

Withhold Record

OR'S HOTLINE INFORMATION SYSTEM

See Previous FOIA request from same requester.

n: AWP

Control Number: 200610230002

Record was withheld.

Rtc.Symbol:

Facility:

City:

State:

CA

Are you an FAA employee? YES

Is your position covered by a bargaining unit? YES

Is this matter currently being considered under any other kind of dispute or settlement procedure? NO

Have you discussed this with your supervisor or any other FAA manager? YES

Action Office: AWP-1

AO Date: 10/27/2006

Due Date: 11/14/2006

Response Date: 11/09/2006

Subject: 7000

Info Copy: ATO-1

Info Copy:

Info Copy:

Info Copy:

Info Copy:

What do you want to talk about?

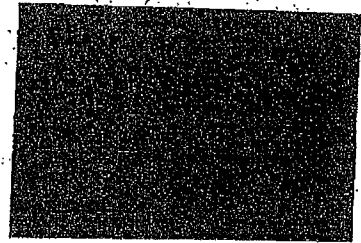
Caller reported [redacted] has created a hostile work environment at the facility. Caller said that Mr. [redacted] has a history of violent outburst and actions and said that Mr. [redacted] recent outburst occurred on Wednesday, October 18, 2006 wherein Mr. [redacted] became irate and yelled over a recorded line at pilots flying in/out of the facility. Caller said that Mr. [redacted] is very abusive and makes threats to harm co-workers. Caller said that Mr. [redacted] physically choked him 8 years ago and has exhibited serious anger issues that has escalated over the years. Caller said that management is aware of Mr. [redacted] temper, aggression, and threats of bodily harm but has been slow about resolving the issue with Mr. [redacted]. Caller requested the Hotline's assistance in this matter.

Operator ID = KS0

PRIVACY ACT INFORMATION

These are copies of information available to the public. Also, we shall, as full sec. note. if from [redacted]

ed in this form is protected by Public Law 93-579 (Privacy Act on is part of the Privacy Act system of records, DOT/FAA 845, and Information System, and is subject to the published tem. Misuse and/or unauthorized disclosure of this information disciplinary actions, and/or criminal penalties with a possible fine up to \$5000



FAA-744-A-1



# Federal Aviation Administration

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## Memorandum

Date:

NOV -9 2006

To:

[REDACTED]

*John Clancy*

From: John Clancy, Director of Terminal Operations  
Western Service Area

Subject: Response to FAA Administrator's Hotline Call #200610230002

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This is in response to your call to the Administrator's Hotline dated October 23, 2006.

You allege that [REDACTED] created a hostile work environment, he has a history of violent outbursts, and he is very abusive and makes threats to harm his coworkers at [REDACTED]. You stated that Mr. [REDACTED] physically choked you 8 years ago and continues to exhibit escalating anger issues. Recently, on Wednesday, October 18, 2006, Mr. [REDACTED] became irate and yelled over a recorded line at pilots flying into and out of [REDACTED]. You further allege that management is aware of Mr. [REDACTED] temper, but has been slow to resolve the problem.

As a result of your allegations, Management at [REDACTED] immediately conducted an internal investigation. A review of voice recordings and statements submitted by facility personnel confirmed that Mr. [REDACTED] conduct on October 18, 2006, was inappropriate, unprofessional, and inexcusable. I wish to assure you that this matter is currently under review and will be appropriately and swiftly addressed. Behavior like that exhibited by Mr. [REDACTED] cannot and will not be tolerated in any air traffic facility. Thank you for bringing this matter to our attention.

If you have further questions, please contact John Selberg, Manager, Administrative Services, at (425) 227-2402.

FAA - 744-A-2

*2006/11/15*

Withhold Record

CALLER'S HOTLINE INFORMATION SYSTEM

See Previous FOIA request from requestor.

Origin: AWP

Control Number: 200611210001

Response was withheld

Rte.Symbol:

Facility: [REDACTED]

City: [REDACTED]

State: CA

Are you an FAA employee? YES

Is your position covered by a bargaining unit? YES

Is this matter currently being considered under any other kind of dispute or settlement procedure? NO

Have you discussed this with your supervisor or any other FAA manager? YES

Action Office: AWP-1

Info Copy: ATO-1

AO Date: 11/21/2006

Info Copy:

Due Date: 12/05/2006

Info Copy:

Response Date: 11/27/2006

Info Copy:

Subject: 7000

Info Copy:

What do you want to talk about?

Caller said that he is calling on behalf of employees at the [REDACTED] and reported that [REDACTED] has created a hostile work environment at the facility. Caller said that Mr. [REDACTED] is rude and is very hostile. Caller said that Mr. [REDACTED] can be heard on the recorded lines, calling pilots, "freaking idiots". Caller said that Mr. [REDACTED] behavior is unprofessional and disruptive. Caller said that employees have sent in numerous Hotline complaints and verbal complaints to management, but nothing has been done to address the concern. Caller said that employees would like some relief from Mr. [REDACTED] outbursts and temper and requested the Hotline's assistance in this matter.

Please forward response to Manager, Hotline Operations Program, AOA-20.

Operator ID = KS0

**\*\* CALLER WISHES TO REMAIN ANONYMOUS \*\***  
**PRIVACY ACT INFORMATION**

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FAA-744-A-3

06 FRI 8:56 FAX

002/004



# Federal Aviation Administration

## Memorandum

Date: NOV 27 2006

To: FAA Administrator's Hotline Staff, AOA-20.

*Darryl Davis for*

From: John Clancy, Director of Terminal Operations  
Western Service Area

Subject: Response to FAA Administrator's Hotline Call #200611210001

This is in response to the anonymous call to the Administrator's Hotline dated November 21, 2006. The caller alleges that [redacted] has created a hostile work environment at [redacted]. The caller alleges that he is rude and hostile and has been heard on recorded lines calling pilots "freaking idiots". The caller also alleges that Mr. [redacted] behavior is unprofessional and disruptive and that management is aware of this issue but has not addressed the problem.

As a result of a previous but recent complaint, Management at [redacted] conducted an internal investigation. A review of voice recordings and statements submitted by facility personnel confirmed that Mr. [redacted] conduct on October 18, 2006, was inappropriate, unprofessional, and inexcusable. I wish to assure the caller that this matter is currently under review and will be appropriately and swiftly addressed. Behavior like that exhibited by Mr. [redacted] cannot and will not be tolerated in any air traffic facility. Thank you for bringing this matter to our attention.

FAA-744-A-4

Received, Posted  
12/1/06

Withhold Record

OPERATOR'S HOTLINE INFORMATION SYSTEM

See Previous FOIA request from requestor.

Form: AWP

Control Number: 200611140002

Record was withheld.

Rte.Symbol:

Facility:

City:

State:

CA

Are you an FAA employee?	YES
Is your position covered by a bargaining unit?	YES
Is this matter currently being considered under any other kind of dispute or settlement procedure?	NO
Have you discussed this with your supervisor or any other FAA manager?	YES

Action Office: AWP-1

Info Copy: ATO-1

AO Date: 11/14/2006

Info Copy:

Due Date: 11/30/2006

Info Copy:

Response Date: 11/24/2006

Info Copy:

Subject: 7000

Info Copy:

What do you want to talk about?

Caller contacted the Administrator's Hotline regarding [redacted] CA. Caller alleged [redacted] has anger management problems and a history of violent behavior in the workplace. He has been repeatedly disciplined with letters regarding his behavior.

Caller alleged [redacted] has created a hostile work environment, and also alleged management has not addressed this problem. Caller stated [redacted] makes jokes about his behavior and employees are not comfortable working air traffic with him.

Caller alleged the most recent incident occurred on October 16, 2006, when [redacted] screamed and yelled at pilots on the radio. An investigation was initiated regarding incident, but caller said [redacted] was not removed from the tower and continues to control air traffic. Caller

Operator ID = VV0

**\*\* CALLER IS CONFIDENTIAL \*\***  
**PRIVACY ACT INFORMATION**

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FAA-744-A-5

FAA ADMINISTRATOR'S HOTLINE INFORMATION SYSTEM

Call Date: 11/14/2006      Region: AWP      Control Number: 200611140002

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Name:	Rte.Symbol:	
Telephone:	Facility:	██████████
Address:	City:	██████████
City:	State:	CA
State:	Zip:	

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also stated anger management classes have been unsuccessful in changing his behavior.

Caller said it is difficult to remain focused in the tower with the distracting behavior of ██████████ and caller would prefer not to work around him, and is concerned he will physically harm employees.

Please address response to Manager, Hotline Operations Program, AOA-20.

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Operator ID = VV0

**\*\* CALLER IS CONFIDENTIAL \*\***  
**PRIVACY ACT INFORMATION**

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FAA-744-A-6



# Federal Aviation Administration

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## Memorandum

Date:

NOV 24 2006

To: FAA Administrator's Hotline Staff, AOA-20

From: John Clancy *[Signature]*  
Director of Terminal Operations, Western Service Area

Subject: Response to FAA Administrator's Hotline Call #200611140002

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This is in response to the anonymous call to the Administrator's Hotline dated November 14, 2006. The caller alleges that [REDACTED] has created a hostile work environment, has a history of violent behavior, and has repeatedly been disciplined at [REDACTED]. The caller alleges that on October 16, 2006, Mr. [REDACTED] screamed and yelled at pilots on the radio. The caller also alleges that Mr. [REDACTED] makes jokes about his behavior and that employees are not comfortable working air traffic with him. The caller further alleges that management is aware of Mr. [REDACTED] temper, but has not addressed the problem.

As a result of a previous but recent complaint, management at [REDACTED] conducted an internal investigation. A review of voice recordings and statements submitted by facility personnel confirmed that Mr. [REDACTED] conduct on October 18, 2006, was inappropriate, unprofessional, and inexcusable. I wish to assure the caller that this matter is currently under review and will be appropriately and swiftly addressed. Behavior such as exhibited by Mr. [REDACTED] cannot and will not be tolerated in any air traffic facility. Thank you for bringing this matter to our attention.

If you have further questions, please contact John Selberg, Manager, Administrative Services, at (425) 227-2402.

FAA-744-A-7

Received / Posted  
11/28/06