



# DELAWARE VALLEY HIGHWAY OPERATIONS GROUP EXCHANGE

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NJDOT Southern Office  
November 29, 2018



# Welcome

9:00 to 9:30 am	Networking & Continental Breakfast	All
9:30 to 9:45 am	Welcome / Introductions	TBD
9:45 to 11:30 am	Towing Best Practices and Lessons Learned  (15-minute break between presentation)	Meredith McDiarmid, State ITS & Signals Engineer, Transportation Mobility and Safety Division, North Carolina DOT  Robert Baker Jr., Traffic Operations Manager, Georgia DOT
11:30 am to 12:00 pm	Working Lunch	All
12:00 to 2:15 pm	Jurisdictional Updates and Roundtable Discussion	All
2:15 pm to 2:30 pm	Wrap Up	



# Introductions



# Towing Best Practices & Lessons Learned



## **Meredith McDiarmid**

State ITS & Signals Engineer, Transportation  
Mobility & Safety Division, North Carolina DOT



## **Robert Baker**

Traffic Operations Manager, Georgia DOT



# Towing Initiatives – Lessons Learned

**Meredith McDiarmid**

State ITS & Signals Engineer

Transportation Mobility & Safety Division

North Carolina DOT





**NORTH CAROLINA**  
Department of Transportation

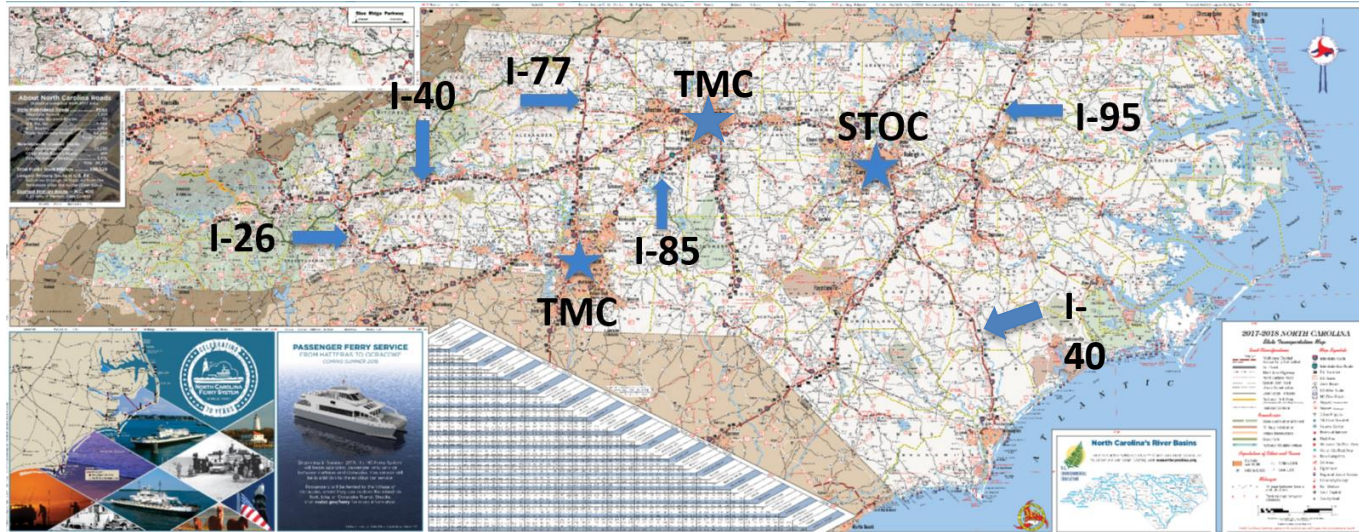


# Towing Initiatives – Lessons Learned

Meredith McDiarmid, PE, CPM  
North Carolina DOT

November 29, 2018

# North Carolina Basics



# Heavy Towing

- Volunteer basis
- Equipment requirements
- Training requirements
- Statewide with designated zones
- Performance based
- Big crashes only – <5% of total crashes







**Activation  
of MOVE  
Program**



**Arrival  
on scene  
within 60  
minutes**



**NTP  
Notice to  
proceed  
is given**



**120  
Minute  
Roadway  
Clearance  
goal**



NORTH CAROLINA  
WAKE COUNTY

IN THE GENERAL COURT OF JUSTICE  
SUPERIOR COURT DIVISION  
File No. 13 CVS \_\_\_\_\_

TOWERS UNITED FOR FAIRNESS (TUFF)  
and CLARK'S TOWING & TIRE, LLC,

**COMPLAINT FOR DECLARATORY  
ORDER AND INJUNCTIVE RELIEF**

Plaintiffs,

vs.

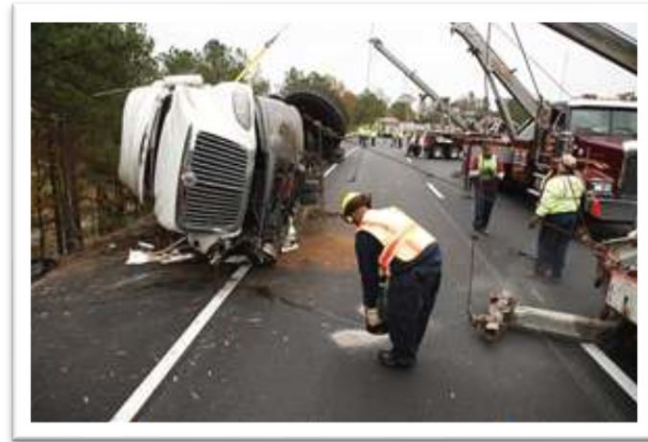
TONY TATA, SECRETARY, NORTH  
CAROLINA DEPARTMENT OF  
TRANSPORTATION,

Defendant.

FILED  
2013 MAR 26 AM 9:42  
WAKE COUNTY, C.S.C.  
BY \_\_\_\_\_

# Heavy Towing – Lessons Learned

- Started too big
- Ahead of our time
- Towing & recovery association not representative of majority of towing companies
- Some towing companies liked it, some didn't
- Whenever you think you've got everything covered...you DON'T





# Work Zone Towing

- Contract between construction contractor and towing company
- All towing needs, not just Heavy towing
- Designated area
- No equipment requirements
- No parking ordinance
- 30 minute response times
- Temporarily replaced rotation



# Work Zone Towing Lessons Learned



- ✓ Law enforcement MUST be on board
- ✓ NCDOT took lead to call towing company
- ✓ Camera coverage is critical
- ✓ Constant communication is KEY

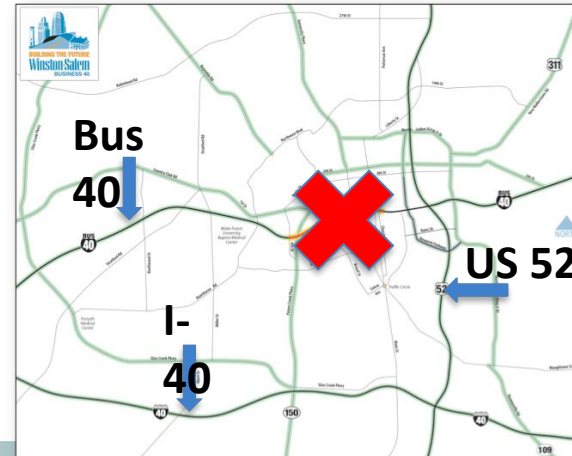


# Network Towing

- 1.2-mile section of I-40 Business through downtown Winston-Salem
- Approximate 18 month closure
- Anticipated additional strain on network around closure

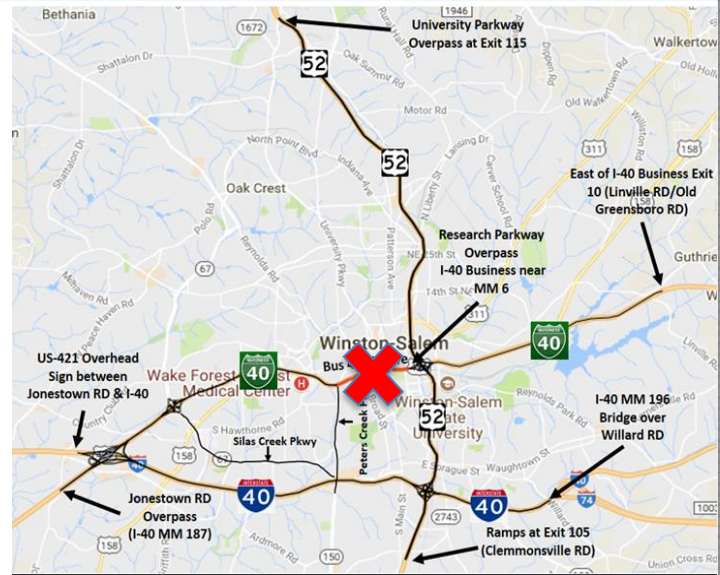


Area roads providing access to Downtown



# Network Towing

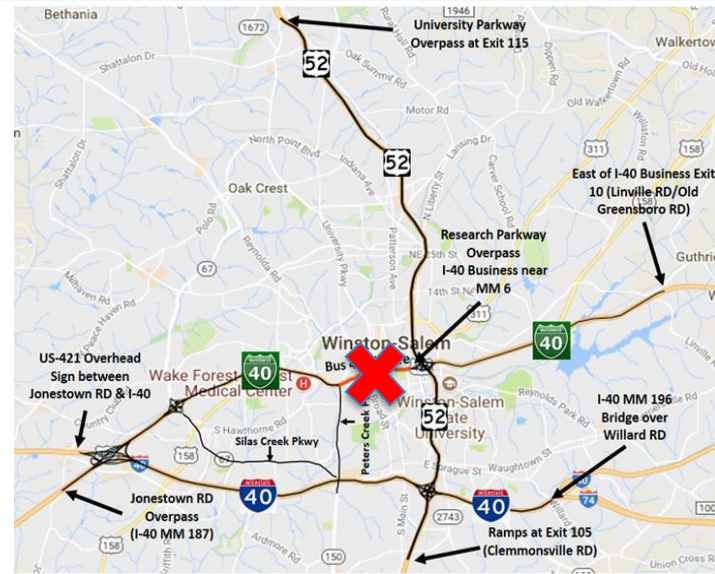
- Contract between NCDOT and towing companies
- All towing needs
- Designated area (approximately 38 miles total)
- Equipment requirements
- Training requirements
- Courtesy Tows to designated areas to allow for owner's request
- Temporarily replaces rotation
- No parking ordinances
- Incentives and Disincentives



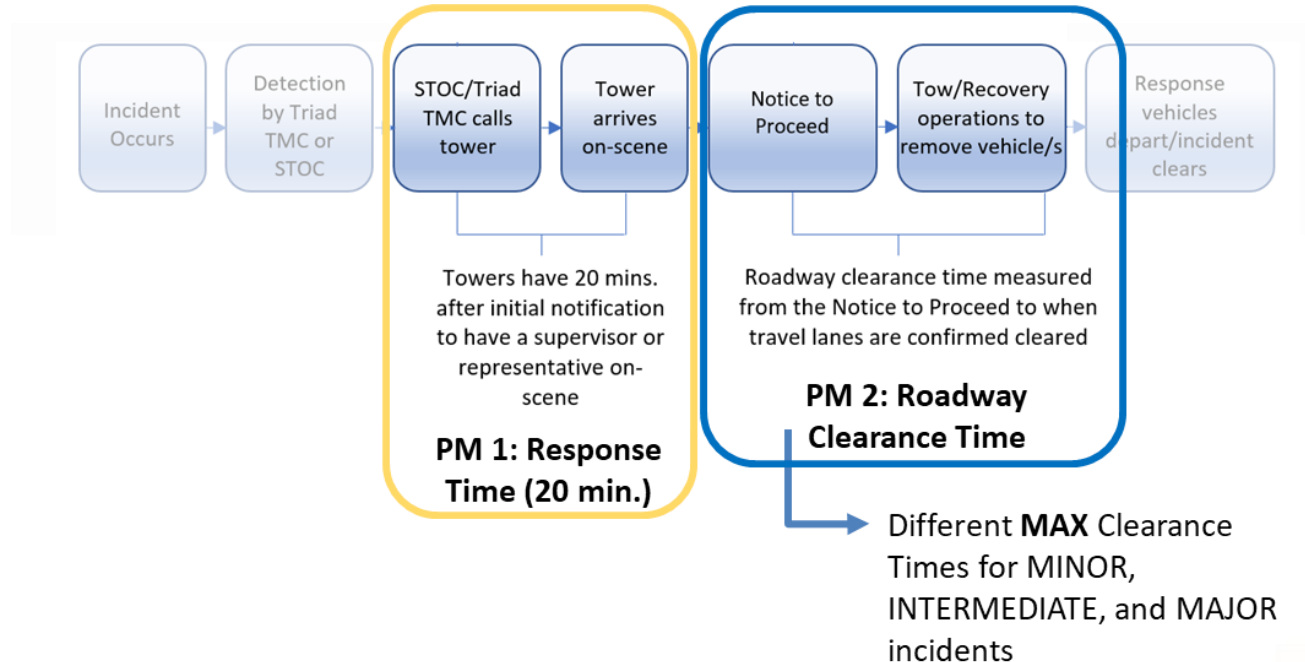


# Network Towing

- Memorandums of Understanding (MOU) with local and state law enforcement
- Open Roads Agreement with all Stakeholders
- Using NCDOT staged equipment to clear debris if necessary
- Joint Scene Management Training with law enforcement, towing companies, and NCDOT



# Network Towing Performance Measures



# Network Towing

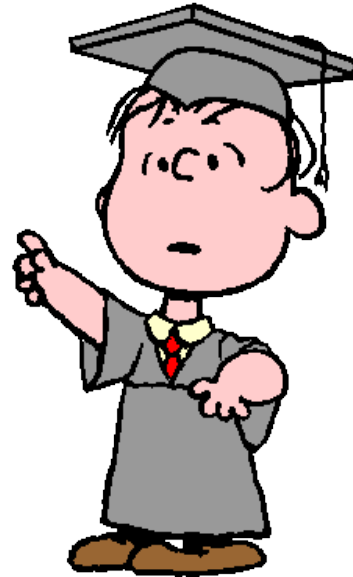


- Bids came in higher than estimated
- 2 separate contracts with subcontractors: 1 Heavy and 2 Small
- Towing companies are highly motivated
- Soft launch on November 8, 2018
- I-40 Business Closed on November 17, 2018
- Process challenges are being ironed out
- So far, so good!



# Network Towing Lessons Learned

- Start talking to Stakeholders EARLY
- Some 'old' processes may need to be updated (DOT, LE, Towing)
- Laws MUST support program
- Use additional strategies to help (signals system timing, public information, etc.)
- Dedicated champion to promote program
- Don't be afraid to fail
- Don't be afraid of lawsuits





## **NORTH CAROLINA** Department of Transportation



# Towing Initiatives – Lessons Learned

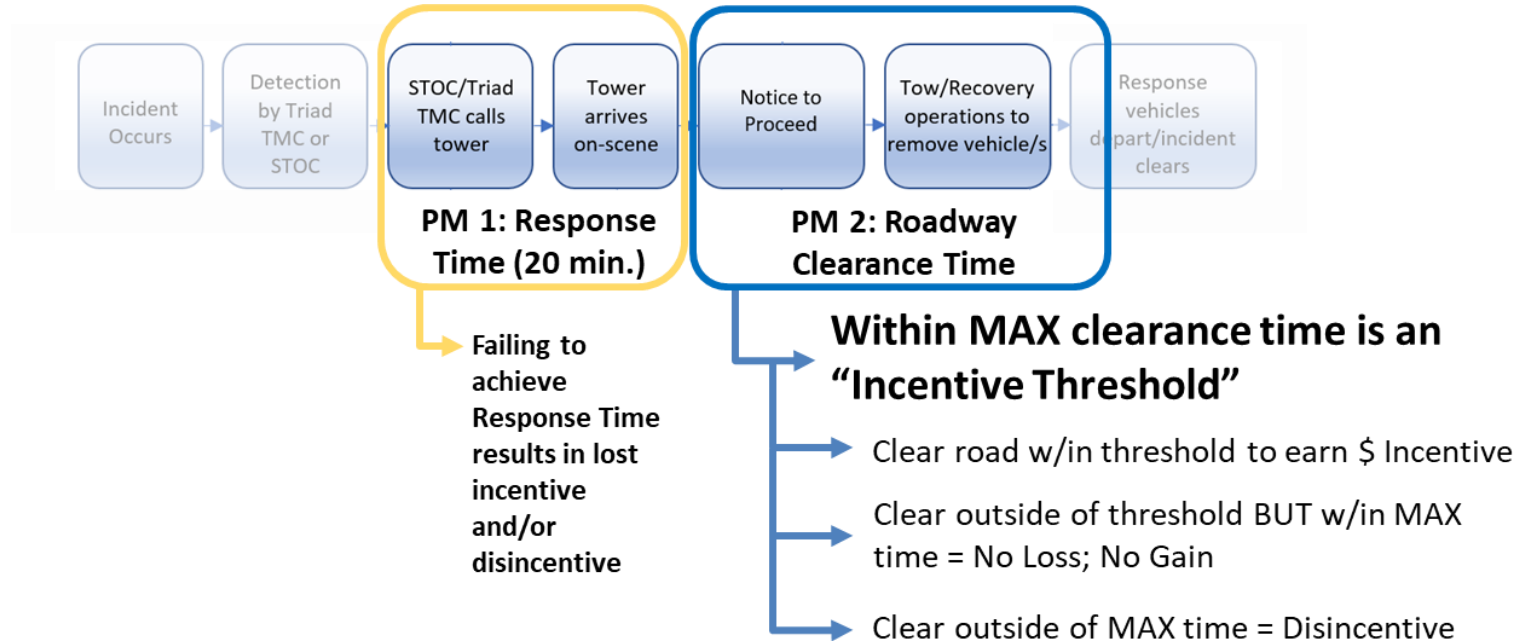
Meredith McDiarmid, PE, CPM

[mmcdiarmid@ncdot.gov](mailto:mmcdiarmid@ncdot.gov)

919.814.5030

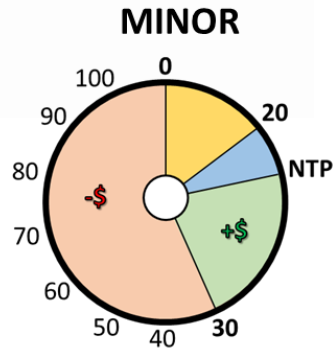
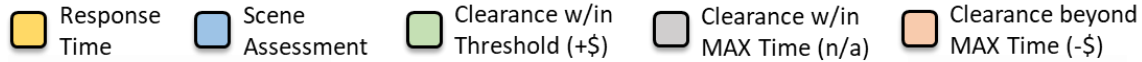
November 29, 2018

# Incentives & Disincentives



Incident Type	Description
Minor	<p>Minor traffic incidents are typically disabled vehicles and minor crashes with minimal disruption to the flow of traffic. On-scene responders are typically law enforcement, towing companies, and occasionally Incident Management Assistance Patrol (IMAP).</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Disabled vehicles</li> <li>• Roadway debris</li> <li>• Typically property damage only crashes</li> <li>• Incidents that fall under the "Fender Bender" law</li> <li>• Single vehicle fatalities that are off the roadway and do not disrupt traffic for an extended time period</li> </ul>
Intermediate	<p>Intermediate traffic incidents typically affect travel lanes for a time period. Full roadway closures might be needed for short periods during traffic incident clearance to allow traffic incident responders to accomplish their tasks.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Vehicle rollovers</li> <li>• Multi-vehicle crashes</li> <li>• Crashes involving personal injury</li> <li>• Truck or tractor-trailer crashes</li> </ul>
Major	<p>Major traffic incidents are typically traffic incidents involving hazardous materials, fatal traffic crashes involving numerous vehicles, and other natural or man-made disasters. These traffic incidents typically involve closing all or part of a roadway facility.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Overturn-turned tractor trailer</li> <li>• Full road closures in one direction on a multilane facility</li> <li>• Fatal or life-threatening injury crashes involving numerous vehicles and lane closures</li> <li>• Incidents that require on-scene crash investigations</li> <li>• HAZMAT (any placarded substance) situations that require evacuations, detours, or environmental issues (spillage into a waterway or drainage system)</li> <li>• Incidents that involve structural damage</li> <li>• Unforeseeable incidents</li> <li>• Note: After incident reviews required for all major incidents</li> </ul>

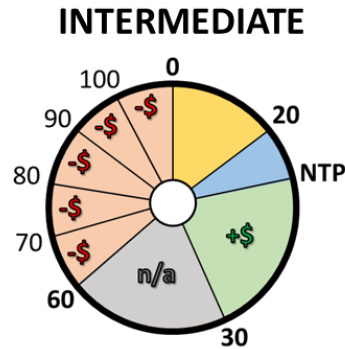
# Incentives & Disincentives: Light Duty



**Incentive:** Monthly Service Fee (MSF)

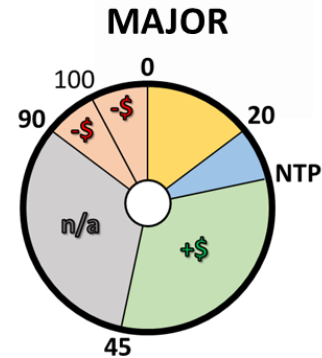
**Disincentive:**

- 1<sup>st</sup> Offense: -10% of MSF
- 2<sup>nd</sup> Offense: -20% of MSF
- 3<sup>rd</sup> Offense: Off Contract



**Incentive:** +\$500 / incident

**Disincentive:** -\$10 for every minute after 60 minutes (i.e. -\$600/hr)



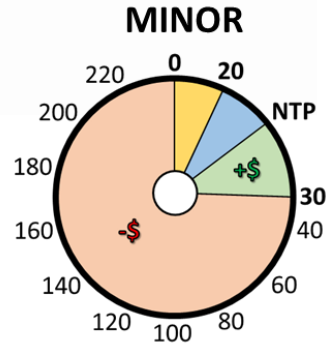
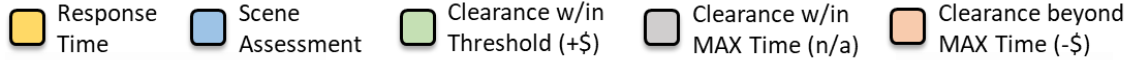
**Incentive:** +\$1,000 / incident

**Disincentive:** -\$10 for every minute after 90 mins





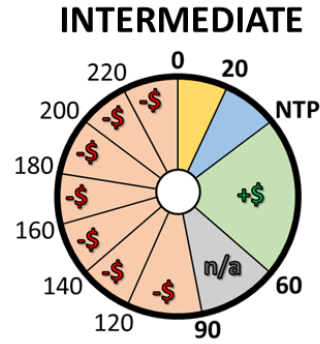
# Incentives & Disincentives: Heavy Duty



**Incentive:** Monthly Service Fee (MSF)

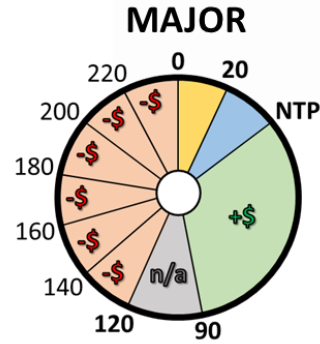
**Disincentive:**

- 1<sup>st</sup> Offense: -10% of MSF
- 2<sup>nd</sup> Offense: -20% of MSF
- 3<sup>rd</sup> Offense: Off Contract



**Incentive:** +\$2,500 / incident

**Disincentive:** -\$10 for every minute after 90 mins (i.e. -\$600/hr)



**Incentive:** +\$5,000 / incident

**Disincentive:** -\$10 for every minute after 120 minutes



# Georgia DOT's Towing and Recovery Incentive Program

**Robert Baker Jr.**

Traffic Operations Manager  
Georgia DOT





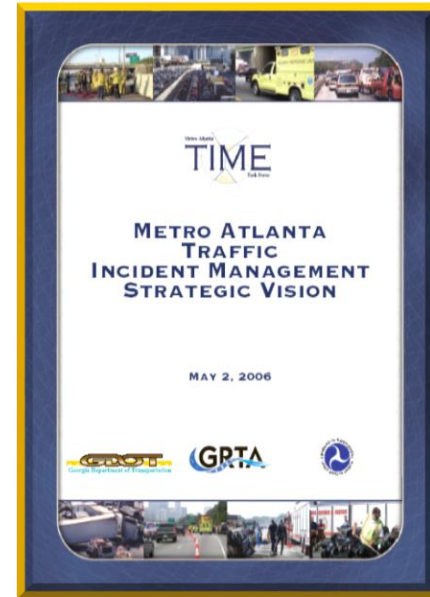
# TRIP Overview

## Georgia Towing and Recovery Incentive Program (2008)

Initiative of the TIME Task Force

Recovery incentive program to pay heavy-duty wrecker companies a monetary bonus for clearing commercial vehicle crashes within a specific timeframe

Similar program on Florida's Turnpike



# Purpose

- Improve traffic incident management in the region
- Facilitate quick and safe clearance of commercial vehicle crashes
- Improve towing procedures
- Improve scene safety
- Make it more profitable for the towing community to meet quick clearance goals
- Reduce the impact of major traffic incidents while meeting clearance goals
- Reduce secondary incidents



# Who is Involved

## Law Enforcement



## Georgia Department of Transportation

## Wrecker Companies



# TRIP Activation



TRIP can be  
declared by:

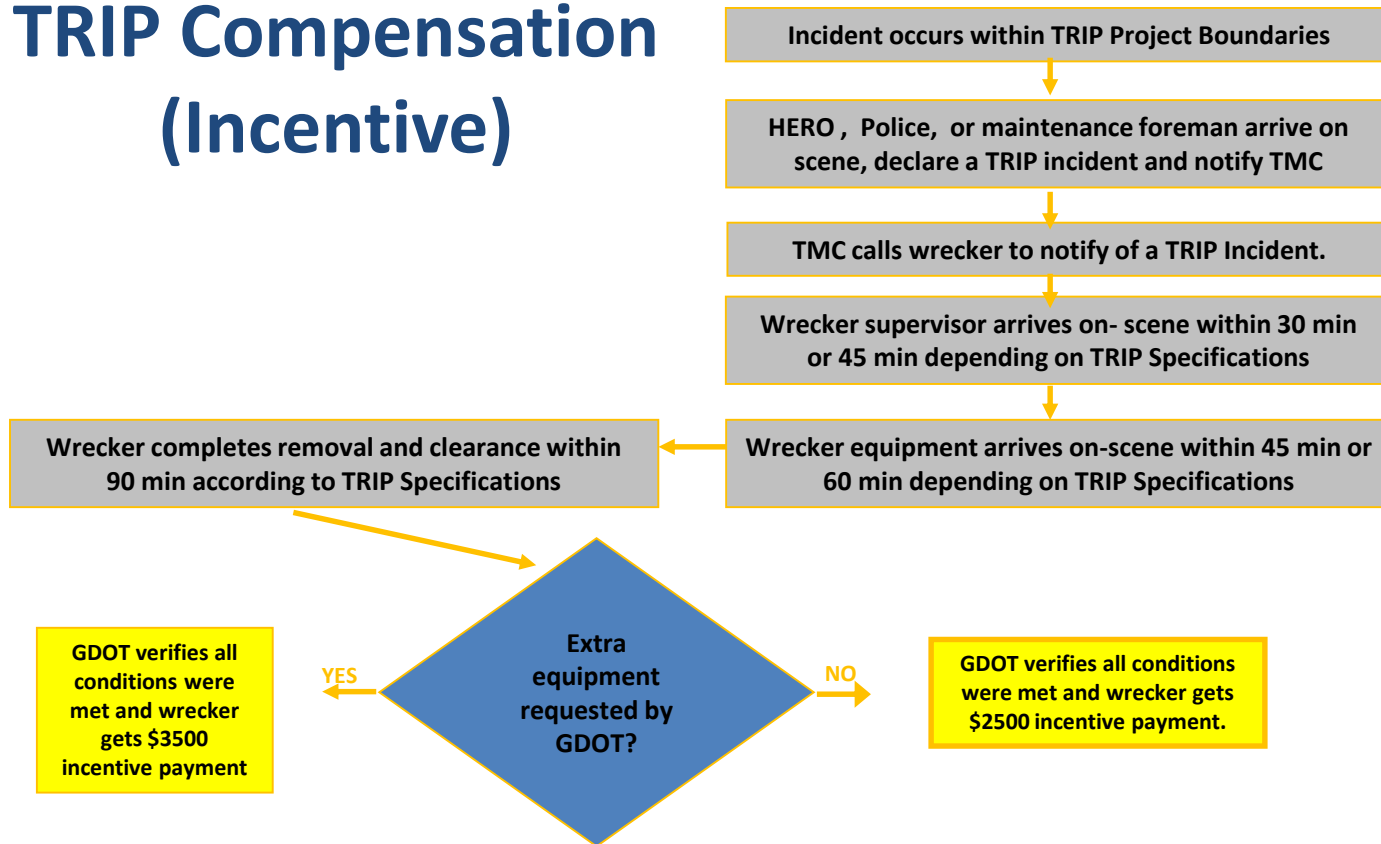
Law Enforcement  
(Police on scene  
and dispatchers)

HERO Supervisor &  
HERO Master  
Operators

DOT Maintenance  
(Bartow, Cherokee,  
Gordon, Gwinnett)



# TRIP Compensation (Incentive)





# TRIP Criteria – Vehicles Involved

Tractor trailer / semi-trailer combo



Trucks > 26,000 lbs



Large motor homes & motor coaches



Buses  $\geq$  16 passengers



Aircraft



# HERO Supervisor Responsibilities

- **Activate TRIP quickly**
- **Coordinate with GDOT TMC**
- **Verify CERTIFIED TRIP Supervisors/Operators are on-scene**
- **Relay all time stamps to GDOT TMC**
- **Take pictures of scene**
- **Discuss any issues with management prior to debriefing**
- **Participate in monthly after incident reviews**



# TMC's Role

TRIP activation call to wrecker company

Handles all calls regarding TRIP

Records all equipment arrival times

Documents events that take place during the TRIP

Sends event report to TRIP management team



# TRIP Requirements - Equipment

- 30-ton and one 50-ton recovery wrecker (or 40-ton Rotator)
- Support truck including a full set of tools, traffic control & fluid spill mitigation capability
- Other specialized heavy equipment (low-boys, bobcats, etc.)
- 24/7 equipment availability





# TRIP Requirements - Training

- **Operators and Supervisors with full certification:**
  - Advanced heavy towing and recovery
  - MUTCD traffic control
  - Hazardous material awareness
  - TIM quick clearance strategies
  - NIMS
- **Continuing education (8 hrs. annually)**

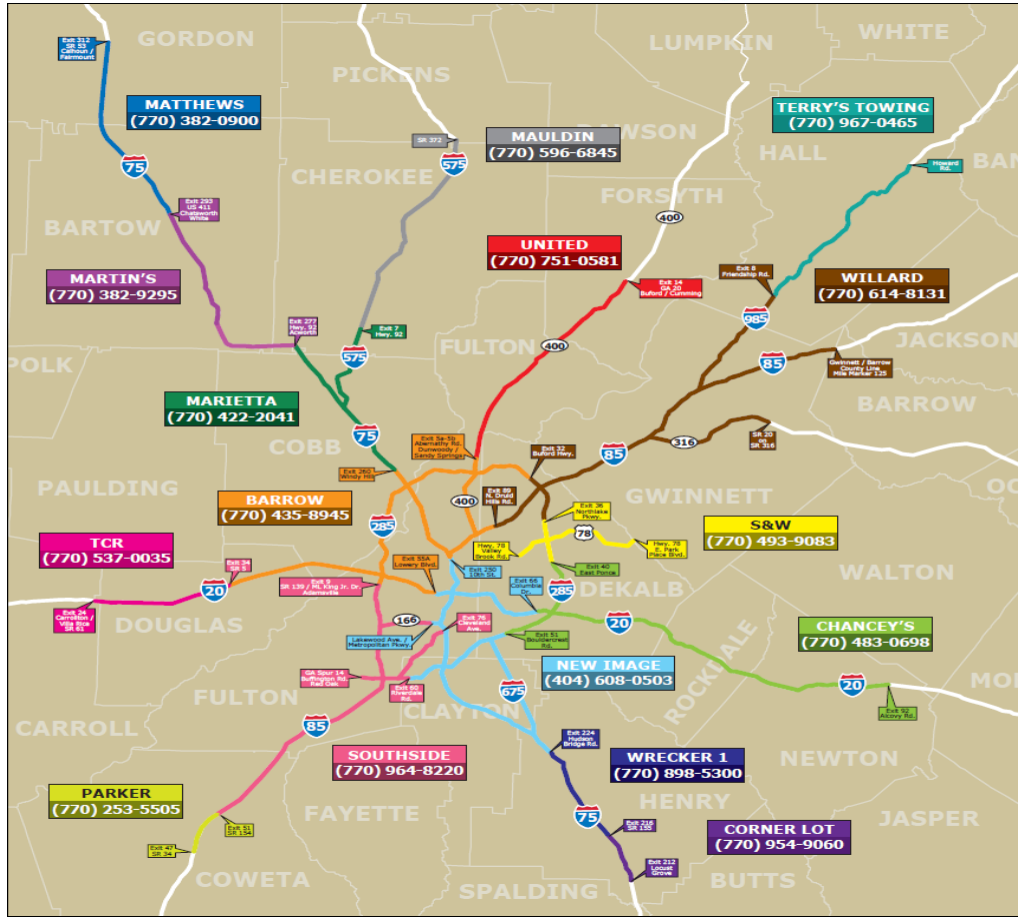


# TRIP Requirements - Compliance

- **Inspections:**
  - On-site yard and equipment inspections
  - Periodic unannounced inspections
- **Response Times:**
  - 30 mins. (peak hrs.) for on-scene Supervisor
  - 45 mins. (peak hrs.) for on-scene equipment
- **Safety Vests (ANSI Class III), Hard Hats**
- **Open enrollment/application process**



# TRIP Coverage





# TRIP Territories

- Routes active for two years
  - Nov. applications received
  - Dec. applications reviewed
  - Jan. inspections
  - Feb. routes assigned
  - Routes active for two years - April to March





# TRIP Response Times

## Wrecker Supervisor:

- 30 minutes (5:30 am – 7:00 pm, Monday – Friday)
- 45 minutes (any other time than above)

## Equipment (2 recovery trucks {50-ton and 30-ton wrecker}, and support truck):

- 45 minutes (5:30 am – 7:00 pm, Monday – Friday)
- 60 minutes (any other time than above)

# TRIP Clearance Requirements

Notice To Proceed can be given once all mandatory, initial wrecker equipment as well as wrecker supervisor arrives on scene.

Travel lanes must be open within 90 minutes from the Notice To Proceed time – No excuses! (10-72)

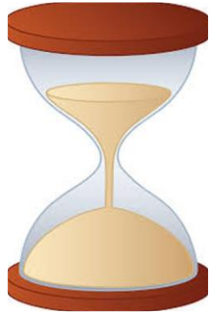
Unless wrecker is ordered to stop clearance by scene officials (Police, HERO and/or Fire) for an investigation or to bring extra equipment



**90 Minutes**



# TRIP Compensation Forfeit



Required equipment and personnel failed to arrive on scene in the established time



Wrecker has not completed all required work needed to open travel lanes



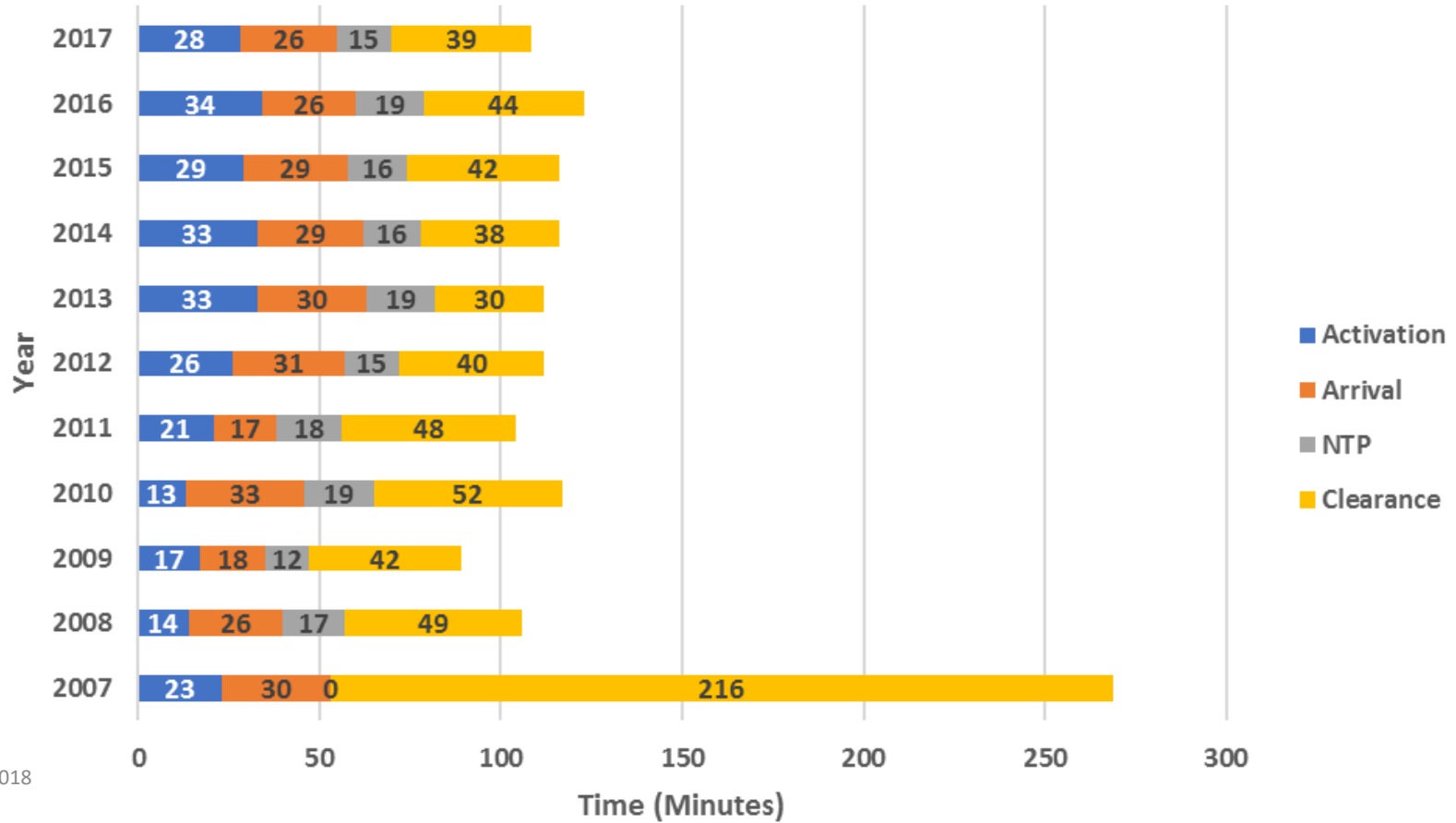
All travel lanes are not open to traffic ninety (90) minutes after notice to proceed

## TRIP Performance Measures

- 2008 = 59 incidents (\$154,900)
- 2009 = 51 incidents (\$132,100)
- 2010 = 34 incidents (\$93,000)
- 2011 = 52 incidents (\$123,800)
- 2012 = 89 incidents (\$227,500)
- 2013 = 111 incidents (\$285,700)
- 2014 = 119 incidents (\$225,420)
- 2015 = 152 incidents (\$369,800)
- 2016 = 129 incidents (\$327,300)
- 2017 = 198 incidents (\$568,500)

– **TOTAL Incentives Paid = \$2,508,020**

## Time to Roadway Clearance 2007-2017



# 2018

## First and Second Quarter TRIP Activations – Sorted by Total Activations

Company	Total Activations	Bonuses Paid	% of Bonuses Paid	% of All Bonuses Paid
New Image	35	35	100	31
Willard	19	19	100	17
Barrow	18	16	89	14
Marietta	12	12	100	11
Southside	10	9	90	8
Chancey's	10	8	80	7
Martins	4	4	100	4
Wrecker 1	3	3	100	3
Matthews	2	2	100	2
Mauldin	2	2	100	2
Corner Lot	1	1	100	1
S&W	1	1	100	1
Terry's	1	1	100	1
Totals	118	113		

# Questions?

*Marc Plotkin*

[mplotkin@dot.ga.gov](mailto:mplotkin@dot.ga.gov)

*Robert Baker*

[robbaker@dot.ga.gov](mailto:robbaker@dot.ga.gov)

*Chad Hendon*

[chendon@dot.ga.gov](mailto:chendon@dot.ga.gov)



# Working Lunch



# Jurisdictional Updates & Roundtable Discussion

1. What are the bordering states doing in their towing programs?
2. What are some of the rules and regulations specific to towing?
3. What are some of the issues on the towing/recovery side of TIM and how can these be addressed?
4. How do we better message that towing is an integral part of the incident management process across the responder community?
5. How do we better measure and analyze data to show the towing benefits?



# Wrap Up



Meeting information and presentations will be posted to the I-95 Corridor Coalition website. Participants will receive a link to the presentations after they are posted.



# Contact Information

## I-95 Corridor Coalition

- Denise Markow, PE, I-95 Corridor Coalition, TSMO Director - [dmarkow@i95coalition.org](mailto:dmarkow@i95coalition.org), 301-789-9088

## Co-Chairs

- Chris King, DVRPC – [cking@dvrpc.org](mailto:cking@dvrpc.org)
- Mike Pack, PennDOT – [mpack@paturndpike.com](mailto:mpack@paturndpike.com)
- Wayne Patterson, NJDOT – [wayne.patterson@dot.nj.gov](mailto:wayne.patterson@dot.nj.gov)

## I-95 Corridor Coalition Support

- Joanna Reagle, KMJ Consulting, Inc. - [jreagle@kmjinc.com](mailto:jreagle@kmjinc.com)





**I - 95 CORRIDOR  
COALITION**  
[www.i95coalition.org](http://www.i95coalition.org)

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# Thank You!