

APTO Towing Conference 2026

MONDAY, SEPTEMBER 21, 2026 | NATIONWIDE ARENA, COLUMBUS, OHIO

9:00 am **Opening Remarks & Conference Overview**
APTO leadership

10:00 am **The Importance of Telematics & Cameras**
Traxxis GPS Solutions, in partnership with Kapnick Insurance
How telematics and camera systems can strengthen fleet safety, improve accountability and help protect the business.

11:00 am **Employee Benefits: Options That Help Attract and Retain Your Team**
Kurt Schlass, Abi Dawson - GMS
To attract and retain qualified towing professionals, employers have options: from safety bonuses to attendance rewards and company-provided gear, all the way down to a mix of employer-sponsored and voluntary benefits – these help support employee well-being and long-term commitment.

12:00 pm **Lunch and Networking**

12:45 pm **Ohio Towing Legislative Update & Open Q&A**
Shumaker Advisors
Current legislative and regulatory issues affecting Ohio towing companies and what APTO members should be watching.

1:45 pm **The Million Dollar Tow: Preventing the Claims That Can Change Your Business by Controlling the Controllables**
Wichert
Taking a real-world look at six-and seven-figure towing claims through actual claim videos and scenarios. We'll break down what went wrong, identify the decisions and behaviors that contributed to the loss, and discuss practical safety procedures, training, and company policies that could have prevented the claim.

2:45 pm **Raising the Bar: Elevating Professionalism in the Towing Industry**
Industry Roundtable
What is needed to raise the level of professionalism in towing? This roundtable will look at the role of owners, employees, training, industry partners and associations in strengthening standards and public perception.

3:45 pm **Chuck and the Chargeback Counter Attack**
Chuck Hardon, RoadSync
Chargebacks cost time and money. This session will cover practical steps to strengthen documentation, reduce disputes and improve payment outcomes.

5:30 pm **Nationwide Arena Party Tower Opens**
Food service and networking before the game.

7:00 pm **Columbus Blue Jackets vs. Detroit Red Wings**



Kapnick

