



VDOT Towing & Recovery Incentive Program Statewide Annual Report T.R.I.P

July 1, 2023 – June 30, 2024

Document Revision History

Revision	Date	Changed By	Description/Change Made
0	8/8/24	S Kapton	Initial edits and updates
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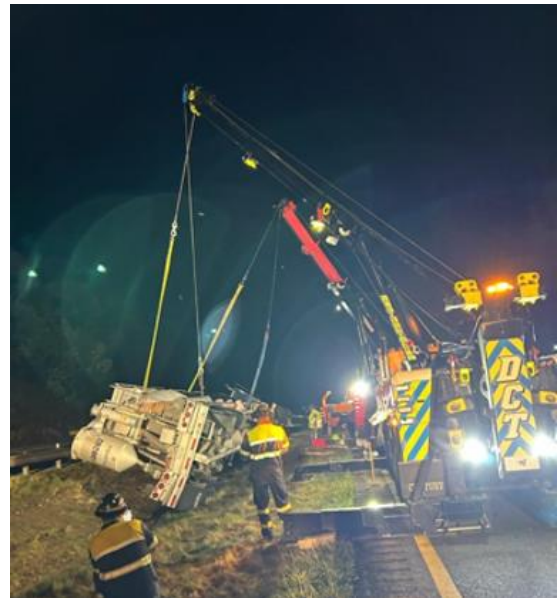
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Introduction

TRIP is a recovery incentive program that pays heavy-duty towing and recovery companies a monetary bonus for quickly clearing crashes involving commercial vehicles. The specific objective of TRIP is to reduce the impact of major commercial vehicle incidents while achieving the aggressive live lane clearance goal of 90 minutes or less.

The goal for TRIP is to standardize the towing response and facilitate safe and quick clearance of commercial vehicle crashes by improving towing procedures and on-scene cooperation and coordination among first responders. The TRIP program potentially reduces the number of secondary crashes by reducing lane clearance times and restoring normal traffic flow.

The most important aspect of a successful TRIP program is ensuring companies maintain the minimum established level of equipment, training and certified staff who are engaged in the program. This requires a team of Parsons' staff in partnership with VDOT staff and various stakeholders to be engaged in developing, monitoring progress, coordinating meetings, participating in after action reviews and updating policies and procedures as needed. This document will serve to summarize the activity that occurred during program management from July 1, 2023, through June 30, 2024.



1) Overview

On May 24, 2021, the TRIP program expanded beyond the Richmond District to include interstate segments Statewide in Fredericksburg, Staunton, Bristol and Salem Districts.

In FY 23-2024, additional TRIP coverage expanded into new areas which include:

Richmond District- TRIP expansion included an additional 40.1 miles of coverage on I-85 from MM 40.1 south to MM 0.0 at the North Carolina state line effective January 8, 2024.

- **Stakeholders/ Relationship Building:** For FY 23-24, the statewide TRIP program has 37 approved TRIP vendors providing service. We also partner with six Virginia State Police Divisions, (1, 2, 3, 4, 5 and 6). SSP personnel in all regions continue as active stakeholders in TRIP as well as all Regional Traffic Operations Centers in the four Regions, servicing five VDOT Districts. All TRIP stakeholders continue to engage and work together as a cohesive group towards a common goal. The TRIP

towing community has fostered professional relationships predicated on providing a high level of service for the TRIP program. Mutual aid agreements have become common among some TRIP towing companies, while all others have a standing agreement with their peers to aid one another as the need arises.

- **New TRIP Partners:** In FY 23- 24, we added one new TRIP company to provide coverage on the expansion segment on the south end of I-85. (MM 40.1 to MM 0.0, NC state line)
 - **I-85**
 - Fred’s Towing
 - We also added VSP 5th Division on the I-85 corridor.
- **Performance:** Statewide, TRIP has met incentive goals 94% percent of the time during this period, which includes all five Districts, collectively. This is consistent with FY 22-23 program performance.
- **Base Statistics:** Statewide, TRIP had 677 activations during FY 23-24, an increase of 60 activations over FY 22-23, a 9.7% increase in statewide activations. Of the 677 activations, we had 11 cancellations, and our TRIP partners achieved the incentive goals on 627 events (94%) with an average statewide response time of 35 minutes for the entire TRIP team, and an average clearance of live lanes within 38 minutes of notice to proceed from Incident Command.

2) TRIP Performance

Statewide Performance

Performance overall remains consistent throughout the life of the program. Our Statewide TRIP towing partners, as a group, achieved their incentive goals 94% of the time, which is an increase from 78% during the original Pilot kickoff in 2017. The chart on the next page illustrates the Statewide TRIP performance between July 1, 2023, through June 30, 2024. We also expanded beyond the average metric and are now including the median response and clearance times. Since we specifically design the TRIP recovery zone assignments to ensure a consistent response, it is noted that the average vs. median response times is exactly the same statewide. This reinforces that the design approach Parsons employed is sound, as there should not be any outliers to affect consistent response. Conversely, lane clearance times are dramatically different under this metric. Average times are affected by a small number of extremely long events due to the complex nature of some of the worst CMV incidents. The median measurement more clearly illustrates our typical performance.

Statewide TRIP performance

Region	Total Trip Since 2017	Average Response Time (HH:MM)	Median Response Time (HH:MM)	Average TRIP Clear Time (HH:MM)	Median TRIP Clear Time (HH:MM)	Average Scene Clear Time (HH:MM)	Median Scene Clear Time (HH:MM)
Richmond	204	0:38	0:39	0:50	0:36	3:01	2:18
Fredericksburg	59	0:36	0:35	0:35	0:27	2:13	1:42
Staunton	150	0:37	0:37	0:33	0:24	2:30	1:50
Salem 81	146	0:34	0:35	0:38	0:33	2:04	1:40
Bristol 81	118	0:30	0:30	0:36	0:26	2:25	1:34
I-81 Corridor Only	414	0:33	0:35	0:35	0:26	2:20	1:40
Statewide Statistics	Total Statewide	Avg Response	Median Response	Avg TRIP Clear	Median TRIP Clear	Avg Scene Clearance	Median Scene Clear Time
	677	0:35	0:35	0:38	0:27	2:27	1:42

Incentive	No Incentive	Disincentive \$600***	Disincentive \$600+**	Canceled \$600*	% cleared for Incentive Bonus	% w/Extra Equipment	% w/ Work Zones	Avg Work Zone Time (HH:MM)	Median WZ Time (HH:MM)
177	19	4	2	2	88%	65%	1%	8:00	8:00
55	2	0	0	2	96%	77%	2%	3:50	3:50
143	4	1	0	2	97%	59%	20%	3:27	3:00
141	1	1	0	3	99%	66%	10%	8:52	8:07
111	4	1	0	2	96%	75%	7%	3:27	3:40
395	9	3	0	7	97%	67%	12%	5:15	3:40
Total Incentive	Total No Incentive	Total Dis 600	Total Dis +	Total Canceled*	Avg % successful	Avg % Extra Equipment	Avg % w/WZ	Avg WZ Time	Median WZ Time
627	30	7	2	11	94%	68%	8%	5:31	3:50

Regional TRIP Performance

The following charts break out the individual VDOT District performance for TRIP:

Richmond District

Richmond FY 23-24 Total Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600+**	Total Canceled (\$600 Incentive)*	Total % Successful
204	177	19	4	2	2	88%

Average Response time	Median Response Time	Average TRIP Clear Time	Median TRIP Clear Time	Avg Lane Clearance Time	Median Lane Clearance Time	Avg Scene Clear Time	Median Scene Clear Time	Total # w/Add'l equip	% w/ Add'l Equipment	# Calls w/WZ	% Calls w/WZ	WZ Avg Time	Median WZ Time
0:38	0:39	0:50	0:36	2:47	2:08	3:01	2:18	131	65%	2	1%	8:00	8:00

Fredericksburg District

Fredericksburg FY 23-24 Total Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Canceled (\$600 Incentive)*	Total % Successful
59	55	2	0	0	2	96%

Average Response time:178:R79	Median Response Time	Average TRIP Clear Time	Median TRIP Clear Time	Avg Lane Clearance Time	Median Lane Clearance Time	Avg Scene Clear Time	Median Scene Clear Time	Total # w/add'l equip	% w/ add'l equip	# calls w/WZ	% Calls w/WZ	WZ Avg Time	Median WZ Time
0:36	0:35	0:35	0:27	1:42	1:28	2:13	1:42	44	77%	1	2%	3:50	3:50

Staunton District

Staunton Total TRIP Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Canceled (\$600 Incentive)*	Total % Successful
150	143	4	1	0	2	97%

Average Response Time+1165:P165	Median Response Time	Avg TRIP Clear Time	Median TRIP Clear Time	Avg Lane Clearance Time	Median Lane Clearance Time	Avg Scene Clear Time	Median Scene Clear Time	Total # w/add'l equip	% crashes w/add'l equip	# Calls w/WZ	% Calls w/WZ	WZ Avg Time	Median WZ Time
0:37	0:37	0:33	0:24	2:06	1:31	2:30	1:50	87	59%	29	20%	3:27	3:00

Salem District

Salem Total TRIP Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Canceled (\$600 Incentive)*	Total % Successful
146	141	1	1	0	3	99%

Avg Response Time	Median Response Time	Avg TRIP Clear Time	Median TRIP Clear Time	Avg Scene Clear Time	Median Scene Clear Time	Total # w/add'l equip	% calls w/add'l equip	# Calls w/WZ	% Calls w/WZ	WZ Avg Time	Median WZ Time
0:34	0:35	0:38	0:33	2:04	1:40	94	66%	14	10%	8:52	8:07

Bristol District

Bristol Total TRIP Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Canceled (\$600 Incentive)*	Total % Successful
118	111	4	1	0	2	96%

Average Response Time	Median Response Time	Avg TRIP Clear Time	Median TRIP Clear Time	Avg Scene Clear Time	Median Scene Clear Time	Total # w/add'l equip	% calls w/add'l equip	# Calls w/WZ	% Calls w/WZ	WZ Avg Time	Median WZ Time
0:30	0:30	0:36	0:26	2:25	1:34	87	75%	8	7%	3:27	3:40

The five VDOT District charts above break out the key metrics that are collected and measured to evaluate overall performance in TRIP. Key factors include:

- Total crashes activated
- Number of crashes qualifying for incentive
- Cancelled crashes
- No incentive earned
- Average response and average clearance
- Median response and median clearance
- Additional equipment used to clear

There are many local factors that affect clearance times for TRIP, and the TRIP clearance times only capture that time that the towing company is responsible for clearance and recovery after all other non-towing activity by other responders has been completed. Those other non-towing activities may include:

- Fire
- Patient care/ injury
- Extrication/ stabilization
- Hazmat
- Pumping of diesel fuel tanks
- Investigation



One of the key components of the program, is the concept of Unified Command, where stakeholders perform as an integrated, unified team, with parties performing functions as appropriate and working toward a common set of objectives.

TRIP towers are expected to actively participate in the Unified Command structure, creating and executing the tactical plan for recovery, and sharing it with other stakeholders on scene.

Another benefit of the TRIP program is the strong stakeholder relationships that have been forged through program participation. It is not uncommon for fire departments to request assistance with fire suppression (unloading of cargo, vehicle stabilization and relocation) and patient extrication efforts during initial response to the scene.

Additionally, primarily along the I-81 corridor, we have continued the practice of initially clearing major crashes from the roadway, clearing the scene and fully opening lanes of travel, then returning later under a scheduled, planned work zone. This unplanned event vs. planned work zone was an important distinction as the I-81 corridor is primarily two lanes, and has steep grades, impacted lines of visibility, and reduced width or no shoulders in some areas. Major incidents almost immediately impact operational abilities, so this approach to clear the unplanned event if possible and return later has been a positive operational tactic. Also, detour routes are severely limited, and local roads cannot effectively accommodate interstate traffic volumes, so this approach also relieves the impact on local communities.



We routinely encounter numerous crashes where TRIP has been activated, responders arrive and check in, and then make the incident command decision to clean up live lanes, relocate the casualty, or, in the case of a crash being out of the travel lanes in the median or the ROW, vacate the scene to come back later under a planned work event. Our TRIP providers work very closely with VSP Incident Command and VDOT Operations personnel to achieve detailed direction and clear expectations when returning under the planned work zone. VDOT relies heavily on the expertise and professionalism of the TRIP towing partners during planned work zone recoveries. Efficiency of operations and minimization of impact to the VDOT operation and the motoring public are key elements that are considered when returning under a planned work event.

Since TRIP performance metrics are predicated on capturing the time of clearance and recovery once the TRIP tower has received their “notice to proceed” (NTP) to start clearing the live lanes, this operational decision to vacate often results in no NTP being given to the tower. In these cases, the clearance times for the purpose of the TRIP company results in zero minutes, or in the case of some minor cleanup only, just a few minutes. Due to the nature of the roadways in the Richmond and Fredericksburg Districts (construction, narrow or non-existent shoulders, limited ROW space), the towers do not have the same opportunity to move casualties into the ROW and reconvene with a planned work zone at a later time. The percentage of work zones is significantly lower in these districts as noted in the performance metrics. This is simply an operational dynamic due to the individual challenges of each of the districts.

TRIP Towing Company Performance by Region

The success percentage of incentives earned is a key performance indicator that is measured and reviewed by VDOT and Parsons monthly. Typically, we target a goal of 70% or above for each individual company, but also view overall program performance as the key indicator. The 70% threshold was

identified during the Pilot Program as a performance metric that would simply serve to determine if program managers should take a closer look at towing company performance. A rating below 70% is not necessarily indicative of poor performance. Since we know that the severity of every TRIP crash has different circumstances, there may be occasions when a company does not meet the incentive goals, and we discuss those details after every crash and in the monthly meetings. Should a company fall below 70% incentive success, program managers will perform a deeper dive into the reasons behind the drop. If corrective measures are needed, we will engage in discussion with the towing company, solicit feedback from them, and as appropriate, they will be provided with feedback and direction on how to improve.

Performance reviews are part of the ongoing evaluation of the TRIP program and as we collect data from TRIP crashes, we perform formal reviews of each company's performance and work with each one to identify:

- Base reason for missed incentive.
- Details of the crash scene
- Time of day
- Weather conditions
- Cooperation with Incident Command
- Activities outside of their control
 - Weather conditions
 - Hazmat
 - Complexity of the crash
- Comparisons to similar crash circumstances



Any company that falls below 70% is monitored, and a full performance review will be triggered without improvements. We did have to perform one formal performance improvement meeting in the past 12 months, and we were unable to fully resolve the issue. This led to releasing a towing company in the Richmond District from TRIP duty / assignment. This exercise is an ongoing element of TRIP program management. We recognize that falling below the 70% mark by itself is not necessarily indicative of poor performance. There may be other factors to consider such as weather events, traffic impacts due to interstate shutdowns, staffing challenges, equipment breakdown, etc. We work very closely with all of our TRIP towing companies to ensure that we understand the nuance of each TRIP incident and apply the details appropriately when evaluating performance.

TRIP COMPANY INDIVIDUAL PERFORMANCE BY DISTRICT

Richmond District TRIP Company performance snapshots:

**FY 23-24
Anytime Towing**

Total TRIP Calls	18
Incentive Calls	17
Canceled Calls	0
All Non-Incentive Calls	1
Average Response Time	0:32
Median Response Time	0:34
Average TRIP Clearance Time	0:40
Median TRIP Clearance Time	0:28
% Successful TRIP Incentive	94%
TRIP calls w/add'l equip	10
% w/add'l equip	56%

**FY 23-24
Bob Alley Towing**

Total TRIP Calls	12
Incentive Calls	11
Canceled Calls	0
All Non-Incentive Calls	1
Average Response Time	0:37
Median Response Time	0:40
Average TRIP Clearance Time	0:38
Median TRIP Clearance Time	0:32
% Successful TRIP Incentive	92%
TRIP calls w/add'l equip	9
% w/add'l equip	75%

**FY 23-24
Broyles Towing**

Total TRIP Calls	21
Incentive Calls	19
Canceled Calls	0
All Non-Incentive Calls	2
Average Response Time	0:38
Median Response Time	0:43
Average TRIP Clearance Time	0:57
Median TRIP Clearance Time	0:36
% Successful TRIP Incentive	90%
TRIP calls w/add'l equip	13
% w/add'l equip	62%

**FY 23-24
Capital Garage**

Total TRIP Calls	27
Incentive Calls	21
Canceled Calls	0
All Non-Incentive Calls	6
Average Response Time	0:37
Median Response Time	0:40
Average TRIP Clearance Time	1:01
Median TRIP Clearance Time	0:40
% Successful TRIP Incentive	78%
TRIP calls w/add'l equip	21
% w/add'l equip	78%

**FY 23-24
Central City Towing**

Total TRIP Calls	15
Incentive Calls	14
Canceled Calls	0
All Non-Incentive Calls	1
Average Response Time	0:43
Median Response Time	0:44
Average TRIP Clearance Time	0:49
Median TRIP Clearance Time	0:40
% Successful TRIP Incentive	93%
TRIP calls w/add'l equip	12
% w/add'l equip	80%

**FY 23-24
Coastal Towing**

Total TRIP Calls	12
Incentive Calls	7
Canceled Calls	1
All Non-Incentive Calls	4
Average Response Time	0:46
Median Response Time	0:48
Average TRIP Clearance Time	2:45
Median TRIP Clearance Time	2:07
% Successful TRIP Incentive	64%
TRIP calls w/add'l equip	10
% w/add'l equip	91%

FY 23-24

Dennis Truck

Total TRIP Calls	6
Incentive Calls	5
Canceled Calls	0
All Non-Incentive Calls	1
Average Response Time	0:37
Median Response Time	0:43
Average TRIP Clearance Time	0:48
Median TRIP Clearance Time	0:31
% Successful TRIP Incentive	83%
TRIP calls w/add'l equip	3
% w/add'l equip	50%

FY 23-24

Eagle Towing

Total TRIP Calls	22
Incentive Calls	20
Canceled Calls	1
All Non-Incentive Calls	1
Average Response Time	0:38
Median Response Time	0:39
Average TRIP Clearance Time	0:48
Median TRIP Clearance Time	0:49
% Successful TRIP Incentive	95%
TRIP calls w/add'l equip	10
% w/add'l equip	48%

FY 23-24

Fred's Towing/ Started 1/8/24

Total TRIP Calls	10
Incentive Calls	10
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:26
Median Response Time	0:25
Average TRIP Clearance Time	0:30
Median TRIP Clearance Time	0:20
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	60%

FY 23-24

Glen Allen Towing

Total TRIP Calls	10
Incentive Calls	4
Canceled Calls	0
All Non-Incentive Calls	6
Average Response Time	0:55
Median Response Time	0:54
Average TRIP Clearance Time	1:19
Median TRIP Clearance Time	1:06
% Successful TRIP Incentive	40%
TRIP calls w/add'l equip	8
% w/add'l equip	80%

FY 23-24

Oakley Towing

Total TRIP Calls	18
Incentive Calls	16
Canceled Calls	0
All Non-Incentive Calls	2
Average Response Time	0:41
Median Response Time	0:41
Average TRIP Clearance Time	0:47
Median TRIP Clearance Time	0:37
% Successful TRIP Incentive	89%
TRIP calls w/add'l equip	14
% w/add'l equip	78%

FY 23-24

Robinson Towing

Total TRIP Calls	13
Incentive Calls	13
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:43
Median Response Time	0:45
Average TRIP Clearance Time	0:40
Median TRIP Clearance Time	0:34
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	5
% w/add'l equip	38%

FY 23-24

W.S. Campbell Towing

Total TRIP Calls	20
Incentive Calls	20
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:30
Median Response Time	0:31
Average TRIP Clearance Time	0:28
Median TRIP Clearance Time	0:23
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	11
% w/add'l equip	55%

Fredericksburg District TRIP Company performance snapshots:

**FY 23-24
Coleman Motor Company**

Total TRIP Calls	20
Incentive Calls	19
Canceled Calls	1
All Non-Incentive Calls	0
Average Response Time	0:31
Median Response Time	0:33
Average TRIP Clearance Time	0:31
Median TRIP Clearance Time	0:26
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	15
% w/add'l equip	79%

**FY 23-24
Michael's Towing**

Total TRIP Calls	7
Incentive Calls	7
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:30
Median Response Time	0:33
Average TRIP Clearance Time	0:38
Median TRIP Clearance Time	0:34
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	4
% w/add'l equip	57%

**FY 23-24
Norton Towing & Recovery**

Total TRIP Calls	5
Incentive Calls	5
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:33
Median Response Time	0:28
Average TRIP Clearance Time	0:34
Median TRIP Clearance Time	0:31
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	3
% w/add'l equip	60%

**FY 23-24
Sullivan's Towing**

Total TRIP Calls	27
Incentive Calls	24
Canceled Calls	1
All Non-Incentive Calls	2
Average Response Time	0:41
Median Response Time	0:43
Average TRIP Clearance Time	0:38
Median TRIP Clearance Time	0:34
% Successful TRIP Incentive	92%
TRIP calls w/add'l equip	22
% w/add'l equip	85%

Salem District TRIP Company performance snapshots:

**FY 23-24
Botetourt Collision Center**

Total TRIP Calls	13
Incentive Calls	10
Canceled Calls	1
All Non-Incentive Calls	2
Average Response Time	0:35
Median Response Time	0:38
Average TRIP Clearance Time	1:11
Median TRIP Clearance Time	1:11
% Successful TRIP Incentive	83%
TRIP calls w/add'l equip	8
% w/add'l equip	67%

**FY 23-24
Brown & Son**

Total TRIP Calls	28
Incentive Calls	28
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:34
Median Response Time	0:33
Average TRIP Clearance Time	0:27
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	20
% w/add'l equip	71%

FY 23-24

CD Hubbard Equipment and Service

Total TRIP Calls	12
Incentive Calls	12
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:33
Median Response Time	0:36
Average TRIP Clearance Time	0:43
Median TRIP Clearance Time	0:44
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	50%

FY 23-24

Fat Boys Wrecker Service

Total TRIP Calls	34
Incentive Calls	33
Canceled Calls	1
All Non-Incentive Calls	0
Average Response Time	0:37
Median Response Time	0:37
Average TRIP Clearance Time	0:44
Median TRIP Clearance Time	0:38
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	27
% w/add'l equip	82%

FY 23-24

Robert Young's Auto & Truck- Buchanan

Total TRIP Calls	15
Incentive Calls	15
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:32
Median Response Time	0:31
Average TRIP Clearance Time	0:24
Median TRIP Clearance Time	0:23
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	3
% w/add'l equip	20%

FY 23-24

Total Car Care & Towing

Total TRIP Calls	13
Incentive Calls	13
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:36
Median Response Time	0:40
Average TRIP Clearance Time	1:03
Median TRIP Clearance Time	0:58
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	8
% w/add'l equip	62%

FY 23-24

DCT Towing & Recovery

Total TRIP Calls	9
Incentive Calls	9
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:32
Median Response Time	0:31
Average TRIP Clearance Time	0:31
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	8
% w/add'l equip	89%

FY 23-24

Robert Young's Auto & Truck- Roanoke

Total TRIP Calls	12
Incentive Calls	12
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:27
Median Response Time	0:25
Average TRIP Clearance Time	0:23
Median TRIP Clearance Time	0:15
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	7
% w/add'l equip	58%

FY 23-24

Tannahill Towing

Total TRIP Calls	10
Incentive Calls	9
Canceled Calls	1
All Non-Incentive Calls	0
Average Response Time	0:30
Median Response Time	0:32
Average TRIP Clearance Time	0:25
Median TRIP Clearance Time	0:15
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	7
% w/add'l equip	78%

Bristol District TRIP Company Performance Snapshots

FY 23-24

Abingdon Collision & Towing

Total TRIP Calls	32
Incentive Calls	30
Canceled Calls	1
All Non-Incentive Calls	1
Average Response Time	0:30
Median Response Time	0:32
Average TRIP Clearance Time	0:28
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	26
% w/add'l equip	84%

FY 23-24

Complete Towing & Recovery

Total TRIP Calls	33
Incentive Calls	31
Canceled Calls	1
All Non-Incentive Calls	1
Average Response Time	0:28
Median Response Time	0:28
Average TRIP Clearance Time	0:39
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	26
% w/add'l equip	81%

FY 23-24

Hilt's Garage

Total TRIP Calls	23
Incentive Calls	21
Canceled Calls	0
All Non-Incentive Calls	2
Average Response Time	0:39
Median Response Time	0:41
Average TRIP Clearance Time	0:40
Median TRIP Clearance Time	0:23
% Successful TRIP Incentive	91%
TRIP calls w/add'l equip	16
% w/add'l equip	70%

FY 23-24

Wytheville Auto & Truck Repair

Total TRIP Calls	30
Incentive Calls	29
Canceled Calls	0
All Non-Incentive Calls	1
Average Response Time	0:25
Median Response Time	0:25
Average TRIP Clearance Time	0:37
Median TRIP Clearance Time	0:27
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	19
% w/add'l equip	63%

Staunton District TRIP Company performance snapshots:

FY 23-24

ACME Wrecker Service

Total TRIP Calls	15
Incentive Calls	13
Canceled Calls	1
All Non-Incentive Calls	1
Average Response Time	0:34
Median Response Time	0:32
Average TRIP Clearance Time	0:37
Median TRIP Clearance Time	0:39
% Successful TRIP Incentive	93%
TRIP calls w/add'l equip	9
% w/add'l equip	64%

FY 23-24

Lee Hi Towing & Recovery

Total TRIP Calls	26
Incentive Calls	25
Canceled Calls	0
All Non-Incentive Calls	1
Average Response Time	0:44
Median Response Time	0:45
Average TRIP Clearance Time	0:31
Median TRIP Clearance Time	0:21
% Successful TRIP Incentive	96%
TRIP calls w/add'l equip	15
% w/add'l equip	58%

FY 23-24

Robert Young's Auto & Truck- Buchanan

Total TRIP Calls	14
Incentive Calls	14
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:40
Median Response Time	0:41
Average TRIP Clearance Time	0:19
Median TRIP Clearance Time	0:17
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	8
% w/add'l equip	57%

FY 23-24

Brian Omgs Towing & Repair

Total TRIP Calls	21
Incentive Calls	21
Canceled Calls	0
All Non-Incentive Calls	0
Average Response Time	0:39
Median Response Time	0:37
Average TRIP Clearance Time	0:34
Median TRIP Clearance Time	0:34
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	13
% w/add'l equip	62%

FY 23-24

Payne's Towing & Recovery

Total TRIP Calls	24
Incentive Calls	22
Canceled Calls	0
All Non-Incentive Calls	2
Average Response Time	0:42
Median Response Time	0:42
Average TRIP Clearance Time	0:53
Median TRIP Clearance Time	0:30
% Successful TRIP Incentive	92%
TRIP calls w/add'l equip	11
% w/add'l equip	46%

FY 23-24

Shenandoah Towing

Total TRIP Calls	41
Incentive Calls	40
Canceled Calls	0
All Non-Incentive Calls	1
Average Response Time	0:28
Median Response Time	0:29
Average TRIP Clearance Time	0:32
Median TRIP Clearance Time	0:24
% Successful TRIP Incentive	98%
TRIP calls w/add'l equip	26
% w/add'l equip	63%

FY 23-24

White's Towing & Recovery

Total TRIP Calls	9
Incentive Calls	8
Canceled Calls	1
All Non-Incentive Calls	0
Average Response Time	0:36
Median Response Time	0:36
Average TRIP Clearance Time	0:23
Median TRIP Clearance Time	0:19
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	5
% w/add'l equip	63%

3) Lessons learned/ New implementations

Monthly Meetings

We continue to use our four monthly District TRIP review meetings as the primary means to bring the entire stakeholder group together for high level review and to discuss all lessons learned. This approach has been, and continues to be, a key element in the success of TRIP. Lessons learned in any one region are then shared with the overall stakeholder groups. The opportunity for relationship building is also a key focus, as many issues are resolved amongst stakeholders during these meetings. Meetings are also open to anyone who wishes to attend, and we routinely have sister agencies and other stakeholders in attendance.

Consistency of message / TRIP activation education:

A key program management focus is on the Primary Activating Stakeholder Group. These folks are responsible for first response and determination of whether a crash meets TRIP Activation criteria or not. We have discussed throughout the TRIP program that the first 12-24 months of a new effort has a learning curve for all stakeholders. The TRIP towers are now working within a formalized environment with Incident Command and expected to perform at a high level. First responding stakeholders,



such as VSP and SSP, have the responsibility to identify and activate TRIP consistently, per the program guidelines. These groups continue to go through the growing pains of learning and becoming comfortable with a new program. Although the program has matured, we continue to have occasional CMV incidents that could or should have been TRIP activated but were not. In response to that inconsistency, we continue to focus our outreach and communication with VSP and SSP in those areas that still show some inconsistency of activation. The Parsons team regards the consistent activation of TRIP as a critical path to success, because the TRIP towing community is geared up and ready 24/7. With the expansion of the program to Statewide, it now encompasses 5 VDOT Districts, 6 State Police Divisions, and includes approximately 1000 first responders who have been trained to activate TRIP. Establishing a consistent understanding of the program is key, as each first responder applies their own experience to the decision to activate TRIP. Since we have missed numerous activation opportunities, this occasional inconsistency is the topic of monthly meetings on a semi-regular basis. As we learned during the Pilot in Richmond District, missed activations become less of an issue as the program matures and TRIP activation becomes second nature to most first responders. Parsons, along with our VDOT partners, continue to engage in good communication with our stakeholder partners to ensure consistency of message, continuing training opportunities, engage in good discussion in the field and during the monthly review meetings.



TRIP Activation training continues to be scheduled as needed for all stakeholder groups and we engage in regular outreach to facilitate training schedules for all. We also schedule one-off classes to accommodate personnel who may not be able to travel far, or to accommodate off-hour scheduling.

In early 2023, we were successful in the implementation of a TRIP Awareness Training Module into the Virginia State Police learning management system. This effort included a 20-minute narrated online training tool that provides the operation overview of TRIP. It was implemented in early 2023 and was mandated as required learning for all Academy Students moving forward, and all sworn officers by June 30, 2023. This enhancement ensures that on demand TRIP training at a basic level is now at the fingertips of all VSP personnel. We have now had a full year to evaluate the benefit of this training module, and feedback from our VSP partners has been positive. We also use the same training module to educate the Secondary Stakeholders such as local law enforcement and fire personnel.

In addition, the various VDOT Regional Traffic Operations Centers are responsible for dispatching all TRIP activation activity, documenting all incident activity, and activating TRIP in lieu of an on-scene responder with 100% visual confirmation through camera coverage. The respective TOC's have performed at a very high level, and VDOT has had great success in taking advantage of this resource for timely, and sometimes immediate TRIP activation following a CMV incident. This dynamic in turn has allowed for a very timely TRIP towing response, and in most cases has allowed for quicker arrival to the scene by the TRIP towing companies.

Rotations for TRIP Callout

Prior to the statewide expansion of TRIP, the program had singular towing company assignments without any rotation with another company. This singular assignment approach, and ownership by the TRIP company has been and continues to be beneficial to the success of TRIP.

During outreach for the statewide expansion, we received feedback from the towing community regarding rotation vs. singular assignment. The Parsons team designed a rotation schedule that took a one week on call, one week off call approach for portions of the expansion.

The one week on, one week off rotation continues to be an extremely successful element, and feedback from the towing community has been positive since 2021. The VDOT TOC has administered the rotation plan very well.

Safety PPE

The TRIP program operates on two-year agreement cycles with the towing community. We implemented additional PPE requirements in July of 2023 and these safety enhancements now apply statewide.

- **Hard Hats:** The towing industry currently has a standard under VOSHA guidelines for hard hat usage. The expectation for TRIP is that hard hats will be worn when working a TRIP crash unless circumstances agreed to under the Unified Command dynamic dictate a variance for specific conditions.
- **Tyvek protective suits:** As a result of a severe CMV fire, and large-scale response by the fire department with foam fire suppressant, our TRIP towers found themselves not prepared for incidental contact with fire suppressant foam. Since the outcome of that incident, Tyvek suits and boots have become a required item statewide on support units.



Emergency Weather Response/ Response Time Modification expanded:

During the winter of 2020/21, the Richmond/Petersburg region experienced several significant winter events (ice storms). This caused significant challenges for the towing community as pathways to the crash site were compromised due to snow and ice, downed trees, stranded vehicles, and a host of other winter weather related issues that affect all responders. As a result, and in conjunction with the TRIP statewide expansion, a change to Statewide TRIP response times was allowed for the first time since the program inception. The typical day time response time for TRIP is either 45 or 60 minutes. Overnight and weekend response times already add an additional 15 minutes respectively.

We have expanded the winter weather emergency declaration to include any pending severe weather such as hurricanes, tropical storms, tornados, etc. When a VDOT district or region declares any weather emergency, the TRIP program automatically adds 15 minutes to all established response times. This step allows for the same TRIP resources to respond, but factors in weather and roadway conditions and adjusts response times accordingly. This change was viewed very favorably by the towing community, and to date, has not adversely impacted the response or readiness for the program.

Modified Support Vehicle/ Winter Emergency Operations only:

We received expressions of concern from the towing community on I-81 regarding winter storm TRIP response during measurable snowfall and the impact it would have for those companies that pulled a fully inventoried support trailer to TRIP activations. Their concern focused on their ability to navigate local roads, and interstate shoulders that may be significantly snow covered, and the safety impacts associated with that type of maneuver. The Parsons team and the VDOT District IMC and IMO personnel discussed a modified approach suggested by the TRIP towers. For the purposes of a declared winter emergency by VDOT, each towing company who towed a support trailer would be allowed to outfit a modified 4WD service style truck with an approved list of modified inventories. This scaled down support vehicle was allowed to replace the approved support trailer under specific conditions. We approached this change as a pilot effort initially but have since implemented it each year on the I-81 corridor, This approach has been viewed as a success, without any notable issues impacting the recovery efforts on scene. It should be noted that this change did not apply to those companies who already employ a fully stocked Support Vehicle that drives under its own power. As each winter season approaches, we will continue to discuss and evaluate this opportunity with each of the District VDOT supervisory personnel and will make a district-by-district decision on whether to implement this approach.

Recovery Zone Design/ Average Response Times Vs. Median Response Times

When the TRIP zones were designed, we focused primarily on each company's ability to respond to a certain area in a certain amount of time. Urban recovery zones may be smaller because of traffic challenges, and rural zones may be larger for the opposite reason. Impacts from work zones and construction activity also play a part. We have recovery zones that are 45 miles in length, and we have some that are only 10 miles in length. Regardless, the goal is to strike a balance with consistent expectations. Our statewide average response time for TRIP currently sits at thirty-five (35) minutes.

This past year, we began to recognize that as the level of annual TRIP activations rise, the likelihood existed that more complex and time-consuming events can skew an average performance metric. We are now calculating both average and median performance. In the case of TRIP response, the two metrics are essentially the same, as we custom designed TRIP response as it applies to each towing company. By design, there typically are not any outliers affecting performance.

Regional response time average and median breakdown is as follows:

- Richmond: 38-minute average, 39-minute median
- Fredericksburg: 35-minute average, 35-minute median
- Salem: 34-minute average, 35-minute median
- Bristol: 30-minute average, 30-minute median
- Staunton: 37-minute average, 37-minute median

We are very pleased that the recovery zone design has allowed delivery of this level of consistent expectation for VDOT and for the affected stakeholders. Feedback from VSP during previous TRIP activation training classes included opinions that they could get a rotation wrecker to the scene quicker than TRIP. TRIP is sending an entire team to each scene in a similar amount of time, and that has resulted in a higher level of confidence from VSP as they make decisions whether or not to activate TRIP. Additionally, late arrivals per the program response parameters are rare. Those that are late are typically impacted by operational issues that all responders face. It is the rare occasion that a company is late arriving due to a performance issue that must be addressed.



4) Next Steps

- All Districts: Continue to foster and manage the current program, identifying the key elements necessary for success
 - Stakeholder engagement/training and education
 - 2024-25 TRIP training
 - Foster good relationships with TRIP stakeholders
 - Program enhancement
 - New partners from the statewide program will have input/ideas
 - Apply lessons learned as appropriate statewide
 - Identify/recommend changes to the program as applicable
 - Seek out new program management efficiencies as program grows
 - Establish framework for future TRIP Task expansion/development

5) Summary

In summary, the VDOT Statewide TRIP program continues to deliver positive congestion reduction and safety benefits in the assigned interstates across the Commonwealth of Virginia. Parsons continues to ensure that existing towing partners maintain the minimum established levels of equipment, training and certified staff who are engaged in the program. This, along with continual, redundant, and transparent communication has proven to be crucial to the ongoing success of the TRIP program. This effort requires a team of Parsons' staff in partnership with VDOT staff and various stakeholders to be engaged in developing, monitoring progress, coordinating meetings, participating in after action reviews and updating policies and procedures as needed.

The strong partnerships forged, and on-going multi-faceted communication and program management has enabled VDOT, VSP, the Towing community, and all other stakeholders to have a high level of confidence in the program and in Parsons' ability to deliver an effective, highly successful program.

