



Tennessee Department of Safety Annual Report Fiscal Year 2003-2004



State of Tennessee
Phil Bredesen, Governor

Department of Safety
Fred Phillips, Commissioner
Tom Moore, Deputy Commissioner
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www.tennessee.gov/safety



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PHIL BREDESEN
GOVERNOR

FRED PHILLIPS
COMMISSIONER

The Honorable Phil Bredesen
Governor of Tennessee
State Capitol
Nashville, Tennessee 37219

Governor Bredesen:

On behalf of the employees at the Tennessee Department of Safety, I am pleased to present the department's Annual Report for fiscal year 2003-2004. We have once again accomplished many initiatives through our education, regulation and enforcement efforts that have improved the overall safety and general welfare of the state's motoring public.

Our safety education efforts extended into communities statewide where thousands of programs on topics such as child passenger restraint usage, motorcycle rider education, pupil transportation and drug awareness among others were presented. In addition, the department continued to train and certify the state's local law enforcement community through the Tennessee Law Enforcement Training Academy.

The department also continued to place an emphasis on improving the overall level of service to citizens by expanding its online suite of motorist services. Throughout the 2003-2004 fiscal year, the number of online transactions for driver license and title and registration services reached record highs improving our ability to provide quicker, more convenient service.

Through the department's 900-plus commissioned law enforcement personnel, more than 460,000 hours were spent patrolling Tennessee's roadways contributing to an overall decline in the number of motor vehicle fatalities for the year.

While these are just a few of the department's achievements, each is the direct result of our employees' dedication to the citizens of Tennessee. We remain committed to providing the highest level of assistance and safety to all Tennesseans. Together, I know we can achieve greater results and look forward to the opportunities that lie before us.

Sincerely,

Fred Phillips
Commissioner



Internationally Accredited

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Created in 1939, the Tennessee Department of Safety (TDOS) is much more than its most traditional and visible division, the Tennessee Highway Patrol. Interestingly enough, the Highway Patrol was created 10 years earlier as an offshoot of the then-existing state police force. After many modifications, TDOS today still encompasses the Highway Patrol, but the department also issues driver licenses and vehicle titles, 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 Highway Patrol
1990	Title and Registration moved from Department of Revenue to TDOS
1996	Commercial Vehicle Enforcement incorporated Public Service Commission function and staff related to commercial vehicle regulations
1996	Handgun Carry Permits moved from local sheriff departments to TDOS
1998	Remaining commercial vehicle title / registration functions moved to TDOS from Department of Revenue

Overview: The Tennessee Department of Safety (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
- Title and registration
- Administrative/support services
- Technical services

Headquartered in Nashville, the Department of Safety 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 1,831 employees. Approximately half of the department consists of 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. Though 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 and teachers, attorneys and courts, financial institutions, insurance companies, automobile dealers,

media representatives and various other persons in need of the department's specialized services.

Services: TDOS responsibilities range from the enforcement of motor and commercial vehicle laws to the investigation of crashes, stolen vehicles, other motor vehicle crimes and identity theft. 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. The department also performs all aspects related to the titling, registration and related activities for motor vehicles statewide.

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

Financial Overview: During the past several years, the department has generated \$300 - \$325 million in revenues, with \$345 million in revenues this current year. Approximately 87% of the revenue generated by the Department of Safety goes to the highway fund and the general fund.

The budget for TDOS for FY 2003-04 was \$144,620,100. Of this amount, 71.6% is funded from state appropriations, 3.1% from federal funds, and 25.3% from current services and interdepartmental revenues and from carry forward of reserves. These latter sources of revenue include revenue from Motor Vehicle Reports, reinstatement fees, driver license application fees, handgun permit fees, highway safety grants through the Governor's Highway Safety Office, tuition fees from the Law Enforcement Training Academy, and carry forward reserves from unexpended amounts for license plates and the handgun carry permit program.

Accreditation: TDOS is one of only fifteen (15) highway patrols or state police agencies in the nation accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA). Accreditation bestows recognition on outstanding law enforcement agencies that demonstrate excellence in management and service by meeting an established set of professionally developed criteria. Accreditation

requires agencies to meet or exceed 446 applicable standards, which address all areas of administration, operation and technical support activities. The process includes a thorough self-assessment and a vigorous on-site assessment by a team of CALEA assessors who carefully review department policies, interview personnel and seek public input from the community. Upon recommendation by assessors, CALEA officials grant a three-year award of accredited status to the agency, contingent on the agency's commitment to maintain compliance with established standards.

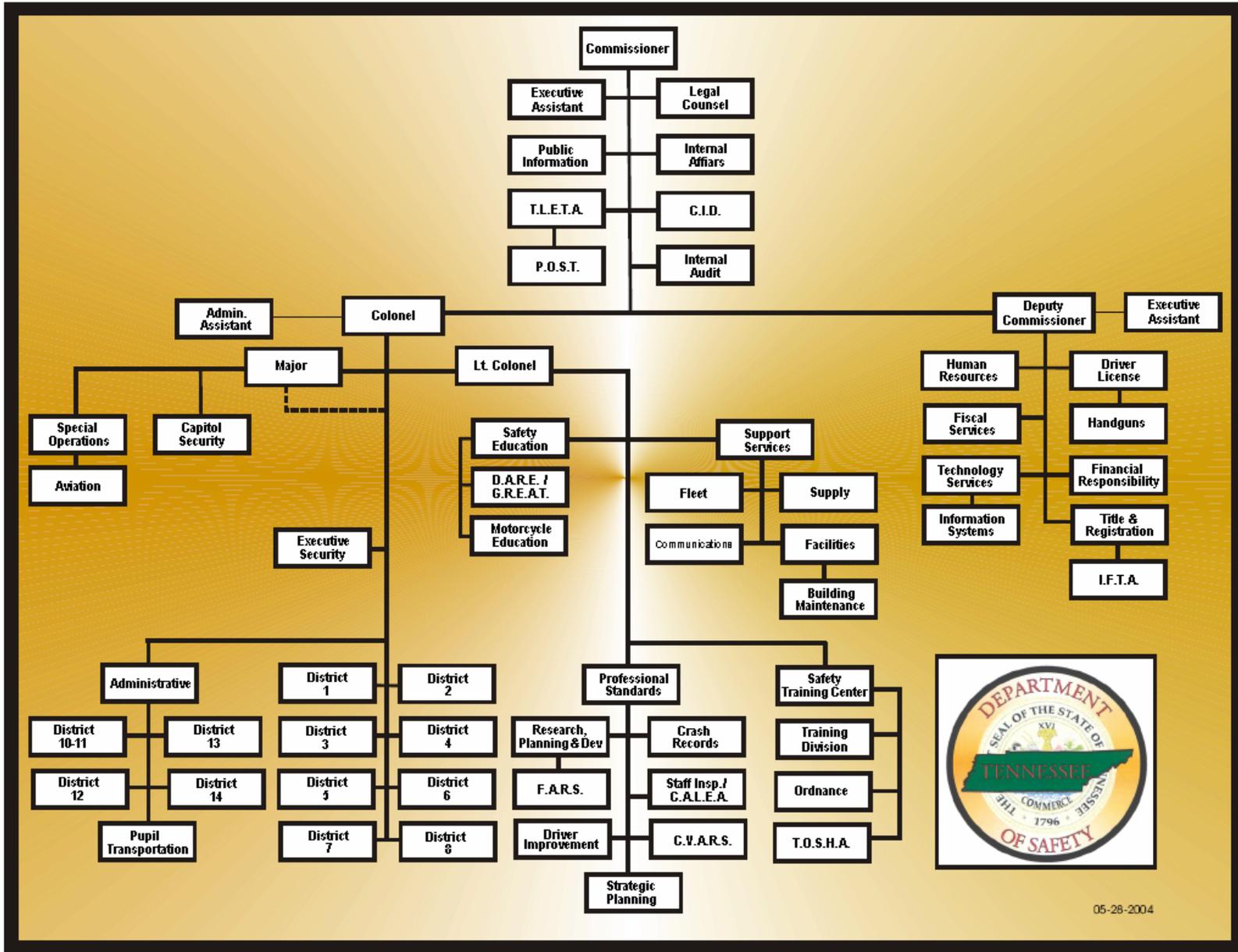
The Tennessee Department of Safety was first accredited on November 20, 1999 and re-accredited on November 16, 2002. The Department will undergo a stringent on-site assessment in August of 2005 in an effort to be eligible for a second re-accreditation in November of 2005. Accreditation reinforces the department's position as, and commitment to remaining, an outstanding law enforcement organization comprised of highly skilled professionals.

In summary, 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.

Excellence Through Training



Department of Safety Organizational Structure



Department of Safety Highlights Fiscal Year 2003-2004

- ★ Tennessee Highway Patrol Troopers and Commercial Vehicle Enforcement Officers provided 461,191 hours of patrolling the highways.
- ★ Overall, there were fewer motor vehicle traffic fatalities per vehicular miles traveled for fatalities involving commercial vehicles than the previous fiscal year.
- ★ The Commercial Vehicle Enforcement Unit instituted the New Entrant Program to perform audits on new motor carrier companies. This program will ensure compliance with all Federal Motor Carrier Safety Rules and Regulations prior to the commencement of business operations.
- ★ Beginning January 1, 2004, the Pupil Transportation Unit became responsible for the inspection of child care vehicles and providing in-service training for child care vehicle drivers. Through June 30, 2004, 407 inspections were completed and 223 drivers were trained.
- ★ The D.A.R.E. Unit, by request of D.A.R.E. International and the United States State Department, went to Curaçao, Netherlands Antilles and conducted an 80-hour basic D.A.R.E. Officer Training for 35 police officers from the island country of Curaçao from February 28 – March 12, 2004. This began the D.A.R.E. program for this Caribbean country.
- ★ The Motorcycle Rider Education Program (MREP) assisted military programs at Fort Campbell and the Tennessee Air National Guard with establishing courses at their facilities in order to meet Department of Defense requirements for on base riding.
- ★ The Department of Safety experienced an increase of 22 percent in online driver license renewals over the previous fiscal year. Over 71,824 Tennessee citizens renewed their driver licenses over the Internet, thus continuing the increase in the overall operating efficiency of driver license stations.
- ★ During the second year of the online subscription service for accessing title and registration information, over 81,000 inquiries were made online. This represents an increase of over 50,000 inquiries compared to the prior fiscal year. In addition to increasing the service to customers, the T&R Division improved processes to include enhanced screening of applicants, streamlining of the application process and investigating ways to provide stronger controls in the renewal process.
- ★ Of the 27 performance measures identified in the 2003-2004 strategic plan, 21 met their stated targets or fell within 3% of reaching the target.

Fiscal Year 2003-2004: A Snapshot of TDOS

Key Activity and Performance Measures¹

ENFORCEMENT SERVICES

Miles of state and federal roadway patrolled by the Tennessee Highway Patrol:	14,150	
Number of motorists assisted by the Tennessee Highway Patrol:	55,032	
Number of citations and warnings issued by the Tennessee Highway Patrol:	376,363	
Number of motor vehicle crashes investigated by the Tennessee Highway Patrol:	31,081	
Number of highway fatalities in Tennessee:	1,185	●
Highway fatality rate per 100 million vehicular miles traveled (VMT):	1.70	●
Number of DUI arrests by THP and CVE:	4,150	●
Number of fatalities involving large trucks:	112	●
Rate of fatalities involving large trucks per 100 million commercial vehicular miles traveled:	1.79	●
Number of citations and warnings issued by Commercial Vehicle Enforcement:	66,752	
Number of inspections conducted by Commercial Vehicle Enforcement:	59,931	
Average number of days to upload commercial motor vehicle inspection data to Federal database:	17.4	●
Number of trucks weighed by Commercial Vehicle Enforcement:	9,985,730	
Number of school bus drivers trained and tested by the Pupil Transportation section:	12,158	
Number of school bus inspections conducted by the Pupil Transportation section:	12,032	
Ratio of school buses to school bus inspections:	1:1.5	●
Percent of salvage/rebuilt vehicles inspected within 28 days:	80%	●
Percent of operational expenses for auto theft investigations funded through the sale of seized property:	16.3%	●
Number of cases investigated by the Critical Incident Response Team (C.I.R.T.):	398	
Number of marijuana plants eradicated by Special Operations/Governor's Task Force for Marijuana Eradication:	415,730	

EDUCATION AND TRAINING SERVICES

Number of public and media events held to promote safe highways:	2,668	●
Number of law enforcement officers receiving safety education training and assistance:	2,045	●
Number of certified DARE officers throughout the state:	370	●
Number of students enrolled in a certified motorcycle rider education course:	6,547	●
Number of instructors certified to teach Motorcycle Rider Education Programs:	159	
Number of local law enforcement recruits trained by TLETA:	395	
Percent of new recruits trained within six months after application received by TLETA:	89%	●
Number of specialized training schools offered by TLETA:	51	●
Number of officers receiving POST salary supplement:	11,735	●

¹ Performance Measures, indicated with a "bullet," represent key indicators of the department's services, used as a baseline to measure the department's progress in achieving strategic plan goals.

MOTORIST SERVICES

Number of valid licensed drivers in the state of Tennessee:	4,241,565	
Number of driver license/photo identification documents issued:	1,467,303	
Percent of non-test applicants issued a driver license within 15 minutes of examiner pulling record:	88%	●
Percent of non-test driver license transactions conducted outside the office (via Internet, mail):	25%	●
Total number of driver licenses and ID's renewed:	688,263	
Number of driver licenses and ID's renewed online:	71,824	
Number of driver examinations conducted:	965,489	
Number of voter registration applications processed by our DL offices:	129,516	
Number of total handgun carry permits issued:	28,754	
Number of handgun carry permit renewals processed:	16,461	
Number of all offenses handled by Financial Responsibility:	265,352	●
Average number of days between the Department's receiving mandatory court convictions and mailing the letter revoking the driver license:	7.5	●
Number of hearings conducted by Driver Improvement:	6,259	
Percent of hearings held within 60 calendar days of points suspension letter:	82%	●
Number of state and county titles issued by the Title and Registration division:	2,272,360	
Percent of titles issued locally by County Clerks:	80%	●
Percentage of abandoned calls to T&R telephone operators:	35%	●
Percentage of renewal registration errors:	2.1%	●
Total value of services rendered by the Title and Registration division:	\$183,850,359	
Number of vehicle registrations issued by Title and Registration division:	5,881,412	

ADMINISTRATIVE AND SUPPORT SERVICES

Number of authorized positions:	1,870	
Dollar amount of total departmental revenues:	\$345,370,576	
Dollar amount of total departmental expenditures:	\$144,620,033	
Dollar amount of federal grants and funds:	\$5,741,190	
Number of services available by Internet:	9	●
Yearly volume of Internet service transactions:	2,176,185	●
Percent of driver license address changes made without visiting office:	24%	●
Percentage of pursuit vehicles operating with mileage in excess of 85,000 miles:	31%	●
Number of communication sites maintained:	45	●
Total cases of asset forfeiture hearings opened:	9,358	
Dollar amount forfeited:	\$12,636,767	

Tennessee Department of Safety Customers and Services

Service Provider	Customers, Clients, Users	Type of Service Rendered
Administration	<ul style="list-style-type: none"> News Media 	<ul style="list-style-type: none"> Communicating newsworthy stories Issuing media passes Responding to inquiries
Administration [Legal Division]	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Holding hearings regarding property seized (vehicles, boats, trucks) by all Tennessee law enforcement agencies for driving on revoked licenses or transporting drugs
	<ul style="list-style-type: none"> Attorneys and Courts 	<ul style="list-style-type: none"> Representing local law enforcement agencies in all forfeiture/seizure hearings
Driver License Issuance	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Testing new or problem drivers and issuing driver licenses to those who qualify Renewing, replacing driver licenses
	<ul style="list-style-type: none"> Commercial Motor Vehicle Firms and Operators 	<ul style="list-style-type: none"> Qualifying and testing drivers who need Commercial Driver Licenses Monitoring third party CDL testers
	<ul style="list-style-type: none"> School Children 	<ul style="list-style-type: none"> Testing and licensing school bus drivers Administering Graduated Driver License provisions
	<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Issuing handgun carry permits Issuing photo identification for those not qualified for a drivers license Collecting organ donor information
	<ul style="list-style-type: none"> Local Government 	<ul style="list-style-type: none"> Processing voter registration applications
	<ul style="list-style-type: none"> County Clerks 	<ul style="list-style-type: none"> Supporting, guiding, and assisting with issuance of driver licenses/ID's
	<ul style="list-style-type: none"> Military 	<ul style="list-style-type: none"> Supporting Selective Service
Safety Education	<ul style="list-style-type: none"> General Public School Children Local Law Enforcement 	<ul style="list-style-type: none"> Presenting programs promoting traffic awareness and safe driving Licensing qualified instructors and schools conducting driver education training for profit (not in school systems)
Motorcycle Rider Education Program (MREP)	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Administering motorcycle rider and safety training courses
Enforcement Tennessee Highway Patrol (THP) and Commercial Vehicle Enforcement (CVE)	<ul style="list-style-type: none"> Motorists and passengers 	<ul style="list-style-type: none"> Patrolling highways to enforce motor vehicle and driver license laws Investigating, reconstructing traffic crashes Assisting motorists Enforcing DUI (Driving Under the Influence) and DWI (Driving While Intoxicated) laws Seizing property from those driving on revoked licenses or transporting drugs
	<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Providing traffic control for special events (races, ballgames, festivals) Maintaining order at critical special events Preparing for and supporting Homeland security in Tennessee Bomb threat assessment and containment Conducting drug searches and seizures Assisting in capture of prisoner escapees
	<ul style="list-style-type: none"> Federal Government 	<ul style="list-style-type: none"> Providing crash reports, support for fatal crashes

Service Provider	Customers, Clients, Users	Type of Service Rendered
	<ul style="list-style-type: none"> State Government 	<ul style="list-style-type: none"> Providing security for visiting dignitaries, key executives, and legislative buildings Collecting fuel taxes
	<ul style="list-style-type: none"> Commercial Motor Vehicle Firms and Operators 	<ul style="list-style-type: none"> Enforcing commercial vehicle laws on size, weight, and safety requirements Educating CMV firms re safety issues [ACES -Alternative Commercial Enforcement Strategies] Ensuring new CMV firms understand and are in compliance with federal motor carrier standards Inspecting commercial motor vehicles and driver logs Registering commercial motor vehicles
	<ul style="list-style-type: none"> School Children 	<ul style="list-style-type: none"> Instructing all public school bus drivers Conducting safety inspections on private/public school buses Removing endorsement from drivers licenses of those not receiving annual school bus driver training DARE - implementing statewide drug abuse resistance education taught by trained law enforcement officers GREAT - helping educators reduce gang and individual violence through developing advisory guidelines
Criminal Investigation Division (CID)	<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Investigating and preventing auto thefts, stolen vehicle parts, odometer fraud
Auto Theft Investigations	<ul style="list-style-type: none"> Department of Safety 	<ul style="list-style-type: none"> Supporting the department's work, led by CID regarding vehicular thefts
Titling and Registration	<ul style="list-style-type: none"> Motorists and Passengers General Public 	<ul style="list-style-type: none"> Issuing vehicle titles, license plates, and registrations for all vehicles in Tennessee Issuing disabled parking placards Maintaining vehicle records Surrender of titles to other jurisdictions
	<ul style="list-style-type: none"> Automobile Dealers 	<ul style="list-style-type: none"> Issuing dealer and drive out tags
	<ul style="list-style-type: none"> Commercial Motor Vehicle Firms and Operators 	<ul style="list-style-type: none"> Issuing vehicle titles for commercial vehicles
	<ul style="list-style-type: none"> County Clerks 	<ul style="list-style-type: none"> Supporting, guiding, and assisting with county clerk issuance of titles and registrations
	<ul style="list-style-type: none"> Financial Institutions 	<ul style="list-style-type: none"> Discharging of liens, noting of liens
	<ul style="list-style-type: none"> Insurance Companies 	<ul style="list-style-type: none"> Providing anti-theft information, policies and procedures, and processing of salvage titles
Tennessee Law Enforcement Training Academy (TLETA)	<ul style="list-style-type: none"> Local Law Enforcement 	<ul style="list-style-type: none"> Providing basic and specialized law enforcement training Maintaining records of all law enforcement officer training for all certified law enforcement agencies for POST commission Providing training for judges and court officers on courtroom and courthouse security
Peace Officers Standards and Training (POST)	<ul style="list-style-type: none"> Local Law Enforcement 	<ul style="list-style-type: none"> Setting standards for employment and training of police officers (POST Commission) Tracking annual required training and issue supplemental pay to law enforcement officers (POST)

Service Provider	Customers, Clients, Users	Type of Service Rendered
Technical Services	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Reinstating driving privileges for those who qualify Selling MVR's (driving records) and crash reports Maintaining driver records Keeping track of high risk drivers (points/medical referrals) Holding hearings with problem drivers Providing certified records Providing driving records/ crash reports
	<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Revoking, suspending or canceling driver licenses of those violating highway safety laws Revoking driver licenses for nonpayment of child support Suspending licenses for truancy, for Drug Free Youth Act Revoking licenses of drivers who default on payment after crash Revoking driver licenses for unsatisfied judgments
	<ul style="list-style-type: none"> Federal, State and Local Law Enforcement 	<ul style="list-style-type: none"> Providing information/photos for investigations on 24/7 basis Data transmission to multiple federal and/or government databases
	<ul style="list-style-type: none"> State Government 	<ul style="list-style-type: none"> Serving as the state's repository for all reportable crashes
	<ul style="list-style-type: none"> News Media 	<ul style="list-style-type: none"> Provide database extracts on request
	<ul style="list-style-type: none"> Private and Public Industry Employers 	<ul style="list-style-type: none"> Providing driving records, crash reports
	<ul style="list-style-type: none"> Insurance Companies 	<ul style="list-style-type: none"> Selling MVR's (driving records) and crash reports Revoking licenses of drivers who default on payment after crash
	<ul style="list-style-type: none"> Attorneys and Courts 	<ul style="list-style-type: none"> Revoking driver licenses for unsatisfied judgments Providing certified records
Motor Vehicle Operations	<ul style="list-style-type: none"> Department of Safety 	<ul style="list-style-type: none"> Providing a safe and operable fleet
Major Maintenance	<ul style="list-style-type: none"> Department of Safety 	<ul style="list-style-type: none"> Providing adequate and functioning radio towers and communication sites

Enforcement Services

The Tennessee Department of Safety Enforcement Services Program protects the traveling public and is responsible for the enforcement of all federal and state laws in general and relating to the safe operation of commercial vehicles on Tennessee roads and highways. Comprising nearly 60% of the Department's positions, approximately 85% of the enforcement positions are commissioned uniformed members. There are three primary areas within Enforcement Services: the Tennessee Highway Patrol, Commercial Vehicle Enforcement, and Criminal Investigations Division. Enforcement Services also include Capitol Security, Executive Protection Detail, Special Operations, and Pupil Transportation.

TENNESSEE HIGHWAY PATROL

Mandated to ensure the safety and welfare of the traveling public, the Tennessee Highway Patrol (THP) patrols highways to enforce all motor vehicle and driver license laws and to assist motorists. THP operates through patrol stations or posts in all 95 counties, organized into eight districts. Each district is headed by a Captain, and each has a communications dispatch office that serves both THP and CVE. 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. Specialized services operating under the direction of THP include Capitol Security, Executive Protection Detail and Special Operations.

THP is responsible for the investigation of crashes involving property damage, personal injury or fatal crashes involving drugs or alcohol, with some officers specially trained to reconstruct traffic crashes. THP serves as the repository for all records regarding crashes, and provides a uniform crash report along with training and support for its use. THP also seizes property from those who are found to be driving on revoked licenses or transporting drugs.

Working with the federal, state, and local Attorney General Offices, THP provides expertise and assists in the prosecution of individuals convicted of driver and

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

During this fiscal year, the THP began its 75th anniversary celebration, in conjunction with the 65th anniversary of the Department of Safety. During these many decades of sustained progress and service, the department has evolved into a multifaceted agency and continues to maintain a highly visible, strong local presence in communities throughout the state. As we observe this anniversary we look to the future but remain grounded in our original mission – to ensure the safety and welfare of the public.

CAPITOL SECURITY

Capitol Security is responsible for 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 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
- 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 Capitol Police is also part of the Tennessee Homeland Security Team.

Capitol Security Activity FY03-04	
Larceny	18
Burglary	2
Auto Theft	13
Robbery	0
Vandalism	30
Investigations	92
Arrests	4
Convictions	N/A
Recovered Property	3
Armed Bank Escorts	768
Vehicles Towed	174
Motorists Assisted	N/A
Warning Citations Issued	25
Parking Citations Issued	402
Safety Training Hours Completed	1,440
Traffic Crashes Worked	29
Court Time Hours	212

EXECUTIVE PROTECTION DETAIL

The Executive Protection Detail provides security for the First Family, Lt. Governor, Speaker of the House, and Attorney General. This Detail is comprised of commissioned members from the Tennessee Highway Patrol, whose duties include the transportation of Governors from other states and/or their families. However, the primary responsibility of this detail is the protection and transportation of the First Family. Personnel assigned to the Governor and First Lady, provide

24-hour security and travel with them at all times.

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

are inspected before being distributed.

Scheduled events are an essential part of this detail. Ensuring the safest routes, the best mode of transportation, and adequate security are essential for protection of the First Family. When traveling to other cities or towns, other members of the Department of Safety along with local agencies may be called upon to assist with the execution of the assignment. The Executive Protection Detail also provides security to the Lieutenant Governor, Speaker of the House and State Attorney General. In March 2003 the unit began providing a staff member to the Office of Homeland Security.

Tennessee Highway Patrol Activity FY03-04						
		FY00-01	FY01-02	FY02-03	FY03-04	Change
DUI		4,218	4,360	4,529	4,033	-10.95%
SPEEDING TRUCKS		14,972	10,274	5,033	4,145	-17.64%
OTHER MOVING		233,520	214,262	205,433	186,889	-9.03%
	SUBTOTAL	252,710	228,896	214,995	195,067	-9.27%
CHILD RESTRAINT LAW		6,666	4,104	3,750	3,623	-3.39%
SEATBELT LAW		N/A	N/A	29,751	29,832	0.27%
OTHER NON-MOVING		154,883	148,490	169,611	137,724	-18.80%
	SUBTOTAL	161,549	152,594	173,361	171,179	-1.26%
TOTAL CITATIONS		415,880	383,141	388,356	366,246	-5.69%
FELONY ARRESTS		1,621	1,651	1,650	1,914	13.79%
SEATBELT WARNINGS*		649	310	0	0	N/A
OTHER WARNINGS		16,586	16,405	12,551	10,117	-19.39%
	TOTAL	17,235	16,715	12,551	10,117	-19.39%
PROPERTY DAMAGE CRASHES		15,731	17,574	20,130	18,312	-9.03%
INJURY CRASHES		11,562	11,794	11,990	12,280	2.36%
FATAL CRASHES		666	598	511	489	-4.31%
	TOTAL	27,959	29,966	32,631	31,081	-4.75%

Source: Trooper Activity for mentioned fiscal years.
 *Note: Starting in 2002, seatbelt warnings and TN Crash Reporting System - 1/06/05 are counted in with total warnings.
 2003 & 2004 crash data are preliminary

SPECIAL OPERATIONS

The Special Operations section of the Tennessee Highway Patrol 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, the Aviation Section, the Canine Unit and Governor's Task Force on Marijuana Eradication. The specialized units are based out of Nashville to allow for rapid deployment throughout the State.

SPECIAL OPERATIONS ACTIVITY FY 03-04		
Activity	Calls	Hours
Explosives Protection/V.I.P. Security	103	1,921.5
Public Relations	16	510.0
Dive Assignments	12	126.0
Tactical Assignments	3	178.0
Class Instruction	12	668.5
Training	10	62.0
Marijuana Task Force	96	3,341.5
Search & Rescue	N/A	4,165.0
	12	309.0

TACTICAL/BOMB SQUAD

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

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

Explosives

Within the Tactical/Bomb Squad, eight active bomb technicians are stationed throughout the State. A bomb truck containing specialized equipment such as x-ray, Percussion Actuated Non-electric (P.A.N.) disrupters, demolition, and render safe equipment is located in Nashville. The squad also has the Mini-Andros II Hazardous Duty Robot. Its uses include explosive handling, S.W.A.T. operations, Hazmat response and surveillance. The unit also has a bomb disposal unit and an explosive ordnance trailer that contains additional explosive equipment. These vehicles are ready to respond to any situation in any part of the state. Bomb technicians provide explosives disposal and render safe procedures on deteriorated

explosives, booby traps, live and suspected devices, reactive chemicals, and other munitions to federal, state and local agencies. Furthermore, this unit provides recognition and threat management classes to police, fire, and school officials.



Dive Team

Eleven of the Tactical/Bomb Squad officers are trained in search and rescue missions. Four (4) 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 communications systems, metal detectors, wet and dry suits, a 21-foot patrol boat and a Zodiac inflatable boat.



AVIATION

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



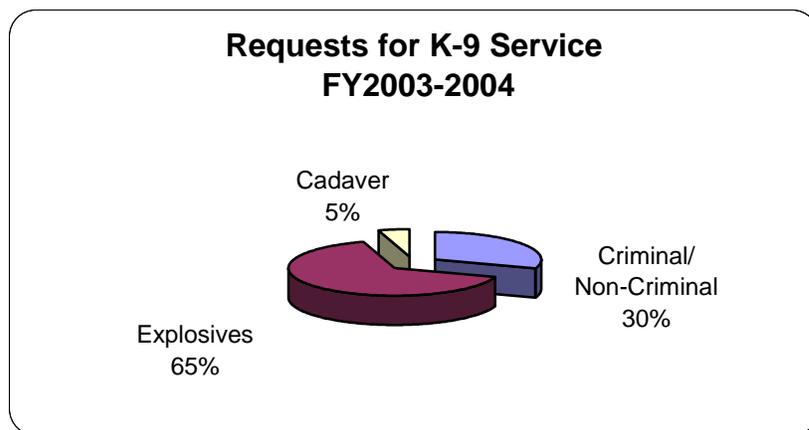
GOVERNOR'S TASK FORCE ON MARIJUANA ERADICATION

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, Tennessee Bureau of Investigation, Tennessee National Guard and the Tennessee Wildlife Agency. This year the Task Force's activities in which the department was involved included eradicating 415,730 plants, locating 2,160 plots, and making 75 arrests.

CANINE UNIT

The Special Operations Canine (K-9) Unit has three canine trainers that train and certify all the Department of Safety canines. The Unit consists of one service (patrol) dog, one human remains (cadaver) detector, five (5) explosives detector dogs and one bloodhound tracker dog.

There were 31 drug detector dogs working for the Tennessee Department of Safety for the 2003-2004 Fiscal Year. The Tennessee Highway Patrol total now includes dogs previously assigned to Commercial Vehicle Enforcement.



C COMMERCIAL VEHICLE ENFORCEMENT

Commercial Vehicle Enforcement (CVE) is responsible for the enforcement of all laws and rules and regulations pertaining to the safe operation of commercial vehicles on the roads and highways of Tennessee. Major activities for the commissioned CVE staff include inspecting commercial vehicles and driver logs, patrolling highways with a focus on truck traffic violations, and weighing the commercial vehicles both at fixed roadside scale houses, and with portable scales along the highways.

CVE is required to enforce interstate motor carriers with respect to licensing, fuel taxes, and insurance filings.

Recognizing the value of proactive enforcement efforts, CVE offers and participates in various voluntary compliance programs. CVE provides educational opportunities to motor carriers through its Alternative Commercial Enforcement Strategies program. This division is an active participant in Federal Commercial Vehicle Information Systems Network and Performance Registration Information System Management programs as well.

CVE also provides administrative oversight for the State's Pupil Transportation section. This section provides mandatory bus driver training sessions for public school systems, inspects all public school buses, and was recently given the added responsibility of inspecting day care vans.

CVE CITATIONS ISSUED FY 03-04

Speeding (CMV)	8,371
Excessive Speeding (CMV)	4,169
Other HMV (CMV)	2,132
Total HMV (CMV)	14,672
HMV (NON-CMV)	8,250
Total HMV	22,922
Non Moving Citations	34,205
TOTAL CITATIONS	54,381
Total Warning Tickets	12,371

* CMV = Commercial Motor Vehicle
*HMV = Hazardous Moving Violation

INTERNATIONAL FUEL TAX AGREEMENT

The International Fuel Tax Agreement (IFTA) Unit is responsible for the administration of the base state quarterly fuel tax reporting. IFTA is an Agreement among the states of the United States and provinces of Canada outlining the concept of one fuel use license per carrier and two decals per each qualified vehicle. The license and decals allow carriers to travel into member jurisdictions without obtaining multiple licenses. The base state collects taxes due in all jurisdictions traveled, performs a netting process and disburses taxes to or requests taxes due from member jurisdictions.

SINGLE STATE REGISTRATION

The Single State Registration Unit is to offers for-hire motor carriers an opportunity to register in their base state and purchase permits for all states they wish to travel, eliminating contacting each state. All fees are paid directly to the base state and in turn are transmitted monthly to the states that the motor carriers are permitted.

INTRASTATE AUTHORITY

The Intrastate Authority Unit licenses for-hire vehicles that pick up and deliver within Tennessee. In order to obtain intrastate authority, a one-time fifty dollar (\$50.00) filing fee is required along with an application, proof of public liability and cargo insurance, designation of a local agent for service of process and a per vehicle fee of eight dollars (\$8.00).

COMPLIANCE/ASSESSMENT

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

INTERNATIONAL REGISTRATION PLAN

The International Registration Plan (IRP) Unit is responsible for the registration of freight motor vehicles. IRP is an agreement among states of the United States and provinces of Canada providing for payment of license fees based on total distance in all jurisdictions. The concept of this agreement is to provide for one registration plate and one cab card for each vehicle. All fees are paid directly to the base state. An audit netting process is performed and fees are transmitted monthly to the jurisdictions in which the motor carriers are registered.

NEW ENTRANT PROGRAM

The Commercial Vehicle Enforcement, New Entrant Program is responsible for conducting safety audits on new carriers. The purpose of this audit is to make certain the new companies are in compliance with all Federal Motor Carrier Safety Administration Rules and Regulations, before the company's U.S. DOT number is activated. For fiscal year 2003-2004, the New Entrant Program's eight (8) auditors conducted 424 safety audits.

A.C.E.S.

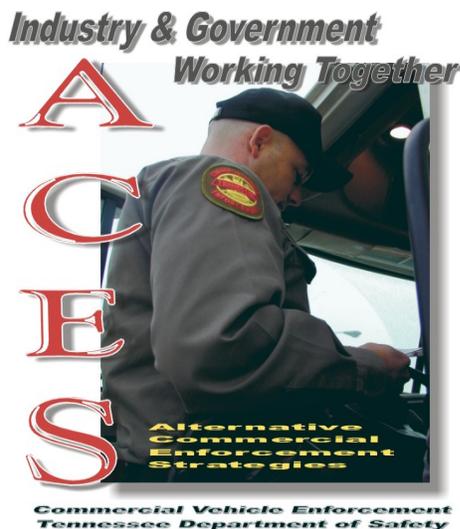
Enforcement alone cannot accomplish our commercial vehicle highway safety goals. There must be education of the industry and a "buy-in" or partnership with the highest organizational level of the trucking industry. The Alternative Commercial Enforcement Strategies (ACES) program was formed to educate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

The ACES program performs many functions, but its main priority is education of all interested parties.

ACES Officers:

- Provide complete educational contacts to motor carriers at no cost to the carrier
- Assist motor carriers in problem compliance areas (drug testing, medical qualifications of drivers, hours of service, vehicle maintenance, etc.)
- Assist clerical personnel with record keeping requirements, driver files, and maintenance files
- Provide demonstrations of vehicle inspection procedures

- Assist carriers with questions concerning hazardous materials, weight requirements, over-dimensional movements, registration of vehicles, and International Fuel Tax laws
- Serve as liaisons between industry and private sector
- Conduct programs for civic groups concerning the "NO-ZONE" program, and other safety issues concerning commercial vehicles
- Educate school systems on the "NO-ZONE" and "Share the Road" programs.



ACES Officers are trained to perform safety audits of trucking companies. The audits, upon completion, are forwarded to the Federal Motor Carrier Safety Administration and the motor carrier is issued a safety rating based on the audit and other safety factors. This rating is very important to the companies as their insurance rates are based on their safety rating.

Under a new federal mandate, a new motor carrier has 18 months from issuance of a DOT number to undergo a safety audit. The Motor Carrier must show compliance with the Safety Regulations before being granted permanent authority to operate. This responsibility falls to the New Entrant Officers within the ACES unit.

C.V.I.S.N.

The Commercial Vehicle Information Systems Network (CVISN) Program is a nationwide initiative designed to link all databases that relate to commercial vehicles, their owners, operators, drivers, and operation to similar databases in other states. The information in this database is used by the Federal Motor Carrier Safety Administration to generate safety ratings and profiles from their master database known as the Motor Carrier Management Information System (MCMIS). This program also includes the Pre-Pass System that electronically screens commercial vehicles and allows them to by-pass the fixed site inspection station.

CVE has undertaken several projects as a result of its participation in this national program. Providing connectivity to all major enforcement databases for the exchange of vital safety information is the primary goal of this program. CVE is in the process of building a communications infrastructure throughout the State that will allow data transmission to and from users whether they are at fixed sites or at the roadside. Computers and other electronic devices are also in the early stages of usage by CVE officers in the field to capture and send "real time" data. Full implementation of these projects will enable the Department to provide detailed and timely information as well as resources to other enforcement officers and stakeholders.

P.R.I.S.M.

The Performance Registration Information System Management (PRISM) program is designed to link carriers' safety performance to their vehicle registrations. This is accomplished by recording the United States Department of Transportation (USDOT) number for each truck registered. When safety inspections are conducted on these vehicles, the results are uploaded to the MCMIS database. An algorithm is run on this data quarterly and vehicles are given a "SafeStat" rating ranging from A to H. If a company is allowing its trucks to be operated in an unsafe manner their rating will be in the "A" to "B" to "C" range. "A" carriers are the most "at-risk" carriers and are placed on a list pending sanctions. Carriers in the "B" to "C" range are given notice that they must improve or face sanctions. Sanctions may include the suspension, revocation, or cancellation of the carrier's registration and could include, in the most serious cases, the denial of their authority to register their vehicles and purchase registrations.

PUPIL TRANSPORTATION

The Pupil Transportation Section ensures that school children throughout the state are transported safely to and from school. Currently, there are approximately 8,100 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. Pupil Transportation duties are accomplished through three primary areas: Training, Inspection, and Office/Records Administration.

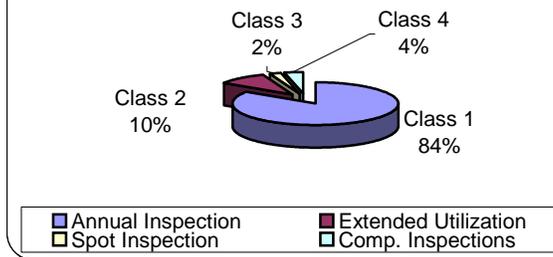
Training

Each year, the Pupil Transportation Section provides mandatory four-hour school bus driver training sessions to all individuals who have a school bus driver license endorsement. Following each training session, a test is given to all attendees. The results are maintained and distributed by this section. Certificate of Training Awards are completed, as proof of attendance, and sent to each system as the drivers complete the training. Downgrades are conducted whereby the school bus endorsement is removed from a driver license for failure to attend a training session. This fiscal year 1,645 school bus drivers were downgraded. Downgrade information is forwarded to the Transportation Director for the county or school system in which the school bus driver employed.

The following table depicts this training activity for the 2003-2004 Fiscal Year:

School Bus Drivers Trained FY 03-04	
East Region	4,478
Middle Region	5,174
West Region	3,506
TOTAL	13,158

School Bus Inspections FY03-04 Total Inspections = 11,866



Inspection

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

Complimentary inspections are conducted upon request from Headstart agencies, private schools, and churches. These inspections are worked into the inspectors' schedules, as time permits.

During the 2003-2004 school year school bus inspections were conducted in 137 systems statewide. (This does not include complimentary inspections.) As a result of these inspections, approximately 1,800 buses were placed out-of-service. Ninety-nine percent (99%) of those buses that were placed out of service were re-inspected within 30 days and cleared for safe operation.

Records Administration

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

Annually, Moving Violation Reports indicating individuals with school bus endorsements whose licenses have been revoked, suspended, or canceled, are sent to school superintendents with a letter advising them that drivers should not drive a bus until they have followed proper procedures to have the violation reconciled with

the Department of Safety. Warning letters are sent to drivers for which Motorist Violation Reports (passing stopped school bus) are received. Files are maintained on all school bus inspections that have been conducted (annual, follow-up, extended utilization, complimentary). Files are also kept on all reported school bus crashes.

Child Care Vehicle Inspections

Beginning January 1, 2004, our division became responsible for the inspection of child care vehicles. These vehicles range from 15 passenger vans to motor

coaches. For the six month period of January 1, 2004 through June 30, 2004, approximately 407 child care vehicle inspections were completed.

Child Care Driver Training

Beginning January 1, 2004, our division also became responsible for providing in-service training for child care vehicle drivers. For the six month period of January 1, 2004 through June 30, 2004, approximately 223 child care drivers completed training.



C RIMINAL INVESTIGATIONS DIVISION

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

Agents of CID provide specialized training and assistance to other state and local law enforcement agencies when warranted or requested. In January 1999, Drivers License Fraud was transferred to the Criminal Investigations Division. This transfer increased the number of fraud cases that can be investigated by CID agents, resulting in an increase in the number of individuals prosecuted for driver license fraud. Agents are also charged with the regulatory responsibilities of drive out tags audits and salvage yard audits as well as the regulatory inspections of rebuilt vehicles for which a title application has been submitted.

CID ACTIVITY FY 03-04	
Regular Investigations Opened	546
Internal Affairs Cases Worked	7
Number Of Informants Registered	34
Number Of Individuals Arrested/Indicted	178
Assists to Other Agencies	1,949
Number Of Searches Executed	93
Intelligence Reports Submitted	831
Vehicles Seized - Auto Theft (Includes Altered VIN, Stolen)	172
Seizures other than vehicles	101
Citations Issued	7
Warning Citations Issued	0
Regulatory Inspections Of Reconstructed Vehicles	6,451
Salvage Yard Audits	127
Drive Out Tag Audits	100
Odometer Complaints	110
Odometer Complaints Closed/Unfounded	100
Drivers License Complaints	514
Training Schools:	
Taught by CID Investigators	0
Hours Used by CID Personnel to Instruct	350
Attended by CID Personnel	180
Officers Receiving Training	3,673
Overtime Hours	871



Education & Training

Services

The Tennessee Department of Safety Training Division plans, coordinates, and administers a vast array of training programs for both commissioned and non-commissioned personnel in the Department, as well as the general law enforcement community. In addition to administering specialized schools for state law enforcement officers, this division is responsible administering the Trooper/CVE Cadet schools, local and state law enforcement in-service training, and departmental supervisory training. There are three primary areas within Education and Training Services: the Tennessee Department of Safety Training Center, Safety Education, and the Tennessee Law Enforcement Training Academy. Additional programs within this service include: C.I.R.T., D.A.R.E, G.R.E.A.T., M.R.E.P. and the P.O.S.T. Commission.

T RAINING CENTER

Several of the Department's educational services are located at the Tennessee Department of Safety Training Center. The center serves as the operations hub for the Training Division, Critical Incident Response Team (C.I.R.T.) Ordnance, Safety Education, D.A.R.E., G.R.E.A.T, Motorcycle Rider Education Program (MREP), and T.O.S.H.A. sections as well as the department's Video Production unit.

Highlights

- The Training Division designed, developed and continues to operate the Department's first, and presumably the first of its kind in Tennessee, "SIMUNITION® Shoot House." This facility provides all commissioned officers Reality Based Scenario Training using both real and animated targets. The use of FX Marking cartridges and actual live fire weapons provides officers with the most realistic training available in the country today. The Shoot House is equipped with video cameras to assist the Training Division with worthwhile critiques.
- The past year's redesign of the Department's obstacle course has set the standard for the pre-physical assessment for the Department's Cadet applicants. The redesign not only provides an obstacle course that is completely job-task oriented, but it also afforded the division an opportunity to continue its self validation of the course.

- The training center served over 3497 participants in 114 training programs and specialized schools this year. Resources and space were provided for several Trooper/CVE, CID, Driver's License, Title and Registration and Supervisor in-service training programs.
- Specialized schools held this year include the two (2) Active Shooter schools, an AR15/M16 Armors School, THP Cadet School with seventy (70) graduates, and the School of Police Staff and Command, several courses on Incident / Unified Command and Commercial Vehicle Safety Alliance (CVSA) refresher courses.
- Job specific training and courses offered this year included: Riot Training, Driver License Verbal Judo, Computerized Collision Diagramming, TDOT Critical Incident Management, Advanced Crash Investigation, EMD/CPR Certification, Stinger Spike T4T, RADAR/LIDAR Recertification, and Basic Computer Training.

VIDEO PRODUCTION

The Video Production Unit edits and produces presentations for the Department of Safety and various other departments in state government. This unit is also responsible for creating digital still, 35mm stills, and duplicating safety training videos for special classes and groups. Projects undertaken this year by the video production unit include the following:

- Designed and compiled the 75th Anniversary logo poster and video
- Creation of informational posters for Motorcycle Riders Education Program
- Production of Public Service Announcements for other state departments and divisions
- Production of THP In-Service videos and still photos
- Production of THP Cadet graduation videos and still photos
- Duplication of various safety training videos
- Video and design support for all instructors



ORDNANCE

The Ordnance Section is responsible for all activities pertaining to firearms for the Department. This Section maintains records on all departmental firearms. Place state numbers on all firearms in department inventory. The Ordnance section is also responsible for repairing departmental weapons as needed. Additionally, this section maintains and destroys seized weapons and maintains corresponding seizure records that are obtained by the Department as a result of confiscation and/or criminal prosecution.

The Ordnance section also responds to all departmental shooting incidents across the state. The Ordnance staff is on-call 24 hours a day, 7 days a week for these callouts.

The Ordnance staff generates all the required specifications for all the department's weapons and ammunition. The department recently purchased Glock handguns and the Bushmaster patrol rifles. This section generated the Request for Purchase, Justification Letters, Specifications and Funding Request letters for these recently purchased weapons.

Throughout the year, the Ordnance Section conducted qualification activities during THP- CVE transition, CID and Capitol Police In-Service training. Specialized schools were conducted for the Executive Protection Detail, Homeland Security and the Metro Nashville Police Department. The Ordnance staff also assisted the United States Inspector General's Office in obtaining ranges for specialized training.

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

FIREARM ACTIVITY FY03-04	
Handgun Qualifications	2020
Shotgun Qualifications	974
Rifle Qualifications	860
Off-Duty Weapons	321
Special Schools Conducted	5
Handgun Annual Inspections*	980
Shotgun Annual Inspections	964
Handguns Repaired	15
Shotguns Repaired	43
Rifle Inspections	848
Confiscated Weapons Received	110
Confiscated Weapons Destroyed	73

CRITICAL INCIDENT RESPONSE TEAM

The Tennessee Highway Patrol's Critical Incident Response Team (C.I.R.T.) Unit's principal responsibility is to assist other members of the Department in the investigation and/or reconstruction of motor vehicle traffic crashes. THP personnel staff the Unit and all members of the Unit receive extensive training in traffic crash investigation.

The C.I.R.T. Unit consists of four teams statewide, each covering two of the eight THP districts. A Lieutenant is responsible for overall command of the unit. Each team has one Sergeant, who serves as the Team Supervisor.

All of the teams are outfitted with the most advanced tools and equipment available to assist them in the investigation of traffic crashes and other incidents. This equipment includes the following:

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

Since the inception of the C.I.R.T. Unit in April of 2001, members have assisted in over 1098 cases throughout Tennessee, including 398 this fiscal year. The figure below identifies the THP district location of calls for service during the last fiscal year.

While primarily responsible for internal investigations, C.I.R.T. has also assisted many local and federal law enforcement agencies as well as other state agencies. C.I.R.T. is also responsible for the investigation of all criminal homicides investigated by the Highway Patrol. During the last fiscal year seventy-one (71) criminal homicide cases were opened and processed.

C.I.R.T. CASES

July 1, 2003 thru June 30, 2004

by District
Total 398



T.O.S.H.A

Saving lives, preventing injuries, and protecting the health of Tennessee employees is the mission of the Tennessee Occupational Safety and Health Administration. Working in partnership with Tennessee Department of Labor and Workforce Development, federal, other 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.

This Division is also responsible for recording and reporting accidents and illnesses to OSHA annually, and maintains a five (5) year file on these incidents.

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

This Division is staffed with one Lieutenant, one Administrative Assistant and employees from the various divisions of the Department of Safety who serve as safety representatives. The safety representatives, commissioned and non-commissioned, are responsible for the reporting of injury and illnesses as well as annual inspections and compliance letters about their facilities. Working toward a goal of "zero accidents and illnesses", the TOSHA section performed the following activities over the course of fiscal year 2003-2004.

Accomplishments

- Bloodborne pathogens class lecture 404
- Hazardous materials lecture 404
- Fire drills, tornado drills, bomb drills, total 16
- Annual inspection of Department facilities, total 18
- Citation abated at Memphis D.L. station
- Air quality complaint, 1 pending
- Complaint at Foster Avenue, mailroom (abated)
- One class TOSHA update to safety representatives
- Hepatitis shots series for cadet class 404
- Assisted in new smoking policy
- Assisted in developing policy for communication operators evacuating
- Participated on the Tennessee Council
- Investigation of water contamination complaint
- Added five (5) safety representatives
- Issued new information on safety and security to mailroom and supply

TDOS TOSHA FACTS & FIGURES FY03-04	
Number of Reportable Injuries	79
Number of Other Illnesses	12
Total Number Days of Job Restrictions	945
Total Number of Days Away from Work	1005

S SAFETY EDUCATION

Charged with increasing public awareness of highway driver safety, the Safety Education division develops, promotes, and coordinates a wide range of activities that have in common the advancement of public safety. An additional mandated service of this division is to regulate commercial driving schools. Within this program are several services, which are described in detail below. This division also provides administrative oversight for the MREP, D.A.R.E, and G.R.E.A.T. programs.

During the 2003-2004 fiscal year, this division has sponsored, conducted, or participated in 3,804 programs promoting driver safety and serving 132,700 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, "The Dead or Alive" computer program simulations, and fatal vision goggle demonstrations were held at schools, malls, fairs, and other special events throughout the state to promote driver safety issues. By partnering with the Governor's Highway Safety Office, 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 as widely as possible.

The Safety Education Division annually inspects the private driving schools and vehicles statewide that are licensed by the department. There are a total of twenty-five (25) driving schools statewide, with one hundred thirty-seven (137) instructors, and a total of seventy-one (71) 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.

The Safety Education Division also serves as a liaison to local traffic courts statewide and aids the Department's hearing officers by maintaining a list of court approved driver safety programs and instructors.

While not mandated, but as an outgrowth of their skills and contacts, the Safety Education officers routinely assume the role of the local public information officers for the department.

Litter Control

Assisting in the coordination of the activities of the eight (8) Litter Control Officers is another responsibility of this division. The Litter Control unit educates the general public about litter problems and the state laws that are related to this issue. Activities of the litter enforcement personnel are submitted to the Safety Education office each month to compile statistical data. During the 2003-2004 fiscal year litter enforcement personnel sponsored, participated, or conducted 4,092 programs that served approximately 11,411 people.



D.A.R.E. AND G.R.E.A.T.

Mandated as the lead agency in Tennessee for Drug Abuse Resistance Education (D.A.R.E.) and Gang Resistance Education and Training (G.R.E.A.T.), the Department provides a unit comprised of six (6) Troopers and a THP Sergeant to implement the statewide D.A.R.E. program and help educators reduce gang and individual violence through developing advisory guidelines. With administrative oversight from the Safety Education division, both programs are able to provide a representative or coverage in each of the THP districts. G.R.E.A.T. is still being taught by the Department's D.A.R.E./G.R.E.A.T. unit, but due to a grant that expired with no local funding to replace it, only 1 Trooper is still certified to teach G.R.E.A.T. and does so only on a very limited basis.

The reputation of the Department's D.A.R.E. unit is well recognized and appreciated throughout the state, nation, and the world. Since January 1990, the number of officers trained by the D.A.R.E. unit has increased to approximately 879 statewide. The unit also is frequently called upon to assist the national D.A.R.E. program, D.A.R.E. America, in its national and international certification efforts as well.



By statute (TCA Title 49, Chapter 1, Part 4), the Tennessee Department of Safety, through the Highway Patrol, is the agency responsible for the continuing observation and evaluation of all certified D.A.R.E. officers within Tennessee. Currently, Tennessee has approximately 370 certified D.A.R.E. officers throughout the state. These officers are responsible for instructing some 51,000 fifth and sixth grade students, 6,500 junior high/middle school students and 17,000 K-4 students in 118 of the state's 139 school districts. Annually, the unit observes and evaluates city, county and state D.A.R.E. officers while they were instructing in schools, thus assuring competency and faithfulness to the copyrighted D.A.R.E. curricula. The D.A.R.E. Troopers personally contact D.A.R.E. classroom teachers to see if the D.A.R.E. Unit could be of any assistance to them or their D.A.R.E. officer in Tennessee's elementary and middle schools.

In FY 2003-2004, the basic D.A.R.E. training was revised to include new elementary and middle school curricula as well as adding school-based law enforcement (SRO) training to the basic D.A.R.E. Officer Training, and enhancing the recertification component of the program. Because of the new curricula, all certified D.A.R.E. officer in Tennessee had to go through a recertification process in order to continue teaching D.A.R.E. The D.A.R.E. unit accomplished this complete revision and recertification in three phases. The Phase I update, facilitation skills training, was completed at the Tennessee D.A.R.E. Officer's Conference and In-Service in 2002

and Phase II was completed at the Tennessee D.A.R.E. Officer's Conference and In-Service in Gatlinburg in July 2003. For those officer unable to attend in July, the D.A.R.E. unit provided training during September 2003 at the TDOS Training Center. Phase III training is on-line through St. Petersburg College in Florida.

In the next fiscal year, the unit will be making preparation to once again host the International D.A.R.E. Officers Conference and In-Service. Approximately 2500 D.A.R.E. officers and their families around the world are expected to attend the conference. The conference will take place July 6 - 10, 2004 at the Opryland Hotel. The last conference hosted by the Unit was at the Opryland Hotel in 2000.

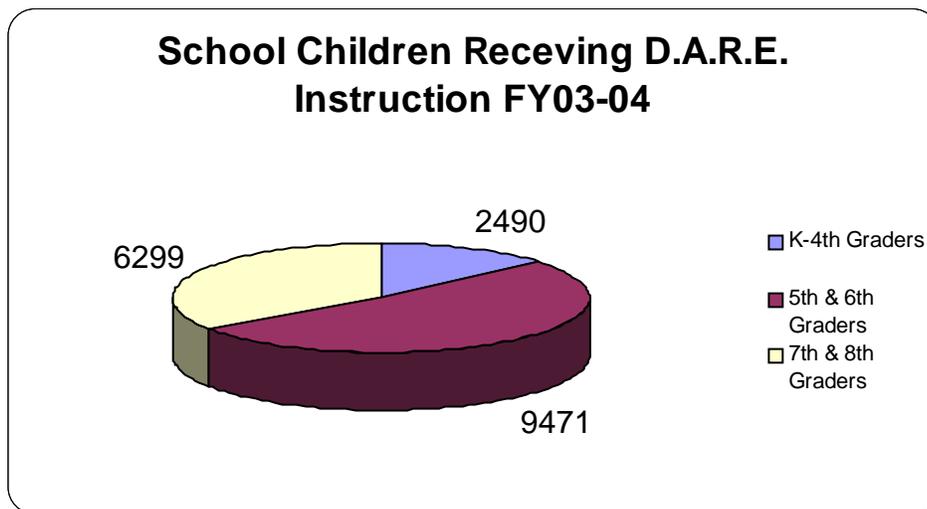
State Accomplishments:

- Two (2) 80-hour basic D.A.R.E. Officer Trainings (October 2003 and June 2004), resulting in a total of 51 new local city, county, and state D.A.R.E. Officers being certified to instruct the elementary and middle school D.A.R.E. curricula. These officers were also certified as school-based law enforcement officers, commonly referred to as School Resource Officers or SRO's. Included in the newly trained officers were 5 military police that teach in the DoDDs (Department of Defense Dependent Schools) schools on US military bases throughout the world.
- Conducted a specialized, 32-hour D.A.R.E. Middle School training at Gatlinburg, TN in July 2004. During this training event forty-three instructors were certified to teach the D.A.R.E. Middle School curriculum in the public schools.

- Conducted a specialized, 32-hour D.A.R.E. Parent Program training at Paris Landing State Park. During this training event fourteen instructors, including three from the City of London, UK Police, were certified to teach the D.A.R.E. Parenting Program to adults of school age children.
- Conducted a specialized, 32-hour D.A.R.E. Middle School training at Paris Landing State Park. During this training event ten instructors, including three from the City of London, UK Police, were certified to teach the D.A.R.E. Middle School curriculum in the public schools.
- Coordinated and supervised training for the Tennessee D.A.R.E. Officers Conference and In-service in Gatlinburg from July 20-24, 2003. This training included the Phase II update certification for the new D.A.R.E. curricula as well as other D.A.R.E. specific in-service training opportunities. Approximately 200 certified D.A.R.E. officers attended.
- Attained P.O.S.T. in-service credit approval and conducted Phase II training of the revised curriculum for approximately 200 D.A.R.E. officers from across the state.
- Instructed 9,471 fifth and sixth grade students for FY 03/04, 6,299 middle school students, and approximately 2,490 K-4th graders in the D.A.R.E program
- Instructed 5,610 seventh and eighth grade students for FY 03/04 in the G.R.E.A.T. Middle School program.

National/International Accomplishments:

- T.H.P. D.A.R.E. Unit staff assisted The Florida Department of Law Enforcement (FDLE) in three (3) 80-hour basic D.A.R.E. Officer Trainings (August 2003, October 2003 and January 2004) in Orlando Florida, resulting in a total of 84 new local city, county, and state D.A.R.E. Officers being certified to instruct the elementary and middle school D.A.R.E. curricula. These officers were also certified as school-based law enforcement officers, commonly referred to a School Resource Officers or SRO's.
- D.A.R.E. Unit staff assisted D.A.R.E. America in the certification training of eighteen Mentors in Nashville in November 2003. Attendees were from across the United States as well as the United Kingdom.
- D.A.R.E. Unit staff assisted D.A.R.E. America in the Phase II curriculum certification process held in Atlantic City, New Jersey in July 2003. Attendees numbered approximately 1,500 and came from across the United States as well as from many countries throughout the world.
- Sergeant Moudy was invited as a guest speaker on the D.A.R.E. Parenting Program at the 1st International Congress on Drug Abuse in São Paulo, Brazil in October 2003. He spoke to some 150 Brazilian Police officers about the program and consulted with Brazilian D.A.R.E. officers about changes in all the curricula.
- The D.A.R.E. Unit, by a request from D.A.R.E. International and the United States State Department, went to Curaçao, Netherlands Antilles and conducted an 80-hour basic D.A.R.E. Officer Training for 35 police officers from the island country of Curaçao from February 28 – March 12, 2004. This began the D.A.R.E. program for this Caribbean country. The entire D.A.R.E. Unit went and participated.
- Taught the following law enforcement officers:
 - 80-hour D.A.R.E. Officer Training – 143 (US); 35 (International)
 - D.A.R.E. Middle School – 48 (State); 4 (International)
 - D.A.R.E. Parenting – 12 (State); 2 (International)
 - D.A.R.E. America Mentor Training – 18
 - State D.A.R.E. In-service – 198
 - U.S. D.A.R.E. In-service – 1,500

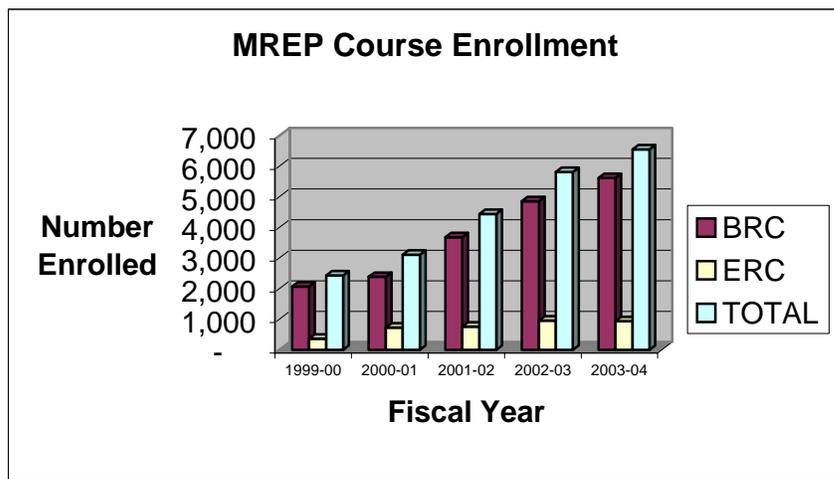


MOTORCYCLE RIDER EDUCATION PROGRAM

The Tennessee Motorcycle Rider Education Program (MREP) is responsible for establishing standards and administering the motorcycle rider education program for Tennessee residents who currently ride or those interested in learning to ride motorcycles safely. Motorcycle rider safety courses are available to all persons 14 years of age or older. Continuing a four-year trend, the MREP experienced a significant growth in program participation. Six thousand five hundred forty-seven Tennesseans (6,547) enrolled in one of the two rider education programs across the state this year. This represents a 12% increase in program participation over the last fiscal year.

Using the Motorcycle Safety Foundation's (MSF) curricula, the Motorcycle Rider Education Program 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 as well as motorcycle safety techniques. A riding evaluation and a written test are administered at the end of each rider course. Benefits of completing one of the courses include insurance premium discounts and streamlined processing for the motorcycle license endorsement. With a certificate, those who apply for this endorsement on their driver license have both their knowledge and skills test waived in Tennessee.

This program is also responsible for recruiting, training, certifying, and evaluating new instructors as



well as developing new training sites. Currently there are 20 motorcycle-training sites available to the public. Each of these training sites is monitored at least three times a year. Two additional sites are scheduled to open in the next fiscal year.

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 Department's MREP.

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

Accomplishments

- Trained and certified sixty one (61) new Rider Coaches across Tennessee this year.
- Conducted yearly update for all instructors across Tennessee as part of the annual requirements and continuing development for participation in the program.
- Continued to update the program web site with changes made by site coordinators throughout the year.
- Assisted military programs at Fort Campbell and Tenn. Air National Guard units with establishing courses at their facilities in order to meet Dept. of Defense requirements for on base riding.



TENNESSEE LAW ENFORCEMENT TRAINING ACADEMY

The Jerry F. Agee Tennessee Law Enforcement Training Academy (TLETA) was authorized by the 1963 General Assembly to train state, county, and city law enforcement officers. In the early years, TLETA functioned primarily in a commission capacity. However, since being brought under the Department of Safety on February 15, 1983, the academy has evolved into one of the premier law enforcement training institutions in the United States.

TLETA strives to:

- Provide service to government agencies through police science and administrative education programs for officers at all levels of responsibility;
- Provide timely and relevant information to officers who attend these training programs, which increases their capabilities to better serve their departments and the citizens of the State of Tennessee; and
- Be the center of law enforcement training for all law enforcement officers.

Annually, the Training Academy generally trains about half of the new police recruits in the state, provides in-service training, and assists the Peace Officers Standards and Training (P.O.S.T.) Commission in maintaining records for approximately 17,000 certified officers in the state. Specialized school offerings by the Academy in mandated, requested, and emerging subjects provide an opportunity for P.O.S.T. certified officers to receive the required in-

service training as well as learn innovative techniques in maintaining law enforcement services. TLETA also provides mandated consultative services to local law enforcement agencies and associations. Associations and agencies such as the Tennessee Sheriff's Association, Association of Tennessee Chiefs of Police, and Tennessee District Attorneys benefit from the expertise of the TLETA staff on matters involving emerging law enforcement issues or methods of service.



TLETA Highlights

Basic Recruit Training

Over the course of fiscal year 2003-2004 the academy conducted six (6) basic police schools (420 hours, 8 weeks each in classes conducted in the last half of 2003; 420, 10 weeks in classes conducted in first half of 2004), during which 395 recruits were trained.

Specialized Training

Approximately 966 officers received specialized training and 243 were trained through different grants and local agency programs. TLETA plans to continue to meet the future needs of the law

enforcement community by offering sophisticated training in more specialized areas, as well as in the basic classes. The academy conducted a total number of 54 specialized schools this fiscal year, including 6 through different grants and local agency programs. A detailed listing of specialized school offerings may be found in the appendix.

Firearms Training

Advanced firearms training was offered in addition to instruction for new officers.

Firearms' training continues to be enhanced by the use of the Firearms Training Simulator (FATS). This equipment allows instructors to measure the action and reaction responses of the officer. A new system was acquired in early 2001 allowing the academy to update its offerings in this area.

Physical Fitness

The use of an expanded weight room and other updated physical training facilities by students has allowed the physical training instructor to assist in conditioning the officers more effectively. Graduates and area law enforcement officers are encouraged to utilize this facility to remain in physical condition.

Emergency Vehicle Training

The addition of a driving track has allowed for more in-depth training in emergency vehicle operations training.

Gang and Domestic Violence Instruction

The demand and need for instruction in the areas of gang and domestic violence continued to grow following the expiration of the grant servicing these programs last year.

This year the Academy committed resources for these programs to continue to be conducted at TLETA and throughout the state.

P.O.S.T. COMMISSION

Serving as the primary regulatory body for Tennessee Law Enforcement, the P.O.S.T. Commission develops and enforces educational, physical, and proficiency skills standards for law enforcement agencies and officers statewide. In addition to setting standards the Commission also certifies law enforcement training, instructors, curricula, specialized schools, officers, staff, and agencies; and annually provides a salary supplement to certified full time officers completing the required 40 hours of in-service training. Statutorily required to serve as staff for the P.O.S. T. Commission, TLETA assists the Commission in maintaining information and files on all of the certified laws enforcement officers in Tennessee.

Highlights

Certifications of Police Officers

During fiscal year 2003-2004, there were 1,458 applications for certifications processed.

Certifications Issued

P.O.S.T. certified 847 officers during fiscal year 2003-2004. P.O.S.T. decertified 46, suspended 6 officers during the same period.

Salary Supplement Pay

During the 2003 calendar year, salary supplement income for each officer was \$546. Total amount paid to 11,734 officers was \$6,408,618.

P.O.S.T. Certification Examination

The P.O.S.T. Commission Administrative Office proctors the P.O.S.T. Certification Examination. In 2003-2004, 65 officers took the examination, with an average score of those who passed of 83 percent.



Motorist Services

The Department of Safety is responsible for all services related to the motoring public, including those related to driver licenses and vehicle titles and registrations. Three main divisions within the department oversee these services, the Driver License Issuance Division, the Financial Responsibility Division, and the Title and Registration Division. In addition, with its function of oversight of problem drivers, the Driver Improvement Section, formally a subsection of the Professional Standards Division, is included in this chapter.

D RIVER LICENSE ISSUANCE

The mission of the Driver License Issuance Division is to promote safe, knowledgeable, and competent drivers in the State of Tennessee. Using diversified program offerings, the division is able to provide various services to the citizens 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 MVR's (driving records),
- 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 302 employees. Of this number, 277 work in the field at 44 locations across the state.

DRIVER LICENSE ISSUANCE

During the 2003-2004 fiscal year the statewide average activity per examiner continued on a steady climb to 35.7 customers per day.

However, 16 of the 44 locations (36%) have at least 40 customers per examiner and nearly 200 or

more customers per day. Cumberland and Weakley Counties had the highest per examiner rate at 63.5 and 55.3 each respectively.

Statewide the Driver License Issuance Division served an average of 9,364 customers daily during the 2003-2004 Fiscal Year. A large percentage (27%) of this activity continues to be concentrated in the four major urban counties across the state. For the second year in a row, the two highest volume locations in the state are the Bonny Oaks site in Hamilton County at 382 customers per day and the Summer Avenue site in Shelby County with 320 customers daily.

County	Average # Customers Daily	% of Statewide Average
Shelby County	967	10%
Davidson County	700	8%
Knox County	434	5%
Hamilton County	382	4%

Seventy percent of our trained Commercial Driver License Examiners, 53% of our current regular Examiner staff and over 97% of field supervisors have received American Association of Motor Vehicle Administrators (AAMVA) recognition as Certified Driver Examiners (CDE), a nationally recognized professional certification.

Issuance Rates

During FY 2003-2004 the division issued 1,467,303 driver licenses/photo ID's, a 5.6 % increase from the previous year.

The Internet Renewal Program continued to grow with a 22% increase in usage. Over seventy-one thousand (71,824) Tennessee

citizens renewed their driver licenses "on-line" instead of standing in line at a station. When looking at just non-test transactions, citizens were able to do a quarter of these (23%) outside a driver license office.

Activity Figures

As detailed in the appendices, total field activities provided during 2003-2004 exceeded the 2.1 million mark for the third year running. These activities include citizens taking vision, knowledge and road skills examinations and receiving voter registration, MVR's, Handgun Carry Permit and reinstatement services in addition to the previously noted issuance rate.

There was a 20% increase to 965,489. Examinations administered included a total of 859,767 Class D tests, 45,240 Class M and 60,482 CDL tests.

Commercial Driver License Third Party Testing

At the end of this fiscal year, there were 61 Commercial Driver License (CDL) organizations consisting of 85 third party examiners authorized to conduct Commercial Driver License skills tests.

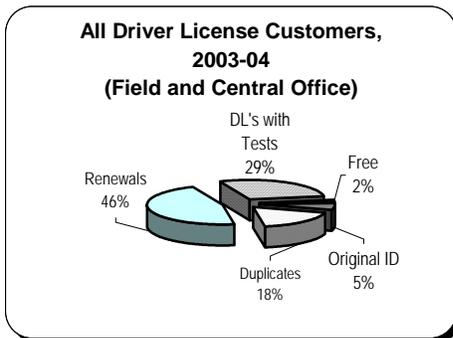
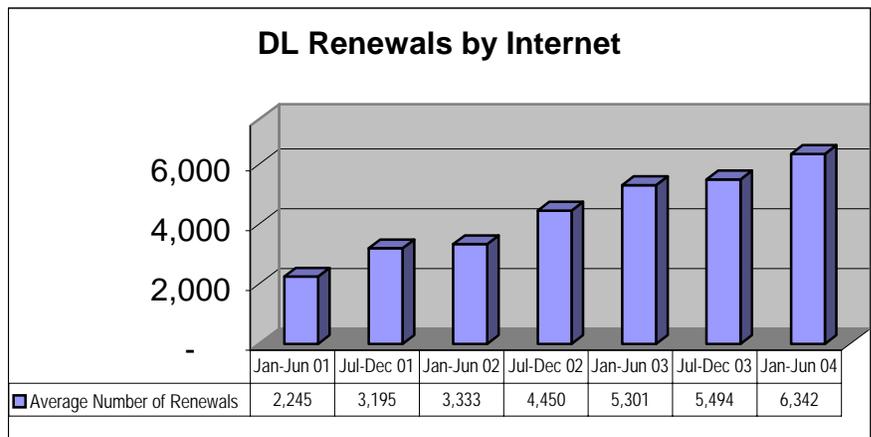
Over the course of the FY03-04 CDL State and Third Party Examiner activities and data from the previous three years were entered into the AS400 system. Eventually this information will be part of a computer data collection and retrieval system that will make for more accurate statistics regarding CDL activity for both CDL and CDTP third party testing, and will be used to detect patterns indicating possible fraudulent activity.

From April 2004 through the end of the fiscal year, surveys were conducted of drivers that had been tested by either CDL state examiners or CDL 3rd party examiners to ensure that testing had been done completely and according to CDL testing standards.

The CDL Program Manager routinely audits the CDL Third Party Testers with statewide audit teams comprised of specially trained CDL Examiners, Branch Supervisors, and select Troopers who have received commercial vehicle enforcement training. Using a federal grant awarded to the division in 2002, the CDL program has been able to secure resources and participate in activities that have greatly enhanced the audit process for Third Party companies and schools. By the end of 2003, all information from CDL audits was being submitted electronically resulting in a significant reduction in paper and improvement in the efficiency of the audit process. From January through June 2004, ten covert audits funded by this grant were done on both CDL state and CDL 3rd party examiners. Additionally, in January of 2004 the CDL program manager participated in the rigorous train-the-trainer Fraudulent Document Recognition (FDR) Training Program offered by the American Association Of Motor Vehicle Administration (AAMVA). As of May 2004 all of Tennessee's CDL program auditors had received training in Fraudulent Document Recognition.

Cooperative Driver Third Party Testing Partners

There are 43 Cooperative Driver Testing Programs (CDTP) in partnership with the Tennessee Department Of Safety to administer Class D knowledge and driving tests as part of their driver education programs. There are 166 CDTP third party instructors.

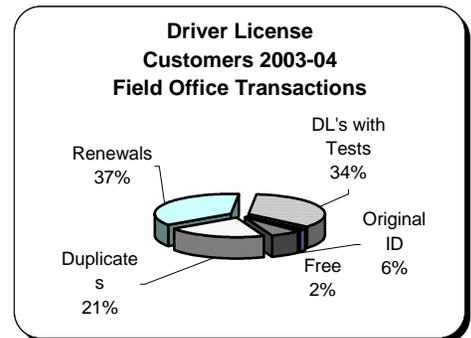


Like the CDL Third Party Tester audits, by the end of December 2003, all information from CDTP audits was being submitted electronically resulting in audit process efficiency. The CDL auditors that received the Fraudulent Document Recognition Training also do the CDTP audits.

In an effort to promote more accountability, in September 2003 CDTP activity started to be collected monthly instead of quarterly. Each third party instructor is now responsible for recording any and all driver education related instruction and/or activities they have performed during the month. The information collected on these monthly activity sheets is much more detailed and in depth as compared to the quarterly reports which had been used since 1992.

Motor Vehicle Records

The Division experienced a 7% increase over the previous fiscal year in MVR's sold at field offices with 36,461 records generated.



Driver License stations issued approximately 39,095 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges.

Voter Registration

Voter registration applications handled by field offices continued to rise significantly by 39% with a total of 129,516 applications processed by our DL offices.

Reinstatements

Driver License field reinstatement offices provided Financial Responsibility reinstatement services to over 27,000 citizens at nine (9) selected offices located throughout the state. This total includes both "fee required" reinstatements as well as "compliance only" and juvenile reinstatement activities. The figures for FY 2003-2004 are basically holding steady from the previous year with an increase of less than 1% in reinstatement services performed in by the DL stations.

HANDGUN CARRY PERMITS

During this past year, the driver license field offices processed 31,392 applications for Handgun Carry Permits, including duplicates, renewals and originals. This represents a 13% decrease over the previous year. The field offices have seen this somewhat steady decrease in handgun application activity now that renewals of the handgun carry permit can be conducted by mail just like a driver license renewal. During the 2003-2004 fiscal year only 1.3% of all field activity was due to handgun application processing, due in part to fact that fingerprinting is now conducted off-site through a contract vendor.

The Handgun Carry Permit Unit, headquartered in Nashville reviewed and processed 36,870 applications. The Handgun Permit Office issued 28,754 handgun carry permits with 48% of these being renewal applications. The Unit also denied, cancelled or revoked 582 permits. Of the handgun carry permits issued 20% were to female citizens and 80% to males. The vast majority of all applicants were between the ages of 26 and 60 with the highest percentage (38%) being in the age 41-55 category.

This unit is also responsible for certification of Handgun Safety Programs and Instructors. In fiscal year 2003-2004, there were 158 valid schools and 616 valid certified instructors. Through the

combined efforts of the Handgun Office and THP Inspections, 55 programs were conducted last year, which included inspection of the program's classroom facilities and firing ranges.



Listed below is a summary of Drivers License Issuance over the last eleven years.

Licenses Issued Past 11 Years					
Fiscal Year	Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet	% Field
1993-94	1,430,855	922,854	508,001	0	64%
1994-95	1,329,884	959,853	370,031	0	72%
1995-96	1,402,176	1,153,271	248,905	0	82%
1996-97	1,312,244	1,178,469	133,775	0	90%
1997-98	1,141,252	1,051,351	89,901	0	92%
1998-99	1,341,721	1,208,377	133,344	0	90%
1999-00	1,275,586	1,111,498	164,088	0	87%
2000-01	1,402,735	1,232,721	154,692	15,322	88%
2001-02	1,419,733	1,209,081	171,360	39,292	85%
2002-03	1,392,319	1,138,941	194,869	58,509	82%
2003-04	1,467,303	1,237,425	185,562	71,824	84%

F INANCIAL RESPONSIBILITY

With a staff of 93 positions, the Financial Responsibility Division administers the Financial Responsibility Law. This involves canceling and restoring driving privileges, as well as maintaining all driver records. These services are based in Nashville, where teams of safety examiners handle public inquiries and reinstatements by means of correspondence, telephone, fax and email, as well as in-person. The division also has one full time office in Memphis to carry out these duties, and works with the Driver License Issuance Division to support these services at 9 driver license stations where selected examiners are trained to do them as well.

The Financial Responsibility Division is required to cancel, revoke or suspend driver licenses for crashes and a variety of traffic and other offenses, including: moving traffic convictions, truancy, drug free youth act/age 18-21 alcohol violations, weapons, child support, uninsured violations, and failure to appear in court. Once the driver is eligible to regain driving privileges, Financial Responsibility also verifies eligibility, collects the appropriate fees and updates the record to show the driver's new status. Reinstatements of cancelled, suspended and revoked driver license are processed at the Summer Avenue Office in Memphis and 1150 Foster Avenue in Nashville, and some Driver License Stations.

Along with reinstating licenses, Financial Responsibility also:

- Maintains certified driving records and when subpoenaed, appears in court to testify regarding such records.
- Issues restricted licenses to those found eligible
- Maintains a 24-hour Law Enforcement Help Desk that provides information regarding organ donors and driving records

The Call Center of the division answers telephone inquiries regarding revocations, suspensions, cancellations, and reinstatements, as well as driver licensing questions. Last year there were 772,465 calls handled by this office: the automated system handled 359,148 (47%), leaving 413,317 to be answered by the examiners.

The division maintains information on out-of-state traffic violations by Tennessee licensed drivers, as well as offenses committed in this state. 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.

Accomplishments

In December 2003, the division working with Tennessee Anytime and the Information Systems Division began allowing drivers or their representatives to enter the driver's name, date of birth and driver license number into a secure web site to obtain requirements for reinstatement of driver license and pay the reinstatement fee by credit card. If all requirements are met, we are able to expedite the reinstatement process faster.

In June 2004, our Memphis Reinstatement Office began issuing driver license to those drivers who were reinstating after their driver license had been revoked, suspended, or cancelled. This was to assist in reducing lines at the Driver License Stations in Memphis.

We also established new procedures in getting traffic violations posted to the driver history faster once we received from the courts and worked with the courts on sending their convictions in faster.

Following is a summary of the major fiscal activities and transactions conducted by the Financial Responsibility Division for fiscal year 2003-2004. Details can be found in the appendices.

FINANCIAL RESPONSIBILITY ACTIVITIES FY 03-04	
Restoration Fees	\$ 15,844,737.28
Fees From MVR	\$ 10,081,823.14
SUBTOTAL	\$ 25,926,560.42
DUI Offenses, Non-Commercial Licenses	27,313
Total Non-Commercial Offenses	265,090
Total Commercial Offenses	262
GRAND TOTAL	265,352

D DRIVER IMPROVEMENT

Driver Improvement, a section within the Professional Standards Division, is required to evaluate the driving records of Tennessee drivers, based on crashes and/or convictions of traffic violations, in order to identify and keep track of high-risk drivers, as well as to establish procedures for their rehabilitation.

Individuals who are found to be frequent traffic violators are sent a notice of proposed suspension and given an opportunity to attend a hearing. If they fail to request a hearing, their driving privileges are suspended for a period of 6 to 12 months.

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

The Driver Improvement Section has revised its rules and regulations with emphasis on aggressive drivers. New rules have been proposed to identify drivers under eighteen (18) years of age whose driving record indicates a disrespect for traffic laws or that the driver is accident prone. These rules are in the process of being promulgated.

Driver Improvement is also required to handle medical referrals regarding the capability of drivers (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, the section may suspend the driver's license, add restrictions, or remove the proposed suspension.

Additional responsibilities include reinstatement of driving privileges on a part-time basis and monitoring the Mature Driving Premium Reduction Program. This program, enacted by the legislature, assists our senior citizens with their driving habits.

DRIVER IMPROVEMENT ACTIVITY, FY 03-04						
TYPE HEARINGS	Upheld	Withdrawn	Failure to Appear	FY 03-04	FY 02-03	FY 01-02
Driver Improvement Points	2,833	89	2,545	5,467	13,143	10,156
Financial	311	210	214	735	866	723
Medicals	15	7	4	26	58	54
Fraud	6	8	4	18	28	24
Other	10	2	1	13	43	23
TOTAL	3,175	316	2,768	6,259	14,137	10,979
Rescheduled Hearings				671	1,316	435
OTHER				FY 03-04	FY 02-03	FY 01-02
Reinstated				11,151	3,145	6,537
Phone Calls				11,667	12,652	13,410
MVR's Issued				1,229	1,364	2,706
Defensive Driving Courses Assigned				8,228	7,346	7,330

TITLE AND REGISTRATION

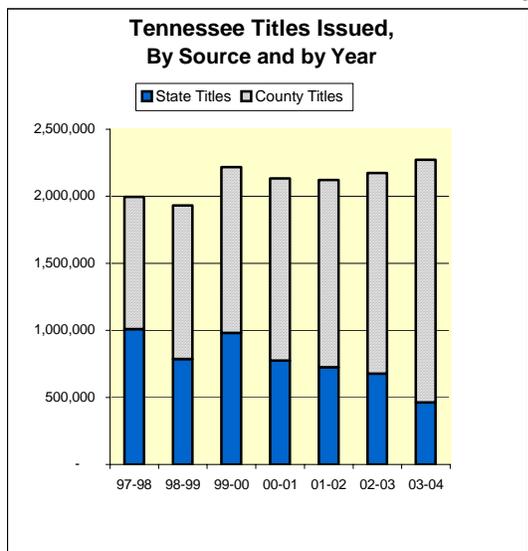
The Title and Registration Division (T&R) is responsible for all aspects of the issuance of motor vehicle registrations, titles and related activities. Vehicles include passenger vehicles, commercial motor vehicles and mobile homes. Headquartered in Nashville with the recently acquired administration portion of the Motor Carrier Section, one field office in Jackson, and 173 full time positions, the Division also has oversight for 95 county clerks who serve as the state's local agents.

Two of the highest volume services for the T&R program are the issuance of titles and the registration of all new and used vehicles within the state. Through county clerks, who serve as agents working with the Department, the T&R program registers vehicles in all 95 counties. The state office serves primarily to regulate and provide guidance and support to the clerks in these tasks, as well as to resolve problems beyond the resources of the county clerks. In addition, T&R is responsible for:

- Noting and discharging liens on the property
- Surrendering titles to other jurisdictions
- Serving as the central repository of all vehicular records for the state
- Coordinating the issuance of more than 244 types of registration plates, all personalized plates, and the specialty plate program

- Issuing disabled plates and placards, drive-out tags and temporary operating permit tags
- Evaluating title applications for salvage and abandoned vehicles

In the fiscal year 1992-93, four county clerks began issuing titles locally from their offices. Today there are 81 out of 95 authorized to issue titles from their location. While many of the counties are limited to issuing replacement certificates of title and noting of liens, others issue titles in most situations. Additionally, 55 counties are now issuing temporary operation permits and 89 counties are now issuing disabled person placards. These transactions provide expeditious service to the motorists in those counties.



A continued effort is underway to improve Division processes and the services provided to the citizens of this state. Technological and workflow refinements have been identified as focus areas and are receiving

priority attention. Efforts to develop an online interactive information system to support the day to day operations of the Division and County Clerks remains an objective moving toward deployment. The current development approach allows that the design and deployment of system functionality will occur in phases creating a process of incremental improvements that can build one onto the other until complete. The initial phases are underway with a Pilot implementation expected before the end of the first quarter in 2005.

Accomplishments

In addition to devoting resources to system development, T&R has taken a number of other steps to improve service and efficiency, including:

- **IVTR:** The online subscription service for accessing vehicle and plate information has completed its second year. During FY 03-04, over 81,000 inquiries were made online. This represents an increase of over 50,000 inquires compared to FY 02-03 totals. In addition to increasing the service to customers, the T&R Division improved processes to include enhanced screening of applicants, streamlining of the application process and investigating ways to provide stronger controls in the renewal process.



- **NMVTIS:** upgrading the National Motor Vehicle Title Information System (NMVTIS) which verifies the title issuance against the national theft and branding files
- **Anti-Theft:** keying the anti-theft decal control number on the title to provide a link between the two for law enforcement officers was initiated this year
- **Digitized license plates:** T&R is continuing its transition to this manufacturing process, which allows the license plates to be designed on-site with an enormous increase in flexibility and efficiency. The process assists with both fraud prevention and inventory control, is more cost effective and streamlines the entire plate production process.
- **Temporary Tags/TOPs:** redesigned Temporary tags and Temporary Operating Permits to aid in law enforcement.
- **E-Tags/Sale of Emergency Vehicles:** Efforts are underway to transfer the authorization process for acquiring Emergency Tags for personal vehicles, as well as the sale of Government owned emergency vehicles, from the central office to the County Clerks. This move is cost effective, in that once the transition is complete, the time spent processing these authorizations, which is staggering, can be devoted to enhancing the quality of customer service.

Title and Registration	Fiscal Year 2001-2002	Fiscal Year 2002-2003	Fiscal Year 2003-2004
Documents Processed			
Discharges of Lien	277,263	237,068	368,113
Salvage Certificates Issued	41,176	46,356	47,313
State Titles Issued	725,034	677,615	461,633
County Titles Issued	1,396,305	1,495,626	1,810,727
Total Titles Issued	2,121,339	2,173,241	2,272,360
Registrations	6,090,419	5,577,314	5,881,412
Fees Received			
Registrations	\$146,542,093	\$153,167,927.50	\$165,518,184.00
Titles	10,639,986	10,866,206.17	11,361,801.00
Drive-Out Tags	4,624,486	5,089,855.25	5,309,821.00
Temporary Permits	38,265	39,866.95	49,236.00
Fines	283,017	240,884.86	248,667.00
Miscellaneous	182,264	167,658.29	194,527.00
Personal Registrations	304,850	352,655.50	477,674.00
Disabled Registrations	110,622	97,399.40	180,983.00
Inquiry Information Fees	10,289	22,854.85	25,509.00
Fleet Registrations	409,338	420,920.99	483,957.00
TOTAL	\$163,145,210	\$170,466,229.76	\$183,850,359.00

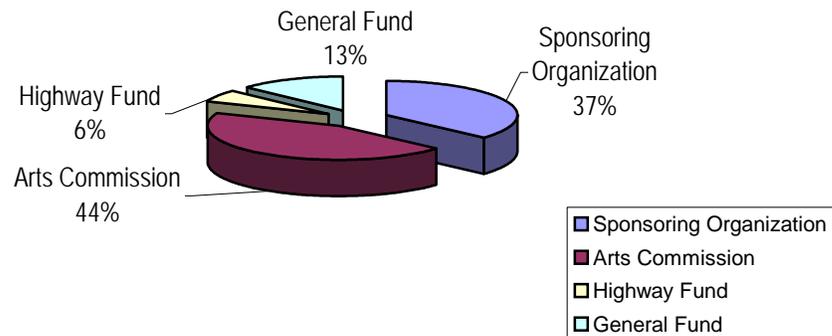
SPECIALTY PLATES

The State of Tennessee offers more than 75 specialty license plates for Tennessee motorists to display on their registered motor vehicles. These plates represent colleges and universities, branches of the military, special interest organizations, professional organizations and other topics, with the most popular ones depicted below.

Based on the specific law creating a plate, the funds are distributed as shown in the table below:

Summary of Specialty Plates FY03-04	
Total Number of Plates	323,778
Total Funds Collected	\$8,338,173
Specialty Plates Funds Distribution	
Sponsoring Organization	\$3,053,508
Arts Commission	\$3,720,740
Highway Fund	\$484,193
General Fund	\$1,079,740

Distribution of Specialty Plates Funds FY2003-2004



Pictured below are some of the more popular specialty plates.



Administrative & Support Services

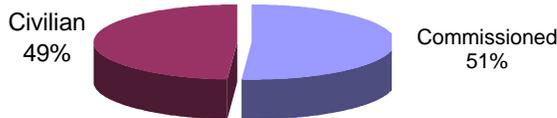
The administrative and support services area is responsible for the overall administration of the Department, including establishing rules, regulations and policies, and providing basic support services for departmental operations. This area includes the Commissioner and his immediate staff, Human Resources, Fiscal Services, Internal Audit, Internal Affairs, the Public Information Office, the Legal Division, and Information Systems

The primary services of Administration involve the executive oversight of the entire Department, which is carried out by the Commissioner's Office. In addition to overseeing the programs within the Department, this office initiates Department-wide strategies and goals, and sets priorities for their funding and execution.

HUMAN RESOURCES

The Human Resources Division is committed to providing a comprehensive collection of personnel services for all employees in the Department of Safety. This division, comprised of ten staff members, provides vital day-to-day human resource management for approximately 1,831 employees with 1,870 authorized positions. We have 953 commissioned employees and 878 civilian employees across the state of Tennessee in all 95 counties.

Commissioned vs Civilian Positions



HR Activities – FY 2003-04

- 12/1/2003 All Capitol Police positions merged to THP positions
- 5/16/2004 Assistant Special Agent In Charge-CID Job Classification Established
- Summer 2004 Summer Intern Program - 36 Interns (29 to DL)
- Summer 2004 HR began scanning confidential files

The Transactions Unit provides the department with all of the technical services required for appointing, promoting, demoting, transferring, or terminating any employee. This unit is responsible for the interpretation and implementation of the Department of Personnel's policies and procedures concerning civil service registers. This responsibility requires constant interaction with all divisions within the Department of Safety as well as the Department of Personnel. In addition, this unit is responsible for the coordination, scheduling and tracking of physical and psychological examinations, drug screenings, and background investigations for new and existing employees. Overall, the number of transactions decreased 70% from last fiscal year, from 3,275 to 977.

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

- EEO/AA (Equal Employment Opportunity and Affirmative Action)
- FMLA (Family Medical Leave Act)
- Sick Leave Bank
- Workers Compensation
- State Employees' Charity Fund
- Employee Service Awards
- Employee Suggestion Award Program
- Title VI compliance
- FLSA (Fair Labor Standards Act)
- Due Process / Grievance Procedures
- ADA (Americans with Disabilities Act)

It is the charge of the Classification / Compensation Unit to establish and maintain authorized classes within the Department of Safety, based on similarity of duties, authority, assigned responsibilities, and other various factors. Daily interaction with the Department of Personnel and the Department of Finance and Administration is required to administer this program successfully.

The employees in the Employee Relations / Classification Compensation units strive to ensure that these programs are available to each and every employee in the Department of Safety, and promote productive working relationships and effective communication between management and employees.

As we begin this year with our new and innovative administration, the Human Resources Division pledges its commitment to promote the missions and values of the Governor's office and to provide the best available personnel-related resources to the employees of the Department of Safety. We feel by providing a larger and more qualified applicant pool through enhanced recruitment efforts, improving and enhancing our technical service abilities, and continuing to promote communication between management and employees, we can achieve the goals of the Tennessee Department of Safety.

FISCAL SERVICES

The Fiscal Services Division prepares the annual budget request, and works with the Strategic Planning Office to develop the Performance Based Budget Strategic Plan. It also maintains, processes, and accounts for all expenditures and revenues, ensuring fiscal stability for the Department of Safety. With 27 employees, the Fiscal Services Director is responsible for the two operating offices of this division: Budget-Accounting and the Cashier-Revenue Section.

BUDGET-ACCOUNTING SECTION

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

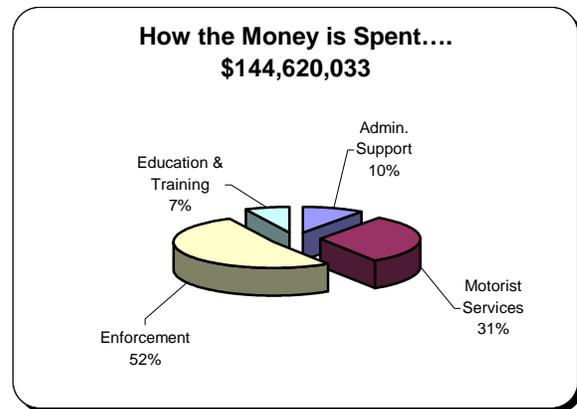
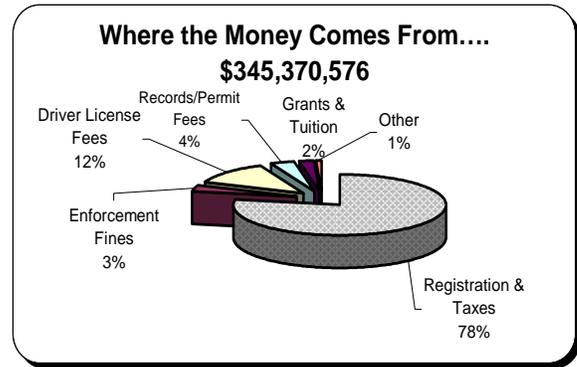
Goods and services are procured in this division. All departmental expenditures are processed through this section. It is the responsibility of this office to ensure that all invoices and travel claims are audited and paid promptly in accordance with state law. Payroll and timekeeping functions are performed in this section. During the 2003-2004 Fiscal Year, this section processed \$144,620,033 in payroll and operational expenses. This section also projects the fiscal impact of all legislation affecting the Department of Safety.

CASHIER-REVENUE SECTION

The Cashier-Revenue Section 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 motor vehicle registration and title fees, as well as driver license renewals,
- Receipting payments for such fees as motor vehicle reports and reinstatement fees,
- Refunding revenues, accounting for bad checks,
- Auditing reports of fines and fees from courts,
- Accounting for field deposits.

During the 2003-2004 Fiscal Year, this section processed revenues for \$345,370,576, which included \$5,741,190 in reimbursements from federal grants.



Revenues and expenditures are detailed in the appendices.



INTERNAL AUDIT & INTERNAL AFFAIRS

INTERNAL AUDIT

The Internal Audit Division routinely reviews activities of the department and provides analyses, appraisals, recommendations, and statistical information as requested by management. We assist in the design and implementation of systems of administrative and financial internal control. We provide objective information and solutions-oriented advice to help managers achieve their objectives and fulfill their responsibilities.

For the 2003-2004 Fiscal Year, the Internal Audit Division:

- Handicap Placards
- Citations posted to driver history
- THP Trooper Ticket System
- TLETA food purchases
- Performance Based Budget data
- RACF User ID System
- Assist Performance Auditors with their audit of the Department of Safety and prepared responses to Performance Audit for Legislative Review Committee
- Observed and complied the annual inventory of supply items
- Assessed the quality of the year 2006 registration renewal validation stickers
- Performed numerous special projects during the fiscal year

IFTA/IRP AUDIT

The IFTA/IRP Audit Section is responsible for performing audits on carriers registered through the Title and Registration/Motor Carrier Section to insure they have paid the proper amount of registration fees and fuel taxes and comply with all requirement set out in the Internal Fuel Tax Agreement and the Internal Registration Plan.

For the 2003-2004 Fiscal Year, the IFTA/IRP Audit Section performed:

- 234 International Fuel Tax audits
- 243 International Registration Plan audits.

Commercial Motor Vehicle Registrations FY 03-04	
IRP Active Accounts	3,142
Vehicles Registered Power Units	43,067
IFTA Active Accounts	4,712
SSRS Active Accounts	
Exempt Carriers Intrastate	856
	649

INTERNAL AFFAIRS

The responsibility and duty of the Internal Affairs Division is to receive, investigate and file all complaints regardless of their nature, attempt to bring the matter to a satisfactory conclusion, and to notify the complainant, in writing, of the final disposition of a valid complaint.

All complaints received concerning members of the Department of Safety are forwarded to the Internal Affairs Division. 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 Internal Affairs Division in order to assure confidentiality. The files are maintained for a period of 70 years.

The Internal Affairs Division continues to utilize the IA-Trak for Windows computer program that produces statistics and summary reports of Internal Affairs cases and dispositions. This fiscal year, the division investigated 155 complaints, of which 41 were not sustained, and 52 were sustained.

PUBLIC INFORMATION OFFICE

The primary responsibility of the Public Information Office is the issuance and coordination of news, information and publicity involving, or affecting, the Department of Safety. This is accomplished through daily contact with members of the news media, government officials, department personnel and the public.

Another method the office used to distribute information is through the development and maintenance of the Department of Safety's World Wide Web site. Visitors to the department's web site (www.tennessee.gov/safety) can access a wealth of information, including directions on how to obtain or replace a driver license, title and register a vehicle and much more. The office also receives and responds to inquiries received daily via e-mail (email.safety@state.tn.us). Some valuable services, such as the ability for driver license renewal and registering an address change with the department, can already be accomplished through the Internet. The web site is a successful way of improving accessibility and delivery of Department of Safety services to the public.

In addition, the Public Information Office issues news releases on a regular basis concerning areas such as highway safety personnel and equipment changes, and enforcement programs. News releases for all major holiday periods encouraging driver safety and responsibility are issued statewide from this office.



LEGAL

The Legal Division serves in an advisory capacity to all other divisions of the department. The attorneys work with the Attorney General's Office in all appealed asset forfeiture cases and any claims cases that are filed against the department or its employees. In addition, this division prepares, tracks and advises the Commissioner's legislative liaison on any legislation relative to the Department. This division also processes emergency vehicle applications.

With an office in each of the three grand divisions, the Legal Division also administers asset forfeiture laws, managing all aspects of

asset forfeiture cases, and representing the law enforcement agencies that seize the property. The staff is responsible for processing, setting, and the final disposition of all administrative hearings relative to seizures arising from the Tennessee Drug Control Act, second time DUI, Driving on Revoked, Auto Theft, and Title and Registration hearings. 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 HEARINGS FY 2003-2004		
PROPERTY	SEIZED	FORFEITED
Number of Cars	4,483	3,057
Trucks	2,059	1,367
Motorcycles	77	36
Boats	6	3
RV's or Vans	292	218
Aircraft	5	0
Miscellaneous (pagers, jewelry, etc.)	1,143	1,729
Real Estate	1	1
Other Major	41	25
TOTALS	8,107	6,436
MONEY	SEIZED	FORFEITED
Money Seized	\$15,528,372.56	
Money Forfeited		\$12,636,767.30
Drug Fund Payment Forfeited		\$1,692,060.00
TOTALS	\$15,528,372.56	\$14,328,797.30
Total Cases By Fiscal Year	OPENED	CLOSED
2000-2001	8,964	8,541
2001-2002	9,000	9,568
2002-2003	9,776	9,055
2003-2004	10,301	10,004

I NFORMATION SYSTEMS

The Information Systems Division (IS) is staffed with an Information Systems Director, four (4) IS Managers and various section staff for a total of 55 positions. Responsibilities include systems' design, procurement, installation, maintenance, and all other computer related equipment activity. The division is also responsible for researching, acquiring, project management and implementing new technologies, and for data capture.

MAINFRAME/ PRODUCTION SUPPORT

The Systems-Production Section is responsible for: the development and maintenance of departmental mainframe applications; data extract files for agency and outside sources; data capture; and development and maintenance of Internet and Intranet websites.

This section's activities consisted of processing 74 requests for departmental applications and 78 requests for honoring data extracts for in-house and outside sources, as well as mainframe transactions as shown in the accompanying table.

Major projects handled by this Section for FY 2003-2004 included:

- Modified CDLIS screen programs to make out-of-state driver history for commercial driver license holders more user friendly.

- Added driver license reinstatements as a web function.
- Modified driver history programs for 'No License in Possession' violation.
- Backlog of over 300,000 crashes were updated to the driver history file.
- Implemented driving certificates for undocumented residents.

Other Section accomplishments include:

- Implemented the Legal Presence changes to the Mainframe and Jacada systems
- Have completed 30 County Clerk Driver License Issuance sites. At least one more Clerk location is expected to be completed by the end of the year.
- Have completed 12 sites with Self Service Kiosks. We are working on Phase 2 already.

- Continued to make changes and enhancements to the L.I.S.T. Application for Driver License.
- Have Implemented a Paperless Transaction enhancement to both the Mainframe and Jacada systems
- RFP for replacement Queuing system has been released and is in process
- ATD devices are being updated, hardware and software

NETWORK AND DESKTOP SUPPORT

The Network and Desktop Support Section is responsible for the installation and maintenance of over 5,000 pieces of computer related equipment. At the end of Fiscal Year 2003-04, this equipment was located in the following locations:

- Ninety-five (95) County Clerk Offices.
- Forty-two (42) permanent driver license stations.
- Fourteen (14) County Clerks offices issuing Drivers Licenses
- Forty (40) Tennessee Highway Patrol Offices.
- Nine (9) Commercial Vehicle Enforcement inspection stations,
- Four (4) Criminal Investigation offices.
- Tennessee Law Enforcement Training Academy.
- Safety Training Academy.
- Title and Registration.
- Safety Main Headquarters.
- CVE Headquarters.
- Three (3) Legal Offices.
- Nine (9) Driver Improvement Hearing Offices.

Mainframe Transactions FY2003-2004

Driver License Renewal Transactions	617,652
Driver License Original Transactions	659,810
Trooper Citations Document	484,210
Court Abstracts	68,691
Crash Reports (Officer)	369,624
Crash Reports (Operators)	223,389
Other Driver & Misc. Documents	392,749
Correspondence Received and Prepared	597,900
Moving Violation Reports (MVR's)	2,081,534
Micrographic Documents	4,430,026
SUB TOTAL	9,625,585
T&R Title Transaction	2,482,203
T&R Renewal Transaction	5,828,293
GRAND TOTAL	17,936,081

- Have completed addition of State URL to all Printed Driver Licenses
- Have completed the moving of both the Covington and Gallatin DL stations
- Have completed the addition of the Whiteville DL station

In addition to the installation and maintenance, this Section provides a Help Desk service to all Department of Safety personnel. From the period of June 30, 2003, through July 1, 2004, our Help Desk technicians responded to 4,272 help desk calls. These responses are documented to create a history of repairs and trends.

TITLE AND REGISTRATION SUPPORT

The Title and Registration Section provides support for both the Title and Registration User System of Tennessee (TRUST) and the Title and Registration (T&R) Legacy systems.

The Production staff analyses problems, requests, or any other situation that may occur during production or performance of daily duties. They also ensure the Production system continues to function properly and the user community does not realize a lapse in responsiveness.

The TRUST staff analyses and prepares system specifications and other system documentation concerning the creation of the TRUST System. They also participate in the preparation of detailed documentation and operation instructions for the TRUST system, along with any other technical and administrative records and reports.

All the IS staff assigned to T&R support work with T&R management and users to ensure functionality and integrity of both systems. They also administer system security by enforcing state security requirements.

Activities processed by this Section for FY 2003-2004 are as follows:

T&R SUPPORT ACTIVITY	
Maintenance RFS*	1
In-House RFS*	60
T&R Users Local	175
T&R Users (Statewide)	2,700
Business	209
Other Gov. Agencies	175
Ad-Hoc Report	143
Fund Accumulation RFS	2
County Clerk Trained	N/A
RACF Updates/Resets**	750
Legislative Review	57

*RFS-Request For Service

**RACF-Remote Access Control Facility

SYSTEMS DEVELOPMENT

The Systems Development staff work with Department of Safety computers users to design and develop computer systems to meet user's needs and to maintain and upgrade existing PC, client server and AS400 based systems.

This staff develops and updates technical documentation for newly developed and modified systems, creates user manuals for new systems and provides initial training for users of new systems. Once a new system is implemented, updates to the user manual become the responsibility of the users of the system for their own future staff training.

The staff provides, after implementation, support through the Office for Information Resources (OIR) Help Desk for systems they design and develop. Support for purchased systems is provided through the OIR Help Desk by the division's (IRSS) Section.

PLANNING/RESEARCH AND SPECIAL PROJECTS

The Planning/Research and Special Projects Section consults with Department of Safety divisions to analyze and engineer business solutions to meet user's current and future needs. They will manage the projects utilizing state of the art tools and processes. They will manage vendor participation and work with users to research, purchase and implement new technology solutions.

ACCOMPLISHMENTS

Fiscal year 2003/2004 was a very productive year for the Information Systems Division in that several major Information Technology projects were initiated or implemented. Some of the major projects were:

CVISN:

- Completed the migration of the CVISN project.
- Improved on Commercial Vehicle Inspection upload timeliness.
- Implemented process to keep the Federal software at the sale locations updated.

Mobile Data Officer Activity:

Continued on the deployment of the 800Mhz network. Equipment was staged and deployed to the sites. Phase 3 of this project should be complete in FY 04/05.

IFTA/IRP:

Successfully opened the Jackson satellite office.

Computer Aided Dispatch:

Effective October 1, 2004 following the completion of the evaluation of Computer Aided Dispatch RFP 349.03-404; a contract was awarded to Intergraph Public Safety to provide a statewide Computer Aided Dispatch System. Project implementation is now currently in progress.

Title & Registration:

- Forty-seven (47) class codes (plates) prepared for new metal issue beginning in January 2005
- Mail Net / NCOA format enhancements to satisfy 2004 package required upgrades
- Refined the financial responsibility processing environment
- Standardized vehicle plate “lookup” though out the tag inventory application
- Successfully complete two (2) statewide disaster and recovery exercises that covered that following application:
 - Vehicle titling and registration application
 - Criminal Investigation “CID” application
 - Vehicle tag inventory application
 - Personalized tag application
 - Handicap placards application
- Deployed FTP server usage for mass data transfer requirements for both, sister state agencies and third party vendors

T&R Redesign Project:

A continued effort is underway to improve Division processes and the services provided to the citizens of this state. Technological and workflow refinements have been identified as focus areas and are receiving priority attention. Efforts to develop an online interactive information system to support the day to day operations of the Division and County Clerks remains an objective moving toward deployment. The current development approach allows that the design and deployment of system functionality will occur in phases creating a process of incremental improvements that can build one onto the other until complete. The initial phases are underway with a Pilot implementation expected before the end of the first quarter in 2005.

Officer Activity:

The Officer Activity Systems for both THP and CVE officer activity reporting were combined into one database and program to support the merging of the two previously separate sections into one unified law enforcement agency. It is a client server system allowing data entry from all regional offices with the *SQL database being maintained in Nashville. Regional reports may be printed in regional offices and statewide reports may be printed at the headquarters offices.

Pupil Transportation:

Created and implemented a School Bus Inspection program to all Pupil Transportation inspectors.

Other Key Projects:

- Completed a reinstatement payment plan for drivers owing in excess of \$400 for reinstatement fees,
- Upgraded the Call Management System for the Financial Responsibility Customer Service Section.
- Upgraded the Capitol Police Citation System,
- Continued major upgrades to the Crash Analysis & Tracking System by accomplishing the upload of data from the scanner to the *SQL database tables immediately following the scan of the paper document, improving data entry programs and image search programs. Loading the data into the SQL database tables immediately following scanning eliminated the potential system weakness of having the scanned data stored in “batch files” until they could be keyed by data entry personnel.
- Completed twenty (20) upgrade requests or special report requests on the Legal System on the AS400.

P ROFESSIONAL STANDARDS

The Professional Standards Division uses its expertise to support Department-wide initiatives or mandates, and is responsible for preparing written policies and procedures (known departmentally as General Orders), some of which are required as a result of court decisions. Professional Standards also is responsible for the Department's mandated performance-based budget strategic plan and annual reports, for coordinating the work involved in maintaining law enforcement certification standards, for supporting grant applications and reports, and for general planning and research, including statistical analyses of crashes required by the federal government. This division also oversees the Driver Improvement program, reported separately in this annual report under the section for MOTORISTS SERVICES.

RESEARCH, PLANNING AND DEVELOPMENT

The Research, Planning and Development Section (RP&D) gathers, analyzes and interprets enforcement activity, crash data and all reports associated with each. It publishes and distributes this information to all facets of government and communities alike.

A second function of the section is to procure and implement federal grants. Continual monitoring and reporting of activities during grant

periods is required. In addition, RP&D develops and issues the department's general order policy statements.

Working with the General Assembly RP&D also analyzes the effectiveness and feasibility of various laws and initiatives, proposed by the Legislature. Other key duties include:

- Evaluating vehicular pursuits and arrests
- Submitting data from Arrest and Criminal Interdiction reports to the Tennessee Bureau of Investigation for inclusion in the National Crime Statistics Report.
- Providing statistics and analyses to the Training Division to be used in formulating or updating officer safety courses
- Responding to surveys and information requests
- Revising forms, and designing brochures.
- Working closely with the department's Public Information Office in the development and production of press releases and public
- Manpower Allocation Study
- Conducting numerous pilot programs which affect personnel assignments
- Maintaining and updating a detailed Organizational Chart
- Continual monitoring of Alcohol-Related Fatalities and Fatal Crash Statistics
- Compiling Weekly Vehicle Seizures Reports
- Publishing departmental Crash Report, Annual Report, Criminal Interdiction Report
- Producing all quarterly and final project reports for associated grants

STAFF INSPECTION / ACCREDITATION

The Staff Inspection Section is a unit within the Professional Standards Division. The Staff Inspection Team is composed of Department of Safety personnel assigned to the Research, Planning and Development Section, and the Staff Inspection Section. The objectives of the Staff Inspection Team are:

- To conduct each inspection fairly, impartially and objectively,
- To make the Department of Safety better by staying in touch 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

STRATEGIC PLANNING

The Strategic Planning Office is responsible for developing the department's annual strategic plan, working with the commissioner's office, the budget staff, and all program directors. Preparation, monitoring and evaluation of the plan and its progress is a continual process throughout the year.

Because of the requirements of the Governmental Accountability Act of 2002 and the department's designation as one of the four lead agencies to be subject to its provisions, the TDOS Strategic Plan developed for submission on July 1, 2003 differed significantly from strategic plans developed in earlier years. Perhaps the most significant difference was the careful development of meaningful performance standards and measures for each of the department's program areas. In all, 27 performance measures were established. Once again, the Strategic Plan that resulted from these meetings was available to all TDOS employees through both the intranet and the shared drive.

During 2003-2004, the strategic planning staff held numerous planning and review meetings. In addition, the staff continued to serve as consultants and facilitators for various management initiatives, including

feasibility studies, Internet applications, and customer service plans, as well as assisting with meshing the strategic plan with the budget and the Information Systems Plan. This office was also responsible for the development of the department's annual report including the collection of all pertinent data and related information.

CRASH ANALYSIS RECORDS SYSTEM

The Crash Analysis Records System processes traffic crash reports forwarded to the Department of Safety in accordance with Sections 55-10-101 through 55-10-115 of the Tennessee Code Annotated. This includes traffic crashes investigated by the Tennessee Highway Patrol, 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, microfilming, analyzing, verifying, evaluating, and encoding information, data entry, correcting database records, and assisting other sections in research and data compilation for reports and studies.

FATALITY ANALYSIS REPORTING SYSTEM

This subsection of the Professional Standards Division maintains records of fatal traffic crashes occurring in Tennessee. It is also the responsibility of this section to complete all duties necessary to comply with the National Highway Traffic Safety Administration's Fatality Analysis Reporting System (FARS) Cooperative Agreement with the Department of Safety for fatal traffic crash information from Tennessee.

Functions completed by this section include:

- Preparing and distributing the Daily Traffic Fatality Report and listings, as well as the holiday traffic fatality reports
- Receiving fatal crash reports for fatality verification and distribution;
- Communicating with agencies to obtain reports and gather additional information;
- Classifying reports by type; verifying and encoding information; entering and editing database records; and
- Assisting in research and data compilation for reports and studies

Crash Reports Processed for Fiscal Year 2003-2004

Year	Number Scanned	Total Keyed	% Keyed
2003-2004	222,639	164,157	74%

The table below summarizes activity for the FARS section.

FATALITY ANALYSIS REPORTING SYSTEM (FARS)				
FARS FORMS CODED & KEYED	CY00	CY01	CY02	CY03
Crash Level	1,177	1,126	1,058	1,091
Vehicle/Driver Level	1,754	1,718	1,562	1,623
Person Level	2,864	2,860	2,618	2,739
DATA GATHERED	FY00-01	FY01-02	FY02-03	FY03-04
Driver Inquiries				
In-State	1,492	1,485	1,349	1,382
Out-of-State	231	202	191	219
Others	31	18	18	16
Vehicle Inquires				
In-State	1,493	1,496	1,327	1,623
Out-of-State	186	167	155	170
Others	75	55	80	48
Emergency Medical Services	936	936	823	65
Toxicology	1,200	1,100	1,200	2,060
Death Certificates	1,623	1,491	1,417	1,490
Roadway Location	1,177	1,126	1,058	1,091
Messages Received	2,087	2,568	1,884	1,705
Messages Sent	911	986	1,266	1,085



SUPPORT SERVICES

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

COMMUNICATIONS

The Communications Section is responsible for the design, procurement, installation and maintenance of the statewide 800-Megahertz Mobile Data System. The system now has ten radio sites on the air in the mid state area with full coverage in West Tennessee expected by spring of 2005. THP cars equipped with computers and modems now have secure roadside access to TCIC and NCIC files. The Communication Section maintains the primary and secondary vhf radio networks, mobile and portable radios, video systems, radars, and all other electronic equipment used by the Department of Safety. The Tennessee Highway Patrol has eight district headquarters and dispatch centers, which cover the entire geographical area of the state.

During FY 2003-2004, service was provided within the Department of Safety for:

- Tennessee Highway Patrol
- Commercial Vehicle Enforcement
- Criminal Investigation Division
- Department of Safety Training Center
- Tennessee Law Enforcement Training Academy
- Driver License Issuance
- Pupil Transportation Section
- Department of Revenue

- Alcohol Beverage Commission
- Department of Corrections
- Department of Agriculture
- Department of Commerce
- Arson Investigations
- Homeland Security
- Federal Agencies including the FBI, Secret Service, United States Marshall's Office and others.

This section also maintains a fully equipped mobile command post, designed for extended period operation, in addition to five (5) smaller first responder vehicles equipped for emergency communications required in any area of the state.

The Communications Section is staffed with a Program Manager, Radio Systems Analyst, Radio Technician Supervisor, Administrative Secretary, Purchasing Officer, Property Officer, seven (7) radio technicians in the Nashville Shop, and one radio technician in each of the district service shops located at Fall Branch, Knoxville, Chattanooga, Jackson, and Memphis.

FACILITIES MANAGEMENT / BUILDING MAINTENANCE

The Facilities Management / Building Maintenance Section is responsible for the coordination of the building maintenance program and for planning, organizing, and directing the department's statewide construction services.

This section also maintains insurance coverage on all departmental facilities and contents.

This section ensures that construction projects meet the needs of the department and remain cost-effective. This is accomplished by overseeing the performance of private contractors and architects working on departmental construction projects, including on-site inspections.

The Building Maintenance Program uses an in-house maintenance staff to repair and perform preventive maintenance on problematic facilities owned by the department. The maintenance staff serves statewide and is prepared to travel at a moment's notice.

FACILITIES MANAGEMENT CURRENT PROJECTS STATUS 7/31/04	
TLETA/Lab Renovation (pending)	\$2,200,000.00
Crestview Radio Tower Replacement (Completed September 2003)	\$ 520,000.00
THP Memphis Radio Tower Replacement (Completed November 2003)	\$ 580,000.00
Williamson County DL Testing Station (pending)	\$ 950,000.00
Sumner County - Gallatin DL Station and THP Post (To be completed December 2004)	\$ 83,000.00 per year - rent.
Roof repair - Warf-Hardison Browning Bldg. (To be completed December 2004)	\$ 199,400.00
Roof repair - THP Post, Chattanooga	\$ 75,000.00

SUPPLY SECTION

This section has three areas of responsibility. The Quartermaster Supply System is responsible for acquiring and issuing all uniforms worn by members of the Department of Safety, and, the supply and issuance of all forms and envelopes. The goal of this section is to acquire and supply high quality uniform items to each division. Uniforms are issued routinely to members of the Highway Patrol, Commercial Vehicle Enforcement, Capitol Police and the Driver License Division. Records for stock control and accounting purposes are kept on all items delivered to or shipped from the Supply Section.

In addition, the Title and Registration warehouse coordinates the manufacture and delivery to each county clerk all license plates, validation decals and forms and documents necessary to properly register vehicles within the State of Tennessee. With these plates, all forms, titles, and envelopes required to issue license plates for over 6.0 million vehicles in Tennessee are also shipped.

SUPPLY SECTION ACTIVITY FY 2003 - 04	
Change Of Location Forms Processed	2000
Equipment Tagged and Assigned	1,500
Supply Request Orders Filled	30 per day
License Plates Shipped	2,100,000
Validation Decals to County Clerks	6,000,000

FLEET SECTION

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 simple criteria: functional use, safety, performance, and comfort. Since 1993, all vehicles have been purchased and disposed of by the Motor Vehicle Management Division of the Department of General Services. Motor Vehicle Management also maintains service records for each vehicle. Preventive maintenance is performed by the Department of Transportation.

VEHICLES PURCHASED FY 03-04		
	NUMBER	COST
THP MARKED PURSUIT	181	\$3,621,611.00
DODGE INTREPID UNMARKED	7	107,280.00
LINCOLN TOWN CAR	1	18,528.00
FORD TAURUS	4	46,792.00
DODGE PICKUP TRUCK	6	102,060.00
FORD PICKUP TRUCK	4	67,935.00
CHEVROLET EXTENDED CAB	3	56,692.00
CHEVROLET UTILITY VEHICLE	1	19,566.00
FORD EXPLORER	2	41,401.00
FORD EXPEDITION	3	69,241.00
TOTALS	212	\$4,151,106.00

Appendices

Appendix A - Enforcement Services

- A-1: Commercial Vehicle Activity Summary
- A-2: School Bus Inspection Summary
- A-3: Explosives Disposition Table
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Appendix A – Enforcement Services

A-1: Commercial Vehicle Activity Summary

COMMERCIAL VEHICLE ENFORCEMENT ACTIVITY FY03-04			
<i>SAFETY INSPECTIONS</i>	<i>All Commercial Motor Vehicles</i>	<i>Buses</i>	<i>CMV's with Hazardous Materials</i>
Level I	10,902		667
Level II	43,846		1,180
Level III	4,130		177
Level IV & V	1,053		6
Total Inspections	59,931	61	2,030
<i>ASSESSMENTS WRITTEN</i>			
Overweight Assessment	6,368		
<i>TRUCKS WEIGHED</i>			
Portable Scales	1,114		
Fixed Scales	9,984,616		
TOTAL	9,985,730		
<i>AUDITS</i>	<i>IFTA</i>		<i>IRP</i>
Accounts Available for Audit	4,563		6,347
Annual Minimum (3%)	137		191
Annual Audits	234		243
Completed Audit Percentage	171.03%		127.23%

A-2: School Bus Inspection Summary

SCHOOL BUS INSPECTIONS FY03-04				
Class	East Region	Middle Region	West Region	Total Inspections
Class #1 - Annual Inspection	4,250	3,174	2,580	10,004
Class #2 - Extended Utilization	849	120	198	1,167
Class #3 - Spot Inspection	167	19	92	278
Class #4 - Comp. Inspections	276	67	74	417
TOTAL INSPECTIONS	5,542	3,380	2,944	11,866

A-3: Explosives Disposition Table

EXPLOSIVE DISPOSITION FY2003-2004	
High Explosives	
Dynamite	123 Sticks
Class C Fireworks	20 Items
Detonator Cord	37 feet
Cartridge Power Devices/Explosive Bolts	10
Slurry Sticks	20 lbs. Emulsion & 11 sticks Tovex
Low Explosives	
Smokeless Powder	3 cans
Time Fuse	33 feet
Hobby Fuse	45 feet
Devices	
Improvised Explosive Devices	22
Blasting Caps	
Blasting Caps	4,996
Binary Explosive	
Kinestick Liquid (Bottles)	817
Kinestick Solid (Sticks)	940
Military Ordnance	
Grenades	10
Military Flares/Simulators	20
Military Ordnance	20
Suspicious Items	
Suspicious Packages	16
Hoax Devices	5
Ammunition	
Rounds	2,000

A-4: Drug Detector Calls Table (By Districts)

Drug Detector Calls FY03-04	
THP DISTRICT	ASSIGNED K-9s
1st	8
2nd	3
3rd	4
4th	3
5th	2
6th	4
7th	3
8th	4
Total Calls	5,651
Total Drug Finds	886

A-5: Aviation Inventory Summary

Helicopter Inventory FY 2003-04				
Year	Make	Model	Number	S/N
1966	Bell Helicopter	UH-1H Huey	N760HP	66-1080
1970	Bell Helicopter	UH-1H Huey	N750HP	70-16409
1973	Bell Helicopter	206B Jet Ranger	N730HP	8642
1975	Bell Helicopter	206B Jet Ranger	N710HP	1755
1978	Bell Helicopter	206B Jet Ranger	N720HP	2325
1983	Bell Helicopter	206B Jet Ranger	N740HP	3785

A-6: Communications Summary

COMMUNICATIONS INFRASTRUCTURE					
FIXED EQUIPMENT DISPATCH CENTERS / SITES	STATE TOTAL	UNITS REPLACED		NEW INSTALLATIONS	
		FY02-03	FY03-04	FY02-03	FY03-04
Dispatch Consoles	21	0	0	0	0
Call Check/Recall Recorders	16	3	2	0	0
VHF Base Stations	102	0	0	0	0
VHF Mobile Relay Stations	68	15	20	0	0
VHF-UHF Control Stations	57	0	0	0	0
800-MHz. Data Stations	10	0	0	6	0
800-MHz. Voice Stations	Pending				
700-MHz. Data Stations	Pending				
Microwave Radio Stations	14	0	0	0	0
Communication Towers	40	0	2	0	0
Emergency Power Generators	39	5	4	0	0

MOBILE/PORTABLE/TEST EQUIPMENT					
DESCRIPTION	STATE TOTAL	UNITS REINSTALLED		NEW INSTALLATIONS	
		FY02-03	FY03-04	FY02-03	FY03-04
Mobile Radios Vhf-Low	1,223	198	181	23	
Mobile Radios Vhf-High	873	198	180	23	
Mobile Radios Uhf	873	198	180	23	
Mobile Repeaters Vhf-High	873	198	180	23	
Vehicle Warning Systems	1	196	181	23	
Portable Radios Vhf-High	1,300		157		
Vehicle Chargers	1,323	198	175	23	
Portable Radios Uhf	100				
Data Computers & Mounts	50			35	15
Data Modems 800-Mhz.	50			35	15
Portable Radios 800-Mhz.	65				15
Radar Detectors	130				
Radar, Laser	56				
Radar, Eagle VG-2	733	137	126		
Radar, S80	11				
Radar, Hand Held	62				
Radar, Stalker	328	56	54		
Mobile Video Equipment	700	170	160	100	48
Suitcase Repeaters Vhf	3				
Pagers (Leased)	319				
Cellular Telephones	59				
Nextel Phone/Radios	223				
Analog Service Monitors	16				
Digital Service Monitors	1			1	
Phone/Microwave Circuit Testers	3			3	
ThruLine Watt Meters	15				
Bird Site Analyzers	3			3	
Anritsu Cable Fault Analyzers	3				
Fluke Multimeters	18				
Vocar Radar Calibration Units	3			3	
Selective RF Level Analyzer	1				

APPENDIX B – Education & Training Services

B-1: TDOS Training Center Activity Summary

	Activity Held	Participants	Dates
1	Incident Command / Unified Command	21	July 1 - 3, 03
2	School of Police Staff and Command	42	July 7 - 11, 03
3	CID Annual In-Service	20	July 7 - 10, 03
4	School of Police Staff and Command	42	July 14 - 18, 03
5	CID Annual In-Service	18	July 14 - 17, 03
6	Incident Command / Unified Command	34	July 15 - 17, 03
7	School of Police Staff and Command	42	July 21 - 25, 03
8	Advanced Crash Investigation	30	July 21 - 25, 03
9	Advanced Crash Investigation	30	July 28 - Aug. 1, 03
10	School of Police Staff and Command	42	July 28 - Aug. 1, 03
11	Training Committee Meeting	12	August 1, 03
12	Team 500 Georgia Pacific - Safety Education	10	August 6, 03
13	Tennessee Mental Retardation	30	August 6, 03
14	Child Restraint Device Technician Update	25	August 7, 03
15	Department of Safety Directors Meeting	25	August 11, 03
16	School of Police Staff and Command	42	August 11 - 15, 03
17	RADAR / LIDAR Specialist Recertification	32	August 12 - 13, 03
18	School of Police Staff and Command	42	August 18 - 22, 03
19	Advanced Crash Investigation	30	August 18 - 22, 03
20	Incident Command / Unified Command	35	August 18-21, 03
21	Captains Meeting	45	August 20, 03
22	School of Police Staff and Command	42	August 25 - 29, 03
23	Advanced Crash Investigation	30	August 25 - 29, 03
24	Call Center Roundtable	12	August 26, 03
25	TEMA EVOG	20	August 25 - 26, 03
26	TEMA EVOG	20	August 27 - 28, 03
27	Human Resource Cadet Interview Training	64	September 3 - 4, 03
28	School of Police Staff and Command	42	September 3 - 5, 03
29	Incident Command / Unified Command	30	September 8-11, 03
30	School of Police Staff and Command	42	September 8 - 12, 03
31	Incident Command / Unified Command	32	September 15-18, 03
32	Basic Telecommunicator	9	September 15-19, 03
33	CID Auto Theft School	17	September 15-19, 03
34	FMCSA Motorcoach School	25	September 16-18, 03
35	Trooper Annual In-Service	47	September 22-26, 03
36	DARE Recertification	40	September 23, 03
37	Trooper Annual In-Service	46	Sept. 29 - Oct. 3, 03
38	Trooper Annual In-Service	52	October 6 - 10, 03
39	Incident Command / Unified Command	24	October 6 - 7, 03
40	Sexual Harassment Class	6	October 8, 03
41	Department of Safety Directors Meeting	20	October 8, 03

	Activity Held	Participants	Dates
42	Trooper Annual In-Service	39	October 13-17, 03
43	Dispatcher Annual In-Service	7	October 14 -16, 03
44	Sexual Harassment Class	5	October 15, 03
45	Trooper Annual In-Service	44	October 20 -24, 03
46	THP Candidate Pre-Employment Agility	97	October 20, 03
47	Dispatcher Annual In-Service	9	October 21- 23, 03
48	CVE Recertification	25	October 21 -23, 03
49	Sexual Harassment Class	62	October 23, 03
50	Sexual Harassment Class	15	October 24, 03
51	Driver Improvement Annual In-Service	9	October 28- 30, 03
52	Incident Command / Unified Command	31	October 27- 28, 03
53	CVE Recertification	31	October 28 - 30, 03
54	Trooper Annual In-Service	46	October 27- 31, 03
55	Sexual Harassment Class (AM Class)	71	October 30, 03
56	Sexual Harassment Class (PM Class)	10	October 30, 03
57	Trooper Annual In-Service	49	November 3-7, 03
58	Sexual Harassment	10	November 5, 03
59	CVE Recertification	27	November 4 - 6, 03
60	Sexual Harassment	66	November 6, 03
61	Sexual Harassment	35	November 8, 03
62	AR15 Armorers School	20	November 10-12, 03
63	Department of Safety Directors Meeting	20	November 12, 03
64	CVE Recertification	29	November 12-14, 03
65	Trooper Annual In-Service	45	November 17-21, 03
66	DARE America Conference	32	November 17-21, 03
67	Sexual Harassment Class	17	November 19, 03
68	Sexual Harassment Class	65	November 20, 03
69	Railroad Grade Crossing	45	November 24 -25, 03
70	Sexual Harassment	16	December 1, 03
71	CVE Recertification	28	December 2 - 4, 03
72	Sexual Harassment	2	December 3, 03
73	Trooper Annual In-Service	43	December 1- 5, 03
74	Traffic Crash Reconstruction	33	December 8 - 12, 03
75	Trooper Annual In-Service	38	December 8 - 12, 03
76	Department of Safety Directors Meeting	20	December 10, 03
77	Sexual Harassment	7	December 12, 03
78	CID / Investigation of Officers Involved in Deadly Force	23	December 12, 03
79	Traffic Crash Reconstruction	33	December 15-19, 03
80	Drivers License Supervisors In-Service Training	57	December 15-19, 03
81	Military Police EVOG	18	December 15-16, 03
82	CVE Recertification	26	December 16-18, 03
83	Trooper Cadet School	76	January 4 - 31, 04
84	C.I.R.T. CDR Class	20	January 7 - 9, 04
85	Mt. Juliet SWAT Shoot house	10	January 14-15, 04
86	Call Center Forum	22	January 22, 04
87	Trooper Cadet School	70	February 2 - 29, 04
88	Drivers License Supervisors Computer Class	14	February 19, 04
89	AR15 Governors Detail	10	February 17 - 18, 04

	Activity Held	Participants	Dates
90	Title & Registration Supervisor Refresher	15	February 18 - 19, 04
91	Trooper Cadet School	70	March 1 - 31, 04
92	Dispatch Supervisor Class	10	March 3, 04
93	CID Annual In-Service #1	20	March 1 - 5, 04
94	AR15 Governors Detail	10	March 9, 04
95	Trooper Cadet School	70	April 1 - 23, 04
96	Field Training Officer School #1	56	April 12, 04
97	MREP	6	April 14, 04
98	Field Training Officer School #2	50	April 15, 04
99	CID Annual In-Service #2	20	April 12 - 16, 04
100	Supervisor Training Course	16	April 26 - 29, 04
101	Police Motorcycle Riders Certification	10	April 26 - 30, 04
102	Police Motorcycle Riders Recertification	13	April 28, 04
103	Basic Telecommunicator	7	May 3 - 7, 04
104	Pupil Transportation In-Service	16	May 5 - 7, 04
105	CVE Hazardous Material School #1	25	May 3 - 14, 04
106	GHSO Program Planning	10	May 17 - 18, 04
107	CVE Annual In-Service #1	47	May 17 - 21, 04
108	CVE Annual In-Service #2	43	May 24 - 28, 04
109	CVE Annual In-Service #3	37	June 7 - 11, 04
110	CID Interview and Interrogation	8	June 7 - 11, 04
111	CVE Annual In-Service #4	31	June 14 - 18, 04
112	Dispatcher Annual In-Service #1	15	June 16 - 18, 04
113	Trooper Annual In-Service #1	51	June 21 - 25, 04
114	Trooper Annual In-Service #2	45	June 28 - July 2, 04
	Total	3497	

B-2: D.A.R.E. and G.R.E.A.T. Program Activity Summary Table

D.A.R.E./G.R.E.A.T. ACTIVITY SUMMARY FY03-04						
CLASSES/MEETINGS	YEAR TO DATE		TIME ACC.		YEAR TO DATE	
	DARE	GREAT	DARE	GREAT	DARE	GREAT
Core Classes (7 th /8 th grade for GREAT)	425	195	971	320	9471	5610
Grades K-4	132		194		2490	
Middle School Classes	199		385		6299	
Parent Education	11		35		118	
Principals/Teachers Meetings	105	4	203	6	311	10
PTO/PTA Meetings	5	1	8	4	84	18
School Board	7	0	25	0	21	0
Civic/Community/Churches	14	0	87	0	494	0
City Police Departments	74	0	193	0	142	0
Sheriffs' Departments	79	0	311	0	149	0
Preparation			942	36		
Training:	Instructor	176		2175		1098
	Student	7	0	140	0	
	Other	22		364		244
Observations: Elem.	86		336		109	
Junior High	8		18		8	
Applicant Interviews	45		153		46	
Other - DARE/GREAT	100	0	2128	0	4111	0
TOTAL	1495	200	8668	404	25368	5638
Other - Departmental	261		2618		4500	
Mileage - 85559						

B-3: Motorcycle Rider Education Program (MREP) Enrollment Summary (By Training Enterprise)

MREP ENROLLMENT SUMMARY FY03-04		
TRAINING ENTERPRISE	BEGINNERS RIDER COURSE	EXPERIENCED RIDER COURSE
1. Austin Peay-Montgomery Co.	202	4
2. Bumpus / Rider's Edge - Memphis	361	57
3. Bumpus/H-D - Murfreesboro	118	62
4. Chattanooga - Cleveland	413	45
5. Chapel Hill	106	25
6. Columbia State	22	0
7. Cookeville	51	0
8. Dyersburg	41	0
9. Fort Campbell, Ky.	224	159
10. Franklin County High	20	0
11. Jackson State Community College	138	18
12. Karnes High School - Knoxville	318	78
13. Kingsport	434	6
14. Motlow Community College-Tullahoma	30	13
15. MTSU-Murfreesboro	480	46
16. Nashville Tech.	750	82
17. Pellissippi- Knoxville	325	63
18. Pellissippi State 2	267	49
19. Pigeon Forge	3	0
20. T.L.E.T.A.-Donelson	375	147
21. Walters State Community College-Knoxville	260	33
22. Nashville Super Speedway	243	34
23. Southwest Community College	431	14
TOTAL:	5612	935
GRAND TOTAL:	6547	

Appendix C – Motorist Services

C-1: Driver License Issuance Activity, July 2003 through June 2004

<u>I. LICENSES ISSUED BY TYPE OF TRANSACTION</u>							
	CDL	Non-CDL	Total Drivers	Grand Total Plus ID's	Previous Year 2002-2003	% Overall Activity	% Change Prev Year
NEW DRIVERS	4,345	147,403	151,748	186,637	169,792	12.7%	10%
Originals, CDL Convert	13	45,388	45,401	76,311	67,934	5.2%	12%
New Residents	2,766	81,574	84,340	87,518	79,668	6.0%	10%
Returning Residents	1,566	20,441	22,007	22,808	22,190	1.6%	3%
RENEWALS	31,185	564,157	595,342	619,445	677,434	42.2%	-9%
			All Photo	507,025	434,609	34.6%	17%
			Internet Photo	46,688	N/A	3.2%	N/A
			All Non-Photo (minus Internet)	62,609	60,756	4.3%	3%
			Internet Non-Photo	763	343	0.1%	122%
			All Stickers (minus Internet)	46,805	125,443	3.2%	-63%
			Internet Stickers	24,373	56,283	1.7%	-57%
DUPLICATES	7,192	227,947	235,139	263,343	238,467	17.9%	10%
PROBLEM DRIVERS	2,802	78,184	80,986	81,978	73,052	5.6%	12%
Reinstatements--Adult	2,733	71,009	73,742	74,676	66,630	5.1%	12%
Reinstatements--Juvenile	1	1,896	1,897	1,922	1,171	0.1%	64%
Restricted Licenses--Adult	68	5,279	5,347	5,380	5,251	0.4%	2%
CHANGE/ADD TO CLASS	16,978	152,778	169,756	213,373	203,217	14.5%	5%
Reclass, Exchange, Upgrade	10,515	126,789	137,304	180,921	172,671	12.3%	5%
Add permit, class, endorsement	6,463	25,989	32,452	32,452	30,546	2.2%	6%
FREE	1,331	28,023	29,354	30,703	27,803	2.1%	10%
TOTAL LICENSES ISSUED	63,833	1,198,492	1,262,325	1,467,303	1,389,765	100.0%	6%

C-1: Driver License Issuance Activity (continued)

<u>II. SUMMARY OF LICENSES ISSUED BY DOCUMENT TYPE</u>			
	<u>2003-2004</u>	<u>2002-2003</u>	<u>2001-2002</u>
VALID PHOTOS ISSUED	90.5%	82.2%	87.5%
VALID NON-PHOTOS ISSUED	4.6%	4.8%	5.0%
VALID RENEWAL STICKERS ISSUED	4.9%	13.1%	7.5%

<u>III. DRIVER LICENSE APPLICANT SERVICES RECEIVED IN THE FIELD</u>							
LICENSE ISSUANCE ACTIVITY = 51%							
	CDL	Non-CDL	Total Drivers	Grand Total Plus ID's	Previous Year 2002-2003	% Overall Field Activity	% Change Prev Year
TOTAL LICENSES ISSUED IN THE FIELD	63,833	1,017,254	1,081,087	1,237,425	1,146,940	51.0%	12%
EXAM ACTIVITY = 40%							
	CDL	Class D/H	Class M	2003-2004	2002-2003	% Overall Field Activity	% Change Prev Year
Vision	22,834	456,546	21,746	501,126	367,399	20.3%	36%
Knowledge	31,918	296,930	12,567	341,415	319,288	13.8%	7%
Skills	5,730	106,291	10,927	122,948	119,934	5.0%	3%
Tot al Exams	60,482	859,767	45,240	965,489	806,621	39.8%	20%
SPECIAL PROGRAM AREAS = 9%							
				2003-2004	2002-2003	% Overall Field Activity	% Change Prev Year
Handgun Carry Permits, Processed by Field Offices				31,392	35,972	1.3%	-13%
Voter Registration Applications				129,516	93,237	5.2%	39%
Motor Vehicle Records (MVR's) Sold Over the Counter				36,461	34,075	1.5%	7%
DL Field Reinstatements				27,006	26,861	1.1%	1%
Total Field Special Program Activity				224,375	190,145	9.1%	18%
TOTAL SERVICES RECEIVED IN THE FIELD				2,472,923	2,143,706	100.0%	15%

C-2: Financial Responsibility Division Annual Statistics

FISCAL STATISTICS

	FY 2003-2004	FY 2002-2003	FY 2001-2002	FY 2000-2001
Restoration Fees Received	\$ 15,883,629.57	\$ 14,096,310.70	\$15,095,899.47	\$13,509,453.92
Restoration Fees Refunded	\$ 38,892.29	\$ 27,637.34	\$32,286.50	\$45,263.50
Accrued Money From Restoration Fees	\$ 15,844,737.28	\$ 14,068,673.36	\$15,063,612.97	\$13,464,190.42
Officer Reports Fees Received	\$ 130,705.08	\$ 134,838.96	\$133,256.28	\$10,661.00
Officer Reports Fees Refunded	\$ 38.00	\$ 14.00	\$42.00	\$38.00
Accrued Money From Officer Reports	\$ 130,667.08	\$ 134,824.96	\$133,214.28	\$10,623.00
*MVR Fees Received	\$ 10,082,233.14	\$ 10,369,726.34	\$11,627,950.00	\$9,641,245.01
*MVR Fees Refunded	\$ 410.00	\$ 530.00	\$1,301.00	\$790.00
Accrued Money From MVR	\$ 10,081,823.14	\$ 10,369,196.34	\$11,626,649.00	\$9,640,455.01
Miscellaneous Fees Received	\$ 5,961.00	\$ 6,431.25	\$8,065.00	\$9,906.00
Miscellaneous Fees Refunded	\$ 80.00	\$ 80.00	\$151.00	\$70.00
Accrued Money From Miscellaneous Fees	\$ 5,881.00	\$ 6,351.25	\$7,914.00	\$9,836.00
**F/R Affidavit Fees Received	\$ 6,744.00	\$ 6,261.01	\$5,650.00	\$5,301.00
**F/R Affidavits Fees Refunded	\$ 35.00	\$ 16.00	\$15.00	\$35.00
Accrued Money From **F/R Affidavit Fees	\$ 6,709.00	\$ 6,245.01	\$5,635.00	\$5,266.00
\$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	\$ 149,650.00	\$ 123,175.00	\$117,800.00	\$89,300.00
\$10.00 Fees Refunded to Court	\$ 349,760.00	\$ 403,320.00	\$403,560.00	\$535,260.00
Contingent Revenue Received	\$ 194,243.89	\$ 155,406.05	\$177,465.00	\$151,088.75
Contingent Revenue Refunded	\$ 163,015.05	\$ 146,744.79	\$125,537.75	\$145,916.74
Driver License Fees Refunded	\$ 8,756.46	\$ 6,798.25	\$18,376.90	\$16,528.75
TOTAL Accrued Money from All Fees	\$25,570,407.50	\$ 24,585,290.92	\$26,837,025.25	\$23,130,370.43
*MVR--Motor Vehicle Report				
** F/R--Financial Responsibility				

REVOCATIONS, SUSPENSIONS & CANCELLATIONS

	FY 2003-2004	FY 2002-2003	FY 2001-2002	FY 2000-2001
NON-COMMERCIAL OFFENSES				
*DUI 1st Offense	13,846	12,377	12,618	13,649
DUI 2nd Offense	3,559	3,439	3,622	3,870
DUI 3rd Offense	1,320	1,323	1,592	2,141
DUI 4th Offense Felony	746	657	555	175
DUI Not Stated	5,192	5,387	5,590	5,941
**DWI Adult 2nd of Subsequent Offense	4	4	5	10
Driving While Impaired (16-21)	289	330	383	368
Implied Consent	2,286	2998	1,970	2,100
DUI By Allowing	71	67	74	76
TOTAL DUI OFFENSES	27,313	26,582	26,409	28,330
Manslaughter/Vehicular Homicide	52	43	55	43

	FY 2003-2004	FY 2002-2003	FY 2001-2002	FY 2000-2001
Driving While License Suspended/Revoked	34,716	33,503	29,882	26,677
Drag Racing	71	81	94	57
Leaving Scene of Crash	229	241	246	177
Leaving Scene of Crash Death Felony	9	8	7	2
Fraud Applying For or Using Driver License	241	181	163	317
2 Cases of Reckless Driving	74	82	72	92
Felony With An Auto	127	152	467	1,752
Habitual Offender	608	645	659	738
Driving After Conviction Habitual Offender	948	989	920	211
Crash Suspensions	6,829	7,792	6,186	7,438
Crash Revocations	7,836	9,256	7,494	9,043
Unsatisfied Judgment	2,207	1,960	2,328	2,376
Contributing to Fatal Crash	1	0	2	3
Failure to File Insurance After Moving Violation	N/A	N/A	41,312	62,826
Re-Revocation (Cancelled SR-22)	7,811	7,285	6,222	5,237
Conviction of Failure to Provide FR	30,759	18,896	2,145	N/A
License Cancelled in Lieu of Bail	1	2	11	6
Failure to Satisfy Citation-Other State Court	6,497	7,565	6,742	3,785
Failure to Satisfy Citation TN Court	87,127	87,772	76,469	45,206
Failure to Satisfy Citation-Non-Moving Violation	33,997	20,662	23,125	18,092
Child Endangerment By Vehicle	2	1	31	23
Reckless Endangerment by Vehicle	96	124	145	101
Vehicular Assault	48	70	62	68
Cancelled/Withdrawn License-Other State	164	132	70	177
Truancy (Compulsory Attendance)	5,785	6,175	6,488	7,213
Drug Free Youth Act	2,050	1,740	1,862	2,514
18-20 Year Old Violation	535	637	728	956
Juvenile Possession of Weapon	79	77	87	93
Frequent Traffic Violations (points)	N/A	5,718	6,219	6,770
Disability	N/A	583	706	717
Failed to Appear for Re-examination	N/A	237	315	276
Re-examination Failed	N/A	78	90	113
Failure to Pay Child Support	6,762	4,892	446	1,689
Suspended Installment Agreement Default	414	439	298	N/A
Other Revocations/Suspension/Cancellation	1,691	1,312	1,645	1,687
Rev. Fatal Crash - GDL Program	4	3	N/A	N/A
Susp. For Crash/Seat Belt GDL	7	19	N/A	N/A
Rev. Fraudulent Document GDL	0	0	N/A	N/A
Total Non-Commercial Offenses	265,090	245,934	250,202	234,805
COMMERCIAL OFFENSES				
DUI	43	53	46	57
Manslaughter/Vehicle Homicide	0	1	-	-
Driving on Revoked License	56	55	60	51
Drag Racing	0	0	-	-
Leaving the Scene of a Crash	4	5	4	11
Fraudulent Use of a Driver License	2	2	-	3

	FY 2003-2004	FY 2002-2003	FY 2001-2002	FY 2000-2001
Felony With an Automobile	1	0	-	-
Allowing Intoxicated Person to Drive	0	0	-	-
Contributing to a Fatal Crash	0	0	-	-
Implied Consent	0	0	1	-
Suspension on 2 Serious Violations	131	197	210	213
Suspension on 3 Serious Violations	18	41	41	57
Aiding or Abetting Prostitution	0	0	-	-
Felony by a CMV Involving Controlled Sub.	1	0	-	-
Violated Out of Service Orders	3	3	3	1
Susp. Fail to stop at Rail Road crossing	3	2	N/A	N/A
Unattended Veh. Containing medical/Hz waste	0	0	N/A	N/A
Total Commercial Offenses	262	359	365	393
Total Non-Commercial Offenses	265,090	245,934	250,202	234,805
GRAND TOTAL	265,352	246,293	250,567	235,198
MISC. COMMERCIAL OFFENSES				
Serious Violations	1,476	1,906	1,906	2,004
Fail to stop school bus @ Rail road crossing	N/A	3	N/A	N/A
Rail Road Crossing Violations	N/A	2	N/A	N/A
Other Violations in CMV	6,964	8,237	7,912	9,183
Retp. Of Violation Under CDL Program CMV	41	37	47	87
Retp. Of Violation under CDL Program PV	13	14	17	14
Serious Offender Warning Letter	1,299	1,670	1,658	1,679

*Driving Under the Influence of Alcohol or Controlled Substance

**Driving While Impaired

OTHER ACTIVITIES PROCESSED

	FY 2003-2004	FY 2002-2003	FY 2001-2002	FY 2000-2001
Driving While Impaired Adult 1st. Offense	1,669	4,216	3,982	3,934
Crash Reports (Operators)	223,389	231,927	246,724	186,479
Correspondence Received	498,508	482,597	451,991	2,614,659
Correspondence Mailed	99,392	106,664	237,764	268,190
Other Documents Handled	261,541	382,568	277,674	334,981
Notices Issued	484,882	459,347	485,372	473,400
Driver License Surrendered	21,065	20,335	20,501	22,345
Driver License Confiscated	12,896	11,230	10,640	8,158
Reinstatements (Fee Required)	177,226	159,269	169,746	155,927
Reinstatements (No Fee)	6,212	5,102	6,163	6,545
Reinstated Under Payment Plan	761	759	942	418
SR-96 Notice of Suspension/Installment	711	660	578	N/A

	FY 2003-2004	FY 2002-2003	FY 2001-2002	FY 2000-2001
# Fees-Failure to Surrender DL/Tags	43,851	41,556	43,498	44,059
# Certifications Fines/Cost Satisfied	33,798	32,776	32,246	36,317
Seatbelt Violation (Driver)	29,535	30,909	37,873	40,310
Seatbelt Violation (Passenger)	736	567	624	453
Seatbelt Violation (Minor 16-17)	52	40	65	96
Seatbelt Violation (Minor 4-15)	1,823	2,121	2,592	2,249
Seatbelt Viol. 2nd Off. (Minor 4-15)	2	2	8	-
Seatbelt Viol. Child Ticketed (16-17)	163	153	256	249
Seatbelt Viol. Child Ticketed 2nd (16-17)	0	2	4	1
Child Restraint Violation	2,243	2,656	3,052	3,144
Officer Reports Sold from HQ	32,640	33,665	33,262	2,625
MVR's Administrative (NO FEE)	65,170	56,644	53,550	49,884
MVR's Commercial (\$5.00 Each)	69,348	71,447	2,325,347	1,928,096
MVR's Internet	1,947,016	2,002,394	N/A	N/A
Abstracts	68,691	61,650	42,901	48,702
Miscellaneous Documents Processed	131,208	132,076	117,649	163,875
THP Tickets (Citations)	296,009	350,218	345,774	395,830
THP Tickets (Dispositions)	188,201	207,989	275,364	241,280
Miscellaneous Suspension Filmed	239	370	241	268
Documents Microfilmed	4,430,026	4,669,692	5,118,460	5,168,710
# Calls Handled by automated system	359,148	270,749	N/A	N/A
# Calls Handled by examiners	413,317	333,367	N/A	N/A
Total # of calls handled	772,465	604,116	N/A	N/A
Miscellaneous Other Tickets Processed	409,992	441,114	350,990	353,176
# Drivers Paid Reinstatement Fee Internet	4,128	N/A	N/A	N/A
# Drivers Checked Req. Internet	24,663	N/A	N/A	N/A
# Drivers to T&R stop tag renewal	15,756	N/A	N/A	N/A
# Drivers to T & to clear tag renewal	1,749	N/A	N/A	N/A
# Drivers Requiring Interlock Device	146	N/A	N/A	N/A
DRUG FREE YOUTH ACT				
Denials	2,735	2,497	2,806	3,600
Withdrawals	1,767	1,653	1,779	2,336

C-3: Hearing Officer Activity

Hearing Officer Activity			
HEARINGS SCHEDULED	FY 2003-2004	FY 2002-2003	FY 2001-2002
DISTRICT 1	862	2,092	1,708
DISTRICT 2	685	1,949	1,347
DISTRICT 3	1,142	2,517	2,177
DISTRICT 4	1,780	2,239	1,509
DISTRICT 5	861	2,090	1,441
DISTRICT 6	0	856	1,049
DISTRICT 7	439	1,061	818
DISTRICT 8	476	1,334	991
TOTAL ALL DISTRICTS	6,245	14,138	11,040
HEARINGS CONDUCTED			
DISTRICT 1	518	1,301	1,083
DISTRICT 2	439	1,173	782
DISTRICT 3	664	1,474	1,381
DISTRICT 4	780	1,306	896
DISTRICT 5	637	1,274	908
DISTRICT 6	0	513	670
DISTRICT 7	297	629	549
DISTRICT 8	234	857	615
TOTAL ALL DISTRICTS	3,569	8,527	6,774
REINSTATEMENTS			
DISTRICT 1	3,748	803	2,627
DISTRICT 2	1,294	762	1,236
DISTRICT 3	0	0	0
DISTRICT 4	164	88	502
DISTRICT 5	2,061	1,097	1,714
DISTRICT 6	0	0	0
DISTRICT 7	1,629	395	458
DISTRICT 8	2,255	0	0
TOTAL ALL DISTRICTS	11,151	3,145	6,537
PHONE REINSTATEMENTS			
DISTRICT 1	3,010	2,969	3,782
DISTRICT 2	1,341	1,446	1,470
DISTRICT 3	921	543	408
DISTRICT 4	210	59	235
DISTRICT 5	5,395	7,394	7,020
DISTRICT 6	0	6	0
DISTRICT 7	790	235	492
DISTRICT 8	0	0	0
TOTAL ALL DISTRICTS	11,667	12,652	13,407
MOTOR VEHICLE REPORTS ISSUED			
DISTRICT 1	193	280	398
DISTRICT 2	312	251	720
DISTRICT 3	0	0	0
DISTRICT 4	14	16	114
DISTRICT 5	0	0	0
DISTRICT 6	0	146	726
DISTRICT 7	95	0	0
DISTRICT 8	615	671	774
TOTAL ALL DISTRICTS	1,229	1,364	2,732

Appendix D – Administrative & Support Services

D-1: TDOS Expenditure 2003-2004

Tennessee Department of Safety Expenditures FY03-04		
349.01	Administration	\$ 6,155,234
349.02	Driver License Issuance	18,027,622
349.03	Highway Patrol	75,143,599
349.04	Motorcycle Safety Education	141,431
349.06	Auto Theft Investigations	52,065
349.07	Motor Vehicle Operations	7,878,453
349.08	Driver Education	138,528
349.09	Law Enforcement Training Academy	2,961,293
349.10	P.O.S.T.	6,525,282
349.11	Titling and Registration	17,928,061
349.12	Major Maintenance	157,300
349.13	Technical Services	8,868,404
349.14	CID Anti-Theft	642,761
TOTAL EXPENDITURES		\$144,620,033

D-2: TDOS Revenue Sources 2003-2004

Tennessee Department of Safety Revenue Sources FY 03-04	
Motor Vehicle Registration Fees	\$172,488,559
Motor Vehicle Title Fees	12,384,184
Motor Carrier International Registration Fees	64,675,559
Motor Carrier International Fuel Tax	13,518,739
Driver License Fees	22,743,886
Fines and Fees	10,357,699
Sale of M.V.R.'s	10,079,980
Restoration Fees	15,447,448
Application Fees	3,579,750
Handgun Permits	2,358,427
Motor Carrier Inspection Fees	5,601,584
Overweight Assessments	899,441
Trip and Fuel Permits	405,000
Sale of Accident Reports	129,795
Cost Bonds	404,880
Drug Fund	793,065
Sale of Vehicles	94,038
Law Enforcement Training Academy	797,127
Title and Registration Records	245,417
Overtime Reimbursement	949,449
Sale of Computer Records	65,832
Miscellaneous Current Services	142,653
Interdepartmental (Other)	256,961
Interdepartmental (Grants)	1,264,833
Direct Federal Grants	4,476,357
Driver Education Reserve Fund	286,641
Motorcycle Rider Safety Fund	298,607
Vehicle Salvage Fund	624,665
TOTAL REVENUE	\$345,370,576

D-3: Federal Grants 2003-2004

FEDERAL GRANTS FY 2003-2004	
Motor Carrier Safety	\$2,399,008
Marijuana Task Force	458,371
Booze It or Lose It	43,339
Commercial Driver License Improvement	75,589
Patrol Car Video System Project	138,600
Commercial Vehicle Analysis Reporting System (C.V.A.R.S.)	210,187
Commercial Vehicle Information System Network (C.V.I.S.N.)	874,617
Construction Accident Reduction (C.A.R.)	35,951
Ban Aggressive Driving (B.A.D.)	23,377
Fatal Analysis Reporting System (F.A.R.S.)	127,881
Selected Traffic Enforcement Programs (S.T.E.P.)	157,001
In Car Camera Initiative	147,075
Drug Abuse Resistance Education (D.A.R.E.)	67,208
Domestic Violence Training Project	26,118
Performance and Registration Information Systems Management (P.R.I.S.M.)	100,268
Domestic Preparedness	79,095
New Entrants Audits	539,795
Large Truck Causation Study	1,937
Impaired Driving Enforcement	202,397
Critical Infrastructure	30,621
Physical Fitness Specialists	2,755
TOTAL GRANTS	\$5,741,190

D-4: Summary of Internal Affairs Complaints

INTERNAL AFFAIRS COMPLAINTS FY 2003-04		
PRIMARY COMPLAINT	NOT SUSTAINED	SUSTAINED
Careless, Negligent Use of State Property	0	1
Damage or Destruction of State Property	0	0
Discharge of Firearm	0	0
Dispute of Citation	0	0
DUI arrest	0	0
Excessive Force	2	0
Excessive Speeding	0	0
Failure to Appear In Court	1	0
Failure to Follow Instructions	0	0
Failure to Maintain Working Relationships	0	2
Failure to Report to Duty at Assigned Time	0	1
Gross Misconduct or Conduct Unbecoming	19	22
Harassment	1	0
Improper Procedures	1	0
Inaccuracy of Traffic Report	0	0
Inappropriate Language	0	0
Inefficiency or Incompetency	0	0
Insubordination	0	1
Intoxication on Duty	0	0
Issue Driver License Illegally	0	0
Missing or Lost Evidence	0	0
Negligence in Performance of Duties	0	2
Not Allowed to Call Owner Wrecker	0	0
Patrol Vehicle Accident	0	7
Rudeness	14	3
Sexual Misconduct	0	1
Theft of Money	1	1
Threat of Suicide	0	0
Threatening	0	0
Violation of General Order or TCA Codes	2	11
TOTAL	41	52

Prepared By:
Office of Strategic Planning
Tennessee Department of Safety



TENNESSEE DEPARTMENT OF SAFETY
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