




Memorandum

**U.S. Department of
Transportation**

Office of the Secretary
of Transportation
Office of Inspector General

Subject: **INFORMATION**: Audit Announcement –
FAA’s Process for Staffing and Placing
Maintenance Technicians
Federal Aviation Admi
Project No. 16A3004A

Date: September 28, 2016

From: Matthew E. Hampton 
Assistant Inspector General
for Aviation Audits

Reply to
Attn. of: JA-10

To: Director, Audit and Evaluation

Ensuring a safe and efficient National Airspace System (NAS) requires the effective management of air traffic control services and related infrastructure. To meet this need, the Federal Aviation Administration (FAA) currently employs about 7,700 full-time employees in its Technical Operations Services (Tech Ops), a unit of the Air Traffic Organization. Tech Ops staff install, test, troubleshoot, repair, and certify more than 66,000 pieces of equipment at facilities across the NAS.

Recent outages at air traffic facilities have highlighted the critical role Tech Ops staff play in maintaining a safe and operational air transportation system. Recognizing the importance of this workforce, the House of Representatives in its 2017 Appropriations Report¹ directed us to assess FAA’s plans for hiring, training, and placing maintenance technicians, to ensure that they are in place when and where they are needed.

Accordingly, our objectives are to evaluate FAA’s (1) methodology for determining maintenance technician staffing levels, and (2) process for placing maintenance technicians. In a follow-up review, we will address the Committee’s concerns about maintenance technician training.

¹ U.S. House of Representatives, Report 114-606, June 7, 2016.

We plan to begin the audit in October and will contact your audit liaison to schedule an entrance conference. If you have any questions, please contact me at 202-366-0500 or Robert Romich, Program Director, at 202-366-6478.

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cc: DOT Audit Liaison, M-1
FAA Audit Liaison, AAE-100