

CSAA Meetings and Educational Opportunities

ACCESS TO VALUABLE EDUCATIONAL OPPORTUNITIES

- Each spring, CSAA hosts the [CSAA Electronic Security Forum & Exposition](#), 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 five-day fall [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 twice-a-year [Operations Management Seminar Program](#) 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 provides a forum for networking and open dialogue among central station operation professionals.
- In addition, CSAA has partnered with Underwriters Laboratories (UL) to offer [UL Seminars](#) on how to attain or maintain your central station's UL-Listing.

These "must-attend" events will 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 Training Course](#) has graduated over 1,500 central station operators since mid-2003. Level II was released at the end of May 2006, and promises to be just as successful. **Members receive a 25% discount per operator on both courses!**

Our Members Speak

"Our CSAA membership has been, and continues to be, a valuable asset in growing our business. Our MRR was up over 33% in 2000, due in great part to new ideas concerning areas like DoD government monitoring, long range radio and acquisitions, which we obtained through our attendance at CSAA meetings."

Mel Mabler, President, ADS Security, Nashville, TN

"I have been a member for 22 years, because I believe it is the only organization whose mission is to promote and support the central station industry with the public, the government and the regulatory authorities. CSAA is where the collective wisdom of the industry is found. That's where I obtain the information to make my business successful."

Bob Bitton, President, Supreme Security Systems, Union, NJ

"CSAA is the one national organization that truly represents the best central stations. Its education programs, its development of relationships with police, fire, sheriffs, and other public sector organizations and its affiliation with Underwriters Laboratories are invaluable to our companies, as is our ability to interact and exchange information with our company executives at its Annual and Mid-Year meetings."

Robert Beam, President, Alert Holdings Group, Honolulu, HI

To find out more, visit

www.csaaul.org
or call today!

Central Station Alarm Association

440 Maple Avenue East, Suite 201,
Vienna, VA 22180
703-242-4670, Ext. 18
703-242-4675 fax

Claudia Harper, Director of Member Services
memberservices@csaaul.org

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 UL-Listed and/or FM-Approved central stations.

TOP TEN REASONS WHY YOU SHOULD JOIN

1. **Meet and exchange ideas** with your peers
2. Attend **informative meetings and seminars** in great 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

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 UL-Listed or FM-Approved central stations (big and small).

BENEFIT FROM UL PROMOTION

We help CSAA central station members differentiate themselves in the burglar and fire alarm industry by increasing awareness of the stringent requirements governing UL (Underwriters Laboratories) certification of central stations.

A **video** and a **brochure**, customizable with your company logo and produced jointly with UL, promote the advantages of the UL Fire Alarm Certificate Program. The video was endorsed by the International Association of Fire Chiefs.

We have produced a **UL Burglary and UL Fire Videos** in cooperation with UL, which highlights the benefits of UL Central Station service. This video is designed for the AHJs and the residential or commercial decision maker.

We offer a **series of seminars** around the US **for property/casualty underwriters and loss prevention personnel** to promote the advantages of UL central station service.

As a CSAA member, your company will be promoted in our Web site's "Links" and "Membership Directory" sections and singled out in our printed Membership Directory. In addition, your company will be highlighted with our logo in the Underwriters Laboratories www.ulalarmfinder.com site.

IMPROVED RELATIONSHIPS WITH AHJs

CSAA has established **strong relationships** with agencies that have jurisdiction over, or regulate, UL-Listed and FMRC-Approved central stations.

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 Sheriffs' Association,
- National Fire Protection Association, and
- Association of Public-Safety Communications Officials
- National Association of State Fire Marshalls

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 will have the opportunity to network with the heads of these organizations and to have your concerns heard. You will have access to copies of FAAP to distribute to local enforcement agencies in your jurisdiction.

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 will 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
- UL-Promotion Board
- CSAA Proprietary Council

As a CSAA member, you will be able to help develop industry standards that answer to your needs. You will 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-mail bulletin with in-depth "hot" news
- *CSAA e-Gram* with news bulletins
- Annual *Membership Directory*
- CSAA Web site

CSAA's **Web site**, www.csaaul.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 co-hosts a very **active listserver**, ACCENT, with the Security Industry Association (SIA).

A **reference book**—the newly updated *A Practical Guide to Central Station Burglar Alarm Systems*—emphasize the advantages of UL-Listed 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 each calendar quarter. You may decide to participate at any time.

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

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 **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 100 companies in the U. S. and Canada have achieved the designation!