












**Towing and Recovery Incentive Program (TRIP)**

TRIP After Incident Review  
 HERO HQ  
 Quarter 1, Year 2011  
 (January – March)

<b>TRIP Companies (September 2, 2010 – March 31, 2012)</b>	
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# WRECKER SERVICE COVERAGE MAP



- |   |                                 |   |                                 |
|---|---------------------------------|---|---------------------------------|
|  | <b>BARROW (770) 435-8945</b>    |  | <b>SOSEBEE'S (404) 361-6349</b> |
|  | <b>MARIETTA (770) 953-1176</b>  |  | <b>SOUTHSIDE (770) 964-8220</b> |
|  | <b>MARTIN'S (770) 382-9295</b>  |  | <b>STATEWIDE (404) 279-8424</b> |
|  | <b>NEW IMAGE (770) 252-4392</b> |  | <b>WILLARD (770) 614-8131</b>   |
|  | <b>S&amp;W (770) 493-9083</b>   |   |                                 |

# January 2011

## Welcome and Introductions – Christine Simonton

Christine welcomed everyone to the meeting.

### General Announcements

- The TIME quarterly meeting will be held in Henry County on January 18.
- After the quarterly, the TRIP managers will meet to select a production company for the TRIP video.

### INCIDENT DEBRIEFS:

#### 1. Incident #142 (1895853): 12/12/2010, I-75 Southbound at I-685, New Image

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
3:03	\$2500	67	372

- 🔊 A TT went all the way across the interstate; all lanes were closed.
- 🔊 Henry PD told Lawton he couldn't start because DOT wasn't on the scene, but Lawton cleared this up by calling the TMC and began working.
- 🔊 An officer from Henry County sent a frustrated email about how long it took to open the road. He was critical of TRIP and felt the incident took too long to clear.
- 🔊 Henry County activated TRIP at 2:46 but didn't call the TMC until 12 minutes later. The delay came from the Henry County dispatch. Ted and Rory will reach out to Henry County to clear up any miscommunication.

- ➡ Reminder: everyone should always remember the primary goal of TRIP, which is to get the road open as quickly as possible. Ted Smith reminded everyone not to take extra time just because they know they'll make it under the time limit. After NTP is given, the ultimate decision about how to clear an incident belongs to the TRIP company; just be prepared to justify with on-scene incident commander.

#### 2. Incident #143 (1898028): 12/23/2010, I-85 Northbound Ramp to I-285 Eastbound, Southside

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
12:26	\$2500	85	85

- 🔊 The HERO supervisor was Ryan Hardeman.
- 🔊 A shipping container carrying air freshener turned over on the 1-lane ramp to I-285. College Park PD activated TRIP.
- 🔊 Ted reminded the group that NTP doesn't have to be exactly the same time as the arrival as the equipment arrival.

**3. Other incident to discuss: 12/10/2010, Southside**

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
N/A	N/A	N/A	N/A

- 🔧 Jeff Poquette received a phone call from GSP to inform him of a TRIP incident. Jeff called the TMC to confirm, but they told him there was no record of it, so he didn't go to the scene. Thirty minutes later, GSP called Jeff again to ask where he was. Jeff called the TMC again, but they still didn't have a record of it. He worked the scene anyway.
- 🔧 HERO supervisor was Bob George.
- 🔧 Jeff submitted an invoice, but since there's no TRIP log, the TRIP managers will have to make a decision about whether to pay it.
- 🔧 There appears to be a glitch in communication between GSP and the TMC. Tracey Francis will investigate further; this incident will be on the February agenda.

# February 2011

## Welcome and Introductions – Brian Groover

Brian welcomed everyone to the meeting.

### General Announcements

- Brian thanked everyone for their condolences on Spencer Pass’ death. Funeral details will be announced soon.
- GRTA is no longer involved in paying TRIP invoices, so the process should be faster from now on. Direct deposit is an option; anyone interested should see Brian for details.
- Last Friday, January 28, GDOT had a meeting with local government officials to talk about the winter storm coverage. Brian explained that my factors played a role in the winter storm: policy changes over time, management changes, loss of experience—and storms like this occur once every 10 years. Everyone involved is talking about lessons learned and how to streamline the process for next time.
- Brian thanked Lawton Howard for his help in opening the road. I-285 and Old Dixie Hwy. was basically a truck parking lot, so GDOT paid Lawton for his services. In the future, GDOT will be expanding this contracting industry to cover not just snow and ice but also hurricanes and tornados.
- The vehicle placement training that was scheduled for today will be postponed until next month; this will allow for an open-forum discussion today.
- Ted Smith reminded the group that the TRIP managers intend to stay out of the wreckers’ business, including billing. However, the managers will not hesitate to suspend anyone who cannot justify their costs; they don’t want anything to jeopardize or undermine the program.
- The TMC is conducting a cost/benefits analysis of TRIP; their findings show that for every \$1 spent on the program, \$10 are saved.
- The TRIP managers selected Don Flynn Productions as the winning bidder for the TRIP video.
- Because the remainder of the training budget will pay for the TRIP video, the TIME Task Force will no longer be subsidizing TRIP trainings; anyone interested in training will need to contact WreckMaster to make arrangements.

### INCIDENT DEBRIEFS:

1. **Incident #144 (1900770):** 01/10/2011, I-285 Southbound at West Paces Ferry Rd., Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
11:38	\$3500	25	64

- 🚚 A TT jackknifed and hit the wall, spilling diesel and oil on the ice.
- 🚚 Extra equipment was a sand truck and spreader.
- 🚚 Despite the winter weather conditions, the incident was easily cleared without issues.

2. **Incident #145 (1901174):** 1/12/2011, I-285 Southbound South of Langford Pkwy., Southside

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
11:33	\$2500	77	77

- 🚚 Incident involved 2 TTs and a passenger vehicle.
- 🚚 The road was still iced over from the snowstorm, but no extra equipment was required.

**3. Incident #146 (1902136):** 1/18/2011, I-285 Southbound Ramp to I-20 Westbound, Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
17:38	\$0	N/A	N/A

- 🚚 Incident involved an empty trailer.
- 🚚 Atlanta Fire Department sprayed water on the diesel spill, which just served to escalate the incident.
- 🚚 The large wrecker got to the scene first, but the Barrow supervisor was stuck in traffic. They realized that the other pieces wouldn't make it there on time, so Barrow made the decision to turn everything around rather than charge for it (or endangering everyone's safety).
- 🚚 Brian Groover and Ted Smith thanked Chris Welchel for making that decision.

**4. Incident #147 (2153005):** 1/27/2011, I-85 Southbound North of Beaver Ruin Rd., Statewide

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
22:40	\$3500	53	56

- 🚚 Earl Brown was the HERO supervisor.
- 🚚 A parking lot sweeper truck hit a tire in the road. The sweeper stopped, but the TT behind him didn't. The sweeper traveled nearly 1,000 feet with the motor and transmission lying in ground.
- 🚚 Everyone on-scene experienced considerable wait time for MCCD to arrive. Gwinnett County PD wanted the truck looked at because they didn't have anyone qualified to do it. The roadway remained blocked while they waited.
- 🚚 The TRIP program needs to work with MCCD to help move an incident while waiting for them to arrive. MCCD says we don't have to wait for them if it's an extended ETA, but the word needs to be spread to locals.

Action item for Brian Groover: talk to Gwen Fulton about MCCD/local jurisdictions.

**5. Follow-up discussion:** 12/10/2010, Southside

Lonnie Blackstone started the discussion by saying that towers need support from GDOT or Delcan when it comes to dealing with insurance companies.

Incident recap: a TT carrying woodchips broke in half on I-285 near Cascades. Rhino and Southside decided to vacuum the woodchips. The final invoice was \$29,000 (Southside's bill was \$16,000; Rhino's was the remaining amount), but Progressive is offering Jeff \$2,000. Jeff is holding McDowell's truck, so the trucker is in danger of going out of business.

Ted Smith was surprised that the invoice was so high and suggested there were other cost-effective ways to deal with incident. Ted also told the group that the TRIP program shouldn't be involved in billing.

Jeff said that the value of product doesn't have anything to do with how much it costs to clean it up. Clean-up costs include equipment, manpower, etc. Jeff used example of last meeting, when the TRIP managers reminded Lawton not to use the entire allotted time to clear an incident—quick clearance is the goal. Jeff and Lonnie attacked this particular incident with gusto, and now they feel they're being penalized. Lonnie said that everyone on-scene formulated game plan (with safety first) to quickly clear road.

Ted said that the TRIP managers aren't going to let overbilling jeopardize the entire program. Ted reminded everyone that incident clearance must be reasonable and customary. He asked everyone not to embarrass the program by charging too much for unnecessary equipment, and after the conversation got heated, he asked everyone to maintain a level of decorum.

Ted's suggestion to them is to justify it if they bill it. Lonnie and Jeff feel that they are justified. Brian says we will be a partner and support the operators, and to that end, the TRIP managers will draft a letter for Jeff that explains TRIP.

Joel explained the "secret" meeting. Jeff wanted to know if anyone else is having trouble with insurance companies, so the TRIP towers met to discuss that issue.

## **March 2011**

### **Welcome and Introductions – Brian Groover**

Brian Groover welcomed everyone to the meeting.

### **General Announcements**

- Christine Simonton told the group that from this point forward, the format of the AIR will change slightly. The group will be encouraged to talk about incidents more and discuss lessons learned and best practices. The TRIP managers will invite the officers who activated each TRIP incident to get different perspective.
- Ted Smith gave brief overview of TRIP. The program uses expertise, equipment, and motivation to help with quick clearance. This Innovative idea has become a huge success. The TMC's recently published benefit to cost analysis of the program will be available on the TIME website; this report puts a dollar value on what TRIP is accomplishing.

TRIP has successfully taken rotation out of equation; all companies understand the importance of prompt response. An incentive is paid to companies who meet clearance and response times.

Right now the bonus is \$2500; special equipment is \$1000. If a company is called out and isn't used, they get \$600. An accumulative penalty is issued for not handling quick clearance. If after 3 hours, road still isn't open, then the penalty begins.

The AIR serves to make sure that everyone involved is handling the program judiciously.

Law enforcement and HERO supervisors can activate TRIP. Fire personnel can request activation. Ted handed out cheat sheets.

- TRIP Level 1 course is being offered on May 14 and 15. See Lawton Howard to sign up.
- Don Flynn Productions will be here on March 14 and 15 to scout locations for the TRIP video. If any TRIP companies want to meet with him, let Christine know.
- The TIME Board decided to expand TRIP specifications statewide and to investigate a light duty towing program.

**1. Incident 148 (201254):** February 2, I-285 Southbound North of Camp Creek Parkway, Southside

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
13:50	\$2,500	33	33

- 🚒 There was no HERO on scene.
- 🚒 Jeff told the group that the TT lost its steer tire off the front. The driver refused to move it from the center lane, so PD called Southside.

**2. Incident 149 (201516):** February 4, I-285 at Washington Rd, Southside

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
10:30	\$2,500	35	48

- 🚒 TT jackknifed and hit wall. The trailer was in really bad shape and probably shouldn't have been on the road.
- 🚒 Fifth wheel plate was ripped off the trailer. Left fifth wheel plate attached and used two wreckers to pull tractor from trailer.
- 🚒 TRIP was activated by East Point DP officer J. Millner. Jeff deals with East Point a lot, and they have the system down.

**3. Incident 150 (201968):** February 8, I-285 Eastbound at Chamblee-Dunwoody Rd., S&W

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
2:15	\$3,500	70	183

- 🚒 Activated by DeKalb Lt. Hedgewood.
- 🚒 HERO wasn't on scene originally. First truck didn't leave HERO until 4:45. Brian got the call at 1AM. This incident was on the same day as Spencer Pass' funeral; the Delta crew came in at

8AM for the funeral, so there were no HEROs out on the roads. (They'd worked their 8 hrs earlier in the day.) Brian got another call at 3:30AM from Lonnie, who was on the scene with Rosie.

- 🚒 Incident involved a fatality and an ejection. Margarine was everywhere.
- 🚒 Brian's lessons learned: it's important to get information from TMC sooner rather than later. Originally, Brian thought it was just a single TT incident. The ire commander on scene wouldn't let Lonnie or S&W touch load because he was concerned about the fire. Dunwoody PD tried to come up with arterial traffic plan, but there aren't very many 4 lane roads, so it led to gridlock. Motorists fell asleep in queue because they waited so long. Once the fire was under control, they opened shoulder and outside lane. Once they got trailer out of the way, the margarine still needed to be cleaned up.
- 🚒 Christine asked Tracey and Hugh for insight. Hugh said they rely on people in the field. Information wasn't coming back. Since maintenance was on scene, they should have given more info to the TMC.
- 🚒 We need to do outreach with maintenance. They don't necessarily know what to do during a TRIP incident.
- 🚒 Roosevelt Green said that maintenance (Corey Harvey) was on scene and took charge. The fire department was biggest problem. They sprayed water on a grease fire, and it kept blazing back up. S&W was originally called out because of their contract with DeKalb.
- 🚒 Brian said that GDOT is going to start training foremen better. Has taken that as an action.
- 🚒 Landoll trailer, dumpster, and Bobcat were involved with cleanup. GDOT provided the sand truck.
- 🚒 The driver ejected from his car was a 21 year old Cobb County student. He was suicidal and was driving down the interstate the wrong way. His parents had been on phone with 911, trying to track him down. They wanted to use GPS from his cell phone.
- 🚒 The TT ran over the car and the fuel tank exploded. Gasoline from ruptured tank.

**4. Incident 151 (202881):** February 12, I-75 Southbound at Windy Hill Rd., Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
23:13	\$3,500	70	134

- 🚒 No HERO supervisor.
- 🚒 Sgt. Morris showed the group a scale diagram of where incident started on I-75 southbound – there was construction traffic Mt. Paran and Cumberland.
- 🚒 The TT was traveling south; the driver came over hill and was looking to his right. When he turned back, he hit a GMC Acadia, which hit another car (Toyota 4 runner) pulling a trailer, which hit a Buick. TT driver never hit his brakes. The trailer was carrying Easter candy. GMC had two adults and 6 month old, who ultimately died. They stopped 650 feet from first impact.
- 🚒 Evidence and debris were spread across all lanes.

- 🚒 An hour into this incident, there was another fatality on 285. Someone tried to run across interstate on foot.
- 🚒 DOT maintenance supervisor helped shut down the interstate and Delk Rd.
- 🚒 Cobb County reconstructed on a Sunday AM with HERO and DOT maintenance. They shut down 3 lanes on both sides but gave everyone warning that road would be shut down.
- 🚒 Baby's family is talking to attorney.
- 🚒 Sgt. Morris said Cobb County will handle their problems with TRIP (on their end)—they have new operators who need to be trained better. Cobb Co. 911 center turnover is high, so they don't always know about TRIP. With Rory's help, they're going to re-educate people and clear up any misunderstandings. St. Morris praised Barrow and Marietta.
- 🚒 Christine said that we're working on a dispatcher awareness course. If Cobb wants to be a pilot, the TIME Training Committee would be happy to visit them.

After the incident reviews, Rory Howe and Ted Smith led a vehicle placement training.