

# Trustee Line – Current Issue

## December 2021

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A PDF version of this issue to distribute to your rooms, or to print out for easier reading, will be available after last day of the month.

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### Thoughts From The Trustees – Current and Past

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The subjects listed below are themes that have been submitted by other Trustees. You may respond to any of them, or start an entirely new subject

#### Submit an item to the Trustee Line

**You can click this text to send your item to the Trustee Line. After doing so, you should receive a confirming email that your item has been received and should be posted to the current issue.**

Should the link above not work, copy and paste this email address into a blank email:  
trustee.site.admin@trusteewebsite.com

Subjects that receive submissions from at least 13 different people, will trigger an email blast to all the current and past Trustees, signifying a ‘Hot Topic Alert’ on the Trustee Line.

Item	Subject	Last Entry	Entries
1.	<a href="#">Hotline Advice</a>	12/8/21	1
2.	=	-	-
3.	=	-	-
4.	=	-	-

5.	=	-	-
6.	=	-	-
7.	=	-	-
8.	=	-	-

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1. Hotline advice

December 8, 2021 – 4:30pm

I'm looking for advice: I'm the administrator for our (Delaware Valley, Pa.) hotline. I currently have 18 volunteers, with 2 serving 24 x 7, and the rest covering hours and days of their choice. On average, our answer rate is dismal: about 50% missed. With our setup with Ring Central, the computer calls the next-up member; if he doesn't answer after 3 rings, it calls the next one, then the next. If none of the three answer, the caller gets the message to leave a voicemail and, if they do, I call them back.

Anyone got a better system? Someone suggested I change the calling system to ring all volunteers at once, rather than one at a time, no matter when the call comes in. Also, I sent an email to 160 members in our 40 rooms asking for more volunteers; I got 2 responses.

I'm definitely open for suggestions.

Thanks for your attention.

Your friend in recovery,

John B. – Trustee – Area 13 – Pennsylvania