

# Driving Down Costs Using Automation

## 2023 Annual Conference Agenda

### Friday, May 5, 2023

09:00 AM – 02:00 PM

*Optional Event*

*Additional \$165 Fee  
applies*

#### **Shooting Competition, Ballistic Demonstrations, and Luncheon**

We will host a shooting competition and a demonstration at which we will shoot a ballistic vest, ballistic glass, and a Kevlar panel, then go down range and examine the results. Bring your own favorite handgun or use one of the range's. Your Friday event registration fee includes transportation, handguns, ammo, eye/ear protection, targets, and lunch. After the shooting competition and the independent grading of targets is completed, prizes will be awarded during lunch. This is a great opportunity to show off your marksmanship skills and see firsthand how hardware typically used in the armored car industry holds up to live fire. This event is limited to the first thirty (30) registrants and there are only eight (8) openings left, so please register now for the conference and this optional event to secure your spot.

Shooting Event Coordinators: *John Margaritis, Anita Lavaud & Todd Worthy*

Sponsored by: *Teresa Hubbard, President/CEO, Cite Armored, Inc. & Denise Narancich, President, Secure Products Corporation*

01:00 PM – 10:00 PM

Prairie C

#### **Exhibit Hall Setup**

The Exhibit Hall will be available for setup and move-in at 1:00 P.M. and setup must be completed by 10:00 P.M. If you shipped equipment or a display to Coast to Coast, you'll find your shipment waiting for you in your booth. Exhibitor names will be displayed at each booth, and if any issues should arise, exhibit setup coordinators will be in the Exhibit Hall to offer assistance.

Exhibit Hall Setup Coordinators: *Teresa Hubbard, Mike Salzillo, and Anita Lavaud*

03:00 PM – 05:00 PM

Sunflower Room

#### **Board of Directors Annual Meeting**

The Board of Directors will convene its 2023 annual Board of Directors meeting at 3:00 P.M. Attendance is required for IACOA Directors, Officers, and Committee members; members in good standing are welcome and encouraged to attend.

IACOA Chairman of the Board: *Renee Menzies-McCallum, Group Director of Sales & Marketing, Guardsman Group Limited, Kingston, Jamaica*

03:00 PM – 07:00 PM

Prairie Foyer

#### **Registration Desk**

Stop by the Registration Desk and pick up your registration gift bag that will include promotional items from select sponsors, your name badge, a Program/Agenda, and information about restaurant/shopping venues in and around the hotel area. Please remember that you will need your name badge to attend all IACOA sessions, functions and events.

Registration Desk: *Heidi Neetz & Anita Lavaud, IACOA conference staff*

06:00 PM – 07:30 PM **Welcome Cocktail Reception**  
Prairie Foyer  
Welcome to the IACOA 50<sup>th</sup> Annual Cash In Transit Networking Conference. Please join fellow IACOA members, presenters, and invited guests to the Friday Night Cocktail Reception. Hors d'oeuvres will be served with 2-tickets for beer or wine, thereafter a cash bar is available.  
  
Reception Host: *IACOA President Aaron Hoopes, President, Cashman Services, Salt Lake City, Utah*

07:30 PM – **Evening On Your Own**

### **Saturday, May 6, 2023**

07:00 AM – 08:45 AM **Exhibit Hall Setup, *continued***  
The Exhibit Hall is available for last minute changes on Saturday morning at 7:00 A.M. **Please Note:** The Exhibit Hall doors will close at 8:45 A.M. when the 2023 Annual Conference commences its Opening Ceremonies, and all attendees must be seated. Please be certain to allow enough time to complete your booth setup during the time allotted. The Exhibit Hall doors will close at this time and not reopen until 12:15 P.M. for exhibit viewing and lunch.

Prairie C Exhibit Hall Setup Coordinators: *Teresa Hubbard, Mike Salzillo, and Anita Lavaud*

08:00 AM – 07:00 PM **Registration Desk**  
Prairie Foyer  
Stop by the Registration Desk and pick up your registration gift bag that will include promotional items from select sponsors, your name badge, a Program/Agenda, and information about restaurant/shopping venues in and around the hotel area. Please remember that you will need your name badge to attend all IACOA sessions, functions and events.

Registration Desk: *Heidi Neetz & Anita Lavaud, IACOA conference staff*

09:00 AM – 09:15 AM **Opening Ceremony & President's Welcome**  
Prairie E  
Every Attendee from an RM or ROM company will stand up when their company's name is called. One pre-arranged representative from each company will briefly speak about the services the member company offers, and the territories served.

Opening Ceremony and President's Welcome presented by: *Aaron Hoopes*

09:15 AM – 10:00 AM **See How they Steal!**  
Prairie E  
Our presenters have seen firsthand more than their share of robberies having been in the armored car industry for decades. They have selected a few videos of these crimes and will comment on each, relate their own similar experiences, and then open the discussion to audience Q&A.

Moderators: *Robin Miles, Risk Specie Specialist, Associated Insurance Brokers & Dallas Barr, Vice President of Operations, Total Armored Car, Detroit, Michigan*

- 10:00 AM – 10:45 AM **VR Simulation Presenter**  
Prairie E The presenter will demonstrate its VR Simulator Driver Training program during this General Session, and then move the unit to the Exhibit Hall where it will offer hands-on demos at its booth. This will be an opportunity for you to evaluate the cost effectiveness of adding a VR simulator training program for your drivers.
- 10:45 AM – 12:15 PM **Speed Dating With The Vendors**  
Bluestem 3 ***New Format:***
- 1). High Boy Tables only–no chairs
  - 2). Only one person from each AM company and that person will change tables after the 2-minute period ends
  - 3). One or two person(s) from each RM or ROM company stay in place at their high boy table
  - 4). The 2-minute time limit will be strictly enforced
  - 5). Exhibitor Cards are back for each participating RM or ROM. When the AM has completed his or her 2-minute presentation you will be given a sticker for your card as proof. You must participate with each AM to be eligible for the drawings. Prizes will be awarded during the luncheon.
- Speed Dating Coordinators: *John Margaritis, Teresa Hubbard, Aaron Hoopes*
- 12:15 PM – 01:30 PM **Exhibit Hall Opens & Buffet Luncheon Served**  
Prairie C Lunch is served in the Exhibit Hall and Exhibitors invite you to visit their booths. If you are an operator, participated in Speed Dating with the Vendors, completed your Exhibitor Card and gave it to either Anita Lavaud or Heidi Neetz when the event ended, you will then be eligible to win at the drawing for valuable prizes at 1:15 P.M. Prizes will include electronics and gift cards from Best Buy. You must be present to win.
- Please Note:*** Exhibit Hall doors will close at 1:30 P.M. All operators are asked to be in their seats for Platinum Sponsor session #1 in Bluestem 3 by 1:45 P.M.
- Exhibit Hall & Luncheon Coordinators: *Teresa Hubbard, Mike Salzillo, and Anita Lavaud*
- 01:45 PM – 02:15 PM **Platinum Sponsor #1, Cite Armored**  
Bluestem 3 Only RMs and ROMs may attend this session at which Cite Armored will reveal the latest news about its vehicle armoring business.
- 02:15 PM – 02:45 PM **Platinum Sponsor #2, Secure Products Corporation**  
Bluestem 3 Only RMs and ROMs may attend this session at which Secure Products Corporation will reveal the latest news about its cash handling products and services.
- 02:45 PM – 03:30 PM **Federal Reserve Bank, Cash Product Office**  
Prairie E The Cash Product Office is currently working with Cliff Jordan, the IACOA Conference

Content Committee Chairman, to finalize its presentation. Once that is done, the description will be included in the next agenda update.

03:30 PM – 04:00 PM  
Prairie E

**Understanding Your CIT Insurance Policy**

Many owners struggle with understanding the complexities of their CIT insurance policy. This presentation will take the attendee through all aspects of a CIT insurance policy. Explanations of all the clauses, what is covered and what is not. TRIA and terrorism will also be explained along with the importance of the application. In addition, the presenters will explore the differences between a domestic and London based policy. A brief history of CIT insurance will also be given as it provides great insights into the coverages and methodology behind coverages provided.

Presented by: *Robin Miles, Risk Specie Specialist, & Steve Nims, President, Associated Insurance Brokers*

04:00 PM – 04:45 PM  
Prairie E

**RM & ROM Sound Off & Elections**

This year, there are two (2) three-year term RM Director seats that need to be filled and an election held for the positions of President and Vice President. There is one (1) ROM Director seat that needs to be filled. The requirement for ROM elections is that there must be five (5) ROM members in good standing at the conference. If that threshold is met, then those five or more ROMs may elect a Director to serve for a term of one (1) year. If not, then the Board may decide to appoint an RM to fill the ROM Director's seat for one year until the next annual conference.

Elections presided over by: *IACOA President Aaron Hoopes*

04:00 PM – 04:45 PM  
Prairie C

**AM Sound Off & Elections**

This year, AMs will elect both an AM Director & an Alternate AM Director to the Board. Each will serve a term of two (2) years. The Alternate Director is not a voting member of the Board but may participate in all Board meetings. In the event the voting AM Director resigns, the AM Alternative Director automatically moves to the voting member seat.

Elections presided over by: *IACOA AM Director Teresa Hubbard*

05:15 PM – 06:30 PM  
Prairie C

**Exhibit Hall Cocktail Reception**

Please join IACOA members, presenters, and invited guests in the Exhibit Hall for the Saturday Night Cocktail Reception. If you are a Regular or Related Operating Member, please be sure to use this opportunity to visit Exhibitor booths and learn about the new products and services they offer. Hors d'oeuvres will be served with 2-drink tickets for beer or wine, thereafter a cash bar is available.

Event Coordinators: *Teresa Hubbard, John Margaritis, and Anita Lavaud*

06:30 PM –

**Evening On Your Own**

## Sunday, May 7, 2023

- 08:30 AM – 12:00 PM  
Prairie Foyer
- Registration Desk**  
Stop by the Registration Desk and pick up your registration gift bag that will include promotional items from select sponsors, your name badge, a Program/Agenda, and information about restaurant/shopping venues in and around the hotel area. Please remember that you will need your name badge to attend all IACOA sessions, functions and events.
- Registration Desk: *Heidi Neetz & Anita Lavaud, IACOA conference staff*
- 09:00 AM – 09:45 AM  
Prairie E
- Automation & Integration of Processes**  
The two (2) presenters for this session run large operations that include multiple terminals, an array of different armored vehicles, and sizeable cash processing centers. They will discuss the common challenges they face in running two very different operations and the ways in which they have learned to force efficiency into their businesses.
- Presented by: *Andre McLean, Director, Guardsman Group Limited, Kingston, Jamaica & Dallas Barr, Vice President of Operations, Total Armored Car, Detroit, Michigan*
- 09:45 AM – 10:30 AM  
Prairie E
- Securing Facilities, Trucks, and Safes**  
One multi-state operator and one seasoned armored car veteran security consultant will collaborate and provide you with the benefits of their combined experience in securing facilities, vehicles, and vaults/safes. Knowing what works and what your underwriters expect of your operation will assist you in making the right decisions as your business grows.
- Presented by: *Kyle Patterson, President, Axiom Armored Transport, Anchorage, Alaska & Andre YaDeau, President, International Security Services, Inc., St. Paul, Minnesota*
- 10:30 AM – 11:15 AM  
Prairie E
- Managing Drivers Scoring & Analytics**  
Auto liability insurance is one of the costliest line-item expenses on your P&L and one of the most difficult to reign in. What's needed is a method of scoring your drivers' ability to drive carefully and defensively by using analytic data accumulated and taking action to ensure that your accident to miles driven ratio is reduced.
- Presented by: *Cliff Jordan, IACOA Staff Associate & Dallas Barr, Vice President of Operations, Total Armored Car, Detroit, Michigan*
- 11:15 AM – 12:00 PM  
Prairie E
- Route Optimization**  
*Using software to maximize route efficiency*  
Route planning software uses smart algorithms to ensure that your drivers are on the most efficient route possible for maximum operational efficiency. It can save between 10 and 30 percent of delivery costs by reducing truck miles and fuel. It also maximizes

utilization of your most expensive assets—your drivers and your vehicles. Learn how easy it is to find, use, and optimize this aspect of your business.

Presented by: *Aaron Hoopes, President, Cashman Services, Salt Lake City, Utah*

12:00 PM – 01:30 PM  
Prairie C

**Exhibit Hall Opens & Buffet Luncheon Served**

Lunch is served in the Exhibit Hall and Exhibitors invite you to visit their booths. If you have not already done so, we recommend that you do so at this time. In addition, remember that one or more armored vehicles from one or more armored truck builders will be available for viewing just outside the Exhibit Hall entrance.

**Please Note:** Exhibit Hall doors will close at 1:30 P.M. All operators need to be in their seats in Bluestem 3 by 1:45 P.M.

01:45 PM – 02:15 PM  
Bluestem 3

**Platinum Session #3, Kisan America**

Only RMs and ROMs may attend this session at which Kisan America will reveal the latest news about its currency handling equipment.

02:15 PM – 03:00 PM  
Prairie E

**Legislative Update**

Federal and State laws and regulations change regularly and can adversely affect our industry. Our operators often do not have the time and money to track and respond to these events when necessary. Fortunately, Ulman Public Policy does, and our presenters will update us on pending legislation and regulation that may affect us if implemented.

Presented by: *Mr. Josh Ulman, Managing Partner & Mr. Josh Leonard, Legislative Assistant, Ulman Public Policy, Washington DC*

03:00 PM – 04:15 PM  
Bluestem 3

**Ask A Veteran About Automation**

**Table #1: Risk**

*Robin Miles, Risk Specie Specialist, Associated Insurance Brokers*

If you have challenges when dealing with insurance coverage, vehicle accidents, Contracts, OSHA or any other liability or risk issues I can help you by sharing some experiences and what has worked in the past and will work today.

**Table #2: ATMs/ITMs/Recyclers;**

*Jeff Hayes, President/CEO, Edge One Armored Inc.*

If you have issues in any area involving ATMs/ITMs/or Recyclers, this is the roundtable discussion to attend. Over the past decades, I have seen it all and no doubt will have suggestions for any challenge that may be confronting you.

**Table #3: Cash Vault Operations**

*Tammy Hardy, Senior Manager—Cash Vault Services, Axiom Armored Transport*

If you are looking to set up a new cash vault or strengthen compliance or policies and procedures in an existing cash vault, I may be able to help by sharing some best practices learned over my 20-years in cash vault operations.

**Table #4: Vehicle Configurations**

*Cliff Jordan, IACOA Committee Member*

I was involved in one of the first IACOA member one-man trucks designed and built from the ground up. This involved the incorporation of the latest technology and a change in armored vehicle configuration. Whether your business model requires 1, 2, or 3-man trucks, the lessons learned can be applied with the goal of improving safety and the cost of operations.

**Table #5: Multi-State Operations**

*Kyle Patterson, President, Axiom Armored Transport*

I started out small and far away in Anchorage, Alaska, over 20-years ago, but today we have successfully grown our business to include armored services in nine (9) states. Running a successful multi-state operation has its challenges, so if you're thinking about branching out to other states, sit down with me and let's talk.

Moderated by: *John Margaritis & Aaron Hoopes*

04:15 PM – 05:00 PM

Prairie E

**Board of Directors Meeting Reconvened**

The Board of Directors will reconvene to seat the newly elected Directors, Officers, and Committee Members. If you were elected or appointed to office, attendance is required to be seated in your new position. Discussion will include an overview of the just completed conference, old business/new business, and to confirm the next Board of Directors Zoom meeting on Tuesday, June 13, 2023, at 2:00 P.M. EDT.

Moderated by: *2022/2023 IACOA President Aaron Hoopes*

05:00 PM – 06:30 PM

Prairie C

**Exhibit Hall Cocktail Reception**

Please join IACOA members, presenters, and invited guests in the Exhibit Hall for the Sunday Night Cocktail Reception. If you are a Regular or Related Operating Member, please be sure to thank the Associate Member Exhibitors for their continued and vital support. Hors d'oeuvres will be served with 2-drink tickets for beer or wine, thereafter a cash bar is available.

Event Coordinators: *Teresa Hubbard, John Margaritis, and Anita Lavaud*

06:30 PM – 09:30 PM

*Motor Coaches will load & unload outside the Prairie Foyer*

**Dinner & Competition at PinStack Plano**

The Reception will continue after a short 6-minute motor coach drive to PinStack Plano. We have reserved a Private lounge that includes eight private bowling lanes and our own dining area. Also included in the evening's activities will be Rock Climbing, Laser Tag, and Bumper Cars; something for everyone. Prizes will be awarded in all categories. Shuttle buses back to the hotel will be departing every 20-minutes so no worries if you have to turn in early.

Event Coordinators: *John Margaritis and Anita Lavaud*

06:30 PM – 11:00 PM

Prairie C

**Exhibit Hall Tear Down, first opportunity**

All Exhibitors may tear down their displays no sooner than 6:30 P.M., on Sunday, May 7, 2023, and complete their tear down no later than 11:00 A.M. on Monday, May 8, 2023. If you utilized Coast to Coast to receive your shipments prior to the conference,

they will be available during this time to pick it up and ship it back to your office or wherever you designate. IACOA event staff will also be available to assist if needed.

Exhibit Hall Coordinators: *John Margaritis & Anita Lavaud*

**Monday, May 8, 2023**

07:00 AM – 11:00 AM **Exhibit Hall Tear Down, final opportunity**

Prairie C

All Exhibitors must complete their tear down no later than 11:00 A.M. on Monday, May 8, 2023. If you utilized Coast to Coast to receive your shipments prior to the conference, they will be available during this time to pick it up and ship it back to your office or wherever you designate. IACOA event staff will also be available to assist if needed.

Exhibit Hall Coordinators: *John Margaritis & Anita Lavaud*