

APFA

BOARD OF DIRECTORS MEETING

2017 BOARD OF DIRECTORS CONVENTION

March 6-9, 2017

Embassy Suites Downtown
St. Louis, MO

Resolution Tally Sheet	Resolution #: 12
	Maker: Kaswinkel
	Second: Story
	Date: 03/08/2017
	Time: 3:39 p.m.

Resolution Name: Live Chat

AFFECTS POLICY MANUAL: 13.B.1.A(10)

YES = Yes	ABS = Abstain	PXY = Proxy Vote
NO = No	N/A = Absent	REC = Recuse
PASS = Pass		

COMMENTS:

	B O S	C L T	D C A - A A	D C A - U S	D F W	L A X	L G A	M I A	O R D	P H L	P H X	R D U I	S F O	S T L	PRES - Tie- Breaker
	Milenkovic	Story	Valenta	Britton	Bedwell	Bales	Eherts	Trautman	Wroble	Kaswinkel	Seelye	Smedley	Adair	Foust	Ross
YES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PASS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PXY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YES: 12 NO: 2 ABSTAIN: 0 ABSENT: 0

Status: **Passed** Failed Tabled Withdrawn Show of Hands

WHEREAS, the governmental powers of the APFA shall be vested in the Board of Directors, and the officers, and the representatives of the APFA in accordance with the provisions of the Constitution and the APFA Policy Manual; and

WHEREAS, the APFA Board of Directors is the governing body of the APFA; and

WHEREAS, Article III, Section 3.L.(1) and (2) of the APFA Constitution authorizes the Board of Directors to set policy for the APFA and to review, and if necessary, modify the APFA Policy Manual; and,

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WHEREAS, Section 13.B of the APFA Policy Manual sets policy for the APFA Administrative Departments; and

WHEREAS, Section 13.B.1.a(1) outlines the responsibilities for the National Communication Chair; and

WHEREAS, Section 13.B. 1.a. (2),(3),(4),(5),(6),(7),(8), and (9) outline the current items and/or programs the National Communication Chair is responsible for; and

WHEREAS, last June the National Communication Chair started up the Live Chat interactive tool on the APFA.org website to be activated after hours and in emergency situations; and

WHEREAS, the APFA Board of Directors should set policy for the Live Chat interactive tool;

THEREFORE BE IT RESOLVED, Section 13.B.1.a be amended to include a new 13. B. 1.a.(10) LIVE CHAT, to read:

- (a) Live Chat will be the responsibility of the Communications Chair. Staffing for Live Chat representatives will be coordinated with the Scheduling and Contract Chairs.
- (b) Hours of availability will be communicated to the membership via hotlines.
- (c) The National Communications Chair will provide the Base Presidents with a calendar of who is working the Live Chat and the hours they are responsible for, upon request
- (d) The National Communications Chair will keep a log of all transactions and provide the name, base, employee number and telephone number of the Flight Attendant logging into Live Chat, with a notation of the question and response given, and forward that information to the appropriate Base President, upon request.
- (e) Transactions of an urgent or emergency nature should immediately be referred to the Flight Attendant's Base President for assistance.
- (f) Live Chat Representatives should use all available resources to fully document a situation that warrants further action beyond the assistance provided by the Live Chat Rep.
- (g) The Live Chat Representative should encourage the Flight Attendants to take an active role in the problem solving process by asking the Flight Attendant to refer to her/his own contract when applicable.
- (h) The Live Chat Representative should give accurate information to the Flight Attendants. When a situation presents itself that cannot be resolved, the Live Chat Rep should refer the Flight Attendant to the appropriate Base President and provide the caller the contact information for their Base Representatives.