MESSAGE FROM THE STATEWIDE TIM COORDINATOR, DAVID MCDONALD

To my fellow responders. As we near the end of 2022, I think it is appropriate to recap our progress and remember those who gave their all. We made significant progress in our statewide efforts regarding TIM data. One of the changes started nearly five years ago in evaluating the CR-3 and the lack of captured TIM data. I am happy to announce that by working with our Crash Records Section, starting Jan. 1, 2023, we will begin capturing Roadway Clearance Time, Incident Clearance Time, Secondary Crash, and a check box if there was a responder struck. In addition, we will be tracking if an autonomous vehicle was involved, and if so, what level of engagement, if any, was the vehicle in. In addition, we are working on getting Computer Aided Dispatch (CAD) data incorporated into our Traffic Management Centers.

Another area we have made tremendous progress is in our TIM training. Going back to the FHWA report sent on Feb. 3, 2022, we were at 69.5% of responders trained. As of the report released on Nov. 7, 2022, we are at 78.7% of responders trained. This was accomplished in a few different ways, and I would like to highlight a couple. First, the San Antonio Police Department incorporated the TIM training into their in-service training and has trained over 1600 officers in their department. Secondly, with the assistance of Nicole Tyler, she was able to engage many other Traffic Safety specialists who set up multiple TIM training around our state in our rural areas, resulting in hundreds more being trained.

In April, we received our TIM Challenge Coins, and this has provided a path to recognize and highlight acts of courage, innovation, TIM accomplishments, best practices, and more. It has been my privilege to recognize many around our state who keep moving TIM forward.

As of this writing, 2022 proved to be another deadly year on our roadways. In January, we lost three responders working on our roadways. We were once again reminded in July how dangerous of a job law enforcement has when working our highways when Smith County Deputy Lorenzo Bustos was killed while conducting a traffic stop on State Highway 155. In October, we lost two more responders when Officer Steve Northem and Tow Operator Scottie “Kentucky” Dunn were killed working incidents on our highways.

As I close, your statewide team is here to support you, the boots on the ground, and those working in the “crosshairs” of “D” drivers. Our number one goal is to provide training and support so that Everybody Goes Home. Feel free to reach out and let us know how we can help.

Did you know?
Road traffic crashes are a major cause of death among all age groups and the leading cause of death for children and young adults aged 5–29 years.

For publishing, contribution, or distribution questions or comments about content, please contact:

David McDonald,
Statewide TIM Coordinator
512.965.2515
david.mcdonald@txdot.gov

Need more information? Visit the TxDOT Traffic incident Management website for the latest on training numbers, training classes, and information from around the state and around the country. Go to:
https://transportationops.org/TIM/CRSW
The statewide Texas TIM team is proud to announce the unveiling of the new Texas TIM Website. Sponsored by TxDOT, the new site is on the general TxDOT website under Traffic Incident Management and serves as the central repository for TIM-related information gathered from throughout the state and around the United States.

The site focuses on keeping first responders abreast of the newest techniques and the latest equipment available for first responder roadway incident safety. It places a strong emphasis on training. It lists the availability of the 4-Hour TIM for First Responders and the FHWA TIM Train-the-Trainer classes held throughout the state.

The interaction between the instructors and front-line first responder participants creates a unique opportunity for the exchange of ideas and best practices that makes for an engaging learning experience. The statewide team also offers other training opportunities, such as courses on High-Tension Cable Barrier Extrication for First Responders and Roadside Safety for Non-Emergency Road Workers.

The website hosts past issues of the Texas TIM Newsletter. This quarterly publication is filled with Texas TIM information, best practices, and recognition of Texas TIM champions that serve our great state with pride and devotion to the people of Texas. It also honors the memories of our fellow first responder brothers and sisters that have made the ultimate sacrifice in the line of duty. There are TIM promotional and educational materials from around the country to help TIM coordinators and local champions promote and grow local TIM teams. In addition, there is a Texas TIM promotional video that can be used to show agency executives and community leaders the importance of the TIM programs.

Statewide TIM Coordinator David McDonald emphasizes that the TIM program does not belong exclusively to TxDOT. The statewide TIM team only serves to organize and coordinate information for the program, which all responders own. If you or anyone in your organization has an article, best practice, equipment uses, or idea for safe quick clearance of roadway incidents, please contact David McDonald at david.mcdonald@txdot.gov. All efforts to improve the statewide TIM program are welcomed and encouraged. Roadway safety is everyone’s responsibility. Only with the help and cooperation of all first responders can Texas realize the goal of no roadway deaths and ensure that “Everybody Goes Home”.

THE TXDOT HUCK CASTLEBERRY AWARD TO CHILDRESS TIM COORDINATOR, NICOLE TYLER

Nicole Tyler (pictured on the right holding the plaque with Anita Thompson), the winner of the 2022 Huck Castleberry award, began her TxDOT career as a Maintenance Support Tech in Oct. 2014. Since then, she has held a number of technician jobs before promoting to her current position as the Traffic Safety Specialist for the Childress District.

Ms. Tyler was instrumental in creating the first-ever Traffic Incident Management (TIM) team for the Childress District. She currently serves as the coordinator for the TIM program, which consists of training both TxDOT employees and local emergency responders in quick roadway incident clearance, ensuring the safety of those working the incidents, and reducing overall response time to those incidents. The Childress TIM program has been recognized around the State and has inspired similar programs throughout the neighboring districts.

Ms. Tyler is not only the TIM coordinator, she is also a first responder. Outside of her normal TxDOT duties, she is a certified EMT and first responder, spending countless hours responding to and assisting with numerous types of accidents in and around our area.

On behalf of the Statewide Texas TIM Team and first responders throughout the state of Texas, we wish to congratulate Ms. Tyler on her outstanding efforts for the TIM program and her receipt of this prestigious award.
The North Texas Tollway Authority (NTTA) hosted its second Push/Pull/Drag training at their facility in Plano, north of Dallas. The training was attended by transportation and SSP personnel from all over the country, including Florida and Pennsylvania. The purpose of the training was to share the best practices of different agencies and to exchange information. While companies may be in competition for contracts, the men and women on the road must compete with high-speed traffic, distracted drivers, and a plethora of unknown and unseen dangers that can severely injure or kill them instantly. The sharing of life-saving information is not only necessary but critical. Training is at the heart of the NTTA philosophy of safety for all of its employees. "Any training is good training," says Roadside Safety Services Manager, Kareem Williams, and is demonstrated in the training that employees undergo before being released onto the roadways.

Trainees go through several weeks of classroom training before they begin riding with another experienced RSS Specialist, where they are evaluated and tested every day before they are allowed to patrol on their own.

The first day started with a briefing about the day’s events and a tour of the Safety Operations Center (SOC). Roadside Safety Services Manager, Kareem Williams described the day's events. Statewide TIM Coordinator David McDonald also addressed the attendees and thanked them for their participation. He encouraged open dialogue and discussion between agencies to exchange information about life-saving best practices.

The two-day event began with a guided tour and a demonstration of the vehicles and equipment used daily by NTTA Roadside Safety Specialists on NTTA roadways. Attendees were given a chance to have a hands-on trial of the equipment, and extensive discussions on their use ensued. Many of the attendees saw new, state-of-the-art equipment and techniques for the first time. Most of the vehicles are equipped with Go-Jacks, directional arrow boards, air compressors, inflatable air-bags (for lifting heavy loads), leaf blowers (for quickly removing small debris from roadways), cone stacking holders that attach to the tow hitch of the truck, front debris clearance systems, and tools and equipment for tire changes and minor vehicle repairs.

One of the more innovative pieces of equipment was the Kinetic Energy Recovery Tow Rope, used in place of chains or tow straps. This high-strength recovery rope is made of 100% double-braided nylon and is 2.3 times stronger than traditional nylon straps. It has a breaking strength of 33,500 pounds and is the ideal tool for moving disabled vehicles from the roadways to safer areas. It is also 45% lighter than a traditional rope of the same length.

The most significant feature of the Kinetic Energy Recovery Tow Rope is its ability to stretch up to 30% as the load is placed. This allows a smoother motion as the rope is elongated and the towed vehicle is engaged by the tow vehicle. This alleviates the "jerking" motion associated with a traditional nylon tow strap during tow engagement to prevent damage to either vehicle.
The live training demonstrations were divided into three stations. The first station was a demonstration of uprighting an overturned vehicle on the roadway. Inoperable vehicles were donated to the NTTA for training by a local towing company. The scenario simulated an overturned vehicle on the roadway blocking the travel lanes. RSS Operators demonstrated the effective placement of chains to the overturned vehicle to then use the RSS vehicle to pull the vehicle onto its wheels and move from the roadway. They also demonstrated pushing the vehicle with the RSS vehicle while it was still on its roof (see the center photo above). The vehicle was then rolled back onto the roof, and the attendees were then given the opportunity to place the chains onto the vehicle for practical application.

The next station was a demonstration of safe debris removal from the roadway. The RSS Specialists use a two-vehicle blocking system to protect each other when exiting the vehicle and entering the roadway, using directional arrow boards to warn and direct traffic flow. In addition to the driver leaving the vehicle, the NTTA employs a new technology for safe debris removal without the operator ever leaving the vehicle. The "LaneBlade" is a device that attaches to the front of the service vehicles and, much like a snowplow, is able to be lowered to the roadway to push debris onto the shoulder. (TxDOT DOES NOT endorse any equipment or manufacturer. This is a description of equipment used by the NTTA, not to be taken as an endorsement or advertisement by either TxDOT or the NTTA).

The final station of day one was a demonstration of pushing a disabled vehicle from the travel lanes to open traffic quickly and safely. A "disabled" vehicle was stopped in the roadway, and the RSS vehicle approached perpendicularly to the vehicle and slowly made contact. The RSS vehicle then pushed the disabled vehicle beyond the fog line out of the roadway. Minimal damage was done to the vehicle during the operation. Once again, attendees were invited to use the RSS vehicles to practice the maneuver.

Day two of the training began on a brisk, North Texas morning with a complimentary grilled meal of breakfast burritos with bacon, eggs, and all the fixings, graciously cooked by the Director of Traffic and Incident Management, Eric Hemphill (left, in foreground) and Safety Operations Center Manager, Tim Grix (left, in the background). This was followed by Texas TIM Challenge Coin presentations to Messrs. Hemphill and Williams of the NTTA and several other attendees from across the country by Mr. David McDonald, the Statewide TIM Coordinator (See photos and article below) in appreciation for their contributions and efforts to further the Texas TIM program.

The next training class was given by Marcus Arvie, master tow operator, and manager of Jordan’s Towing in Dallas, on heavy wrecker operations when removing commercial vehicles and heavy debris from the roadway. Mr. Arvie spoke about the nomenclature of the heavy tow vehicles, their capabilities, and the push/pull/tow points on commercial vehicles.

The day ended with a debrief with the RSS specialists, the staff, and the attendees to talk about the training and give feedback for future training. The NTTA plans to hold this training annually and was very receptive to the feedback for improving the training.

The training was excellent. If you missed the event, you missed an amazing day of information, fellowship, and fun. The staff and the RSS Specialists are the very essence of professionalism in every aspect. When speaking to the RSS Specialists, most of them had been with the NTTA for at least five or more years, some as many as twelve years or more. This is not only a testament to the RSS Specialists and their dedication to the citizens of Texas, but to the leadership and management of the NTTA organization. Loyalty to employment is rare in these modern days. Commitment to excellence is even rarer. The NTTA RSS Program has found the formula for both.
Statewide TIM Coordinator David McDonald has taken advantage of his extensive travel around the state for training to award the Texas TIM Challenge coin to deserving members of the TIM community. Traveling from Austin to Houston, San Antonio, Plano, Sherman, and Greenville, Mr. McDonald presented this auspicious honor to eleven deserving members of the Texas TIM community.

As seen in the photographs, Mr. McDonald, a former non-commissioned officer in the US Marine Corps, awards the coin personally, as is the tradition of the US military. The coin is presented with a handshake and congratulations for working beyond the normal course of duty. (See Texas TIM Newsletter from the 1st Quarter of 2022 for a discussion of the history of the challenge coin in the United States). There are many more deserving Texas TIM champions that will receive the Texas TIM Challenge Coin in the near future.

The Texas TIM Challenge Coin was created by the statewide TIM team to recognize outstanding members of the first responder TIM community for their actions or innovative use of techniques and technology for quick on-scene crash clearance. Since the program’s inception earlier this year, Mr. McDonald has awarded eighteen Texas TIM Challenge Coins to members of the Texas TIM community.

If you know someone in your department or in your area that has gone above and beyond in the performance of TIM tasks, please contact David McDonald at david.mcdonald@txdot.gov.

STATEWIDE TIM CHAMPIONS RECOGNIZED

By Jim Comfort, AECOM

4TH QUARTER 2022 TEXAS TIM CHALLENGE COIN WALL OF FAME RECIPIENTS

Jim Comfort (TIM consultant, AECOM)
Monica Yates (Traffic Safety specialist, TxDOT, Paris District)
Belinda Hernandez (TMC operator, Houston TranStar)
Kareem Williams (RSS manager, NTTA)
Eric Hemphill (Director of Traffic & Incident Management, NTTA)
Bob Murphy (Sr. project manager, AECOM)
Todd Leiss (TIM coordinator, PA Turnpike)
Joseph "Goose" Andrews (SOC operator, NTTA)
Ralph Etienne (Field Incident Response manager, FL Turnpike)
Roel Lucio (Training officer, San Antonio PD)
Trevor Tustison (Training officer, San Antonio PD)
George Milam (HERO, San Antonio)

Congratulations to all of the the Texas TIM Wall of Fame honorees for their outstanding contributions to the TIM programs throughout the great state of Texas!
DFW TIM TRAINING

AVAILABLE CLASSES

NCTCOG First Responder & Manager’s course
2022 class schedule
616 Six Flags Drive, Arlington, TX, 76005

<table>
<thead>
<tr>
<th>Date</th>
<th>First Responder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan. 12-13, 2023</td>
<td>(In-Person) 8:30 a.m. – 4:30 p.m. Each Day</td>
</tr>
<tr>
<td></td>
<td>NCTCOG 616 Six Flags Dr. Arlington, TX. 76005</td>
</tr>
<tr>
<td>Feb. 9-10, 2023</td>
<td>(In-Person) 8:30 a.m. – 4:30 p.m. Each Day</td>
</tr>
<tr>
<td></td>
<td>NCTCOG 616 Six Flags Dr. Arlington, TX. 76005</td>
</tr>
<tr>
<td>April 13-14, 2023</td>
<td>(In-Person) 8:30 a.m. – 4:30 p.m. Each Day</td>
</tr>
<tr>
<td></td>
<td>TxDOT Fort Worth Office 5501 McCart Ave, Fort Worth, TX. 76005</td>
</tr>
</tbody>
</table>

Executive Level Course - A two-hour course designed to give department executives a general overview of the TIM program.

<table>
<thead>
<tr>
<th>Date</th>
<th>First Responder</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 4th, 2023</td>
<td>(In-Person) 10:00 a.m. – 12:00 a.m.</td>
</tr>
<tr>
<td></td>
<td>NCTCOG 616 Six Flags Dr. Arlington, TX. 76005</td>
</tr>
</tbody>
</table>

For SHRP2 TIM Training classes contact Camille Fountain: cfountain@nctcog.org
Off-Site classes available

TIM MEETINGS

Texas Statewide TIM Webinar
Dec. 14, 2022, 9:00 a.m.
Feb. 15, 2023, 9:00 a.m.

Every third Wednesday, every other month.

The cities of Austin, Childress, Dallas, El Paso, Fort Worth, Houston and San Antonio all have local TIM meetings that discuss local TIM operations.

Contact David McDonald for Meetings and Webinar information: david.mcdonald@txdot.gov or (512) 965-2515.

FORT WORTH HOSTS TRAIN-THE-TRAINER CLASS

The statewide TIM team traveled to Fort Worth on Nov. 15-16, 2022, to teach the TIM Train-the-Trainer course at the Tarrant County College (TCC) Law Enforcement Academy. The team held the two-day training for law enforcement, fire personnel, TxDOT, and instructors from TCC and Dallas College Law Enforcement Academy. The Federal Highway Administration (FHWA) class teaches future trainers to teach the 4-Hour TIM for First Responders class to members of their organizations. Many of the attendees were basic law enforcement and fire academy instructors that are now required to teach the four-hour class as part of the basic state certifications. The state TIM team is currently working with the Department of State Health Services (DSHS) to require the 4-Hour TIM Training class for EMS initial state certification and renewal. For information about hosting a class in your area, contact David McDonald at david.mcdonald@txdot.gov.
NEW FIELDS ON CR3 CRASH REPORT TO START JAN. 1, 2023

By Jim Comfort, AECOM

Texas Peace Officer’s Crash Report (Form CR-3 1/1/2023)

Refer to Attached Code Sheet for Numbered Fields

Questions? Call 844/274-7457

*=These fields are required on all additional sheets submitted for this crash (ex.: additional vehicles, occupants, injured, etc.).

After several years of effort by Statewide TIM Coordinator David McDonald, traffic incident management-specific fields are being added to the Texas Peace Officer’s Crash Report Form (CR3). This collaborative effort between the Texas Department of Transportation (TxDOT) and the Texas Department of Public Safety (DPS) will add searchable data fields for reporting TIM-related information that will assist the state TIM team in tracking the effectiveness of TIM programs throughout the state. It will also assist the team in collecting more accurate information for reporting to the Federal Highway Administration (FHWA) and other national reporting TIM databases.

IDENTIFICATION AND LOCATION

<table>
<thead>
<tr>
<th>Crash Date (MM/DD/YYYY)</th>
<th>Crash Time (24HRMM)</th>
<th>Case ID</th>
<th>Local Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name/County</td>
<td></td>
<td></td>
<td>Outside of City Limit</td>
</tr>
</tbody>
</table>

In your opinion, did this crash result in at least $1000 damage to any one person's property? Yes/No

Latitude/Longitude

ROAD ON WHICH CRASH OCCURRED

<table>
<thead>
<tr>
<th>1 Roady. Sys.</th>
<th>2 Roady. Part</th>
<th>Block Num.</th>
<th>3 Street Prefix</th>
<th>3 Street Name</th>
<th>4 Street Suffix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes/No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This final section has added six fields, two of which are critical to evaluating TIM program effectiveness and proficiency: Time Roadway Cleared and Time Scene Cleared. Roadway Clearance Time is the time from which the incident was reported until the time all lanes are available for normal traffic flow. Scene Clearance Time (also referred to as Incident Clearance Time), is the time from which the incident was reported to the time the last responder leaves the scene. These two fields are the most critical to TIM practitioners and are used to create local, statewide, and national performance measures to benchmark for areas of program improvement.

Training programs and websites for law enforcement agencies in the use of the new CR3 will be available soon. The statewide TIM team will alert TIM agencies when these resources become available.
Throughout 2022, HERO/Safety Service Patrol/Courtesy Patrol operators have shown how essential their service is to the motoring public and first responder agencies throughout the great state of Texas. In this issue of the Texas TIM Newsletter, we are proud to feature men from the Austin HERO that saved lives in a crash and protected first responders on the highway. Thank you to all of our “Highway Heroes”!

**AUSTIN HERO**
- CL miles covered: 142
- Incidents: 8,282
- Service to public: 10,377

**FORT WORTH COURTESY PATROL**
- CL miles covered: 462
- Incidents: 166
- Service to public: 7,017

**DALLAS COURTESY PATROL**
- CL miles covered: 260
- Incidents: 2,655
- Service to public: 6,971

**EL PASO HERO**
- CL miles covered: 212
- Incidents: 5,996
- Service to public: 19,116

<table>
<thead>
<tr>
<th>TEXAS HERO/SAFETY SERVICE PATROL/COURTESY PATROL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Much More Than a Tire Change</strong></td>
</tr>
</tbody>
</table>

**NORTH TEXAS TOLLWAY AUTHORITY**
- CL miles covered: 156
- Incidents: NA
- Service to public: 12,032

**HOUSTON MOTORIST ASSISTANCE PROGRAM**
- CL miles covered: 256
- Incidents: 6,150
- Service to public: 27,185

**NORTH TARRANT TEXPRESS**

**NORTH TARRANT TEXPRESS 3**

**LBJ TOLLWAY**
- CL miles covered: 211
- Incidents: NA
- Service to public: 1,923

**SAN ANTONIO HERO**
- CL miles covered: 261
- Incidents: 12,928
- Service to public: 23,902

July-September 2022

**Texas Totals**

- Total Lane Miles – 1,948
- Incidents – 36,123
- Services to Public – 108,523

Incidents - blocking/assisting in crashes
Services - Tire changes, gas, etc.

The Safety Service Patrol Industry Association was founded in September of 2018. Their mission is to promote the recognition of the vital role that SSPs play in keeping our roadways safe.
The age-old adage "an ounce of prevention is worth a pound of cure" is still sound advice. While some events cannot be predicted or prevented, there are things that can be done to prepare for these unforeseen circumstances. In February of 2021, following the devastating effects of winter storm Uri, or as some have called it, “snowmageddon”, the safety service patrols throughout the state came together in a TxDOT Texas TIM Team webinar to discuss preparation, mitigation, and lessons learned to be ready for the next winter storm. The following is a brief synopsis of that discussion.

The first item discussed was the safety of the operator’s on the road. One agency used ice cleats, available from many different sources, which fasten to the bottoms of the operator’s shoes or boots. Several agencies stated that they had employees injure themselves due to slips on the ice. One agency stated that their employees used the ice cleats and did not have a single incident of injury. The attachments act like athletic cleats in that they have steel cleats that give added traction to the person while walking on the ice and snow. Another suggestion was the use of disposable hand warmers. Easily kept in the operator’s pockets or in the vehicle, these small, hand-held bags contain chemicals that, when mixed, create a substantial amount of heat. These can be used by operators or given to people encountered on the roadways. Coordination with fire, EMS, and police stations with tow operations and other first responder agencies to allow them to come to these stations for warm drinks, restrooms, and a break from the cold weather.

Todd Leiss, TIM Coordinator for the Pennsylvania Turnpike, told the audience that this type of weather was common in the PA area. They also put energy bars in the service vehicles for the operators to ensure they have food if surrounding restaurants or service stations are closed. In addition, PennDOT also keeps several pallets of Meals-Ready-to-Eat (MREs) at maintenance yards to feed personnel snowed in at work.

Another suggestion made was that TxDOT should invite first responder agencies to their annual Preventative Maintenance Weather Seminars held each year within the districts. These meetings serve to create plans for the mitigation of any inclement weather and let agencies create cooperative plans to better serve their communities.

Equipment functionality was a major topic discussed. PennDOT has service contracts with fuel companies to bring tanker trucks to maintenance yards and Traffic Management Centers (TMCs) to fill fuel tanks and generators prior to the onset of inclement weather. When severe weather hits, services may not be available. Several agencies had problems with diesel fuel becoming gelled in the fuel lines. There are several companies that make anti-gel diesel fuel additives that are widely used in the northern parts of the United States. They are sold in bulk for fleet use or in quart-sized containers to keep in the vehicle until needed.

Most importantly, a pre-planned shuttle plan for essential employees should be created to ensure proper staffing at emergency facilities. Part of that plan should also include plans for meals, bathing, and sleep accommodations.

On behalf of first responders throughout Texas and the entire nation, our heartfelt thoughts and prayers go out to the family, friends, and colleagues of our fallen brothers. May they rest in peace knowing that they served their fellow man faithfully and with honor. We will never forget their sacrifice.

faces of the fallen - remembering our comrades

On behalf of first responders throughout Texas and the entire nation, our heartfelt thoughts and prayers go out to the family, friends, and colleagues of our fallen brothers. May they rest in peace knowing that they served their fellow man faithfully and with honor. We will never forget their sacrifice.

Lorenzo Bustos
Deputy, Smith Co. Sheriff’s Office
End of Watch: July 29th, 2022

Steven Nothem
Police Officer, Carrollton PD
End of Watch: October 18th, 2022

Scottie “Kentucky” Dunn
Tow Operator, K3 Towing
End of Watch: October 21st, 2022