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**From:** Byers, Robert F. (HQ-DD) [ Robert.F.Byers@secureskies.net ]

**Date:** November 27, 2008 1:18:05 PM PST

**To:** Richard Hoskins

**Subject:** RE: Veterans within the FAMS

Since you saw my reply, I feel compelled to explain to you that the Director of FAMS receives hundreds of items of correspondence and cannot remain fully engaged in strategic issues if he were to spend his time individually responding to messages like this.

We take all correspondence seriously and intend to respond to all, but the Director cannot do this personally and remain engaged in the important operational issues that require his attention.

Fact is that Jesse [REDACTED] is an excellent, and highly respected employee with the Federal Air Marshal Service. I would hope that if you asked him, he would state that he feels that he is a valued employee.

We have no visibility on any of your EEOC issues, but if you have action pending it will be reviewed as all others.

My point is that subordinate personnel need to evaluate and respond to correspondence to free up the Director's time. If that offends you, I apologize, but it is our policy for the Chief of staff to manage this function.