of the effectiveness of the train-
10 ing received by customer-facing employees with re-
11 spect to the management of disputes on aircraft; and

12 (2) an examination of how institutions of higher
13 learning, in coordination with air carriers, customer-
14 facing employees and their representatives, consumer
15 advocacy organizations, and other stakeholders,
16 could—

17 (A) review such training and related prac-
18 tices;

19 (B) produce recommendations; and

20 (C) provide supplemental training.

1 (c) REPORT.—Not later than 1 year after the date
2 of enactment of this Act, the Secretary shall submit to
3 the Committee on Transportation and Infrastructure of
4 the House of Representatives and the Committee on Com-
5 merce, Science, and Transportation of the Senate a report
6 on the results of the study.

