

January 20, 2016

**Hotline Committee Conference Call**

**January 20, 2016 at 8:30 pm EST**

**And**

**January 21, 2016**

**Conference call # 605-562-3000, Access Code 1033270#**

**Committee member present on 1/20/16:** Paul S., Brad B., Chuck R., Debb W., Linda S., Jason M.

**Committee member present on 1/20/16:** Paul S., Donna K., Jason M.

**Paul S did introductions with committee members**

The members present on Thursday (1/21/16) agreed that Wednesday was the best night for the committee to meet. Next meeting will be 2/3/16.

**1. Current system status**

Paul provided a copy of the December 2015 call log to show the committee how the system work. In December, 1406 calls were received and over 9000 minutes were used to talk to the callers. 97 calls were from areas not currently on the system. A total of 278 calls were less than 30 seconds.

Oklahoma City and one area in Canada are considering coming on to the system, Paul will be working with those areas to get set up and develop a user's guide.

**2. Committee goals for 2016**

**a. Area code setup**

The goal is to complete all area codes by December 2016. Most area codes for those areas not on the system still need to be set up.

**b. Call data analysis**

Committee needs to review call data to make sure no calls are being missed and identify any potential problems. Debb W volunteered to look at data.

**c. Users Guide Update**

The current user's guide needs to be updated and explain various options such as what number is displayed to the volunteer when a call is received from the hotline. The User's guide should also discuss option for Public Information extension on hotlines.

#### **d. Committee Bylaws**

The committee needs to document roles and responsibilities of the committee and the officers of the committee. Paul took an action to see if he can get committee access to file area of trustee website.

#### **e. Committee positions**

The open positions are chair or co-chair, and secretary. Debb W agreed to take the secretary position. Paul will be stepping down as Trustee and the committee needs someone who is a current Trustee as chair or co-chair.

#### **f. Additional items**

Paul to check with Karen H on including a note for Oklahoma number on the ISO that it includes Tulsa.

Future action for the committee to verify non hotline numbers on ISO website to make sure they are working and being answered by GA members.

**NEXT MEETING: February 3, 2016 – 08:30 pm EST**

**Minutes submitted by Paul S.**