

## **Tuesday, October 17th**

8:30am–9:30am **CSAA Proposed Central Station Operating Procedure Standard**  
**Pam Petrow**, *Vector Security*

Many Central Station Managers are unaware that a Standard is being developed to identify response protocols to all event types. This session will review the work that has been completed on this proposed Standard, encourage discussion on correct procedures, and outline the timeline for the project.

9:30am–12:00pm **Boeing Central Station Tour** (hosted by Jimmie Richards, Neil Johnston and Derek Stansbury)

12:00pm–1:15pm **Lunch**

1:15pm–3:00pm **False Dispatch Update**

**Rodney Hooker**, *Dispatch Center*; **Dick Machlan** and **Laura Wohl**, Olympia, WA Police Department; **Ron Walters**, SIAC; and **Ron Haner**, *Alarm Center Inc.*

This portion of the program will be divided into two segments, the first being an update on non-response actions around the country.

Following this overview will be a presentation by two companies and the Olympia, WA Police Department on successfully implemented false dispatch reduction programs. These individuals will discuss the elements and effectiveness of their programs.

3:00pm–3:15pm **Break**

3:15pm–4:30pm **Technology Update**

**Morgan Hertel**, *The Command Center* and **Damon Bower**, *Protection Technology-Los Alamos*

At each Operations Seminar, we have committed time on our agenda to discuss the latest in technology trends for Central Stations.

This session will provide an update on VoIP, explain and clarify the AMPS Sunset Clause deadline, explore the benefits and potential issues with IP monitoring, and continue the discussion on video monitoring protocols.

4:30pm–5:00pm **Open Item Format**

We have set aside this time to allow open discussion from seminar attendees on topics they have of interest.

One of the topics that will be covered is how centers are dealing with long on-hold times with responding agencies. In addition, we will provide a brief overview of the CSAA Central Station Operator Level II program.

## **Hotel Information**

**Marriott Sea-Tac Airport**  
**3201 South 176th Street**  
**Seattle, WA 98188**

**Hotel Reservation Deadline:**  
**Friday, September 29, 2006**

The Marriott Sea-Tac Airport is located less than one mile from the Seattle-Tacoma (Sea-Tac) Airport. Complimentary airport shuttle service is available or the estimated one way taxi fare from the airport is \$7.00.

The modern three-Star hotel features 9 floors with 454 newly renovated guest rooms with Marriott's Revive premium bedding. A concierge level offers upgraded amenities and services. All rooms are wired for high-speed internet connectivity, feature two-line telephones, and are equipped with hair dryer, iron/ironing board, and coffee maker. Additional hotel amenities include the Yukon Landing Restaurant, the Atrium Express, for casual dining, and the Atrium Lounge; as well as an indoor pool, whirlpool and fitness center.

### **Hotel Rates:**

Our group room rate is \$119 per night. Be sure to tell them you are with the Central Station Alarm Association meeting to get this discounted rate.

### **To reserve your room:**

Hotel reservations should be made with the Marriott Sea-Tac Airport directly by calling Marriott reservations at 1 (800) 228-9290 or (206) 241-2000 by **Friday, September 29, 2006.**

**Meeting Registration Deadline:**  
**Friday, September 29, 2006**

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

**Questions? 703-242-4670, Ext. 17**

**October 15-17, 2006**

**Marriott Sea-Tac Airport**  
**Seattle, WA**

## **CSAA'S OPERATIONS MANAGEMENT SEMINAR**

**Employee Development and Discipline**

**October 15-17, 2006**



This interactive seminar is designed for the operations people working for or delivering services to central stations.

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

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

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



**Sponsored by CSAA**  
**Hosted by Boeing**

## Sunday, October 15th

1:00pm **Boeing Everett Plant Tour**  
(time subject to change depending on participation)

Anyone planning to attend the tour should be available as early as 10 AM. They also must register in advance for security reasons (see registration form below).

4:00pm–6:00pm **Proprietary Meeting**

6:30pm–7:30pm **Cocktails and Informal Networking Hour**

## Monday, October 16th

8:00am–8:30am **Welcome and Introductions**  
Pam Petrow, *Vector Security*

8:30am–9:45am **Setting Personnel Procedures & Policies**  
**Panel: Rick Raper** (CSAA Central Station Manager of the Year), *Alarm Detection Systems, Inc.*; **Mike Lamb**, *United Central Command*; and **Anita Ostrowski**, *Vector Security*  
The foundation for employee development and discipline is a comprehensive *Personnel Policy Manual*. We will begin with a review of the topics typically covered in Central Station manuals, and then spend time exploring what makes a policy good and enforceable.  
We will focus on policies that address the key problem areas in the Central Station (CS) environment.  
We are requesting that everyone who attends the seminar **fax or e-mail a copy** of the Table of Contents

from their *Personnel Policy Manual* to 412-364-7187 or [pjpetrow@vectorsecurity.com](mailto:pjpetrow@vectorsecurity.com).

9:45am–10:00am **Break**

10:00am–10:45am **Developing Your Staff**  
**Panel: Angeline Burns** and **Christine Mudrak** (CSAA Operator of the Year), *ADS Security*; **EJ Rodrigues**, *Monitronics International*; and **Shane Morris**, *Interface Security Systems*.

Have you ever pondered what programs you could initiate to develop your current staff? Many CS Managers forget that employee development is one of the primary drivers of employee satisfaction.

This discussion will highlight programs that have been implemented to improve skills, challenge operators and foster a learning environment in the Central Station.

10:45am–12:00pm **Evaluations & Offering Feedback**  
**Tracy Hemmerle**, *Vector Security* (CSAA Central Station of the Year) and **George Rosenbaum**, *State Farm Insurance*

All employees need feedback that encourages good performance and offers constructive criticism for performance that is not satisfactory.

This session will start with a review of some of the criteria used in operator evaluations. It will then cover how to effectively develop evaluation comments so they reinforce the objective, document current performance, and set realistic objectives for future performance.

12:00pm–1:15pm **Lunch**

1:15pm–3:00pm **Disciplinary Actions & How to Terminate**  
**Annie Roderick**, *Wayne Alarms Systems, Inc.* and **Pat Morse**, *Security Alliance Command Center*

All managers are faced with the difficult task of disciplining employees. We will explore the different approaches to disciplinary policies for various policy violations.

In addition, we will cover what needs to be documented and why documentation is important. Role playing will be utilized in this portion of the program to demonstrate various techniques for effective disciplinary actions.

3:00pm–3:30pm **Break**

3:30pm–4:45pm **Addressing Personnel Issues**  
**Ty Davis**, *Southwest Dispatch Center*; **Mary Smith**, *Bay Alarm Co.*; and **Carolyn Escamilla**, *United Central Command*

Ever ask yourself why your shifts can't get along or how to get "Mary" to be less negative on the floor? Not all personnel issues are straightforward and able to be addressed with set disciplinary actions.

This panel will explore how to deal with the personnel issues that aren't quite defined in the policy manual. It will cover methods for addressing common Central Station personnel issues like controlling gossip, keeping problems at home from affecting work performance, creating a cohesive team within a diverse workforce, addressing hygiene problems and many others.

### 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\*: \$325.00** [Includes the program and seminar materials, Sunday cocktails and informal networking function, lunch Monday and Tuesday and all breaks]

**Non-Member: \$425.00** [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.

Total Payment: \$ \_\_\_\_\_

Payment enclosed (Check # \_\_\_\_\_)

Please charge my credit card (Only American Express, Visa or Mastercard can be accepted)

Card No.: \_\_\_\_\_ Exp. Date (MANDATORY) \_\_\_\_\_

V2 Code\* (MANDATORY) \_\_\_\_\_

\*3-4 digit card verification number found either above the signature on the card or above the account number

Signature: \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_

I am planning to take the Boeing Everett plant tour on Sunday, October 15. (Register by August 31!!)

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 September 29, 2006. Cancellations prior to the deadline must be made in writing (fax OK).