

INTERNATIONAL

# CSAA

CENTRAL STATION ALARM ASSOCIATION



THE ESSENTIAL CONNECTION

**CSAA is your essential connection,  
providing worldwide vital resources  
for central station monitoring companies,  
suppliers, consultants  
and other related contributors  
to the central station alarm industry.**



**T**here is a vast array of vital, essential connections necessary to create and sustain any organization. The Central Station Alarm Association's (CSAA) ability to connect – both member-to-member and to critical outside constituencies – gives CSAA a unique and powerful position from which to support and advance the central station alarm industry.

As a CSAA member, you will experience the single greatest value of membership: being part of a professional network of industry allies who offer you information, expertise and ideas to help move your business forward. Membership also provides unique networking, education, certification and legislation-awareness opportunities available only through CSAA.

#### **Who can join CSAA? CSAA members include:**

- Central stations, contract monitoring and full-service alarm companies that are listed with CSAA-approved Nationally Recognized Testing Laboratories (NRTLs).
- Corporations, institutions, hospitals, and colleges and universities with in-house central station service.
- Manufacturers and suppliers.
- Consultants.
- Media.
- International members.

Connections are critical—to customers, to information about managing your business, to co-collaborators, to education, to technical training. It's time to get the **essential connections** that only CSAA can provide.

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## **Connect with Peers**

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### **CSAA Seminars, Expos and Annual Meeting**

Exchanging ideas, evaluating business trends, exploring where the central station alarm industry is headed — these invaluable peer-to-peer discussions can provide you with a revitalized perspective and a clear direction for your business.

As many CSAA members will attest, the Electronic Security Expo (ESX), the CSAA Annual Meeting and the CSAA Operations Management Seminars — as well as other important CSAA industry gatherings — are key networking opportunities not to be missed. An additional benefit of attendance is that you may qualify for Continuing Education Credits (CEUs).



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## **Connect Through the Web**

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WWW.CSAAINTL.ORG enables members to connect and experience the value of their membership. The CSAA website hosts a wealth of essential information that members need to maintain a strong bottom line and to build a strong future for their companies.

### **Social Media**

CSAA's social media initiatives put members in touch with the central station alarm industry online. Learn about upcoming events, breaking news, and industry issues via CSAA's active network of social media, including Facebook®, LinkedIn®, Twitter® and the Security Space.

### **ACCENT Listserv**

CSAA's renowned ACCENT listserv is known industry-wide. The ACCENT listserv allows member discussions and is an excellent forum for peer interaction.

### **CSAA Signature Webinar Series**

Some of the subjects examined and evaluated in past CSAA webinars include false alarm training, the fears and myths associated with cyber risk, improving customer loyalty, sales, RMR, legal issues, and social media, among others.

CSAA is the only single-source organization that has this wealth of industry-specific information and the necessary expertise to expand your reach throughout the industry.

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## **Connect with Information**

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As the central station alarm industry's standard bearer, CSAA offers a variety of training and certifications that keep owners and operators up-to-date on every technological advance, as well as helping your company maintain the highest level of customer service.

### **Standards**

CSAA helps to chart industry best practices and standards. As an ANSI-standards developing body, CSAA plays a lead role in implementing consensus standards for central station operations, as well as working closely with other groups that develop equipment-related standards.

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## **Publications**

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An assortment of publications, both print and digital, are available to enable CSAA members to stay abreast of industry developments and to use as informational resources. CSAA publications include:

- *Signals and E-Grams*, CSAA's e-news bulletins.
- *The Dispatch*, CSAA's quarterly newsletter.
- *The Annual CSAA Membership Directory*.
- *CSAA Wikis* (for members only).

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## **Committees**

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CSAA committees welcome member volunteers who want to make a difference in the security industry and want to have a voice in the decision-making process. CSAA committees tap into numerous issues of interest to central station monitoring professionals, including education, false alarm prevention, insurance, legal affairs, standards, NRTL promotion, and more.

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## **Connect with Education**

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Ongoing education is a priority at CSAA. Detailed, comprehensive, and unparalleled in the industry, these offerings include seminars, webinars and a wide variety of online training programs.

### **CSAA Online Training Courses**

The comprehensive CSAA Online Operator Training Courses equip managers and employees with the skills to be more professional and informed on related technical and procedural issues that affect day-to-day operations.

These courses — offered in an interactive modular format — allow your operators to gain access to the courses from anywhere in the world, and to receive a uniform, established level of training. The courses provide flexibility that allows students to study based on their learning needs, at their own pace, virtually anytime they like.

Cost effective and results-measurable, the CSAA Online Operator Training Courses are essential in keeping your company at the cutting edge of technical and personnel performance.



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## **Connect Through Excellence**

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### **CSAA Five Diamond Certification Program**

The CSAA Five Diamond Central Station Certification is recognized worldwide as the mark of distinction that sets apart one central station alarm company from another. It demonstrates a commitment to an advanced level of performance and value with yearly reviews and renewals, while adhering to strict ethical business practices.

## CSAA Excellence Awards Program

CSAA honors the performance of outstanding personnel through the annual CSAA Central Station Excellence Awards. These awards recognize the achievements of those who make a significant contribution to the alarm industry through their exceptional service to customers.



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## Connect at the National/International Levels

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### Lobbying and Legislative Initiatives

Since its inception in 1950, CSAA has had a long and successful history of legislative initiatives vital to the interests of central station members. Working through the Alarm Industry Communications Committee (AICC), CSAA protects its members' interests in the areas of government legislation and regulation. To that end, AICC retains attorneys and a professional lobbyist to work with congressional and regulatory agencies to help ensure that central stations are able to operate in the most efficient manner.

### Solid Security Industry Relationships

CSAA maintains liaisons with many interrelated national and international government agencies and groups, and works with the Federal Communications Commission to coordinate the exclusive radio frequencies allocated to central stations.

CSAA maintains excellent working relationships with the presidents of the Authorities Having Jurisdiction (AHJs), including: the Association of Public-Safety Communications Officials (APCO), the International Association of Chiefs of Police (IACP), the International Association of Fire Chiefs (IAFC) and the National Sheriffs Association (NSA), to name a few.

International connections are vital to CSAA, as well. CSAA enjoys close working relationships with the Canadian Security Association (CANASA); the Asociacion Latinamericana de Seguridad (ALAS); Euralarm, the association of European manufacturers and installers of fire and security systems; CEMARA, the security-related association in Argentina; and others.

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## Connect With the Past

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### CSAA Alarm Museum

The one-of-a-kind CSAA Alarm Museum is a living entity chronicling the history of the burglar and fire alarm industry. Located at CSAA headquarters in Vienna, Va., the Alarm Museum ensures that future generations will be able to view and appreciate the technology of our past. For an online tour of the museum, visit: [www.museum.dgasecurity.com](http://www.museum.dgasecurity.com).

**For more information about CSAA membership, visit: [www.csaaintl.org](http://www.csaaintl.org)  
or call Becky Lane, CSAA director of membership, at (703) 242-4670, ext. 18.**



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