

A summary of ARPOC'09, Thirty-Two years of ARPOC, we still can't get it right for everyone but we keep trying each year we work for a better format to meet everyone's interests. CRPOA with the full support and help of the San Diego Commanders Association hosted over 512: Reserve Peace Officers, Search & Rescue and Volunteers in Policing, Spouses, Guests and Reserve Coordinators from 112 California agencies.

Offering classes for everyone's interest: Building Search, Urban Search and Rescue, Traffic Collision Investigation, Bicycle Patrol, the always favorite Firearms Training and last year Best Class Of 2008 with CHP officer John Wilson *Fight, Flight or Comply* just to mention a few.

The **Firearms Training** under the leadership of Firearms Instructor R/Lt. Bob Parsons, Lyle Mowery, Bert Luna, Jim Lennon was voted **Best Class for 2009** the top FIVE classes were 1. Firearms Training 2. Basic Bike Patrol 3. Fight, Flight or Comply 4. Officer Safety the Will to Win 5. Patrol Tactics with K-9's. If you missed out on these classes you might be able to catch them at ARPOC 2010.

Every year we ask the attendees to Evaluate the Conference from the registration process, the hotel, Vendors, Static Displays, the Banquet it's speaker and of course the conference in whole. With the 11 questions and the list of classes, we try to evaluate how we are doing each year and get some direction for the next year and to pick the "Best Class" for the year.

#	Question	Responses	Highly Satisfied	Satisfied	Dissatisfied
1.	Rate the Conference Registration process with the CRPOA office, including the Registration Booklet	259	86.9%	12.7 %	.4%
2.	Rate the Hotel's registration Process	213	81.2%	16.9%	1.8%
3.	Did you stay at the Town & Country, Please Rate the Check-in process	202	78.7%	18.3%	2.9%
4.	The Awards Presentation was moved to the Friday Lunch. Please Rate this new format.	247	65.2%	25.1%	9.7%
5.	Rate ARPOC Registration including College and Conference areas	255	88.2%	11.4%	.4%
6.	Rate your travel on a bus to off-site class locations	73	83.6%	11.0%	5.5%
7.	Rate the ARPOC Vendor area	259	50.6%	38.2%	5.5%
8.	Did you visit the Static Display on Saturday? Rate your Satisfaction with this active	166	60.8%	25.9%	13.3%
9.	Were you satisfied with the 3 Continental Breakfasts, included in your conference package	250	40.4%	35.2%	24.4%
10.	Were you satisfied with the 3 Lunches, included in your conference package	250	60.4%	30.4%	9.2%
11.	Were you satisfied in general with the classes offered at ARPOC'09	281	59.4%	20.3%	8.2%

A summary of this year's written evaluations. . . .

Conference

Thank You !

I think you should notify everyone ahead of time ID required at Registration x 2

Class locations on schedules were often wrong, However this was a GREAT conference

Machine like - closed from 6 -730 Wednesday seemed like someone and was cold holding off till 7:30 seemed like we were little kids... (Ed Note: maybe we need to offer: Reading 101)

It was OK

Would like to see ARPOC earlier in August... Due to most schools now starting in late August.

Despite all of my negative comments, Thank you, all for all your hard work on this conference

Offer Class on Wednesday evening-4 hr would be nice Start classes Wed PM leave Sat. PM x 3

12PM - 3 PM Activities: Dogs finding things Exhibit – pay/play Fats - Quick Draw/Local Cowboy Club (El Cajon) they have old Gun's to see

Online registration would be better

Need to offer meal tickets for Spouses & Guests @ Pre Registration

The Thumb Drives were great idea x 3

Registration process/book - Good

Thank You for the Great Program

Don't charge extra for RCD class (my RCD didn't come). (Ed. Note: this class was not extra - it was offered as 1-day only registration)

CRPOA can be proud of its training & POST could take a lesson.

The Border Patrol tour and People are great!! We need to see more of them!

Buses waited too long before departing from hotel to training (45+min)

Bus was clean, but Due to late Bus almost did not get seated for lunch, hurried lunch x 3

Board of Directors did wonderful job!

Make the next one Reno

Please reduce the non-POST approved courses! This is our only real opportunity to get POST training to remain compliant.

Registration Process Very Easy

Hotel

I did not stay here but it was a very nice place

Late Check Out on Saturday for those in last class would be very nice

the hotel was very dirty

Good Motel - little old- Grounds Excellent- Staff at motel was very good

OK - Lots of people in motel.. Busy area

No Room Key at check in & Room Key didn't open door right off- !0+ tries before could open door

The Rooms at the Town & Country are terrible I recommended to my Co-workers that they stay off-site at other hotels.

Please dump the T&C There are plenty of nicer hotels

Room Key machine broken had to call for assist. Staff seemed unconcerned finally received key

West Western across the street

Had to wait over 30 min for room Key

Hotel was unresponsive to Room Problem until 3rd Request

Great location How about L.A. Area in 2012

Breakfasts

Need more fruit and lot less bread x 3

more Muffins/ Danish & Juices ran out before 7am x 3

Bread items need to be fresher X 2

More - fresher Fruit x 2

Needed Micro Wave for the Hard Rolls x 2

Need honey for tea not just sugar, Coffee was terrible!

I like egg's how about a small Buffet (Eggs, Sausage, Hash Browns)

For the future, I would recommend having a basic breakfast such as eggs & hash browns, instead of a Cont. Breakfast, which I heard many complain about...

Food was stale and not much Variety x 2

Would be great to have a more substantial breakfast, hot cereal, bacon/sausage & eggs ect... even if it cost a bit more x 2

Need to do it where we can sit and mix with others

It's Continental Low expectations

Lunch

Stuffed shells Should be replaced too Dry
OK except the desserts were stale
I actually expected a better meal based on the high registration fees. Maybe if ARPOC was held at a better venue, the hosting hotel could have provided a better meal instead of bland chicken and bitter tasting dessert
Good better than breakfast x 2
Had to bring own food Due to Kosher Diet
Average to Poor for Quality Especially for a "Resort" Hotel
Chicken - Chicken..... to much Chicken x 3
the staff is great and always get me special meals to meet my food restrictions
Friday Lunch was too light Chips & Salad not enough
Very good Food T&C did a good job on food
Lunches Very Good Nice Job In-Out
HORRIBLE so so.. bad, I've been here before & this was the worst...1st lunch = Good Hot Food 2nd = Cold Salad?!
Come on....3rd = Gross cheese shells are they kidding?! Come on people HOT Food with meat all lunches!
Food wasn't very good
Make the lunch 1 hour - more than enough time, this way we are finished with PM Class by 5 PM
Very Good Great food and Service
Offsite - Deli Food was great
First Two lunches Excellent ... Saturdays lunch was bland & not on par with others

Breaks

Coffee available @ breaks would be Good X 3
more Coffee at first Break

Banquet

Spec attn to Catering - staff Quietly pick up Dishes
Liked to Dress for the Awards
Keep it lunch, I've never been before because I hate dressing up
Need better FOOD
NOT Impressed
Again the food was very Bad.. Staff late to tables & lack of courtesy--
Poor food choice for awards ceremony. Heard many complaints can tell many short cuts taken with food selection and Conference over all....
Need to return to Evening Banquet format for Awards + Keynote Speaker -- poor food felt rushed through
Would rather have an evening Dinner x 2
The evening Awards Dinner is/was one of the highlights of ARPOC, especially since we can bring a spouse, most guest speakers are welcome additions
Miss the Guest Speaker X 3
No one paid attention - took away the importance of the awards and made it harder for other to attend
Not enough attention given to Awards Presentation, Most people wanted to eat and get out of there. Should be Dinner
I liked Awards Luncheon - free up night for family
Too much ambient noise when it's during a meal...
OK - But I liked Dinner Banquet

Class's

Frank is a wealth of Experience & Knowledge. This Class is a **Must** for RCD's....
Just not as much fun as the "Police Work" Classes...
Tough choices.. I thought all my classes were Excellent, especially 11550, F,F or C and Firearms
Seems like less of the same old law classes & More SAR classes
Patrol Tactics w/ K-9 - Good Class - bad presentation, no mike, could not hear!
All classes were interesting & informational as usual you managed to get great Instructors even for the mundane but necessary classes
Fight, Flight or Comply is outstanding has a lot more info to give needs to be 8 hr class x 5
Best class Road Racing. I could not find it should have it next year put on by consumer bureau officers x 3
For a Cop Convention we need more POST Rated Classes x 3
Not enough Choices,, Variety for everyday x 4
Too Many S&R and Not POST Certified
Bring Back the perishable skills classes. x 2 - Baton, Def. Tactics, Domestic Violence-differences, update require., profiling, Commercial Enforcement x 2 (Ed. Note: If you know a good Instructor for a class please send information to the office for contact)

Bring back Dragnet, SIDS Class was Great, As well as Outlaw Motorcycle and K-9, Loved the hands on.

Have a talk with the Officer Safety Instructor we are not 10, don't make us sit up front

Fight Flight or Comply Great info. But don't put us on the spot & make us introduce ourselves, this isn't AA

Off. Safety - don't treat us like 10 yr. olds, if we don't want to sit up front don't make us. I walked out. Don't be confrontational, this should be relaxed & fun, this not an academy and we are not recruits

I would like to recommend adding more classes and instructors in a four hour block. I would also recommend getting instructors at the top of their field to teach classes

Building Search was excellent- good learning & refresher--Fight, Flight or Comply- good teaching/presenter- good material x 2

ATV class was best class I have ever had at ARPOC. I am an avid off-road rider and I still learned things in class, Instructors

Were very knowledgeable, able to relate to ability levels. Please continue this class, would like to see an advanced class.

The Class offerings are becoming increasingly predictable each year, Please develop some new and interesting classes to make attendance worthwhile!

Penal & Vehicle Code - same as Sac. NO Content - no CHP for Penal Code. Use a local SDSO person, told he was really good

New Topics--- Force Option / ACT / 1st Responder / Vice / background Investigations / Simulations Class/ School safety-violence

/ Lockdown on Campus / Active Shooter (Ed. Note: If you have good Instructor for these class please sent them to the office for contact)

The Combined classes - Fight Flight or Comply, DUI and Officer Safety made for an excellent training experience.

Maybe Suggest training blocks

VC & PC class used far too many slides to much reading to the class needs to be made more interesting

Outlaw M/C kept repeating same information already covered

Interview / Interrogation as in the past would be good addition x 2

Instructors need to use their mikes, difficult to hear the presentations x 3

Identity Theft - Great a must class - Traffic Collision Class Great - Best Instructor Need to have him Back

Marcus Young is an amazing example of "Will to Live" a true law enforcement Hero!!

K-9, Firearms and Fight Flight or Comply class were excellent! x 2

Bike Class Attendees were not told what to expect or what gear to bring. But overall it was an awesome class!

(Ed Note: Equipment needs were supplied w/ confirmation & instructor's called & email was available for Questions)

RCD Class - Add "Best Practices", What's gone Right/What's gone Wong, Solicit Questions in advance...

Penal & Vehicle Code used power point didn't need him I can read too! CHP great with Vehicle Code not Penal Code or Case L

F,F or C a little to in-depth into physiology for the average officer

Would like Drag net update, 10851 class w/new systems, I like the new Flash Drives.

11550: What a great Instructor! Made this a very informative session

Donovan Prison tour was 8th (very poor)

Want G. Graham and/or Lt. Col. Grossman

Move RCD Class from Thur. to Friday so more people can attend... It is harder to come to the conference on Thur. than Friday

CHP- DUI was especially good this year

Need more new classes too much the same thing year-to-year- though change up of instructors worked well x 4

Pen.& Vehicle Code - DRY Stuff Class Great job! Would like a 24 hr DAR Class

A better Description of the ATV class..I thought it was an Advanced Class not a Beginner Class - Inter/Adv ATV Class Needed

All Great Classes Thanks! x 3

Border Patrol was great! Please offer it next year

Patrol Tactics K-9 - maybe do off site like w/ Building Search Like helicopter info...

How about some sort of tracking type class? Like Search & Rescue use...

Good idea putting info on thumb drive...

Firearms needs to be longer

All Classes had Value x 2

Need more POST Certified Classes > CHP Standardized FST (16hr or 24hr) x 4

Vendors

We all need to work on this as consumers, Help CRPOA get Vendors

need to try for more vendors that sell items, equipment the Reserves will buy

more vendors the better x 12

the group is getting smaller

would like more variety but Vendor's were great an had good related equipment

Just OK

not as many Vendors as in the past Closed too early on Thur. and Friday

Vendor area Much Better but need more x 3

Need more - hard with the times

Getting Better x 3

More Vendors I spent \$175 this year and I normally spend \$300-\$400 I did like The Insurance Group

Static Display

More displays Needed x 2

More Participants' the better x 4

What time did we have to visit it? When I did pass by on the way to lunch, after not eating the gross cheese shells, There wasn't much out there..

Same stuff nothing NEW

Was rushed since the: Displays, Classes, Raffle and Lunch were happening concurrently.... (Ed. Note ??)

No Time

..... As you can see making plans for the conference is not all that easy.....