



# Memorandum

**U.S. Department of  
Transportation**

Office of the Secretary  
of Transportation  
Office of Inspector General

Subject: **INFORMATION**: Audit Announcement –  
Review of FAA’s Controller Scheduling Policies  
Federal Aviation Administration  
Project No. 16A3003A000

Date: August 24, 2016

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

Reply to  
Attn. of: JA-10

To: Director, Audit and Evaluation

The Federal Aviation Administration (FAA) employs approximately 14,000 air traffic controllers to operate 316 air traffic control facilities. Optimizing controller schedules is a critical aspect of efficient workforce planning, since inefficient facility scheduling can lead to staffing issues and increased overtime. In our January 2016 report,<sup>1</sup> we recommended that FAA use the results of a scheduling tool, and the Agency agreed it should develop a method to uniformly analyze controller scheduling practices. Currently, FAA uses the Business Analysis Tool Suite, which enables managers to visualize their schedules to ensure adequate coverage and estimate annual leave liability for air traffic controllers at 32 facilities.

In its report for fiscal year 2017,<sup>2</sup> the House Appropriations Committee directed our office to review FAA’s progress with implementing scheduling tools and determine whether benefits are being realized by air traffic managers at critical facilities. Accordingly, our audit objectives are to (1) determine FAA’s progress in adopting and implementing a scheduling tool, and (2) identify any challenges that will need to be addressed to realize potential benefits.

We plan to begin our audit this month and will contact your audit liaison to schedule an entrance conference. If you have any questions concerning this audit, please contact me at (202) 366-0500, or Bob Romich, Program Director, at (202) 366-6478.

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<sup>1</sup> *FAA Continues to Face Challenges in Ensuring Enough Fully Trained Controllers at Critical Facilities* (OIG Report No. AV-2016-014), Jan. 11, 2016. OIG reports are available on our Web site: <https://www.oig.dot.gov/>.  
<sup>2</sup> House of Representatives Report 114-606. June 7, 2016.

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