



SEMINAR SCHEDULE

Friday- September 13, 2024

- 10:00 am - 11:00 am **"AAA Tow Demonstration"**
AAA's senior trainers will be on hand to demo damage prevention techniques and safe vehicle handling procedures.
AAA Senior Trainers
Location: Outside – Next to Campground on Roadway
- 11:15 am - 12:15 pm **"After the Incident"**
Energy Security Agency specialists will give insights on what to do after the incident and will give you knowledge on the major hazards.
Don Snider- Energy Security Agency
Location: Franklin Meeting Room 1 & 2
- 1:00 pm – 2:00 pm **"Buying Yourself a Job – Don't Fall Victim to "Easy Money"**
Join Your DOT Guy, Brian Riker, as he digs into starting up your own business. When something is too good to be true, or little risk is involved, often it is just that, too good to be true. Brian will draw from his 30+ years in the industry, having started and successfully operated many towing and auto transport businesses. Financial considerations, business plan, equipment selection, regulatory concerns and more will be discussed in this high-level, information packed presentation.
Brian Riker/Fleet Compliance Solutions/Expert Witness
Location: Franklin Meeting Room 1 & 2
- 2:30 am – 3:30 pm **"A check-up from the Neck-up"**
How to be better on the telephone at your place of business. Success starts with your response and actions. All attendees will receive a **FREE** workbook.
DJ Harrington
Location: Franklin Meeting Room 1 & 2
- 3:30 am – 5:00 pm **"Tow Buddy IS Your Tow Buddy"**
Joey Castillo has been asked many times to do a live demonstration and allow questions to be asked to show the full potential and safe use of the infamous "Tow Buddy". Here is your chance!! Don't miss this opportunity !!
Joey Castillow- Tow Buddy
Location: Outside – Next to Campground on Roadway



SEMINAR SCHEDULE

Saturday - September 14, 2024

10:00 am - 11:00 am

"AAA Tow Demonstration"

AAA's senior trainers will be on hand to demo damage prevention techniques and safe vehicle handling procedures.

AAA Senior Trainers

Location: Outside – Next to Campground on Roadway

11:15 am - 12:15 pm

"After the Incident"

Energy Security Agency specialists will give insights on what to do after the incident and will give you knowledge on the major hazards.

Don Snider- Energy Security Agency

Location: Franklin Meeting Room 1 & 2

12:30 pm – 4:30 pm

"Elevate Your Towing Operations with STEEP Towing Dispatch Training"

Are you ready to transform your dispatch team into customer service champions? Join us for an intensive *4-hour* training session led by industry expert, Mike Porter. Designed specifically for towing dispatchers, the program provides actionable insights and practical skills that will empower your team to communicate effectively, close sales and boost customer satisfaction. For just \$500.00, you can train up to 5 employees from your company, equipping them with the tools they need to excel in the fast-paced towing industry.

Mike Porter – TDR Way LLC

Location: Franklin Meeting Room 1 & 2

4:45 pm – 5:45 pm

"The Facts and Nothing but the Facts – The Attack on Towing"

Join Brian Riker, industry advocate, for an open and honest discussion about the Federal Trade Commission's "junk fees" proposal, the FMCSA's concept of a Towing Task Force and the attack on the industry from the trucking and insurance lobbies in Washington, DC and beyond. This will be an open form discussion, not taking sides or supporting or bashing any one trade association, rather it is intended to foster open communication and cooperation. Brian has extensive experience as an advocate for the towing industry on the state level, as the current Legislative Director, and former Executive Director, for the Pennsylvania Towing Association and as the Legislative Committee Chair and Lobbyist Member of the Towing and Recovery Association of America, **however this is not an TRAA or PTA association presentation**, rather it is an industry forum to discuss the facts surrounding this attack against our way of life.

Brian Riker/Fleet Compliance Solutions/Expert Witness

Location: Franklin Meeting Room 1 & 2