



**Towing and Recovery Incentive Program (TRIP)
AFTER INCIDENT REVIEW**

January 8, 2009

1. Attendees

Name	Organization	Phone	Email
Paris Blaylock	Barrow Wrecker	(770) 435-1176	barrowwrecker@comcast.net
Christine Macaulay	Delcan	(404) 320-1776	c.macaulay@delcan.com
Rory Howe	Delcan	(404) 320-1776	R.howe@delcan.com
Michael Roberson	GRTA	(404) 463-3014	mroberson@grta.org
Henry Fielding	GSP	(404) 669-3974	hfielding@gsp.net
Soffie Thigpen	GSP	(404) 374-7698	sthigpen@gsp.net
Gary Millsaps	HERO	(404) 894-3857	gmillsaps@dot.ga.gov
Chris Welchel	Marietta Wrecker	(770) 953-1176	chris@mariettawrecker.com
Steve Welchel	Marietta Wrecker	(770) 953-1176	steve@mariettawrecker.com
Lawton Howard	New Image Towing	(770) 252-4392	lhoward@nitow.com
Tom Hackler	New Image Towing	(770) 252-4392	hacklerthomas@yahoo.com
Lonnie Blackstone	Rhino Services	(770) 487-3449	Lonnie@rhinoservices.biz
Jeff Poquette	Southside Wrecker	(770) 964-8220	jeff@southsidewrecker.biz

2. TRIP Announcements

- Gary announced the GRTA-developed Performance Measures of the Program. Measures are being calculated very conservatively by deleting high and low numbers to get a more conservative benefit cost ratio. The conservative analysis produced a cost saving of ~ \$360 K per incident, which results in a total savings of over \$21 Million for 2008.



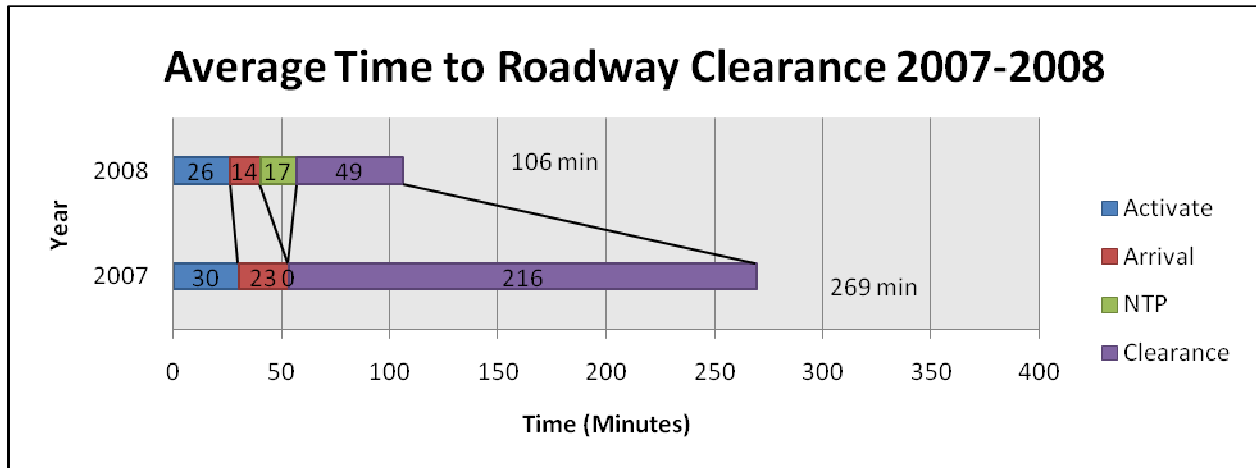


Figure 1: Comparison of Average Time until Roadway Clearance was achieved for 2007 and 2008.
 -Note all activation, arrival, notice to proceed, and clearance times were rounded to the nearest minute.

From 1/1/08-12/31/08: 58 TRIP incidents occurred of them 3 were disregarded due to inaccurate time keeping and 4 were disregarded because the incident was a roll out (a whole incident worth of data was not collected). This reduces the number of incidents to perform analysis on to 47 incidents. Of the 47 incidents only the incidents that landed within one standard deviation of the average would be taken into consideration for analysis to eliminate outliers that may skew the results. It was found that the average of the 47 incidents was 2:16:38 and the standard deviation was 1:57:02. With this the only incidents that have a Total Roadway Clearance Time within 0:19:37 – 4:13:40 shall be considered in the analysis. Of the 47 incidents 41 fall within the first standard deviation and therefore will be the incidents used in the analysis. The average time of incident for the 41 incidents within the first standard deviation was 1:45:52.

From 1/1/07-9/12/07: 27 Potential TRIP incidents occurred. Of the 27 incidents only the incidents that landed within one standard deviation of the average would be taken into consideration for analysis to eliminate outliers that may skew the results. It was found that the average of the 27 incidents was 4:58:00 and the standard deviation was 2:16:55. With this the only incidents that have a Total Roadway Clearance Time within 2:41:25 – 7:15:15 shall be considered in the analysis. Of the 27 incidents 21 fall within the first standard deviation and therefore will be the incidents used in the analysis. The average time of incident for the 21 incidents within the first standard deviation was 4:20:34.

- On January 19, 2009, TRIP boundaries are extending on I-75 Southend to Exit 216 – State Route 155. New Image will be covering the territory to Exit 216 temporarily until another Company is approved.
- Christine reminded everyone that in 2009, eight hours of ongoing training is required to maintain TRIP certification. New TRIP badges will be printed for each operator and supervisor soon.
- Miller training was being considered by the training committee at the January 8 committee meeting. Plenty of TRIP supervisors have attended the training. The training includes information about rigging rotators, maintaining rotators, and a sales pitch from Miller. Most of the TRIP

Supervisors agreed that the afternoon (4 hours) information was pertinent to hand-on rigging and use of rotators and quick clearance techniques to keeping lanes open.

3. Incident #55 (1465694): 12/05/08 I-75 Northbound at Central Avenue, New Image

- Tractor Trailer loaded with Clorox.
- New Image relocated the trailer into the grass and argued with the insurance company for three hours.
- Since it was a Haz-mat incident, the trailer had to be offloaded by Haz-mat Company. Rhino was already there and cleaned up. The Haz-Mat personnel the trucking company sent didn't show up until three hours later and was a 3rd party adjustor who was looking out for the insured.
- Once roadway was cleared, the trucking company wanted to take over the recovery part of the product.
- GSP activated TRIP. Lieutenant questioned the criteria to activate it as a TRIP incident. This should not have been activated as TRIP because it was on a collector distributor. The decision was made that the TRIP Company should get paid the \$2500 because it is the responsibility of the TRIP managers to tighten up the criteria and continue outreach. However, in the future, an incident occurring in the same location will not be activated as a TRIP incident.

Questions: If the company is certified by the state to work an accident, do TRIP companies get the recovery of the product? Answer: It depends on the location of the incident and if it's affecting traffic. If it's not affecting traffic, the state will not take an aggressive stance on the "clean up."

Lesson Learned: The TRIP Company should handle the entire recovery until incident clearance. From now on, if the incident is not affecting anything and the trucking company is sending someone to clean up, then they will have the opportunity to clean up.

4. Incident #56 (1466413): 12/10/08 Southbound I-285 South, Barrow

- GSP activated TRIP. Jack-knifed tractor trailer. There was no HERO supervisor on scene; Marietta Wrecker kept track of time stamps.
- TMC initially called Southside. Southside called Barrow. Barrow called TMC to confirm and TMC admitted the mistake and activated Barrow for the TRIP recovery.

- Marietta gave their own Notice to Proceed.
- Southside was so kind as to not charge TRIP a mobilization fee. 😊
- As a result of this incident, there was a secondary incident with a fuel spill jack-knifed TT in the lanes. However, TRIP was not activated for the secondary incident. The HERO supervisor on-scene was Roosevelt Smith. Gary explained it is up to the discretion of the hero supervisor to activate TRIP. A Jack-knifed TT that is NOT drivable seems that it should be a TRIP activation Gary will follow-up with Roosevelt to get the details of the incident.

5. Incident #57 (1466773): 12/12/08 I-20 Westbound Ramp to I-285 Southbound, S&W

- S&W not present - This incident will be debriefed next month.

6. Incident #58 (1467502): 12/18/08 I-285 @ North Paces Ferry Rd, Barrow

- Overturned trash truck that was on I-285 before the ramp.
- The truck lost a significant amount of its load; there was trash everywhere!
- Another car driver fell asleep and hit the back of the trailer.
- Cobb County was on-scene. Traffic control looked good. The truck was moved to the gore area and the TRIP Company came back after rush hour and temporarily closed down a lane to remove the TT.
- Air Cushions were used as part of the recovery because the trailer had a crack and if it was up-righted without cushions, it would have broken in half and scattered garbage everywhere.

7. Incident #59 (1468567): 12/28/08 I-285 Northbound South of S Cobb Dr, Barrow

- A tractor-trailer drifted off the road and took-out the guardrail. The fuel tank hit the guardrail and leaked 40 – 70 gallons of diesel fuel on the interstate.
- It was raining, and diesel fuel was everywhere.
- Cobb Co PD activated the TRIP incident.
- There was an issue with maintenance: EPD wants an effort to get the sand properly cleaned up. GDOT maintenance must get all the sand or absorbent up. You can leave sand out for traction but not for absorbent. There is a liability question about sliding vehicles in the sand.

8. Incident #60 (1469018): 01/02/09 I-285 Northbound to I-85 Northbound, S&W

- S&W not present - This incident will be debriefed next month.

9. Incident #61 (1469445): 01/06/08 I-285 Eastbound Ramp to Chamblee Tucker, S&W

- S&W not present - This incident will be debriefed next month.

10. Action Items:

Person Responsible	Action
Christine Macaulay	<ul style="list-style-type: none"> • Gather statistics of Florida's RISC program. • Re-send AIR outlook calendar notice to everyone.
Marietta Wrecker	<ul style="list-style-type: none"> • Send Miller Training Agenda to Christine.
Gary	<ul style="list-style-type: none"> • Get details of secondary incident occurring on 12/10 (Incident #56) from Roosevelt Smith. • Follow-Up with GDOT Maintenance about sand/absorption clean-up. (Incident #59)
TRIP Managers	<ul style="list-style-type: none"> • Discuss activation on ramps such as TA#55. Perhaps consider no bonus for these incidents, but still using TRIP companies.

Next Meeting: February 5, 2009 @ 10 am.