

Tennessee Department of Safety

Professionalism • Integrity • Pride

Annual Report Fiscal Year 2009 - 2010



State of Tennessee
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Section 1

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 and handgun carry permits, 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
- 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 1,753 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 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

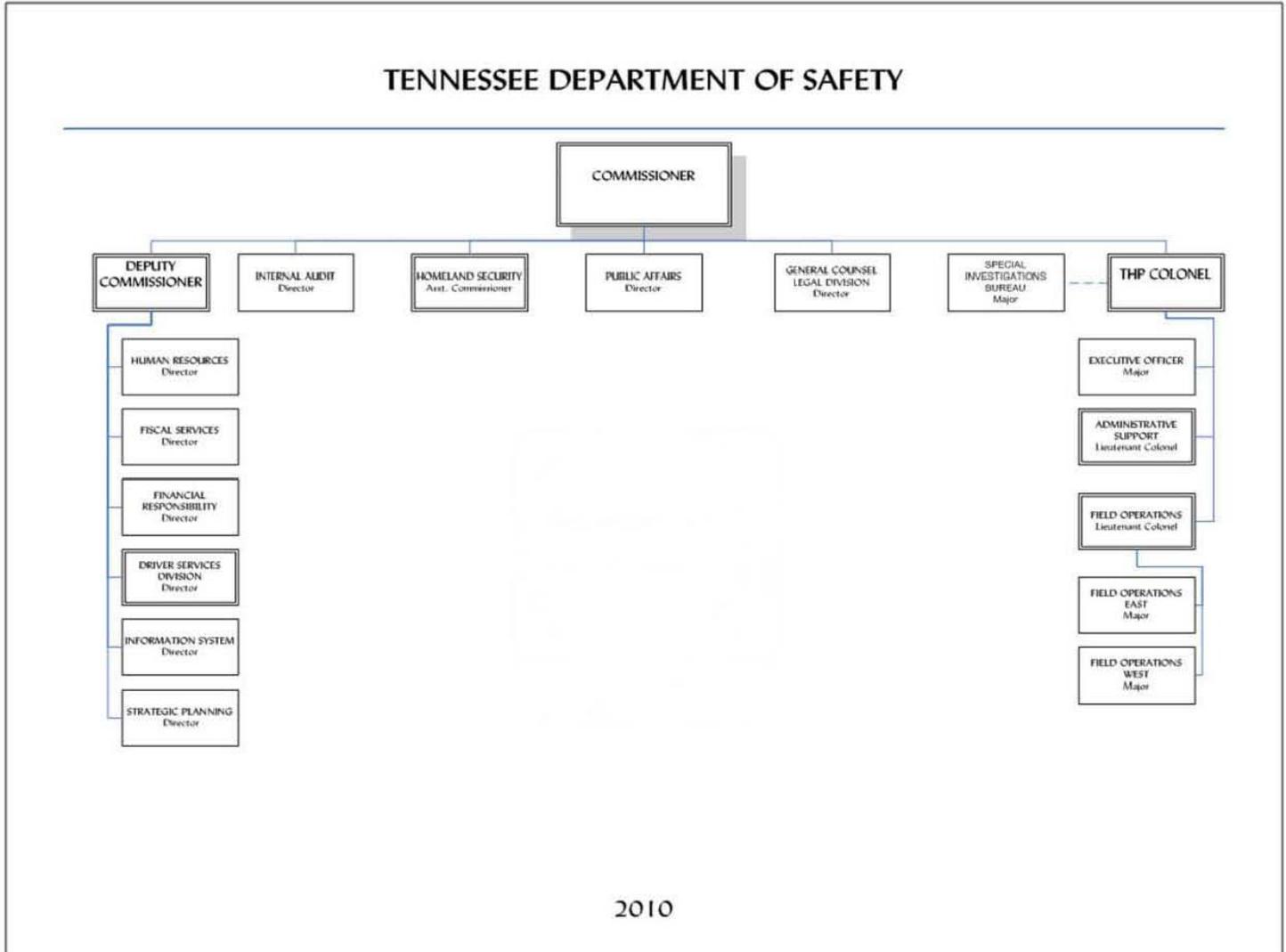
The department received international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA) on November 20, 1999. Since then, the department was re-accredited in 2002, 2005, and 2008.

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



Section 2

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, nine 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 the THP include Capitol Security, Executive Protection, and Special Operations. The THP has three Bureaus: Field Operations Bureau East, a Field Operations Bureau West, and an Administrative 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 troopers specially trained to reconstruct traffic crashes. The 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, the 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. Commercial vehicle enforcement activities include inspecting commercial vehicles and driver's record of duty status, 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.

Tennessee Highway Patrol Activity FY 2009 - 2010	
DUI Arrests	3,433
Speeding Trucks	6,892
Other Moving Violations	125,026
Child Restraint Violations	3,373
Seatbelt Violations	33,586
Other Non-Moving Violations	175,261
Total Citations	347,571
Property Damage Crashes Investigated	17,955
Injury Crashes Investigated	11,240
Fatal Crashes Investigated	543
Total Crashes Investigated	29,738
Warnings Issued	17,029
Overweight Assessments	5,284
Safety Inspections	67,205

Enforcement Services

Working with the federal, state, and local Attorney General Offices, the 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 personnel when needed, most notably of late in the arena of Homeland Security, but also in such practical matters as traffic control for special events.

In recent years, the THP has diligently strived to increase the use of occupant restraints on Tennessee highways and reduce impaired driving and speeding. From 2009 to 2010, the State of Tennessee had a 6.5% increase in the seat belt usage rate (87.1%) and saw a decrease in fatalities statewide. The Department hopes to continue to increase the seat belt usage rate through THP enforcement and participation in national campaigns such as "Click it or Ticket" and "Buckle Up in Your Truck".

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 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.

Commercial Vehicle Safety Inspections FY 2009 - 2010						
Inspection Level	Total	Hazmat		Other Cargo		
		Cargo Tank	Other	Tank	Bus	Other
Level I	16,675	494	602	9	531	15,039
Level II	13,782	809	1,026	57	170	11,720
Level III	36,486	47	120	81	157	36,081
Level IV	7	0	0	0	0	7
Level V	162	0	0	0	49	113
Level VI	92	3	89	0	0	0
Level VII	1	0	0	0	0	1
Total	67,205	1,353	1,837	147	907	62,961

Enforcement Services

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. 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 FY 2009 – 2010, THP issued 1,756 citations for seat belt violations, 2,463 for speeding, 144 for DUI, 173 for child restraint violations, and 12 for violations of the Graduated Driver License statute.

Tennessee Highway Patrol Strike Three Activity FY 2009 - 2010	
DUI Arrests	144
Speeding Violations	2,463
Child Restraint Violations	173
Seatbelt Violations	1,756
Total Citations	9,601
Total Crashes Investigated	136
Motorists Assisted	202
Safety Inspections	45
Out of Service Drivers	1
Out of Service Vehicles	5

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.

Tennessee Highway Patrol Project CAR Activity FY 2009 - 2010	
Hazardous Moving Violations	3,736
Non-moving Violations	7,250
Persons Injured in Crashes	38
Fatal Crashes Investigated	4
Total Crashes Investigated	79
Motorists Assisted	179

Enforcement Services

Alternative Commercial Enforcement Strategies

Enforcement alone cannot accomplish our commercial vehicle highway safety goals, and there must be education provided to the trucking industry and partnership at the highest organizational levels. The Alternative Commercial Enforcement Strategies (ACES) program was formed to educate safety directors, trucking companies, maintenance professionals, and drivers of commercial vehicle laws and regulations. The division recognizes emphasis on safety must come from executive leadership of trucking organizations and companies before awareness and emphasis will be observed at the driver level.



ACES officers complete educational contacts, the same requirements as a full federal compliance review, free of charge with no penalties. They also attend public gatherings, such as: county fairs, festivals, and schools in an effort to make the State of Tennessee a safer place to drive.

ACES Sergeants and Troopers:

- Serve as liaisons between the trucking industry and law enforcement.
- Provide complete educational training and assistance 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.).
- 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.
- Assist clerical personnel with record keeping requirements, driver files, and maintenance files.
- Conduct programs for civic groups and school systems concerning the “NO-ZONE”, “Highway Watch”, and “Share the Road” programs as well as other safety issues concerning commercial vehicles



During FY 2009-2010, ACES sponsored, conducted, or participated in 1,657 programs, with attendance of 42,985 and distributed 26,000 pieces of educational materials.

ACES officers are also trained to perform compliance reviews of trucking companies. Upon completion, the 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 companies as insurance rates are often based on safety ratings.

Enforcement Services

ACES officers participated in special projects throughout the year including: Homeland Security Checkpoint, Take Back the Highways, Department of Energy – Nuclear Shipments, Motor Coach Strike Force with FMCSA, and the Tennessee Trucking Association Annual Truck Rodeo.

New Entrant

Since January 2003, all new motor carriers (private and for-hire) operating in interstate commerce are to apply for a USDOT number and be listed in the “New Entrant Program”. The carrier is then notified in writing that they must have a Safety Audit completed within the first 18 months of business. In conjunction with the FMCSA, the focus of the Safety Audits and Compliance Reviews are to make the roads in Tennessee safer for the public.

New Entrant		
	FY 2009-2010	FY 2008-2009
Carriers	1,794	1,020
Safety Audits	830	711
Compliance Reviews	125	107

THP officers in the New Entrant Program are responsible for Safety Audits that are conducted for new Motor Carrier businesses. These audits ensure companies are complying with all FMCSA rules and regulations. The audits include:

- Education of drug and alcohol testing programs
- Storage of driver qualification files
- Storage of maintenance files for equipment
- Ensuring inspections are completed as necessary
- Review hours of service compliance
- Assisting carriers with questions concerning hazardous materials, weight requirement, over-dimensional movements, registration of vehicles and International Fuel Tax laws

There were 1,794 New Entrant Carriers from July 2009 – June 2010 in the Federal database. In addition, 750 New Entrant Carriers had no contacts or inactivations that were revoked or changed. The New Entrant officers completed 830 safety audits that were scanned and delivered to the FMCSA – Tennessee office. Compliance Reviews are conducted randomly to ensure Motor Carriers are continuing to meet all FMCSA rules and regulations.



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 8,600 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. Driver training and bus inspections are performed by 19 individuals (4 civilians and 15 troopers).

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 endorsement. During FY 2009 - 2010, approximately 12,182 school bus drivers were trained. Following each training session, a test is given to all attendees and the results are maintained by this section. Certificate of Training cards are completed as proof of attendance and are given to each driver when they complete and pass the training. Each year downgrades are conducted whereby the school bus endorsement is removed from a driver license for failure to attend a training session. During FY 2009 - 2010, downgrade letters were sent to 1,565 school bus drivers explaining the removal of the endorsement. Downgrade information is made available to the Transportation Director for the county or school system in which the school bus driver is employed.

Bus Inspection

During FY 2009 - 2010, approximately 10,588 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. Complimentary inspections are conducted as the inspectors' schedules permit.

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 1,080 buses were placed out of service with 2,693 violations. 99% of the buses placed out of service were re-inspected within 30 days and cleared for safe operation.

Extended utilization inspections are conducted on school buses ranging from 13 to 17 years of age. After 17 years, the buses are removed from service in the public school arena. Spot checks are conducted randomly throughout the school year. These inspections are conducted randomly to ensure that buses are being properly maintained. Files are maintained on all school bus inspections that have been conducted (annual, follow-up, extended utilization and complimentary).

Enforcement Services

Child Care Vehicle Inspections

Beginning January 1, 2004, Pupil Transportation became responsible for the inspection of child care vehicles. These vehicles are primarily school bus type vehicles as required by rules of the Tennessee Department of Human Services, Adult and Family Services Division, Chapter 1240-04-03-.13. During FY 2009 - 2010, approximately 488 child care vehicle inspections were completed.

Child Care Driver Training

Pupil Transportation is also responsible for providing in-service training for child care vehicle drivers. During FY 2009 - 2010, approximately 1,200 child care drivers completed training.

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. Files are kept on all reported accidents involving a school bus.

The Motor Vehicle Record (MVR), also known as the driver history file, for each individual with school bus endorsements whose license has been revoked, suspended, or canceled, is sent to school Transportation Directors in order to make them aware that these 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 who have been identified by school bus drivers for passing a school bus that is stopped while either loading or unloading students.



Enforcement Services

Executive Security

The Executive Protection Detail provides security for the First Family, Lt. Governor and Speaker of the House. This detail is comprised of commissioned members from the Tennessee Highway Patrol, whose duties include the transportation of out of state Governors, their families and other dignitaries. 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 security for the Tennessee Residence and Conservation Hall is a high priority of the detail. Since visitors frequent the Tennessee Residence and Conservation Hall daily for tours, meetings, banquets and other activities, the need for proper identification exists. The Executive Protection Detail identifies each visitor to the residence grounds and escorts him or her to designated meeting areas. Surveillance equipment is strategically located throughout the Tennessee Residence, Conservation Hall and 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 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

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 Activity FY 2009 - 2010

Larceny	4
Robbery	1
Vandalism	23
Bomb Threats	2
Other Investigations	120
Armed Bank Escorts	489
Vehicles Towed	28
Warning Citations Issued	12
Safety Training Hours Completed	2,224
Traffic Crashes Worked	22
Court Time Hours	42

Enforcement Services

Capitol Security also includes a K-9 Unit that checks the House and Senate chambers during legislative sessions and is also helpful during bomb threats and delivery of suspicious letters and packages.

The Capitol Security Detail has made a significant improvement with the addition of a Tennessee Highway Patrol Sergeant accompanied by his Explosives Detection Canine, Barron. This addition provides greater emergency response ability to not only the Capitol Complex but also provides another resource that can be quickly deployed if needed to the surrounding areas.

Additionally, all Tennessee Highway Patrol Supervisors within the Security Detail have attended a training course instructed by Homeland Security Personnel, Federal Bureau of Investigation Personnel, the United States Postal Service, along with an instructor provided by the Tennessee Bureau of Investigation on the detection of and safe handling procedures of suspicious packages that may enter state buildings through mailrooms.

The Capitol Security Detail continues to build strong working relationships with the Metro Nashville Police Department, Davidson County Sheriff's Office and other State and Federal Law Enforcement Agencies in the downtown area and takes pride in the cooperative team efforts that have been established.



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. These specialized units are based out of Nashville to allow for rapid deployment throughout the State.

Tactical/Bomb Squad

The Tactical/Bomb Squad is an eight-person team of highly motivated and specially trained and equipped Troopers whose duties range from 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 and 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, chemical munitions, methamphetamine lab enforcement, life-saving (paramedic), defensive tactics, and physical training.

Explosives

Within the Tactical/Bomb Squad, all eight members are active bomb technicians. 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 a Mini-Andros II and a F6AJ Remotec Hazardous Duty Robots. The F6AJ is a state of the art robot equipped with five cameras, digital hybrid wireless and the latest software. Their uses include explosive handling, S.W.A.T. operations, Hazmat response and surveillance. The unit also has two bomb disposal units, one of which is a Total Containment Vessel (TCV), 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. The squad also has seven bomb suits that are carried by the members in their vehicles to ensure rapid deployment in the event of an emergency. 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. The unit was recertified in June 2009 by the FBI as an Accredited Bomb Squad. The certification will expire in June 2014.

Special Operations FY 2009 - 2010		
Activity	Calls	Hours
Explosives	81	795
Protection/V.I.P. Security	8	342
Public Relations	9	146
Waterborne Assignments	15	568
Tactical Assignments	16	603
Class Instruction	3	14
Training	42	1,179
Search/Rescue	10	278
Marijuana Task Force	N/A	3,461
Aviation Searches/ Helicopter Support	80	362
Other/ Miscellaneous	10	322
Aviation Marijuana Task Force	N/A	3,448
Aviation Miscellaneous	110	627
Aviation Homeland Security	3	9
K-9 Explosives	35	444
K-9 Track Criminal	3	11
K-9 Track Non-Criminal	3	11

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, a military Bridge Erection Boat, and other boats of different sizes and designs.

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 five Jet Ranger Helicopters and one Huey UH-1H, this unit assists in searches, rescues, speed enforcement, location of stolen vehicles, and marijuana searches. Two pilots are stationed in Nashville, and two pilots are stationed in Fall Branch.

With the addition of a hoist system on the Huey the unit has been able to expand their rescue capabilities. They have successfully completed several "air lift" rescues. Each of the rescues was made from very treacherous terrain. Each would have taken a day or more to safely remove the victim and prevent injuries to the rescuers. Once on site, the victims were on board the helicopter in approximately ten minutes.

Canine Unit

The Special Operations Canine (K-9) unit has an experienced trainer that trains and certifies all the Department of Safety canines. The unit consists of five explosive detector dogs, and one bloodhound tracking dog.

There were 26 Drug Detector Dogs and nine Explosive Detector Dogs working for the Tennessee Department of Safety for FY 2009 - 2010. Four of the Drug Dogs and one of the Bomb Dogs is also a Patrol Dog.

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 2009 - 2010 Accomplishments and Highlights

Took Possession of:

- One Total Containment Vessel (TCV)
- Two LAV's (Light Armored Vehicle)
- Four Humvees
- Two EOD 9 Bomb Suits
- Five sets of Rigging for remote removal of explosives
- Two Telescopic Manipulators (Grippers)
- Three Remote Firing Systems for detonation/destruction of explosives

Enforcement Services

Special Investigations

Criminal Investigations Division

The Criminal Investigations Division (CID) is charged specifically with enforcing the provisions of Tennessee Code Annotated 4-7-401 through 4-7-405. The mission of CID is to investigate, gather evidence and assist federal, state and local law enforcements in the prosecution of criminal offenses enumerated in 4-7-404(3). The division's focus is on document fraud, auto theft and investigations of all criminal matters initiated by the Highway Patrol or members of the Department of Safety.

CID agents provide specialized training and assistance to other state and local law enforcement agencies when warranted or requested.

CID Activity FY 2009 - 2010	
Regular Investigations Opened	315
Internal Affairs Cases Worked	2
Number Of Informants Registered	17
Number Of Individuals Arrested/Indicted	683
Assists to Other Agencies	699
Number Of Searches Executed	28
Vehicles Seized - Auto Theft (Altered VIN, Stolen)	57
Seizures other than vehicles	2
Odometer Complaints	3
Odometer Complaints Closed/Unfounded	3
Drivers License/Identity Theft Complaints	218
Officers Receiving Training	2,622
Miles Driven	589,614
Search conducted	28
Police Trained	458

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. The unit is staffed with THP personnel 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 oversees command of the unit, and each team has a 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

Enforcement Services

- 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 and digital 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
- DART Drag Sled Systems
- DNA Collection Kits
- Specialized Equation Calculators
- Window Tint Meters

Since the inception of the CIRT unit in April 2001, members have assisted in over 3,198 cases throughout Tennessee, including 357 this fiscal year. The table on the following page identifies the THP district location of calls for service during FY 2009 - 2010.

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, 50 criminal homicide or felony cases were opened and processed.

CIRT Cases by District FY 2009 - 2010			
District	Cases	District	Cases
1	45	5	59
2	38	6	43
3	68	7	34
4	39	8	31
Total:		357	

Fiscal Year 2009 - 2010 Accomplishments and Highlights

CIRT members instructed several blocks of in-service for local police departments as well as the Tennessee Highway Patrol. CIRT members assisted numerous state and local agencies as well as participated in several blocks of instruction for local colleges and Governors Highway Safety. In addition CIRT members participated in the 2010 Winterfest Police Explorer Competition in Gatlinburg, Tennessee. Unit members also attended specialized training sessions that included:

- National Forensic Academy
- Forensic Photography Training
- Railroad Grade Crossing
- Auto Theft Training
- Cargo Tanker Inspection
- Crash Zone Diagramming
- CMV Post Crash

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, local government, other states and the private sector on matters of homeland security. This office, in partnership with the TBI, 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.

Section 3

Education and Training Services

Education and Training Services

Training Center

The DOS Training Center serves as the operations hub for the Training Division, CIRT, Ordnance, Drug Abuse Resistance Education (DARE), Motorcycle Rider Education Program (MREP), Communications Coordinator and the Media Productions unit.

During FY 2009 - 2010, the Training Center offered 131 classes to commissioned and non-commissioned employees and hosted 11 meetings or special events, such as promotions/ceremonies, graduation open house and service awards ceremonies. Numerous Troopers, officers and civilians from across the country have taken advantage of the diverse training offered at the Training Center. In the past year, 2,970 people have attended training classes at the Training Center or attended meetings or special events hosted at the Training Center.



The Training Center is under the tutelage of the Tennessee Peace Officers Standards and Training Commission (POST) for its commissioned officers. The Training Center continues to comply with the standards set forth by the Commission and is certified as one of nine accredited law enforcement academies in the state.

During FY 2009 - 2010, Northwestern University conducted its School of Police Staff and Command Class. Class 293 graduated after 10 weeks of instruction on December 18, 2009, with 32 graduating. The classes were taught by instructors from Northwestern with students from across the United States.



Annual In-Service training was conducted by the Training Division for more than 800 Commissioned members of the Highway Patrol. These classes were 40 hours in length, with Troopers and supervisors both in attendance. For the first time, firearms training was conducted for two days, in addition to the static qualification course. The Ordnance staff included moving and shooting, as well as shooting from inside a vehicle. Child Sexual Abuse, Workplace Harassment, Active Shooter, DUI Update, and Title VI were some of the topics covered this year. Every commissioned member is required to attend one 40-hour In-Service each calendar year.

The Training Center offers their Shoot House to local and federal agencies. This year TLETA, Swat Teams and Federal Probation were among the agencies that utilized the facility. Hydraulic targets and scenario-based training are provided for the most realistic practical training experience. The entire training area is wired for audio and video recording for debriefing after training. A total of 483 students trained in the Shoot House in the last fiscal year.

Education and Training Services

The Training Center also employs a communications coordinator who acts as lead on all matters pertaining to THP dispatchers. This person also is in charge of the development, implementation, and training instruction for dispatch personnel and instructs commissioned personnel on the use of the I-Mobile software on their Mobile Data Terminals. In addition, this person sets standards on entering information into the Computer Aided Dispatch (CAD) system to ensure that correct information is gathered and disseminated. The communications coordinator also represents the Department on all issues relating to the Tennessee Information Enforcement System (TIES) terminal and its use.

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Each Trooper completed 40 hours of In-Service training.
- Hosted The Northwestern Staff & Command School from October 5, 2009 to December 18 2009. 32 students graduated.
- Provided post-crash investigation training classes.
- Hosted classes sponsored by GHSO for commissioned members of the Department, as well as city and county agencies.
- Provided commercial vehicle classes that included parts A and B, Hazardous Materials, and Cargo Tank.
- Other specialized classes included: Instructor Development, CSX Railroad, DUI Updates and Federal Motor Carrier Classes.

Training Conducted FY 2009 – 2010	
Type	Attendees
I-Mobile/TIES District Training	258 Students
APCO Public Safety Telecommunicator Course	5 Students
APCO Emergency Medical Dispatch Training	5 Students
Dispatcher In-Service	85 Students
CAD/I-Mobile Updates for Trooper In-Service	20 Classes
TIES Query Certification	6 Students
TIES Query / Re-certification	116 Commissioned Personnel
IT Personnel CJIS On-Line Security Training	23 Students

Media Productions

The Media Production Unit is responsible for the production of audio-visual presentations for the Department. This includes video, audio, and PowerPoint presentations. The Media Production Unit furnishes streaming video for inclusion on the department's website, 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 pictorials, production of videos for training and public service announcements for commercial and on-air viewing, public media access and duplication of videos and posters.

Fiscal Year 2009 – 2010 Accomplishments and Highlights

- Produced three 30-second "Be Watchful" commercials for Homeland Security.
- Produced a DVD of the Homeland Security Terrorism Conference, complete with chaptered menu, DVD cover and label.
- Completed the Handgun Carry Video, which was mandated by the Legislature.
- Produced the THP Memorial Day video.
- Completed multiple In-Service videos, as well as many photographic projects for the TDOS.

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 departmental 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, seven days-a-week for any situation. 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). The Ordnance Section also travels throughout the state to conduct second firearms training in each district.

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

Firearms Activity FY 2009 - 2010	
Handgun Qualifications	2,737
Shotgun Qualifications	665
Rifle Qualifications	674
Off-Duty Weapons	96
Special Schools Conducted	5
Handgun Annual Inspections	1,913
Shotgun Annual Inspections	970
Rifle Annual Inspections	944
Handguns Repaired	5
Shotguns Repaired	123
Rifles Repaired	16
Confiscated Weapons Received	157
Confiscated Weapons Destroyed	213

Fiscal Year 2009 - 2010 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, Ordnance conducted two training schools to train 126 retired Troopers.
- Ordnance was called to four 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 safe riding 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. In FY 2009 - 2010, 6,788 students enrolled in one of the two rider education curricula offered at sites across the state. This represents a significant drop in enrollment from the previous year's record attendance of over 10,000. The reason for this is largely the recession the entire nation has been going through and motorcycle sales were down as a result. The projection for FY 2010-2011 is for an increase in enrollment to approximately 8,000 to 8,500 range. Classes are filling at the present time with few cancellations.

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 fiscal year saw the addition of the Advanced Rider Course as well as Trike Courses in three locations.

This program is also responsible for recruiting, training, certifying, 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.



Education and Training Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- The program extended two awareness grants of \$50,000.00 to MAFT and CMT/ABATE for awareness messages across the state. As a result small trash bags for autos were made available at all welcome stations with the Watch for Motorcycle message. This has been well received. Motorcycle Awareness messages were posted at locations across the state, including the Nashville Sounds ballpark. Events were held in several locations promoting motorcycle awareness and metal street signs have been posted in cooperation with local governments with “Look Twice Save a Life” and a motorcycle emblazoned on them. Arrangements have been made with the Nashville Sounds and the Nashville Predators for awareness promotions during upcoming seasons. Vanderbilt Radio also participated in this effort.
- The program, in conjunction with GHSO, was successful in reapplication for NHTSA grants and was awarded \$113,000.00 as a result. These are non-matching funds that are administered through the GHSO in cooperation with MREP.
- The MREP trained 23 new Rider Coaches across the state in the last fiscal year. The number is lower than previous years as there simply was a need for fewer coaches with the drop in enrollment.
- The yearly required update/retraining session was held in January at Fall Creek Falls State Park with over 250 attendees and was a great success. This year our staff and Troopers provided the instruction.
- A new site was opened on Pageant Lane in Clarksville. This site came on line in July. Sites were also opened at Blackman High in Murfreesboro and In Spring Hill when sites that did exist in those counties had to be closed.
- An Advanced Rider Course was added along with a Trike Course to meet demand for this training. Rider Coach Preps were held for instructors to cover these courses.



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, as well as 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.

During FY 2009 - 2010, TOSHA conducted 10 inspections at various facilities across the state.

TDOS TOSHA Facts and Figures FY 2009 – 2010	
Number of Reportable Injuries	41
Number of Other Illnesses	6
Total Number of Days of Job Restrictions	451
Total Number of Days Away from Work	687

Education and Training Services

Safety Education

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. It is also mandated to regulate commercial driving schools.

During FY 2009 - 2010, this division has sponsored, conducted, or participated in 3,825 programs promoting driver safety and served 239,603 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 increase awareness of 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 range of audiences.

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 133 instructors and 89 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.



Education and Training Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- This fiscal year the Safety Education Division continued to partner with two programs, which helped us educate many students across the state. We partnered with the Business Media Center at Tennessee Tech University for the Ollie the Otter program and partnered with the Department of Transportation for the Between the Barrels program.
- Ollie the Otter goes to the elementary schools and promotes booster seat and seatbelt usage. Safety Education Officers attend to reinforce the need to be buckled up. Ollie the Otter has made presentations in all 95 counties of the state. The Safety Education Division has purchased Ollie the Otter suits to be used in all eight THP districts.
- The Between the Barrels program goes to high schools to promote safe driving for teenagers in construction zones. Safety Education Officers attend to give safety tips on seatbelts, drinking and driving, new cell phone laws for teen drivers, as well as the new move over law. The Between the Barrels program has been presented to over 30,000 students.
- The Safety Education Division also partnered with Governors Highway Safety Office (GHSO) for the "Don't Get Nailed Campaign". This is where four vehicles with 10 foot fake nails through the hood, are made visible throughout Tennessee. The nailed vehicles are part of a campaign to make drivers aware that Tennessee Law Enforcement agencies are stepping up enforcement on the roads, and watching for any speeding, riding without seatbelt, and driving under the influence.
- Since the conception of Tenny C. Bear in our Safety coloring book, the division has since purchased seven Tenny C. Bear suits. He is used to promote safety awareness across the state including safe driving, seatbelt use, and the consequences of drinking and driving. In the coming year, we hope to have one for every district to be used across the state.



Education and Training Services

Drug Abuse Resistance Education

Mandated as the lead agency in Tennessee for DARE, the TDOS provides a unit with eight Troopers and a THP Sergeant to implement the statewide DARE program. DARE helps educators reduce drug usage among young people and address gang and individual violence by developing advisory guidelines for Tennessee's public schools. With administrative oversight from the Safety Education division and help from 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, nation, and world. Since January 1990, the number of officers trained by the DARE unit has increased to approximately 1,213 officers statewide. The unit also is frequently called upon to assist DARE America and DARE International in their national training, international training, officer certifications, and consistently responds to requests from schools to provide in-service training to staff and faculty about methamphetamine, the influence of the media on Generation X, bullying, and over-the-counter and prescription drugs.



By statute (TCA Title 49, Chapter 1, Part 4), TDOS, through the THP, is the agency responsible for the continuing observation and evaluation of all certified DARE officers in Tennessee. Currently, Tennessee has approximately 200 certified DARE officers throughout the state. These officers are responsible for instructing 20,000 Kindergarten through fourth grade students, 51,000 fifth and sixth grade students, 4,500 middle school students, and 2,000 high school students in 118 of the state's 139 school districts. Annually, the unit observes and evaluates 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 required to provide all DARE training for local law enforcement officers in Tennessee. The basic training for DARE officers is 80 hours and successful completion of the training certifies an officer to teach DARE in Tennessee's schools.

Education and Training Services

Fiscal Year 2009- 2010 Accomplishments and Highlights (State)

- Two 80-hour basic DARE officer courses (November 2009 and June 2010), resulting in a total of 23 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 Texas, Alabama, Missouri, Oklahoma and Indiana.
- THP DARE officers instructed approximately 2,087 K-4th graders, 21,949 fifth and sixth grade students, 10,922 middle school students, and 4,005 high school students.
- In July 2009 the THP DARE Unit instructed approximately 200 officers from Tennessee, Alabama, and Mississippi at the annual Tennessee DARE Officers In-service/Conference in Gatlinburg, TN. The curriculum taught by the THP / DARE Unit was OTC/Rx, School Violence, Bullying, and Gangs.
- In August 2009, the DARE Unit erected and manned a display at the Wilson County Fair in Lebanon, Tennessee. This is the most attended fair in Tennessee with over 400,000 people passing through its gates over a nine day period. Also helping with the display were Troopers from Safety Education, Litter, and ACES.



Fiscal Year 2009 - 2010 Accomplishments and Highlights (National/International)

- In August 2009, Sgt. Scott Staggs and Trooper Darryl Winningham of the THP DARE Unit were invited by DARE America to attend the International DARE Conference in Cincinnati, OH. DARE Officers and Teachers from all 50 states and many other countries were in attendance for this conference.

Section 4

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 394 employees, with 93% (367) working in 50 field offices across the state.

Examiner Workload

During FY 2009 - 2010, the daily average number of customers served per examiner statewide decreased slightly, to approximately 27 customers per examiner. At least 29 locations (58%) averaged 30 customers per examiner or more.

Middle and East Tennessee experienced the highest customer-to-examiner ratios during FY 2009-2010. Among the 29 locations with examiner workloads of 30 customers or more, 52% were Middle Tennessee locations (15 offices) and 38% were East Tennessee locations (11 offices). The top eleven sites have workloads ranging from 37.1 to 44.6 customers per examiner. The following table identifies the top ten locations in descending order as follows:

County	City	Customers per Examiner per Day	Statewide Rank
Lawrence	Lawrenceburg	44.6	1
Putnam	Cookeville	42.4	2
Rutherford	Murfreesboro	39.4	3
Warren	McMinnville	39.3	4
Montgomery	Clarksville	38.6	5
Knox	West Knoxville	38.5	6
Rutherford	LaVergne	38.2	7
Cumberland	Crossville	37.8	8
Carter	Elizabethton	37.4	9
Hamblen	Morristown	37.1	10
Blount	Maryville	37.1	10

Motorist Services

Customer Volumes

Activity continued to experience modest growth at the seven newest offices open since 2006, with the exception of the Fentress County/Jamestown station which was closed at the expiration of the temporary lease agreement in early 2009. The remaining locations experienced a of 5.6% increase with the exception of Springfield, which saw a slight drop in activity by 4%.

Average Daily Customers:

- Hamilton County, Red Bank = 148 (+1%)
- Shelby County, Memphis-Midtown = 361 (+10%)
- Rutherford County, LaVergne = 174 (+9%)
- Robertson County, Springfield = 107 (-4%)
- Fayette County, Oakland = 144 (+5%)
- Obion County, Union City = 47 (+9%)

The Driver License Issuance Division issued approximately 1.5 million licenses during FY 2009 – 2010, with 85% of these (1.274 million) issued in the field offices at a daily rate of approximately 6,900 customers. The stations below represent the “Top 20” full service locations in daily issuance activity.

Location	Daily Average # Customers Served	% of Statewide Daily Average	Average # Examiners on Duty	Average # Customers Per Examiner
Memphis – Walnut Grove	361	4.6	12.7	28.5
Memphis – Summer Avenue	289	3.7	12.3	23.4
Nashville – Hart Lane	282	3.5	8.7	32.3
Nashville – Centennial Blvd	252	3.4	7.4	34.0
Clarksville	243	3.4	6.3	38.6
Murfreesboro	202	3.2	5.1	39.4
Knoxville – West 40	202	3.2	5.2	38.5
Knoxville – Strawberry Plains	200	2.9	7.5	26.5
Franklin	198	2.9	5.7	34.4
Cookeville	197	2.9	4.6	42.4
Gallatin	195	2.9	6.0	32.4
Chattanooga – Bonny Oaks	195	2.8	11.0	17.7
Blountville	194	2.8	6.6	29.4
Johnson City	185	2.7	6.0	30.6
Maryville	179	2.7	4.8	37.1
Columbia	174	2.7	6.2	28.3
Jackson	174	2.6	5.3	32.9
LaVergne	174	2.5	4.6	38.2
Lebanon	151	2.2	4.4	34.5
Chattanooga – Red Bank	148	2.0	4.3	34.5

Motorist Services

Memphis and Nashville continue to comprise the top of the activity table while Knoxville's perennial Top 10 location, West 40, was seventh. They were joined this year by the Strawberry Plains office at number eight for the first time in several years, putting both Knoxville sites in the Top 10. Two other significant moves included Cookeville making the Top 10 for first time in many years and Lebanon breaking into the Top 20. Overall, the locations and statistics for the Top 20 are very much in-line with prior years with only slight changes in figures as noted in the bottom row of the above table. While the average number of customers decreased slightly, so did the average number of examiners. This resulted in a marginal increase of 3.4% in examiner workload or an increase of 1.1 customers per examiner.

County Clerk Partners

The table on the previous page reflects activity at the TDOS Driver Services Centers and does not include customers served at County Clerk offices in urban counties.

The Knox County Clerk averages 210 customers daily at four clerk locations. The Shelby County Clerk averages 92 customers per day, while Hamilton County averages 44 per day at their downtown locations. The Davidson County Clerk at Metro Center averaged approximately 31 customers per day during FY 2009 - 2010.

While overall there was a slight decrease in County Clerk activity statewide, all four of the urban County Clerks saw increases in their daily activity.

Urban County Clerk Activity Levels			
County	Total Customer Activity FY 09-10	% of Statewide Co. Clerk Activity	% of Statewide Field Issue Activity
Shelby	18,501	14.0%	1.5%
Davidson	6,273	4.8%	0.5%
Hamilton	8,883	6.7%	0.7%
Knox	42,335	32.1%	3.3%
Other Co. Clerks	55,706	42.3%	4.4%
All Clerks	131,698	100%	10.3%

The Driver License Division ended FY 2009 - 2010 with a total of 34 active county clerk locations through contracts with 30 county clerks; as Knox and Anderson Counties have multiple locations. The County Clerk locations statewide averaged a total of approximately 652 customers daily. A total of 131,698 driver license customers were served at County Clerk locations during FY 2009 - 2010. This was a decrease of 8,698 customers (-6%) from the previous fiscal year. The decrease is partly attributed to a realignment of the contract services for Clerk Offices being narrowed to strictly duplicate and renewal transactions.

Issuance Rates

In FY 2009 - 2010, the division issued 1,503,309 licenses and photo IDs. About 85% (1,274,246) of these transactions were conducted by field offices consisting of Driver Testing Centers, self-service kiosks and county clerk sites. Of this amount, the 34 county clerk locations processed 131,698 customers, about 10.3% of all field issuance customers.

Motorist Services

Issuance of driver licenses and identification cards encompasses approximately 55.7% of all services provided at driver license offices. By far, renewal transactions account for the majority of issuances at a rate of 49.6% of all transactions. The Internet Renewal and Duplicate Program experienced a small decrease of -3% in total usage over the previous year. During FY 2009 - 2010 the self-service transactions conducted at kiosks in the driver license stations remained steady with a total of 106,943 duplicates and renewals, representing only a marginal 1% increase over the previous fiscal year's total of 106,182.

Driver's License Issuance Activity FY 2009 - 2010				
Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet	% Field
1,503,309	1,274,246	104,628	124,435	84.8%

The issuance of licenses is just a portion of the total activity provided daily at the Driver Services Centers. The 50 Driver Services Centers processed almost 2.3 million "services" during FY 2009 - 2010 when you consider examinations administered, reinstatements processed, driving records issued, handgun carry permits submitted and voter registration applications accepted. All of these activities are processes that may not always result in the issuance of a license document. However, there are hundreds of customers statewide who receive these non-issuance services daily in the Driver Services Centers.

Testing and Special Program Activity Figures

As detailed in the appendices, total field activities provided during FY 2009 - 2010 exceeded the two million mark for the eighth year running. These activities are greater than the "customers served" volumes because they include multiple services provided to many citizens during their visit to the Driver Services Centers. The activity volume also includes vision, knowledge, and road skills examinations administered plus voter registration, MVRs, Handgun Carry Permit and reinstatement services.

Testing Activities

Driver license exams account for 29.9% of all services provided in the driver license offices. For FY 2009 - 2010, 684,374 driver license examinations were conducted in the field and this is a slight decrease of around -8% that is consistent with the overall issuance decrease for FY 09-10. This included 559,802 Class D/H tests, 59,862 Class M, and 64,710 Commercial Driver's License (CDL) tests. Over 103,406 tests involved an on-the-road skills test of the applicant's driving abilities.

CDL Testing and Hazardous Materials Unit

During FY 2009 - 2010, the division's seven CDL Centers conducted a total of 4,323 commercial skills tests. There were 7,322 Transportation Security Administration (TSA) applications for Hazardous Materials Endorsement (HME) closed (approved or denied) during FY 2009 - 2010.

Motorist Services

Commercial Driver License Third Party Testing

At the conclusion of this fiscal year, there were 51 CDL third party companies, consisting of 68 third party examiners authorized to conduct CDL skills tests. All CDL third party companies are scheduled for audits on an annual basis.

Cooperative Driver Third Party Testing Partners

There are 37 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. This includes 4 new CDTP partners that were added during the recent fiscal year. This 12% increase is the result of recent changes allowing private schools to join CDTP and an extensive outreach by TDOS to encourage more participation by both public and private schools. There are 192 CDTP third party instructors. CDTP partners include both public and private high schools as well as private driver training agencies. As with the CDL partners, all CDTP third party companies are scheduled for an annual audit.

Motor Vehicle Records

The division experienced a 17% decrease from the previous fiscal year in MVRs sold at field offices with 33,309 records generated. Driver License stations issued approximately 40,631 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges. This represented a -30% decrease from the previous fiscal year.

Voter Registration

Voter registration applications processed by Driver License field offices decreased by 24% over the previous fiscal year to 100,262 applications.

Reinstatements

Driver License field reinstatement offices experienced one of the few areas of growth during FY 2009 - 2010 with Financial Responsibility reinstatement services being provided to 89,850 customers. This is a 13% increase from the previous year (79,582 in FY 08 - 09). This continuing increase may be contributed to the ongoing expansion in the training of field staff personnel to process reinstatement services at additional locations.

Motorist Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- On July 15, 2009 the employees of the Memphis-Whitehaven office were moved to the Walnut Grove office in order to vacate the Whitehaven location for demolition and construction of a new license "supercenter". The new Whitehaven office is expected to be completed by early 2011.
- The CDL Unit conducted a training class for Memphis City Schools in August 2009 to update them on the rules governing the Cooperative Driver Testing Program (CDTP).
- On August 10, 2009 the Crossville Driver Services staff moved into a new location housing both Driver License operations and the THP Post for Cumberland County.
- On August 17, 2009 the Savannah Driver Services staff moved into a new location housing both Driver License operations and the THP Post for Hardin County.
- Annual Supervisor In-Service was held in September 2009 with special emphasis on preparing our staff for the upcoming task of making the Division materially compliant for issuing REAL ID license documents beginning in 2011. Training focused on the required Sensitive Security Information (SSI); forthcoming policy and rule changes and special Security Awareness training.
- In November 2009 used REAL ID grant funding to conduct a data scrub of the Driver License Information System (DLIS) to identify duplicate records. The scrub identified 12,303 duplicate records that the Driver Services Call Center worked diligently to review, combine/resolve, purge or mark for investigation.
- In preparation for meeting the materially compliant REAL ID benchmarks four Fraudulent Document Recognition (FDR) classes were conducted for approximately 50 examiners in early 2010.
- In December 2009 and January 2010 the Division conducted training of supervisors and field staff in the use of the Systematic Alien Verification for Entitlements (SAVE) program administered through the U.S. Department of Homeland Security and the United States Citizenship and Immigration Services bureau.
- Driver Services began a pilot project of the Motor Vehicle Network (MVN), a public video information system for the waiting areas of nine stations. This system provides a loop of daily news, weather, events and public service announcements and other departmental information.
- TDOS personnel from CDL, DL, IT, CVE and Internal Audit attended the CDL Coordinator's Meeting held at the Gaylord Opryland Hotel in April 2010.
- The CDL Administrator, HazMat Manager and Western Bureau Field Assistant Director helped judge a truck rodeo at LP Field in Nashville conducted by the Coca-Cola Company in April 2010.
- On May 3, 2010 the staff of the Knoxville-West 40 office moved into a new location housing both Driver License operations and the field personnel of the Knox County THP Post.
- On May 24, 2010 the Oakland Driver Services staff moved into a new location housing both Driver License operations and the Fayette County THP Post.
- Central Office personnel and the IT Administrator attended the Region II AAMVA Conference held in Oklahoma City in June 2010.

Motorist Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights (Continued)

- The CDL Administrator and Program Manager, in conjunction with personnel from IT and the Ticket Evaluation and Processing Group, attended three Clerks of Court Conferences, two in Cool Springs and one in Pigeon Forge.
- As part of the Clerks of Court Conferences the CDL Unit and Ticket Evaluation group conducted the "Traffic Panel Presentation" which included CDL and DL rules, ticket processing procedures, conviction reporting requirements for commercial vehicle violations as mandated by FMCSA and general information.
- The CDL Program/Training Manager conducted approximately 17 CDL Refresher Classes for the DL Examiner attended by about 80 examiners statewide.
- The CDL Program/Training Manager had approximately 17 CDL Refresher Classes for the CDL Examiner and Third Party Examiners attended by about 107 examiners statewide.
- The CDL Program/Training Manager provided lectures at the Tennessee Law Enforcement Training Academy (TLETA) for approximately 450 law enforcement officers and cadets.
- A two-week CDL Examiner Training Course was provided to 12 students, consisting of newly promoted state CDL Examiners, TDOS Supervisors and Third Party personnel.
- From November 2009 through July 2010 the Division conducted a comprehensive and complete rewrite of the Chapter 1340 Rules and Regulations pertaining to the issuance of Tennessee Driver License. The work was completed by a Committee consisting of the Driver Services Policy Manager, CDL Unit Policy Manager, TDOS Legal and Legislative Liaison, CDL Unit Administrator and the Driver Services Deputy Director and Assistant Directors. The rules have been divided out into three distinct and unique chapters specific to: (1) Classified and Temporary Driver Licenses; (2) Commercial Driver Licenses; and (3) Third Party Testing. The final draft is expected to be submitted through the promulgation process during FY 2010 - 2011.

Motorist Services

Handgun Carry Permits

In December 2008 the Handgun Unit was transferred to the Administrative Support Bureau of the Tennessee Highway Patrol. With a staff of thirteen full-time personnel, the Handgun Unit issued 124,191 handgun carry permits during FY 2009 - 2010. The majority of those applications were new/original applicants. In addition, 212 permits were denied, 554 permits were suspended, and 268 permits were revoked.

In December of 2009 the department implemented new computer programming to help issue permits in a quicker manner. Since implementation of the new programming we have successfully reduced the average number of days to issue a permit from 78 days in June of 2009 to 31 days in June of 2010.

The Handgun unit is also responsible for certification of Handgun Safety Programs and Instructors. In FY 2009 - 2010 there were over 200 handgun safety schools and 800 handgun safety instructors certified for operation throughout the State of Tennessee.

Handgun Carry Permits Issued by Age FY 2009 - 2010

Age Range	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
21 - 25	713	686	475	631	225	838	487	620	851	832	540	577	7,475
26 - 30	794	773	613	720	347	861	555	650	1,005	1,001	610	603	8,532
31 - 35	878	763	756	698	356	846	561	741	1,069	1,068	636	655	9,027
36 - 40	1,218	1,007	1,053	997	472	1,057	789	884	1,295	1,239	774	838	11,623
41 - 45	1,384	1,123	1,061	1,086	585	1,199	848	963	1,346	1,207	854	915	12,571
46 - 50	1,556	1,230	1,227	1,135	645	1,262	955	1,011	1,425	1,526	887	1,021	13,880
51 - 55	1,693	1,376	1,418	1,147	655	1,374	901	1,113	1,471	1,592	824	1,000	14,564
56 - 60	1,724	1,280	1,553	1,192	671	1,372	869	1,090	1,271	1,633	887	879	14,421
61 - 65	1,778	1,225	1,473	1,110	635	1,228	862	991	1,218	1,363	879	776	13,538
66 - 70	1,138	907	1,126	726	431	911	556	636	789	968	636	585	9,409
71 - 75	672	498	647	357	227	487	317	337	489	518	328	335	5,212
76 +	537	421	641	308	173	307	221	234	341	322	235	199	3,939
Total	14,085	11,289	12,043	10,107	5,422	11,742	7,921	9,270	12,570	13,269	8,090	8,383	124,191

Motorist Services

Financial Responsibility

The Financial Responsibility division is tasked with administering the Financial Responsibility Law, which involves canceling and restoring driving privileges while maintaining all driver records. Safety examiners handle public inquiries and reinstatements by means of telephone, fax and email, and traditional mail.

Financial Responsibility is required to cancel, revoke, or suspend driver licenses for traffic violations and a variety of other offenses, including truancy, the drug free youth act, age 18-21 alcohol violations, weapons violations, child support violations, convictions of driving without insurance, and failure to appear in court. Once the driver is eligible to regain driving privileges, the appropriate fees and other required documents are collected and the driving record updated. 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.

Financial Responsibility Activity FY 2009 - 2010	
Fees	Total
Restoration Fees	\$17,324,468
Fees from MVR	\$9,865,019
Total	\$27,189,487
Calls	Total
Calls Handled by Examiners	444,009
Calls Handled by IVR	592,380
Total	1,036,389
Online Activities	Total
Drivers Paid Fee Online	22,698
Drivers Obtained Info. Online	232,552
Total	255,250

The Call Center of Financial Responsibility answers telephone inquiries regarding revocations, suspensions, cancellations, reinstatements, and other driver license issues. Last year there were 1,036,389 calls handled by the office. The automated system handled 592,380 (57%), leaving 444,009 to be answered by the examiners.

During FY 2009 - 2010, 22,698 drivers paid their fees online for a total of \$3,610,195. Often, these drivers were able to reinstate within one business day of paying their fee online. In that same time period, 232,552 drivers obtained information through the web site on requirements needed for reinstatement.

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Notified District Attorney General's Offices of 5,314 drivers that were subject to be declared Motor Vehicle Habitual Offenders.
- The FR Call Center received more than 1,000,000 calls in FY 2009 - 2010. 57% of the calls were handled by the Interactive Voice Response (IVR) System. 43% went to the Safety Examiners.
- Participated in Operation Stand Down to provide licensing information to veterans.

Section 5

Administrative and Support Services

Administrative and Support Services

Human Resources

The Human Resources Division is committed to providing reliable, innovative, customer-driven, professional personnel services to all current and potential employees in the Department of Safety and protecting the rights of individuals. Numerous programs and projects are accomplished through shared responsibility and teamwork. These include: processing departmental payroll and providing training to employees regarding payroll information and benefit program, Commissioned and Civilian salary adjustments, classification compensation, Reduction-In-Force, administering Trooper interview/selection process and the Sergeant/Lieutenant promotional testing process, participation in division in-service and supervisor activities, enhancing morale and productivity, identifying and limiting job turnover, increase employee's satisfaction with their jobs and working conditions, keeping employees informed of employee benefits and programs, talent management and retention, processing transactions for the entire Department to include hiring, separations, transfers, equity adjustments and retirements.

As of June 30, 2010, this division had 20 staff positions providing human resource management services to 1,753 Employees. The Department of Safety is divided into 899 commissioned and 854 civilian positions. It is the home of the official personnel and payroll files of all Department of Safety employees.

Division	Authorized Positions
Administration (349.01)	94
Driver's License Issuance (349.02)	457
THP (349.03)	1,086
Motorcycle Safety (349.04)	2
Safety Education (349.08)	2
Technical Services (349.13)	84
Homeland Security (349.15)	28
Total	1,753

Administrative and Support Services

One of the most important functions of the Human Resources Division is to ensure conformity with Employment Laws and Regulations. The network of state and federal laws that exist to regulate employment and labor relations is extensive. The responsibilities of the HR Division encompass a comprehensive variety of employee-oriented programs and areas and provide direction and assistance to all employees, supervisors, managers and directors in the following areas:

Affirmative Action Report	Light Duty
ADA Accommodations	Maintain Active Employee Personnel Files
Background and Fingerprint Scheduling	Military In/Out Processing
Benefits	MTA Transit Card (Nashville)
Board of Claims (Third Party)	New Employee On-boarding
CALEA (HR Related)	New Supervisor Training Participation
Career Development	Payroll
Contracts (HR Related)	Performance Evaluations
Drug/Alcohol Testing (Random and Reasonable Suspicion)	Personnel Orders and Transfers
Due Process/Grievance Hearing/Dispute Resolution	POST Certification
Edison Role/Group Assignment and Maintenance	Pre-Employment Physicals and Psychological
EEO complaints	Real ID Cogent Fingerprint Scheduling
Employee Assistance Program (EAP)	Red Cross Blood Drives
Employee Personnel File Reviews	Retirement Processing
Employee Parking Pass (Nashville)	Rules & Regulations (Interpretation and Implementation)
Employee Service Awards Program	Sick Leave Bank
Employee Suggestion Awards Program	Strategic Planning (HR related)
Employee Wellness Program	Talent Management
Extended Leave	Tennessee Employee Charitable Campaign
Fitness for Duty (FFD)	Timekeeping
General Orders (HR related)	Unemployment Hearings
In-service Training (Participation by HR for all Divisions)	Worker's Compensation
Insurance	Workplace Harassment Investigations

Administrative and Support Services

Actions Coordinated by HR FY 2009-2010	
Action	Number Coordinated
Pre-Employment Psychological	25
Pre-Employment Physical	37
Pre-Employment Backgrounds	45
Worker's Compensation Cases	70
Trooper Cadet Orientation	0
New Employee On-Boarding	88
Light Duty	40
FMLA	139
Sick Leave Bank	13
Personnel Order	130
Fitness for Duty	52
Sgt and Lt Promotional Examinations	0
Random Drug Tests	126
Total	765

Transactions

Transactions consist of all technical services required for appointment, promotion, demotion, transfer, suspension, or separation of employees and require constant interaction with all department divisions as well as the Department of Human Resources.

Transaction Type	Number
Requisitions Certified	314
Requisitions Filled	166
Job Change Requests	439
Position Change Request	430
Employee Transfers	21
Employee Re-Hires	7
Employee Promotions	61
Employee Demotions	2
Appointments	60
Separations	125
Total	1,625

Administrative and Support Services

Payroll and Insurance

Last fiscal year, the Payroll and Insurance Unit merged into the Human Resources Division. This Unit is responsible for processing the payroll for all Safety employees which includes employee benefits, time, and labor with a total payroll of \$101,822,500 for FY 2009 - 2010. With the implementation of Edison, there has been a substantial increase in the number of documents that have to be processed in order to ensure that employees are paid correctly and to correct errors whether they are system-related or human errors. All department employees have now been trained on the Edison time and labor system.

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- In June 2010, the Human Resources Division conducted Employee Service Award Ceremonies in each of the 3 Grand Divisions. There were 121 employees, with five years of service or more, recognized at ceremonies in Knoxville, Nashville and Jackson.
- This division is responsible for the Trooper Interview Process. Last fiscal year, over 400 Trooper applicants were interviewed and HR coordinated the appointment of 63 Trooper cadets this fiscal year. This process includes retention and set up of the physical site, scheduling, overseeing the interview process, compiling all employment data, requesting polygraph examinations, background investigations, scheduling physical examinations, psychological evaluations, fingerprint scheduling, agility testing, processing appointment transaction and conducting new employee on-boarding. Trooper Class 0311 will graduate in March 2011.
- A job study was conducted for the Criminal Investigation Division (CID) which resulted in changes to the education and experience requirements. This change created promotional opportunities for current THP and CID personnel.
- Human Resources participated in the 25-week THP In-Service offering instruction in Edison, time and labor, HR program updates and Human Capital Management.

Future Projects

The Human Resources Division will begin to focus on:

- A new set of strategic issues including how we recruit, develop, motivate and retain our employees. We must also continue to focus our efforts on improving the diversity of our workforce.
- Implementation of scanning employee personnel files.
- Partner with the Department of Human Resources to re-assess critical job descriptions based on changed or newly emerging business needs, revise selection systems, position classifications and pay ranges to be in alignment with actual staffing needs.
- Identify internal and external barriers to hiring desirable applicants in a timely manner and create new successful methods to streamline the process.
- Redesign recruitment material to be used by the recruitment teams, mail to target audiences and make available to any public outlet maintained by our agency.

Meeting these new challenges and opportunities will require us to rely on and continue to build effective partnerships within our department and the entire HR community.

Administrative and Support Services

Office of Professional Responsibility

The responsibility and duty of the Office of Professional Responsibility (OPR) is to receive, investigate, and file all complaints regardless of their nature, while attempting 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.

In FY 2009 - 2010, the Unit opened 118 administrative investigations, of which 98 were sustained, 12 were exonerated, 5 were unfounded, 1 was inconclusive, and 2 were classified as other/pending. In addition to the 118 administrative investigations the Unit opened 65 inquiry investigations, of which 15 were sustained, 3 were exonerated, 41 were unfounded, and 6 were inconclusive.

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- 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. The Office of Professional Responsibility utilizes IA Pro, a tracking system that enables the Unit to produce detailed reports and includes the ability to recognize trends or repetitive complaints. Additionally, this software provides tracking for Crashes, Pursuits, and Use of Deadly Force Incidents with an early warning system.
- OPR personnel have received specialized training in various criminal investigations that were offered by the Tennessee Bureau of Investigations.

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.

Administrative and Support Services

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 460 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, 2005 and 2008. 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 training for all new employees.
- Conducting in-service training for employees.

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, compliance with rules and regulations are reviewed and recommendations for improvements are made.

During FY 2009 - 2010, the Internal Audit Division performed aggressive audits to ensure that the department was following policies and procedures. Internal Audit also increased collaboration with the Office of Professional Responsibility and Staff Inspections to provide more thorough audits and target problem areas.

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Audited three Driver Service Centers
- Audited two THP Offices
- Audited two THP Evidence Rooms
- Audited the State Payment Cards
- Audited 60 Commercial Driver License (CDL) Third Party Companies and Schools
- Developed the CDL Covert Audit Program
- Conducted 15 covert audits on CDL Third Party Companies, Schools and Driver Service Centers that offer CDL services
- Audited one Commercial Driver Training Program (CDTP) School
- Evaluated Driver License management reports
- Assisted with the annual supply inventories
- Conducted and assisted with 93 Risk Assessments that included 33 divisions within the Department of Safety
- Audited and/or assisted in several cases with the Office of Professional Responsibility and Criminal Investigation Division
- Reviewed and assisted with revisions to several policies, procedures and forms

Administrative and Support Services

Fiscal Services

The Fiscal Services Division prepares the annual budget request to the Department of Finance and Administration. It also maintains, processes, and accounts for all expenditures and revenues, ensuring fiscal stability for the Department of Safety. With 22 employees, the two operating offices of this division include: 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 appropriate amount 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 performed in this office. The Budget - Accounting Unit is responsible for the coordination of the budget presentation for the Commissioner to the various committees of the General Assembly. Upon 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 and 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. During FY 2009 - 2010, the Budget - Accounting Unit processed \$156,142,600 in payroll and operational expenses. This unit also projects the fiscal impact of all legislation affecting the Department of Safety.

TDOS Expenditures FY 2009 - 2010		
349.01	Administration	\$9,684,300
349.02	Driver License Issuance	33,638,200
349.03	Highway Patrol	93,011,300
349.04	Motorcycle Safety Education	325,900
349.06	Auto Theft Investigations	18,700
349.07	Motor Vehicle Operations	9,144,000
349.08	Driver Education	174,600
349.12	Major Maintenance	7,900
349.13	Technical Services	6,723,500
349.15	Office of Homeland Security	3,414,200
Total Expenditures		\$156,142,600

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 FY 2009 - 2010, this unit processed revenues for \$89,885,719, which included \$13,022,789 in reimbursements from federally funded grants.

TDOS Revenue Sources FY 2009 - 2010	
Driver License Fees	\$24,728,899
Fines and Fees	9,113,861
Sale of MVRs	9,865,019
Restoration Fees	16,803,467
Application Fees	3,712,667
Handgun Permits	6,476,887
Overweight Assessments	914,395
Sale of Crash Reports	133,890
Cost Bonds	491,815
Drug Fund	414,371
Sale of Vehicles	110,151
Overtime Reimbursement	1,968,823
Sale of Computer Records	31,131
Miscellaneous Current Services	928,240
Interdepartmental (Other)	447,617
Interdepartmental (Grants)	7,495,084
Direct Federal Grants	5,527,705
Driver Education Reserve Fund	278,028
Motorcycle Rider Safety Fund	443,669
Total Revenue	\$89,885,719

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 publishing 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 duties.



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 FY 2009 - 2010 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 Department.

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 by 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 Research, Statistics, and Analysis (ORSA)

The Office of Research, Statistics, and Analysis is responsible for analysis of crash data, commercial vehicles, 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 online publications such as the Tennessee Department of Safety Annual Report, Safety Belt Usage Report, and various press releases and brochures. The office also publishes traffic crash facts and figures, DUI statistics, Driver License statistics, and handgun carry permit reports on the TDOS website, in the Statistics and Research section.

Administrative and Support Services

This past fiscal year, development of Geographic Information System (GIS) applications proceeded. The GIS Coordinator has made progress in the development of map-based internet and intranet tools that demonstrates spatial relationships among a variety of data. Location analysis of traffic crash, citation, driver license, and other data has been conducted to better address traffic safety issues. These GIS analyses benefit the legislature, GHSO, THP, local law enforcement, other internal State customers, and the general public.

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Continued to develop policies, enforcement procedures and guidelines for numerous nationwide special enforcement efforts
- Assisted in the preparation of the Department of Safety's Annual budget request
- Managed the inventory and control of 413 forms and 16 publications
- Developed and distributed policy and procedures for Homeland Security Operations
- Developed and distributed policy and procedures for Bar Checks
- Developed and distributed policy and procedures for Drug Recognition Experts
- Developed and distributed policy and procedures for Radiological Inspections/Incidents
- Developed and distributed policy and procedures for Ignition Interlock Restriction Codes
- Developed and distributed policy and procedures for Case Files
- Developed Specifications and Managed the purchase of License Plate Readers
- Developed and distributed the Tennessee Safety Belt Usage Report
- Developed and distributed the Department of Safety's Annual Report
- Revised the Towing Services Standards Manual (Wrecker Manual)
- Managed 20 grants
- Managed the Department of Safety's Ignition Interlock Program
- Represented THP on the TDOT Work Zone Safety Committee
- Responded to over 500 requests for statistics from the general public, other law enforcement agencies, other state agencies, the legislature, and the media
- Revised/Created and distributed 21 General Orders
- Updated statistics on the Department of Safety website with CY 2009 data
- Provided the Legislature with 2009 Handgun Carry Permit Annual Report

Current Projects for RPD

- Develop policy and procedures for Overweight Tax Assessments
- Develop policy and procedures for For-Hire Passenger Transportation Compliance Reviews
- Revise the Department of Safety's Continuity of Operations Plan (COOP)
- Participating in the International Association of Chiefs of Police (IACP) Officer Injury Study
- Creation of CAD 10-code GIS application showing the location of select THP radio calls

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, 19 performance measures (1 measure is tracked as both a goal and a performance measure) have been instituted and are tracked by this office. During FY 2009 - 2010, the agency met or exceeded 53% of the performance measure targets established in the strategic plan.

OSP continued to review the department's performance measures this year with a focus on creating more measures that were outcome, rather than output, based. 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 continued to administer the customer comment cards and online surveys for THP and Driver Services, as well as the 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.

OSP conducted its first annual physical inventory of taggable assets in the Edison System in 2010. All changes of location forms, surplus, and receiving of taggable equipment is now being done in Edison. The Office of Strategic Planning is also responsible for oversight of training for the administrative staff. OSP staff delivered training to new supervisors, developed and delivered leadership enrichment courses for the Driver Services staff, and conducted team building workshops.

In the coming year, the Office of Strategic Planning will be involved in a wide range of activities. Staff will continue to serve on the REAL I.D. Committee, develop new and better training curriculum, develop new protocol for the Edison inventory system, and make recommendations for improvements to better serve the citizens of Tennessee.

Other upcoming projects include developing a training course on Safety Awareness for employees covered by the REAL ID Act, Title VI planning, and serving on any other committees requested by executive management.



Administrative and Support Services

TDOS Performance Measure Report FY 2009 - 2010		
Performance Measures for Agency Wide Goals	Target	Final
Number of fatalities per 100 million Vehicular Miles Traveled	1.46	1.41
Percent of online survey respondents who reported their overall satisfaction rating as "Satisfied" or "Extremely Satisfied".	82%	78%
Percentage of crash and Tennessee court records transmitted electronically rather than with paper	81%	52%
Turnover rate for all TDOS employees, including voluntary and involuntary separations, and retirements	10%	4%
349.01 Administration	Target	Final
Increase the number of online service transactions by a minimum of 3 percent annually.	3%	4.2%
Percent of complaints concerning TDOS employees resolved within 60 days.	80%	84%
349.02 Driver License Issuance	Target	Final
Percent of stations that processed non-test applicants within 30 minutes of issuing a ticket from the queuing system.	48%	40%
Percent of DL issuance transactions conducted via Internet, mail, or at a county clerk office	45%	44%
349.03 Highway Patrol	Target	Final
Number of fatalities per 100 million Vehicular Miles Traveled	1.46	1.41
Percent of time that THP is able to respond to fatal/injury crashes within 15 minutes	50%	50%
349.04 MREP	Target	Final
Number of students enrolled in a certified MREP course	8,000	6,788
Percent of MREP sites inspected a minimum of three times per fiscal year.	75%	41%
349.06 CID Auto Theft	Target	Final
Percent of operational expenses for auto theft investigations funded through the sale of seized property	10%	24%
349.07 Motor Vehicle Operations/Fleet	Target	Final
Percentage of pursuit vehicles operating with mileage in excess of 110,000 miles	25%	38%
349.08 Driver Education	Target	Final
Number of safety education presentations held to promote safe highways	3,000	3,634
349.12 Major Maintenance	Target	Final
Number of communication sites maintained	41	42
Percentage of communications sites inspected a minimum of three times per year	75%	88%
349.13 Technical Services	Target	Final
Percentage of Tennessee court records received electronically	75%	55%
Percentage of crash reports received electronically	50%	43%
349.15 Office of Homeland Security	Target	Final
Number of public and private sector officials trained in awareness, prevention, protection and response to terrorist-related events.	4,000	6,435

*Data as of June 30, 2010.

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. 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 administers the Asset Forfeiture and Driver Improvement Sections in addition to processing emergency vehicle applications.

Asset Forfeiture Section

With an office in each of the three grand divisions, the Legal Division oversees 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 license 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.

Summary Of Asset Forfeiture Cases FY 2009 – 2010		
Property		
Type of Property	Total Seized	Total Forfeited
Cars	3,785	2,950
Trucks	2,581	1,802
Motorcycles	126	95
Boats	13	7
RV'S & Vans	229	194
Misc. (pagers, jewelry, etc.)	1,131	995
Real Estate	0	0
Other Major	73	47
Total	7,938	6,090
Currency		
Currency	Dollar Amount Seized	Dollar Amount Forfeited
Money Seized	\$17,153,359.04	
Money Forfeited		\$15,002,549.07
Drug Fund Settlement Payments		\$1,700,165.36
Total	\$17,153,359.04	\$16,702,714.43

In FY 2009 - 2010, the Legal Division opened 10,904 cases and closed 9,831 cases.

Administrative and Support Services

Driver Improvement

This section evaluates the driving records of Tennesseans, 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. Adults who accumulate 12 points within a year are 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 12 months. Drivers under 18 who accumulate six or more points within a year are required to attend an administrative hearing with a Department of Safety hearing officer, where the driver and the driver's parent or legal guardian are required to appear. Driver Improvement also conducts hearings concerning financial responsibility and other driver license issues. Hearing officers are located throughout the state in five 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-lieu of or to reduce the suspension.

Driver Improvement also handles 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 eight 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.

Hearing Officer Activity FY 2009 - 2010			
District	Hearings Scheduled	Hearings Conducted	MVRs Issued
1	408	331	0
2	466	389	188
3	762	646	0
4	514	425	0
5	461	401	0
Total	2,611	2,192	188

Medical and Re-Examinations Complaints FY 2009 - 2010			
Medicals	Number	Re-Examinations	Number
Complaints Received	1,558	Complaints Received	322
Incoming Reports	1,809	Passed	294
Approved	887	Failed	61
Approved for Re-Examination	140	Passed After Failing Prior	27
Disapproved	369		

Administrative and Support Services

Public Affairs Office

The Department of Safety strives to keep the citizens of Tennessee fully informed of its objectives, functions, and accomplishments. Through its Public Affairs Office, the department maintains an atmosphere of open communication. Serving as the primary point of contact for the agency, the Public Affairs Office oversees the agency's media relations and community outreach activities for three major divisions: the Tennessee Highway Patrol, the Office of Homeland Security and the Driver Services Division.

Communication of the department's policies, initiatives and events are accomplished through the development and dissemination of news releases, media advisories, departmental reports, as well as social networking updates. The Office also facilitates interviews, news conferences, and public presentations. Additionally, the Public Affairs Office creates various electronic media, including videos and public service announcements, to communicate with its diverse audiences to promote public safety. The Public Affairs Office also reviews and oversees ongoing updates to the department's website.

Media Relations

While fostering an environment of transparency and cooperation, the Public Affairs Office is also protective of the public by ensuring compliance with the Open Records, Freedom of Information Act, Driver's Privacy Protection Act, Tennessee Rules of Criminal Procedure and Health Insurance Portability and Accountability Act. Furthermore, the Office maintains the integrity of the department's investigations and actions by safeguarding the safety, evidence, and/or the rights of suspects, defendants and other citizens.

In FY 2009 - 2010, the Public Affairs Office issued more than 100 news releases and media advisories including improved driver license services, special enforcement initiatives, and homeland security activities, among other issues. The Office also satisfied more than 50 media and non-media requests for the Handgun Carry Permit Database, which is provided upon request under Open Records in the form of a CD Comma Separated Value (CSV) text file. Two public information officers provided and/or coordinated daily interviews with news outlets across the state, while simultaneously providing departmental statistics and data to reporters.

The Public Affairs Office led the department's public awareness efforts for many statewide law enforcement initiatives. This included coordination and cooperation with various state departments and agencies, including the Department of Transportation (TDOT), the Governor's Highway Safety Office (GHSO) and local law enforcement agencies. High visibility enforcement programs promoted by the Office in FY 2009 - 2010 included: the Fourth of July, St. Patrick's Day, Halloween safety, Labor Day, Memorial Day, Thanksgiving, Christmas and New Year's holiday campaigns; Back to School, School Bus safety and Child Passenger Safety; Bonnaroo, Super Bowl Weekend, Take Back Our Highways and Hands Across the Border.

Other promotional activities of note included a number of Driver Service Center relocations, Domestic Preparedness Training, National Preparedness Month in partnership with the Tennessee Emergency Management Agency (TEMA), the 9/11 First Responder Appreciation Award Ceremony, marijuana busts in coordination with the Tennessee Bureau of Investigation (TBI), deer-related crash safety, Operation Safe Driver, Operation United Stop, Roadcheck 2010, Interdiction Plus, the Cooperative Driving Training Program, Driver License Online Renewal, Distracted Driving, Workzone Awareness, and Drug Abuse Resistance Education (D.A.R.E.) Graduation.

Administrative and Support Services

The Public Affairs Office serves as advisors to the executive leadership of the department on all aspects of media relations and communication issues. Additionally, the Office is responsible for the media training offered to departmental employees. As a statewide organization, the department ensures employees in all areas of the state are equipped to respond to media and public requests when necessary. The Office works closely with the eight Special Programs lieutenants assigned statewide on many media requests and community events.

Community Outreach

The Public Affairs Office was highly active in a variety of community outreach initiatives in order to further promote Department of Safety goals and objectives. 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 Department of Safety activities. To facilitate these activities, the Office of Public Affairs 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.

Some of the organizations the department worked with on community outreach initiatives during FY 2009 - 2010 include: Tennessee Department of Transportation (TDOT) "Between the Barrels" Teen Driver Safety, the American Occupational Therapy Association, (AOTA), the American Association of Motor Vehicle Administrators (AAMVA), National Highway Traffic Safety Administration (NHTSA), AAA, Administrative Office of the Courts, Donate Life Tennessee, the Motorcycle Awareness Foundation of Tennessee, Tennessee Association of Chiefs of Police, Tennessee Immigrant and Refugee Rights Coalition, Tennessee Sheriffs Association, Tennessee State Court Clerks Association, Tennessee Tech Business Media Center, Tennessee Board of Regents and Tennessee Technology Centers, among others.

A sample of the events during FY 2009 - 2010 also include: Older Driver Awareness, Operation Roadwatch, Hands Across the Border, Donate Life Organ & Tissue Donation Campaign, DUI Enforcement with Mothers Against Drunk Driving (MADD) DUI Crackdown, National Preparedness Month, Between the Barrels Teen Driver Safety, Operation STOP, New Driver Service Center Open Houses, Operation Safe Driver, Motorcycle Safety Awareness.

The Public Affairs Office also helped promote a number of other events and issues from Trooper promotional ceremonies and executive appointments, Homeland Security Grants and Allocation announcements, 287(g) immigration enforcement, driver license program announcements, Trooper of the Year, Dispatcher of the Year, Trooper Memorial, a new commercial vehicle lighting regulation TCA 55-9-405, and mascots Tenny C Bear and Ollie the Otter, who team-up to promote child seat safety at schools and hospitals statewide.

In keeping with openness and transparency regarding internal affairs investigations, the Office of Public Affairs coordinates closely with the Office of Professional Responsibility (OPR) to release information on investigations of both commissioned and non-commissioned employees. In 2009 - 2010, that included the internal investigations of the CID East Tennessee Office and the dissemination of an inappropriate external email.

Administrative and Support Services

Internal Communications

In addition to the external communication initiatives, the Public Affairs Office coordinates the development and distribution of several internal communication tools designed to keep departmental employees informed of current initiatives and changes.

The Office produces and distributes the departmental newsletter, *The Safety Net*, which is issued monthly to employees and retirees. The Office is also responsible for the development and dissemination of the Commissioner's Weekly Update, an e-mail highlighting the activities of the department during the past week and reminding personnel of important information. It is distributed each Friday.

The Public Affairs Office also produced various other written tools and Powerpoint presentations to further communicate its responsibilities.

Media Production

The Media Production Unit within the Public Affairs Office is responsible for the development of various multimedia products, including video, audio, photographic, and electronic and PowerPoint presentations for the Department. The Media Production unit assists in the documentation of media and community events in which the department is involved. The video footage is formatted and distributed in various methods including DVD production and streaming video for inclusion on the department's website and for other divisions and state departments. Specific activities for the unit during FY 2009 - 2010 include: THP Cadet Classes, THP's Trooper Memorial Video, Special Operations Videos, photos for promotion ceremonies, posters, TDOS training videos, staff pictorials, Between the Barrels safety education video, PSA's and video and poster duplication. For FY 2009 - 2010, productions included: commercials for Homeland Security, "Be Watchful"; a PowerPoint for Homeland Security Terrorism Conference; a Handgun Carry Unit video; the 2010 Trooper Memorial Day video; and In-Service Training videos.

Website

The Office of Public Affairs oversees the ongoing content development and maintenance of the Department of Safety's website in coordination with the Information Systems webmaster. Through the internet, the department provides a wealth of departmental information and a variety of valuable public services, including online driver license renewals and the reinstatement fee payment process. Visitors to the department's website (www.tn.gov/safety) can also find information on how to obtain or replace a driver license, how to obtain a gun permit, as well as a wealth of statistical data and other major departmental initiatives and announcements. The webmaster maintains over 2,000 web pages on the Department of Safety website. During FY 2009 - 2010, the webmaster coordinated with the Tennessee Trucking Association to develop and implement a special website designed to promote enforcement issues, licensing and regulations of commercial vehicles <http://tntrucking.tn.gov/>.

Administrative and Support Services

Technology Division

The Technology Division (IT) is staffed with a Technology Division Administrator, Information Technology Director, Information Processing Director, three IS Managers, and various section staff. 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 & Network Support

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

Desktop Support

The Network/Desktop Support team is responsible for the installation and maintenance of over 6,000 pieces of computer related equipment. At the end of FY 2009 - 2010, 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 over 1,700 Department of Safety personnel across the State.

Mainframe Transactions FY 2009 - 2010	
Driver License Renewal Transactions	746,252
Driver License Original Transactions	159,079
Driver License Other Transactions	662,488
Trooper Citations Document	336,357
Court Abstracts	3,384
Crash Reports (Operators)	203,001
Other Driver & Misc. Documents	329,965
Correspondence Received and Prepared	771,243
MVRs	2,004,321
Micrographic Documents	2,192,726
Grand Total	7,408,816

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 systems developed for the MS Windows environment and the division's AS400 environment, management and maintenance of the Department Of Safety Internet and Intranet web sites, and some procurement duties. It compiles the annual Information Systems Plan from project plans and cost benefit analysis documents prepared by the Project Management section and textual chapters prepared by the Director of Information Technology.

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 were completed to support the Legal division, the THP Commercial Vehicle Enforcement section, and the Mainframe Data Entry sections, as were numerous special requests for data and statistics.

During the past fiscal year, it has undertaken the task of complete re-documentation of the Asset Forfeiture system and the Commercial Vehicle Enforcement systems on the AS400. This work is on-going.

Project Management

The responsibility of the Project Management Group is to manage a project from inception to completion. The group uses a methodology based on the principals of the Project Management Institute. The PM group follows a five phase approach to each project which includes Initiation, Planning, Execution, Monitor / Control and Closing. The group works with business users, system developers, and vendors to define system requirements, plan the project activities, and implement the system to end-users.

Another important role of the PM group is to provide system / business analysis to business units. The analysis is usually performed to determine if a project is feasible to initiate or if upgrades to existing systems are required. Specific instances where analysis is required include: purchasing new equipment, developing a new system, changing or modifying an existing process, or defining departmental strategy.

Computer Aided Dispatch Support

This section provides necessary support for both fixed and mobile Computer Aided Dispatch (CAD) systems, including mapping system interfaces. Employees coordinate the acquisition and implementation of the computer aided dispatch system upgrades, public safety software applications, and related services. Employees in this section have two responsibilities: technical support and operations support.

Technical Support

- Responsible for regularly scheduled preventive maintenance work, necessary updating of the CAD system, and update distribution 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.

Administrative and Support Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights

Administrative Support and Procedures

- Compiled and submitted the annual Information Systems Plan for TDOS.
- Provided support for the Driver License Call Center system.
- Provided support for the various vehicle accident system frontend systems and backend databases.
- Completed changes to the Trooper Activity System as requested by the Colonel's office.
- Supported and maintained an Internet based system that allows courts statewide to report traffic case dispositions electronically, cutting out much paper processing and data entry.
- Began the design and coding of an internet site that will allow third party companies to submit required information to the Dept. of Safety about actions taken that affect a driver's history record or the status of a handgun carry permit application.

AS400 System Accomplishments

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

- Provided several specialized Seizure Reports for the Public Information Office and/or General Council for budget proposals, annual reports, and statistical reports for media or public agencies.
- Completed three Requests For Service for programmatic changes to the Asset Forfeiture System.
- Started major re-documenting project for the Asset Forfeiture System to bring system documentation up to date with current system operations.
- Began major re-documenting project for the Commercial Vehicle Enforcement Oversize / Overweight Assessment System.

Mainframe / Production Support & Network Support

- Completed the IMS to DB2 Copy Project
- Completed the Driver Record Automation Project
- Completed the Fiche Move to InfoPac Project – move microfiche reports to Infopac and Document Direct
- Developed a report that shows Handgun Permits issued without a fee
- Made changes to the Mainframe to allow the department to purge addresses that have been changed
- Updated the Pre-Revocation Notification process on the mainframe to give customers a 10 day notice before their license is revoked.
- Added vendors to Edison and updated the mainframe with Edison codes
- Updated code on mainframe to allow the system to accept failure to appear / failure to pay records from the courts
- Removed the Social Security Number from the inquiry screen on the Mainframe
- Provided functionality for the Driver License Division to see photos from drivers registered in other states and share our photos with other states.
- Removed a vendor contract to convert court convictions on diskette and set those courts up for electronic submission. This saves an average of \$15,000.00 a year.
- New web-based system to allow Tennessee courts to enter convictions electronically.

Administrative and Support Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights (Continued)

Mainframe / Production Support & Network Support (Continued)

- Altered the Mainframe to receive Handgun renewal notices and payments from the Department of Revenue.
- Completed the Handgun Improvement Project.
- Implemented the refund system between Edison, the Mainframe and all vendors.
- Monthly convictions being sent manually on a CD from the Courts has been phased out and now being sent electronically.

Desktop Support

- Resolved over 9,500 Remedy Help Desk tickets.
- Installed 315 Handheld scanners in patrol cars.
- Upgraded the department to GroupWise 8.0.2.
- Upgraded software of over 850 THP laptops.
- Implemented 76 Digital Video Recorder systems in posts.
- Installed and tested laptops for THP new car builds for over 150 vehicles.

Project Management

- Implemented a Sharepoint System to manage projects.
- Implemented the CDL Test Request – 3rd Party System.
- Completed the Handgun Lockbox Project.
- Completed the Handgun Mental Health Project.
- Completed the ACD Code List Project.
- Updated code on the Court Disposition Reporting System to allow the system to accept failure to appear / failure to pay records from the courts.
- Completed the School Bus / Van Inspection System Project.
- Completed the Security Plan required by REAL ID.
- Moved all applications to a SQL 2005 production server.
- Completed the Trucking in Tennessee website for the Commercial Vehicle Section.
- Completed the Trooper Activity Reporting System Project.
- Completed development of the new TITAN Crash Wizard Application.

CAD Support

- Implemented the upgraded Computer-Aided Dispatch System to over 800 Troopers and support staff.
- Implemented the Automatic Vehicle Locator system that provides dynamic position updates on the CAD map.
- Provided the Drivers License Imagery that allows THP to view a driver license within the CAD system to confirm a driver's identification.

Administrative and Support Services

Information Processing Section

The Information Processing Section is responsible for processing various documents sent to the Department of Safety from Tennessee courts as well as courts from other states, crash report documents received from Tennessee law enforcement agencies, and other documents received from departmental divisions. Documents are also processed in support of federal grants for the collection of data utilized in a variety of federally funded traffic safety programs.

Crash Analysis

The Crash Analysis 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.

Crash Reports Processed FY 2009-2010	
Reports Scanned	113,163
Reports Keyed	115,695
Reports Scan Edited	56,082

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Accepted 12,105 crash reports submitted electronically via TennCARS.
- Accepted 72,838 crash reports submitted electronically via TITAN.
- Continued federal grant funding from Governor's Highway Safety Office for contractor crash report data entry services throughout FY 2009 - 2010. Contractor services keyed 90% of the paper crash reports.
- Of the paper reports scanned, 84% were keyed within 30 days of being scanned, 12% were keyed within 60 days, and 3% were keyed within 90 days.
- As of the end of June 2010, all THP districts, along with 140 local law enforcement agencies are submitting electronic crash reports via TITAN. According to the TITAN Crash Reporting Performance report, 92.4% of the crash reports are received within 15 days of the crash date.
- Initiated sunset process for ending electronic submissions to TennCARS and transitioning agencies submitting electronically to TITAN.
- Conducted 14 TITAN training sessions with 70 Local Agencies attending. Sessions were held at the Tennessee Law Enforcement Training Academy (TLETA) along with regional sessions in Crossville, Jackson, Knoxville, Sevierville and Red Bank.
- Established procedure for handling Agency Report Correction Requests in TITAN.
- Participated in Traffic Records Coordinating Committee (TRCC) meetings. The purpose of this committee is to provide oversight and guidance to State and Local government agencies regarding traffic records. States with an active TRCC are eligible to compete for Federal funds allocated each year to improve traffic records information systems.
- Participated in a comprehensive data quality assessment review of the Tennessee traffic records crash database sponsored by the Federal Highway Administration (FHWA), Crash Data Improvement Program (CDIP), in March 2010. Completed pre-assessment questionnaire and answered questions during formal meetings with the assessment team.

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 Crash Analysis unit processes crash reports received by the department and 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 unit each year but fail to meet the criteria required for inclusion, and therefore, are not included in the FARS database.

FARS Activity FY 2009 - 2010	
FARS Forms Coded & Keyed	
Crash Level	913
Vehicle/Driver Level	1,318
Person Level	2,104
Data Gathered	
Driver Inquiries (In-State)	1,128
Driver Inquiries (Out of-State)	163
Driver Inquiries (Other)	27
Vehicle Inquires (In-State)	1,139
Vehicle Inquires (Out of-State)	134
Vehicle Inquires (Other)	45
Emergency Medical Services	17
Toxicology	1,761
Death Certificates	1,231
Roadway Location	913
Messages Received	1,715
Messages Sent	819

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Participated in FARS-GES System-wide Training Workshop in Anaheim, CA, during October 2009 where modifications to FARS and General Estimate System (GES) data elements were reviewed. Extensive modifications were made to the existing forms and two new forms were added. Training was provided for the following: Pre-Crash Elements, Crash Type, Crash Events Table, Pedestrian/Bicycle Crash Typing, Case Structure Changes, MDE 2010 Changes, and MDE Mail Modernization.
- Completed FARS Modernization and transferred all federal equipment to Natek Inc in October 2009.
- Completed final 2008 FARS data updates meeting the deadline in December 2009.
- Completed transition to 2010 FARS MDE System in March 2010.
- Achieved the 2009 FARS Annual Assessment File goal of 100% cases entered with a 100% quality rating by April 30, 2010.
- Participated in two Webinars in June 2010: FARS Supervisor 2010 Presentation and Pre-Crash Training.
- Met the monthly benchmark goal target of having 95% of cases entered in MDE and 90% of cases at quality level 3 or higher each month.
- Provided FARS reports to NHTSA as requested for special study areas and participated in FARS Re-coding Study.
- Established procedure for handling Agency Report Correction Requests in TITAN.
- Provided assistance to others in research and crash data compilation for reports and studies.

Administrative and Support Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights (Continued)

- Participated in a comprehensive data quality assessment review of the Tennessee traffic records crash database sponsored by the Federal Highway Administration (FHWA), Crash Data Improvement Program (CDIP), in March 2010. Completed pre-assessment questionnaire and answered questions during formal meetings with the assessment team.
- Participated in Traffic Records Coordinating Committee (TRCC) meetings. The purpose of this committee is to provide oversight and guidance to State and Local government agencies regarding traffic records. States with an active TRCC are eligible to compete for Federal funds allocated each year to improve traffic records information systems.

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 Federal Motor Carrier Safety Administration (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 criteria for measuring completeness, accuracy, and timeliness of fatal and non-fatal crashes. TDOS closed FY 2009 - 2010 with an overall status rating of "GREEN", the highest rating given to any state.

CVARS Activity FY 2009 - 2010	
# of Reports-State Reportable	8,895
# of Reports-Federally Reportable	3,446

Administrative and Support Services

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Maintained current State Safety Data Quality (SSDQ) ratings and standards
- Participated in the FMCSA Data Quality Webinar on "New and Modified SSDQ Measures" in March 2010.
- Participated in a comprehensive data quality assessment review of the Tennessee traffic records crash database sponsored by the Federal Highway Administration (FHWA), Crash Data Improvement Program (CDIP), in March 2010. Completed pre-assessment questionnaire and answered questions during formal meetings with the assessment team.
- Completed review of procedures and emphasized staff training for meeting criteria for completeness, accuracy, and timeliness measures.
- Established a data chart beginning in January 2010 to monitor DataQs.
- Established procedure for handling Agency Report Correction Requests in TITAN.
- Provided assistance to the FARS Unit ensuring completeness of fatal reports.
- Participated in Traffic Records Coordinating Committee (TRCC) meetings. The purpose of this committee is to provide oversight and guidance to State and Local government agencies regarding traffic records. States with an active TRCC are eligible to compete for Federal funds allocated each year to improve traffic records information systems.

Data Entry

The data entry unit performs data capture functions for all AS400 jobs, as well as Driver License Renewals that are mailed to TDOS. Indexing functions are completed for the following documents: Driver License Applications, Handgun Permits, and Handgun Schools. Error listings generated from rejected mainframe transactions are routed to the appropriate sections for corrective action. Editing functions are completed to correct driver database records.

Data Entry Activity FY 2009 - 2010	
# of Documents Keyed	409,458
# of Documents Indexed	863,376

Records/Microfilming/Scanning

This unit is responsible for scanning and microfilming documents, as well as processing and maintenance of microfilm. Microfiche records are verified and maintained. Records are retrieved from microfilm, microfiche, and the crash records system in response to requests for documents from various sections within the department. Production control safety letters are also verified and mailed out.

Records Activity FY 2009 - 2010	
# of Documents Microfilmed	2,192,726
# of Documents Scanned	973,685

Administrative and Support Services

Ticket Accountability and Evaluation

These units are responsible for processing traffic citation and offense disposition documents sent to the Department of Safety for citation accountability and driver record databases. Information on these documents must be reviewed, researched, evaluated, and properly encoded to ensure complete and accurate data are entered and transmitted to the databases. Completion of this task requires extensive knowledge of the State's Tennessee Code Annotated (TCA) statutes pertaining to driver licenses, rules of the road, financial responsibility laws, Commercial Driver License information as mandated by the Federal Motor Carrier Safety Administration (FMCSA), as well as the American Association of Motor Vehicle Administrators (AAMVA) Code Dictionary.

1. All documents must be reviewed to determine that the information is relevant and correct. If documents are incomplete or improperly completed or if errors exist, each situation is researched and the proper steps are taken to correct any inaccuracies. This may require communication with local, state, or federal officials, e.g. courts, law enforcement, and departmental contacts.
2. Driver license type and vehicle description information are evaluated to determine commercial or non-commercial processing status.
3. License state, citation type, disposition action, suspension/revocation time calculations, fines/fees paid and court ID are encoded. Appropriate information is checked, highlighted, and coded following specific guidelines to complete these tasks.
4. Correspondence, citation and offense disposition documents, and notifications are sent to the license state of record for out-of-state drivers.
5. CDLIS pointer notifications are created and logged as needed for commercial vehicle offenses.
6. Encoded data are entered into the databases. Data transmission procedures are completed daily.

Fiscal Year 2009 - 2010 Accomplishments and Highlights

- Participated in the Court Reporting Processes Review for records sent to and received from other states.
- Participated in the Clerks of Court Conferences in May and June 2010. Information was provided on requirements for reporting and processing citations and convictions.
- Participated in requirements gathering meetings for storing and retrieving electronic court documents in Filenet.
- Participated in a review of the ACD codes, driver action codes, and state and federal requirements.
- Assisted in the development and testing of Court Document Reporting (CDR) web training tool.
- Participated in Traffic Records Coordinating Committee (TRCC) meetings. The purpose of this committee is to provide oversight and guidance to State and Local government agencies regarding traffic records. States with an active TRCC are eligible to compete for Federal funds allocated each year to improve traffic records information systems.

Administrative and Support Services

Logistics

Logistics 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 Supply Section's largest responsibility is issuing uniforms worn by over 1,100 members of the Department of Safety. Uniforms and duty gear are issued routinely to members of the Highway Patrol, Capitol Police, Driver License Examiners, Communication Dispatchers and Technicians. Records for stock control and accounting purposes are kept through the Edison system on all items delivered to or shipped from the Supply Section. All duty gear and equipment for all Commissioned personnel are issued through Supply. Our goal is to research and deliver the most up-to-date equipment possible with the available resources.

Building Maintenance

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.

Fleet

The Fleet Section has been in existence since 1949. This 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 Tennessee Highway Patrol 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 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, and preventive maintenance is performed by the Department of Transportation. There were 168 vehicles leased from Motor Vehicle Management for FY 2009 - 2010.

Administrative and Support Services

Communications

The Communications Section is responsible for the procurement, installation, and maintenance of the primary VHF-low band, secondary VHF-high band, 800MHz radios, microwave systems, video systems, and radars. There are eight THP district headquarters, each with a dispatch center, which cover the entire geographical area of the state. Communications personnel also issues and tracks cell and blackberry phones

During FY 2009 - 2010, 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

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 one Administrative Service Assistant 3, one Administrative Services Assistant 2, Stores Manager, Radio Systems Analyst, Radio Technician Supervisor, six 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.

Appendix Section

Federal Grants FY 2009 - 2010	
Motor Carrier Safety	\$3,191,698
Marijuana Task Force	510,112
CDLIS Modernization	82,309
Commercial Driver License Improvement	582,547
Homeland Security ODP	2,079,870
CVARs	186,590
Commercial Vehicle Information Systems and Networks (CVISN)	2,953
Project CAR	211,859
REAL ID	82,680
FARS	130,680
ARRA Communication System	2,000,000
ARRA Investigative Tools	412,312
ARRA Process Innovations	207,152
High Crash Corridors	101,525
Motorcoach Enforcement	74,137
PRISM	272,457
Alcohol Saturation Patrols	77,304
New Entrants Audits	610,464
Strike Three	227,007
Traffic Records Improvement	536,713
Knoxville CMV Traffic	108,104
Special Operations Equipment	80,001
Deals Gap Enforcement	49,012
CMV Roadside Technology	51,997
Safety Data Improvement	2,197
Bristol Speedway	17,266
Shady Valley US 41 Enforcement	22,353
Law Enforcement Mgmt Training	72,000
High Intensity Drug Trafficking Area (HIDTA)	47,367
TITAN	845,007
Crash Reporting	125,146
High Visibility Campaign	21,970
TOTAL GRANTS	\$13,022,789

**DARE Activity
FY 2009 - 2010**

Classes/Meetings	YTD	Time Accrued	Attended
Core Classes	1,025	1,938	21,949
Grades K-4	129	112	2,087
Middle School Classes	461	1,071	10,922
Senior High School Classes	38	84	4,005
Parent Education	16	20	70
School Personnel Meetings	76	97	269
PTO/PTA Meetings	5	9	18
Civic/Community/Churches	58	214	2,884
City Police Departments	19	27	38
Sheriffs' Departments	56	81	115
Preparation		721	
Instructor	37	1,046	1,504
Student	22	158	
Other	1	7	40
Elementary Schools	23	30	23
Middle Schools	0	0	0
High Schools			
Applicant Interviews	11	24	11
Other – DARE	686	10,528	16,712
Total	2,663	16,167	60,647

MREP Enrollment FY 2009 - 2010		
Training Site	Basic Rider Course	Experienced Rider Course
Austin Peay - Montgomery Co.	224	28
Bumpus / Rider's Edge - Memphis	158	110
Bumpus/H-D - Murfreesboro	107	28
Chattanooga - Cleveland	316	37
Columbia	174	0
Bumpus H-D Jackson	88	8
Cookeville	82	47
Crossville	34	0
Dyersburg	18	0
Fort Campbell, Ky.	804	224
Jackson State CC	195	8
Karnes High School - Knoxville	236	48
Kingsport	313	31
Motlow CC -Tullahoma	30	0
Abarnathy / Union City	84	0
Nashville Tech.	356	21
Nashville Super Speedway	165	12
Pellissippi- Knoxville	321	52
Pellissippi State 2	224	36
Southwest Community College	339	12
TLETA-Donelson	330	60
Walters State CC - Knoxville	246	0
Volunteer State	192	36
Smokey Mtn. H/D	148	0
Smyrna Rehab Ctr.	98	0
Central Middle School / M'boro	298	76
Boswell's H/D	86	28
Appleton H/D	142	0
National Guard/Reserve	78	0
Total	5,886	902

Driver License Activity
Summary of Licenses Issued By Type Of Transaction
FY 2009 - 2010

	CDL	Non-CDL	Total Drivers	Total Plus IDs	% Overall Activity	FY 2008 – 2009	% Change Prev Year
NEW DRIVERS	6,991	157,562	164,553	201,114	13.4	230,305	-13
Originals, CDL Conv	4,339	73,987	78,326	110,376	7.3	121,636	-9
New Residents	1,326	65,097	66,423	69,747	4.6	84,258	-17
Returning Residents	1,326	18,478	19,804	20,991	1.4	24,411	-14
RENEWALS	30,859	671,048	701,907	746,252	49.6	777,154	-4
DUPLICATES	5,890	219,285	225,175	261,866	17.4	298,210	-12
PROBLEM DRIVERS	2,003	90,353	92,356	92,848	6.2	90,479	+3
Reinstatements-Adlt	1,980	81,925	83,905	84,213	5.6	80,742	+4
Reinstatements-Juv	1	1,283	1,284	1,305	0.1	1,651	-21
Rest. Licenses-Adlt	22	7,145	7,167	7,330	0.5	8,086	-9
CHANGE/ADD TO CLASS	13,865	127,299	141,164	177,940	11.8	201,755	-12
Reclass, Exch/Upgr	411	107,807	108,218	144,994	9.6	157,617	-8
Add permit, class end	13,454	19,492	32,946	32,946	2.2	44,138	-25
FREE	2,273	19,565	21,838	23,289	1.5	28,036	-17
Total Licenses Issued	61,881	1,285,112	1,346,993	1,503,309	100.0%	1,625,939	-8

Driver License Activity
Summary of Licenses Issued By Card Type and Outlet
FY 2009 - 2010

	Total Plus IDs	FY 2008 - 2009	% Overall Activity	% Change Prev Year
Field Issued Photo	1,177,365	1,226,657	72.8	-4
Internet Photo	174,850	136,873	10.8	+28
Field Issued NonPhoto	5,960	6,258	0.4	-5
Internet NonPhoto	5,151	5,699	0.3	-10
Mail/Batch Renewal Photo	96,299	72,072	6.0	+34
Mail/Batch Renewal NonPhoto	39,720	41,695	2.5	-5
Self-Service Kiosk Photo	116,941	105,811	7.2	+11
Self-Service Kiosk NonPhoto	407	371	0.0	+10
Total	1,616,693	1,595,436	100.0%	+1

Driver License Activity
DL Applicant Services Received in Field
FY 2009 - 2010

LICENSE ISSUANCE ACTIVITY							
				2009 - 2010	2008 - 2009	% Field Activity	% Change Prev Year
Total Licenses Issued In The Field				1,274,246	1,369,122	55.7	-7
EXAM ACTIVITY							
Exam Type	CDL	Class D/H	Class M	2009 - 2010	2008 - 2009	% Field Activity	% Change Prev Year
Vision	32,401	287,686	32,176	352,263	382,442	16.3	-8
Knowledge	27,986	182,142	18,577	228,705	247,834	10.6	-8
Skills	4,323	89,974	9,109	103,406	115,810	4.8	-11
Total Exams	64,710	559,802	59,862	684,374	746,086	29.9	-8
SPECIAL PROGRAM AREAS							
				2009 - 2010	2008 - 2009	% Field Activity	% Change Prev Year
Handgun Carry Permits, Processed by Field Offices				63,699	86,912	3.0	-27
Voter Registration Applications				100,262	132,496	4.7	-24
MVRs Sold Over the Counter				33,309	39,991	1.5	-17
360 Reinstatement Advice Letters printed				40,631	58,168	1.9	-30
DL Field Reinstatements				89,850	79,582	4.2	+13
Total Field Special Program Activity				327,751	397,149	14.3	-17
Total Services Provided in the Field				2,286,371	2,512,357	100.0%	-9

**Financial Responsibility Division
Revocation, Suspension, Cancellation Actions
FY 2009 - 2010**

Non-Commercial Actions		Non-Commercial Actions (cont.)	
DUI 1st Offense	14,111	Failed to Appear for Re-examination	N/A
DUI 2nd Offense	2,696	Re-examination Failed	N/A
DUI 3rd Offense	884	Failure to Pay Child Support	8,866
DUI 4th Offense Felony	594	Susp. Installment Agreement Default	840
DUI Not Stated	5,274	Other Revocations/Susp./Cancellation	1,987
DWI Adult 2nd or Subsequent Offense	0	Rev. Fatal Crash - GDL Program	8
Driving While Impaired (16-21)	352	Susp. For Crash/Seat Belt GDL	0
Implied Consent	2,478	Rev. Fraudulent Document GDL	0
DUI By Allowing	60	Total Non-Commercial Offenses	311,852
TOTAL DUI OFFENSES	26,449	Commercial Actions	
Manslaughter/Vehicular Homicide	53	DUI	17
Driving While License Susp./Revoked	39,957	Manslaughter/Vehicle Homicide	1
Drag Racing	55	Driving on Revoked License	21
Leaving Scene of Crash	154	Drag Racing	0
Leaving Scene of Crash Death Felony	11	Leaving the Scene of a Crash	3
Fraud Applying For or Using DL	136	Fraudulent Use of a Driver License	577
2 Cases of Reckless Driving	72	Felony With an Automobile	1
Felony With An Auto	69	Allowing Intoxicated Person to Drive	0
Habitual Offender	429	Contributing to a Fatal Crash	0
Driving After Conviction Habitual Offender	793	Implied Consent	4
Crash Suspensions	7,368	Suspension on 2 Serious Violations	46
Crash Revocations	8,286	Suspension on 3 Serious Violations	8
Unsatisfied Judgment	2,027	Aiding or Abetting Prostitution	0
Contributing to Fatal Crash	0	CMV Felony Involving Controlled Sub.	0
Failure to File Insurance After Mov. Viol.	N/A	Violated Out of Service Orders	0
Re-Revocation (Cancelled SR-22)	5,194	Susp.-Fail to stop at RR crossing	2
Conviction of Failure to Provide FR	41,314	Unatt. Veh. Cont. Med./Hz waste	0
License Cancelled in Lieu of Bail	1	Total Commercial Actions	680
Failure to Satisfy Citation-Other State Crt	5,627	Total Non-Commercial Actions	311,852
Failure to Satisfy Citation TN Court	86,318	GRAND TOTAL	312,532
Failure to Satisfy Citation-Non-Mov. Viol.	69,796	Misc. Commercial Offenses	
Child Endangerment By Vehicle	0	Serious Violations	658
Reckless Endangerment by Vehicle	149	Fail to stop school bus @ RR Cross	N/A
Vehicular Assault	55	Rail Road Crossing Violations	N/A
Cancelled/Withdrawn License-Other State	37	Other Violations in CMV	2,166
Truancy (Compulsory Attendance)	3,697	Rept. Of Violation Under CDL – CMV	22
Drug Free Youth Act	1,841	Rept. Of Violation under CDL - PV	3
18-20 Year Old Violation	171	Serious Offender Warning Letter	563
Juvenile Possession of Weapon	92		
Frequent Traffic Violations (points)	N/A		
Disability	N/A		

**Financial Responsibility Division
Other Activities Processed
FY 2009 - 2010**

Driving While Impaired Adult 1st. Off.	N/A
Crash Reports (Operators)	203,001
Correspondence Received	586,896
Correspondence Mailed	184,347
Other Documents Handled	438,542
Notices Issued	535,973
Driver License Surrendered	23,006
Driver License Confiscated	18,676
Reinstatements (Fee Required)	209,101
Reinstatements (No Fee)	17,550
Reinstated Under Payment Plan	1,718
SR-96 Notice of Susp./Installment	1,328
# Fees-Failure to Surrender DL/Tags	59,739
# Certifications Fines/Cost Satisfied	46,980
Seatbelt Violation (Driver)	60,530
Seatbelt Violation (Passenger)	1,125
Seatbelt Violation (Minor 16-17)	23
Seatbelt Violation (Minor 4-15)	1,337
Seatbelt Viol. 2nd Off. (Minor 4-15)	9
Seatbelt Viol. Child Ticketed (16-17)	597
Seatbelt Viol. Child Ticktd 2nd (16-17)	30
Child Restraint Violation	3,274
Officer Reports Sold from HQ	33,473
MVRs Administrative (NO FEE)	30,641
MVRs Commercial (\$5.00 Each)	52,151
MVRs Internet	1,921,529
Abstracts	3,384
Miscellaneous Documents Processed	14,616
THP Tickets (Citations)	225,219
THP Tickets (Dispositions)	111,138
Miscellaneous Suspension Filmed	0
Documents Microfilmed	2,192,726
# Calls Handled by automated system	592,380
# Calls Handled by examiners	444,009
Total # of calls handled	1,036,389
Misc. Other Tickets Processed	329,965
# Drivers Paid Reinstatement Fee Internet	22,698
# Drivers Checked Req. Internet	232,552
# Drivers to T&R stop tag renewal	40,513
# Drivers to T&R to clear tag renewal	15,103
# Drivers Requiring Interlock Device	1,583
Drug Free Youth Act - Denials	1,838
Drug Free Youth Act - Withdrawals	1,641

**Financial Responsibility Division
Fiscal Statistics
FY 2009 - 2010**

Restoration Fees Received	\$17,371,511
Restoration Fees Refunded	\$47,043
Accrued Money From Restoration Fees	\$17,324,468
Officer Reports Fees Received	\$133,890
Officer Reports Fees Refunded	\$14
Accrued Money From Officer Reports	\$133,876
MVR Fees Received	\$9,865,177
MVR Fees Refunded	\$158
Accrued Money From MVR	\$9,865,019
Miscellaneous Fees Received	\$44,293
Miscellaneous Fees Refunded	\$509
Accrued Money From Miscellaneous Fees	\$43,785
**F/R Affidavit Fees Received	\$9,934
**F/R Affidavits Fees Refunded	\$115
Accrued Money From **F/R Affidavit Fees	\$9,819
\$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	\$153,875
\$10.00 Fees Refunded to Court	\$370,750
Contingent Revenue Received	\$135,014
Contingent Revenue Refunded	\$156,026
Driver License Fees Refunded	\$3,235
Total Accrued Money from All Fees	\$26,852,341

**Office of Professional Responsibility
FY 2009 – 2010 Cases**

Primary Complaint	Inconclusive		Sustained		Exonerated		Unfounded		Other/Pending	
	AD	IQ	AD	IQ	AD	IQ	AD	IQ	AD	IQ
Abuse of Authority	0	0	0	0	0	0	0	0	0	0
Absence from Duty	0	0	3	0	1	0	0	0	0	0
Abuse of Leave	0	0	2	0	0	0	0	0	0	0
Abusive Behavior	0	0	0	0	0	0	0	0	0	0
Acts that would endanger lives or property of others	0	0	1	0	0	0	0	0	0	0
Bad Debts	0	0	0	0	0	0	0	0	0	0
Betrayal of confidential information	0	0	0	0	0	0	0	0	0	0
Careless, Negligent Use of State Property	0	0	1	0	0	0	0	0	0	0
Computer Violation	0	0	4	0	0	0	0	0	0	0
Confidential Information	0	0	0	0	0	0	0	0	0	0
Confidentiality of Information-official Business	0	0	0	0	0	0	0	0	0	0
Conflict of Interest-General Order 263	0	0	0	0	0	0	0	0	0	0
Courtesy	0	0	0	0	0	0	0	0	0	0
Damage or Destruction of State Property	0	0	0	0	0	0	0	0	0	0
Disability	0	0	0	0	0	0	0	0	0	0
Discharge of Firearm	0	0	1	0	0	0	0	0	0	0
Dispute of Accident Report	0	0	0	0	0	0	0	0	0	0
Dispute of Citation	0	0	0	0	0	0	0	0	0	0
Enforcement Policy-General Order 501	0	0	0	0	0	0	0	0	0	0
Excessive Force	0	0	0	0	0	0	0	0	0	0
Fail to maintain license required by law for employee	0	0	0	0	0	0	0	0	0	0
Failure to Obey Orders	0	0	0	0	0	0	0	0	0	0
Failure to appear in court	0	0	0	0	0	0	0	0	0	0
Failure to follow instructions	0	0	0	0	0	0	0	0	0	0
Failure to maintain good relationships	0	0	0	0	0	0	0	0	0	0
Fitness for Duty	0	0	4	0	1	0	1	0	0	0
Falsification of official document	0	0	2	0	0	0	0	0	0	0
Gross Misconduct or Conduct Unbecoming	0	0	1	0	0	0	0	0	0	0
Harassment	0	0	0	0	0	0	0	0	0	0
Illegal Search	0	0	0	0	0	0	0	0	0	0
Inefficiency or incompetency performing duties	0	0	2	0	0	0	0	1	0	0
Improper Procedures	1	2	24	8	2	1	2	9	1	0
Improper use of equipment	0	1	0	0	0	0	0	0	0	0
Improper use of state credit card	0	0	0	0	0	0	0	0	0	0
Inappropriate Language	0	0	0	0	0	0	0	0	0	0

**Office of Professional Responsibility
FY 2009 – 2010 Cases**

Primary Complaint	Inconclusive		Sustained		Exonerated		Unfounded		Other/Pending	
	AD	IQ	AD	IQ	AD	IQ	AD	IQ	AD	IQ
Insubordination	0	0	3	0	0	0	0	0	0	0
Information Only	0	0	0	0	0	0	0	0	0	0
Misuse of State Time	0	0	0	0	0	0	0	0	0	0
Negligence in Performance of Duties	0	0	7	1	1	0	0	1	0	0
Order of Protection	0	0	0	0	1	0	0	0	0	0
Patrol Vehicle Accident	0	0	20	0	0	0	0	0	0	0
Political Activity	0	0	0	0	0	0	0	0	0	0
Refused to accept assignment of supervisor	0	0	0	0	0	0	0	0	0	0
Report to Work Under Influence	0	0	0	0	0	0	0	0	0	0
Rudeness	0	1	1	2	0	0	0	13	0	0
Shooting Incident	0	0	0	0	3	0	0	0	0	0
Theft of Money	0	0	0	0	0	0	0	0	0	0
Threatening	0	0	0	1	0	0	0	0	0	0
Trespassing	0	0	0	0	0	0	0	0	0	0
Truthfulness	0	0	0	0	0	0	0	0	0	0
Unprofessional Conduct	0	2	13	3	2	2	1	11	0	0
Use of Drugs	0	0	0	0	0	0	0	0	0	0
Violation of General Order or TCA	0	0	8	0	1	0	1	6	1	0
Willful abuse of state funds, property or equipment	0	0	1	0	0	0	0	0	0	0
Total	1	6	98	15	12	3	5	41	2	0

AD refers to Administrative investigations, while IQ refers to Inquiry investigations.

**Mobile/Portable/Test Equipment
FY 2009 - 2010**

Description	State Total	Units Reinstalled	New Installations
Mobile Radios Vhf-Low	1,223	168	0
Mobile Radios Vhf-High	873	168	0
Mobile Radios Uhf	873	168	0
Mobile Repeaters Vhf-High	980	68	100
Vehicle Warning Systems	0	0	168
Portable Radios Vhf-High	1,509	68	150
Vehicle Chargers	1,509	68	150
Portable Radios Uhf	9	0	0
Computers & Mounts	1,156	0	6
Modems 800-Mhz.	258	0	0
Portable Radios 800-Mhz.	65	0	0
Radar Detectors	15	0	0
Radar, Laser	90	0	0
Radar, Eagle	0	0	0
Radar, Hand Held	62	0	0
Radar, Stalker	948	0	278
Mobile Video Equipment	1,162	0	22
Suitcase Repeaters Vhf	3	0	0
Pentax Printer	0	118	50
Cellular Telephones	938	10	1,032
Nextel Phone/Radios	0	0	0
Blackberry Data Phone	206	28	34
Analog Service Monitors	16	0	0
Digital Service Monitors	2	0	0
Phone/Microwave Circuit Tester	5	0	0
ThruLine Watt Meters	16	0	0
Bird Site Analyzers	6	0	0
Anritsu Cable Fault Analyzers	1	0	0
Fluke Multimeters	18	0	1
Vocar Radar Calibration Units	2	0	0
Selective RF Level Analyzer	1	0	0
PRO-TECT Police Radar Certification System	7	0	0

Building Maintenance Expenditures FY 2009 - 2010	
Electrical on new radio bays	\$814.80
Evidence Lockers	\$898.00
Training Center	\$534.16
Jackson Hangar AC	\$286.14
Concrete for K-9 Kennel	\$157.60
Electrical in Memphis Dispatch	\$365.00
Woodwork in Butler Bldg.	\$267.46
Polk Co. Grounding System	\$785.00
Communication Work	\$1,301.60
Bobcat repair	\$264.91
Special Operations	\$1,124.36
Ice Machine	\$2,656.80
Building Maint.	\$4,075.16
Grand Total	\$13,530.99

Communications Infrastructure FY 2009 - 2010			
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	1
VHF Mobile Relay Stations	68	0	0
VHF-UHF Control Stations	55	0	0
800-MHz. Data Stations	25	0	2
Microwave Radio Stations	6	0	3
Communication Towers	40	0	1
Emergency Power Generators	39	1	0

Tennessee Department of Safety Fiscal Year 2009 - 2010 Annual Report

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THIS PUBLIC DOCUMENT WAS RELEASED IN JANUARY 2011.