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## Memorandum

Date: September 22, 2021

Subject: INFORMATION: Audit Announcement | FAA's Maintenance Technician Training |  
Project No. 21A3007A000  
Federal Aviation Administration

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

To: Director, Audit and Evaluation, FAA

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The Federal Aviation Administration (FAA) operates a vast network of facilities and maintains communication, navigation, and surveillance equipment to support the safety and efficiency of the National Airspace System. FAA's Technical Operations Services (Tech Ops) employs approximately 6,000 Airway Transportation Systems Specialists—maintenance technicians who install, maintain, repair and certify more than 74,000 pieces of equipment.

In its fiscal year 2017 report, the House Committee on Appropriations directed our office to assess FAA's plans for hiring, placing, and training maintenance technicians.<sup>1</sup> In 2018, we reported on FAA's process for hiring and placement and assessed the tool the Agency had developed to improve hiring prioritization.<sup>2</sup> We found that the tool lacked key factors, such as the significant time new technicians need to complete equipment training courses and certification.

Accordingly, this review will focus on the Agency's maintenance technician training. Specifically, our objective is to evaluate FAA's process for prioritizing and providing training to maintenance technicians.

We plan to begin the audit later this month and will contact your audit liaison to schedule an entrance conference. We will conduct our work at FAA Headquarters, FAA's Training Academy, and several air traffic control facilities. If you have any

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<sup>1</sup> H. Rept. No. 114-606, p. 17 (2016).

<sup>2</sup> *Underlying Data Quality Issues Hinder the Staffing and Placement of FAA's Maintenance Technicians* (OIG Report Number AV2018057), June 27, 2018. OIG reports are available on our website: <https://www.oig.dot.gov/>.

questions, please contact me at (202) 366-0500 or Nelda Smith, Program Director, at (202) 366-2140.

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