

Hotline Committee Report

Committee Conference Call on 7/12/2017 at 9pm

Attendees: Paul S, Chuck R, Linda S,

Agenda:

1. Go over two items for Ontario BOT meeting:

- Discussion item on the ways areas track if a caller does go to a meeting and do areas return calls since they have the caller's phone number in the call log.

Chuck R – Does call back and try to reach the person, his experience has been positive, only once or twice the person has said he got a wrong number. Linda S – does not want violate their anonymity, if they wanted help, the person will callback. Due to the proliferation of caller ID, is it okay to call back?

Chuck R – update caller guidelines to stress not lecturing the caller. And point out that there are no costs or registrations related to going to a GA meeting,

Linda S – always tell caller about the Wednesday phone meeting.

- Discussion item: having a paid position for administering the hotline. Since many areas only get 20-30 calls per month, we could combine many of these areas on one account. It would be best to have one administrator for these accounts. Does it make sense to have it as a paid part-time position?

Paul – quantify which accounts have low call volumes that could be rolled into one account. Talk to Karen on the number of “hotline” donations – have they decreased, remained the same, or decreased?

2. Latest issues

- Paul activating remaining area codes

Will address by August

- Set up CT and NYC for area code selection

Chuck will talk Brian K

- Area 2G Ring Central account no longer working

- Paul to scrub call log for other area problems, Area 2G

3. Ontario workshop

- Do we want to do one?

Chuck and Linda will help. Karen H is coordinating the workshops for the conference, Paul S will contact her.

Respectfully submitted,

Paul S

Hotline Committee Chair