



Heavy Towing Industry Trends

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Gay Rochester

Trends in the Heavy Tow Industry – Change is Survival

➤ Forces driving trends:

- Safety in operations during response
- Increased pressure to professionalize towing industry
- Cost of business increases – market share decreases
- Continued gap between towing and their primary clients – trucking fleets
- Cost of recovery versus insurance limits
- Government programs without industry input

Partners in Change

➤ Trends leading the way

- Responder safety becomes a priority
- Towing industry champions training, certifications, trade status
- Industry recognizes the need for calibrated incident response
- Third Party Administrators become a solution partner
- Education and compromise with insurance providers
- Provide input on Government Incident Management programs

Future of the Industry

- Total partnership solution brings positive change
- Uniform standards in the towing industry increase efficiency of response
- Transportation, insurance become educated, productive partners in clearing incidents
- Third Party Administrators combine total resources for a networked delivery
- Congestion mitigation measures are achieved
- **The ultimate goal** - Responder and public safety will increase!

Thank you for your time

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