

**Answering Service Report (April 2019)**

I spoke to the Director at MBL (Rob Schmehl) today for about half an hour to go over the April info, to review our expectations and to find out how things have been going. He said that the operators have been informed on how to interpret the information on the meeting list (e.g., “chips,” format of mtg, etc.) and that all has been going well. He is going to allow the York AA website to be added to their terminals as an “allowed” website so they can check info themselves.

There were **43 calls** that came in during April; average hold time was 2 seconds. I was not provided any other call details, but I’ve confirmed that from now on the operators will document for each call the gender of caller, reason for call, outcome of call, and which calls are successfully/unsuccessfully patched out to AA members so we can clean up our call sheet as needed.

They will start sending me call info on a weekly basis rather than monthly so I can stay on top of any questions/issues that arise.

Thank you!

Nola W.