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TOWING & RECOVERY INCENTIVE PROGRAM (TRIP) OF GEORGIA

TRIP Specifications

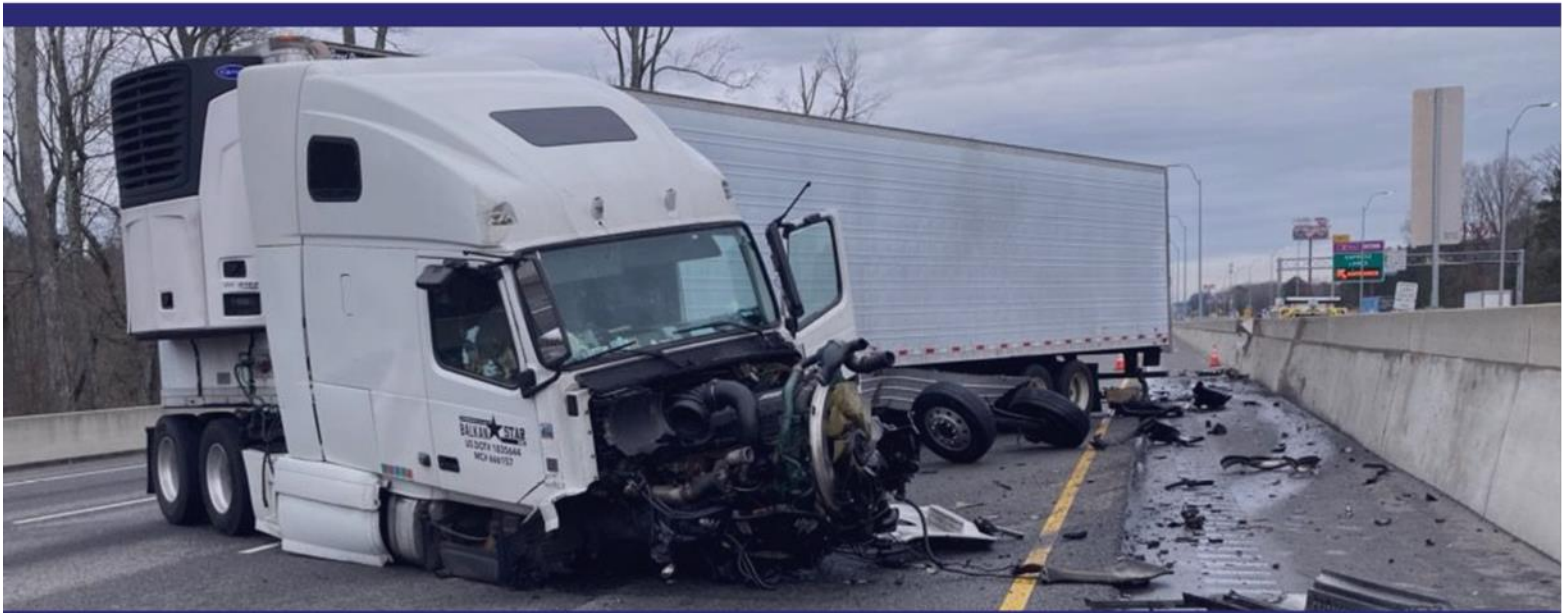




TABLE OF CONTENTS

1.0 INTRODUCTION AND DEFINITIONS..... 3
1.1 Program Objectives..... 5
1.2 Program Benefits..... 5
1.3 Performance Measures..... 5
1.4 Program Boundaries..... 6
2.0 RELATIONSHIP OF THE PARTIES..... 7
3.0 TERMS AND AGREEMENT 8
3.1 After Incident Review (AIR) 8
3.2 Highway Safety Vests, Safety Attire, and Equipment 9
3.3 Books, Records, and Invoices 9
3.4 Response Requirements 10
3.5 Termination..... 12
3.6 Indemnity and Insurance..... 12
3.7 Miscellaneous Violations; Penalty Assessment 13
4.0 RECOVERY ZONES 14
5.0 QUALIFICATIONS 15
5.1 Company Requirements..... 15
5.2 Staff Requirements..... 16
5.3 Proper Identification 18
6.0 COMPENSATION 18
6.1 Billing Vehicle Owners..... 18
6.2 Emergency Response Incentives..... 18
6.3 Extra Equipment 19
6.4 Forfeiture of Incentive..... 20
6.5 Disincentive 21
6.6 Invoice Process/Review 21
7.0 ACTIVATION 22
7.1 Activation Criteria..... 22
Figure 1. TRAA Vehicle Identification Guide.....24
7.2 Personnel authorized to Activate TRIP 25
7.3 TRIP Tower Incident Notification 25
8.0 EQUIPMENT AND VEHICLE REQUIREMENTS 26
8.1 Recovery Wrecker Specifications 26
Table 1. Equipment Minimum Qualifications26
8.2 Additional Truck and Heavy Equipment 27
8.3 Contracted Services and Heavy Equipment 27
8.4 Recovery Wrecker Tools and Supplies 28
8.5 Support Vehicle Tools and Supplies 29
9.0 PROGRAM MAINTENANCE..... 30
9.1 Periodic Inspections 30
9.2 On-going Training..... 31
APPENDIX A: RECOVERY WRECKER SERVICES APPLICATION 32
TRIP Application Instructions 32
APPENDIX B: SAMPLE INVOICE 51
APPENDIX C: TRIP MANAGERS 52
APPENDIX D: PERFORMANCE METRICS 53
APPENDIX E: COVERAGE MAP 55
APPENDIX F: DESCRIPTION OF RECOVERY ZONES 57



1.0 Introduction and Definitions

The Towing and Recovery Incentive Program (TRIP or the Program) is a Georgia-based initiative that provides designated heavy-duty towing and recovery companies with financial incentives for timely responding to and clearing of large commercial vehicle incidents from designated locations on the Georgia Highway System. The objectives of the Program are to safely, rapidly, and efficiently manage the response to these incidents in an effort to mitigate the risks of responder injuries and secondary crashes, as well as to reduce congestion, enhance commerce, and support air quality improvement.

TRIP was conceived in 2007 as the result of a collaboration between the Georgia Department of Transportation, the Georgia Regional Transportation Authority, and the Federal Highway Administration (FHWA). Working in close coordination with the Traffic Incident Management Enhancement (TIME) Task Force, these governmental entities sought to find new and innovative solutions for congestion mitigation to be implemented for the Georgia Highway System. As one of these innovative solutions, TRIP was designed to reduce the impact of major traffic incidents throughout the state and enhance responder and motorist safety by meeting aggressive clearance goals. Since its inception, TRIP has been an extremely successful tool in managing congestion resulting from incidents in which commercial vehicle incidents impede the flow of traffic.

TRIP's success is derived from the development of a comprehensive set of requirements (TRIP Specifications or Specifications) designed to ensure that only designated, competent operators with the proper heavy-duty equipment are dispatched under the Program to respond to large commercial vehicle incidents. These Specifications also require that operators have the necessary supporting equipment available to promptly remediate any spilled loads and vehicle fluids, and provide essential traffic control and safety measures.

Many local towing and recovery companies have participated in TRIP since its inception. Once qualified, these participants are appointed designated stretches of the highway that serve as their territories. Should a commercial vehicle incident occur for which the services of a towing and recovery company are determined to be necessary under the Program, the assigned tower is contacted to respond to the incident scene and clear the roadway. If this is done within established time frames required by the Program, set financial incentives are paid to the company for its prompt response to the incident and quick clearance of the highway.

Detailed requirements for the operation of this Program are set forth more fully in these Specifications. Through their careful creation and uniform application, these Specifications will ensure that the Program continues to benefit the overall transportation plan in Georgia for many decades to come.



DEFINITIONS

- a. Emergency Responder: All personnel who have authority and responsibility in answering and managing an incident and mitigation of its impacts.
- b. Georgia Department of Transportation (GDOT or Department): The State of Georgia agency that, among other duties, is responsible for the safe and efficient operation of state roads and highways. The Department oversees and administers the operation of TRIP in responding to and clearing incidents.
- c. Georgia Open Roads Policy: This policy can be found at <http://timestaskforce.com/time-initiatives/open-roads-policy/>
- d. Heavy Vehicle Recovery Company (HVRC): a towing and recovery company specializing in the recovery and quick clearance of crashes and incidents involving commercial and other heavy vehicles and equipment.
- e. Incentive: throughout this document incentive defines payment awarded to a company for the completion and execution of agreed services rendered.
- f. Incident: an occurrence resulting from a crash or other event that impedes the flow of traffic, involving a commercial or heavy vehicle on a Georgia highway that requires clearance by a TRIP company as determined by members of GDOT's Highway Emergency Response Operators (HERO), Coordinated Highway Assistance & Maintenance Program (CHAMP) division, an authorized GDOT maintenance supervisor, law enforcement, and designated fire department personnel.
- g. National Incident Management System (NIMS): the comprehensive national approach to incident management that is applicable at all jurisdictional levels and across all functional disciplines. NIMS provides a common set of incident objectives and strategies. Its training supports the incident management system standardized on-scene response that promotes agency integration, coordinated responses, and common procedures as developed by the Department of Homeland Security in 2004. See: <http://www.fema.gov/national-incident-management-system>
- h. On-Scene TRIP Incident Commander: the on-scene ranking official or appropriately authorized individual at an incident representing GDOT with jurisdiction to perform a command function.
- i. Transportation Management Center (TMC): the Department's traffic operations information clearinghouse that monitors roadways and collects real-time information from video detection system cameras along the state's interstates and disseminates confirmed information in real-time to all traffic stakeholders. TMC operators also receive and process information from travelers regarding traffic congestion and roadway incidents
- j. TRIP Company (also Company): an HVRC that has applied to and been approved by the Department to respond to and clear incidents in a designated coverage area in instances in which the Program is activated.
- k. TRIP Managers: representatives charged with administration and oversight of the Program. TRIP Managers may include representatives of various divisions within GDOT and the Georgia Department of Public Safety, private sector transportation consultants designated by GDOT, members of the Towing and Recovery Association of Georgia, and/or other public safety entities as designated by GDOT.



- l. TRIP Company Operator: a member of TRIP Company personnel who has successfully passed a basic level TRIP course and is authorized to represent an approved TRIP Company in handling incidents under the Program.
- m. TRIP Company Supervisor: a member of TRIP Company personnel who has successfully passed TRIP basic level and supervisory courses and is authorized by GDOT to represent that Company in management of incidents under the Program.
- n. Unified Command Process: An incident management system application in which responding agencies and/or jurisdictions with responsibility for incidents work together to establish a common set of objectives and strategies.

1.1 Program Objectives

TRIP's key objective is to facilitate the safe, quick clearance of incidents through specified towing standards, procedures, and training. The Program improves incident management through a mutually beneficial relationship with TRIP Companies through the availability of financial incentives for meeting quick clearance goals. TRIP is designed to reduce the adverse impact of major traffic incidents by incentivizing clearance goals of 90 minutes or less.

1.2 Program Benefits

TRIP benefits emergency responders, traveling motorists, and anyone affected by traffic in a Program coverage area by facilitating the quick clearance of incidents, resulting in reduction of congestion and secondary incidents. Responders benefit from enhanced safety resulting from decreased exposure to high-speed traffic during incident/crash clearance. Benefits to motorists include travel reliability, increased safety, time-savings, and decreased levels of frustration. The entire region benefits from the resulting cost savings of reduced congestion and the reduction in secondary incidents. TRIP Companies benefit through enhanced safety as the result of Program training and receipt of monetary incentives for timely response and quick clearance.

1.3 Performance Measures

Performance measures are key to validating improvements and benefits of TRIP to the region, traveling motorists, and transportation agencies. The following measures are calculated to show the long-term benefits of the Program:

- Reduction in response times
- Improvement in roadway clearance times
- Reduction in travel-lane blockages
- Reduction in incident clearance times
- Realized cost savings from reduced congestion

TRIP Managers continuously monitor and assess a variety of TRIP and Company performance metrics to ensure Program goals are achieved, further improvements are pursued, deficiencies are identified and addressed, and a common understanding to promote efficient and effective execution is realized among participants.



Towing and Recovery Incentive Program

During regular monthly meetings, TRIP Managers discuss Program performance metrics, as well as any specific performance-related issues that have occurred since their last meeting. TRIP Managers make decisions regarding the appropriate course of action in response to performance issues that arise. Their chosen course of action can range from conducting one-on-one meetings with Companies with issues to providing formal written notices regarding performance. In all cases, TRIP Managers will closely monitor future performance of such a Company to ensure specific performance issues are corrected. Should it become evident that corrective measures have not produced improved performance, the Company will be provided written notice of the situation and given an opportunity to meet with GDOT's designated representative and a member of GDOT legal services to discuss further participation in the Program.

If, during such a meeting, the TRIP Company is unable to show to the satisfaction of the Department sufficient evidence of improvement since the written notice was issued, the Company will be subject to remedial action up to and including removal from the Program.

TRIP Managers expect all Companies to take an active and engaged role to ensure compliance with Program Specifications and performance expectations. It is also expected that each Company will make a representative available to participate at all TRIP After Incident Review (AIR) meetings so that information can be collected and shared efficiently with all TRIP participants in a collaborative effort to improve the Program.

If, at any time, there are questions, concerns or other issues related to the Program, TRIP Managers may be contacted to respond to these at trip@dot.ga.gov.

To evaluate the success of a Company under the Program, TRIP Managers will consider many facets of Program performance by a participant, which may include, but are not limited to:

- Response: Number of incidents where response times were met and missed
- Clearance: Number of incidents where roadway clearance times were met and missed
- Engagement: Attendance at AIR meetings, TRIP training, TIME functions, etc.
- Evaluations: Post-AIR evaluations conducted by TRIP Managers when necessary to address extenuating circumstances, non-compliance, safety violations, or other performance criteria
- Violations: Instances of missing safety apparel, equipment, or improper incident attire
- Compliance: Ability to stay current with ongoing/continuing education requirements, record keeping, etc.
- Complaints: Receipt of third-party reports citing poor performance, attitudes, unresponsiveness, or unprofessional behavior

1.4 Program Boundaries

At the time of publication of these Specifications, the Program coverage areas include I-285; all interstates inside the perimeter, plus GA SR 400, GA Spur 14, GA 166, GA 316, and US 78; all interchange ramps, I-675, and the following boundaries outside the perimeter:

- I-85 Northside: To Gwinnett/Barrow County Line



- I-985 Northside: To I-985 at YMCA Drive
- SR 316: To State Route 20
- I-75 Northside: To Exit 312, SR 53 Calhoun / Fairmount
- I-575 Northside: To I-575 at SR 372
- I-20 Westside: To Exit 11, SR 61 Carrollton / Villa Rica
- I-20 Eastside: To Exit 92, Alcovy Rd
- GA-400 North: To Exit 14, GA 20
- I-85 Southside: To Exit 47, SR 34
- I-75 Southside: To Exit 212 / Locust Grove
- US 78: To Park Place Blvd
- GA Spur 14: To Buffington Rd
- GA 166 To Lakewood Ave./Metropolitan Pkwy

The TRIP route map effective May 13, 2021, through March 31, 2022, can be found in Appendix E to these Specifications. A detailed description of the territory presently assigned to each TRIP Company is set forth in the Specifications' Appendix F.

2.0 Relationship of the Parties

GDOT provides a TRIP Company with a nonexclusive privilege to provide vehicle recovery and incident scene clearance services, further defined herein, for a designated recovery area(s)/territory(ies)/section(s)/zone(s) of the Georgia Highway System.

The TRIP Company, at GDOT's discretion, will provide professional vehicle recovery services in accordance with the terms and conditions contained herein and in compliance with all the Georgia Department of Public Safety wrecker qualifications as well as GDOT rules and regulations. The TRIP Company also agrees to abide by all county and municipal regulations on wrecker services as well as any applicable provisions of the Georgia Motor Vehicle Statutes.

The TRIP Company is authorized to perform vehicle recovery and incident scene clearance services on a designated section(s) of the Georgia Highway System in strict compliance with the terms and conditions contained herein. This authorization does not create any exclusive right to the designated section(s) of highway and other HVRCs may be contacted should same be deemed appropriate or necessary. Further, these Specifications are not intended to create a contractual relationship between the parties, merely an at-will arrangement terminable by either party. Further, no property interest is created by this arrangement.

Should GDOT determine that a Company under these Program Specifications is unable to assist, perform, or provide adequate services or equipment at any time, GDOT reserves the right to request additional services or equipment from any available source, which may include another HVRC. The Department reserves the right to terminate the participation of a TRIP Company from the Program, or reassign, cancel, or otherwise modify the assignment of any territory assigned through TRIP in the manner set forth in Sections 3.5 and 3.5.1 of these Specifications.



A Company and all its operators, employees, and sub-let contractors shall cooperate with GDOT officials and maintenance staff, GDOT consultants, GDOT HERO and CHAMP supervisors or operators, Georgia State Patrol Troopers, local police department officers, appropriate law enforcement and/or public safety agencies and contractors or consultants, designated fire department personnel authorized by GDOT, and the TRIP Managers concerning instructions and guidance pertaining to incident scene safety, vehicle positioning, and traffic control.

Please also note the following:

- Acceptance of an application for Program participation does not guarantee a route assignment. Only those HVRCs that receive route assignments are considered TRIP Companies. TRIP Managers reserve the right to refuse/decline any application at any time before or during open enrollment and/or the route evaluation process.
- TRIP Companies failing to meet performance and engagement standards as stated in Appendix D will be subject to corrective actions up to and including immediate removal from the Program. Actions equal to poor performance may include, but will not be limited to, repeated instances of unprofessional behavior and/or consumer complaints to TRIP or to local agencies relative to attitude and general conduct.

3.0 Terms and Agreement

3.1 After Incident Review

The TRIP Company agrees to attend monthly AIR meetings for the purpose of conducting general business related to the Program, to receive important TRIP information and updates, and to review recent incidents in the interest of continuous improvement by building on successes and learning from mistakes. The AIR meetings will be used to spotlight and discuss select TRIP events worthy of Program-wide review to the benefit of all TRIP participants. This meeting will also provide an opportunity for all Program participants to collect and share feedback to improve incident recoveries, and to offer an opportunity to express any questions or concerns.

These meetings will take place on the second Wednesday of each month at 10:00 in the morning unless re-scheduled by the TRIP Managers, GDOT, or GDOT's representative. TRIP AIR meetings will take place at the GDOT HERO training facility located at 862 Barnes Mill Road Marietta, Georgia 30062 and will be conducted in-person, virtually, or as a combination of both at the TRIP Managers' discretion. Written (electronic) notifications of meeting dates, times, locations, and call-in telephone/electronic meeting access information will be given to all Program participants in advance and any schedule changes will be disseminated when/as appropriate.

While it is understood that occasionally priorities dictate that a monthly meeting is missed, a TRIP Company is expected to have at least one representative attend AIR meetings as scheduled. In the event a TRIP Company representative fails to attend two or more consecutive meetings or three meetings within any 12-month period, the TRIP Managers will review the circumstances that caused meetings to be missed. After doing so, TRIP Managers may recommend disciplinary action up to and including forfeiture of incentive payments and/or suspension from the Program.



Continued meeting absences may warrant recommendation for removal of the Company from TRIP. GDOT reserves the right of final decision-making authority in all such cases.

3.2 Highway Safety Vests, Safety Attire, and Equipment

The TRIP Company agrees to have all personnel that engage in incident recovery efforts wear regulation Highway Safety Vests according to 23 Code of Federal Regulations Part 634, which states:

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

All persons responding to an incident on behalf of a Company – including all subcontractors – must wear an ANSI Class 3/Type R safety vest, coat, jacket, or other compliant outerwear-type clothing at all times while on-scene. All persons responding to an incident on behalf of a Company – including all subcontractors – must wear long pants or leg coverings that provide coverage to all sides of the legs, closed-toe shoes, and when overhead operations are underway, hardhats.

The use of red lights, sirens, and other emergency equipment that is not lawfully permitted for HVRCs and their personnel is prohibited. Instances of their use will result in corrective action, which may include, but is not limited to, immediate Program removal/route termination.

*Note: Amber lights may be utilized by the Company so long as the Company has acquired the appropriate permit for use of these lights, and they are utilized within the regulatory guidelines and laws relative to their appropriate and safe operation.

Failure to comply with the Highway Safety Vest, Safety Attire and Equipment requirements, set forth in this Section, by the Company and/or any of the Company's owners, operators, employees, agents or subcontractors will result in the immediate forfeiture of any incentive payment for the incident at which the violation occurred.

3.3 Books, Records, and Invoices

The Company agrees to maintain accurate records of incident services provided under these Specifications for vehicle recovery, scene clearance and towing. **All responders, including representatives of GDOT, the TRIP Company, and public safety agencies engaged in the management of the TRIP incident are responsible for on-scene coordination with one another and the TMC to confirm, reconcile, and report all TRIP required times.** This coordination is to take place prior to on-scene responders departing from the incident scene.

The Company's books and records pertinent to any GDOT requested vehicle recovery services shall be made available for inspection at a reasonably convenient time and place, upon request from GDOT or any appropriate law enforcement agencies or fire departments. Furthermore, the Company agrees to provide GDOT with a TRIP Manager's approved invoice for mobilization or crash vehicle relocation and scene clearance activities that are rendered under these Specifications



Towing and Recovery Incentive Program

within ten (10) days of the incident's occurrence. The invoice provided shall be complete and include the Company's NaviGator TRIP incident number; the location of the incident, with cross street and direction; the date and time of the incident, including a notation of the exact time the TMC issued a "Notice to Proceed"; and the exact time the TMC issued an "All Lanes Opened" for traffic notification.

A sample invoice template can be found in TRIP Specifications Appendix B, the proper use of which will facilitate processing and payment by GDOT of a financial incentive to the Company for a qualified incident. It is the responsibility of the Company to submit a signed, completed invoice to GDOT for payment of the financial incentive in the proper amount for mobilization or a timely clearance response as the circumstances surrounding the incident activation warrant.

3.4 Response Requirements

The TRIP Company agrees to provide the incident services outlined in this document on a 24-hour per day, seven day per week, 365 day per year (366 days when it is a leap year) basis. Emergency recovery is required during peak hours, non-peak hours, and state-observed holidays. The Company will provide and continuously maintain with the TMC one active, designated telephone number at which a live representative of the Company can be reached 24-hours per day, seven days per week, on a direct telephone line. The use of alternate phone numbers, pagers, answering services, texts, or voicemail systems is not acceptable under the Program.

The Company must have a TRIP Company Supervisor (based on required training in Section 5.2.2) available to respond to an incident when notified by the TMC within 30 minutes between the hours of 5:30 am and 7:00 pm, Monday–Friday, and within 45 minutes at any other time outside of these hours. The Trip Company Supervisor is not required to have with him/her all necessary equipment upon initial arrival at an incident. However, all required equipment is expected to arrive at the incident within the time frames specified in the sections below.

A TRIP Company shall not transfer a call by or on behalf of GDOT for incident services to another TRIP Company. A missed call for incident services by a TRIP Company will be considered a failure to meet the Program Specifications and may be cause for suspension or removal from the TRIP Program. If, at any time, a Company's other commitments temporarily preclude it from responding to TRIP incidents, the Company must call the TMC in advance to notify GDOT of their situation and estimated time to return to service. The representative of the Company must contact the TMC when all required equipment is available again to place the Company back in "on-call and in- service" mode. In any such instance, the TMC, in its sole discretion, shall determine how best to proceed in obtaining a full and proper response to the incident by a TRIP Company.

The Company will notify the TMC of its estimated response time if a representative cannot respond within the prescribed time frames. The Company must always provide the TMC with an estimated time of arrival (ETA) of the entire response crew and their equipment.

Upon being authorized by or on behalf of GDOT to respond to an incident, the Company will dispatch two Heavy Duty Recovery Trucks and a Support Truck with all required equipment (as



Towing and Recovery Incentive Program

identified in greater detail in Section 8 of these Specifications). To qualify for a financial incentive detailed in Section 6 of these Specifications, all of these trucks must arrive on the scene within 45 minutes for any incident that occurs between the hours of 5:30 am and 7:00 pm, Monday—Friday and within 60 minutes any other time outside of these hours, on weekends, and on designated State holidays.

The Program observes all designated State holidays for extended response purposes. The observed dates for several designated State holidays may vary from year to year. Visit Georgia.gov for approved, designated State holidays.

The TMC may call for the dispatch of additional specialized equipment (identified in greater detail in Section 8 of these Specifications) to an incident at which its need has been determined by the on-scene TRIP Incident Commander to be required. Any additional specialized equipment required to be provided by a TRIP Company at an incident shall be on-scene within sixty (60) minutes of notification to the Company by the TMC OR from time of direct communication between the TRIP Company Supervisor and the on-scene TRIP Incident Commander.

In conjunction with its application, a Company must submit a request in writing to GDOT for any proposed mutual aid agreement. The Company must also submit all proposed collaborative agreements or partnerships with third-party vendors for services and/or equipment, or any other desired agreements for on-scene incident support from any individual or organization outside of that TRIP Company. All mutual aid agreements contemplated in this Section shall be submitted in a format acceptable to the Department and shall only be in effect for the TRIP zone renewal period for which they are made and approved by GDOT. A new application for mutual aid agreement approval must be submitted for each period that a TRIP Company seeks to have it in effect.

All details of the proposed mutual aid agreement must be included in the application and provide specific information as to the nature of its terms, the specific area(s) to be covered, the names and consent of all involved parties, as well as the rationale in seeking its authorization. No mutual aid agreements will be approved by GDOT between TRIP Companies whose recovery zones are not adjacent to one another.

The TRIP Managers will review all mutual aid agreement applications and make a written determination of approval or disapproval of the arrangement proposed. If such an agreement is not approved as proposed, the Department will notify the TRIP Company seeking its approval of the reasons for its denial. In the absence of written confirmation by GDOT that a mutual aid agreement has been approved, the mutual aid agreement will not be regarded as being in effect for Program purposes.

All records pertaining to mutual aid agreement applications will be retained by the TRIP Managers and/or their designated representatives. Approved agreements shall be recognized as being in place for the duration of the TRIP route assignment period for which they were made. The sole discretion whether to approve a mutual aid agreement application shall be vested within GDOT, and its decision regarding the outcome of such an application shall be final.

TRIP Companies shall only be permitted to provide approved TRIP Company Operators, TRIP Company Supervisors, and authorized equipment to each other for the purpose of rendering mutual



aid to one another to meet their obligations in response to incidents. No other personnel will be deemed acceptable by GDOT to meet TRIP response requirements or render mutual aid.

3.5 Termination

GDOT reserves the right to immediately terminate a Company as a participant in this Program for convenience, i.e. for any reason and at any time.

GDOT also reserves the right to terminate a Company as a participant in this Program for not meeting the Specifications outlined herein, including failure to meet the standards for professional conduct and Program participation as outlined and evaluated in Appendix D. Termination for cause would be effective 30 days after written notice to the Company and a one-on-one meeting has been held pursuant to Appendix D, except for in cases where GDOT, in its sole discretion, deems it necessary for termination to be immediate.

Any Company wishing to exit the Program is required to provide the Department with a 30-day written notice in advance of its intended departure date.

Termination of a Company's right to do business in the state of Georgia under the existing legal name and structure approved for Program participation by GDOT shall be grounds for immediate termination of the Company from TRIP. Any Company that undergoes a change in name, business structure, or ownership may, as appropriate, file or have its successor entity file a new application (see Specifications Appendix A) for Program participation within 60 days of the occurrence of such an event. During this period of time, the Department may also accept applications from other Companies and HVRCs interested in serving the territory that has become unassigned. Upon receipt of any such application, the Department will undertake a comprehensive review of the qualifications of each applicant and, at its sole discretion, make a determination within 90 days how, in the best interest of the Program, the available territory shall be assigned and to which Company(ies) or HVRC applicant(s). The timing of this re-application process may be modified for convenience at the discretion of GDOT.

In any such instance in which a TRIP Company becomes ineligible to serve as a Program participant, GDOT shall be authorized to determine the manner in which service to the affected territory shall be handled on a temporary basis until an assignment(s) for that territory can be made.

3.5.1 Territory Modification/Cancellation

GDOT also reserves the right to modify or cancel the territory assigned to a Company for convenience immediately upon notice, or due to poor performance with a 30-day notice, except for in extreme cases, as determined at the sole discretion of GDOT, where modification may be immediate.

3.6 Indemnity and Insurance

Each TRIP Company shall maintain all insurance coverage in compliance with the Georgia Department of Public Safety wrecker qualification policy and shall name GDOT as an additional



Towing and Recovery Incentive Program

insured. In addition, through its participation in TRIP, the Company agrees that it will indemnify and hold harmless the Georgia Department of Transportation, their officials, officers, employees, consultants and agents from and against any and all liabilities, claims, injuries, damages, penalties, actions, suits, losses, costs, expenses and attorneys' fees (the Indemnified Parties) resulting from or arising out of GDOT requests for vehicle recovery services or incident scene clearance under the Program.

3.7 Miscellaneous Violations; Penalty Assessment

If a Company is contacted by a vehicle owner, governmental agency other than GDOT, or a third party (other than GDOT or its authorized representative) to respond to or provide heavy duty recovery or towing services to an incident, the Company shall notify the TMC immediately at (404) 635-2477. The TMC Zone Operator of the incident will notify the TMC Supervisor and/or TMC Manager, who will make a decision to deconflict any issues based on all known details at that time. Their decision as the representative of GDOT will establish the authorized course of action in the handling of the incident.

If it is determined that a Company has provided heavy duty recovery or towing services for an incident without being properly authorized by the TMC, the following penalties may be assessed:

- 1st Offense: The Company will forfeit the next \$2500 or \$3500 incentive payment following the offense.
- 2nd Offense: The Company will forfeit the next three \$2500 or \$3500 incentive payments following the offense.
- 3rd Offense: The COMPANY will forfeit the next five \$2500 or \$3500 incentive payments following the offense and will be considered for removal from the Program.

Upon arrival at the incident, the on-scene TRIP Company Supervisor will report to the incident command post, police/fire supervisor, or GDOT supervisor (HERO, CHAMP, or authorized Maintenance supervisor). The TRIP Company Supervisor will participate in the Unified Command Process and engage in the strategic planning discussions for mitigation and clearance of the incident. All communications from the Company to GDOT or any other off-site public safety personnel (law enforcement and designated fire personnel) will be routed through the TMC or will take place face-to-face with GDOT or the on-scene TRIP Incident Commander. Any on-site operations that are not communicated with the TMC, or on-scene TRIP Incident Commander may be cause for review and subject to penalty or non-payment of an incentive.

The Company or any of its owners, operators, employees, or agents shall not provide any gratuities, commissions, "kick-backs," or complimentary services of any kind to any federal, state, or local agency officials, officers, employees, or consultants. Refer to GDOT Ethics Policy: 3A-17 Code of Conduct Pertaining to Conflict of Interest in the Award and Administration of Contracts.

Under no circumstance shall a Company or any of its owners, operators, representatives, employees, or agents engage in any discussion with any HERO, CHAMP, GDOT Maintenance staff, law enforcement, fire department personnel, or any other on-scene incident responder in an



Towing and Recovery Incentive Program

attempt to persuade, advise, or otherwise seek to influence the activation of an incident under the Program . If it is determined by the TRIP Managers that a Company or any of its owners, operators, representatives, employees, or agents has, in any way, tried to influence a decision to activate TRIP, the following penalties shall be assessed:

- 1st Offense: The Company will forfeit any incentive payment following a determination by the TRIP Managers following the offense.
- 2nd Offense: The Company will be suspended from the Program for at least three months.
- 3rd Offense: The Company will be removed from the Program for a period to be determined by the TRIP Managers (a minimum of two years up to six years).

All offenses will be documented in the records of GDOT, and a written notification regarding them will be provided to the Company. The issuance of any such notification may be considered by the Department to modify or eliminate existing route assignments or to make future ones.

All Company owners, operators, representatives, employees, and agents are expected to maintain a professional demeanor **AT ALL TIMES** during an incident and shall not engage in any arguments, verbal or physical confrontations, or other inappropriate behavior at the incident scene. While some discussion regarding the management of the incident is appropriate and expected, the decisions of GDOT Program representatives, including public safety officials, shall be final. Any perceived discrepancies in the managing of an incident will be reviewed and considered at a later time away from the scene. Any reports of inappropriate behavior at an incident will be reviewed by TRIP Managers and disciplinary action considered, up to and including forfeiture of incentive, suspension from Program participation, and/or removal from TRIP.

4.0 Recovery Zones

HVRCs interested in participating in TRIP must submit an application to trip@dot.ga.gov according to the steps provided in the TRIP Application at Appendix A.

Unless an alternative schedule is determined to be necessary by GDOT, applications for Program participation will be accepted by the Department every two years according to the following schedule:

- Open enrollment period begins November 1
- Application Deadline November 30
- Manager application review, clarifications, and re-submittals (if necessary) December
- Manager inspections and assignment January – March
- Route Activations April 1

Territories will be determined and assigned every two years depending on the number of applications received and GDOT's route assessment. TRIP Managers and their designees will perform initial reviews of submitted applications to verify completeness and general resource qualifications, schedule meetings or teleconferences as determined necessary with applicants to discuss TRIP in detail and answer any questions, and evaluate and qualify applicants based on the



Towing and Recovery Incentive Program

needs of the Program. Qualified applicants will then be contacted and visited by Program representatives for an on-site inspection validating compliance with both staff and equipment requirements and stated ability to perform the required quick clearance functions.

GDOT then will contact qualified applicants found to meet the needs of the Program to establish assigned “recovery zone(s).” The applicant is not required to be located within the recovery zone boundaries but must have the ability to mobilize and respond to incident calls within the indicated response time requirements included in Section 3.4.

GDOT may review the geographic limits of the Program and the recovery zone boundaries periodically to ensure that the level of service in each zone is consistent with the 90-minute clearance goals established by the TIME Task Force and included in Georgia’s Open Roads Policy.

By letter of authorization, GDOT will identify an approved applicant as a TRIP Company for a set recovery zone of a designated part of the Georgia Highway System, including interchange ramps, over/underpasses, and approaches within the Right-of-Way under the operational control of GDOT unless otherwise specified.

A recovery zone will be identified by the roadway name/number from mile post to mile post, cross street, county line, or other delineator. The current TRIP Recovery Zone Map and Description of the Recovery Zones can be found in Appendices E and F, respectively, to these Specifications.

5.0 Qualifications

5.1 Company Requirements

An owner(s) of a TRIP Company must have been in the heavy-duty towing and recovery business for a minimum of three years prior to the Company applying for participation in the Program.

To qualify for and remain eligible for Program participation, a Company must meet all applicable county, city and state registration requirements and maintain all required occupational and business licenses. A Company must comply with all rules and requirements and provide evidence of current and valid insurance coverage required by the Georgia Department of Public Safety and the Federal Office of Motor Carrier Safety/MCS-90 regulations.

Each Company also must maintain proper, current Commercial Driver’s License (“CDL”) records in compliance with the requirements of the Georgia Department of Motor Vehicles, as well as possess documentation demonstrating the completion of all requisite towing and recovery training and certification described throughout Section 5. All required records and files shall be made immediately available for inspection by GDOT or their authorized agent upon request.

Company staff members who possess CDL licenses and will be responding to incidents must be proficient in the NIMS “Traffic Incident Management and Quick Clearance” practices as defined in Section 5. Upon request by GDOT, a Company’s towing and recovery staff identified in its current TRIP application will be required to demonstrate their knowledge and ability to perform the following expedited roadway clearance and incident scene safety procedures:



- Multiple techniques for the relocation of overturned heavy trucks, including tractor-trailers from travel lanes while loaded (100 feet minimum).
- Safe work zone setup utilizing, at a minimum, advanced warning signs, an arrow board, and traffic cones as outlined in the current Manual on Uniform Traffic Control Devices (MUTCD) Chapter 6-I.
- Containment and mitigation of accidental discharges of motor vehicle fluids (non-cargo), primarily diesel fuel, including application of traction enhancement material. Clearance of non-hazardous spilled cargo and debris at large crash scenes (utilizing equipment with a bucket and a broom).

5.2 Staff Requirements

At least one certified TRIP Company Supervisor must always be on scene, in addition to a minimum of two certified TRIP Company operators. All TRIP Company Operators and TRIP Company Supervisors operating a commercial class vehicle must have a current and valid CDL. Additionally, TRIP Company Operators and TRIP Company Supervisors must have successfully completed all required TRIP and TIME Task Force training, certification, and endorsement requirements prior to working any TRIP incident.

The training requirements set by the TIME Task force for this Program were developed with input from the Towing and Recovery Association of Georgia (TRAG) and are intended to be consistent with or exceeding the standards developed by the Towing and Recovery Association of America (TRAA) under FHWA sponsorship.

Additional or previous courses completed by TRIP Company Operators or TRIP Company Supervisors considered equivalent to the TRIP training requirements outlined in these Specifications must be submitted to the TRIP Managers for approval before they may be considered acceptable TRIP training.

A Company is required to monitor the training status of all its TRIP personnel using the learning management system currently available online at <https://stims.docebosaas.com> and by notifying TRIP Managers of any necessary updates.

5.2.1 Operators

Each TRIP Company Operator will work under the NIMS Unified Command Process and the quick clearance guidelines outlined in Georgia's Open Roads Policy.

Minimum required training to qualify as a TRIP Operator:

- Level I Towing and Recovery Operator Training offered by the TIME Task Force (16 hours)
- Hazardous Materials Awareness (4 hours)
- Temporary Traffic Control or other approved equivalent training



- NIMS 700
- Traffic Incident Management Practices (8 hours), including 4-hour Strategic Highway Research Program (SHRP2) training and quick clearance strategies outlined in the Georgia Open Roads Policy

All responding towing and recovery operators working under the direction of the on-scene TRIP Company Supervisor shall be fully qualified (including all necessary training) to operate all the equipment deployed to the scene (including but not limited to trucks, loaders, skid steer bucket and sweeper). Additional support personnel brought in to assist with clean-up efforts need not be fully trained/qualified on all equipment but must comply with all safety and operational standards.

5.2.2 Supervisors

Each TRIP activation call to a Company from the TMC requires a response from one of its TRIP Company Supervisors. This person will serve as the on-scene supervisor for towing and recovery. He/she will operate under the NIMS Unified Command process and the quick clearance guidelines outlined in Georgia's Open Roads Policy.

Minimum required training to qualify as a TRIP Company Supervisor:

- Level I Towing and Recovery Operator Training offered by the TIME Task Force (16 hours)
- Level II Towing and Recovery Supervisor Training offered by the TIME Task Force (16 hours)
- Hazardous Materials Awareness (8 hours)
- NIMS 700
- NIMS 100 (the second level NIMS training as outlined by Homeland Security)
- Traffic Incident Management Practices (8 hours), which includes quick clearance outlined in Georgia's Open Roads Policy

5.2.3 Supervisor in Training

GDOT strongly endorses training, education and certification in the towing and recovery industry. To qualify and advance to a supervisor under this Program, an experienced operator must attend formal approved training courses and obtain TRIP Supervisor level certification. After review and approval, qualified applicants will be added to the approved supervisor list by the Department.

Records of training and certification endorsements for all TRIP Company Supervisors and TRIP Company Operators must be up to date, maintained by the Company, and made available immediately upon request by GDOT. All such records must be entered into the Program learning management system and maintained at Company offices.



5.3 Proper Identification

All TRIP Company Operators and TRIP Company Supervisors must have an official TRIP photo ID available for presentation on demand, which will be provided by GDOT upon successful acceptance and registration into the Program. This credential identifies appropriate personnel to other on-scene officials. It also contains verification of their level of certification with all endorsements. Additional necessary Company personnel are allowed on-scene without TRIP badges if one qualified TRIP Company Supervisor and two qualified TRIP Company Operators, at a minimum, are present at all times.

6.0 Compensation

6.1 Billing Vehicle Owners

The Company agrees to seek all compensation for actual vehicle recovery and towing services performed pursuant to this Program exclusively from the owner of the vehicle(s) or their insurance company(ies). The Company agrees that no claim for compensation can or will be made to or from GDOT or any Public Safety agency or their employees or agents for any recovery or towing services unless the Company is expressly authorized by GDOT to make such a claim. The Department shall not intervene in or resolve any billing dispute between a Company and a vehicle owner/insurance company.

6.2 Emergency Response Incentives

A Company will qualify for a financial incentive under the Program (“Incentive”) if its response to an incident meets the conditions of one of the three Event Types set forth below. Each incident will only be categorized under one of the three event types. Under no circumstances will a Company receive incentives corresponding with multiple Event Types for a single incident.

Event Type 1

GDOT agrees to pay a Flat Rate Mobilization Incentive of \$600 to a Company in the following situations:

- A Company is activated by the TMC, mobilizes, and arrives at the incident scene with a credentialed TRIP Supervisor within 30 or 45 minutes (based on recognized time parameters), and two wreckers and a support vehicle arrive within 45 minutes between the hours of 5:30 am and 7:00 pm, Monday – Friday and within 60 minutes any other time outside of these time and day boundaries, **AND**
- A second HVRC hired or engaged by the vehicle owner or local law enforcement agency is allowed by GDOT and the Public Safety incident managers to complete the clearance of the incident and removal of the vehicles, **OR**
- The disabled vehicle has self-relocated or been removed by a HERO or CHAMP vehicle, **OR**



Towing and Recovery Incentive Program

- Two Companies are sent to the same TRIP incident as an error in activation. (NOTE: These instances will be determined on a case-by-case basis at the discretion of the TRIP Managers.)

Event Type 2

GDOT agrees to pay an Emergency Response and Mobilization Incentive of \$2500 to a Company if its TRIP Company Supervisor arrives within 30 or 45 minutes (based on recognized time parameters) and two wreckers and one support truck:

- Have responded to the incident scene with all required recovery, clearance, and traffic control equipment and necessary personnel within 45 minutes between the hours of 5:30 am and 7:00 pm, Monday – Friday, and within 60 minutes any other time outside of these time and day requirements from the official notification by the TMC, **AND**
- Have completed the removal and clearance of all crash scene vehicles, cargo, debris and non-hazardous vehicle fluids from all travel lanes and opened them to traffic within 90 minutes after the official Notice to Proceed (NTP) was given by Public Safety and GDOT Incident Managers, **AND**
- Have confirmation from the GDOT or public safety on-scene Incident Commander verifying the two conditions above were properly met.

If any of the additional special equipment that is identified in Sections 8.2 and 8.3 of these Specifications (with the exception of the support vehicle with an enclosed, utility body and/or a tandem axle, enclosed utility trailer) is authorized by the on-scene TRIP Incident Commander as being necessary to respond to an incident **and** arrives on-scene within the required response times outlined above, an additional \$1,000 will be offered for a maximum total Emergency Response and Mobilization Incentive payment of \$3,500.

Note: GDOT documented “Notice to Proceed” and “All Lanes Open” times as recorded at the TMC will be used to verify any invoice received from a Company for a Flat Rate Mobilization Incentive or an Emergency Response and Mobilization Incentive. It is imperative that these milestone times are confirmed by the on-scene TRIP Incident Commander with the TMC before concluding work at an incident scene. In the event of any discrepancy in these times between these parties, TRIP Managers will make the final determination regarding times based on the evidence presented.

6.3 Extra Equipment

During emergency recovery operations, all specified heavy duty equipment is required on scene for each incident activation. Incident response needs may vary, necessitating the call for additional equipment. In such cases, the Company may request the utilization of Extra Equipment. A request for approval of Extra Equipment will be communicated by the Company to the on-scene TRIP Incident Commander. The decision whether to approve its use will be made at the incident by the on-scene TRIP Incident Commander, who will then advise the TMC regarding this need. The TMC will in turn advise the Company whether the request for the use of approved Extra Equipment has



Towing and Recovery Incentive Program

been approved for purposes of qualifying for the \$1,000 supplement to the Emergency Response and Mobilization Incentive. No \$1,000 supplement to the Emergency Response and Mobilization Incentive described in Section 6.2 of the Specifications will be paid to any Company that uses extra equipment at an incident for which the on-scene TRIP Incident Commander has not authorized its use.

As used in these Specifications, approved Extra Equipment includes, but is not limited to, an additional heavy-duty wrecker, a sweeper, a low-deck trailer, a flatbed/rollback wrecker, a skid steer, and/or roll off containers. Documentation of any request, authorization given to, and use by the Company of approved Extra Equipment will be included in the event details managed by the TMC.

Approved Extra Equipment is subject to the 60-minute arrival time from the notification call that is made by the TMC or directly to the on-scene Company Supervisor. Extra equipment will not be approved for the use of passenger vehicle recovery, as the Program is sanctioned for commercial/cargo recovery only. If, at its discretion, the Company retrieves passenger vehicles involved in an incident as part of its clearance, it shall not submit an invoice for the \$1,000 supplement to the Emergency Response and Mobilization Incentive in the absence of authorization having been given in advance of its dispatch.

The use of Extra Equipment for passenger vehicle recovery will only be authorized by the on-scene TRIP Incident Commander as part of an incident if the passenger vehicle is confirmed by the on-scene TRIP Incident Commander as having been cargo of the commercial vehicle involved in the TRIP incident, or if the presence of the passenger vehicle prevents clearance of the commercial vehicle. The request and authorization must be communicated to the TMC. In the event a Company believes the use of Extra Equipment for the removal of a passenger vehicle is necessary at an incident, clear communication of this request and authorization must be conveyed to and documented by the TMC following approval by the on-scene TRIP Incident Commander. Failure to properly report the extra equipment request and approval will result in non-payment of the \$1,000 supplement to an Emergency Response and Mobilization Incentive.

6.4 Forfeiture of Incentive

A Flat Rate Mobilization Incentive or Emergency Response and Mobilization Incentive will not be paid to a Company if any of the following circumstances are present.

- The required equipment and personnel failed to arrive on scene within the established time frames based on the records of the TMC.
- The Company does not complete all required work required to open travel lanes.
- All travel lanes are not open to traffic ninety (90) minutes after Notice to Proceed.
- Corrective action taken by the TRIP Managers against a Company pursuant to these Specifications warrants a forfeiture.

Notwithstanding the foregoing, if a Company is ordered to delay its roadway clearance activity by Fire Rescue, Public Safety, or a GDOT Incident Commander, the Company will not be penalized for the time it was delayed. In such an instance, the Company shall receive payment of the



Towing and Recovery Incentive Program

appropriate Incentive if the total time spent clearing the incident is 90 minutes or less after the period of the delay is removed. This modification to the standard clearance time must be documented by the TMC and verified by the On-Scene TRIP Incident Commander or his/her authorized representative.

6.5 Disincentive

If a Company has not completed the removal and clearance of Program vehicles, non-hazardous cargo, debris and vehicle fluids at an incident within three hours from issuance of the Notice to Proceed and/or all travel lanes are not open to traffic as a result, a flat rate of \$600 may be assessed against the Company at the discretion of the TRIP Managers. However, if the Company has been ordered to stop roadway clearance activity by a GDOT Incident Commander or an appropriate law enforcement official in charge of the incident, the assessment of this disincentive shall not apply. After three hours from the issuance of a Notice to Proceed for an incident that is not cleared, an additional \$10.00 may be assessed against a Company for each additional minute it takes for the Company to receive an All Lanes Open designation from the On-scene TRIP Incident Commander.

The following exemptions from the disincentive provisions shall be recognized by the Department.

- Incidents involving trucks hauling a Hazardous Material cargo that require special precautions by direction of the Incident Commanders.
- Incidents involving damage to the roadway infrastructure that prohibit reopening the travel lanes.
- Any other qualifying event as deemed appropriate by the TRIP Managers.

Any disincentive assessed against a Company shall be deducted from its next earned incentive under the Program.

6.6 Invoice Process/Review

Within 10 days of the completion of an authorized incident, a Company will submit an invoice to the Department for the appropriate Incentive via email to TRIP@dot.ga.gov. The requested amount will be considered following a thorough review of the incident details. The Company submitting an invoice for an incident will receive a determination from the Department determining whether the invoice will be paid in full, a lesser amount will be paid, or no payment will be made based on the outcome of the review conducted.

A Company dissatisfied with the outcome of an invoice review may request a review be conducted by the Department. All such review requests shall be made in writing and emailed to TRIP@dot.ga.gov within 10 days of the disputed determination regarding payment made by the Department. Each review request shall include a statement why the Company believes the Department's decision is incorrect and shall be accompanied by evidence supporting reconsideration of the payment determination. Untimely and/or incomplete requests for review will not be considered by the Department.



7.0 Activation

7.1 Activation Criteria

a. Truck Tractor Semi-Trailer Combinations (DOT Class 8)

- Rollover blocking any of the travel lanes
- Multiple truck crash
- Jackknifed and not drivable
- Lost load on or affecting the travel lanes
- Load shifted on or affecting a travel lane
- Lost tandems or axle or buckled trailer on or affecting a travel lane
- Truck fire with tires burned off or cargo spilled
- Major impact with guardrail, bridge support or structure on top of a barrier wall

b. Trucks over 26,000 lbs. and Bobtail Tractors (DOT Class 7 or 8)

- Rollover blocking any of the travel lanes
- Lost load on or affecting the travel lanes
- Load shifted on or affecting the travel lanes
- Lost tandems or front axle
- Truck fire with tires burned off or cargo spilled
- Major impact with a guardrail, bridge support or structure on top of a wall

c. Large Motor Homes (40 foot plus) and Motor Coaches (DOT Class 5 and 6)

- Rollover on the travel lanes
- Fire with tires burned off
- Major impact with a guardrail, bridge support or structure on top of a barrier wall

d. Buses (16 passenger or more, DOT Class 6, 7 and 8)

- Rollover on or off the travel lanes
- Crash with multiple injuries
- Fire with tires burned off or burned cargo
- Major impact with a guardrail, bridge support or structure on top of a barrier wall

e. Aircraft

- Any incident involving an aircraft on the Georgia Highway System covered by the Program

(NOTE: Personal and commercial unmanned aircraft systems (drones) are exempt)

In addition to the foregoing, the existence of any complex or extended event in which vehicles cannot be easily towed from a location under the Program or are creating a hazard to traffic may be candidates for activation. On-Scene TRIP Incident Commanders can request activation with concurrence of an authorized GDOT supervisor.




Towing and Recovery Incentive Program

During severe weather events and other emergency situations, including an officially declared state of emergency, TRIP may be activated as a resource to assist GDOT in addressing recovery and clearance needs. In such instances, Program requirements relative to meeting response or recovery times may be waived.




TRAA VEHICLE IDENTIFICATION GUIDE[®]

CLASS 1 • LIGHT-DUTY • (6,000 lbs. or less GVW - 4 tires)*




CLASS 2 • LIGHT-DUTY • (6,001 - 10,000 lbs. GVW - 4 tires)*




Classes 1 and 2 include passenger vehicles, light trucks, minivans, full size pickups, sport utility vehicles and full size vans.


CLASS 3 • MEDIUM-DUTY • (10,001 - 14,000 lbs. GVW - 6 tires or more)*




CLASS 4 • MEDIUM-DUTY • (14,001 - 16,000 lbs. GVW - 6 tires or more)*



CLASS 5 • MEDIUM-DUTY • (16,001 - 19,500 lbs. GVW - 6 tires or more)*



CLASS 6 • MEDIUM-DUTY • (19,501 - 26,000 lbs. GVW - 6 tires or more)*



Classes 3 through 6 include a wide range of mid-size vehicles, delivery trucks, utility vehicles, motorhomes, parcel trucks, ambulances, small dump trucks, landscape trucks, flatbed and stake trucks, refrigerated and box trucks, small and medium school and transit busses.


Information Needed To Correctly Dispatch Towing and Recovery Units:

- Year, Make and Model of Vehicle to be Towed or Recovered
- DOT Classification (Class 1 – 8 based on GVW)
- Location of Vehicle
- Type of Tow (impound, accident, recovery motorist assist, etc.)
- Additional Vehicle Information
 - 2 wheel drive, 4 wheel drive, all wheel drive
 - damage to vehicle, tire condition
 - vehicle loaded or empty
 - cargo contents
 - does the vehicle have a trailer
 - are the keys with the vehicle

Note: Any vehicle may carry hazardous materials. Advise if placarded.

** Note:* The Gross Vehicle Weight Rating (GVWR) of the vehicle to be towed or recovered can be found on the identification label on the vehicle's driver's side doorframe. The number of pounds listed on the label can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class.

CLASS 7 • HEAVY-DUTY • (26,001 - 33,000 lbs. GVW - 6 tires or more)*



CLASS 8 • HEAVY-DUTY • (33,001 lbs. and over GVW - 10 tires or more)*




Figure 1. TRAA Vehicle Identification Guide



7.2 Personnel authorized to Activate TRIP

The activation of TRIP will be decided by the on-scene TRIP Incident Commander. Upon declaration, the on-scene TRIP Incident Commander will contact the TMC via the designated TRIP line (404-635-2477) to advise of the basis of the decision to activate TRIP. The on-scene TRIP Incident Commander will advise of his/her agency, name, rank, and operator credentials (i.e., badge number) as appropriate. Once the Company arrives, required reporting should be documented by the on-scene TRIP Incident Commander. The milestone TRIP times necessary for determining if incentives have been properly earned are to be recorded and conveyed to the TMC for recordkeeping via the TRIP phone line.

Authorized persons qualified under the Program to serve as On-Scene TRIP Incident Commander include:

- Georgia State Patrol
- Local Law Enforcement
- Designated Local Fire and Rescue
- Highway Emergency Response Operators
- Coordinated Highway Assistance and Maintenance Program (CHAMP) Operators
- Authorized GDOT Maintenance Personnel

Such persons include various disciplines who have completed required TRIP training and SHRP2 certification.

7.3 TRIP Tower Incident Notification

The Company shall be notified by a representative of the TMC to officially activate the Company's response. An incident will not qualify as a TRIP notification until an official call is placed by the TMC to a responding Company. A Company may assemble its response preparation prior to receiving an official TRIP notification (activation) from the TMC.

Notification to the COMPANY takes place after a TRIP declaration is made by the on-scene TRIP Incident Commander. The TMC will contact the Company whose territory in which the incident is located. That Company will receive a maximum of two call-out attempts for TRIP activation. If the TMC is unable to reach the Company whose assigned territory includes the location of the incident, a call will be placed by the TMC to another Company to respond. The selection made by the TMC of this alternate Company shall be within the TMC's sole discretion to designate. Failure by a Company to acknowledge a TRIP activation in that Company's designated service area will result in disciplinary action including, but not limited to, removal from the Program or reduction of service area parameters as deemed appropriate at the sole discretion of the TRIP Managers.

The Company shall provide the TMC with one working, designated telephone number for use in making TRIP notifications. If, for any reason, the telephone number provided by the Company to the TMC is not fully operational, it is the responsibility of the Company to inform the TMC of the problem in advance of any TRIP notifications being made and to work with the TMC on the manner in which any calls to that Company should be handled temporarily.



8.0 Equipment and Vehicle Requirements

This section details the equipment requirements for wrecker and recovery trucks; additional trucks and heavy equipment; contracted services and equipment; tools, materials, rigging and supplies on wrecker; and, materials, equipment, and supplies on support vehicle.

8.1 Recovery Wrecker Specifications

All Companies must have either one 50-Ton Recovery Truck OR one 40-Ton Rotator AND One 30-Ton Heavy Duty Wrecker. The qualifications listed below are minimums that must be met for each piece of equipment.

Table 1. Equipment Minimum Qualifications

50-Ton Recovery Truck	40-Ton Rotator	30-Ton Heavy Duty Truck
<ul style="list-style-type: none"> Hydraulic extendable boom with a structural rating (TEMA or SAE) of 100,000 lbs. 	<ul style="list-style-type: none"> Hydraulic extendable boom with a structural rating (TEMA or SAE) of 80,000 lbs. 	<ul style="list-style-type: none"> Hydraulic extendable boom with a structural rating (TEMA or SAE) of 60,000 lbs.
<ul style="list-style-type: none"> A minimum of two planetary or worm drive winches with a minimum of 200 ft. of 3/4" wire rope each. 	<ul style="list-style-type: none"> A minimum of two planetary or worm drive winches with a minimum of 200 ft. of 3/4" wire rope on each. 	<ul style="list-style-type: none"> A minimum of two winches each with 200 ft. of 3/4" or 200 ft. of 5/8" wire rope.
<ul style="list-style-type: none"> The boom shall extend a minimum of 150" beyond the tailgate (level). 	<ul style="list-style-type: none"> The boom shall extend a minimum of 240" beyond the tailgate (level). 	<ul style="list-style-type: none"> The boom shall extend beyond the tailgate a minimum of 120" (level).
<ul style="list-style-type: none"> The boom shall elevate to a working height of 21 ft. (@ 30 degrees) at a minimum. 	<ul style="list-style-type: none"> The boom shall elevate to a working height of 30 ft. (@ 50 degrees) at a minimum. 	<ul style="list-style-type: none"> The boom shall elevate to a working height of 18 ft (@30 degrees) at a minimum.
<ul style="list-style-type: none"> The truck chassis shall be a minimum of 62,000 lbs. GVW. 	<ul style="list-style-type: none"> The truck chassis shall be a minimum of 62,000 lbs. GVW. 	<ul style="list-style-type: none"> The truck chassis shall be a minimum of 52,000 lbs. GVW

OR

AND

It is strongly suggested that the recovery truck chassis and frame be designed for or reinforced for severe service. The drive line should also be severe service and geared for the low-end, high-torque applications frequently required for quick lane clearance. The Program frequently requires the relocation (dragging) of heavy wrecked trucks out of the roadway while still loaded and overturned.



8.2 Additional Truck and Heavy Equipment

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

Quantity	Equipment
1	Tilt bed, hydraulic, lowboy semi-trailer (Landoll or equivalent) with a 35-ton capacity, 40-48 ft. bed and a winch with 75 ft. of 5/8" cable.
1	Tandem axle road tractor with a sliding fifth wheel.
1	Rollback flatbed wrecker.
1	Self-contained, V-hopper, pick-up or trailer mounted Sand Spreader. The unit shall have a minimum capacity of 1½ cu. yd. with a conveyor or auger feed and adjustable rate spinner. Sand must be kept dry.
1	Heavy-duty skid steer or rubber tracked loader with bucket, broom, and fork attachments.
1	Support vehicle with an enclosed, utility body and a roof mounted GDOT-approved MUTCD Type B arrow board. The truck shall be stocked with MUTCD traffic control devices (signs, sign stands and cones etc.) and the additional tools, equipment and material listed for the TRIP support vehicle OR A tandem axle, enclosed utility trailer pulled by a tow vehicle with a roof mounted GDOT approved MUTCD Type B arrow board.

8.3 Contracted Services and Heavy Equipment

Companies must show proof of an existing account or agreement in good standing with a local vendor, contractor, or equipment supplier to provide the services or equipment outlined below. These services must have a means and capability to respond to an incident where TRIP has been activated within the required response time 24/7/365.

Contract Equipment
A Maintenance of Traffic (MOT) Contractor that can provide and set up full MUTCD and GDOT approved work zone traffic controls.
A Disposal Company that can deliver to the scene of an incident, dumpsters or hoppers for crash debris, fire debris and or spilled non-hazardous cargo.
A Vacuum or Suction Service for off-loading or recovering and transporting large quantities of spilled grain, powders, plastic pellets or non-hazardous liquids and sludge, etc.
A Trucking or Transport company that can provide van, dump, refrigerator, or flat bed trucks and/or semi- trailers.
A Construction Crane Rental Company with 50-ton and larger mobile cranes.
A contractor or equipment rental company that can deliver a heavy duty, rubber tired, articulating front-end-loader



8.4 Recovery Wrecker Tools and Supplies

Each TRIP Company shall carry the items outlined below:

Quantity	Equipment
8	Alloy (grade #8) chains: <ul style="list-style-type: none"> ▪ 3/8" x 10' (2 each) ▪ 5/8" x 10' (2 each) ▪ 1/2" x 10' (4 each)
4 (2 Pairs)	Wide profile, recovery straps matching wrecker capacity
4	Heavy duty snatch blocks (working load matched to the winches)
Various	Hooks, clevis' and chokers (matched to the wrecker capacity)
1 (24" x 24")	High Pressure air cushion with control module and hose
4 (4" x 6")	4-foot hardwood timbers
8 (4"x4")	2-foot, hard wood cribbing
1 (20 ft)	Folding or extension ladder
1	36" bolt cutters
2	BC Fire extinguishers (10 lbs)
1	Long handle axe
2	D-handle shovels (flat blade)
1	Long handle shovel (round pointed blade)
2	Street brooms
4	Wheel chocks
1 (5 ft)	Pike bar
1	Crow bars (36")
1	Sledgehammer (8-12 lbs.)
2	Large capacity trash cans
1	Hydraulic jack (20-ton)
1	Fuel tank plug/spill/leak kit, fully stocked
Various	Angle iron or aluminum, wide flange at various lengths
1	Complete brake release kit: (hand tools, air hoses, glad hands, numerous brass fittings and brake caging bolts)
2	Heavy duty, Industrial flashlights
10	28-inch, reflectorized orange traffic cones (clean)
Quantity	Equipment
4 Dozen Or 2 Dozen Or 10	30-minute highway flares (wire stand) or orange chemical flares Or 1-hour orange chemical flares Or Light Emitting Diodes (LED) flares with in-vehicle chargers or replacement batteries
120 lbs. or 30 gallons	oil dry or approved high performance absorbent
50 ft	Rope (1/2")
4	Load binders, transport chains and cheater pipe
1	Tarpaulin (20 ft x 20 ft.)



Quantity	Equipment
2	Rolls of duct tape
2	Sewer, drain or inlet covers (mud flaps acceptable)
1	Complete mechanics hand tool set
1	Complete first-aid kit
<p>Note: The above listed items are required as a minimum. It is expected that a professional towing and recovery wrecker operation will supplement this list with any and all items needed to operate in a completely safe and efficient manner.</p>	

8.5 Support Vehicle Tools and Supplies

The TRIP Company support truck or trailer shall carry the following:

Quantity	Equipment
60	28-inch reflectorized orange traffic cones (clean)
4	Fabric, 48" MUTCD-approved, GDOT-authorized Incident Management warning signs
4	Portable sign stands for 48" warning signs (see item above)
1	Gas powered cut-off saw
4	Auxiliary flood lights w/stands, w/ generator
1	Portable air compressor
1	Air impact wrench with sockets
1	Air powered metal chisel
1	Acetylene/Oxygen cutting torch w/tanks
1	Bolt cutters (36")
4	D-handle shovels (flat blade)
2	Long handle shovels (round-pointed blade)
2	Aluminum or plastic, non-sparking coal or grain shovels
4	Street brooms
1	Adjustable drum moving dolly
1	Hand truck
1	Pallet puller
1	Dock plate with clamps
2	Large Tarpaulins (20 ft. x 20 ft.)
6 Dozen Or 2 Dozen Or 18	30-minute Highway flares (wire stand) or orange chemical flares Or 1-hour orange chemical flares Or Light Emitting Diodes (LED) flares with in-vehicle chargers or replacement batteries
200 lbs or 50 gallons	Oil dry or approved high performance absorbent
4 Bags	Asphalt cold patch
1	Roll of rubber floor runner (36" wide)
10 lbs	16D nails
Numerous	Softwood 2x4 studs



Quantity	Equipment
2	Rolls of heavy duty (80 gauge) stretch wrap with dispenser
4	Rolls of duct tape
Sufficient	Load binders and securement chain for a 30-ton load
1	Case of heavy duty, 55-gallon, contractor trash bags
1	Roll of heavy gauge Visqueen plastic sheeting
1	Complete, industrial first-aid kit
Note: These tools, supplies and material are required as a minimum. It is expected that a professional recovery wrecker operation will supplement this list with all items needed to operate in a safe and efficient manner.	

9.0 Program Maintenance

9.1 Periodic Inspections

TRIP Managers or their designees will inspect and photograph the tow yard and all required trucks and heavy equipment of a Company during the application approval process. Official TRIP decals will be issued by TRIP Managers to all the Company’s trucks that are qualified to respond to a call-out, identifying them as approved TRIP vehicles. Any new equipment must be inspected and approved by TRIP Managers or their designees prior to being used to respond to a TRIP activation. TRIP vehicle decals must be on all on-scene vehicles and must be removed from vehicles that are not qualified for use under the Program (i.e., failed inspection, permanently removed from service, etc.). This does not include trucks taken out of service for routine maintenance.

A Company’s tow yard will be inspected to assure it has reserve capacity available to securely store several large commercial vehicles removed from crash scenes.

During the initial inspection, there will also be a review of all the TRIP Company Operator and TRIP Company Supervisor training, certification documentation, and safety and driving records. Periodic subsequent inspections will be scheduled at least every 12 months or sooner at the discretion of the TRIP Managers.

All Company trucks and equipment will be kept clean and in excellent mechanical condition. The TRIP Company Operators and TRIP Company Supervisors shall maintain a professional, personal appearance and demeanor at all times in responding to incidents. The adherence to on-scene safety practices by the entire crew of a Company shall be a top priority, and incident response may be stopped for safety violations or unsafe practices

Special attention shall be given by Companies to maintaining their wreckers, especially items used for heavy lifting and winching. This special attention to equipment includes, but is not limited to, ensuring the good condition for use of winches, wire rope, snatch block maintenance, hook attachment devices, and monitoring for chain wear/link stretching or recovery strap abrasion.

Inspections may be made by or on behalf of TRIP Managers periodically at specified times. In addition, unannounced inspections may take place at any time. Complaints from TRIP Managers



or other agencies participating in the Program alleging breaches of safe operating practices or violations of any of the above standards may prompt an unannounced inspection of a Company.

9.2 On-going Training

TRIP Company Operators and TRIP Company Supervisors must maintain the Program required certifications and endorsements. In addition, Company towing and recovery professionals are required to attend at least eight (8) hours of training or continuing education every 12 months. This training may include Traffic Incident Management workshops or advanced towing and recovery practices. Other training programs will be approved by the TRIP Managers as requested.

TRIP Companies are urged to attend multi-agency training exercises or practice drills with local fire departments and other Georgia city/county response agencies. Active involvement in a formal training exercise involving heavy rescue, mass casualty, tank truck emergencies or hazardous material incident response can satisfy 50 percent or four of the required eight hours of continuing education and training requirement for each year.

Documentation of attendance and participation must be provided to the TRIP Managers and Program facilitators upon request and be placed in the Company-maintained employee training files in compliance with OSHA requirements.





Appendix A: Recovery Wrecker Services Application

TRIP Application Instructions

The Towing and Recovery Incentive Program (TRIP) is a financial incentive program for expedited towing and recovery services for large commercial vehicle incidents on the Metro Atlanta Interstate system. The incentive Program will help meet the region's goal of clearing major incidents in less than 90 minutes.

Membership in this Program means an approved wrecker company is assigned a designated route of the interstate to respond to qualifying large-scale incidents. When called to a TRIP activated incident, approved COMPANIES will receive a monetary bonus for response and clearance within the designated time frames.

To become a member of TRIP the COMPANY/COMPANIES must:

- Have been in the heavy-duty towing and recovery business for a minimum of three years prior to applying
- Fill out the attached TRIP application completely
- Own and maintain all required equipment
- Have the ability to meet response and clearance time requirements
- Meet all Training and Certification requirements
- Attend eight (8) hours of continuing education training annually
- Agree to the terms and conditions included in the TRIP Specifications The

application process for membership in TRIP includes the following steps:

- Interested COMPANIES can submit applications during an announced open enrollment period.
- TRIP managers, appointed by GDOT, will review applications for completeness.
- Applications will be qualified based on TRIP Specifications.
- TRIP managers will conduct on-site inspections of equipment, facility, and staff.
- TRIP managers will work with COMPANIES to assign appropriate Response Zones.
- Program participants will be evaluated on a periodic basis to ensure Program adherence

Participation in this Program is voluntary and at the discretion of GDOT. However, only approved TRIP COMPANIES will be called for TRIP Incidents or be eligible to receive financial incentives.

For complete information on TRIP terms, compensation, requirements and maintenance, please refer to the TRIP Specifications.



**Georgia Department of Transportation
Towing and Recovery Incentive Program (TRIP)
TRIP APPLICATION: 2022-2024 Route Assignments**

Email completed applications and any additional documentation to: TRIP@dot.ga.gov
Must be received as a PDF or Word document (Word version preferred)

**Deadline – Insert date/time
Incomplete and/or late applications will be rejected.**

1. **Date of application:**
2. **Company legal name:**
3. **Company type (Proprietorship, Partnership, Corp., etc.):**
4. **Business Address (include street, city, state and ZIP):**
5. **Date company operations started:**
6. **City where company operations started:**
7. **Business telephone numbers:**
 - **Daytime number:**
 - **24-hour number:**
 - **FAX number:**
8. **Primary email address:**
9. **Federal Employer ID number:**
10. **Names of equitable owner(s) or officers and number of years in heavy-duty towing / recovery:**
 - **Name/years:**
 - **Name/years:**
 - **Name/years:**
 - **Name/years:**

11. Business location where equipment is stationed:

- **Location 1 (primary location; include street, city, state and ZIP):**

- **Complete addresses for additional locations:**

12. Own or lease the business buildings and/or adjoining land at the primary location? Please explain below for primary location listed above:

- **Location 1 (primary location; include street, city, state and ZIP):**

- **Own or lease?**
- **If lease, date lease began:**
- **Lease expiration date:**
- **Can lease be renewed?**
- **Provide identical details for additional locations listed in #11:**

-
13. **Number of years operating from primary location:**
14. **Number of years operating from each of the other locations (list individually):**
- **Location 2:**
 - **Location 3:**
 - **Location 4:**
15. **Does the company also serve as a commercial vehicle repair facility (non-towingfleet)?**
- **If yes, legal name of repair business:**
16. **List hours and days of operation for garage and tow yard office:**
- **Garage days/hours:**
 - **Tow yard office days/hours:**
17. **Are the business hours clearly posted?**
18. **Size of secure storage yard (primary location only):**
19. **Is the secure storage yard fenced?**
20. **Briefly describe yard security measures:**

21. Indicate the closest access point and entrance ramp to the Interstate and the route to get there from the yard/garage (attach map, if necessary):

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

23. Estimated travel time to this access point between 5:30 a.m. and 7:00 p.m.:

- Monday – Friday:
- All other times (weekends, off-peak hours):

24. Has the company participated in or hosted training sessions with local fire-rescue, EMS, hazmat, public safety or DOT agencies?

- Provide description of the type of exercises, including dates and location(s):

25. Has the company participated in any Traffic Incident Management Enhancement (TIME) Task Force meetings or activities?

26. Does the company now provide on-call/rotational towing and recovery services for any county or city governments or state agencies / departments?

- If yes, which ones and for how many years?

27. Is the company in good standing with federal, state, city and county governmental and regulatory departments, including currently having all licenses and other required authorizations and documentation completely up-to-date? NOTE: This includes probations, suspensions, revocations or similar actions.

- If yes, state “yes”:
- If no, please explain:

28. Does the company have any ongoing, pending or otherwise unresolved legal complaints, legal actions or service complaints filed on behalf of any federal, state, city or county government agencies or departments and/or any federal, state, city or county regulatory departments or agencies? NOTE: This includes probations, suspensions, revocations or similar actions.

- If no, state “no”:
- If yes, please explain:

29. In the space below, please specify the company's desired route. Be specific – list potential start / end points using exit numbers (example, I-85 from exit 1 to exit 10). Understand that assigned territories include service to all travel lanes, ramps and bridges within the territory, including all ramps at the starting and ending exits. Include maps, if necessary.

Existing TRIP Companies only – Please state whether requesting to maintain existing territory, reduce current zone or expand route. Be specific with this request to include start and end points. Include maps, if necessary.

List all recovery trucks that will be used to qualify for TRIP. Fill out all information for each vehicle. Insert additional pages as needed.

Recovery Wrecker Equipment – Unit 1

Wrecker and body manufacturer, model, year	
V I N #	
GVW, wheelbase, number of axles, frame	
Engine make, horsepower, torque output	
Driveline details (transmission, transfer case, drive shafts, etc.)	
Winch capacity w/wire rope size	
Boom capacity (TEMA), reach	
Under-lift capacity, reach	
Push bumper (Yes or No)	

List all recovery trucks that will be used to qualify for TRIP. Fill out all information for each vehicle. Insert additional pages as needed.

Recovery Wrecker Equipment – Unit 2

Wrecker and body manufacturer, model, year	
V I N #	
GVW, wheelbase, number of axles, frame	
Engine make, horsepower, torque output	
Driveline details (transmission, transfer case, drive shafts, etc.)	
Winch capacity w/wire rope size	
Boom capacity (TEMA), reach	
Under-lift capacity, reach	
Push bumper (Yes or No)	

List all recovery trucks that will be used to qualify for TRIP. Fill out all information for each vehicle. Insert additional pages as needed.

Recovery Wrecker Equipment – Unit 3

Wrecker and body manufacturer, model, year	
V I N #	
GVW, wheelbase, number of axles, frame	
Engine make, horsepower, torque output	
Driveline details (transmission, transfer case, drive shafts, etc.)	
Winch capacity w/wire rope size	
Boom capacity (TEMA), reach	
Under-lift capacity, reach	
Push bumper (Yes or No)	

List all recovery trucks that will be used to qualify for TRIP. Fill out all information for each vehicle. Insert additional pages as needed.

Recovery Wrecker Equipment – Unit 4

Wrecker and body manufacturer, model, year	Truck chassis manufacturer, Body manufacturer
V I N #	
GVW, wheelbase, number of axles, frame	
Engine make, horsepower, torque output	
Driveline details (transmission, transfer case, drive shafts, etc.)	
Winch capacity w/wire rope size	
Boom capacity (TEMA), reach	
Under-lift capacity, reach	
Push bumper (Yes or No)	

Additional Trucks and Equipment

List with a detailed description all additional company-owned equipment that is required for a TRIP wrecker company.

- 1. Tilt bed, hydraulic, lowboy semi-trailer (Landoll or equivalent) with a 35-ton capacity, 40-48 ft. bed and a winch with 75 ft. of 5/8" cable.**

Make, model, year	
Capacity	
Serial or VIN#	

- 2. Tandem axle road tractor with a sliding fifth wheel.**

Make, model, year	
Capacity	
Serial or VIN#	

- 3. Rollback flatbed wrecker.**

Make, model, year	
Capacity	
Serial or VIN#	

Additional Trucks and Equipment

List with a detailed description all additional company-owned equipment that is required for a TRIP wrecker company.

- 4. Self-contained, V-hopper, pick-up or trailer mounted Sand Spreader. The unit shall have a minimum capacity of 1½ cu. yd. with a conveyor or auger feed and adjustable rate spinner. Sand must be kept dry.**

Make, model, year	
Capacity	
Serial or VIN#	

- 5. Heavy-duty skid steer or rubber tracked loader with bucket, broom, and fork attachments.**

Make, model, year	
Capacity	
Serial or VIN#	

- 6. Support vehicle with an enclosed, utility body and a roof mounted GDOT approved MUTCD Type B arrow board. The truck shall be stocked with MUTCD traffic control devices (signs, sign stands and cones etc.) and the additional tools, equipment and material listed for the TRIP support vehicle.**

Or

A tandem axle, enclosed utility trailer pulled by a tow vehicle with a roof mounted GDOT approved MUTCD Type B arrow board.

Make, model, year	
Capacity	
Serial or VIN#	

Contract Equipment and Service Provider

List your sub-let service providers with which agreements exist to respond to the Interstate on a 24-hour basis as required by the TRIP specifications. Attach a written and signed statement or agreement from each service provider. Failure to supply complete details for each category will constitute an incomplete application.

1. Maintenance of traffic (MOT) contractor that can provide and set up full MUTCD-compliant and GDOT-approved work zone traffic controls.

Contractor company name, address, phone number	
Location from where equipment will be deployed	
Name, email address, phone for primary point of contact	

2. Disposal company that can deliver to the scene of an incident, dumpsters or hoppers for crash debris, fire debris and or spilled non-hazardous cargo.

Contractor company name, address, phone number	
Location from where equipment will be deployed	
Name, email address, phone for primary point of contact	

3. Vacuum or suction service for off-loading or recovering and transporting large quantities of spilled grain, powders, plastic pellets or non-hazardous liquids and sludge, etc.

Contractor company name, address, phone number	
Location from where equipment will be deployed	
Name, email address, phone for primary point of contact	

Contract Equipment and Service Provider

List your sub-let service providers with which agreements exist to respond to the Interstate on a 24-hour basis as required by the TRIP specifications. Attach a written and signed statement or agreement from each service provider. Failure to supply complete details for each category will constitute an incomplete application.

4. Trucking or transport company that can provide van, dump, refrigerator or flat-bed trucks and/or semi-trailers.

Contractor company name, address, phone number	
Location from where equipment will be deployed	
Name, email address, phone for primary point of contact	

5. Construction Crane Rental with 50-ton and larger mobile cranes.

Contractor company name, address, phone number	
Location from where equipment will be deployed	
Name, email address, phone for primary point of contact	

6. Contractor or equipment rental company that can deliver a heavy-duty, rubber-tired, articulated, construction end-loader.

Contractor company name, address, phone number	
Location from where equipment will be deployed	
Name, email address, phone for primary point of contact	

Acknowledge understanding of the following by supplying requested info below.

Submit this page with the completed application.

- **I submit the following application as a company owner with full authorization to commit the resources of my business in fulfilling the obligations as defined in the TRIP program specifications effective **insert date**.**
- I am the point of contact for all discussions and decisions relative to this application and route assignments.
- I have read and understand the obligations as defined in the TRIP program specifications. Should my business receive a route assignment, I agree to supply the necessary resources and fulfill the obligations of a TRIP service provider as they are defined in the TRIP program specifications.
- I understand that a submitted application does not guarantee a route assignment.
- I understand that my application may be rejected, including immediate rejection without the opportunity for amendment or resubmission, at the discretion of the program's managers.
- I understand that service as a current or past TRIP company does not guarantee that my business will receive a route assignment.
- I understand that only those businesses that are assigned a route will be considered TRIP companies effective **insert date**.

First and last name:

Business name: Date:

Signature:

Appendix B: Sample Invoice



INVOICE



{YOUR COMPANY NAME}
 [Street Address]
 [City, ST, Zip Code]
 [Phone] [Fax]
 [Email]

INVOICE NO: #
 DATE: M/D/YYYY
 TRIP INCIDENT #: #####
 VENDOR ID #:

TO: Georgia Department of Transportation
HERO Unit
 515 Plasters Avenue
 Atlanta, Ga 30324

Recovery Agent	Trip Incident Date	Date of AIR	TA Number
COMPANY NAME	M/D/YYYY	M/D/YYYY	

QUANTITY	DESCRIPTION	UNIT PRICE	LINE TOTAL
	Event Type 1 - Flat Rate Service Charge. (Recovery Agent Name Here) arrived at the incident within the allotted time, but was not utilized.	\$600	
	Event Type 2 - (Recovery Agent Name Here) responded to scene within allotted time, with proper equipment and completely cleared the travel lanes, opening the roadway.	\$2,500	
	GDOT asked (Recovery Agent Name Here) for additional equipment, and it arrived on-scene within response time. Extra Equipment Requested by GDOT: (List Equipment Here)	\$1,000	
		TOTAL	

Make all checks payable to (Recovery Agent Name Here)
THANK YOU FOR YOUR BUSINESS!

OFFICE USE ONLY					
Incident Start Time	TRIP Activation	Supervisor Arrival	Equipment/Operator On Scene	NTP	Response time met?
Stop Time	Restart Time	Roadway Clearance	Rdwy Clearance Duration (min)	Incident Clearance Duration (min)	Clearance time met?

 GDOT HERO MANAGER SIGNATURE

 TOWING RECOVERY AGENT SIGNATURE

Appendix C: Trip Managers

The TRIP Advisory Board (“TRIP Managers”) was created for the purpose of reviewing TRIP Incidents and evaluating whether bonus payments should be made to Companies when Incident conditions warrant further scrutiny. This group is also tasked with reviewing TRIP Company performance metrics, hearing complaints from Program participants, conducting facility and equipment inspections, reviewing Company Program records, and facilitating monthly After Incident Review (AIR) meetings.

The TRIP Managers meet monthly, typically the second Wednesday of each month, prior to the TRIP AIR meeting. This group consists of both voting and non-voting members representing GDOT (including TMC, HERO, CHAMP, state traffic engineers, Legal, and Maintenance), Georgia Dept. of Public Safety (Georgia State Patrol and/or Motor Carrier Compliance Division), the current STIMS and TMC consultancies, a Towing and Recovery Association of Georgia (TRAG) appointee from that organization’s membership who is not currently an authorized and route-assigned TRIP Company representative, and appointed representatives from the local law enforcement and fire department communities. In addition, one elected representative from the current route-assigned TRIP Companies may serve in a non-voting role.

The TRIP Managers are appointed to their positions for terms with indefinite expiration dates. Positions may be added to the current TRIP

Managers from additional representative organizations with a majority vote by a quorum of the current membership and with final approval of GDOT. GDOT reserves the right to remove or replace a TRIP Managers member for convenience or necessity at any time and in its sole discretion. At no time will more than one representative from any agency/group be allowed to serve as a voting member of the TRIP Managers. All appointments to fill vacant seats will be decided with a majority vote by a quorum of the current membership and with final approval of GDOT.

At the time of the publication of these Specifications on July 8, 2021, the TRIP Managers consist of:

Voting Members

Jason Josey (GDOT HERO)
Jeff Dixon (GDOT HERO)
Reggie Fennelle (GDOT HERO)
Jeff Phillips (GDOT HERO)
Andrew Heath (GDOT)
Matt Glasser (GDOT)
Chad Hendon (GDOT)
Robert Baker (GDOT)
Lt. Mark Wesley (GDPS)
Vacant (GDOT Maintenance)

Consulting/Non-Voting Members

Jed Cochran (GDOT)
Helen O’Leary (GDOT)
Chad Yarbrough (Tim’s Towing)
Requel Williams (AECOM/TMC)
LaToya Jacobs (AECOM)
Tracey Francis (AECOM/TMC)
Jennifer Ganzy (AECOM/TMC)
Scott Malcolm (Atkins)
John Gilligan (Atkins)
Noelia Infante (Atkins)

Appendix D: Performance Metrics

Monitor – TRIP Managers will continually monitor performance metrics and overall participation for the individual TRIP Companies. Performance areas being evaluated include the following:

- Response: Number of Incidents where response times were met and missed;
- Clearance: Number of Incidents where roadway clearance times were met and missed;
- Engagement: Attendance at AIR meetings, TRIP training, TIME functions, etc.;
- Evaluations: Post-AIR evaluations conducted by TRIP Managers when necessary to address extenuating circumstances, non-compliance, safety violations, or other performance criteria;
- Violations: Instances of missing safety apparel, proper Incident attire, and equipment;
- Compliance: Ability in staying current with ongoing/continuing education requirements, records keeping, etc.; and,
- Complaints: Receipt of third-party reports citing poor performance, attitudes, and unresponsiveness.

Evaluate – During their regular monthly meetings, TRIP Managers will discuss any performance-related issues that have occurred since their last meeting. Announcements and reminders addressing known issues will be made to all TRIP Companies during AIR meetings.

Communicate – When more specific communication and corrective actions are needed, one-on-one meetings will occur with the TRIP Companies relative to the following:

Criteria 1: When performance issues arise (missed arrival times and missed clearance times, for example) accounting for 25% or more of a TRIP Company's activations during a three-month period, TRIP Managers will notify the Company. It will be expected that resulting actions will generate improved performance from the Company in the following three-month period.

OR

Criteria 2: When the average score of the post-AIR evaluations conducted by TRIP Managers for each Incident falls below 70%, TRIP Managers will provide written notice to the Company. It will be expected that resulting actions will generate improved performance from the Company in the following three-month period. However, this does not guarantee that the Company has three months to correct the problem. Rather, the Company can be removed from the Program with thirty (30) days' notice for failure to improve.

Correction – TRIP Managers will closely monitor performance following written notice being given to ensure specific performance issues are corrected. Should it become evident that corrective measures have not produced improved performance, the Company will be provided written notice of the situation and given an opportunity to meet with GDOT’s designated representative and a member of GDOT legal services to discuss further participation in the Program.

If, during such a meeting, the TRIP Company is unable to show to the satisfaction of the Department sufficient evidence of improvement since the written notice was issued, the Company will be subject to remedial action up to and including removal from the Program

For clarification purposes – TRIP Managers anticipate all Companies will take an active, engaged role by staying in compliance with the Program’s Specifications and performance expectations. TRIP Companies are expected to self-monitor performance. For example, Companies should take into account the number of missed arrival times as a measure of Program performance.

It is also expected that each TRIP Company will supply a representative at all TRIP AIR meetings, and information from the meetings will be reported to all appropriate TRIP personnel within that Company thereafter.

The results of the corrective process, including the number of times that formal corrective notices are issued, will be taken into consideration for future route assignments.

If at any time there are questions, concerns or other issue related to the Program, please do not hesitate to contact the TRIP Managers to schedule a meeting or conference call.

Jeffrey B. Dixon (502) – GDOT HERO Assistant Manager
404-635-2448
jdixon@dot.ga.gov

Scott Malcolm – Atkins, TRIP Program Support
678-247-2615
scott.malcolm@atkinsglobal.com

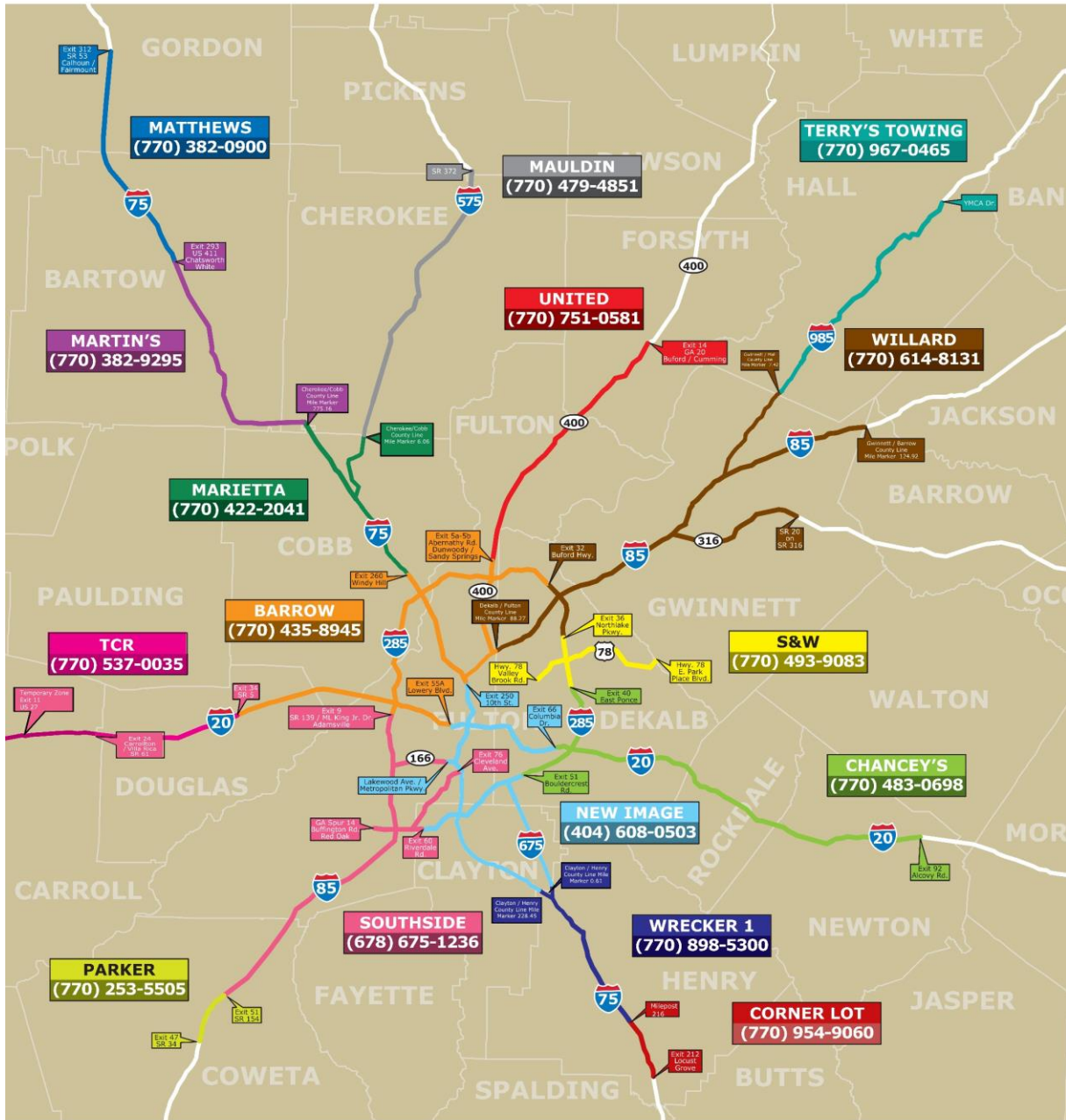
John Gilligan – Atkins, TRIP Program Support
904-363-8457
john.gilligan@atkinsglobal.com

Appendix E: Coverage Map

WRECKER SERVICE



COVERAGE MAP

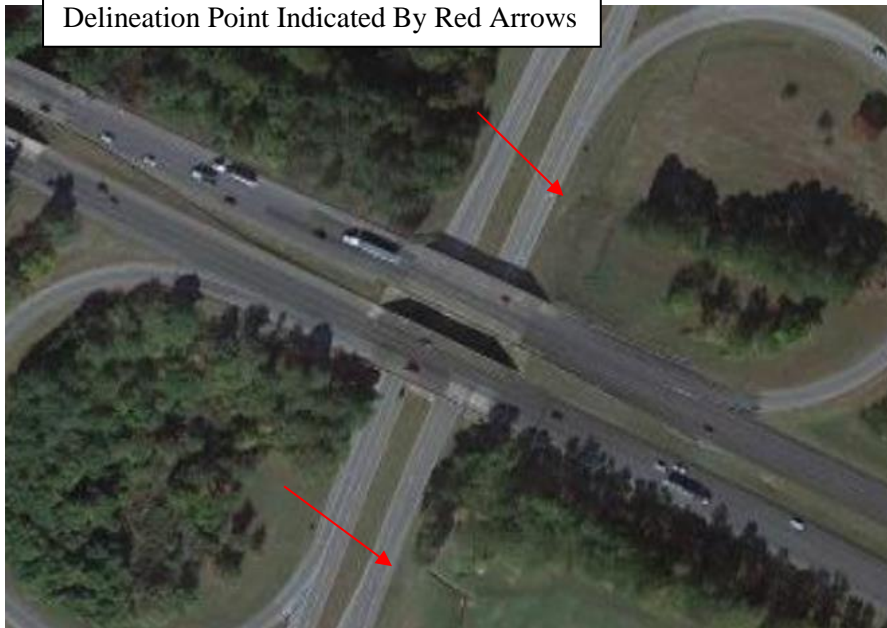


- | | | | |
|---|----------------------------------|--|---------------------------------|
|  | BARROW (770) 435-8945 |  | PARKER (770) 253-5505 |
|  | CHANCEY'S (770) 483-0698 |  | SOUTHSIDE (678) 675-1236 |
|  | CORNER LOT (770) 954-9060 |  | S&W (770) 493-9083 |
|  | MARIETTA (770) 422-2041 |  | TCR (770) 537-0035 |
|  | MARTIN'S (770) 382-9295 |  | TERRY'S (770) 967-0465 |
|  | MATTHEWS (770) 382-0900 |  | UNITED (770) 751-0581 |
|  | MAULDIN (770) 479-4851 |  | WILLARD (770) 614-8131 |
|  | NEW IMAGE (404) 608-0503 |  | WRECKER 1 (770) 898-5300 |

Appendix F: Description of Recovery Zones

The satellite imagery on these pages illustrates examples of the delineation points at interstate overpasses and underpasses. In the interest of consistency, these transition points will always be on the northern or western edge of the over/underpass unless specifically noted in the zone boundary description.

Delineation Point Indicated By Red Arrows



Recovery Zone 1 (I-75 North Side – Matthews):

Beginning at the intersection of I-75 and SR 53 (Exit 312) and including all ramps and the overpass bridge at that interchange and continuing south to the intersection of I-75 and U.S. Hwy. 411 (Exit 293) along the northern edge of the pavement of U.S. Hwy. 411 and including all ramps on the northern side of that point.

Recovery Zone 2 (I-75 North Side – Martin’s):

Beginning at the intersection of I-75 and U.S. Hwy. 411 (Exit 293) along the northern edge of the pavement of U.S. Hwy. 411 and including all ramps and roadway on the southern side of that point and continuing south to the Cherokee/Cobb County line as indicated by roadway signage on both the south and north bound sides of the highway.

Recovery Zone 3 (I-75 and I-575 - Marietta):

Beginning on I-75 at the Cherokee/Cobb County line as indicated by roadway signage on both the south and north bound sides of the highway and continuing south along I-75 to the intersection of Windy Hill Road (Exit 260) along the northern edge of the Windy Hill Road overpass bridge and including all ramps north of that point.

AND, beginning on I-575 at the Cherokee/Cobb County line as indicated by roadway signage on both the south and north bound sides of the highway and continuing south along I-575 to and including the interchange of I-75/I-575.

AND, including the Northwest Corridor Reversible Express Lanes system from the northernmost terminus at Access Point 5 (I-75) south along the system to the southernmost terminus at I-285 and from Access Point 6 (I-575/Shallowford Rd.) south along the system to the junction with the I-75 NWC express lanes when the system is flowing in a SOUTHBOUND configuration and from Access Point 2 (Terrell Mill Rd.) north along the system to the northernmost terminus points on both I-75 and I-575 when the system is in a NORTHBOUND configuration. (*)

Recovery Zone 4 (I-575 - Mauldin):

Beginning at the intersection of I-575 and SR 372, along the northern pavement edge of the south bound lanes of SR 372 and continuing south to the Cherokee/Cobb County line as indicated by roadway signage on both the south and north bound sides of the highway.

AND, including the Northwest Corridor Reversible Express Lanes system from the northernmost terminus at Access Point 8 (I-575) south along the system to Access Point 6 (I-575/Shallowford Rd.) when the system is flowing in a SOUTHBOUND configuration. (*)

Recovery Zone 5 (I-285 NW - Barrow):

Beginning at the intersection of I-75 and Windy Hill Road (Exit 260) along the northern edge of the Windy Hill Road overpass bridge and including all ramps and the overpass bridge south of that point and continuing south to the intersection of I-75 and 10th Street (Exit 250) along the northern edge of the 10th Street overpass bridge.

AND, including the Northwest Corridor reversible express lanes from the southernmost terminus at Access Point 1 (I-285) north to Access Point 2 (Terrell Mill Rd.) when the system is flowing in a NORTHBOUND configuration. (*)

AND, beginning on I-285 at the intersection of Martin Luther King, Jr, Drive (Exit 9) along the northern edge of the Martin Luther King, Jr. Drive overpass bridge and including all ramps north of that point and continuing north/east to the intersection of I-285 and U.S. 23/Buford Hwy. (Exit 32) along the northern edge of the pavement of Buford Hwy. and including all ramps north/west of that point.

AND, beginning at the intersection of I-20 and SR 5/Bill Arp Rd. (Exit 34) along the western edge of the SR 5 overpass bridge, including all ramps east of that point and the overpass bridge and continuing

east on I-20 to the intersection of I-20 and Joseph E. Lowery Blvd. (Exit 55A) along the western edge of the pavement of Joseph E. Lowery Blvd. including all ramps west of that point.

AND, beginning at the intersection of SR 400/US 19 and Abernathy Rd. (Exit 5A) along the northern edge of the pavement of Abernathy Rd. including all ramps south of that point and the Abernathy Rd. underpass and continuing south on SR 400/US 19 to, and including the entirety of the interchange of SR 400 and I-85.

AND, beginning on I-85 at the DeKalb/Fulton County line as indicated by roadway signage on both the south and north bound sides of the highway south along I-85 to, and including, the entirety of the I-85/I-75 (Exit 84) interchange.

Recovery Zone 6 (GA 400 - United):

Beginning at the intersection of SR 400/US 19 and Buford Road/SR 20 (Exit 14) and including all ramps and bridges at that interchange and continuing south to the intersection of SR 400/US 19 and Abernathy Rd. (Exit 5A) along the northern edge of the Abernathy Rd. overpass bridge and including all ramps north of that point

Recovery Zone 7 (I-85 North Side - Willard):

Beginning on I-85 at the Barrow/Gwinnett County line as indicated by roadway signage on both the south and north bound sides of the highway and continuing south to the DeKalb/Fulton County line as indicated by roadway signage on both the south and north bound sides of the highway.

AND, Beginning on I-985 at the Hall/Gwinnett County line as indicated by roadway signage on both the south and north bound sides of the highway and continuing south to the junction of I-985 and I-85 including the entire interchange.

AND, beginning on SR 316 at the intersection of SR 316 and SR 20 and continuing west to the junction of SR 316 and I-85, including the entire interchange.

AND, beginning on I-285 at the intersection of I-285 and U.S. 23/Buford Hwy. (Exit 32) along the northern/western edge of the pavement of Buford Hwy. and including all ramps and the underpass roadway south/east of that point and continuing south/east along I-285 to the intersection of Northlake Pkwy. (Exit 36) along the southern edge of the overpass bridge and including the entire interchange.

Recovery Zone 8 (I-985 – Terry’s):

Beginning on I-985 at the intersection of YMCA Drive (formerly Howard Rd.) and continuing south to the Hall/Gwinnett County line as indicated by roadway signage on both the south and north bound sides of the highway.

Recovery Zone 9 (US 78 – S&W):

Beginning on US 78 (Stone Mountain Freeway) at the intersection of E. Park Place Blvd. and continuing west to the intersection of Valley Brook Rd. including the entire interchange.

AND, beginning on I-285 at the intersection of Northlake Pkwy. (Exit 36) along the southern edge of the overpass bridge and continuing south on I-285 to the intersection of E. Ponce de Leon Ave. (Exit 40) along the southern edge of the overpass bridge including all ramps and the E. Ponce de Leon Ave. overpass bridge.

Recovery Zone 10 (I-20 East Side – Chancey’s):

Beginning on I-20 at the intersection of Columbia Drive (Exit 66) along the eastern edge of the overpass bridge and continuing east to the intersection of Alcovy Rd. (Exit 92) including the entire interchange.

AND, beginning on I-285 at the intersection of E. Ponce de Leon Ave. (Exit 40) along the southern edge of the overpass bridge and continuing south/west along I-285 to the intersection of Bouldercrest Rd. (Exit 51) along the western/southern edge of the overpass bridge including all ramps east/north of that point and the Bouldercrest Rd. overpass bridge.

Recovery Zone 11 (I-20 West Side - TCR):

Beginning at the intersection of I-20 and SR 61 (Exit 24) and including the entire interchange and continuing east on I-20 to the intersection of I-20 and SR 5/Bill Arp Rd. (Exit 34) along the western edge of the SR 5 overpass bridge, including all ramps west of that point.

AND, until further direction from GDOT, including the entire interchange at US 27/SR 1 (Exit 11) and continuing east on I-20 to SR 61 (Exit 24) as a temporary extension of the TRIP zone.

Recovery Zone 12 (I-75/I-285 South/West Side – New Image):

Beginning at the intersection of I-75/85 and 10th Street (Exit 250) along the northern edge of the 10th Street overpass bridge including all ramps south of that point and the 10th Street overpass bridge and continuing south along I-75/85 to the junction of I-75 & I-85 including the entire interchange and continuing south on I-85 to the intersection of Cleveland Ave. (Exit 76) along the northern edge of the pavement on Cleveland Ave. including all ramps north of that point.

AND, continuing south on I-75 from the southern junction of I-75/I-85 to the Clayton/Henry County line as indicated by roadway signage on both the south and north bound sides of the highway.

AND, beginning at the intersection of I-675 and I-285 including the entire junction and continuing south on I-675 to the Clayton/Henry County line as indicated by roadway signage on both the south and north bound sides of the highway.

AND, beginning at the intersection of I-285 and Riverdale Rd. (Exit 60) along the western edge of the Riverdale Rd. overpass bridge including all ramps east of that point and the Riverdale Rd. overpass bridge and continuing east/north along I-285 to the intersection of Bouldercrest Rd. (Exit 51) along the western/southern edge of the overpass bridge including all ramps west/south of that point.

AND, beginning at the intersection of I-20 and Joseph E. Lowery Blvd. (Exit 55A) along the western edge of the pavement of Joseph E. Lowery Blvd. including all ramps east of that point and the Joseph E. Lowery Blvd. underpass roadway and continuing east on I-20 to the intersection of Columbia Drive (Exit 66) along the eastern edge of the Columbia Drive overpass bridge including all ramps and the Columbia Drive overpass bridge.

AND, beginning at the intersection of SR 166 and Metropolitan Pkwy. along the western edge of the pavement on Metropolitan Pkwy. including all ramps and the Metropolitan Pkwy. underpass roadway and continuing to and including the junction of SR 166 and I-75/85.

Recovery Zone 13 (I-85/I-285 West/South Side – Southside):

Beginning on I-285 at the intersection of Martin Luther King, Jr, Drive (Exit 9) along the northern edge of the Martin Luther King, Jr. Drive overpass bridge and including all ramps south of that point and the Martin Luther King, Jr. Drive overpass bridge and continuing south/east on I-285 to the

intersection of Riverdale Rd. (Exit 60) along the western edge of the Riverdale Rd. overpass bridge including all ramps west of that point.

AND, beginning on GA Spur 14 at the intersection of Buffington Rd. including the entire interchange and continuing east on GA Spur 14 to the intersection of I-285 and including the entire interchange.

AND, beginning at the intersection of I-85 and Cleveland Ave. (Exit 76) along the northern edge of the pavement on Cleveland Ave. including all ramps south of that point and the Cleveland Ave. underpass roadway and continuing south on I-85 to the intersection of SR 154/McCollum-Sharpsburg Road (Exit 51) along the northern edge of the SR 154 overpass bridge including all ramps north of that point.

AND, beginning at the intersection of I-285 and SR 166 including the entire interchange and continuing east on SR 166 to the intersection of SR 166 and Metropolitan Pkwy. along the western edge of the pavement on Metropolitan Pkwy.

Recovery Zone 14 (I-85 South Side – Parker’s):

Beginning at the intersection of SR 154/McCollum-Sharpsburg Road (Exit 51) along the northern edge of the SR 154 overpass bridge including all ramps south of that point and the SR 154 overpass bridge and continuing south on I-85 to the intersection of SR 34 (Exit 47) including the entire interchange.

Recovery Zone 15 (I-75 South Side – Wrecker 1):

Beginning on I-75 at the Clayton/Henry County line as indicated by roadway signage on both the south and north bound sides of the highway and continuing south on I-75 to Mile Post 216 as indicated by signage on both the south and north bound sides of the highway.

AND, beginning on I-675 at the Clayton/Henry County line as indicated by roadway signage on both the south and north bound sides of the highway continuing south on I-675 to the intersection of I-675 & I-75 including the entire interchange.

AND, including the entirety of the South Metro Reversible Express Lanes system (*).

Recovery Zone 16 (I-75 South Side – Corner Lot):

Beginning on I-75 at Mile Post 216 as indicated by signage on both the south and north bound sides of the highway and continuing south on I-75 to the intersection of Bill Gardner Parkway (Exit 212) including the entire interchange.

(*) In the event of a TRIP incident inside of either reversible express lane system (NWC or South Metro REL) the on-duty TMC supervisor and/or on-scene HERO supervisor shall reserve the right to alter the TRIP COMPANY response in the event the incident will be accessed via Emergency Access Gate (EAG) if doing so will allow more timely response to the scene. This MUST be coordinated between TMC and HERO as early in the incident as feasible, and ideally prior to TRIP COMPANY notification. The TRIP Managers will review all incidents within the REL systems and consider response times accordingly.