



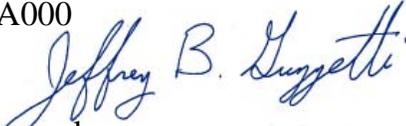
# Memorandum

**U.S. Department of  
Transportation**

Office of the Secretary  
of Transportation  
Office of Inspector General

Subject: **INFORMATION:** Audit Announcement –  
Controller Productivity Initiatives  
Federal Aviation Administration  
Project No. 13A3001A000

Date: December 21, 2012

From: Jeffrey B. Guzzetti   
Assistant Inspector General  
for Aviation and Special Program Audits

Reply to  
Attn. of: JA-10

To: Director, Audit and Evaluation

The Federal Aviation Administration (FAA) employs more than 15,000 air traffic controllers at 315 air traffic control facilities to ensure the safe navigation of aircraft through the National Airspace System. Because the primary duties for these controllers are to guide and separate aircraft, aligning controller workload with air traffic volume is a key factor in ensuring they are working as productively as possible. However, total air traffic operations have declined 23 percent since 2000, while the total number of controllers has increased slightly—raising questions about the efficiency of FAA’s current controller workforce.

FAA has recently introduced a series of initiatives intended to increase controller productivity and reduce operating costs, such as eliminating alternate work schedules, matching controller staffing to facility workload, and reducing operational overtime costs. However, it is unclear whether these initiatives have been successfully implemented or have achieved the expected outcomes. On November 30, 2012, the Chairmen of the House Committee on Transportation and Infrastructure and its Subcommittee on Aviation requested that we assess FAA’s plans to enhance controller productivity, the factors that need to be addressed to achieve expected benefits, and the estimated cost savings that could be achieved with improved controller productivity.

Accordingly, our audit objective is to determine whether FAA’s controller productivity initiatives are achieving their expected benefits and will result in cost savings to the Agency.

We plan to begin the audit next month, and we 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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cc: FAA Deputy Administrator  
DOT Audit Liaison, M-1  
FAA Audit Liaison, AAE-100