



# American Towman Exposition Conference & Training Schedule

November 15-18, 2018

*(Schedule subject to change without notice | \*\* Passport or Fee Required | Revised: 11/8/18)*

## Thursday, November 15, 2018

- 7:30 am - 5 pm      **Registration Open**, Pratt Street Lobby, Baltimore Convention Center (BCC)
- 8 am - 5 pm      **12 Hour Heavy Duty Recovery with Rotator Training\*\*** by WreckMaster  
8 – 12 Noon Classroom, Baltimore Convention Center (BCC), Room 327  
1 – 5 pm Hands-On Training at Camden Yards Lot H (Shuttle Provided)

## Friday, November 16, 2018

- 7:30 am – 7 pm      **Registration Open**, Pratt Street Lobby, Baltimore Convention Center (BCC)
- 8 am – 12 Noon      **12 Hour Heavy Duty Recovery with Rotator Training\*\*** by WreckMaster  
8 – 12 Noon Classroom, Baltimore Convention Center (BCC), Room 327
- 8 am – 12 Noon      **FREE TIM First Responder Training & Certification**, Room 336  
Patrick Rooney, MD D.O.T./CHART-FHWA TIM Responder Training Program Coordinator
- 9 am - 12 Noon      **American Towman Academy Conferences\*\***, BCC Level 300, Breakfast for Conference Passport holders

### American Towman Academy Conference Passport

- 9:00 – 9:50 am      **Protecting Evidence Hold Vehicles**, Terry Abejuela, American Towman, Room 337  
**The Future of Dispatch**, John Borowski, AutoReturn, Room 339  
**Marketing Conversion Rates**, Daniel Ostrov, Whiterail Media, Room 341  
**Coping with PTSD**, Randall Resch, American Towman, Room 343
- 10:00 – 10:50 am      **What NOT to Expect on a Recovery**, Shane Coleman, Jerr-Dan, Room 337  
**Turn Your Dispatch Center into a Profit Center**, Mike Porter, Speeds Towing, Room 339  
**Online Interaction: Stand Out in the Crowd**, Eddie Oden, Podium, Room 341  
**Avoiding Job Related Health Hazards**, Don K. Hudson, Troy Auto Care; Capt. Troy MI Fire Dept., Room 343
- 11:00 – 11:50 am      **Wreckers in Trouble**, Randall Resch, American Towman, Room 337  
**PPI Management and Automation**, Todd Althouse, Beacon Software, Room 339  
**How Apps Will Drive Towing Business**, Sam Johnson, "The BlueCollar Guy", TowZing, Room 341  
**Check Up from the Neck Up**, D.J. Harrington, Phone Logic, Room 343
- 2 – 5 pm              Exhibit Hall Open! Baltimore Convention Center**
- 5 – 8 pm              **Towman/Fireman Cross Training 101**, Room 337  
Ron Moore, Training Officer, Prosper, TX, Fire and Rescue



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## Saturday, November 17, 2018

- 7 am – 6 pm            **Registration Open**, Pratt Street Lobby, Baltimore Convention Center (BCC)
- 8 am – 12 Noon        **Recovery Billing Course\*\***, Bob & Eric Fouquette, Recovery Billing Unlimited, BCC, Room 327
- 8 am – 11 am          **American Towman Academy Conferences\*\***, BCC Level 300, Breakfast for Conference Passport holders\_

### American Towman Academy Conference Passport

- 8:00 – 8:50 am        **Synthetic Chain Vs. Steel Chain**, Terry Abejuela, American Towman, Room 337  
**Where Does the ELD Mandate Stand?**, Brian J. Riker, Fleet Compliance Solutions, Room 339  
**Keeping Pace with Google Changes**, Dennis Wencel, Lift Marketing Group, Room 341
- 8 am – 11 am          **Police Towers Conference**, Room 336  
Ron Meyers, Police Towers of America
- 9 am – 11 am          **Working with Legislators Conference**, Room 339  
Jay Atkins, Auto Return; Cynthia Martineau, TRAA; Joseph Hollabaugh, Association Professional Towers-Ohio
- 9:00 – 9:50 am        **Billing for Liquid Debris Cleanup—an Untapped Resource**, Room 337  
Jim Figueira, Environmental Chemical Solutions  
**Dissecting the Donnies**, Randy Biichle & Kurt Wilson, WreckMaster, Room 341
- 10:00 – 10:50 am     **Simpler, Smarter Dispatch and Pricing**, Jim Shellhaas, Ranger, SST, Room 337  
**Driving Calls – Finding Customers in the Micro-Moment**, Mike Rappaport, OMG National, Room 341

**11 am – 6 pm           Exhibit Hall Grand Opening! Baltimore Convention Center**

## Sunday, November 18, 2018

- 7:30 – 4 pm            **Registration Open**, Pratt Street Lobby, Baltimore Convention Center (BCC)
- 8 – 12 Noon            **Recovery Billing Course\*\***, Bob & Eric Fouquette, Recovery Billing Unlimited, BCC, Room 327
- 8 – 10 am               **American Towman Academy Conferences\*\***, BCC Level 300, Breakfast for Conference Passport holders\_

### American Towman Academy Conference Passport

- 9:00 – 9:50 am        **OSHA and the Towing Industry**, Brian J. Riker, Fleet Compliance Solutions, Room 337  
**Insurance Strategies for Today's Volatile Market**, Bobby Tuttle, CIRT, Room 339  
**Custom Painting Vs. a Wrap**, Cecil Burrowes, Cecil Customs, Room 341
- 10:00 – 10:50 am     **Putting the "Service" Back in Customer Service**, Room 337  
Don K. Hudson, Troy Auto Care; Captain Troy, Michigan Fire Department  
**Who is Driving the Bus(iness)?**, John Borowski, AutoReturn, Room 339  
**Are You Hiring Eagles or Turkeys?**, D.J. Harrington, Phone Logic, Room 341

**10 am – 4 pm           Exhibit Hall Open! Baltimore Convention Center**