



U.S. Department
of Transportation
**Federal Aviation
Administration**

800 Independence Ave., S.W.
Washington, D.C. 20591

November 29, 2016

The Honorable Bill Nelson
Committee on Commerce, Science
and Transportation
United States Senate
Washington, DC 20510

Dear Senator Nelson:

The Federal Aviation Administration's independent Office of Audit and Evaluation is pleased to submit its fifth Annual Report to Congress as the "Aviation Safety Whistleblower Investigation Office" in fulfillment of the mission and statutory requirements, established by the FAA Modernization and Reform Act of 2012, Section 341.

Enclosed please find our report.

Identical letters have been sent to Chairmen Thune and Shuster and Congressman DeFazio.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Clayton Foushee".

H. Clayton Foushee
Director, Office of Audit and Evaluation

Enclosure



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800 Independence Ave., S.W.
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The Honorable John Thune
Chairman, Committee on Commerce, Science
and Transportation
United States Senate
Washington, DC 20510

Dear Mr. Chairman:

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The Honorable Peter A. DeFazio
Committee on Transportation
and Infrastructure
House of Representatives
Washington, DC 20515

Dear Congressman DeFazio:

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U.S. Department of Transportation
Federal Aviation Administration

Office of Audit and Evaluation
Annual Report to Congress Fiscal Year 2016

Required by Public Law 112-95, Sec. 341

October 1, 2016



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, 2015 – September 30, 2016

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 2016 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 2016

- *UAS Violations*

On January 16, 2016, AAE issued a report of investigation based upon a safety disclosure by a member of the aviation community. The contributor alleged multiple violations of FAA regulations during the operation of an Unmanned Aircraft System (UAS) during flight operations in Nevada. The investigation substantiated that a pilot had operated the UAS vehicle without having had the required flight review. It also substantiated that the company operating the UAS failed to inform the FAA and the NTSB of an incident involving a hard landing which caused significant damage to the vehicle.

Regulatory violations were handled in accordance with the Administrator’s Compliance Philosophy.² AAE also made recommendations to the Director, UAS Integration Office, to clarify guidance related to the reporting of incidents involving UAS aircraft.

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.

² Compliance Philosophy is a term to describe the FAA’s non-enforcement methods for correcting unintentional deviations or noncompliance that arise from factors such as flawed systems and procedures, simple mistakes, lack of understanding, or diminished skills. When appropriate, a compliance action rather than a punitive penalty is used to return an entity to compliance.

- *Deficiencies in Aircraft Dispatch*

On January 18, 2016, AAE issued a report of investigation based on disclosures made by an employee of a major U.S. passenger carrying airline operating both domestically and internationally. The contributor alleged that this air carrier was utilizing alternate airports which did not meet FAA requirements, and that this air carrier was not distributing required information to its Pilots in Command (PICs).

The investigation team reviewed the dispatch paperwork for over 50 international flights, and concluded that none had departed with an incorrect alternate airport or inadequate information. However, in two cases the dispatcher had chosen an alternate airport which was not suitable or did not include a required Notice to Airmen (NOTAM). In each case, the discrepancy was identified by the PIC and corrected prior to departure. Because of these findings, the air carrier modified their dispatch information system to prevent reoccurrence.

- *MLG Dataplates and Unqualified Avionics Manager*

On April 28, 2016, AAE issued a report of investigation based on disclosures made by an employee of a major U.S. cargo carrying airline operating both domestically and internationally. The contributor alleged that this air carrier failed to address a safety concern related to metal dataplates falling off of aircraft Main Landing Gear (MLG) assemblies. The contributor also alleged the manager of the air carrier's avionics shop did not meet regulatory requirements.

The investigation confirmed that although the shop manager held an Airframe & Powerplant certificate, he did not hold a Repairman Certificate. Consequently he was removed from his position and assigned to other duties in the repair organization commensurate with his qualifications and experience.

Because of the inquiries by AAE, the air carrier decided to issue an Engineering Order (EO) removing all metal dataplates on MLG assemblies. As of September 30, 2016, the EO had been complied with on all aircraft currently in operation.³

- *Definition of "maintenance"*

On May 2, 2016, AAE issued a report of investigation based upon a disclosure made by an FAA Aviation Safety Inspector (ASI). It was alleged that the Flight Standards Service (AFS) improperly denied a request for exemption because they deemed certain reconfiguration activities as not being "maintenance". These reconfiguration activities were peculiar to helicopter emergency medical operators.

Our investigation concluded that AFS had not exceeded its authority, and that their reasoning was consistent with past legal interpretations. However, this conclusion was based on the very unique circumstances in this particular case. Consequently, we recommended that AFS provide both field inspectors and air operator personnel with enhanced guidance regarding what does or

³ There was also one aircraft which was still in maintenance and another was being reactivated from desert storage. The EO was to be completed on both aircraft prior to return to line operations.

does not constitute maintenance in these cases. AFS accepted these recommendations and is in the process of publishing new guidance.

- *Oversight of Maintenance Repair Organizations*

On September 30, 2016, AAE issued a report of investigation based upon a disclosure made by an FAA Aviation Safety Inspector (ASI). It was alleged that the Flight Standards Service (AFS) was implementing major changes to its oversight of Maintenance Repair Organizations (MROs) without properly addressing concerns raised by ASIs. An MRO is a certified repair station authorized to perform maintenance for one or more air carriers. The MRO must perform this maintenance in accordance with the procedures approved for each individual air carrier, increasing the complexity of the oversight provided by the FAA. ASIs responsible for each air carrier, as well as the ASIs responsible for oversight of the repair station, perform independent surveillance of maintenance activities.

AFS proposed to assign surveillance responsibility of all activities to the ASIs responsible for the repair station, without the traditional involvement of ASIs responsible for each air carrier. Our investigation substantiated that AFS failed to properly address potential training, experience and staffing requirements, and failed to conduct any safety risk analysis prior to initial implementation. Left unaddressed, these deficiencies could have a significant impact on the quality of the oversight provided by the FAA.

AAE shared multiple recommendations for improvement with AFS leadership prior to issuance of our report. There is evidence virtually all of these recommendations were being implemented by the time we issued our report.

Summary of Disclosures Submitted to AAE in Fiscal Year 2016	
Total Submissions	201
Disclosures requiring further investigation	115
Disclosures referred to the safety hotline	30
Disclosures that did not require further investigation ¹	56
Source of Complaints Referred for Further Investigation	
Pilots – 27 Mechanics or Repairmen – 21 Flight Attendants – 11 Manufacturers – 23 Others ² – 28 FAA Employees –5	
Investigations Status	115
Report Completed, Undergoing Review – 6 Report Issued, Pending Corrective Action – 36 No Violation Determined; Investigation Closed –50 Investigation Still Open –23	
¹ Further investigation not required because complaint was: duplicate, previously investigated, or outside FAA purview.	
² Can include: Gate agents; cargo, aircraft or ground handlers; trainers; dispatchers; fuel farms and those from anonymous sources.	

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 2016	DOT OIG	GAO	Other OIG	Total
Audit Reviews Initiated	20	22	0	44
Audit Reports Reviewed and Responses Drafted	22	18	0	40
Audit Recommendations Resulting from Completed Audits	81	11	0	92
Recommendations Resolved Based Upon FAA Responses	73	11	0	84

Hotline Operations

AAE hotline staff receives reports related 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 to 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.

Based upon an analysis of these reports, the FAA Hotline opened 2,662 Hotline complaints which were referred to FAA organizations for investigation or other appropriate action and closed a total of 2,102 complaints. In addition, the hotline receives thousands of comments, suggestions and general inquiries which are handled internally.

Appendix A: FAA Whistleblower Investigations

Tracking Number: EWB16501	Date Received: 10/2/15
Reporter: Air carrier flight nurse. Allegation(s): Crew members drinking on duty.	
Referred To: Office of Aerospace Medicine	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16504	Date Received: 10/5/15
Reporter: Air carrier pilot. Allegation(s): Unqualified pilot scheduled for air charter flight.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16507	Date Received: 10/20/15
Reporter: Repair station mechanic. Allegation(s): Failure to document or account of the loss of a tool inside an aircraft	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16509	Date Received: 10/21/15
Reporter: Manufacturing assemblyman. Allegation(s): Improper riveting procedures.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16513	Date Received: 10/26/15
Reporter: Simulator instructor. Allegation(s): Failure to document lack of airmanship during training and check ride	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16515	Date Received: 10/27/15
Reporter: Manufacturing mechanic. Allegation(s): Failure to use current and qualified mechanics	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16516	Date Received: 10/28/15
Reporter: Manufacturing mechanic. Allegation(s): Failure to assure that parts shipped to customers met manufacturing standards	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16518	Date Received: 10/28/15
Reporter: Flight follower. Allegation(s): Failure to maintain operational control and to properly document flight time/duty time/rest for an illegal charter operation.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16519	Date Received: 10/29/15
Reporter: Manufacturing mechanic. Allegation(s): Failure to follow appropriate maintenance procedures.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB16801	Date Received: 11/4/15
Reporter: Former FAA Employee. Allegation(s): Retaliation for reporting safety noncompliance.	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16524	Date Received: 11/5/15
Reporter Air carrier flight attendant. Allegation(s): Incorrect passenger and galley cart weights.	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: SP161101P	Date Received: 11/5/15
Reporter: FAA Employee. Allegation(s): ATC automation changes created safety concerns.	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB16802	Date Received: 11/6/15
Reporter: Former FAA Employee. Allegation(s): Air Carrier misuse of VDRP Program	
Finding(s): Open Investigation.	

Tracking Number: EWB16526	Date Received: 11/10/15
Reporter: Air carrier flight attendant. Allegation(s): Failure to remove intoxicated passenger.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16527	Date Received: 11/12/15
Reporter: Air carrier flight attendant. Allegation(s): Failure to repair repeat discrepancy.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16528	Date Received: 11/13/15
Reporter: Air carrier pilot. Allegation(s): Failure to accomplish required maintenance and operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16529	Date Received: 11/13/15
Reporter: Air carrier pilot. Allegation(s): Failure to accomplish required maintenance and operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16530	Date Received: 11/13/15
Reporter: Air carrier pilot. Allegation(s): Failure to accomplish required maintenance and operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16531	Date Received: 11/16/15
Reporter: Air carrier pilot. Allegation(s): Pressure to operate unsafe aircraft, to not make write-ups and to exceed maximum crew day.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16534	Date Received: 11/22/15
Reporter: Air carrier mechanic. Allegation(s): Pressure to not follow maintenance manuals and a lack of required job cards prior to performing work.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16535	Date Received: 11/24/15
Reporter: Repair station mechanic. Allegation(s): Failure to follow engineering specifications subsequent to corrosion removal.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16536	Date Received: 11/30/15
Reporter: Air carrier pilot. Allegation(s): Failure to provide required rest as well as careless and reckless operations.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16538	Date Received: 12/2/15
Reporter: Air carrier pilot. Allegation(s): Terminated for not following the chain of command and reported a safety issue to the FAA.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16541	Date Received: 12/6/15
Reporter: Repair station manager. Allegation(s): Failure to document and repair In-Flight-Entertainment failures and use of unapproved parts by contract repair facility.	
Referred To: Flight Standards Service and Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16544	Date Received: 12/13/15
Reporter: Air carrier pilot. Allegation(s): Failure to provide required rest, failure to document discrepancies, failure to conduct pre-hire drug tests, failure to follow Known Crew Member procedures.	
Referred To: Flight Standards Service, Office of Aerospace Medicine, and Transportation Security Administration for investigation.	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16549	Date Received: 12/8/15
Reporter: Air carrier mechanic. Allegation(s): Improper maintenance procedures.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16550	Date Received: 12/22/15
Reporter: Manufacturing technician. Allegation(s): Failure to perform required work.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16551	Date Received: 12/23/15
Reporter: Air carrier ground handler. Allegation(s): Failure to follow company severe weather procedures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16554	Date Received: 1/6/16
Reporter: Air carrier flight attendant. Allegation(s): Failure to properly perform wet seal leak maintenance.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB16803	Date Received: 1/6/16
Reporter: Former FAA Employee. Allegation(s): FAA policy change negative impact on safety.	
Finding(s): No violation of a regulation, order, or standard. Clarification of guidance is being done.	

Tracking Number: EWB16557	Date Received: 1/11/16
Reporter: Air carrier pilot. Allegation(s): Pressure to fly during FAR 117 extension period.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16558	Date Received: 1/12/16
Reporter: Air carrier pilot. Allegation(s): Pressure to operate when non-current for landings.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB16561	Date Received: 1/15/16
Reporter: Air carrier mechanic. Allegation(s): Failure to provide process for tracking small parts falling off of aircraft and unqualified manager in position for nine days.	
Referred To: Office of Audit and Evaluation	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16562	Date Received: 1/19/16
Reporter: Manufacturing technician. Allegation(s): Failure to follow company welding procedures and use of unapproved metal in weld repairs.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16563	Date Received: 1/26/16
Reporter: Manufacturing technician. Allegation(s): Failure to follow non-destructive inspection procedures and subsequent failure to notify customers	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16564	Date Received: 1/27/16
Reporter: Manufacturing president. Allegation(s): Failure to retain documentation of testing parameters.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16567	Date Received: 2/1/16
Reporter: Air carrier paramedic. Allegation(s): Operation of a helicopter in instrument flying conditions when only approved for visual flight operations.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16569	Date Received: 2/4/16
Reporter: Air carrier pilot. Allegation(s): Improper maintenance, failure to record performed maintenance, and operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16572	Date Received: 2/9/16
Allegation(s): Air carrier mechanic reported failure to follow approved procedures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16574	Date Received: 2/13/16
Reporter: Air carrier gate agent. Allegation(s): Improper badging and escorting and violations of customs regulations.	
Referred To: Transportation Security Administration	
Finding(s): Open investigation.	

Tracking Number: EWB16575	Date Received: 2/16/16
Reporter: Air carrier pilot. Allegation(s): Inaccurate load manifests and failure to document aircraft damage.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16577	Date Received: 2/17/16
Reporter: Air carrier contract mechanic. Allegation(s): Failure to perform proper maintenance on general aviation aircraft.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16578	Date Received: 2/19/16
Reporter: Air carrier pilot. Allegation(s): Simulator in which he failed his check ride did not accurately reflect the flight characteristics of the actual aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB16804	Date Received: 2/19/16
Reporter: Former FAA Employee. Allegation(s): Proposed policy change creates a negative impact on safety oversight.	
Finding(s): Report issued, pending corrective action.	

Tracking Number: IWB16805	Date Received: 2/25/16
Reporter: Former FAA Employee. Allegation(s): An FAA employee's decision increased risk of noncompliance.	
Finding(s): No violation of a regulation, order, or standard; pending clarifying guidance.	

Tracking Number: EWB16579	Date Received: 2/25/16
Reporter: Air carrier pilot. Allegation(s): Failure to document lightning damage, pressure to operate an unairworthy aircraft, and operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16580	Date Received: 3/2/16
Reporter: Air carrier Director of Maintenance. Allegation(s): Operation of aircraft without log book entries.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16581	Date Received: 3/4/16
Reporter: Air carrier Chief Executive Officer. Allegation(s): Improper minimum equipment list procedures/documentation.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16582	Date Received: 3/6/16
Reporter: Air carrier pilot. Allegation(s): Failure to provide required crew rest and improper determination of required crew rest.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16583	Date Received: 3/7/16
Reporter: Air carrier pilot. Allegation(s): Improper repair of hydraulic leak and operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16585	Date Received: 3/8/16
Reporter: Manufacturing assembler. Allegation(s): Inadequate parts tracking, failure to complete and/or document inspections.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16586	Date Received: 3/8/16
Reporter: Repair station mechanic. Allegation(s): Failure to properly repair a cracked stiffener and operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16587	Date Received: 3/9/16
Reporter: Catering security guard. Allegation(s): Failure to follow security procedures.	
Referred To: Transportation Security Administration	
Finding(s): Open investigation.	

Tracking Number: EWB16588	Date Received: 3/9/16
Reporter: Manufacturing project engineer. Allegation(s): Failure to provide proper documentation to suppliers.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16589	Date Received: 3/9/16
Reporter: Aircraft services manager. Allegation(s): Failure to follow security procedures.	
Referred To: Transportation Security Administration	
Finding(s): Open investigation.	

Tracking Number: EWB16590	<i>Date Received: 3/10/16</i>
<i>Reporter: Manufacturing manager. Allegation(s): Substandard materials.</i>	
<i>Referred To: Aircraft Certification Service</i>	
<i>Finding(s): No violation of a regulation, order, or standard; however, currently conducting review of new input from complainant.</i>	

Tracking Number: EWB16591	<i>Date Received: 3/11/16</i>
<i>Reporter: Manufacturing inspector. Allegation(s): Failure to inspect parts, falsification of parts documentation, and a lack of systemic process to correct failures.</i>	
<i>Referred To: Aircraft Certification Service</i>	
<i>Finding(s): No violation of a regulation, order, or standard.</i>	

Tracking Number: EWB16592	<i>Date Received: 3/11/16</i>
<i>Reporter: Aeronautical data processor. Allegation(s): Failure to provide accurate aeronautical chart information.</i>	
<i>Referred To: Aircraft Certification Service</i>	
<i>Finding(s): No violation of a regulation, order, or standard.</i>	

Tracking Number: EWB16595	<i>Date Received: 3/15/16</i>
<i>Reporter: Manufacturing technician. Allegation(s): Failure to follow drug testing program.</i>	
<i>Referred To: Office of Aerospace Medicine</i>	
<i>Finding(s): No violation of a regulation, order, or standard.</i>	

Tracking Number: EWB16596	<i>Date Received: 3/17/16</i>
<i>Reporter: Manufacturing inspector. Allegation(s): Failure to utilize required inspection tools.</i>	
<i>Referred To: Aircraft Certification Service</i>	
<i>Finding(s): No violation of a regulation, order, or standard.</i>	

Tracking Number: EWB16597	<i>Date Received: 3/17/16</i>
<i>Reporter: Manufacturing inspector. Allegation(s): Use of non-conforming parts, approval of non-conforming parts, and failure to track failed parts.</i>	
<i>Referred To: Aircraft Certification Service</i>	
<i>Finding(s): No violation of a regulation, order, or standard.</i>	

Tracking Number: EWB16600	<i>Date Received: 3/23/16</i>
<i>Reporter: Air carrier pilot. Allegation(s): Failure to follow rest/duty time provisions, minimum equipment list deficiencies, failure to follow company procedures, and pressure to operate when sick.</i>	
<i>Referred To: Flight Standards Service</i>	
<i>Finding(s): No violation of a regulation, order, or standard.</i>	

Tracking Number: EWB16602	Date Received: 3/29/16
Reporter: Air carrier pilot. Allegation(s): Failure to provide required crew rest	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16603	Date Received: 3/30/16
Reporter: Air carrier flight attendant. Allegation(s): Failure to make required repairs and intoxicated pilots.	
Referred To: Flight Standards Service and Office of Aerospace Medicine	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16604	Date Received: 3/30/16
Reporter: Air carrier cargo loader. Allegation(s): Failure to provide proper and working pallets.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16607	Date Received: 4/1/16
Reporter: Air carrier gate agent. Allegation(s): Failure to report aircraft damage.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16608	Date Received: 4/7/16
Reporter: Manufacturing assembly technician. Allegation(s): Acceptance of landing gear components that did not meet standards.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16610	Date Received: 4/16/16
Reporter: Air carrier pilot. Allegation(s): Pressure to operate an unairworthy aircraft and an unqualified person pressured to perform maintenance.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16613	Date Received: 4/21/16
Reporter: Air carrier flight nurse. Allegation(s): Failure to accurately account for crew weights.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: H16E011CC	Date Received: 4/21/16
Reporter: FAA Employee. Allegation(s): Mismanaged sectors at an ARTCC.	
Referred To: Air Traffic Safety and Technical Training	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB16806	Date Received: 4/25/16
Reporter: FAA Employee. Allegation(s): Unclear guidance to inspectors increases risk.	
Finding(s): Open Investigation.	

Tracking Number: EWB16615	Date Received: 4/27/16
Reporter: Manufacturing technician. Allegation(s): Failure to follow required procedures.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: IWB16807	Date Received: 4/28/16
Reporter: Other. Allegation(s): Questionable Enforcement Matter.	
Finding(s): Open Investigation.	

Tracking Number: EWB16618	Date Received: 5/9/16
Reporter: Air carrier mechanic. Allegation(s): Failure to follow maintenance manual, pressure to sign off improper maintenance, failure to perform pre-hire drug test.	
Referred To: Flight Standards Service and Office of Aerospace Medicine	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16619	Date Received: 5/17/16
Reporter: Manufacturing technician. Allegation(s): Exceedance of flight test limitations, failure to provide adequate stress analysis prior to test flight.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB16808	Date Received: 5/18/16
Reporter: Other. Allegation(s): Violation of the FAR by another government agency.	
Finding(s): Open Investigation.	

Tracking Number: EWB16623	Date Received: 5/24/16
Reporter: Air carrier fueler. Allegation(s): Failure to repair aircraft fuel transfer discrepancy; failure to properly maintain fuel trucks.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16624	Date Received: 6/1/16
Reporter: Air carrier flight attendant. Allegation(s): Failure to conduct reasonable alcohol testing.	
Referred To: Office of Aerospace Medicine	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16626	Date Received: 6/3/16
Reporter: Manufacturing manager. Allegation(s): Shipping of non-compliant parts.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16627	Date Received: 6/5/16
Reporter: Air carrier maintenance planner. Allegation(s): Overflight of required service checks.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16629	Date Received: 6/8/16
Reporter: Manufacturing inventory specialist. Allegation(s): Failure to properly test survival raft radios and/or batteries.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16630	Date Received: 6/8/16
Reporter: Air carrier mechanic. Allegation(s): Failure to follow ground handling manual and aircraft maintenance manual.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16631	Date Received: 6/26/15
Reporter: Public use mechanic. Allegation(s): Unqualified personnel working on aircraft; operation of unairworthy aircraft; illegal charter operations.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16632	Date Received: 6/26/15
Reporter: Public use mechanic. Allegation(s): Unqualified personnel working on aircraft; operation of unairworthy aircraft; illegal charter operations.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16633	Date Received: 6/26/15
Reporter: Public use mechanic. Allegation(s): Unqualified personnel working on aircraft; operation of unairworthy aircraft; illegal charter operations.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16634	Date Received: 6/26/15
Reporter: Public use mechanic. Allegation(s): Unqualified personnel working on aircraft; operation of unairworthy aircraft; illegal charter operations.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16635	Date Received: 6/26/15
Reporter: Public use mechanic. Allegation(s): unqualified personnel working on aircraft; operation of unairworthy aircraft; illegal charter operations.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16636	Date Received: 6/10/16
Reporter: Air carrier stores manager. Allegation(s): Improper parts, battery servicing, tool calibration as well as lack of required rest for mechanics.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16637	Date Received: 6/13/16
Reporter: Air carrier pilot. Allegation(s): Improper computation of duty day; pressure to not call in fatigued; deficiencies in the Advanced Qualification Program.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16639	Date Received: 6/14/16
Reporter: Repair station mechanic. Allegation(s): Failure to follow aircraft maintenance manual; use of incorrect maintenance manual; failure to repair damage.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16642	Date Received: 6/27/16
Reporter: Air carrier medical technician. Allegation(s): Failure to accomplish required preflight checks and required maintenance.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16643	Date Received: 6/27/16
Reporter: Air carrier flight attendant. Allegation(s): Operation without operable public address system; boarding intoxicated passengers; allowing passengers consume their own alcohol.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB16646	Date Received: 6/30/16
Reporter: Air carrier flight attendant. Allegation(s): Lack of passenger oxygen masks; failure to provide required crew rest; inaccurate briefing cards; inaccurate in-flight manuals.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16648	Date Received: 6/30/16
Reporter: Air carrier flight attendant. Allegation(s): Poor Crewmember Resource Management procedures by cockpit crew; improper Federal Flight Deck Duty Officer procedures; inadequate pilot oxygen mask procedures.	
Referred To: Flight Standards Service and Transportation Security Administration	
Finding(s): Open investigation.	

Tracking Number: EWB16656	Date Received: 7/26/16
Reporter: Air carrier flight attendant. Allegation(s): Failure to properly repair entry door and repair of entry door by unauthorized personnel.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB16657	Date Received: 7/31/16
<i>Reporter:</i> Air carrier flight attendant. <i>Allegation(s):</i> Failure to provide required rest.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16663	Date Received: 8/10/16
<i>Reporter:</i> Manufacturing inspector. <i>Allegation(s):</i> Shipping of non-compliant parts; failure to inspect parts; failure to destroy non-compliant parts; failure to properly track parts.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16665	Date Received: 8/11/16
<i>Reporter:</i> Repair station mechanic. <i>Allegation(s):</i> Failure to follow maintenance manual.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16666	Date Received: 8/11/16
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to document discrepancies; improper deferrals; inadequate emergency procedures training.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16668	Date Received: 8/11/16
<i>Reporter:</i> Repair station mechanic. <i>Allegation(s):</i> Use of improper parts; failure to document/track used parts; failure to document discrepancies; failure to follow maintenance manual.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB16670	Date Received: 8/15/16
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Improper maintenance; company manuals do not agree with manufacturer's manuals.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16671	Date Received: 8/14/16
<i>Reporter:</i> Air carrier ground handler. <i>Allegation(s):</i> Inadequate training / drug testing / passenger briefings / alcohol control.	
<i>Referred To:</i> Flight Standards Service and Office of Aerospace Medicine	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16674	Date Received: 8/29/16
<i>Reporter:</i> Ground handler. <i>Allegation(s):</i> Inaccurate load weights; failure to train baggage handlers to properly record baggage weights.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16675	Date Received: 8/29/16
<i>Reporter:</i> Quality Assurance inspector. <i>Allegation(s):</i> Failure to follow prescribed procedures.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16676	Date Received: 8/30/16
<i>Reporter:</i> Air carrier Director of Maintenance. <i>Allegation(s):</i> Failure to document and repair discrepancies; failure to comply with Airworthiness Directives.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16677	Date Received: 9/7/16
<i>Reporter:</i> Public Use mechanic. <i>Allegation(s):</i> Failure to report tail rotor strike; operation of an unairworthy aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16679	Date Received: 9/9/16
<i>Reporter:</i> Manufacturing inspector. <i>Allegation(s):</i> Incomplete inspections; out of tolerance parts; incorrect engineering data on work orders.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16680	Date Received: 9/12/16
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Falsification of duty periods; exceedance of duty periods; improper checkride procedures.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16681	Date Received: 9/13/16
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Falsification of duty periods; exceedance of duty periods; improper checkride procedures.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: IWB16809	Date Received: 9/14/16
<i>Reporter:</i> Other. <i>Allegation(s):</i> FAA office failed to follow FAA guidance regarding an air carrier because it involved a VIP.	
<i>Finding(s):</i> Open Investigation.	

Tracking Number: EWB16683	Date Received: 9/20/16
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to provide for required prospective rest.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16685	Date Received: 9/22/16
<i>Reporter:</i> Repair station mechanic. <i>Allegation(s):</i> Failure to complete required inspections and falsely documenting their completion; failure to properly label and track parts.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16687	Date Received: 9/26/16
<i>Reporter:</i> Air carrier gate agent. <i>Allegation(s):</i> Required flight attendant left the aircraft with passengers on board.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16688	Date Received: 9/26/16
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Deficiencies with ramper and HAZMAT training; first officer evaluations; reserve scheduling; FFDO procedures; and allowing smoking and open alcohol containers on aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB16689	Date Received: 9/27/16
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Use of unauthorized navigation device; failure to follow published training program.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

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