



**Federal Aviation
Administration**

Audit and Evaluation

Fiscal Year 2015 Business Plan



FY2015 AAE Business Plan

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Make Aviation Safer and Smarter

Core Measure: Intake, Evaluation and Investigation of Submissions

Improve the turn-around time for at least 80% of submissions to AAE and identify themes for those submissions that trend towards longer processing times.

Core Initiative: Manage FAA Hotline Program

Ensure substantiated aviation safety related disclosures that have identified corrective actions include timeframes.

Core Activity: Track corrective actions for substantiated reports

Implement processes and procedures to track corrective actions for substantiated aviation safety related disclosures reported to AAE.

Activity Target 1:

Implement an automated tracking system for corrective actions for substantiated reports Due September 30, 2015

Activity Target 2:

Develop standard operating procedures for tracking corrective actions in AAE Due July 31, 2015

Core Activity: Complete updates to the FAA Hotline phone line

Complete updates to the Aviation Safety Hotline phone line and the prompts on the Public Inquiry line that direct callers to the Aviation Safety Hotline or the Administrator's Hotline

Activity Target 1:

Create and record new scripts for the Aviation Safety Hotline and Administrator's hotline voice mail messages. Due December 31, 2014

Activity Target 2:

Create and record new scripts for the menu option greeting for the Aviation Safety Hotline phone line (1-800-255-1111) Due March 31, 2015

Activity Target 3:

Create and record scripts for the Aviation Safety Hotline and Administrator Hotline for the menu option greeting on the Public Inquiry phone line (1-866-TELL-FAA) Due September 30, 2015

Core Initiative: Investigations and case management

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

Core Activity: Manage aviation safety related disclosures

Conduct investigations and oversee investigation of disclosures referred out by AAE involving aviation safety and the mission of the FAA.

Activity Target 1:

Complete 80% of investigations of aviation safety related disclosures by internal whistleblowers within 210 days from date of acceptance. Due September 30, 2015

Activity Target 2:

80% of aviation safety related disclosures by external whistleblowers (AIR-21) referred for investigation by AAE will be completed within 90 days. Due September 30, 2015

Activity Target 3:

80% of FAA Hotline disclosures referred for investigation by AAE will be completed within 90 days. Due September 30, 2015

Core Activity: Revise AAE Investigation and Case Management policy

Complete a draft AAE Order/Policy on AIR 21 whistleblower disclosures

Activity Target 1:

Complete a draft Whistleblower Program Order Due September 30, 2015

Core Measure: OIG/GAO audits and recommendations

Deliver 80% of FAA draft formal responses to OIG reports to OST within 30 business days of receipt from FAA Line of Business/Service Office.

Core 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.

Core Activity: Draft formal responses to OIG reports to OST

Draft formal responses to OIG reports to OST within 30 business days of receipt

Activity Target 1:

LOB/SO draft formal responses to OIG reports are provided to AAE within 15 business days of receipt for 80% of OIG reports received in FY15. Due September 30, 2015

Core Activity: Draft first reconsidered responses to OIG final reports within 30 days

First draft reconsidered responses to OIG final reports are provided within 25 days of receipt will increase by 5% over FY14 response rate.

Activity Target 1:

LOB/SO first draft reconsidered responses to OIG final reports are provided within 28 days of receipt from AAE. Due September 30, 2015

Activity Target 1:

Update the AAE internal and external webpage to in accordance with AAE web standards for internal and public facing sites. Due July 31, 2015

Activity Target 2:

Publish at least one news story in an external communication vehicle, and deliver at least one presentation to AAE's external stakeholders. Due September 30, 2015

Empower and Innovate with the FAA's People

Workplace of Choice introduction for AAE

Core Measure: Outreach to AAE Stakeholders

Communicate AAE's role in aviation safety by reaching out to the stakeholder groups that refer and help resolve safety related concerns with AAE.

Core Initiative: Increase FAA-wide awareness about AAE

Communicate AAE's role in aviation safety by reaching out to the stakeholder groups that refer and help resolve safety related concerns with AAE.

Core Activity: Create AAE communications strategy and tools

Identify at least one new medium to distribute AAE's communications messaging and materials to stakeholders.