



# Newsletter

# AUTUMN '09

THE INDEPENDENT ARMORED CAR OPERATORS ASSOCIATION, INC.

Training

Education

Testing

Processing

Transportation

Legislative



## Jeff Hayes

IACOA President

BigTen Armor, A Division of Edge One, Inc.

Vice President

Stoughton, Wisconsin

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## Getting Involved in IACOA Pays You Back Big

**D**ear Members: Back in May 2004, after almost eight years of employment with one of the largest armored car companies in the world, I chose to take a position with a small independent company with great potential. This was one of the best decisions I ever made.

During the first few months of my new career, I focused my efforts on the basics; employee staffing, training, customer service, and processes. Then it dawned on me...I was now responsible for all the decisions that used to be made at a corporate level, such as; insurance coverage, truck purchases, policies and procedures, coin equipment purchases, CCTV systems, building alarms, currency/coin bags, etc. Needless to say, I was overwhelmed with this added responsibility but excited about this new challenge.

As time passed, I met with several service and industry sales people who were also associate members of IACOA. Each one discussed the merits of the organization and how my company would profit from membership. At the time, I believed I was too busy to get involved...let alone find the time and resources to join the organization and attend a convention.

Eventually, I decided it was time for me to see for myself what IACOA had to offer. As luck would have it, I found the annual convention was only weeks away, with help from John Margaritis, the

IACOA Administrator, I got my application and registration forms turned in and was signed up to attend the 2005 Annual Convention in Louisville, Kentucky. By the end of the first breakout session, I knew that IACOA was an association for me. I made a number of connections with vendors and operators like myself, each providing me with access to invaluable resources. Joining IACOA was also one of the best decisions I have ever made.

We all have a different story about why we joined IACOA, but as I learned four years ago, the numerous benefits keep us associated with this great organization year after year. I believe the lessons learned about product knowledge, round table sessions, industry contacts and friendships far out weigh the cost of any membership or convention fees.

As the 2009-2010 president of IACOA, I urge all regular members to share their story with prospective members. We have begun to see our membership grow again and in these ever changing times, we as independent operators will continue to be successful by sharing our knowledge and ideas. There is no better way to do this than through each and everyone's involvement in IACOA. I can honestly say from personal experience that each new member will feel that joining IACOA will be one of the best decisions they ever make. *Jeff Hayes*