

Hotline Committee Report

Committee Conference Call on 8/10/2017 at 9pm

Attendees: Paul S, Chuck R, Linda S, Jim G

Agenda:

1. Reviewed presentation for workshop to be presented at the Fall International Conference

No changes recommended, Paul will forward the presentation to Karen H.

2. 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.**

- **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 draft the agenda items and send out to the committee members for review.

3. Latest issues

- **Paul and Chuck reviewed activating remaining area codes**

Testing indicated that a sample of the area codes are working. Chuck will add the message to the CT and NYC area messages to complete the task. Paul will send a list of area codes to each committee member to verify they are working.

- **Area 2G Ring Central account no longer working**

- Area 2G system back online, Paul will verify with the area that it is working correctly

Respectfully submitted,

Paul S

Hotline Committee Chair