



**MAINE HEAVY TOWING WORKSHOP MEETING NOTES  
HELD DECEMBER 1, 2017  
AT MAINE TURNPIKE AUTHORITY**

| <b>Action Items - Combined Effort between Agencies and Towing Association</b>  |
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| <p><b>1. TIM Training Calendar</b></p> <ul style="list-style-type: none"> <li>✓ Develop a yearly calendar for TIM training and coordinate with the Towing Association on the dates and times of the training.</li> <li>✓ The Towing Association works with Tom and Steve to set this yearly calendar</li> <li>✓ Look at three (3) weeks in April and three (3) weeks in October or a combination and schedule the training by the year. These are the best training months for towing.</li> <li>✓ Look at multiple training locations to hold TIM training (possibly Portland, Augusta and Bangor)</li> </ul>                        |
| <p><b>2. Dispatch Checklist for Incident Response</b></p> <ul style="list-style-type: none"> <li>✓ Have the Association create a checklist for use by State Police (SP) Communications dispatching.</li> <li>✓ Have the Association work on the development of a cheat sheet/checklist for incident response.</li> <li>✓ The Association gives the incident checklist information to SP Communications (Tim) who will review, vet with the Association if needed and then distribute out to his staff for their use.</li> <li>✓ Dispatch will work to collect better and more complete information for the tow operators.</li> </ul> |
| <p><b>3. Minimum Equipment Requirements</b></p> <ul style="list-style-type: none"> <li>✓ Have the Association create a recommended minimum equipment list for incident response towing requests.</li> <li>✓ Send the list to Greg Stone so that Maine Turnpike Authority (MTA) could use it as a requisite for tow operators to get on the rotation list.</li> </ul>   |
| <p><b>4. Training and Certification Plan</b></p> <ul style="list-style-type: none"> <li>✓ The Association develops a Training and Certification Plan and then works with the State Agencies to find financial support.</li> </ul>  |
| <p><b>Future Topics for Discussion:</b></p> <ul style="list-style-type: none"> <li>✓ Association Pricing Structures</li> <li>✓ Engaging Law Enforcement</li> <li>✓ Rotation Lists defining the “closest” call out and how to document call out locality</li> <li>✓ Capped/assigned/contracted areas for towing</li> </ul>  |
| <p>Next meeting is scheduled for March 2, 2018 at MTA from 9 am to 1 pm</p>  |

## **General Meeting Notes**

### **Why be TIM trained?**

- The one most likely person to get hurt is the tow operator – as shown by the national numbers.
- The least trained person is the one that puts others at risk. (Not wearing PPE or not parking a vehicle correctly puts others at risk).
- The big incidents are not the problem – it is the little events that create the tragedies.
- Tow operators need to be treated as professionals along with the others.

TIM Training was a major topic of discussion at the Friday meeting.

### **How can we get TIM training done?**

- Tom Reinauer provided an update as to the status of TIM training.
- There are approximately 35 people who have been trained to be train the trainers.
- There are nine very active trainers in TIM.
- We should train some of the tow operators to train their own people.
- Weekdays is tough for training for some tow operators.
- Can training be done on weekends? There is a need to make a pitch to be trained.
- There is a two hour locally modified course for training in Maine.
- There is no cost to attending the training; the motivating factor is safety.
- Can we make it a timeframe for training?
- Let's just physically pick some dates and do it.
- Let's start training by county and pick south first for training.
- Let's develop a yearly calendar and coordinate with the Towing Association on the three training times.
- Invite Steve and Tom to do the TIM training

### **How do we improve the transfer of incident response information to tow operators?**

- There is a need for more detailed info from dispatch about the incident scene.
- This is a two-way street in which tow operators need to ask questions about the incidents as well so they don't bring the wrong equipment.
- In some cases, more information from the State Police on scene would be helpful.
- There is a need to be more descriptive in the information.
- The Association will create a checklist for dispatching for TIM developed by Association
- The Association will work on the development of a cheat sheet/checklist for incident response.
- The Association will give this information to SP Communications (Tim) who will review, vet with the Association if needed and then distribute out to his staff
- Dispatch will work to collect better and more complete information for the tow operators.

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| <b>How can we better manage requirements for towing equipment?</b>   |
| <ul style="list-style-type: none"><li>▪ Have the Association create a recommended minimum equipment list for incident response towing requests.</li><li>▪ Send the list to Greg Stone so that MTA could use this list as a requisite for tow operators to get on the rotation list.</li><li>▪ MTA should periodically update their rotation lists.</li><li>▪ Tow operators need to be qualified to tow.</li></ul>  |
| <b>How do we retain, certify and professionalize the Towing Workforce?</b>   |
| <ul style="list-style-type: none"><li>▪ Internal Staff Training is a continual process - this is the mechanics of the job and not TIM training. This is critical for employee retention.</li><li>▪ The Association must police itself on both TIM and internal training. It can do this by developing a Training and Certification Plan (i.e. using Wreckmaster or TRAA)</li><li>▪ There may be opportunities for the Association to work with the state agencies for financial support.</li><li>▪ The association can require the training or strongly suggest the training to improve the professionalism.</li></ul>   |
| <b>How can we improve the Call Out process?</b>  |
| <ul style="list-style-type: none"><li>▪ Should we look at performance standards – to be discussed at a later date.</li><li>▪ Rotation lists are used on Maine roadways with the exception of Interstate or Turnpike facilities.</li><li>▪ State Police does not have a rotation list. They call who is the closest on their list to the incident.</li><li>▪ If based on incident severity and level of impact to the roadway, the “closest” tow operator is called by State Police, there is a need to better define “closest”.</li><li>▪ If Troopers are calling Tow Operators who they want rather than calling the closest, how does this get addressed?</li><li>▪ How can tow operators improve their opportunities to be called out by State Police? A recommendation is to improve on call availability. Dispatchers want to talk to a real person and not an answering machine for incident call outs so they can shave time. This involves working nights.</li><li>▪ On the Interstate system, there is a directional response system for towing – so when calls don’t make sense, it may be due to the directional access to the roadway to reach the incident.</li></ul> |
| <b>Recommendations to the Association</b>  |
| <ul style="list-style-type: none"><li>▪ Relay to Tow Operators to call and ask for a Trooper if they do not feel safe.</li><li>▪ It is key to have a strong association which goes back to the owners of the tow companies.</li><li>▪ It would be helpful to see the towing association establish a set of parameters to be a member of the association.</li><li>▪ Raise the standard to be a member.</li><li>▪ Create your own medallion that will help to professionalize the association.</li><li>▪ Develop a pricing structure for towing charges. (Look at NJ as a sample)</li></ul>  |

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| <b>Participants:</b>   |  |
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| <b>Agency</b>  | <b>Representative</b>                  |
| A.C. Provo's Towing  | Anthony DiPrisco                       |
| Tim Hamilton   | DPS Communications                     |
| FHWA   | Wayne Emington                         |
| Hunter's Truck & Tire Service  | Peter Hunter                           |
| I-95 Corridor Coalition  | Denise Markow                          |
| KDT Towing   | Stacey Downes                          |
| Maine Department of Environmental Protection                           | Greg O'Brien, Dave Cherry              |
| Maine Department of Transportation                                     | Steve Landry, Tim Soucie, Doug Carlson |
| Maine Turnpike Authority   | Peter Merfeld, Greg Stone              |
| North Carolina Department of Transportation                            | Meredith McDiarmid (via web)           |
| Phillips & Sons Auto Body  | Kevin Demers                           |
| Scarborough Police Department  | Dave Grover, Dep. Chief                |
| Southern Maine Planning & Development Commission                       | Tom Reinauer                           |
| Statewide Towing, Augusta  | Toby Watson                            |
| Towing & Recovery Association of Maine                                 | Kevin Marstaller                       |
| Towing & Recovery Association of Maine, Leighton's Garage, Waterboro   | Dana Lewis                             |
| Virginia Department of Transportation                                  | Ricky Via, Dean Gustafson (via web)    |
| Towing & Recovery Association, Chandler's Automotive & Towing, Sanford | Kyle Chandler, Michael Barrett         |



**Maine Towing State Discussion**  
**SPONSORED BY THE I-95 CORRIDOR COALITION**  
**DECEMBER 1, 2017**  
**AT MAINE TURNPIKE AUTHORITY**  
**2360 Congress St, Portland, ME 04102**

## **AGENDA**

- 9:30**                    **WELCOME & INTRODUCTIONS**
- ***TOM REINAUER, SMPDC***
  - ***STEVE LANDRY, MAINE DOT***
- 9:45-10:30**            **SESSION 1: BEST PRACTICES IN HEAVY TOWING**
- ***RICKY VIA, VIRGINIA DOT***  
***STATE TRAFFIC OPERATIONS MANAGER***
- 10:30-10:45**            **BREAK**
- 10:45-11:30**            **SESSION 2: TOWING INITIATIVES . . . . LESSONS LEARNED**
- ***MEREDITH McDIARMID, NORTH CAROLINA DOT***  
***STATE ITS AND SIGNAL ENGINEER***
- 11:30-12:15**            **LUNCH AND NETWORKING**
- 12:15-2:25**             **ROUNDTABLE DISCUSSION**  
**FACILITATOR: DENISE MARKOW, DIRECTOR TSMO, I-95 CORRIDOR COALITION**

### **HOW TO BETTER INTEGRATE MAINE TOW OPERATIONS INTO MAINE INCIDENT MANAGEMENT?**

- HOW DO WE GET MORE OF THE TOWING INDUSTRY TRAINED IN TIM?
- WHY IS THERE A NEED TO BE TRAINED AND MEET MINIMUM REQUIREMENTS?
- WHAT ARE SOME OF THE ISSUES ON THE TOWING/RECOVERY SIDE OF TIM, HOW CAN THESE BE ADDRESSED?
- HOW DO WE BETTER MESSAGE THAT TOWING IS AN INTEGRAL PART OF THE INCIDENT MANAGEMENT PROCESS ACROSS THE RESPONDER COMMUNITY?
- ARE THERE PROTOCOLS IN PLACE FOR STAGE TOWING? IF NOT, ARE THEY NEEDED?
- SHOULD WE CONTINUE DISCUSSIONS IN FUTURE MEETINGS AND IF SO HOW DO WE BEST ENGAGE THE TOWING COMMUNITY IN PLANNING DISCUSSIONS?

- 2:25-2:30**             **WRAP-UP**