

## Hotline Implementation Committee Fall 2023 BOT Meeting Report – Chicago, IL

Since the Spring 2023 BOT Meeting in Cleveland, OH the committee continues to hold monthly meetings. Our committee member numbers have decreased, averaging 5 members in attendance. Highlights from those meetings are as follows:

- Scott S., Chuck R. and Paul S. have continued to work with Ring Central (RC) to identify avenues to help reduce area hotline costs. RC’s solution to our situation would be to move our RC accounts to their new platform. We are currently grandfathered in and staying on our current platform allows the most flexibility with managing our accounts and proved the most cost effective for areas on RC.
- The new RC platform requires volunteers to be limited to 10 calls per line. If a volunteer accepted more than 10 calls, the area would be charged for a new license. Scott S. explored alternative systems to replace our current RC Hotline but setup, training, testing, etc. would not be cost effective.
- An alternative to our dilemma with RC and to also reduce area hotline costs is to migrate areas to the National Hotline. Scott S. has migrated Area 13B’s area codes to the new National Hotline que. Scott S. and Andy G. will be testing this process and if successful, other areas will migrate to National, thus reducing costs for areas migrating.
- Recommendation made that we need to have backup persons identified for area hotline coordinators in the event hotline coordinator leaves, no longer wishes to serve, dies, etc.
- Scott S. worked with Doug K. to create new email address for HotlineCommittee1, HotlineCommittee2, etc. Change was made to have HotlineChair be default email.
- Next Hotline Committee meeting scheduled for November 7, 2023 at 8:30 pm est.

