



**DISCRIMINATION, SEXUAL HARASSMENT, RETALIATION
AND OTHER INAPPROPRIATE BEHAVIOR POLICY**
INCIDENT FORM

This form is to be used by employees, supervisors and managers to document complaints or reports of violation of the City of Pensacola's Discrimination, Sexual Harassment, Retaliation and Other Inappropriate Behavior Policy. It is NOT to be used to document instances of workplace violence, fraud or theft or workers' compensation injury, as specific forms for those purposes are available.

I. Person filling out this form:

Name: Latasha Buchanan Date: 3/12/18
Department/Division: Constituent Services Position: _____
Phone 1: 435-11627 Phone 2: _____

II. Identify the nature of the complaint or incident:

- Discrimination based on: (specify which type) Race Sex Age Disability Religion
- Sexual Harassment in the Workplace
- Retaliation
- Other Inappropriate Conduct Hostile work environment
- A Combination of the Above _____

III. Provide the following information concerning the complaint or incident: Additional sheets may be attached to this report, if necessary.

A. If there is an identifiable victim or complainant, either provide that person's name or state whether the name will be disclosed to the City of Pensacola EEO Officer in order to protect the identity of that person as confidential:

B. Identify the person(s) accused of engaging in the conduct specified:

C. State when the conduct being complained of occurred, specifying whether it occurred during work time, whether it occurred on more than one occasion, and whether it is continuing to occur:

D. State where the conduct occurred, specifying whether it occurred at work, on city property, by electronic medium such as email, text message, or other means:

E. State in detail the nature of the conduct which is asserted to have violated the City's policy prohibiting discrimination, harassment, retaliation or other inappropriate conduct:

F. State the identity of any witnesses to the conduct being reported, or state that the identity of such person(s) will be provided to the City of Pensacola EEO Officer:

G. If there are any documents or other evidence available that pertain to the conduct being reported, attached copies to this form, number and identify them below and provide them to the City EEO Officer.

H. If any actions have been taken by the person preparing this Report Form to stop or correct the conduct being reported on, or to counsel or discipline the person(s) accused of engaging in conduct violating City policy, specify the actions taken:

Latasha Buchanan

Printed Name of Person Completing Form

Latasha Buchanan

Signature of Person Completing Form

3/12/18

Date

Instructions:

1. The original and all attachments to this report form must be delivered to the City of Pensacola EEO Officer immediately upon its completion.
2. The person preparing this form must keep a copy of it and any attachments.
3. All employees having knowledge of the contents of this report form are directed to refrain from disseminating that knowledge or discussing it with anyone not authorized to assist in investigating or resolving the matters described herein.

January 2017 – I asked Beth about the hours that she was out of the office for Payroll purposes and she stated that Eric Olson told her she did not have to discuss her time out of the office with me.

February 3, 2017 – When Beth received her paycheck, she noticed that she was not paid for the MLK holiday (as EPS employees do not get paid for the holiday). She entered my office and pointed her finger at my face and told me something to the effect of “If you short my check again, you’re going to have a problem.” I was completely shocked at her threatening behavior. She left my office and went back to her office. I went to her office and stood in the doorway and tried to explain that she does not get holiday pay as an EPS employee. She continued with her verbally abusive behavior so I left because I did not want the situation to escalate. I went to Eric Olson’s office and told him we needed to talk. I asked him to have her come into the office because I wanted him to address the situation while I was there. He called her into the office and upon her entering, she stated “I can get paid for the holiday, so you lied.” I took a deep breath and proceeded to tell Mr. Olson what happened and how she threatened me. She then said it was because she was mad. Mr. Olson said he would have the Chief Human Resources Officer intervene. To this day, no action has been taken and my request to relocate the Constituent Services Office has been denied. Additionally, after I reported the issue, I was given the responsibility of ordering supplies. This was a task that was handled by Beth Barr in her support staff role.

Since then Beth often refuses to answer her phone and Constituent Services has to answer incoming calls for the Mayor and Executive staff. I have raised this issue numerous times and to date, this continues to be an issue.

At times when Beth does answer the phones, she is rude, unprofessional and often hangs up on callers. Constituent Services then, has to spend time apologizing to callers for her bad behavior. I have reported this problem on three occasions to Eric Olson. To date, the behavior continues. Other staff members continue to come to me about her behavior on the phone but I am not able to do anything about it.

August 24, 2017 – I responded to a resident that sent an email (attached) about his interaction with Beth, along with other staff members. His email indicated that Beth refused to let him speak with her Supervisor and she then hung up on him.

November 14, 2017 – I scheduled an interview for 9:00 A.M. in the 7th floor conference room. When the candidate arrived, I seated them in the conference room while I gathered my things. When I returned, to my surprise, Beth Barr had told the candidate they had to leave the conference room because she was going to use the room. As I began speaking with the candidate, she began to question me about using the conference room. She neglected to view the calendar to see that I had already reserved the room and when I refused to continue the conversation in front of the applicant, Beth became upset and mumbled something indiscernible to show her displeasure before walking away.

February 5, 2018 – Caller reported that she spoke with Beth and that she was rude and hung up on her. I spoke with the caller and apologized for how she was treated and offered to assist. She said she was so upset that she would call back at a later time.

February 9, 2018 – Cher Nix called and spoke with both Laurie Byrne and myself and spoke with us about her negative experience when she spoke with Beth Barr. She indicated that Beth was unwilling to provide assistance and further, that she hung up on her.

Behavior such as this happens on a regular basis and I am left to deal with an upset caller after they have had a negative reaction with her. Additionally, she refuses to work in her capacity as a backup for the Mayor's Assistant and therefore Constituent Services continues to serve as the backup. I have reported all of these issues on numerous occasions and to date, the problem still exists.

On February 9, 2018 I met with Eric Olson and I told him that not only had Beth Barr threatened me in the past, with no repercussions, she continues to make working around her extremely uncomfortable. Also, I told him that not only is she rude and unprofessional to me, her behavior is the same with residents. I told him that I am in a hostile work environment and that I no longer want to be subject to her behavior. He told me that he understood and would report the matter to Human Resources for follow up.

Latasha Buchanan

From: Latasha Buchanan
Sent: Thursday, August 24, 2017 9:13 AM
To: 'oguevara01@gmail.com'
Subject: FW: Poor handling from City of Pensacola

Good Morning Mr. Guevara,

Thank you for contacting the Office of the Mayor with your concerns. I am really disappointed to know that you had a negative experience when contacting the City and I would like to assist you in any way that I can. In your email, I could not find the reason for your call. If you would be so kind as to provide some additional details, like to reason for your initial contact, I would be happy to see what I can do.

I apologize on behalf of the City for your negative experience. I speak for the Mayor when I say that our goal is to provide excellent service to everyone that contacts the City of Pensacola. For future reference, if you are within City limits, you may wish to contact the City's 311 Customer Service Center for assistance by simply dialing 311 on your phone. A representative will be happy to assist you or direct you to the appropriate department for follow up. Thank you once again for contacting the Office of the Mayor and I await your response.

Latasha D. Buchanan
Constituent Services Administrator
Office of the Mayor
City of Pensacola
222 West Main Street
Pensacola, FL 32502

850-435-1627

850-435-1611 (f)

lbuchanan@cityofpensacola.com



For Non-Emergency Citizen Requests, Dial 311 or visit Pensacola311.com

Notice: Florida has a very broad public records law. As a result, any written communication created or received by City of Pensacola officials and employees will be made available to the public and media, upon request, unless otherwise exempt. Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, do not send electronic mail to this office. Instead, contact our office by phone or in writing

From: Ashton Hayward
Sent: Wednesday, August 23, 2017 9:33 PM
To: Eric Olson <EOlson@cityofpensacola.com>; Latasha Buchanan <LBuchanan@cityofpensacola.com>
Subject: Fwd: Poor handling from City of Pensacola

Sent from my iPhone

Begin forwarded message:

From: Oscar Guevara <oguevara01@gmail.com>
Date: August 23, 2017 at 6:14:41 PM CDT
To: mayorhayward@cityofpensacola.com
Subject: **Poor handling from City of Pensacola**

To whom it may concern:

I have attempted through 6 different people at the City of Pensacola 800-288-2020 number to obtain information.

The first 3 people I spoke to kept passing me on the phone line until I ended up at a voicemail who never returned the call.

I called back this afternoon after some time had passed without a call back.

First I spoke to a lady in the Planning department.

1. The volume was very low --- she refused to speak up.
2. She did not introduce herself --- later refused to provide even a first name after 5 requests for it.
3. Once I requested escalation she refused.
4. I asked if she was refusing to provide her name or a manager --- she said YES.
5. Then the call was disconnected.

Second I spoke to a person named "Tony" in Human Resources to discuss this first encounter and then try to seek help.

1. This person listened to my concern and quickly dismissed it by saying he had no way of possibly knowing who this lady was --- as if it was extremely inconvenient for me to be asking him to find follow-up.
2. I requested to know his name as I felt this was headed the same direction --- he mumbled something like "Tony".
3. I requested a repeat for clarity --- he refused.
4. He then said "thank you for calling glad I could help", and hung up the phone.

Third I spoke to a lady who identified as "Beth" in the General Administration option 0.

1. I described these 2 previous encounters and asked for follow-up --- Beth said she would rather assist me with my initial concern.
2. I explained this sort of customer service was a concern which did not need to be dismissed and insisted on follow-up --- Beth hesitantly said she would take with EDWARD SISSON regarding "Tony" in Human Resources and did not say who she would follow-up with in Planning regarding the first lady.
3. Then Beth asked me for my name and phone number, which I gladly provided and she already had the phone I was calling so I did not need to provide it.
4. Then Beth asked for my last name --- I refused as I did not find it adequate and explicitly asked to "not be targeted" so I did not want to provide a last name.
5. Beth proceeded to aggressively argue with me regarding this - threatening to disconnect if I didn't provide it - and then even asked me for my street address ---I obviously refused as this was even more targeting against me.
6. I informed Beth if we could not resolve this easily, I would prefer to speak with a supervisor about this concern that way it would be handled expediently --- Beth refused and scoffed "my

supervisor is the CITY ADMINISTRATOR and the MAYOR so I can assure you, you will not speak with them".

7. Beth disconnected the call telling me I was being belligerent --- even though she clearly does not understand the meaning of the word and was looking for an excuse to hang up on me.

I tried to call back several times within business hours after I got home and neither the Human Resources department (4 calls) nor the General Administration (option 0 ... 2 calls) responded. They both picked up the phones and then hung up ... and then let the phones ring.

My questions to you are:

1. Is this the standard treatment from the City of Pensacola offices to inquiries?
2. Are these people given the right to refuse to provide their first name for follow-up?
3. Is it such an inconvenience to inform you of INCOMPETENT, RUDE, and CHILD LIKE behavior from your offices using your office resources? Even if you are the CITY ADMINISTRATOR or the MAYOR, you don't care?

I await a response. For your information, if I do not hear back in 7 calendar days, I will forward this information to my representatives and local TV and print news outlets. This way they will know your offices are operating with impunity and attempting to target individuals when a concern is raised.

Regards,

Oscar



Virus-free. www.avg.com