

Hawaii's State Flower (Hibiscus)

# 2015 CMRTA ANNUAL CONFERENCE AGENDA

*ALOHA, HOLOHOLO*  
*(Venture out for Adventure and Fun)*

## Schedule at a Glance

### Tuesday, October 13, 2015

*Aloha ahihi, Pehea 'oe? (Good evening, How are you)*

- 4:00 - 7:00 • Conference Registration
- 1:30 - 6:00 • State Board Meeting - Open to All
- 6:30 - 9:00 • Officers Training Session/Dinner (State & Division Officers Only)

### Hawaii's State Fish



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## BURBANK

October 14 - 16, 2015

### Wednesday, October 14, 2015

*Aloha, Komo Mai (Hello, Welcome)*

- 8:30 - 5:00 • Conference Registration
- 10:00 - 10:15 • Welcome Speaker
- 10:15 - 10:30 • Networking Break
- 10:30 - 12:00 • Keynote Speaker
- 12:00 - 1:15 • Lighthouse Luncheon
- 1:15 - 2:20 • CAMTC New Legislation and Impacts to City
- 1:15 - 2:20 • Methods of Enforcement for BL and Code Enforcement Vacation and short term rentals. Does your city license these types of businesses?
- 2:30 - 3:30 • Overview of Licensing Legal Framework
- 2:30 - 3:30 • Networking Break
- 3:30 - 3:45 • Department of Business Oversight
- 3:45 - 4:45 • Business License 101
- 3:45 - 4:45 • Annual Opening Night Reception hosted by MuniServices
- 5:00 - 6:30

### Thursday, October 15, 2015

*Hau'oli kēia hui 'ana o kāua (Pleased to meet you)*

- 8:30 - 5:00 • Conference Registration
- 8:00 - 9:00 • CRO Certification Examination Prep
- 9:00 - 10:30 • Legislative Update
- 10:30 - 10:45 • Networking Break
- 10:45 - 11:45 • Ensuring City Compliance with Franchise Businesses
- 10:45 - 11:45 • Business Practices for Privacy and Public Records Act
- 11:45 - 12:30 • Technology Update
- 12:30 - 1:30 • Associate Member Appreciation Luncheon
- 1:30 - 2:50 • Technology Update
- 2:50 - 3:50 • Customer Service and Managing Conflict
- 2:50 - 3:50 • Secondhand Dealers and Pawnshops 101
- 4:00 - 5:00 • ABC's of Alcohol Permitting
- 6:00 - 7:00 • President's Reception hosted by HdL Companies
- 7:00 - 10:00 • Annual CMRTA Awards Banquet



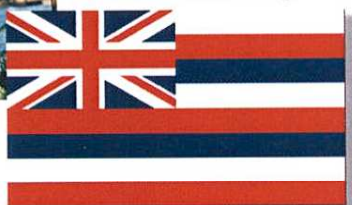
### Friday, October 16, 2015

*Mahalo, A Hui kahu (Thank you, Until we meet again)*

- 8:30 - 11:00 • Conference Wrap-Up
- 8:30 - 10:00 • CRO Testing
- 9:00 - 10:30 • Public Utilities Commission
- 10:30 - 11:30 • Exchange of Expertise and Conference Wrap Up
- 11:45 - 2:00 • State Board Meeting - Open to All



Hawaii's State Flag





## CLASS LOCATION AND CRO CLASSIFICATION

**Wednesday – October 14<sup>th</sup>, 2015**

<u>Time</u>	<u>Location</u>	<u>Class/Activity</u>	<u>CRO Cert Category</u>
9:00 – 10:15	Hollywood Burbank	General Session	
10:15 – 10:30	Foyer	Networking Break	
10:30 – 12:00	Hollywood/Burbank	Keynote Speaker – Dana LaMon	M
12:00 – 1:15	Academy 3	Lighthouse Luncheon	
1:15 – 2:20	Pasadena	CAMTC	B, H or L
1:15 – 2:20	Glendale	Methods of Enforcement for Business License and Code Enforcement	B, C, H or L
2:30 – 3:30	Glendale	Vacation and Short Term Rentals	B, G, H or L
2:30 – 3:30	Pasadena	Licensing Legal Framework	B, C, H or L
3:30 – 3:45	Foyer	Networking Break	
3:45 – 4:45	Pasadena	Department of Business Oversight	B, G, H or L
3:45 – 4:45	Glendale	Business License 101	B, C, G or H
5:00 – 6:30	Hollywood/Burbank	Reception hosted by MuniServices	



## CLASS LOCATION AND CRO CLASSIFICATION

**Thursday – October 15<sup>th</sup>, 2015**

<u>Time</u>	<u>Location</u>	<u>Class/Activity</u>	<u>CRO Cert Category</u>
8:00 – 9:00	Pasadena	CRO Certification Examination Prep	G or I
9:00 – 10:30	Academy 3	Legislative Update	L
10:30 – 10:45	Hollywood/Burbank	Networking Break	
10:45 – 11:45	Pasadena	Compliance with Franchise Agreements	B, G, H or L
10:45 – 11:45	Glendale	Business Practices for Privacy and Public Records Act	G or L
11:45 – 12:30	Hollywood/Burbank	Technology Update	
12:30 – 1:30	Academy 3	Associate Members' Luncheon	
1:30 – 2:50	Hollywood/Burbank	Technology Update Continued	
2:50 – 3:50	Glendale	Customer Service & Managing Conflict	B or M
2:50 – 3:50	Pasadena	Secondhand Dealers & Pawnshops 101	B, H or L
4:00 – 5:00	Academy 3	ABC's of Alcohol Permitting	H or L
6:00 – 7:00	Pasadena	Reception hosted by HdL	
7:00 – 10:00	Glendale/Hollywood/Burbank	Banquet - Fun in the Hawaiian Sun	



## CLASS LOCATION AND CRO CLASSIFICATION

**Friday – October 16<sup>th</sup>, 2015**

<u>Time</u>	<u>Location</u>	<u>Class/Activity</u>	<u>CRO Cert Category</u>
8:30 – 10:00	Producers B	CRO Examination	
9:00 – 10:30	Burbank	PUC	B, G, H or L
10:30 – 11:30	Burbank	Exchange of Expertise & Conference Wrap Up	B, C, H or G
11:45 – 2:00	Producers A/B	State Board Meeting	