

Hotline Implementation Committee Fall 2022 BOT Meeting Report – Cancun, MX

Since the Spring 2022 BOT Meeting in Cherry Hill, NJ the committee held a meeting on October 4, 2022, with the following committee members in attendance: Andy G., Paul S., Ron B., Gary M., Scott S., Chuck R., Anne D., and Pam B. From that meeting, the following was discussed:

- Trustee Website link that forwards emails to Hotline Committee Chair and Area Coordinators is not working. Paul S. has been working with the Trustee Admin to get this issue resolved.
- There were an unusual number of hotline calls during the month of July. Our calls jumped from our average of 1260 calls to 2624 and total call minutes (see Hotline Metrics Chart below) went from average of 5630 up to 8773. Scott S. investigated this issue with Ring Central and discovered we were receiving “robo” calls on the hotline. He discovered there was a setting to block “robo” calls. It was set to off and Scott S. was able to get it turned on, so “robo” calls are now blocked.
- Yearly cost for areas to employ Ring Central continue to increase with areas paying varying amounts to have their hotline via Ring Central. Chuck R. and Paul S. will work with Ring Central to:
 1. Understand why area costs are rising and specifically how these costs are derived;
 2. Ascertain if there is a better way to configure our hotline areas so we continue to receive optimum service while potentially reducing area costs; and
 3. Reestablish relationship with Ring Central so we can have a dedicated account manager working our issues.
- Next Hotline Committee meeting scheduled for November 8, 2022, at 9pm est.

