

GEORGIA



**TRIP**

TOWING & RECOVERY INCENTIVE PROGRAM



# TOWING & RECOVERY INCENTIVE PROGRAM OF GEORGIA

## TRIP Specifications

Updated: May 14, 2025





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## Revision History

Revision Number	Date	Revision Completed by	Comment
2.0	May 14, 2025	Georgia Department of Transportation and their Statewide Traffic Incident Management Services Consultancy	Periodic review
1.0	July 8, 2021	Georgia Department of Transportation and their Statewide Traffic Incident Management Services Consultancy	Review



## Acronyms/Abbreviations

ANSI	American National Standards Institute
CDL	Commercial Driver's License
CHAMP	Coordinated Highway Assistance & Maintenance Program
EMS	Emergency Medical Service
FHWA	Federal Highway Administration
GDOT	Georgia Department of Transportation or Department
GPS	Global Positioning System
GSP	Georgia State Patrol
GVW	Gross Vehicle Weight
HERO	Highway Emergency Response Operators
HVRC	Heavy Vehicle Recovery Company
LED	Light-emitting Diode
MCCD	Motor Carrier Compliance Division
MUTCD	Manual on Uniform Traffic Control Devices
NIMS	National Incident Management System
SAE	Society of Automotive Engineers
STIMS	Statewide Traffic Incident Management Services
TEMA	Tubular Exchanger Manufacturers Association
TIM	Traffic Incident Management
TIME	Traffic Incident Management Enhancement
TIR	Traffic Interruption Request
TMC	Transportation Management Center
TRAA	Towing and Recovery Association of America
TRIP	Towing and Recovery Incentive Program
USDOT	United States Department of Transportation



## Link References

Page(s)	Reference to	Link
	TRIP email	<a href="mailto:TRIP@dot.ga.gov">TRIP@dot.ga.gov</a>
	Georgia TIME Task Force website	<a href="http://www.timetaskforce.com">www.timetaskforce.com</a>
1, 16, 17	Georgia Open Roads Policy	<a href="https://timetaskforce.com/time-initiatives/open-roads-policy/">https://timetaskforce.com/time-initiatives/open-roads-policy/</a>
1, 2, 6, 16, 17, 24	National Incident Management System	<a href="http://www.fema.gov/national-incident-management-system">http://www.fema.gov/national-incident-management-system</a>
3	TRIP dashboards	<a href="https://timetaskforce.com/time-initiatives/trip/trip-dashboards/">https://timetaskforce.com/time-initiatives/trip/trip-dashboards/</a>
5	TRIP recovery zone maps	<a href="https://timetaskforce.com/wp-content/uploads/2025/07/TRIP-Expansion-Zones-Marketing-v2.pdf">https://timetaskforce.com/wp-content/uploads/2025/07/TRIP-Expansion-Zones-Marketing-v2.pdf</a>
8	Title 23 Code of Federal Regulations	<a href="https://www.ecfr.gov/current/title-23">https://www.ecfr.gov/current/title-23</a>
8	Occupational Safety and Health Standards	<a href="https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.135">https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.135</a>
8	Georgia House Bill 1193	<a href="https://legiscan.com/GA/bill/HB1193/2023">https://legiscan.com/GA/bill/HB1193/2023</a>
9	Sample invoice template can be found under Current Program Documents and Resources on the TRIP homepage	<a href="https://timetaskforce.com/time-initiatives/trip/">https://timetaskforce.com/time-initiatives/trip/</a>
10	Acceptable GPS Functional Requirements for TRIP Towers to Use in TRIP Incident Verification Documentation Support	<a href="https://timetaskforce.com/wp-content/uploads/2022/02/GPS-Functional-Requirements-for-TRIP-Time-Documentation-2-4-22.pdf">https://timetaskforce.com/wp-content/uploads/2022/02/GPS-Functional-Requirements-for-TRIP-Time-Documentation-2-4-22.pdf</a>
15	TRIP zone descriptions	<a href="https://timetaskforce.com/wp-content/uploads/2025/09/TRIP-Zone-Written-Descriptions-7.1.2025.pdf">https://timetaskforce.com/wp-content/uploads/2025/09/TRIP-Zone-Written-Descriptions-7.1.2025.pdf</a>
16	Department of Public Safety Policy Manual	<a href="https://dps.georgia.gov/department-public-safety-policies">https://dps.georgia.gov/department-public-safety-policies</a>
16	Form MCS-90 - Endorsement for Motor Carrier Policies of Insurance for Public Liability under Sections 29 and 30 of the Motor Carrier Act of 1980	<a href="https://www.fmcsa.dot.gov/registration/form-mcs-90-endorsement-motor-carrier-policies-insurance-public-liability-under">https://www.fmcsa.dot.gov/registration/form-mcs-90-endorsement-motor-carrier-policies-insurance-public-liability-under</a>
16, 17	Safe Fire Service Traffic Control Practices (training offered by www.respondersafety.com)	<a href="https://learning.respondersafety.com/Training_Programs/Safe_Fire_Service_Traffic_Control_Practices.aspx">https://learning.respondersafety.com/Training_Programs/Safe_Fire_Service_Traffic_Control_Practices.aspx</a>
16, 17	The First 15 Minutes at Roadway Incidents (training offered by www.respondersafety.com)	<a href="https://learning.respondersafety.com/Training_Programs/The_First_15_Minutes_at_Roadway_Incidents.aspx">https://learning.respondersafety.com/Training_Programs/The_First_15_Minutes_at_Roadway_Incidents.aspx</a>
17	FHWA MUTCD	<a href="https://mutcd.fhwa.dot.gov/">https://mutcd.fhwa.dot.gov/</a>
22	TRAA Vehicle Identification Guide	<a href="https://codelibrary.amlegal.com/codes/readingpa/latest/reading_pa/0-0-0-22335">https://codelibrary.amlegal.com/codes/readingpa/latest/reading_pa/0-0-0-22335</a>

# 1. Introductions and Definitions

The Towing and Recovery Incentive Program (TRIP or the Program) is a Georgia Department of Transportation initiative that provides financial incentives to designated heavy-duty towing and

recovery companies for timely response to and clearance of large commercial motor vehicle incidents from designated locations on the Georgia Highway System.<sup>1</sup> The Program objectives are to manage the response to these incidents safely, rapidly, and efficiently to mitigate risks of responder injuries and secondary crashes as well as reduce congestion, enhance commerce, and support air quality improvement. The Georgia Traffic Incident Management Enhancement (TIME) Task Force conceived and works in close coordination with TRIP.

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

**Table 1.1. Definitions**

a.	<b>Emergency Responder:</b> All personnel who have the authority and responsibility for answering and managing an emergency roadway incident and mitigating its impacts.
b.	<b>Georgia Department of Transportation:</b> The State of Georgia agency that, among other duties, is responsible for the safe and efficient operation of state roads and highways, hereinafter referred to as GDOT or the Department. The Department oversees and administers the operation of TRIP in responding to and clearing incidents.
c.	<b>Georgia Open Roads Policy:</b> A policy supporting safe, quick clearance of incidents, which can be viewed at the link provided in the <a href="#">Link References</a> .
d.	<b>Heavy Vehicle Recovery Company (HVRC):</b> A towing and recovery company specializing in recovery and quick clearance of crashes and incidents involving commercial and other heavy vehicles and equipment.
e.	<b>Incentive:</b> A payment awarded to a company for the completion and execution of agreed services rendered.
f.	<b>Incident:</b> An occurrence resulting from a crash or other event that impedes the flow of traffic, involving a commercial or other heavy vehicle as defined within this document under "Activation Criteria" (Section 7.2) on a Georgia highway within the designated boundaries of the Program that requires clearance by a TRIP company as determined by properly trained and authorized members of GDOT's Highway Emergency Response Operators (HERO) unit, GDOT's Coordinated Highway Assistance & Maintenance Program (CHAMP) division, GDOT's district maintenance staff supervisors, GDOT District Engineers, state or local law enforcement agencies, designated fire departments, and the GDOT Transportation Management Center (TMC) staff.
g.	<b>National Incident Management System (NIMS):</b> 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 response, and common procedures as developed by the Department of Homeland Security in 2004. See the link provided in the <a href="#">Link References</a> .
h.	<b>Statewide Traffic Incident Management Services (STIMS) Consultancy:</b> The third-party firm contracted by GDOT to provide administrative support and facilitation of TRIP. This group administers the day-to-day operation of the Program on behalf of, and under the direction of the Department.

<sup>1</sup> See O.C.G.A. § 32-6-2

i.	<b>Transportation Management Center:</b> The Department’s traffic operations information clearinghouse that monitors roadways and collects real-time information from video detection system cameras along the state highway system 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.	<b>TRIP Activator:</b> On-scene responder or TMC staff, appropriately trained and authorized to initiate Program activation under the procedures and criteria outlined within this document, including, but not limited to, police/fire officer, GDOT supervisor, HERO, CHAMP, or authorized GDOT Maintenance supervisor. The TRIP Activator is charged with recognizing that the incident meets Program criteria for activation, making notification to the TMC, collecting/recording applicable incident timestamps, and overseeing Program metrics and procedures throughout the incident. The TRIP Activator is not considered the incident commander unless they have authority and jurisdiction to assume that role under agency authority and/or NIMS procedures.
k.	<b>TRIP Company (also Company):</b> An HVRC that has applied to and been approved by the Department to respond to and clear incidents in a designated coverage area for instances in which the Program is activated.
l.	<b>TRIP Advisory Board:</b> Industry and subject matter experts charged with reviewing flagged TRIP incidents and TRIP Specifications, making recommendations to GDOT, attending recurring meetings, and serving as an advocate of the Program. TRIP Advisory Board members may include representatives of various divisions within GDOT and the Georgia Department of Public Safety, private sector transportation consultants and agencies designated by GDOT, members of the Towing and Recovery Association of Georgia, and/or other public safety entities as designated by GDOT. The TRIP Advisory Board will consist of voting and non-voting members. All voting members must be currently employed by the State of Georgia. Non-voting members will include representatives and industry experts from outside agencies, both public and private, and employees of GDOT-contracted consultancies.
m.	<b>TRIP Company Operator:</b> An employee of a TRIP Company who has successfully passed an approved basic level TRIP course and satisfactorily completed all other Operator level Program training requirements and is therefore authorized by GDOT to represent an approved TRIP Company in the mitigation of qualifying incidents under the Program.
n.	<b>TRIP Company Supervisor:</b> An employee of a TRIP Company who has successfully passed approved TRIP basic and supervisory level courses and satisfactorily completed all Supervisor level Program training requirements and is thereby authorized by GDOT to represent an approved TRIP Company in the mitigation and management of qualifying incidents under the Program.
o.	<b>TRIP Qualifying Vehicle:</b> A qualifying vehicle is defined as any vehicle that meets the criteria outlined in Section 7.2 of this document. <ol style="list-style-type: none"> <li>1. Truck Tractor Semi-Trailer Combinations (DOT Class 8)</li> <li>2. Trucks over 26,000 lbs. and Bobtail Tractors (DOT Class 7 or 8)</li> <li>3. Large Motor Homes (40 foot plus) and Motor Coaches (DOT Class 5 and 6)</li> <li>4. Busses (16 passenger or more, DOT Class 6, 7, and 8)</li> <li>5. Aircraft</li> </ol>
p.	<b>Unified Command:</b> A NIMS application in which responding agencies and/or jurisdictions with responsibility for incidents work together to establish a common set of objectives and strategies. Unified Command is a functional structure that brings together “Incident Commanders” from all agencies involved in an incident in order to coordinate an effective response while at the same time carrying out their own jurisdictional responsibilities.
q.	<b>Vehicle Storage Facility:</b> This is where recovered vehicles are stored.
r.	<b>Wrecker Yard:</b> A wrecker yard is defined as the location from which TRIP response vehicles and equipment will respond.

## 1.1. Program Objectives

**1.1.1.** TRIP's key objective is to facilitate the safe, quick clearance of specified highway incidents through utilization of pre-qualified heavy towing and recovery companies selected for Program participation based on their skill, experience, availability, and equipment. The Program improves incident management via 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, specified large-vehicle traffic incidents by incentivizing clearance goals of 90 minutes or less using nationally accepted and proven traffic incident management (TIM) practices while focusing on communication, coordination, and cooperation between all involved agencies.

## 1.2. Program Benefits

**1.2.1.** TRIP benefits emergency responders, traveling motorists, and anyone affected by traffic in a Program coverage area by facilitating the quick clearance of qualifying incidents, resulting in reduced 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

**1.3.1.** Performance measures are key to identifying long-term health and benefits of the Program. Performance measures also serve to support continuous improvement ideals to the benefit of TIM in the region as well as supporting efforts to minimize risks and enhance the safety of responders, crash victims, and the motoring public.

**1.3.2.** Long-term benefits to be realized through tracking performance measures and continuous improvement include:

- a) Reduced risk of responder struck-by incidents
- b) Reduced risk of secondary incidents
- c) Reduced response times
- d) Improved roadway clearance times
- e) Reduced travel-lane blockages
- f) Reduced incident clearance times
- g) Realized cost savings from reduced congestion

**1.3.3.** Performance metrics will be tracked utilizing response and clearance times, statistics, and data collected from all TRIP events and will be validated by the STIMS consultancy. Select tracked data may be incorporated into a series of TRIP "dashboards," or other tracking tools. Dashboards can be found on the Georgia TIME Task Force website under TRIP Dashboards as shown in the [Link References](#).

**1.3.4.** GDOT's contracted STIMS consultancy will continuously monitor TRIP Company performance and report to GDOT. GDOT will notify any Company(ies) not in compliance with pre-determined performance thresholds in writing of such deficiencies and provide feedback on specific areas of concern.

**1.3.5.** Performance and other Program issues will be addressed by GDOT in a manner that serves the best overall interests of TRIP. Generally speaking, these include the following responsive actions by GDOT based upon the issue presented, its gravity, and the frequency of its occurrence:

**1.3.5.1.** An Initial Notification will be issued if a Company's performance is determined by GDOT to drop below an existing TRIP threshold, or Company staff members demonstrate conduct unbecoming to the Program in their dealings with first responders, members of the public, GDOT, and/or GDOT's consultancy.

**1.3.5.2.** A Second Warning will be issued if any or all of the problems that prompted the issuance of an Initial Notification occur at any time over the six-month period after the Initial Notification was issued.

**1.3.5.3.** A Corrective Action Notice will be issued if: i) any or all of the problems that resulted in a Second Warning being sent continue to occur over a one-year period, ii) other actions exhibited by the Company are vastly in conflict with Program objectives and requirements such that the issuance of an Initial Notification and/or Second Warning are determined to be insufficient in the sole discretion of GDOT to address the issue(s) at hand. Issuance of a Corrective Action Notice in a matter in which an Initial Notification and/or Second Warning may not have been disseminated by GDOT will include, but not be limited to, conduct in which:

- a) Overall performance drops below a GDOT-defined threshold,
- b) An incident incurs an extreme performance issue,
- c) The tower demonstrates continuing behavioral issues that are incompatible with the efficient operation of the Program; or
- d) Any other programmatic or behavioral shortcoming determined by GDOT to adversely impact the Program.

**1.3.5.4.** The issuance of a Corrective Action Notice shall require that a recipient respond to GDOT in writing within 30 days of setting for a plan of improvement. Such plan shall detail the actions that will be taken by the Company over the 60 days following its submission to GDOT to fully address the performance/behavioral issues to warrant the Company's continued participation in the Program. Failure to provide an adequate written plan of improvement shall serve as grounds for removal from TRIP in the discretion of GDOT.

**1.3.5.5.** Receipt of a Corrective Action Notice by a tower may count against a TRIP Company in future applications solicited by GDOT to make TRIP zone assignments.

**1.3.6.** If the TRIP Company is unable to show sufficient evidence of improvement to the satisfaction of the Department after the Corrective Action Notice was issued, the Company will be subject to further corrective action up to and including removal from the Program.

**1.3.7.** The Company or any of its owners, operators, employees, representatives, or agents shall not provide any gratuities, commissions, "kickbacks," or complimentary services of any kind to any federal, state, or local agency officials, officers, employees, or consultants.

**1.3.8.** Under no circumstances 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, any other incident responder, or agent authorized to activate TRIP in an attempt to persuade, advise, or otherwise seek to influence activation of the Program. If there is substantiated evidence to indicate 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, penalties may be assessed.

**1.3.9.** TRIP Companies failing to meet performance, behavior, and engagement standards as outlined in this document 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 by any owner, operator, employee, agent, or representative of the TRIP Company, and/or consumer/stakeholder complaints to GDOT or its authorized Program representatives or to local agencies relative to attitude, general conduct at the incident scene, or at any location associated with management of, or any business related to the incident. This includes TRIP Company offices and yards/facilities. Poor performance shall also be defined as the failure to adhere to and abide by TRIP Specifications, policies, procedures, or guidelines relative to identification, notification, response, roadway clearance, removal, and storage during and after any TRIP event.

**1.3.10.** GDOT expects all Companies to take an active and engaged role to ensure compliance with TRIP Specifications and performance expectations. It is also expected that each Company will make a representative available to participate at all monthly tower meetings so that information can be collected and shared efficiently with all TRIP participants in a collaborative effort to continuously improve the Program.

**1.3.11.** Areas of consideration under performance measures may include, but are not limited to:

- a) **Response:** Number of incidents where response time requirements were met and missed.
- b) **Clearance:** Number of incidents where roadway clearance time requirements were met and missed.
- c) **Engagement:** Attendance at monthly tower meetings, TRIP training, TIME Task Force/TIM Team functions, etc.
- d) **Evaluations:** Evaluations conducted by GDOT and the TRIP Advisory Board when necessary to address extenuating circumstances, non-compliance, safety violations, or other performance criteria.
- e) **Violations:** Instances of missing safety apparel, equipment, or improper incident attire.
- f) **Compliance:** Ability to stay current with ongoing/continuing education requirements, record keeping, Specifications, etc.
- g) **Complaints:** Receipt of third-party reports citing poor performance, attitudes, unresponsiveness, unprofessional behavior, or other concerns.

## 1.4. Recovery Zone Maps and Descriptions

The most up-to-date coverage and zone maps as well as written zone descriptions can be found at the link provided in the [Link References](#).

## 2. Relationship of the Parties

**2.1.** GDOT authorizes a TRIP Company to provide qualifying vehicle recovery and incident scene clearance services, further defined herein, for a designated recovery zone(s) of the Georgia Highway System. A qualifying vehicle is defined as any vehicle that meets the criteria outlined in Section 7.2 of this document.

**2.2.** 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.

**2.3.** All TRIP Companies must develop and maintain good relationships with public safety agencies within their assigned TRIP recovery zone.

**2.4.** 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.

**2.5.** Should GDOT determine that a Company under these TRIP 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 participation of a TRIP Company from the Program, or reassign, cancel, or otherwise modify the assignment or boundaries of any recovery zone assigned through TRIP in the manner set forth in Sections 3.6 and 3.7 of these Specifications.

**2.6.** A Company and all its operators, employees, third-party vendors, and sub-let contractors shall cooperate with GDOT officials and maintenance staff, GDOT consultants, GDOT HERO and CHAMP Supervisors or Operators, Georgia State Patrol (GSP) Troopers and Motor Carrier Compliance Division (MCCD) officers, local law enforcement officers, fire department personnel, other appropriate law enforcement and/or public safety agencies, GDOT authorized contractors or consultants, and the TRIP Advisory Board concerning instructions and guidance pertaining to incident scene safety, vehicle positioning other than as required for recovery operations, and traffic control.

**2.7.** The foregoing notwithstanding, it is incumbent and expected of all incident responders that NIMS and principles of safe, quick roadway clearance are applied at every incident scene. It is also required and expected that all responders will engage in unified command throughout the incident mitigation process and will exercise the principles of communication, coordination, and cooperation to bring the incident to a successful conclusion.

**2.8.** Acceptance of an application for Program participation does not guarantee a route assignment. Only those HVRCs that receive recovery zone assignments are considered TRIP Companies. GDOT reserves the right to refuse/decline any application at any time before or during open enrollment and/or the route evaluation process. Selection of a Company for a specific recovery zone will be made in the best interest of the Program as determined by GDOT.

**2.9.** The TRIP Advisory Board was created for the purpose of reviewing TRIP incidents and recommending whether incentive payments should be made to Companies when incident conditions warrant further scrutiny. The TRIP Advisory Board typically meets monthly, prior to the TRIP towers meeting. This group consists of both voting and non-voting members as shown in **paragraph 2.10** below. GDOT reserves the right to remove, add, or replace a TRIP Advisory Board member at any time and at its sole discretion.

**2.10.** The TRIP Advisory Board may consist of:**a) North Georgia Advisory Board = 9 Seats:**

- 1) GDOT Assistant State Traffic Engineer
- 2) GDOT Incident Management Program Manager
- 3) GDOT HERO Manager or designee
- 4) GDOT TMC Manager or designee
- 5) GDOT CHAMP Manager
- 6) GDOT District Traffic Engineer or designee
- 7) GDOT District Maintenance Engineer or designee
- 8) GDOT Department of Public Safety (2 seats)

**b) North Georgia Non-Voting/Consulting Members:**

- 1) GDOT Legal Services
- 2) GDOT's Statewide TIM Services Consultancy
- 3) GDOT's TMC Consultancy
- 4) GDOT's CHAMP Consultancy
- 5) Tow Company Liaison (Non-TRIP Tower appointed by GDOT)
- 6) GDOT-Appointed Local TRIP-involved Police and Fire Agency Representatives

**c) South Georgia Advisory Board = 9 Seats:**

- 1) GDOT Assistant State Traffic Engineer
- 2) GDOT Incident Management Program Manager
- 3) GDOT HERO Manager or designee
- 4) GDOT TMC Manager or designee
- 5) GDOT CHAMP Manager
- 6) GDOT District Traffic Engineer or designee
- 7) GDOT District Maintenance Engineer or designee
- 8) GDOT District Operations Center Manager or designee
- 9) GDOT Department of Public Safety (1 seat)

**d) South Georgia Non-Voting/Consulting Members:**

- 1) GDOT Legal Services
- 2) GDOT's Statewide TIM Services Consultancy
- 3) GDOT's TMC Consultancy
- 4) GDOT's CHAMP Consultancy
- 5) Tow Company Liaison (Non-TRIP Tower appointed by GDOT)
- 6) GDOT-Appointed Local TRIP-involved Police and Fire Agency Representatives

## 3. Terms and Agreement

### 3.1. TRIP Tower Meetings

**3.1.1.** The TRIP Company agrees to attend monthly tower 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. Tower 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.

**3.1.2.** These meetings will typically take place monthly. TRIP tower meetings will take place in-person, virtually, or as a combination of both. 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.

**3.1.3.** While it is understood that occasionally priorities dictate that a monthly meeting be missed, a TRIP Company is expected to have at least one representative attend tower 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 Advisory Board will review the circumstances that caused the meetings to be missed. After doing so, the TRIP Advisory Board may recommend to GDOT corrective action up to and including forfeiture of incentive payments and/or suspension from the Program. Continued meeting absences may warrant a 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

**3.2.1.** The TRIP Company agrees to have all personnel that engage in incident recovery efforts wear regulation highway safety vests according to Title 23 Code of Federal Regulations Part 634.3 (provided in the [Link References](#)), 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.”

**3.2.2.** All persons responding to an incident on behalf of a Company – including all third-party vendors/subcontractors – must wear an American National Standards Institute (ANSI) 107 Class 3/Type R safety vest, coat, jacket, or other compliant outerwear-type clothing always while on-scene. All persons responding to an incident on behalf of a Company, including all third-party vendors/subcontractors, must wear long pants that provide coverage to all sides of the legs and closed-toe shoes. Further, any time a TRIP Company representative is working within 50 feet of a recovery wrecker or other piece of recovery equipment lifting or supporting a suspended overhead load, ANSI Z89.1 compliant hard hats must be worn as per the US Department of Labor, Occupational Safety and Health Administration Standard Number 1910.135, which may be accessed from the link provided in the [Link References](#).

**3.2.3.** The use of red or blue lights, sirens, and/or other emergency response equipment that is not lawfully permitted and/or authorized by the Georgia Department of Public Safety for towing and recovery companies and their employees, owners, agents, or representatives is prohibited. Instances of their use will result in corrective action, which may include, but is not limited to, immediate Program removal/route termination.

**3.2.4.** Amber lights may be utilized by the Company as long as they are utilized within the regulatory guidelines and laws relative to their appropriate and safe operation under Georgia House Bill 1193 at the link provided in the [Link References](#).

**3.2.5.** Any first documented infraction of a 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 third-party vendors/subcontractors, will result in the immediate forfeiture of any incentive payment for the incident at which the violation occurred or a subsequent incident at which the Company would normally receive an incentive payment. Subsequent documented infractions will result in corrective action steps, up to and including removal of the Company from the Program, with all final decision-making authority remaining with GDOT (refer to Section 1.3 "Performance Measures"). For purposes of safety vest, safety attire, and other personal protective equipment requirements, "documented" means having photographic evidence of the failure to comply; these types of infractions will be initially reviewed by the TRIP Advisory Board unless otherwise directed by GDOT.

### 3.3. Books, Records, and Invoices

**3.3.1.** The Company shall maintain accurate records of incident services provided under these Specifications for vehicle recovery, roadway/incident clearance towing, and storage. **All responders, including representatives of GDOT, the TRIP Company, and public safety agencies, engaged in 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 timestamps.** This coordination is to take place prior to on-scene responders departing from the incident scene.

**3.3.2.** The Company's books and records pertinent to any GDOT-requested vehicle or cargo recovery services shall be made available for inspection at a reasonably convenient time and place, upon request from GDOT.

**3.3.3.** The Company shall provide GDOT with a Program-approved invoice for mobilization or crash vehicle/cargo/debris relocation and scene clearance activities that are rendered under these Specifications within 10 days of the incident's occurrence via email to [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov). The invoice provided shall be complete and include the Company's TMC-issued TRIP incident number, the location of the incident with cross street and direction of travel, and the date and time of the incident. It is also recommended that the Company submit their recorded TRIP timestamps on a separate document.

**3.3.4.** A sample invoice template can be found on the TIME Task Force website as provided in the [Link References](#). The proper use of the approved invoice will facilitate processing and payment by GDOT of any financial incentive to the Company for a completed and qualified incident as determined by GDOT. It is the responsibility of the Company to submit a signed, completed invoice to GDOT at [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov) 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.

**3.3.5.** The requested incentive amount will be considered following a thorough review of the incident details. The Company submitting an invoice for an incident will receive a determination letter from the Department stating whether the invoice will be paid in full, a different amount will be paid, or no payment will be made based on the outcome of the review conducted. This determination letter will also include information of how the Department reached its conclusion on the matter. In the event that the determination letter amount does not match the initial invoice, the Company must provide GDOT with an adjusted invoice matching the amount in the determination letter in order to receive the incentive payment.

**3.3.6.** A Company dissatisfied with the outcome of an invoice review may request that a review be conducted by the Department. All such review requests shall be made in writing and emailed to [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov) within 10 days of the disputed determination regarding payment made by the Department. Each review request shall include a statement of 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.

**3.3.7.** GDOT will allow documentation of TRIP Companies' approved global positioning systems (GPS) to be presented for an appeal of a non-payout of incentive determination. This documentation will be reviewed by the TRIP Advisory Board. This documentation must be obtained from a TRIP Company's pre-approved GPS and must be associated with vehicles that responded to the incident in question.

**3.3.8.** Before any GPS data can be used for a TRIP Advisory Board review, the data format, quality, and association with fleet must have been pre-approved for each tow company. The details for pre-approval can be found on the TIME Task Force website under the document, "Acceptable GPS Functional Requirements for TRIP Tows to Use in TRIP Incident Verification Documentation Support," as indicated in the [Link References](#).

**3.3.9.** Once a GPS has been approved by GDOT, a TRIP Company can use the information their system provides as support for a review. Note: this does not replace timestamps collected and checked at the scene.

**3.3.10.** Once the documentation is received, it will be reviewed by the TRIP Advisory Board. The TRIP Advisory Board will use the documentation in their recommendation of payment or non-payment of the incentive to GDOT. GDOT will make a final determination that will not be subject to further review.

## 3.4. Response Requirements

**3.4.1.** The TRIP Company will provide incident services as outlined in this document 24 hours per day, 7 days per week, 365 days per year (366 days during a leap year). TRIP recovery is required during peak hours, non-peak hours, and state-observed holidays. The Company will provide and continuously maintain one active, designated telephone number with the TMC at which a live Company representative can be reached 24 hours per day, 7 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 except under circumstances noted in paragraph 7.5.4 of this document.

**3.4.2.** The Company must have a TRIP Company Supervisor (based on required training in Section 5.2.2) available to respond to an incident within 30 minutes between the hours of 5:30 a.m. and 7:00 p.m., Monday – Friday, and within 45 minutes at any other time outside of these hours including weekends and state-observed holidays when notified by the TMC. GDOT-approved temporary response time extensions for construction zones or other situations will supersede these response time requirements, as applicable. The TRIP Company Supervisor is not required to have 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.

**3.4.3.** Upon being authorized by or on behalf of GDOT to respond to an incident, the Company will dispatch two certified and decade heavy-duty recovery wreckers and a support truck with all required equipment (as identified in greater detail in Section 8 of these Specifications). To qualify for a financial incentive detailed in Section 6 of these Specifications, all these trucks must arrive on the scene within 45 minutes for any incident that occurs between the hours of 5:30 a.m. and 7:00 p.m., Monday – Friday, and within 60 minutes at any other time outside of these hours on weekends and on designated state holidays.

**3.4.4.** A TRIP Company shall not transfer a call by or on behalf of GDOT for qualifying incident services to another towing and recovery company. A missed call for incident services by a TRIP Company will be considered a failure to meet TRIP Specifications and may be cause for corrective action up to and including suspension or removal from the 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 Company representative 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, a TMC supervisor, at their sole discretion, shall determine how best to proceed in obtaining a full and proper response to the incident by a TRIP Company.

**3.4.5.** 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 of the entire response crew and their equipment.

**3.4.6.** The Program observes all designated state holidays for extended response time purposes. The observed dates for several designated State holidays may vary from year to year.

**Table 3.1. Response Time Summary**

Action	Response Time
1) TRIP Company Supervisor available to respond to an incident a) between the hours of 5:30 a.m. and 7:00 p.m., Monday – Friday b) any other time outside of these hours including weekends and state observed holidays	Within: 30 minutes 45 minutes
2) Two certified and decade heavy-duty recovery wreckers and a support truck with all required equipment a) any incident that occurs between the hours of 5:30 a.m. and 7:00 p.m., Monday – Friday b) any other time outside of these hours including weekends and state observed holidays	Within: 45 minutes 60 minutes

### 3.4.7. Emergency Traffic Interruption Requests (TIR)

**3.4.7.1.** In the event the TRIP Company is required to re-enter the travel lanes to complete the scene clean-up after the roadway clearance time has been given, the Company can only do so during off-peak travel hours.

**3.4.7.2.** The TRIP Company needing an emergency closure TIR must call the TMC via the TRIP phone line to request the emergency TIR, at which time the TMC will create the emergency TIR.

**3.4.7.3.** Off-peak hours are between 11 a.m. to 2 p.m. and 7 p.m. to 5 a.m. Monday through Friday. Clean-up must be completed during these off-peak hours.

**3.4.7.4.** Incidents involving environmental remediation needs or other situations requiring no delay to the clearance process will qualify for an emergency TIR without the requirement to leave the scene and return at a later time.

**3.4.7.5.** The Company must provide the TMC with the lane blockage, time frame to return, and the estimated time to clear the wreckage.

**3.4.7.6.** The TMC will record the TIR creation and the TRIP event number of the emergency TIR in the notes of the TRIP event report.

**3.4.7.7.** The Company is responsible for calling in and calling out of the lane for the extended closure via the TRIP line, providing the roadway clearance time for the event that involved additional clean-up.

**3.4.7.8.** HERO/CHAMP may be available to assist with the initial temporary traffic control setup, but the TRIP Company shall bear the responsibility for on-scene traffic control.

## 3.5. Mutual Aid Agreements

**3.5.1.** A mutual aid agreement is an approved agreement between TRIP Companies that allows the use of equipment and manpower between TRIP Companies to achieve the objectives of the Program.

**3.5.2.** The Department acknowledges that there may be instances where a Company needs assistance with recovery. The Department therefore allows the use of mutual aid agreements as follows. In conjunction with its application, a Company must submit a request in writing to [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov) for any proposed mutual aid agreement. 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 recovery 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 mutual aid agreement request letter and provide information as to the Company names and consent of a duly authorized agent for all involved parties. Mutual aid agreements between TRIP Companies whose recovery zones are adjacent to one another will typically be approved by GDOT. Mutual aid agreements will be considered on a case-by-case basis. This does not relieve the primary recovery zone holder from the obligation of meeting response time requirements as outlined in Section 3.4 of this document.

**3.5.3.** The TRIP Advisory Board will review all mutual aid agreement applications and make a recommendation of approval or disapproval of the arrangement proposed. If such an agreement is not approved as proposed, the Department will notify the TRIP Company of the reasons for 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.

**3.5.4.** All records pertaining to mutual aid agreement applications will be retained by the Department 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.

**3.5.5.** TRIP Companies shall only be permitted to provide approved, Georgia-certified and credentialed 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.

**3.5.6.** In any case of mutual aid response to a TRIP event, it remains incumbent upon the Company whose recovery zone the incident occurs in to provide a Supervisor and at least one appropriate recovery wrecker or support truck for incident management and to assume full responsibility for management of the towing and recovery piece of such incident.

**3.5.7.** Only one invoice will be accepted for any event during which mutual aid was utilized and the Company whose recovery zone the incident occurred in must submit this invoice. Further, only one qualifying incentive will be paid, and this will be paid to the Company submitting the invoice. Companies may elect to share any response or recovery incentive received with their supporting mutual aid providers at their discretion, but GDOT will not split incentive payments or engage in any disputes amongst Companies regarding paid TRIP incentives.

## 3.6. Termination

**3.6.1.** GDOT has the ability to immediately terminate a Company as a participant in this Program for convenience, i.e., for any reason and at any time.

**3.6.2.** GDOT also has the ability to immediately 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 Sections 1.3 and 3.9 of this document.

**3.6.3.** Any Company may terminate its TRIP relationship with GDOT at any time and for any reason but is required to provide at least 30 days advance written notice of their intent to exit the Program.

**3.6.4.** 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 must notify GDOT within 3 days of finalization of any such transaction. GDOT may, as appropriate, request full disclosure of the details of such a transaction in the best interest of the Program.

**3.6.5.** Under any circumstances of a change of company ownership, GDOT may require the successor entity to file a new application for Program participation. GDOT reserves the right to make a determination on the status of the new owner as a TRIP provider and may, at its discretion, deem that recovery zone vacant and require that the new owner(s) submit an application to retain the zone as its authorized TRIP provider.

**3.6.5.1.** In all circumstances, the new owner will be required to submit documentation attesting to the fact that all Program staff, equipment, and operations remain qualified to TRIP standards. Further, the company facilities may not be relocated during the transition to the new ownership and a full inspection of all facilities, equipment, and records will be conducted by the Department or its designee as a part of the transition process.

**3.6.5.2.** During this period, the Department may also accept applications from other Companies and HVRCs interested in serving the recovery zone if it has become unassigned. This may be accomplished through the announcement of a special application period that will be managed using the same process as the regular application period (see paragraph 4.2).

**3.6.5.3.** The Department will undertake a comprehensive review of the qualifications of each applicant and, at its sole discretion, decide how, in the best interest of the Program, the available recovery zone 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.

**3.6.6.** During any period of vacancy of any TRIP recovery zone, the Department will determine the most appropriate means to provide Program coverage in the vacated zone and will coordinate the coverage plan with all affected entities immediately upon making such determination.

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

## **3.7. Recovery Zone Modification/Cancellation**

**3.7.1.** GDOT may modify or cancel the recovery zone assigned to a Company for convenience or due to substantiated poor performance as determined by documented Program performance measures or via multiple, substantiated stakeholder or customer complaints. A 30-day notice shall be given to the TRIP Company of any such action, except in extreme cases, as determined at the sole discretion of GDOT, where modification may be immediate.

**3.7.1.1.** In the event of an expansion of a recovery zone GDOT will coordinate with the currently assigned TRIP Company to assess the feasibility of the Company to effectively cover the additional zone.

## **3.8. Indemnity and Insurance**

**3.8.1.** 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 insured. A Company should be prepared to show proof of compliance with these requirements at any time. In addition, through its participation in TRIP, the Company agrees that it will indemnify and hold harmless GDOT, their officials, officers, employees, consultants, and agents (the Indemnified Parties) from and against any and all liabilities, claims, injuries,

damages, penalties, actions, suits, losses, costs, expenses, and attorneys' fees resulting from or arising out of GDOT's requests for vehicle recovery services or incident scene clearance under the Program.

### 3.9. Miscellaneous Violations; Penalty Assessment

**3.9.1.** If a Company is contacted by a vehicle owner, governmental agency other than GDOT, or a third-party (other than GDOT or its authorized TMC consultancy) to respond to or provide TRIP services to an incident, the Company shall notify the TMC immediately at (404) 635-2477. The TMC Operator taking the call will notify the TMC Supervisor and/or TMC Manager, who will decide whether 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 handling the incident. It shall be incumbent upon the Company to always act in the best interest of the Program and allow the assigned TRIP Company to handle any incident in their recovery zone once TRIP has been activated.

**3.9.2.** TRIP Companies shall be honest, fair, and professional in all dealings with all persons to whom they have provided towing services and/or encountered at an incident. Any complaints from TRIP customers or their representatives whose vehicle, trailer, equipment, or cargo has been removed by an authorized TRIP Company will be investigated by or on behalf of the Department. This includes, but is not limited to, complaints about the imposition of exorbitant towing and/or storage charges; the demonstration of unprofessional conduct during the course of or after a recovery; the removal of vehicle(s) to a tower's yard under the pretext of an "impound;" and failure to release vehicles in compliance with the requirements of Georgia laws, rules, and policies regarding towing.

**3.9.3.** No TRIP Company shall falsely represent that the Department requires a minimum number of hours to be billed to a TRIP customer for towing services provided, or that any amount included in a bill has been approved or authorized by the Department. Further, no TRIP Company shall threaten arrest or other adverse action at an incident to provide any towing services to a vehicle, trailer, equipment, or cargo in any instance in which the vehicle operator at the scene can relocate same without the assistance of the TRIP Company or by any other means directed by HERO, CHAMP, or an authorized law enforcement officer. Violations of this subsection substantiated by the Department will subject the TRIP Company to disciplinary action up to and including removal from the Program at the sole discretion of the Department.

**3.9.4.** A Company shall not provide TRIP services for incidents without first being activated by the TMC.

**3.9.5.** Upon arrival at the incident, the on-scene TRIP Company Supervisor will report to the incident command post and check in with the on-scene TRIP Activator. 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 Activator. All Company owners, operators, representatives, employees, and agents are expected to ALWAYS maintain a professional demeanor during an incident and during any related discussion, review, or other communication with any customer or other stakeholder that takes place at any time following the incident. Likewise, they shall not engage in any arguments, verbal or physical confrontations, or other inappropriate behavior at the incident scene or at any time a Company owner, employee, or agent is representing themselves as a Program agent/participant.

**3.9.6.** 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 unless they pose an immediate safety risk with regard to towing operations that may have been overlooked. Responders and on-scene agency representatives will maintain a professional and non-confrontational demeanor and will follow the guidelines of the Unified Command process and always exercise good communication, coordination, and cooperation throughout the incident. Any perceived discrepancies in the management of an incident will be reviewed and considered at a later time away from the scene and addressed pursuant to Section 1.3.

## 4. Recovery Zones

**4.1.** HVRCs interested in participating in TRIP must apply according to the steps provided in the TRIP application. An application example may be requested by emailing [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov). A Company's tow yard will be inspected to ensure it has reserve capacity available to securely store several large commercial vehicles removed from crash scenes.

**4.2.** Unless GDOT determines that an alternative schedule is necessary, applications for Program participation will be accepted by the Department according to the following schedule. GDOT may alter the schedule or conduct out-of-cycle application and go-live periods as deemed necessary.

- a) Open enrollment period typically begins January 2
- b) Application deadline is typically January 31
- c) Recovery zone activations typically begin June 1

**4.3.** Recovery zones will be determined and assigned every 3 years. GDOT's contracted consultancy will perform initial reviews of all submitted applications received before the deadline to verify completeness and general resource qualifications. Qualified

applicants will then be contacted and visited by STIMS consultancy 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 shall make a final determination of applicants who will receive a designated recovery zone based on the needs of the Program.

**4.4.** 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. GDOT will then issue a "Notice of Award" to a qualified applicant found to meet the needs of the Program.

**4.5.** 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. The current TRIP Recovery Zone Map and written descriptions of the Recovery Zones can be found at the link provided in [Link References](#).

## 5. Qualifications

### 5.1. Company Requirements

**5.1.1.** An owner(s) of a TRIP Company must have been in the heavy-duty towing and recovery business for a minimum of 3 years prior to the Company applying for participation in the Program. A Company must at all times be an approved tower on the “Wrecker Rotation List” maintained by the Georgia Department of Public Safety pursuant to *Policy Manual*, Policy No. 7.05. A municipal list used by the GSP is acceptable. This policy is available online from the [Link References](#).

**5.1.2.** 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 Program rules and requirements and provide evidence of current and valid insurance coverage as required

by the Georgia Department of Public Safety and the Federal Office of Motor Carrier Safety Form MCS-90, which is available online from the [Link References](#).

**5.1.3.** Each Company must maintain appropriate licensing and/or certification for any employee who is subject to function in any capacity at a TRIP incident scene.

**5.1.4.** The Company must possess documentation demonstrating completion of all requisite towing and recovery training and certification described throughout Section 5 for all TRIP Operators and Supervisors. All required records and files shall be made immediately available for inspection by GDOT or their authorized agent upon request. GDOT will not maintain Company licensing nor training records.

### 5.2. Staff Requirements

**5.2.1.** At least one certified TRIP Company Supervisor must always be on scene in addition to a minimum of two certified TRIP Company Operators. Event Type 3 is an exception and requires only a minimum of one supervisor. 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 training, certification, and endorsement

requirements as outlined in these Specifications prior to working any TRIP incident.

**5.2.2.** 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 Advisory Board at [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov) for approval before they may be considered acceptable TRIP training.

#### 5.2.1. Operators

**5.2.1.1.** Each TRIP Company Operator will work under the NIMS Unified Command Process and the quick clearance guidelines outlined in Georgia’s Open Roads Policy as shown in the [Link References](#).

**5.2.1.2.** Minimum required training to qualify as a TRIP Operator:

- a) TRIP Level I Hands-on Training offered by a GDOT pre-approved third-party vendor/contractor (16 hours).
- b) Hazardous Materials Awareness (6 hours) as per USDOT certification requirements; recertification must occur every 2 years.
- c) Temporary Traffic Control – [Safe Fire Service Traffic Control Practices](#) (offered free and online by respondersafety.com) as shown in the [Link References](#).
- d) Initial scene operations – [The First 15 Minutes at Roadway Incidents](#) (offered free and online by respondersafety.com) as shown in the [Link References](#).
- e) NIMS 700.

- f) Traffic Incident Management Practices (8 hours), which includes the 4-hour National Traffic Incident Management Responder Training (formerly Strategic Highway Research Program 2), which must be recertified every 3 years. This module will also include Federal Highway Administration (FHWA) recognized and approved quick clearance strategies as well as Manual on Uniform Traffic Control Devices (MUTCD)-compliant temporary traffic control procedures. See the link to the USDOT/ FHWA MUTCD provided in [Link References](#).

**5.2.1.3.** All responding and certified TRIP operators working under the direction of the on-scene TRIP Company Supervisor shall be fully qualified (including all required training) to operate all the equipment deployed to the scene (including, but not limited to, trucks, loaders, skid steers and attachments). Additional support personnel brought in to assist with clean-up efforts need not be fully trained/qualified on all equipment but must have completed the FHWA 4-hour National TIM Responder Training, be awareness-level certified in hazardous materials response, and must comply with all safety and operational standards.

## 5.2.2. Supervisors

**5.2.2.1.** 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. They will operate under the NIMS Unified Command process and the quick clearance guidelines outlined in Georgia's Open Roads Policy.

### **5.2.2.2. Minimum required training to qualify as a TRIP Company Supervisor:**

- a) TRIP Level I Hands-on Training offered by a GDOT pre-approved third-party vendor/contractor (16 hours).
- b) Level II Towing and Recovery TRIP Supervisor Training.
- c) USDOT Hazardous Materials Awareness (6 hours); recertification every 2 years.
- d) Temporary Traffic Control [Safe Fire Service Traffic Control Practices](#) and initial scene operations [The First 15 Minutes at Roadway Incidents](#) offered online as shown in the [Link References](#).
- e) NIMS 700.
- f) NIMS 100 (the second level NIMS training as outlined by the U.S. Department of Homeland Security).
- g) Traffic Incident Management Practices (8 hours), including the 4-hour National Traffic Incident Management Responder Training (formerly Strategic Highway Research Program 2), which must be recertified every 3 years. This module will also include FHWA recognized and approved quick clearance strategies along with MUTCD-compliant temporary traffic control procedures training.

## 5.2.3. Operator or Supervisor in Training

**5.2.3.1.** To qualify under this Program, an experienced towing and recovery operator must attend formal and Program-required training courses to obtain TRIP Operator or Supervisor level certification. After review and approval, qualified personnel will be added to the approved Operator or Supervisor list by the Department.

**5.2.3.2.** 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 during inspections and upon request by GDOT.

**5.2.3.3.** In addition to the previously outlined mandatory training, all TRIP operators and supervisors are required to attend a minimum of 8 hours of continuing education training annually. This training may include any modules of the required initial certification courses or other relevant classes available through various sources. If unsure about acceptable continuing education courses, please contact GDOT at [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov). Examples of qualifying training include, but are not limited to:

- a) Any TIM courses, online or in-person, offered by organizations such as ResponderSafety.com, Towing and Recovery Association of America (TRAA), local or state fire or law enforcement agencies, etc.
- b) Any relevant towing and recovery courses offered online or in-person by Wreckmaster or similar course, Towing and Recovery Association of Georgia, Emergency Road Service Coalition of America (ERSCA), etc.
- c) Relevant TIM training offered as part of a TIM team meeting, or planned class with a local or regional TIM team.
- d) Relevant TIM training offered by GDOT or STIMS or affiliated third-party GDOT/STIMS sub-contractors.

**5.2.3.4.** All continuing education training completed outside the realm of any previously approved classes must be reviewed by the TRIP Advisory Board or STIMS consultancy with final approval of GDOT prior to credit being issued for said training. It is strongly recommended that the Company submit a review request for any continuing education courses not part of the approved, mandated training to [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov).

**5.2.3.5.** 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 formal training exercises involving heavy rescue, mass casualty, tank truck emergencies, hazardous material incident response, etc. is strongly encouraged and may satisfy the required 8 hours of annual continuing education and training.

**5.2.3.6.** Documentation of training attendance and participation must be provided to the TRIP Program facilitators upon request and be placed in the Company-maintained employee training files. GDOT does not maintain Company training records.

## 5.3. Proper Identification

**5.3.1.** All TRIP Company Operators and Supervisors must have an official TRIP badge with photo ID available for presentation upon request. This badge will be provided by GDOT upon successful acceptance and registration into the Program.

**5.3.2.** 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 is present at all times.

**5.3.3.** Badges are the property of the Department and must be returned within 10 business days upon separation of employment or removal from the Program. Outstanding invoices will not be paid until all badges are returned.

**5.3.4.** All TRIP-certified wreckers and support vehicles will be issued an identifying Program decal which shall be affixed to the vehicle utilizing the original backing

adhesive on the decal. The decal must be affixed to the driver's side of the vehicle, ideally on the door or left-rear body panel or sleeper of the cab OR on the left, forward portion of the wrecker body visible to any responder who may wish to verify that the vehicle in question is a certified Program vehicle.

**5.3.5.** TRIP vehicle decals contain a unique, identifying number assigned to a particular unit and shall not be transferred to any other vehicle within the company fleet. If a decal becomes irreparably damaged or lost rendering the vehicle unidentifiable, the Company must immediately request a replacement decal via e-mail sent to [TRIP@dot.ga.gov](mailto:TRIP@dot.ga.gov).

**5.3.6.** Immediately upon Company separation from the Program for any reason, all Program decals must be removed from all vehicles and appropriately destroyed.

## 6. Compensation

### 6.1. Billing Vehicle Owners

**6.1.1.** The Company will 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). No claim for compensation can or will be made of GDOT or any Public Safety agency or their employees or agents for any TRIP 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, provided, however, nothing in these Specifications shall prevent the Department from considering the receipt of multiple billing complaints about a Program tower as the basis for its removal from TRIP.

### 6.2. Emergency Response Incentives

**6.2.1.** A Company will qualify for an incentive under the Program 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.

#### 6.2.2. Event Type 1 – Mobilization

**6.2.2.1.** GDOT will pay a Flat Rate Mobilization Incentive of \$1,200 to a Company in the following situations:

- a) 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 a.m. and 7:00 p.m., Monday – Friday and within 60 minutes any other time outside of these time and day boundaries, **AND**
- b) 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**
- c) The disabled vehicle has self-relocated or been removed by a HERO or CHAMP vehicle, **OR**
- d) 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 Advisory Board.)

#### 6.2.3. Event Type 2 – Full TRIP Activation

**6.2.3.1.** GDOT will pay an Emergency Response and Mobilization Incentive of \$4,000 to a Company if its TRIP Company:

- a) Supervisor arrives within 30 or 45 minutes (based on recognized time parameters) and two wreckers and one support truck, **AND**
- b) Has 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 a.m. and 7:00 p.m., Monday – Friday, and within 60 minutes any other time outside of these time and day requirements from the official notification by the TMC, **AND**
- c) Has 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 was given by the on-scene TRIP activator, **AND**
- d) Has confirmation from GDOT or public safety on-scene TRIP activator verifying the two conditions above were properly met.

#### 6.2.4. Event Type 3 – TRIP Stall Activation

**6.2.4.1.** Stalls are defined as a commercial vehicle over 26,000 pounds that has a mechanical issue such as a transmission failure, air system failure, driveshaft failure, flat steering tire, or a condition that would require the axles or driveshaft to be removed in order to clear the roadway, which is not involved in a crash, has no load shift, no loss of cargo, and there is no release of motor fluid requiring clean-up. A jackknifed commercial vehicle that does not involve any other vehicles, damage of any kind to infrastructure or to itself, does not require any clean up, and only requires one TRIP-certified 40-ton rotator/50-ton wrecker, can be considered a stall.

**6.2.4.2.** Priority should be given to the quickest clearance method available: push, pull, or drag; local rotational tows; and vehicle owner tow contract.

**6.2.4.3.** Requirements for activating TRIP for a stalled commercial vehicle:

- a) The incident may qualify for a TRIP stall activation when other clearance methods are not available in a timely manner.
- b) When the TRIP activation is called in, it must be identified as a TRIP stall activation.

**6.2.4.4.** GDOT will pay a company a TRIP Stall Incentive of \$1,800 if the TRIP Company:

- a) Supervisor arrives within 45 minutes (based on recognized time parameters) with a TRIP-certified 40-ton rotator or above.
- b) Responded to the incident scene with all required recovery, clearance, and traffic control equipment and with necessary personnel within 45 minutes between the hours of 5:30 a.m. and 7:00 p.m., Monday – Friday, and within 60 minutes any other time outside of these times and day requirements from the official notification by the TMC, **AND**
- c) Completed the removal and clearance of the stalled vehicle from travel lanes and opened them to traffic within 45 minutes after the official Notice to Proceed was given by the on-scene TRIP activator, **AND**
- d) Has confirmation from GDOT or the public safety on-scene TRIP activator verifying the conditions above were properly met.

**6.2.5.** 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 activator with the TMC before concluding work at an incident. In the event of any discrepancy in these times between these parties, the TRIP Advisory Board will make the final determination regarding times based on the evidence presented.

**6.2.6.** For information about special safety/emergency situations during which GDOT may activate a Company, please see paragraph 7.4.1 and its subparagraphs.

### 6.3. Extra Equipment

**6.3.1.** Incident response needs may vary, necessitating the call for additional equipment. The Company may use any extra equipment they deem necessary to clear the incident.

**6.3.2.** The need for extra equipment may be realized by the TRIP activator prior to arrival of the responding Company. In such cases, the TRIP activator will communicate said need and approval to the TMC operator who will, in turn, notify the responding Company of extra equipment needed.

**6.3.3.** There is no additional incentive for the use of extra equipment.

## 6.4. Forfeiture of Incentive

**6.4.1.** No incentive will be paid to a Company if any of the following circumstances are present.

- a) The required equipment and personnel failed to arrive on scene within established time frames based on the TMC's records.
- b) The Company does not complete all work required to open travel lanes.
- c) All travel lanes are not open to traffic 90 minutes after Notice to Proceed with the exception of Event Type 3, which is 45 minutes.
- d) Corrective action taken by GDOT against a Company pursuant to these Specifications warrants a forfeiture.

**6.4.2.** Notwithstanding the foregoing, if a Company is ordered to delay its response/arrival or roadway clearance activity by a public safety agency or GDOT personnel (including HERO/CHAMP), the Company will not be penalized for the time it was delayed. In such an instance, the Company shall receive payment of the appropriate incentive if the response time to the delay or staging point can be verified and/or 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 activator or their authorized representative.

## 6.5. Disincentive

**6.5.1.** 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 GDOT. However, if the Company has been ordered to stop roadway clearance activity by GDOT or an appropriate law enforcement or fire department official, 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 activator.

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

- a) Incidents involving trucks hauling a hazardous material cargo that requires special precautions by direction of the Incident Commanders.
- b) Incidents involving damage to the roadway infrastructure that prohibit reopening the travel lanes.
- c) Any other qualifying event as deemed appropriate by the GDOT.

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

## 7. Activation

### 7.1. Activation

**7.1.1.** When considering TRIP activation, the goal is to always utilize the most appropriate means to clear the roadway with the focus on safe, quick clearance. Initial responders should identify whether the involved vehicle or debris can be moved from the travel lanes without the aid of towing and recovery equipment. If not, it is imperative that a decision be made as soon as practical as to the roadway clearance method to be employed. Consideration should be given to whether using a local rotational agreement towing and recovery company is the most appropriate option based on the situation and response time of the rotational company versus a TRIP Company. If circumstances indicate that more than one heavy wrecker, additional equipment, specialized skills, or a quicker response time are warranted, then TRIP should be activated without delay. Initial responders trained to activate TRIP shall always maintain the discretion to determine the most appropriate clearance method.

**7.1.2.** If passenger vehicles are impeding the removal of the TRIP qualifying vehicle or cargo, or if the passenger vehicles are cargo of the TRIP qualifying vehicle, they are considered part of the TRIP incident. It is at the discretion of law enforcement if the TRIP company removes other passenger vehicles from the incident scene.

### 7.2. Activation Criteria

**7.2.1.** Below is a list of vehicles that qualify for TRIP activation. All referenced DOT vehicle classes are taken from the TRAA Vehicle Identification Guide. A link to the guide is provided in the [Link References](#).

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

- 1) Rollover blocking any travel lanes
- 2) Multiple truck crash
- 3) Jackknifed and not drivable
- 4) Lost load on or affecting travel lanes
- 5) Load shifted on or affecting a travel lane
- 6) Lost tandems or axle or buckled trailer on or affecting a travel lane
- 7) Truck fire with tires burned off or cargo spilled
- 8) 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)**

- 1) Rollover blocking any travel lanes
- 2) Lost load on or affecting travel lanes
- 3) Load shifted on or affecting travel lanes
- 4) Lost tandems or front axle
- 5) Truck fire with tires burned off or cargo spilled
- 6) 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)**

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

**d) Busses (16 passenger or more, DOT Class 6, 7, and 8)**

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

e) **Aircraft**

- 1) Any incident involving an aircraft on the Georgia Highway System covered by the Program  
(NOTE: Personal and commercial unmanned aircraft systems [drones] are exempt)

**7.2.2.** In addition to the foregoing, the existence of any complex or extended event in which vehicles cannot be easily towed from a location or are creating a hazard to traffic may be candidates for activation including, but not limited to, stalled vehicles.

### 7.3. Personnel Authorized to Activate TRIP

**7.3.1.** TRIP activation will be decided by the first arriving authorized on-scene TRIP activator or by a TMC supervisor having visual closed-circuit television camera confirmation when there is no other authorized activator physically on the scene.

**7.3.2.** In addition to GDOT Management's authority to activate the Program, the following agencies, whose normal response zone falls within the TRIP coverage area, may be authorized by GDOT to activate the Program. Agency heads and GDOT will cooperatively determine which individuals within their organizations will be authorized to activate TRIP based on the needs of that zone, agency staffing structure, and other defining factors.

- a) Georgia Dept. of Public Safety (GSP and MCCD)
- b) Municipal/County law enforcement agencies
- c) Municipal/County fire departments
- d) HERO Supervisors and Master Operators
- e) CHAMP Operators
- f) GDOT Maintenance supervisory personnel

**7.3.3.** Under no circumstances will an individual employed by any of the aforementioned agencies be authorized to activate the Program without having completed GDOT delivered TRIP certification training.

**7.3.4.** An individual not currently employed by any of the aforementioned agencies will not be authorized to activate TRIP whether they have completed GDOT delivered TRIP certification training or not.

**7.3.5.** Upon declaration, the on-scene TRIP activator will contact the TMC via the designated TRIP line (404-635-2477) to advise of the decision to activate TRIP including the specifics of the number and types of vehicles involved, exact location and direction of travel, and the circumstances of the event that influenced the decision to activate. The on-scene TRIP activator will advise of their agency, name, rank, and operator credentials (i.e., badge number) as appropriate. Once the TMC confirms the information and the activation time, the on-scene TRIP activator should begin the process of recording TRIP timestamps, which should include:

- |   |                             |
|---|-----------------------------|
| a) Activation time (notification to TMC)    | g) Notice to proceed        |
| b) Notification of incident to TRIP Company | h) Emergency pause          |
| c) Supervisor arrival                       | i) Emergency pause re-start |
| d) 30-ton wrecker arrival                   | j) Travel lanes clear       |
| e) 50-ton wrecker arrival                   | k) Incident clearance       |
| f) Support truck arrival                    |                             |

**7.3.6.** All required reporting should be documented by the on-scene TRIP activator. The milestone TRIP timestamps 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.

## 7.4. Special Safety Situations

**7.4.1.** Within the sole discretion of the Department, TRIP can be activated under certain circumstances considered to be special safety situations by authorized GDOT personnel when it has been determined that a TRIP-certified heavy recovery company may be able to assist with roadway clearance and in the interest of public safety and/or traffic mitigation.

**7.4.1.1.** Examples of special safety situations include, but may not be limited to:

- a) Overhead structure partially or completely collapsed and blocking travel lanes or otherwise creating an immediate public safety hazard.
- b) Light, camera, or other utility pole or structure partially or completely collapsed and blocking travel lanes or otherwise creating an immediate public safety hazard.
- c) During severe weather events and other emergency situations, including an officially declared state of emergency.

**7.4.1.2.** TRIP activation for special situations must be routed through the TMC just as any other routine TRIP activation. The TMC operator will take all information related to the incident and communicate this to the appropriate TRIP Company from the maps and standard operating procedures that guide the Program. Once the appropriate TRIP Company has been notified, the TMC operator will provide the TRIP Company name and supervisor information to the individual who activated TRIP as well as the HERO or GDOT Maintenance supervisor at the incident scene, if not the same.

**7.4.1.3.** Based on the circumstances and requirements of each incident, it may be deemed appropriate, as per current Departmental policy, to file a Traffic Interruption Request with the TMC. This shall be solely at the discretion of GDOT and carried out under their direction.

**7.4.1.4.** Safety concerns need to be communicated during all emergency activations.

**7.4.1.5.** Immediately upon arrival at the incident scene, but only after safe and proper vehicle staging, the TRIP Company Supervisor will locate and check-in with the on-scene GDOT Maintenance or HERO supervisor to obtain all details of the incident and support needs, and to develop a mitigation plan following the principles and guidelines of Unified Command under NIMS. Roadway clearance time limits may not be observed for TRIP special safety situations as these types of incidents will likely require additional planning, coordination, preparation, and actual clearance time. All involved parties should, however, always focus on and target the recognized quick-clearance goal of 90 minutes.

**7.4.1.6.** GDOT Maintenance supervisors and/or district engineers shall maintain authority and direction over dismemberment and/or removal of any structures, but the TRIP Company Supervisor shall always maintain decision-making authority and guidance over the utilization of their equipment. These guidelines will be strictly adhered to in the interest of safety. No other agency or agency representative shall have authority over the removal of structures unless a safety concern immediately threatening injury is identified. All personnel at the incident scene have a responsibility for scene safety and are charged with immediately calling out any noted concerns.

## 7.5. TRIP Tower Incident Notification

**7.5.1.** The Company shall be notified by the TMC consultancy to officially initiate 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 and a TRIP Incident Number is provided.

**7.5.2.** A Company may assemble its response staff and vehicles prior to receiving an official TRIP notification (activation) from the TMC. This response preparation may also include mobilization to the incident scene.

**7.5.3.** Notification to the Company takes place after a TRIP declaration is made by the TRIP activator. The TMC will contact the Company responsible for the recovery zone in which the incident is located. That Company will receive two call-out attempts for TRIP activation. If the TMC is unable to reach the Company assigned to the recovery zone, a call will be placed by the TMC to another TRIP Company to respond. The selection made by the TMC of this alternate Company shall be within the TMC's sole discretion to designate.

**7.5.4.** 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. Equipment and Vehicle Requirements

**8.1.** This section details equipment requirements for wrecker and recovery trucks; additional trucks and heavy equipment; third-party vendor services and equipment; tools, materials, rigging, and supplies on wrecker; and materials, equipment, and supplies on support vehicle.

### 8.1. Recovery Wrecker Specifications

**8.1.1.** All Companies must have either one 50-ton recovery truck OR one 40-ton rotator recovery truck AND one 30-ton heavy-duty wrecker. Qualifications listed below are minimums that must be met for each piece of equipment.

**Table 8.1. Equipment Minimum Qualifications**

a. 50-Ton Recovery Truck	b. 40-Ton Rotator	c. 30-Ton Heavy Duty Truck
1. Hydraulic extendable boom with a structural rating (TEMA or SAE*) of 100,000 lbs.	1. Hydraulic extendable boom with a structural rating (TEMA or SAE) of 80,000 lbs.	1. Hydraulic extendable boom with a structural rating (TEMA or SAE) of 60,000 lbs.
2. A minimum of two planetary or worm drive winches with a minimum of 200 feet of ¾-inch** wire rope each.	2. A minimum of two planetary or worm drive winches with a minimum of 200 feet of ¾-inch** wire rope on each.	2. A minimum of two winches each with 200 feet of ¾-inch or 200 feet of 5/8-inch** wire rope.
3. The boom shall extend a minimum of 150 inches beyond the tailgate (level).	3. The boom shall extend a minimum of 240 inches beyond the tailgate (level).	3. The boom shall extend a minimum of 120 inches beyond the tailgate (level).
4. The boom shall elevate to a working height of 21 feet (at 30 degrees) at a minimum.	4. The boom shall elevate to a working height of 30 feet (at 50 degrees) at a minimum.	4. The boom shall elevate to a working height of 18 feet (at 30 degrees) at a minimum.
5. The truck chassis shall be a minimum of 62,000 lbs. gross vehicle weight (GVW).	5. The truck chassis shall be a minimum of 62,000 lbs. GVW.	5. The truck chassis shall be a minimum of 52,000 lbs. GVW.

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\* Tubular Exchanger Manufacturers Association (TEMA) or Society of Automotive Engineers (SAE)

\*\* An industry-approved substitute for wire rope is acceptable, such as nylon or other material

**8.1.2.** It is recommended 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 Trucks and Heavy Equipment

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

**Table 8.2. Required Equipment**

Quantity	Equipment
1) 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.
2) 1	Tandem axle road tractor with a sliding fifth wheel.
3) 1	Rollback flatbed wrecker.

Quantity	Equipment
4) 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.
5) 1	Heavy-duty skid steer or rubber tracked loader with bucket, broom, and fork attachments.
6) 1	Support vehicle with a utility body that can provide protection from weather for equipment and tools and is equipped with a mounted, Manual on Uniform Traffic Control Devices (MUTCD) compliant Type B arrow board. The truck shall be stocked with MUTCD-compliant traffic control devices (signs, sign stands, and cones, etc.) and additional tools, equipment, and material listed for the TRIP support vehicle.  <b>OR</b> A tandem axle, utility trailer pulled by a tow vehicle with a mounted, MUTCD compliant Type B arrow board.

### 8.3. Third-Party Provided Services and Equipment

**8.3.1.** Companies must show proof of an existing account or agreement in good standing with a local third-party 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 clearance time 24 hours a day, 7 days a week, 365 days a year.

#### Third-Party Services and Equipment

- A Maintenance of Traffic 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, or flatbed trucks and/or semi-trailers.
- A contactor or rental company that can deliver additional heavy duty equipment e.g., front-end-loader or extended reach forklift.

### 8.4. Recovery Wrecker Tools and Supplies

**8.4.1.** Each TRIP Company shall carry items outlined below:

Quantity	Equipment
8	Alloy (grade #8) chains: a) 3/8" x 10' (2 each) b) 5/8" x 10' (2 each) c) 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, clevises, 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

Quantity	Equipment
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)
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.)
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

**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 all items needed to operate in a completely safe and efficient manner.

## 8.5. Support Vehicle Tools and Supplies

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

Quantity	Equipment
60	28-inch reflectorized orange traffic cones (clean)
4	Fabric, 48-inch MUTCD-approved, GDOT-authorized incident management warning signs
4	Portable sign stands for 48-inch warning signs (see item above)

Quantity	Equipment
1	Gas powered cut-off saw
4	Auxiliary flood lights with stands, with generator
1	Portable air compressor
1	Air impact wrench with sockets
1	Air-powered metal chisel
1	Oxygen/Acetylene cutting torch with 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 LED flares with in-vehicle chargers or replacement batteries
200 lbs. or 50 gallons	Oil dry or approved high-performance absorbent
1	Roll of rubber floor runner (36" wide)
10 lbs.	16D nails
Numerous	Softwood 2x4 studs
2	Rolls of heavy-duty (80 gauge) stretch wrap with dispenser
4	Rolls of duct tape
Sufficient	Load binders and securement chain for a 30-ton load
1	Case of heavy-duty, 55-gallon, contractor trash bags
1	Roll of heavy-gauge Visqueen plastic sheeting
1	Complete, industrial first-aid kit

**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. Program Maintenance

### 9.1. Periodic Inspections

**9.1.1.** GDOT or its designee will inspect and photograph the tow yard and all required trucks and heavy equipment, signs, training records, and other related, required items identified in the Specifications of a Company during the application process. Official TRIP decals will be issued by GDOT for all Company trucks that are qualified to respond to a call-out, identifying them as GDOT-approved TRIP vehicles. Any new equipment must be inspected and approved by GDOT or their designee prior to being used to respond to a TRIP activation. TRIP vehicle decals must be affixed to 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.). TRIP decals shall be affixed with the manufacturer's factory-applied adhesive to the left (driver's) side of the vehicle in plain view on the cab or forward portion of the wrecker or utility body.

**9.1.2.** During the initial inspection, there will also be a review of all the TRIP Company Operator and TRIP Company Supervisor training, certification documentation, state-issued driver's license, and all documents associated with verification of compliance with these Specifications. Periodic subsequent inspections may be scheduled at least every 12 months or sooner at the discretion of GDOT.

**9.1.3.** 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 always when responding to incidents and during any post-incident activities related to the incident regardless of the location. The adherence to on-scene safety practices by the entire crew of a Company shall be a top priority, and incident mitigation may be stopped for safety violations or unsafe practices.

**9.1.4.** Companies shall give special attention 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, rope, snatch block maintenance, hook attachment devices, and monitoring for chain wear/link stretching or recovery strap abrasion.

**9.1.5.** Inspections may be made by or on behalf of GDOT periodically at specified times. In addition, unannounced inspections may take place at any time. Complaints made to GDOT or the TRIP Advisory Board or other agencies participating in the Program alleging breaches of safe operating practices or violations of any of the above standards may prompt an investigation of the circumstances.

### 9.2. Recovery Zone Applications

**9.2.1.** When zones become available for application, information will be posted on the TIME Task Force website to include details about zones and zone boundaries, timing for the application period, an application during the application period, and other associated details.

