

# APFA

## BOARD OF DIRECTORS MEETING

### 2018 BOARD OF DIRECTORS CONVENTION

Feb. 27 - March 2, 2018  
Hilton Charlotte University Place  
Charlotte, NC

Resolution Tally Sheet	Resolution #: 10
	Maker: Vargas
	Second: Martin
	Date: 03/01/2018
	Time: 4:37 p.m.

Resolution Name: Live Chat

AFFECTS POLICY MANUAL: SECTION 13.B.1

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	Sarnacki	Valenta	Pennel	Walsh-Martin	Nikides	Lewis	Trautman	Wroble	Kaswinkel	Babi	Sullivan	Weipott	Foust	Ross
YES	<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 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"/>
NO	<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"/>
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: 14      NO: 0      ABSTAIN: 0      ABSENT: 0

Status: **Passed**       Failed       Tabled       Withdrawn       Show of Hands

**WHEREAS**, The APFA Board of Directors passed Resolution #12 establishing policy for Live Chat at the March 6-9, 2017 Annual Convention; and

**WHEREAS**, Live Chat inherited the APFA Q&A Facebook page trip removal allotment from the Communications Department budget; and

**WHEREAS**, such allotment was approximately 1.5 full month trip removals; and

**APFA**  
**BOARD OF DIRECTORS MEETING**

**WHEREAS**, Live Chat was 32% over budget as of the December 2017 financials; and

**WHEREAS**, the Communications Department Chair has reduced the number of Reps used to cover Live Chat to two, and each Rep is responsible for covering 15 to 16 shifts per month; and

**WHEREAS**, preliminary January 2018 numbers are showing a 2-3% overage reduction in the budget; and

**WHEREAS**, this new coverage can potentially have a representative working two shifts in one day if Live Chat has to be activated during an irregular operation or major scheduling event; and

**WHEREAS**, Live Chat works as an extension of the Contract/Scheduling Rep on Duty; and

**WHEREAS**, by having Live Chat under the Contract/Scheduling umbrella it will be more streamlined for the National Contract and Scheduling Chairs to activate and staff it as events warrant.

**THEREFORE BE IT RESOLVED**, that Section 13.B of the APFA Policy Manual be amended as follows:

Delete	13.B.1.a.(10)
Add (new)	13.B.1.b (2)(a)([4] Coordinate staffing of Live Chat with the National Scheduling Chair.
Add (new)	13.B.1.g (1)(a)[4] Coordinate staffing of Live Chat with the National Contract Chair.
Add (new)	13.B.1.b (4) and 13.B.1.g (4)

(4) Live Chat

(a) The National Contract and Scheduling Chairs will coordinate staffing for Live Chat.

(b) Hours of availability will be communicated to the membership via hotlines.

(c) The National Contract or Scheduling Chairs will provide the Base Presidents with a calendar of who is working Live Chat and the hours for which they are responsible, upon request.

(d) The National Contract or Scheduling Chairs 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 or Base Vice 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 Attendant 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

**APFA**  
**BOARD OF DIRECTORS MEETING**

Flight Attendant to the appropriate Base President or Base Vice President and provide the caller the contact information for her/his Base Representatives.

**BE IT FURTHER RESOLVED**, that these changes become effective on April 1, 2018.