



CALNENA 2010 ANNUAL CONFERENCE AND TRADE SHOW

CALL FOR PAPERS

The California Chapter of the National Emergency Number Association (CALNENA) is proud to host the 2010 Annual CALNENA Conference and Trade Show, March 1-3, 2010, at the Manchester Grand Hyatt Hotel, San Diego, CA. This conference is an educational and networking event for all public safety communications professionals to explore the most critical issues affecting the industry. This *Call for Papers* invites NENA members, industry associates, business professionals and educators to submit a written proposal for development into an educational program, workshop, or panel discussion at the 2010 conference.

PRESENTATIONS DESIRED

All topics that are timely and relevant to public safety are welcome for consideration. Attendees at the 2009 Conference requested more topics relating to front-line operations. General presentation ideas include:

Telecommunicator/Front-line Operations

Best practices, specific call processes, stress management, incident dispatching, tactical dispatching, ADA/TTY, lessons learned, NIMS/ICS, customer service, motivational, legal liability, natural/manmade disasters, terrorism, gang violence, EMD techniques, cultural diversity, communications training officer, and Life-Work Balance (stress management, coping with shift work, etc.).

General Education

Lessons learned from a significant event or project, regional or statewide projects, emerging issues; NENA current events; 9-1-1 telecommunications technology and standards, Computer Aided Dispatch, radio technology and standards, telephone systems, recording systems, telematics, GIS, VoIP, network security, and NG9-1-1.

Management/Supervision

Supervisory techniques, Standard Operating Procedures, motivational techniques, developing leadership, teamwork, morale building, scheduling, lessons learned, training program management, quality assurance, evaluating and discussing performance, human resource issues, liability, media and public relations, disaster planning, funding and grants, and legislative/regulatory issues

Note: We welcome submissions on subjects that do not directly apply to the above topics, but that would still be relevant and educational for our attendees.

Industry associates and commercial members who submit a presentation proposal must ensure that their presentation is generic and is not a sales pitch. Presentations should focus on how a specific technique, technology, or concept can effect emergency communications. CALNENA reserves the right to reject any proposal deemed to be focused on a particular product, service, or company.

PROPOSAL GUIDELINES

Your proposal should include:

1. Target audience and general topic
2. A *short* biography of the speaker(s) and/or panel members
3. If applicable, information about proposed co-presenters or panel members
4. A suggested course title
5. A brief description of the presentation (100 words or less)
6. Three points of what an attendee will learn by participating in your session
7. Presentation format (classroom-style, panel discussion, workshop, interactive or roundtable discussion)
8. Each session is 45 minutes, advise if additional session blocks are required
9. Audio-visual needs
10. Instructor / Presenter Contact information

EVALUATION CRITERIA

Proposed program topics will be evaluated based on the quality, timeliness, relevance, practicality and focus of the topic. Historical data from surveys and evaluations of previous events will be used to analyze potential attendee interest in the topics proposed.

Attendees last year asked that some of the sessions be given more than once so they can attend all that are of interest to them. Those topics that are evaluated to be of interest to a larger group of attendees may be scheduled twice.

The amount of time provided for each session is 45 minutes. Please keep this in mind when developing your proposal.

PRESENTER GUIDELINES AND REGISTRATION

Presenters are responsible for all travel related expenses, e.g., airline fees and room accommodations. As primary speakers or panel members, you will receive a \$75 discount on your conference registration. Registration fees will be waived for presenters only conducting a breakout session and not participating in conference activities. Non-registered presenters will not be admitted to any conference event. All presenters and panel members must be listed in the proposal (see proposal guidelines).

TIME AND EQUIPMENT

Each session will be 45 minutes. A 15-minute break is scheduled between each session to provide ample time for the next speaker to set-up and for attendees to reach their next destination comfortably on time. Training sessions that require more time will be scheduled in sessions that fit the logical criteria for the class content.

Each classroom will be equipped with a microphone, LCD projector and screen. Speakers are responsible for bringing their own laptops, presentation handouts, and any other materiel or personnel needed for the presentation.

ROOMS AND PARKING

A block of rooms has been reserved at \$147 per night plus taxes and fees. Go to www.calnena.org for a link to room reservations and passkey.

Parking is available in the hotel-parking garage:
Daily: Self Parking\rate is \$9.00. Valet Parking rate is \$15.
Overnight: Self Parking rate is \$22. Valet Parking rate is \$32.

All proposals must be submitted by email to:

Mary Pat Marshall

mpmarshall@chp.ca.gov

Questions should be directed to:

Mary Pat Marshall 707.551.4185

mpmarshall@chp.ca.gov

or

Michelle Sumner 707.253.4451

MSumner@cityofnapa.org

SUBMISSION DEADLINE: JANUARY 10, 2010
SELECTION ANNOUNCEMENTS: JANUARY 20, 2010