

The Certified Tower

June - July 2010

Published by the Towing & Recovery Association of America

The Voice of America's Tow Truck Industry

National Driver Certification Program Group Testing Dates

Level 1 & 2 Testing

Indiana Towing & Wrecker Association 2010 Trade Show Friday July 30th 12PM
July 31st 10AM

P.T.R.O.I Trade Show and Convention August 14th
Saturday 8 AM

West Virginia State Association August 13,14,15
2pm Until

REMINDER:

Be proud to wear your badge and represent yourself as a qualified tower. Specialized towers are recognized for their specific roadside safety techniques, advanced knowledge of equipment, incident management, and customer service.

From the Desk of:

The National Driver Certification Program.
"A nationally known and recognized certification program for tow operators".

Risky Business Vs. Certification.

Many towers are risking their reputation because they would rather tow without proper training, certification or do not see the value of investing money to enroll in the National Driver Certification Program. Now why is towing without certification a bad idea? Certified towers have the advantage of being recognized as qualified and skilled tow operators. Mainly considered first in line for an employment opportunity, rotation lists, or a bid on a potential contract. Always remember, "what you put in your business is the amount business you get out of it." This is an industry where word of mouth matters. If you are viewed as a professional tower, and your team of towers have passed extensive testing and recognized as a National Tow Operator; your competitors will hear the buzz in streets. At the end of the day, it's actually costing you more in jobs and earning you less than if you were certified and winning more contracts, moving more cars, and the first to be called on the scene because of your certification status. Don't take the risk.....get certified in Levels 1, 2, or 3! Go to www.towserver.net/certification.htm for details.

Natasha Patterson
Director of Certification Operations

Did You Know?

When attaching the vehicle to be recovered, avoid putting the loop eye of the strap on a sharp surface or allowing the strap to rub against a sharp surface.

Driver Membership

Have you heard about the great benefits you will receive as a Driver Member with the Towing & Recovery Association of America? For "\$60 bucks" you can join a national organization and receive a certificate of membership as a Smooth Operator", discounts on products and services, the National Towing Newsletter, and a 2009 National Driver Registry in which you are listed in levels 1,2, or 3. Go to www.towserver.net to print a driver member applications or call 1-800-728-0136

Important 2010 Notification

Is your certification expired?

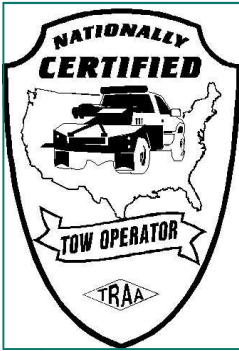
Every 5 years you are due to re-certify and maintain your status as a Certified Tow Operator. Upon your completed re-certification application and \$60 fee, you will receive a short review in areas of the TIM Team, responder safety, secondary crash prevention incident site management and other chapters to increase your knowledge as a professional tower. You will also complete a short questionnaire at the end of the review. The review information is yours to keep, but please return the questionnaire and we will issue a new certificate and identification card.

Moved? Update your mailing address!

It is important to notify TRAA of any change of address or employment update. By keeping in contact with TRAA you will receive up-to-date information in the towing industry.

January 1, 2010 the following fees were effective:

Re-Test Fee \$60
Driver Member \$60



TRAINING & CERTIFICATION

HAVING TROUBLE STUDYING FOR THE LEVEL 1 CERTIFICATION?

Buy the Study Guide in a DVD "power point presentation". The DVD gives you a step by step break down of 5 chapters and prepares you for certification testing in customer service, Personal-Safety-Appearance and Attitude, Incident Management, Truck and Equipment.

Mention this ad to save \$10
 DVD Study Guide "Power Point Presentation".
 Sale Price \$20 (Value \$30)
 Offer ends July 31st 2010

National Driver Certification Program

	<u>Members</u>	<u>Non-Members</u>
Level 1	\$100	\$125
Computer Option	\$160	\$185
Level 2	\$160	\$200
Level 3	\$320	\$400

Quote of the Month

"Multimillion dollar towing contractor uses our drivers because they are certified by the National Driver Certification Program
 —Bill Gratziana "Wrecked"

Congratulations! New Certified Tow Operators (Level 1)

Scott Anderson	Mark Franz	Robert Mays	David Sorto
Darin Apple	Paul Furman	Harley Metheny	Billy Sparks
Jose Arce	Scott Garner	Joseph Miniconzi	Dale Surbek
Matthew Baker	Donald Graham	Eric Miskuf	Corey Thomas
Donald Bertagnolli	David W. Griffith	Paul Montano	Jesse Vargas
Thomas Bertagnolli	Stephen Gruber	Patrick Murphy	John Volk
Michael Black	Thad Highlander	Erma Palmer	Stanley J. Wood
Robert Browning	Charles Holbrook	Mark Petrash	
Jessica Burton	Tyler Huber	Fred Postel	
Steve A. Catlett	Justin Iverson	Ramon Ramos	
Carlos Cervantes	Jon Jimenez	Adam Reuvers	
Darrell Cornett	Brian Jobe	William Ricks	
Thomas Di Marco	Robert Langelier	Carlo Rodriquez	
Arvydas Draudvilas	John Lawson	Casey Roth	
Joseph Enochs	Raul Legarreta	David Sadusky	
Justin Ervin	Travis LeJeune	Mark Sargent	
Richard Fisher	Ralph Lucas	Jeffery Selvick	

New Certified Master Towers (Level 2)

Fredette Mark L.; Chima Iranpreet; Foerster Derek

New Level 3 Heavy Recovery Specialists

Keith Lewis; Brett Saliveros