



VDOT Towing & Recovery Incentive Program (TRIP) Statewide Annual Report

July 1, 2024 – June 30, 2025

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Document Revision History

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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.

A crucial part 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 outreach, monitoring progress, coordinating meetings, participating in after action reviews and updating policies and procedures as needed. This document summarizes 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.

- **Stakeholders / Relationship Building:** For FY 24-25, the statewide TRIP program had 38 approved TRIP vendors providing direct service to assigned recovery zones, and 2 TRIP vendors providing support services. Both Hugh's Transport and Ultimate Towing are fully qualified and inspected but not assigned to a TRIP recovery zone. One of the two vendors, Ultimate towing from Fancy Gap, VA along the I-77 corridor, stepped away from an assigned zone last summer to focus more on their business. They remain a resource to the program, however, providing direct assistance to TRIP vendors on the southern I-77 corridor. The program did have a 3rd vendor providing support service, but that company was removed due to lack of engagement as previously agreed.

The program partners with six Virginia State Police Divisions, (1, 2, 3, 4, 5 and 6). SSP personnel in all affected regions continue as active stakeholders in TRIP as well as all Regional Traffic Operations Centers in four VDOT Districts, with Salem serving two districts (Bristol/Salem). 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.

- **Performance:** Statewide, TRIP has met incentive goals 95% percent of the time during this period, which includes all five Districts, collectively. This is a 1% improvement from the FY 23-24 program performance.
- **Base Statistics:** Statewide, TRIP had 784 activations during FY 24-25, an increase of 107 activations over FY 23-24, or 15.8%. Of the 784 activations, we had 24 cancellations, and our TRIP partners achieved incentive goals on 720 events (95%) with a median statewide response time of 35 minutes for the entire TRIP team, and a median clearance of live lanes within 28 minutes of notice to proceed from Incident Command. Overall, median scene clearance time stands at one hour and fifty-one minutes.

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 95% of the time. The next chart illustrates the Statewide TRIP performance between July 1, 2024, through June 30, 2025, by district. We also expanded beyond the average metric and are now using the median response and clearance times as our primary methodology. 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 essentially the same statewide. This reinforces the theory 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	216	0:38	0:39	0:45	0:32	3:03	2:16
Fredericksburg	72	0:36	0:39	0:36	0:26	2:47	2:02
Staunton	175	0:39	0:39	0:43	0:35	2:36	1:56
Salem 81	130	0:35	0:36	0:41	0:28	2:09	1:30
Bristol 81	119	0:33	0:33	0:38	0:22	2:11	1:34
I-81 Corridor Only	424	0:36	0:36	0:41	0:28	2:19	1:34
Salem 77	36	0:33	0:31	1:00	0:31	2:06	1:42
Bristol 77	36	0:39	0:33	0:54	0:26	2:59	1:57
I-77 Corridor Only	72	0:36	0:32	0:57	0:28	2:33	1:49
Statewide Statistics	Total Activations	Avg Response	Median Response	Avg TRIP Clear	Median TRIP Clear	Avg Scene Clearance	Median Scene Clear Time
	784	0:36	0:35	0:45	0:28	2:33	1:51

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)
194	12	0	2	8	93%	71%	2%	3:59	4:15
69	0	0	0	3	100%	74%	1%	7:53	7:53
164	5	1	1	4	96%	70%	12%	3:54	3:45
123	2	2	2	1	95%	57%	16%	5:19	4:33
107	5	0	1	6	95%	70%	14%	3:59	3:22
394	12	3	4	11	95%	66%	14%	4:24	3:45
31	2	1	1	1	89%	69%	20%	5:39	4:10
32	1	0	2	1	91%	63%	9%	4:10	2:00
63	3	1	3	2	90%	66%	14%	4:55	3:05
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
720	27	4	9	24	95%	68%	11%	5:01	4:15

District Level TRIP Performance

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

Richmond District

Richmond FY 24-25 TRIP Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600+**	Total Canceled (\$600 fee)*	Total % Successful
216	194	12	0	2	8	93%

Average Response time	Median Response Time	Average TRIP Clear Time	Median TRIP Clear 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	0:45	0:32	3:03	2:16	147	71%	4	2%	3:59	4:15

Fredericksburg District

Fredericksburg FY 24-25 TRIP Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Canceled (\$600 fee)*	Total % Successful
72	69	0	0	0	3	100%

Average Response time	Median Response Time	Average TRIP Clear Time	Median TRIP Clear 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	0:39	0:36	0:26	2:47	2:02	51	74%	1	1%	7:53	7:53

Staunton District

Staunton FY 24-25 TRIP Calls	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Canceled (\$600 fee)*	Total % Successful
175	164	5	1	1	4	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	% crashes w/add'l equip	# Calls w/WZ	% Calls w/WZ	WZ Avg Time	Median WZ Time
0:39	0:39	0:43	0:35	2:36	1:56	119	70%	21	12%	3:54	3:45

Salem District: I-81 & I-77 combined

Salem FY 24-25 TRIP Calls (81 & 77)	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Disincentive \$600 +**	Total Canceled (\$600 fee)*	Total % Successful
166	154	4	3	0	3	2	94%

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	0:45	0:29	2:09	1:31	98	60%	28	17%	5:24	4:30

Bristol District: I-81 & I-77 combined

Bristol FY 24-25 TRIP Calls (81 & 77)	Total Incentive	Total No Incentive (None)	Total Disincentive \$600***	Total Disincentive \$600 +**	Total Canceled (\$600 fee)*	Total % Successful
155	139	6	0	3	7	94%

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	0:33	0:41	0:23	2:23	1:38	101	68%	19	13%	4:00	3:20

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/incidents activated
- Number of crashes/incidents qualifying for incentive
- Cancelled TRIP activations
- Incentives and disincentives
- Average response and average clearance
- Median response and median clearance
- Additional equipment used to clear
- Average and median work zone times for planned work after the fact

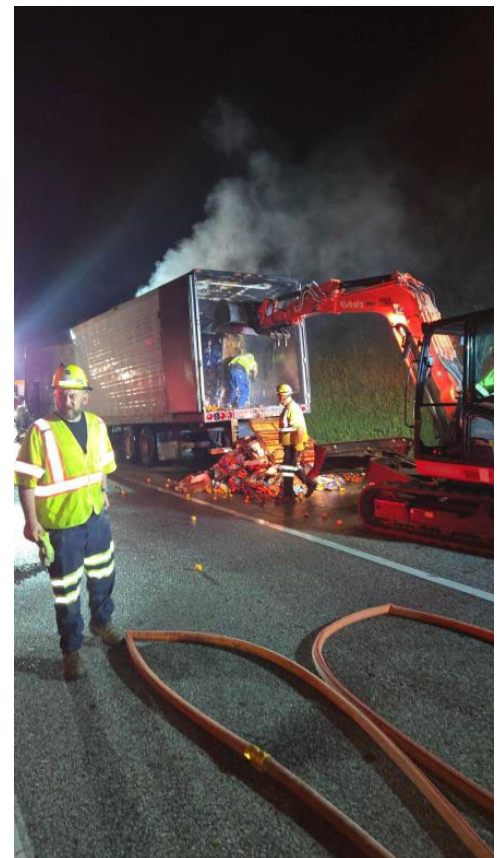
There are many local factors that affect clearance times for TRIP, and the TRIP clearance times only capture that time that the towing company is responsible for clearance and recovery after all other non-towing activity by other responders has been completed. Those other non-towing activities may include:

- Fire
- Patient care/ injury
- Extrication/ stabilization
- Hazmat
- Pumping of diesel fuel tanks
- Investigation
- Any other non-towing activity under Incident Command direction

One of the key components of the program is the use 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. All recovery work is performed under Unified Command direction once a plan is approved and implemented.

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 from a TRIP vendor with fire suppression (unloading of cargo, vehicle stabilization and relocation) or 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, 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 employed by VDOT. 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/incidents 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 often have the same opportunity to move casualties into the ROW and reconvene with a planned work zone. 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 originally identified 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/incident has different circumstances,

there may be occasions when a company does not meet the incentive goals but performed well. We discuss 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/incidents, 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/incident 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 the TRIP towing companies to ensure that we understand the nuance of each TRIP activation and apply the details appropriately when evaluating performance.



It should be noted that in FY 24-25, we did not have a single TRIP partner fall below the 70% performance threshold.

TRIP COMPANY INDIVIDUAL PERFORMANCE BY DISTRICT

Richmond District TRIP Company performance snapshots:

FY 24-25

Anytime Towing & Recovery

Total TRIP Calls	12
Incentive Calls	12
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:35
Median TRIP Clearance Time	0:35
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	12
% w/add'l equip	100%
TRIP calls w/ Work Zones	1
% calls w/ Work Zones	8%
Median Work Zone Time	2:43

FY 24-25

Bob Alley Towing

Total TRIP Calls	14
Incentive Calls	11
Canceled Calls	1
All Non-Incentive Calls	2
Median Response Time	0:49
Median TRIP Clearance Time	0:33
% Successful TRIP Incentive	85%
TRIP calls w/add'l equip	11
% w/add'l equip	85%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25

Broyles Auto & Wrecker Service

Total TRIP Calls	22
Incentive Calls	21
Canceled Calls	0
All Non-Incentive Calls	1
Median Response Time	0:42
Median TRIP Clearance Time	0:27
% Successful TRIP Incentive	95%
TRIP calls w/add'l equip	16
% w/add'l equip	73%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25

Capital Garage

Total TRIP Calls	19
Incentive Calls	16
Canceled Calls	2
All Non-Incentive Calls	1
Median Response Time	0:42
Median TRIP Clearance Time	0:29
% Successful TRIP Incentive	94%
TRIP calls w/add'l equip	12
% w/add'l equip	71%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25

Central City Towing & Garage

Total TRIP Calls	8
Incentive Calls	8
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:49
Median TRIP Clearance Time	0:28
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	8
% w/add'l equip	100%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25

Coastal Towing & Recovery

Total TRIP Calls	12
Incentive Calls	11
Canceled Calls	0
All Non-Incentive Calls	1
Median Response Time	0:34
Median TRIP Clearance Time	1:20
% Successful TRIP Incentive	92%
TRIP calls w/add'l equip	8
% w/add'l equip	67%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25
Dennis' Towing & Recovery

Total TRIP Calls	6
Incentive Calls	5
Canceled Calls	0
All Non-Incentive Calls	1
Median Response Time	0:40
Median TRIP Clearance Time	0:58
% Successful TRIP Incentive	83%
TRIP calls w/add'l equip	4
% w/add'l equip	67%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25
Fred's Towing & Transport

Total TRIP Calls	23
Incentive Calls	21
Canceled Calls	0
All Non-Incentive Calls	2
Median Response Time	0:38
Median TRIP Clearance Time	0:16
% Successful TRIP Incentive	91%
TRIP calls w/add'l equip	11
% w/add'l equip	48%
TRIP calls w/ Work Zones	1
% calls w/ Work Zones	4%
Median Work Zone Time	1:00

FY 24-25
Robinson's Towing

Total TRIP Calls	23
Incentive Calls	20
Canceled Calls	1
All Non-Incentive Calls	2
Median Response Time	0:32
Median TRIP Clearance Time	0:33
% Successful TRIP Incentive	91%
TRIP calls w/add'l equip	19
% w/add'l equip	86%
TRIP calls w/ Work Zones	1
% calls w/ Work Zones	5%
Median Work Zone Time	6:28

FY 24-25
Eagle Towing

Total TRIP Calls	26
Incentive Calls	24
Canceled Calls	1
All Non-Incentive Calls	1
Median Response Time	0:44
Median TRIP Clearance Time	0:40
% Successful TRIP Incentive	96%
TRIP calls w/add'l equip	17
% w/add'l equip	68%
TRIP calls w/ Work Zones	1
% calls w/ Work Zones	4%
Median Work Zone Time	5:48

FY 24-25
Oakley Towing & Recovery

Total TRIP Calls	27
Incentive Calls	24
Canceled Calls	1
All Non-Incentive Calls	2
Median Response Time	0:40
Median TRIP Clearance Time	0:30
% Successful TRIP Incentive	92%
TRIP calls w/add'l equip	15
% w/add'l equip	58%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25
WS Campbell Towing & Repair

Total TRIP Calls	24
Incentive Calls	21
Canceled Calls	2
All Non-Incentive Calls	1
Median Response Time	0:27
Median TRIP Clearance Time	0:32
% Successful TRIP Incentive	95%
TRIP calls w/add'l equip	14
% w/add'l equip	64%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

Fredericksburg District TRIP Company performance snapshots:

FY 24-25

Anytime Towing & Recovery

Total TRIP Calls	5
Incentive Calls	5
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:24
Median TRIP Clearance Time	0:14
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	3
% w/add'l equip	60%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25

Coleman Motor Company

Total TRIP Calls	22
Incentive Calls	20
Canceled Calls	2
All Non-Incentive Calls	0
Median Response Time	0:39
Median TRIP Clearance Time	0:50
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	17
% w/add'l equip	85%
TRIP calls w/ Work Zones	1
% calls w/ Work Zones	5%
Median Work Zone Time	7:53

FY 24-25

Michael's Towing

Total TRIP Calls	10
Incentive Calls	10
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:38
Median TRIP Clearance Time	0:36
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	7
% w/add'l equip	70%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25

Michael's Towing

Total TRIP Calls	10
Incentive Calls	10
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:38
Median TRIP Clearance Time	0:36
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	7
% w/add'l equip	70%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25

Sullivan's Towing & Recovery

Total TRIP Calls	19
Incentive Calls	18
Canceled Calls	1
All Non-Incentive Calls	0
Median Response Time	0:36
Median TRIP Clearance Time	0:21
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	12
% w/add'l equip	67%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

Salem District I-81 TRIP Company performance snapshots:
FY 24-25
Botetourt Collision Center

Total TRIP Calls	8
Incentive Calls	8
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:35
Median TRIP Clearance Time	0:56
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	4
% w/add'l equip	50%
TRIP calls w/ Work Zone	1
% Calls w/ Work Zone	13%
Median Work Zone Time	7:42

FY 24-25
Brown & Son, LLC

Total TRIP Calls	18
Incentive Calls	18
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:40
Median TRIP Clearance Time	0:28
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	12
% w/add'l equip	67%
TRIP calls w/ Work Zone	0
% Calls w/ Work Zone	0%
Median Work Zone Time	N/A

FY 24-25
CD Hubbard Machinery and Service

Total TRIP Calls	9
Incentive Calls	9
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:30
Median TRIP Clearance Time	0:32
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	5
% w/add'l equip	56%
TRIP calls w/ Work Zone	2
% Calls w/ Work Zone	22%
Median Work Zone Time	5:03

FY 24-25
DCT Towing & Recovery

Total TRIP Calls	15
Incentive Calls	13
Canceled Calls	0
All Non-Incentive Calls	2
Median Response Time	0:35
Median TRIP Clearance Time	0:34
% Successful TRIP Incentive	87%
TRIP calls w/add'l equip	9
% w/add'l equip	60%
TRIP calls w/ Work Zone	4
% Calls w/ Work Zone	27%
Median Work Zone Time	6:45

FY 24-25
Fat Boys Wrecker Service

Total TRIP Calls	29
Incentive Calls	27
Canceled Calls	1
All Non-Incentive Calls	1
Median Response Time	0:42
Median TRIP Clearance Time	0:33
% Successful TRIP Incentive	96%
TRIP calls w/add'l equip	16
% w/add'l equip	57%
TRIP calls w/ Work Zone	2
% Calls w/ Work Zone	7%
Median Work Zone Time	3:57

FY 24-25
Robert Young's Auto & Truck Roanoke

Total TRIP Calls	11
Incentive Calls	11
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:29
Median TRIP Clearance Time	0:22
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	55%
TRIP calls w/ Work Zone	1
% Calls w/ Work Zone	9%
Median Work Zone Time	4:02

FY 24-25
Robert Young's Auto & Truck Buchanan

Total TRIP Calls	14
Incentive Calls	14
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:38
Median TRIP Clearance Time	0:27
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	7
% w/add'l equip	50%
TRIP calls w/ Work Zone	1
% Calls w/ Work Zone	7%
Median Work Zone Time	3:25

FY 24-25
Tannahill Towing

Total TRIP Calls	12
Incentive Calls	12
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:29
Median TRIP Clearance Time	0:35
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	50%
TRIP calls w/ Work Zone	6
% Calls w/ Work Zone	50%
Median Work Zone Time	2:44

FY 24-25
Total Car Care & Towing

Total TRIP Calls	14
Incentive Calls	11
Canceled Calls	0
All Non-Incentive Calls	3
Median Response Time	0:33
Median TRIP Clearance Time	0:27
% Successful TRIP Incentive	79%
TRIP calls w/add'l equip	9
% w/add'l equip	64%
TRIP calls w/ Work Zone	4
% Calls w/ Work Zone	29%
Median Work Zone Time	7:30

Salem District I-77 TRIP Company Performance Snapshots
FY 24-25
Bert's Garage

Total TRIP Calls	8
Incentive Calls	7
Canceled Calls	0
All Non-Incentive Calls	1
Median Response Time	0:29
Median TRIP Clearance Time	0:30
% Successful TRIP Incentive	87%
TRIP calls w/add'l equip	7
% w/add'l equip	88%
TRIP calls w/ Work Zone	4
% Calls w/ Work Zone	50%
Median Work Zone Time	5:43

FY 24-25
Blue Ridge Truck Service

Total TRIP Calls	8
Incentive Calls	6
Canceled Calls	0
All Non-Incentive Calls	2
Median Response Time	0:35
Median TRIP Clearance Time	0:53
% Successful TRIP Incentive	75%
TRIP calls w/add'l equip	5
% w/add'l equip	63%
TRIP calls w/ Work Zone	0
% Calls w/ Work Zone	0%
Median Work Zone Time	N/A

FY 24-25
Lester's Transmission & Towing

Total TRIP Calls	12
Incentive Calls	10
Canceled Calls	1
All Non-Incentive Calls	1
Median Response Time	0:22
Median TRIP Clearance Time	0:27
% Successful TRIP Incentive	91%
TRIP calls w/add'l equip	9
% w/add'l equip	82%
TRIP calls w/ Work Zone	3
% Calls w/ Work Zone	27%
Median Work Zone Time	4:10

FY 24-25
Ultimate Towing & Recovery

Total TRIP Calls	7
Incentive Calls	7
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:54
Median TRIP Clearance Time	0:26
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	3
% w/add'l equip	43%
TRIP calls w/ Work Zone	0
% Calls w/ Work Zone	0%
Median Work Zone Time	N/A

FY 24-25
Wytheville Auto & Truck Repair

Total TRIP Calls	1
Incentive Calls	1
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:34
Median TRIP Clearance Time	0:15
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	0
% w/add'l equip	0%
TRIP calls w/ Work Zone	0
% Calls w/ Work Zone	0%
Median Work Zone Time	N/A

Bristol District I-81 TRIP Company Performance Snapshots
FY 24-25
Abingdon Collision & Towing

Total TRIP Calls	27
Incentive Calls	26
Canceled Calls	1
All Non-Incentive Calls	0
Median Response Time	0:34
Median TRIP Clearance Time	0:20
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	22
% w/add'l equip	85%
TRIP calls w/ Work Zones	0
% calls w/ Work Zones	0%
Median Work Zone Time	N/A

FY 24-25
Complete Towing & Recovery

Total TRIP Calls	17
Incentive Calls	15
Canceled Calls	1
All Non-Incentive Calls	1
Median Response Time	0:35
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	94%
TRIP calls w/add'l equip	12
% w/add'l equip	75%
TRIP calls w/ Work Zones	5
% calls w/ Work Zones	31%
Median Work Zone Time	3:25

FY 24-25
Hilt's Garage

Total TRIP Calls	43
Incentive Calls	36
Canceled Calls	3
All Non-Incentive Calls	4
Median Response Time	0:33
Median TRIP Clearance Time	0:20
% Successful TRIP Incentive	90%
TRIP calls w/add'l equip	29
% w/add'l equip	73%
TRIP calls w/ Work Zones	5
% calls w/ Work Zones	13%
Median Work Zone Time	3:20

FY 24-25
Wytheville Auto & Truck

Total TRIP Calls	32
Incentive Calls	30
Canceled Calls	1
All Non-Incentive Calls	1
Median Response Time	0:32
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	16
% w/add'l equip	52%
TRIP calls w/ Work Zones	6
% calls w/ Work Zones	19%
Median Work Zone Time	3:42

Bristol District I-77 TRIP Company Performance Snapshots
FY 24-25
CD Hubbard Equipment & Service

Total TRIP Calls	6
Incentive Calls	6
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	1:00
Median TRIP Clearance Time	0:52
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	5
% w/add'l equip	83%
TRIP calls w/ Work Zone	0
% Calls w/ Work Zone	0%
Median Work Zone Time	N/A

FY 24-25
Complete Towing & Recovery

Total TRIP Calls	13
Incentive Calls	11
Canceled Calls	1
All Non-Incentive Calls	1
Median Response Time	0:27
Median TRIP Clearance Time	0:23
% Successful TRIP Incentive	92%
TRIP calls w/add'l equip	7
% w/add'l equip	58%
TRIP calls w/ Work Zone	1
% Calls w/ Work Zone	8%
Median Work Zone Time	2:00

FY 24-25
Lee's Body Shop

Total TRIP Calls	8
Incentive Calls	6
Canceled Calls	0
All Non-Incentive Calls	2
Median Response Time	0:56
Median TRIP Clearance Time	0:57
% Successful TRIP Incentive	75%
TRIP calls w/add'l equip	4
% w/add'l equip	50%
TRIP calls w/ Work Zone	2
% Calls w/ Work Zone	25%
Median Work Zone Time	5:16

FY 24-25
Wytheville Auto & Truck Repair

Total TRIP Calls	9
Incentive Calls	9
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:28
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	67%
TRIP calls w/ Work Zone	0
% Calls w/ Work Zone	0%
Median Work Zone Time	N/A

Staunton District TRIP Company performance snapshots:
FY 24-25
ACME Towing

Total TRIP Calls	15
Incentive Calls	14
Canceled Calls	1
All Non-Incentive Calls	0
Median Response Time	0:27
Median TRIP Clearance Time	0:25
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	12
% w/add'l equip	86%
TRIP calls w/ Work Zone	4
% Calls w/ Work Zone	29%
Median Work Zone Time	4:08

FY 24-25
Brian Omps Towing & Repair

Total TRIP Calls	24
Incentive Calls	22
Canceled Calls	0
All Non-Incentive Calls	2
Median Response Time	0:38
Median TRIP Clearance Time	0:41
% Successful TRIP Incentive	92%
TRIP calls w/add'l equip	17
% w/add'l equip	71%
TRIP calls w/ Work Zone	0
% Calls w/ Work Zone	0%
Median Work Zone Time	N/A

FY 24-25
Lee Hi Towing & Recovery

Total TRIP Calls	52
Incentive Calls	50
Canceled Calls	1
All Non-Incentive Calls	1
Median Response Time	0:45
Median TRIP Clearance Time	0:34
% Successful TRIP Incentive	98%
TRIP calls w/add'l equip	36
% w/add'l equip	71%
TRIP calls w/ Work Zone	2
% Calls w/ Work Zone	4%
Median Work Zone Time	4:01

FY 24-25
Payne's Towing & Recovery

Total TRIP Calls	28
Incentive Calls	27
Canceled Calls	0
All Non-Incentive Calls	1
Median Response Time	0:45
Median TRIP Clearance Time	0:38
% Successful TRIP Incentive	96%
TRIP calls w/add'l equip	18
% w/add'l equip	64%
TRIP calls w/ Work Zone	4
% Calls w/ Work Zone	14%
Median Work Zone Time	3:05

FY 24-25
Robert Young's Auto & Truck Buchanan

Total TRIP Calls	11
Incentive Calls	11
Canceled Calls	0
All Non-Incentive Calls	0
Median Response Time	0:43
Median TRIP Clearance Time	0:31
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	55%
TRIP calls w/ Work Zone	1
% Calls w/ Work Zone	9%
Median Work Zone Time	2:23

FY 24-25
Shenandoah Towing

Total TRIP Calls	32
Incentive Calls	28
Canceled Calls	1
All Non-Incentive Calls	3
Median Response Time	0:31
Median TRIP Clearance Time	0:40
% Successful TRIP Incentive	90%
TRIP calls w/add'l equip	24
% w/add'l equip	77%
TRIP calls w/ Work Zone	9
% Calls w/ Work Zone	29%
Median Work Zone Time	3:56

FY 24-25

White's Towing & Recovery

Total TRIP Calls	13
Incentive Calls	12
Canceled Calls	1
All Non-Incentive Calls	0
Median Response Time	0:33
Median TRIP Clearance Time	0:29
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	50%
TRIP calls w/ Work Zone	1
% Calls w/ Work Zone	8%
Median Work Zone Time	5:20

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 has made a commitment to be ready 24/7.

The statewide program encompasses 5 VDOT Districts, 6 State Police Divisions, and includes almost 1300 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 Program 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 FY 24-25, Parsons conducted 16 TRIP Activation classes across all districts to 95 new students, and 16 students who were attending as a refresher.

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 operational overview of TRIP. VSP mandated this module 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 two full years 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 District 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. The following chart breaks out, by district, all TRIP activations by primary stakeholders.

District	# VSP Act	% VSP Act	# IMC Act	% IMC Act	# IMO Act	% IMO Act	# TOC Act	% TOC Act	# SSP Act	% SSP Act
Richmond	144	67%	34	16%	4	2%	21	10%	13	6%
Fredericksburg	48	67%	15	21%	0	0%	8	11%	1	1%
Staunton	98	56%	67	38%	0	0%	5	3%	5	3%
Salem I-81	77	59%	16	12%	16	12%	11	8%	10	8%
Salem I-77	26	72%	2	6%	2	6%	4	11%	2	6%
Bristol I-81	73	61%	28	24%	9	8%	9	8%	0	0%
Bristol I-77	22	61%	8	22%	5	14%	1	3%	0	0%
Total Activations	VSP Activations		IMC Activations		IMO Activations		TOC Activations		SSP Activations	
784	488	62%	170	22%	36	5%	59	8%	31	4%

Joint Training with First Responders

As individual towing companies have participated in joint training with their respective fire departments, direct assistance with load manipulation for fire suppression, extrication assistance and using wreckers and rotators for stabilization has become much more common place. This is attributed to the level of trust and understanding of the capabilities of the TRIP towing community with our fire service partners. Late in 2024, The Henrico Fire Department announced that they would only be using TRIP approved companies for all assistance county wide, even outside of the TRIP program. This example is a testament to the relationship building and training focus of the TRIP program. This joint training is also allowed and encouraged as part of each company's continuing education requirements.



Safety / PPE

The TRIP program puts a premium on safety. The following items are required for all towing personnel on scene, and any vendors/additional personnel the tow company may call to the scene:, Class III safety vest/appeal

- **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.
- The towing industry is also under VOSH oversight, and the program expectation is they follow those guidelines
- **IMC and tow vendor interaction:** under Incident Command, towing vendors may be directed to employ additional safety apparel or approach when working under specific conditions



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 daytime response 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 upon 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

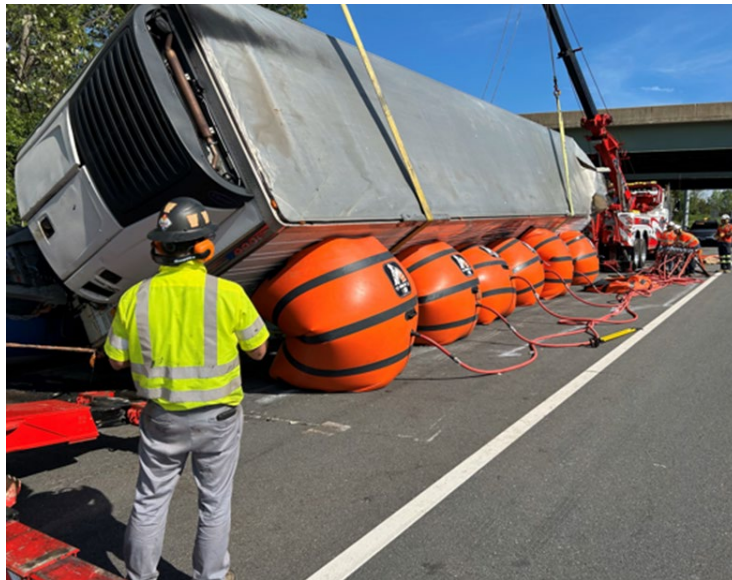
When the TRIP zones were designed, we focused primarily on each company's ability to respond to a certain area in a certain amount of time. Urban recovery zones may be smaller because of traffic challenges, and rural zones may be larger for the opposite reason. Impacts from work zones and construction 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: 36-minute average, 39-minute median
- Salem: 34-minute average, 34-minute median
- Bristol: 36-minute average, 33-minute median
- Staunton: 39-minute average, 39-minute median

We are very pleased that the recovery zone design has allowed delivery of this level of consistent expectation for VDOT and our first responding partners. Feedback from VSP during initial TRIP activation training classes included opinions that they could get a rotation wrecker to the scene quicker than TRIP. This position was understandable, as it was perceived to be a very high bar to meet. In practice, TRIP is sending an entire team to each scene in a similar amount of time as rotation wreckers, and that has resulted in a higher level of confidence from VSP as they make decisions to activate TRIP. Additionally, late arrivals per the program response parameters are very rare. Those that are late are typically impacted by operational issues that all responders face. It is the rare occasion that a company arrives late 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
 - 2025-26 TRIP training
 - Foster good relationships with TRIP stakeholders
 - Continued outreach to VSP Supervisory staff in identified Areas
 - Engage with VDOT and the VTRC to provide an independent assessment of TRIP
 - 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 the 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 on 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, along with all other stakeholders to have a high level of confidence in the program and in Parsons' ability to deliver an effective, highly successful program.

