



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

**Office of Audit and Evaluation**  
*Annual Report to Congress Fiscal Year 2023*

*Title 49 of the United States Code § 106(f)(7)*

## Legislative Mandate

The Federal Aviation Administration (FAA) Office of Audit and Evaluation (AAE) submits this Annual Report to Congress in response to Title 49 of the United States Code (49 U.S.C.) § 106(t)(7), titled *Office of Whistleblower Protection and Aviation Safety Investigations*.

This report summarizes the work that the FAA Office of Audit and Evaluation initiated with regard to a number of critical aviation safety activities during Fiscal Year 2023 (FY2023). AAE conducted this work 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 §106(t), AAE performs many other important safety-related investigations, safety oversight activities, and Whistleblower Ombudsman consultations. Those who filed reports with AAE, as well as those FAA professionals who provided their subject matter expertise to assist AAE in its work, all demonstrated a strong commitment to safety.

During this reporting period, AAE 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 impacted safety directly. In some cases, allegations were substantiated by our investigations, and AAE's recommendations resulted in policy changes and the implementation of noteworthy corrective actions by the FAA. Overall, senior FAA officials were open and receptive in response to AAE's recommendations for improving aviation safety and FAA operations.

AAE appreciates the support it has received from senior officials throughout the FAA and the entire U.S. Department of Transportation (DOT), the DOT Office of Inspector General (OIG), the U.S. Office of Special Counsel (OSC), the U.S. Government Accountability Office (GAO), and members of Congress and their staff members during this reporting period. AAE looks forward to continuing this important mission in the coming years.

# Safety Oversight, Investigations, and Whistleblower Protection

The AAE's Aviation Safety Whistleblower Investigation Program receives and manages safety disclosures from FAA employees and employees of certificate holders under § 106(t).

Disclosures from FAA personnel that allege safety violations are investigated either by AAE investigators or FAA subject matter experts. AAE, at times in coordination with other FAA subject matter experts, oversees all investigations extensively. Once an investigation is completed, AAE investigators prepare an independent Report of Investigation (ROI) that outlines the findings. AAE provides the ROI to the FAA Administrator and the affected FAA functional organization (*e.g.*, Flight Standards Service, Aircraft Certification, Air Traffic Organization, or Airports) for corrective action, as recommended by AAE. In response, the Administrator provides a formal response to the recommendations, including any implemented or planned corrective actions.

Although the ultimate responsibility for implementing a corrective action plan falls upon the appropriate FAA functional organization, AAE monitors the implementation of those corrective actions taken as a result of AAE findings to ensure completion of that implementation. AAE also evaluates the effectiveness of those corrective actions.

## Significant Activity October 1, 2022 – September 30, 2023

### Ombudsman Consultation

For fiscal year 2023, twelve FAA employees consulted with the Whistleblower Ombudsman.<sup>1</sup> Of these twelve FAA employees, nine consulted with the Ombudsman specifically about retaliation for making what is considered to be a protected disclosure.<sup>2</sup> These employees also sought advice on how to handle alleged mismanagement. Of these nine consults, one employee was advised to report their concerns to OSC, five matters were referred to the OPR for investigation, two related matters were referred to the DOT OIG, which launched an audit based on the concerns raised, and one matter was referred to ASH for a potential misconduct investigation unrelated to whistleblower retaliation. The remaining three consultations were educational in nature, advising employees of their rights and remedies in the event of future retaliation, pursuant to the Whistleblower Ombudsman's duties under 49 USC § 106(t)(8)(C)(i).

### FAA Hotline Operations

Pursuant to FAA Order 1070.1A Change 1 and 2, the FAA Hotline 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 of fraud, waste, abuse, or misconduct

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<sup>1</sup> Title 49 of the United States Code § 106(t)(7) requires the FAA to report "the number of whistleblower consultations conducted".

<sup>2</sup> Incidents of retaliation and their disposition are specifically the responsibility of the FAA's Office of Professional Responsibility (OPR) and each individual Line of Business.

associated with FAA programs, personnel, organizations, or facilities.<sup>3</sup> The FAA Hotline receives reports from FAA employees, the aviation community, law enforcement, and the public via an online web form, email, or mail. Based upon an analysis of all matters submitted to the FAA Hotline in FY2023, the Hotline received over 8,000 reports, which resulted in more than 5,500 referrals to FAA organizations for investigation or other appropriate action.

The table below reflects the number of overall safety-related disclosures handled by AAE pursuant to 49 U.S.C. § 106(t).

<b>Number of Safety-Related Disclosures Submitted to AAE in Fiscal Year 2023</b>	
<i>Total Submissions</i>	<b>266</b>
<i>Disclosures referred for investigation</i>	<b>71</b>
Disclosures pending assignment	<b>1</b>
Disclosures referred to the safety hotline	<b>93</b>
Disclosures that did not require further investigation <sup>1</sup>	<b>101</b>
<i>Sources of Complaints Referred for Investigation</i>	<b>71</b>
Pilots – 20	
FAA Employees – 4	
Manufacturers – 13	
Mechanics – 9	
Cabin Crew – 10	
Ground Crew - 5	
Others <sup>2</sup> – 10	
<i>Investigations Status</i>	<b>71</b>
Violation Determined – 13	
No Violation Determined; Investigation Closed – 32	
Results determined through voluntary disclosure programs – 2	
Report not received – 23	
Report under review – 1	
<sup>1</sup> One case was referred to two offices for investigation.	
<sup>2</sup> Further investigation not required because complaint was: not a violation, a duplicate, or previously investigated.	
<sup>3</sup> Includes: Director of Operations, supply clerks, parts purchasers, technicians, flight paramedics and other covered employees.	

<sup>3</sup> FAA Order 1070.1A Change 1 and 2 *FAA Hotline Program* available at: [https://www.faa.gov/documentLibrary/media/Order/Order\\_1070.1A\\_with\\_CHG\\_1\\_and\\_2.pdf](https://www.faa.gov/documentLibrary/media/Order/Order_1070.1A_with_CHG_1_and_2.pdf)

## Summary of FAA Safety-related Whistleblower Investigations Opened in FY2023

Tracking Number: IWB-21801 <sup>4</sup>	Date Received: 2/1/2021
Reporter: FAA Employee Allegation(s): Retaliation due to an underlying safety disclosure.	
Referred To: Office of Audit and Evaluation	
Finding(s): Closed, reporter chose to pursue allegations through a non-FAA process.	

Tracking Number: IWB-21802 <sup>4</sup>	Date Received: 3/11/2021
Reporter: FAA Employee Allegation(s): Flight Standards failed to ensure airlines are operating in compliance with FAA policy and safety regulations by failing to provide adequate oversight of commercial airline Operation Specifications, evidenced by systemic discrepancies with the Web-Based Operations Safety System and currency of data collected and maintained therein.	
Referred To: Office of Audit and Evaluation	
Finding(s): Substantiated. Recommendations made to the Aviation Safety Organization (AVS) & the Flight Standards Service (AFX) are in progress. The Office of Audit and Evaluation has completed four supplemental ROIs since issuance of the original ROI.	

Tracking Number: IWB-21803 <sup>4</sup> (A20210128008)	Date Received: 4/15/2021
Reporter: FAA Employee Allegation(s): Safety-related concerns regarding investigation of air carrier oversight of a specific fleet's return to service.	
Referred To: Office of Audit and Evaluation	
Finding(s): Held in abeyance due to ongoing parallel matters.	

Tracking Number: IWB-21804 <sup>4</sup>	Date Received: 6/16/2021
Reporter: FAA Employee Allegation(s): FAA Flight Standards Inspectors assigned to repair stations having European Union Aviation Safety Agency (EASA) approvals did not receive required recurrent training, and EASA Certificates in the Safety Assurance System have been deleted.	
Referred To: Office of Audit and Evaluation	
Finding(s): Substantiated. Corrective action related to recommendations completed. Case closed.	

Tracking Number: IWB-21805 <sup>4</sup>	Date Received: 9/13/2021
Reporter: FAA Employee Allegation(s): Alaskan Operators were flying in poor weather conditions, and no actions had been taken even though these concerns had been brought to management's attention on numerous occasions.	
Referred To: Office of Audit and Evaluation	
Finding(s): Substantiated in part. Recommendations made to AVS & AFX are in progress.	

<sup>4</sup> This case was inadvertently omitted in the FY2021 RTC due to data collection error for that year.

Tracking Number: AAE-EWB-20221001-084	Date Received: 10/1/2022
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Airframe & powerplant mechanic reported being terminated for raising safety issues.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221016-658	Date Received: 10/16/2022
<i>Reporter:</i> Consultant Engineering Administrative Representative <i>Allegation(s):</i> Consultant reported concerns related to the repair or rebuilding of a specific type of aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20221024-019	Date Received: 10/24/2022
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Mechanic reported being terminated after reporting negligence regarding the safety of company aircraft, including reusing red tagged parts and overflying heavy inspections.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20221024-021	Date Received: 10/24/2022
<i>Reporter:</i> Ground crew <i>Allegation(s):</i> Maintenance utility employee reported not being provided aircraft-specific training for ground tow operations and subsequently being reprimanded for failure to follow ground handling procedures.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221024-999	Date Received: 10/24/2022
<i>Reporter:</i> Cabin Crewmember <i>Allegation(s):</i> Flight Attendant reported being fired, allegedly in retaliation for questioning why, during training, several areas were contrary to regulations.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20221027-166	Date Received: 10/27/2022
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported multiple concerns regarding weight and balance and a failure of their company to provide the FAA with an Aviation Safety Action Program report.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Reported issues are being resolved through the operator's voluntary disclosure program.	

Tracking Number: AAE-EWB-20221027-167	Date Received: 10/27/2022
Reporter: Pilot Allegation(s): Pilot reported multiple maintenance discrepancies.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20221103-378	Date Received: 11/3/2022
Reporter: Quality Inspector Allegation(s): Authorized Release Certificate was based upon inspections using "out of date" measuring tools.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221109-515	Date Received: 11/9/2022
Reporter: Program Manager Allegation(s): Program Manager reported that the company failed to post required documents related to their Anti-Drug and Alcohol Misuse and Prevention Program.	
Referred To: Office of Aerospace Medicine	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221117-737	Date Received: 11/17/2022
Reporter: Supply Clerk Allegation(s): Supply clerk was terminated allegedly for reporting a grease gun that was not properly labeled.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221120-802	Date Received: 11/20/2022
Reporter: Ground crew Allegation(s): Gate Agent reported airline management falsified numbers on the cargo load reports 3-4 years ago in order to achieve on-time departures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: IWB23801	Date Received: 12/2/2022
Reporter: FAA Employee Allegation(s): Agency's expectation(s) of Aviation Safety Inspector's authority and behavior when traveling while off-duty is not clearly defined in guidance and/or training.	
Referred To: Office of Audit and Evaluation	
Finding(s): ROI issued. Recommendations made to AVS & AFX are in progress.	

Tracking Number: AAE-EWB-20221205-168	Date Received: 12/5/2022
Reporter: Manufacturing Allegation(s): Manufacturing employee complained to upper management and senior leaders about company performing a small percentage of Lockout/Tagout (LOTO) procedures compared to all the required LOTO procedures.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221209-309	Date Received: 12/9/2022
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Mechanic reported upper management told them if they dropped the engine to access what needed to be repaired, they would lose their job.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221209-321	Date Received: 12/9/2022
<i>Reporter:</i> Records Analyst <i>Allegation(s):</i> Continuing Airworthiness Maintenance Program records were altered which allowed an aircraft to operate with a known rudder crack.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20221219-706	Date Received: 12/19/2022
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Manufacturing employee reported certification violations on the aircraft wings, such as failure to comply with ultimate strength requirements and improper manipulation of source damage analysis.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20221226-889	Date Received: 12/26/2022
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Engineer discovered inconsistency in certification documentation.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230106-112	Date Received: 1/6/2023
<i>Reporter:</i> Director of Operations <i>Allegation(s):</i> Employee notified company officials that the chief pilot did not have a current medical, falsified forms, and operated commercial flights with no medical.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230110-215	Date Received: 1/10/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported maintenance troubleshooting issue and conflict between the Quick Reference Handbook and the Minimum Equipment List.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Investigation complete, ROI under review.	

Tracking Number: AAE-EWB-20230110-222	Date Received: 1/10/2023
<i>Reporter:</i> Ground crew <i>Allegation(s):</i> Employee observed foreign object debris ingestion, but aircraft was not recalled to gate or inspected prior to flight.	
<i>Referred To:</i> Flight Standards Service and Office of Hazardous Materials Safety	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: IWB-23802	Date Received: 1/10/2023
<i>Reporter:</i> FAA Employee <i>Allegation(s):</i> Certificate holder continued to fly aircraft with overdue inspection requirements mandated by Airworthiness Directives, and the certificate management office abused its authority by closing the associated investigations without following guidance and applicable regulations.	
<i>Referred To:</i> Office of Audit and Evaluation	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230111-249	Date Received: 1/11/2023
<i>Reporter:</i> Technician <i>Allegation(s):</i> Company failed to follow procedures by using improper equipment for airplane engine fan blades.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230116-363	Date Received: 1/16/2023
<i>Reporter:</i> Technician <i>Allegation(s):</i> Company forced employees to skip paint process on engine part and signed off as completed.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230202-989	Date Received: 2/2/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported Captain failed to follow air traffic control instructions to management. No action was taken as a result of the report and the reporting pilot was terminated.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action completed.	

Tracking Number: AAE-EWB-20230209-274	Date Received: 2/9/2023
<i>Reporter:</i> Buyer <i>Allegation(s):</i> Employee reported the use of tools that were not properly calibrated.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action completed.	

Tracking Number: AAE-EWB-20230216-513	Date Received: 2/16/2023
<i>Reporter: Pilot Allegation(s):</i> Reported company pilots failure to be checked prior to end of grace period. Company discouraged writing up discrepancies.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230216-531	Date Received: 2/16/2023
<i>Reporter: Flight Attendant Allegation(s):</i> Flight Attendant called in fatigued and was disciplined.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230223-795	Date Received: 2/23/2023
<i>Reporter: Pilot Allegation(s):</i> Pilot reported the Certificate Holder’s newly supplied sustainable water containers were not securable in the flightdeck. These differently shaped objects, filled with water, did not fit in their original locations and now had no way of being secured.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230227-900	Date Received: 2/27/2023
<i>Reporter: Pilot Allegation(s):</i> Pilot reported improper maintenance, failure to follow safety reporting processes, and use of unqualified mechanics. Reported to management with no resolution.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230303-143	Date Received: 3/3/2023
<i>Reporter: Mechanic Allegation(s):</i> Contract mechanic alleged employee failed to follow documented assembly (engineering) procedures and improper documentation of required torque to exit handles.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20230304-159	Date Received: 3/4/2023
<i>Reporter: Pilot Allegation(s):</i> Pilot reported that other company pilots are pressured to depart without adequate planning resulting in operations below minimum required fuel reserves and pilots exceeding duty limitations.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230304-161	Date Received: 3/4/2023
<i>Reporter:</i> Flight Attendant <i>Allegation(s):</i> Flight attendant reported the company failed to follow its Fatigue Rest Management Program as a fatigue call resulted in punitive action.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230305-171	Date Received: 3/5/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Employee reported that parts could have been improperly calibrated in a malfunctioning temperature/humidity chamber.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230308-355	Date Received: 3/8/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported use of unsupervised unqualified mechanics, improper sign-off of maintenance, and failure to properly repair maintenance discrepancies resulting in recurring component failure after return to service.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230312-600	Date Received: 3/12/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Employee reported there was improper gear face grinding, failure to complete required grinding operations, failure to follow router, and failure to notify customers of deficient components.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: IWB23803	Date Received: 3/30/2023
<i>Reporter:</i> FAA Employee <i>Allegation(s):</i> Employee reported the Flight Program Office is not maintaining sufficient maintenance personnel training and certifications.	
<i>Referred To:</i> Office of Audit and Evaluation	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230405-611	Date Received: 4/6/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot instructor reported the company failed to follow Airmen Certification Standards, provided answers for written tests, failed to provide debriefs, failed to complete all elements of the approved training program, and used non-accepted/approved procedures during training.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230407-654	Date Received: 4/7/2023
<i>Reporter:</i> Cabin Crewmember <i>Allegation(s):</i> Cabin crewmember reported overservicing of hydraulic system and operation contrary to company procedures when testing/troubleshooting with passengers and crew on board.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230413-877	Date Received: 4/13/2023
<i>Reporter:</i> Ground crew <i>Allegation(s):</i> Ground crewmember reported the company used malfunctioning equipment and failed to comply with FAA-accepted/approved procedures by allowing employees to drive under aircraft wings, speed, and use earbuds during duty.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230417-012	Date Received: 4/17/2023
<i>Reporter:</i> Inflight instructor <i>Allegation(s):</i> Inflight instructor was reprimanded after refusing to go through with competency checks. The instructor's position was that the training material presented by the company was not sufficient to be able to fly safely on the aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230418-034	Date Received: 4/18/2023
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Mechanic reported a repair station failed to properly follow maintenance procedures (use of contaminated hydraulic bottle for aircraft service) and used unqualified employee signing off of work they did not complete.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20230418-095	Date Received: 4/18/2023
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Mechanic reported the company failed to complete and follow manufacturer maintenance instructions, improperly documented maintenance inspections, and failed to follow Safety Management System processes.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230425-369	Date Received: 4/25/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported the company failed to complete training as required by approved training program, failed to follow standard operating procedures, failed to adhere to sterile cockpit rules, and improperly utilized its Electronic Flight Bag .	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230514-206	Date Received: 5/14/2023
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Mechanic reported the company failed to provide required training and used untrained personnel.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230517-370	Date Received: 5/17/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported the operator failed to provide required aircraft-specific training and used unqualified flight crewmembers.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: IWB-23804	Date Received: 5/23/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Balloon Designated Pilot Examiner allowed a violation to occur, resulting in an accident on a check ride.	
<i>Referred To:</i> Office of Audit and Evaluation	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230524-641	Date Received: 5/24/2023
<i>Reporter:</i> Flight Attendant <i>Allegation(s):</i> Flight Attendant reported the company failed to follow its FAA accepted/approved process or procedure when they called in as “unfit to fly” and was subsequently terminated.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230530-816	Date Received: 5/30/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot declined trip after discovering an open Minimum Equipment List discrepancy had expired. The trip was canceled, but management tried to put the blame on the pilot instead of acknowledging its communication error. Pilot was laid off.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20230629-234	Date Received: 6/29/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Manufacturing employee reported use of unqualified employees to perform inspections.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230630-302	Date Received: 6/30/2023
<i>Reporter:</i> Flight Attendant <i>Allegation(s):</i> Flight Attendant reported to management about being assaulted on the aircraft, and alleged retaliation for having made such a report.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Reported issues are being resolved through the operator's voluntary disclosure program.	

Tracking Number: AAE-EWB-20230711-739	Date Received: 7/11/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported the company pressured crews against documenting mechanical discrepancies, the crews are failing to document known discrepancies in the aircraft logbook, and aircraft are being operated with known inoperative components.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard. Corrective and/or enforcement action pending.	

Tracking Number: AAE-EWB-20230712-762	Date Received: 7/12/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Captain reported concerns of inaccurate/non-standard approved Aircraft Operations Manual procedures for setting approach speeds in windy conditions and was terminated.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230718-025	Date Received: 7/18/2023
<i>Reporter:</i> Flight Paramedic <i>Allegation(s):</i> Flight paramedic reported unsafe conditions by the company such as exceedance of aircraft limitations, failure to follow maintenance procedures, and night operations without the use of panel lighting.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230720-150	Date Received: 7/20/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Supply Chain Manager reported a failure by the company to manufacture products in accordance with published specifications and instructions, failure to follow processes for the manufacture of products, and use of out-of-date serialized part numbers.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230724-297	Date Received: 7/24/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported the company is not following its Fatigue Risk Management (FRM) Program by pressuring pilots against calling in fatigued and taking punitive action against pilots who do. The FRM contains systemic scheduling issues resulting in fatigue.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230724-329	Date Received: 7/24/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Manufacturing employee reported the manufacture of parts that do not meet manufacturing specifications.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230727-475	Date Received: 7/27/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported improper maintenance, training not completed, exceedance of duty times, falsification of paperwork, and unavailability of current manuals to the crew.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230731-700	Date Received: 7/31/2023
<i>Reporter:</i> Cabin Crewmember <i>Allegation(s):</i> Cabin crewmember reported the company failed to follow an FAA-accepted or approved process/procedure when it scheduled a flight attendant in excess of 14 hours.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230801-709	Date Received: 8/1/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Quality Assurance Management told employees to skip or rush inspections resulting in a failure to perform required inspections. Also, unapproved alteration of parts.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230808-115	Date Received: 8/8/2023
<i>Reporter:</i> Parts purchaser <i>Allegation(s):</i> Employee reported regulatory violations pertaining to life-limited parts as well as issues related to the company's quality chief inspector.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: AAE-EWB-20230814-411	Date Received: 8/14/2023
<i>Reporter:</i> Flight Attendant <i>Allegation(s):</i> Flight attendant interfered with another flight attendant due to poorly delivered Spanish-language announcements even though the flight attendant had been approved by the company to deliver the announcements in Spanish.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230815-485	Date Received: 8/15/2023
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Mechanic reported the company failed to follow FAA-approved procedures for shipping aircraft engines and installed unairworthy engines.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: IWB-23805	Date Received: 8/17/2023
<i>Reporter:</i> FAA Employee <i>Allegation(s):</i> Mismanagement and lack of oversight of a medical services carrier.	
<i>Referred To:</i> Office of Audit and Evaluation	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230818-723	Date Received: 8/18/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Employee reported the company failed to inspect for underlying damage prior to seal repair, failed to properly inspect expansion tolerances, and signed off uncompleted work.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230824-052	Date Received: 8/24/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported another pilot was operating an aircraft in excess of the aircraft's maximum takeoff weight.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230827-153	Date Received: 8/28/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Auditor investigated and found potential issues with manufactured components. The manufacturer was not producing parts in accordance with approved specifications. The issues were reported to officials who showed no interest in resolution.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230907-535	Date Received: 9/7/2023
<i>Reporter:</i> Manufacturing <i>Allegation(s):</i> Manufacturing employee reported failure to follow approved processes such as improper measurements of primer and falsification of paint readings.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230911-648	Date Received: 9/11/2023
<i>Reporter:</i> Mechanic <i>Allegation(s):</i> Mechanic reported the company is trying to sell Suspected Unauthorized Parts and get employees to sign off.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230911-668	Date Received: 9/11/2023
<i>Reporter:</i> Ground crew <i>Allegation(s):</i> Employee reported workplace safety issues such as failure to follow engine shutdown procedures and failure to follow ground worker arrival procedures.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230911-698	Date Received: 9/11/2023
<i>Reporter:</i> Flight Attendant <i>Allegation(s):</i> Flight attendant training is deficient and flight attendants are being signed off so the company does not have to cancel flights.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

Tracking Number: AAE-EWB-20230921-181	Date Received: 9/21/2023
<i>Reporter:</i> Pilot <i>Allegation(s):</i> Pilot reported company's failure to adhere to rest requirements of the General Operations Manual , improper modification of crew duty release time, and failure to follow Pilot Record Improvement Act/Pilot Record Database requirements.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Under investigation.	

## Contacts

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