

Hotline Implementation Committee Spring 2024 BOT Meeting Report – Pleasanton, CA

Since the Fall 2023 BOT Meeting in Chicago, IL the committee held their first meeting of the new year on March 12, 2024. We initially were going to meet quarterly this year but progress on migrating areas to the National Hotline has us meeting monthly. We have also picked up a couple of new committee members and are now averaging 7 members in attendance. Highlights from the meetings are as follows:

- Scott S. has migrated Area 13B’s area codes to the new National Hotline queue. Scott S. and Andy G. testing of the migration has been successful and our next step is to develop a strategy for migrating the other area hotlines to National. Areas will have the option of migrating to National or staying independent.
- Area 14 will move to National due to the death of their hotline coordinator. Currently, no one can access their hotline information on Ring Central and migrating to National will allow us access to manage their information.
- Each area on Ring Central currently has a Hotline Coordinator who manages the hotline for their respective area. They are responsible for adding/deleting/modifying hotline volunteer information on Ring Central, as well as providing area hotline call statistical reports. Migrating areas to the National Hotline will move area hotline coordinators responsibilities to a Regional Super Administrator. Area Hotline Coordinators will still be needed but their ability to make changes on Ring Central or generate reports will now be done by the Regional Super Admin. The committee is working on the process to make this happen.
- Next Hotline Committee meeting scheduled for April 30, 2024 at 8:30 pm est.

