

**Northwest Motorcoach Associations' Annual  
2019 Mechanic Tech & Tour Event  
April 7 – 9, 2019**

**OPERATOR SESSION**

**(as of 3/9/19) Session schedule subject to change**

**Sunday- April 7, 2019**

- 4:00p – 5:00p            Registration Opened
- 5:00p – 7:00p            NWMA Board Meeting
- 7:00p                      Dine Around - Dinner on Own

**Monday April 8, 2019**

- 8:00a – 4:00p            Registration Opened
- 7:00a - 8:00a            Breakfast at hotel (included in hotel reservation)
- 8:00a                      Mechanics Depart for their educational sessions at host operator property  
Caldwell Transportation Company, Inc. Boise Shuttle, 3503 South 6903 W Targee Street Boise, ID
- 8:30a – 9:30a            EDUCATIONAL SESSION - **Busing on the Lookout to Fight Human Trafficking** - Human Trafficking is modern day slavery. An estimated 40 million people worldwide are exploited for commercial sex or forced labor. It's happening every day across the US, including in the Northwest. Bus companies have an integral role to play in recognizing and reporting this heinous crime. This session will provide information about human trafficking, the BOTL training, and the role you can play in providing an extra set of eyes and ears for law enforcement in recovering victims and arresting traffickers.  
*Presenter: Annie Sovcik, Director of Busing on the Lookout (BOTL) Truckers Against Trafficking*
- 9:30a – 10:15a           EDUCATIONAL SESSION - **Mitigating Your Exposure** – Debating Overnight Trips Keeping customers happy and safe are the two main goals of all operators. Overnight trip requests don't have a simple answer. Hear from two operators who manage overnight trip requests differently. One operator will present his/her position on why they don't do overnight trips and how they are able to effectively communicate that to their customer. A second operator will present their position on why they do allow overnight trips and steps they take to keep their customer happy and safe.  
*Moderator John Burnett, Premier Coaches NW*
- 10:15a – 10:30a           Break
- 10:30– 11:15a           EDUCATIONAL SESSION– **THE BASICS Fatigue Part 1** – The coming years will see a push by both Congress and Regulators to reduce fatigue-related crashes. Are you ready? What are the levels different levels of fatigue? How does management evaluate their prevalence? And how is a plan implemented? This session will address all of this and more! You should walk away with a better understanding of fatigue issues and be equipped with actionable step by step ways to create a management plan for your company  
*Presenter – Kimberlee Bissegger, Safety & Loss Control. Lancer Insurance Company*
- 11:15a – 11:30a           Break

- 11:30a Depart for BBQ Lunch & “KICK THE TIRES” at Caldwell Transportation with Mechanics
- 12:15p – 1:30p **BBQ Lunch and “KICK THE TIRES”** Caldwell Transportation Company, Inc. Boise Shuttle, 3503 South 10th Avenue Caldwell, Idaho 83605. Manufacturers this is the perfect opportunity to point out all the “Bells and Whistles” on your coach.....
- 1:30p – Depart
- 2:00p – 3:00p EDUCATIONAL SESSION – **Recruiting & Retention** - In this session, you will learn valuable tools on recruiting & retaining employees with special emphasis on millennials. With 13 million people working in the transportation industry and almost half eligible for retirement in the next 10 years, it is imperative that you consider and yes, hire millennials. Plan to take away real ideas to help you do just that!  
*Presenter: Michelle A. Wiltgen, AVP, National Marketing Manager, National Interstate Insurance*
- 3:00p – 3:45p EDUCATIONAL SESSION – **Tour & Travel Talk**  
*A Roundtable discussion led by Cynthia Billett, CTP Cross Country Tours*
- 1) What are the similarities or differences between working with tour operators and other retail clients? Cynthia
  - 2) How do you approach social media? How much merit do you put into online reviews or outreach? Michael
  - 3) What are some of your best practices or inclusions in your Driver Education programs? John B
- 3:45p – 4:30p EDUCATIONAL SESSION – **THE BASICs Fatigue Part 2** - In this session we will debate the pros and cons of overnight trips and tap into the real experience from operators a great topic to hash out amongst the group.  
*Presenter – Kimberlee Bissegger, Safety & Loss Control. Lancer Insurance Company*
- 4:30p Mechanics return to hotel
- 5:00p -6:00p FREE TIME
- 6:00p Bus Departs for Dinner
- 6:30p– 8:00p Dinner, Board Updates and Celebration of Life for Bob Giles, Alpha Omega Tours and Charters (Location TBD)  
**Led By: John Burnett, Premier Coaches Northwest, Inc & Lisa Holcomb, ecoShuttle**

**Tuesday April 9, 2019 Sessions will be all together at the hotel on this day**

- 7:00a – 8:00a Breakfast at hotel (included in hotel reservation)
- 8:00a – 9:00a EDUCATIONAL SESSION – **Lubrication Excellence: Industry Trends and Best Practices for Fleet Savings** - In this informative session, we will learn about recent motor oil trends and changes from API CJ-4 to new CK-4 and FA-4 diesel motor oils, OEM requirements, and fleet longevity. Discussion will also include gasoline motor oil update. You

will discover how to utilize and understand oil analysis reports for improved maintenance and savings.

*Presenter(s): Karen L. Wright, Chemist, CLS, OMA II, Technical Director & Regulatory Specialist  
Chip Shields— Technical Sales, Portland Region  
Mark Booth— Technical Sales, Seattle Region  
Schaeffer Manufacturing, Inc.*

9:00a –10:00a EDUCATIONAL SESSION - **“The Modern Retread-Separating Fact from Fiction”**

The US Department of Transportation routinely studies all motor vehicle accidents. Of tire related accidents, data reflects that retreads are as safe as new tires. The most common reasons for a tire-related accident are improperly maintained tires that are under-inflated or tires lacking sufficient tread for proper handling on the road. In this session you'll learn FACT OR FICTION

*Presented by: Larry Harris, Field Sales Mgr., Mileage Sales, Bridgestone Commercial Solutions (All Together)*

10:00a - 11:00a EDUCATIONAL SESSION – **Basic Care and Maintenance of ADA Lift Equip on your coach -**

Wheelchair lifts training and information session including a lively and interactive hands-on session.

Presented by: Francois Caron, Canadian Sales Mgr, North America Motor Coach Sales Mgr, The Braun Corporation (All Together)

11:00a – 11:45a EDUCATIONAL SESSION - **Vehicle Inspections and Investigations Avoiding Common Maintenance Citations** - Did you know that break downs within a motor carrier’s maintenance program is reflected in roadside vehicle performance? During this session, we will take a detailed look at the most common cited vehicle inspection defects and discuss in-house procedures to prevent these reoccurring maintenance violations. By comparing vehicle inspection and maintenance program violations, you will leave with the information you need to evaluate your program. Learn the most common FMCSA violations, what to be aware of and what they could cost your company. Take away information to avoid making common mistakes

Presented by Danielle Smith, Transportation Specialist, United States Department of Transportation, Federal Motor Carrier Safety Administration, Commercial Passenger Carrier Division

12:00p Bus Departs for FAM Tour

12:00p – 4:15p FAM TOUR with Lunch Included

**OPTIONAL– REGISTRATION REQUIRED**

**FAM TOUR AGENDA**

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12:00p

Bus Departs for FAM Tour

12:15p Lunch at the Basque Market

**Sponsored by State of Idaho Tourism**

1:00p Group Walks across to the Basque Museum for guided

1:45p Bus Departs

2:00p Tour of Idaho State Penitentiary

3:00p Bus Depart for a Tour of Birds of Prey wild life and exhibits

4:15p Bus Departs Birds of Prey with a drop at airport and then return to hotel to end the tour by no later than 5 pm

-DEPARTURES-

Thank you to everyone for coming. Welcome to the newest NWMA members!

Travel safely and we'll see you at the 20<sup>TH</sup> Annual NWMA ROADEO in **October 21-23, 2019 Location TBD**

NWMA BOD