

# Tennessee Department of Safety

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## Annual Report Fiscal Year 2006 - 2007



*State of Tennessee*  
Phil Bredesen, Governor

*Department of Safety*  
Dave Mitchell, Commissioner  
Greta Dajani, Deputy  
Commissioner  
Mike Walker, Colonel

Available online at:  
[www.tennessee.gov/safety](http://www.tennessee.gov/safety)



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# **GENERAL INFORMATION**



## **GENERAL INFORMATION**

# **Agency Overview**

Created in 1939, the Tennessee Department of Safety (TDOS) has undergone many changes over the years. TDOS today still encompasses the Tennessee Highway Patrol (THP), but the department also issues driver licenses, inspects public school buses, investigates auto theft, and enforces commercial vehicle safety and inspection laws.

Key dates in the expansion of the department's role can be summarized as follows:

- 1971 Driver License Issuance established as a function separate from the THP
- 1996 Commercial Vehicle Enforcement incorporated Public Service Commission function and staff related to commercial vehicle regulations
- 1996 Handgun Carry Permits moved from local sheriff departments to TDOS
- 1998 Remaining commercial vehicle title and registration functions moved to TDOS from Department of Revenue
- 2004 Commercial Vehicle Enforcement Division merges into THP creating a unified, state-of-the-art agency that is better prepared to handle any situation that arises on Tennessee's roadways
- 2007 The Office of Homeland Security moved to TDOS

The TDOS is responsible for ensuring the safety and general welfare of the traveling public. The department's general areas of responsibility include:

- Law enforcement
- Safety education
- Driver license issuance
- Administrative/support services
- Technical services

Headquartered in Nashville, the TDOS maintains a strong presence statewide with more than 50 field offices and employees in each of the state's 95 counties. TDOS is comprised of a highly professional staff of 1,737 employees, approximately half of which are commissioned law enforcement officers, while the remaining are civilian employees.

Since the department's creation in 1939, TDOS has undergone various modifications to ensure it is equipped to meet the needs of Tennessee's citizens. Although the primary focus is on highway safety and ensuring the general welfare of motorists and passengers, the department's services extend to virtually everyone within the state's borders including students, teachers, attorneys, courts, financial institutions, insurance companies, automobile dealers, media representatives, and various other persons in need of the department's specialized services.

## **GENERAL INFORMATION**

### **Services**

TDOS responsibilities range from the enforcement of motor and commercial vehicle laws to the investigation of crashes and crimes. In addition, the department also coordinates a variety of motorist services for residents of the state including the issuance of driver licenses, identification cards, and handgun carry permits.

TDOS relies on partnerships with several federal, state, and local agencies to execute its many responsibilities. Foremost among its public partners are the 95 county clerks across the state, various state and local law enforcement agencies, the Office of Homeland Security, the Tennessee Department of Transportation (TDOT) and its Governor's Highway Safety Office (GHSO), and the court systems. TDOS also works closely with federal highway safety officials, as well as private highway safety advocacy groups.

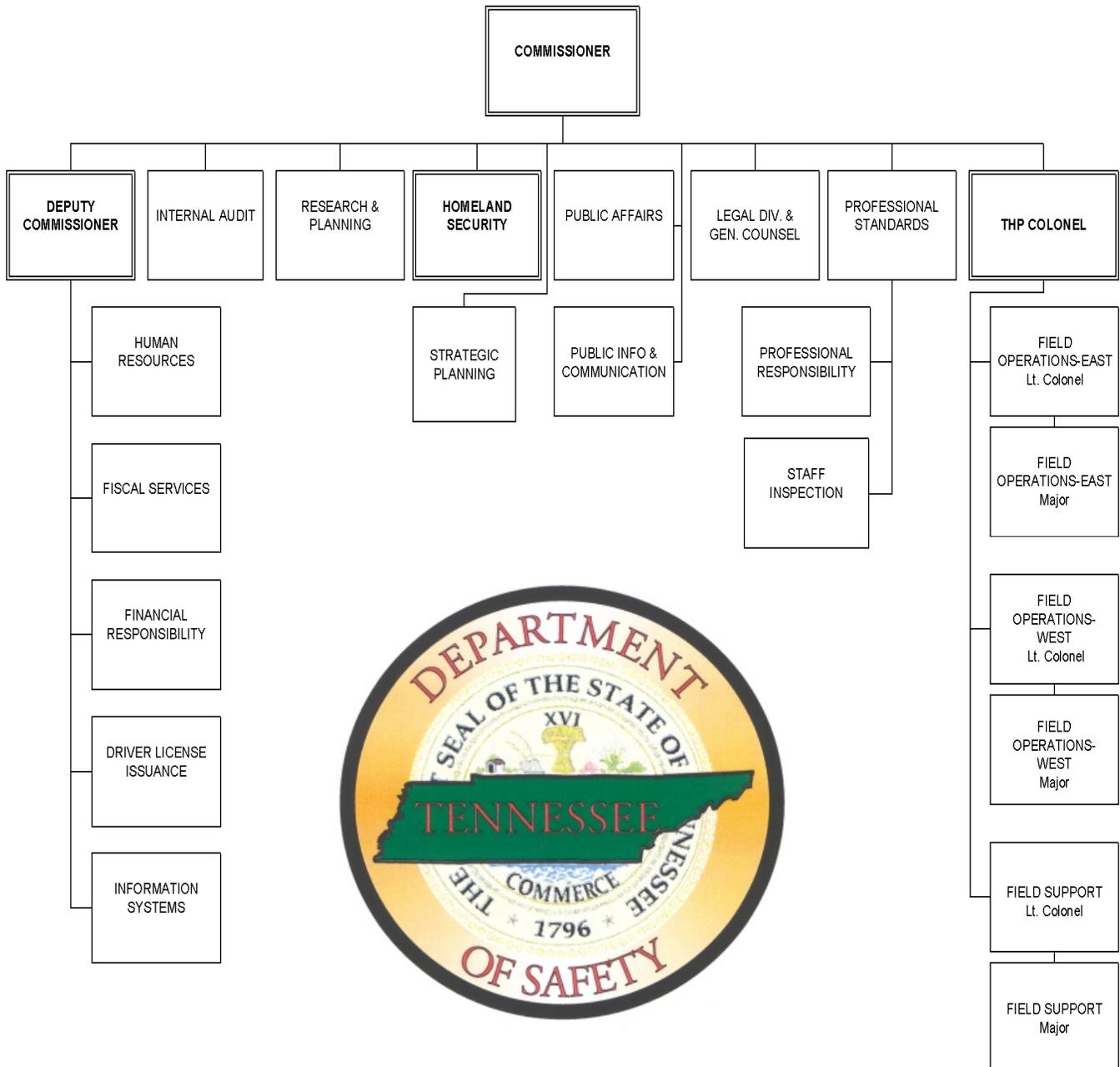
### **Accreditation**

The department received international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA) on November 20, 1999, was re-accredited on November 16, 2002, and again on November 19, 2005.

The Tennessee Department of Safety is one of the most visible arms of state government. Our programs touch virtually everyone in the state. The vital nature of our legislative mandates makes it especially important for TDOS to be at the forefront of responsive, effective public service.

**GENERAL INFORMATION**

# Department of Safety Organizational Structure





# **ENFORCEMENT SERVICES**



## ENFORCEMENT SERVICES

# Tennessee Highway Patrol

Mandated to ensure the safety and welfare of the traveling public, the THP is responsible for enforcing all motor vehicle and driver license laws. The THP has branch offices located in each of Tennessee's 95 counties including eight District Headquarters Offices, five Interstate Inspection Stations and 95 County Posts. A Captain commands each district, and is also responsible for managing a communications dispatch office. Heading the command structure is the Colonel and his staff, located in Nashville. District offices are located in Knoxville, Chattanooga, Nashville, Memphis, Fall Branch, Cookeville, Lawrenceburg, and Jackson. Interstate Commercial Vehicle Inspection Stations are operated in Greene County, Knoxville, Manchester, Portland, and Brownsville. Specialized services operating under the direction of THP include Capitol Security, Executive Protection, and Special Operations. Based on recommendations from a report by the New York based Kroll Inc., the department implemented many changes, including the creation of three THP Field Bureaus: Field Operations Bureau East, a Field Operations Bureau West, and a Field Support Bureau. A Lieutenant Colonel and Major who report to the Colonel head each bureau.



A primary responsibility of THP is the investigation of crashes involving property damage, personal injury, and highway fatalities, including those involving drugs or alcohol, with some officers specially trained to reconstruct traffic crashes. THP serves as the repository for all records regarding crashes, and provides a uniform crash report along with training and support for its use. The THP also seizes property from those who are found to be driving on revoked licenses or transporting drugs. In addition, THP is responsible for the enforcement of all laws, rules, and regulations pertaining to the safe operation of commercial vehicles on the roads and highways of Tennessee, including enforcement of licensing, fuel tax, and insurance laws applying to interstate motor carriers. Major commercial vehicle enforcement activities include inspecting commercial vehicles and driver logs, patrolling highways with a focus on truck traffic violations, and weighing commercial vehicles both at Interstate Inspection Stations and with portable scales along the highways.

Working with the federal, state, and local Attorney General Offices, THP provides expertise and assists in the prosecution of individuals convicted of driver and traffic related felonies in the courts. This division also supports other law enforcement and criminal justice agencies by providing them with specialized training and manpower when needed, most notably of late in the arena of Homeland Security, but also in such practical matters as traffic control for special events. Furthermore, THP maintains a riot squad in each district that can respond to any emergency that may arise.

In recent years, the THP has done an excellent job increasing the use of occupant restraints and reducing impaired driving, and speeding on Tennessee highways. From 2006 to 2007, the State of Tennessee had a 2.6% increase in the seat belt usage rate. With the increase in seat belt usage to 80.2%, the state had fewer fatalities attributed to the lack of restraint use. The seat belt usage rate will continue to increase through THP enforcement and participation in national campaigns such as "Click it or Ticket" and "Buckle Up in Your Truck".

## ENFORCEMENT SERVICES

Impaired driving on Tennessee highways has gradually declined the last several years. Arrests for impaired driving are up in Tennessee and impaired driving fatalities are down. With additional sobriety checkpoints, increased saturation patrols, and media campaigns, the THP expects the overall number of impaired driving offenses to continue to decrease. The THP has proven that enforcement and education, along with a committed work force can save lives on Tennessee highways.

### **Speeding Trucks And Negligent Drivers (STAND) and Safety Enforcement And Trucks (SEAT) Programs**

The THP recognizes that because of the high volume of commercial vehicle traffic throughout the state, a major emphasis must be placed on commercial vehicle safety and enforcement. The STAND program focuses law enforcement efforts on commercial vehicle traffic in an effort to reduce the number of commercial vehicle-related crashes and fatalities. The major emphasis of the SEAT program focuses on education and enforcement of seat belt laws for commercial drivers. Due to the presence of five major interstates that accommodate a large amount of commercial traffic serving the southeastern U.S., commercial vehicle safety and enforcement is an issue that must be addressed by the THP.

### **Strike Three Program**

The THP is working to reduce the number of traffic fatalities in the state with the help of a federal grant administered through the GHSO. The “Strike Three” Program targets young drivers who drink and drive and/or fail to wear seat belts. Statistics show that of all drivers under age 18 who were involved in fatal crashes, 25 percent of known test results indicated the presence of alcohol. Goals of the “Strike Three” Program include:

- Improving safety belt usage by five percent to lessen the severity of traffic crashes
- Enforcing the Graduated Driver License Law and alcohol/drug statutes to decrease the number of alcohol related crashes
- Promoting safe driving habits among younger drivers to decrease the number of under 18 drivers involved in fatal crashes

Efforts are being concentrated on locations known to attract young people, such as lakes, parks, concert venues, etc. Emphasis is also being given to locales with a history of alcohol related fatal and injury crashes involving young drivers, and roadways where a large number of citizen complaints are received. Enforcement numbers indicate the effort is producing results. As part of the Strike Three program, in Fiscal Year 2006 – 2007, THP issued 6,318 citations for seat belt violations, 4,288 for speeding, 116 for DUI, 525 for child restraint violations, and 26 for violations of the Graduated Driver License statute.

### **Selective Traffic Enforcement Programs (STEP)**

The THP continually evaluates available resources to properly allocate personnel on the state's roadways during peak vehicular travel periods. Typically, vehicular traffic is heavier during and around holiday periods. For this reason, the THP has partnered with the GHSO to conduct enforcement blitzes during holiday periods. THP also conducts periodic saturations of urban areas throughout the state. Often times, enforcement efforts involve multiple agency participation. The THP participates in and is an active proponent of the Hands Across the Border program. This program bolsters the commitment of surrounding states to promote the increased use of safety belts. Among the nationally sponsored programs that the THP continually supports is the national Combined Accident Reduction Effort (CARE). CARE has long been an integral part of our enforcement efforts. During designated reporting periods, the THP submits activity to the national collection site to be included in a regional publication. The THP will continue to participate and support this initiative.

## ENFORCEMENT SERVICES

### Project Construction Accident Reduction (CAR)

The THP provides assistance to the TDOT throughout the state in roadway construction and maintenance zones. Realizing the inherent dangers associated with roadway construction, the THP schedules Troopers to assist motorists and help with traffic control in these zones. THP presence also serves as a deterrent to motorists choosing to ignore posted speed limits or otherwise violate traffic laws. This program is made available by funding provided from the GHSO.

### Future Plans for the THP

In an effort to gather valuable information that can be used to further improve the department, the department launched two new online customer satisfaction surveys in July 2006. One survey is devoted to the THP while the second survey is devoted to Driver License Issuance. These surveys provide the public a forum to share their experiences and recommendations with the department. Both surveys address everything from employee demeanor to facility conditions. Results will be gathered frequently and sent to the appropriate divisions for review. Suggestions will allow officials to see the customer's point of view when trying to improve services in the future.

The THP has long been a staunch advocate of ensuring school zone safety. As August marks the beginning of a new school year in most areas of the state, the THP has developed a comprehensive "Safe Schools" Enforcement Plan to fortify our commitment to safe school zones. Partnership with local authorities is a fundamental key to the success of this plan. Each THP District will seek assistance and solicit input from municipal and county law enforcement agencies, public school systems officials, transportation directors, local school boards, and any others that have a stake in ensuring the safety of school zones. It is the Department's intent to be responsive to the needs of Tennessee's school systems and provide resources to meet those needs whenever possible. The Highway Patrol's efforts will continue throughout the school year.

<b>Tennessee Highway Patrol Activity FY 2006 - 2007</b>	
DUI Arrests	3,837
Speeding Trucks	12,259
Other Moving Violations	161,384
Child Restraint Violations	4,305
Seatbelt Violations	44,680
Other Non-Moving Violations	177,064
<b>Total Citations</b>	<b>403,529</b>
Property Damage Crashes Investigated	18,999
Injury Crashes Investigated	12,276
Fatal Crashes Investigated	534
<b>Total Crashes Investigated</b>	<b>31,809</b>
Felony Arrests	1,799
Warnings Issued	18,769
Trucks Weighed	11,393,506
Overweight Assessments	5,620
Safety Inspections	71,345

## ENFORCEMENT SERVICES

**Tennessee Highway Patrol  
STEP Activity  
FY 2006 - 2007\***

DUI Arrests	31
Speeding Violations	5,833
Child Restraint Violations	147
Seatbelt Violations	1,565
Total Citations	11,631
Total Crashes Investigated	45
Motorists Assisted	442
Safety Inspections	64
Out of Service Drivers	7
Out of Service Vehicles	8

*\*Based on the federal fiscal year*

**Tennessee Highway Patrol  
Project CAR Activity  
FY 2006 - 2007**

Hazardous Moving Violations	8,272
Non-moving Violations	9,080
Persons Injured in Crashes	35
Fatal Crashes Investigated	2
Total Crashes Investigated	65
Motorists Assisted	579

**Commercial Vehicle Safety Inspections  
FY 2006 - 2007**

Inspection Level	Type			Total
	Hazmat	Cargo Tank	Other	
Level I	991	823	13,196	15,010
Level II	1,587	1,182	16,205	18,974
Level III	951		35,892	36,843
Levels IV & V	108		85	193
Motor Coaches			103	103
<b>Total</b>	<b>3,637</b>	<b>2,005</b>	<b>65,481</b>	<b>71,123</b>

## ENFORCEMENT SERVICES

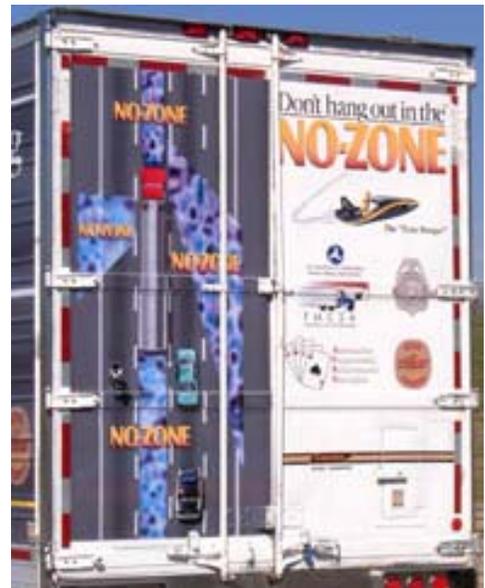
### Alternative Commercial Enforcement Strategies

Enforcement alone cannot accomplish our commercial vehicle highway safety goals. There must be education of the industry and a “buy-in” or partnership with the highest organizational level of the trucking industry. The Alternative Commercial Enforcement Strategies (ACES) program was formed to educate safety directors, maintenance professionals and drivers about compliance with laws and regulations. This unit recognizes that emphasis on safety must come from the highest level of the trucking organizations and companies before the awareness and emphasis will be observed at the driver level.

The ACES program educates citizens of all ages in many different venues. ACES personnel will complete educational contacts equivalent to a full federal compliance review free of charge with no penalties. They also attend public gatherings, such as country fairs, festivals, and schools in an effort to make the State of Tennessee a safer place to drive. During Fiscal Year 2006 - 2007, this unit has sponsored, conducted, or participated in 2,100 programs promoting driver safety and serving 192,310 individuals in Tennessee and the surrounding areas.

#### ACES Troopers:

- Provide complete educational contacts to motor carriers at no cost to the carrier
- Assist motor carriers in problem compliance areas (drug testing, medical qualifications of drivers, hours of service, vehicle maintenance, etc.)
- Assist clerical personnel with record keeping requirements, driver files, and maintenance files
- Provide demonstrations of vehicle inspection procedures
- Assist carriers with questions concerning hazardous materials, weight requirements, over-dimensional movements, registration of vehicles, and International Fuel Tax laws
- Serve as liaisons between industry and private sector
- Conduct programs for civic groups concerning the “NO-ZONE” program, “Highway Watch” program, and other safety issues concerning commercial vehicles
- Educate school systems on the “NO-ZONE” and “Share the Road” programs.



ACES Troopers are trained to perform compliance reviews of trucking companies. Upon completion these reviews are forwarded to the Federal Motor Carrier Safety Administration (FMCSA) and the motor carrier is issued a safety rating based on the reviews and other safety factors. This rating is very important to the companies as their insurance rates are based on their safety rating.

## ENFORCEMENT SERVICES

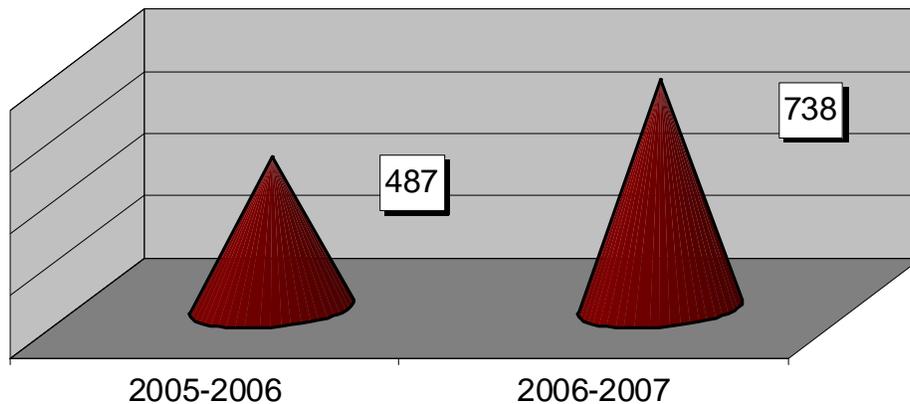
### New Entrant

The New Entrant program is responsible for conducting safety audits on new motor carriers. The purpose of this audit is to make certain the new companies are in compliance with all FMCSA rules and regulations, before the company's U.S. DOT number is activated. The compliance review is conducted at random times to make sure the motor carrier is continuing to meet all FMCSA requirements. There were 1,483 New Entrant carriers in the federal database during Fiscal Year 2006 - 2007. In addition, 498 New Entrant carriers had no contacts or inactivations that were revoked or changed, and the New Entrant personnel completed 738 safety audits that were scanned and delivered to the FMCSA's Tennessee office.

New Entrant Auditors review:

- Compliance with drug and alcohol testing programs
- Driver Qualification Files
- Maintenance files for equipment
- Complete inspections as necessary
- Review Hours of Service compliance
- Assist carriers with questions concerning hazardous materials, weight requirement, over-dimensional movements, registration of vehicles and International Fuel Tax laws.

### Motor Carrier Safety Audits



### Compliance/Assessment Unit

The Compliance Assessment Unit enters all driver inspection reports and assessment data into the Department's computer and information systems. Upon entry, all inspection report data is then consolidated and uploaded to the FMCSA.

## **ENFORCEMENT SERVICES**

### **Pupil Transportation**

The Pupil Transportation Section ensures that school children throughout the state are transported safely to and from school. Currently, there are approximately 8,900 school buses in operation in the State of Tennessee. This section is responsible for overseeing all school bus inspections in the state and determining whether or not public school bus systems are in compliance with the safety requirements set forth in the Tennessee Code Annotated (TCA). Pupil Transportation duties are accomplished through five primary areas: Bus Driver Training, Bus Inspection, Records Administration, Child Care Vehicle Inspection, and Child Care Driver Training.

#### **Bus Driver Training**

Each year, the Pupil Transportation Section provides mandatory four-hour school bus driver training sessions to all individuals who have a school bus driver license endorsement. For Fiscal Year 2006 - 2007, approximately 11,150 school bus drivers were trained. Following each training session, a test is given to all attendees. The results are maintained and distributed by this section. Certificate of Training Awards are completed as proof of attendance and sent to each system as the drivers complete the training. Downgrades are conducted whereby the school bus endorsement is removed from a driver license for failure to attend a training session. During Fiscal Year 2006 - 2007, 1,532 school bus drivers were downgraded. Downgrade information is forwarded to the Transportation Director for the county or school system in which the school bus driver employed.

#### **Bus Inspection**

During Fiscal Year 2006 - 2007, approximately 10,000 school bus inspections were conducted in 137 school systems statewide. This does not include complimentary inspections, which are conducted upon request from Head Start agencies, private schools, and churches. These inspections are worked into the inspectors' schedules as time permits.

School buses may receive two different types of inspections annually. School bus inspectors conduct annual and follow-up inspections on school buses in all school systems throughout the state during the school year (August through May). As a result of these inspections, approximately 1,600 buses were placed out of service. Ninety-nine percent (99%) of the buses placed out of service were re-inspected within 30 days and cleared for safe operation.

Extended utilization inspections are conducted during the summer months on buses at least 12 years old until they reach 15 years of age. At this time, they must be removed from service. Spot checks are conducted at the end of the school year before the extended utilization inspections begin. These inspections are conducted randomly to ensure that buses are being properly maintained.

#### **Child Care Vehicle Inspections**

Beginning January 1, 2004, Pupil Transportation became responsible for the inspection of childcare vehicles. These vehicles range from 15 passenger vans to motor coaches. During Fiscal Year 2006 - 2007, approximately 770 childcare vehicle inspections were completed.

#### **Child Care Driver Training**

Beginning January 1, 2004, Pupil Transportation also became responsible for providing in-service training for child care vehicle drivers. During Fiscal Year 2006 - 2007, approximately 930 childcare drivers completed training.

## **ENFORCEMENT SERVICES**

### **Records Administration**

Maintaining accurate files relating to school bus activity has helped keep crashes involving school buses in Tennessee to a minimum. The Pupil Transportation section serves as a repository for incidents involving school buses, school bus systems, and school bus drivers.

Annually, the Motor Vehicle Record (MVR), also known the driver history file, for each individual with school bus endorsements whose license has been revoked, suspended, or canceled, is sent to school superintendents with a letter advising them that drivers should not drive a bus until they have followed proper procedures to have the violation reconciled with the Department of Safety. Warning letters are sent to drivers for which MVRs e.g., (passing stopped school bus) are received. Files are maintained on all school bus inspections that have been conducted (annual, follow-up, extended utilization, complimentary). Files are also kept on all reported school bus crashes.

## **Executive Security**

The Executive Security detail provides security for the First Family, Lt. Governor and Speaker of the House. This detail is comprised of commissioned members from the THP, whose duties include the transportation of Governors from other states and/or their families. However, the primary responsibility of this detail is the protection and transportation of the First Family. Personnel assigned to the Governor and First Lady provide 24-hour security and travel with them at all times.

Providing residential security is a high priority of the detail. Since visitors frequent the Executive Residence daily for tours, meetings, banquets and other activities, the need for proper identification exists. The Executive Security detail identifies each visitor to the residence and escorts him or her to designated meeting areas. Surveillance equipment is strategically located throughout the Executive Residence, as well as the grounds surrounding it. Monitors are manned 24 hours a day to observe the entire complex and ensure telephones are answered at any time of day. Packages and mail delivered to the residence are inspected before being distributed.

Scheduled events are an essential part of this detail. Ensuring the safest routes, the best mode of transportation, and adequate security are essential for protection of the First Family. When traveling to other cities or towns, other members of the Department of Safety, along with local agencies, may be called upon to assist with the execution of the assignment

## ENFORCEMENT SERVICES

### Capitol Security

The Capitol Security detail consists of State Troopers charged with the external and internal security of the State Capitol, Legislative Plaza, War Memorial Building, and Department of Safety Headquarters. These services are also provided for other state owned or leased property within the Capitol Hill complex area, including downtown state employee parking lots, and other areas throughout Davidson County.

Responsibilities include protection of:

- State legislators
- Legislative staff
- Other governmental officials
- Visiting dignitaries
- State employees
- Citizens visiting or conducting business on state property

Other duties include:

- Enforcing parking regulations
- Investigating crashes on state property
- Conducting investigations of reported criminal activities
- Conducting physical checks of state owned/leased buildings
- Conducting surveillance activities to spot incidences of criminal activity
- Providing bank escorts for state office staff

#### Capitol Security Activity FY 2006 - 2007

Larceny	15
Burglary - Building	0
Auto Theft	11
Robbery	0
Vandalism	15
Other Investigations	27
Arrests	2
Armed Bank Escorts	509
Vehicles Towed	76
Warning Citations Issued	700+
Parking Citations Issued	1
Safety Training Hours Completed	2,000
Traffic Crashes Worked	40
Court Time Hours	117

The Security Center, which monitors security cameras for numerous state buildings and property, continues to grow as more cameras and monitors are being installed as part of Homeland Security. These upgrades will continue to improve the protection and security of state employees and property.

Capitol Security also includes a K-9 Unit, which not only checks the House and Senate chambers during legislative sessions, but is also helpful during bomb threats and delivery of suspicious letters and packages.

## ENFORCEMENT SERVICES

### Special Operations

Special Operations is charged with handling situations outside the normal duties of the Department of Safety. This section consists of four specialized units: the Tactical/Bomb Squad, Aviation, Canine, and the Governor's Task Force on Marijuana Eradication. The specialized units are based out of Nashville to allow for rapid deployment throughout the State.

#### Tactical/Bomb Squad

The Tactical/Bomb Squad is an eleven-person team of highly motivated and specially equipped Troopers whose duties include providing security for dignitaries, rendering safe suspected bombs, and destroying unstable explosives. The team has certified divers who search for stolen vehicles, bodies, weapons, and victims of crimes. The team also responds to prison riots and escapees, high risk arrests, hostage situations, and other incidents requiring the use of tear gas or high powered or automatic weapons. Several members of the team also handle canines.

The Tactical Squad is trained in building entry, hostage rescue, barricaded suspects, and other dangerous arrest situations. The squad has received extensive training in the use of automatic weapons and specialized equipment. Additionally, certain members have been trained in counter sniper tactics, scuba diving, chemical munitions, methamphetamine lab enforcement, emergency medical care, canine handling, dignitary protection, defensive tactics, and physical training.

#### Explosives

Within the Tactical/Bomb Squad, ten active bomb technicians are stationed in Middle Tennessee. A bomb truck containing specialized equipment such as x-ray, Percussion Actuated Non-electric (PAN) disrupters, demolition, and render safe equipment is located in Nashville. The squad also has the Mini-Andros II Hazardous Duty Robot. Its uses include explosive handling, S.W.A.T. operations, Hazmat response and surveillance. The unit also has a bomb disposal unit and an explosive ordnance trailer that contains additional explosive equipment. These vehicles are ready to respond to any situation in any part of the state. Bomb technicians provide explosives disposal and render safe procedures on deteriorated explosives, booby traps, live and suspected devices, reactive chemicals, and other munitions for federal, state and local agencies. Furthermore, this unit provides recognition and threat management classes to police, fire, and school officials.

Special Operations FY 2006 - 2007		
Activity	Calls	Hours
Explosives	132	2,640
Protection/V.I.P. Security	10	630
Public Relations	2	39
Dive Assignments	6	282
Tactical Assignments	10	846
Class Instruction	5	30
Training	38	1,613
Marijuana Task Force	n/a	2,621
Aviation Searches/ Helicopter Support	56	350
Other/ Miscellaneous	8	364
Aviation Marijuana Task Force	n/a	2,250
Aviation Miscellaneous	15	85
K-9 Explosives	54	1,197.5
K-9 Track Criminal	5	106.0
K-9 Track Non- Criminal	2	29.0
K-9 Cadaver	6	53.0

## **ENFORCEMENT SERVICES**

### **Dive Team**

All of the Tactical/Bomb Squad officers are trained in search and rescue missions. Five of these officers are certified scuba divers. These officers respond to calls from federal, state and local agencies to search and recover drowning victims, evidence (guns, knives, weapons, vehicles, etc.), and other miscellaneous items.

The Dive Team utilizes specialized equipment including underwater cameras, underwater communications systems, metal detectors, wet and dry suits, a 21-foot patrol boat, and a Zodiac inflatable boat.

### **Aviation Unit**

Aviation is the second specialized unit within Special Operations, and consists of four pilots and one mechanic. This unit is responsible for all air support and aviation related responsibilities for the Department of Safety and other agencies. Utilizing four Jet Ranger Helicopters and one Huey UH-1H, this unit assists in searches, rescues, speed enforcement, location of stolen vehicles, and marijuana searches. Pilots are stationed in Nashville and Fall Branch.

### **Canine Unit**

The Special Operations Canine (K-9) unit has three canine trainers that train and certify all the Department of Safety canines. The unit consists of one service (patrol) dog, one human remains (cadaver) detector dog, six explosives detector dogs, and one bloodhound tracker dog.

There were 29 drug detector dogs working for the Tennessee Department of Safety for Fiscal Year 2006 - 2007.

### **Governor's Task Force on Marijuana Eradication**

The Department of Safety is one of several agencies that make up the Governor's Task Force on Marijuana Eradication. Safety provides helicopters, ground personnel, and bomb technicians to assist with the eradication of marijuana throughout the State. Other agencies on the Task Force are the Alcoholic Beverage Commission (ABC), Tennessee Bureau of Investigation (TBI), Tennessee National Guard, and the Tennessee Wildlife Resources Agency (TWRA).

### **Fiscal Year 2006 - 2007 Accomplishments and Highlights**

- One Special Operations trooper became certified as a bomb technician after attending the Hazardous Devices School in Huntsville, Alabama.
- A canine training class was held resulting in the certification of eight drug detector canines and one explosive detector dog for the Department of Safety. Additionally, the K-9 section trained and certified two drug detector dogs for the Tennessee Department of Corrections.
- One trooper became certified as a helicopter pilot for the Department of Safety.

## ENFORCEMENT SERVICES

### Special Investigations

#### Criminal Investigations Division

The Criminal Investigations Division (CID) is charged with investigating, preventing, and prosecuting violations of Tennessee's auto theft laws. Areas of investigative responsibility include covert and overt investigation of suspect cases of vehicle theft, stolen vehicle parts trafficking, odometer fraud, driver's license fraud, and suspected insurance fraud involving vehicles. This division also conducts background investigations on Department of Safety applicants and oversees lethal force incidents involving Department of Safety personnel. Additionally, CID assists in the investigation of vehicular homicides, vehicular assaults, felony criminal interdictions, and other related crimes.



Agents of CID provide specialized training and assistance to other state and local law enforcement agencies when warranted or requested. Agents are also charged with the regulatory responsibilities of drive out tags audits and salvage yard audits as well as the regulatory inspections of rebuilt vehicles for which a title application has been submitted.

<b>CID Activity FY 2006 - 2007</b>	
Regular Investigations Opened	161
Internal Affairs Cases Worked	14
Number Of Informants Registered	9
Number Of Individuals Arrested/Indicted	52
Assists to Other Agencies	1,231
Number Of Searches Executed	31
Intelligence Reports Submitted	41
Vehicles Seized - Auto Theft (Altered VIN, Stolen)	121
Seizures other than vehicles	7
Citations Issued	8
Regulatory Inspections Of Reconstructed Vehicles	2,522
Salvage Yard Audits	70
Drive Out Tag Audits	22
Odometer Complaints	2
Odometer Complaints Closed/Unfounded	3
Drivers License Complaints	62
Officers Receiving Training	824
Miles Driven	533,165
Misdemeanor Citations	0
Search conducted	31
Police Trained	901
Other 2	21

## ENFORCEMENT SERVICES

### Critical Incident Response Team

The THP's Critical Incident Response Team (CIRT) is responsible for assisting other members of the Department in the investigation and reconstruction of motor vehicle traffic crashes. THP personnel staff the unit and all members receive extensive training in traffic crash investigation.

The CIRT unit consists of four teams statewide, each covering two of the eight THP districts. A Lieutenant is responsible for overall command of the unit. Each team has one Sergeant, who serves as the Team Supervisor. All of the teams are outfitted with the most advanced tools and equipment available to assist them in the investigation of traffic crashes and other incidents. This equipment includes the following:

- Data collectors and data collection software for land surveying
- Laser total stations for the expeditious and precise measuring of crash and crime scenes
- Accelerometers which are used to determine the coefficients of friction of roadway surfaces as well as vehicle acceleration rates
- Crash data retrieval systems to enable the collection and interpretation of information stored in a vehicle's air bag module
- Video, digital, and 35 mm cameras for the documentation of evidence
- Generators and external lighting devices
- Air compressors and tools to aid in the examination of vehicles
- Fingerprint equipment to lift both latent and inked prints
- Computers that collect, store, communicate, and retrieve all of the Unit's information

Since the inception of the CIRT unit in April 2001, members have assisted in over 2,177 cases throughout Tennessee, including 348 this fiscal year. The table on the following page identifies the THP district location of calls for service during Fiscal Year 2006 - 2007.

While primarily responsible for internal investigations, CIRT has also assisted many local and federal law enforcement agencies as well as other state agencies. CIRT is also responsible for the investigation of all criminal homicides investigated by the THP. During this fiscal year, 57 criminal homicide cases were opened and processed.

<b>CIRT Cases by District FY 2006 - 2007</b>			
<b>District</b>	<b>Cases</b>	<b>District</b>	<b>Cases</b>
1	37	5	42
2	39	6	51
3	78	7	27
4	41	8	33
<b>Total:</b>		348	

## ENFORCEMENT SERVICES

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

CIRT members provided a two week block of instruction in crash investigation for Cadet Class #605, as well as instructed the 2007 Southeastern Law Enforcement Training Seminars Vehicular Homicide Investigation School. CIRT members were also guest instructors at the Tennessee District Attorney Generals Conference and assisted numerous state, and local agencies. In addition CIRT members participated in the 2007 Winterfest Police Explorer Competition in Gatlinburg, Tennessee. Unit members also attended specialized training sessions that included:

- Verbal Judo
- Commercial Vehicle Hazardous Material Course
- Commercial Vehicle Cargo Tanker Course
- Commercial Vehicle Level 1 Course
- Commercial Vehicle Post Crash Inspection Course
- Railroad Crossing Collision Investigation
- Vista FX2 Crime Scene Software
- Instructor Development
- Special Problems in Crash Reconstruction
- Forensic Crime Scene Investigation
- Crash Data Retrieval Technician
- Crash Data Retrieval Analyst



## ENFORCEMENT SERVICES

# Homeland Security



The Office of Homeland Security and the Homeland Security Council began operating in the fall of 2001 following the September 11, 2001, terrorist attack. The 23-member Homeland Security Council is comprised of 17 state officials and six local government representatives. The director of the Office of Homeland Security, a cabinet member, chairs the council.

The Office has primary responsibility and authority for directing homeland security activities including but not limited to planning, coordinating, and implementing all homeland security prevention, protection, and response operations. This responsibility includes developing and implementing a comprehensive coordinated strategy to secure the state from terrorist threats and attacks. The

Office serves as liaison to related agencies of the federal government, agencies of local government, agencies of other states, and related private sector agencies on matters of homeland security. This office, with TBI assistance, operates an intelligence fusion center, which enhances the state's ability to analyze terrorism information and will improve information-sharing among state, local, and federal agencies.

Federal homeland security funds have been provided to state and local agencies to enhance capabilities to prevent, protect, and respond to terrorism. Funds have been provided for enhanced information sharing, chemical, biological, radiological, nuclear, and explosive response equipment, communications equipment, planning, training exercises, and citizen outreach programs. At the local jurisdiction level, homeland security funds have been allocated to law enforcement, fire, emergency management, emergency medical, public utilities, and emergency communications agencies to enhance regional capabilities.

At the state level, funds have been allocated to the Office of Homeland Security, Department of Safety, Department of Agriculture, Department of Environment and Conservation, Department of General Services, Department of Military (TEMA), Department of Commerce and Insurance, Department of Education, Department of Transportation, Department of Health, Department of Finance and Administration, Department of Correction, TBI, and TWRA. Funding has helped to establish three regional homeland security offices to assist local leaders with the homeland security mission, enhance state building security, improve public safety communications, provide essential monitoring, detection, and laboratory equipment, and provide terrorism prevention capabilities.

The Office of Homeland Security and the agencies of the Governor's Homeland Security Council continue to assess critical infrastructure throughout the state to determine and develop plans to reduce vulnerabilities. The office works closely with key federal agencies in Tennessee, including the three Federal Bureau of Investigation (FBI) Joint Task Forces, three United States Attorney Offices Anti-Terrorism Advisory Councils, the United States Secret Service, the United States Department of Energy, Oak Ridge National Laboratory, Y12 National Security Complex, and Oak Ridge Operations.

The Director of Homeland Security also chairs the Tennessee Governor's Citizen Corps Advisory Committee. This committee is governed by twenty members, ten of whom are appointed by the Governor, and ten of whom serve by virtue of their positions. This committee is responsible for promoting Citizen Corps programs statewide, encouraging public service, assisting with marketing strategies, and facilitating the education and training of the public through the Citizen Corps on homeland security matters.



# **EDUCATION AND TRAINING SERVICES**



## **EDUCATION AND TRAINING SERVICES**

# **Training Center**

All of the Department's educational services are located at the Tennessee Department of Safety Training Center. The center serves as the operations hub for the Training Division, CIRT, Ordnance, Safety Education, Drug Abuse Resistance Education (DARE), Motorcycle Rider Education Program (MREP), civilian training, and the Media Production Unit.

During Fiscal Year 2006 - 2007, the Training Center offered 168 classes to commissioned and civilian employees and hosted 48 meetings for commissioned and civilian divisions and units within the department. Numerous officers, deputies, and civilians from across the country have taken advantage of the diverse training offered here. In the past year, 4,552 people attended class at the Training Center and another 1,336 attended meetings hosted at the Training Center. Composite attendance at the Training Center for this fiscal year increased 41% over Fiscal Year 2005 - 2006.

This year, the Highway Patrol again came under the oversight of the Tennessee Peace Officers Standards and Training Commission (POST) for its commissioned officers. Because of its already high training standards, the Training Center became one of nine accredited law enforcement training academies across the state. All of the Training Center's full-time training staff instructors are POST certified as are numerous specialized instructors throughout the department. Since July 1, 2006, all trainings conducted by the Training Center, both on and off campus, are POST certified.

Northwestern University conducted its 8<sup>th</sup> School of Police Staff and Command, Class 232. These classes are taught by instructors from Northwestern University and the students are from across the United States. This is the third year of a five year contract with two more classes scheduled in the next two years.

Another 152 Troopers attended Traffic and Criminal Software (TRACS) training during this fiscal year. The course orientates Troopers on laptop computer utilization, particularly for crash investigation.

Annual in-service training was conducted by the Training Division for the more than 900 commissioned members of the Department of Safety. These sessions were 40 hours in length and were conducted in 18 sessions. Use of force, child sexual abuse, domestic violence, defensive tactics, firearms, and DUI refresher are just a few of the topics covered this year. Every commissioned member is required to attend one 40-hour in-service every year.

The Training Center offers their shoot house to local and federal agencies. This year the U.S. Marshals Service, the Tennessee Department of Revenue, Drug Enforcement Agency, and the Tennessee Law Enforcement Academy are just a few of the agencies that utilized the facility. Hydraulic targets and scenario-based training are utilized for the most realistic practical training experience. The entire training area is wired for audio and video recording for debriefing after training.

Due to the number of school and work place shootings, the Training Center has taken a proactive role with the "Active Shooter" program. Thirty-nine Troopers received three days of intense training addressing the topics of building and room entry clearing, low light operations, team movements, and apprehension of suspects, and participated in an advanced handgun training course.

## EDUCATION AND TRAINING SERVICES

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Cadet Class 607 was held from January 29 - June 1, 2007 and graduated 37 new Troopers.
- 863 Troopers were trained during POST certified THP In-Service training for all commissioned THP personnel.
- Northwestern School of Police Staff and Command #232 will be held September 11- November 17, 2007 with 32 graduates from throughout the United States.
- The Training Center met all the POST qualifications and standards allowing us to be accredited as a law enforcement-training academy in Tennessee. All full-time Training Center Instructors became POST Certified.
- The Training Center accommodated 5,888 people in training classes and/or meetings for the fiscal year. This represents a 41% increase over Fiscal Year 2005 - 2006.
- The Training Center began preliminary work on organizing and entering thousands of records required for the successful implementation of the Edison Project.



## EDUCATION AND TRAINING SERVICES

### Ordnance

Ordnance is responsible for all activities pertaining to firearms for TDOS. This unit maintains records on all departmental firearms and places state numbers on all firearms in department inventory. Ordnance is also responsible for repairing departmental weapons as needed. Additionally, it maintains and destroys seized weapons and maintains corresponding seizure records that are obtained by TDOS as a result of confiscation and/or criminal prosecution. Ordnance also responds to all departmental shooting incidents across the state. The Ordnance staff is on-call 24 hours a day, 7 days a week for these callouts. The staff also generates the required specifications for all the department's weapons and ammunition and evaluates and tests gun holsters and ballistic vests.

Throughout the year, Ordnance conducted qualification activities during THP In-Service training. Specialized schools were conducted for the Law Enforcement Officer's Safety Act (LEOSA) and Homeland Security. The Ordnance staff also assisted the United States Inspector General's Office in obtaining ranges for specialized training. Ordnance conducted four weeks of firearms training for the 2007 Cadet class.

The table below provides a summary of the firearm related activities conducted by the Ordnance section.

<b>Firearms Activity FY 2006 - 2007</b>	
Handgun Qualifications	1,748
Shotgun Qualifications	818
Rifle Qualifications	812
Off-Duty Weapons	412
Special Schools Conducted	1
Handgun Annual Inspections	1,748
Shotgun Annual Inspections	852
Handguns Repaired	22
Shotguns Repaired	47
Rifle Inspections	859
Confiscated Weapons Received	95
Confiscated Weapons Destroyed	0

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Reviewed and updated all lesson plans to comply with POST requirements.
- In response to the passage of US House Resolution 218, LEOSA, we conducted one training school to train 40 retired Troopers.
- We were called to two separate shooting incidents involving departmental employees in an effort to assist CID with the investigation of the shootings. Our role was to check for proper function of the weapons and ammunition, and verify adherence to policy and procedures as outlined in our General Orders. We further utilize these call-outs to review our training criteria.

## EDUCATION AND TRAINING SERVICES

### Motorcycle Rider Education Program

The Tennessee Motorcycle Rider Education Program (MREP) is responsible for establishing standards and administering the motorcycle rider education program for Tennessee residents. Motorcycle rider safety courses are available to all persons 14 years of age or older. Continuing a five-year trend, the MREP experienced a significant growth in program participation. In Fiscal Year 2006 - 2007, 8,116 students enrolled in one of the two rider education curriculums offered at sites across the state. This represents a 6.0% increase in program participation over the previous fiscal year.

Using the Motorcycle Safety Foundation's (MSF) curricula, the MREP provides rider training programs for novice and experienced riders. The Basic Rider (BRC) and Experienced Rider courses (ERC) are taught in safe, off street environments where students learn and practice riding fundamentals, and learn motorcycle safety techniques. A riding evaluation and a written test are administered at the end of each rider course. Benefits of completing one of the courses include insurance premium discounts and streamlined processing for the motorcycle license endorsement. With a certificate, those who apply for this endorsement on their driver license have both their knowledge and skills test waived in Tennessee.

This program is also responsible for recruiting, training, certifying, and evaluating new instructors and developing new training sites. Currently there are 31 motorcycle training sites available to the public. In addition, there are three National Guard sites that the program assists with training requirements mandated by the Department of Defense.



MREP also aids local and state law enforcement agencies by providing them with training and information on enforcement issues such as proper personal protective equipment, proper license endorsements and unique alcohol and drug related behavior of motorcyclists. Promoting motorcycle safety awareness activities is another responsibility of the program.

The MREP website continues to generate additional interest and has increased the exposure for the program, both within and outside the State of Tennessee.

#### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- The Union City, Paris, and Athens are now fully operational with ranges and regularly scheduled classes.
- The program, in conjunction with GHSO, applied for and was awarded a National Highway Transportation Safety Administration (NHTSA) grant of \$117,000.00.
- Using funds from the grant, MREP developed a 20 minute awareness video for use at high school and civic club events.
- The program has commitments from more than 20 school systems for presentations by volunteer instructors, who are motorcycle riders, using a power point developed to accompany the video.
- The program purchased 36 new dual purpose motorcycles which sit higher in order to accommodate taller and larger riders across the state.
- The program trained 53 new rider coaches from across Tennessee in the past fiscal year.

## EDUCATION AND TRAINING SERVICES

### Tennessee Occupational Safety and Health Administration

Saving lives, preventing injuries, and protecting the health of Tennessee employees is the mission of the Tennessee Occupational Safety and Health Administration (TOSHA). Working in partnership with the Tennessee Department of Labor and Workforce Development, and federal, state, and local government entities, the Department of Safety's TOSHA section helps ensure that the agency provides a safe and healthy workplace for its employees. The Department's TOSHA section is responsible for investigating any complaints from employees about their safety or health in the workplace. If the complaints are valid this division contacts the proper authority to remedy the situation.

TOSHA is also responsible for recording and reporting accidents and illnesses to OSHA annually, and maintains a five-year file on these incidents.

TOSHA is also responsible for annual inspection of Department of Safety facilities for safety and health violations and responds to questions from other divisions to research the standards and regulations OSHA has adopted.

TOSHA is staffed with one Administrative Services Assistant IV, and employees from the various divisions of the Department of Safety who serve as safety representatives. The safety representatives, both commissioned and non-commissioned, are responsible for reporting all injuries and illnesses, conducting annual inspections, and submitting compliance letters about their facilities.

#### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- The TOSHA conducted 10 inspections at various facilities across the state.

<b>TDOS TOSHA Facts and Figures FY 2006 - 2007</b>	
Number of Reportable Injuries	29
Number of Other Illnesses	57
Total Number of Days of Job Restrictions	161
Total Number of Days Away from Work	329

## EDUCATION AND TRAINING SERVICES

# Safety Education

Charged with increasing public awareness of highway driver safety, the Safety Education division develops, promotes, and coordinates a wide range of activities that have in common the advancement of public safety. This division provides administrative oversight for the MREP, DARE, and Gang Resistance Education And Training (GREAT) programs, and is mandated to regulate commercial driving schools.

During Fiscal Year 2006 - 2007, this division has sponsored, conducted, or participated in 3,561 programs promoting driver safety and serving 76,500 individuals in Tennessee and the surrounding areas. Safety Education is a critical component for improving highway safety. Working through the department's Public Information Officer, the Safety Education program uses the media, pamphlets, film, video tapes and other instructional materials to educate the motoring public in the safe operation of vehicles.

Utilizing local and statewide crash data, this division developed appropriate safety messages and safety training events. Proper use of Child Restraint Device (CRD) demonstrations, rollover simulations, and fatal vision goggle demonstrations were held at schools, malls, fairs, and other special events throughout the state to promote driver safety issues. By partnering with the GHSO, the division has been able to launch intensive DUI campaigns. Other partnerships, such as that with Vanderbilt University for CRD demonstrations, were formed to get driver education messages out to a wide-ranging audience.

The Safety Education Division annually inspects the private driving schools and vehicles statewide that are licensed by the department. There are a total of 28 driving schools statewide with 129 instructors, and 94 vehicles. Related commercial driving school regulatory duties include processing applications and fielding calls from individuals who are interested in starting a private industry driving school.

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

The Safety Education division is working very hard to get a positive message out. The Safety Education Lieutenants are meeting with schools, civic organizations, businesses, and others who inquire about Safety Programs. We are aggressively working to get the message out to BUCKLE UP & DON'T DRINK AND DRIVE. The division is booked for events as far ahead as June 2008.



## EDUCATION AND TRAINING SERVICES

### Drug Abuse Resistance Education

Mandated as the lead agency in Tennessee for DARE, the TDOS provides a unit that started the fiscal year with five Troopers and a THP Lieutenant and ended the fiscal year with four Troopers and a THP Lieutenant to implement the statewide DARE program. DARE helps educators reduce drug usage among young people and address gang and individual violence through developing advisory guidelines and teaching in Tennessee's public schools. With administrative oversight from the Safety Education division and partnered with the Department of Education's Office of School Safety and Learning Support, DARE is taught in each of the THP's eight enforcement districts.

The reputation of the department's DARE unit is well recognized and appreciated throughout the state, the nation, and the world. Since January 1990, the number of officers trained by the DARE unit has increased to approximately 1,119 officers statewide. The unit also is frequently called upon to assist DARE America and DARE International in their national training, international training, and officer certifications and consistently fields requests from schools to provide in-service training to staff and faculty about methamphetamine and the influence of the media on Generation X.

By statute (TCA Title 49, Chapter 1, Part 4), the TDOS, through the THP, is the agency responsible for the continuing observation and evaluation of all certified DARE officers within Tennessee. Currently, Tennessee has approximately 400 certified DARE officers throughout the state. These officers are responsible for instructing some 51,000 fifth and sixth grade students, 4,500 junior high and middle school students, 2,000 senior high school students, and 20,000 K-4 students in 118 of the state's 139 school districts. Annually, the unit observes and evaluates 83 local city, county, and state DARE officers while they are instructing in schools, thus assuring competency and faithfulness to the copyrighted DARE curricula. The DARE Troopers personally contact DARE classroom teachers to see if the DARE unit can be of any assistance to them or their DARE officer in Tennessee's elementary, middle, and high schools.

The basic DARE officer training incorporates an elementary and middle school curriculum and provides school-based law enforcement training to DARE officers. The unit is tasked by statute to provide all DARE training for local law enforcement officers in Tennessee. The basic training for DARE officers is 80 hours or two weeks. Successful completion of the training certifies an officer to teach DARE in Tennessee's schools.



## EDUCATION AND TRAINING SERVICES

### Fiscal Year 2006 - 2007 Accomplishments and Highlights (State)

- Two 80-hour basic DARE officer courses (November 2006 and June 2007), resulting in a total of 43 new local, city, and county DARE officers being certified to instruct the elementary and middle school DARE curricula. These officers were also trained as school-based law enforcement officers, commonly referred to as School Resource Officers (SRO). Included in the newly trained officers were officers from Wisconsin, Kansas, Ohio, Arizona, and St. Maarten, Netherland Antilles.
- Instructed 13,147 fifth and sixth grade students, 1,640 middle school students, 510 senior high school students, and approximately 3,763 K-4th graders.
- Coordinated and supervised training for the Tennessee and Mississippi DARE Officers Conference and in-service in Gatlinburg from July 11-13, 2006. Approximately 185 Tennessee and Mississippi DARE officers and classroom teachers were trained about DARE curriculum enhancement, school safety techniques, bullying, school violence, child abuse, and school-based policing instruction.
- In August 2006, the DARE Unit erected and manned a display at the Wilson County Fair in Lebanon, Tennessee. This fair is the most attended fair in Tennessee with over 400,000 people passing through its gates over a nine day period. Also helping man the display were Troopers from Safety Education, Litter and ACES.



### Fiscal Year 2006 - 2007 Accomplishments and Highlights (National/International)

- In September 2006, One 80-hour basic DARE officer course was taught by our educator and two members from the DARE Unit and one educator from the DARE staff in St. Kitts at the request of DARE International and the United States State Department. Thirty-three officers from throughout the Caribbean were certified to teach DARE in their local countries. During this training, the DARE Unit also trained and recertified eight Caribbean mentors from various countries to run their own DARE courses in the future.
- In January 2007, 32 officers were trained to teach DARE by the educator of the DARE Unit in St. Maarten at the request of DARE International and the United States State Department.
- In October 2006, the unit provided one instructor to assist the Florida Department of Law Enforcement in an 80-hour DARE officer training course in Altamonte Springs, Florida. During this event, 35 officers from Florida, Alabama, and North Carolina were trained to teach DARE in their respective communities.

# **MOTORIST SERVICES**



## MOTORIST SERVICES

# Driver License Issuance

The mission of the Driver License Issuance Division is to promote safe, knowledgeable, and competent drivers in the State of Tennessee. While our primary focus remains testing for and issuance of driver licenses to qualified applicants, our services have broadened to include many additional customer conveniences including:

- Offering voter registration (Motor Voter) applications
- Over-the-counter issuance of MVRs
- Processing of Handgun Carry Permit applications
- Financial Responsibility compliance reinstatements at selected field offices
- Financial Responsibility reinstatement advice letters available at all offices

The Driver License Division is staffed with 377 employees, with 91% (342) working in 53 field offices across the state.



## Examiner Workload

During Fiscal Year 2006 - 2007, the statewide average number of customers served per examiner remained consistent at approximately 28.2 customers per examiner daily. The addition of seven new Driver License Stations and 26 new positions to staff them assisted with keeping this average stable.

- Hamilton County, Red Bank = 110 Average daily customers (4 months)
- Shelby County, Memphis-Midtown = 107 Average daily customers (7 months)
- Rutherford County, LaVergne = 90 Average daily customers (8 months)
- Robertson County, Springfield = 81 Average daily customers (7 months)
- Fayette County, Oakland = 63 Average daily customers (8 months)
- Fentress County, Jamestown = 35 Average daily customers (8 months)
- Obion County, Union City = 31 Average daily customers (7 months)

Ten offices (19%) remain at higher examiner to customer levels with between 36 to 51 customers served per examiner. In descending order these locations are Putnam County – Cookeville (51.1), Cumberland County – Crossville (44.2), Carter County – Elizabethton (40.9), Williamson County – Franklin (39.4), and Rutherford County – Murfreesboro (39.3).

## MOTORIST SERVICES

### Customer Volumes

The Driver License Issuance Division served approximately 7,400 customers daily during Fiscal Year 2006 - 2007. Each of the stations shown below served over 180 customers per day and together they served over one third of the customers statewide.

Location	Daily Average # Customers Served	% of Statewide Daily Average	Average # Examiners on Duty	Average # Customers Per Examiner
Memphis – Summer Ave.	250	3.8	11.2	22.3
Chattanooga – Bonny Oaks	241	3.6	13.7	17.6
Nashville – Centennial Blvd.	237	3.6	6.5	36.5
Murfreesboro	225	3.4	5.7	39.5
Memphis – Whitehaven	203	3.0	10.1	20.1
Cookeville	201	3.0	3.9	51.5
Nashville – Hart Lane	198	3.0	8.4	23.5
Jackson	193	2.9	5.9	32.7
Clarksville	193	2.9	7.8	24.7
Knoxville – West 40	185	2.8	5.0	37.0
Blountville	184	2.8	6.1	30.2
Maryville	184	2.8	5.4	34.1
<b>Totals</b>	<b>2,494</b>	<b>37.6</b>	<b>89.7</b>	<b>27.8</b>

A large percentage (34%) of this activity continues to be concentrated in the four major urban counties across the state. For the fourth year in a row, the three highest volume locations in the state are the Memphis-Summer Avenue with 250 customers per day, Chattanooga-Bonny Oaks at 241 customers daily, and West Nashville with 237 customers per day.

For the remainder of the 53 Driver Services Centers there are twelve locations that provide service to an average of 120 to 180 customers daily, another eight that average 100 to 120 customers daily, ten that average between 70 and 100 customers daily, and twelve others that range from 30 to 70 customers daily.

### County Clerk Partners

County	Average # Customers Daily	% of Statewide Average
Shelby	905	14%
Davidson	637	10%
Hamilton	351	5%
Knox	300	5%

The table shown above reflects activity at the TDOS Driver Services Centers and does not include customers served at County Clerk offices in these urban counties. The Knox County Clerk averages another 210 customers daily at three clerk locations. Hamilton County averages 50 customers per day and Shelby County averages 40 customers per day at their single downtown locations. The Davidson County Clerk did not have a contract for driver license services during the Fiscal Year 2006 - 2007.

The Driver License Division ended Fiscal Year 2006 - 2007 with a total of 35 active county clerk locations through contracts with 32 county clerks; Knox and Anderson Counties have multiple locations.

The County Clerk locations statewide averaged a total of approximately 820 customers daily. A total of 164,258 driver license customers were served at a County Clerk location during Fiscal Year 2006 - 2007.

## MOTORIST SERVICES

### Issuance Rates

In Fiscal Year 2006 - 2007, the division issued 1,632,164 licenses and photo IDs. About 86% (1,410,156) of these transactions were conducted by field offices consisting of Driver Testing Centers and county clerk sites. Of this amount, the 35 county clerk locations processed 164,258 customers, about 12% of this activity. Issuance of driver licenses and identification cards encompasses approximately 53.2% of all services provided in driver license offices. By far, renewal transactions account for the majority of issuances at a rate of 45.6% of all transactions. The Internet Renewal Program had a 7.6% decrease in usage over the previous year. Still, a total of 102,000 Tennessee citizens renewed their driver licenses on-line accounting for approximately 14% of the 744,347 renewals processed last year. The Duplicate On-line Program had a 4.3% increase during Fiscal Year 2006 - 2007. During the third full year of the program 63,546 regular duplicates were processed on the Internet accounting for 20% of the 310,658 total duplicates issued during the past fiscal year. During Fiscal Year 2006 - 2007 there were 74,814 self-service transactions conducted at kiosks in the driver license stations, more than twice the previous fiscal year's total of 31,198.

Driver's License Issuance Activity FY 2006 - 2007				
Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet*	% Field
1,632,164	1,410,156	102,042	119,966	86.4%

*\*Due to recent activity reporting changes this figure is less than the totals discussed above.*

### Testing and Special Program Activity Figures

As detailed in the appendices, total field activities provided during Fiscal Year 2006 - 2007 exceeded the two million mark for the fifth year running. These activities include citizens taking vision, knowledge, and road skills examinations and receiving voter registration, MVRs, and Handgun Carry Permit and reinstatement services in addition to the previously noted license issuance rate.

### Testing Activities

Drivers license exams account for 36.2% of all services provided in the driver license offices. For Fiscal Year 2006 - 2007, approximately 800,000 driver license examinations were conducted in the field. This included 678,817 Class D/H tests, 46,282 Class M, and 71,109 Commercial Driver's License (CDL) tests. Over 108,000 tests involved an on-the-road skills test of the applicant's driving abilities. Nearly 80% of road test applicants (92,096) utilized the division's on-line appointment service to schedule their road test by Internet or by phone through the Call Center-Interactive Voice Response System (IVR). A total of 1,053,671 practice tests were taken on-line during the Fiscal Year 2006 - 2007. This is a 35% increase over the first year usage of this service.

### Motor Vehicle Records

The division experienced a 6% increase from the previous fiscal year in MVRs sold at field offices with 33,741 records generated. Driver License stations issued approximately 29,496 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges.

## MOTORIST SERVICES

### Voter Registration

Voter registration applications handled by field offices increased sharply by 33% with a total of 114,997 applications processed by our Driver's License offices.

### Reinstatements

Driver License field reinstatement offices provided Financial Responsibility reinstatement services to slightly fewer than 10,000 residents. During Fiscal Year 2006 - 2007, reinstatement activities decreased approximately 41% from the previous year.

### Commercial Driver License Third Party Testing

During Fiscal Year 2006 - 2007, the division's eight CDL Centers conducted a total of 4,591 commercial skills tests. At the conclusion of this fiscal year, there were 74 CDL organizations consisting of 100 third party examiners authorized to conduct CDL skills tests. All CDL third party companies are scheduled for annual audits on a calendar year basis. As of June 2007, approximately 27% of CDL companies had been audited for the calendar year.

### Cooperative Driver Third Party Testing Partners

There are over 39 Cooperative Driver Testing Programs (CDTP) in partnership with the Tennessee Department of Safety to administer Class D knowledge and driving tests as part of their driver education programs. There are 140 CDTP third party instructors. CDTP partners include public high schools and private agencies. As with the CDL partners, all CDTP third party companies are scheduled for annual audits on a calendar year basis. As of June 2007 approximately 26% of CDTP schools had been audited for the calendar year.



## MOTORIST SERVICES

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Obtained supplemental budget funding for seven new offices and staff positions. All seven were opened between November 2006 and March 2007.
- Williamson and Gibson Counties moved into new buildings.
- A Customer Call Center added an IVR system in spring 2007 that greatly expanded the abilities and services of the call center.
- The IVR enhances the Internet road test appointment system by allowing customers to schedule appointments by calling a toll free telephone number.
- The Driver License Study Guide and Handbook was revamped and revised as two separate publications. The Commercial Driver Study Guide was revised.
- Four-day work week business hours have been standardized statewide to be 7:00 AM to 5:30 PM. Also each district has staggered the four day schedule so at least one site is open extended hours Monday - Thursday and another site is open extended hours Tuesday - Friday.
- All policies were assessed for needed updates and at least 85% have been completed and released to the field staff.
- New Funds Management policy was implemented and training conducted.
- New Examiner Training (NET) was conducted for all new employees hired through February 2007. A total of 4 one-week classes were held from November to February.
- Examiner Refresher Training (ERT) was held for all experienced driver license examiners and supervisors. 300+ employees attended a one-week class between March and June 2007. A total of nine classes were conducted during this period.
- Annual Supervisor In-service Training was held in October 2006 for all Branch and District Supervisors.
- All Driver License field staff completed the American Association of Motor Vehicles Administrators (AAMVA) Customer Service training program through classes held locally in each District. AAMVA certified Central Office staff and District and Branch Supervisors worked to plan, schedule, and conduct these classes.
- The Driver License district boundaries were realigned to match THP Districts.
- Every effort is made to maintain full staff but turn over amounts to around 11.5% vacancy rate at any given time. All District and Branch Supervisor positions were filled.
- All field employees now have GroupWise e-mail for communication purposes.
- The Driver License test has been updated and the pool of questions increased from 146 to 200. It has now been translated in Spanish and installation on all automated testing devices is in process.
- A pamphlet was developed for Fort Campbell military families upon the return of soldiers from Iraq.
- The department applied for and was awarded two federal CDL grants to use on activities that assist with the Commercial Driving Program.
- The department received both a Regional and International Award for our website from the AAMVA in 2006.

## Handgun Carry Permits

During this past year, the driver license field offices reviewed and submitted 44,457 applications for Handgun Carry Permits, including duplicates, renewals, and originals. The Handgun Carry Permit unit, headquartered in Nashville, reviewed and processed 57,321 applications. The Handgun Permit Office issued 49,093 handgun carry permits, of which 57% were renewals. The unit also cancelled or revoked 242 permits and denied issuance on another 700 applications. This unit is also responsible for certification of handgun safety programs and instructors. In Fiscal Year 2006 - 2007, there were 159 valid schools and 598 valid certified instructors.

## MOTORIST SERVICES

# Financial Responsibility

With a staff of 95 positions, this division administers the Financial Responsibility Law. This involves canceling and restoring driving privileges, as well as maintaining all driver records. These services are based in Nashville, where teams of safety examiners handle public inquiries and reinstatements by means of correspondence, telephone, fax and email, and in-person. The Financial Responsibility Division also has full time offices in Memphis and Maryville, and works with Driver License Issuance to support these services at five driver license stations.

The Financial Responsibility Division is required to cancel, revoke, or suspend driver licenses for traffic violations and a variety of other offenses, including moving traffic convictions, truancy, drug free youth act, age 18-21 alcohol violations, weapons, child support, uninsured violations, and failure to appear in court. Once the driver is eligible to regain driving privileges, Financial Responsibility verifies eligibility, collects appropriate fees, and updates the driver's record. Reinstatements of driver licenses are processed at the three main offices, and select Driver License stations. Financial Responsibility maintains certified driving records which include out-of-state and in-state violations by Tennessee licensed drivers and testifies in court regarding such records. Records are constantly monitored to identify problem drivers and provide statistical data to the District Attorney General when the driver is subject to prosecution as a habitual offender of the motor vehicle laws. Restricted driver licenses are issued to those found eligible. A 24-hour Law Enforcement Help Desk is maintained that provides information regarding organ donors and driving records.

The Call Center of the Financial Responsibility Division answers telephone inquiries regarding revocations, suspensions, cancellations, reinstatements, and driver licenses. Last year there were 1,051,006 calls handled by the office. The automated system handled 573,363 (55%), leaving 477,643 to be answered by the examiners.

During Fiscal Year 2006 - 2007, 25,847 drivers paid their fees online for a total of \$4,360,101. Often, these drivers were able to reinstate within one business day of paying their fee online. In that same time period, 172,883 drivers obtained information through the web site on requirements needed for reinstatement. To help reduce lines at the Driver License stations, the Memphis Reinstatement Office and the Maryville Reinstatement Office issued driver licenses to those drivers who were reinstating after their driver license had been revoked, suspended, or cancelled if all that was required was an eye examination. During Fiscal Year 2006 - 2007, there were 3,695 driver licenses issued from these offices.

<b>Financial Responsibility Activity FY 2006 - 2007</b>			
<b>Activity</b>	<b>Total</b>	<b>Activity</b>	<b>Total</b>
Restoration Fees	\$16,557,131	Total Non-Commercial Offenses	350,211
Fees from MVR	10,526,964	Total Commercial Offenses	427
<b>Total</b>	<b>\$27,084,095</b>	<b>Total</b>	<b>350,638</b>

New laws affecting the division this fiscal year add church to the list of permitted locations on some restricted driver licenses and allow for license suspension for failure to yield resulting in an accident involving serious injury or death.

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

In December 2006, we opened the Maryville Reinstatement Office to serve customers in the eastern portion of the state. The staff includes a Supervisor and two Safety Examiners.

**ADMINISTRATIVE  
AND SUPPORT  
SERVICES**



## ADMINISTRATIVE AND SUPPORT SERVICES

# Human Resources

The Human Resources Division is committed to providing a comprehensive collection of personnel services for all employees in the Department of Safety. This division, comprised of 14 staff positions, provides vital day-to-day human resource management for approximately 1,708 employees with 1,737 authorized positions. We have 947 commissioned positions and 790 civilian positions across the state of Tennessee in all 95 counties. Human Resources strives to ensure that the programs administered are available to each and every employee in the Department of Safety, and promote productive working relationships and effective communication between management and employees.

It is the charge of the Classification / Compensation Unit to establish and maintain authorized classes within the Department of Safety, based on similarity of duties, authority, assigned responsibilities, and other various factors. Knowledge of departmental program changes is vital to anticipate future classification changes and needs. Merges and reorganizations are also a duty of this unit. Daily interaction with the Department of Human Resources and the Department of Finance and Administration is required to administer this program successfully.

The responsibilities of the Employee Relations Unit encompass a comprehensive variety of employee orientated programs and areas. This unit provides direction and assistance to all employees, supervisors, managers and directors regarding civil service rules and Department of Human Resources policy and procedures. The following programs are administered by this unit:

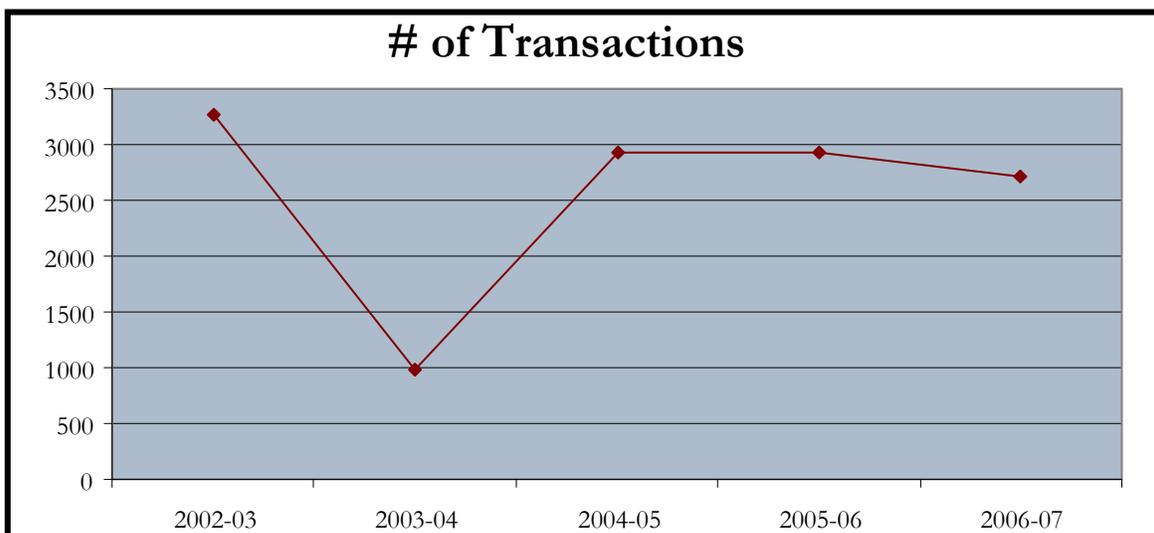
- Equal Employment Opportunity and Affirmative Action
- Due Process / Grievance Procedures
- Family Medical Leave Act (FMLA)
- Americans with Disabilities Act (ADA)
- Sick Leave Bank
- Employee Assistance Program (EAP)
- Tennessee Employees Charitable Campaign
- Performance Evaluation
- Workers Compensation
- Reduction in Force
- Employee Service Awards
- Supervisor In-Service Training
- Employee Suggestion Award Program
- New Employee Orientation (Commissioned and Civilian)
- Title VI Compliance
- CALEA Compliance
- Fair Labor Standards Act (FLSA)

Recruitment efforts have been enhanced to reach Tennessee citizens, military personnel, and college students through participation in university, military base, and community career fairs. We continue to expand our recruitment efforts to attract the largest and most qualified applicant pool for Department of Safety classifications.

## ADMINISTRATIVE AND SUPPORT SERVICES

The Transactions Unit provides the department with all of the technical services required for appointing, promoting, demoting, transferring, or terminating any employee. This unit is responsible for the interpretation and implementation of Department of Human Resources policies and procedures concerning civil service registers. This responsibility requires constant interaction with all divisions within the Department of Safety as well as the Department of Human Resources. During Fiscal Year 2006 - 2007, the Transactions Unit generated 653 registers. In addition, this unit is responsible for the coordination, scheduling and tracking of physical and psychological examinations, drug screenings, civilian and commissioned retirement processing, Red Cross Blood Drives in Nashville, service verification, longevity, and background investigations for new and existing employees. While strides in automation and batch processing continue to help do the job more efficiently, this unit still processed almost 3,000 transactions.

The Human Resources Division will continue to promote the best available personnel related resources to the employees of the Department of Safety. Through constant improvement of our technical service abilities, and continuing to promote communication between management and employees, we can achieve the goals of the Tennessee Department of Safety.



## ADMINISTRATIVE AND SUPPORT SERVICES

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Commissioned and civilian compensation raises as well as civilian compression adjustments
- Per Kroll recommendations, the THP was restructured adding 19 additional positions: two Lieutenant Colonels, three Majors, two Lieutenants, four Sergeants, five Administrative Services Assistant 2s, one Auditor 4, one Auditor 3, and one Auditor 2, and divided into East, West, and Support Bureaus.
- A reformation of the promotional process within the commissioned civil service ranks was accomplished. The promotional procedures were completely restructured to implement a transparent process of posting vacancies on the internet.
- Procedures for having an outside, unbiased agency (TBI) conduct background investigations have been established prior to promotion of commissioned ranks. In the last 15 months, the department has requested that TBI conduct approximately 83 promotional backgrounds.
- The department has, by policy, prohibited any consideration of outside recommendations or interference in the appointment, promotion and/or assignment of the THP. In addition, the department has, by policy, prohibited candidates for promotion from seeking political influence on the promotional process.
- A reformation of the trooper hiring process has been accomplished by implementing the posting of vacancies on the internet and certifying registers by district. In December 2006, the Department of Human Resources conducted an independent study of the new hiring process, suggesting the Department of Safety certify trooper registers by county to improve the applicant pool of qualifying cadets for hiring, and the retention of those chosen for employment. In addition, the Trooper hiring process is now centrally conducted by the Human Resources staff of 14. This includes scheduling, overseeing the interview process, compiling all employment data, downloading all interview data and test scores, and coordinating the selection process.
- All applicants to the position of Trooper will now undergo a comprehensive pre-employment polygraph examination in addition to the background investigation, physical, psychological and agility testing. In addition, background investigations for the hiring of Troopers are now performed by the TBI to preserve integrity in hiring. For the June 2007 and December 2007 classes, a total of 108 backgrounds were performed.
- As of July 2006, the THP is mandated to adhere to all POST requirements per TCA. This responsibility includes notification of all appointments, terminations, extended leave, promotions, suspensions, etc. The Human Resources Division is responsible for compliance with this legislation.
- As of July 2006, the Title and Registration Division was transferred to the Department of Revenue, a portion of the CID was transferred to the TBI, and the Tennessee Law Enforcement Training Academy was transferred to the Department of Commerce and Insurance.
- Per the Department of Finance and Administration's recommendations for Safety's reorganization, the Driver License and Financial Responsibility Divisions have been combined to a new Driver Services Division, and we are currently working with the Department of Human Resources to merge the job classes of Driver License Examiner and Safety Examiner. We have worked very closely with the Departments of Human Resources and Finance and Administration to implement these goals and objectives of our strategic plan.
- Summer 2006: Summer Intern Program - 86 Interns (61 to DL)
- Summer 2007: Summer Intern Program - 123 Interns (75 to DL)

## **ADMINISTRATIVE AND SUPPORT SERVICES**

# **Professional Standards**

The Professional Standards Bureau is charged with managing the investigative and disciplinary processes for the Department of Safety. The primary mission of the Professional Standards Bureau is to assure that employees of the department meet the highest standards of professionalism, integrity and ethical performance. The Professional Standards Bureau is comprised of the Office of Professional Responsibility and the Staff Inspection Unit and reports directly to the commissioner.

## **Professional Responsibility**

The responsibility and duty of the Office of Professional Responsibility is to receive, investigate and file all complaints regardless of their nature, attempt to bring the matter to a satisfactory conclusion, and to notify the complainant in writing of the final disposition of a valid complaint. All complaints received concerning members of the Department of Safety are forwarded to the Office of Professional Responsibility. The complaint is numbered and assigned to an investigation unit or to a member of the department for a thorough investigation. All investigative files are secured in the Office of Professional Responsibility in order to assure confidentiality. The files are maintained for a period of 70 years.

The Office of Professional Responsibility continues to utilize the IA-Trak for Windows that produces statistics and summary reports of the Office of Professional Responsibility's cases and dispositions. In Fiscal Year 2006 - 2007, the Unit opened 256 investigations, of which 13 were not sustained, 126 were sustained, 26 were exonerated, and 56 were unfounded. Three cases were opened for informational purposes only, 19 are currently in the Civil Service appeal process, and eight cases are active pending investigations. In 15 cases, employees resigned while the investigation was pending.

### **Fiscal Year 2006 - 2007 Accomplishments and Highlights**

- In March of 2007, the Office of Professional Responsibility was established as part of the Professional Standards Bureau, which includes the Staff Inspection Unit. The Office of Professional Responsibility had previously been identified as the Internal Affairs Division. With the creation of the new office, seven new personnel were added, one lieutenant, five sergeants, and one administrative assistant. With these new additions, the office now consists of one captain, two lieutenants, six sergeants, and two administrative assistants.
- Additionally, all of the new personnel have received extensive specialized training on the Office of Professional Responsibility procedures and investigations. The Institute of Police Technology and Management at the University of North Florida and the John Reid E. and Associates Interview School have provided some of the training.

## ADMINISTRATIVE AND SUPPORT SERVICES

### Staff Inspection

#### Staff Inspection

The Staff Inspections Unit conducts inspections of all organizational components within the department, ensuring compliance with departmental policies and procedures. The inspections include all aspects of the operations such as equipment, facilities, files, records, compliance with policies, procedures, and national accreditation standards of CALEA. The objectives of the Staff Inspection Unit are:

- To conduct each inspection fairly, impartially and objectively
- To make the Department of Safety better by communicating with personnel
- To ensure that policies and procedures are adhered to and ensure uniformity and continuity
- To recognize those procedures deserving of consideration for implementation
- To determine how the Department of Safety can work differently to better manage resources
- To ensure that Goals and Objectives are being pursued and achieved
- To measure the progress and effectiveness of programs, policies, and procedures
- To ensure continued compliance with CALEA standards

#### Accreditation

TDOS is one of only 16 highway patrols or state police agencies in the nation accredited by CALEA. Accreditation bestows recognition on outstanding law enforcement agencies that demonstrate excellence in management and service by meeting an established set of professionally developed criteria. Accreditation requires agencies to meet or exceed 446 applicable standards, which address all areas of administration, operation, and technical support activities. The process includes a thorough self-assessment and a vigorous on-site assessment by a team of CALEA assessors, who carefully review department policies, interview personnel, and seek public input from the community. Upon recommendation by assessors, CALEA officials grant a three-year award of accredited status to the agency contingent on the agency's commitment to maintain compliance with established standards.

The Tennessee Department of Safety was first accredited on November 20, 1999 and re-accredited in November 2002 and 2005. Accreditation reinforces the department's commitment to remaining an outstanding law enforcement organization comprised of highly skilled professionals.

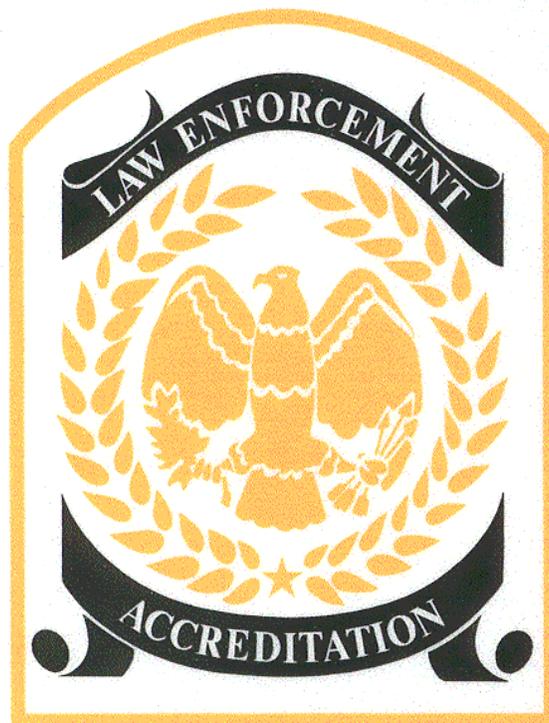
In order to prepare the department for the re-accreditation process, this section must accomplish multiple tasks including but not limited to the following:

- Tracking TDOS compliance with CALEA standards
- Requesting, tracking, compiling, and filing CALEA proofs of compliance annually
- Tracking bias based profiling analysis
- Tracking required training for bias based profiling
- Tracking and assisting with use of force analysis
- Tracking required training for lethal and less than lethal weapons
- Tracking and assisting with pursuit analysis
- Tracking Incident Command procedures, training, and analysis
- Tracking recruitment efforts
- Tracking departmental surveys
- Conducting CALEA and staff inspection orientation for captains, directors, section heads, recruits, troopers' in-service, CID in-service, dispatchers' in-service, and driver license in-service

## ADMINISTRATIVE AND SUPPORT SERVICES

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Revised the Staff Inspection Procedures Manual
- Assisted the Evidence Custodians with developing a policy and procedure manual
- Members of the Staff Inspection Unit conducted numerous mock on-site assessments for city police departments and county sheriff's departments to assist them in becoming accredited.
- Coordinated efforts with the Internal Audit Division to ensure that the Department of Safety operates in the most efficient and effective manner possible
- Conducted a one week Staff Inspection Training Class for eight THP Lieutenants, eight Driver License District Supervisors, and Driver License Issuance Managers. These members will assist in conducting Staff Inspections.
- Conducted inspections of 11 evidence rooms across the state
- Conducted Staff Inspection of the Lawrenceburg and Cookeville THP
- Conducted Staff Inspection of the Columbia, Cookeville, Jackson and Memphis Driver License Issuance Stations
- The unit is in the process of converting to CALEA's 5th Edition Standards. This involves the development of over 20 new general orders and revisions to many existing general orders



## **ADMINISTRATIVE AND SUPPORT SERVICES**

# **Internal Audit**

The Internal Audit Division reports to the Commissioner and assists all levels of management in the achievement of departmental goals and objectives by providing information on the effectiveness of administrative functions and processes. This is accomplished by the performance of audits and reviews in which controls are evaluated and recommendations for improvements are made.

During Fiscal Year 2006 - 2007, the Internal Audit Division has undergone major changes. The division has grown from a staff of two to a staff of seven internal auditor positions. The division has performed more aggressive audits to ensure that the department is following policies and procedures. The Internal Audit Division assisted the department in the completion of a formal department-wide risk assessment that identified areas for possible fraud and internal controls that could help deter this fraud.

### **Fiscal Year 2006 - 2007 Accomplishments and Highlights**

- Auditing 13 Driver License Stations
- Auditing three THP Evidence Rooms
- Auditing two THP District Offices
- Auditing one County Clerk driver license activities
- Assisting with the annual physical inventory of tagged equipment
- Assisting with the annual inventory of supply items
- Auditing and/or assisting in eight cases with the Office of Professional Responsibility and the CID
- Review of revisions to several policies, procedures, and forms

## ADMINISTRATIVE AND SUPPORT SERVICES

# Fiscal Services

The Fiscal Services Division prepares the annual budget request, and works with the Strategic Planning Office to develop the Performance Based Budget Strategic Plan. It also maintains, processes, and accounts for all expenditures and revenues, ensuring fiscal stability for the Department of Safety. With 28 employees, the Fiscal Services Director is responsible for the two operating offices of this division: Budget - Accounting and the Cashier - Revenue Units.

The primary objective of the Fiscal Services Division is to provide the highest degree of fiscal management to ensure that departmental resources are utilized for the maximum benefit of our taxpayers. Specifically, we strive to provide the highest degree of fiscal support to all units within the department in order that their goals and objectives might be achieved. The fiscal support provided by this office has contributed to the overall success of the department in carrying out its mission of ensuring the overall safety and welfare of the public.

### Budget - Accounting Unit

All phases of the budgetary process are centered in this office. The Budget - Accounting unit originates budget documents submitted to the state legislature. After approval by the General Assembly, this unit monitors expenditures to make certain the Department of Safety operates within its appropriation.

Goods and services are procured in this division. All departmental expenditures are processed through this unit. It is the responsibility of this office to ensure that all invoices and travel claims are audited and paid promptly in accordance with state law. Payroll and timekeeping functions are performed in this unit. During Fiscal Year 2006 - 2007, the Budget - Accounting Unit processed \$142,601,945 in payroll and operational expenses. This unit also projects the fiscal impact of all legislation affecting the Department of Safety.

<b>TDOS Expenditures FY 2006 - 2007</b>		
349.01	Administration	\$7,204,828
349.02	Driver License Issuance	24,822,088
349.03	Highway Patrol	90,954,221
349.04	Motorcycle Safety Education	382,450
349.06	Auto Theft Investigations	50,612
349.07	Motor Vehicle Operations	8,598,347
349.08	Driver Education	95,407
349.12	Major Maintenance	153,934
349.13	Technical Services	10,340,058
<b>TOTAL EXPENDITURES</b>		<b>\$142,601,945</b>

## ADMINISTRATIVE AND SUPPORT SERVICES

### Cashier - Revenue Unit

The Cashier-Revenue Unit is responsible for the receipt, deposit, and accounting for all revenue collected by the department, including:

- Filing claims and collecting reimbursement for expenditures incurred under federal grant programs
- Processing driver license fees
- Receipting payments for such fees as MVR and reinstatement fees
- Refunding revenues, accounting for bad checks and field deposits
- Auditing reports of fines and fees from courts

During the Fiscal Year 2006 - 2007, this unit processed revenues for \$84,302,970, which included \$9,781,747 in reimbursements from federal grants.

<b>TDOS Revenue Sources FY 2006 - 2007</b>	
Driver License Fees	\$24,952,527
Fines and Fees	10,414,340
Sale of MVRs	10,620,683
Restoration Fees	16,099,326
Application Fees	3,882,244
Handgun Permits	3,739,936
Overweight Assessments	956,707
Sale of Crash Reports	131,589
Cost Bonds	489,058
Drug Fund	395,854
Sale of Vehicles	60,488
Overtime Reimbursement	1,332,702
Sale of Computer Records	20,107
Miscellaneous Current Services	498,551
Interdepartmental (Other)	221,093
Interdepartmental (Grants)	4,314,229
Direct Federal Grants	5,467,518
Driver Education Reserve Fund	290,606
Motorcycle Rider Safety Fund	415,412
<b>TOTAL REVENUE</b>	<b>\$84,302,970</b>

## ADMINISTRATIVE AND SUPPORT SERVICES

# Research, Planning, and Development

The Research, Planning, and Development (RPD) Division supports department-wide initiatives and mandates, and is responsible for preparing General Orders. RPD is also responsible for the department's annual reports, coordinating maintenance of law enforcement certification standards, grant support and management, statistical analyses of crashes, and other general planning and research.



The Research, Planning, and Development Division serves every facet of the Department of Safety. Analytical studies, report preparations, presentations, and policy and procedure development are only a few of the tasks performed by this division. This division also manages grant procurement and implementation of associated tasks. Continual monitoring and reporting of activities during grant periods is an on-going process involving numerous agencies and project directors. In Fiscal Year 2006 - 2007 alone, the RPD Division was responsible for managing 20 grants allocating millions of dollars to the Department of Safety. Grants managed by RPD have been used for special enforcement efforts, overtime pay, in-car cameras, mobile data terminals, and other essential law enforcement equipment. Legislative analysis is routinely performed to determine the effectiveness and feasibility of various laws and initiatives proposed by the state Legislature, as well as their potential impact on departmental operations. RPD prepares and designs the framework for new programs that are mandated by legislation. The division serves as a repository and contact for both public and private entities. Duties performed range from assisting high school students with term papers to providing specialized reports to the federal government. In addition, this division is responsible for general planning and research, including the development and analysis of statistical reports and activity summaries regarding all operational aspects of the THP.

The RPD Division assists with the development and design of public safety announcements, brochures, posters, forms, press releases and informational documents. In addition, RPD tracks various trends in fatality data including alcohol-indicated fatal crashes, fatal crashes involving teens, safety belt use in fatal crashes, contributing geographic factors, and other statistical indicators. RPD also prepares responses to correspondence received from the Commissioner's office, the Colonel's office, various surveys, as well as e-mails from other state, local, and federal agencies, non-profit organizations, and the general public.

## Office of Records and Statistical Management

The Office of Records and Statistical Management is responsible for analysis of crash data, THP activity data, MVR data, and other TDOS data. The office responds to requests for data and analysis from internal customers within TDOS as well as external customers such as the legislature, Governor's office, GHSO, other state agencies, federal government, media, academia, and others in the general public. The office's analyses are used to help make data-driven decisions regarding issues affecting traffic safety and assist law enforcement agencies statewide efficiently allocate resources. The office creates publications such as the Tennessee Traffic Crash Fact books, Safety Belt Usage Report, and various press releases and brochures. The office also publishes traffic crash facts and figures, DUI statistics, and handgun permit reports on the RPD website.

## ADMINISTRATIVE AND SUPPORT SERVICES

In the coming fiscal year, the office will begin work on development of GIS applications to better assist law enforcement and the general public address traffic safety issues and concerns. The GIS Coordinator will be responsible for developing Inter active internal and web applications, as well as conducting spatial analysis of traffic crash data, citation data, driver license data, and other TDOS data. These tools will greatly benefit the Legislature, GHSO, general public, THP, local law enforcement agencies, and all TDOS internal customers.

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Continued to develop policies and enforcement procedures and guidelines for numerous nation-wide special enforcement efforts.
- Conducted the Commissioned Personnel Allocation Study to be used for assignment of future Troopers
- Assisted in the preparation of the Department of Safety's budget request
- Placed printing orders for 375 forms and 31 publications
- Developed departmental guidelines on employee identification
- Instrumental in the THP's 2006, 1<sup>st</sup> Place Award for the International Association of Chiefs of Police (IACP) National Law Enforcement Challenge, a program that highlights the tremendous contributions that the nation's law enforcement agencies have made to promote highway safety
- Represented the THP on the Governor's DUI. Task Force
- Responded to numerous requests for statistics from the general public, other law enforcement agencies, other state agencies, the legislature, and the media
- Conducted studies to justify increased dispatch personnel
- Managed 20 grants
- Conducted 80 bill analyses
- Implemented twelve General Orders
- Developed guidelines and conducted testing for the Department's evolution to digital patrol car video cameras from the current analog systems in use

### Current Projects for RPD

- Revise the Towing Services Standards Manual (Wrecker Manual)
- Revise the Trooper Activity Reporting System
- Assist in the creation and implementation of the All Hazards Plan for responding to natural and man-made disasters and other emergency situations
- Implement electronic distribution of departmental policy and procedures
- Develop policy and procedures for inventory tracking
- Publish *Tennessee Traffic Crash Fact Book*
- Represents THP on the TDOT Work Zone Safety Committee

## ADMINISTRATIVE AND SUPPORT SERVICES

# Strategic Planning

The Office of Strategic Planning (OSP) is primarily responsible for development of the annual TDOS Strategic Plan and the establishment and tracking of the department's performance standards, measures, and data used by TDOS leadership and policymakers to enhance public safety. Preparation, monitoring, and evaluation of the plan and its progress are part of a continual process throughout the year, working with the commissioner's office, budget staff, and program directors. The goal of OSP is to develop meaningful and useful performance measures for each of the department's program areas. Currently, 42 performance measures have been instituted and are tracked by this office. During Fiscal Year 2006 - 2007, the agency met or exceeded 66% of the performance measure targets established in the strategic plan.

During Fiscal Year 2006 - 2007, OSP staff worked with RPD to compile and develop the package submitted by the THP for the 2006 IACP Law Enforcement Challenge. The THP took first place honors in the Highway Patrol 501-1,000 Officers category. OSP also created and distributed strategic planning and performance-based budgeting (PBB) informational binders to all executive leadership and division directors. These packages contained information regarding the department's Strategic Plan, performance measures and data for all allotment codes, budget information, and the Tennessee Strategic Highway Safety Plan.

OSP completed improvements to the reporting tools used to collect performance measure data, thus improving the integrity, security, and reliability of the data reported to the Legislature. OSP also added seven new performance measures this year, including measures for the new Office of Professional Responsibility division and the Office of Homeland Security, which merged with TDOS in July 2007. The office assisted Fiscal Services with the preparation of the annual budget request by providing data linking the budget with the department's performance measures, and by collecting and reporting activity data from all divisions throughout the agency. OSP staff developed a new survey for TDOS employees that looked at job satisfaction and training needs analysis while continuing to administer the online surveys for THP and Driver License Issuance. As a result of recommendations from the employee survey, OSP is now responsible for supervision of an online Employee Suggestion program. This program allows employees to submit recommendations, suggestions, comments, and complaints to executive management. OSP receives this feedback and passes it on to the appropriate members of management, thus helping to ensure the anonymity of staff. The OSP website project was completed and went online in July 2007. The website allows visitors to view the Strategic Plan, and also contains a link for the Employee Suggestion program.

The Director of OSP currently serves as the TDOS representative on the Governor's Commission on National and Community Service. Director Hogan was also selected to attend the Tennessee Government Executive Institute.

In the coming year, the Office of Strategic Planning will be involved in a wide range of activities. Staff will continue to serve as facilitators in the restructure of the Department of Safety and make recommendations for improvements to better serve the citizens of Tennessee. Staff will also be attending the Managing Performance Conference hosted by Governing.Com as well as the STATS Leadership Summit hosted by Northwestern University Center for Public Safety.

Other upcoming projects include continuing to refine the performance measures in an attempt to develop more outcome (versus output) measures, serving as liaisons during Phase I implementation of the Edison project and preparation for Phase 2, assuming the administrative responsibility for the Driver License Issuance division's customer comment card data, and two additional administrations of the employee survey.

## ADMINISTRATIVE AND SUPPORT SERVICES

### Fiscal Year 2006 - 2007 Accomplishments and Highlights

The program was recognized for its assistance with the creation of the Graduated Driver License (GDL) brochure. The brochure won the AAMVA Region II 2006 PACE Award for best Internally Produced Brochure.

<b>TDOS Performance Measure Report FY 2006 - 2007</b>		
<b>Performance Measures for Agency Wide Goals</b>	<b>Target</b>	<b>Final</b>
Number of fatalities per 100 million Vehicular Miles Traveled	1.68	1.71
Number of key customer groups/stakeholders, for whom baseline survey information has been collected	4	4
Percentage of crash and Tennessee court records transmitted electronically rather than with paper	72%	60%
Turnover rate for all TDOS employees, including voluntary and involuntary separations, and retirements	10%	15%
<b>349.01 Administration</b>	<b>Target</b>	<b>Final</b>
Number of services available by Internet	12	11
Yearly volume of Internet service transactions	2,400,000	2,818,355
Percentage of phone calls to the Financial Responsibility call center handled by the automated phone system	46%	55%
<b>349.02 Driver License Issuance</b>	<b>Target</b>	<b>Final</b>
Percent of non-test applicants issued license within 15 minutes after examiner pulls record	88%	85%
Percent of non-test applicants called for service within 30 minutes of being issued a ticket from the queuing system	50%	60%
Percent of DL issuance transactions conducted via Internet or mail	29%	30%
Percent of non-test driver license field transactions conducted at county clerk offices	18%	19%
Average number of days to issue handgun carry permits	45	25
<b>349.03 Highway Patrol</b>	<b>Target</b>	<b>Final</b>
Number of highway fatalities in Tennessee	1,200	1,235
Percent of time that THP is able to respond to crashes within 15 minutes	50%	49%
Number of DUI arrests	3,700	3,800
Fatalities involving large trucks	130	133
Rate of fatalities involving large trucks per 100 million Commercial Vehicular Miles Traveled	2.20	2.05
Average number of days to upload commercial motor vehicle inspection data to federal database	20	13
Average number of days to upload commercial motor vehicle crash data to federal database	90	51
Ratio of school buses to school bus inspections	1:1.5	1:1.2
<b>349.04 MREP</b>	<b>Target</b>	<b>Final</b>
Number of students enrolled in a certified MREP course	6,500	7,940
Ratio of sites to site visits	1:2	1:2

## ADMINISTRATIVE AND SUPPORT SERVICES

<b>TDOS Performance Measure Report FY 2006 - 2007</b>		
<b>349.06 CID Auto Theft</b>	<b>Target</b>	<b>Final</b>
Percent of operational expenses for auto theft investigations funded through the sale of seized property	13.5%	20%
<b>349.07 Motor Vehicle Operations/Fleet</b>	<b>Target</b>	<b>Final</b>
Percentage of pursuit vehicles operating with mileage in excess of 85,000 miles	25%	14%
<b>349.08 Driver Education</b>	<b>Target</b>	<b>Final</b>
Number of safety education presentations held to promote safe highways	5,000	3,561
Number of law enforcement officers receiving safety education training and assistance	1,000	881
<b>349.12 Major Maintenance</b>	<b>Target</b>	<b>Final</b>
Number of communication sites maintained	40	40
Ratio of communication sites to maintenance inspections	1:4	1:2
<b>349.13 Technical Services</b>	<b>Target</b>	<b>Final</b>
Average elapsed time in calendar days between the department's receiving mandatory convictions from the court and mailing the letter revoking the driver license	8	8
Percent of hearings held within 60 days of point-suspension letter	82%	96%
Percentage of Tennessee court records received electronically	61%	62%
Percentage of crash reports received electronically	20%	33%



## ADMINISTRATIVE AND SUPPORT SERVICES

### Legal

The Legal Division serves in an advisory capacity to all other divisions of the department, as well as staying abreast of changes in state and federal Laws. The Legal Division works with and assists the Attorney General's Office in all appealed asset forfeiture cases and any claims cases that are filed against the department or its employees. In addition, this division prepares, tracks, and advises the Commissioner's legislative liaison on any legislation relative to the department, as well as other governmental entities. The Legal Division also processes emergency vehicle applications.

With an office in each of the three grand divisions, the Legal Division also administers asset forfeiture laws, managing all aspects of asset forfeiture cases, and representing the law enforcement agencies that seize the property. The staff is responsible for the processing, setting, and final disposition of all administrative hearings relative to seizures arising from the Tennessee Drug Control Act, second time DUI seizures, driving on revoked licenses seizures, and auto theft seizures. These hearings are currently held in Nashville, Memphis, Knoxville, and Chattanooga as well as various other parts of the state. As an offshoot of this service, the Legal Division provides training to law enforcement officers in this area of the law to enable the law enforcement officers to prepare better cases, which in turn strengthens the division's representation of them.

<b>Summary Of Asset Forfeiture Cases FY 2006 - 2007</b>		
<b>Property</b>		
<b>Type of Property</b>	<b>Total Seized</b>	<b>Total Forfeited</b>
Cars	4,392	3,276
Trucks	2,034	1,467
Motorcycles	86	75
Boats	11	10
RV'S & Vans	194	169
MISC. (pagers, jewelry, etc.)	1,213	2,072
Real Estate	1	2,171
Other Major	75	62
<b>TOTALS</b>	<b>8,006</b>	<b>9,302</b>
<b>Currency</b>		
<b>Currency</b>	<b>Dollar Amount Seized</b>	<b>Dollar Amount Forfeited</b>
Money Seized	\$15,794,697.00	
Money Forfeited		\$17,838,685.49
Drug Fund Settlement Payments		\$1,983,575.50
<b>TOTALS</b>	<b>\$15,794,697.00</b>	<b>\$19,822,260.99</b>

In Fiscal Year 2006 - 2007, the Legal Division opened 10,564 cases and closed 10,558 cases.

## **ADMINISTRATIVE AND SUPPORT SERVICES**

### **Driver Improvement**

Driver Improvement, a section within the Legal Division, is required to evaluate the driving records of Tennessee drivers, based on crashes and/or convictions of traffic violations, in order to identify and keep track of high-risk drivers and establish procedures for their rehabilitation. Individuals who are found to be frequent traffic violators are sent a notice of proposed suspension and given an opportunity to attend a hearing. If they fail to request a hearing, their driving privileges are suspended for a period of six to twelve months.

Drivers under the age of 18 who receive three or more points are required to attend an administrative hearing with a Department of Safety Hearing Officer. The driver and the driver's parent or legal guardian are required to appear at the hearing.

Hearing officers are located throughout the state in seven offices. In addition to holding the hearings in person, phone hearings are offered for out-of-state drivers. In most cases, when a driver attends a hearing, he or she is given the opportunity to attend a defensive driving class in order to either eliminate or reduce the suspension.

Driver Improvement is also required to handle medical referrals regarding the capability of drivers involving physical, mental, and substance abuse concerns. After seeing that a proper evaluation of the driver has been undertaken either by a medical professional or by a licensing re-examination, Driver Improvement may suspend the driver's license, add restrictions, or withdraw the proposed suspension. Other responsibilities include monitoring the 8-hour Defensive Driving Schools and the Mature Driving Premium Reduction Program. This program, enacted by the legislature, assists our senior citizens with their unique driving issues.

#### **Fiscal Year 2006 - 2007 Accomplishments and Highlights**

The Department of Safety Legal Division trained approximately 215 law enforcement agencies in asset forfeiture and search and seizure procedures across the State of Tennessee. The Legal Office also absorbed the office of Driver Improvement in April of 2007, adding to the Legal Department nine hearing officers and two support staff.

On March 1, 2006 the Driver Improvement Unit implemented a juvenile point system. The system is intended to enhance the regulation and safety of juvenile drivers by quickly identifying and educating those whose records reflect a disregard for traffic laws and the safety of other persons on the highway. Juvenile drivers who accumulate three or more points enter the system and are required to attend an administrative hearing with a parent or legal guardian and complete an eight-hour defensive driving course. During Fiscal Year 2006 - 2007, over 9,000 juvenile drivers entered the system.

## ADMINISTRATIVE AND SUPPORT SERVICES

<b>Hearing Officer Activity FY 2006 - 2007</b>				
<b>District</b>	<b>Hearings Scheduled</b>	<b>Hearings Conducted</b>	<b>Reinstatements</b>	<b>MVRs Issued</b>
1	1,500	1,047	156	261
2	1,902	1,313	0	239
3	3,561	2,588	14	0
4	2,205	1,441	65	8
5	0	0	0	0
7	1,361	1,066	0	0
8	1,345	966	0	549
<b>Total</b>	<b>11,874</b>	<b>8,421</b>	<b>235</b>	<b>1,057</b>

<b>Driver Improvement Activity FY 2006 - 2007</b>				
<b>Type Hearings</b>	<b>Upheld</b>	<b>Withdrawn</b>	<b>Failure to Appear</b>	<b>Total</b>
Driver Imp. Points	7,897	122	3,199	11,218
Financial Resp.	251	132	185	568
Medical	56	3	14	73
Other	14	1	9	24
<b>Total</b>	<b>8,218</b>	<b>258</b>	<b>3,407</b>	<b>11,883</b>

<b>Medical and Re-Examinations Complaints FY 2006 - 2007</b>			
<b>Medicals</b>	<b>Number</b>	<b>Re-Examinations</b>	<b>Number</b>
Complaints Received	1,209	Complaints Received	405
Incoming Reports	2,244	Passed	322
Approved	696	Failed	80
Approved for Re-Examination	154	Passed After Failing Prior	16
Disapproved	272		

## ADMINISTRATIVE AND SUPPORT SERVICES

# Public Affairs

The Public Affairs Office communicates the activities, programs, and policies of the Department of Safety to the public and media. In doing so, the office works to assure the accuracy of all Department of Safety information and statistical reporting that may be referenced in any publicly disseminated news releases, speaking engagements, and other publications, while ensuring compliance with Open Records, Freedom of Information Act, Driver's Privacy Protection Act, and Health Insurance Portability and Accountability Act.

It is the policy of the Public Affairs Office to make every reasonable effort to accommodate the news media to keep the public adequately informed, without jeopardizing safety, evidence, or the rights of suspects, defendants, and other citizens.

The Public Affairs Office prepares and disseminates all media releases, statements, advisories, reports, and other communication tools to keep the news media and public informed. This is accomplished through daily contact with the members of the news media, government and legislative officials, the Department of Human Resources, and the general public. The public information officers serve as the primary point of contact for all media inquiries, responding to public document requests, arranging interviews, and serving as departmental spokesperson.

One method the Public Affairs Office uses on a regular basis to distribute information is through news releases and media advisories concerning areas such as Driver License Issuance services, THP enforcement, and Homeland Security. The office coordinates with the GHSO and other state agencies and departments on a number of statewide campaigns that include "Booze It and Lose It," "Click It or Ticket," and "You Drink, You Drive, You Lose." Mass-communicated statewide enforcement efforts include New Year's Day Enforcement, Super Bowl Weekend Enforcement, Child Safety Restraint Education, St. Patrick's Day Enforcement, Motorcycle Safety Awareness, Memorial Day Enforcement, Bonnaroo Enforcement, July 4<sup>th</sup> Enforcement, Back to School Safety, Labor Day Enforcement, Halloween Enforcement, Thanksgiving Day Enforcement, and Christmas Holiday Enforcement.

A newly-appointed Community Affairs Coordinator initiates contact with a variety of public interest and advocacy groups to help communicate Department of Safety goals and objectives. The Community Affairs Coordinator is also tasked with developing and promoting community partnerships to enhance the department's ability to address community needs. Through its community outreach activities, the Public Affairs Office strives to develop relationships, establish interaction, and provide resources that address the issues and concerns specific to the Department of Safety mission. To facilitate these activities, the Community Affairs Coordinator serves as a liaison between the department and its many partners, providing guidance, direction, and support to departmental personnel across the state regarding community outreach issues.

Through the deployment of Safety Education Officers in each of the THP's eight districts statewide, the Public Affairs Office helps coordinate public appearances and media requests with officers trained in educating the public on highway safety issues.

## ADMINISTRATIVE AND SUPPORT SERVICES

The Public Affairs Office also oversees the on-going development and maintenance of the Department of Safety's website. Through the internet, the department is able to provide a wealth of departmental information and a variety of valuable public services, including driver license renewals, registering a change of address, or paying a reinstatement fee. Visitors to the department's website ([www.tennessee.gov/safety](http://www.tennessee.gov/safety)) can also find information on how to obtain or replace a driver license, how to obtain a handgun permit, and other major department initiatives and announcements. This office also receives and responds to inquiries received daily via e-mail ([email.safety@state.tn.us](mailto:email.safety@state.tn.us)).

In addition to external communications, the Public Affairs Office is also responsible for several internal communication efforts designed to keep TDOS employees informed of current activities and departmental changes. The Commissioner's weekly email and a monthly newsletter—"The Safety Net"-- are two tools utilized by the Internal Publications Coordinator.

### Media Production

The Media Production Unit is responsible for the production of audio-visual presentations for the Department of Safety. This includes video, audio, PowerPoint presentations, print, and internet programs. The Media Production Unit furnishes streaming video for inclusion on the department's internet web site as well as DVD production for other divisions in Safety and the media. Its duties include photography and video documentation of all the THP's cadet classes, staff pictorial, production of videos for training, public service announcements for commercial and on-air viewing, public media access, maintenance of classroom equipment, and the duplication of videos and posters. The Unit supervises the set-up and maintenance of all presentation and computer equipment in the Training Center's four main classrooms. In the past year the Media Production Unit has updated and upgraded its equipment to high definition and has replaced its old video editing equipment with new equipment that is current with industry standards.

For Fiscal Year 2006 - 2007, the following activities and productions took place:

- Public Service Announcement - *School Zone Safety*
- Trooper recruitment video
- Training videos:
  - PIO training
  - Language Translations
  - Child Sexual Abuse
  - Domestic Violence
- Trooper promotion videos
- Calvin Jenks funeral video
- Trooper Cadet Class 607 video
- 2007 Memorial Day video
- Special assignment video - *Clover Bottom*
- Motorcycle Safety Brochure
- Still photos
- Maintaining audio visual equipment at training center

## **ADMINISTRATIVE AND SUPPORT SERVICES**

### **TDOS Website**

Online services are an integral part of the website. Tennessee Anytime provides the Department of Safety with several online services, including driver license reinstatements, address changes, and the ability to renew or purchase a duplicate license. Online services give the public the opportunity to do business with the Department of Safety without visiting an office. Numerous forms have been posted to enable customers to have proper documentation before visiting a TDOS office.

This year, two new online services were added to better assist people with their driver licensing needs. The driver license practice test designed by Tennessee Anytime prepares first time drivers for the written test required to obtain a driver license and the driver license road test scheduling service allows applicants to schedule a road test in advance.

### **Fiscal Year 2006 - 2007 Accomplishments and Highlights**

- During Fiscal Year 2006 - 2007 the Department of Safety linked the Office of Homeland Security web site to our own pages and began to support those pages in house. We also redesigned the main TDOS web page centered on logos for the three main divisions of the department and a "Featured Links" section that provides direct links to some of the most often used web pages and the most recent news releases.
- The menu of links on the left side of the main page was also redesigned, including changing the text and background colors to make it easier to read. We changed the names of some of the links to utilize names the citizens would recognize instead of using names department employees would recognize. An example would be replacement of the term "Financial Responsibility" which is the name of one of our divisions with "Driver License Reinstatement" which is the service provided by that division and a term the citizens would recognize.
- We added a direct link to a new page of links to the most used services, and added links to services provided by other departments, other states, and the federal government to make it easier for citizens to find the help they need.
- The design of the web site has been modified for all divisions so they present a uniform look across divisions, making it easier for citizens to find information they desire.

## ADMINISTRATIVE AND SUPPORT SERVICES

# Information Systems

The Information Systems Division (IS) is staffed with an Information Systems Director, four IS Managers, and various section staff for a total of 53 positions. Responsibilities include system and platform design, product procurement, installation, maintenance, and all other computer related equipment activity. The division is also responsible for technology research to generate operational proposals for business needs, identify equipment and service requirements for acquisition, IT project management services, the oversight and implementation of new technologies, and for a wide range of data capture tasking for the different departmental divisions.

## Infrastructure Support

### Mainframe/Production Support

The Mainframe/Production Support team is responsible for the development and maintenance of departmental mainframe applications, data extract files for agency and outside sources, and data entry for many of our mainframe applications.

### Network/Desktop Support

The Network/Desktop Support team is responsible for the installation and maintenance of over 5,100 pieces of computer related equipment. At the end of Fiscal Year 2006 - 2007, this equipment was located in the following locations:

- 53 permanent driver license stations
- 36 County Clerks offices issuing drivers licenses
- 80 THP offices
- Nine Commercial Vehicle Enforcement inspection stations
- Four CID offices
- Department of Safety Training Academy
- Department of Safety Main Headquarters
- Three legal offices
- Nine Driver Improvement hearing offices

In addition to installation and maintenance, this unit provides a Help Desk service to all Department of Safety personnel.

<b>Mainframe Transactions FY 2006 - 2007</b>	
Driver License Renewal Transactions	744,347
Driver License Original Transactions	209,693
Driver License Other Transactions	796,234
Trooper Citations Document	464,732
Court Abstracts	81,229
Crash Reports (Operators)	239,495
Other Driver & Misc. Documents	420,459
Correspondence Received and Prepared	778,847
MVRs	2,183,648
Micrographic Documents	4,734,638
<b>Grand Total</b>	<b>10,653,322</b>

## **ADMINISTRATIVE AND SUPPORT SERVICES**

### **Administrative Support and Procedures**

The Administrative Support and Procedures section provides administrative support to the division's management, programming and support for the division's AS400 environment, management and maintenance of the Department Of Safety Internet and Intranet web sites, Record Officer duties, and technical consulting on new technologies the division is researching.

During Fiscal Year 2006 - 2007, this section made changes and improvements to the department's web site as described in the section about Public Affairs. Administrative Support and Procedures completed its own project plans and cost benefit analysis documents and assisted other sections with the preparation and review of their project plans and cost benefit analysis documents and compiled those into the completed Information Systems Plan. The section gathered the information and completed the annual Records Holding Report, the annual Operation Roundfile work, and the annual Office of Information Resources (OIR) Resource Budget. The section installed test sites for new systems for evaluation of software, participated heavily in the creation of the departmental Continuation of Operations Plan (COOP) and Disaster Recovery Plan for the Information Systems division, and assisted other sections with preparation of Requests for Service from OIR.

The Administrative Support and Procedures section provided daily support of the AS400 environment and the application programs running on it and installed Operating System updates as necessary. Requests for program changes to support the Legal division, the THP Commercial Vehicle Enforcement section, and the Mainframe Data Entry section were completed as were numerous special requests for data and statistics.

### **Project Management**

The Systems Development staff works with Department of Safety computer users to design and develop computer systems to meet user's needs and to maintain and upgrade existing PC and client server based systems. This staff develops and updates technical documentation for newly developed and modified systems, creates user manuals for new systems, and provides initial training for users of new systems. Once a new system is implemented, updates to the user manual become the responsibility of the users of the system for their own future staff training. The staff provides, after implementation, support through the OIR Help Desk for systems they design and develop. Support for purchased systems is provided through the OIR Help Desk by the division's Information Resources Support Specialists.

## **ADMINISTRATIVE AND SUPPORT SERVICES**

### **Computer Aided Dispatch and GIS Support**

This section is responsible for the management of the Records Management and Computer Aided Dispatch (CAD) systems, including mapping system interfaces. Employees coordinate the acquisition and implementation of the computer aided dispatch system, public safety software applications, and related services. Personnel are on call 24 hours a day, seven days a week to respond to CAD problems during emergencies. Employees in this section perform the following functions:

#### **Technical Support**

- Twenty-four hour management and administration of the technical operation of the CAD System
- Responsible for regularly scheduled preventive maintenance work and necessary updating of the CAD system to ensure reliability and efficient performance
- Design, develop, implement, and modify information system technologies comprising CAD System

#### **Operations Support**

- Maintains a working knowledge of communications equipment and dispatch operations
- Training and Help Desk Support
- Troubleshooting and Problem Resolution

#### **Geographic Information Services (GIS)**

- Map maintenance and distribution
- AVL and GIS Integration

### **Fiscal Year 2006 - 2007 Accomplishments and Highlights**

#### **Administrative Support and Procedures**

- Compiled and submitted the annual Information Systems Plan for TDOS
- Gathered information, compiled and submitted the annual Records Holding Report
- Completed the annual Operation Roundfile work
- Completed and submitted the annual OIR Resource Budget
- Developed the Disaster Recovery Plan for our critical servers.
- Developed the COOP for Technology division and compiled the COOP for the Department of Safety
- Evaluated Mediawiki package and supporting software stack (Apache, MySQL PHP)
- Built the pilot installation and worked with Infrastructure to set up a Wiki server.

## **ADMINISTRATIVE AND SUPPORT SERVICES**

### **AS400 System Accomplishments**

Besides the Help Desk and general support requests, twelve RFS and four major requests (not submitted as RFS) were filled including:

- Provided several specialized Seizure Reports for PIO and/or General Council for budget proposals, annual reports, and statistical reports for media or public agencies.
- Provided a new menu and programs to allow Legal Department users to select options to produce a variety of fiscal and calendar year reports.
- Converted the data entry batch transfer system from using SNA lines for RJE, to FTP transfers.
- Re-established the Commercial Vehicle Enforcement Accounts Receivable system.
- Several RFS requests were started simultaneously to provide a correspondence transaction system for our Assets Forfeiture system and are currently in development.

### **Mainframe / Production Support**

- Implemented changes in AAMVA applications for the federal Motor Carrier Safety Improvement Act. (MCSIA). This involved a large programming effort and certification testing with AAMVA.
- Implemented a mainframe link to driver license road test appointments via the new IVR system.
- Programming for the new document imaging system (through Filenet). This project is still in the testing phase.
- Programming to support the new driver history, driver historical photos and signatures retrieval by the Integrated Criminal Justice Portal. This project is still in the testing phase.

### **Network / Desktop Support**

- During Fiscal Year 2006 - 2007, the Network/Desktop Support group resolved 8206 Remedy Incidents (Help Desk Requests). This is an increase of 463 incidents from last fiscal year even though we lost more than 50% of our staff due to the move of the Title and Registration Division to the Department of Revenue

### **Project Management**

- Development and implementation of the DL Appointment IVR system
- Development and implementation of the Public Access System for electronic crashes.
- Development and implementation of the Pupil Transportation Inspection System.
- Modified Crash Analysis Records System (CARS) code to enable TRICOR to key crashes.
- Updated the CID Case Tracking System
- Release of TCrash2 Form version 1.2 in the TraCS System
- Developed the Table of Measures Form in the TraCS System
- Completed TraCS rollout to all THP personnel

### **CAD and GIS Support**

- Deployment of THP mobile data, remote CAD interface (I/Mobile), system continued in pace with the build out of the Safety 800Mhz radio data network. During this period 212 THP units were trained and equipped with the I/Mobile application configured for 800MHz radio modems operating on the radio data network. Current deployments include: THP District 3 = 107 units, THP District 4 = 61 units, THP District 6 = 5 units, THP District 7 = 1 unit, THP District 8 = 38 units.

## ADMINISTRATIVE AND SUPPORT SERVICES

### Crash Analysis

The CARS unit processes traffic crash reports forwarded to the Department of Safety in accordance with TCA Sections 55-10-101 through 55-10-115. This includes traffic crashes investigated by the THP, city police departments, county sheriff offices, and all other public agencies that investigate traffic crashes occurring in Tennessee. Functions completed by this section include communicating with agencies concerning incomplete or unacceptable reports, classifying reports by type, analyzing, verifying, and encoding information, scanning and imaging reports, data entry, correcting database records, and assisting other sections in research and data compilation for reports and studies. During Fiscal Year 2006 - 2007, the CARS Unit also documented as-is procedures for processing crash reports.

Crash Reports Processed FY 2006 - 2007		
# of Reports Scanned	# of Reports Keyed	# of Reports Scan Edited
183,419	74,940	86,071

#### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Consensus Body for the 7<sup>th</sup> Edition of the *ANSI D16.1 Manual on Classification of Motor Vehicle Traffic Accidents* - reviewed new and revised definitions, provided feedback, and placed one or more formal votes on the proposed changes in order for changes to be formally adopted
- Participated in Integrated Roadway Information Safety System (IRISS) meetings to document business requirements and associated technical requirements for the system.
- Participated in meetings continuing efforts to finalize XML schema for crash data and validation requirements
- Acquired federal grant funding from GHSO for contractor crash report data entry services to reduce backlogs and improve the availability of crash data for program planning and policy setting by highway safety managers
- Submitted amendment of existing contract between Department of Safety and TRICOR for keying of crash reports to Office of Contracts Review
- Provided crash report data entry training for TRICOR supervisors along with copies of the TNCARS Keying Manual
- Implemented procedure for accountability of scanned documents and reorganized job task assignments in CARS Unit to cross-train staff and improve workflow
- Extended maintenance contract with NCS Pearson for 5000i Scanner and received computer equipment and software upgrade
- Implemented procedure to expand criteria used to identify crashes involving CMVs that meet FMCSA reportable crash requirements to capture crashes that were being missed as recommended by the FMCSA Data Quality Review
- Implemented priority processing routine for crashes occurring in school zones or involving school buses

## ADMINISTRATIVE AND SUPPORT SERVICES

### Fatality Analysis Reporting System

The federally funded Fatality Analysis Reporting System (FARS) unit is responsible for maintaining records of all fatal traffic crashes occurring in Tennessee. The Department of Safety is designated to receive crash reports and may tabulate and analyze such reports to supply statistical information in accordance with TCA. The FARS unit processes crash reports received by the department. As part of the processing procedure, this unit forwards the fatal crash reports to FARS for fatality verification prior to imaging and further processing.

FARS completes all duties necessary to comply with the NHTSA FARS Cooperative Agreement with the Department of Safety for fatal traffic crash information from Tennessee. In addition, the FARS unit distributes daily traffic fatality reports, keys fatality report information into databases, completes daily traffic fatality listings and record keeping activities, responds to out-of-state inquiries, and communicates with numerous agencies to gather fatality-related information. The FARS unit must also classify fatalities according to state and federal guidelines. A FARS case report must be completed for each fatality that occurs in the state of Tennessee. In addition to the fatality cases, hundreds of other cases are investigated by the TDOS FARS section each year but fail to meet the criteria required for inclusion, and therefore, are not included in the FARS database.

#### Fiscal Year 2006 - 2007 Accomplishments and Highlights

- Implemented FARS procedure for entering Safetynet fatal crash data to eliminate non-match crashes in the federal databases
- Submitted proposal to support the NHTSA FARS program during the period of 2007 through 2011
- Three new staff in the FARS Unit completed NHTSA's required FARS New Analyst Training.
- Completed final 2005 FARS data updates
- Completed installation of 2007 FARS MDE System and removed 2005 FARS MDE System.
- Completed on-site/off-site coding project to alleviate 2006 FARS case coding backlog, completed data entry of backlogged 2006 FARS cases, improved percentage of 2006 cases entered in FARS database from 6% in August 2006 to 28% in December 2006, and to 94% in February 2007, exceeding the national Early Assessment goal of 85%
- Provided FARS reports to NHTSA as requested for special study areas
- Completed upgrade of TRIMS access for FARS data collection of roadway data
- Provided assistance to others in research and crash data compilation for reports and studies

<b>FARS Activity FY 2006 - 2007</b>	
<b>FARS Forms Coded &amp; Keyed</b>	
Crash Level	1,164
Vehicle/Driver Level	1,758
Person Level	2,862
<b>Data Gathered</b>	
Driver Inquiries (In-State)	1,484
Driver Inquiries (Out of-State)	249
Driver Inquiries (Other)	18
Vehicle Inquires (In-State)	1,445
Vehicle Inquires (Out of-State)	207
Vehicle Inquires (Other)	106
Emergency Medical Services	49
Toxicology	2,125
Death Certificates	1,467
Roadway Location	1,164
Messages Received	1,924
Messages Sent	1,094

## ADMINISTRATIVE AND SUPPORT SERVICES

### Commercial Vehicle Analysis Reporting System

The federally funded Commercial Vehicle Analysis Reporting System (CVARS) unit gathers Tennessee crash data that involves commercial vehicles, buses, and vans with more than nine passengers. The unit is responsible for providing complete, accurate, timely data on vehicles, carriers, drivers, roadways, and circumstances. Once the data has been verified, it is uploaded into the Motor Carrier Management Information System database (MCMIS). The FMCSA uses the information to identify carriers that need compliance reviews. The FMCSA evaluates programs, measures trends, and identifies problems that will assist in reducing commercial vehicle crashes. The data gathered by the CVARS unit is also used to support funding for state and local traffic safety programs.

The duties involve reviewing, editing, auditing, and keying data on all commercial vehicle crashes. These duties require extensive knowledge of CVARS classifications, coding, and validation manuals, the state's statutes pertaining to registration of vehicles, operator licenses, and rules of the road, the state's crash reporting requirements and completion criteria, and the crash database.

Indicators of performance measure Tennessee's crash data. The evaluations encompass the completeness of fatal crashes along with the timeliness and accuracy of pre-determined criteria. TDOS closed Fiscal Year 2006 - 2007 with an overall status rating of "GREEN", the highest rating given to any state.

<b>CVARS Activity FY 2006 - 2007</b>	
<b># of Reports-State Reportable</b>	13,268
<b># of Reports-Federally Reportable</b>	4,176

#### Fiscal Year 2006 - 2007 Accomplishments and Highlights

Participated in a FMCSA State Data Quality Review of Tennessee's crash processes for collecting and reporting commercial motor vehicle (CMV) crash data to FMCSA and requested and implemented measures per the review recommendations including:

- Training for the THP regarding identifying CMV crashes that meet FMCSA reportable requirements and completing the crash form correctly
- Procedures expanding identifying criteria in order to capture CMV crashes that were being missed
- Procedures to improve data accuracy, uniformity, and completeness
- Completed CVARS state database editing backlog project; Day-to-day processing routine is current

## ADMINISTRATIVE AND SUPPORT SERVICES

### Communications

The Communications Section is responsible for the design, procurement, installation, and maintenance of the statewide 800-Megahertz Mobile Data System. The system now has 23 data sites on the air in the mid-state and west Tennessee, and activation of ten more data sites is expected by February 1, 2008. THP cars equipped with computers and modems now have secure roadside access to Tennessee Crime Information Center and National Crime Information Center files, departmental reports, and car-to-car messaging. The Communication Section maintains the primary VHF-low band, secondary VHF-high band, 110 800MHz voice radio, and mobile data radio networks and microwave systems. Communications personnel issues and tracks cell and blackberry phones, and maintains all mobile and portable radios, video systems, radars, and all other electronic equipment used by the Department of Safety. The THP has eight district headquarters and dispatch centers, which cover the entire geographical area of the state.

During Fiscal Year 2006 - 2007, service was provided the following internal and external customers:

- Tennessee Highway Patrol
- Department of Safety Training Center
- Driver License Issuance
- Department of Revenue
- Department of Corrections
- Department of Commerce
- Homeland Security
- Criminal Investigation Division
- Tennessee Law Enforcement Training Academy
- Pupil Transportation Section
- Alcohol Beverage Commission
- Department of Agriculture
- Arson Investigations
- Federal Agencies including the FBI, Secret Service, United States Marshall's Office and others

This section maintains a fully equipped mobile command post designed for extended-period operation in addition to four smaller first responder vehicles equipped for emergency communications required in any area of the state.

Communications is staffed with a Radio Systems Analyst, Radio Technician Supervisor, Administrative Services Assistant 3, Property Officer, seven radio technicians in the Nashville Shop, and one radio technician in each of the district service shops located at Fall Branch, Knoxville, Chattanooga, Jackson, Memphis and Lawrenceburg.

## **ADMINISTRATIVE AND SUPPORT SERVICES**

# **Support Services**

Support Services consolidates several general functions vital to the efficient and effective delivery of services to the entire department. Under this division are Facilities Management and Building Maintenance, Fleet, and Supply.

## **Supply**

The Quartermaster Supply System is responsible for acquiring and issuing all uniforms worn by members of the Department of Safety. The goal of this section is to acquire and supply high quality uniform items to each division. Uniforms are issued routinely to members of the Highway Patrol, Capitol Security and the Driver License Division. Records for stock control and accounting purposes are kept on all items delivered to or shipped from the Supply Section. In Fiscal Year 2005 - 2006, Supply began to issue a new duty jacket to be worn with dress uniforms.

## **Facilities Management and Building Maintenance**

The Facilities Management and Building Maintenance Section is responsible for the coordination of the building maintenance program and for planning, organizing, and directing the department's statewide construction and lease services. This section also maintains insurance coverage on all departmental facilities and contents. This section ensures that construction projects meet the needs of the department and remain cost-effective. This is accomplished by overseeing the performance of private contractors and architects working on departmental construction projects including on-site inspections. The Building Maintenance Program uses an in-house maintenance staff to repair and perform preventive maintenance on problematic facilities owned by the department. The maintenance staff serves statewide and is prepared to travel at a moment's notice.

In addition to completing the remodel of the Brownsville Scales, the following projects are in the planning stage:

- DL Station White Haven, TN
- Security cameras for DL stations
- Cooper Hall renovation
- THP 3<sup>rd</sup> District renovation
- Remodel of THP Post in Johnson City
- Remodel of THP Post in Jackson

## ADMINISTRATIVE AND SUPPORT SERVICES

### Fleet

The Fleet section is responsible for acquiring, preparing, and delivering all vehicles to departmental personnel. After new vehicles have arrived, this section is in charge of detailing vehicles with the THP insignia. In addition, they install interior protective shielding, radar detection devices, video cameras, spotlights, antennas, and all required radio and communications equipment.

All vehicle purchases are based on simple criteria: functional use, safety, performance, and comfort. Since 1993, all vehicles have been purchased and disposed of by the Motor Vehicle Management Division of the Department of General Services. Motor Vehicle Management also maintains service records for each vehicle. Preventive maintenance is performed by the TDOT. The following table lists vehicles leased from General Services.

<b>Vehicles Procured FY 2006 - 2007</b>		
<b>Vehicle</b>	<b>Number</b>	<b>Cost</b>
THP Marked Pursuit (Ford)	157	\$3,362,155.00
THP Unmarked Pursuit (Ford)	17	383,435.00
Dodge Durango Unmarked	12	248,392.32
Dodge Durango Marked	2	44,098.72
Dodge Minivan	9	109,386.00
Chevrolet Tahoe	3	109,130.94
Chevrolet Silverado	4	89,883.40
Chevrolet Impala Pursuit	11	205,899.21
Chevrolet Impala - Civilian	2	29,996.22
Ford Expedition – Marked	1	30,444.44
Ford Expedition – Civilian	1	28,554.00
THP Unmarked Pursuit (Dodge)	10	205,704.90
Chevrolet Denali	1	48,243.73
Nissan Titan Truck	2	37,124.00
Harley Davidson Motorcycle	10	179,670.90
<b>Total</b>	<b>274</b>	<b>\$5,112,118.78</b>

# APPENDICES



<b>Federal Grants FY 2006 - 2007</b>	
Motor Carrier Safety	\$3,578,005
Marijuana Task Force	465,071
Commercial Vehicle Crash Reduction	140,509
Commercial Driver License Improvement	145,103
Patrol Car Video System Project	193,462
CVARS	241,584
Commercial Vehicle Information Systems and Networks (CVISN)	64,858
Project CAR	269,076
CVARS Pilot	17,066
FARS	104,688
STEP	219,304
CAD	33,971
DARE	39,204
Vehicle Disabling Technologies	125,211
North American Standards Training	1,778
Compass Pilot Program	19,635
New Entrants Audits	843,218
Strike Three	389,446
Traffic Records Improvement	1,408,564
Homeland Security Equipment	640,000
Infrastructure Terrorism Training	298,795
Urban Area Security Initiative	165,049
Command Center Supplies	93,938
Specialized Law Enforcement Training	22,699
Crash Data Management	140,647
Law Enforcement Management Training	35,400
Integrated Crash Records System	4,800
Crash Reporting	13,776
High Visibility Campaign	21,674
High Intensity Drug Trafficking Area (HIDTA)	45,216
<b>TOTAL GRANTS</b>	<b>\$9,781,747</b>

**DARE Activity  
FY 2006 - 2007**

Classes/Meetings	YTD	Time Accrued	Attended
	DARE	DARE	DARE
Core Classes	554	878	13,147
Grades K-4	201	201	3,763
Middle School Classes	72	83	1,640
Senior High School Classes	14	17	510
Parent Education	11	25	89
School Personnel Meetings	140	177	301
PTO/PTA Meetings	8	20	136
Civic/Community/Churches	6	26	512
City Police Departments	72	108	103
Sheriffs' Departments	100	154	157
Preparation		215	
<b>Training:</b>			
Instructor	47	867	1,200
Student	6	80	
Other	36	459	909
<b>Observations:</b>			
Elementary	79	245	73
Junior High	4	9	2
Senior High	1	1	1
Applicant Interviews	27	42	33
Other – DARE	147	2,442	2,721
<b>Total</b>	<b>1,524</b>	<b>6,049</b>	<b>25,297</b>
Other - Departmental		7,920	
Mileage – <b>91,253</b>			

<b>MREP Enrollment FY 2006 - 2007</b>				
<b>Training Site</b>	<b>FY 2005 - 2006</b>		<b>FY 2006 - 2007</b>	
	<b>Basic Rider</b>	<b>Experienced Rider Course</b>	<b>Basic Rider Course</b>	<b>Experienced Rider Course</b>
Austin Peay-Montgomery Co.	160	0	360	21
Bumpus / Rider's Edge - Memphis	236	0	329	0
Bumpus/H-D - Murfreesboro	356	48	143	0
Chattanooga - Cleveland	403	20	449	38
Chapel Hill	166	0	99	0
Bumpus H-D Jackson	151	80	153	0
Cookeville	138	12	199	30
Crossville	44	0	40	0
Dyersburg	53	14	46	0
Fort Campbell, Ky.	264	68	611	64
Jackson State CC	218	25	218	28
Karnes High School - Knoxville	290	72	415	36
Kingsport	391	27	412	12
Motlow CC - Tullahoma	30	0	54	0
MTSU-Murfreesboro	283	42	167	0
Nashville Tech.	826	100	675	146
Nashville Super Speedway	177	8	247	61
Pellissippi- Knoxville	393	0	708	0
Pellissippi State 2	321	0	0	0
Southwest Community College	654	65	271	33
TLETA-Donelson	332	49	454	33
Walters State CC-Knoxville	320	63	337	56
Volunteer State	196	43	280	18
Smokey Mtn. H/D	71	0	166	0
Smyrna Rehab Ctr.	84	31	169	12
Central Middle School / M'boro	141	40	322	44
Boswell's H/D	45	0	132	0
McDhee Tyson ANG	18	25	23	0
118 TAW Nash	11	0	0	0
<b>Total</b>	<b>6,772</b>	<b>832</b>	<b>7,479</b>	<b>632</b>

**Driver License Activity**  
**Summary of Licenses Issued By Type Of Transaction**  
**FY 2006 - 2007**

	CDL	Non-CDL	Total Drivers	Total Plus ID's	FY 2005 - 2006	% Overall Activity	% Change Prev Year
<b>NEW DRIVERS</b>	<b>16,729</b>	<b>182,227</b>	<b>198,956</b>	<b>247,235</b>	<b>215,525</b>	<b>15.1%</b>	<b>15%</b>
Originals, CDL Conv	11,046	58,205	69,251	113,612	95,224	7.0%	19%
New Residents	3,589	100,446	104,035	107,113	96,552	6.6%	11%
Returning Residents	2,094	23,576	25,670	26,510	23,794	1.6%	12%
<b>RENEWALS</b>	<b>33,253</b>	<b>672,754</b>	<b>706,007</b>	<b>744,347</b>	<b>782,799</b>	<b>45.6%</b>	<b>-5%</b>
All Photo (minus Internet)				1,529,831	1,326,351	93.7%	15%
Internet Photo				122,520	78,988	7.5%	55%
All Non-Photo (minus Internet)				58,115	51,365	3.6%	13%
Internet Non-Photo				5,922	8,200	0.4%	-28%
All Stickers (minus Internet)				0	8,103	0.0%	-100%
Self-Service Kiosk				74,814	31,198	4.6%	140%
<b>DUPLICATES</b>	<b>8,940</b>	<b>262,632</b>	<b>271,572</b>	<b>310,658</b>	<b>420,859</b>	<b>19.0%</b>	<b>-26%</b>
<b>PROBLEM DRIVERS</b>	<b>2,515</b>	<b>79,515</b>	<b>82,030</b>	<b>82,462</b>	<b>74,647</b>	<b>5.1%</b>	<b>10%</b>
Reinstatements-Adlt	2,471	69,915	72,386	72,692	67,476	4.5%	8%
Reinstatements-Juv	0	1,439	1,439	1,448	1,338	0.1%	8%
Rest. Licenses-Adlt	44	8,161	8,205	8,322	5,833	0.5%	43%
<b>CHANGE/ADD TO CLASS</b>	<b>9,587</b>	<b>150,053</b>	<b>159,640</b>	<b>199,784</b>	<b>191,187</b>	<b>12.2%</b>	<b>4%</b>
Reclass, Exch/Upgr	929	114,227	115,156	155,293	156,110	9.5%	-1%
Add permit, class end	8,658	35,826	44,484	44,491	35,077	2.7%	27%
FREE	4,394	40,048	44,442	47,678	26,638	2.9%	79%
<b>Total Licenses Issued</b>	<b>75,418</b>	<b>1,387,229</b>	<b>1,462,647</b>	<b>1,632,164</b>	<b>1,711,655</b>	<b>100.0%</b>	<b>-5%</b>

**Driver License Activity  
DL Applicant Services Received in Field  
FY 2006 - 2007**

<b>LICENSE ISSUANCE ACTIVITY = 53.2%</b>							
				<b>2006 - 2007</b>	<b>2005 - 2006</b>	<b>% Field Activity</b>	<b>% Change Prev Year</b>
Total Licenses Issued In The Field				1,410,156	1,341,862	53.2%	5%
<b>EXAM ACTIVITY = 36.2%</b>							
	<b>CDL</b>	<b>Class D/H</b>	<b>Class M</b>	<b>2006 - 2007</b>	<b>2005 - 2006</b>	<b>% Field Activity</b>	<b>% Change Prev Year</b>
Vision	34,453	352,322	24,331	411,106	517,482	18.7%	-21%
Knowledge	32,137	228,799	15,716	276,652	353,012	12.6%	-22%
Skills	4,519	97,696	6,235	108,450	128,580	4.9%	-16%
<b>Total Exams</b>	<b>71,109</b>	<b>678,817</b>	<b>46,282</b>	<b>796,208</b>	<b>999,074</b>	<b>36.2%</b>	<b>-20%</b>
<b>SPECIAL PROGRAM AREAS = 10.6%</b>							
				<b>2006 - 2007</b>	<b>2005 - 2006</b>	<b>% Field Activity</b>	<b>% Change Prev Year</b>
Handgun Carry Permits, Processed by Field Offices				44,457	33,795	2.0%	32%
Voter Registration Applications				114,997	86,318	5.2%	33%
MVRs Sold Over the Counter				33,741	31,833	1.5%	6%
360 Reinstatement Advice Letters printed				29,496	29,966	1.3%	2%
DL Field Reinstatements				9,835	16,694	0.4%	-41%
<b>Total Field Special Program Activity</b>				<b>232,526</b>	<b>198,606</b>	<b>10.68%</b>	<b>-17%</b>
<b>Total Services Provided in the Field</b>				<b>2,199,818</b>	<b>2,539,542</b>	<b>100.0%</b>	<b>-13%</b>

**Financial Responsibility Division  
Revocation, Suspension, Cancellation Actions  
FY 2006 - 2007**

<b>Non-Commercial Actions</b>		<b>Non-Commercial Actions (cont.)</b>	
*DUI 1st Offense	15,746	Failed to Appear for Re-examination	N/A
DUI 2nd Offense	3,250	Re-examination Failed	N/A
DUI 3rd Offense	1,053	Failure to Pay Child Support	7,766
DUI 4th Offense Felony	757	Susp. Installment Agreement Default	432
DUI Not Stated	7,385	Other Revocations/Susp./Cancellation	2115
DWI Adult 2nd of Subsequent Offense	0	Rev. Fatal Crash - GDL Program	18
Driving While Impaired (16-21)	419	Susp. For Crash/Seat Belt GDL	0
Implied Consent	2,750	Rev. Fraudulent Document GDL	0
DUI By Allowing	59	<b>Total Non-Commercial Offenses</b>	<b>350,211</b>
<b>TOTAL DUI OFFENSES</b>	<b>31,419</b>	<b>Commercial Actions</b>	
Manslaughter/Vehicular Homicide	80	DUI	42
Driving While License Susp./Revoked	43,596	Manslaughter/Vehicle Homicide	2
Drag Racing	74	Driving on Revoked License	81
Leaving Scene of Crash	262	Drag Racing	0
Leaving Scene of Crash Death Felony	11	Leaving the Scene of a Crash	5
Fraud Applying For or Using DL	196	Fraudulent Use of a Driver License	1
2 Cases of Reckless Driving	71	Felony With an Automobile	0
Felony With An Auto	158	Allowing Intoxicated Person to Drive	0
Habitual Offender	588	Contributing to a Fatal Crash	0
Driving After Conviction Habitual Offender	1,100	Implied Consent	7
Crash Suspensions	7,551	Suspension on 2 Serious Violations	227
Crash Revocations	8,227	Suspension on 3 Serious Violations	50
Unsatisfied Judgment	3,207	Aiding or Abetting Prostitution	0
Contributing to Fatal Crash	5	CMV Felony Involving Controlled Sub.	0
Failure to File Insurance After Mov. Viol.	N/A	Violated Out of Service Orders	4
Re-Revocation (Cancelled SR-22)	8,793	Susp.-Fail to stop at RR crossing	8
Conviction of Failure to Provide FR	31,980	Unatt. Veh. Cont. Med./Hz waste	0
License Cancelled in Lieu of Bail	6	<b>Total Commercial Actions</b>	<b>427</b>
Failure to Satisfy Citation-Other State Crt	6,615	Total Non-Commercial Actions	350,211
Failure to Satisfy Citation TN Court	94,739	<b>GRAND TOTAL</b>	<b>350,638</b>
Failure to Satisfy Citation-Non-Mov. Viol.	92,378	<b>Misc. Commercial Offenses</b>	
Child Endangerment By Vehicle	0	Serious Violations	3,632
Reckless Endangerment by Vehicle	151	Fail to stop school bus @ RR Cross	N/A
Vehicular Assault	82	Rail Road Crossing Violations	N/A
Cancelled/Withdrawn License-Other State	215	Other Violations in CMV	6,571
Truancy (Compulsory Attendance)	6,302	Rept. Of Violation Under CDL – CMV	28
Drug Free Youth Act	1,533	Rept. Of Violation under CDL - PV	11
18-20 Year Old Violation	432	Serious Offender Warning Letter	3,141
Juvenile Possession of Weapon	109		
Frequent Traffic Violations (points)	N/A		
Disability	N/A		

<b>Financial Responsibility Division Other Activities Processed FY 2006 - 2007</b>	
Driving While Impaired Adult 1st. Off.	N/A
Crash Reports (Operators)	16,660
Correspondence Received	646,853
Correspondence Mailed	131,994
Other Documents Handled	334,742
Notices Issued	634,957
Driver License Surrendered	24,461
Driver License Confiscated	17,552
Reinstatements (Fee Required)	238,681
Reinstatements (No Fee)	10,261
Reinstated Under Payment Plan	794
SR-96 Notice of Susp./Installment	730
# Fees-Failure to Surrender DL/Tags	43,851
# Certifications Fines/Cost Satisfied	44,511
Seatbelt Violation (Driver)	66,753
Seatbelt Violation (Passenger)	1,868
Seatbelt Violation (Minor 16-17)	84
Seatbelt Violation (Minor 4-15)	1,643
Seatbelt Viol. 2nd Off. (Minor 4-15)	31
Seatbelt Viol. Child Ticketed (16-17)	738
Seatbelt Viol. Child Ticktd 2nd (16-17)	8
Child Restraint Violation	4,169
Officer Reports Sold from HQ	33,401
MVRs Administrative (NO FEE)	54,146
MVRs Commercial (\$5.00 Each)	63,104
MVRs Internet	2,066,398
Abstracts	81,229
Miscellaneous Documents Processed	64,220
THP Tickets (Citations)	282,828
THP Tickets (Dispositions)	181,904
Miscellaneous Suspension Filmed	1
Documents Microfilmed	4,734,638
# Calls Handled by automated system	573,363
# Calls Handled by examiners	477,643
Total # of calls handled	1,051,006
Misc. Other Tickets Processed	420,459
# Drivers Paid Reinstatement Fee Internet	25,847
# Drivers Checked Req. Internet	172,883
# Drivers to T&R stop tag renewal	36,121
# Drivers to T&R to clear tag renewal	10,431
# Drivers Requiring Interlock Device	1,331
Drug Free Youth Act - Denials	2,632
Drug Free Youth Act - Withdrawals	1,660

<b>Financial Responsibility Division Fiscal Statistics FY 2006 - 2007</b>	
Restoration Fees Received	\$16,610,768
Restoration Fees Refunded	53,637
Accrued Money From Restoration Fees	16,557,131
Officer Reports Fees Received	133,654
Officer Reports Fees Refunded	9
Accrued Money From Officer Reports	133,645
MVR Fees Received	10,527,201
MVR Fees Refunded	237
Accrued Money From MVR	10,526,964
Miscellaneous Fees Received	8,172
Miscellaneous Fees Refunded	30
Accrued Money From Miscellaneous Fees	8,142
**F/R Affidavit Fees Received	5,489
**F/R Affidavits Fees Refunded	30
Accrued Money From **F/R Affidavit Fees	5,459
\$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	180,325
\$10.00 Fees Refunded to Court	389,370
Contingent Revenue Received	226,551
Contingent Revenue Refunded	129,047
Driver License Fees Refunded	5,132
<b>Total Accrued Money from All Fees</b>	<b>\$26,661,645</b>

**Office of Professional Responsibility  
FY 2006 - 2007**

<b>Primary Complaint</b>	<b>Not Sustained</b>	<b>Sustained</b>	<b>Exonerated</b>	<b>Unfounded</b>	<b>Other</b>
Absence from Duty	0	1	0	0	0
Abuse of Leave	0	2	0	0	0
Abusive Behavior	0	1	0	0	0
Acts that would endanger lives or property of others	0	0	0	0	0
Careless, Negligent Use of State Property	0	1	0	0	1
Damage or Destruction of State Property	0	0	0	0	0
Disability	0	0	0	0	1
Discharge of Firearm	0	0	0	0	0
Dispute of Accident Report	1	0	0	2	0
Dispute of Citation	0	0	0	1	0
Excessive Force	0	0	3	0	0
Fail to maintain license required by law for employee	1	3	0	0	0
Failure to Obey Orders	0	1	0	0	1
Failure to appear in court	0	1	0	0	1
Falsification of official document	0	1	0	0	0
Gross Misconduct or Conduct Unbecoming	0	1	0	0	0
Harassment	0	2	0	1	1
Illegal Search	0	0	0	0	0
Inefficiency or incompetency performing duties	0	3	1	0	1
Improper Procedures	0	3	0	1	0
Information Only	0	0	0	0	7
Misuse of State Time	0	7	0	0	0
Negligence in Performance of Duties	0	5	0	1	3
Patrol Vehicle Accident	0	18	0	0	0
Political Activity	0	0	0	0	1
Report to Work Under Influence	0	2	0	0	1
Rudeness	3	11	0	7	1
Shooting Incident	0	0	3	0	3
Theft of Money	0	1	0	1	0
Threading	0	3	0	0	0
Trespassing	0	0	0	0	0
Unprofessional Conduct	9	51	12	35	1
Violation of General Order or TCA	0	8	0	0	0
Willful abuse of state funds, property or equipment	0	0	0	0	0
<b>Total</b>	<b>14</b>	<b>126</b>	<b>19</b>	<b>49</b>	<b>23</b>

**Mobile/Portable/Test Equipment  
FY 2006 - 2007**

Description	State Total	Units Reinstalled	New Installations
Mobile Radios Vhf-Low	1223	0	0
Mobile Radios Vhf-High	873	0	0
Mobile Radios Uhf	873	0	0
Mobile Repeaters Vhf-High	873	0	0
Vehicle Warning Systems	0	0	110
Portable Radios Vhf-High	1300	0	0
Vehicle Chargers	1323	0	0
Portable Radios Uhf	6	0	0
Computers & Mounts	850	0	0
Modems 800-Mhz.	258	0	0
Portable Radios 800-Mhz.	65	0	0
Radar Detectors	15	30	0
Radar, Laser	90	0	0
Radar, Eagle	733	0	0
Radar, Hand Held	62	0	0
Radar, Stalker	578	270	18
Mobile Video Equipment	1162	0	0
Suitcase Repeaters Vhf	3	0	0
Pagers (Leased)	0	0	0
Cellular Telephones	362	0	178
Nextel Phone/Radios	168	0	0
Blackberry Data Phone	109	0	49
Analog Service Monitors	16	0	0
Digital Service Monitors	2	0	0
Phone/Microwave Circuit Tester	3	0	0
ThruLine Watt Meters	15	0	0
Bird Site Analyzers	3	0	0
Anritsu Cable Fault Analyzers	3	0	0
Fluke Multimeters	18	0	0
Vocar Radar Calibration Units	2	0	0
Selective RF Level Analyzer	1	0	0

**Communications Infrastructure  
FY 2006 - 2007**

Fixed Equipment Dispatch Sites	State Total	Units Replaced	New Installs
Dispatch Consoles	21	0	0
Call Check/Recall Recorders	16	0	0
VHF Base Stations	102	0	0
VHF Mobile Relay Stations	68	0	0
VHF-UHF Control Stations	57	0	0
800-MHz. Data Stations	23	0	0
Microwave Radio Stations	0	0	0
Communication Towers	0	0	0
Emergency Power Generators	39	0	0

**Building Maintenance Expenditures  
FY 2006 - 2007**

Jackson Post Tower	\$179.60
Training Center	2,076.33
Lawrenceburg Post	161.60
Walnut Mountain	1,909.12
Colonel's Office	256.00
Fall Branch Dispatch	2,628.20
Building Maintenance Stock and Parts	1047.33
Communications Site Work	1,113.93
Jackson CID Tower	388.72
Short Mountain Roof	449.21
Millsville Air Conditioner	441.05
K-9 Cars	439.54
Dandridge Post	494.18
Tiger Hill Air Conditioner	679.00
Knoxville Post	975.77
Aetna Mountain Fence	555.25

# Tennessee Department of Safety Fiscal Year 2006 - 2007 Annual Report

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