

# VIRGINIA DEPARTMENT OF TRANSPORTATION

## TOWING AND RECOVERY INCENTIVE PROGRAM (STATEWIDE)



July 2023 – June 2025

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# VIRGINIA TOWING AND RECOVERY INCENTIVE PROGRAM (TRIP)

## INTRODUCTION

Virginia's Towing and Recovery Incentive Program (TRIP) is an incentive based towing program designed to standardize towing response for large commercial vehicle crashes. TRIP will pay heavy-duty towing and recovery companies monetary bonuses for the quick clearance of large commercial vehicle incidents in designated areas. The primary focus is on safe, quick clearance of commercial vehicle incidents, to reduce congestion, and reduce or eliminate secondary incidents.

TRIP is a result of collaboration among several Virginia organizations. The Virginia Department of Transportation (VDOT), the Virginia State Police (VSP) in close coordination with the members of the Virginia Statewide Traffic Incident Management (TIM) Committee have determined this innovative solution for congestion mitigation in Virginia will help to reduce the impact of major traffic incidents 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 highway traffic, or if the response to the Commercial Motor Vehicle (CMV) crash has an impact to traffic. These guidelines replace long-standing policies 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 the ability to participate in the required traffic control effort and utilization of scene safety devices.

On a two-year cycle, local towing and recovery companies have an open invitation to participate in this Program. Once the guidelines outlined in this document are met, a company may be added to the Program and if assigned, will become eligible to receive a monetary incentive for prompt response to an incident and quick clearance of the highway within established time parameters. Qualification for the program does not guarantee assignment of a recovery zone. Considerations for inclusion may include a rotation or backup status and will be based on the operational needs of VDOT. Smaller companies who do not fully qualify may partner with existing towing companies.

## PROGRAM OBJECTIVES

TRIP's key objective is the facilitation of safe and quick clearance of commercial vehicle crashes through the improvement of towing standards, procedures, and training. This Program will improve incident management 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 by establishing travel lane clearance goals of 90 minutes or less.

## 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 and exposure on the dangerous highways during incident clearance.

Motorist will benefit from more reliable travel times, increased safety through incident scenes, fewer emissions, and less fuel consumption. The entire region can benefit from the saved costs from reduced congestion and impacts from secondary incidents.

Towing and recovery companies will benefit from enhanced level of safety awareness, increased training opportunities, and from monetary incentives awarded for more efficient on-scene activities and meeting the performance goals of the program.

## PERFORMANCE MEASURES

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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 documented to show long-term benefits in the Program:

- Response Times
- Roadway Clearance Times
- Travel-Lane Blockage
- Incident Clearance Times

## PROGRAM BOUNDARIES

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The Program currently operates on the following highway routes.

- I-81: Entire Corridor
- I-581: Entire Corridor
- I-381: Entire Corridor
- I-95: Mile marker 31 to 148
- I-295: Entire Corridor
- I-85: From the I-95 interchange to mile marker 42
- I-64: Mile marker 148 to 224.7
- I-195: Entire Corridor

## ADJACENT INTERSTATE TERMINUS:

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- I-77: To Exit 24 and Exit 41
- I-64: To Exit 91 and Exit 55
- I-66: To Exit 6

## RELATIONSHIP OF THE PARTIES

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VDOT shall grant to the Heavy Vehicle Recovery Company (“COMPANY”) a non-exclusive privilege to provide vehicle recovery and incident scene clearance services, for a designated section(s) of the Highway 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 Virginia State Police wrecker qualifications and VDOT rules and regulations. The COMPANY also agrees to abide by all state and local police wrecker regulations and applicable provisions of the Virginia Motor Vehicle Statutes.

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

The COMPANY and their operators, employees and sub-let vendors shall cooperate and comply with the instructions and guidance pertaining to incident scene safety, vehicle positioning and traffic control from on scene incident commander.

## TERMS AND AGREEMENT

### TRIP ACTIVITY REVIEW MEETING

The COMPANY agrees to attend a monthly TRIP Activity Review meeting to review the previous month's TRIP activations. This review will use an after-event learning process to achieve continuous improvement by building on successes while discussing alternative operational strategies that could have been executed. The TRIP Activity Review meeting will be used to collect feedback and share lessons learned in order to improve incident recoveries and to identify and verify incentive earnings for payment as applicable. TRIP stakeholders involved in this meeting as a requirement for the program will also serve as the collective oversight committee. This stakeholder group will provide input and participate in discussions that lead to decisions on the direction of the TRIP program. In addition to the monthly scheduled TRIP Review meetings, the COMPANY may be asked to attend individual After Action Review meetings to review the specifics of a crash deemed worthy of immediate attention and closer scrutiny.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

The COMPANY agrees to have all personnel wear regulation Highway Safety Vests according to Code of Federal Regulations 23 CFR Part 634 stating:

*All workers within the right-of-way of a Federal-aid highway who are exposed either to traffic (vehicles using the highway for purposes of travel) or to construction equipment within the work area shall wear high-visibility safety apparel.*

All persons responding on behalf of the COMPANY must wear ANSI Class 3 compliant high visibility safety vest or equivalently compliant ensemble.

All persons responding as an employee of the COMPANY, or any other representative called by the COMPANY shall wear a hard hat when working TRIP crash events. Hard hats will be required when working adjacent to live traffic, within any area of an active crash scene, and when any exposure to overhead work being performed.

Failure to comply with the Highway Safety Vest and Hard Hat requirements stated above by the COMPANY and/or any of the COMPANY's owners, operators, employees, or agents, will result in the immediate forfeit of any incentive payment for the incident where the violation occurred. It will be the COMPANY's sole responsibility to ensure program compliance with all onsite personnel as well as all subcontractors or mutual aid entities.

Additional PPE: The COMPANY shall include Tyvek suits and boots (or equivalent) in each support vehicle for employee use for incidental contact with or exposed to potentially harmful conditions. Each COMPANY support vehicle will maintain at least 6 sets for immediate deployment on the scene of a TRIP event should the need arise.

### 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 VDOT requested vehicle recovery services shall be made available for inspection upon request from VDOT or appropriate law enforcement agencies. Furthermore, the COMPANY agrees to provide VDOT with a VDOT TRIP Manager's approved invoice for mobilization or crash vehicle relocation and scene clearance activities rendered under these Specifications within five (5) calendar days of the crash date. The completed invoice must be submitted electronically in a PDF or Word/Excel format, and shall include a detailed description of the incident, the location with cross street or mile marker and direction, the date, and the time of the incident, including a notation of the exact time the Incident Commander issued a "notice to proceed" and the exact time the Incident Commander issued an "all lanes opened" for traffic notice. Handwritten invoices will not be accepted. Digital photo documentation of the incident scene is highly encouraged in general and required for further verification of assets and equipment used during the recovery and towing process. This type of documentation will be helpful in validating invoices submitted for incentive payments. It will be the responsibility of the COMPANY to submit signed invoices to the Program Manager for payment.

### 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 VDOT Transportation Operations Center (TOC) 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 TRIP supervisor and two certified TRIP operators available to respond to the incident scene when notified by VDOT within the required response times as directed, generally forty-five (45) minutes between the hours of 5:30 am and 7:00 pm, Monday – Friday and within sixty (60) minutes at any other time outside of these hours. This TRIP team constitutes the minimum requirement for TRIP response, and the arrival time will be logged. Other customized response times may be created based on operational needs of VDOT.

The COMPANY will dispatch two (2) Heavy Duty Recovery Trucks, as defined in Section 6 of this document, and a Support Truck with all required equipment. All trucks must arrive on the scene as directed, generally within forty-five (45) minutes between the hours of 5:30 am and 7:00 pm, Monday - Friday and generally 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 the Incident Commander or VDOT TOC. Failure to meet the 60-minute requirement for extra equipment shall result in the forfeiture of any incentive payment. The need for additional follow-up equipment from the COMPANY or from an approved sub-let vendor shall be jointly discussed and decided by the COMPANY Supervisor and on-scene VDOT managers with input by other agency incident commanders.

Requirement for Rotators (I-81 corridor): VDOT has determined that there are areas within the I-81 corridor that present unique challenges due to geography, terrain and road design that shall require a specialized recovery approach to better meet the needs of the TRIP program. Each company located inside the following areas will be required to have at least one (1) qualifying 35-ton rotator (minimum) as per the specifications listed. This requirement will replace the 50-ton wrecker requirement as the larger of the two responding units.

- Salem/Bristol Districts: Exit 118 to Mile Marker 173.9 (Rockbridge/Botetourt County Line)
- Staunton District: Mile Marker 173.9 to Exit 213

\*Note: I-81 areas from Mile Marker 0.0 to Exit 118 and Exit 213 to Mile Marker 323 will not require rotators.

VDOT may, at its discretion, amend response time requirements based on an applicant's location in relationship to zone assignments and where no other options may be available to meet the 45/60-minute response. The COMPANY may transfer a call for services to another TRIP company, provided that the other responding TRIP company be subject to the same response and lane clearance goals.

A missed call will be considered a failure to meet the Program Specifications and may be cause for disciplinary action up to and including suspension or removal from TRIP.

It is the responsibility of the COMPANY to notify the VDOT TOC of any other TRIP company that may be responding on their behalf.

The COMPANY will always provide the TOC with estimated time of arrival (ETA) of the entire response crew and their equipment. The COMPANY will also advise VDOT of the time of any subsequent arrivals and/or departures of additional equipment or personnel deemed necessary to perform recovery operations. This will help ensure an accurate accounting of all response and recovery timelines.

As part of its application to participate in TRIP, the COMPANY must supply a detailed account of all mutual aid, support or collaborative partnerships with other TRIP companies, TRIP Operators and/or Supervisors, and/or service providers (including HAZMAT operators). TRIP managers will retain and observe these records for the term of the TRIP route assignments.

TRIP companies are permitted to supply approved TRIP Operators, Supervisors, and equipment to each other to render mutual aid and in consideration for meeting their response and clearance obligations, however each COMPANY must independently qualify for TRIP consideration and participation.

No other personnel will be accepted as approved TRIP participants for the sake of meeting TRIP response requirements, however additional non-TRIP certified personnel are allowed to respond to a TRIP crash in a supporting role for assistance to the responding TRIP team.

## LANE AND SCENE CLEARANCE REQUIREMENTS

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Upon arrival to a crash scene under TRIP Activation, and under the direction of the Incident Commander, for the purpose of TRIP, lane and scene clearance shall include but not be limited to the following activities:

- Removal of all vehicles involved in the crash impacting the lanes of travel, including any passenger vehicles that may be involved to facilitate lane clearance.
- Removal of all crash-related debris from the roadway, which includes any debris from non-hazardous cargo, vehicle parts and vehicle power unit fluids to facilitate lane clearance.
- Removal of any vehicles and/or cleanup of crash related debris from the property adjacent to the roadway.

If directed by Incident Command or authorized VDOT agent, COMPANY may return to the crash site at a later time to complete all recovery and cleanup of the crash to restore VDOT property to its pre-crash condition.

To reduce liability and provide a safe driving condition to VDOT's customers, Pre-Crash Condition restoration duties are defined as:

- With input and approval of Incident Command and/or Authorized VDOT agent, activity includes:
- Restoration of the pavement driving surface by the COMPANY to a safe and passable condition for the motoring public consistent with conditions prior to the crash.
- Restoration of the right of way impacted by the crash to include crash casualties and all related debris.
- Assisting with the temporary movement/realignment of infrastructure related repairs to guardrail, jersey wall, bridge abutments shall be included as a duty/responsibility of the COMPANY as it facilitates a safe and passable condition for the motoring public until permanent repairs can be completed by others.

And excludes:

- Permanent/finalized infrastructure repairs to guardrail, jersey wall, bridge abutments, asphalt and concrete pavement, or other structure identified by either Incident command or VDOT representative.
- Permanent right-of-way restoration/formal repairs outside the edge of shoulder pavement.
  - Right of way restoration activities may be handled by others as directed by VDOT.

## TERMINATION

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Should VDOT determine that the COMPANY under these Program Specifications is unable to assist, perform or provide adequate services or equipment, VDOT reserves the right to request additional services or equipment from any available source.

VDOT reserves the right to modify or cancel the assigned section, zone or territory covered by the COMPANY at any time due to circumstances VDOT deems operationally appropriate to the program.

VDOT reserves the right to review COMPANY performance and suspend or terminate the COMPANY at any time without notice, based on circumstances VDOT deems detrimental to the program.

VDOT reserves the right to immediately suspend or terminate the COMPANY as a participant in this Program for circumstances deemed detrimental to VDOT's mission. The COMPANY has the right to meet with VDOT representative(s) and seek alternative remedies prior to suspension or termination and may request such a meeting in writing to program management staff.

Termination of the COMPANY's right to do business in the Commonwealth of Virginia 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.

Should the COMPANY decide that participation in the program is no longer in their best interest, the COMPANY must give VDOT written notice of intent to withdraw from the program at least 30 days prior to the effective date.

## INDEMNITY AND INSURANCE

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The COMPANY shall maintain all insurance coverage in compliance with Virginia law. In addition, the COMPANY will indemnify and hold harmless the Virginia Department of Transportation 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 VDOT requests for vehicle recovery services or incident scene clearance on the Highway System.

## MISCELLANEOUS PENALTY ASSESSMENT

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Participation in TRIP is a non-exclusive arrangement. VDOT 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 Highway System at any time.

If the COMPANY is contacted by a vehicle owner, another governmental agency, or a third party (other than VDOT or its authorized representative) to respond to or provide heavy duty recovery or towing services, the COMPANY shall notify the VDOT TOC immediately. The TOC will document the details of the request to coordinate the response to avoid any confusion, and/or duplication of effort. If it is determined that the COMPANY has provided heavy duty recovery or towing services on a TRIP scene without being authorized by the TOC, the following penalties will occur in sequential order:

- 1st Offense: The COMPANY will forfeit the next \$3000 incentive payment following the offense.
- 2nd Offense: The COMPANY will forfeit the next three (3) \$3000 incentive payments following the offense.
- 3rd Offense: The COMPANY will forfeit the next five (5) \$3000 incentive payments following the offense and could be removed from the program.

The on-scene COMPANY supervisor will report to the incident commander 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 VDOT or any other off-scene public agency personnel will be routed through the TOC or will take place in person with the on-scene Incident Commander.

The Incident Commander on scene will issue the Notice to Proceed (NTP) and advise the TOC of the start time, and all subsequent timelines.

The COMPANY or any of its owners, operators, employees, or agents will not provide any gratuities, commissions, kickbacks, or complimentary services of any kind to any VDOT, VSP or local agency officials, officers, employees, or consultants.

The COMPANY or any of its owners, operators, employees, or agents will not discuss, to influence, activating TRIP with any on-scene incident responder prior to official Notice to Proceed from the Incident Commander. For example, the COMPANY shall not "persuade" or "advise" on-scene responders to activate a TRIP incident. If it is determined that the COMPANY has, in any way, tried to influence the decision to activate TRIP, the following penalties will occur in sequential order:

- 1st Offense: The COMPANY will receive no payment including Flat Rate Service Charge or Emergency Response and Mobilization Incentive.
- 2nd Offense: The COMPANY will be suspended from the Program for three (3) months.
- 3rd Offense: The COMPANY will be removed from the Program.

These offenses will be documented, including written notification to the COMPANY, and will be retained for the duration of the COMPANY's involvement in a two-year TRIP route assignment and may be considered during future route assignments.

## RECOVERY ZONES

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Recovery zones will be reviewed every 2 years, depending on the applications received and the outcome of route reviews with each company. Recovery zones shall be reviewed as needed and adjustments to a route are solely at the discretion of VDOT and will be based on the operational needs of the Agency.

TRIP Program Managers 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, VDOT will review and coordinate 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 demonstrate the ability to mobilize and respond to calls within the indicated response time requirements.

VDOT 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 45/60-minute response and 90-minute quick clearance goals of all travel lanes.

The number of TRIP Service Providers assigned to a recovery zone is not expected to be more than one service provider. However, it is possible to have recovery zones with multiple TRIP Service Providers. If two TRIP Service Providers are selected for the same service area, a determination of how assignment of calls will be made.

*For example: the TRIP Service Providers could be dispatched to calls on a rotating basis by alternating call outs. Also, recovery zones with two Service Providers may be assigned by direction, with each service provider responsible for different directions of travel within the same service area. These are just two examples of how multiple companies could be assigned to the same recovery zone. Other solutions, based on the operational needs of VDOT, may also be considered.*

Recovery zone design will be developed using criteria such as: limited access points, congestion, number of historical crashes, response times, or any other factor that may impact the performance of the program.

By letter of authorization, VDOT will identify an approved company as the Authorized TRIP Provider (as outlined herein) for said zone or section of the mainline highway, including all interchange ramps and approaches within the Right-of-Way under the operational control of VDOT.

## QUALIFICATIONS

### 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 two (2) years prior to the application date for participation as a TRIP vendor AND have a verifiable business home location/ address listed in their application. Vacant lots, satellite locations and unattended properties will not be considered as a “home location” for purposes of a recovery zone assignment. Applications with such locations listed as the “home location” will be rejected.
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.
4. The COMPANY must maintain proper, current Commercial Driver’s License (CDL) records in compliance with the Virginia Department of Motor Vehicles as well as complete the VDOT approved towing and recovery training and certification documentation. All required records and files shall be made available for inspection by the VDOT or their authorized agents upon request.
5. The COMPANY staff members who will be responding to TRIP callouts must be proficient in “Traffic Incident Management and Quick Clearance” practices. The COMPANY’s towing and recovery staff identified in the TRIP application may be required to demonstrate (upon request) their knowledge and ability to perform the following expedited roadway clearance and incident scene safety procedures:
  - a. Single lane up-righting of a tractor trailer (wreckers and the casualty within a 24-foot lateral space).
  - b. Multiple techniques for the relocation of overturned heavy trucks, including tractor trailers from travel lanes while loaded (100 feet minimum).
  - c. Containment and mitigation of accidental discharges of motor vehicle fluids (non-cargo)- primarily diesel fuel, including application of traction enhancement material.

- d. Clearance of non-hazardous spilled cargo and debris at large crash scenes (utilizing equipment with a bucket and a broom).

## STAFF REQUIREMENTS

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At least one TRIP certified supervisor must be on scene at all times in addition to a minimum of two TRIP certified operators. All operators must have a valid CDL as appropriate and must have successfully completed the required training and obtained certification with all required endorsements. Supervisors are not required to hold a CDL but must meet all other training and certification requirements. Supervisors and Operators must ensure that they drive and operate consistent with their current legal classification of driver's license.

The training requirements set by VDOT 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.

## OPERATORS

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Each TRIP operator will operate under the National Incident Management Systems (NIMS) Unified Command process and quick clearance guidelines.

### REQUIRED TRAINING TO QUALIFY AS A TRIP OPERATOR:

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- Level I TRIP Towing and Recovery Operator Training
- Hazardous Materials Awareness
- NIMS 700 (National Incident Management Systems)
- NIMS 100
- SHRP 2 Responder Training

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).

## SUPERVISORS

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Each TRIP call from the VDOT TOC for incident scene clearance will require one TRIP certified supervisor who has been approved by VDOT. This person will serve as the TRIP COMPANY representative and will become the incident commander for the towing and recovery portion of the crash. He/she will operate under the National Incident Management Systems (NIMS) Unified Command process.

### Required training to qualify as a TRIP supervisor:

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- Level I TRIP Towing and Recovery Operator Training
- Level 2 TRIP Towing and Recovery Operator Training

## REQUIRED ENDORSEMENTS:

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- Hazardous Materials Awareness
- NIMS 700 (National Incident Management Systems)
- NIMS 100
- SHRP 2 Responder Training
- Virginia Department of Transportation Basic Work Zone Training

## ADDITIONAL REQUIRED TRAINING

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In addition to the training listed above, each COMPANY will be required to assign two of their personnel to attend and successfully complete the HAZWOPER Technician 24-hour, or if preferred HAZWOPER 40-Hour (in-person) class. This training will be necessary to authorize COMPANY personnel to pump fuel from casualty fuel tanks and participate in the mitigation of spilled power unit fluids.

Towing companies may contact Parsons Program Management staff for all training-related information at the following:

- Mary Moss, Parsons, TRIP Program Administrator  
Phone: 804- 937-0482, Email: mary.moss@parsons.com
- Scott Kapton, Parsons, TRIP Program Manager  
Phone: 804-840-7414, Email: scott.kapton@parsons.com
- Kevin Smith, Traffic Incident Management Specialist  
Phone: 470-316-5044, Email: kevin.r.smith@parsons.com

## SUPERVISOR-IN-TRAINING

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VDOT 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 VDOT program managers upon request at the COMPANY offices.

## PROPER IDENTIFICATION

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When on a TRIP incident, all operators and supervisors should carry their Wreckmaster issued training ID or a valid driver's license. This identifies them to the other on-scene officials as an authorized TRIP responder and must be presented upon request by incident command staff. Additional personnel are allowed on-scene without TRIP identification as long as one TRIP certified supervisor and two TRIP certified operators are, at a minimum, on-scene at all times.

Additionally, all primary TRIP participant vehicles will be issued emblems to affix to each vehicle. Each COMPANY will be required to provide full vehicle identification including registration and vehicle rating information before any emblems will be issued. If a vehicle is taken out of service, or if a COMPANY is no longer a participant, all emblems must be returned to the Program Manager. Newly acquired vehicles must be inspected and approved before being put into service for TRIP response.

## COMPENSATION BILLING VEHICLE OWNERS

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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 VDOT, or any Public Safety agency or their employees or agents for any recovery or towing services.

## EMERGENCY RESPONSE INCENTIVE

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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.

### Event Type 1

VDOT agrees to pay a Mobilization Fee of \$600 in the following situation:

The COMPANY receives TRIP activation by VDOT TOC, mobilizes, and is either en route or arrives at the crash scene with two wreckers and the support vehicle generally within forty-five (45) minutes between the hours of 5:30 am and 7:00 pm Monday - Friday and generally within sixty (60) minutes any other time outside of these time and day boundaries, AND receives a TRIP cancellation from the VDOT TOC.

In the event of any lane blockage, the Towing Firm hired by the vehicle owner will not be authorized to provide recovery services for the clearance portion of the TRIP. Once lanes have been cleared and traffic is restored, the vehicle owner may then elect to have their hired Towing Firm participate, who may then coordinate with the TRIP COMPANY to facilitate scene clearance. This activity is at the discretion of the TRIP company.

OR

### Event Type 2

VDOT agrees to pay a TRIP incentive payment of \$3000 if two wreckers and one support truck:

1. Have responded to the incident scene with all required equipment and personnel generally within forty-five (45) minutes between the hours of 5:30 am and 7:00 pm Monday - Friday and generally within sixty (60) minutes any other time outside of these time and day boundaries from the official notification by the VDOT TMC, OR, within the preset response time for the assigned recovery zone, 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 the Incident Commander. AND
3. All TRIP personnel are wearing the required PPE as set forth in the program agreement.
4. Have the approval of the VDOT on-scene Incident Commander verifying conditions 1, 2 and 3 above were met.
5. It will be the COMPANY's responsibility to deploy any additional equipment needed to facilitate recovery and clearance.

### FORFEITURE OF INCENTIVE COMPENSATION

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TRIP Incentive payment will not be paid if any of the following occur:

1. The required TRIP Team, 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 to traffic within ninety (90) minutes after notice to proceed.
3. Failure for all TRIP personnel and their agents to wear required PPE.

However, if the COMPANY is ordered to stop its roadway clearance activity by the Incident Commander and placed on stand-by status, the COMPANY will not be penalized for the time it was 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 VDOT TOC and verified by an on-scene manager or his/her authorized representative.

### DISINCENTIVES

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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 all travel lanes are not open to traffic as a result, a flat disincentive rate of \$600 shall be assessed against the COMPANY at the direction of the VDOT TRIP Program Manager, except where the COMPANY has been ordered to stop roadway clearance activity by the VDOT incident commander or an appropriate law enforcement official in charge of the incident.

If the COMPANY has not cleared the lanes within four (4) hours, an additional disincentive of \$10.00 per minute will be added to the original \$600.00 disincentive and will continue to be calculated until travel lanes are safely restored.

Disincentives shall be subtracted from the next earned incentive payment. The following exemptions are allowed as part of the disincentive 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 VDOT TRIP program management review team.

## CRITERIA FOR ACTIVATING TRIP

TRIP may be activated by authorized personnel for any large vehicle crash that immediately impacts highway lanes of travel or any live lanes on ramps and interchanges.

Impact to the highway also includes impacts from other emergency responders who may block live lanes of travel, even though the casualty may be off the roadway. This condition applies to all activation criteria listed below:

### TRUCK TRACTOR SEMI-TRAILER COMBINATIONS (DOT CLASS 8)

- Rollover affecting 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
- Fire with visible flame, heavy black smoke, or has been on fire
- Major impact with guard rail, bridge support or structure on top of a barrier wall

### TRUCKS OVER/UNDER 26,000 LBS. AND 'BOBTAIL' TRACTORS (DOT CLASS 7 OR 8)

- Rollover affecting any of the travel lanes
- Lost load on or affecting the travel lanes
- Load shifted on or affecting travel lanes
- Lost tandems or damage to front axle
- Fire with visible flame, heavy black smoke, or has been on fire
- Major impact with a guard rail, bridge support or structure on top of a wall

### LARGE MOTOR HOMES AND MOTOR COACHES (DOT CLASS 5 AND 6)

- Rollover on the travel lanes
- Fire with visible flame, heavy black smoke, or has been on fire
- Major impact with a guard rail, bridge support or structure on top of a barrier wall

### BUSSES (16 PASSENGER OR MORE, DOT CLASS 6, 7 & 8)

- Rollover on or off travel lanes
- Crash with multiple injuries
- Fire with visible flame, heavy black smoke, or has been on fire

### MAJOR IMPACT WITH A GUARD RAIL, BRIDGE SUPPORT OR STRUCTURE ON TOP OF A BARRIER WALL

### TRUCKS TOWING LOADED EQUIPMENT TRAILERS, CAR CARRIERS, CAMPERS, OR CARGO TRAILERS

- Rollover blocking any of the travel lanes
- Lost load/ equipment
- Major impacts with safety appurtenance

### AIRCRAFT

- Any incident involving an aircraft on the Highway System

## 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.

### RECOVERY WRECKER SPECIFICATIONS

50 TON WRECKER
Hydraulic, extendable, fixed boom, ultra-heavy-duty Recovery Truck
A boom structural rating (TEMA or SAE) of 100,000 lbs.
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. minimum (@ 30 degrees)
The truck chassis shall be a minimum of 62,000 lbs. GVWR
The unit shall be equipped with a hydraulic, extendable under reach tow unit with a capacity of 35,000 lbs. (retracted)

OR

35 TON ROTATOR
A boom structural rating (TEMA or SAE) of 70,000 lbs.
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 130" beyond the tailgate (level)
The boom shall elevate to a working height of 29 ft. minimum (@ 50 degrees)
The truck chassis shall be a minimum of 62,000 lbs. GVWR
The unit shall be equipped with a hydraulic, extendable under reach tow unit with a capacity of 45,000 lbs. (retracted)

AND

25 TON WRECKER
25 Ton hydraulic, extendable boom, heavy duty wrecker
A boom structural rating (TEMA or SAE) of 50,000 lbs.
A minimum of two winches each with 200 ft. of 3/4" or 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) minimum
The truck chassis shall be a tandem axle and minimum of 52,000 lbs. GVWR
The unit shall have an under-reach tow unit rated at 35,000 lbs. (retracted)

## 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	Heavy-duty skid steer or rubber tracked loader with bucket, broom, and fork attachments.
1	Support vehicle with an enclosed, utility body 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 the additional tools, equipment and material listed for the TRIP support vehicle.

## 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 the means and 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 and VDOT Work Area Protection Manual approved work zone traffic controls if the COMPANY must return to the crash scene at a later time, as directed by the Incident Commander, to complete the recovery efforts.
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 flatbed 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, front end-loader.



## RECOVERY WRECKER TOOLS AND SUPPLIES

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

Quantity	Equipment
8	Alloy (grade #8 or higher) chains: <ul style="list-style-type: none"> <li>• 3/8" x 10' (2 each)</li> <li>• 5/8" x 10' (2 each)</li> <li>• 1/2" x 10' (4 each)</li> </ul>
4 (2 Pairs)	Wide profile, recovery straps matching wrecker capacity
4	Heavy duty snatch blocks (working load matched to the winches)
Various	Hooks, clevises, and chokers (matched to the wrecker capacity)
1	High Pressure air cushion with control module and hose
Sufficient	4-foot and 2-foot hardwood timbers and cribbing
1 (12 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)	Heavy-duty crowbar ('Gorilla bar' or equivalent)
1	Standard size crowbar (36")
1	Sledgehammer (8-10 or 12 lbs.)
2	Large capacity trash cans or equivalent (examples: Bagsters, Kwic-Kan)
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	36-inch, reflectorized orange traffic cones (clean)
4 dozen Or 2 dozen Or 10	30-minute highway flares (wire stand) or orange chemical flares  1-hour orange chemical flares  Light Emitting Diodes (LED) flares with in-vehicle chargers or replacement batteries
120 lbs. or 30 gallons	oil dry or approved high performance absorbent, or equivalent performing product
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 mechanic's hand tool set
1	Complete first-aid kit
Note: The above listed items are required as a minimum.	

## SUPPORT VEHICLE TOOLS AND SUPPLIES

The support truck or trailer shall carry the following:

Quantity	Equipment
10	36-inch reflectorized orange traffic cones (clean) VDOT approved
2	Fabric, 48" MUTCD approved, VDOT WAPM authorized, Incident Management warning Signs
2	Portable sign stands for 48" warning signs (see item above)
1	Gas or battery powered cut-off saw
4	Auxiliary flood lights w/stands, w/ generator
1	Portable or on-board air compressor
1	Air or battery powered impact wrench with sockets
1	Air or battery 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
4	Street brooms
1	Adjustable drum moving dolly
1	Hand truck
1	Pallet puller
1	Walk behind magnet with wheels
2	Large Tarpaulin (20 ft. x 20 ft.)
6 dozen or 2 dozen or 18	30-minute Highway flares (wire stand) or orange chemical flares Or  1-hour orange chemical flares Or  Light Emitting Diodes (LED) flares with in-vehicle chargers or replacement batteries
200 lbs./50 Gal.	Oil dry or approved/ equivalent high-performance absorbent
4 Bags	Asphalt cold patch (In usable condition)
1	Roll of rubber floor runner (36" wide)
10 lbs.	16D nails
Numerous	Softwood 2x4 studs
6 sets	Tyvek suits and boots
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
1	Fuel transfer pump equipment capable of pumping a minimum of 25 gallons per minute with enough suction and discharge hose to reach casualty vehicles that have left the roadway. Pumping equipment must also have the proper bonding and grounding capabilities to ensure safe transfer
Sufficient	Appropriate receptacles to hold a minimum of 220 gallons of waste fuel or other power unit liquid
1	100 lb. capacity, pneumatic tire walk-behind spreader

## PERIODIC INSPECTIONS/ ANNUAL PERFORMANCE REVIEWS

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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 assigned by TRIP managers to all 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 TRIP authorized vehicles and shall be affixed to the driver's side of the cab in full view of incident command staff. All TRIP decals shall be removed from vehicles taken out of service and returned to the Program Manager

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

During the initial inspection prior to each 2-year cycle, there will be a review of all 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 Program Managers.

All trucks and equipment will be kept clean and in excellent mechanical condition. The TRIP operators and supervisor shall always maintain a professional personal appearance and demeanor. The adherence to identified on-scene OSHA safety practices by the entire TRIP team 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 chain wear, link stretching or recovery strap abrasion. It is expected that companies will perform the necessary pre-trip inspections on wreckers and equipment responding for TRIP duty.

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

COMPANY performance will be reviewed at least annually or as determined by program management review team.

## ON-GOING TRAINING

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TRIP operators and supervisors shall maintain VDOT required 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 24 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 acceptable but must receive prior approval by the VDOT TRIP Program Managers.

COMPANIES participating in TRIP are urged to attend multi-agency training exercises or practice drills with local fire departments and other regional response agencies. 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 and be placed in the company-maintained employee training files.

