

Docket No. **SA-509**

Exhibit No. **3N**

**NATIONAL TRANSPORTATION SAFETY
BOARD**

WASHINGTON, D.C.

CORRESPONDENCE FROM NATCA TO CLT FACILITY MANAGER

September 18, 1994

Phil Loftin
Air Traffic Manager
Charlotte Tower

Mr. Loftin:

During the past two weeks I have had numerous questions concerning Charlotte Tower's status when it comes to QTP. I have held off any actions by myself until I was able to talk to the NATCA Regional Office in Orlando last week. After talking to several facility representatives and NATCA regional staff personnel I still have questions concerning the relationship at Charlotte Tower between NATCA and your staff.

The first area of concern is the idea of several of your staff members that NATCA does not need to be made aware of meetings that effect the controller workforce. NATCA was notified of a September 13, 1994 meeting on September 14th. I know that it is just now becoming possible for NATCA to be present at these meetings, but in the past we were not notified of meetings that we might have been able to send someone to. I do realize that it is not our right to demand to be at these meetings, but in the spirit of QTP we would at least like to know about them.

The next area of concern is that a few of the supervisors do not appreciate or tolerate the need for NATCA to get time away from the work area to do official duties. On one occasion a supervisor instructed the union official to take time and do whatever union work was needed. The other supervisor called the union official back in the TRACON when there were two extra bodies to work. When the first supervisor noticed that the union official was back in the TRACON he questioned it and then had the union official relieved after a grand total of three minutes on position.

The next area of concern is the perception of favoritism to non-union persons bidding on jobs at Charlotte Tower. I hope and pray that this is not the case, but after the handling in the selection of the temporary TMC position it makes you wonder. I am fully aware that NATCA has no say in selections, but union members should not be held back for being in the union.

October 3, 1994

Phil Loftin
Air Traffic Manager
Charlotte Tower

Phil:

Over the past week many comments have been forwarded to me from the bargaining unit concerning the removal of the Aircraft Situational Display (ASD) from the tower cab. Last night several aircraft requested routings around the worse part of the incoming weather. If the ASD had been in the tower cab this request could have been easily accomplished. One request was on the midshift which leaves no option at all concerning the ASD.

Charlotte NATCA has talked to Bruce Tarbert about which ASD would have the least impact on his duties if moved to the tower. He provided several scenarios. NATCA request that as soon as possible an ASD be relocated back to the tower cab to provide a valuable service to the user.

Thank you for your time and consideration on this subject.

Sincerely,

Jimmy D. Wright, Jr.
President
NATCA, Charlotte Tower

October 10, 1994

Phil Loftin
Air Traffic Manager
Charlotte Tower

Phil:

Last week I sent you a letter outlining NATCA's concerns from the QTP "Mega Meeting" that was held in Atlanta. We then met in your office to discuss the letter that I had written. One item in this letter was the briefing to the controllers. I had asked that Wade Stanfield and Richard Wines be allowed to brief the controllers on what to expect at this time and down the road from this meeting. On October 7, 1994 the review of the meeting was posted in the "B" binder. On the cover page it states that the individuals that represented Charlotte Tower are "willing to attend team briefings, **upon request**, and address any concerns or questions regarding these issues."

Charlotte NATCA wanted to have the opportunity to brief the controllers and make them aware of the changes that are coming. We both know that a few controllers are not going to seek information and will be first in line to complain about changes. We feel that it is important for the controllers to be briefed now to reduce the chance of surprise and frustration at a later date.

We request that you think about letting a member of NATCA (Wade or Richard) brief these changes during a week briefing cycle. If you desire a representative from the management team at the briefings we are agreeable to it. We appreciate your understanding our concerns and are awaiting your response.

Sincerely,

Jimmy D. Wright, Jr.
President
NATCA, Charlotte Tower

cc: David Lindsey, QTP Coordinator, NATCA, Charlotte Tower
Phil Flory, QTP Coordinator, FAA, Charlotte Tower

October 10, 1994

Phil Loftin
Air Traffic Manager
Charlotte Tower

Phil:

Charlotte NATCA has some concerns over the completion of items from the QTP "Mega Meeting" that was held in Atlanta last month. There has been no communications between the team. It is Charlotte NATCA's understanding that if any information or procedure is being discussed concerning the items of the meeting, we should be notified of it. Based on past practice we feel that this is one area of great concern.

Charlotte NATCA is looking forward to working with Mr. Breedlove. Wade and I would like to set a meeting up with yourself and Mr. Breedlove to discuss our concerns and ideas.

Thank you,

Jimmy D. Wright, Jr.
President
NATCA, Charlotte Tower

cc: Randy Breedlove, AMPP, Charlotte Tower
David Lindsey, QTP Coordinator, NATCA, Charlotte Tower
Phil Flory, QTP Coordinator, FAA, Charlotte Tower

March 7, 1994

Phil Loftin
Air Traffic Manager
Charlotte ATCT

Mr. Loftin:

It has come to my attention that the current briefing cycle contains a briefing on familiarization trips. According to the individuals who briefed at the end of last week the information contained in this briefing is incorrect. I have not seen the video but based on what others have said it appears that this is the video from last year. This past year has seen changes in the SF-160 program and the briefing needs to be corrected.

Your cooperation is greatly appreciated.

Sincerely,

Jimmy D. Wright, Jr.
President
NATCA, Charlotte ATCT

cc: **Brian Lentini, Assistant Air Traffic Manager, Charlotte ATCT**
Nicolas Susco, Assistant Manager of Training, Charlotte ATCT

April 27, 1994

Phil Loftin
Air Traffic Manager
Charlotte ATCT

Mr. Loftin:

I am writing to express my disappointment over the handling of the last supervisor selection at Charlotte ATCT. We are both aware of the Quality Circle Selection Committee's inability to reach a consensus on the selection for an area supervisor from the bid list. Even though our facility is not official under Quality Through Partnership (QTP) at this time, we are using the process. I have reviewed FAA Order 3710.16 to make sure that I understand the QTP process. Under section 2, paragraph c it addresses the Facility Team. The issue of the committee not reaching a consensus is addressed under section 3, paragraph d (2). After reviewing the order it is apparent that the QTP process was not followed.

The reason that Charlotte NATCA is speaking out against this issue is that the selection follows the previous pattern of experience for supervisors. Mr. Lentini and I have had numerous conversations about the experience level of the supervision at Charlotte and I thought he understood NATCA's concerns. I now realize that the conversations have been a waste of time.

I will be happy to meet with you and discuss this issue further if you like. Thank you for your time.

Sincerely,

Jimmy D. Wright, Jr.
President
NATCA, Charlotte ATCT

cc: J. Randy Schwitz, Southern Region Vice President, NATCA
Gary Tucker, Southern Region Air Traffic Division Manager, FAA

March 16, 1994

Brian Lentini
Assistant Air Traffic Manager
Charlotte ATCT

Brian:

On the NATCA bulletin board is an article posted from the Concord newspaper concerning the opening of the Concord Regional Airport (CRA). The article explains the contacts made to the airport by businesses wanting to relocate there. We know that almost all of the NASCAR teams are going to base their aircraft out of this airport. We have talked about reconfiguration of airspace so that the satellite position will have airspace under the final to work the traffic out of this airport. I am asking that you help to in proceeding with this work as soon as possible. It is NATCA's desire to have the airspace redesigned before the airport opens. This is one of our highest priorities.

I have asked Roger Welke to be prepared to work with the Plans and Procedures office to expedite this work. If NATCA is not notified before March 31, 1994, we will begin work on our own and submit a plan to you no later than April 20, 1994.

Your cooperation is greatly appreciated.

Sincerely,

Jimmy D. Wright, Jr.
President
NATCA, Charlotte ATCT

cc: Phil Loftin, Air Traffic Manager, Charlotte ATCT
Greg Jones, Safety Chairman, NATCA, Charlotte ATCT
Roger Welke, Airspace Team, NATCA, Charlotte ATCT