Hotline Implementation Committee
Spring 2022 BOT Meeting Report - Cherry Hill, NJ

Since the Spring 2021 BOT Meeting in Orlando, FL the committee has been inactive due to the lack of a committee chairperson and co-chairperson. In March 2022, Andy G stepped up to take on the role as the committee chairperson and Ron B. joined him as co-chairperson. The first meeting of the committee was held on March 16, 2022, and a follow-up meeting was held on April 19, 2022. From those meetings, the following was discussed:

- Paul S., over the years, has unselfishly served as Ring Central's technical guru. Through discussions with Paul S, the committee along with Paul S, have decided it's time for ISO to take over the ownership of Ring Central and take on the role of providing technical assistance to area's utilizing Ring Central.
- Yearly cost for areas to employ Ring Central continue to increase even though the number of area calls have decreased.
- We currently have six members committed to serving on the committee: Andy G., Ron B., Chuck R., Paul S., Anne D., and Sean N. More committee members are needed, especially members with Ring central experience.
- Due to the pandemic and the constant changing of Area Hotline Coordinators, we need to update our Area Hotline Coordinator directory. We will send an email to current Trustees, with a Hotline Coordinator Data Form attached, seeking current area Hotline Coordinator information. This information is very vital in helping ISO manage area hotlines and keeping area meeting information current.
- At the Spring 2021 BOT meeting, the committee presented Hotline Volunteer Guidelines for approval and received a Motion To Amend. The committee revised the guidelines, based on BOT recommendations, and have resubmitted for the upcoming Spring 2022 BOT meeting in Cherry Hill, NJ.