

CSAA 2011
Fall Operations Management Seminar
Nov. 13-15, 2011

Embassy Suites Hotel
Lombard/Oak Brook, IL





Preliminary Schedule

CSAA Falls Operations Management Seminar

Nov. 13-15, 2011: Embassy Suites Chicago-Lombard/Oak Brook, Ill.

Host: Alarm Detection Systems, Aurora, Ill.

(Note: CEU Credits are Available for these Sessions.)



Sunday, Nov. 13, 2011

4:00-6:00pm: Proprietary Council Meeting

6:30-7:30pm: Icebreaker Reception
Sponsored by Alarm Detection Systems

Monday, Nov. 14, 2011

7:30-8:00am: Continental Breakfast
Sponsored by Monitronics

8:00-8:45am: Opening and Introductions

8:45-10:00am: **Social Media and the Central Station**
By Melissa Courville, DICE; Anna Roderick, Wayne Alarm

Does your central station have a formal social media policy? How are central stations controlling/monitoring/ignoring what employees are putting on Twitter/Facebook, etc.? This session will focus on:

- * Dealing with employees who post confidential account information about customers.
- * Social media "gossip."
- * The inherent dangers of managers/supervisors "friending" subordinates as it relates to their working relationships.
- * Harassment and drug/alcohol use issues.
- * Court cases impacting an employee's right to complain about his or her employer in a public forum.
- * What (if anything) employers can do when employees openly make inappropriate comments on Twitter or other social media forums.

10:00-10:15am: Break

10:15-11:45am: **How to Set Up a Quality Assurance (QA) Program**

By Ted Stoler, Vector Security; Anne Glickstein, Monitronics

How do small central stations build a quality assurance (QA) program or put in some degree of QA measurement? Not all central stations have dedicated personnel who can focus on QA. How do smaller central stations integrate QA into their daily routine? This session will highlight: things that should be measured; how to use information collected in QA checks; using QA as a coaching tool versus a disciplinary tool; how to handle calibrations; and how operators can know what is expected of them.

11:45-12:45pm: Lunch

12:45-2:00pm: **Training Requirements to Monitor Video**

By Lisa Laboda, Vector Security; Burke Swearingen, Regions Bank

Listen to your central station peers on this popular topic. For example, what special training do you provide for your operators to monitor video in your central station? Do you need additional training for your Human Resources Department to counsel operators who may view a violent crime? This informative session will explore the unique training issues related to video monitoring.

2:00-3:00pm: **Staffing Issues: Call Offs, Weather Issues and How to Forecast**

By Brian Delphus, The Protection Bureau; Greg Hurst, Monitronics

This information session will look at a range of staffing issues, such as formulas that central stations can use to have just the right number of operators per shift to handle the call/alarm volume (while not over-staffing and incurring a higher cost of operation). It also will explore how other central stations handle emergency call-ins due to weather or natural disasters, and other pertinent staffing-related issues.

3:00-3:15pm: Break

3:15-4:45pm: **ASAP to PSAP Update**

By Anita Ostrowski, Vector Security; Mary Jensby, Monitronics; Carolyn Escamilla, UCC; Julie Coppens, DICE; Rick Denos, MAS

ASAP is the latest ground-breaking technological advancement, creating an exciting opportunity for Public Safety Answering Point (PSAP) 911 centers and central stations to eliminate voice-to-voice telephone calls on alarms. Learn about the progress of this new initiative and how to participate in this program from the three central stations that are piloting this program (Vector Security, United Central Control and Monitronics) and the software manufacturers involved in this project.

Tuesday, Nov. 15, 2011

7:30-8:00am: Continental Breakfast
Sponsored by Monitronics

8:00-9:00am: **Medical/PERS Alarms & Privacy Laws**

Panel Discussion

Private companies that store and release medical information have to jump through hoops for HIPAA, but there are not any clear cut answers for central stations, and whether it even applies to them. For example, can central stations tell first responders about medical conditions that may be present at the residence (i.e., that a family member is HIV positive or bi-polar)? Come to this session to find out!

9:00-12:00pm: **Tour of Alarm Detection Systems' Central Station in Aurora, Ill.**

12:00-1:00pm: **Lunch**

1:00-2:00pm: **How to Develop Future Leaders**
By Christine Mudrak, ADS; Tracy Hemmerle, Vector Security

What are you doing to ensure that your central station retains strong leaders for the future? How do you identify the next "you?" This session will answer these questions and more as it explores issues related to succession planning for central stations.

2:00-3:00pm: **Trends in Telecom for Central Stations**
By Rick Shrader, OneTel

OneTel will provide an in-depth discussion on trends that we'll see in the central station monitoring industry, and how to address topics such as: network uptime, redundancy, cutting unnecessary cost while ensuring network stability, toll-free redundancy, local redundancy, IP redundancy, and much more.

3:00-5:00pm: **Open Item Forum and Dismissal**

Hotel Information

Embassy Suites Chicago-Lombard/Oak Brook
707 East Butterfield Road, Lombard, IL 60148; 630-969-7500

Hotel Reservation Deadline: Sat., Oct. 29, 2011
Room Rate: \$109/night King; \$119/night Double-Double

The Embassy Suites Chicago-Lombard/Oak Brook is an all-suites hotel. The suites feature a bedroom and living room, and a wet-bar area with a mini-refrigerator, microwave and coffee maker. Stay includes a complimentary cooked-to-order breakfast every morning, and a complimentary manager's reception every evening. Attendees of the CSAA Fall Operations Management Seminar also will receive complimentary Internet in their guestrooms.

This conveniently located hotel is in the heart of Chicago's western suburbs, just 20 miles from downtown Chicago.

Call the hotel at **630-969-7500** for room reservations. Be sure to mention you are with CSAA to receive the exclusive room rates.



REGISTRATION FORM



CSAA Fall Operations Management Seminar

Fax to: **703-242-4675** or mail with your check to: CSAA, 8150 Leesburg Pike, Suite 700, Vienna, VA 22182

Name: _____

Title: _____

Company: _____

Address: _____

City/State/Zip: _____

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Note: All of the information requested below is Mandatory in order to process your payment.

Payment Enclosed (Check #: _____)

Please charge my Credit Card (AMEX, Visa or MC).

Card Number: _____

Name on Card: _____

Expiration Date: _____ Amount Authorized: _____

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I require the following dietary restrictions: _____

Please enclose payment via check (**payable to CSAA**) or Credit Card (AMEX, Visa or MC only). No refunds will be given after **Saturday, Nov. 5, 2011**. Cancellations prior to the deadline must be made in writing (fax OK).

Registration Fees

CSAA Member: \$400.00 (includes the program and seminar materials, Sunday cocktails and informal networking function, lunches on Monday and Tuesday, and all breaks).

Non-Member: \$500.00 (includes the program and seminar materials, Sunday cocktails and informal networking function, lunches on 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 that is actively engaged in the security industry that is Not a member of CSAA.