



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

July 1, 2022 – June 30, 2023



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Document Revision History

Revision	Date	Changed By	Description/Change Made
0	7/7/23	S Kapton	Initial edits and updates
1	7/16/23	S Kapton	edits
2	7/27/23	S Kapton	Performance measures/ review
3	8/2/23	S Kapton	Edit/ format
4	8/3/23	S Kapton	Edit/ format
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6	10/4/23	S Kapton	Data Edit

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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 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 required 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 May 24, 2021, through June 30, 2022. For continuity, we have included CRO for the same time period.



1) Overview

On May 24, 2021, the TRIP program expanded beyond the Central Region to include interstate segments in NRO, NWRO and SWRO. The new areas of coverage include:

- NRO- TRIP expansion included an additional 31 miles of coverage on I-95 from MM 116.8 to exit 148.
- SWRO and NWRO- Expansion included the entire 325 mile I-81 corridor and included short segments of:
- All I-381
 - I-77 (first exit north and south)
 - All I-581
 - I-64 (west to first exit and east to exit 93)
 - I-66 (east to exit 6)
- CRO- No changes were made to the existing CRO TRIP operation. Current coverage:
- I-95 MM 34 to MM 116.8
 - I-295 (entire)

- I-195 (entire)
- I-85 (I-95 south the Exit 42)
- I-64 (exit 148 to MM 224.5)



TRIP expansion brought the total interstate center line miles to 633 across four VDOT Regions.

- **Stakeholders/ Relationship Building:** The statewide TRIP program has 37 approved TRIP vendors providing service. We also partner with five Virginia State Police Divisions, 1, 2, 3, 4 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 amongst 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 94% percent of the time during this period, which includes all five Districts collectively. This is a 2% improvement over last year.
- **Statistics:** Statewide TRIP had 617 activations during this period. Of the 617 activations, we had 14 cancellations, and our TRIP partners achieved the incentive goals on 599 occasions (94%) with an average statewide response time of 33 minutes for the entire TRIP team, and an average clearance of live lanes within 43 minutes of notice to proceed from Incident Command.

2) TRIP Performance

Statewide Performance

Overall performance has continued to move upward from that of the Pilot 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 following chart illustrates the Statewide TRIP performance between July 1, 2022, through June 30, 2023.

													
Virginia TRIP Program FY 22-23 District & Statewide Statistics Overall Program Numbers													
Region	FY 22-23 Total TRIP Calls	Average Response Time (HH:MM)	Average TRIP Clearance Time (HH:MM)	Average Scene Clearance Time (HH:MM)	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)
Richmond	150	0:36	1:11	3:32	126	16	0	6	2	85%	59%	7%	2:26
Fredericksburg	69	0:32	0:38	2:19	63	3	0	0	3	95%	53%	6%	4:51
Staunton	124	0:34	0:35	3:02	115	3	2	0	4	96%	63%	15%	3:00
Salem	149	0:34	0:38	2:04	140	4	2	0	3	96%	64%	12%	4:33
Bristol	125	0:32	0:32	2:43	119	4	0	0	2	97%	54%	18%	4:14
I-81 Corridor only	398	0:33	0:35	2:36	374	11	4	0	9	96%	61%	15%	3:56
	Total Statewide	Avg Response	Avg TRIP Clearance	Avg Scene Clearance	Total Incentive	Total No Incentive	Total Dis 600	Total Dis +	Total Canceled*	Avg % successful	Avg % Extra Equipment	Avg % w/WZ	Avg WZ Time
	617	0:33	0:43	2:44	563	30	4	6	14	94%	59%	12%	3:49

Regional Performance

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



Richmond District

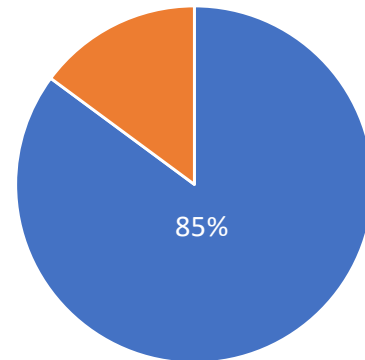
FY 2022-2023

All Companies

Total TRIP Calls	150
Incentive Calls	126
Canceled Calls	2
No Incentive, Dis \$600, Dis+	22
Avg Response Time	0:36
Avg Clearance Time	1:11
% Successful TRIP Incentive	85%
TRIP calls w/add'l equip	87
% w/add'l equip	59%



Successful TRIP Incentive Calls
(On time arrival and < 90-min clearance)



Fredericksburg District

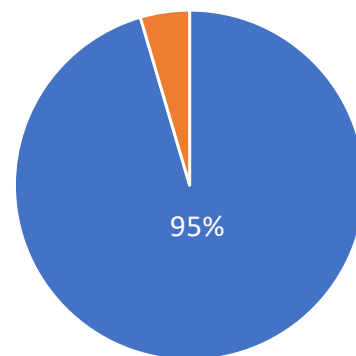
FY 2022-2023

All Companies

Total TRIP Calls	69
Incentive Calls	63
Canceled Calls	3
No Incentive, Dis \$600, Dis+	3
Avg Response Time	0:32
Avg Lane Clearance Time	0:38
% Successful TRIP Incentive	95%
TRIP calls w/add'l equip	35
% w/add'l equip	53%



Successful TRIP Incentive Calls
(On time arrival and < 90-min clearance)





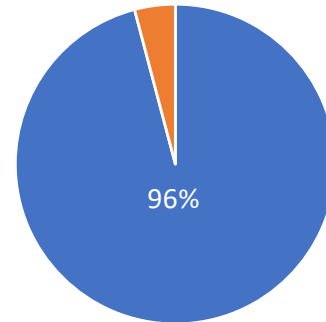
Salem District

FY 2022-2023

All Companies

Total TRIP Calls	149
Incentive Calls	140
Canceled Calls	3
No Incentive, Dis \$600, Dis+	6
Avg Response Time	0:34
Avg Lane Clearance Time	0:38
% Successful TRIP Incentive	96%
TRIP calls w/add'l equip	94
% w/add'l equip	64%

Successful TRIP Incentive Calls
(On time arrival & < 90-min clearance)



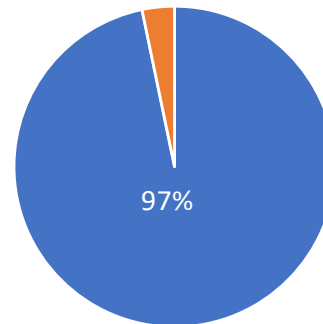
Bristol District

FY 2022-2023

All Companies

Total TRIP Calls	125
Incentive Calls	119
Canceled Calls	2
No Incentive, Dis \$600, Dis +	4
Avg Response Time	0:32
Avg Lane Clearance Time	0:32
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	67
% w/add'l equip	54%

Successful TRIP Incentive Calls
(On time arrival & < 90-min clearance)



Staunton District

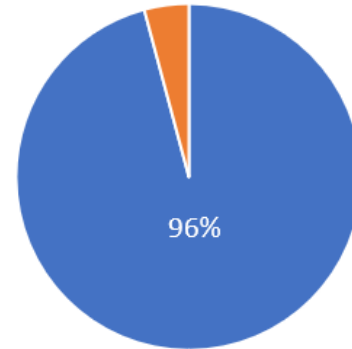
FY 2022-2023

All Companies

Total TRIP Calls	124
Incentive Calls	115
Canceled Calls	4
No Incentive, Dis \$600, Dis+	5
Avg Response Time	0:34
Avg Lane Clearance Time	0:35
% Successful TRIP Incentive	96%
TRIP calls w/add'l equip	76
% w/add'l equip	63%

Successful TRIP Incentive Calls

(On time arrival & < 90-min clearance)



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
- 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
- Haz-mat
- Pumping of diesel fuel tanks
- Investigation

The TRIP towers are all part of the Unified Command dynamic which includes all crash activity, and in addition to providing their tactical plan for working the crash, they may from time to time, based upon circumstance and ability, assist other responders in addition to their direct TRIP responsibilities.



Additionally, 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, and returning later under a scheduled, planned work zone. This planned vs. unplanned event 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. 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 cleanup live lanes, move the casualty, or in the case of a crash being off the interstate, in the median or the ROW, vacate the scene to come back later 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 oftentimes 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 few minutes.

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 we do 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 currently being monitored, and a full performance review will be triggered should improvements not materialize. We did have to perform one formal performance improvement meeting in the past 12 months, and we were able to resolve the issue. Our goal is for similar discussions to occur regarding performance if incentive earning rates drop below 70% or if other factors arise. This exercise is an ongoing element of TRIP management, and to date, every TRIP company that has received a performance review meeting has improved. We recognize that falling below the 70% 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. These factors are typically isolated and identifiable, and while these situations may drive down the incentive earning percentage, they may not reflect poorly from a performance perspective. We work very closely with all of our TRIP towing companies to ensure that we understand the details of each TRIP incident and apply the details appropriately when evaluating performance.

Richmond District TRIP Company performance snapshots:

FY 2022-2023

Anytime Towing & Recovery

Total TRIP Calls	10
Incentive Calls	10
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:28
Avg Clearance Time	0:45
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	5
% w/add'l equip	50%

FY 2022-2023

Bob Alley Towing

Total TRIP Calls	12
Incentive Calls	10
Canceled Calls	0
Total No Incentive Calls	2
Avg Response Time	0:37
Avg Clearance Time	1:00
% Successful TRIP Incentive	83%
TRIP calls w/add'l equip	9
% w/add'l equip	75%

FY 2022-2023

Broyles Auto & Wrecker Service

Total TRIP Calls	15
Incentive Calls	14
Canceled Calls	0
Total No Incentive Calls	1
Avg Response Time	0:35
Avg Clearance Time	0:38
% Successful TRIP Incentive	93%
TRIP calls w/add'l equip	7
% w/add'l equip	47%

FY 2022-2023

Capital Garage

Total TRIP Calls	23
Incentive Calls	21
Canceled Calls	1
Total No Incentive Calls	1
Avg Response Time	0:32
Avg Clearance Time	1:10
% Successful TRIP Incentive	95%
TRIP calls w/add'l equip	15
% w/add'l equip	68%

FY 2022-2023

Central City Towing & Garage

Total TRIP Calls	5
Incentive Calls	5
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:40
Avg Clearance Time	0:33
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	2
% w/add'l equip	40%

FY 2022-2023

Coastal Towing & Recovery

Total TRIP Calls	10
Incentive Calls	7
Canceled Calls	0
Total No Incentive Calls	3
Avg Response Time	0:51
Avg Clearance Time	0:52
% Successful TRIP Incentive	70%
TRIP calls w/add'l equip	7
% w/add'l equip	70%

FY 2022-2023

Dennis' Truck & Trailer Repair

Total TRIP Calls	5
Incentive Calls	5
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:33
Avg Clearance Time	0:52
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	2
% w/add'l equip	40%

FY 2022-2023

Eagle Towing

Total TRIP Calls	13
Incentive Calls	9
Canceled Calls	0
Total No Incentive Calls	4
Avg Response Time	0:34
Avg Clearance Time	1:32
% Successful TRIP Incentive	69%
TRIP calls w/add'l equip	9
% w/add'l equip	69%

FY 2022-2023

Glen Allen Towing & Recovery

Total TRIP Calls	6
Incentive Calls	2
Canceled Calls	0
Total No Incentive Calls	4
Avg Response Time	1:03
Avg Clearance Time	2:14
% Successful TRIP Incentive	33%
TRIP calls w/add'l equip	5
% w/add'l equip	83%

FY 2022-2023

Oakley Enterprises

Total TRIP Calls	14
Incentive Calls	14
Canceled Calls	2
Total No Incentive Calls	0
Avg Response Time	0:35
Avg Clearance Time	0:37
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	5
% w/add'l equip	36%

FY 2022-2023

Robinson's Towing & Recovery

Total TRIP Calls	21
Incentive Calls	14
Canceled Calls	0
Total No Incentive Calls	7
Avg Response Time	0:37
Avg Clearance Time	2:41
% Successful TRIP Incentive	67%
TRIP calls w/add'l equip	12
% w/add'l equip	57%

FY 2022-2023

WS Campbell Towing

Total TRIP Calls	16
Incentive Calls	15
Canceled Calls	1
Total No Incentive Calls	0
Avg Response Time	0:24
Avg Clearance Time	0:37
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	9
% w/add'l equip	60%

Fredericksburg District TRIP Company performance snapshots:

FY 2022-2023

Coleman Motor Company

Total TRIP Calls	14
Incentive Calls	14
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:30
Avg Lane Clearance Time	0:29
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	8
% w/add'l equip	57%

FY 2022-2023

Michael's Towing

Total TRIP Calls	25
Incentive Calls	23
Canceled Calls	1
Total No Incentive Calls	1
Avg Response Time	0:27
Avg Lane Clearance Time	0:33
% Successful TRIP Incentive	96%
TRIP calls w/add'l equip	10
% w/add'l equip	42%

FY 2022-2023

Norton Towing & Recovery

Total TRIP Calls	10
Incentive Calls	8
Canceled Calls	1
Total No Incentive Calls	1
Avg Response Time	0:33
Avg Lane Clearance Time	0:51
% Successful TRIP Incentive	89%
TRIP calls w/add'l equip	6
% w/add'l equip	67%

FY 2022-2023

Sullivan's Towing & Recovery

Total TRIP Calls	20
Incentive Calls	18
Canceled Calls	1
Total No Incentive Calls	1
Avg Response Time	0:38
Avg Lane Clearance Time	0:46
% Successful TRIP Incentive	95%
TRIP calls w/add'l equip	11
% w/add'l equip	58%

Salem District TRIP Company performance snapshots:

FY 2022-2023

Botetourt Collision Center

Total TRIP Calls	5
Incentive Calls	5
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:30
Avg Lane Clearance Time	0:24
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	2
% w/add'l equip	40%

FY 2022-2023

Brown & Son

Total TRIP Calls	41
Incentive Calls	41
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:35
Avg Lane Clearance Time	0:33
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	29
% w/add'l equip	71%

FY 2022-2023

CD Hubbard Equipment & Service

Total TRIP Calls	12
Incentive Calls	12
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:31
Avg Lane Clearance Time	0:39
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	9
% w/add'l equip	75%

FY 2022-2023

Fat Boys Wrecker Service

Total TRIP Calls	33
Incentive Calls	29
Canceled Calls	1
Total No Incentive Calls	3
Avg Response Time	0:37
Avg Lane Clearance Time	0:54
% Successful TRIP Incentive	91%
TRIP calls w/add'l equip	22
% w/add'l equip	69%

FY 2022-2023

DCT Towing & Recovery

Total TRIP Calls	6
Incentive Calls	6
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:34
Avg Lane Clearance Time	0:34
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	5
% w/add'l equip	83%

FY 2022-2023

Hugh's Body Shop

Total TRIP Calls	7
Incentive Calls	5
Canceled Calls	0
Total No Incentive Calls	2
Avg Response Time	0:40
Avg Lane Clearance Time	1:03
% Successful TRIP Incentive	71%
TRIP calls w/add'l equip	5
% w/add'l equip	71%

FY 2022-2023

Hugh's Transport

Total TRIP Calls	3
Incentive Calls	3
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:23
Avg Lane Clearance Time	0:14
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	1
% w/add'l equip	33%

FY 2022-2023

Robert Young's Auto & Truck- Roanoke

Total TRIP Calls	10
Incentive Calls	9
Canceled Calls	1
Total No Incentive Calls	0
Avg Response Time	0:29
Avg Lane Clearance Time	0:20
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	3
% w/add'l equip	33%

FY 2022-2023

Robert Young's Auto & Truck- Buchanan

Total TRIP Calls	6
Incentive Calls	6
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:26
Avg Lane Clearance Time	0:17
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	4
% w/add'l equip	67%

FY 2022-2023

Tannahill Towing

Total TRIP Calls	11
Incentive Calls	10
Canceled Calls	1
Total No Incentive Calls	0
Avg Response Time	0:21
Avg Lane Clearance Time	0:23
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	6
% w/add'l equip	60%

FY 2022-2023

Total Car Care & Towing

Total TRIP Calls	15
Incentive Calls	14
Canceled Calls	0
Total No Incentive Calls	1
Avg Response Time	0:41
Avg Lane Clearance Time	0:50
% Successful TRIP Incentive	93%
TRIP calls w/add'l equip	8
% w/add'l equip	53%

Bristol District TRIP Company Performance Snapshots

FY 2022-2023

Abingdon Collision & Towing

Total TRIP Calls	24
Incentive Calls	24
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:33
Avg Lane Clearance Time	0:35
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	22
% w/add'l equip	92%

FY 2022-2023

Complete Towing & Recovery

Total TRIP Calls	33
Incentive Calls	31
Canceled Calls	1
Total No Incentive Calls	1
Avg Response Time	0:31
Avg Lane Clearance Time	0:25
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	18
% w/add'l equip	56%

FY 2022-2023

Hilt's Garage

Total TRIP Calls	29
Incentive Calls	27
Canceled Calls	0
Total No Incentive Calls	2
Avg Response Time	0:38
Avg Lane Clearance Time	0:37
% Successful TRIP Incentive	93%
TRIP calls w/add'l equip	10
% w/add'l equip	34%

FY 2022-2023

Wytheville Auto & Truck Repair

Total TRIP Calls	39
Incentive Calls	37
Canceled Calls	1
Total No Incentive Calls	1
Avg Response Time	0:27
Avg Lane Clearance Time	0:34
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	17
% w/add'l equip	45%

Staunton District TRIP Company performance snapshots:

FY 2022-2023
ACME Wrecker Service

Total TRIP Calls	9
Incentive Calls	8
Canceled Calls	0
Total No Incentive Calls	1
Avg Response Time	0:28
Avg Lane Clearance Time	0:49
% Successful TRIP Incentive	89%
TRIP calls w/add'l equip	6
% w/add'l equip	67%

FY 2022-2023
Brian Omgs Towing & Repair

Total TRIP Calls	15
Incentive Calls	15
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:32
Avg Lane Clearance Time	0:39
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	8
% w/add'l equip	53%

FY 2022-2023
Lee Hi Towing & Recovery

Total TRIP Calls	25
Incentive Calls	24
Canceled Calls	1
Total No Incentive Calls	0
Avg Response Time	0:42
Avg Lane Clearance Time	0:27
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	12
% w/add'l equip	50%

FY 2022-2023
Payne's Towing & Recovery

Total TRIP Calls	25
Incentive Calls	21
Canceled Calls	1
Total No Incentive Calls	3
Avg Response Time	0:40
Avg Lane Clearance Time	0:39
% Successful TRIP Incentive	88%
TRIP calls w/add'l equip	14
% w/add'l equip	58%

FY 2022-2023
Shenandoah Towing

Total TRIP Calls	39
Incentive Calls	37
Canceled Calls	1
Total No Incentive Calls	1
Avg Response Time	0:26
Avg Lane Clearance Time	0:33
% Successful TRIP Incentive	97%
TRIP calls w/add'l equip	25
% w/add'l equip	66%

FY 2022-2023
Robert Young's Auto & Truck- Buchanan

Total TRIP Calls	2
Incentive Calls	2
Canceled Calls	0
Total No Incentive Calls	0
Avg Response Time	0:40
Avg Lane Clearance Time	0:48
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	2
% w/add'l equip	100%

FY 2022-2023
White's Towing & Recovery

Total TRIP Calls	9
Incentive Calls	8
Canceled Calls	1
Total No Incentive Calls	0
Avg Response Time	0:31
Avg Lane Clearance Time	0:32
% Successful TRIP Incentive	100%
TRIP calls w/add'l equip	8
% w/add'l equip	100%

3) Lessons learned/ New implementations

Monthly Meetings

We continue to use our four monthly Regional 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.

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. We have had numerous CMV crashes that could or should have been TRIP activated but were not. In response to that inconsistency, we have refocused our outreach and communication with VSP and SSP. The Parsons team regards the consistent activation of TRIP as a critical path to success. Now that the program is statewide and bridges five VDOT Districts, and five VSP Divisions, there are hundreds of first responding personnel who may be in a position to activate TRIP upon arrival. 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 CRO, missed activations become less of an issue as the program matures and TRIP activation becomes second nature to first responders. In the case of the statewide expansion into Salem, Bristol, Staunton, and Fredericksburg Districts we had many missed TRIP activations in the first few months, but those missed opportunities continue to decrease as time goes by. We do however continue to miss activation opportunities on occasion. Parsons, along with our VDOT partners continue



to engage in good communication with our stakeholder partners to ensure consistency of message, continuing training opportunities, and good discussion during the monthly review meetings

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

We have been working closely with our VSP partners, and earlier this year 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.

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 crash. This dynamic in turn has allowed for a very timely TRIP towing response, and in most cases has allowed for a 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 SWRO and NWRO segments, feedback from the towing community indicated that there were concerns about some company's ability and/or desire to be fully on call 24/7/365. Labor challenges and keeping assets and personnel ready to go all of the time was a potential deal breaker for otherwise good TRIP candidates. After much discussion with stakeholders, and direction from VDOT, the Parsons team designed a rotation schedule that took a one week on call, one week off call approach. The goal of this approach was multi-faceted. The need to provide some relief to the towing community was important to consider if we were to solicit strong participation. The VDOT TOC staff had concerns on how to administer a TRIP rotation without running afoul of keeping track of whose turn it was, and making the eventual human error, and adversely impacting a particular tow company.

The one week on, one week off rotation to date has been extremely successful, and feedback from the towing community has been positive. Mistakes have been minimal and were simply by-products of early learning curves. The TOC has administered the rotation plan very well.

In SWRO, all but one recovery zone is in a weekly rotation, and in NWRO only two companies are in a weekly rotation with the rest having a singular 24/7/365 assignment. We have learned that we can mix and match the static/rotation assignment design without any loss of ability to meet the program needs.

Safety PPE

The TRIP program operates on two-year agreement cycles with the towing community. In January of 2022, there were two additions to the PPE requirements for TRIP that were applied in CRO only, and in July of 2023 these enhancement 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 contact with fire suppressant foam. Since the outcome of that incident, Tyvek suits and boots have become a required item statewide on Support units.

Winter Weather Response/ Response Time Modification:

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 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 add an additional 15 minutes respectively. When a VDOT District or Region declares a winter 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 impacted the program.

Modified Support Vehicle/ Winter Emergency Operations only:

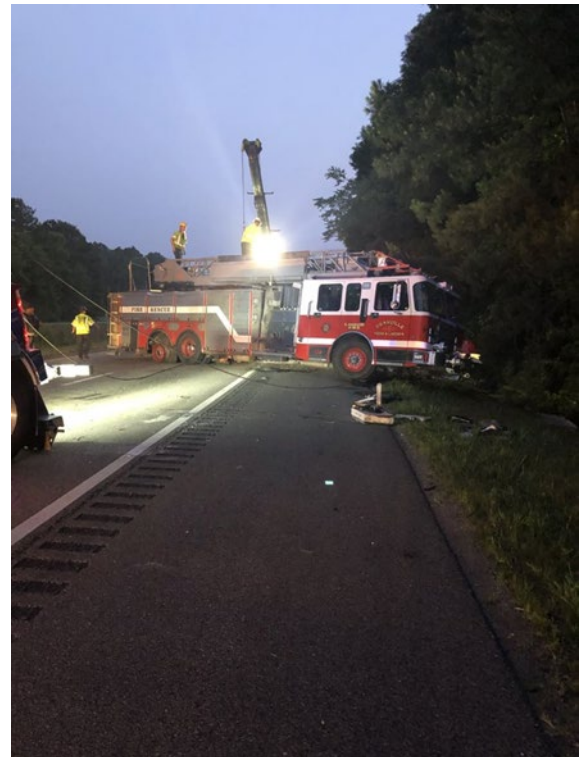
We received concerns from the towing community on I-81 regarding winter storm TRIP response during measurable snowfall and the impact it would have for those companies that pulled a fully inventoried support trailer to TRIP activations. Their concern focused on their ability to navigate local roads, 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, and the VDOT field staff oversaw, and provided valuable feedback to the Parsons team. 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. Moving forward we will continue to discuss and evaluate this opportunity with each of the District VDOT supervisory personnel and will make a region-by-region decision on whether to implement this approach.

Recovery Zone Design/ Average 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 a consistent expectation. Our statewide average response time for TRIP currently sits at thirty-three (33) minutes. This is a 3-minute improvement over last year and is indicative of the level of readiness maintained by our TRIP towing partners. Regional breakdown is as follows:

- Richmond: 36-minute average
- Fredericksburg: 32-minute average
- Salem: 34-minute average
- Bristol: 32-minute average
- Staunton: 34-minute average

We are very pleased that the recovery zone design has been able to deliver this type 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. In reality, 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 those boots on the ground decisions to activate TRIP, or not. Additionally, late arrivals per the program response limits 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.



Administrative/ Program Realignment

When the TRIP Pilot program went live in December of 2017, we set the two-year assignment cycle from January 1 to December 31. When the program expanded to statewide operation, the two-year cycle for the four new VDOT Districts used a June 1 to May 31 assignment. These two dynamics were simply a by-product of when each effort went live. We experienced duplicated efforts due to the offsetting cycles, and recently streamlined the entire program to run on a new two-year cycle beginning July 1, 2023 through June 30 2025. This new structure affords Parsons and VDOT the opportunity to consolidate annual inspections into one schedule, and during more favorable weather conditions. Another added benefit is program changes can now be implemented statewide at the same time.

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
 - 2023-4 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, towers 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.