

NMB Inquiries Response Policy

...as of 4-21-10

The Public Affairs function of the ADR Services department includes handling Congressional, White House, Press and Public Inquiries directed to the NMB. ADR Services serves as a communication conduit between the NMB and the public in substantive areas of the NMB, except active mediation or representation cases and freedom of information act (FOIA) issues.

Correspondence and Calls

The purpose of concentrating public contact in ADR Services is to assure consistent, accurate and timely responses on behalf of the Board. The Public Information Officer (PIO) is primarily responsible for handling correspondence including email: coordinating as appropriate with Board Members and department Directors and preparing responses thereto. The PIO is also responsible for responding to calls received to the NMB Hotline Voice mail system. The ADR Specialist serves as backup on the Hotline, ensuring calls are handled in a timely manner.

Approvals

All outgoing Correspondence from ADRS is approved and signed by the ADRS Director. Press Releases are approved by the initiating office. Routine calls are handled informally; critical issues may require consultation with the ADRS Director or appropriate others within the agency including Members and Directors.

Customer Service Goals

General priorities for responding are (1) Congress and White House, (2) Press, (3) Carrier/union Officials and Attorneys, (4) Other Government Agencies such as the NLRB, (5) Individuals with employment problems, and (6) all other correspondence or calls.

Congressional, White House and Press calls are responded to on the same day received if possible and all other calls within one (1) business day.

Correspondence is responded to within five (5) business days, consistent with the general priorities noted above.

Inquiries to Board Members

Correspondence and Calls for the Chairman or a Member, are first directed to their respective Confidential Assistant (CA). The CAs in turn will refer appropriate inquiries to the PIO.

NMB Hot Line

All general public calls, other than Congressional and White House, should be directed to the NMB Hot Line #5050. This allows the NMB responder to collect information or consult with other agency personnel, as necessary, before responding.

Emailed Inquiries and Responses

The PIO responds to emailed public inquiries. Such email may be received directly from the inquirer or be redirected from other agency personnel. Email responses are less formal than regular correspondence in that they do not require the signature of the ADRS Director.