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## **Pamela Petrow Receives CSAA's Prestigious Stanley C. Lott Award**

*Award recognizes the accomplishments of Vector Security CEO by increasing the CSAA's value to member companies, responding authorities and alarm users*

**PITTSBURGH, PA – (November 9, 2011):** Citing her long-term record of adding value to the Central Station Alarm Association (CSAA), Pamela J. Petrow, President of Vector Security, Inc., was recently honored with the prestigious Stanley C. Lott Award at the CSAA's annual meeting. The award honors the memory of Stanley C. Lott, who served as President of the CSAA from 1985 through 1987, and recognizes those whose contributions to the (alarm) industry have been most significant.



The CSAA was founded in 1950 and acts as an advocate group for the electronic security industry's best credentialed central station monitoring facilities.

According to CSAA President Stephen P. Doyle, Ms. Petrow's long-term involvement with the CSAA and the many initiatives she advocates were catalysts for the award. "Since Pam first became involved in the CSAA, she has proactively championed several groundbreaking programs that created new value for our members and even higher levels of positive recognition from public responding authorities. Pam has been an integral part in advancing the message and mission of our group, by producing programs that had immediate recognition and success."

That understanding began through her focus on creating training programs that sought to better educate and train central station operators, and then turned to what the industry could do to improve central station performance and communications with responding authorities. Her vision began to be realized by controlling and reducing false alarms and resulting unnecessary false dispatches, and then continued by creating protocols and programs to send automated dispatching instructions to responding authorities, thereby circumventing the potential for communication errors made in contemporary voice-to-voice communications. "Today these programs are earning rich rewards not just for our industry, but for alarm users across the United States, and are helping to win the confidence and support of public response agencies," says Doyle.

Doyle continues by adding that Ms. Petrow's career experience in central station monitoring services, combined with her personal goal to improve relationships with public response agencies, helped the association refocus its efforts considerably. "Pam understood, first hand, that the success of our industry rests on preserving and improving our relationships with responding authorities."

According to Ms. Petrow, her actions were inspired by her passion for the role of central stations in helping protect the lives and property of alarm users. “Protecting what our customers cherish most is a high-level responsibility that rests almost entirely on what happens when a central station receives an emergency signal. No amount of technology can replace the one-on-one empathy and care that central station operators have for their customers. With that in mind, my goal was to begin by improving training for central station operators, which included a respect for the role they played in the protection equation.”

**About Vector Security:** Vector Security is a leading provider of residential and commercial electronic security services. It operates branch offices throughout the East Coast and southern California, and three specialized business groups: National Accounts, Authorized Dealer Services, and Vector Security Patrol, which provides guard and patrol services. Vector Security is owned by The Philadelphia Contributionship, a private insurance company founded by Benjamin Franklin in 1752.