

TRSP | Towing and Recovery Service Partnerships



**Working *Faster* as a Team:
Increase Safety
And Get Traffic Moving Again**



What is a Towing and Recovery Service Partnership (TRSP)?

TRSP is a public/private partnership with the towing industry that uses local tow vendors who have the equipment, personnel and expertise to respond and remove vehicles in their assigned zones, safely and quickly, depending upon the nature of the incident.

What's different about TRSPs?

A TRSP differs from the conventional towing and recovery response in that it places a priority on reducing the impact of a traffic incident by ensuring that the right responders, tow equipment and operators are brought in to rapidly restore traffic flow based purely on the type of incident and vehicles involved. Standard vendor rotation practices and responder protocols may not produce this result.

TRSPs involve target times for clearing an incident and may also involve training and incentives for meeting them.

TRSP's also help public and private partners establish protocols that support these goals.

Already at work in several states, each Towing and Recovery Service Partnership means the stalled motorist is safer, responders are safer, and the likelihood of secondary accidents is reduced, increasing safety and mobility for all. TRSPs are customizable to the needs, laws, and practices of each region or agency.

How do I know if TRSPs work?

Towing and Recovery Services Partnerships have effectively reduced the length of time and the severity of incident-related traffic congestion in Washington State, Georgia, Florida, and Tennessee.

We use rotations and other practices that have been in place for a long time. How do I know TRSP is a solution that will "fit" in my state?

While TRSP is in use at several agencies, producing a very useful framework for decision-making and insights, it is a customizable solution that is tailored to the needs, laws, and practices of each region or transportation agency. You design the solution based on your goals and realities – and you can call on peers in other states to learn how they have handled various challenges.



What kind of results can I expect to see from a TRSP?

Gains from TRSP can be fairly dramatic. In Washington State, before the Instant Tow partnership was implemented, it took an average of 18 minutes to dispatch a tow truck to a report of a blocking disabled vehicle because dispatch would not order the tow until a trooper could respond and verify the need for it. By dispatching the tow and the trooper or incident response team at the same time, the partnership saved an average of 15 minutes of lane blocking congestion each time it was deployed. That translates into approximately \$20,000 to \$35,000 in societal congestion costs each time a response is deployed on Interstate 5 in Seattle during peak traffic. In 2007, that resulted in a reduction of between \$4.7 and \$8.2 million in the societal costs of congestion. During the first 7 months of 2008, it is estimated that TRSP practices saved between \$3.5 and \$6.1 million in congestion costs.

Where do TRSPs work best?

Typically, States have realized significant benefit from implementing a TRSP under several conditions:

- Applications in **urban areas on congested corridors**
- **High truck volume** in the corridor
- High value of **incidents occurring in run-up to rush hour** (prevents rush hour from deteriorating early and resulting congestion clearing late)

What does typical TRSP documentation look like?

Sample TRSP documents can be found at www.tig.transportation.org (click on Towing and Recovery Service Partnerships).

What are the benefits of a TRSP overall?

TRSPs:

- Improve safety for the responders and traveling public
- Decrease congestion
- Improve system reliability
- Help partners work better – and *faster* -- as a team. TRSPs create a sole objective, unifying diverse perspectives and needs into a smoothly operating alliance
- Create a professional operation and structured process (with trained/educated personnel)
- Improve resource management, including time, money and energy
- Provide much quicker incident resolution
- Reduce economic losses (“stalled” cars get zero miles per gallon, freight movement is not interrupted, etc.)
- Improve quality of life by reducing costly and frustrating delay for motorists
- Help agencies get the most out of the existing network
- Bring laws/rules/code into line with current operational reality
- Bring incident response tools into line with current operational reality
- Establish minimum standards for equipment –bringing the right tools to the job, and the expertise to operate them skillfully
- Establish minimum standards for performance
- Enhance official support for TIM operations





What are the benefits to the towing industry and tow operators?

TRSPs:

- Provide a process that can reward the investment of tow operators who provide large equipment
- Demonstrate the competence and enhance the reputation of tow operators within the emergency response community and with the public
- Raise industry standards for tow operators
- Establish a threshold for best practices
- Favor payment for performance versus hourly rates for service delivery
- Establish trust between partners in the towing and recovery service arena

What are the benefits of a TRSP to law enforcement?

TRSPs have been found to:

- Improve officer personal safety by reducing the time they are exposed to incident traffic
- Free officers to go back in service sooner
- Require less personnel to respond to an incident (better resource management)
- Establish standards that ultimately reduce demands on law enforcement
- Enhance the professional working environment
- Reduce the potential for secondary incidents



I might be interested in forming a TRSP. Where do I start?

The following professionals are ready to provide peer-to-peer assistance as you develop a TRSP in your region:

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TRSPs work because they were developed, tested and successfully adopted by your peers. The AASHTO Technology Implementation Group assembled those innovators on a team that is standing by now to help you deliver TRSP to your customers. Email, call or scan for more information today!

Visit
tig.transportation.org
and click on
**Towing and Recovery
Service Partnerships**

or

