

03/21/2008

**Testimony of John Bassler**  
**Assistant Principal Avionics Inspector, SWA-CMO**

This is the testimony of John Bassler, Aviation Safety Inspector assigned to the SWA-CMO from 06/2005 to 12/2007, serving in the capacity of Assistant Principal Avionics Inspector.

When I arrived at the SWA-CMO in 2005, one of the first things I noticed was how fractured the Airworthiness group was. I came from the CALA-CMO in Houston, where that airworthiness unit had scheduled meetings including both specialties (Avionics and Maintenance) on a regular basis. The SWA-CMO did not and as a matter of fact, it didn't start having meetings of this nature until the latter part of 2007. I found the airworthiness unit in my opinion to be dysfunctional. I had not been in the office for very long when I witnessed my immediate supervisor, Mr. Michael P. Colin, Principal Avionics Inspector, giving the middle finger to another supervisor, Mr. Doug Gawadzinski, Principal Maintenance Inspector, when he had his back turned. I thought that very unprofessional and I voiced my objections to my supervisor. I told him that I did not appreciate that in my presence.

Things progressively got worse in the office. Most of the friction was within the management ranks. During this time it must be noted that most of the inspectors continued to operate at an exceptional level without managements support. Around early March, 2007, rumors began to fly that Inspector Bobby Boutris had a couple of hotline complaints filed on him from outside the agency. This is when things really started to become hostile. Boutris began to spend a lot of time conversing directly to Robert Naccache, assistant manager and Michael Mills, the office manager behind closed doors, several times a day. Mr. Boutris also began spending a lot of time with the DEPM (Data Evaluation Program Manager) Mr. Doug Peters. I started to recognize what appeared to me, the obvious dislike Mr. Peters, Mr. Boutris, Mr. Mills, and Mr. Naccache had towards the SPMI, Mr. Gawadzinski. This dislike in my opinion seemed to be of a very personal nature towards the man. One day Mr. Peters was overheard by several inspectors including myself making the comment from Boutris's cubical, "The gloves are coming off".

Mr. Boutris was removed from his duties and work program pending the outcome of the investigations into the complaints made against him. He was to have no contact in any capacity with the air carrier or its programs. This is evidently right around the timeframe when Southwest Airlines contacted the SPMI disclosing the possible over fly of an Airworthiness Directive on some of their aircraft. Being avionics, I was not privy to this information and therefore had no knowledge of the details or specifics of the disclosure. Around mid April 2007 timeframe, Mr. Gawadzinski was looking for volunteers to help complete the job assignments that were issued to Mr. Boutris. Mr. Gawadzinski was having difficulty getting anyone to volunteer. He approached me and asked if I would be willing to work the Safety Attributes Inspection (SAI) 1.3.6, Airworthiness Directives. I

told him I would be willing to do the work assignment. Had I known at the time Mr. Boutris's intentions, I would have never volunteered myself for this assignment. It wasn't a couple of days later; I witnessed Mr. Boutris entering my cubical and removing data from the SAI folder I had just acquired from him. Mr. Boutris never started the SAI. He had a couple of notes on a paper Decision Collection Tool (DCT) but that was it. I had to start the inspection completely from scratch.

I began to become aware of the militant attitudes that were developing in the office from the individuals I have identified in the aforementioned paragraph. I became concerned that I was going to be targeted by these inspectors due to my agreeing to perform the SAI. I sent an e-mail (see attachment 1) to my supervisor, Mr. Colin requesting that I be removed from the SAI because of the hostile environment developing in the office. Mr. Colin refused to remove me from the SAI. I then requested to at least add some inspectors to the inspection so that it would be a team event and I would not be individually targeted. Mr. Colin agreed and added one inspector, Mr. Larry Collamore (see attachment 2). During this inspection, Mr. Boutris felt it important enough to approach Mr. Collamore and notify him that the "SAI was being watched very closely". Mr. Collamore stated to me that he felt very threatened by Mr. Boutris's comment. I also learned of events that had transpired between Mr. Boutris and certain SWA employees. The manager of Airworthiness Directives for SWA, Mr. Bill Kervanik, divulged to me in a scheduled SAI meeting that Mr. Boutris had almost started a fistfight with him during a meeting at the air carrier and that Mr. Boutris was very unprofessional in his behavior. Because of these types of events in which Mr. Boutris was directly involved, it took the SAI team members a tremendous amount of time to re-establish communication with the air carrier. This was due to the deterioration of trust that had developed between the air carrier and the FAA (Mr. Boutris). Communication is critical when performing ATOS (Air Transportation Oversight System) surveillance functions. In order for the ATOS surveillance program to function properly, requires communication between the Air carrier and the regulatory agency. This must be accomplished in order to meet the agencies goal of establishing policy and procedures at the highest level of safety.

Mr. Collamore and I finished the inspection during the month of June, 2007. There was a lengthy delay in completing the SAI due to Mr. Kervanik being on leave due to a medical situation within his immediate family. The final product was sent to the DEPM (Mr. Peters) for review. It was returned with numerous (2 full pages) of comments (see attachment 3). This upset me because in my 10 years experience with ATOS, I had never seen so many comments from a DEPM. I had performed inspections in the past and never had anything like this returned from the DEPM in this fashion before these events. This upset me deeply and I brought my concerns to my supervisor, Mr. Colin. I explained that I felt I was being targeted and that the DEPM was using his position to personally attack my credibility. Nothing was done about my concerns. I made a couple of spelling corrections to the verbiage and again forwarded it to the DEPM for review. This time the SAI was saved concurred by the DEPM to the Master Record (ATOS database). Several days later, Mr. Colin wanted changes made again to the SAI "No" comments and had me request it back from the repository. This is a very unusual act. Once an inspection has been saved to the database, it normally never gets returned. I have never witnessed it in

my 10 years working in ATOS. Phone calls are made and the SAI is returned. At this particular time, management personnel are attending a seminar out of state so the only permanent management official still in the office was the assistant manager, Robert Naccache. The SAI sits in the DEPM's possession for approximately 15 days, when management finally returns to the office. I send an e-mail to the office manager, who now is Mr. Bobby Hedlund, and ask the status of the SAI (see attachment 4). He responds to let me know the DEPM is waiting for PMI feedback (This particular PMI is the 3<sup>rd</sup> person to temporarily hold the position in less than a year). I thought this peculiar since this individual had no information and was not present during the time the SAI was being performed. A meeting is held at the request of the DEPM to discuss his concerns with the SAI with the PMI and the PAI. I was not invited to the meeting nor was Larry Collamore. This upset me because I was the Team Coordinator for this SAI. I felt my knowledge was instrumental in the conversation. I voiced this concern to my Supervisor. Nothing was done about my concerns. After the meeting the PAI sent an e-mail to SAI team member Larry Collamore, requesting "Yes comments" in the "Controls" section of the SAI. At this time, ATOS 1.1 was National Policy and did not require "Yes" comments. Mr. Collamore responded to the e-mail by respectfully refusing to add the "Yes" comments. His response also identified the inappropriate behavior being displayed by certain inspectors in the office (See attachment 5). Management meets in the manager's office to discuss the SAI. The next morning, the SAI work instructions are changed to require "Yes" comments ( See Attachment 6). This action was contrary to ATOS and AFS-900 policy. A meeting is held to discuss the SAI. The meeting included Mr. Colin - PAI, Mr. Hoover - Temporary PMI, Mr. Jay Nelson - Temporary POI, Mr. Bobby Hedlund - Office Manager, Mr. Peters - DEPM, John Bassler - Team Coordinator SAI 1.3.6, Mr. Larry Collamore - SAI Team Member. Larry and I voice our frustration with the entire process and the way this inspection is being handled. Both Larry and I felt we were being targeted and that we were not getting fair and equitable treatment. Our concerns went unaddressed again. By the time the SAI was saved to the ATOS repository, it sat in the DEPM's review for 20 days. This is contrary to ATOS data quality guidelines and required disciplinary action on the DEPM. None was taken.

At this point, I was fed up with the office environment and how I was being unfairly treated by management and inspectors Bobby Boutris and Doug Peters. I requested to be transferred to another office in the local area. I finally was told by the Manager, Mr. Hedlund, that I received a transfer to the DFW FSDO. This meeting took place in my cubical. During the conversation Mr. Colin, my supervisor walked by and made some comments, then flipped me off with both middle fingers in the manager's presence. I sent a grievance to region (see attachment 7) and requested immediate removal from the office. The SAI letter (see attachment 8) addressing the findings during SAI 1.3.6 still had not left the office. I do not know what the final letter looked like since I was no longer employed in the office. I also cannot take ownership of the final SAI, since I believe the data has been manipulated since my departure.

I made every attempt to complete this assignment in the most professional manner humanly possible. I followed National Policies and Guidance through the entire process. I pride myself as a public servant to make every attempt at establishing the safest

transportation system in the world; I swore an oath to do just that. In my 11 years with this agency, I have never witnessed events of this magnitude before. I hope and pray that the truth surrounding these events is identified and the individuals who in my opinion sought out through their selfish desires to destroy fellow employee's careers, be brought to justice.

This is my testimony,  
Regards,

John Bassler  
Aviation Safety Inspector  
DFW-FSDO

**Attachments:**

1. E-mail dated 04/20/2007 requesting to be removed from SAI 1.3.6
2. E-mail dated 04/23/2007 adding Mr. Larry Collamore to SAI 1.3.6
3. Copy of DEPM comments returning SAI 1.3.6 dated 07/26/2007
4. E-mail dated 08/28/2007 requesting status of final SAI 1.3.6 with a copy of e-mail dated 08/10/2007 showing SAI 1.3.6 originally met Principals satisfaction.
5. E-mail dated 08/30/2007 reflecting the SAI team member's position on adding comments outside National Policy ATOS 1.1 requirements.
6. E-mail dated 08/30/2007 showing the SAI instructions changed by management after it originally met National Policy requirements.
7. E-mail dated 10/15/2007 requesting immediate transfer out of office due to hostile attitude displayed towards me by management officials including formal statement.
8. Original Letter of findings to the Air Carrier generated by me, dated 09/10/2007 addressing the "NO" answers to SAI 1.3.6 questions.

**Mitigating and/or Aggravating Attachments:**

9. E-mail dated 05/29/2007 showing the difficulties with the DEPM
10. Record of Meeting, dated 06/05/2007
11. Record of Telephone Conversation dated 07/11/2007
12. EEOC package dated 07/20/2007.
13. Memorandum dated 07/27/2007 complaining of the DEPM's hostile attitude.
14. E-mail dated 07/30/2007 recommending to management an Enforcement Action.
15. Record of Conversation dated 08/30/2007 documenting the hostile attitude of management concerning official e-mail traffic.
16. E-mail dated 08/06/2007 showing the request to have the SAI returned from the ATOS repository. Also shows on 08/10/2007, the SAI met management's satisfaction and saved to final. SAI sits waiting for DEPM approval.
17. E-mail dated 08/28/2007 revealing my frustration with the DEPM.

18. E-mail dated 08/30/2007 concerning the status of SAI 1.3.6 still in the DEPM's possession.
19. Copy of grievance around October/2007 timeframe concerning inequitable workload assignments by supervisor.
20. Fax Transmittal, dated 11/17/2007 to Southwest Region HR of the Memorandum dated 09/25/2007 requesting a transfer from the SWA-CMO.
21. Business card with religious overtones given to me via mailbox by my supervisor, Mr. Michael P. Colin around July/2007 timeframe.

**John E Bassler-Jr/ASW/FAA**  
ASW-HOU-COA-CMO-27,  
Houston, TX

04/20/2007 07:49 AM

To Mike Colin/ASW/FAA@FAA

cc Douglas T Gawadzinski/ASW/FAA@FAA, Michael C  
Mills/ASW/FAA@FAA

bcc

Subject Official request to be removed from SAI 1.3.6

Mike,

As I briefed you earlier this week concerning my placement on SAI 1.3.6 as team coordinator and my concerns with this inspection including but not limited to fear of retribution from other inspector(s) in this office. Due to the recent atmosphere in the office, I am officially requesting to be removed from this inspection. I do not believe that I can effectively perform my duties while assigned to this job function in the current hostile environment.

Regards,

John Bassler  
APAI SWA-CMO

**John E Bassler-Jr/ASW/FAA**  
ASW-HOU-COA-CMO-27,  
Houston, TX

04/23/2007 02:33 PM

To Matthew W Crabtree/ASW/FAA@FAA

cc

bcc

Subject Fw: Official request to be removed from SAI 1.3.6

----- Forwarded by John E Bassler-Jr/ASW/FAA on 04/23/2007 02:33 PM -----



**Mike Colin/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

04/23/2007 01:16 PM

To John E Bassler-Jr/ASW/FAA@FAA

cc Douglas T Gawadzinski/ASW/FAA@FAA, Michael C

Mills/ASW/FAA@FAA

Subject Re: Official request to be removed from SAI 1.3.6

*John:*

*As discussed on Friday, 4/20/07, @ 0830 & in consultation with Doug G. this morning, we have added Mr Collamore to the SAI FY'07 AD Management team as promised.*

*Please conduct this "process" audit professionally, objectively, courteously and without fear.*

*After our discussion on Friday, I believed that your perceptions and reservations had been put to rest.*

*However, please speak with me personally, again, if you wish to discuss any pertinent matters.*

*Please advise of your acknowledgement,*

*Thanks,*

*Mike Colin*

*Supervisory Principal Avionics Inspector*

*Southwest Airlines Certificate Management Office (SWA CMO)*

*Phone 214-277-0233 Fax 214-277-0290*

*"Systems Safety-Hazard Identification-Risk Mitigation"*

John E Bassler-Jr/ASW/FAA

**John E Bassler-Jr/ASW/FAA**  
ASW-HOU-COA-CMO-27,  
Houston, TX

04/20/2007 07:49 AM

To Mike Colin/ASW/FAA@FAA

cc Douglas T Gawadzinski/ASW/FAA@FAA, Michael C  
Mills/ASW/FAA@FAA

Subject Official request to be removed from SAI 1.3.6

## ATOS v1.1 Activity Comments

John Bassler- SWAA (PI-PAI)

Activity: 1306-0001-02

Created By	Last Changed	Comments
Douglas Peters	Douglas Peters 07/26/2007 15:10:01	07/26/2007 This SAI activity is being returned to you due to it not meeting Data Quality Guidelines and Data Dimensions Table outlines in N8000.350. Section 1, Procedures Question 1.2.1: DEPM Comments: The "No" response is not relative to the question being asked. The question refers to the certificate holder's manual including instructions and information necessary for personnel to ONLY use the certificate holder's alternate method of compliance when that proposed alternative has been approved by the manager of the office identified in the airworthiness directive. The "No" response does not meet Data Quality Guidelines in regards to following: N 8000.350 Appendix 2, Page 100, states: "SAI: A "No" response on the specific question being asked, for the particular SAI activity being observed, may indicate that the operator either does not comply with observed specific regulatory requirements (SRR) and/or applicable FAA guidance for that element or that the operator's procedures do not incorporate the applicable safety attribute." N8000.350 Appendix 2, Page 101, states: "An explanation of the who, what, where, when, how, and why that caused the "No" response must be entered. The explanation should be plain and comprehensible." This question references a Specific Regulatory Requirement (SRR) that the operator does not comply with according the "No" response. The Inspector's explanation of the "No" response does not identify if the SRR was met in the certificate holders manual. This response does not meet the requirements of the Data Dimensions Table in regards to: N 8000.350 Appendix 2, Page 111, Relevancy. Additionally, please include an Inspector Action Taken comment for the "No" response to the SRR. Question 1.2.4: DEPM Comments: The "No" response is not relative to the question being asked. Question 1.2.4 specifically asks does the certificate holder's manual include instructions and information necessary for personnel to include in a proposed alternative method of compliance or change in compliance time the specific actions that the certificate holder proposes to address the unsafe condition. The verbiage in the "No" response discusses the issue of "AMOC intent" and does not address the question of how the certificate holder addresses the unsafe condition, therefore is not relevant to the question being asked. The "No" response does not meet Data Quality Guidelines in regards to following: N 8000.350 Appendix 2, Page 100, states: "SAI: A "No" response on the specific question being asked, for the particular SAI activity being observed, may indicate that the operator either does not comply with observed specific regulatory requirements (SRR) and/or applicable FAA guidance for that element or that the operator's procedures do not incorporate the applicable safety attribute." N8000.350 Appendix 2, Page 101, states: "An explanation of the who, what, where, when, how, and why that caused the "No" response must be entered. The explanation should be plain and comprehensible." This question references a Specific Regulatory Requirement (SRR) that the operator does not comply with according the "No" response. The Inspector's explanation of the "No" response does not identify if the SRR was met in the certificate holders manual. This response does not meet the requirements of the Data Dimensions Table in regards to: N 8000.350 Appendix 2, Page 111, Relevancy. Additionally, please include an Inspector Action Taken comment for the "No" response to the SRR. Question 1.4.1: DEPM Comments: The "Yes" comment is not relative to the question being asked. The question refers to the certificate holder's manual including instructions and information that the confirmation receipt for an Emergency Airworthiness Directive must include the name of the operator. The "Yes" comment refers to the "cover letter of the emergency AD notification letter" and not the confirmation receipt which is required by the intent of the question. Therefore, this comment is not relevant to the question being asked. This response does not meet the requirements of the Data Dimensions Table in regards to: N 8000.350 Appendix 2, Page 111, Relevancy. Question 1.4.2 DEPM Comments: The "Yes" comment is not relative to the question being asked. The question refers to the certificate holder's manual including instructions and information that the confirmation receipt for an Emergency Airworthiness Directive must include the name of the person sending the reply. The "Yes" comment refers to the same "cover letter of the emergency AD notification letter" as identified in the above question 1.4.1 and not the confirmation receipt which is required by the intent of the question. Therefore, this comment is not relevant to the question being asked. This response does not meet the requirements of the Data Dimensions Table in regards to: N 8000.350 Appendix 2, Page 111, Relevancy. Question 1.4.3: Please include an Inspector Action Taken comment for the "No" response to the SRR. Question 1.4.5: Please include an Inspector Action Taken comment for the "No" response to the SRR. Question 1.5: Please include an Inspector Action Taken comment for the "No" response to the SRR. Question 1.7: Please include an Inspector Action Taken comment for the "No" response to the SRR. Question 1.8: DEPM Comments: The "No" response refers to "both methods of Operation Specifications A-447." This response is incomplete and does not discuss if the air carrier has a method for keeping all persons engaged in its operations informed of the provisions of operations specifications, paragraph A-447 as stated in the question. The "No" response simply states that the air carrier's manual does not have "instructions on how to accomplish both methods of Operations Specifications A-447. " This is an incomplete answer considering that question 1.8 is asking, does the certificate holder's manual contain a "METHOD FOR KEEPING ALL PERSONS ENGAGED.....?" The no

response should be expanded upon on to discuss whether or not the specific criteria in the question being asked are included in the air carrier's manual. This response does not meet the requirements of the Data Dimensions Table in regards to: N 8000.350 Appendix 2, Page 111, Relevancy and Ease of Understanding. Additionally, please include an Inspector Action Taken comment for the "No" response to the SRR. Question 3: Please include an Inspector Action Taken comment for the "No" response to the SRR. Section 3, Process Measurement Attribute Question 1.4: DEPM Comments: This response is not easily understood in regards to the question about whether or not the certificate holder's manual having a process measurement that would reveal if the AMOC were granted without the PI's knowledge. The verbiage in the explanation of the "No" comment states "that it could not be identified in SWA's manual system a measurement to verify the Principal Inspector was/was not notified of the AMOC." The question does not refer to notification of the AMOC but rather that the AMOC was granted without the PI's knowledge. Please consider clarifying your "No" response to reflect the intent of the question. This response does not meet the requirements of the Data Dimensions Table in regards to: N 8000.350 Appendix 2, Page 111, Relevancy and Ease of Understanding Additionally, please include an Inspector Action Taken comment for the "No" response to the SRR. Section 4, Interfaces Attribute Questions 1 & 2: Please correct the spelling of guidelines.



**John E Bassler-Jr/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/28/2007 10:31 AM

To Mike Colin/ASW/FAA@FAA

cc

bcc

Subject SAI 1.3.6 update please

Mike,

I just had a conversation with Mr. Hedlund concerning the status of SAI 1.3.6. Mr. Hedlund explained that a conversation was held between him and the DEPM concerning the saved status of SAI to repository. Evidently the reason according to Mr. Hedlund is because the DEPM is awaiting PMI input. My understanding is when you sent the DEPM the e-mail a week and a half ago reflecting that the SAI corrections were completed, Mr. Carroll(Acting PMI) was in agreement with said changes. I am a little confused as to why the DEPM would wait for PMI input at this time since the new acting PMI was not part of this process. My concern with this issue is the reflection this inaction may or may not have on my performance ratings under future PMS review(s) and the dashboard tracking tool.

Please at your earliest convenience, can you bring me up to speed on the status of the SAI,

Thank you,

John

Re: SAI 1.3.6 return - Lotus Notes

File Edit View Create Actions Section Help



Address



Welcome John E Bassler-Jr - Inbox X New Memo X Re: SAI 1.3.6 return X

New Memo Reply Reply to All Forward Delete Follow Up Folder Copy Into New Chat Tools



Mike Colin/ASW/FAA  
ASW-DFW-SWA-CMO-29, Dallas-Fort Worth, TX

08/10/2007 04:18 PM

To: Douglas E Peters/ASW/FAA@FAA  
cc: Bobby M Hedlund/ASW/FAA@FAA, John E Bassler-Jr/ASW/FAA@FAA, Vincent L Collamore/ASW/FAA@FAA  
Subject: Re: SAI 1.3.6 return

*ALL: Changes made to PI satisfaction, DEPM notified this afternoon, requested a review of comments in L*

*Mike Colin  
Supervisory Principal Avionics Inspector  
Southwest Airlines Certificate Management Office (SWA CMO)  
Phone 214-277-0233 Fax 214-277-0290  
"Systems Safety-Hazard Identification-Risk Mitigation"*

▼ Douglas E Peters/ASW/FAA



Douglas E Peters/ASW/FAA  
ASW-DFW-SWA-CMO-29, Dallas-Fort Worth, TX

08/07/2007 02:29 PM

To: Bobby M Hedlund/ASW/FAA  
cc: John E Bassler-Jr/ASW/FAA@FAA, Mike Colin/ASW/FAA@FAA  
Subject: Re: SAI 1.3.6 return

Signed by Mike Colin/ASW/FAA on 08/10/2007 04:18:15 PM, according to /FAA



**John E Bassler-Jr/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/30/2007 01:48 PM

To Mike Colin/ASW/FAA@FAA  
cc Bobby M Hedlund/ASW/FAA@FAA, Tom  
Hoover/ASW/FAA@FAA, Vincent L  
Collamore/ASW/FAA@FAA

bcc

Subject Re: Fw: SAI 1.3.6 AD Management 

Mike:

I can appreciate your position in this matter, however, in my defense, as the TC on this SAI, this inspection complied with "current" National Policy and Guideline requirements ( Reference DEPM concurrence). I am aware of the additional requirements ATOS 1.2 will incorporate when it officially becomes the National Policy on October 1st, 2007.

Please, let me assure you that if in the future I am selected as the TC on any future ATOS SAI's, I will adhere to the current National Policy whatever that may be.

Regards,

John Bassler  
APAI SWA-CMO

Mike Colin/ASW/FAA



**Mike Colin/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/30/2007 01:26 PM

To John E Bassler-Jr/ASW/FAA@FAA  
cc Tom Hoover/ASW/FAA@FAA, Vincent L  
Collamore/ASW/FAA@FAA, Bobby M  
Hedlund/ASW/FAA@FAA

Subject Re: Fw: SAI 1.3.6 AD Management 

*John:*

*ATOS 1.2 will require "Yes" answers to include operator manual substantiating references, this SAI would have greatly benefited from the same, don't you agree. Customarily, some ATOS 1.1 SAI's have already included them.*

*As TC on this and any future SAI's, please ensure that revised "National Policy" is adhered to in the above manner.*

*Thanks*

*Mike Colin*

*Supervisory Principal Avionics Inspector*

*Southwest Airlines Certificate Management Office (SWA CMO)*

*Phone 214-277-0233 Fax 214-277-0290*

*"Systems Safety-Hazard Identification-Risk Mitigation"*

John E Bassler-Jr/ASW/FAA



**John E Bassler-Jr/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX  
08/30/2007 12:28 PM

To Tom Hoover/ASW/FAA@FAA, Bobby M  
Hedlund/ASW/FAA@FAA, Mike Colin/ASW/FAA@FAA  
cc Vincent L Collamore/ASW/FAA@FAA  
Subject Fw: SAI 1.3.6 AD Management

Dear Sirs,

I have reviewed Mr. Collamore's e-mail on SAI 1.3.6 and concur with his position. As the TC on this SAI, I respectfully request the management staff recommend the DEPM save the SAI to the repository.

Respectfully,

John Bassler  
Assistant Avionics Principal Inspector

----- Forwarded by John E Bassler-Jr/ASW/FAA on 08/30/2007 12:20 PM -----

**Vincent L  
Collamore/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX  
08/30/2007 10:11 AM

To John E Bassler-Jr/ASW/FAA@FAA  
cc  
Subject Fw: SAI 1.3.6 AD Management

John,

FYI

Larry

----- Forwarded by Vincent L Collamore/ASW/FAA on 08/30/2007 10:11 AM -----

**Vincent L  
Collamore/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX  
08/30/2007 10:08 AM

To Tom Hoover/ASW/FAA, Bobby M Hedlund/ASW/FAA  
cc  
Subject SAI 1.3.6 AD Management

Mr, Hoover,

I must respectfully decline your request to have Mr Peters return SAI 1.3.6 to add yes comments to Section 2- Controls Attribute question 1.7. As you may or may not know this SAI was previously concurred with by the DEPM with comments and sent to the Repository, it was returned to Mr Bassler at the request of the SPAI, Mr, Colin to address the DEPM comments to the "NO" responses. Since that time none of the responses either "Yes or No" have been changed, only the explanations have been revised to meet the Data Quality Guidelines. If the responses were acceptable when the SAI was originally submitted and met

the Data Quality Guidelines and concurred with by the DEPM, why are they now unacceptable and "Yes" responses now require a comment?

"Yes" comments are not mandatory, 8400.10, CHG 40, Appendix 6, page 14, "Specific Data Requirements Table", if Mr, Peters feels that the response is now incorrect or somehow does not meet Data Quality Guidelines he may return it to me with DEPM comments or non concur with the SAI.

Since compliance with "National Policy" is going to be one of subjects that Mr, Stuckey and Mr, McGarry are going to discuss with the CMO in their visit next week, I feel we should do exactly that "follow National Policy" and "The Data Quality Guidelines". Since there seems to be general perception that the SWA CMO is "in bed" with the carrier and we conduct business with a "wink and a nod". I followed National Guidelines in the completion of this SAI and take exception to my responses being questioned, especially by two renegade inspectors who have set out to assassinate peoples careers by any means possible.

Respectfully

Vincent I Collamore  
PPM B737-300/500/700



Mike Colin/ASW/FAA  
 ASW-DFW-SWA-CMO-29,  
 Dallas-Fort Worth, TX  
 08/30/2007 03:54 PM

To John E Bassler-Jr/ASW/FAA@FAA, Vincent L  
 Collamore/ASW/FAA@FAA  
 cc Bobby M Hedlund/ASW/FAA@FAA, Tom  
 Hoover/ASW/FAA@FAA  
 bcc

Subject Re:SAI 1.3.6 AD Management

*John/Larry:*

*After due consideration with the newly assigned PMI, we have revised your SAI accomplishment instructions and due date as follows:*

1.3.6 AD Management (1.X)	
Inspection S1306-0001 (1.X) Team: AD Management FY07	In order to make a comprehensive determination that the SWA Airworthiness Directive (AD) Management process meets all applicable requirements of 14 CFR, FAA policy, and incorporates the safety attributes, please include the applicable SWA Manual reference to all "YES" answers. This SAI must be completed and saved to the ATOS database repository by September 20, 2007. Please convey any concerns or questions regarding this SAI or any significant negative findings to the SPAI/SPMI immediately.

*The SAI has been returned to this date.*

*Mike Colin  
 Supervisory Principal Avionics Inspector  
 Southwest Airlines Certificate Management Office (SWA CMO)  
 Phone 214-277-0233 Fax 214-277-0290  
 "Systems Safety-Hazard Identification-Risk Mitigation"*

John E Bassler-Jr/ASW/FAA

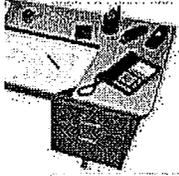


John E Bassler-Jr/ASW/FAA  
 ASW-DFW-SWA-CMO-29,  
 Dallas-Fort Worth, TX  
 08/30/2007 01:48 PM

To Mike Colin/ASW/FAA@FAA  
 cc Bobby M Hedlund/ASW/FAA@FAA, Tom  
 Hoover/ASW/FAA@FAA, Vincent L  
 Collamore/ASW/FAA@FAA  
 Subject Re: Fw: SAI 1.3.6 AD Management

Mike:

I can appreciate your position in this matter, however, in my defense, as the TC on this SAI, this inspection complied with "current" National Policy and Guideline requirements ( Reference DEPM concurrence). I am aware of the additional requirements ATOS 1.2 will incorporate when it officially



**Becky Lindley/ASW/FAA**  
ASW-210, Planning &  
Program Management

10/16/2007 04:08 PM

To John E Bassler-Jr/ASW/FAA@FAA

cc Peter J Kerwin/ASW/FAA@FAA

bcc

Subject Re: Expedite Please

History:

This message has been replied to.

Hi John,

I was out of the office yesterday. On my return to the office, I discovered that the situation below is being handled. We are also processing your ERR request with HR now and are in hopes that your reassignment will be effective next pay period, on 10/28/07. We will let Bobby and O.D. know as soon as possible.

Thanks,  
Becky

John E Bassler-Jr/ASW/FAA



**John E Bassler-Jr/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

10/15/2007 01:13 PM

To Becky Lindley/ASW/FAA@FAA

cc

Subject Expedite Please

Ms. Lindley,

I hope this e-mail finds you well. I had a conversation with Mr. Hedlund on Friday afternoon 10/12/07. He explained to me that I was getting a transfer to the DFW-FSDO. During this meeting, Mr. Colin interrupted Mr. Hedlund and made the statement that I was not only getting the transfer but a Principal position. He then gave me the middle finger from both hands with Mr. Hedlund present. Mr. Hedlund said and I quote "Now, now, Mr. Colin". If it possible I would greatly appreciate getting moved out of here as soon as possible. I just don't appreciate this kind of behavior especially from my supervisor. I don't think Mr. Hedlund is going to do anything about it or at least I am not aware of any action pending against Mr. Colin's inappropriate gesturing.

Thank you for your time Becky,

John Bassler  
APAI SWA-CMO

## STATEMENT OF JOHN ERIC BASSLER

I, John Eric Bassler, make this statement to Rachel Nolen on October 20, 2007. Ms. Nolen has identified herself to me as a Program Management Specialist, Flight Standards Division, Southwest Region. No promises or threats have been made to me by Ms. Nolen, nor has she used any pressure or coercion against me.

I am an Assistant Avionics Inspector, FG-1825-14. I have been with FAA eleven years next March. I have been at the Southwest Airlines Certificate Management Office (SWA CMO) for approximately two and half years.

On Friday afternoon, October 15, 2007, Bobby Hedlund, Manager, SWA CMO, came to my cubicle. He sat down and told me my reassignment had been approved. He told me that I would be the principal on the ATI certificate, but explained that the certificate was still in Little Rock and not to hang my hat on that. He said that the reassignment would happen in any case. Mr. Hedlund and I had been talking for 5-10 minutes.

Michael Colin, Principal Avionics Inspector and my supervisor, walked past the entrance to my cubicle. I think he was getting something off the printer. He stopped at my cubicle and cut Mr. Hedlund off from what he was saying. Mr. Colin said, "You mean to tell me that you not only got a transfer, but you are going to be a principal?" That is when Mr. Colin flipped both of his middle fingers at me. It was probably meant to be a joke. Mr. Hedlund witnessed it, chuckled and said, "Now, now, Colin." I said, "Man, I'm number one twice." Mr. Colin left and went to his office. Mr. Hedlund left also. I do not remember at the time any joking that a certain inspector from another region could take my place.

I would say Mr. Colin and I have the kind of relationship where we can banter back and forth. However, Mr. Colin has a manner of saying something in a joking or sarcastic manner, but there is a serious meaning behind it. I can tell when he is upset with me by his demeanor and tone. He told me once that if I wanted to continue my relationship with him, I needed to come and talk to him instead of sending e-mails. What prompted his saying that was because another inspector made his position known in an e-mail about ATOS policy. The inspector sent the e-mail to me and I added my position that I agreed with the inspector. I sent the e-mail on to Mr. Colin. Our relationship has been deteriorating for about the last six months.

When Mr. Colin made the gesture to me with his fingers, my initial reaction was shock that he would do this in front of Mr. Hedlund. When I was fairly new at SWA CMO, I saw Mr. Colin make the same gesture to Douglas Gawadzinski, Principal Maintenance Inspector at SWA CMO. I told Mr. Colin at that time I did not like it. However, when Mr. Colin made the gesture to me, I did not really take offense. I just chuckled and shook my head. I feel Mr. Colin's behavior toward me has changed since he found out I wanted to leave. He is more abrupt and aggressive with me. I feel that his attitude is, "why invest any time in you since you are going?" I know Mr. Colin has things going on in his personal life, so I am not really sure if the change in his attitude is actually about me.

I do not remember Mike Colin mimicking an East Indian accent at the October 10, 2007 all hands meeting.

The above information is true to the best of my knowledge and recollection.

John Eric Bassler

11/07/2007

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_ Initials

Page \_\_\_\_ of \_\_\_\_



U.S. Department  
of Transportation  
Federal Aviation  
Administration

Southwest Airlines Certificate Management Office  
Freeport Office Center III  
8700 Freeport Parkway  
Suite 250  
Irving, Texas 75063  
Telephone: 214-277-0200  
Fax: 214-277-0290  
Reference:

September 10, 2007

Mr. James P. Sokol  
Vice President Maintenance and Engineering  
Southwest Airlines Company  
2382 Shorecrest Drive  
Dallas, Texas 75235 -1611

Dear Mr. Sokol:

On April 23, 2007, the Southwest Airlines Certificate Management Office (SWA CMO) conducted a Safety Attributes Inspection (SAI) 1.3.6, titled, Airworthiness Directive Management. The following is a comprehensive list of concerns that were identified upon completion of the SAI DCT review:

#### Procedures

1. 1.2.1 – SWA does not have procedures to address AMOC's originated by OEMs (Original Equipment Manufacturers) i.e.; Global AMOC.
2. 1.2.4 – SWA's manual system does not have a written procedure to address a request in compliance time that incorporates interim action(s).
3. 1.4.3 – SWA's manual system does not have a written procedure which requires the four letter air carrier identifier on the response letter of an emergency A.D. notification.
4. 1.4.5 – SWA does not have a written procedure to include the verbiage "This message is to confirm receipt of the Emergency Airworthiness Directive" when responding to Emergency A.D. notification.
5. 1.5 – SWA's manual system does not contain the required references to Operation Specifications section A-447.
6. 1.7 – SWA does not incorporate a written procedure mandating the requirements of Operation Specifications A-447.
7. 1.8 – SWA does not have a written procedure to ensure all personnel are informed of the provisions of Operation Specifications section A-447.
8. 3 – SWA's manual system does not specifically identify the required SRR's listed in this SAI. Reference EIR #2007SW290136

#### Performance Measures

1. 1.4 – SWA's manual system does not incorporate a method to verify that the Principal Inspector is notified of all granted AMOC's.

The purpose of this letter is to formally provide Southwest Airlines with the results of our inspection, and to request that Southwest Airlines further evaluate and address these matters. We expect Southwest Airlines Company to provide this office with a written report with the results of that evaluation, the actions taken and the items of proof within 30 days of the receipt of this letter. Your attention to this matter is appreciated.

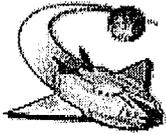
Sincerely,

Michael P. Colin  
Supervisor, Principal Avionics Inspector

Sincerely,

Tom Hoover  
Supervisory Principal Maintenance Inspector

cc:



**Mike Colin/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

05/29/2007 02:16 PM

To John E Bassler-Jr/ASW/FAA@FAA, Douglas E  
Peters/ASW/FAA@FAA  
cc Bobby M Hedlund/ASW/FAA@FAA

bcc

Subject Re: Returned EPI 5.1.9 RVSM

History: This message has been forwarded.

*Doug/John:*

*I believe that John's explanations have merit and are worthy of consideration as certain industry abbreviations & acronyms are acceptable.*

*Can we also add to our SWAA ATOS dictionary?*

*As with all data quality issues, can we pledge to resolve them thru early dialog @ the lowest level and in the future address them verbally and avoid these type of emails, also please refrain from bcc's on official email traffic.*

*Thanks for your cooperation,*

*Mike Colin*

*Supervisory Principal Avionics Inspector*

*Southwest Airlines Certificate Management Office (SWA CMO)*

*Phone 214-277-0233 Fax 214-277-0290*

*"Systems Safety-Hazard Identification-Risk Mitigation"*

John E Bassler-Jr/ASW/FAA



**John E Bassler-Jr/ASW/FAA**  
ASW-HOU-COA-CMO-27,  
Houston, TX

05/29/2007 08:34 AM

To Douglas E Peters/ASW/FAA@FAA

cc Mike Colin/ASW/FAA@FAA

Subject Returned EPI 5.1.9 RVSM

**Returned EPI 5.1.9 - Lotus Notes**

File Edit View Create Actions Help

Address

Welcome Replication X John E Bassler-Jr - Inbox X Returned EPI 5.1.9 X

New Memo Reply Reply To All Forward Delete Follow Up Folder Copy Into New Chat Tools

 **Douglas E Peters/ASW/FAA**  
 ASW-DFW-SWA-CMO-29, Dallas-Fort Worth, TX  
 05/25/2007 03:23 PM

To: John E Bassler-Jr/ASW/FAA@FAA  
 cc:  
 bcc:  
 Subject: Returned EPI 5.1.9

John,  
 I have returned EPI 5.1.9 back to you for corrections. Please reference my comments and correct as necessary. I activity with some handwritten changes for you to consider.  
 Thanks!  
 Doug

Douglas E. Peters  
 ATOS Data Evaluation Program Manager  
 Southwest Airlines Certificate Management Office  
 8700 Freeport Parkway, Suite 250  
 Irving, TX 75063

Phone: 214-277-0239  
 Fax: 214-277-0290

Start Account Online - Microso... Microsoft Excel - Bill pay... Return

Mr. Peters,

I agree with some of your requested changes you identified and appropriately returned to me on Friday May 25th, 2007 at 1500 hours and I have implemented them. However, I disagree with the following DEPM recommended changes and have re-submitted EPI for closure:

1. activity #5109-0005-04

Question 1.10 -

Change a. - You requested in the comment section to add maintenance behind the B/C check. It is industry common knowledge what this check stands for and therefore I do not see the importance of adding this verbiage.

Change b. - You made a comment concerning my usage of the word "appeared" in the text when describing my finding. Relying on my 16 years of industry experience in this field I was able to question what "appeared" to me that the probe was out of limits due to the critical area and the very tight tolerance allowed by the AMM for this particular component. I did not have the AMM on hand to verify this to be the case, so I brought it to the attention of the Mx supervisor on shift. The supervisor assigned the work and the Mx personnel confirmed my suspicion and verified that the probe was in fact out of limits. The probe was removed and replaced. I am being as accurate with my input as possible and therefore believe that the word "appeared" best describes my finding.

Change c. - You requested that in my action taken portion of question 1.10 that I expand on the abbreviated term "Mx". I believe this has been discussed by office management and agreed that "Mx" is a commonly used abbreviation in industry and therefore not required to be expanded.

Thank you for your expedient review of this activity and upon your return to the office on June 4th, 2007 at 0700 hours, you will be able to concur and finalize this activity to master record.

Regards,

John Bassler  
APAI SWA-CMO

06/05/2007

Record of Meeting

By: John Bassler

At approximately 0830 hrs. Mr. Naccache acting as office manager, called for the standard morning supervisor meeting. After all specialties were done discussing any issues dealing with the air carrier and regulatory matters, Mr. Naccache asked the group if we could talk candidly. He then proceeded to shut the conference office door. Mr. Naccache began to discuss/explain the events which transpired the previous day.

The specific event was when an individual who is assigned at the region to investigate some internal complaints about the current PMI Mr. Doug Gawazinski. The individual had called Mr. Doug Peters the DEPM for the office to discuss some of the data that he was reviewing. Mr. Peters went to get the information from Mr. Sanford Stennis, acting PMI. Mr. Stennis on 3 separate accounts told Mr. Peters that Mr Crabtree had all the information and to go speak with him. Mr. Peters instead of speaking with Mr. Crabtree, went to Mr. Naccache with the information. Questions began to arise within the office as to why Mr. Peters was contacted and the regional individual said that he was the individual Mr. Bob Carroll had identified as the contact point. Mr. Carroll was called by Mr. Crabtree to discuss this and Mr. Carroll explained that that was not true and Mr. Peters was done with any special request information long ago and there would have been no reason for Mr. Peters to have been contacted.

Mr. Naccache in my opinion began to back track in his explanation of the aforementioned events concerning Mr. Peters. I point blank asked Mr. Naccache why Mr. Peters was involved at all since he was the DEPM and that was outside his job requirements. Mr. Naccache tried to explain that he knew nothing of Mr. Peters involvement. I then explained that evidence exists to show Mr Peters signed into the Imagio record system for SWA on numerous days. Mr. Naccache then asked me what Imagio was. This puzzled me since Mr. Naccache has been on the certificate for a long time as the Assistant Manager of the office. I then explained that I was frustrated that the dates which reflect heavy activity by Mr. Peters in the Imagio system which was during the end of the second quarter when a significant amount of ATOS data was coming due. Mr. Naccache then asked me who I would want to be the DEPM? This question also puzzled me. I explained to him that it didn't matter who was the DEPM as long as he/she was performing within their scope and area of responsibilities. Mr. Stennis then explained to Mr. Naccache that it was very unfair to the inspector workforce when an individual (DEPM) who is responsible for a timely review of ATOS activities and to save to repository, is holding the data up for extra curricular activities outside of his/her responsibilities. Mr. Naccache then explained that he knew nothing of Mr. Peters involvement in this complaint and I responded that I did not believe that. I felt that he knew exactly what Mr. Peters was doing referencing the numerous close door meetings Mr. Peters had with Mr. Naccache in Mr. Naccache's office over the last 2 months. Mr. Naccache explained that Mr. Peters was only discussing job positions with him (If that be the case, then why the closed door meeting?). Mr. Naccache then went on to use a simulation of how it was the duty and obligation of inspectors to report any wrong doing witnessed by him/her. I explained that I agreed and that public trust and public safety is

job task 1 but that I would have brought it to the attention of the individual first and followed certain protocols well established within the agency. I would not automatically bypass those individuals and go directly to the office manager. Mr. Naccache remained silent with no rebuttal.

The next question asked of Mr. Naccache was why Mr. Boutris who has numerous outside agency complaints against him was still functioning in the office? That Mr. Boutris was removed from all certificate oversight duties until the investigation was complete. Mr. Naccache explained that it appears the investigation is concluding and that Mr. Boutris will be exonerated from all complaints. I told Mr. Naccache that that was irrelevant and that in my 10+ years in the agency it has been my experience that the individuals who have complaints issued against them are removed almost immediately due to possible reprisals, etc and for the office's well-being. They are placed in a temporary position outside the office until the investigation is completed. Mr. Naccache explained that it was the regions position that Mr. Boutris was to remain in the office with no responsibilities and no access to the air carrier until the investigation is over. This is contrary to what I have witnessed and I have been in this Region for all of my 10+ years. I explained that it has caused severe damage to relationships both in and out of the office. Mr. Naccache would not continue to discuss the issue. He maintained that it was Mr. Stuckies decision to keep Boutris in the office. Mr. Naccache then asked me if he could use my name when presenting Mr. Peters with the accusations made against him and I told him of course. I had said nothing that I could not back up with physical evidence. Mr. Naccache then explained the possibility of letters being sent out against me due to certain individual personalities in the office (I took this as a threat against me). That people are people and it was a Greek thing and that some people are stronger than others when handling certain situations. That some people personalize issues more than others. I told him I was not concerned and that I had access to evidence that would prove what I had explained.

Attendees:

Mr. Robert Naccache – acting manager  
Mr. Sanford Stennis – Acting PMI  
Mr. Gordon Taylor – Acting POI  
Mr. John Bassler – Acting PAI

## RECORD OF PHONE CONVERSATION

07/11/2007

By: John Bassler

When I came into the office for my normal work day, I was presented with a yellow sticky from Mr. Robert Carroll (PMI), to contact Mr. Lambert. I called Mr. Lambert around 0830 hrs. Mr. Lambert explained his disappointment with me over a request he had personally made to me during an interview which included himself and an FAA security officer. The request was to covertly acquire a copy of an Imagio sign in and out log from the Air Carrier over certain dates. I was to fax the report to Mr. Lambert per his instructions. I felt uncomfortable with this request and when headed to the air carrier, was approached by my supervisor, Mr. Mike Colin. Mr. Colin asked where I was going and why. Due to my feeling of this matter, I explained what I was requested to do by Mr. Lambert. Mr. Colin agreed that it was an inappropriate request and recommended I report this to the office manager which I did. Mr. Bobby Hedlund, SWA-CMO Manager, told me not to worry about it and that it would be taken care of. I felt that the investigative team, if they wanted this report, could go through proper channels. The conversation then proceeded into Mr. Lambert explaining why he requested it in that fashion. Mr. Lambert explained that since "I had a friendly relationship with the carrier" it would be easy for me to obtain the report. I told Mr. Lambert that I was uncomfortable with that terminology and how I was perceiving what he was saying. I told him that I had a professional relationship with individuals at the air carrier. He changed his wording. Mr. Lambert then proceeded to tell me that he was tasked by region, to resolve the ongoing personnel issues within the CMO. He asked me if I had seen anymore inappropriate behavior since the interview. I explained that that I have witnessed on almost a daily basis Mr. Doug Peters (DEPM) and Mr. Bobby Boutris, in quite conversation either in Mr. Boutris's cubical or Mr. Peter's office. Also witnessed both individuals seen entering and leaving the assistant manager's office constantly. The individuals have been shredding massive amounts of paperwork and printing large paperwork files. Mr. Boutris was removed from certificate responsibilities approx 2 months ago pending an investigation/complaints on him. The question in my mind is why an individual who has no certificate responsibilities and has been ordered not to be in contact with the air carrier or any of the air carrier's data, is spending so much time with the DEPM who has access to all the ATOS data both achieved and current. I also explained to Mr. Lambert that I was given one of Mr. Boutris's work program items, the SAI on AD compliance 1.3.6. I was assigned the Team Lead duties. Mr. Larry Colamore another inspector in the SWA-CMO was assigned at my request for more assistance to complete the SAI, last week was in conversation with Mr. Boutris. Mr. Boutris told Mr. Colamore that the AD SAI was being watch very closely. I perceived this to be of a very threatening nature. Mr. Lambert then made a request as to how many "Nos" I had on the SAI and made a request to be sent a copy of the SAI data before it was saved to the master repository. I feel this to be another inappropriate request by Mr. Lambert. I know from other sources that Mr. Lambert has a personal relationship with Mr. Boutris. I feel uncomfortable dealing with Mr. Lambert since I believe Mr. Lambert to be bias in his position on these matters under investigation.



Courtney Hosang/AWA/FAA  
ACR-005, Complaints Service

07/20/2007 02:28 PM

To John E Bassler-Jr/ASW/FAA@FAA

cc

bcc

Subject Re: Fw: EEOC complaint submittal issues

Mr. Bassler,

I have entered your case into our pre-complaint process. For clarification, the date of the incident is June 11, 2007? If this is not correct please contact me so that I may update your case.

Thanks,

Courtney HoSang  
Office: (202) 267-7902

This e-mail message is intended solely for the recipient(s) named above.  
The information may be privileged and confidential.

If you are not the intended recipient of this message, notify the sender immediately and delete the original message.

Thank you!

~~~~~  
Janet Long/AWA/FAA



Janet Long/AWA/FAA  
ACR-005, Complaints Service

07/20/2007 11:31 AM

To Courtney Hosang/AWA/FAA@FAA

cc

Subject Fw: EEOC complaint submittal issues

Courtney,

Please reply to Mr. Bassler.

Thanks,  
Janet W. Long  
202-267-8436

This e-mail message is intended solely for the recipient(s) named above.  
The information may be privileged and confidential.

If you are not the intended recipient of this message, notify the sender immediately and delete the original message.

Thank you!

~~~~~  
----- Forwarded by Janet Long/AWA/FAA on 07/20/2007 11:31 AM -----



John E Bassler-Jr/ASW/FAA  
ASW-HOU-COA-CMO-27,  
Houston, TX

07/18/2007 02:08 PM

To Janet Long/AWA/FAA@FAA

cc John E Bassler-Jr/ASW/FAA@FAA

Subject EEOC complaint submittal issues



acr@faa.gov  
07/20/2007 02:11 PM

To John E Bassler-Jr/ASW/FAA@FAA  
cc  
bcc  
Subject Online Complaint Submitted

This e-mail is to inform you that your online EEOC complaint has been accepted.  
It has been assigned Case Number 2007-21492-FAA.  
Click the following link to log in and view the complaint:  
<https://faaefile.icomplaints.com/efile/status/showExisting.do?id=2007-21492-FA>  
A

# Complaint Status

## Your complaint has been submitted for review.

### Remedies Requested:

1. Mr. Lambert be removed from the investigation due to personal relationships he has with certain individuals under investigation. 2. Mr. Lambert cease to contact me directly. Follow established agency protocols and contact my supervisor. 3. An EEO/outside unbiased agency investigation be made of the SWA-CMO office environment.

### Office:

FAA - ASW - Southwest

### Claim(s):

Claim Type	Incident Date	Basis/Bases	Comments
Harassment - Non-Sexual/Hostile Work Environment	07/01/2007	Will Identify Later: Will Identify Later	On two recent occasions, Mr. Terry Lambert, Manager, ASW-290 has made inappropriate requests of me and on one occasion 07/11/2007, contacted me via telephone to verbally chastise me for not going through with the inappropriate request he made of me during an investigation interview (06/14/2007) in which he was the interviewer. During that same phone conversation, Mr. Lambert again inappropriately requested a copy of an ATOS work assignment I was assigned to perform before it was officially completed. I believe this violates certain established protocols.

### RMO:

Name	State	Facility	LOB
Bassler, John	Texas	SWA-CMO	AVS

### Status:

This complaint was recently filed and has not yet been evaluated for submission. Please allow 2 work days before checking your status to see if your case was accepted into the pre-complaint process.

*Please make a [printout](#) of this page for future reference.*

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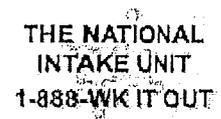
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ADR

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Multicultural  
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Related Policies,  
Laws & Regulations

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## FAA Office of Civil Rights



U.S. Department  
of Transportation  
Federal Aviation  
Administration

Memorandum

**Subject:** **INFORMATION:** Legal Opinion Regarding Hostile Work Environment & Transforming the FAA into a Model Work Environment

**Date:** JAN 30 1997

**From:** Assistant Chief Counsel, General Legal Services Division, AGC- 1

**To:** Management Board  
Regional Administrators and Center Directors  
Regional Civil Rights Officers  
Employee Associations

**Reply to:**

**Attn. of:**

Over the past months, there has been much discussion around the concept of "hostile work environment" and whether it has legal applicability outside the context of sexual harassment. In order to get a definitive opinion on the subject, the Office of Civil Rights consulted the Office of Chief Counsel. In our continuing effort to clarify terms and increase understanding of what is and is not supportive of a model work environment, we provide the attached legal opinion.

The FAA is committed to zero tolerance of discrimination. Even one instance of inappropriate behavior would be contrary to our policy. While a hostile work environment claim of discrimination encompasses a legal showing that "the workplace is permeated with discriminatory intimidation, ridicule, and insult that are sufficiently severe or pervasive to affect the conditions of the victim's employment and create an abusive working environment," we emphasize the FAA policy of zero tolerance for acts that could create such an environment.

Also attached is a previously distributed memorandum on transforming the FAA into a model work environment. This memorandum provides guidance to assist our communications regarding personnel selections, equal employment opportunity, affirmative action, and diversity.

We hope you will find both documents helpful. If you have any questions, please contact [the Office of Civil Rights].

Fanny Rivera

Attachments:  
[ACR Memorandum on Model Work Environment](#)

to the



U.S. Department  
of Transportation  
Federal Aviation  
Administration

Southwest Airlines Certificate Management Office  
Freeport Office Center III  
8700 Freeport Parkway  
Suite 250  
Irving, Texas 75063  
Telephone: 214-277-0200  
Fax: 214-277-0290

## MEMORANDUM

July 27, 2007

Dear Mr. Colin,

I am writing this memo to make a matter of record in regards to the actions taken on 07/26/2007 by the DEPM, Mr. Doug Peters as well as addressing my concerns regarding the conversation we had about the issue. After I received the comments via electronic e-mail from the DEPM, I immediately approached you in your office about my concerns. During this conversation, you explained to me that a meeting was held about the SAI that I recently saved to master record back on the 25<sup>th</sup> of July. Evidently, a meeting was called by the DEPM to include the PAI and the PMI to discuss the concerns the DEPM had (copy of SAI return from DEPM) with the SAI's final product and its content. I fail to understand why the meeting was held without me since I am the team coordinator of this SAI and my input would have been critical to the subject matter discussed. It is my opinion that due to the hostile attitude the DEPM continues to display towards me both personally and professionally, the meeting was purposely called by the DEPM without my knowledge or invite. As you are aware through earlier discussions and conversations and documentation, I have made every attempt to bring to your attention the abrasive and unethical behavior displayed by the DEPM towards me both personally and professionally. There has been no professional dialog between myself and the DEPM since investigations started in this office over a year ago. I have made several attempts to discuss issues with the DEPM to no avail. Please correct me if I am wrong but I believe our guidance calls for clear and direct communication between the DEPM and the inspector in the interest of providing the best and most accurate data saved to the ATOS repository.

Another example to support my position; you had an inspector, Mr. John Clark, close an SAI he was recently assigned. He had difficulties in answering some of the questions. His one "no" comment generated an EIR. No where in the action taken block did this information get recorded. When Mr. Clark requested to the DEPM to non-concur and send the SAI back to him for correction, the DEPM said that it had already been sent to repository and not to worry about it. The DEPM never once kicked back this SAI with notes or for corrections. This is just one of many examples that I think helps establish my case of the unfair and inequality treatment the DEPM continues to display towards me.

In closing this letter, I would like to voice my frustration by saying; I am disappointed by management's apparent disregard for my numerous verbal/written concerns on this matter (April 20<sup>th</sup> e-mail, records of conversations) and the lack of resolve by management to address my concerns. I believe the way in which this SAI was reviewed and returned to me by the DEPM was with bias. It was performed in an unprofessional manner; outside of establish policy and current guidance. I would appreciate at your earliest convenience, management take the necessary steps in addressing this hostile work environment.

Sincerely,

John Bassler  
Assistant Principal Inspector SWA-CMO



**John E Bassler-Jr/ASW/FAA**  
ASW-HOU-COA-CMO-27,  
Houston, TX

07/30/2007 09:30 AM

To Mike Colin/ASW/FAA@FAA, Robert J  
Carroll/ASW/FAA@FAA

cc

bcc

Subject SAI 1.3.6 recommendation

FYI,

Good morning gentlemen,

Please see attached document for my recommendation.

Regards,

JEB



SAI 1.3.6.doc

SAI 1.3.6

07/30/2007

Under "Procedures" section of the Safety Attribute Inspection 1.3.6, question 3 - Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)?

Answer – No - SWA's manual system does not specifically identify any of the SRRs listed in this SAI.

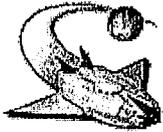
FAR 121.135(b)(3) Reference the appropriate Federal Aviation Regulations.

Following the guidance in the SWA-CMO QPM manual, section 5.5, EDT toll completed.

Recommend EIR.

John Bassler  
SAI Team Coordinator

RECORD OF <input type="checkbox"/> VISIT <input checked="" type="checkbox"/> CONFERENCE OR <input type="checkbox"/> TELEPHONE CALL	TIME 2:45 PM	DATE 08/30/2007
NAME (S) OF PERSON (S) CONTACTED OR IN CONFERENCE AND LOCATION Mike Colin - Supervisor	ROUTING	
John Bassler	SYMBOL	INITIALS
SUBJECT Meeting at the request of Mike Colin		
DIGEST Mr. Colin came to my cubical and requested my presence in his office. I followed him to his office were Mr. Colin began to admonish me for official e-mail traffic that has transpired today concerning the closure of SAI 1.3.6. Mr. Colin made the comment "I don't know what kind of games are being played over e-mail but that he didn't want to affect the relationship that him and I have." I told him I did not know of any games and that I was only responding to his e-mails to me. I also explained to Mike that the issue is not with me, it is with Mr. Collamore who was not invited to the meeting Mr. Colin and the PMI along with my requested attendance had on the returned SAI. Mr. Colin ended the meeting by saying from now on just speak to him verbally concerning issues and not to send them electronically.		
CONCLUSION, ACTION TAKEN, OR REQUIRED		
DATE 08/30/2007	TITLE APAI	SIGNATURE John Bassler



Mike Colin/ASW/FAA  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/10/2007 04:18 PM

To Douglas E Peters/ASW/FAA@FAA  
cc Bobby M Hedlund/ASW/FAA@FAA, John E  
Bassler-Jr/ASW/FAA@FAA, Vincent L  
Collamore/ASW/FAA@FAA

bcc

Subject Re: SAI 1.3.6 return

*ALL: Changes made to PI satisfaction, DEPM notified this afternoon, requested a review of comments in DRAFT. Saved to final around 330pm*

*Mike Colin  
Supervisory Principal Avionics Inspector  
Southwest Airlines Certificate Management Office (SWA CMO)  
Phone 214-277-0233 Fax 214-277-0290  
"Systems Safety-Hazard Identification-Risk Mitigation"*

Douglas E Peters/ASW/FAA



Douglas E Peters/ASW/FAA  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/07/2007 02:29 PM

To Bobby M Hedlund/ASW/FAA  
cc John E Bassler-Jr/ASW/FAA@FAA, Mike  
Colin/ASW/FAA@FAA, Vincent L  
Collamore/ASW/FAA@FAA  
Subject Re: SAI 1.3.6 return

Bobby,  
SAI "AD Management - SWAA record 1306-0001-02" has been returned to Draft and should be available for changes.

Doug

Douglas E. Peters  
ATOS Data Evaluation Program Manager  
Southwest Airlines Certificate Management Office  
8700 Freeport Parkway, Suite 250  
Irving, TX 75063

Phone: 214-277-0239  
Fax: 214-277-0290  
Bobby M Hedlund/ASW/FAA



Bobby M Hedlund/ASW/FAA



ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/06/2007 10:37 AM

To John E Bassler-Jr/ASW/FAA@FAA  
cc Douglas E Peters/ASW/FAA@FAA, Mike  
Colin/ASW/FAA@FAA, Vincent L  
Collamore/ASW/FAA@FAA  
Subject Re: SAI 1.3.6 return

Doug,

Please make the appropriate request of AFS-900 to retrieve the subject line SAI back from the repository for further review and correction.

Thanks,

Bobby

Any comments you may have on services provided are appreciated. To leave feedback, please visit the following website and click on [Texas - Southwest Airlines CMO](#)  
John E Bassler-Jr/ASW/FAA



John E Bassler-Jr/ASW/FAA  
ASW-HOU-COA-CMO-27,  
Houston, TX

08/06/2007 10:14 AM

To Bobby M Hedlund/ASW/FAA@FAA  
cc  
Subject SAI 1.3.6 return

Mr. Hedlund,

Due to Mr. Colin's absence, I respectfully request the return of SAI 1.3.6 for further refinement and correction(s).

Thank you,

John Bassler  
Acting PAI SWA-CMO

SAI 1.3.6 - Lotus Notes

File Edit View Create Actions Help

Address: [ ]

Welcome John E Bassler Jr - Inbox X SAI 1.3.6 X

Now Memo Reply Reply To All Forward Delete Follow Up Folder Copy Info New Chat Tools Print without Recipients

 Douglas E Peters/ASW/FAA  
 ASW-DFW-SWA-CMO-28, Dallas-Fort Worth, TX  
 00/31/2007 08:08 AM

To: John E Bassler-Jr/ASW/FAA@FAA, Vincent L Collamore/ASW/FAA@FAA  
 cc:  
 bcc:  
 Subject: SAI 1.3.6

John and Larry,  
 Yesterday afternoon, at the request of the PM, I have returned the two SAI activities back to you. Again, from a Data Quality Guidelines standpoint, it DID meet Data Quality Guidelines but he wanted it sent back. He did not give specifics as to why he wanted it returned but did say that he would be discussing the SAI with you both on Tuesday.  
 Thanks!  
 Doug

Douglas E. Peters  
 ATOS Data Evaluation Program Manager  
 Southwest Airlines Certificate Management Office  
 8700 Freepoint Parkway, Suite 250  
 Irving, TX 75063

Phone: 214-277-0239  
 Fax: 214-277-0290

FAA Office

Start [ ] SAI 1.3.6 - Lotus Notes [ ] Work Request - Microsof... [ ] Inspection Instructions [ ] 10:40 AM



**John E Bassler-Jr/ASW/FAA**  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/28/2007 10:13 AM

To Benjamin Ramsey/AEA/FAA@FAA  
cc  
bcc  
Subject Re: SAI 

Ben,

I must apologize. I have not spent a whole lot of time on this SAI due to my continued problems with the DEPM getting my AD SAI saved to repository. I will make every effort to be prepared before the due date.

Regards,

John

PS - You did assign me procedures correct? That is what I have been working.

Benjamin Ramsey/AEA/FAA

**Benjamin Ramsey/AEA/FAA**  
AEA-BAL-FSDO-07, Glen  
Burnie, MD

08/28/2007 09:33 AM

To Leighton E Wright/ASO/FAA@FAA, Francisco J  
Cuadrado/AWP/FAA@FAA, John E  
Bassler-Jr/ASW/FAA@FAA, John F  
McKinney/ASW/FAA@FAA  
cc Mike Colin/ASW/FAA@FAA, Tom Hoover/ASW/FAA@FAA,  
Sanford Stennis/ASW/FAA@FAA  
Subject

Good morning everyone,

I want to thank you for your time and effort on the Safety Attribute Inspection (SAI) 1.1.1 Aircraft Airworthiness. The PI instructions on this SAI indicated the due date as September 20, 2007. Normally we hold an internal meeting to review everyone's notes prior to putting the comments in the system however, I would like to plan for all team members if possible to attend the formal out-brief at the carrier. I will put together the out-brief PowerPoint presentation. If possible please have everything complete and ready to be saved to master record by September 17, 2007. As a reminder, the following are the areas everyone has.

Mr. Leighton Wright; Management Responsibility  
Mr. Ben Ramsey; Controls  
Mr. John Bassler; Procedures  
Mr. Frank Cuadrado; Interfaces & Process Measure  
Mr. John Mckinney; Procedures

Thank you in advance for your hard work, dedication and support. If you have any questions please don't hesitate to call.



Mike Colin/ASW/FAA  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/30/2007 02:40 PM

To John E Bassler-Jr/ASW/FAA@FAA

cc

bcc

Subject Re: SAI 1.3.6 update please

*John:*

*A productive meeting was held with you the TC, & Tom Hoover, PMI and myself @ approximately 1430-1530 to discuss any potential conflicting data/comments recorded in the Procedures, Process Measures & Interfaces sections completed by you as compared to the Controls, Responsibility & Authority sections completed by your team member.*

*Some of your "NO" answers appeared to have a direct correlation to other referenced sections and a follow up discussion was held on 8/29 regarding the issues.*

*As TC, please ensure that SAI "Yes" answers have an accompanying manual reference in the future.*

*Mike Colin*

*Supervisory Principal Avionics Inspector*

*Southwest Airlines Certificate Management Office (SWA CMO)*

*Phone 214-277-0233 Fax 214-277-0290*

*"Systems Safety-Hazard Identification-Risk Mitigation"*

John E Bassler-Jr/ASW/FAA



John E Bassler-Jr/ASW/FAA  
ASW-DFW-SWA-CMO-29,  
Dallas-Fort Worth, TX

08/28/2007 10:31 AM

To Mike Colin/ASW/FAA@FAA

cc

Subject SAI 1.3.6 update please

Mike,

I just had a conversation with Mr. Hedlund concerning the status of SAI 1.3.6. Mr. Hedlund explained that a conversation was held between him and the DEPM concerning the saved status of SAI to repository. Evidently the reason according to Mr. Hedlund is because the DEPM is awaiting PMI input. My understanding is when you sent the DEPM the e-mail a week and a half ago reflecting that the SAI corrections were completed, Mr. Carroll (Acting PMI) was in agreement with said changes. I am a little confused as to why the DEPM would wait for PMI input at this time since the new acting PMI was not part of this process. My concern with this issue is the reflection this inaction may or may not have on my performance ratings under future PMS review(s) and the dashboard tracking tool.

Please at your earliest convenience, can you bring me up to speed on the status of the SAI,

I would like to file a formal grievance against Mr. Mike P. Colin, Principal Avionics Inspector/Supervisor. I have been treated unfairly with the assigned workload in ATOS 1.2 surveillance 1<sup>st</sup> quarter assignments. I brought this discrepancy to Mr. Colin verbally and he has refused to reassign the work. In the conversation he claimed that the assignments were in draft but this is not the case. The following is a list of all airworthiness inspectors and there current work assignment:

Benjamin Ramsey	EPI - 0	SAI - 2
Sanford Stennis	EPI - 1	SAI - 0
Mark Williams	EPI - 1	SAI - 1
Leighton Wright	EPI - 0	SAI - 3
Vincent Collamore	EPI - 2	SAI - 0
Matthew Crabtree	EPI - 1	SAI - 1
Francisco Cuadrado	EPI - 0	SAI - 2
Herbert Hollis	EPI - 1	SAI - 1
John McKinney	EPI - 2	SAI - 0
Michael Blasco	EPI - 1	SAI - 1
Charalambe Boutris	EPI - 1	SAI - 1
John Clark	EPI - 2	SAI - 0
Myself	EPI - 1	SAI - 3
PMI Tom Hoover	EPI - 0	SAI - 0
PAI Mike P. Colin	EPI - 0	SAI - 0

As you can see in the above assignments, there is a disparity in distributed workload(s). The first quarter in a fiscal year is always the most difficult because of training schedules and holiday leave. I am scheduled for 3 courses to be completed in the first quarter, I also have pre-FY - 2008 approved leave for the holidays of a total of 40 hrs. With this schedule, minus weekends and holidays, I have a total of approximately 30 days to complete the assigned workload. This is not enough time to complete these assignments and provide a quality inspection. I perceive that Mr. Colin is setting me up for failure knowing full well that I cannot complete these assignments and therefore will utilize the failure to document it in my performance review (PMS). I also believe that Mr. Colin has personal issues with me due to an Employee Requested Reassignment (ERR) I submitted approximately a week before these assignments were distributed. I do not believe I am being treated with fairness or equality.

TRANSACTION REPORT

P.01/01

NOV/17/2007/SAT 04:08 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM. TIME	PAGE	TYPE/NOTE	FILE
001	NOV/17	04:08AM	98172225292	0:00:28	2	OK	SG3 1203



**Federal Aviation  
Administration**

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**Memorandum**

Date: September 25, 2007  
 To: Bobby Hedlund Manager SWA-CMO  
 From: John Bassler  
 Prepared by: John Bassler  
 Subject: Employee Request for Reassignment - ERR

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I wish to be considered for  upgrade  downgrade (check one) reassignment to the following position.

Title	Grade	Location
Aviation Safety Inspector	FG-1825-14	DFW-FSDO

Attached are two copies of my latest performance rating, resume and reasons for desiring relocation. A duplicate copy is attached for each relocation requested. This transfer request is primarily for my own personal convenience and I understand permanent change of station (PCS), per diem and related PCS costs for relocation will be at my expense.

\_\_\_\_\_  
 Employee's Signature

\*\*\*\*\*  
 (Complete by Field/Branch Manager)

Managerial Remarks/Recommendations:

Earliest possible release date: \_\_\_\_\_

Hardship request  is  is not recommended (check one)

