

# VIRGINIA DEPARTMENT OF TRANSPORTATION

## TOWING AND RECOVERY INCENTIVE (STATEWIDE)



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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 implemented this innovative solution for congestion mitigation in Virginia 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. These incidents typically have a major impact on highway traffic or affect traffic flow due to a Commercial Motor Vehicle (CMV) crash or other complex crash or incident. These guidelines replace long-standing policies that do not require modern hydraulic wreckers or formally trained operators. The program also mandates the availability of support equipment for the swift cleanup of spilled loads and vehicle fluids and require the participants to have the capability to assist in traffic control efforts and the use 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 requirements 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 elect to 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. The Program improves 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 impacted by traffic incidents in the region by facilitating the quick clearance of large commercial vehicle crashes, resulting in a reduction of congestion and secondary incidents.

Responders will experience increased safety with decreased time and exposure on the dangerous highways during incident clearance.

Motorists will enjoy more reliable travel times, enhanced safety through incident scenes, lower emissions, and decreased fuel consumption. The each District benefits from cost savings due to reduced congestion and fewer secondary incidents.

Towing and recovery companies gain from heightened safety awareness, increased training opportunities, and monetary incentives for efficient on-scene activities and meeting the program's performance goals.

## 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 are documented to show long-term benefits in the Program:

- Response Times
- Roadway Clearance Times
- Incident Clearance Times



## Program Boundaries

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 (MM) 34.7 to MM 147.8
- I-295: Entire Corridor
- I-85: Entire Corridor
- I-64: MM 148 to MM 224.7
- I-195: Entire Corridor
- I-77: Entire Corridor (includes Big Walker Mountain and East River Tunnels)

### Current Segments Adjacent to Interstate Termini

- I-64: From Exit 91 to Exit 55
- I-66: From I-81 interchange to Exit 6

## Relationship of the Parties

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

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

## Qualifications

### Tow Vendor Qualifications/Requirements

1. The ultimate equitable owner/owners of all the Tow Vendors 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 tow 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 Tow Vendor must meet applicable county, city and state registration requirements and maintain all required occupational and business licenses.
3. The Tow Vendor shall maintain all insurance coverages in compliance with Virginia law and provide evidence of current and valid insurance if requested. In addition, the Tow Vendor will indemnify and hold harmless VDOT, 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 Interstate System.
4. The Tow Vendor 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. All required records and files shall be made available for inspection by the VDOT or their authorized agents upon request.
5. The Tow Vendor staff members who will be responding to TRIP callouts must be proficient in “Traffic Incident Management and Quick Clearance” practices. The Tow Vendor’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 (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).
6. Vehicle Identification: Each Tow Vendor vehicle approved by TRIP as a primary response vehicle must be identified by a decal applied to the driver’s door area of each wrecker/self-contained support unit and on the front driver’s side corner of every support trailer. Each Tow Vendor is required to provide full

vehicle identification including registration and vehicle rating information before any TRIP decals can be issued. If a vehicle is taken out of service, or if a Tow Vendor is no longer a participant in TRIP, all TRIP decals must be returned to the Program Manager. Newly acquired vehicles must be inspected and approved before being put into service for TRIP response. Each unit will be inspected by TRIP Program personnel prior to use and annually thereafter. The decals should be conspicuously visible by Incident Command from a distance. Each TRIP response requires two heavy-duty wreckers and a support truck or trailer that displays the TRIP decal in the appropriate area.

- Any change in company ownership requires a new application to be filed with the TRIP Program Management within sixty (60) days of sale. The change of ownership will be reviewed to determine if the outcome of the sale still aligns with the original TRIP agreement and requirements for that company. If approved, a new inspection of all equipment and personnel may be scheduled to ensure compliance with TRIP requirements. If the circumstances of the sale do not align with the operational needs of TRIP and VDOT, or if the sale causes non-compliance with TRIP in any way, the recovery zone assignment may not be granted to the new owner(s).

## Equipment and Vehicle Requirements

This section details the specification requirements for wreckers, rotators, and support trucks. This also lists the equipment requirements for wreckers 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 the support vehicle.

### Recovery Wrecker Specifications

50-TON WRECKER MINIMUM
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 ¾" wire rope (or synthetic) each
The boom shall extend beyond the tailgate a minimum of 150" (level)
The boom shall elevate to a working height of 21 ft minimum (@ 30 degrees)
The truck chassis shall be a minimum GVWR of 62,000 lbs.
Equipped with a hydraulic, extendable under reach tow unit with a minimum capacity of 45,000 lbs. (retracted)

OR

35-TON ROTATOR MINIMUM
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 ¾" wire rope (or synthetic) each
The boom shall extend beyond the tailgate a minimum of 130" (level)
The boom shall elevate to a working height of 29 ft minimum (@ 50 degrees)
The truck chassis shall be a minimum GVWR of 62,000 lbs.
Equipped with a hydraulic, extendable under reach tow unit with a minimum capacity of 35,000 lbs. (retracted)

AND

25-TON TANDEM REAR AXLE WRECKER MINIMUM
25-ton hydraulic, extendable boom, heavy duty wrecker
A boom structural rating (TEMA or SAE) of 50,000 lbs.
Minimum of two planetary or worm drive winches with a minimum of 200 ft of ¾" or ⅝" wire rope (or synthetic) each
The boom shall extend beyond the tailgate a minimum of 120" (level)
The boom shall elevate to a working height of 18 ft minimum (@ 30 degrees)
The truck chassis shall have a <b>tandem rear axle</b> and a minimum GVWR of 52,000 lbs.
Equipped with a hydraulic, extendable under reach tow unit with a minimum capacity of 35,000 lbs. (retracted)

Support Unit, Additional Trucks, and Heavy Equipment

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

Quantity Required	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" wire (or synthetic) rope or 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 attachment
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 additional tools, equipment and material listed for the TRIP support vehicle

Contracted Services and Heavy Equipment

The Tow Vendor participating in TRIP must illustrate 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 within the required response time 24/7 to an incident location where the TRIP incident has been activated.

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.
An Environmental Services cleanup company that the Tow Vendor can call when the responsible party cannot or will not handle the cleanup. Also, as a resource to assist with pumping fuel tanks.
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, refrigerated 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

Minimum Quantity	Equipment
8	Alloy (grade #8 or higher) chains: 3/8" x 10' (2 each) 5/8" x 10' (2 each) 1/2" x 10' (4 each)
4	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)
Sufficient	Hardwood timbers and cribbing (2-ft and 4-ft lengths)
2	BC Fire extinguishers (10 lbs. minimum)
1	D-handle shovels (flat blade)
1	Street brooms
4	Wheel chocks
1	5-ft Heavy-duty crowbar ('Gorilla bar' or equivalent)
1	Crowbar (36")
1	Sledgehammer (8, 10 or 12 lbs.)
1	Hydraulic jack (20-ton minimum)
1	Fuel tank plug / spill / leak kit, fully stocked
Various	Angle iron, steel or aluminum, wide flange of 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 (helmet-mounted lights acceptable)
3 Dozen OR 2 Dozen OR 12	30-minute highway flares (wire stand) or orange chemical flares  OR  1-hour orange chemical flares  OR  Light Emitting Diodes (LED) flares w/in-vehicle chargers or replacement batteries
50 ft	Rope (1/2" diameter minimum)
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



### Support Unit Tools and Supplies

The support truck or trailer shall carry the following equipment at a minimum:

Minimum Quantity	Equipment
30	36-inch reflectorized orange traffic cones (clean) VDOT approved
2	Fabric, 48” MUTCD approved, VDOT WAPM authorized, TIM warning signs & stands
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
2	High Pressure air cushion with control module and hose (“Mat Jack”) 24” x 24”
2	Folding or extension ladder, extends to 12 feet
1	Bolt cutters (36”)
1	Long handle axe
4	D-handle shovels (flat blade)
4	Long handle shovels (round, pointed blade)
2	Aluminum or plastic, non-sparking coal or grain shovels
4	Street brooms
4	Large capacity trash cans or equivalent (examples: Bagsters, Kwic-Kan)
1	Adjustable drum moving dolly
1	Hand truck
1	Pallet puller
1	Walk behind magnet with wheels
4	Large Tarpaulin (20 ft x 20 ft)
3 dozen OR 2 dozen OR 12	30-minute highway flares (wire stand) or orange chemical flares OR 1-hour orange chemical flares OR Light Emitting Diodes (LED) flares w/in-vehicle chargers or replacement batteries
300 lbs.	Oil dry or approved equivalent high-performance absorbent
4 Bags	Asphalt cold patch (in usable condition)
1	Roll of rubber floor runner 36 inches 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
6	Tyvek Suits, with booties
1	100-lb. walk behind, pneumatic wheeled push spreader
1	Fuel transfer pump w/bonding & grounding capabilities, w/ minimum of 25 gal/min with enough suction & discharge hose to reach casualty vehicles off the roadway.
Sufficient	Appropriate receptacles to hold minimum of 220-gallons of waste fuel or power unit liquids

## Staff Requirements

At least one TRIP certified supervisor must always be on scene in addition to a minimum of two TRIP certified operators. If TRIP personnel need to leave the scene and this will reduce the required staff complement below the minimum requirement listed here, all decisions on deployment of personnel should be approved by Incident Command. 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 vehicles as allowed by their current legal classification of driver's license. All Tow Vendor employees who respond to a TRIP call are required to have photo ID (Wreck Master ID card or state-issued ID) on their person and produce these documents if requested by the Incident Commander/Unified Command on scene.

The training requirements are set by VDOT and Parsons and are intended to ensure all Tow Vendor personnel consistently meet the operational needs of the TRIP program.

## Operators

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

### Required Minimum Training to Qualify as a TRIP Operator

- Level I TRIP Towing and Recovery Operator Training
- Hazardous Materials Awareness
- NIMS 700 (National Incident Management Systems)
- NIMS 100
- National TIM Responder Training (NTIMRT), formerly called SHRP2

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 buckets and sweepers).

## Supervisors

Each TRIP response for incident scene clearance requires one TRIP certified supervisor who has been approved by VDOT. This person serves as the Tow Vendor representative and will become the incident commander for the towing and recovery portion of the crash. He/she operates under the National Incident Management Systems (NIMS) Unified Command System.

### Required Minimum Training to Qualify as a TRIP Supervisor

- Level I TRIP Towing and Recovery Operator Training
- Level 2 TRIP Towing and Recovery Operator Training
- NIMS 700 (National Incident Management Systems)
- NIMS 100
- National TIM Responder Training (NTIMRT), formerly called SHRP2
- Virginia Department of Transportation Basic Work Zone Training

## Additional Required Training

In addition to the training listed above, each Tow Vendor is required to assign two of their personnel to attend and successfully complete the HAZWOPER Technician 24-hour, HAZWOPER 40-Hour (in-person) class, or an approved grounding and bonding class. This training is necessary to authorize Tow Vendor personnel to pump fuel from casualty fuel tanks and participate in the mitigation of spilled power unit fluids.

## Continuing Education Training

TRIP operators and supervisors shall maintain VDOT required certifications and endorsements. In addition, Tow Vendor towing and recovery professionals are required to obtain at least eight (8) hours continuing education credit 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 are acceptable but must receive prior approval by the VDOT TRIP Managers.

Tow Vendors 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 to the TRIP management team and in the company-maintained employee training files.

## Response Requirements

The Tow Vendor agrees to provide the services outlined in this document on a twenty-four (24)-hour-per-day basis, seven (7)-days-per-week. The Tow Vendor must continually maintain with VDOT Transportation Operations Center (TOC) a designated telephone number at which a live representative of the Tow Vendor 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 Tow Vendor 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 after hours. Additionally, as deemed operationally appropriate, 60 minutes Monday-Friday 5 :30 a.m.- 7 :00 p.m. and 75 minutes after hours may be implemented. This TRIP team constitutes the minimum requirement for TRIP response, and the arrival times are logged. Other customized response times may be created based on operational needs of VDOT. VDOT and Parsons reserve the right to set response times for individual recovery zones based on operational needs of VDOT.

A standard minimum TRIP team response shall include a minimum of one 25-ton tandem-axle wrecker or greater and one **50-ton wrecker\***, along with a support unit and/or a support trailer. Inventory requirements for all wreckers and support units can be found above in the equipment section.

**\*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 Tow Vendor located inside the following areas is required to have at least one (1) qualifying 35-ton rotator (minimum) as per the specifications listed. This requirement replaces the 50-ton wrecker requirement as the larger of the two responding units in the areas listed below, but a 35-ton rotator is an optional replacement for the 50-ton in other areas.

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

\*Note: Tow Vendors responsible for I-81 areas from MM 0.0 to Exit 118 and Exit 213 to MM 323.0 are not required to provide rotators.

The Tow Vendor Team must arrive on scene within the designated times for that zone to qualify for incentives. Any additional specialized equipment defined herein shall also be deployed to the scene as soon as the need is identified and requested by incident command. The need for additional follow-up equipment from the Tow Vendor or from an approved sub-let vendor shall be jointly discussed and decided by the Tow Vendor Supervisor and on-scene VDOT managers with input by other agency incident commanders.

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 Tow Vendor is responsible for all TRIP activations that occur in their zone. If the Tow Vendor cannot field a response, the Tow Vendor may request assistance from another qualified Tow Vendor. All Tow Vendors are required to assist each other if they have personnel and equipment available. The assisting Tow Vendor will be held to the response time and performance metrics of the zone in which they are responding.

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

For each activation, the Tow Vendor must provide the TOC with an estimated time of arrival (ETA) of the entire response crew and their equipment. The Tow Vendor must advise VDOT of the time of any subsequent arrivals and/or departures of additional equipment or personnel deemed necessary to perform recovery operations. This helps ensure an accurate accounting of all response and recovery timelines.

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

As part of its application to participate in TRIP, the Tow Vendor 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 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 Tow Vendor 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 certified responding TRIP team.

### Personal Protective Equipment (PPE)

The Tow Vendor 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 personnel responding on behalf of the Tow Vendor must wear ANSI Class 3 compliant high visibility safety vest or equivalently compliant ensemble.

All personnel responding as an employee of the Tow Vendor, or any other sub-contractors called by the Tow Vendor, shall wear a hard hat when working TRIP events. Hard hats are required when working adjacent to live traffic, within any area of an active incident scene, and when personnel are exposed to any overhead work.

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

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

### Lane and Scene Clearance Requirements

Upon arrival to an incident 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:

- Upon arrival on any TRIP activation, a Tow Vendor representative SHALL make contact with incident command. Once checked in, the representative will get permission prior to performing a scene assessment and developing a plan of action. This plan shall be discussed and approved by incident command prior to performing any recovery or towing operations.
- Removal of all vehicles involved in the crash impacting the lanes of travel, including any passenger vehicles that may be involved in facilitating 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.

Incident Command may determine the casualty will be recovered at a later date and time. If directed by Incident Command or authorized VDOT agent, the Tow Vendor shall return to the crash site at the specified date and time to complete all recovery and cleanup of the crash to restore VDOT property to its pre-crash condition. The Towing Vendor shall be responsible to provide/hire appropriate traffic control, if needed, for the duration of the recovery under this condition.

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

- Restoration of the pavement driving surface by the Tow Vendor to a safe and passable condition for the motoring public consistent with conditions prior to the incident.
- Restoration of the right of way impacted by the incident to include incident casualties and all related debris.
- Assisting with the temporary movement/realignment of infrastructure related repairs to guardrail, cable barrier systems, jersey wall, bridge abutments shall be included as a duty/responsibility of the Tow Vendor as it facilitates a safe and passable condition for the motoring public until permanent repairs can be completed by others.
- **Cable Barrier Systems provide specific challenges that impact the safety of responders. It may be necessary to call upon other qualified personnel to perform cable-related tasks, such as relieving tension, cutting or uncoupling, or untangling from casualties. When faced with these situations, the Tow Vendor shall work within Incident Command to facilitate a safe solution.**

Pre-Crash/Incident Condition restoration excludes:

- Permanent/finalized infrastructure repairs to guardrail, cable barrier systems, jersey wall, bridge abutments, asphalt and concrete pavement, or other structures 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.

## Criteria for Activating TRIP

TRIP may be activated by authorized personnel for any large vehicle crash and/or incident that impacts interstate lanes of travel or any live lanes on ramps and interchanges. The incident does not have to be blocking lanes. If the response and/or recovery will impact lanes, TRIP should be activated.

*Impact to the interstate 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

- 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

- 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 flames, 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

- 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

### Buses (16 Passenger or More)

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

### Major Impact with Guardrail, Bridge Support or Structure on Top of a Barrier Wall

Any qualifying vehicle having major impact with on damage to any of the above structures

### 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 Interstate System



## Reporting Process and Agreements

### Books, Records, Invoice, and Synopsis Reports

The Tow Vendor agrees to maintain accurate records of services provided under these Specifications for vehicle recovery, scene clearance and towing. The Tow Vendor'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 Tow Vendor agrees to provide VDOT with a VDOT TRIP Manager's approved invoice and synopsis report for mobilization or casualty relocation and scene clearance activities rendered under these Specifications within five (5) calendar days of the activation date. The completed invoice and synopsis report 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 are 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 is helpful in validating invoices submitted for incentive payments. It is the responsibility of the Tow Vendor to submit signed invoices to the Program Manager for payment.

### TRIP Activity Review Meeting

The Tow Vendor agrees to attend a monthly TRIP Activity Review meeting to review the previous month's TRIP activations for the District. This review uses 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 is used to collect feedback and share lessons learned to improve incident recovery and to identify and verify incentive earnings for payment as applicable.

TRIP stakeholders involved in this meeting as a requirement for the program serve as the collective oversight committee. This stakeholder group provides input and participates in discussions that lead to decisions on the direction of the TRIP program.

Each Tow Vendor shall have an employee who is familiar with the previous month's activations attend to speak on the Tow Vendor's behalf on recovery details and activity.

In addition to the monthly scheduled TRIP Review meetings, Tow Vendors 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.

## Compensation for Billing Vehicle Owners

The Tow Vendor agrees to seek all compensation for actual vehicle recovery and towing services performed pursuant to this Program solely from the responsible party or their insurance company. The Tow Vendor 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

Tow Vendors 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 Tow Vendor receives TRIP activation by VDOT TOC, mobilizes, and is either en route or arrives at the incident 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 after hours, AND receives a TRIP cancellation from the VDOT TOC.

When a Tow Vendor is canceled within five (5) minutes on a TRIP activation a mobilization fee will be not be approved. If a Tow Vendor is canceled after five (5) minutes of TRIP activation, a mobilization fee will be approved.

OR

## **Event Type 2**

VDOT agrees to pay a TRIP incentive payment of \$3,000 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 within sixty (60) minutes after hours from the official notification by the VDOT TOC, OR, if deemed operationally necessary, 60 minutes Monday-Friday 5 :30 a.m.- 7 :00 p.m. and 75 minutes after hours, AND:
  2. Have completed the removal and clearance of all incident 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 (and sub-contractors representing the Tow Vendor) are wearing the required PPE as set forth in the program agreement.
  4. Have documentation verifying conditions 1, 2 and 3 above were met.
  5. It will be the Tow Vendor's responsibility to deploy any additional equipment needed to facilitate recovery and clearance.
  6. In the event of any lane blockage, the Towing Firm hired by the vehicle owner (private request) 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 Tow Vendor to facilitate scene clearance.
- **This activity is at the sole discretion of the TRIP company and discussed with incident command.**

## **Forfeiture of Incentive Compensation**

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 within the established response time.
2. The Tow Vendor has not completed all the 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 Tow Vendor is ordered to stop its roadway clearance activity by the Incident Commander and placed on stand-by status, the Tow Vendor 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**

If the Tow Vendor 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 \$600.00 shall be assessed against the Tow Vendor at the direction of the VDOT TRIP Program Manager, except where the Tow Vendor 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 Tow Vendor 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.

Disincentives do not apply to circumstances that are outside the control of the Tow Vendor including, not but limited to:

- Incidents involving trucks hauling Hazardous Material cargo that requires special precautions by direction of the incident commanders.
- Incidents involving damage to the roadway infrastructure that prohibit reopening the travel lanes.
- Safety issues identified by incident command that require non-recovery solutions
- Any further investigation that creates a pause on recovery/towing operations
- Any other condition identified by incident command

## **Miscellaneous Penalty Assessment**

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 these or any other sections of the VDOT Highway System at any time.

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

The on-scene Tow Vendor supervisor must report to the incident commander upon arrival. The Tow Vendor supervisor will participate in recovery discussions and participate in the 'Unified Command Process' with the incident commanders. All communications from the Tow Vendor to VDOT or any other off-scene public agency personnel must be routed through the TOC or must 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 Tow Vendor or any of its owners, operators, employees, or agents must 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 Tow Vendor or any of its owners, operators, employees, or agents must not attempt to influence incident command into activating TRIP for a crash/incident. Tow Vendor personnel may ask questions, but once incident command has made a decision as to how to handle the incident, no further discussion is permitted.. For example, the Tow Vendor shall not "persuade" or "advise" on-scene responders to activate a TRIP incident. If it is determined that the Tow Vendor has, in any way, tried to influence the decision to activate TRIP, the following penalties will occur in sequential order:

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

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

## Disciplinary Action

Should VDOT determine that the Tow Vendor 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 Tow Vendor at any time due to circumstances VDOT deems operationally appropriate to the program.

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

VDOT reserves the right to immediately suspend or terminate the Tow Vendor as a participant in this Program for circumstances deemed detrimental to VDOT's mission. The Tow Vendor 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 Tow Vendor's right to do business in the Commonwealth of Virginia or any of its political sub-divisions under its existing name shall be grounds for immediate termination of the Tow Vendor as a participant in this Program. A change in ownership will require a new application to be filed prior to the sale of the company and new inspections will be performed of personnel records and equipment prior to reinstatement to TRIP.

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

## Application Process

### Recovery Zones Development & Assignment

At its sole discretion, VDOT will assign recovery response zones. The areas are designated to provide the selected and certified Tow Vendors the opportunity to reasonably respond to any location within their service area as required by the TRIP program requirements.

When assigning TRIP recovery zones, VDOT considers several factors. These factors include application and inspection score/ranking, anticipated TRIP crash volume, TRIP applicant location, system entrance and exit points, applicant capabilities, recovery zone assignment opportunity, as well as other factors. If multiple

eligible recovery applicants have qualified for a new area of operation, only the highest ranked applicant(s) will be assigned the area. All TRIP applicants successfully achieving 80 points during the initial application process but not selected for an assigned recovery zone will be placed in the eligible pool for TRIP recovery zone assignment and will be considered an active TRIP resource that will be allowed to serve as a mutual aid responder with any other TRIP company.

In areas where TRIP recovery zones are already assigned, a review of Tow Vendor performance and recovery zone design shall take place to determine if any modifications to zone assignments are warranted. VDOT reserves the right to modify or include additional providers if a TRIP recovery zone, or existing Tow Vendor is not performing at the expected level. Any Tow Vendor is who currently meeting all program requirements for response, clearance, and safety will not lose territory to allow a new company to participate in the TRIP program.

The number of TRIP Applicants assigned to each recovery zone is not expected to be more than one TRIP provider. However, due to operational needs of VDOT, it is possible to have Recovery Zones with two assigned TRIP applicants. If two TRIP Applicants are selected for the same service area, VDOT will determine how assignment of calls will be made. For example, the TRIP providers could be dispatched to calls on a rotating basis. Areas with two Recovery Applicants may be assigned by direction, with each applicant responsible for different directions of travel within the same service area. In any case, the operational needs of VDOT will be the sole determination in assigning more than one TRIP provider to a single Recovery Zone.

Recovery zones will be reviewed every 2 years, depending on the applications received and the outcome of route reviews with each Tow Vendor. 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 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 are then be contacted and visited by Program representatives for an on-site inspection validating compliance with both staff and equipment requirements and stated Tow Vendor ability to perform the required quick clearance functions.

In the next step of the process, VDOT, with input from Tow Vendors, reviews and establishes the “recovery zone(s)” assigned to the applicant(s). The Tow Vendor 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 typical assignment of Tow Vendors in the TRIP program is one vendor per zone with 24/7 coverage responsibility. However, it is possible to have recovery zones with multiple Tow Vendors. If two Tow Vendors are selected for the same service area, a determination of how assignment of calls will be made.

*For example: the Tow Vendors could be dispatched to calls on a rotating basis. Also, recovery zones with two Tow Vendors 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 Tow Vendor (as outlined herein) for said zone or section of the interstate, including all interchange ramps and approaches within the Right-of Way under the operational control of VDOT.

### **Three Pathways for a Tow Company to Participate in TRIP**

1. Applicants can apply for any unassigned recovery zone. Once fully vetted and approved, the Tow Vendor will be assigned a recovery zone.
2. Applicants who are fully approved for TRIP, but not assigned a recovery zone are allowed to provide support and response as a Resource Company for any other TRIP Tow Vendor. This activity is at the sole discretion of the assigned Tow Vendors to use a Resource Company as an approved standby resource. Resource Company assignment is reliant on strong professional relationships with TRIP Tow Vendors as well as other stakeholders to be advantageous to the program. Tow Vendors who qualify as a Resource Company must demonstrate existing professional relationships with TRIP Tow Vendors and are required to maintain all equipment, personnel qualifications, and attend monthly TRIP review meetings in their District.



3. Tow companies that cannot qualify for TRIP with their current equipment or personnel as a Resource Company may also participate as a sub-contractor under a Tow Vendor's application. This decision is solely the responsibility of the approved Tow Vendor. Any company that is to be included on a Tow Vendor's application will list any equipment and personnel that qualify and will be inspected / reviewed as if part of the Tow Vendor's company. The Tow Vendor is responsible for all actions of the sub-contractor and their personnel on any TRIP scene and the Tow Vendor is responsible for invoicing and maintaining all records of TRIP events for the subcontractor.

### **Periodic Inspections/Annual Performance Reviews**

Program Managers inspect and photograph the tow yard and all required trucks and heavy equipment during the approval process. Official TRIP decals are assigned by TRIP managers to all Tow Vendor trucks that are qualified to respond to a call-out, identifying them as a primary response TRIP-approved vehicle. Any new equipment must be inspected and approved prior to being used to respond to a TRIP callout as a primary response vehicle. 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 Vendor yard is 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 is a review of all operator and supervisor training, and certification documentation. 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 must 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, synthetic 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.

Tow Vendor performance is reviewed at least annually or as determined by program management review team. A copy of this 'report card' is provided to each Tow Vendor and is included in the annual report.



## APPENDIX A: TOW VENDOR APPLICATION INSTRUCTIONS

The Virginia Department of Transportation (VDOT) is seeking Towing and Recovery professionals interested in performing recovery services for the Virginia Towing and Recovery Incentive Program (TRIP). TRIP is a financial incentive program designed to standardize towing response and provide for safe, quick clearance of commercial vehicles crashes on the highways of the region. This incentive Program will help meet VDOT's goal of clearing major commercial vehicle incidents in less than 90 minutes.

TRIP applicants interested in participating in a Towing and Recovery Incentive Program and providing commercial vehicle recovery services for VDOT must complete the official Towing and Recovery Incentive Program Application.

Participation in this Program means an approved Tow Vendor may be assigned a designated recovery zone of the Highway for response to TRIP qualifying incidents. Recovery zone assignment shall be based on several factors not limited to zone availability, geographic location, application score, or saturation of providers. TRIP requires applicants have a predetermined amount and type of equipment and a minimum number of staff, along with the ability to provide vehicle recovery services as outlined in the Program.

To become a participating Tow Vendor of TRIP the company must:

- Owner must have been in the heavy-duty towing and recovery business for a minimum of two (2) years prior to applying
- Fill out the attached TRIP application completely, electronically or typed.
  - No hand-written applications will be accepted.
  - Incomplete applications will be considered non-responsive and will be rejected.
  - No JPEG file formats will be accepted except photographs.
- Own and maintain all the required equipment.
- Can meet response and clearance time requirements.
- Meet all training and certification requirements for all approved TRIP personnel.
- Commit to achieving eight (8) hours of continuing education training credit every 2 years for each TRIP-certified employee.
- Successfully achieve the minimum achievable scoring as highlighted in the Application Scoring instructions.
- Agree to the terms and conditions included in the TRIP Specifications.

### Application Instructions, Submission, Review & Approval Schedule

All applications must be completed in their entirety and submitted by 5 pm eastern daylight time, June 16, 2025. Incomplete, illegible, or fraudulent applications will be considered non-responsive and rejected. Rejected applications cannot be resubmitted.

Parsons' personnel may contact an applicant for clarification or correction of application details. If contacted for application clarification, the applicant must respond within 24 hours or the next business day.

Submission of a signed application is an acknowledgment that the applicant agrees to and is subject to the terms of the application and selection process and the terms and conditions of the Towing and Recovery Incentive Program (TRIP) agreement.

VDOT is currently in the middle of a 2-year cycle and not accepting applications for zone assignments.

**TBD:** Open enrollment period starts

**TBD:** Application deadline

**TBD:** Full equipment acquisition deadline

**TBD:** Manager application review, corrections, re-submittals (if necessary)

**TBD:** Site inspections of the tow office(s) and lot(s)

**TBD:** Route review/design/finalization Mid-June 2025

**TBD:** Route activations/Go live

## APPLICATION QUESTIONS

- All questions regarding completion and submission of the applications are to be emailed to:
- Scott Kapton, Senior Field Project Manager, Parsons Phone: 804-840-7414  
Email: [scott.kapton@parsons.com](mailto:scott.kapton@parsons.com)
- Kevin Smith, Traffic Incident Management Specialist, Parsons Phone: 470-316-5044  
Email: [kevin.r.smith@parsons.com](mailto:kevin.r.smith@parsons.com)
- Mary Moss, TRIP Program Administrator, Parsons Phone: 804-937-0482  
Email: [mary.moss@parsons.com](mailto:mary.moss@parsons.com)
- [VDOTTRIP.Parsons@parsons.com](mailto:VDOTTRIP.Parsons@parsons.com)

No other means of submitting questions will be accepted.

All applications must be completed in their entirety and submitted by 5 pm eastern daylight time. Incomplete, illegible, or fraudulent applications will be considered non-responsive and rejected. Rejected applications cannot be resubmitted.

Parsons' personnel may contact an applicant for clarification or correction of application details. If contacted for application clarification, the applicant must respond within 24 hours or the next business day.

Submission of a signed application is an acknowledgment that the applicant agrees to and is subject to the terms of the application and selection process and the terms and conditions of the Towing and Recovery Incentive Program (TRIP) agreement.

## Recovery Service Application Scoring

### TRIP Applicant Phase One – Application Scoring

To score the applications, a review team will be assembled. The review team may consist of personnel from:

- VDOT IMC Staff

Parsons Program Managers Applicants are required to provide information about their service operations by completing the TRIP application form. The application requires specific information that includes details about the applicant's staffing levels, equipment, travel times and extra equipment and/or ability to show readiness that meets or exceeds TRIP program minimum requirements. The review team will score each application based on the following:

In Phase One, the Application Scoring Team will evaluate and score applications using a predetermined scoring system developed using the minimum requirements of the TRIP program.

In Phase Two, the Application Scoring Team will evaluate applications that provide resources that exceed the minimum requirements of the TRIP program.

Phase One and Phase Two scoring will be combined to determine overall score and ranking of each TRIP applicant.

Note #1: TRIP applicants with a travel time of more than 20 minutes to an interstate/limited access highway entrance point will automatically be rejected.

Proximity to highway entrance point	Up to 25 points
a. Less than ½ mile	25 points
b. Over ½ up to 2 miles	20 points
c. Over 2 up to 5 miles	10 points
d. Over 5 miles	5 points
Basic* requirement wrecker list	20 points
Basic* requirement support vehicle/trailer	10 points
Basic* required tools and equipment	10 points
Basic* Staffing list	10 points
VSP Tow List Experience (Provide documentation with application)	25 points
<b>Total Points</b>	<b>100 possible points</b>

\*Basic requirements as outlined in the specifications.

Phase Two – Additional Personnel & Equipment

All Recovery Applicants successfully achieving 80 points in the Phase One/Application Review Process will advance to Phase Two and be eligible for further review and scoring to determine if additional resources above and beyond the minimum requirements can be provided as an enhancement to the TRIP service level.

An inspection team will inspect the applicant’s facilities and their vehicles/equipment using a predetermined inspection process developed from the requirements of the Recovery Service Agreement. The team will also drive and time the route to the nearest interstate/ limited access highway entrance ramp as stated in the application. Entrance route timing will be performed twice during off peak hours.

TRIP Applicant Phase Two: Additional personnel & equipment scoring

Additional TRIP 1 Operator	5 points
Additional TRIP 2 Supervisor	5 points
Operator with WreckMaster 6/7 certification	5 points
Operator with WreckMaster 8/9 certification	5 points
Supervisor with WreckMaster 6/7 certification	5 points
Supervisor with WreckMaster 8/9 certification	5 points
Operator/Supervisor w/other equivalent wrecker training	5 points
Additional 30- 45-ton wrecker	5 points
Additional 50 (+) ton wrecker	5 points
Additional 40-ton or higher rated rotator	10 points
Additional service truck/trailer	5 points
Additional Landoll / equivalent trailer	5 points
Company owned roll off dumpster	1 point each
Full size front-end loader	5 points

\*Note: All equipment listed above must meet the same specifications as primary TRIP equipment to qualify for scoring.

The second tier of scoring will be added to the first tier to achieve an overall score. Point totals are not limited and are subject to the resources identified by each TRIP provider and verified by TRIP program managers.

END OF DOCUMENT- APPLICATION ATTACHED

*Please type or fill out in word and include additional sheets if required.*

Date of application:

COMPANY INFORMATION

Name of Company:
DBA:

Please check one: ☐ Sole proprietorship ☐ Partnership ☐ Corporation ☐ Joint Venture ☐ LLC

Business Street Address:		
City	State	Zip

Date Company began operating under this name:	In what city
---	--------------

Federal Employer ID #:	
Contact Information: Email:	
Daytime Office #	24-Hour #

NAMES OF ULTIMATE EQUITABLE OWNER/OWNERS OR CORPORATE OFFICERS	
Name:	YEARS IN HEAVY DUTY TOWING & RECOVERY:
Name:	YEARS IN HEAVY DUTY TOWING & RECOVERY:
Name:	YEARS IN HEAVY DUTY TOWING & RECOVERY:
Name:	YEARS IN HEAVY DUTY TOWING & RECOVERY:

BUSINESS ADDRESS/ 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 (tab to complete):

Name	Address	Length of Lease	Exp. Date	Renewal Option?

HOW LONG HAS THE BUSINESS BEEN OPERATING AT THIS LOCATION?

IS THE GARAGE USED AS A COMMERCIAL VEHICLE REPAIR FACILITY? ☐ YES ☐ NO

IF YES, WHAT IS THE NAME OF THE REPAIR BUSINESS?

LIST HOURS AND DAYS OF OPERATION FOR GARAGE AND TOW YARD OFFICE:

Garage:

Tow Yard Office:

Size of storage yard:  Is it fenced? ☐ Yes ☐ No

Describe security measures:

INDICATE THE CLOSEST ACCESS POINT AND/OR ENTRANCE RAMP TO THE INTERSTATE AND THE ROUTE TO GET THERE FROM YOUR FACILITY: (CAN ATTACH A MAP FOR ILLUSTRATION PURPOSES)

Access point:

Distance from yard/garage to this access point (miles and tenths):

Estimated travel time between 5:30 AM & 7:00 PM M-F:

Estimated travel time all other times:

Additional Notes:



*COMPANY may use internet sourced mapping to determine the above information. Please attach any mapping documentation with the application.*

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 THE TYPE OF EXERCISE, DATES AND LOCATIONS: ☐ Yes ☐ No If yes, please describe:

1.
2.
3.

HAS THE COMPANY PARTICIPATED IN ANY TRAFFIC INCIDENT MANAGEMENT TASKFORCE OR COMMITTEE MEETING OR ACTIVITIES? ☐ Yes ☐ No If yes, please describe:

1.
2.
3.

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

## Equipment Section

### Truck Chassis & Wrecker Body

#### Unit #1

Make, model and Year	Vehicle ID Number (VIN)
GVW, Wheelbase, Number of axles, Frame	Engine Make horsepower and torque output
Details of driveline (transmission, transfer case, drive shafts, etc.)	Push Bumper <input type="checkbox"/> Yes <input type="checkbox"/> No
Wrecker and body manufacturer and model	Boom capacity (TEMA) and reach
Winch capacity w/wire rope size	Under-lift capacity and reach

#### Unit #2

Make, model and Year	Vehicle ID Number (VIN)
GVW, Wheelbase, Number of axles, Frame	Engine Make horsepower and torque output
Details of driveline (transmission, transfer case, drive shafts, etc.)	Push Bumper <input type="checkbox"/> Yes <input type="checkbox"/> No
Wrecker and body manufacturer and model	Boom capacity (TEMA) and reach
Winch capacity w/wire rope size	Under-lift capacity and reach

#### Unit #3

Make, model and Year	Vehicle ID Number (VIN)
GVW, Wheelbase, Number of axles, Frame	Engine Make horsepower and torque output
Details of driveline (transmission, transfer case, drive shafts, etc.)	Push Bumper <input type="checkbox"/> Yes <input type="checkbox"/> No
Wrecker and body manufacturer and model	Boom capacity (TEMA) and reach
Winch capacity w/wire rope size	Under-lift capacity and reach

<b>Truck Chassis &amp; Wrecker Body (Continued)</b>
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**Unit #4**

<b>Make, model and Year</b>	<b>Vehicle ID Number (VIN)</b>
<b>GVW, Wheelbase, Number of axles, Frame</b>	<b>Engine Make horsepower and torque output</b>
<b>Details of driveline (transmission, transfer case, drive shafts, etc.)</b>	<b>Push Bumper</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Wrecker and body manufacturer and model</b>	<b>Boom capacity (TEMA) and reach</b>
<b>Winch capacity w/wire rope size</b>	<b>Under-lift capacity and reach</b>

**Unit #5**

<b>Make, model and Year</b>	<b>Vehicle ID Number (VIN)</b>
<b>GVW, Wheelbase, Number of axles, Frame</b>	<b>Engine Make horsepower and torque output</b>
<b>Details of driveline (transmission, transfer case, drive shafts, etc.)</b>	<b>Push Bumper</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Wrecker and body manufacturer and model</b>	<b>Boom capacity (TEMA) and reach</b>
<b>Winch capacity w/wire rope size</b>	<b>Under-lift capacity and reach</b>

**Unit #6**

<b>Make, model and Year</b>	<b>Vehicle ID Number (VIN)</b>
<b>GVW, Wheelbase, Number of axles, Frame</b>	<b>Engine Make horsepower and torque output</b>
<b>Details of driveline (transmission, transfer case, drive shafts, etc.)</b>	<b>Push Bumper</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Wrecker and body manufacturer and model</b>	<b>Boom capacity (TEMA) and reach</b>
<b>Winch capacity w/wire rope size</b>	<b>Under-lift capacity and reach</b>

### Additional Trucks and Equipment Information

List with a detailed description all additional COMPANY-owned equipment that is required for the VDOT TRIP program.

Equipment	Make, Model, and Year	Capacity	VIN
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.			
Heavy-duty skid steer or rubber tracked loader with bucket, broom, and fork attachments.			
Support vehicle with an enclosed, utility body. 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>OR</b>			
A tandem axle, enclosed utility trailer pulled by a tow vehicle			

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 VDOT Work Area protection 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, refrigerated or flatbed 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

NOTE: 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 ☐ Operator

CDL Type with endorsements & Driver’s License Number:

Date of Birth:       Date of Hire:

IMPORTANT: DETAILED DESCRIPTION OF TOWING EXPERIENCE, FORMAL TRAINING ATTENDED AND CERTIFICATION LEVEL ATTAINED ALONG WITH ALL DATES OF COMPLETION.

Staff Information including Qualifications and Experience

Employee Name:

☐ Supervisor ☐ Operator

CDL Type with endorsements & Driver’s License Number:

Date of Birth:  Date of Hire:

IMPORTANT: DETAILED DESCRIPTION OF TOWING EXPERIENCE, FORMAL TRAINING ATTENDED AND CERTIFICATION LEVEL ATTAINED ALONG WITH ALL DATES OF COMPLETION.

Staff Information including Qualifications and Experience

Employee Name:

☐ Supervisor ☐ Operator

CDL Type with endorsements & Driver’s License Number:

Date of Birth:       Date of Hire:

IMPORTANT: DETAILED DESCRIPTION OF TOWING EXPERIENCE, FORMAL TRAINING ATTENDED AND CERTIFICATION LEVEL ATTAINED ALONG WITH ALL DATES OF COMPLETION.

Staff Information including Qualifications and Experience

Employee Name:

☐ Supervisor ☐ Operator

CDL Type with endorsements & Driver’s License Number:

Date of Birth:  Date of Hire:

IMPORTANT: DETAILED DESCRIPTION OF TOWING EXPERIENCE, FORMAL TRAINING ATTENDED AND CERTIFICATION LEVEL ATTAINED ALONG WITH ALL DATES OF COMPLETION.

Staff Information including Qualifications and Experience

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Staff Information including Qualifications and Experience

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IMPORTANT: DETAILED DESCRIPTION OF TOWING EXPERIENCE, FORMAL TRAINING ATTENDED AND CERTIFICATION LEVEL ATTAINED ALONG WITH ALL DATES OF COMPLETION.