

1:30 – 3:00 Technology Update, **Sascha Kylau**,  
Business Development Manager,  
Central Station & Communications  
Products-Global, *DSC*

This class will cover the basics of VoIP and how it can effect alarm communications in the Central Station. In addition, we will discuss the future of communications technology and the impact this will have on the alarm industry.

3:00 – 3:15 Break

3:15 – 4:00 Telephone 101,  
**Morgan Hertel**, Vice President,  
*The Command Center Inc.*

Telephone 101 – Confused about T1, T3, PRI, ANI, DNIS, RCF and the many other acronyms associated with your telephone provider? Telephone 101 will review basic features and how they work. Also to be covered are the pros and cons of routing alarm signals through phone switches vs. Adtran type devices.

4:00 – 5:00 Open Item Forum

This popular session allows attendees to ask their peers for assistance and suggestions for specific issues they are encountering. Participants pose questions to the group and receive valuable real world experiences of what does and does not work.

### Meeting Registration Deadline:

**Tuesday, October 21, 2008**

For more information on this meeting and updates, please visit [www.csaaul.org](http://www.csaaul.org).

Questions? 703-242-4670, Ext. 17

## Hotel Information

**Boston Marriott Peabody**  
8A Centennial Drive  
Peabody, MA 01960

### Hotel Reservation Deadline:

**Saturday, October 25, 2008**

The Boston Marriott Peabody is ideally situated on Boston's North Shore just 20 minutes from Logan International Airport and downtown Boston. Guests will enjoy the newly renovated hotel rooms with high-speed Internet, the Marriott Revive bed, and a host of in-room amenities including complimentary in-room coffee/tea. Enjoy on-site hotel dining in Sophia's restaurant, relax at the hotel's swimming pool and fitness center, or play golf at a nearby Peabody, Massachusetts golf course.

#### Hotel Rates:

Hotel Rates: Our group room rate is \$129 per night single or double occupancy. Be sure to tell the hotel you are with the Central Station Alarm Association meeting to get this discounted rate.

#### To reserve your room:

To reserve your room: Hotel reservations should be made with the Boston Marriott Peabody directly by calling 978-977-9700 by **Saturday, October 25, 2008**.

#### Transportation

The hotel does not have an airport shuttle. One way estimated taxi fare is \$70.

As an alternative you may wish to call Affordable Transportation at 978-744-4711. They will provide dedicated car service, meeting you in Parking Lot A, just after baggage claim, for \$55 per person.

You will need to provide airline flight information and a cell phone number at time of booking.

Sponsored by CSAA  
Hosted by Wayne Alarm Systems, Inc.

November 9-11, 2008  
Peabody, MA

## CSAA'S FALL OPERATIONS MANAGEMENT SEMINAR

### Destination: Success



#### Are you a Central Station Manager or Supervisor?

This interactive seminar is for you!

The **goal** of these seminars is to provide a forum for networking and open dialogue among central station operation professionals.

**Registration** is open to all interested employees. Non-members are welcome to participate.

Please plan to attend and share your valuable experience and information with your peers.



## Sunday, November 9, 2008

- 4:00-6:00 Proprietary Council Meeting  
6:30-7:30 Cocktails and Informal Networking Hour

## Monday, November 10, 2008

- 8:30 – 9:45 Welcome and Introduction  
9:15 – 10:00 Understanding the Financial Components of Central Stations,  
**Pam Petrow**, COO, *Vector Security, Inc.*  
This session will focus on understanding the cost elements of a Central Station. Elements will be evaluated as fixed and variable, then related back to the cost of providing services.  
10:00 – 10:15 Break  
10:15 – 11:15 The Contra Alta Case: The Importance of Clear and Complete Operator Communications,  
**Mary R. Smith**, Monitoring Division Manager, *Bay Alarm*  
One of the most important skills an operator needs is the ability to communicate in a clear and complete manner. In order to have this skill, they need to be taught the importance of correct dialogue and when to communicate a sense of urgency.

The focus of this presentation will be to look at how to build this component into your training program.

- 11:15 – 12:15 Creating a Culture of Excellence,  
**Tracy Hemmerle**, Assistant Central Station Manager, *Vector Security, Inc.*

Too often we hear that good customer service no longer exists. This doesn't have to be the case in your organization. This program will review how to turn ordinary or below par customer service into excellent customer service. You will learn how to define the desired level of service you want to provide, evaluate your performance to that goal, and coach behavior that doesn't match the goal.

- 12:15 – 1:15 Lunch  
1:15 – 3:15 Workshop: Coaching for a Winning Team

Every team has team members that can use improvement. This workshop will introduce you to team players The Rookie, Negative Nellie, The Instigator, Stinky, and several others, some of whom may be on your team. We will use these case scenarios to work through effective coaching techniques for different problem areas.

- 3:15 – 3:30 Break

- 3:30 – 5:00 Building Your Team: 5 Reasons that Teams are Dysfunctional,  
**TBA**

Learn how your behavior as a manager or supervisor can dramatically impact the performance of your team. In this session we will review the 5 reasons that teams are dysfunctional and what you need to do to overcome these problems and build a successful department.

## Tuesday, November 11, 2008

- 8:30 - 9:30 UL 1981 the Next Generation,  
**Lou Fiore**, President, *L. T. Fiore, Inc.*  
A Task Group has been created to review and update UL 1981. Learn how this group is progressing, what aspects of the Standard are being rewritten and the potential implications on your Central Station. In addition to this overview, the session will also include a review of the new Carbon Monoxide Supervising Station Response Standard. Make sure your CS is responding in the proper manner.  
9:30 - 12:30 Wayne Alarm Central Station Tour,  
Hostess: **Anna Roderick**, Monitoring Center Manager, *Wayne Alarm Systems*  
12:30 - 1:30 Lunch

### **Registration Form (Fax to 703-242-4675 with a credit card or mail to 440 Maple Ave. East, Suite 201, Vienna, VA 22180 with your check).**

Name \_\_\_\_\_  
Please print name as you would like it to appear on badge  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
E-mail \_\_\_\_\_ Title \_\_\_\_\_

#### REGISTRATION FEES

CSAA Member\*: \$350.00 [Includes the program and seminar materials, Sunday cocktails and informal networking function, lunch Monday and Tuesday and all breaks]

Non-Member: \$450.00 [Includes the program and seminar materials, Sunday cocktails and informal networking function, lunch Monday and Tuesday and all breaks]

\* **FEE POLICY:** The CSAA Member fee applies to CSAA members only. The Non-Member fee applies to any person employed by a company or organization which is actively engaged in the security industry, but which is not a member of CSAA.

### **ALL THE INFORMATION REQUESTED BELOW IS MANDATORY IN ORDER TO PROCESS YOUR PAYMENT**

Payment enclosed (Check # \_\_\_\_\_)  
Please charge my credit card (Only AMEX, Visa or MC) Credit Card No.: \_\_\_\_\_  
Name as it appears on the Card: \_\_\_\_\_  
Expiration Date (mmyy) \_\_\_\_\_  
Amount to be charged: \$ \_\_\_\_\_  
Zip Code (associated with card) \_\_\_\_\_  
Street address associated with the Card \_\_\_\_\_  
Card Verification Value\* (Four digits for AMEX) \_\_\_\_\_  
Signature of Card Holder: \_\_\_\_\_

I require the following special accommodations (e.g., dietary restrictions): \_\_\_\_\_

Please enclose payment via check (payable to CSAA) or credit card (American Express, Visa or Mastercard only). No refunds will be given after **Tuesday, October 21, 2008**. Cancellations prior to the deadline must be made in writing (fax OK).