



hook & winch

FROM THE DESK OF EXECUTIVE DIRECTOR BART GIESLER

ITWA – What is in it for you?

Over the next couple of months, ITWA has several things on its plate. In August, President Moreland has put together a great show with several vendors as an opportunity for the industry (members and non-members) to come together. In my opinion, this “coming together” is the most important part of any industry. It is an opportunity to learn from others, share experiences, and make the industry better in the future. The industry has the same issues – working in unsafe conditions – difficulties in getting paid – finding and keeping quality employees – unhappy customers – and the list goes on. These issues have always existed and probably will always exist into the future; however, they can be improved upon. Sharing experiences with each other about what worked and what didn’t work is the best way to make improvement. Did you change lighting or reflective material on the truck? Did you offer incentive bonuses? Did you add more detail to invoices? The list of experiences goes on and on. This is what the show is about – having these little conversations to make the industry better. These little conversations can also give you a resource to call when another challenge comes up and you need advice or to bounce an idea off of someone else.

In addition to talking to other members, take the time to talk to the vendors. Vendors are there to help their customers. If you had an issue or question, there is a good chance that the vendor may have worked on this issue with another towing company. Please take the time to utilize their expertise and thank them for coming to the show.

Just like you are a member of the Association, ITWA is a member of TRAA. We have been participating in calls to discuss issues that are happening in Washington D.C. that are affecting the industry. The Federal Motor Carrier Safety Administration (FMCSA) recently submitted public comments to the Federal Trade Commission’s proposed rule on “junk fees.” (Please note – at this time, the proposed rule does not specifically mention towing.) As the result of these last minute comments, the FMCSA had a meeting with TRAA and others from the industry to discuss predatory towing. As a result of that meeting, the FMCSA had additional questions and wanted to get a perspective of what other states are doing to regulate towing. As a result, TRAA organized a call with other statewide towing associations.

During the first call between TRAA and the various state associations, the question was asked if we should even be participating. The consensus was that if any federal agency was thinking about adding or changing any regulations, we need to have a seat at the table. In order to have a seat at the table, we need to agree to participate. I strongly agree with this thinking. If we don’t have a seat – who is going to advocate our positions and educate the regulators of what actually happens roadside?

TRAA sent some of the FMCSA’s questions for what is happening across the country to the state associations to add state specific responses. TRAA also provided a template for associations to follow to try to keep our message consistent. Here

Continued on Page 3

towingindiana.com



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Associate Members

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ACG AAA Motor Club.....	(630) 328-7294
Auto Data Direct	(850) 877-8804
Clipsavers.....	(704) 607-4797
Copart Auto Auctions.....	(317) 216-2186
Haas Alert	(815) 994-7244
Hedinger's Towing Equipment	(317) 322-7885
Horizon Planning.....	(317) 439-7833
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Kapnick Insurance Group	(517) 263-4600 x1150
Kincaid Insurance	(812) 649-5739
Koester's JSK Corp.....	(260) 748-4583
Pardo's Services.....	(765) 993-4070
Plews Shadley Racher & Braun	(317) 637-0700
RoadSync	(423) 930-4245
Shepherd Insurance.....	(317) 462-9204
The DeHayes Group.....	(260) 443-8331
Towbook Software Management	(210) 320-5063
Vander Haag's	(800) 433-3859
Wichert Insurance.....	(740) 654-0532
Worldwide	(815) 725-4400
Zip's Truck Equipment.....	(877) 394-5808

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Advertisers needed for 2024 Newsletter:

If you're interested in reaching all of our members during 2024 by advertising in our newsletter, just call Bart Giesler at 765-288-6041.

are the questions that FMCSA wanted answered about how these matters are handled in each state:

How can the towing industry improve itself and address these issues internally, and ensure customers are able to use these services with confidence that the exchange will be fair for all involved?

What happens roadside?

Many states already regulate consensual towing. Which are doing it well and what are the issues in states that aren't doing it well because of insufficient regulation or enforcement of those regulations?

What are some best practices that can govern how “good actors” engage with the community that needs to avail themselves of towing and recovery services, both with consent and non-consent (particularly non-consent roadside)?

How can a motorist best identify, isolate, and address a “bad actor”? How are they dealt with?

What are the challenges created by the insurance industry in these issues? To what extent is state regulation addressing these challenges?

ITWA is currently working on the letter and after the Board approves the letter, we will share it with everyone.

With the national attention that was generated by the American Transportation Research Institute's [recent study](#) that was mentioned by the FMCSA in their comments on the junk fee rule, we have been contacted by the Indiana Motor Truck Association to sit down and talk about the study. The study's results showed that Indiana had the most disproportionately high share of predatory incidents. This is based on comparing the percentage of incidents to the share of the state mileage. Indiana had 4.61% of the incidents – compared to 1.98% of the mileage. This resulted in a difference of 2.63 percentage points. As these conversations develop, we will keep you informed.

The advertisement features a bright orange background. At the top left is the Traxero logo, which consists of a stylized 'T' inside a circle followed by the word 'TRAXERO' in bold, white, sans-serif capital letters. Below the logo, the text 'Come See Us At The Indiana Tow Show!' is written in large, bold, dark blue font. Underneath this, 'Learn more about how our software helps towers...' is written in a smaller, bold, dark blue font. To the right of the text, there are illustrations of a laptop, a desktop monitor, and a smartphone, all displaying the Traxero software interface. The interface includes maps, lists of vehicles, and various data points. Below the text and device illustrations, there is a list of six bullet points in white text on the orange background. At the bottom of the advertisement, there is a white rounded rectangular button with the text 'Contact Us For More Information' in orange font.

TRAXERO

Come See Us At The Indiana Tow Show!

Learn more about how our software helps towers...

- Dispatch calls faster than ever before
- Run your business better with detailed reporting
- Know where your trucks are at all times
- Reduce chargebacks with embedded card-present transactions
- Clear your impound lots faster
- Get more money for abandoned vehicles

Contact Us For More Information

FROM THE DESK OF PRESIDENT MORELAND

Hello Everyone! As you read this, it is just days before the 2024 Tow Show. We have worked hard to make this a great event, so plan to be there! We will start off Friday afternoon at 2pm with a Board of Directors Meeting. Vendors will open at 3 pm. Please join your fellow towers on Friday night for the Candlelight Vigil as we remember the fallen towers, presented by Brian Wagaman and Bart Giesler.

Be sure to come early on Friday evening and enjoy the food and shop the vendors, and enjoy music by the Remedy Band from 6-9pm. There will be free food vouchers available for those who pre-register for the show. We will have face painters and kids tattoo artists on hand for the young folks entertainment as well as some other surprises! Stay after the concert to participate in the light show on Friday night!

Saturday we will have a round table, brainstorming session with our very own Legal Contributor to the newsletter, Ryan Leagre. We will discuss current industry problems, and upcoming legislation ideas.

We have a nice variety of vendors who will be showcasing their services and products. When you visit with them, please let them know how much you appreciate their participation in our show. Take a “test drive” with the folks from Wichert Insurance on their drunk goggles course, and visit with Indiana’s own social media star, Brian Wagaman, aka “Tow Truck Wag’s”. Be sure to visit his booth and say hi and get a picture.

Check out the ITWA merchandise at the show, we will be running some merchandise specials, like BOGO, or coupons for free merchandise at the booth with a purchase, so be sure to stop by and check everything out.

Saturday be sure to get registered for the driving competition and beauty contests, as well as the “Water” Challenges conducted by the folks at Worldwide. The “Power of the Purse Ladies Luncheon” will again take place on Saturday. Tickets in advance are \$20.00. This is a fundraiser for the ITWA Scholarship Fund. Please donate a purse for this worthy cause.

The kids activities will continue on Saturday, along with our Silent Auction. Bring an item or two for the auction table. Let’s make this the biggest silent auction yet!

We will end the day on Saturday with an awards ceremony, raffle drawing, and auction, along with food and fellowship. This is going to be a jam-packed weekend that you won’t want to miss. Come and join your fellow towers for fun, fellowship, food, entertainment, education, and much more. If you would like to donate an hour or two to help work any of the events, please let me know. Looking forward to seeing you all at the show!

Sue

2024 INDIANA TOW SHOW FRIDAY AUGUST 16th HIGHLIGHTS:

(Times are Eastern Time Zone)

8:00 AM - 2:00 PM - VENDOR SET UP

2:00 PM - ITWA BOARD OF DIRECTORS MEETING

3:00 PM - REGISTRATION OPENS

3:00 PM - VENDORS OPEN

3:00 PM - SILENT AUCTION OPENS

3:00 PM - 50/50 TICKET SALES BEGIN

3:00 PM – BEAUTY CONTEST REGISTRATION OPENS

3:00 PM – 7:00 PM - WICHERT INSURANCE DRUNK GOGGLES COURSE OPEN

5:00 PM – 8:00 PM - KIDS FACE PAINTING AND GLITTER TATTOOS OPEN

6:30 PM - REMEMBERING THE FALLEN TOWERS

7:00 PM – FOOD, FELLOWSHIP AND MUSIC BY REMEDY BAND

9:00 PM - 50/50 RAFFLE DRAWING IMMEDIATELY AFTER CONCERT

9:00 PM – 10:00 PM - LIGHT SHOW – WINNER ANNOUNCED SATURDAY AT AWARDS CEREMONY



SATURDAY, AUGUST 17th MORNING HIGHLIGHTS

10:00 AM – REGISTRATION OPENS

10:00 AM – VENDORS OPEN

10:00 AM – 3:00 PM - SILENT AUCTION OPEN (Tables at ITWA Booth)

10:00 AM – 12:00 PM – BEAUTY CONTEST O REGISTRATION PEN – NORTH LOT

11:30 AM – 1:00 PM – LADIES LUNCHEON - \$20 - WITHAM BUILDING

SPONSORED BY: ZIP'S AW DIRECT, INDIANA LIEN, DOUBLE T TOWING

12:00 PM - ROTATOR CHALLENGE- WORLDWIDE EQUIPMENT

12:00 PM - BEAUTY CONTEST JUDGING – NORTH LOT

\$35 PER ENTRY – (\$25 in advance)

Classes offered will be: Light Duty Wrecker/Rollback, Medium Duty Wrecker/Rollback, Specialized Equipment, Heavy Duty, Rotator, Antique, and Best in Show!

10:00 AM – 4:00 PM - Drunk Goggles Challenge – Wichert Insurance

12:00 PM - 4:00 PM - Kid's Activities – Face Painting and Glitter Tattoo's Open

2:00 PM TIRE/BOOM CONTROL WATER LIFT/ CHALLENGE- WORLDWIDE BOOTH

3:00 PM – SILENT AUCTION ENDS

5:30 PM – Vendor Appreciation and Acknowledgement

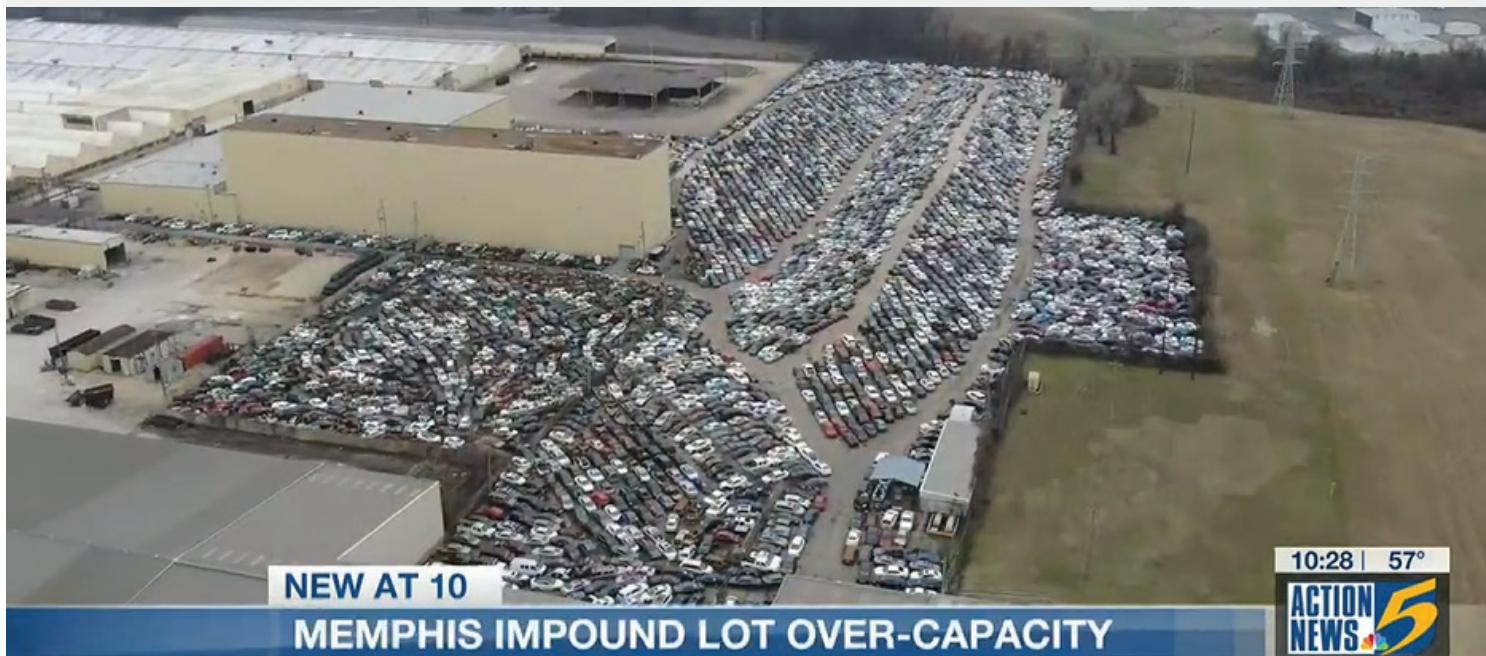
5:30 PM – AWARDS CEREMONY, PIZZA AND FELLOWSHIP, LIVE AUCTION, 50/50 DRAWING, RIFLE RAFFLE DRAWING





INDIANA LIEN

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Without proper notification, owners and lienholders don't have to pay more than 3 days of storage! (IC 9-22-1-19)

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We add our fees to your bill when notifying owners/lienholders so you get reimbursed if the vehicle is picked up.

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DOT CHAT WITH BRENT HOOVER



Hello and welcome back! If you are new to the column I would like to take a minute and bring you up to speed on who I am. My name is Brent Hoover. I am a Master Trooper with the Indiana State Police. October marked my 20th year with the ISP. I am assigned to the Commercial Vehicle Enforcement Division or CVED for short. My primary daily duty is to enforce State and Federal Regulations for CMVs in the State of Indiana. I am certified to complete Part A and B Inspections, as well as General Haz-mat and Cargo Tank inspections. I am also a Part B Instructor and Master Instructor for the National Training Center, which means I teach new inspectors how to inspect and document Level 1 Inspections. I have competed twice in the North American Inspectors Championships. I am the current administrator of the CVED Facebook page where I post about tips and tricks to improve your pre-trip inspections and to avoid common roadside violations.



This month I would like to highlight CVSA's Road Check 2024. Here is some details straight from the CVSA!

“International Road check will focus on tractor protection systems and controlled substance and alcohol possession or use. For inspections in the U.S., there is an additional emphasis on prohibited drivers within the Drug and Alcohol Clearinghouse.”

“Controlled Substance and Alcohol Possession Controlled substance and alcohol possession by commercial motor vehicle drivers is a significant concern. In addition, the number of prohibited drivers in the U.S. Drug and Alcohol Clearinghouse (DACH) is increasing. This alarming trend poses a threat to all motorists on our roadways. While checking for the presence of alcohol or controlled substances during an inspection, inspectors will:

- Observe the driver for signs of alcohol or controlled substance use and/or impairment.
- Examine the cab and trailer for alcohol or controlled substances.
- Conduct a query in the DACH (for inspections in the U.S.).”

I hope that this helps you a little bit. As always if you have any questions, please feel free to reach out to me at bhooover@isp.in.gov



Policy Revision: Odometer Disclosure Signature Standards

Clarification – Odometer Disclosure Signature Standards

The National Highway Traffic Safety Administration (NHTSA) has provided clarification on their position of the signature standards associated with physical odometer disclosure statements. This clarification was in response to an interpretation requested by Carvana in 2022.

In their response, NHTSA clarifies that a digitally captured signature is permitted on paper odometer disclosure statements that have been imaged or scanned prior to completion. For example, a dealer can create a paper odometer disclosure statement, image it into an electronic format, and then obtain a digital signature using a device such as, but not limited to, a digital pen pad.

Signatures obtained in this manner are not considered electronic signatures, so they are not subject to the electronic signature requirements currently outlined in [49 CFR 580](#).

BMV Policy Revision

After a thorough review of NHTSA's response, the Indiana Bureau of Motor Vehicles (BMV) has decided to revise its signature standards related to odometer disclosure. BMV will accept an odometer disclosure statement that contains a digitally captured signature in line with the above-mentioned criteria.

Please note, BMV will not accept signatures that have been captured using a method such as DocuSign, PandaDoc, signNow, or any other fully electronic signature method. The signature must be obtained by the customer physically signing a digital pen pad, a touch screen, or some other device that allows the person signing to create their signature through physical touch.

BMV will begin accepting signatures captured in this fashion effective July 3, 2024. If you have questions, please contact Chris Charles at ccharles@bmv.IN.gov.

DRIVEN TO SERVE
INDIANA BUREAU OF MOTOR VEHICLES





Electronic Titling Solution
June 2024 Update

E-Titling Progress & Phase 1 Overview

We are making great progress building Phase 1 with over 70% of the functionality actively being worked including refining requirements, coding, and testing. We remain on track for 7/1/2025 implementation!

Wondering what you will get when E-Titling is available?
Below is what you should expect from the program beginning 7/1/2025.

- Suppress printing for customers wishing to hold their titles electronically.
- Enable “Request Paper Title” functionality for vehicle owners who have an e-title.
- Implement real-time NMVTIS check in PSP API.
- Enable PSP API users to use an electronic title as proof of ownership (no paper title required).
- Prevent duplicate transactions for e-titles.
- Enhance the way BMV communicates with its customers regarding titling – electronic notifications of e-title issuance.
- Sync BMV's vehicle database with the National Motor Vehicle Title Information System (NMVTIS) to alleviate false 'hits' during title transactions.

Odometer Disclosure Signature Requirements

As promised, BMV has reviewed and revised our signature standards associated with odometer disclosure statements. Our policy mirrors the position of NHTSA as explained in their response to Carvana's request for interpretation. Alongside this update you will find a document outlining the changes to our policy. If you have questions or did not receive a copy of BMV's updated policy, please contact Chris Charles at ccharles@bmvl.in.gov.

E-Lien Updates

As of 6/27/2024, the BMV has issued 1,185 ELT ID numbers to 963 lending institutions.


Service Provider	Indiana E-Lien Status
DDI Technology	Approved
Dealertrack	Approved
PDP Group, Inc	Approved
VINtek	Approved
SecureTA	Approved
Indiana Department of Revenue	Approved
Indiana Department of Child Services	Project Underway

Don't Forget!

Lienholders who conduct at least 12 lien transactions annually are required to use the e-lien solution. For more information, reach out to one of our approved service providers or visit <https://www.in.gov/bmv/titles/electronic-lien-and-titling-overview/>



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Bert's Towing, Inc.
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Curtis Garage & Wrecker Service
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Double T Towing & Recovery Corp
First Call Towing
Froedge's Inc.
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Green Services Inc.
H&K Wrecker Service LLC
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Hedinger's Towing Equipment
Hudson Towing & Recovery, Inc.
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Indiana Lien
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Jim's Garage
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Joey's Enterprise Service LLC
Kapnick Insurance Group

Ken's Westside Service & Towing
Kincaid Insurance
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Pardo's Services
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Paul's Auto Repair & Towing
Plunkett Salvage & Towing
Ray & Wally's Area Garage
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Rick's Auten Rd. Phillips 66
RoadSync
Shepherd Insurance
Stan's Towing & Recovery Service
Suburban Towing Inc.
TDS Heavy Towing & Recovery
Thompson's Towing & Repair
Tom's 24 Hr Towing
Towbook Software Management
Tri-State Towing & Recovery
Vander Haag's
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Woodmar Auto Care & Towing
Worldwide
Zip's Truck Equipment
Zore's Inc.

Shepherd Towing Insurance Team



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I-70 Wrecker Service & Garage
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- Hook & Winch (I.T.W.A.)
- Professional Towing & Recovery Operators of Illinois (P.T.R.O.I.)
- Towing & Recovery Association of Kentucky (T.R.A.K.)

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Shepherd
INSURANCE

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Clipsavers	Indiana Automotive Equipment
Double T Towing	Tool Box Distributors
Kapnick Insurance	Auto Data direct
Robert Young	Zips Truck Equipment
Copart	AAA Hoosier Motor Club
Custer Products Limited	Plews, Shadley, Racher & Braun
RoadSync	T&A Hook-In Supply
Haas Alert	Wichert Insurance

For those who pre-register, you will receive a \$10 food coupon to be used at either JawBone BBQ or Paradise Shaved Ice.

ITWA LADIES LUNCHEON PURSE DONATION FORM

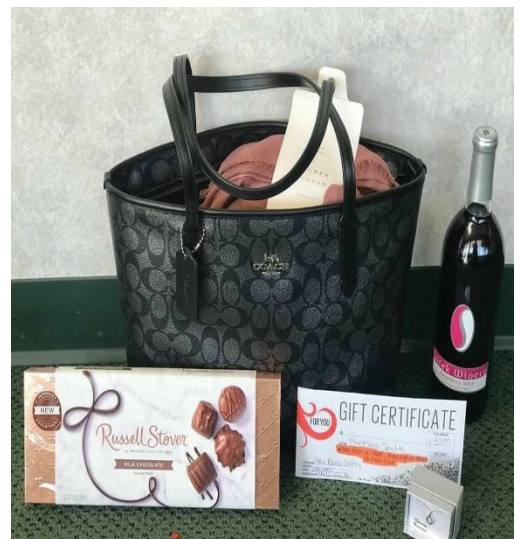
Ladies, if you are coming to the luncheon and are bringing a purse for the raffle, we need the following information so we can properly display your purse. Purses can be sponsored by your company, or you may solicit vendors that you deal with at your location for sponsorship.

Item donated description (ie, Vera Bradley, Coach, Brand) Color, Size, and Value. Also, please list any theme or items you plan to put inside the purse. We want to make appropriate display materials for each purse and also recognize the donors of the purses. See examples....

Item Description: _____

Donor: _____ Value: _____

Email completed form to: Sue@Northwesttowing.com





2024 ITWA TOW SHOW REGISTRATION FORM

Company: _____

Name of Person attending: _____

Name of Person attending: _____

Name of Person attending: _____

Name of Person attending: _____

Beauty Contest Entries: Please fill out separate entry form, and return with your show registration and payment.

Ladies Luncheon Tickets are \$20 each

_____ # of Tickets needed – Ladies Power of the Purse Luncheon \$20 each Total \$ _____

Name of Person attending: _____

Name of Person attending: _____

Name of Person attending: _____

Name of Person attending: _____

Grand Total \$ _____

Company: _____

Phone _____ Email: _____

Credit Card Authorization:

Name on Card: _____

Card # _____ Exp _____ CVC _____ Zip _____

Please email all registration forms to Sue@Northwesttowing.com



ENTRY #

CLASS

**2024 INDIANA TOW SHOW AT BOONE COUNTY FAIRGROUNDS- BEAUTY
CONTEST ENTRY**

Company:_____ **Driver:**_____

Address:_____ **City, St. Zip:**_____

Phone:_____ **Owner:**_____

Chassis Make:_____ **Model:**_____ **Yr.**_____ **GVRW**_____

Body Make:_____ **Model:**_____ **Yr.**_____ **Rating**_____

Are you a member of a towing association? (Y) (N)

Name of Association:_____

Note: Unit must have a manufacturer sticker in the door.

****Mark (Circle) only one class per entry form. One truck per entry form. ****

CLASS A - WRECKER/ROLLBACK	UNDER 25,999 GVWR	\$25.00	\$35.00
CLASS B - MED. DUTY WRECKER	26,000-33,000 GVWR	\$25.00	\$35.00
CLASS C- SPECIALIZED EQUIPMENT	ROLLOFF-DTU-ETC	\$25.00	\$35.00
CLASS D - HEAVY DUTY CLASS	OVER 33,001 GVWR	\$25.00	\$35.00
CLASS E – ROTATOR	OVER 25 YEARS	\$25.00	\$35.00
CLASS F – ANTIQUES	OVER 25 YEARS	\$25.00	\$35.00

**I AUTHORIZE JUDGES TO OPEN COMPARTMENTS FOR INSPECTION IF I AM NOT PRESENT
WITH MY TRUCK DURING INSPECTION.**

Signature:_____ **Date:**_____

ITWA has secured room blocks for the Show:

When calling hotels, ask for the ITWA Room Block.

Hampton Inn

410 N Mt. Zion Rd

Lebanon IN

765-481.2920

Limited Camping is also available at the Fairgrounds

\$65 per night, water and electric included..... Contact Sue if interested