



**19<sup>th</sup> Annual ROADEO & Convention  
October 15 – 17, 2018  
NOTHERN QUEST RESORT & CASINO  
Spokane, WA  
“IT’S ALL ABOUT SAFETY”  
OWNERS**

**Monday October 15, 2018**

- |   |  |
|---|--|
| 2pm – 4pm   | <i>NWMA Board Meeting</i>  |
| 4pm – 5pm   | <i>Registration Opened</i>   |
| 5pm – 6:30pm  | <b>Visit Spokane - Tour &amp; Travel<br/>Trade Show – all together</b> |
| <b>Sponsored by: Visit Spokane Tour &amp; Travel Partners</b> |  |
| 7pm – 9pm   | <i>Dinner – On Own</i>   |
| 9pm – 10pm  | <i>Hospitality –(all together)</i>                                     |
| <b>Sponsored by: Willingham Inc.</b>                          |  |

## **Tuesday, October 16, 2018**

7am

**Vendor Set-up for Trade Show** (your materials can remain up until after dinner tonight in order to capture attention as attendees move in and out of educational sessions and meals)

7am – 4pm

**Registration Opened**

8am – 9am

**Breakfast, Welcome & Opening Remarks, Self-Introductions**

Led by:

**Sponsorship Welcomed**

9am – 10:30am

**Educational Session I – (all together) The First Observer Plus™** Program provides transportation professionals with the knowledge needed to recognize suspicious activity possibly related to terrorism, guidance in assessing what they see, and a method for reporting those observations.

**Session Led by: Andy Niero, Lead Inspector – Surface Transportation, Transportation Security Administration, US Dept. of Homeland Security**

10:30am – 11am

**Coffee with the Vendors**

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11am – 12pm

**Educational Session II – Safety in the Work Place -** Controlling workers' compensation costs begins at the top. Employers should treat workers' compensation costs as a controllable expense that is managed with prevention, education, and a concrete action plan — both before and after accidents occur.

**Presenter: Anthony Borgomainerio, Brown & Brown Insurance**

12pm – 1pm

**Lunch – (all together) The Important Role of Drivers** Teamwork between tour leader and driver is critical for a successful multi-day trip. Learn crucial tips from a veteran tour operator that'll help avoid many of the common pitfalls that can negatively impact guest experience.

**Presenter: Cynthia Billette CTP, Columbia Crossroads, Inc.**

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1:15pm – 2:30pm

**Educational Session III – How Are ELDs Impacting Safety Audits?**

Hear firsthand from WA Utilities Commission about how the new ELD mandate is changing the audit process and learn how to avoid the most common infractions. Session will be followed by a Q & A period.

**Session Led by: Jason Sharp** - Motor Carrier Safety Supervisor  
Washington State Utilities and Transportation Commission

***Afternoon Break***

2:45pm – 3:45pm

**Educational Session IV – How to overcome A Bad**

**GOOGLE Review** - Even the best companies can sometimes receive bad reviews online. From Yelp to Google to Facebook posts negative reviews will happen but how you respond can either hurt or help your company. In this session, you'll learn what to do and what not to do to turn negative reviews into something that will actually drive additional future bookings

**Presenter: Chris Riddell**, GoMotorcoach Council

3:45pm – 4:45pm

**Educational Session V - Steps Your Company Can Take to Control Rising Insurance Premiums**

With insurance rates on the rise, it's critical that operators actively manage and implement policies that control risk factors which can lead to skyrocketing premiums. Learn strategies and best practices to incorporate into your business from an experienced insurance industry professional.

**Session Led by: Mark Freeark**, TIB Insurance

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5pm – 7pm

together) **Sponsorship Welcomed**

**Vendor Tradeshow & Reception**—(all

7pm – 8:30pm

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**Banquet Dinner & The Industry Moving Forward**—  
(all together) **ABA & UMA**

8:30pm – 11pm

together) **Sponsored by: Willingham, Inc.**

**Hospitality** – (all

**Drivers, Owners & Managers**  
**“ROADEO DAY”**  
**Northern Quest**  
*(all together)*

**Wednesday October 17, 2018**

**Breakfast on your own**

8am **Set-up for ROADEO Northern Quest Parking Lot**

9am – 3pm **“ROADEO” & Manufacturer Coach Displays**  
**Judges provided by WA UTC**  
**Matthew Perkinson**

Written Test  
Pre-Trip Inspection  
Bus Orientation  
Driving Skills

**Boxed Lunch Sponsorship Welcomed**

3pm **Trophies and Prize Awarded**

3:30pm **19<sup>th</sup> NWMA Annual ROADEO & Convention**  
**officially closed – Safe Travels and see you next**  
**year**

**A Special Thank You Goes Out To Our Sponsors for making this**  
**19<sup>th</sup> NWMA Annual ROADEO & Convention Possible**