

Major Incident Tow (MIT) Program Handbook

Attachments A, B, C and MIT Activation Form

**Authorized MIT- Registered Tow Truck Operators
(MIT-RTTO)**

Effective October 15, 2013 - October 14, 2015

Contact Information in this handbook is to be kept current by the MIT-RTTO Contractor and presented upon request by a WSP Tow Truck Inspectors (WSP-TTI) per signed WSP PART I (B) Letter of Appointment (LOA) – Major Incident Tow (MIT) List - Emergency Response and Mobilization Contract on file with the Washington State Patrol (WSP).

**Washington State Department of Transportation (WSDOT)
Washington State Patrol (WSP)**



Major Incident Tow (MIT) Program Handbook

Joint Operating Policy Statement (JOPS): Roles and Responsibilities..... 2

Attachment A – Major Incident Tow (MIT): Emergency Response and Mobilization Criteria 5

Attachment B – Events, collisions or other traffic incidents utilizing the services of those companies on the major incident response agreement 8

Attachment C – Equipment, Driver and Vehicle Requirements..... 9

Major Incident Tow (MIT) Activation Guide for Major Traffic Incidents..... 13

Contacts List 14

Sub-Contractor’s Contact List 15

Copy of MIT Activation Form.....Back Page

Joint Operations Policy Agreement (JOPS) - A WSDOT/WSP Partnership

Traffic Incident Management is a key component in the [Joint Operations Policy Statement \(JOPS\)](#) agreement between WSDOT and the Washington State Patrol (WSP). WSDOT and WSP have established a mutual goal of safely clearing highway traffic incidents within 90 minutes.

Achieving this goal requires additional partnerships with local fire and EMS services, the tow industry, the media, the insurance industry, and drivers. The purpose of establishing quick-clearance goals is to enhance motorist and responder safety and minimize congestion.

WSDOT Incident Response Team (IRT) Program

Background: The mission of WSDOT's Incident Response Program includes maintaining operational readiness to respond to and expedite the safe clearance of traffic incidents in cooperation and coordination with WSP and other responding entities under the National Incident Management System (NIMS). Developing and maintaining inter-agency partnerships and mutual understandings of each other's roles is crucial in fulfilling this mission. Roving Incident Response Vehicle patrols are the most visible component of WSDOT's Incident Response (IR) Program. These IR patrols drive congested roadways during peak traffic periods to detect and assist clearing minor traffic incidents such as disabled and stranded motorists, and quickly get them on their way. Rapid detection and clearance of minor traffic incidents minimizes incident-related congestion and helps prevent secondary incidents (collisions that occur in the backup).

WSDOT IR Technicians are trained and equipped to respond to and assist WSP with collisions and other serious traffic incidents. IR Technicians are also available for call-out 24 hours a day, 7 days a week for traffic incidents or other emergencies that occur on state roadways. In addition, WSDOT maintenance technicians are also available statewide 24/7 when long term traffic control or other specialized WSDOT equipment is needed at traffic incidents.

Objective: During major incidents, WSDOT's primary Incident Response role is to coordinate with and support WSP and other emergency responders as needed, by providing traffic control to improve safety of on-scene responders and motorists approaching the incident, and periodic incident and traffic updates to the appropriate TMC for dissemination through established traveler information systems.

Policy: The WSDOT will deploy scheduled roving incident response patrols in coordination with WSP in congested areas and maintain 24/7 call out availability.

Roles and Responsibilities:

WSDOT Responsibilities: Provide roving service patrols to quickly detect and clear minor incidents and assist WSP with all traffic incidents and hazards as needed, and maintain 24/7 call out availability to assist WSP.

WSDOT Lead: Incident Response Program Manager

WSP Responsibilities: Work in partnership with WSDOT's incident response operators during incidents.

WSP Lead: Field Services Bureau Commander

Joint Agency Responsibilities: Continue to advocate funding for specialized resources which enable the 90 minute goal to be achieved.

Action: WSDOT, with WSP input, will regularly review "incident response" asset deployment for efficient and effective incident response performance. Both agencies will jointly support funding proposals to implement needed resources. WSP and WSDOT will work together to develop a method to measure incident response impacts on secondary collisions.

Measures of Performance/Reporting: Quarterly reporting of incident response program activity including number of incidents by geographical area and average response and clearance times.

Time Line: Ongoing.

Reference: WSDOT Gray Notebook Quarterly Reports available online:

http://www.wsdot.wa.gov/Accountability/GrayNotebook/gnb_archives.htm;

Incident Response Standard Operating Guidelines, Revised 2007; WSDOT's WITS (Washington Incident Tracking System); National Traffic Incident Management Coalition National Unified Goal Technical Brief on Benefits of Traffic Incident Management, 2006, available online:

<http://www.transportation.org/sites/ntimc/docs/Benefits11-07-06.pdf>

The JOPS identifies several Traffic Incident Management (TIM) strategies and Tow Initiatives including:

F. Major Incident Tow (MIT) Program

Background: WSP and WSDOT formally established the 90 minute clearance goal in 2002. In spite of the efforts of both agencies, the average clearance time for a heavy truck involved in a fatality collision in FY 06 was 349 minutes, or 5.8 hours. In order to expedite clearance of major incidents involving heavy trucks, WSDOT requested and received legislative funding to implement the Major Incident Tow (MIT) program to expedite the removal of heavy truck collisions on July 1, 2007. Based upon a similar program in Florida, the MIT program raises minimum training and equipment requirements and provides a \$2,500 incentive payment when quick-clearance goals are met. The initial pilot program was funded for the 2008-09 biennium in King, Pierce, and Snohomish Counties. It is currently funded for the 2011-13 biennium in Clark, Cowlitz, Lewis, Thurston, Pierce, King and Snohomish counties.

Objective: Reduce congestion by clearing heavy truck involved incidents within 90 minutes or less.

Policy: WSP and WSDOT will jointly implement the Major Incident Tow program in Clark, Cowlitz, Lewis, Thurston, Pierce, King and Snohomish counties.

Roles and Responsibilities:

WSDOT Responsibilities: Working with WSP and the tow industry, administer the Major Incident Tow (MIT) Program including processing incentive payments and tracking activations, clearance times, and success rate.

WSDOT Lead: State Incident Response Program Manager

WSP Responsibilities: Initiate any changes necessary to their existing tow truck usage arrangements with the tow industry to ensure effective tow assistance.

WSP Lead: Field Operations Bureau Commander

Joint Agency Responsibilities: Address policy issues surrounding incident clearance which require the deployment of heavy tow trucks. Issues that will be addressed in WSP's "tow truck contract" discussion with the tow industry are:

- Performance measurement and customer satisfaction.
- Tow company compliance with state RCWs and WACs.

Action: WSP and WSDOT periodically evaluate the need for future expansion of the Major Incident Tow (MIT) Program based up the volume of heavy truck involved collisions in congested areas.

Measures of Performance/Reporting: Quarterly reports of MIT activations, clearance times, and analysis of success rate in meeting the 90 minute clearance requirement.

Time Line: This policy was enacted by interagency agreement on July 15, 2007.

Reference: WSP/WSDOT Interagency agreement #C080213GSC: Tow Incentive Program for Heavy Truck Collisions effective July 15, 2007. WSP Rotational Tow Contract: Part 1- Letter of Appointment, Major Incident Tow Pilot Project, July 15, 2007.

ATTACHMENT "A"

MAJOR INCIDENT TOW (MIT): EMERGENCY RESPONSE AND MOBILIZATION PAYMENT CRITERIA

To reduce the cost and damages to the highway system occurring out of major incidents immediate and significant response is required in restoring the highway systems capacity, operation and function. Non-recurring congestion and secondary incidents caused by lost capacity constitute a major loss to the highway system and the traveling public. Within, this context it is the policy, the Washington State Department of Transportation (WSDOT), the Washington State Patrol (WSP) and its Major Incident Tow (MIT) authorized tow truck contractors to respond and return the highway system to original operating condition as quickly as possible. As such, this **Emergency Response and Mobilization** criterion is identified below.

The MIT Program authorized Tow Truck Operator (MIT-RTTO) will provide professional incident clearance and vehicle recovery services in accordance with the terms and conditions described in the Part I (B): Letter of Appointment (LOA) - Major Incident Tow (MIT) List and this **MIT Handbook** which contains **MIT Program Attachment's "A", "B", and "C"** in compliance with all applicable Revised Code's of Washington (RCW) and Washington Administrative Code's (WAC).

*Note: If a partnership or contract is used with a different tow company to affect the recovery, all companies, tow trucks, equipment and personnel must be in good standing with WSP and DOL and possess both a current Part I (A): Letter of Appointment (LOA) - WSP Rotational Tow List **and** a on file with the WSP along with all required personnel training and experience documentation as required prior to responding to a MIT Activation as a sub-contractor.*

The primary MIT Registered Tow Truck Operator (MIT-RTTO) called from the MIT Tow List will be the tow company lead contact at the scene. The MIT-RTTO Lead will coordinate the tow and recovery effort with the WSP Trooper-In-Charge (WSP TIC) and the WSDOT Incident Response Team Lead Technician (IRT Lead).

The WSP shall be deemed the official time keeper of the response, clearance, and delays and the WSP Computer Aided Dispatch (CAD) system will be the official time tracking tool for MIT activations.

The MIT-RTTO Lead will be responsible to prepare a MIT "incident file" containing the following information and documentation in order to receive payment:

1. A **MIT Activation Report** form completed by the MIT-RTTO lead company;
2. An **original invoice** clearing indicating that invoice is for a MIT Activation and identifies the date, time and location of the activation;
3. Any other relevant documentation to justify the emergency response and mobilization payment (*A Word document of chronology of the incident is preferred*); and
4. **Five (5) DIGITAL photographs** of the recovery effort.

These MIT related documents must be either e-mailed to incidentresponse@wsdot.wa.gov or mailed to the following address within **5 calendar days** of the date of the MIT activation:

WSDOT/ Incident Response Program Manager
P.O. Box 47344
Olympia, WA 98504 7344

The MIT-RTTO shall notify the WSP Communications Center when enroute to the scene and shall respond to major incident response requests within 15 minutes during regular business hours from the initial call from the WSP and within 30 minutes for after business hours activations. The MIT-RTTO Contractor acknowledges that the safe, quick clearance of the roadway is a high priority, and shall respond with the two (2) required recovery wreckers and shall upon Notice to Proceed (NTP) given by the WSP-TIC, immediately begin recovery operations. The recovery support vehicle¹ (if available) with required equipment, and or other required equipment as outlined in Attachment "C", shall be readily available for response to ensure the recovery meets the 90 minute clearance expectation.

Billing Vehicle Owners

The MIT-RTTO Contractor agrees to seek compensation for actual vehicle recovery and towing services performed pursuant to the LOA solely from the owner of the vehicle or their insurance provider. The Contractor agrees that no claim for compensation will be made against the WSP, the WSDOT, or its employees or agents for any recovery or towing services.

NOTE: *Allegations of overcharging will be fully investigated. A sustained allegation of intentional overcharging shall result in the removal of the contractor from the rotation, and possible further administrative action taken against the Letter of Appointment.*

Performance Fees

The Contractor shall be eligible for a performance fee under paragraph 1 or 2 below, but not both, provided certain requirements are met.

- 1) In the event the MIT-RTTO Lead Contractor mobilizes and notifies WSP Communications they are enroute to the incident scene at the WSP's request with all equipment as specified in Attachment "C" within 15 minutes during business hours, 30 minutes after hours, and it is deemed by the WSP/WSDOT that recovery services are not necessary, the Washington State Department of Transportation agrees to pay a flat cancellation fee of \$600.

Once a "Notice to Proceed" is given to the MIT-RTTO Lead to commence actual performance of removal and clearance services, the Contractor is not eligible for the cancellation fee under this paragraph 1.

- 2) DOT agrees to pay the Contractor a flat rate **Emergency Response Mobilization Fee** of \$2500 when services were authorized by WSP and/or the WSDOT. To qualify for the emergency response and mobilization fee the MIT-RTTO Contractor must:

¹ If no support vehicle is utilized, no charges shall be made for such equipment.

- Be enroute to the incident scene with two (2) heavy-recovery tows as outlined in Attachment “C” within 15 minutes from the official notification by WSP during regular business hours, and 30 minutes after business hours. All other required clearance and recovery equipment and necessary trained personnel shall readily be available if needed.

NOTE: Upon arrival of required equipment, the WSP TIC may start the official recovery clock, provided the Contractor is capable of initiating the recovery procedures, when the WSP TIC gives the “Notice to Proceed” to the MIT-RTTO Lead; **AND**

- Have completed the removal and clearance of all collision scene vehicles, cargo, debris and non-hazardous vehicle fluids and opened all travel lanes within 90 minutes after the “Notice to Proceed” was given by a WSP and/or WSDOT authorized representative.

NOTE: The MIT-RTTO Towing Company responding is responding at the direction of Law Enforcement for the purposes of clearing the roadway and impounding the vehicle(s). If needed, the final clean up and removal of wreckage and debris shall be coordinated with WSP and WSDOT and in the interest of protecting public safety, mobility and reducing the subsequent damage to the highway system, the recovery and ensuing impoundment may be postponed until the operation will have a minimal impact on traffic. (RCW 46.55.113.2(b))

3) **FORFEITURE OF PERFORMANCE FEES**

No performance payment shall be made to the MIT-RTTO Contractor under paragraph 2) of this Attachment “A” if the job has not been completed and all travel lanes are not open to traffic ninety (90) minutes after the Notice to Proceed has been given.

If the Contractor was ordered to stop their roadway clearance activity by WSP, WSDOT or other emergency entity on scene to assist in the investigation, for personnel safety, etc., they will not be penalized for the time they were delayed. This extended time must be documented by the WSP TIC and recorded in WSP CAD Log. In this instance the “net clearance time” will determine whether the MIT activation was successfully completed in less than 90 minutes.

ATTACHMENT "B"

**EVENTS, COLLISIONS OR OTHER TRAFFIC INCIDENTS UTILIZING THE SERVICES OF THOSE COMPANIES ON
THE MAJOR INCIDENT RESPONSE AGREEMENT**

TYPES OF VEHICLES AND SITUATIONS WHICH MAY REQUIRE A MAJOR INCIDENT RESPONSE:

Tractor-Trailer Combinations

- Rollover or other collisions blocking one or more travel lanes
- Multiple truck collision blocking one or more travel lanes
- Lost tandems or split trailer on or affecting multiple travel lanes
- Major impact with or on top of a median barrier wall, guard rail or with a bridge support

Trucks over 40,000 GVW

- Rollover blocking one or more travel lanes
- Loss of load blocking one or more travel lanes
- Major impact with or on top of a median barrier wall, guard rail or with a bridge support

Busses (Commercial/Motor coach)

- Rollover blocking one or more travel lanes
- Major impact with or on top of a median barrier wall, guard rail or with a bridge support

Other

- Any other collision or incident deemed by the WSP/WSDOT to command a major incident response deployment of equipment listed in this agreement.

See attached MIT Activation Guide for Major Traffic Incidents.

ATTACHMENT "C"**EQUIPMENT, DRIVER AND VEHICLE REQUIREMENTS**
Two (2) CLASS C OR One (1) CLASS C AND AN S1

MAJOR INCIDENT TOW (MIT) Response

Upon signing the referenced agreement, the Contractor shall submit to the Washington State Patrol proof of the equipment with the minimum capacity, size and number, listed below:

A. Initial Response:**Recovery Wrecker Requirements** (company owned or leased)

General truck requirements must meet the current criteria outlined in WAC 204-91A-170 for Class C, and Class S1 Rotators. Tow trucks must have a current inspection on file with the WSP. The contractor must respond to a MIT activation with (2) Class C or (1) Class C and (1) Class S1 Rotator. Trucks may be contracted with other tow companies, provided they meet all the above criteria.

Recovery Support Vehicle Requirements (Optional)²:

(Company owned, leased, contracted, rented, borrowed, and available for use at anytime)

One support vehicle with an enclosed body, utility body, or canopy capable of safely hauling all equipment specified. The truck/trailer shall be registered in the State of Washington and shall be capable of safely transporting the required items. The truck/trailer shall be stocked with the additional tools, equipment and materials listed under section "D" of this attachment. Additionally, the support vehicle shall comply with all the specified requirements for support vehicles listed in RCW 46.55 and WAC 204.91.

Note: If no support vehicle is utilized, all equipment required under Section D, SHALL be available for delivery to the scene, IF NEEDED, to affect an expeditious roadway clearance. No compensation shall be made to the tow company(s) if no support vehicle is utilized, and items listed under Section D are needed. The tow company(s) may charge a Class A truck fee to deliver said items to the scene, however, subcontractor fees shall not apply to required equipment.

If the contractor has a fully-equipped support vehicle, they may utilize such vehicle, and may charge the rates listed in the Contract

B. Subcontracted Service Providers**Additional Trucks and Heavy Equipment Requirements:**

(Company owned, leased, contracted, rented, borrowed, and available for use at anytime)

The Contractor shall provide proof of existing account in good standing with a local company to provide the following services, as well as proof the contractor has the ability to provide the needed services 24 hours per day/seven days per week in less than one hour.

- 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 cargo³

² Support Vehicle Requirement may be waived by the WSP.

³ Handling and disposing of hazardous materials allows for a 20% mark up from actual costs – Documentation MUST be provided

- A vacuum or suction service for off loading or recovering spilled grains, powders, plastic pellets, etc.
- A trucking or transport company that can provide sump, refrigerator or flat bed trucks and trailers
- A construction crane rental company with 50 ton and larger mobile cranes
- 1 ea. Forklift or Skid Steer Loader with fork attachments
- 1 ea. Tilt bed, hydraulic, lowboy semi-trailer (Landoll or equivalent) with a 35 ton capacity, 40 ft. bed and a 20,000 lb. winch with 75 ft. of 5/8" cable
- 1 ea. Tandem axle tractor with a sliding fifth wheel
- 1 ea. Rubber tired, end loader (when loaded on the lowboy trailer the combined height must not exceed 14ft.-0in.)
- Portable power-spreader or like item

Note: Contractors may mark up contractor services a maximum of 20 percent. As proof of service, Contractors must provide invoices upon request.

C. Items required on recovery wreckers

These tools, supplies and materials are required as a minimum and in addition to those items required under 46.55 RCW, 204-91A WAC, and 308-61 WAC. 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:

- 1 ea. Digital Camera (cell phones do not qualify)
- 2 ea. 5/8" x 10' grade #8 chains
- 4 ea. 1/2" x 10' grade #8 chains
- 1 ea. Long handle (4 foot) flat blade shovel
- 1 ea. Long handle (4 foot) round blade
- 1 ea. Street brooms (20 inch min. head)
- 4 ea. Wheel chocks
- 1 ea. Complete brake release kit:
 - Hand tools, hoses, glad hands, numerous fittings and brake caging bolts
- 2 ea. Heavy duty, industrial flashlights
- 4 ea. Load binders, transport chains and a cheater pipe

D. Items in the recovery support vehicle or available for scene delivery if needed.

- 1 ea. Gas powered 4000 watt minimum generator
- 1 ea. Gas powered cut-off saw
- 1 ea. Gas powered chain saw (14" minimum bar)
- 4 ea. 500-watt auxiliary flood lights w/stands
- 1 ea. Operable air compressor
- 1ea. Air impact wrench with sockets
- 1 ea. Air powered metal chisel
- 1 ea. Acetylene/oxygen cutting torch
- 1 ea. Bolt cutters (36")
- Two pair (4), wide profile, nylon recovery straps (2 – 25' and 2 – 30' straps)
- Two heavy duty snatch blocks (working load matched to the wrecker)
- Various hooks, clevis' and chokers (matched to the wrecker capacity)
- 4 ea. 4-foot, hardwood timbers (4"x6")
- 8 ea. 2-foot, hardwood cribbing (4"x4")

Items in the recovery support vehicle or available for scene delivery if needed. (continued)

- 1 ea. Extension ladder 12 ft minimum
- 1 ea. Long handle axe
- 1 ea. Sledge hammer (10-12 lbs.)
- 6 ea. Rolls of duct tape
- 1 ea. mechanics hand tool set
- 2 ea. Long handle shovels (flat blade)
- 2 ea. Long handle shovels (round blade)
- 2 ea. Aluminum or plastic coal or grain shovels
- 2 ea. Street brooms (20" minimum head width)
- 2 ea. Hand trucks
- 1 ea. Pallet puller
- 3 ea. Large tarpaulins (20ft.x20ft.)
- 200 lbs. or 50 gals. of oil dry or approved absorbent
- 1 roll of rubber floor runner (36" w x 40' l)
- 12 – 2"x 4"x 8' studs
- 2 rolls of heavy duty (80 gauge) stretch wrap with dispenser
- Sufficient load binders and securement chain for a 30 ton load
- 1 case of heavy duty, 55 gallon trash bags
- 100' X 20' roll of 6 mil. visqueen plastic sheeting
- 2 ea. Minimum 3 gallon hard/solid sided trash receptacle

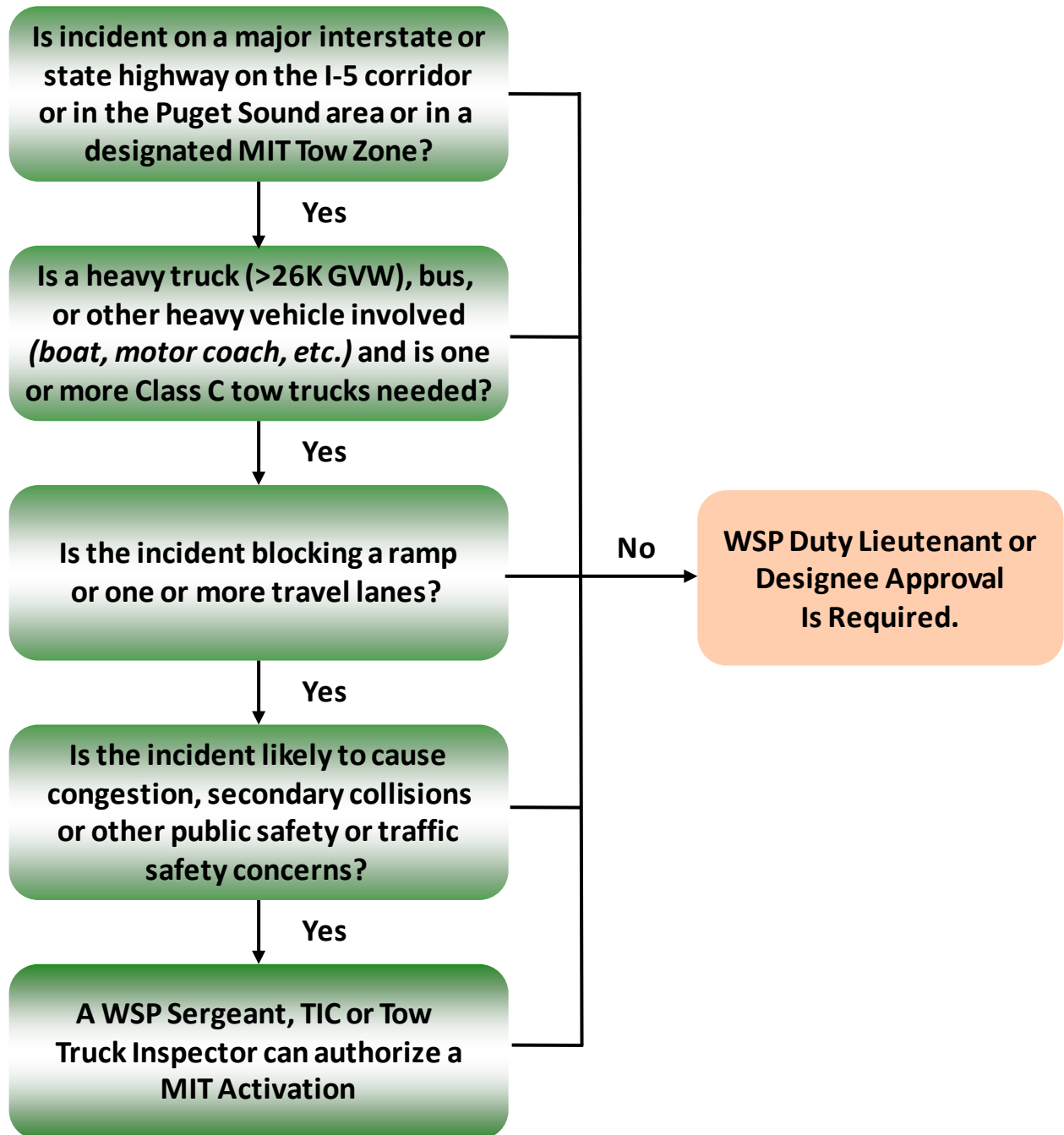
E. Driver requirements:

Drivers of required equipment shall be qualified, competent, and trained in accordance with the equipment they operate. Lead drivers must have at least two years experience in the recovery of commercial motor vehicles. Company Owners shall provide documentation indicating company drivers have received formal training on use of large recovery vehicles from a recognized source such as a Tow Association (TRAW, ITOW, etc.) or equivalent.

Operator negligence as a result of inexperience or lack of training will result in the immediate voiding of this agreement pending investigation.

Major Incident Tow (MIT) Activation Guide for Major Traffic Incidents

Revised January 5, 2012



MIT Program Management - Contact Information

WSP Tow Truck Inspector - Contact Information

WSP District: _____

WSP Tow Truck Inspector: _____

Mailing Address, City, State, Zip: _____

Work Phone Number: _____

E-mail Address: _____

WSDOT Incident Response & Major Incident Tow Program Manager - Contact Information

WSDOT State IR Program Manager: **Vince Fairhurst**

Mailing Address: **P.O. Box 47,344, Olympia, WA 98504-7344**

Work Phone: **360-705-7287**

24/7 Cell Phone: **360-239-95292**

E-mail Address: IncidentResponse@wsdot.wa.gov

Major Incident Tow Webpage:

<http://wsdot.wa.gov/Operations/IncidentResponse/initiatives.htm>

MIT Sub-Contractor Service Provider - Contact Information

Per ATTACHMENT "C"

EQUIPMENT, DRIVER AND VEHICLE REQUIREMENTS, Two (2) CLASS C OR One (1) CLASS C AND AN S1

B. Subcontracted Service Providers

Additional Trucks and Heavy Equipment Requirements:

(Company owned, leased, contracted, rented, borrowed, and available for use at anytime)

The Contractor shall provide proof of existing account in good standing with a local company to provide the following services, as well as proof the contractor has the ability to provide the needed services **24 hours per day/seven days per week in less than one hour.**

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

CONTRACTOR: _____ 24/7 Contact number: _____

Vacuum/Suction Service Company: *for off loading or recovering spilled grains, powders, plastic pellets, etc.*

CONTRACTOR: _____ 24/7 Contact number: _____

Trucking or Transport Company: *that can provide sump, refrigerator or flat bed trucks and trailers.*

CONTRACTOR: _____ 24/7 Contact number: _____

Construction Crane Rental Company: *with 50 ton and larger mobile cranes.*

CONTRACTOR: _____ 24/7 Contact number: _____

Forklift or Skid Steer Loader: *with fork attachments.*

CONTRACTOR: _____ 24/7 Contact number: _____

Tilt bed, hydraulic, lowboy semi-trailer (Landoll or equivalent): *with a 35 ton capacity, 40 ft. bed and a 20,000 lb. winch with 75 ft. of 5/8" cable.*

CONTRACTOR: _____ 24/7 Contact number: _____

Tandem Axle Tractor: *with a sliding fifth wheel.*

CONTRACTOR: _____ 24/7 Contact number: _____

Rubber Tired End Loader: *when loaded on the lowboy trailer the combined height must not exceed 14ft.-0in.*

CONTRACTOR: _____ 24/7 Contact number: _____

Portable Power-Spreader: *or like item.*

CONTRACTOR: _____ 24/7 Contact number: _____