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### TIM News

These are upcoming events that feature TIM subjects:

#### TxDOT Short Course

October 13-14  
College Station, TX.  
[CLICK](#) for Information

#### TxDOT Maintenance & Traffic Safety

Conference  
November 17-19  
San Antonio, TX.  
[CLICK](#) for Information



## Leveraging Technology and Data for Faster Incident Response

By Jim Comfort, AECOM

In the high-stakes world of Traffic Incident Management (TIM), every second counts. For first responders, rapid and effective response to traffic incidents can mean the difference between life and death, both for crash victims, traveling public, and responders themselves. The Texas Department of Transportation (TxDOT) is at the forefront of integrating advanced technologies to enhance incident detection, response, and clearance, aligning with the TIM slogan, "Everybody Goes Home." This article explores cutting-edge tools that offer practical guidance on how first responders can leverage these technologies to improve operations and save lives.

### The Role of Technology in Traffic Incident Management

Traffic incidents, including crashes, disabled vehicles, and debris on roadways, contribute significantly to congestion, secondary crashes, and responder safety risks. In Texas, where 4,156 people were killed in traffic crashes in 2024—a 3.1% reduction from 2023—efficient incident management is critical to achieving TxDOT's Road to Zero goal of zero fatalities by 2050<sup>1</sup>. Technology plays a pivotal role by providing real-time data, streamlining communication, and enabling data-driven decision-making. By equipping first responders with advanced tools, TxDOT is enhancing the speed and safety of incident response while reducing the risk of secondary crashes, which account for approximately 20% of all traffic incidents nationwide, according to the Federal Highway Administration (FHWA)<sup>2</sup>.



Source: Josh Shideler, Houston TranStar

### Traffic Management Centers: Real-Time Monitoring for Rapid Response

The Traffic Management Centers (TMC) in Texas exemplify how technology can transform incident detection and response. TMCs monitor the roadway network using intelligent transportation systems which include cameras and sensors to detect crashes and road conditions and then relate them to the traveling public and first responders on the roadway. Operated by TxDOT, these centers

integrate data from multiple sources to help alert first responders, enabling faster deployment to incident scenes.

### How First Responders Can Use Traffic Management Centers:

- **Access Real-Time Alerts:** Coordinate with the TMC to receive immediate notifications of incidents via radio, email, text messages, or dedicated communication channels. This reduces response times, which can be critical in preventing secondary crashes.
- **Leverage Video Feeds:** Use live camera feeds to assess incident severity and plan response strategies before arriving on scene.
- **Participate in After-Action Reviews (AARs):** Conduct TxDOT's recommended AARs to identify lessons learned and improve response protocols. These reviews can reveal areas for enhancement, such as quicker clearance times or better coordination among agencies.

It is also important to include 911 dispatchers and TMC operators in TIM-related training, meetings, and exercises, giving them insight into the nature of traffic incidents, their severity, and how emergency personnel will respond. This allows them to assist in alerting additional personnel support from TxDOT and to initiate early motorist warnings with dynamic message signs (DMS) to avoid extended traffic backup.

## CRIS Query Tool: Harnessing Crash Data for Strategic Response

The Crash Records Information System (CRIS) Query Tool is a powerful resource for first responders seeking to analyze crash data and improve TIM operations. Available through TxDOT's website, the CRIS Query Tool allows users to create custom queries, extract publicly available crash data, and analyze trends from the past 10 years plus the current year. This tool draws from TxDOT's statewide database of reportable motor vehicle crashes. By identifying patterns, such as high-risk locations or common crash causes, first responders can prioritize resources and tailor response strategies.

### Key Features of the CRIS Query Tool:

- Customizable Queries: Filter data by location, crash type, time of day, or other parameters to identify trends relevant to your jurisdiction.
- Support for Law Enforcement: Agencies submitting crash reports via TxDOT's crash application can generate pre-prepared reports for operational planning.

### How First Responders Can Use the CRIS Query Tool:

- Identify High-Risk Areas: Use the tool to identify intersections or highway segments with frequent crashes, allowing for targeted patrols or pre-positioning of response units. For example, data from 2024 showed that 25% of fatal crashes in Texas occurred at intersections, guiding law enforcement to focus on signalized crossings<sup>3</sup>.
- Inform Training and Protocols: Analyze crash causes to develop training scenarios that prepare responders for common scenarios.
- Enhance Community Outreach: Share data-driven insights with the public during safety campaigns, such as TxDOT's "Be Safe. Drive Smart." initiative, to promote behaviors like seatbelt use, which could prevent fatalities in unrestrained crashes.

To access the TxDOT Crash Data Analysis and Statistics website, [CLICK HERE](#).

## TxDOT Subpoena and Affidavit Request System: Streamlining Crash Report Access

Effective January 1, 2025, TxDOT's new Subpoena and Affidavit Request System revolutionizes how first responders and other stakeholders access crash reports. This online platform eliminates the need for mailed submissions, reducing processing times and administrative costs. The system allows users to search for specific crash reports, upload legal documents in PDF format, and receive processed documents via email with a secure download link.

### How First Responders Can Use the System:

- Expedite Investigations: Access crash reports quickly to support post-incident investigations, such as determining fault or identifying witnesses.
- Coordinate with Legal Teams: Share the system's secure download links with prosecutors or insurance adjusters to streamline case preparation, reducing administrative bottlenecks.

- Stay Compliant: Ensure all requests comply with Texas law by using the online portal, avoiding returned mail submissions (no longer accepted after January 1, 2025).

To access the TxDOT Subpoena and Affidavit Request System, [CLICK HERE](#).

## Practical Tips for First Responders

To maximize the benefits of these technologies, first responders can adopt the following strategies:

- Collaborate Across Agencies: Work with TMC operators and other TIM stakeholders to establish formal communication protocols, ensuring seamless data sharing during incidents.
- Secure Data Access: Register for the Subpoena and Affidavit Request System to familiarize users with its interface, ensuring quick access to reports when needed. Contact the CRIS help desk at (844) CRIS-HLP for assistance.
- Monitor Cybersecurity: Given the 2025 data breach affecting 423,391 Texans' crash records, ensure your agency follows TxDOT's updated security protocols for CRIS access to protect sensitive data<sup>4</sup>.

## The Road Ahead

By leveraging tools like the TMCs, the CRIS Query Tool, and the Subpoena and Affidavit Request System, first responders can significantly enhance their ability to detect, respond to, and clear traffic incidents safely and efficiently. These technologies not only save time but also lives, supporting the TxDOT TIM mission to reduce traffic fatalities and ensure "Everybody Goes Home."

As Texas continues to invest in transportation safety—\$3.8 billion for over 6,900 data-driven safety projects from 2015 to 2024, first responders are empowered to be proactive partners in this mission<sup>1</sup>.

Visit [www.txdot.gov](http://www.txdot.gov) for resources, including the Traffic Safety Data Portal and CRIS Query Tool, and contact the CRIS help desk at (844) CRIS-HLP for support with the Subpoena and Affidavit Request System. Together, we can make Texas roads safer for everyone!

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<sup>1</sup> Texas Department of Transportation. (2025). Inside Scoop: Texas Transportation Commission June 2025. Retrieved from: <https://www.txdot.gov/about/newsroom/stories/inside-scoop-texas-transportation-commission-june-2025.html>

<sup>2</sup> Yang, H., Ozbay, K., & Xie, K. (2014). Assessing the risk of secondary crashes on highways. ScienceDirect. <https://doi.org/10.1016/j.jsr.2014.03.007>

<sup>3</sup> Texas Department of Transportation. (2025). Texas motor vehicle traffic crash facts: 2024. Austin TX: <https://www.txdot.gov/data-maps/crash-reports-records/motor-vehicle-crash-statistics.html>

<sup>4</sup> Texas Department of Transportation. (2025). Account compromise leads to crash records data breach. Austin, TX: Retrieved from <https://www.txdot.gov/about/newsroom/statewide/account-compromise-leads-to-crash-records-data-breach.html>

# Meet the New Austin TIM Coordinator: Kelly Parsons



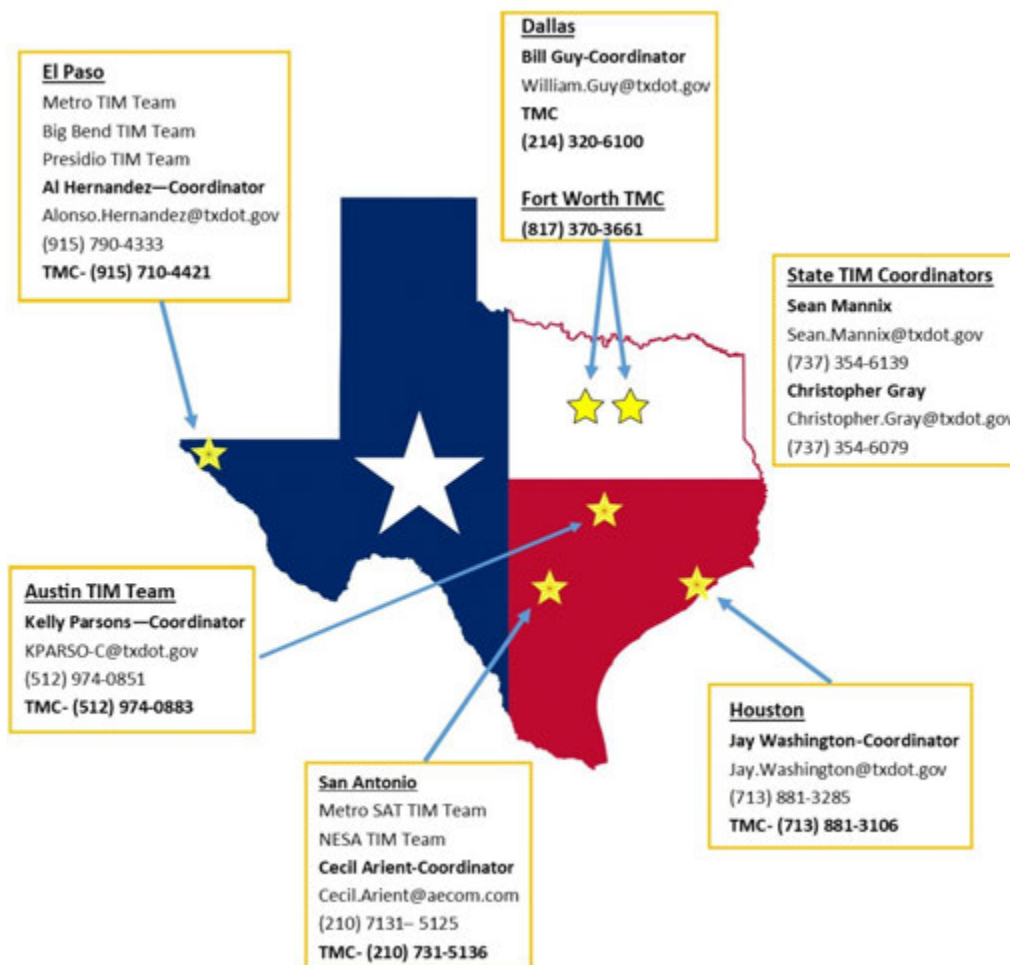
Kelly Parsons is a seasoned law enforcement professional with over 30 years of experience, having begun his career in 1988 and serving in agencies across Washington and Oregon until his retirement in 2021.

Currently, he serves as the TIM Coordinator in the Austin District, a role he has held since May 2025. Holding a BS in Criminal Justice and an MS in Management, Kelly brings a wealth of expertise and perspective to the TIM program. Residing in Central Texas for the past three years with his wife, he enjoys an active lifestyle, including golf, exploring vintage markets, maintaining his two classic cars, and spending quality time with family.

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## TxDOT TIM Coordinators



## Texas TIM Regional Meetings

Statewide TIM Meeting (Location Varies) .....Bi-Monthly - Next Meeting, October 22  
Austin AIM HIGH TIM Team.....Bi-Monthly  
Houston TranStar TIM Team .....Second Thursday of the Month  
Northeast San Antonio (NESA) TIM Team .....Quarterly  
San Antonio TIM Team.....Second Tuesday of the Month

El Paso District TIM Meetings  
El Paso Metro TIM Team.....Quarterly  
Big Bend TIM Team.....Quarterly  
Presidio TIM Team.....Quarterly



# The Towing Guru of San Antonio

By Cecil Arient, San Antonio TIM Coordinator, AECOM

**A**merican Towman Magazine advertised its TowXpo training in June 2025, in the Dallas/Fort Worth area, as a chance to learn from the “Texas Guru” himself, Bobby Tuttle. Mr. Tuttle has been in the towing & recovery business for 48 years, with 42 years of that time as a driver/manager.

Mr. Tuttle got his early start with City Towing Associates, Inc., working there from 1977 to 1990. Back then, his steadfast companion was a 50-ton heavy-duty wrecker, famously known in the San Antonio area in the 80s and 90s as *King Kong*.

In 2003, he began developing his own formal training curriculum for the towing and recovery industry and founded a consulting service called Complete Incident Response Training (CIRT). In 2009, CIRT became an approved training provider with the Texas Department of Licensing & Regulation (TDLR). The vision behind CIRT was to bring additional safety and professionalism to the towing industry. Mr. Tuttle offers towers training in Traffic Incident Management (TIM), and many basic/advanced courses for light, medium, or heavy-duty towing operations. In fact, he can often be found in New York, where he provides training for the airline industry, too.

When Mr. Tuttle doesn’t have on his incident manager hat for heavy-duty truck crashes in the San Antonio Area, you can find him in other US locations at towing industry shows such as the American Towman Tow Expo. He is often asked to teach a heavy-duty training class or speak at a seminar. Mr. Tuttle can also be found online speaking at the American Towman online Academy Webinar for which he most recently appeared in September 2024. He has also written several articles for Towman Magazine and other industry-leading publications.

Cecil Arient, who has been the Traffic Incident Management Coordinator for San Antonio for the last five years, stated that without Mr. Tuttle’s considerable involvement in the San Antonio TIM Team program, it would not be the well-oiled machine it has become. According to Mr. Arient, Mr. Tuttle is an “invaluable member of our program and can be relied upon day or night with his wealth of knowledge in the tow industry or TIM response.”

Aligned with the National Unified Goal (NUG), communication is a top priority for TIM. Mr. Tuttle provides the San Antonio TIM Team with a heavy-duty truck crash spreadsheet that includes a written summary and pictures of every truck incident. In addition, he keeps the members of the San Antonio and Northeast San Antonio (NESA) TIM teams abreast of incidents as they happen in near real-time, and directs responders on the steps towards clearing the highway safely. Mr. Tuttle was recognized for his efforts at the latest San Antonio TIM meeting, receiving the TxDOT TIM Challenge coin. Congratulations Bobby!



Mr. Tuttle (left) receives a Texas TIM Challenge Coin (shown below) from Cecil Arient (right).



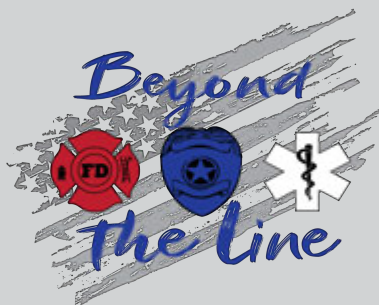
## FACES OF THE FALLEN – REMEMBERING OUR COMRADES

**O**ur hearts and prayers go out to the family, friends, and colleagues of the fallen responders. Thank you for your selfless service to the people of Texas. May you rest in eternal peace. Stand easy, brothers, we have the watch...



Tow Operator David Zapata  
End of Watch: 07/08/2025

Killed by an errant driver while securing a vehicle for tow in Harlingen.



In 2025 there have been 17 responders struck and killed throughout the US.

Law Enforcement.....	9
Fire/EMS.....	1
Tow Operators.....	6
DOT/SSP.....	1