

Georgia's Towing and Recovery Incentive Program Specifications

September 4, 2007



1.	INTRODUCTION.....	1
1.1.	PROGRAM OBJECTIVES.....	1
1.2.	PROGRAM BENEFITS	1
1.3.	PERFORMANCE MEASURES	2
1.4.	PROGRAM BOUNDARIES.....	2
2.	RELATIONSHIP OF THE PARTIES.....	4
3.	TERMS AND AGREEMENT.....	5
3.1.	AFTER INCIDENT REVIEW (AIR)	5
3.2.	BOOKS, RECORDS AND INVOICES	5
3.3.	RESPONSE REQUIREMENTS.....	5
3.4.	TERMINATION	6
3.5.	INDEMNITY AND INSURANCE.....	6
3.6.	MISCELLANEOUS.....	7
4.	RECOVERY ZONES	8
5.	QUALIFICATIONS	9
5.1.	COMPANY REQUIREMENTS.....	9
5.2.	STAFF REQUIREMENTS	10
5.2.1.	OPERATORS.....	10
5.2.2.	SUPERVISORS.....	11
5.2.3.	SUPERVISOR-IN-TRAINING	12
5.3.	PROPER IDENTIFICATION	12
6.	COMPENSATION	12
6.1.	BILLING VEHICLE OWNERS	12
6.2.	EMERGENCY RESPONSE INCENTIVE	12
6.3.	FORFEITURE OF MOBILIZATION COMPENSATION	14
6.4.	LIQUIDATED DAMAGES.....	14
7.	CRITERIA FOR ACTIVATING PROGRAM	15
8.	EQUIPMENT AND VEHICLE REQUIREMENTS	17
8.1.	RECOVERY WRECKER SPECIFICATIONS.....	17
8.2.	ADDITIONAL TRUCKS AND HEAVY EQUIPMENT	18
8.3.	CONTRACTED SERVICES AND HEAVY EQUIPMENT	18
8.4.	RECOVERY WRECKER TOOLS AND SUPPLIES	19
8.5.	SUPPORT VEHICLE TOOLS AND SUPPLIES.....	20
9.	PROGRAM MAINTENANCE.....	22
9.1.	PERIODIC INSPECTIONS	22
9.2.	ON-GOING TRAINING	22
	APPENDIX A: RECOVERY WRECKER SERVICES APPLICATION	A-1
	APPENDIX B: SAMPLE INVOICE	B-1
	APPENDIX C: CONCEPT OF OPERATIONS BETWEEN GRTA AND GDOT	C-1
	APPENDIX D: TRIP TEAM MEMBERS AND PARTNERS	D-1



1. Introduction

Georgia's Towing and Recovery Incentive Program (TRIP) will pay heavy-duty towing and recovery companies monetary bonuses for the quick clearance of large commercial vehicle incidents in the Metro Atlanta area. The Program is designed to promote safe, fast, and efficient management of commercial vehicle incidents in an effort to reduce congestion, crashes and secondary incidents.

TRIP is a result of collaboration among several organizations in Georgia. The Georgia Department of Transportation (GDOT), the Georgia Regional Transportation Authority (GRTA), and the (FHWA), in close coordination with the Traffic Incident Management Task Force (TIME), have determined that new and innovative solutions for congestion mitigation should be considered and implemented in Metro Atlanta. As one of these innovative solutions, TRIP will help to reduce the impact of major traffic incidents in Metro Atlanta while meeting aggressive clearance goals.

TRIP is based on a comprehensive set of guidelines designed to ensure only well-trained, competent operators with proper heavy duty equipment are dispatched to large commercial vehicle incidents that have a significant impact on major interstate traffic. These guidelines replace long-standing regulations that do not require modern hydraulic wreckers or formally-trained operators. These new guidelines also require support equipment to address the prompt cleanup of spilled loads and vehicle fluids as well as providing required traffic control and scene safety devices.

Metro Atlanta towing and recovery companies have an open invitation to participate in this Program. Once the guidelines outlined in this document are met, a company will be added to the Program and will become eligible to receive a monetary incentive for prompt response to an incident and quick clearance of the highway within established time parameters.

1.1. Program Objectives

TRIP's key objective is the facilitation of quick and safe clearance of commercial vehicle crashes through the improvement of towing standards, procedures and training. This Program will improve incident management in Metro Atlanta while building a mutually beneficial relationship within the towing community by making it more profitable for them to meet quick clearance goals. TRIP is designed to reduce the impact of major traffic incidents in Metro Atlanta by establishing clearance goals of 90 minutes or less.

1.2. Program Benefits

TRIP will benefit emergency responders, traveling motorists, and anyone concerned about traffic incidents in the region by facilitating the quick clearance of large commercial vehicle incidents, resulting in a reduction of congestion and secondary incidents. Responders will benefit from increased safety with decreased time on the dangerous interstates during incident clearance. The benefits for the traveling motorists will be interstate reliability, increased safety, saved time and less frustration. The entire region can benefit from the saved costs from reduced congestion and secondary incidents.



Towing and recovery companies will benefit from safety resulting from proper training and monetary incentives given for well trained operators, proper equipment and quick clearance.

1.3. Performance Measures

Performance measures are the key to validating the improvements and benefits of TRIP to the region, traveling motorists and transportation agencies. The following measures will be calculated to show long-term benefits in the Program:

- Reduction in Response Times
- Improvement in Roadway Clearance Times
- Reduction in Travel-Lane Blockage
- Reduction in Secondary Incidents
- Reduction in Incident Clearance Times
- Dollar Saving from Reduced Congestion

After the first year of Program implementation, TRIP will publish performance measures to show the statistical benefits of the Program.

1.4. Program Boundaries

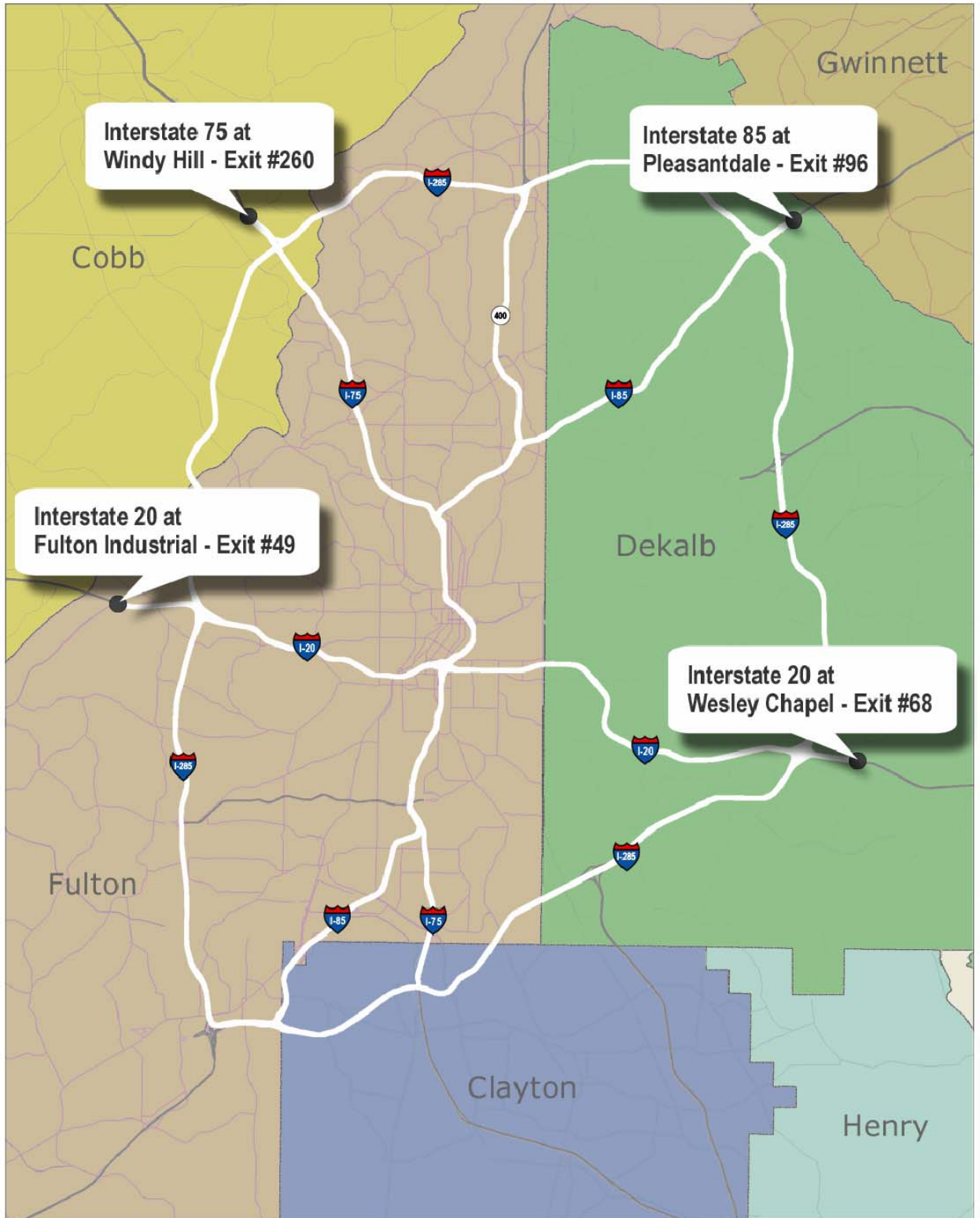
The Program covers I-285 and all interstates inside the perimeter, including GA-400, all interchange ramps, and the following four “hot spots:”

- I-85 Northside: To Pleasantdale Exit
- I-75 Northside: To Windy Hill Exit
- I-20 Westside: To Fulton Industrial Exit
- I-20 Eastside: To Wesley Chapel Exit

A map of these project boundaries can be found on the next page.



Georgia Towing and Recovery Incentive Program (TRIP) Project Boundaries





2. Relationship of the Parties

GDOT shall grant to the Heavy Vehicle Recovery Company (“COMPANY”) a nonexclusive privilege to provide vehicle recovery and incident scene clearance services, further defined herein, for a designated section(s)/zone(s) of the Metro Atlanta Interstate System.

The COMPANY agrees to provide the professional vehicle recovery services in accordance with the terms and conditions contained herein and in compliance with all the Georgia Department of Public Safety wrecker qualifications and GDOT rules and regulations. The COMPANY also agrees to abide by all local police wrecker regulations and applicable provisions of the Georgia Motor Vehicle Statutes.

The COMPANY’S relationship to GDOT is that of an independent contractor authorized to perform vehicle recovery and incident scene clearance services on a designated section(s) of Metro Atlanta’s Interstate System in strict compliance with the terms and conditions contained herein.

Should GDOT determine that the COMPANY under these Program Specifications is unable to assist, perform or provide adequate services or equipment, GDOT reserves the right to request additional services or equipment from any available source. GDOT also reserves the right to modify or cancel the assigned section, zone or territory covered by the COMPANY due to poor performance with 30 days notice to the affected COMPANY (S), except for in extreme cases, where termination may be immediate.

The COMPANY and all of their operators, employees and sub-let contractors shall cooperate and comply with the instructions and guidance pertaining to incident scene safety, vehicle positioning and traffic control from GDOT officials, GDOT Highway Emergency Response Operators (HERO) supervisors or operators, Georgia State Patrol Troopers, local Police Department officers or appropriate law enforcement agencies.



3. Terms and Agreement

3.1. After Incident Review (AIR)

The COMPANY agrees to attend an after incident review (AIR) for each TRIP activation. This review will use an after-event learning process to achieve continuous improvement by building on successes while correcting mistakes. The AIR will be used to reach a consensus between the COMPANY and TRIP manager, to collect feedback to improve incident recoveries and to approve invoices for payment.

The COMPANY agrees to call and schedule an AIR with the GDOT TMC within 24 hours of the completion of a TRIP incident. The COMPANY shall call (404) 635-6800 to schedule the review. All reviews shall occur within five (5) days of the actual TRIP incident.

3.2. Books, Records and Invoices

The COMPANY agrees to maintain accurate records of services provided under these Specifications for vehicle recovery, scene clearance and towing. The COMPANY'S books and records pertinent to any GDOT requested vehicle recovery services shall be made available for inspection upon request from GDOT or appropriate law enforcement agencies. Furthermore, the COMPANY agrees to provide GRTA with a TRIP Manager's approved invoice (as outlined in Section 3.1) for mobilization or crash vehicle relocation and scene clearance activities rendered under these Specifications within ten (10) days of the AIR. The completed invoice shall include a detailed description of the incident, the location with cross street and direction, the date, and the time of the incident, including a notation of the exact time the TMC issued a "notice to proceed" and the exact time the TMC issued an "all lanes opened" for traffic notice. A sample invoice template is provided in Appendix B to facilitate processing and payment. Completed invoices shall be brought to the scheduled AIR. GDOT on-scene supervisors and the TRIP manager will sign approved invoices at the review. It will be the responsibility of the COMPANY to submit signed invoices to GRTA for payment.

3.3. Response Requirements

The COMPANY agrees to provide the services outlined in this document on a twenty-four (24)-hour-per-day basis, seven (7)-days-per-week. The COMPANY will continually maintain with GDOT Transportation Management Center (TMC) a designated telephone number at which a live representative of the COMPANY can be reached twenty-four (24) hours-per-day, seven (7)-days-per-week, on a direct phone line. The use of pagers, answering services or voicemail systems is not acceptable.

The COMPANY must have a certified heavy recovery supervisor (based on required training in Section 5.2.2) available to respond to the incident scene when notified by GDOT within thirty (30) minutes between the hours of 5:30am and 7:00pm, Monday – Friday and within forty-five (45) minutes at any other time outside of these hours. The supervisor is not required to have with them all necessary equipment when they arrive on scene as he/she may be coming from a location separate from where equipment is stored.



Towing and Recovery Incentive Program (TRIP)

However, equipment is expected to arrive on-scene within the time frames specified in the sections below.

The COMPANY will not transfer a call for services to another company. A missed call will be considered a failure to meet the Program Specifications and may be cause for suspension or removal from TRIP. If the COMPANY is using the required heavy-recovery equipment elsewhere and it is not available for TRIP activation, a representative must immediately notify the GDOT TMC that the equipment is out of service and the COMPANY cannot respond. The representative of the COMPANY should call back when all equipment is available again to place the COMPANY back in “on-call and in-service” mode.

The COMPANY will notify the GDOT TMC of its “actual” response time if a representative cannot respond within the prescribed time frames. The COMPANY will always provide the TMC with estimated time of arrival (ETA’s) of the entire response crew and their equipment.

The COMPANY will dispatch two (2) Heavy Duty Recovery Trucks, as defined in Section 8 of this document, and a Support Truck with all required equipment. All trucks must arrive on the scene within forty-five (45) minutes between the hours of 5:30am and 7:00pm, Monday - Friday and within sixty (60) minutes any other time outside of these hours to qualify for incentives detailed in Section 6. Any additional specialized equipment defined herein shall also be deployed to the scene within sixty (60) minutes after request for this equipment by GDOT’s TMC. The need for additional follow-up equipment from the COMPANY or from an approved sub-let vendor shall be jointly decided on and approved by on-scene GDOT managers with input by other agency incident commanders and COMPANY representatives.

3.4. Termination

GDOT reserves the right to terminate the COMPANY as a participant in this Program for not meeting the Specification outlined here-in. Termination for cause would be effective thirty (30) days after written notice to the COMPANY by certified mail, except for in extreme cases, where termination may be immediate. The COMPANY has the right to meet with GDOT representative(s) and seek alternative remedies prior to termination. GDOT reserves the right to terminate the COMPANY as a participant in this Program for any cause.

Termination of the COMPANY’S right to do business in the State of Georgia or any of its political sub-divisions under the existing name shall be grounds for immediate termination of the COMPANY as a participant in this Program. A change in ownership will require a new application filed within 60 days and inspection process prior to reinstatement to TRIP.

3.5. Indemnity and Insurance

The COMPANY shall maintain all insurance coverage in compliance with the Georgia Department of Public Safety wrecker qualification policy. In addition, the **COMPANY**



will indemnify and hold harmless the Georgia Department of Transportation and/or the Georgia Regional Transportation Authority, their officials, officers employees, consultants and agents from and against any and all liabilities, claims, injuries, damages, penalties, actions, suits, losses, costs, expenses and attorneys' fees resulting from or arising out of GDOT requests for vehicle recovery services or incident scene clearance on the Metro Atlanta Interstate System.

3.6. *Miscellaneous*

This is a non-exclusive arrangement. GDOT reserves the right to request other companies or local or state resources to perform vehicle recovery and incident scene clearance within this or any other section of the interstate system at any time.

If the COMPANY is contacted by a vehicle owner, another governmental agency, or a third party (other than GDOT) to respond to or provide heavy duty recovery or towing services on the Metro Atlanta Interstate System, the COMPANY shall notify the GDOT TMC immediately. The TMC will document the details of the request to coordinate the response to avoid any confusion.

The on-scene COMPANY supervisor will report to the command post, police supervisor, or GDOT HERO supervisor upon arrival. The COMPANY supervisor will participate in recovery discussions and participate in the 'Unified Command Process' with the incident commanders. All communications from the COMPANY to GDOT or any other off-scene public agency personnel will be routed through the TMC or will take place in person with the GDOT on-scene supervisor.

The COMPANY or any of its owners, operators, employees or agents will not provide any gratuities, commissions, kick-backs or complimentary services of any kind to any GDOT, GRTA or local agency officials, officers, employees or consultants.



4. Recovery Zones

Wrecker Companies interested in participating in TRIP must submit an application to TRIP according to the steps provided in the TRIP Applications (Appendix A). TRIP managers, who will be jointly appointed by GDOT and GRTA as the representatives for those organizations under this Program, will perform initial reviews of submitted applications to verify completeness and general resource qualifications; schedule necessary meetings or teleconferences with applicants to discuss the Program in detail and offer the opportunity to answer questions; and qualify applicants. Qualified applicants will then be contacted and visited by Program representatives for an on-site inspection validating compliance with both staff and equipment requirements and stated company ability to perform the required quick clearance functions.

In the next step of the process, GDOT will negotiate with the COMPANY to establish the “**recovery zone(s)**” assigned to the applicant(s). The COMPANY need not be located within the zone boundaries, but they must have the ability to mobilize and respond to calls within the indicated response time requirements included in Section 3.3.

GDOT may review the geographic limits of the Program and the recovery zone boundaries periodically to ensure that the level of service in each zone is consistent with the 90 minute quick clearance goals established by TIME and included in Georgia’s Open Roads Policy¹.

By letter of authorization, GDOT will identify an approved company as the **Preferred Vehicle Recovery and Incident Scene Clearance Provider** (as outlined herein) for said zone or section of the mainline interstate, including all interchange ramps and approaches within the Right-of Way under the operational control of GDOT.

The zone will be identified by the facility name from mile post to mile post and by cross street when possible.

¹ As of September 2007, the Open Road’s Policy is pending formal approval by the Governor.



5. Qualifications

5.1. Company Requirements

1. The ultimate equitable owner/owners of all the COMPANIES participating must have been in the heavy duty towing and recovery business for a minimum of three (3) years prior to applying for participation as a TRIP contractor.
2. The COMPANY must meet applicable county, city and state registration requirements and maintain all required occupational and business licenses.
3. The COMPANY must comply with all rules and requirements and provide evidence of current and valid insurance coverage required by the State of Georgia Public Service Commission and those outlined in the Federal Office of Motor Carrier Safety/ MCS-90 regulations.
4. The COMPANY must maintain proper, current Commercial Drivers License (CDL) records in compliance with the Georgia Department of Motor Vehicles as well as complete the towing and recovery training and certification documentation as described in Section 5.2. All required records and files shall be made available for inspection by the GDOT or their authorized agents upon request.
5. The COMPANY staff members who will be responding to TRIP call-outs **must be proficient in “Traffic Incident Management and Quick Clearance” practices**. The COMPANY’S towing and recovery staff identified in the TRIP application will be required to demonstrate their knowledge and ability to perform the following expedited roadway clearance and incident scene safety procedures:
 - Single lane up-righting of a loaded tractor trailer (wreckers and the casualty within a 24 foot lateral space).
 - Multiple techniques for the relocation of overturned heavy trucks, including tractor trailers from travel lanes while loaded (100 feet minimum).
 - Safe work zone setup utilizing, at a minimum, advanced warning signs and an arrow board and traffic cones as outlined in the Manual on Uniform Traffic Control Devices (MUTCD) Chapter 6-I.
 - Containment and mitigation of accidental discharges of motor vehicle fluids (non-cargo)—primarily diesel fuel, including application of traction enhancement material.
 - Clearance of non-hazardous spilled cargo and debris at large crash scenes (utilizing equipment with a bucket and a broom).



5.2. Staff Requirements

At least one TRIP certified supervisor must be on scene at all times in addition to a minimum of two certified operators. All operators and supervisors must have a valid CDL and must have successfully completed the required training and obtained certification with all required endorsements from the TIME Task Force prior to being accepted in TRIP (applications for the Program can be submitted for review while staff is in training).

The training requirements set by the TIME Task force for this Program were developed with input from the Towing and Recovery Association of Georgia (TRAG) and are intended to be consistent with or exceeding the standards developed by the Towing and Recovery Association of America (TRAA) under Federal Highway Administration (FHWA) sponsorship.

Additional or previous courses completed by operators or supervisors considered “equivalent” to the TRIP training requirements outlined in these Specifications must be submitted to the TIME Task Force for approval before they may be considered “acceptable” TRIP training. Examples of potentially acceptable courses are included in Sections 5.2.1 and 5.2.2 for both operators and supervisors.

5.2.1. OPERATORS

Each TRIP operator will operate under the National Incident Management Systems (NIMS) Unified Command process and the quick clearance guidelines outlined in Georgia’s Open Roads Policy.

Required training to qualify as a TRIP operator:

- Level I Towing and Recovery Operator Training offered by the TIME Task Force (16 hours)

Required Endorsements:

- Hazardous Materials Awareness (4 hours)
- MUTCD and GDOT Flagger training
- NIMS 700 (National Incident Management Systems)
- Traffic Incident Management Practices (8 hours) including quick clearance strategies outlined in the Georgia Open Roads Policy

Acceptable TRIP operator training² might include the following examples:

- Level I Towing and Recovery Operator Training approved by the TIME Task Force (16 hours): WreckMaster® Level 6/7
- Hazardous Materials Awareness (4 hours): Any previous awareness class taken within a year of the applications submittal date.

² This is only an EXAMPLE; all training must be submitted to the TIME Task Force for final approval.



- Traffic incident management practices (8 hours) including quick clearance strategies outlined in the Georgia Open Roads Policy: National Highway Institute (NHI) Managing Traffic Incident and Roadway Emergencies Course 133048

All responding towing and recovery operators working under the direction of the on-scene supervisor shall be fully qualified (including all necessary training) to operate all the equipment deployed to the scene (including but not limited to trucks, loaders, skid steer bucket and sweeper).

5.2.2. SUPERVISORS

Each TRIP call from the GDOT TMC for incident scene clearance will require an owner, manager, or crew leader who has been certified by the TIME Task Force. This person will serve as the on-scene supervisor and will become the incident commander for towing and recovery. He/she will operate under the National Incident Management Systems (NIMS) Unified Command process and the quick clearance guidelines outlined in Georgia's Open Roads Policy.

Required training to qualify as a TRIP supervisor:

- Level I Towing and Recovery 'Operator' Training offered by the TIME Task Force (16 hours) and
- Level II Towing and Recovery 'Supervisor' Training offered by the TIME Task Force (16 hours)

Required Endorsements:

- Hazardous Materials Awareness (8 hours)
- MUTCD and GDOT Flagger training
- NIMS 700 (National Incident Management Systems)
- NIMS 100 (the second level NIMS training as outlined by Homeland Security)
- Traffic Incident Management Practices (8 hours) includes quick clearance outlined in Georgia's Open Roads Policy

An example of acceptable TRIP supervisor training³ might include the following:

- Hazardous Materials Awareness (8 hours): Any previous awareness class taken within a year of the applications submittal date.
- Traffic incident management practices (8 hours) including quick clearance strategies outlined in the Georgia Open Roads Policy: National Highway Institute (NHI) Managing Traffic Incident and Roadway Emergencies Course 133048

³ This is only an EXAMPLE; all training must be submitted to the TIME Task Force for final approval.



5.2.3. SUPERVISOR-IN-TRAINING

GDOT strongly endorses training, education and certification in the towing and recovery industry. To qualify and advance to supervisor under this Program, an experienced operator must attend formal approved training courses and obtain TRIP supervisor level certification. After review, qualified applicants will be added to the approved supervisor list.

Records of training and certification endorsements for all supervisors and operators will be maintained and updated by the COMPANY and made available to GDOT program managers upon request at the COMPANY offices.

5.3. *Proper Identification*

All operators and supervisors should wear an official TRIP photo ID, which will be provided by TIME upon successful registration to the Program. This ID identifies them to the other on-scene officials. It should also contain verification of their level of certification with all endorsements. Additional needed personnel are allowed on-scene without TRIP badges as long as one supervisor and two operators, at a minimum, are on-scene at all times.

6. Compensation

6.1. *Billing Vehicle Owners*

The COMPANY agrees to seek all compensation for actual vehicle recovery and towing services performed pursuant to this Program solely from the owner of the vehicle or their insurance company. The COMPANY agrees that no claim for compensation will be made to GDOT, GRTA or any Public Safety agency or their employees or agents for any recovery or towing services, unless the COMPANY is permitted to do so by GDOT.

6.2. *Emergency Response Incentive*

Notwithstanding Section 6.1 above, companies will receive an incentive if the incident meets the conditions of either Event Type 1 *or* Event Type 2, as set forth below. Each incident will only be categorized under one of the two event types. Under no circumstances will a company receive incentives corresponding with both event types for a single incident.



Towing and Recovery Incentive Program (TRIP)

Event Type 1

GDOT agrees to pay a **Flat Rate Service Charge** of \$600 in the following situations:

1. The COMPANY is contacted by GDOT, mobilizes, and arrives at the crash scene with two wreckers and the support vehicle within forty-five (45) minutes between the hours of 5:30am and 7:00pm Monday - Friday and within sixty (60) minutes any other time outside of these time and day boundaries, **AND**
2. A second towing and recovery firm hired or engaged by the vehicle owner is allowed by GDOT and the Public Safety incident managers to complete the clearance of the incident and towing of the vehicles.

OR

Event Type 2

GDOT agrees to pay an **emergency response and mobilization incentive** payment of \$2500 if two wreckers and one support truck:

1. Have responded to the incident scene with all requested recovery, clearance and traffic control equipment and necessary personnel within forty-five (45) minutes between the hours of 5:30am and 7:00pm Monday - Friday and within sixty (60) minutes any other time outside of these time and day boundaries from the official notification by the GDOT TMC, **AND**
2. Have completed the removal and clearance of all crash scene vehicles, cargo, debris and non-hazardous vehicle fluids from all travel lanes and opened them to traffic within ninety (90) minutes after the official notice to proceed (NTP) was given by Public Safety and GDOT incident managers. **AND**
3. Have the approval of the GDOT on-scene incident manager verifying conditions 1 and 2 above were met.

If any of the additional special equipment outlined in Section 8.2 and 8.3 is requested by GDOT and arrives on-scene within the required response time outlined above, an additional \$1,000 is offered for a maximum total **emergency response and mobilization incentive** payment of \$3,500.

Note: GDOT documented “**notice to proceed**” and “**all lanes open**” times recorded at the GDOT TMC will be used to verify the request for emergency response and mobilization payment. It is imperative that these “milestone” times are communicated from the scene to the TMC.



6.3. Forfeiture of Mobilization Compensation

Emergency Response and Mobilization Incentive payment will not be paid if any of the following are true:

1. The required equipment and personnel failed to arrive on scene in the established time.
2. The COMPANY has not completed all required work needed to open travel lanes.
3. All travel lanes are not open to traffic **ninety (90) minutes** after notice to proceed.

However, if the COMPANY is ordered to stop their roadway clearance activity by Fire Rescue, Public Safety or a GDOT Incident Commander, the COMPANY will not be penalized for the time they were delayed and shall receive payment if the total time spent clearing the incident is 90 minutes or less. This extended time must be documented by the GDOT TMC and verified by an on-scene manager or their authorized representative.

6.4. Liquidated Damages

If the COMPANY has not completed the removal and clearance of the vehicles, non-hazardous cargo, debris and vehicle fluids within three (3) hours from the Notice to Proceed (NTP) and/or all travel lanes are not open to traffic as a result, a flat rate of **\$600** can be assessed against the COMPANY at the discretion of the GDOT TRIP Project Manager, except where the COMPANY has been ordered to stop roadway clearance activity by the GDOT incident commander or an appropriate law enforcement official in charge of the incident. An additional **\$10.00 per minute** (or **\$600/hour**) after three (3) hours from notice to proceed **may** be assessed for each additional minute (or hour) it takes the COMPANY to completely open the roadway to traffic.

The following exemptions are allowed as part of the Liquidated Damages Provisions:

1. Incidents involving trucks hauling a Hazardous Material cargo that require special precautions by direction of the incident commanders.
2. Incidents involving damage to the roadway infrastructure that prohibit reopening the travel lanes.
3. Upon direction of the GDOT TRIP program manager.



7. Criteria for Activating Program

A. Truck Tractor Semi-Trailer Combinations (DOT Class 8)

- Rollover blocking any of the travel lanes
- Multiple truck crash
- Jack-knifed and not drivable
- Lost Load on or affecting the travel lanes
- Load Shifted on or affecting a travel lane
- Lost tandems or axle or buckled trailer on or affecting a travel lane
- Truck fire with tires burned off or cargo spilled
- Major impact with guard rail, bridge support or structure on top of a barrier wall

B. Trucks over 26,000 lbs. and ‘Bobtail’ Tractors (DOT Class 7 or 8)

- Rollover blocking any of the travel lanes
- Lost load on or affecting the travel lanes
- Load shifted on or affecting travel lanes
- Lost tandems or front axle
- Truck fire with tires burned off or cargo spilled
- Major impact with a guard rail, bridge support or structure on top of a wall

C. Large Motor Homes (40ft plus) and Motor Coaches (DOT Class 5 and 6)

- Rollover on the travel lanes
- Fire with tires burned off
- Major impact with a guard rail, bridge support or structure on top of a barrier wall

D. Busses (16 passenger or more, DOT Class 6, 7 & 8)

- Rollover on or off travel lanes
- Crash with multiple injuries
- Fire with tires burned off or burned luggage on the roadway
- Major impact with a guard rail, bridge support or structure on top of a barrier wall

E. Aircraft

- Any incident involving an aircraft on the Atlanta Interstate System

Note: In addition, any complex or extended incident where vehicles cannot be easily towed from the scene or are creating a hazard to traffic may be candidates for activating this Program. On-scene incident commanders can request activation with concurrence of the GDOT HERO shift supervisor.



TRAA VEHICLE IDENTIFICATION GUIDE[®]

CLASS 1 • LIGHT-DUTY • (6,000 lbs. or less GVW - 4 tires)*



CLASS 2 • LIGHT-DUTY • (6,001 - 10,000 lbs. GVW - 4 tires)*



Classes 1 and 2 include passenger vehicles, light trucks, minivans, full size pickups, sport utility vehicles and full size vans.

CLASS 3 • MEDIUM-DUTY • (10,001 - 14,000 lbs. GVW - 6 tires or more)*



CLASS 4 • MEDIUM-DUTY • (14,001 - 16,000 lbs. GVW - 6 tires or more)*



CLASS 5 • MEDIUM-DUTY • (16,001 - 19,500 lbs. GVW - 6 tires or more)*



CLASS 6 • MEDIUM-DUTY • (19,501 - 26,000 lbs. GVW - 6 tires or more)*



Classes 3 through 6 include a wide range of mid-size vehicles, delivery trucks, utility vehicles, motorhomes, parcel trucks, ambulances, small dump trucks, landscape trucks, flatbed and stake trucks, refrigerated and box trucks, small and medium school and transit busses.

CLASS 7 • HEAVY-DUTY • (26,001 - 33,000 lbs. GVW - 6 tires or more)*



CLASS 8 • HEAVY-DUTY • (33,001 lbs. and over GVW - 10 tires or more)*



Information Needed To Correctly Dispatch Towing and Recovery Units:

- Year, Make and Model of Vehicle to be Towed or Recovered
- DOT Classification (Class 1 – 8 based on GVW)
- Location of Vehicle
- Type of Tow (impound, accident, recovery motorist assist, etc.)
- Additional Vehicle Information
 - 2 wheel drive, 4 wheel drive, all wheel drive
 - damage to vehicle, tire condition
 - vehicle loaded or empty
 - cargo contents
 - does the vehicle have a trailer
 - are the keys with the vehicle

Note: Any vehicle may carry hazardous materials. Advise if placarded.

** Note:* The Gross Vehicle Weight Rating (GVWR) of the vehicle to be towed or recovered can be found on the identification label on the vehicle's driver's side doorframe. The number of pounds listed on the label can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class.

TRIP 11-16-01-001-0011



8. Equipment and Vehicle Requirements

This section details the equipment requirements for wrecker and recovery trucks; additional trucks and heavy equipment; contracted services and equipment; tools, materials, rigging and supplies on wrecker; and, materials, equipment, and supplies on support vehicle.

8.1. Recovery Wrecker Specifications

All eligible COMPANIES must have either one 50-Ton Recovery Truck **OR** one 40-Ton Rotator **AND** One 30-Ton Heavy Duty Wrecker. The qualifications listed below are minimums that must be met for each piece of equipment.

50-Ton Recovery Truck	40-Ton Rotator		30-Ton Heavy Duty Truck
<ul style="list-style-type: none"> ▪ Hydraulic extendable, fixed boom, ultra heavy duty Recovery Truck. ▪ A boom structural rating (TEMA or SAE) of 100,000 lbs. ▪ A minimum of two planetary or worm drive winches with a minimum of 200 ft. of 3/4" wire rope each. ▪ The boom shall extend a minimum of 150" beyond the tailgate (level). ▪ The boom shall elevate to a working height of 21 ft. (@ 30 degrees) at a minimum. ▪ The truck chassis shall be a minimum of 62,000 lbs. GVW. ▪ The unit shall be equipped with a hydraulic, extendable under reach tow unit with a capacity of 50,000 lbs.(Retracted) 	<p>O R</p> <ul style="list-style-type: none"> ▪ A boom structural rating (TEMA or SAE) of 80,000 lbs. ▪ A minimum of two planetary or worm drive winches with a minimum of 200 ft. of 3/4" wire rope on each. ▪ The boom shall extend a minimum of 240" beyond the tailgate (level). ▪ The boom shall elevate to a working height of 30 ft. (@ 50 degrees) at a minimum. ▪ The truck chassis shall be a minimum of 62,000 lbs. GVW. ▪ The unit shall be equipped with a hydraulic, extendable under reach tow unit with a capacity of 50,000 lbs.(Retracted) 	<p>A N D</p>	<ul style="list-style-type: none"> ▪ 30-Ton Hydraulic, extendable boom, heavy duty Wrecker. ▪ A boom structural rating (TEMA or SAE) of 60,000 lbs. ▪ A minimum of two winches each with 200 ft. of 3/4" or 200 ft. of 5/8" wire rope. ▪ The boom shall extend beyond the tailgate a minimum of 120" (level). ▪ The boom shall elevate to a working height of 18 ft (@30 degrees) at a minimum. ▪ The truck chassis shall be a minimum of 52,000 lbs. GVW ▪ The unit shall have an under reach tow unit rated at 35,000 lbs.(retracted)



Towing and Recovery Incentive Program (TRIP)

It is strongly suggested that the recovery truck chassis and frame be designed for or reinforced for severe service. The drive line should also be severe service and geared for the low-end, high-torque applications frequently required for quick lane clearance. This Program frequently requires the relocation (dragging) of wrecked heavy trucks out of the roadway while still loaded and overturned.

There will be a review of the recovery wrecker specifications described above after 12 months of Program inception to determine the performance of the 30-ton heavy duty wrecker. Based on the determined actual success of the wrecker specifications in use, GDOT at that time can change the equipment requirements and require an upgrade to the wrecker specifications. If this occurs, COMPANIES will be given adequate time (no less than six months) to adhere to upgraded wrecker specification requirements.

8.2. Additional Trucks and Heavy Equipment

The following equipment is required to be owned and stored at the yard:

Quantity	Equipment
1	Tilt bed, hydraulic, lowboy semi-trailer (Landoll or equivalent) with a 35 ton capacity, 40-48 ft. bed and a winch with 75 ft. of 5/8" cable.
1	Tandem axle road tractor with a sliding fifth wheel.
1	Rollback flatbed wrecker.
1	Self contained, V-hopper, pick-up or trailer mounted Sand Spreader. The unit shall have a minimum capacity of 1½ cu. yd. with a conveyor or auger feed and adjustable rate spinner. Sand must be kept dry!
1	Heavy-duty skid steer or rubber tracked loader with bucket, broom, and fork attachments.
1	Support vehicle with an enclosed, utility body and a roof mounted GDOT approved MUTCD Type B arrow board. The truck shall be stocked with MUTCD traffic control devices (signs, sign stands and cones etc.) and the additional tools, equipment and material listed for the TRIP support vehicle <b style="text-align: center;">OR A tandem axle, enclosed utility trailer pulled by a tow vehicle with a roof mounted GDOT approved MUTCD Type B arrow board.

8.3. Contracted Services and Heavy Equipment

The COMPANIES participating in TRIP must show proof of an existing account or agreement in good standing with a local vendor, contractor or equipment supplier to provide the services or equipment outlined below. These services must have a means and



Towing and Recovery Incentive Program (TRIP)

capability to respond to an incident scene where TRIP has been activated within the required response time 24/7.

Contract Equipment
A Maintenance of Traffic (MOT) Contractor that can provide and set up full MUTCD and GDOT approved work zone traffic controls.
A Disposal Company that can deliver to the scene of an incident, dumpsters or hoppers for crash debris, fire debris and or spilled non-hazardous cargo.
A Vacuum or Suction Service for off-loading or recovering and transporting large quantities of spilled grain, powders, plastic pellets or non-hazardous liquids and sludge, etc.
A Trucking or Transport company that can provide van, dump, refrigerator or flat bed trucks and/or semi- trailers.
A Construction Crane Rental Company with 50 ton and larger mobile cranes.
A contractor or equipment rental company that can deliver a heavy duty, rubber tired, articulated, construction, end-loader

8.4. Recovery Wrecker Tools and Supplies

Each TRIP heavy duty wrecker shall carry the items outlined below:

Quantity	Equipment
8	Alloy (grade #8) chains: <ul style="list-style-type: none"> ▪ 3/8" x 10' (2 each) ▪ 5/8" x 10' (2 each) ▪ 1/2" x 10' (4 each)
4 (2 Pairs)	Wide profile, recovery straps matching wrecker capacity
4	Heavy duty snatch blocks (working load matched to the winches)
Various	Hooks, clevis' and chokers (matched to the wrecker capacity)
1 (24" x 24")	High Pressure air cushion with control module and hose
4 (4" x 6")	4-foot hardwood timbers
8 (4"x4")	2-foot, hard wood cribbing
1 (20 ft)	Folding or extension ladder
1	36" bolt cutters
2	BC Fire extinguishers (10 lbs)
1	Long handle axe
2	D-handle shovels (flat blade)
1	Long handle shovel (round pointed blade)
2	Street brooms
4	Wheel chocks
1 (5 ft)	Pike bar



Towing and Recovery Incentive Program (TRIP)

Quantity	Equipment
1	Crow bars (36")
1	Sledge hammer (8-10 or 12 lbs)
2	Large capacity trash cans
1	Hydraulic jack (20 ton)
1	Fuel tank plug/spill/leak kit, fully stocked
Various	Angle iron or aluminum, wide flange at various lengths
1	Complete brake release kit: (hand tools, air hoses, glad hands, numerous brass fittings and brake caging bolts)
2	Heavy duty, Industrial flashlights
10	28 inch, reflectorized traffic cones (clean)
4 Dozen	30-minute highway flares (wire stand)
120 lbs or 30 gallon	oil dry or approved high performance absorbent
50 ft	Rope (1/2")
4	Load binders, transport chains and cheater pipe
1	Tarpaulin (20 ft x 20 ft.)
2	Rolls of duct tape
2	Sewer, drain or inlet covers (mud flaps acceptable)
1	Complete mechanics hand tool set
1	Complete first-aid kit
<p>Note: The above listed items are required as a minimum. It is expected that a professional towing and recovery wrecker operation will supplement this list with any and all items needed to operate in a completely safe and efficient manner.</p>	

8.5. *Support Vehicle Tools and Supplies*

The support truck or trailer shall carry the following:

Quantity	Equipment
60	28 inch reflectorized traffic cones (clean)
4	Fabric, 48" MUTCD approved, GDOT authorized, Incident Management warning signs
4	Portable sign stands for 48" warning signs (see item above)
1	Gas powered cut-off saw
4	Auxiliary flood lights w/stands, w/ generator
1	Portable air compressor
1	Air impact wrench with sockets
1	Air powered metal chisel
1	Acetylene/Oxygen cutting torch w/tanks
1	Bolt cutters (36")
4	D-handle shovels (flat blade)
2	Long handle shovels (round pointed blade)
2	Aluminum or plastic, non-sparking coal or grain shovels



Towing and Recovery Incentive Program (TRIP)

Quantity	Equipment
4	Street brooms
1	Adjustable drum moving dolly
1	Hand truck
1	Pallet puller
1	Dock plate with clamps
2	Large Tarpaulins (20 ft. x 20 ft.)
12 Dozen	30-minute Highway flares (wire stand)
200 lbs or 50 gallons	Oil dry or approved high performance absorbent
4 Bags	Asphalt cold patch
1	Roll of rubber floor runner (36" wide)
10 lbs	16D nails
Numerous	Softwood 2x4 studs
2	Rolls of heavy duty (80 gauge) stretch wrap with dispenser
4	Rolls of duct tape
Sufficient	Load binders and securement chain for a 30 ton load
1	Case of heavy duty, 55 gallon, contractor trash bags
1	Roll of heavy gauge visqueen plastic sheeting
1	Complete , industrial first-aid kit
<p>Note: These tools, supplies and material are required as a minimum. It is expected that a professional recovery wrecker operation will supplement this list with all items needed to operate in a safe and efficient manner.</p>	



9. Program Maintenance

9.1. Periodic Inspections

Program managers will inspect and photograph the tow yard and all required trucks and heavy equipment during the approval process. Official TRIP decals will be applied by TRIP managers **to all** the COMPANY'S trucks that are qualified to respond to a call-out, identifying them as approved TRIP vehicles. Any new equipment must be inspected and approved prior to being used to respond to a TRIP callout. TRIP vehicle decals must be on all on-scene vehicles and shall be removed from vehicles taken out of service.

The tow yard will be inspected to assure it has reserve capacity available to securely store several large commercial vehicles removed from crash scenes.

During the initial inspection, there will also be a review of all the operator and supervisor training, certification documentation and safety and driving records. Periodic subsequent inspections will be scheduled at least every 12 months or sooner at the discretion of the TRIP managers.

All trucks and equipment will be kept clean and in excellent mechanical condition. The TRIP operators and supervisor shall maintain a professional personal appearance and demeanor at all times. The adherence to on-scene safety practices by the entire crew shall be a top priority.

Special attention should be given to maintaining the wreckers, especially items used for heavy lifting and winching. This special attention includes, but is not limited to, winches, wire rope, snatch block maintenance, hook attachment devices, and monitoring for or chain wear/ link stretching or recovery strap abrasion.

Inspections may be made periodically at specified times. In addition, unannounced inspections may take place at any time. Complaints from TRIP managers or other response agencies indicating breaches of safe operating practices or any of the above could prompt an unannounced inspection.

9.2. On-going Training

TRIP operators and supervisors will need to maintain TIME Task Force certifications and endorsements. In addition, COMPANY towing and recovery professionals are required to attend at least eight (8) hours of training or continuing education every 12 months. This training could include Traffic Incident Management workshops, MUTCD traffic control flagger training, or advanced towing and recovery practices. Other training programs will be approved by the TIME Task Force as requested.

COMPANIES participating in TRIP are urged to attend multi-agency training exercises or practice drills with local fire departments and other Metro Atlanta response agencies.



Towing and Recovery Incentive Program (TRIP)

Active involvement in a formal training exercise involving heavy rescue, mass casualty, tank truck emergencies or hazardous material incident response can satisfy 50 percent or four (4) of the required eight (8) hours of continuing education and training requirement for each year.

Documentation of attendance and participation must be provided to the TIME Task Force and be placed in the company maintained employee training files, which is part of the OSHA requirements.

Appendix A: Recovery Wrecker Services Application

TRIP Application Instructions

The Towing and Recovery Incentive Program (TRIP) is a financial incentive program for expedited towing and recovery services for large commercial vehicle incidents on the Metro Atlanta Interstate system. The incentive Program will help meet the region's goal of clearing major incidents in less than 90 minutes.

Membership in this Program means an approved wrecker company is assigned a designated route of the interstate to respond to qualifying large-scale incidents. When called to a TRIP activated incident, approved COMPANIES will receive a monetary bonus for response and clearance within the designated time frames.

To become a member of TRIP the COMPANY/COMPANIES must:

- Must have been in the heavy duty towing and recovery business for a minimum of three years prior to applying
- Fill out the attached TRIP application completely
- Own and maintain all required equipment
- Have the ability to meet response and clearance time requirements
- Meet all Training and Certification requirements
- Attend eight (8) hours of training annually
- Agree to the terms and conditions included in the TRIP Specifications

The application process for membership in TRIP includes the following steps:

- Interested COMPANIES should send completed application to TRIP; 1800 Century Blvd, Suite 1450; Atlanta, Georgia, 30345 via mail or christinemacaulay@timetaskforce.com via email.
- TRIP managers will review applications for completeness.
- Applications will be qualified based on TRIP Specifications.
- TRIP managers will conduct on-site inspections of equipment, facility, and staff.
- TRIP managers will work with COMPANIES to assign appropriate Response Zones.
- Applicants will be evaluated on an annual basis to ensure Program adherence.

Participation in this Program is voluntary and at the discretion of GDOT. However, only approved TRIP COMPANIES will be called for TRIP Incidents or be eligible to receive financial incentives.

For complete information on TRIP terms, compensation, requirements and maintenance, please refer to the TRIP Specifications.

Georgia Department of Transportation
Towing and Recovery Incentive Program
Metro Atlanta

APPLICATION for TRIP

Please print or type and include additional sheets if required.

Date of application: _____

Company Information

Name of Company: _____

Please circle: Sole proprietorship, Partnership, Corporation, Joint Venture or LLC

Business address: _____

Date this company began operating under this name: _____ In what city: _____

Business phone (Daytime) _____ FAX _____

24 hour phone: _____

E-Mail: _____

Federal Employer ID # _____

Names of ultimate equitable Owner/Owners or Corporate Officers:

_____ Years in Heavy Duty Towing & Recovery _____

_____ Years in Heavy Duty Towing & Recovery _____

_____ Years in Heavy Duty Towing & Recovery _____

_____ Years in Heavy Duty Towing & Recovery _____



Business location where equipment is stationed:

1. _____
2. _____

Does the applicant own or lease the business buildings and/or adjoining land at each of these sites? Please explain _____

If leased, give the owners name and address and term of the lease or leases.

Name	Address	Length of Lease	Lease Expiration Date	Available for renewal?

How long has the heavy towing and recovery business been operating at this location?

Is the garage used as a commercial vehicle repair facility? _____

If yes, name of business _____

List Hours and Days of Operation for Garage and Tow Yard Office:

Garage: _____

Tow Yard Office: _____

Size of secure storage yard _____ Is it fenced? _____

Describe security measures: _____

Indicate the closest access point and entrance ramp to the Interstate and the route to get there from your tow yard or garage: (can attach map)



Distance from yard/garage to this access point _____ (Miles and tenths)

Estimated travel time to this access point between 5:30 am and 7:00 pm Monday –
Friday: _____ minutes; All other times: _____ minutes.

Has the COMPANY participated in or hosted any multi-agency training sessions or drills
with local Fire-Rescue, EMS, Haz-Mat, Public Safety or DOT agencies? _____

If yes, list type of exercise, dates and locations

- _____
- _____
- _____

Has the COMPANY participated in any Traffic Incident Management Enhancement
(TIME) Taskforce meetings or activities? _____



Recovery Wreckers and Equipment Information

List all of the Recovery Trucks that will be used to qualify for TRIP. Fill out all information for each vehicle.

Truck Chassis				
	Unit #1	Unit #2	Unit #3	Unit #4
Make, model, and year				
V I N #				
GVW, Wheel base, Number of axles, Frame				
Engine make, horsepower and torque output				
Details of driveline (transmission, transfer case, drive shafts ,etc)				
Push Bumper (Yes or No)				

Recovery Wrecker Equipment				
	Unit #1	Unit #2	Unit #3	Unit #4
Wrecker and body manufacturer and model				
Winch capacity w/wire rope size				
Boom capacity (TEMA) and reach				
Under-lift capacity and reach				



Additional Trucks and Equipment Information

List with a detailed description all additional *COMPANY-owned* equipment that is required for a Georgia DOT TRIP wrecker COMPANY.

Equipment	Make, model, and year	Capacity	Serial Number of VIN Number
Tilt bed, hydraulic, lowboy semi-trailer (Landoll or equivalent) with a 35 ton capacity, 40-48 ft. bed and a winch with 75 ft. of 5/8" cable.			
Tandem axle road tractor with a sliding fifth wheel.			
Rollback flatbed wrecker.			
Self contained, V-hopper, pick-up or trailer mounted Sand Spreader. The unit shall have a minimum capacity of 1½ cu. yd. with a conveyor or auger feed and adjustable rate spinner. Sand must be kept dry!			
Heavy-duty skid steer or rubber tracked loader with bucket, broom, and fork attachments.			
Support vehicle with an enclosed, utility body and a roof mounted GDOT approved MUTCD Type B arrow board. The truck shall be stocked with MUTCD traffic control devices (signs, sign stands and cones etc.) and the additional tools, equipment and material listed for the TRIP support vehicle,			
OR			
A tandem axle, enclosed utility trailer pulled by a tow vehicle with a roof mounted GDOT approved MUTCD Type B arrow board.			



Contract Equipment and Service Provider Information

List your sub-let service providers with which agreements exist to respond to the Interstate on a 24-hour basis as required by the TRIP Specifications.

Contract Equipment	Contract company name address, and phone number	Contract location (where the equipment will be deployed from)
A Maintenance of Traffic (MOT) Contractor that can provide and set up full MUTCD and GDOT approved work zone traffic controls.		
A Disposal Company that can deliver to the scene of an incident, dumpsters or hoppers for crash debris, fire debris and or spilled non-hazardous cargo.		
A Vacuum or Suction Service for off-loading or recovering and transporting large quantities of spilled grain, powders, plastic pellets or non-hazardous liquids and sludge, etc.		
A Trucking or Transport company that can provide van, dump, refrigerator or flat bed trucks and/or semi- trailers.		
A Construction Crane Rental Company with 50 ton and larger mobile cranes.		
A contactor or equipment rental company that can deliver a heavy duty, rubber tired, articulated, construction, end-loader		



Staff Information including Qualifications and Experience

List all supervisors and operators including Owners.

Note: This information will be used to qualify the COMPANY for the Program and for any needed background and security checks

Employee Name	Supervisor or Operator	CDL Type with endorsements and License number	Date of birth	Date of hire	IMPORTANT: detailed description of towing experience, formal training attended and certification level attained along with dates.



Appendix B: Sample Invoice

Appendix C: Concept of Operations between GRTA and GDOT

TRIP Operational Concept

1. INTRODUCTION.....	2
1.1. OBJECTIVE	2
1.2. PURPOSE	2
2. SCOPE	3
2.1. PROJECT BACKGROUND	3
2.2. SYSTEM OVERVIEW	3
2.3. OPERATIONAL POLICIES AND CONSTRAINTS	4
3. REFERENCED DOCUMENTS	5
4. OPERATIONAL DESCRIPTION	6
4.1. STAKEHOLDERS	6
4.2. OPERATIONAL NEEDS	8
4.2.1. <i>Physical Improvements</i>	8
4.2.2. <i>Operational Procedures</i>	8
4.2.2.1. <i>Incident Timeline</i>	8
4.2.2.2. <i>Funding and Payments</i>	9
4.2.2.3. <i>TRIP Managers</i>	9
4.2.2.4. <i>Training and Certification</i>	10
4.2.2.5. <i>Records</i>	10
4.2.2.6. <i>Inspections</i>	10
4.2.2.7. <i>TRIP Applications</i>	10
4.2.2.8. <i>Program Coordinator</i>	11
4.2.3. <i>Maintenance</i>	11
4.3. OPERATIONAL SCENARIOS	11
4.3.1. <i>Typical Incident Overview</i>	11
4.3.2. <i>Event Type 1</i>	12
4.3.3. <i>Event Type 2</i>	13
4.3.4. <i>Liquidated Damages</i>	13
5. PERFORMANCE MEASURES.....	15
5.1.1. <i>Baseline</i>	15
5.1.2. <i>Metrics</i>	17
5.1.3. <i>Constraints</i>	17

1. Introduction

Georgia's Towing and Recovery Incentive Program (TRIP) will pay heavy-duty towing and recovery companies monetary bonuses for the quick clearance of large commercial vehicle incidents in the Atlanta metro area. The program is designed to promote safe, fast, and efficient management of commercial vehicle incidents in order to reduce secondary impacts such as congestion and crashes.

The detailed Specifications for TRIP are provided in a separate document and serve as a preface to this Operational Concept. It is important to review the details Program The TRIP Specifications is the technical document that details the specific requirements of the Program, while the Operational Concept is the development of agency policies to make the Program successful.

This document will provide a forum for information exchange among all TRIP stakeholders on technical, procedural and operational issues.

1.1. Objective

This Operational Concept is readily available, and relevant, to all TRIP stakeholders. TRIP is a result of collaboration among several organizations in Georgia including the Georgia Department of Transportation (GDOT), the Georgia Regional Transportation Authority (GRTA), and the Federal Highway Administration (FHWA), the Traffic Incident Management Task Force (TIME) and the Towing and Recovery Association of Georgia (TRAG). With this large number of stakeholders, it is necessary to explain the relationships, roles and responsibilities of each agency and provide a shared concept of understanding of the TRIP Program. It is important to document the decisions that define the approach and the organizational structure needed to put the Program into operation.

1.2. Purpose

The purpose of the Operational Concept is to define which stakeholder agencies will be responsible for administering each aspect of the TRIP Program. It shall also serve as a consensus building tool to define a common vision, a method of operations and procedures, and establish performance monitoring methods. This document helps ensure the investment in TRIP and ensures there is adequate information and justification to support the Program. It will serve as a guide for future program development, including program management, alternative funding opportunities, and administrative support.

2. Scope

This section focuses on how the goals and objectives are accomplished currently. Specifically, it describes the strategies, tactics, policies, and constraints.

2.1. Project Background

Currently, there is very little incentive for heavy duty wrecker companies to comply with performance goals related to response or clearance times. Often, in fact, the wrecker company is billing by the hour, meaning they will not benefit from clearing the scene quickly. Properly trained operators and reliable equipment may vary among towing companies. This lack of uniformity means there are disparate methods for heavy duty recovery for traffic incidents. Furthermore, public agencies have had little opportunity for input or improvements to incident clearance involving heavy duty recovery activities. TRIP is based on a comprehensive set of guidelines that will ensure only well-trained, competent operators with proper heavy duty equipment are dispatched to any large commercial vehicle incidents that have a significant impact on major interstate traffic.

Florida's Turnpike Enterprise (FTE) has in place a similar recovery incentive program, which has been successful in decreasing incident clearance times. FTE has contracted with four towing companies to respond to major incidents involving large commercial vehicles on the Turnpike. This initiative is referred to as the Roadway Incident Scene Clearance (RISC) program. Companies can earn a \$2,500 bonus if they respond to the incident within 60 minutes and reopen all lanes to traffic within 90 minutes of the Florida Highway Patrol's (FHP) notice to proceed for clearance work. If the roadway is not cleared within 3 hours of the incident, a penalty of \$10 per minute is assessed.

The RISC program is improving mobility and safety by ensuring that normal operating conditions are returned as quickly and safely as possible. The program was activated 15 times in the first nine months of deployment. The success of the program was demonstrated through the ability of the towing contractors to clear incidents 95% of the time within 90 minutes of the notice to proceed issued by FHP. The average time to respond to an incident was 41 minutes, well under the required response time of 60 minutes; and the average clearance time was 55 minutes, well under the required 90 minutes to receive bonus incentives. Key characteristics of the incidents include the involvement of large Class 8 trucks, with some of the 15 incidents including spilled debris or cargo. Prior to the RISC Program, similar incidents frequently had resulted in closers of 3 hours or more. The State of Washington's Department of Transportation is currently deploying an incentive-based towing program as well.

2.2. System Overview

TRIP is a comprehensive program designed to improve large-scale commercial vehicle incident clearance times through incentive-based management of the heavy-wrecker towing community. A coordinated effort by GDOT Traffic Management Center (TMC), GDOT Highway Emergency Response Operators (HERO), GRTA, the TIME Task Force

and TRIP Managers will accomplish this through training, certification, and oversight of approved towing and recovery companies who will operate in dedicated zones on interstates within Metro Atlanta. Critical performance measures related to response and clearance times will be the subject of incentive payments to these companies when targets are met, as well as penalty fees to be assessed when clearance times are excessive.

2.3. Operational policies and constraints

TRIP is an innovative program, and therefore consideration and anticipation of constraints should be considered. There are currently a limited number of towing and recovery companies who have participated in the towing certifications provided by the Towing and Recovery Association of America (TRAA). The TIME Task Force and TRAA will work together to develop a cooperative certification process and offer certification training. The opportunity to work toward incentive payments should counteract any potential resistance within the towing industry to attain necessary qualifications.

Equipment requirements and the need for rapid response services 24/7 are substantial and may require significant effort and financial investment on the part of the towing companies. Participation in the program is voluntary, and if the wrecker specifications change after program inception, companies will be given no less than six months to adhere to changes.

3. Referenced documents

This section identifies resources used when developing both the TRIP Specifications and the Operational Concept. References include:

- Georgia Towing and Recovery Incentive Program Specifications: This document contains the details of the Program and is a preface to this Operational Concept. This Operational Concept is included as Appendix C.
- State of Georgia “Open Roads Policy”: This is the TIME adopted quick clearance policy to ensure that quick and safe clearance of freeway traffic incidents, including disabled vehicles, vehicle crashes, and debris or spills in the roadway, is given the highest priority. This policy is awaiting the Governor's signature, but can be found in draft format on the TIME Web site (www.timetaskforce.com).
- Metro Atlanta Traffic Incident Management Strategic Vision: This document determines the new and innovative solutions and projects for deployment in Metro Atlanta to improved the overall results of traffic incident management. This policy can be found on the TIME Web site (www.timetaskforce.com).
- Performance Measures Documentation: Performance measures were considered in the beginning of Program development to ensure an accurate baseline of metrics was achievable before Program implementation. This will be working document until one full year of measures is available for calculation. A copy of this documentation can be requested from the any TRIP Team Member identified in Appendix D of the TRIP Specifications.
- TRIP Monthly Meeting Minutes: These minutes document the complete Program development and implementation process followed to create the TRIP Specifications. A copy of this documentation can be requested from the any TRIP Team Member identified in Appendix D of the TRIP Specifications.

4. Operational Description

This section details stakeholder specific needs that will drive the requirements for TRIP. Stakeholders are described here. The section outlines who the users are and what the users do. It describes necessary steps for stakeholders to complement and/or improve TRIP. Specifically, it will focus on how to achieve the intended objectives of the Program, specific operations that must take place, inter-agency interactions, and Program activities.

4.1. Stakeholders

The major TRIP stakeholders that should use this document are the following agencies:

- GDOT TMC
- GDOT HERO
- GDOT Maintenance
- GRTA
- TIME Task Force
- TRIP Managers
- Qualified TRIP wrecker companies, referred to as “COMPANIES”

There are additional stakeholders who need to have a full understanding of the Program such as all incident responders, law enforcement, the transportation industry, and the towing industry. These stakeholders should gain familiarity with the TRIP Specifications and need not be concerned with the specifics of this Operational Concept.

The roles for the major stakeholders as defined above are included in Table 1.

Table 1: Stakeholder Roles and Responsibilities

Agency	Roles and Responsibilities
GDOT TMC	<ul style="list-style-type: none"> ▪ Making initial notification call to TRIP COMPANY for incident scene clearance ▪ Tracking COMPANY notice to proceed times, response times, all lanes open times, and possible time extensions ▪ Verifying that NaviGator is accurately time-stamping TRIP incidents ▪ Keeping track of and rectifying faulty or invalid response requests from vehicle owners, other government agencies or third parties ▪ Maintaining an “out of service” list as defined in Section 3.3 - Response Requirements of the TRIP Specifications ▪ Scheduling an After Incident Review (AIR) within 24 hours of a TRIP incident and notifying TRIP COMPANIES, GDOT on-scene supervisor and TRIP Managers of this AIR
GDOT HERO	<ul style="list-style-type: none"> ▪ Serving as one of the TRIP Managers ▪ Determining on-scene, with the coordination of the responding

Agency	Roles and Responsibilities
	<p>police department, if an incident qualifies as a TRIP incident</p> <ul style="list-style-type: none"> ▪ Notifying the GDOT TMC of a TRIP incident ▪ Calling TMC when COMPANY arrives and leaves incident scene. ▪ Giving the TRIP COMPANY official Notice to Proceed ▪ Notifying the TMC when a stop work is issued or special equipment requested. ▪ Approving additional on-site COMPANY equipment ▪ Verifying proper procedures and conditions are met to qualify for an emergency response and mobilization incentive payment
GRTA	<ul style="list-style-type: none"> ▪ Serving as a TRIP Manager ▪ Promoting the TRIP Program ▪ Providing Program funding for 2008 ▪ Identifying additional Program funding ▪ Accepting and processing approved COMPANY invoices
TIME Task Force	<ul style="list-style-type: none"> ▪ Serving as a TRIP Manager ▪ Setting TRIP training criteria ▪ Offering TRIP certification Courses ▪ Deciding if other certifications courses are considered “approved” TRIP courses as outlined in Section 5.2 - Staff Requirements of the TRIP Specifications ▪ Maintaining TRIP training certification records and endorsements ▪ Certifying TRIP operators and supervisors ▪ Providing TRIP ID Badges
TRIP Managers	<ul style="list-style-type: none"> ▪ Collecting, reviewing and approving COMPANY applications. ▪ Assigning recovery zones to COMPANIES ▪ Providing COMPANIES with TRIP vehicle decals ▪ Conducting initial, periodic or unannounced on-site COMPANY inspections ▪ Maintaining COMPANY files for each operator and supervisor, verifying all required qualifications are in place ▪ Hosting an AIR following every TRIP incident ▪ Reviewing and approving COMPANY invoices
Qualified TRIP wrecker companies, referred to as “COMPANIES”	<ul style="list-style-type: none"> ▪ Meeting all TRIP Specifications ▪ Maintaining training records ▪ Submitting TRIP applications ▪ Wearing official TRIP badges on-scene at all times ▪ Notifying GDOT TMC if equipment is “out of service” and when it is back “in service” ▪ Notifying the GDOT TMC if contacted by a vehicle owner, another governmental agency, or a third party (other than GDOT) to respond to or provide heavy duty recovery or towing services on the Metro Atlanta Interstate System, ▪ Providing the TMC was an estimated on-scene arrival time. ▪ Calling TMC when arriving and leaving incident scene. ▪ Notifying the TMC when a stop work is received or waiting for

Agency	Roles and Responsibilities
	special equipment. <ul style="list-style-type: none"> ▪ Calling the GDOT TMC to schedule an AIR ▪ Attending an AIR following every TRIP incident and bringing invoice ▪ Submitting approved invoice to GRTA for payment

4.2. Operational Needs

This section describes the environment or “world” in which the Program will operate including information about communications, operating procedures and maintenance.

4.2.1. Physical Improvements

The existing communications system utilized between GDOT HERO and GDOT TMC will be the field communications mechanism for communicating TRIP callouts and time-stamping of events. GDOT will need to review existing Navigator software capability to determine whether accurate time-stamp of notification, response and clearance times will be adequate for performance measurement. Databases of tow vendors, as well as contracted services and equipment providers, will need to be built and maintained by GDOT TMC. GDOT TMC will also create and maintain a records management system for tracking personnel, training, certification, inspection reports, complaints, performance metrics, payments, inventories, and any other pertinent documentation referenced in Table 1.

4.2.2. Operational Procedures

Operating procedures specific to major stakeholders are necessary for the success of TRIP. It is important to document important decisions such as who will operate the system and who will fund the system. The sections below provide updated operating procedures for all stakeholders.

4.2.2.1. Incident Timeline

The GDOT TMC will record and maintain the following incident information for each TRIP incident:

- The time the HERO was dispatched or arrived on-scene.
- The initial TRIP notification call time to the COMPANY by the GDOT TMC.
- The response time for the COMPANY supervisor to arrive on scene.
- The response time for the COMPANY equipment to arrive on scene.
- The Notice to Proceed time given by GDOT HERO to the COMPANY.

- The time (if applicable) when extra equipment is requested from the COMPANY by the GDOT HERO on-scene supervisor.
- The time all lanes are open as approved by the GDOT HERO on-scene supervisor.
- The incident clearance time when all responders have left the scene including roadway shoulders.

The GDOT TMC will make all this information available to TRIP Managers for use in the AIR.

4.2.2.2. Funding and Payments

Funding for this program will be provided by GRTA for the initial year. GRTA will be responsible for investigating other financial strategies to fund the program in future years. The estimated Program cost for year one is \$450,000 which includes incentive money and maintenance costs. The estimated Program costs for year two are \$600,000 including incentive and maintenance costs. The budget for year two is slightly higher because more TRIP incidents are expected once the Program is understood and fully implemented by all regional agencies. These costs include a Program Coordinator, as defined in Section 4.2.2.8 of this document, to provide program maintenance and support.

GRTA will also be responsible for paying approved COMPANY invoices. The TRIP Managers will approve COMPANY invoices for payment during the AIR. Consequently, COMPANIES will submit these approved invoices directly to GRTA for any payment due. TRIP Managers will keep a copy of all invoices as a checks and balance with GRTA.

GRTA will develop an appeal process to allow vendors who wish to protest the lack of an incentive payment or damages incurred to present their case. GRTA's findings in this appeal will be final. Appeals are not expected to be frequent given the intentions of the AIR to rectify all incident discrepancies and reach a consensus between the COMPANY and TRIP managers.

4.2.2.3. TRIP Managers

The TRIP Managers will consist of various individuals from agencies such as, but not limited to, GDOT, GRTA, TIME Task Force, the Towing and Recovery Association of Georgia (TRAG), local enforcement agencies, any government agency and qualified private companies. A list of TRIP Managers will be maintained and consistently updated as needed by GDOT and GRTA.

The TRIP Managers will be responsible for the following tasks:

- Reviewing and approving COMPANY applications, inspecting tow yards and designating COMPANY route assignments.

- Ensuring COMPANIES understand the proper procedures of the TRIP Specifications and providing TRIP vehicle decals.
- Conducting an AIR following each TRIP incident to achieve continuous Program improvement and to approve invoices for payment.
- Conducting on-site inspections of tow yards periodically.

TRIP Managers will have the expertise to provide guidance, decision making and possibly Program tweaks to the TRIP Specifications.

4.2.2.4. Training and Certification

The TIME Task Force will be responsible for providing Heavy Duty and Recovery training and maintaining all training records. The TIME Task Force will also oversee the development of the training curriculum. HERO Supervisors may be utilized to provide classroom training on incident scene management. Third party vendors may be selected by the TIME Task Force to provide Heavy Duty Wrecker training in conjunction with the necessary TRIP Certification process.

4.2.2.5. Records

A filing system will be maintained by the TRIP Managers. A separate file will be kept for each operator and supervisor, verifying all required qualifications are in place. Copies of all valid licenses, certifications, training records, commendations and complaints will be maintained in this file. These records will also consist of the COMPANY's qualifications, equipment lists, insurance documents, incident records, inspection reports and contracted services agreements.

4.2.2.6. Inspections

TRIP Managers will develop an inspection process and will recommend inspection frequency, content and reporting requirements. Guidelines and checklists will be developed and maintained by TRIP Managers. Inspections will be comprehensive and will examine vehicles, equipment, company files, insurance documents and personnel. Results of inspections as well as deficiencies during incident operations shall result in a review process to be coordinated by TRIP Managers. Depending on the severity of the circumstances, TRIP Managers may review the reported deficiencies and issue a written warning, suspend the operator or the COMPANY for a period of time, or terminate the COMPANY's assignment. Such termination would occur within 30 days of notification except for in extreme cases, where termination may be immediate.

4.2.2.7. TRIP Applications

Applications for the TRIP program will be accepted at any time during the year from towing and recovery companies. Recovery zone boundaries will be reviewed periodically or on a case by case basis. Companies wishing to apply for TRIP should follow the instructions given in Appendix A of the TRIP Specifications document.

4.2.2.8. Program Coordinator

A TRIP “program coordinator” is needed to be responsible for the overall Program and ensure the roles and responsibilities of each stakeholder are being met. This program coordinator would oversee the TRIP Managers and assist and support the following activities:

- Assisting with TRIP training offerings, certification records, approving previous training endorsements, and providing TRIP ID badges.
- Collecting and reviewing TRIP applications for completeness.
- Scheduling initial, periodic or unannounced on-site COMPANY inspections.
- Establishing and facilitating meetings with COMPANIES to review TRIP Specifications and zone boundaries.
- Ensuring COMPANIES have approved TRIP vehicle decals.
- Maintain, organize and update COMPANY files for each operator and supervisor participating in TRIP.
- Ensuring AIRs are scheduled within 24 hours by coordinating with COMPANIES and TRIP Managers.
- Facilitation AIR following each TRIP incident.
- Reviewing COMPANY invoices to ensure TRIP Specifications are met.
- Developing, maintaining and publishing Program Performance Measures.

The program coordinator role should be a person/company with knowledge and expertise on heavy duty towing, including equipment and training requirements. This person should be able to independently conduct inspections on a routine basis.

4.2.3. Maintenance

As with any program, maintenance is the key to successful and efficient operations as well as securing the financial investment for the Program. Proper maintenance will ensure that intended performance and reliability goals are consistently being met. The key to successful maintenance is having a single point of contact responsible for coordinating, updating, and tweaking the Program. This point of contact would logically be the Program Coordinator, who could easily report and record Program issues.

In addition, Program Performance Measures will be a good source to determine necessary areas of maintenance. For example, if incident clearance times are not improving, perhaps the time record keeping process, the on-scene procures or the training requirements need to be scrutinized. The Program Coordinator should assist with calculating Program Performance Measures to effectively maintain the Program.

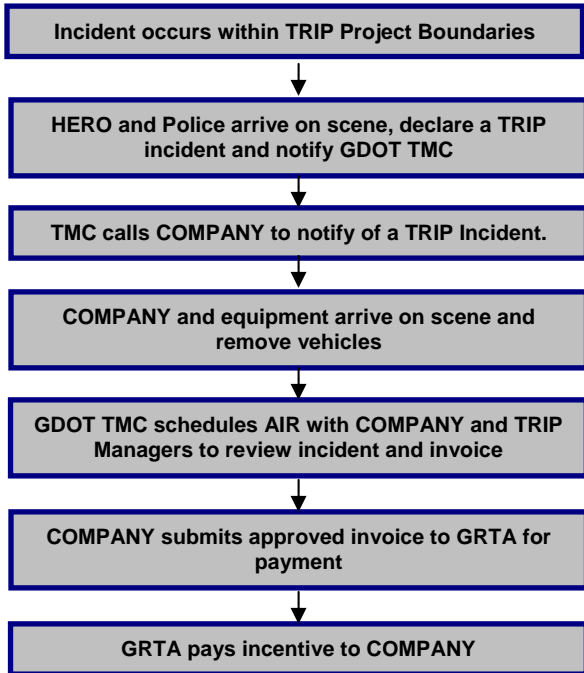
4.3. Operational Scenarios

This section will detail how the new Program will impact stakeholder activities under different TRIP conditions and operational scenarios.

4.3.1. Typical Incident Overview

An overview of a typical TRIP incident is graphically represented in Figure 1.

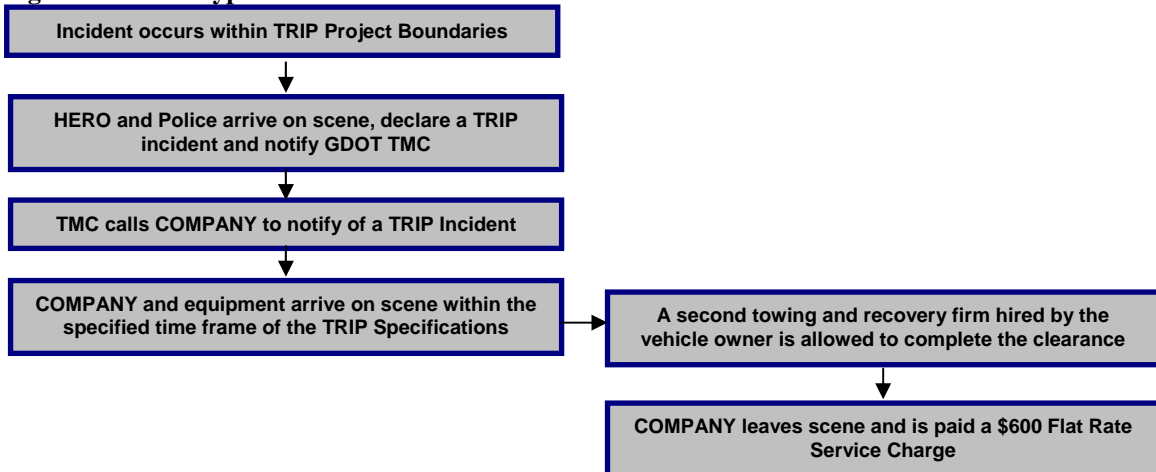
Figure 1: Typical Incident Overview



4.3.2. Event Type 1

When a TRIP activation is made and a COMPANY is called to the scene and arrives within the required timeframe, but another company (hired by the vehicle owner) is allowed by GDOT to clear the scene, the incident is labeled as Event Type 1. In Event Type 1, a flat rate service charge of \$600 is paid according to Section 6.2 of the TRIP Specifications.

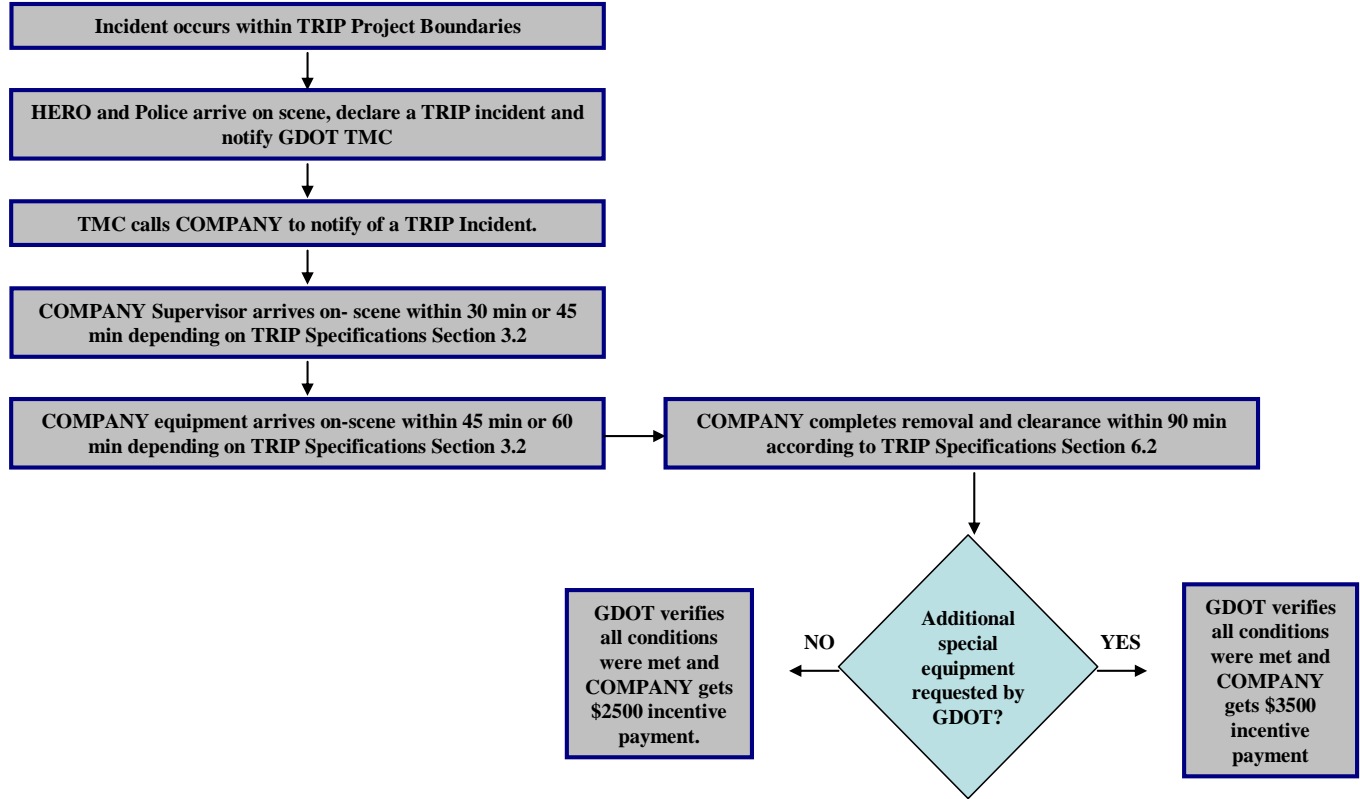
Figure 2: Event Type 1



4.3.3. Event Type 2

In Event Type 2, the COMPANY receives an emergency response and mobilization incentive payment. This payment may be \$2500 or \$3500 in the event that additional equipment beyond basic requirements (outlined in TRIP Specification Section 6.2) is requested by GDOT and arrives within the allotted time. A graphical representation of these scenarios is shown in Figure 3.

Figure 3: Event Type 2



4.3.4. Liquidated Damages

If the COMPANY has not completed the removal and clearance of the vehicles, non-hazardous cargo, debris and vehicle fluids within three (3) hours from the NTP and/or all travel lanes are not open to traffic as a result, a flat rate of **\$600** can be assessed against the COMPANY at the discretion of the GDOT TRIP Project Manager, except where the

COMPANY has been ordered to stop roadway clearance activity by the GDOT incident commander or an appropriate law enforcement official in charge of the incident. If such an order is given, the extended time and its cause must be documented by the GDOT TMC with on-scene verification. An additional **\$10.00 per minute** (or **\$600/hour**) after three (3) hours from notice to proceed **may** be assessed for each additional minute (or hour) it takes the COMPANY to completely open the roadway to traffic.

However, exemptions from liquidated damages will be given for the following scenarios: incidents involving trucks hauling a Hazardous Material cargo that require special precautions by direction of the incident commanders, incidents involving damage to the roadway infrastructure that prohibit reopening the travel lanes, or upon direction of the GDOT TRIP program manager.

5. Performance Measures

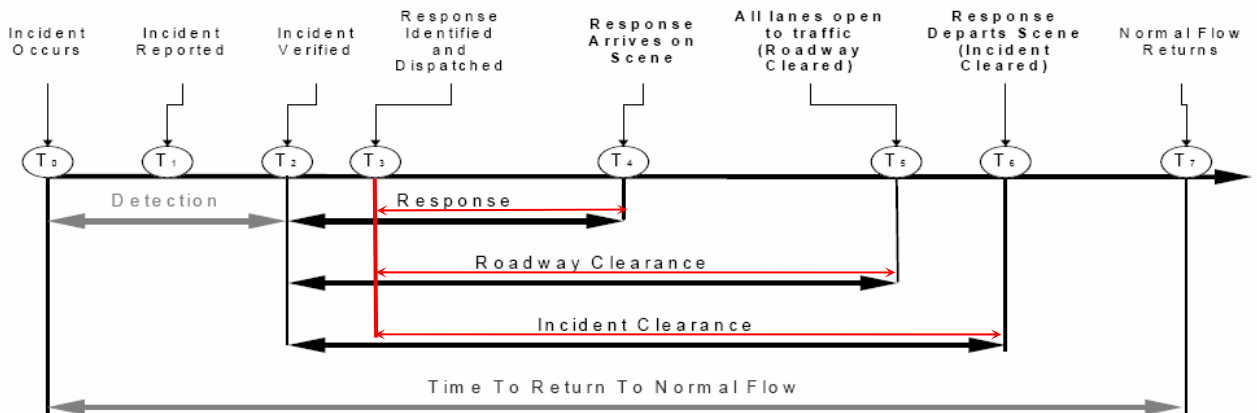
Incident delay has been proven to increase the costs of congestion by tens of billions of dollars nationally, increasing vehicle emissions, fuel consumption, delaying cargo, and negatively impacting regional economies and quality of life. A frightening statistic indicates that between 15-30 percent of all crashes are secondary to other incidents – a figure that strongly suggests that a reduction in average clearance times will also reduce the likelihood of secondary crashes and the related congestion that follows.

Performance measures are the key to demonstrating and validating these types of improvements. Measures will also show the benefits of the Program to both the traveling motorists and transportation agencies.

5.1.1. Baseline

To begin the baseline for measuring the benefits, data was gathered and manipulated from the GDOT TMC to determine both roadway and incident clearance times¹. It is important to note the difference between these measures. Roadway Clearance Time is the time (in minutes) when all lanes are open and clear for traffic flow. Incident Clearance Time is the time (in minutes) when the last responder has left the incident scene and all responders, equipment, and debris are no longer in sight, including on roadway shoulders.

Figure 4: Incident Management TIMELINE



The Traffic Incident TIMELINE included above in Figure 1 depicts the various components of an incident timeline. Normally, response, roadway clearance and incident clearance would begin at T2 (incident verification). However, given the limited data available between Years 2005 and 2006, response was measured from T3 (response

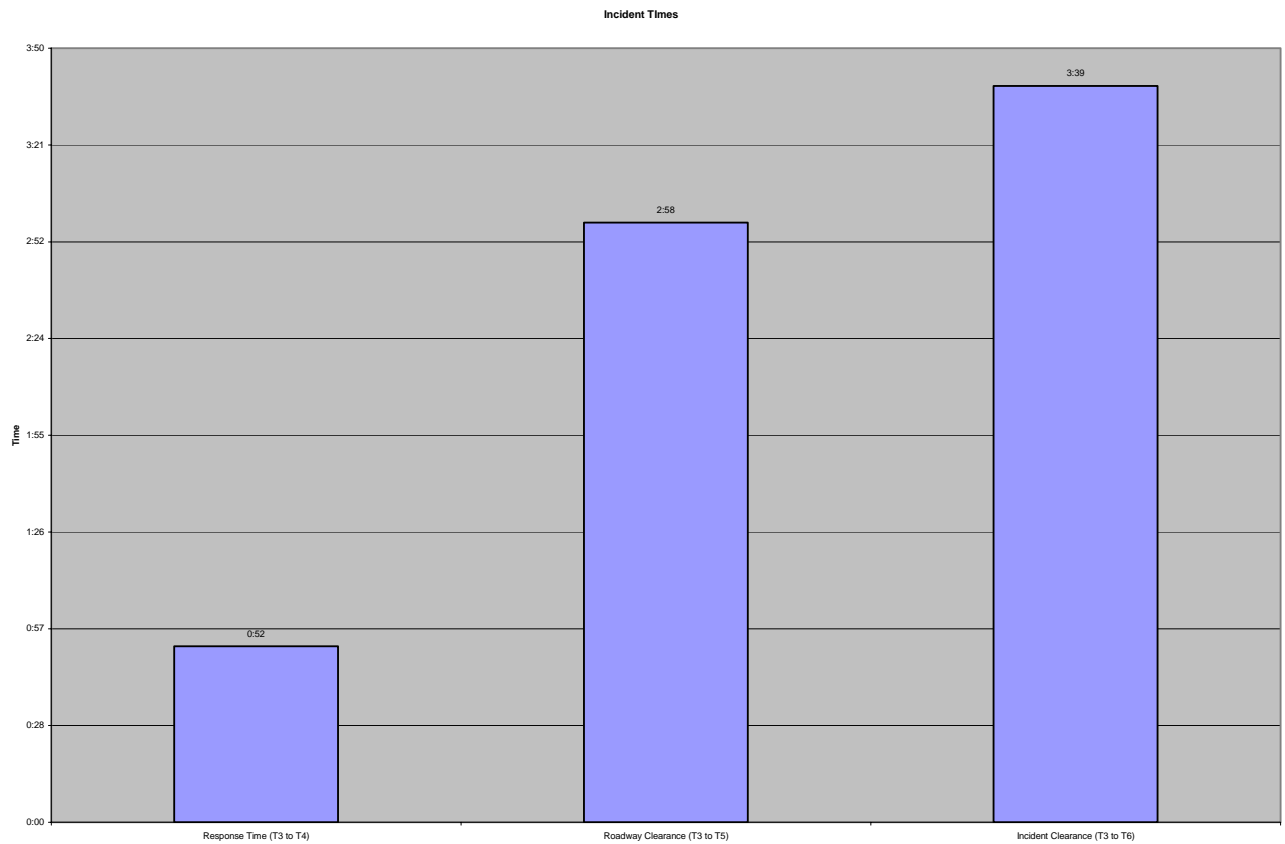
¹ Roadway and Incident Clearance times are defined by the Incident Management TIMELINE in Figure 1, adopted by the TIME Task Force.

dispatched) to T4 (responder arrives on scene); roadway clearance will be measured from T3 (response dispatched) to T5 (all lanes open to traffic); and Incident Clearance Time will be calculated from T3 (response dispatched) to T6 (response departs scene) as illustrated in red on Figure 4.

According to 2005-2006 data supplied by the GDOT TMC, for Level 3 and Level 4² incidents involving tractor trailers, the average incident times were the following:

- ▶ Response Time = 52 minutes
- ▶ Roadway Clearance Time = 2 hours 58 minutes
- ▶ Incident Clearance Time = 3 hours and 39 minutes

The Figure below shows the graphical representation of these numbers.



² HERO Incident Level 3 is an incident with/without serious injuries and 2 or more lanes blocked but the roadway is still open; Level 4 is an incident blocking the freeway for 2 or more hours.

Figure 5: Average Incident Times for Level 3 & 4 Incident Involving Tractor Trailers

5.1.2. Metrics

TRIP incident response data will be collected by the GDOT TMC and HERO. Performance measures will be calculated from this data and published after the first year of Program implementation. The measures will include the following:

- Reduction in Response Times
- Improvement in Roadway Clearance Times
- Reduction in Travel-Lane Blockage
- Reduction in Secondary Incidents
- Reduction in Incident Clearance Times
- Dollar Saving from Reduced Congestion

5.1.3. Constraints

Constraints to the performance measures involve the speculation of current incidents qualifying for TRIP prior to the program's inception. Additionally, the GDOT TMC's time-stamping of incident events without prior TRIP training and awareness are subject to misinterpretations during analysis. After the program's inception, accurate data will be communicated and reported. This data can be analyzed to obtain accurate percentages and cost benefits achieved by the TRIP.

Appendix D: TRIP Team Members and Partners

The core TRIP working group consisted of GDOT, GRTA and Delcan. If you would like any information regarding TRIP, please contact the any of the following individuals:

Marvin Woodward	GRTA	(404) 463-3099	mwoodward@grta.org
Gary Millsaps	GDOT/HERO	(404) 894-3857	gary.millsaps@dot.state.ga.us
Christine Macaulay	Delcan	(404) 320-1776	c.macaulay@delcan.com

The following agencies served on the TRIP Steering Committee, which monitored and fine tuned the Program:

- Atlanta Police Dept
- Atlanta Regional Commission (ARC)
- Coroner's Association
- FHWA
- GDOT
- Georgia Motor Trucking Assoc (GMTA)
- Georgia State Firefighter's Association Inc.
- Georgia State Patrol (GSP)
- Governor's Office of Highway Safety (GOHS)
- Georgia Regional Transportation Agency (GRTA)
- Towing and Recovery Association of Georgia (TRAG)
- Georgia Department of Public Safety Motor Carrier Compliance Division

Thank you to all TRIP Partners who are helping to improve congestion in the region



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