



The California Chapter of the National Emergency Number Association

Executive Board Meeting 02/12/2015 1:00 p.m.

The following Board members were in attendance: President Shelby Rhyman; 1st Past President Danita Crombach, ENP; 1st Vice President Jaime Young; 2nd Vice President Debbie Burger, ENP; Commercial Vice President Alicia Caddy; Commercial Vice President Fred Michanie; Treasurer Hanan Harb, ENP; Secretary Mary Weiler.

MCTE 2015 POST-EVENT REVIEW

Event Format

Both keynote speakers were well received. Shelby commented that Dr. Larry Blum was the best keynote speaker she had ever heard. The new format for the event was well received. There were better audience numbers for the partner presentations. The addition of breakout sessions on Thursday was successful.

Program

Jaime suggested paying for a professional layout designer for next year's program. Alicia stated that \$1900-2,000 for printing the programs seems high. The group discussed going green with the program next year. It was suggested that an event overview be printed and the rest of the funds normally put towards the programs be spent on obtaining a better web app or afternoon coffee. Jaime stated a two-page double-sided layout should be sufficient to give a quick overview of the events. Alicia suggested checking with the mobile app vendor to see if they offer program layout as an added benefit. Fred volunteered Jordan's services to help with the program. It was suggested the program could be done electronically and saved as a PDF and sent out to all attendees. There was a discussion on whether it was better to list the speakers alphabetically, or have the program list run alphabetically by topic.

Jaime stated that it is essential for future programs that we must adhere to a drop-dead date. This year there were changes to the layout to accommodate last minute vendors. Hanan stressed that both the program layout and sign printing need to be done further in advance. Jaime advised the group that Super Bowl Feb 7, 2016 would be in Santa Clara in her agency's jurisdiction and would limit her availability prior to CALNENA 2016.

Audio/Visual

Fred liked the music selection played during the raffles. Don has a list of issues with presenters to review regarding changes made to a/v. Presenters such as Lynn Bowler do a "game show" during their session which can be loud for those presenting next door. Similarly, Brian used a snare drum sound in his Situational Leadership session. Alicia suggested that we ask presenters up front about any interactive or loud sound effects and take that into consideration when making breakout session room assignments. Don suggested putting a note on each lecturn asking presenters not to touch the a/v equipment. It was suggested that a card be placed on each lecturn advising speakers not to move or change the a/v and list the on-site a/v team contact numbers for assistance.

Jaime suggested putting together a presenter's prospectus covering issues such as CALNENA comp registration policy and a/v tips. Danita also suggested adding info advising the presenter to arrive at their breakout room at least 10 minutes prior to their assigned presentation time if they do not plan to make any changes to the room. Also, the a/v equipment can accommodate HDMI or VGA and if presenters have something else they will need to contact a/v in advance.

Alicia asked if the group should consider a green room for breakout presenters. ILF participants were stages in advance in order to mic up. Jaime pointed out that NENA national in Long Beach had a green room outfitted with equipment that enabled

speakers to practice in advance. Speakers were required to check in at the green room and have their a/v needs assessed upon arrival. Don suggested either the Cabrillo or Point Loma might work as a possible green room next year. Danita stressed the need to be proactive in setting technical equipment expectations with presenters. If presenters have a/v needs more complex than a PowerPoint presentation, the group will need to set alternate guidelines for the presenter.

Venue/Rooms

While several participants have mentioned that they liked the previous host hotel, the Manchester, the smaller venue at the Mission Bay made for good interaction since the hotel is filled with CALNENA participants.

Guests said rooms by Crown Point and Mariner were musty. Sherri Griffith Powell said there was mold on the ceiling in her room and both she and Mary Berryman asked to be moved and were told no more rooms were available. Room #1901 had a bad mold smell. Pat from AT&T's Pat checked out and went to the Hilton. Danita was advised by another attendee that his room was moldy and had to be kept open. The moldy rooms were overflow rooms since we expanded the number of rooms originally expected. Room #1920 VIP room seemed to be ok. The Crown and Mariner seemed a little moldy. The hotel staff to investigate the mold problem and the mold issue must be covered in the pre-conference meetings.

Fred asked if the board should look as more upscale venues. Jaime advised she could hear traffic noise inside her room. Jordan pointed out that rooms by the pool area were loud. Danita could actually hear people on boats in her room. Alicia characterized the Mission Bay as a venue with a beach setting. Danita pointed out that this venue fell within the pricing range. Danita suggested that we would want to see the guest rooms for future events and next year the CALNENA participants should be booked into the hotel tower on a first come first served basis. Alicia also agreed that the block rooms for CALNENA should be kept in the tower. Hanan stated that the hotel should fix the problem with the rooms. Alicia added for the notes that her room number was #1702 and Shelby stated her room number was 2325.

Other issues with the rooms included pillows tossed Jayson Dunn's room. Eric Caddy checked into a room that had wet towels on the bed from the pool. Danita stated there were inconsistencies with housekeeping; used towels and glassware not consistently replaced with clean ones. Both Shelby and Mary were told that their VIP rooms were not available when they checked in.

Danita asked if the hotel had a standard 72 degree setting for all a/c units. Room #619 would not stay at 60-degrees and kept resetting to 72. The penthouse was set to 68 and kept going up. Alicia also recommended asking to have the a/c filters changed. The hotel staff stated they do not have the a/c on monitors and housekeeping does not reset the thermostats.

Don stated that he did a walk-through of the general session room and that it had trash on the stage and floor that needed to be cleaned up. Also, there was no water provided in the general session the first day. A suggestion to consider running a live feed of the general session to monitor(s) in the lobby or overflow rooms for next year was made. Don suggested the possibility of running a feed to Mission III without having to breakdown the room. Don also suggested making an announcement during housekeeping to for people to move to the middle of the tables and leave the ends open for those who come in later. Jaime suggested it might work to have someone serve as an usher and move people to make space at the ends. Shelby suggested leaving this as a housekeeping announcement.

It was noted that the Palm II room is not on the map and had no sign directing participant to that room during the Thursday sessions.

Shelby stated that the staff treated the group well. Danita said the front desk staff was good and friendly. She noted that the lunch set-up with three service lines worked well.

Fred stated that the Marlin food quality was outstanding. He experienced service issues the first night, but did not have any further problems once the management was made aware of the service problem. Hanan advised that several people complained about the lack of contact from service staff on Tuesday night.

Hanan stated that the hotel made a quick change with the short ribs on the menu when the headcount went up. She said that while this change was acceptable, it needed to be communicated better. She also asked the hotel staff if they fire pit as the pool and Red Marlin could stay open later. Ed advised that it was hotel policy to close down patios at 10 p.m. The hotel could consider extending the hours at the manager's discretion if it will be a quiet, controlled group in the area. This year the group on the patio playing games was a little loud. Right now the Swim bar only opens at night on weekdays.

Alicia said the night of the gala the swim bar was packed and asked the hotel staff to consider keeping the Red Marlin bar open later. The hotel could shutdown the swim bar the same time as the party and CALNENA could announce that during housekeeping. Hotel staff suggested a possible afterhours activity Monday or Wednesday night with live music. It could be similar to the summer series band nights they currently host. Hotel staff to work with Alicia on this idea. The hotel would like a guarantee of \$500 bar sales. Hanan suggested the vouchers provided to attendees could be used on Monday night, or for breakfast on Thursday morning. The vouchers were popular at Einstein's this year but the line was pretty long on Thursday morning. Additionally, it was suggested that CALNENA could promote the Swim bar staying open until 10-11 p.m. as a pool party or s'mores and swim. The hotel staff also advised they have a large movie screen available for events.

Hanan reminded the board that CALNENA has a two-year contract with Hyatt Mission Bay through MCTE 2016. Hanan made Ed aware of issues that needed to be improved in the coming year and said that communication from the hotel staff to the board is critical. Alicia stated that it is always difficult when the hotel representative is switched out. She said that Bridget and Ed were responsive.

Vendor Hall

In the back left corner of the Vendor Regatta water poured into the Eaton booth periodically. Jordan advised Ed of the water issue and that Eaton had water poured directly on their booth. Hotel Engineering said they could not fix the water problem. It was suggested that possibly a gutter was tipped when the Regatta flaps were opened. Alicia and Shelby will reach out to Eaton to connect them with hotel personnel so that they can make an insurance claim on the booth water damage. Higher Ground also had water in their booth. Hanan stated that Chair Pros had water from condensation drip in their booth as well.

Alicia stated that the vendor hall should have the doors closed and air conditioner running next year. Alicia stated that there must be air conditioning in the vendor hall next year. We have tried the hotel's suggestion to open the flaps for the last two years and it is still too hot. Danita noted that people in the hall were fanning themselves. Alicia stated that with a lot of electronics in the vendor tent, the a/c should be turned on 1-2 hours prior to the event.

Alicia stated that a couple of vendors lost power. Vendors are advised that a standard 120v is provided. It was suggested that it be spelled out for the vendors just how much can be supported on the standard electrical drop.

Jaime asked if there was a way to make more room for vendors. The furniture vendors were not happy that they could not bring their furniture. Alicia suggested that furniture vendors may want to look at purchasing two adjacent spaces in order to have enough room to display furniture, or they can bring furniture trucks.

Danita said the set up in the Vendor Regatta was good and with the bar moved to the end there was no waiting. It was noted that dirty spoons and forks shoved along the side were visible to vendors. In order to have vendors agree to keeping the exhibit hall in the Regatta tent, housekeeping issues must be addressed.

Jaime said a Bluetooth was found in the Vendor Regatta and turned into the hotel lost and found.

Salute to 9-1-1 Gala

Danita stated the Wednesday night gala was a hit. The theme went over well with several participants arriving in costume. Eric from Russ Bassett came as Uncle Sam. The band was excellent and played a good range of music. The special event drinks were popular and Shelby and Jaime advised they did not hear complaints about the drink prices as in the previous year. Alicia said the keg was well received but not marketed well enough. The bartenders generally did a good job. Bartender Joe was good and engaging, the second bartender was not as engaging. Tom, the bartender working in the grass area was also good. There was a comment that a bar could be added in the parking lot for the smokers.

The set-up with the food stations spread out worked much better this year and there were no lines for food. People requested more seating and more table rounds to use when eating. This year Ed added two more tables that were requested later. Alicia suggested she would like to have more fire pits for s'mores if they are available. Jordan spotted people using the heaters to make s'mores. Ed said that the hotel only had one firepit but he would look at renting/outsourcing to get more firepits. Don noted that three full tanks were need for firepits. Don had to work with the catering manager to replace a second tank that was not full and kept going out.

Hanan mentioned that there were electrical issues in the Mission, Regatta and at the party. The electrical blew twice in the Mission room. It was stated that there were more electrical drops at the party last year. This year Don had to run another circuit. Don said if the band comes out they will handle the power drop next year. He added there was 20 minutes of dead time when the power went down.

Miscellaneous items included the photo booth vendor asking for a business reference from Alicia. Jaime suggested the group consider a "Flower Power "70's" theme for next year's event.

In general, board members stated that the changes suggested after the 2014 event were incorporated to make the 2015 MCTE a success. The board members look forward to building on that success to make the 2016 event even better.