



American Towman ShowPlace-Las Vegas 2019 Conference & Training Schedule



Schedule Subject to Change | Revised March 11, 2019 | * Extra Fee

Wednesday, May 8, 2019

7:00 AM – 5:00 PM Registration Open

Training & Classes

8:00 AM – 6:00 PM **CTTA Light Duty Level 1 Towing/Recovery Certification Part I of IV***: 9 Hours Classroom
Terry Abejuela, Certified Instructor, CTTA, fee required

8:00 AM – Noon **Heavy-Duty Recovery Training: Conventional & Rotator-Part I of III***, Classroom
Bruce Campbell, WreckMaster, fee required

1:00 – 5:00 PM **Heavy-Duty Recovery Training: Conventional & Rotator-Part II of III***, Hands On
Bruce Campbell, WreckMaster, fee required

12:00 – 3:00 PM **CTTA Towing Regulatory Oversight Council (TROC) Intake Meeting**

1:00 – 5:00 PM **Heavy-Duty Recovery Training: Conventional & Rotator-Part II of III***
by WreckMaster

6:00 PM **Live Recovery Demonstration**

Thursday, May 9, 2019

7:00 AM – 6:00 PM Registration Open, South Point Hotel & Casino Exhibit Hall Pavilion

Training & Classes

8:00 AM – Noon **Heavy-Duty Recovery Training: Conventional & Rotator-Part III***: *by WreckMaster*

9:00 AM – 1:00 PM **Recovery Billing Course***, Recovery Billing Unlimited, **Part I of II**

10:00 AM – 1:00 PM **CTTA Light Duty Level 1 Towing/Recovery - Part II of IV***: 3 Hours Hands-On

CONFERENCE PASSPORT SEMINARS*

CONFERENCE KEY: Business (BUS), Legislative (LEG), Safety (SAF), Sales & Marketing (S&M), Towing & Recovery (T&R)

TIME	KEY	SEMINAR
8:00 – 8:50 AM	BUS	Effective Succession Planning , <i>Jim Silverman, Automotive Training Institute</i>
8:00 – 8:50 AM	BUS	IoT – The Connected Workforce , <i>Daniel Young, US Fleet Tracking</i>
8:00 – 8:50 AM	T&R	Reducing Line Tension with Snatch Blocks , <i>Terry Abejuela, American Towman</i>
9:00 – 9:50 AM	SAF	Building an Advanced Warning Area , <i>Randall Resch, American Towman</i>
9:00 – 9:50 AM	T&R	Lockout Seminar , <i>Don Eliason, Automobile Club of Southern California</i>
10:00 – 10:50 AM	S&M	Keep Pace with Google Changes , <i>Dennis Wencel, Lift Marketing Group</i>
10:00 – 2:00 PM	LEG	Working with Legislators , <i>Joanne Blyton, TRAA-LAN, Sam Johnson, TROC, CTTA Brooks Ellison & Kirk Blackburn, Ellison Wilson Advocacy</i>
11:00 – 11:50 AM	BUS	Are you Busy? Or Just Dizzy? <i>John Borowski, AutoReturn</i>
11:00 – 11:50 AM	SAF	Three Proven Ways to Improve Fleet Safety , <i>Eleanor Horowitz, Samsara</i>
12 Noon – 5:00 PM		Exhibit Hall Open
Training & Classes		
12:15 – 3:00 PM		Allstate Roadside Services Luxury Vehicle Education , Concourse 12:15 – 1:00 PM: BMW 1:15 – 2:00 PM: Achieving Efficiency and Accuracy 2:15 – 3:00 PM: Maserati
6:00 – 9:00 PM		CTTA Light Duty Level 1 Towing/Recovery - Part III of IV* : 3 Hours Hands On



American Towman ShowPlace-Las Vegas 2019 Conference & Training Schedule



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Friday, May 10, 2019

7:00 AM – 5:00 PM

Registration Open

Training & Classes

9:00 AM – 1:00 PM

Recovery Billing Course*, Part II of II, Recovery Billing Unlimited

1:00 – 2:00 PM

CTTA Light Duty Level 1 Towing/Recovery* - Part IV of IV Certification Testing

CONFERENCE PASSPORT SEMINARS*

KEY: Business (BUS), Legislative (LEG), Safety (SAF), Police Towers (PTC), Sales & Marketing (S&M), Towing & Recovery (T&R)

TIME	KEY	SEMINAR
8:00 – 8:50 AM	BUS	Creating a Strong Tow Business Culture, <i>Jim Silverman, Automotive Training Institute</i>
8:00 – 8:50 AM	SAF	Defensive Driving/Driving Professionalism, <i>Brian J. Riker, Fleet Compliance Solutions</i>
8:00 – 8:50 AM	S&M	Handling Customers Today & Preparing for Tomorrow, <i>Mike Rappaport, OMG National</i>
9:00 – 9:50 AM	BUS	From the Dispatch Office, <i>Randall Resch, American Towman</i>
9:00 – 9:50 AM	T&R	WHY are you here? <i>Bear Godfrey, WreckMaster</i>
9:00 – 9:50 AM	BUS	Billing for Liquid Debris Cleanup, <i>Jim Figueira, Environmental Chemical Solutions</i>
10:00 – 10:50 AM	BUS	Pricing: Are you Leaving Money on the Table? <i>John Borowski, AutoReturn</i>
10:00 – 10:50 AM	BUS	Selling Your Value to Callers, <i>Mike Porter, Speed's Towing</i>
10:00 – 10:50 AM	SAF	Roadside Safety, <i>Terry Abejuela, American Towman</i>

12 Noon – 5:00 PM

Exhibit Hall Open

Training & Classes

12:15 – 3:00 PM

Allstate Roadside Services Luxury Vehicle Education, Concourse

12:15 – 1:00 PM: Ferrari

1:15 – 2:00 PM: Overcoming Obstacles

2:15 – 3:00 PM: General Motors

Saturday, May 11, 2019

CONFERENCE PASSPORT SEMINARS*

KEY: Business (BUS), Legislative (LEG), Safety (SAF), Police Towers (PTC), Sales & Marketing (S&M), Towing & Recovery (T&R)

TIME	KEY	SEMINAR
9:00 AM - Noon	PTC	Police Towers Conference, <i>Ron Myers, Police Towers of America</i>