

Sunday, November 20, 2016

Room

9:00 AM	Using GPS Tracking Software Date; Ryan Driscoll, GPS Insight	337
9:00 AM	The Physics of Towing & Recovery; Terry Abejuela, American Towman	338
9:00 AM	Respecting Extreme Resistance in Recovery; Bruce Campbell, WreckMaster	339
10:00 AM	Lead Customer Service, Miguel Cifuentes & Patrice Painson, Road Amer.	336
10:00 AM	Winning The Online Battle for Cash Calls, Dennis Wencel, TowProgram.com	337
10:00 AM	Private Property Towing & Technology; Rick Chambers, Online Parking Pass	338
10:00 AM	Load Forces Generated in Vertical Lifting, Kurt Wilson, WreckMaster	339

Additional Courses

Heavy Duty Recovery with Rotator Training

Bruce Campbell & Jeff Martin, WreckMaster

Thursday, November 17, 2016

8:00 AM - 12:00 Noon, Classroom 341

1:00 - 5 PM, Camden Yards, Lot H

Friday, November 18, 2016

8:00 AM -12:00 PM, Classroom, 341

Recovery Billing Course,

Bob Fouquette, Recovery Billing Unlimited

Saturday, November 21, 2016 8 AM - 12 Noon, 342

Sunday, November 22, 2016 8 AM - 12 Noon 342

Allstate Roadside Services Luxury Vehicle Training, Exhibit Hall

Friday, November 18, 2016

3:00 - 4:00 pm Paul's Technical Corner

Saturday, November 19, 2016

11:30 am - 12:45 pm Paul's Technical Corner

1:00 - 2:15 pm Jaguar, Land Rover

2:30 - 3:45 pm BMW

4:00 - 5:15 pm General Motors

Sunday, November 20, 2016

10:30 am - 11:45 pm Maserati

12:00 Noon - 1:15 pm Mercedes-Benz

A.T. ACADEMY



American Towman Expositions

Seminar Schedule

Nov. 18-20, 2016

Baltimore Convention Center

American Towman Exposition

Friday, November 18, 2016	Room #
9:00 AM Lower Your Premium Rates; Haley Kirchens, B & B Protector Plans/TOPP Insurance	336
9:00 AM Getting Paid by the Motor Clubs; Patrick Nahoum, Nation Safe Drivers	337
9:00 AM Roadside Safety; Terry Abejuela, American Towman	338
9:00 AM Towing Equipment that Goes "Boom"; Dave Lambert, N. Amer. Towing Academy	339
10:00 AM The Cash Call Challenge: Marketing Your Way Towards Heavy Profits!; Mike Rappaport, OMG National	336
10:00 PM Getting Paid by the Motor Clubs; Elvira Zavala, USAC/MD	337
10:00 AM "Expedite Mode" Response; Randall Resch, American Towman	338
10:00 AM What is your vision for 2020?; John Borowski, AutoReturn	339
11:00 AM Getting Paid by the Motor Clubs; Miguel Cifuentes, Patrice Painson, & Jenell Mordica, Road America	337
11:00 AM The Future of Roadside?; Corey Brundage, HONK	338
11:00 AM Spec'ing Your Truck; Shane Coleman, Jerr-Dan	339
5:00 PM Getting Paid by the Motor Clubs; James Williams, FleetNet America	336
5:00 PM Effective Succession Planning; Jim Silverman, Automotive Training Institute	337
5-7 PM Recovery Theater; Tom Luciano, Miller Industries	339
6:00 PM Towing Alternative Fuel Vehicles & Responsibility; Judy Moore & Michael Smyth, Nat'l Alt. Fuels Training Consortium	336
6:00 PM New Money Through Diversification; Bill Johnson, Hampshire Towing	337

Seminar Schedule

Saturday, November 19, 2016	Room #
8:00 AM Improving Econ. Through Tech Efficiency; Todd Althouse, Beacon Software	336
8:00 AM "Manual-ly" Growing Your Business; Don Archer, The Tow Academy	337
8:00 AM Effective Use of Flares and Cones; Terry Abejuela, American Towman	338
9-11 AM Protecting Your Business/Law Enforcement Networking; Les Cravens, Auto Data Direct	336
9:00 AM Getting Paid by the Motor Clubs; Kay Martin, Geico	337
9:00 AM The Importance of Tow Op. Safety Meetings; Randall Resch, American Towman	338
10:00 AM Getting Paid by the Motor Clubs; Rod Fone, Pinnacle Motor Club	337
10:00 AM Getting Approved for Financing; Peter Ferrera, Specialty Vehicle & Equipment Funding Group	338
10:00 AM Scooby's Mystery Theater; Howard Eagen, Matjack	339

