












Towing and Recovery Incentive Program (TRIP)

TRIP After Incident Review
 HERO HQ
 Quarter 2, Year 2011
 (April – June)

TRIP Companies (September 2, 2010 – March 31, 2012)	
TRIP Company	Contact
Barrow Wrecker	Paris Blaylock (barrowwrecker@comcast.net)
Marietta Wrecker	Chris Welchel (chris@mariettawrecker.com)
Martin's Wrecker	Wayne Martin (martinswreckerandgarageservices@hotmail.com)
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Parker Wrecker Company	Janet Parker (pwrecker1@yahoo.com)
S&W Services of Atlanta	Rod Sieg (snwtow@aol.com)
Sosebee's Wrecker	Albert Sosebee (sosebeeswrecker@att.net)
Statewide	Joel Garner (jgar33@charter.net)
Southside Wrecker Service	Jeff Poquette (jeff@southsidewrecker.biz)
Willard Wrecker Service	Jimmy Willard (willardwreckers@bellsouth.net)

WRECKER SERVICE COVERAGE MAP



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

April 2011

Welcome and Introductions – Christine Simonton

Christine welcomed everyone to the meeting.

General Announcements

- The TIME quarterly meeting will be held at the TMC on April 19. The TRIP video production crew will be there, so everyone should come to the meeting in uniform.
- Christine is coordinating the TRIP equipment; please see her to sign up.
- After the quarterly, everyone is meeting in the TMC garage for a bar-b-que.

➡ Reminder: if you get called for an area that you know is not yours, please be honest and let the TMC know.

Incident Debriefs:

1. Incident #152 (207311): 3/10/2011, I-75 Northbound Ramp to I-285 Westbound, New Image

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
17:48	\$2,500	82	133

- 🚒 Tractor remained upright, but the trailer turned over and dumped scrap metal into lane 1. Incident happened on the spot on I-75 where trailers always turn over.
- 🚒 Clayton PD activated TRIP. Everyone was on scene before HERO supervisor Ryan Hardeman, who gave NTP as soon as he arrived on scene.
- 🚒 Ryan approved extra equipment. New Image was on scene before TRIP was activated. Lawton was out of town.
- 🚒 Ryan wasn't there for 1079. New Image pushed everything to left shoulder. Clayton PD kept the lane closed a little longer, but it didn't affect New Image. Clearing everything up took 5 hours and filled 3 dumpsters. Lawton said they're still finding metal in the road.

2. Incident #153 (208924): 3/18/2011, I-285 Southbound South of S. Atlanta Rd, Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
12:17	\$3,500	21	361

- 🚒 Cobb County PD activated TRIP. When HERO got to the scene, all equipment was there.
- 🚒 New Image was towing a cement pump (137,000 lbs with 7 axles), and the rear steering gave way. Lawton was only driving 35 MPH.
- 🚒 Barrow used 3 wreckers to upright it.
- 🚒 Ted Smith told everyone that there was a similar incident in FL, but a chain broke, so there's a huge lawsuit. The wrecker company that dropped it and the company that caused the wreck are in litigation.
- 🚒 Ted commended everyone on the excellent job.

3. Incident #154 (210992): 3/30/2011 I-75 Southbound at Central Ave., New Image

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
6:45	\$2,500	33	265

- 🚒 Ryan Hardeman was the HERO supervisor. Incident occurred on the ramp from Central Ave going to I-75 SB.
- 🚒 The TT took out the guardrail and bushes and ended up on the ramp. The driver probably fell asleep. The front axle was pushed back to the rear wheels, and the rear of the trailer was out in lanes.
- 🚒 Fuel spilled on the ground; Rhino had to clear it up.
- 🚒 TMC didn't have visual for 1079, but it was around noon.
- 🚒 Incident was technically in Sosebee's territory, but their phones were down, so New Image cleared the incident.

4. Incident #155 (211316): 4/1/2011, I-85 Southbound Ramp to I-285 Eastbound, S&W

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
8:20	\$2,500	40	40

- 🚒 HERO supervisor was Greg Lovell.
- 🚒 TT loaded with generators rolled over. No fuel spills.
- 🚒 Activation was at 8:13, NTP was at 8:53, and everything was clear at 9:53.
- 🚒 Activated by DeKalb PD.

5. Incident #156 (211644): 4/3/2011, I-285 Westbound West of Roswell Rd, Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
15:37	\$2,500	71	122

- 🚒 TRIP activation happened prior to HERO arrival. Apparently, Sandy Springs Fire Battalion Chief Ronnie Thompson activated TRIP; David Casteel asked to speak to him but was told he wasn't working that day. Then they told David that Chief Mark Ware activated it, but had already left. TMC accepted TRIP activation.
- 🚒 David had never done a TRIP on a truck this small, but he was glad they did. It was a jackknife with a significant fuel leak (hydraulic diesel and gasoline). They had to use all their equipment to clear it. There was a 2.5 hour delay waiting for fatality investigator to get to the scene on a weekend.
- 🚒 Ted suggests taking this issue up with SS TIM meeting; they need to talk about the length of time it took to handle the incident. Brian Groover said David would be available to attend the AIR.
- 🚒 Ted reminded the group that fire chiefs can request TRIP activation but not technically activate it themselves. In ChatComm, all dispatchers are in the same room. He would just have to convey it to PD side of things.

May 2011

Welcome and Introductions – Brian Groover

Brian welcomed everyone and introduced Emanuel Jackson, the new HERO manager and one of the first HEROs.

General Announcements

- Brian asked everyone to please send invoices (using the new template) to Carey Garrett by the end of the month, and to send pictures to Daniel Hester before the meeting to help with productivity.
- The I-95 Corridor Coalition is offering free Quick Clearance training on May 23 from 8:30AM – 4PM at ChatComm in Sandy Springs. This course counts toward QC TRIP training. Only 50 slots are available, so please RSVP.
- There will be a Level I training course on June 25 and 26. Details are on the TIME website.

Incident Debriefs:

1. Incident #157 (213340): 4/12/2011, I-285 Northbound at Hollowell Pkwy, Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
2:03	\$600	N/A	N/A

- 🚒 APD had already called S&W, even though the incident was in Barrow's territory. A TT jackknifed into the wall. S&W straightened it out, up-righted the trailer, and towed it away—it was a very straight-forward incident and recovery.
- 🚒 S&W was already there when Earl arrived. HERO wasn't on scene yet, so there was no one there initially to activate. By the time Earl got there, the TT was already uprighted.
- 🚒 Rosie didn't invoice, but Barrow invoiced for the call-out fee. Ted explained the \$600 fee and asked the companies to communicate with each other in instances like this, and to let HERO management know what is going on.
- 🚒 APD is willing to cooperate with TRIP, but they're not going to activate it (because of their internal policies). Officer Daniels was on call after 10PM. By the time he got there, the wreck was cleared. He stopped at truck stop and found APD, who told them it had been moved. DPS requested that DOT make TRIP notifications on Alpha radio for the officers who are on call.

2. Incident #158 (214230): 4/15/2011, I-85 Northbound at Jimmy Carter Blvd., Statewide

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
6:42	\$0	N/A	N/A

- 🚒 The HERO supervisor was Ryan Hardeman. The incident involved an empty TT on the right shoulder. Gwinnett Fire had lanes 3 – 6/7 shut down and didn't want to give any more lanes until they moved the TT.

- 44 The incident happened during peak hours, so Statewide’s support vehicle didn’t get there in time. During peak hours (which start at 5:30AM), the support vehicle needs to get there within 45 minutes.
- 44 Lawton wanted to know what makes this a TRIP even though the TT was completely on the shoulder. Brian said it was because Gwinnett Co. didn’t want to open up the roadway. Lawton wants everything to be on a level playing field. Brian said that this is a partnership—everyone has the same mission. Ted reminded everyone that the TRIP specs talk about traffic impact. Supervisors can make a judgment call and use their discretion. Expediting the removal will help with traffic. In this instance, the ramp to Jimmy Carter was shut down. Ryan and Brian felt there wasn’t a reason for fire to have the road shut down. Lawton said that he thought that if it wasn’t over the white line, it wasn’t a TRIP. Ted explained that it’s not that simple.

3. Incident #159 (215723): 4/22/2011, 1-285 Northbound South of Hollowell Pkwy, Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
3:58	\$2500	22	27

- 44 A double trailer jackknifed and ended up facing the wrong way.
- 44 TMC called the Barrow supervisor to alert them that it was probably going to be a TRIP. Paris headed to scene, and had his operator call the TMC ask if had been TRIP. This didn’t cause any problems, but it was strange that the TMC wasn’t sure and that they didn’t call back when they were certain.
- 44 APD activated this incident.
- 44 Paris told the group that the TT caged the brakes, so they had to go to where the road got wide enough to turn around.

4. Incident #160 (216127): 4/24/2011, I-85 Northbound at Pleasant Hill Rd., Statewide

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
20:14	\$3500	48	353

- 44 David Casteel was the HERO supervisor.
- 44 TT carrying newspapers was northbound on I-85 in the right-hand lane; a cab cut him off, so he jerked to right then turned over.
- 44 AJC was trying to salvage as much of the 80K lbs of newspaper on the road as they could. David asked for a Bobcat and sweeper.
- 44 Statewide didn’t bring the invoice today, so it will be paid next month.

5. Incident #161 (217371): 4/30/2011, I-75/85 Southbound Ramp to I-20, S&W

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
2:46	\$2,500	36	168

- 44 Supervisor was Earl Brown, who activated TRIP.
- 44 Incident involved a double TT with had flammable placards; the cargo ended up being coffee and paint thinner.

6. Incident #162 (217612): 5/2/2011, I-75 Southbound North of Jodeco Rd., New Image

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
2:39	\$3,500	66	416

TT ran into the back of the dually pulling horse trailer. TT caught on fire when it went into the back of the trailer. Some of the horses caught on fire, and one escaped down the road.

June 2011

Welcome and Introductions – Christine Simonton

Christine welcomed everyone to the meeting.

General Announcements

- There will be a Level I training course on June 25 and 26. Details are on the TIME website.
- Christine gave a light-duty towing update. She told the group that the program is still in the concept stage. Nothing has been developed, and no money has been spent. GDOT wants the towers and TRAG to be full partners. The pilot program will happen in Gwinnett County.
- TRIP performance measures to date are on the back of the agenda.

Incident Debriefs:

1. Incident #163 (219813): 5/11/2011, I-285 Eastbound at SR 400, S&W

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
19:18	\$600	N/A	N/A

The HERO supervisor was Jason Josey. The incident was called in by ChatComm and had already been TRIP activated when HERO got to the scene. A utility truck carrying ladders ran into a stalled TT. HERO put a chain on the truck and pulled it to shoulder. S&W arrived at the scene with their equipment on time, but they weren't needed. Jason said this incident shouldn't actually have been TRIP activated.

Rory recently had an outreach meeting at ChatComm; this incident happened after that.

2. Incident #164 (221078): 5/18/2011, I-20 Eastbound ramp to I-75/85, S&W

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
12:47	\$3500	57	495

Ron Jackson was HERO Supervisor. An overturned TT was carrying hair products. The cleanup required a Bobcat, which Ron requested. Debris spread across the ramp, so they needed to clear off the road before rush hour. They moved the TT to the gore and kept working.

According to the Nav log, S&W missed roadway clearance time. Roosevelt said it only took 45 minutes to drag. The incident started and finished with two different HERO supervisors.

Oil dry was applied by Rhino. Everyone on scene was expressing concern about whether oil dry was being tracked down the road. A shadow from overpass made it hard to see the road.

- HERO and GSP were holding the lanes closed. Ted explained that opening the road to traffic is the key—it’s not just about when the casualty is cleared off the road.
- Jason asked for clarification about whether the tow company is penalized because HERO decided to hold the lanes. Ted explained that HERO needed to call a pause. The HERO supervisors (Jason and Jerry White) weren’t aware that they could call a pause. Ted said that HERO can call a pause for safety reasons. S&W spreader wasn’t on scene, so Lonnie spread the oil dry manually.
- Ted said that the TRIP company is responsible for providing their own spreader. If there was a pause for safety, we need to make sure that we identify that. On the paperwork, it looks like roadway clearance was 118 minutes. Was Lonnie aware of oil tracked? Jason said that Lonnie had to actually go down the roadway and tell everyone it was just a shadow.
- Jason said that it is brand new news to him that HERO can call a pause officially. Ted told him he did the right thing. The documentation needs to be made, though, so that the TMC knows.
- Daniel and Emanuel will clarify the ability to pause with the supervisors.
- Jason’s biggest concern is that S&W is being penalized because he didn’t know he could officially call a pause. Ted said that TRIP was designed to be a one-call program. Companies bring all their own equipment to avoid relying on maintenance.
- Rosie didn’t bring a spreader because there wasn’t need for one. He didn’t know that Jason paused the scene.
- Jason asked if he should he have called TMC TRIP phone and said, “Stop time”? Answer: yes.
- HERO can stop, pause, and restart. Roadway clearance is more than just getting the wreck out of the travel lanes.

3. Incident #165 (221329): 5/18/2011, I-20 Westbound at Fulton Industrial, Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
10:54	\$2500	14	39

- The HERO supervisor was Jerry White. He saw a dump truck against the wall and an identical dump truck on right shoulder.
- Jerry called the operator, who was a little bit ahead. The operator stopped traffic. Jerry wanted to see if the dump truck could drive off the shoulder, but no—the transmission was shot, and the front axle was broken.
- Jerry decided to activate TRIP because it was a bad location with lots of TT traffic. As 50-ton was pulling the dump truck off the road, the support truck and 30-ton pulled up, so Jerry called TMC and let them know.
- MCCD said they pulled up as Barrow was moving the dump truck to the gore area. Driver thought a tire had blown, but it could have been a broken axle or a spring.

4. Incident #166 (223057): 5/27/2011, I-285 Northbound North of I-20, Barrow

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
3:28	\$2500	39	39

- The HERO supervisor was Earl Brown. The incident happened during the Delta shift.
- Barrow was hooked up by the time MCCD got to scene.

🚚 FedEx double TT had jackknifed and hit a tanker. Both tractors had the rear suspension knocked out. Barrow dragged it up to Hollowell, where there's a wider shoulder area. Incident happened against the wall.

5. Incident #167 (223314): 5/28/2011, I-20 Eastbound West of MP 78, S&W

TRIP Activation Time	Incentive Payout	Roadway Clearance Time	Incident Clearance Time
4:57	\$3500	60	80

- 🚚 The HERO supervisor was Earl Brown. The incident involved an overturned TT and two four-wheelers.
- 🚚 Roosevelt said that he was on-scene way before Earl's time log shows. Rosie said it was 5:23 was when his first operator arrived with the 30-ton.
- 🚚 Emanuel said that Earl stopped and re-started TRIP time.
- 🚚 Rosie arrived at 5:55 with support vehicle. NTP was at 6:16, and incident was paused until 7AM. Fire wanted to cut guardrail, so Earl paused TRIP.
- 🚚 Rosie has 1072 listed as 8:00.
- 🚚 Earl gave NTP before equipment even arrived.
- 🚚 Ted wanted to know if the managers are going to accept Rosie's times or Earl's. He told all the tow operators that they should keep up with their own times just in case.
- 🚚 Officer Hart left the scene at 8:10. Rockdale County was still determining if truck had hit anything.
- 🚚 Daniel suggested we work with Rosie's times for the arrival and 1072.