



U.S. Department of Transportation
Federal Aviation Administration

Office of Audit and Evaluation
Annual Report to Congress Fiscal Year 2017

Required by Public Law 112-95, Sec. 341

October 1, 2017



Executive Summary

The Federal Aviation Administration (FAA), Office of Audit and Evaluation (AAE) is pleased to submit its fifth Annual Report to Congress for the “Aviation Safety Whistleblower Investigation Office” in fulfillment of the mission and statutory requirements established by the FAA Modernization and Reform Act of 2012 (Public Law 112-95, Sec. 341).

This report summarizes work that AAE either initiated or completed on a number of critical aviation safety activities in support of the FAA’s continuing mission to provide the safest, most efficient aerospace system in the world. In addition to conducting investigations under Public Law 112-95, Sec. 341, we perform many other important safety-related investigations and safety oversight activities.

During this reporting period, our office investigated or oversaw disclosures pertaining to nearly every FAA organizational entity. Many of the allegations contained in these disclosures identified programmatic or operational deficiencies that could have directly impacted safety. In many cases, these allegations were substantiated by our investigations and our recommendations resulted in policy changes and the implementation of noteworthy corrective actions by the agency. We are pleased by the overall level of receptiveness from senior officials and the openness we have received in response to our recommendations for improving FAA operations and safety.

We recognize the strong commitment to aviation safety displayed both by those who filed reports with our office, as well as the dedication demonstrated by a cadre of FAA professionals providing their subject matter expertise to assist us in fulfilling this important work.

We are appreciative of the support that we have received from senior officials throughout the FAA, from the Department of Transportation, Office of Inspector General (OIG), the U.S. Office of Special Counsel (OSC), the U.S. Government Accountability Office (GAO), and from Members of Congress and their staffs during this reporting period. We look forward to continuing this important mission in the coming years.

Significant Activity October 1, 2016 – September 30, 2017

Safety Oversight, Investigations and Whistleblower Protection

The FAA’s Aviation Safety Whistleblower Investigation Program receives and manages safety disclosures from FAA and aviation industry employees under P.L. 112-95, Sec. 341. Additionally, AAE receives disclosures from aviation industry employees including: individuals holding certificates under Title 14, Code of Federal Regulations; and air carriers, their contractors

or sub-contractors as outlined under 49 U.S.C § 42121, “Wendell H. Ford Aviation Investment and Reform Act for the 21st Century,” (AIR 21)¹.

An initial assessment is conducted of each complaint of the information submitted by the discloser to determine whether a substantial likelihood exists that a violation of an order, a regulation, or any other provision of federal law relating to aviation safety may have occurred. Disclosures meeting these criteria are investigated either by AAE investigators, or by, or in coordination with, other FAA subject matter experts. All investigations receive extensive AAE oversight.

Once an investigation is completed, an independent report of investigation is prepared that outlines the findings. This report is provided to the Administrator and/or the affected FAA organization (e.g., Flight Standards Service, Aircraft Certification, Air Traffic Organization, Airports, etc.) for corrective action, as recommended. In response, the Administrator and/or affected FAA organization provides a formal response to the recommendations to include any corrective actions implemented or planned. Although, the ultimate responsibility for implementing a corrective action plan falls upon the appropriate FAA functional organization, AAE monitors those corrective actions made as a result of our findings to ensure that they are implemented and evaluates their effectiveness.

Appendix A contains a complete summary of FY 2017 P.L. 112-95 § 341 disclosures made by FAA employees and aviation industry employees accepted under the “Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR 21) whistleblower program.

Examples of the work completed in FY 2017

- *Systems Approach to Safety Oversight (SASO)*

On August 17, 2017, AAE closed its investigation into the FAA’s SASO program. In October 2012, an FAA employee had raised concerns that the SASO program was being mismanaged and was no longer a standardized and comprehensive safety system for the Flight Standards Service (AFS). AAE began an inquiry into the program’s management, finances, policies and automation.

About the same time, the FAA’s Joint Resources Council (JRC) reviewed the program, finding numerous deficiencies and making several recommendations for improvement. These recommendations were acted upon by AFS and the program was subsequently redesigned as the Safety Assurance System (SAS). The initial phase of SAS was successfully deployed in December 2015 and the program is now in Phase III. The JRC continues to provide rigorous oversight of future phases of development and deployment.

¹ Under AIR 21, the Occupational Safety and Health Administration (OSHA) is responsible for investigations of alleged reprisal or discrimination for reporting aviation safety-related violations filed by employees of air carriers or their contractors or subcontractors. FAA is responsible for investigation of the initial safety-related disclosure(s) that led to the alleged reprisal. Although the investigations are conducted separately, OSHA and the FAA closely coordinate their activities.

- *Locality Pay*

On August 17, 2017, AAE issued a report of investigation based on disclosures made by an FAA employee alleging that the wide-spread use of telework by FAA employees has led to many employees receiving locality pay to which they were not entitled.

The investigation team reviewed personnel records for Aviation Safety (AVS) employees, the FAA's second largest organization and one in which telework is relatively common. We determined that approximately 10% (more than 700) live greater than 50 miles from their official duty location, and that approximately 4% (317) live 100+ miles away. Of these, 182 employees were earning locality pay based on their official duty station which was higher than they would have been eligible for at their home (probable telework location). In one case, we verified that an employee was receiving the highest locality pay in the nation while working (and traveling from) his home nearly 1000 miles away in the lowest locality pay area, and in a state with no income tax. A conservative estimate showed that the potential overpayments for these employees could easily exceed \$1 million per year.

Based on the results of our limited review, AAE recommended to the Administrator that all FAA organizations, in conjunction with Human Resources, conduct a comprehensive audit of each employee's SF-50², current telework agreement, current duty station location and current home address to determine if the employee is receiving the correct locality pay as determined by the Office of Personnel Management and FAA policy.

- *Repair Station Certification*

On August 17, 2017, AAE closed its investigation into concerns the Flight Standards Service (AFX) was allowing inconsistent certification of repair stations. In April 2016, an FAA employee had raised concerns that a memo issued by the Southern Region Technical Branch (ASO-230) was contrary to certification regulations and FAA guidance. The contributor believed that the memo would allow creation of a "virtual repair station", whereby a repair station could be created and contracted not to perform actual maintenance, but simply to return a product to service after maintenance by another entity.

Our investigation determined that ASO-230 did not issue the memo on their own, but rather had coordinated with the Air Carrier Maintenance policy division (AFS-300). Both organizations agreed that the guidance in 8900.1³ regarding contracting out maintenance functions was confusing and could easily be misapplied. They removed the guidance in December 2016 until such time as it could be coordinated and clarified.

- *Enforcement Failure*

On October 26, 2016, AAE issued a report of investigation based upon a disclosure made by an FAA Aviation Safety Inspector (ASI). He alleged that the Office of Chief Counsel (AGC) failed

² The Standard Form used for personnel actions, including assignment of an official duty location.

³ Specifically, Volume 2, Chapter 11, Section 2, Paragraph 2-1221.

to “properly and timely process the enforcement case⁴ for falsifications” when a former ASI and current Airframe and Powerplant (A & P) mechanic was charged with falsifying maintenance records for a client.

Our investigation determined that this enforcement case was one of almost a dozen cases against aircraft owners, pilots and mechanics stemming from an accident investigation involving a parachute jump operation. We found that the primary factors in AGC closing the case with no action were not AGC’s failures, but rather were: 1) significant delays by the field office, which left revocation as the only viable legal action; and 2) evidence uncovered during pre-trial conference not uncovered during the initial investigation which weakened the Administrator’s legal theory of the case, and made revocation virtually impossible.

While AAE made no specific recommendations to the Administrator, we forwarded the report to AGC and the Flight Standards Service (AFX) for future reference. The report identified potential weaknesses in enforcement policy, coordination and oversight which can be improved.

- *Improper Operation by USFS*

On December 29, 2016, AAE issued a report of investigation based upon a disclosure made by an employee of the United States Forest Service (USFS). He alleged that the USFS operated one or more flights as a Public Aircraft Operation (PAO)⁵ when they did not meet PAO requirements. He also alleged these flights were leased from a 14 CFR Part 135 operator but did not meet all applicable Part 135 requirements.

Our investigation found that the aircraft was leased from a non-certificated company, and at no time was it listed on the Operations Specifications of any 14 CFR Part 135 operators. Further, the lease was considered a “dry lease”⁶ and thus USFS was appropriately responsible for operational control. The operation in question was conducted under 14 CFR Part 91 using a properly certificated pilot employed by USFS. The investigation also found that the operation met all applicable aircraft, airworthiness, and operational limitations and requirements.

- *Inadequate Conformity Inspection*

On October 28, 2016, AAE issued a report of investigation based upon a referral made to us by the Department of Transportation Office of Inspector General (DOT/OIG). The OIG had learned from an FAA employee that the FAA may have authorized the use of an aircraft by former Secretary of State Hillary Clinton without having conducted a required conformity inspection.⁷

The investigation found that N881XA, a Boeing 737-800 aircraft, had been modified specifically to meet the requirements of the Clinton campaign staff. These modifications included a tailored paint scheme, specialized seat configuration including couches, electrical power supply

⁴ Case number de-identified for privacy purposes.

⁵ An operation generally involving functions which are inherently governmental. See Advisory Circular 00-1.1A.

⁶ Involving only the aircraft and no crewmembers. See Advisory Circular 91-37B.

⁷ A conformity inspection includes a thorough records review and general visual inspection ensuring the aircraft meets all applicable airworthiness requirements.

throughout the cabin, and in-flight Wi-Fi. Personnel from the South Florida Certificate Management Office (CMO) conducted a records review of aircraft and modification documentation but did not conduct a visual inspection prior to adding N881XA to the Operations Specifications (OpSpecs).

We found that the aircraft was not ready for inspection until August 31, 2016, due to last minute campaign requests for changes to the aircraft configuration. A request by the campaign to keep the aircraft livery hidden until the formal unveiling by the candidate, coupled with the desire of campaign management to begin flight operations the first weekend in September dramatically compressed the normal timeline for aircraft conformity approval. However, we found that neither the campaign, nor the charter airline placed any apparent pressure on the FAA to waive the visual inspection of the aircraft. Rather, the desire by certain CMO personnel to both accommodate the charter airline and the campaign drove the decision to forego the visual inspection and thereby deviate from the approved conformity approval process.

At our recommendation, and even before our report was issued, the Flight Standards Service completed a visual inspection of the aircraft, and the charter airline corrected deficiencies, prior to further operation of the aircraft. AAE also made additional recommendations for improved clarity in guidance related to conformity inspections.

- *Failure to Properly Process Legal Interpretation*

On January 26, 2017, AAE issued a report of investigation based upon a disclosure made by an FAA Aviation Safety Inspector (ASI). He alleged that rather than forward a request for legal interpretation to the Office of Chief Counsel as required, the Aircraft Maintenance Division (AFS-300) improperly responded with a memorandum of their own. He further alleged that this memorandum was contrary to the guidance in FAA Order 8900.1, and also that it changed the letter and intent of 14 CFR 145.217 without going through the required rulemaking process. AAE substantiated all three allegations.

Our investigation found that the plain language of 14 CFR 145.217 allows a repair station to contract out a maintenance function, but only if the FAA approves that maintenance function. This applies regardless of whether the entity contracted to is a certificated repair station or not. This was confirmed in a 2006 proposed rulemaking⁸ in which the FAA stated:

“The proposal would revise the current rule by removing the requirement in current paragraph (a)(1) that maintenance functions contracted to all outside sources be approved by the FAA. Only a maintenance function contracted to an outside source not certificated under Part 145 would have to be approved.”

This rulemaking was never finalized, yet the AFS-300 memo attempted to authorize the proposed guidance rather than the current rule. The memo was also contrary to FAA Order 8900.1, which stated “The FAA must approve all contract maintenance functions, whether to a certificated or non-certificated provider.” Our office recommended that the memo be

⁸ Federal Register/Vol. 71, No. 231, dated December 1, 2006.

immediately retracted, that the rule and guidance be followed until properly changed, and that AFS-300 follow the established procedures for a legal interpretation.

- *Abuse of Authority*

On December 16, 2016, AAE issued a report of investigation based upon a disclosure made by a Designated Pilot Examiner. He alleged that an Aviation Safety Inspector (ASI) exceeded her authority during the conduct of a special evaluation of DPEs. He gave multiple examples of what he believed were abuses during the evaluation process, and which involved oral and flight examinations.

We conducted extensive interviews with the complainant, multiple ASIs, and all identified witnesses. We also reviewed the original notes taken at the time of the examinations, recorded observations of independent ASIs, and FAA policy regarding these types of examinations and the special evaluation process. We determined that the ASI met all policy and procedural requirements, and in no way abused her authority. In fact, we found evidence that the ASI was extremely generous in her final recommendation regarding the conduct of the complainant.

- *Pressure to Not Document Discrepancies*

On August 28, 2017, AAE issued a report of investigation based upon a disclosure made by an American Airlines maintenance technician. He alleged he had been removed from his maintenance crew and reassigned to a crew towing aircraft because he had reported observed discrepancies. He further alleged that management was pressuring other mechanics to not write up aircraft maintenance discrepancies they might discover during the course of their work.

Our investigation uncovered a video of a maintenance manager briefing a room full of mechanics on the complainant's reassignment. In the video the manager can be heard describing that the complainant had been reassigned because he had documented findings that management considered to be "outside the scope of his assigned inspection task". We also interviewed numerous mechanics who were either present at, or had heard about, the meeting. All agreed they were afraid they could be reassigned from their maintenance crew if they documented too many findings.

Although we found that all identified discrepancies had been properly corrected, AAE ensured that the local FAA office and American Airlines completed appropriate corrective action for the on-site manager inappropriately pressuring mechanics to violate appropriate maintenance requirements.

Summary of Disclosures Submitted to AAE in Fiscal Year 2017	
Total Submissions	162
Disclosures referred for investigation	88
Disclosures referred to the safety hotline	26
Disclosures that did not require further investigation ¹	46
Disclosure status not yet determined	2
Sources of Complaints Referred for Investigation	88
Pilots – 28 Mechanics or Repairmen – 19 Flight Attendants – 5 Manufacturers – 12 Others ² – 15 FAA Employees – 9	
Investigations Status	88
Undergoing AAE Review – 8 Violation Determined – 24 No Violation Determined; Investigation Closed – 32 Report not received – 23 Report forwarded to foreign certificate administrator – 1	
¹ Further investigation not required because complaint was: not a violation, a duplicate, or previously investigated. ² Can Include: Gate agents; management; cargo, aircraft or ground handlers; trainers; dispatchers; fuel farm workers.	

OIG and GAO Audits

AAE serves as FAA’s primary interface to, and maintains a continuous liaison for audits and recommendations on aviation matters conducted by the GAO and the DOT OIG, and other OIGs. AAE is also the final approval authority within FAA for the agency’s formal response to external audits. AAE reviews the sufficiency and responsiveness of draft FAA responses to these external audits and monitors the implementation of corrective action commitments by FAA organizations in response to these external audits.

OIG and GAO Audit Activity in FY 2017	DOT OIG	GAO	Other OIG	Total
Audit Reviews Initiated	17	16	0	33
Audit Reports Reviewed and Responses Drafted	23	23	0	46
Audit Recommendations Resulting from Completed Audits	94	9	0	103
Recommendations Resolved Based Upon FAA Responses	79	9	0	88

Hotline Operations

AAE hotline staff receives reports related to unsafe and unauthorized aviation activity that may violate an FAA regulation, order, or any other provision of Federal law related to aviation safety; or fraud, waste, abuse, or misconduct associated with FAA programs, personnel, organizations, or facilities. The Hotline receives reports from FAA employees, the aviation community, law enforcement and the public via email, mail, telephone, and fax.

The FAA Hotline receives thousands of reports, which include comments, suggestions and general inquiries that are handled internally or redirected to the appropriate office. Based upon an analysis of all reports, the FAA Hotline opened 3,397 Hotline complaints which were referred to FAA organizations for investigation or other appropriate action. This was a 25% increase of over the previous fiscal year. We also closed over 2,900 cases.

Appendix A: FAA Whistleblower Investigations

Tracking Number: IWB17801	Date Received: 9/26/16
Reporter: FAA Employee. Allegation(s): Drug Abatement Division failed to properly implement the FAA Compliance Philosophy.	
Finding(s): Report issued, pending corrective action.	

Tracking Number: EWB17501	Date Received: 10/4/16
Reporter: Manufacturing Technician. Allegation(s): Defective or missing clamps during machining process.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17502	Date Received: 10/4/16
Reporter: Air carrier flight attendant. Allegation(s): Failure to follow company suspected alcohol impairment policies	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17503	Date Received: 10/6/16
Reporter: Air carrier pilot. Allegation(s): Pressure to operate unsafely; improper cell phone usage; failure to maintain operational control; failure to properly secure patients.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17507	Date Received: 10/18/16
Reporter: Air carrier pilot. Allegation(s): Operation by unfit crew member; failure to follow company CRM procedures/practices.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB17802	Date Received: 10/27/16
Reporter: FAA Employee. Allegation(s): Retaliation for filing a safety concern.	
Finding(s): AAE mediated a mutually acceptable disposition without investigation.	

Tracking Number: EWB17509	Date Received: 10/28/16
Reporter: Manufacturing technician. Allegation(s): Failure to follow plating and touch plating procedures.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB17803	Date Received: 11/7/16
Reporter: FAA Employee. Allegation(s): FAA failed to properly process a request for legal interpretation.	
Finding(s): Report issued, pending corrective action.	

Tracking Number: EWB17510	Date Received: 11/9/16
Reporter: Air carrier flight attendant. Allegation(s): Cheating on initial training course exams.	
Referred To: Flight standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17511	Date Received: 11/9/16
Reporter: Air carrier manager. Allegation(s): Failure to maintain operational control / inspect required equipment / provide maintenance manuals and tracking; check airman does not possess minimum requirements	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: IWB17804	Date Received: 11/10/16
Reporter: FAA Employee. Allegation(s): Failure to follow FAA Order related to Inspector training.	
Finding(s): Report issued, awaiting response.	

Tracking Number: EWB17514	Date Received: 11/15/16
Reporter: Repair station mechanic. Allegation(s): Failure to repair parts to proper specifications; improper transmission installation.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17516	Date Received: 11/17/16
Reporter: Air carrier pilot. Allegation(s): Directed by president to change accident pilot's duty/rest times	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17517	Date Received: 11/17/16
Reporter: Simulator Manager. Allegation(s): Failure to obtain TSA clearances before training foreign students.	
Referred To: Transportation Security Administration.	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17522	Date Received: 11/24/16
Reporter: Manufacturing Inspector. Allegation(s): Improper audit corrective actions.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17523	Date Received: 11/26/16
Reporter: Air carrier mechanic. Allegation(s): Failure to provide/control/maintain tools; improper wiring repair; operation of unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17526	Date Received: 11/30/16
Reporter: Air carrier pilot. Allegation(s): Failure to follow training/checking procedures in approved training manual.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17528	Date Received: 12/2/16
Reporter: Cargo screening agent. Allegation(s): Failure to follow TSA tracking rules.	
Referred To: Transportation Security Administration	
Finding(s): No violation of a regulation, order, or standard.	

TRACKING NUMBER: DI-16-2708	Date Opened: 12/6/2016
Allegation(s): An anonymous whistleblower wrote the US Office of Special Counsel (OSC) alleging that FAA's current policy for landing and departing aircraft using the arrival descent window (ADW) at a major airport was not suited for that airport's runway configuration; and that management was aware of the safety concerns but took no action.	
Action Taken: Investigated by AAE.	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17530	Date Received: 12/7/16
Reporter: Manufacturing quality technician. Allegation(s): Failure to properly calibrate machines and improper product inspections.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17537	Date Received: 12/21/16
Reporter: Repair station billing officer. Allegation(s): Failure to document and track parts.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17538	Date Received: 12/22/16
Reporter: Manufacturing technician. Allegation(s): Changing of part numbers on rejected parts.	
Referred To: Aircraft Certification Service	
Finding(s): Disclosure forwarded to foreign certificate oversight office.	

Tracking Number: EWB17541	Date Received: 1/5/17
Reporter: Manufacturing inspector. Allegation(s): Failure to properly inspect parts; training failures; shipping uninspected parts.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17544	Date Received: 1/19/17
Reporter: Manufacturing technician. Allegation(s): Failure to track parts, notify customers, determine causality of failures.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17545	Date Received: 1/21/17
Reporter: Air carrier pilot. Allegation(s): Unqualified pilot on revenue flight; unqualified check airman training/certifying pilots.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17546	Date Received: 1/25/17
Reporter: Air carrier mechanic. Allegation(s): Failure to complete maintenance; pencil whipping maintenance; operation of unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17549	Date Received: 1/26/17
Reporter: Air carrier mechanic. Allegation(s): Improper maintenance, use of improper parts, improper fuel storage, operation of unairworthy aircraft.	
Referred To: Flight Standards Service, Office of Aerospace Medicine, and Transportation Security Administration for investigation.	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17550	Date Received: 1/27/17
Reporter: Pilot. Allegation(s): Conduct of air carrier operations without required certification.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17552	Date Received: 1/30/17
Reporter: Air carrier pilot. Allegation(s): Refused promotion because of fatigue call.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17557	Date Received: 2/7/17
Reporter: Repair station inspector. Allegation(s): Medical marijuana use by safety sensitive mechanic, failure to document maintenance, sign-off of uncompleted maintenance.	
Referred To: Office of Aerospace Medicine and Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17558	Date Received: 2/7/17
Reporter: Air carrier mechanic. Allegation(s): Failure to follow maintenance manual procedures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17559	Date Received: 2/10/17
Reporter: Air carrier flight attendant. Allegation(s): Crew day exceedance; failure to follow cabin biohazard waste handling procedures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17560	Date Received: 2/13/17
Reporter: Manufacturing inspector. Allegation(s): Improper parts approval and shipping.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17561	Date Received: 2/22/17
Reporter: Air carrier cargo handler. Allegation(s): Failure to wear appropriate identification in cargo sorting area.	
Referred To: Transportation Security Administration	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17562	Date Received: 2/22/17
Reporter: Air carrier gate agent. Allegation(s): Improper ramp procedures.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17563	Date Received: 2/28/17
Reporter: Air carrier mechanic. Allegation(s): Improper maintenance procedures; operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17566	Date Received: 3/3/17
Reporter: Air carrier flight attendant. Allegation(s): Failure to follow fume event procedures; operation of an unairworthy aircraft	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17569	Date Received: 3/8/17
Reporter: Machinist. Allegation(s): Acceptance of non-compliant parts.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB17806	Date Received: 3/14/17
Reporter: FAA Employee. Allegation(s): Retaliation for previous whistleblower complaint.	
Finding(s): Report issued, awaiting response.	

Tracking Number: EWB17573	Date Received: 3/13/17
Reporter: Air carrier mechanics. Allegation(s): Pressure to not document discrepancies; aircraft released in an unairworthy condition; use of unauthorized documented procedures.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17579	Date Received: 3/28/17
Reporter: Air carrier pilot. Allegation(s): Retaliation for submitting safety reports	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17580	Date Received: 4/3/17
Reporter: Air carrier mechanic. Allegation(s): Failure to have a trained supervisor evaluate employee after receiving reports of signs/symptoms of alcohol abuse.	
Referred To: Office of Aerospace Medicine.	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17581	Date Received: 4/4/17
Reporter: Air carrier dispatcher. Allegation(s): Pressure to not delay flights.	
Referred To: Office of Audit and Evaluation	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17582	Date Received: 4/7/17
Reporter: Air carrier mechanics. Allegation(s): Pressure to not document discrepancies; failure to accomplish required maintenance; operation of unairworthy aircraft	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17583	Date Received: 4/11/17
Reporter: Air carrier pilot. Allegation(s): Lack of training; failure to follow ASAP MOU provisions.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17585	Date Received: 4/13/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow company safety policy and comply with ASAP MOU.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17586	Date Received: 4/14/17
Reporter: Air carrier pilot. Allegation(s): Failure to comply with duty day/crew rest and maintenance regulations and standards.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17587	Date Received: 4/14/17
Reporter: Air carrier employee. Allegation(s): Improper HAZMAT storage; improper parts tracking.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17588	Date Received: 4/20/17
Reporter: Air carrier ground handler. Allegation(s): Failure to use required communication devices during towing.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17589	Date Received: 4/20/17
Reporter: Manufacturing inspector. Allegation(s): Failure to properly inspect fasteners.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17590	Date Received: 4/21/19
Reporter: Air carrier flight attendant. Allegation(s): Failure to properly document duty start time.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17593	Date Received: 4/25/17
Reporter: Air carrier flight attendant manager. Allegation(s): Failure to cover all recurrent training requirements.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17594	Date Received: 4/26/17
Reporter: Air carrier mechanic. Allegation(s): Pressure to not document discrepancies; over-torqueing of fuel access panel doors.	
Referred To: Office of Audit and Evaluation	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17595	Date Received: 5/4/17
Reporter: Air carrier manager. Allegation(s): Failure to document commercial flying and damage to aircraft; utilization of unfit pilot.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17596	Date Received: 5/5/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow fatigue reporting procedures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17597	Date Received: 5/5/17
Reporter: Air carrier gate agent. Allegation(s): Operation of unrepaired ground equipment.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17600	Date Received: 5/18/17
Reporter: Air carrier pilot. Allegation(s): Pilot not medically qualified; operation with unqualified pilots.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17602	Date Received: 5/18/17
Reporter: Manufacturing inspector. Allegation(s): Unreported testing failures; shipping defective parts.	
Referred To: Aircraft Certification Service	
Finding(s): Open investigation.	

Tracking Number: EWB17606	Date Received: 5/24/17
Reporter: Air carrier manager. Allegation(s): Failure to receive negative drug tests prior to employment.	
Referred To: Office of Aerospace Medicine	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17607	Date Received: 5/25/17
Reporter: Air carrier pilot. Allegation(s): Failure to perform maintenance in accordance with the maintenance manual.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17608	Date Received: 5/25/17
Reporter: Air carrier pilot. Allegation(s): Exceedance of crew duty day.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17609	Date Received: 5/29/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow aircraft maintenance manual and ground handling manual; lack of FOD prevention.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17610	Date Received: 5/30/17
Reporter: Air carrier mechanic. Allegation(s): Failure to document/repair discrepancies; operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17611	Date Received: 5/31/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow company CRM and maintenance log entry procedures.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17613	Date Received: 6/5/17
Reporter: Air carrier scheduler. Allegation(s): Failure to track pilot duty times and to provide required rest.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17614	Date Received: 6/20/17
Reporter: Air carrier mechanic. Allegation(s): Pressure to not document discrepancies.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17615	Date Received: 6/20/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow PRIA guidelines.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17617	Date Received: 7/6/17
Reporter: Manufacturing inspector. Allegation(s): Failure to follow tool inspection guidance; failure to document/repair faulty welds.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB17618	Date Received: 7/7/17
Reporter: Repair station mechanic. Allegation(s): Use of unapproved parts and manuals; failure to follow manual guidance.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17619	Date Received: 7/12/17
Reporter: Air carrier pilot. Allegation(s): Failure to document/repair discrepancies; operation of unairworthy aircraft; failure to comply with crew duty day/rest requirements.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17622	Date Received: 7/20/17
Reporter: Air carrier pilot. Allegation(s): Failure to provide fatigue training and follow fatigue review procedures.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17623	Date Received: 7/31/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow MEL procedures; careless and reckless operations.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17624	Date Received: 7/31/17
Reporter: Air carrier Pilot. Allegation(s): Failure to document/repair discrepancies; operation of unairworthy aircraft.	
Referred To: Office of Audit and Evaluation	
Finding(s): Open investigation.	

Tracking Number: EWB17628	Date Received: 8/9/17
Reporter: Air carrier flight follower. Allegation(s): Crew day exceedance; failure to provide required rest; alcohol abuse by staff.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17630	Date Received: 8/17/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow training program guidance.	
Referred To: Flight standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB17633	Date Received: 8/23/17
Reporter: Air carrier pilot. Allegation(s): Failure to provide required rest; failure to properly document rest start time.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17634	Date Received: 8/25/17
Reporter: Air carrier mechanics. Allegation(s): Pressure to not document discrepancies.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17640	Date Received: 9/8/17
Reporter: Air carrier pilot. Allegation(s): Utilization of non-qualified crewmember.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17642	Date Received: 9/12/17
Reporter: Repair station mechanic. Allegation(s): Failure to correct cargo door design flaw.	
Referred To: Aircraft certification service	
Finding(s): Open investigation.	

Tracking Number: EWB17644	Date Received: 9/15/17
Reporter: Manufacturing Technician. Allegation(s): Use of untrained personnel.	
Referred To: Aircraft certification Service	
Finding(s): Open investigation.	

Tracking Number: EWB17645	Date Received: 9/19/17
Reporter: Air carrier gate agent. Allegation(s): Failure to have required crew on board prior to boarding.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17647	Date Received: 9/20/17
Reporter: Air carrier mechanic. Allegation(s): Failure to replace out of limits engine fire extinguisher bottle; operation of unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17648	Date Received: 9/21/17
Reporter: Repair station custodian. Allegation(s): Use of controlled substances by safety-sensitive personnel.	
Referred To: Office of Aerospace Medicine	
Finding(s): Open investigation.	

Tracking Number: EWB17651	Date Received: 9/22/17
Reporter: Pilot. Allegation(s): Illegal charter operations; operations contrary to flight manual.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB17653	<i>Date Received:</i> 9/29/17
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to document/repair discrepancies; operation of unairworthy aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

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