

CSAA Meetings and Educational Opportunities

ACCESS TO VALUABLE EDUCATIONAL OPPORTUNITIES

Each year, CSAA co-hosts the **Electronic Security Expo (ESX)**, featuring seminars on industry trends and opportunities for all levels of central station employees. It also includes the ONLY exposition produced by and for the central station monitoring and installation industry.

CSAA's Annual Meeting is an additional opportunity to explore issues and responses to future challenges. This meeting is designed for the company's upper management and addresses security and corporate issues. Network with the leaders of the various Authorities Having Jurisdictions (AHJs) to seek remedies for common problems.

CSAA's **Operations Management Seminar** is a networking and educational seminar designed for middle-management personnel of member firms. This series of interactive classroom and roundtable discussions for central station operators and those involved in the day-to-day operation provides a forum for networking and open dialogue among central station operation professionals.

In addition, CSAA has partnered with various NRTLs to offer Seminars on how to attain or maintain your central station's Listing.

These "must-attend" events help you understand the latest technological, economic and political changes affecting the industry. As a member of CSAA, you will be able to attend these seminars, meetings, and exhibits at reduced rates.

Several on-line courses provide convenient and high-quality training to central station operators, alarm employees, and customers on central station operations, false alarm reduction and alarm industry introduction.

Our Central Station Operators Level I On-line Training Course has graduated over 5,000 central station operators since 2003, and is now available in both Spanish and French. Recognized by APCO and eligible in some states for required CEUs, the level one course is taken

worldwide. CSAA Members receive 30%–40% off the course cost!!

The CSAA Central Station Operators Level II On-line Training, released in 2006, also is very successful and has already graduated nearly 1200 operators. CSAA Members receive 30%–40% off the course cost!!

The CSAA False Alarm Online Training is directed to the various segments of the industry: AHJs, the alarm company, and the alarm customer. This online course will provide you with the tools you need to effectively limit your chances of a false alarm. Some jurisdictions are even accepting the completion certificate as an alternative to fines and service denials.

The Alarm Industry Employee Orientation On-line course is an interactive training designed to equip your **non-central station employees** with the tools needed to more effectively deal with customers, public safety response agencies and internal departments.



Call today!

703-242-4670, Ext. 18

Call today to hear of other programs and how your membership is the best value and return on investment you can make for your company!

Central Station Alarm Association

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The Central Station Alarm Association



Improve YOUR operations and increase sales...

The **Central Station Alarm Association (CSAA)** was founded in 1950 to promote the mutual interests of all central stations certified by CSAA-Approved Nationally Recognized Testing Laboratories (NRTLs).

TOP REASONS WHY YOU SHOULD JOIN

1. **Meet and exchange ideas** with your peers
2. Attend **informative meetings and seminars** in great membership-voted locations
3. Be **exposed to new technologies** and opportunities
4. Have access to **educational opportunities** for your employees
5. Have a venue to **defend your interests** to Congress and regulatory agencies
6. Stay abreast of **legal and regulatory issues**
7. **Improve the standards** of the industry and your bottom line
8. Interact and establish **close relationships with the Authorities Having Jurisdiction (AHJs)**
9. **Enjoy savings** on meetings, online education, publications and services
10. Be part of a **central station-focused**, well-managed association
11. Discounted access to **Security Industry Recruiting Center (SIRC)**
12. **Membership exclusives** such as access to the CSAA Wikis, savings on Business Insurance, and discounted access to Leadtracker

Membership Benefits

Here are some reasons why our members signed up, and why you should join:

NETWORK WITH INDUSTRY PEERS

As a member of CSAA, you will **meet and exchange** ideas and find out what works and what doesn't from the owners and operators of the best central station companies of all sizes that are certified by one or more of the CSAA Approved Nationally Recognized Testing Laboratories (NRTLs).

BENEFIT FROM CSAA NRTL PROMOTION

We help CSAA central station members differentiate themselves in the burglar, fire alarm, and other related industries by increasing awareness of the requirements governing certification of central stations.

We offer a **series of seminars** around the U.S. for property/casualty underwriters and loss prevention personnel to promote the advantages of CSAA-Approved NRTL central station services.

As a CSAA member, your company will be promoted in our Web site's "Links" and "Membership Directory" sections. Your company's information is also included in our yearly printed Membership Directory.

IMPROVED RELATIONSHIPS WITH AHJs

CSAA has established **strong relationships** with agencies that have jurisdiction over or regulate central stations certified by a CSAA-Approved Nationally Recognized Testing Laboratories (NRTLs).

CSAA **liaises** with government agencies and other organizations inside and outside of the industry, such as:

- International Association of Chiefs of Police
- International Association of Fire Chiefs
- National Sheriff's Association
- National Fire Protection Association
- Association of Public-Safety Communications Officials
- National Association of State Fire Marshals

In addition, CSAA has developed the False Alarm Analysis Program (FAAP) **software** for members to distribute to AHJs.

CSAA's **False Alarm Online training** provides AHJs with an additional way to train users in the reduction of false alarms.

As a member of CSAA, you have the opportunity to network with the heads of these organizations and to have your concerns heard.

LEGISLATIVE & REGULATORY CLOUT

CSAA is the central station industry's "eyes and ears" for legislative and regulatory affairs. Members have on-line access to information about the FCC and other agencies' rules and regulations.

The **Alarm Industry Communications Committee (AICC)** is a powerful force in influencing telecommunications legislation that affects alarm-monitoring firms. It retains experienced legal counsel to constantly monitor wireline and wireless activities of the Federal Communications Commission (FCC) and other agencies. It also manages the industry's **Political Action Committee (PAC)**.

As a member of CSAA, you have access to legislative and regulatory information before others in the industry. You will also be able to enjoy the support of your peers when facing regulatory and legislative battles.

PARTICIPATE IN THE CRAFTING OF INDUSTRY STANDARDS & BEST PRACTICES

As an American National Standards Association (ANSI) **standards-developing body**, CSAA takes a lead role in implementing consensus standards for central station operations, as well as working closely with other groups that develop equipment-related standards.

Make a positive impact on the association and industry by joining a **CSAA committee**:

- Alarm Industry Communications Committee (AICC)
- Education Committee
- False Alarm Prevention Committee
- Insurance Liaison Committee
- Legal Affairs Committee
- Marketing & Communications Committee
- Membership Development and Retention Committee
- Public Sector Liaison Committee
- Standards Committee
- CSAA NRTL-Promotion Board

As a CSAA member, you are able to help develop industry standards that answer your needs. You have a voice in charting the industry's best practices and the course of the Association.

ACCESS TO UP-TO-DATE INFORMATION

There is no better way to find out what's happening than through CSAA **publications**:

- Quarterly *CSAA Dispatch* newsletter
- *CSAA Signals* e-mailed newsletter with in-depth "hot" news
- *CSAA e-Gram* with news bulletins
- *Annual Membership Directory*
- ACCENT Listserver
- CSAA Social Media sites: Facebook, LinkedIn, Twitter
- CSAA Wikis
- CSAA Web site

CSAA's **Web site**, www.csaintl.org, includes timely industry and CSAA information that is accessible from any place and at any time. Its **Directory by State** allows customers to identify central stations in a particular state.

CSAA also hosts a very **active listserver**, ACCENT.

A **reference book**—the newly updated *A Practical Guide to Central Station Burglar Alarm Systems*—emphasizes the advantages of NRTL-Approved central station service to the insurance and law enforcement communities.

The **Central Station Compensation, Benefits, and Incentives Practices Survey** provides a wealth of data on salaries, employee benefits and incentives in the central station industry.

The **CSAA Attrition Project** has defined an industry-wide attrition standard. The standard defines attrition, how to measure it, its intrinsic cost, and how to reduce or limit it. Updated results are published yearly. You may decide to participate at any time.

CSAA Members can take advantage of **LeadTracker**, an **on-line/e-mailed business leads service** that delivers hundreds of researched, industry-related sales leads and RFPs with detailed contact information at a reduced price.

As a CSAA member, you will be kept abreast of the latest news and trends in the industry through our timely publications.

COMPANY DIFFERENTIATION

The **CSAA Five Diamond Central Station Program**, exclusive to CSAA members, provides differentiation in the marketplace by recognizing the commitment of these companies to excellence in employee education, customer service, operational standards, and the reduction of false dispatches. Fewer than 120 companies in the U. S. and Canada have achieved the designation!