

Towing & Recovery Incentive Program (TRIP) Overview

Presentation to the I-81 Corridor
Coalition





WHAT IS TRIP?

TRIP is a quick clearance incentive program that partners VDOT with heavy-duty recovery companies and pays a monetary bonus for **clearing** commercial vehicle wrecks **within 90 minutes**.

HISTORY OF TRIP IN VIRGINIA

Pilot program development & outreach began in March of 2017

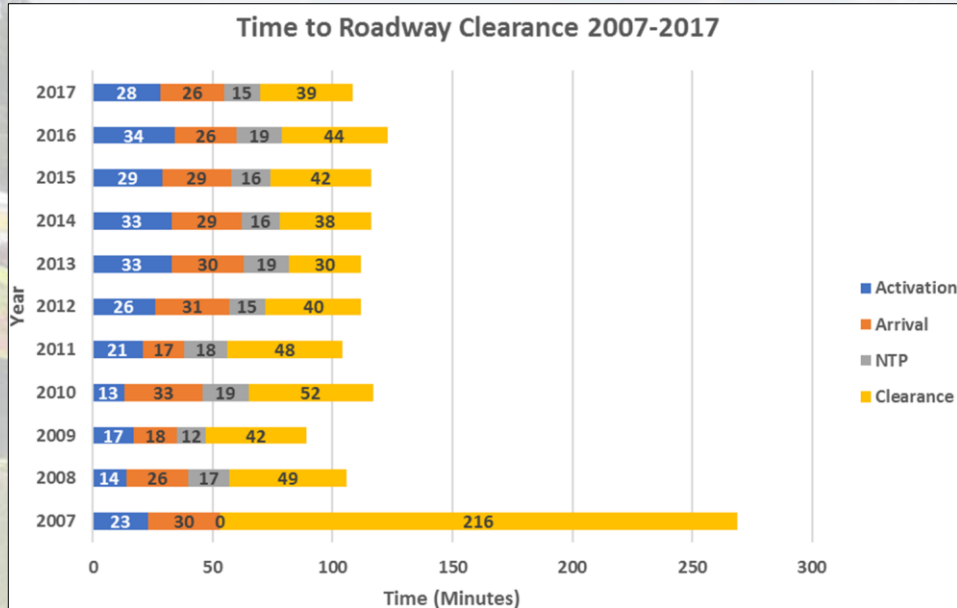
- Based on a recommendation from the Virginia Transportation Research Council report in 2016, and initially funded by the VTRC
- **Started with high level State Agency stakeholders** and VATRO to foster buy in
- Identified and defined roles and responsibilities
- Identified interstate coverage parameters based on CMV crash data/ budget
- Identified potential Towing partners/ other stakeholders
- Designed to meet the operational needs of the VDOT Central Region
- **Very Aggressive Schedule: Required extensive outreach and training over 9 months for multiple stakeholder groups**
- Program deployment: December 15, 2017

TRIP Implementation: A TEAM EFFORT

- **Parsons staff and VDOT IMC staff prior to Pilot deployment:**
 - Worked hand in hand to develop TRIP specs
 - Identified key stakeholders
 - Parsons brought in key subject matter staff to assist
 - Put forth a united front during entire outreach effort which continues today
 - Collectively sent a consistent message
 - Identified performance metrics and management processes
 - Developed TRIP management relationships
 - Co-instructed together for all stakeholder groups
 - VDOT IMC/TAMS staff dedicated to TRIP response 24/7/365

CURRENT TRIP PROGRAMS

GEORGIA DOT /ATLANTA TRIP PROGRAM -Established 2008



- Independent program evaluation completed in 2011
- Cost savings PER INCIDENT = \$456,396
- Percentage of Savings = 71%
- Financial benefit of TRIP for 2014 & 2015 = \$9,154,431
- Benefit / Cost of 11:1 up to 33:1

VIRGINIA DOT/RICHMOND TRIP PROGRAM -Established 2017

- Pilot program established December 2017
- First 18 months: 130 TRIP crashes
- Lane clearance improvement: 2+ hours quicker for lost cargo CMV crashes
- Meeting incentive goals: 80+% success first 18 months./ 88% in 2019

PROGRAM OVERVIEW

- **TRIP is activated for all commercial vehicle crashes that impact lanes of travel**
- **Activation is handled by Agency Personnel, State Police, Safety Service Patrol Operators or others as designated**
- **45-60 minutes Response - 24/7/365**
- **90 minutes roadway clearance**
 - **Once Notice to Proceed is given by Incident Commander**
- **Time keeper: VDOT TOC with input from Incident Commander**
- **Incentives: \$2,500 to \$3,500**
- **Disincentive = \$600 (3 hour mark)**
- **\$10 per minute after 4 hour mark**

WHY TRIP/TRIP DETAILS





WHY TRIP?

TRIP's key objective is to
STANDARDIZE Towing Response
and facilitate the safe and quick
clearance of commercial vehicle
crashes from the Interstate
system

SAFE, QUICK CLEARANCE

- Safety of responders is #1 priority
- Tactical decision-making
 - Move it? Or work it?
- Reduce time on major crashes
- Build efficiencies into CMV crash recovery
- Safety of the motoring public
 - Keep lanes open whenever possible
 - Facilitate traffic flow and minimize queue
 - **Reduce/eliminate likelihood of secondary crashes**



The background image shows a highway accident scene. A blue crane with "ZIMMER" and "HEAVY RESCUE" written on it is lifting a large white semi-truck. The semi-truck has "PAYNE" and "T402" written on its side. A worker in a yellow safety vest stands near the crane. In the background, there are green highway signs for "95 SOUTH", "Richmond", and "Petersburg". A black car is parked on the side of the road, and an orange traffic cone is visible. The sky is blue with some clouds.

KEY WORDS

CHANGE RELATIONSHIPS PERFORMANCE

OUTREACH

- Needs to begin during the early development of a TRIP program and continue throughout program management
- Should include all levels of stakeholders

Primary- TRIP Activators

Secondary- TRIP Awareness

- Will foster “buy in” for the program
- Lead time for resources, tools, equipment and training must be factored
- Sets the stage for mutual trust and respect among all stakeholders
- Requires specialized understanding of all stakeholder disciplines including wrecker specifications and techniques to establish professional credibility
- Prepare for pushback
- Avoid “mom and dad” syndrome

WHO ARE OUR STAKEHOLDERS?

- Towing Community
- Trucking Industry
- Law Enforcement: VSP and any applicable local or county PD
- VDOT IMC and TAMS Monitor Staff
- VDOT Safety Service Patrol
- VDOT TOC & VSP Dispatch
- Fire and EMS
- VATRO
- Public
- Media

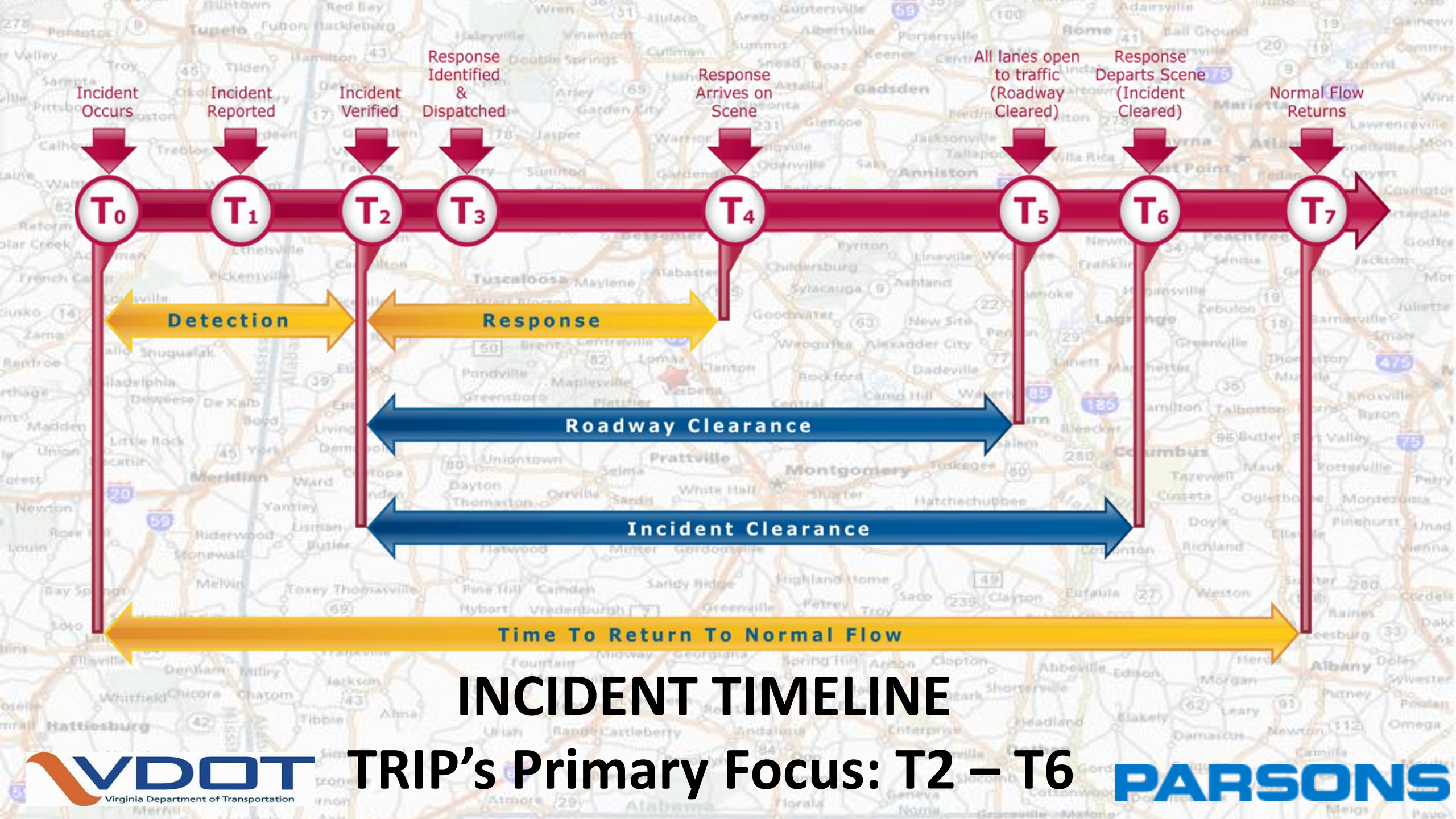


TRIP-QUALIFYING CRASHES



TRIP-QUALIFYING CRASHES





INCIDENT TIMELINE

TRIP's Primary Focus: T₂ – T₆

TRIP REQUIREMENTS- PERSONNEL & EQUIPMENT

- Minimum of a 30-ton and a 50-ton recovery wrecker (or 40-ton Rotator) with two TRIP-qualified operators for all TRIP activations
- Support truck including a full set of tools, traffic control & fluid spill mitigation capability with one TRIP qualified supervisor
- A fully-trained 3-person team deployed to every TRIP crash assuring a consistent standardized response
- Other specialized heavy equipment (low-boys, skid-steer, sand spreaders, etc.)
- 24/7 equipment availability



TRAINING REQUIREMENTS

WRECKER OPERATORS AND SUPERVISORS SHALL COMPLETE :

- Advanced heavy recovery and highway wrecker TRIP Level 1 and Level 2 training
 - Currently provided by WreckMaster instructors
- TRIP Level 1- Operators
- TRIP Level 2- Supervisor
- Hazardous Material awareness
- SHRP2 T.I.M. Training
- NIMS ICS 100 & 700
- VDOT Basic Work Zone
- Eight hours of continuing education every 1-2 years



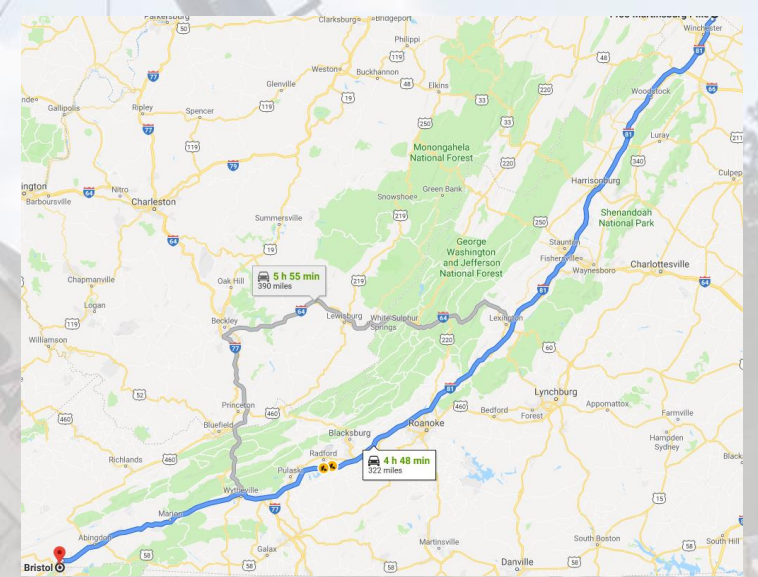
TRIP REQUIREMENTS- COMPLIANCE

- **Response Times:**
 - 45 mins. (peak hrs.) for on-scene wrecker crew
 - 60 mins. (off-peak hrs.) for on-scene wrecker crew
 - Or, as designed based on region
- **Safety Vests:** (ANSI Class III) – At all times for all personnel
- **Lane clearance:** within 90 minutes from Notice to Proceed
- Meet incentive goals: \$2500 or \$3500 payment by VDOT
- Failure to meet ANY of the above three goals results in no payment of incentive
- 3 hour mark from NTP results in applied disincentive (-\$600) 4 hr: \$10 per minute
- **Must participate in the ICS process**



RECOVERY ZONES

- Designed to meet the operating needs of VDOT
- Occurs AFTER applications are received and approved companies identified
- Takes into account historical crash data
- Identifies recurring congestion and crash areas
- Establishes limits of responsibility for each participating TRIP towing company based on proximity to interstate and ability to respond
- Mile marker limits and key access points are included in a recovery zone route reference document provided to all stakeholders
 - These documents are used as a direct reference by the TOC when dispatching TRIP



IDENTIFY AND ACTIVATE TRIP

- Follow all current S.O.P.'s for crash response
- Upon arrival, identify if CMV crash meets TRIP criteria
- Follow all notification procedures to either VSP Dispatch or VDOT TOC
- **“ACTIVATE TRIP”**
- If a VSP call, then the VSP Dispatcher will contact the VDOT TOC to activate TRIP
- All TRIP calls will be dispatched by the VDOT TOC
- TOC and VSP Dispatch will communicate to avoid duplicate response from the rotational tow list
- TRIP providers are already identified by assigned recovery zones
- VDOT TOC will begin the response time stamp

Accurate timeline documentation is critical to the integrity of the program

TRIP ACTIVATION & RESPONSE

- Once notified by the TOC, each TRIP provider has either:
 - 45 minute response time M-F 5:30 am to 7 pm
 - 60 minute response off hours and weekends
- TOC will time stamp the response start time
- Incident Commander (VSP, SSP, VDOT IMC) SHALL:
 - Document the arrival time of the TRIP team
 - Notify either VSP Dispatch or VDOT TOC of confirmed **TRIP TEAM** arrival
 - Participate in the ICS process
 - Coordinate the quick clearance and recovery strategy with the TRIP provider
- TOC will be the final timekeeper with input and verification from IC

TRIP NOTICE TO PROCEED

- Given by on scene command
 - Once all other non towing issues have been resolved
 - Once a clearance and recovery plan has been discussed
- Begins the 90 minute clearance timeline
- Time must be communicated to the VDOT TOC and logged on scene
- 90 minute clock for TRIP stops if on scene command stops the recovery process for any reason: e.g.
 - Safety reasons
 - Further investigation
- 90 minute clock restarts when IC gives the NTP to continue the recovery process

TRIP 90 MINUTE LANE CLEARANCE

- Applies to clearance of the travel lanes
- Recovery and cleanup effort may continue beyond 90 minutes from the shoulder or other non-driving lane area deemed appropriate by IC
 - Gore Point
 - Rest Area
- Lane clearance time must be communicated to the VDOT TOC for time stamping.
- Critical that good recordkeeping occur and is necessary to pay out incentives for meeting the goals of the TRIP response and clearance of the roadway
- Must be a collaborative effort between all crash scene stakeholders.
- Communication is key

DOCUMENTING TRIP ACTIVITY

- Time the TRIP is activated
- Time the tow company is notified
- ✓ Time the tow company arrives
- ✓ Notice to proceed for tow company
- ✓ Time from NTP to opening of all travel lanes
- If situation dictates:

Must log time for any stoppage of work by Incident Commander due to special circumstances

TOC

TOC

IC

IC

IC

AFTER INCIDENT REVIEWS

- Scheduled every month
- Designed to be a high-level review
- Stakeholder attendance is Mandatory
 - Builds great TIM relationships
- Offers lessons learned in one setting for the entire TRIP group
 - Performance measures are discussed
- Incentive payments are approved/denied in an open forum

TRIP PERFORMANCE MEASURES

KEYS TO VALIDATING THE BENEFITS OF TRIP

- Reduction in Travel Lane Blockage
- Reduction in Response Times
- Improvements in Roadway Clearance Times
- Reduction in Overall Incident Duration
- Reduction of Secondary Crashes
- Dollar Saving from Reduced Congestion
- **Data Equals Dollars**

TRIP STAKEHOLDER FEEDBACK

SASHTO- Southern Association of State Highway & Transportation Officials:

The VDOT TRIP program was recognized with the 2019 Americas Transportation/ Operations Excellence Award

“With the addition of the TRIP program we have seen significant reductions in the time it takes to reopen interstate highways. More importantly, we have seen an added level of safety for all first responders through reduced exposure to traffic by shorter incident durations. The incentive based objectives of the TRIP program have been successful in creating a process by which members of the towing community work with the TRIP partners to the ultimate goal of lane clearance, resulting in a higher level of efficiency in traffic management.”

Captain Ted Jones, Commander Division 1 VSP

“Everyone is winning! The Virginia motorists and tradesmen will accomplish their travel goals faster and safer. The first responders will clear the impaired scene quicker and get home to their families safer. The towing industry has fallen in love with high standards of professionalism within the industry. The TRIP program is a miracle! I am privileged to have witnessed this amazing transformation!”

Floyd Mays, Floyd Mays Insurance Agency/ VATRO

TRIP STAKEHOLDER FEEDBACK

VSP: “There may have been some skepticism. As an agency we are slow to change. There were a lot of growing pains but I think the only hiccups were on our part. The TRIP program was well put together by VDOT.”

“Its more streamlined. We now have protocols in place for what we do.”

“It was not uncommon for a TT to flip over and troopers could be out there for 5-6-10 hours. This has gone down now. These guys have been doing great.”

“After Action Reviews have lessons learned that benefit the industry. They are prepared to deal with unknown variables much better. I have not heard anything negative.”

“TRIP companies are more aware of their responsibilities, I am seeing an upscale in professionalism.”

TRIP STAKEHOLDER FEEDBACK

TRIP Towing Community Early In the Program:

“There were mixed opinions from the towing vendors about the TRIP program. A few were excited to participate. Other vendors were more skeptical”

“It will never work. It’s the worst thing I have ever heard in my life. They are going to run the small guys out. What they don’t understand is that they are messing with people’s livelihoods. The unknowns. Looking back I see the reason. It was all brand new for Virginia.”

“Couple of calls went to the wrong vendor because the mile marker was called in wrong.”

“It gets better and better with each TRIP call. Learning curve is continuous”

“After Action reviews are the best meeting in the world. TRIP has brought a lot of towers together.

TRIP STAKEHOLDER FEEDBACK

TRIP Towing Community Today:

Unanimous that the TRIP program has created a positive change to the industry culture

“Makes things easier, clarifies everything, very pleased with the communication from the TOC”

“I think it has improved the industry. Guys are trained now. In meetings you are held accountable. All the other companies are looking at us, its like a peer review process- Why would you do that? Or, great job! It has set a higher standard.”

Virginia Trucking Association:

“Support and agree with the idea of TRIP. Important to reduce responder exposure. We do however, have concerns regarding the billing of owners of casualty vehicles. Need to ensure that over charging does not occur.” Not happy with the policy of “no owner request.”

AGAIN... WHY TRIP?

- TRIP is a proven formula for successful and efficient clearing of Commercial Vehicle Crashes
- **Standardizes Towing Response/Guaranteed consistent level of service: 24/7/365**
- Extremely effective at Safe, Quick Clearance when managed properly
- Focus is on both Responder and Motorist Safety
- Key Benefit – Reduction in Secondary Crashes
- Brings Responders Together
- Elevates the Towing Community to true Incident Management Professionals
- Enhances TIM Concepts and Practices already in place
- Uses the existing towing resource as a baseline



VDOT TRIP LOOK AHEAD FOR THE I-81 CORRIDOR



THANK YOU!

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