



**Federal Aviation
Administration**

Audit and Evaluation

Fiscal Year 2014 Business Plan



FY2014 AAE Business Plan

Make Aviation Safer and Smarter

Core Business Measure: Audit and Evaluation of Whistleblower Contributions

Improve the turn-around time for at least 75% of submissions to AAE and identify themes for those submissions that trend towards longer processing times.

Core Business Initiative: Investigation and case management of safety disclosures

Improve turn-around times for aviation safety related investigations reported to the FAA.

Core Activity: Manage disclosures involving aviation safety

Conduct investigations and oversee investigation of 75% of disclosures referred out by AAE within set timeframes

Activity Target 1:

Complete 75% of investigations of aviation safety related disclosures by internal whistleblowers within 210 calendar days from date of acceptance. Due September 30, 2014

Activity Target 2:

75% of accepted AIR21 aviation safety related disclosures will be referred by AAE to the responsible agency LOB for investigation within 14 calendar days following determination. Due September 30, 2014

Core Activity: Track hotline and other disclosures to AAE

Track, review and report on aviation safety related disclosures to AAE

Activity Target 1:

Complete an annual report of all FY13 aviation safety whistleblower disclosures referred to AAE. Due December 31, 2013

Core Activity: Revise Whistleblower Protection Program memorandum of

understanding

Complete a draft memorandum of understanding with OSHA for the Whistleblower Protection Program.

Activity Target 1:

Complete an internal review of draft language for memorandum of understanding with OSHA Due June 30, 2014

Activity Target 2:

Complete a draft memorandum of understanding with OSHA for the Whistleblower Protection Program. Due September 30, 2014

Core Business Initiative: Manage FAA Hotline Program

Implement changes in two areas of the FAA Hotline Program to reflect the consolidation of the hotlines under AAE.

Core Activity: Complete updates to FAA Hotline Program

Complete at least two updates to the FAA Hotline Program

Activity Target 1:

Draft revised message greeting and menu prompts for the Aviation Safety Hotline (1-800-255-1111). Due March 31, 2014

Activity Target 2:

Revise the message greeting and voicemail recording for menu selections related to the Aviation Safety Hotline and the Administrator's hotline on the Public Inquiry Line (1-866-TELL-FAA) Due June 30, 2014

Core Business Measure: OIG/GAO audits and recommendations

AAE will provide FAA formal responses to OIG reports to OST within 30 business days for 75% of OIG reports received in FY14.

Core Business Initiative: Track OIG/GAO audits and recommendations

Improve response of FAA draft formal responses to OIG reports and FAA reconsidered responses to OIG final reports in accordance with DOT Order 8000.6x

Core Activity: FAA formal responses to OIG reports to OST within 30 business days of receipt

AAE will provide FAA formal responses to OIG

reports to OST within 30 business days for 75% of
OIG reports received in FY14.

Activity Target 1:

AAE will provide FAA formal responses to OIG
reports to OST within 15 calendar days of receipt
of accepted responses from LOB/SO for 75% of
OIG reports received in FY14. Due September 30,
2014

**Core Activity: FAA reconsidered
responses to OIG final reports within 30
days**

75% of FAA reconsidered responses to OIG final
reports are provided within 30 business days of
receipt.

Activity Target 1:

AAE will provide responses to FAA draft
reconsidered responses to OIG final reports within
30 business days Due September 30, 2014