

TN

Department of  
Safety &  
Homeland Security



# Annual Report

Fiscal Year 2024/2025

Tennessee Department of Safety & Homeland Security | December 2025







Jeff Long  
Commissioner

Bill Lee  
Governor

December 2025

Dear Members of the General Assembly and Fellow Tennesseans,

It is my honor to share the annual report of the Tennessee Department of Safety and Homeland Security. Inside these pages is the story of a department made up of dedicated Tennesseans who have chosen to serve others. They are men and women who come to work each day with a sense of purpose, knowing that what they do makes a difference in someone's life.

This department is filled with remarkable people who believe in duty and compassion. They are troopers on the roadside, clerks in driver services centers, dispatchers answering urgent calls, and professionals working behind the scenes to keep our operations running. Each one plays a part in protecting the people of this state. Their work is hard, and often it is done quietly, but it reflects the very best of who we are as Tennesseans.

### **Tennessee Highway Patrol**

The Tennessee Highway Patrol continues to uphold its proud tradition of service. Our troopers respond to the routine and the extraordinary with courage and professionalism. Whether it is a motorist in need, a natural disaster, or a public emergency, they stand ready to serve. The Patrol continues to grow in strength and experience, and I could not be more proud of the men and women who wear the uniform.

Our dispatchers are a vital part of this mission. They are the steady voices who guide troopers through danger and bring calm in moments of crisis. Their knowledge and composure save lives every day. Together, our troopers and dispatchers show what it means to serve with heart, skill, and dedication.

### **Office of Homeland Security**

The Office of Homeland Security continues its vital work of protecting Tennessee's people and communities. This year, for the first time, we have at least one homeland security agent serving in each of our 95 counties. The office also expanded the Houses of Worship Security Grant Program, which helps faith communities create safer environments. Their mission is to protect our children and our freedom, and they take that responsibility to heart.

### **Centralized Immigration Enforcement Division (CIED)**

Created by the General Assembly this fiscal year, the Centralized Immigration Enforcement Division coordinates immigration matters for Tennessee law enforcement. The division guides agencies on complex issues, builds partnerships, and manages related grant funding so local departments have the tools they need. This centralized support helps officers focus on public safety while maintaining clear, consistent practices across the state.

**Driver Services**

The Driver Services Division accomplished a major milestone with the full implementation of REAL ID. This effort required years of planning and teamwork, and it reached millions of Tennesseans. The employees of Driver Services carried out this responsibility with patience and professionalism. Every day, they continue to serve citizens with courtesy, helping Tennesseans meet an essential need with efficiency and care.

**Tennessee Highway Safety Office (THSO)**

The Tennessee Highway Safety Office continues to lead efforts to reduce crashes and fatalities on our roads. Through education, enforcement partnerships, and community outreach, the THSO is saving lives. Their leadership helps create safer roads for every family that travels on them.

**Tennessee Advanced Communications Network (TACN)**

The Tennessee Advanced Communications Network, known as TACN, continues to expand reliable radio service for first responders across our state. This effort ensures that troopers, deputies, firefighters, and paramedics can communicate clearly when lives are at risk. The work being done through TACN strengthens every emergency response and keeps Tennesseans safer.

**Administrative Services**

Behind every success in this department is the strong foundation built by our Administrative Services team. The legal, finance, communications, human resources, and information technology divisions provide the support that allows every other part of this department to succeed. Their work may not be seen by the public, but it is felt in every program, every patrol, and every interaction with a citizen.

Every member of this department serves with pride and humility. Their work reflects a simple truth: when we serve others, we strengthen the bond that holds this state together. I am proud of each of them and thankful for the dedication they show every day.

Together, we continue to build a Tennessee that is safer, stronger, and united in service to one another.

With respect and gratitude,



Jeff Long  
Commissioner & Governor's Homeland Security Advisor

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## ***Mission***

***To serve, secure, and protect the people of Tennessee.***

## ***Agency Overview***

The Tennessee Department of Safety & Homeland Security (TDOSHS) is responsible for ensuring the safety and general welfare of the public. The Department's general areas of responsibility include:

- Law enforcement
- Commercial Vehicle Enforcement
- Criminal Investigations
- Homeland Security
- Safety Education
- Driver license issuance, renewal, and replacement
- Handgun permit issuance, renewal, and replacement
- Traffic safety initiatives
- Land Mobile Radio (LMR) communications and interoperability for State agencies and local stakeholders

Headquartered in Nashville, the TDOSHS maintains a strong presence statewide, with more than 50 field offices. It comprises a highly professional staff of over 1,800 employees, approximately half of whom are commissioned law enforcement officers.

The TDOSHS has undergone various modifications since its creation to ensure it is equipped to meet the needs of Tennessee's citizens. Below is a list of historical highlights for the Department.

## ***Historical Highlights***

- 1929 The first state police force was patterned after the Texas Rangers;
- 1937 Tennessee became the 32<sup>nd</sup> state to enact a driver's license law;
- 1939 The Department of Safety was formally established;
- 1971 Driver license issuance was established as a function separate from the THP;
- 1972 The THP created its first special operations unit called the "Tact Squad;"
- 1980 The Tennessee Bureau of Investigation (TBI) was removed from the Department and established as a separate agency;
- 1984 The first photo license was issued;
- 1996 Commercial Vehicle Enforcement (CVE) was established, which incorporated the Public Service Commission (PSC) functions and Motor Vehicle Enforcement (MVE);
- 1996 Handgun carry permits moved from local sheriff's offices to the Department;
- 1999 The Department gained international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA);
- 2001 The THP created the Critical Incident Response Team (CIRT);
- 2004 The Department's CVE Division merged into the THP;
- 2006 The Title and Registration Division transferred to the Department of Revenue;
- 2007 The Office of Homeland Security (OHS) merged into the Department;
- 2011 Tennessee Advanced Communications Network (TACN) was formed and funded for developing statewide connectivity for THP, Phase I;
- 2012 The TDOSHS gained accreditation through the Tennessee Law Enforcement Accreditation (TLEA);

## ***Historical Highlights - continued***

- 2016 The Governor's Highway Safety Office (GHSO) became the Tennessee Highway Safety Office (THSO) and transferred to the TDOSHS;
- 2019 The THP celebrated its 90-year anniversary;
- 2021 TACN receives additional funding for Phase II to replace all THP mobile and portable radios and enhance capacity, redundancy, and resiliency;
- 2023 TDOSHS created two new Divisions: the Motor Carrier Plus Division, which was established as a Division within the THP to oversee all commercial motor vehicle and pupil transportation training and enforcement within the state; and the TACN Division, which was established as a Division separate from THP that receives funding for the completion of infrastructure build-out as Phase III;
- 2024 TDOSHS created three new Divisions: the Strategic Initiatives Division, which was created to lead and implement strategic planning efforts that align with the Department's mission of ensuring public safety and security across the state; the Customer Services Division, which was created to ensure a centralized approach to receiving and assisting customer communications; and the Quality Assurance Division, which was created to promote integrity, accountability, and efficiency in all operations.

# Tennessee Highway Patrol

The Tennessee Highway Patrol (THP) enforces all duties set forth by state law, including motor vehicle laws, investigation of traffic crashes, assistance to motorists, and other law enforcement agencies upon request. While this is the primary assignment for Troopers assigned to the eight Regional Districts, the THP affects public safety in many ways.

Our highly trained Special Investigations Bureau (SIB) is comprised of several specialized units, including the Criminal Investigation Division (CID), Interdiction Plus, the Critical Incident Response Team (CIRT), Special Operations, and Aviation. Units within SIB are responsible for investigations of criminal activity, including identity theft, auto theft, odometer fraud, and insurance fraud. They support THP's hiring efforts and, upon request, provide investigative assistance to local, state, and federal partners. They work to safeguard the lives of officers and the public by responding to emergency situations and unusual occurrences (e.g., disasters and civil disturbances). The THP makes these specialized resources available to federal agencies, fellow state agencies, and city and county agencies statewide upon request.

Security of select state officials, property, and dignitaries are overseen by the THP's Protective Services Division. They maintain the internal security of the State Capitol, Tennessee Supreme Court Building, Executive Residence, Cordell Hull Building, and the external security of the Legislative Plaza, War Memorial Building, and other state property. The THP is also responsible for the protection and security of the Governor and First Family, Lieutenant Governor, Speaker of the House, Attorney General, and visiting dignitaries.

Various units and programs managed by the THP aim to educate the public, act as liaisons between the public and the THP, provide training, increase public safety and awareness, and improve and complement the enforcement efforts of Troopers. These include Dispatch, the Handgun Unit, Motorcycle Rider Education Program (MREP), Ignition Interlock Program, D.A.R.E. Program, Tennessee Integrated Traffic Analysis Network (TITAN) Unit, Support Services, Training and Ordnance, Recruitment and Accreditation, the Motor Carrier Plus Unit, which includes Pupil Transportation.

Colonel Matt Perry is the Commander of the Tennessee Highway Patrol.



# Tennessee Highway Patrol



## *FY 24/25 Highlights*

- **Aviation** completed 100 calls for assistance from multiple agencies, 54 patrol missions, 36 criminal searches, and 26 non-criminal searches. These were in addition to several other types of calls for service. The Aviation Unit played a significant role in the recovery of 22 stolen vehicles, assisted with 135 arrests, and helped locate 20 missing persons.
- **Critical Incident Response Team (CIRT)** conducted 100 felony investigations, 176 Trooper assists, and 84 assists to other agencies. The CIRT Team had Members participate in several advanced crash investigation courses. Six Members attended the motorcycle crash reconstruction course, seven new Members participated in the Event Data Recorder (EDR) Level 1 training, seven Members received training in Map360 Software - Sketch, 24 Members were trained in PIX4DMatic photogrammetry software, and six Members received training in Occupant Kinematics, which is the study of an occupant's movement or motion within a vehicle during a crash. CIRT Team 4 (Jackson/Memphis) received two additional Trooper positions.
- **Interdiction Plus (IP)** seized 3,439 pounds of Marijuana, 192 pounds of Methamphetamine, 84 pounds of Cocaine, one pound of Fentanyl, and 39 firearms. Interdiction Plus made 448 felony arrests, recovered 19 stolen vehicles, and apprehended 268 individuals for felony drug offenses, as well as 31 fugitives. Additionally, 23 organized crime cases related to identity theft and criminal simulation were identified.
- **Special Operations** had Members who attended various specialized training. Special Ops had two public safety bomb technicians (PSBT) complete their biennial recertification. One Member completed the Nashville Fire Department's Emergency Medical Technician course. One Member completed the Level 1 Basic Sniper Course. Two Members completed the Level 2 Advanced Sniper Course. Three Members completed the Close Quarter Battle (CQB) Instructor course. All Members completed a 40-hour SWAT in-service. One Member completed the FBI's Hazardous Devices School certification course. One Member completed the ATF's Advanced Explosives Disposal Techniques course. One Member completed the ATF's Homemade Explosives course. Two Members completed the ATF's Explosive Evidence Exploitation course. One Member completed the FBI's Immediate Electronics course. Four Members completed the ATF's Ravens Challenge. One Member became an Assistant Instructor for the FBI's Crisis Response Training course. One Member became an Assistant Instructor for the ATF's Advanced Explosives Disposal Techniques course. Two Members became Assistant Instructors for the ATF's Post Blast course. There were 23 tactical calls for service and 68 explosive ordnance disposal (EOD) calls, in addition to several other types of calls for service statewide.

## ***FY 24/25 Highlights - continued***

- **The Knoxville District** continued to operate the Specialized Troopers Executing Aggressive Law Enforcement Towards High-risk Traffic (S.T.E.A.L.T.H.) Unit. Since its launch in February 2024, the S.T.E.A.L.T.H. Unit has been focused on enforcing traffic laws on high-risk roadways and addressing dangerous driving behaviors through proactive, high-visibility operations. The Unit continues to make a measurable impact on traffic enforcement and roadway safety across the district by strategically deploying operations in high-crash areas known for elevated risks. These enforcement efforts directly support the district's mission to reduce injuries and fatalities from collisions. The S.T.E.A.L.T.H. Unit has consistently demonstrated high operational efficiency, reinforcing its position as a critical asset in the district's traffic safety strategy. Its visible presence and enforcement activities have led to increased deterrence, improved compliance with traffic laws, and a reduction in high-risk behaviors in targeted areas. Overall, the strategic deployment of the S.T.E.A.L.T.H. Unit plays a vital role in enhancing public safety and improving the effectiveness of traffic enforcement across the region.
- **The Chattanooga District** conducted five multi-jurisdictional checkpoints held across Hamilton County for the 2024-2025 Fiscal Year. These operations were called “Back to Work,” “The Gobbler,” “Speed Racer,” “Project Guardian,” and “Violence Reduction.” Local law enforcement agencies collaborated on several multi-jurisdictional operations to address rising concerns over motorcycle fatalities, aggressive driving, drug trafficking, and violent crime. Operation “Back to Work” focused on curbing these issues during the Labor Day weekend, while “The Gobbler” aimed to deter unsafe driving ahead of the Thanksgiving holiday. Operation “Speed Racer” and Operation “Project Guardian” further reinforced traffic enforcement and community support through coordinated checkpoints and patrol assistance. The “Violence Reduction” Operation targeted high-crime areas in Chattanooga, enhancing public safety through increased patrol visibility and proactive enforcement. Despite challenges like severe weather, these efforts underscored the effectiveness of inter-agency cooperation in protecting the community and promoting safer roadways. The collective impact of all five major multi-agency operations aimed at enhancing public safety, which resulted in 395 traffic stops, 300 citations issued, 32 warnings issued, 62 total arrests, 25 DUI arrests, 1 seized weapon, and seized assets, including drugs, vehicles, and approximately \$25,000 in cash.
- **The Nashville District** closely partnered with local agencies to reduce serious injuries and fatal crashes. Additionally, the Nashville District established an Aggressive Driving Unit (A.D.U.) consisting of seven highly motivated Troopers. The Unit utilized targeted enforcement throughout the Nashville District to combat aggressive driving, working with city, county, and other community partners to identify problem areas. The Unit has participated in numerous successful operations. Nashville Troopers performed thousands of school checks to enhance school safety and participated in mock active shooter drills alongside local law enforcement partners. Throughout the year, the Nashville District has actively participated in various community engagement and recruiting events to further foster the relationship between the THP and the communities it serves.

## ***FY 24/25 Highlights – continued***

- **The Memphis District** utilized daily enforcement saturations to reduce the number of fatal crashes in the greater Memphis area. The largest operation targeted the interstate system in Shelby County. Memphis District Troopers completed over 73,000 traffic stops from July 1, 2024, to June 30, 2025, compared to just over 43,000 traffic stops from July 1, 2023, to June 30, 2024. Memphis District Troopers also made 501 felony arrests and 2,845 misdemeanor arrests, compared to 1,571 total arrests in the prior fiscal year. Memphis Troopers assisted in several special assignments, including serving felony warrants, responding to tornado-damaged areas, responding to East TN after the 2024 Hurricane, and deploying for protest events. Recruitment efforts have also been successful, including events at the University of Memphis sporting venues.
- **The Fall Branch District** continued its collaboration with the Johnson City Police Department to expand the Safer on 26 Initiative, aiming to reduce traffic crashes through targeted enforcement and education. In response to a rise in collisions, the district implemented a dedicated motor task force to conduct saturation patrols in high-crash areas across the district. Additionally, the district became a certified child passenger safety seat fitting station through the Tennessee Highway Safety Office (THSO), hosting monthly events to ensure proper installation and strengthen community outreach. The district played a critical role in assisting local agencies in the aftermath of Hurricane Helene, arguably the most significant natural disaster in Tennessee’s history, providing vital support during recovery efforts. The district once again hosted the 12<sup>th</sup> Annual Music City Police Motorcycle Skills and Training Competition at Bristol Motor Speedway, where over 11 agencies participated, raising over \$29,000 to benefit the Bristol Motor Speedway Children’s Charities.
- **The Cookeville District** increased individual Trooper enforcement and saturations to curb fatal crashes, which resulted in a 20.3% reduction for the district from the previous fiscal year. Cookeville District Troopers attended various school-related events, including mock DUI crash scenarios and Prom Promise at multiple high schools within the district. Cookeville District Troopers have provided ALERRT, CRASE, and AAIR Training for local schools, churches, civic groups, and other agencies. Additionally, the Cookeville District recovered 17 stolen vehicles, conducted 111 felony arrests, arrested 338 DUIs, confiscated 66 guns, assisted 7,791 motorists, and conducted 5,838 exterior school safety checks.
- **The Lawrenceburg District** Troopers joined with local law enforcement in Bedford County and participated in “Cops & Bobbers,” where they spent an entire day fishing with approximately 75 at-risk youths. The Motor Unit conducted a district-wide operation on July 4, citing numerous violations for seatbelt, hands-free law, and speeding. Troopers from across the district joined forces with other agencies in Lincoln County on August 22 for the Hands Across the Border event, an all-day saturation effort aimed at reducing fatalities through enforcement. All Motor Units and five additional Troopers were in Memphis for the Bluff City Surge Operation in September to implement high-visibility enforcement efforts aimed at locating wanted persons, seizing drugs/guns, and recovering stolen vehicles, while reducing aggressive/distracted driving and crashes. The Lawrenceburg District reported a reduction in impaired fatal crashes, unrestrained fatal crashes, and total fatal crashes.

## ***FY 24/25 Highlights – continued***

- **The Jackson District** continues to support Bluff City operations in Shelby County. The additional manpower has strengthened the operation and increased the public's safety in Memphis through effective enforcement. The deployment of personnel was primarily funded through grant allocations designated for this operation. District Troopers provided security for the 2025 Miss Tennessee and Miss Tennessee Volunteer Pageants in Jackson. Throughout the year, Troopers collaborated with local agencies, assisting them in high-risk arrests, manhunts, and search-and-rescue operations. In addition to these efforts, Troopers conducted a total of 65,868 traffic stops, which resulted in 1,092 DUI arrests, 707 drug arrests, 274 felony arrests, 1,931 misdemeanor arrests, the recovery of 48 stolen vehicles, and the confiscation of 56 firearms. Troopers also worked collectively to perform 7,974 school safety checks and provided assistance to motorists in 5,538 instances. Beyond these enforcement activities, the Jackson District has improved its skills in impaired driving enforcement, firearms training, and crash investigation during the fiscal year. The Jackson District Firearms Adjunct Instructors developed an Active Shooter Response class and circulated the material among all Troopers within the district. Additionally, Troopers aided flood victims in Dyer and Obion Counties, responded to multiple catastrophic tornado events across the district, distributed food boxes to those in need, located missing persons and murder suspects, assisted with complex murder investigations and fugitive apprehensions, and seized illegally modified weapons. Troopers also provided assistance to the Minneapolis Police Department during the 2025 Republican National Convention.



# Office of Homeland Security



The Office of Homeland Security (OHS) has the primary responsibility and authority for directing homeland security activities, including conducting homeland security investigations and homeland security preparedness, prevention, protection, and response operations. This responsibility includes developing and implementing a comprehensive, coordinated strategy to secure the state from terrorist threats and attacks. The office serves as a liaison to related agencies of the federal government, local government, other states, and private sector stakeholders on matters of homeland security, including security at the state's K-12 public and charter schools.

The OHS, in partnership with the Tennessee Bureau of Investigation (TBI), operates an intelligence processing fusion center, which enhances the state's ability to analyze terrorism-related information and improve information sharing among local, state, and federal agencies with the goal of preventing terrorist activities.

Greg Mays serves as the Deputy Commissioner of the Office of Homeland Security.

## ***FY 24/25 Highlights***

- **Critical2TN Critical Infrastructure Cataloging:** Homeland Security established a dedicated Critical Infrastructure Unit, which has conducted over 2,194 Critical Infrastructure Site Surveys, which were entered into the State's Critical2TN database.
- **Expansion:** As part of the Governor's School Safety Initiative, Homeland Security expanded by over 120 positions, dedicating a Homeland Security Special Agent to each of Tennessee's 95 counties, primarily to focus on safety in Tennessee's schools.
- **Fourth Region Added:** To enhance efficiency and bolster leadership and oversight statewide, Homeland Security recently underwent significant restructuring, establishing a fourth service region. This expansion allows for more localized and responsive operations, ensuring that resources and support are deployed with greater precision where they're needed most. By creating an additional service region, OHS strengthened the command structure, enabling more comprehensive oversight and more effective coordination of initiatives across the entire state. This strategic move underscores Homeland Security's commitment to continuous improvement and dedication to providing unparalleled service and security to all of Tennessee.
- **Fusion Center Regional Program:** With a strategic restructuring, the Tennessee Fusion Center now embeds dedicated intelligence analysts within each of Tennessee's four service regions, ensuring immediate, tailored, and specialized support for county and local jurisdictions. These regional analysts significantly enhance local public safety by conducting proactive threat assessments, performing complex data and link analysis, and producing critical intelligence reports. This regionalized approach yields more responsive and relevant intelligence, enabling local agencies to make informed decisions, allocate resources more effectively, and ultimately enhance public safety across Tennessee.
- **Homeland Security Grant:** Homeland Security passed through over \$5.7 million in Homeland Security Grant funds to local governments and state agencies.

## *FY 24/25 Highlights – continued*

- **Houses of Worship Security Grant:** OHS continued to manage a \$1million State-funded Houses of Worship Security Grant program to assist Houses of Worship with costs associated with improved security in their facilities.
- **Investigations:** OHS Special Agents conducted threat, suspicious activity, cyber, and other related investigations, assisted local law enforcement investigations and operations, and trained local law enforcement officers and investigators on the topics of terrorism, suspicious activity, and conducting homeland security investigations.
- **Large Format Venue Security Assessments:** OHS conducted threat assessments of large format sporting venues such as the University of Tennessee Knoxville Neyland Stadium, University of Tennessee Knoxville Thompson Boling Arena, Nissan Stadium, and First Horizon Park.
- **Non-Profit Security Grant:** Homeland Security assisted nonprofit organizations across Tennessee in being awarded over \$5.3 million in nonprofit homeland security grant funds.
- **SafeTN:** OHS managed the SafeTN app and added the ability to submit a report without the need to download an app and through the use of an online portal, which now allows students, staff, faculty, and the community additional ways to report suspicious activity anonymously.
- **School Resource Officer Grant:** OHS managed a \$140 million endowment grant to provide funding for a School Resource Officer (SRO) in every K-12 public and charter school in the state, to include alternative schools.
- **School Security Assessments:** Pursuant to Tennessee Code Annotated (TCA) § 49-6-4302, OHS continued to support the Governor’s School Safety Initiative by partnering with the Tennessee Department of Education on physical security standards and assessments. Per state law, each public school in Tennessee is required to conduct an annual school security assessment using the assessment tool developed by the TN Office of Homeland Security (TNOHS). TNOHS reviews school assessments on a rotating basis, completing approximately 600 reviews annually.
- **School Threat Assessment Teams:** Homeland Security Agents continue to partner with multidisciplinary stakeholders—including school administrators, mental health professionals, law enforcement, and emergency responders—to establish and support school threat assessment teams. These teams are designed to identify, assess, and manage potential threats before they escalate into violence.
- **Security Assessments at State Facilities:** OHS has partnered with the Department of General Services to conduct security assessments on state facilities as part of an ongoing project.
- **Special Event Assessment Ratings Calls:** OHS participated in national-level data calls, including the National Critical Infrastructure Prioritization Program (NCIPP) and the Special Events Data Call. These data calls drive metrics used by the U. S. Department of Homeland Security (DHS) to calculate its risk assessment, which determines the amount of grant funding received by Tennessee. These data calls also determine Special Event Assessment Ratings (SEAR).
- **Tactical Medical Program:** Homeland Security established a statewide tactical medical program by identifying, training, equipping, and deploying 14 advanced care providers across the state. These providers are licensed by the Tennessee Department of Health up to the paramedic level and are all nationally certified by the National Registry of Emergency Medical Technicians. Each provider is prepared to respond to large-scale public events, critical incidents, man-made or natural disasters, and in support of our emergency service partners.

## *FY 24/25 Highlights – continued*

- **Threat Analyst:** OHS established a new Threat Analyst position, who will enhance the state's ability to detect, assess, and monitor emerging threats through analytical techniques, leveraging intelligence databases, and fostering crucial interagency collaboration. The Threat Analyst focuses on real-time threat intelligence and data-driven insights, utilizing systematic collection, cataloging, and analysis of critical school security data, including self-assessments and threat assessment team action reports. This culminates in comprehensive annual reports that inform proactive safety measures.
- **Threat Assessment Center:** Established last year, the 24/7 Threat Assessment Center (TAC) has rapidly expanded its mission and capabilities. Beyond its initial role as the central intake for all tips received from the public, the TAC now serves as the agency's centralized coordination center. It also acts as Tennessee's official point of contact for threats of violence that require investigation or follow-up from the Federal Bureau of Investigation's (FBI) National Threat Operations Center (NTOC) through the eGuardian system. Homeland Security Operations Officers are responsible for thoroughly evaluating all incoming information and deciding on the appropriate course of action. Additionally, the TAC provides crucial support to Homeland Security Special Agents during investigations and operations as needed.
- **Three Stars of Tennessee Award:** OHS hosted the annual Three Stars of Tennessee Award ceremony on September 10, 2024. Governor Bill Lee and State Senator Becky Duncan Massey joined the Department of Safety and Homeland Security Commissioner Jeff Long and Deputy Commissioner Greg Mays in honoring eight first responders with this award. The Three Stars of Tennessee Award was created in 2014 by the Tennessee General Assembly (TCA § 4-1-501) in an effort to develop a special statewide recognition for public servants who, in the line of duty, were killed or suffered a career-ending injury.



# Driver Services



The Driver Services Division plays a critical role in ensuring the safety and convenience of Tennessee's drivers. The Driver Services Division is responsible for issuing driver licenses, processing handgun carry permits, voter registration applications, and providing numerous other essential services. The Division is committed to delivering exceptional customer service and meeting the Department's Mission to serve, secure, and protect the people of Tennessee. With 46 service centers statewide, along with 44 partner entities, including county clerks and municipal offices, the Division has expanded access to its services with the deployment of 285 new self-service kiosks across the state to aid customers. It also offers online e-commerce options along with a mobile issuance team that can be deployed when needed.

In addition, the Division manages the suspension, revocation, and cancellation of driving privileges due to moving violations, crashes, weapons offenses, child support non-compliance, and failure to appear in court. It also oversees the reinstatement of these privileges, ensuring that drivers meet the necessary requirements for legal operation.

## ***FY 24/25 Highlights***

- The Driver Services Division processed over 3 million transactions in its driver services centers, including testing, reinstatements, and issuance;
- Driver Services issued over 2 million driver licenses/photo identifications;
- Over 480 thousand transactions were conducted via e-services, including duplicate credentials and renewals;
- Over 200 thousand transactions were conducted using the self-service kiosks. There are 228 kiosks deployed across the state in driver services centers and third-party locations, such as libraries and municipal buildings;
- The Driver Services Division recertified with the U.S. Department of Homeland Security for Real ID issuance, confirming Tennessee continues to meet the requirements of the Real ID Act;
- REAL ID became fully effective on May 7, 2025. Approximately 50% of all driver licenses issued during this fiscal year were REAL ID compliant;
- Driver services center remodels took place in Elizabethton, Jasper, and Dickson;
- The driver licensing system underwent a major upgrade that was completed in the summer of 2025;
- Reinstatement services were expanded to all driver services centers, versus just the previous seven centers;
- District 5 Manager, Carrie Hicks, was recognized by the American Association of Motor Vehicle Administrators (AAMVA) as the 2024 Examiner of the Year;
- Driver Services received an AAMVA International award for its Mobile Unit Response to Hurricane Helene. Mobile buses and briefcases were made available to assist victims of flooding in replacing credentials that were lost in the disaster;
- Driver Services received an AAMVA Regional publication award for its New Driver License Brochure;

## ***FY 24/25 Highlights – continued***

- Select Driver Service Centers were opened for Real ID appointments on 10 different Saturdays from March through June 2025. During these events, over 16,000 Real IDs were issued to Tennesseans;
- The department hosted 108 mobile events, serving 5,615 customers, many from vulnerable populations;
- The CDL Division implemented the electronic adoption for Medical Certifications from the National Registry; and
- Tennessee joined the Digital Image Access and Exchange (DIAE) program, which enables U.S. jurisdictions to exchange images of individuals during the process of issuing a license, permit, or identification card, and during the process of driver records duplicate resolution. The DIAE program leverages the Problem Driver Pointer System (PDPS) driver status request transaction to allow states to send and receive digital images. In addition to driver information, a jurisdiction participating in DIAE may request that the most recent facial image associated with the driver in question be returned.



# Tennessee Highway Safety Office



The Tennessee Highway Safety Office (THSO) works with law enforcement officials, judicial personnel, and community advocates to coordinate activities and initiatives relating to the human behavioral aspects of highway safety. Its mission is to develop, execute, and evaluate programs designed to reduce the number of fatalities, injuries, and economic losses resulting from traffic crashes on our roadways. The THSO works closely with the National Highway Traffic Safety Administration (NHTSA) to implement programs focusing on occupant protection, impaired driving, speed enforcement, pedestrian, bicycle, motorcycle, teen driver, older driver safety, and crash data collection and analysis. Programs administered by this office are 100% federally funded.

Clyde “Buddy” D. Lewis serves as the Director of the Tennessee Highway Safety Office.

## ***FY 24/25 Highlights***

- The THSO awarded 402 grants among 357 different agencies, aiding the cause of highway safety across the state;
- The Tennessee Impaired Driving Advisory Council is now in its 12<sup>th</sup> year and has completed the second year of a three-year strategic plan (FFY2024-FFY2026);
- In the area of bicycle-pedestrian safety, the THSO conducted multiple “Crosswalk Talks” in the four major urban areas across the state: Nashville, Memphis, Knoxville, and Chattanooga, which enable law enforcement partners to collaborate with pedestrians to raise awareness, prioritize pedestrian safety, and foster safer streets for everyone with a community-driven approach towards safety;
- The THSO's training program offered 115 classes this year, completing seven years straight of over 90% attendance rate, while 2,790 individuals successfully completed and passed their training courses;
- In addition to the successful CarFit and Yellow Dot programs led by TN Trucking Road Team Captains, THSO has introduced new training focused on identifying and reporting medically impaired drivers, which equips officers with tools to recognize non-substance-related impairments during traffic stops and provides guidance on how to document and report their observations;
- The 37<sup>th</sup> Annual Tennessee Lifesavers Conference, with 546 in attendance, hosted 15 breakout sessions focused on traffic safety, including new drug trends, pedestrian safety, victim impact speakers, and legislative updates, emphasizing the state's commitment to highway safety;
- During the 2025 Director's Awards Luncheon, five individuals/teams were recognized for their exceptional efforts in all fields of traffic safety, highlighting the outstanding contributions of the THSO's partners in a wide range of disciplines;
- There were 35 schools in Tennessee that completed over 2,217 traffic safety activities through the ReduceTNCrashes Program;
- The web-based Tennessee Law Enforcement Challenge program had 66 agencies applying, where 40,000 points were earned, which has shown continued improvement in participation;

## ***FY 24/25 Highlights - continued***

- There were 14 different media campaigns, resulting in over 240 million estimated impressions that included important topics like Pedestrian Safety, Distracted Driving, Impairment, Motorcycle Safety, Speeding, Teen Driver Safety, Move Over First Responder Safety, Child Passenger Safety, and Occupant Protection, which raised awareness about critical road safety issues and promoted safer driving habits;
- There are 1,112 certified child passenger safety technicians, which reflects a strong commitment towards ensuring the safety and security of children on the road;
- There were 372 child passenger safety community events and one-on-one appointments held by various agencies that were attended by 413 highly skilled technicians who specialize in child passenger safety, during which 2,169 child restraint devices were checked;
- There were 855 car seats distributed to replace expired, damaged, or inappropriate car seats;
- Tennessee's average seat belt usage rate was reported at 91.3%, which continues to exceed the 2024 national average of 91.2%; and
- The Tennessee Occupant Protection Coalition has completed a new three-year strategic plan aimed at reducing vehicle occupant injuries and fatalities, which outlines a variety of action items focused on strengthening laws, increasing enforcement, and expanding public education.



# Tennessee Advanced Communications Network (TACN)



The Tennessee Advanced Communications Network (TACN) Division is responsible for the statewide radio system that provides communication connectivity infrastructure for local, state, and federal first responders. With TACN, first responders, including law enforcement, fire, EMS, and healthcare providers, have reliable communication capabilities for daily operations, enabling them to communicate with each other and coordinate at local, regional, and statewide levels in response to emergencies or disasters.

TACN is comprised of mobile and fixed radio transmission sites across the state, ensuring that first responders have consistent communication coverage from Tennessee's urban to most rural areas. TACN is responsible for the design, procurement, installation, and maintenance of all portable and fixed station communications equipment.

Jeff Gray serves as the Wireless Communications Director for TACN.

## ***FY 24/25 Highlights***

- TACN partnered with 12 new agencies, which increased the total TACN users to 78,466 units as of July 2025;
- TACN donated 222 surplus radios to distressed counties and financially at-risk agencies since 2022, increasing radio donations to 1,918;
- In addition to 123 existing tower sites, TACN contracted to add 56 new tower locations as part of the statewide infrastructure expansion project that will provide radio coverage expansion, focusing on state highways, interstates, county seats, critical infrastructure, and state parks;
- TACN began equipping Regional Medical Communication Centers, Hospital Emergency Departments, and EMS ambulances with special EMS-configured all-band TACN radios to provide for statewide interoperable communications at no cost to local agencies. This expansion enables EMS providers to receive medical direction from physicians over significantly greater distances, and allows emergency departments to prepare for the arrival of more acutely ill patients prior to arrival at the hospital;
- TACN added the Vehicle Services Division to focus specifically on vehicle equipment installations, upfitting, calibration, and repairs for TDOSHS and other state agencies;
- TACN initiated a drone program for the inspection of tower sites by purchasing four drones and 3D modeling software; and
- TACN established a Technical and Standards Committee to establish best practices and policy guidance for system users.

# Administrative Divisions

## Communications

The TDOSHS strives to keep the citizens of Tennessee fully informed of its objectives, functions, and accomplishments by maintaining a policy of open communication. This is done through the Communications Division, which serves as the primary point of contact for the agency for media relations and community outreach activities. The Division develops and disseminates news releases, media advisories, reports, and social networking updates.

The Communications Division ensures compliance with all applicable laws regarding public records. The Division maintains the integrity of the TDOSHS's investigations and actions by safeguarding the safety, evidence, and the rights of suspects, defendants, and other citizens. The Division leads the TDOSHS's public awareness efforts for many statewide law enforcement initiatives, including coordination and cooperation with other state departments and agencies.

Jason Pack serves as the Director of the Communications Division.

## Criminal Investigations Division

The Criminal Investigations Division's (CID) primary mission is to provide investigative support to the Uniform Division of the THP and other Department Divisions. Additionally, the CID is the State investigative agency responsible for investigating crimes related to Auto Theft, Odometer Fraud, Identity Theft, and Insurance Fraud.

Upon request, CID provides investigative assistance to local, state, and federal partners. CID has Members assigned to federal task forces on a full-time basis, including the DEA, the FBI's Joint Terrorism Task Force, the FBI's Cyber Task Force, the FBI's Violent Crimes Task Force, and the United States Marshals Service. Members of CID also participate in the United States Secret Service-Electronic Crimes Task Force and Financial Crimes Task Force on a part-time basis.

R.C. Christian serves as the Captain of the Criminal Investigations Division.

## Critical Incident Response Team

The Critical Incident Response Team (CIRT) Unit is responsible for providing technical expertise to assist in the investigation of serious motor vehicle crashes, crime scenes, and any other critical incidents involving the THP or other law enforcement agencies. The Critical Incident Response Team applies technology, training, and experience to seek out, identify, and defend the truth.

Robert T. Johnson serves as the Captain of the Critical Incident Response Team.

## Customer Service

The Customer Service Division serves as a "one-touch" customer service team to help ensure Tennesseans are assisted in a timely and accurate manner with their departmental inquiries. The Division was established in April 2024 to ensure a centralized approach to receiving and assisting customer communications. The Division is dedicated to providing a positive experience for the customers it serves and has received an average of approximately 81,000 phone calls per month from July 2024 to June 2025.

Stephen Owens serves as the Director of Customer Service.

# Administrative Divisions

## Dispatch

THP Dispatch serves Tennessee out of four Regional Dispatch centers in Jackson, Nashville, Chattanooga, and Knoxville. Each THP Dispatch Center receives calls for service from the public, as well as from other agencies within the state, and provides support to THP State Troopers.

Caiti Medling serves as the Director of Dispatch.



## Facilities Management

Facilities management directs the running of statewide facilities and creates a safe and efficient work environment that improves business performance and optimizes staff productivity. Responsibilities include directing facilities functions, implementing policies and safety procedures, engaging with vendors and contractors, minimizing hazards, preparing facilities budgets and monitoring expenditures, designing and planning workstations, coordinating remodeling and refurbishment initiatives, testing equipment, forecasting space needs, coordinating relocations, and facilitating lease agreements.

Mike Boshers serves as the Director of Facilities.

# Administrative Divisions

## Fiscal Services

Fiscal Services is responsible for preparing the annual budget, maintaining, processing, and accounting for all expenditures, revenue, and Department payroll.

Sonya Hadley serves as the Director of Fiscal Services.

## Handgun Permit Unit

The Handgun Permit Unit issues, denies, suspends, and revokes handgun carry permits. Per statute, background rechecks are run every four years for eight-year permits and every five years for Lifetime permits. The Unit also regulates handgun safety schools and instructors to ensure state and federal law compliance. This Unit is governed by federal and state law and directed by promulgated rules, policies, and Departmental procedures.

Vern Grilliot serves as the Director of the Handgun Permit Unit.

## Human Resources

The Human Resources Division plays a vital role in supporting the Department's mission by managing the workforce and enhancing employee development and engagement. Within the HR Division, the Recruiting and Staffing Unit oversees the hiring and vetting process for employees across the agency. The Operations Unit is responsible for administering personnel actions, performance management, and protected leave management. The Employee Relations Unit promotes a positive work environment by addressing employee concerns, resolving complaints, and fostering open communication between staff and management.

Brian Hughes serves as the Director of Human Resources.

## Information Technology Services

Information Technology Services for TDOSHS are provided by the Law, Safety, and Correction Domain of Strategic Technology Solutions (STS) in the Tennessee Department of Finance and Administration. This dedicated team is responsible for the TDOSHS technology system and platform design, installation, maintenance, providing business and project management solutions, and security and operations.

Matthew Drewes serves as the Executive Information Technology Director.

# Administrative Divisions

## Interdiction Plus

The Tennessee Highway Patrol Interdiction Plus Unit is tasked with detecting, deterring, and investigating felony-level criminal activity on the state's roadways by employing intelligence-driven enforcement, proactive traffic interdiction, and investigative techniques. The Unit is focused on all felony crimes. It works to identify and disrupt human trafficking, stolen vehicles, weapons, violent offenders, major theft rings, and other serious criminal enterprises that threaten public safety. Through coordinated partnerships with local, state, and federal agencies, advanced training, and saturations, the Unit seeks to remove dangerous individuals and contraband from Tennessee's highways, protect communities, and support the broader criminal justice system. In addition, the Interdiction Plus Unit provides recurring training, multiple classes delivered throughout the year, to local and state law enforcement agencies, sharing specialized interdiction tactics, investigative best practices, and legal updates to build statewide capacity for detecting and prosecuting felony crimes.

R.C. Christian serves as the Captain of the Interdiction Plus Unit.

## Internal Audit Division

The Internal Audit Division provides independent assurance and advisory services designed to add value and improve TDOSHS operations. The Division's mission is to provide TDOSHS management with independent, risk-based, and objective assurance, advice, insight and foresight into the Department's operations. To ensure the effectiveness of the internal audit function, the Division operates in conformance with the Institute of Internal Auditor's (IIA) Global Internal Audit Standards. The Internal Audit Division has four primary teams that audit the Department: the Operational Audit Team, the CDL Audit Team, the Grant Monitoring Audit Team, and the Third-Party Monitoring Team.

Sharron Waugh serves as the Director of the Internal Audit Division.

## Learning and Development

The Learning and Development Unit is responsible for developing leaders, administering technical training, and helping employees improve their skills and expertise to contribute to the overall success of the agency.

Dr. Alyssa Cave serves as the Director of the Learning and Development Unit.



# Administrative Divisions

## Legal Services

Legal Services functions in an advisory capacity to all other Divisions of the TDOSHS and stays informed of changes in state and federal laws. The Division works in conjunction with the Attorney General's Office in all appealed asset forfeiture cases and any claims filed against the TDOSHS or its employees. The Division includes the Commissioner's legislative liaisons, who serve as the TDOSHS's points of contact with the Tennessee General Assembly.

Legal Services evaluates and maintains compliance with the Tennessee Public Records Act and the production of documents and information related to litigation involving the DOSHS. In addition, the Division reviews contracts related to agency procurement processes in conjunction with the Department of General Services. Legal Services attorneys also represent the TDOSHS in Human Resources matters.

The asset forfeiture program is an integral part of the state's enforcement of the Tennessee Drug Control Act, DUI enforcement, license revocation, and altered vehicle identification seizures. Attorneys in the program represent the Commissioner in asset forfeiture cases as well as provide training to law enforcement officers on case preparation and statutory and other legal changes, including case law involving asset forfeiture.

Driver improvement evaluates the driving records of Tennesseans based on crashes and/or convictions of traffic violations to identify and rehabilitate high-risk drivers. They conduct hearings concerning points, medical/mental conditions, financial responsibility, and other driver's license issues, while monitoring defensive driving schools across the state.

Roger Hutto serves as the Deputy Commissioner/General Counsel for the Department of Safety and Homeland Security.

## Motor Carrier Plus

The Motor Carrier Plus (MC+) Division oversees all commercial vehicle enforcement programs, eight fixed-scale facilities, and their personnel across Tennessee, and manages all federal grants between the THP and the Federal Motor Carrier Safety Administration (FMCSA), ensuring compliance with required guidelines. This Division serves the Department as a liaison to the trucking industry and local law enforcement agencies, providing crucial training, insight, and guidance to promote safer Tennessee Highways.

The Pupil Transportation Administration Section provides regulations for children's safe transportation to and from school and extracurricular activities. This section is tasked with inspecting all school and daycare buses and all Tennessee school bus drivers' training.

Allen England serves as the Captain of the Motor Carrier Plus Division.

# Administrative Divisions

## Office of Professional Accountability

The Office of Professional Accountability (OPA) is responsible for documenting compliments and investigating complaints alleging performance or conduct issues with TDOSHS employees. The OPA also processes all disciplinary actions against Departmental employees. The OPA ensures that the Department's employees maintain the highest standards of integrity, ethical performance, and professional standards.

Jacob Stielow serves as the Captain of the Office of Professional Accountability Division.

## Protective Services Division

The Protective Services Division encompasses the Executive Protection Unit, the Capitol Protection Unit, and the Facilities Protection Unit. The Executive Protection Unit provides security for the First Family, the Lieutenant Governor, the Speaker of the House, the Chief Justice of the Supreme Court, and the State Attorney General. Other duties of the detail include the security and transportation of out-of-state Governors, their families, and other dignitaries who visit the State of Tennessee. The primary responsibility of the detail is the protection and transportation of the First Family, as well as the physical security of the Tennessee Executive Residence and its grounds, providing 24-hour day security with them at all times.

The Capitol Protection Unit is responsible for the internal and external security operations at the State Capitol, the Cordell Hull Building, and the Tennessee Supreme Court. This Unit is staffed with specially trained State Troopers, including three K-9 explosive detection teams, two certified EMTs, and one Crisis Negotiator. The Capitol has a specialized team trained and equipped in Field Force Extrication. The Unit also responds to and investigates calls for service at any other state facility in the downtown Nashville area.

The Facility Protection Unit is responsible for the state contract to provide armed protection services through a limited jurisdiction commission. The responsibilities include reviewing the state contract annually, writing post-orders, establishing the training curriculum, conducting security assessments of state facilities, and conducting site visits to ensure the state's interests are met in accordance with the contractual agreement. The contract currently has 155 officers assigned to 53 facilities across the state, which requires extensive statewide travel and oversight.

Michael Morgan serves as the Captain of the Protective Services Division.

## Quality Assurance

The Quality Assurance Division's primary mission is to promote integrity, accountability, and efficiency in all operations. The Division strives to prevent, detect, and investigate instances of fraud, waste, and abuse involving Driver Services, THP, and other internal processes. Through audits, compliance monitoring of high-risk areas, and proactive investigations, the Division safeguards public trust, protects citizens' identities, and ensures adherence to state and federal regulations.

Melody Rampy serves as the Director of the Quality Assurance Division.

# Administrative Divisions

## Recruitment and Accreditation

The Recruiting Unit is tasked with implementing the strategic objectives aimed at expanding the Tennessee Highway Patrol's applicant pool with highly qualified candidates. The Division's primary objectives are to recruit, attract, and retain individuals pursuing a career in law enforcement. In furtherance of these goals, the Division actively engages with all communities through a variety of outreach initiatives, including the Citizens Trooper Academy (CTA) and the Collegiate Internship Program, thereby fostering lasting community partnerships.

The Accreditation Unit is responsible for ensuring that the Department operates in compliance with nationally and state-recognized professional law enforcement standards. These standards are established by the Commission on Accreditation for Law Enforcement Agencies (CALEA) and the Tennessee Law Enforcement Accreditation (TLEA) program. The Unit monitors policies, procedures, and practices to confirm they align with these requirements, coordinates the accreditation process, and maintains documentation that demonstrates the Department's continued commitment to excellence and accountability in law enforcement.

Krystal Thaxter serves as the Captain of the Recruitment and Accreditation Division.



# Administrative Divisions

## Research, Planning, and Development

The Research, Planning, and Development (RPD) Division assists in creating and providing policies and procedures to all TDOSHS employees. The Division administers programs, including the ignition interlock device and digital in-car camera initiatives. The Division is also responsible for managing the TDOSHS's grants, forms, and publications, as well as working with the Department's legislative liaisons on various laws and initiatives.

The Safety Education Unit Program develops, promotes, and offers a wide range of activities, presentations, and events that promote public safety to local communities, including programs such as Tenny C. Bear, the Litter Bug Program, and partnerships with THSO and the Ollie Otter Program.

W. Shane Stafford serves as the Captain of the Research, Planning, and Development Division.



## Special Operations

The THP Special Operations Unit is utilized for safeguarding the lives of the general public and officers as they safely resolve unusual occurrences. The Unit is charged with handling situations outside the typical duties performed by Members within the Department. The Department trains and utilizes the Members of this Unit to facilitate the needs of other enforcement personnel in the completion of specific duty-related tasks. This Specialized Unit is based out of Nashville to allow for deployment throughout the State of Tennessee.

All Special Operations Unit Members are trained in the Special Weapons and Tactics (SWAT) discipline. Their duties consist of conducting high-risk search/arrest warrant service, resolving barricaded and hostage incidents, and providing security for foreign and domestic dignitaries. They also assist all Federal agencies, fellow state agencies, city and county agencies statewide with prison riots or escapes, felony manhunts, and man-made or natural disasters.

# Administrative Divisions

## Special Operations - continued

Members of the Special Operations Unit are certified Public Safety Bomb Technicians, having completed the FBI's Hazardous Devices School in Huntsville, Alabama. Their duties require them to locate and render safe explosive devices and or components that could potentially harm them or the citizens of Tennessee. This duty also calls for Bomb Technicians to properly dispose of old and unstable explosives located across Tennessee. The Special Operations Unit also has Members trained as rappel masters, ready for deployment when called upon to perform search and rescue missions either by the helicopter hoisting system or rappelling.

The Aviation Unit is responsible for all air support and any other aviation-related duties that provide assistance to the Department and other public safety agencies. The Unit utilizes its helicopter fleet for criminal and non-criminal searches, hoist rescues, tactical operations, stolen vehicle locations, marijuana eradication, and other tasks. Helicopters are equipped with various types of equipment, including Forward Looking Infrared (FLIR) cameras, searchlights, LoJack receivers, and the Downlink system. Helicopters and pilots are stationed in the THP Knoxville, Nashville, and Jackson Districts. TDOSHS, the TBI, and the Tennessee National Guard collectively form the Governor's Task Force on Marijuana Eradication and fly missions across Tennessee.

Robert T. Johnson serves as the Captain of the Special Operations Unit.



# Administrative Divisions

## Strategic Initiatives

The Strategic Initiatives Division focuses on developing and coordinating projects that improve the Department's operations and public safety services. The Division works across units to identify needs, support problem-solving, and implement practical solutions that align with agency goals. By managing key projects, strengthening internal processes, and collaborating with partners, the Division helps ensure the Department can respond effectively to current priorities and plan for future demands.

Dr. Jennifer Cato-Boyd serves as the Director of the Strategic Initiatives Division.

## Supply and Asset Management

Supply and Asset Management is responsible for receiving, stocking, distributing, and issuing equipment and supplies to each of the ten Districts, and is also responsible for the Department's physical inventory control system (ICS) and any Departmental surplus to be submitted and retrieved by General Services.

Elbert Baker serves as the Director of Supply and Asset Management.

## Support Services

The Support Services Division is responsible for managing a fleet of over 1,700 vehicles across the TDOSHS. This includes the acquisition, preparation, outfitting, delivery, and decommissioning of all departmental vehicles.

Also, the Division ensures that vehicles are properly assigned to personnel based on location and operational needs throughout the State of Tennessee. Support Services also plays a key role in logistical planning and support for major events statewide.

Brandon Douglas serves as the Captain of the Support Services Division.

## Tennessee Integrated Traffic Analysis Network

The Tennessee Integrated Traffic Analysis Network (TITAN) Unit provides technical support and training for traffic records software applications used by THP and local law enforcement, including eCrash, eCitation, eCrime, and other related applications. Additionally, TITAN provides statistical data and traffic safety analytic services, including predictive analytics, dashboards, and other tools. This Division also houses the Fatality Analysis Reporting System (FARS) Unit, which reports traffic fatality data to the National Highway Traffic Safety Administration (NHTSA).

Chris Osbourn serves as the Director of the TITAN Unit.

# Administrative Divisions

## Training

The Training Center is dedicated to delivering a distinctive educational experience for both new and senior members of the TDOSHS. By integrating traditional teaching methods with innovative technology, the training staff has witnessed a significant increase in personnel engagement with our services. The Training Center is committed to developing courses that focus on essential law enforcement practices, as well as advanced offerings that enable members to specialize in specific areas aligned with the agency's goals and mission. Additionally, the Training Center has introduced new leadership courses designed to help troopers shift their perspective into a leadership role. Through these initiatives, the Training Center fosters both personal and professional growth among its participants.

The Ordnance Division, located within the Training Center, is responsible for all activities related to firearms for Commissioned TDOSHS employees. This Division maintains comprehensive records of all Departmental firearms and assigns state identification numbers to each firearm in inventory. The Ordnance Division also handles the repair of Departmental weapons as needed. Furthermore, it manages the maintenance and destruction of seized weapons, maintaining accurate seizure records for items obtained through confiscation and criminal prosecution. The staff is tasked with generating specifications for all Departmental weapons and ammunition, as well as evaluating and testing issued gun holsters and ballistic vests to ensure compliance with safety and operational standards.

Christy Wallace serves as the Captain/Director of the Training Center.



# Administrative Divisions

## *FY 24/25 Highlights*

- **Communications Division** has a total of eight Facebook pages, 14 X accounts (formerly known as Twitter), five Instagram accounts, two YouTube accounts, one LinkedIn account, and one Flickr account that represents the Department on social media; the Division led the Safe Store Tennessee media campaign encouraging Tennesseans to make smart choices while storing their firearms; and produced the “How to Conduct a CDL Pre-Trip Inspection” video to help commercial driver license applicants pass their exam and keep dangerous commercial vehicles off the road.
- **Criminal Investigations Division** investigated 3,678 criminal cases with 124 felony arrests, 190 felony indictments, and 271 driver license fraud and Identity theft cases; completed 508 background checks for new hires and promotional candidates; conducted 385 polygraph examinations on potential Trooper Cadets; recovered 119 stolen vehicles; and completed 774 open record requests.
- **Dispatch** certified two Managers through the NENA Center Manager Certification Program in Paducah, KY; Dispatch sent Dispatchers to attend the NENA Conference in Long Beach, CA, and APCO Conferences in Orlando, FL; Dispatchers attended APCO classes for Tactical Dispatching and Active Shooter Incidents, as well as a class for Dispatch Response to an Active Killer; Dispatch Leadership attended a 911 Staffing Crisis Summit in Texas and a Leadership Symposium in Rutherford County; and the four THP Regional Dispatch Centers entered a total of 826,911 events while answering 513,338 phone calls.
- **Handgun Permit Unit** conducted over 200,000 background checks, approving 96,778 applications and issuing over 95,000 permits; Handgun inspectors conducted 189 inspections of safety schools and monitored 64 classes; and Handgun personnel issued over 120,000 firearm locks in support of safe storage.
- **Human Resources Division** worked to establish 128 new positions as part of an agency-wide expansion of multiple Divisions to support new or increased missions; Human Resources partnered with the THP to interview over 1,400 applicants for four Trooper classes; Human Resources worked to hire and onboard 418 new employees, which includes 213 new State Troopers, 88 Driver License Examiners, and 24 Homeland Security Special Agents; and Human Resources worked with the Tennessee Department of Human Resources (DOHR) and Payroll to process a July Pay for Performance increase and THP salary increases.
- **Information Technology Services** provided by STS supported more than 50 enterprise and mission-critical applications, managed 150 servers, and maintained 200 terabytes of agency data; partnered with technology vendors and the team supported upgrades at Driver License centers, including deployment of a new kiosk system that improved efficiency and citizen experience; played a central role in the Department-wide Windows 10 upgrade, transitioning thousands of devices with minimal disruption; and the team managed approximately 5,400 TDOSHS Zendesk Tickets and 240 ServiceNow Tickets over the year, while also staffing the TITAN Helpdesk Call Center.

# Administrative Divisions

## *FY 24/25 Highlights - continued*

- **Internal Audit Division** completed an audit of the agency's Human Resources Division, which focused on higher risk areas of the organization, including: recruitment and hiring, the onboarding of new employees, approval process for promotions and salary adjustments, employee separations and offboarding, systems access and employee data security, and employee file maintenance and retention; the Division completed an audit of the Strawberry Plains Driver Service Center; completed an agency-wide Payment Card (P-card) audit; completed 18 onsite inspections of CDL examination organizations; completed 30 co-score audits of CDL Examiners; completed 141 subrecipient monitoring engagements for NHTSA grants; completed 15 monitoring engagements for SRO grant recipients; and completed 63 reviews of safety course providers (4-Hour, 8-Hour, and 55 Plus courses).
- **Learning and Development Unit** facilitated TDOHR-sponsored trainings for over 500 employees; partnered with the Driver Services Division to stand up an in-person, centralized New Examiner Training Onboarding program for over 70 new Driver License Examiners; trained over 58 new supervisors in the New Supervisor Orientation Program; facilitated 23 New Employee Workshops, onboarding over 180 new employees; oversaw the Employee Service Awards program, ensuring all employees who were due for a service award received recognition and also hosted an awards ceremony to recognize those employees; and partnered with THP Dispatch, Driver Services, and TACN to develop in-service programs.
- **Motor Carrier Plus Division** oversaw the inspection of 100,540 commercial motor vehicles with an Out of Service Driver rating of 15.97% and an Out of Service Vehicle rating of 33.79%, which are both above the national average.
- **Protected Services Division**, Facility Protection Unit, hosted a total of six Candidate Classes at the Training Center; these classes consisted of ALERRT (Active Shooter), Operating Authority, and Verbal De-escalation, which led to the commissioning of 92 new Facility Protection Officers for the state; worked with numerous state agencies to open new postings at MALETA, DHS Clarksville, Tennessee Board of Regents, Tennessee State Warehouse, and the Bartlett Driver Service Center in Memphis; and assigned FPOs to the Department of Military at the Volunteer Training Site in Smyrna to assisted with the Great Tennessee Air Show (Blue Angels), which helped secure the base and airfield while over 50,000 patrons visited the event.
- **Quality Assurance Division** successfully implemented a new automated fraud risk review process for driver services transactions that are processed each day, which requires more scrutiny in an effort to prevent fraud and improve Driver Services operations; and the Director of the Quality Assurance Division, Melody Rampy, was recognized by AAMVA for her fraud prevention efforts.

# Administrative Divisions

## *FY 24/25 Highlights - continued*

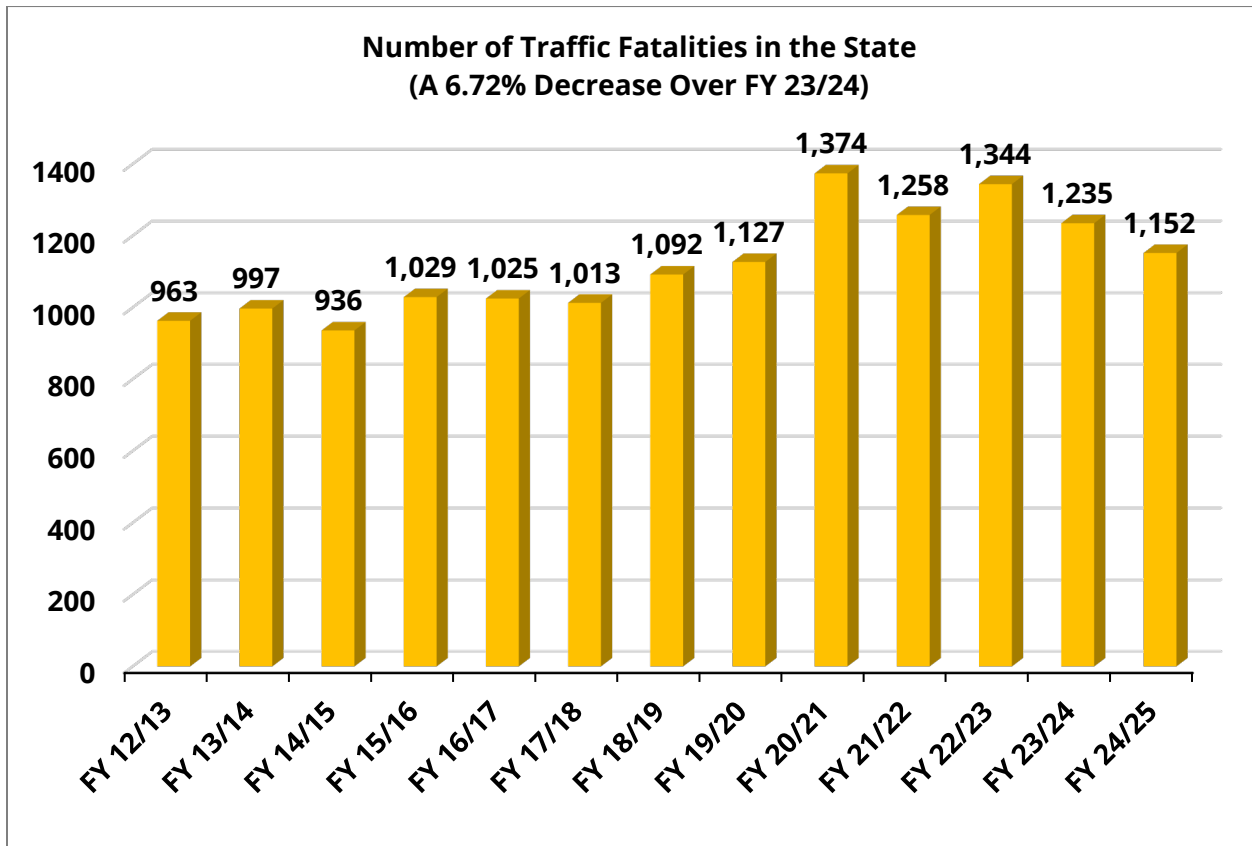
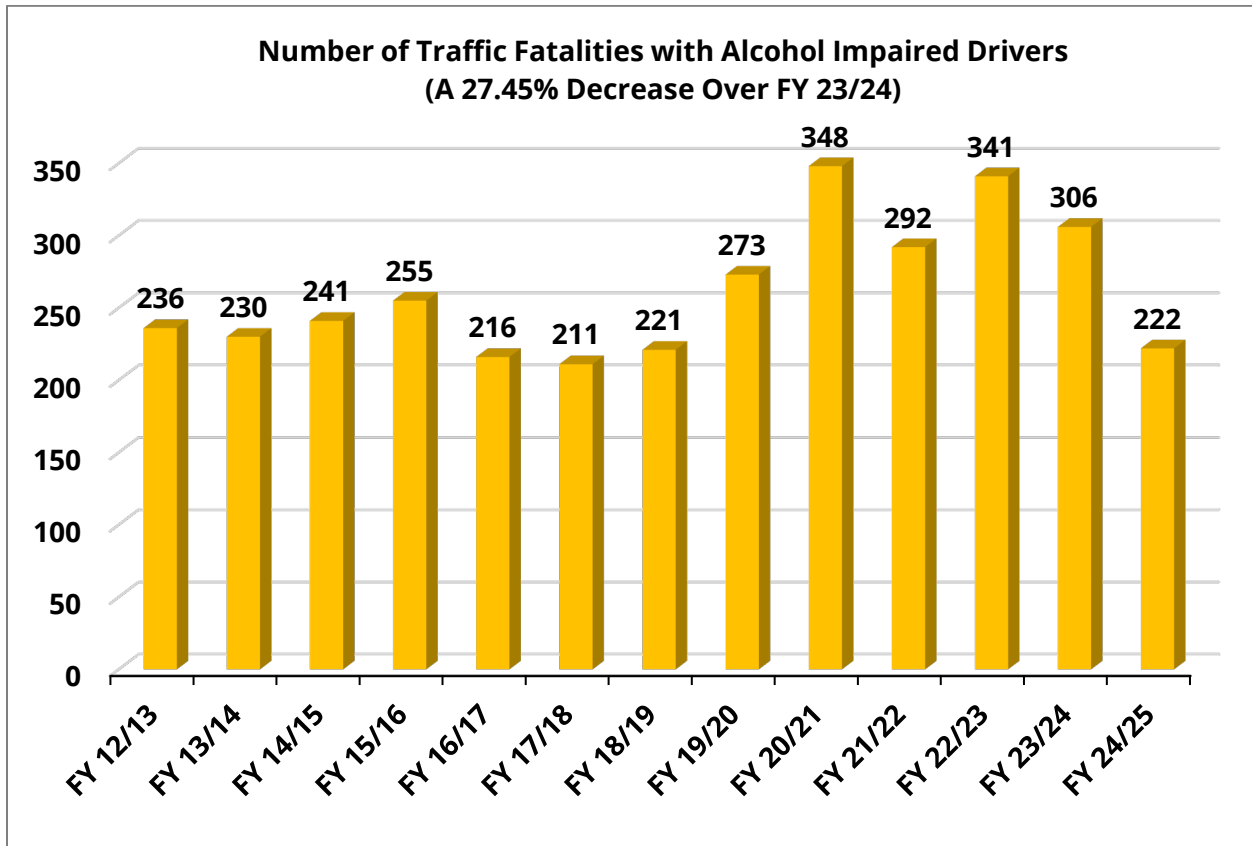
- **Research, Planning, and Development Division** updated Troopers throughout the districts with the newest Axon AB4 Body Worn Camera; revised 22 TDOSHS General Orders; created five new Directives; and collaborated with Driver Services to review, edit, and publish 60 Driver License Policies. The Ignition Interlock Unit within the Division monitored over 14,600 participants in the Ignition Interlock Program, while prosecuting 127 cases for circumvention of the ignition interlock device.
- **TITAN Unit** configured technology for about 130 new patrol vehicles and 320 cadet vehicles annually, overseeing 250 tablet replacements to keep devices current, and issuing tablets for each new cadet class.
- **Training Center** offered 32 classes to commissioned and non-commissioned employees; over 2,400 people attended training courses at the Training Center; the Training Center conducted seven THP Cadet Classes that consisted of Basic Cadet, Lateral Cadet, and Out of State Trooper Cadet Classes; the Training Division conducted annual In-Service training for more than 1,100 Members of the THP; the Training Center offered its shoot house to local and federal agencies (e.g., Metro Police Department, Wilson County Sheriff's Department, Hendersonville Police Department, FBI, US Postal Inspector, and TBI); and hosted interactive events, including Law Enforcement Officers Safety Act (LEOSA), Cadet Classes, Group Psych Testing, DARE Officer Trainings, Honor Guard Trainings, and various specialized training classes.

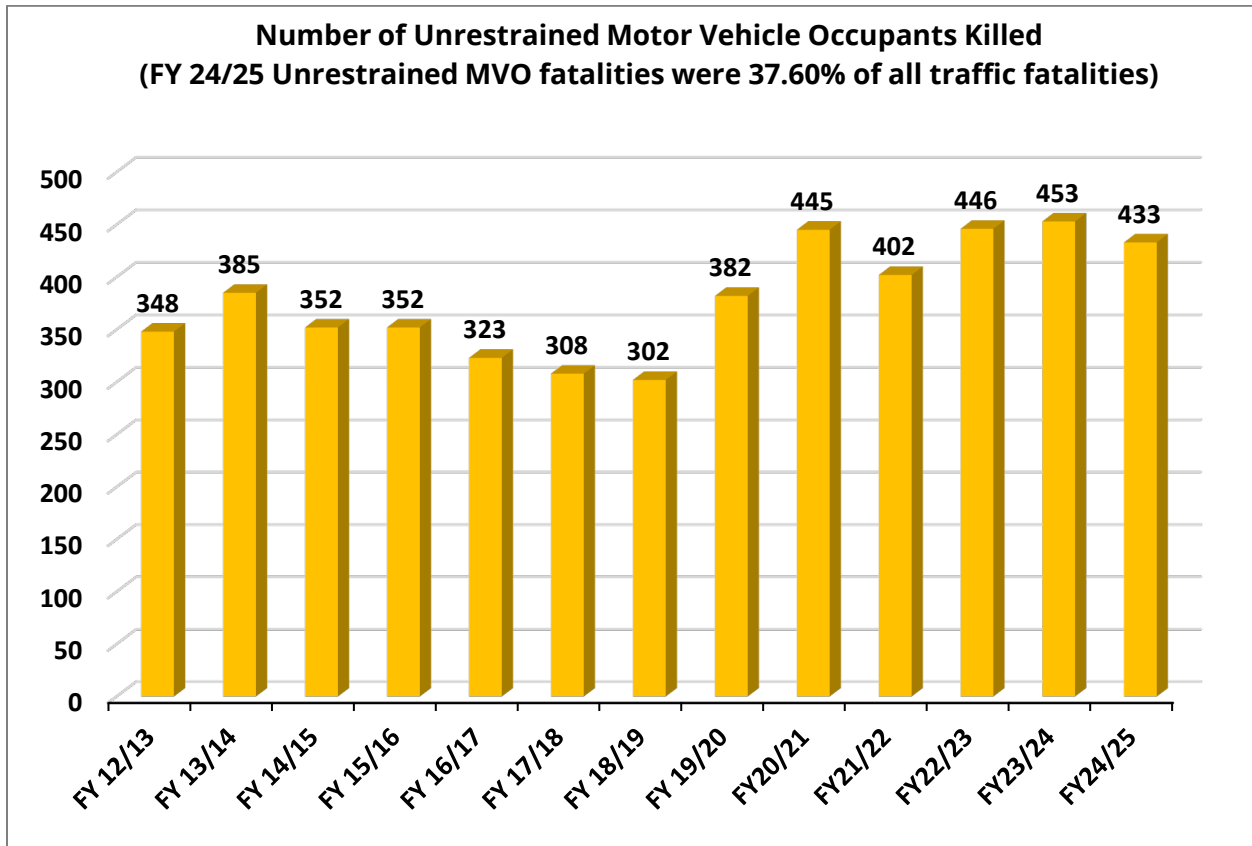
# FY 2024/2025 Annual Report

## Statistical Information

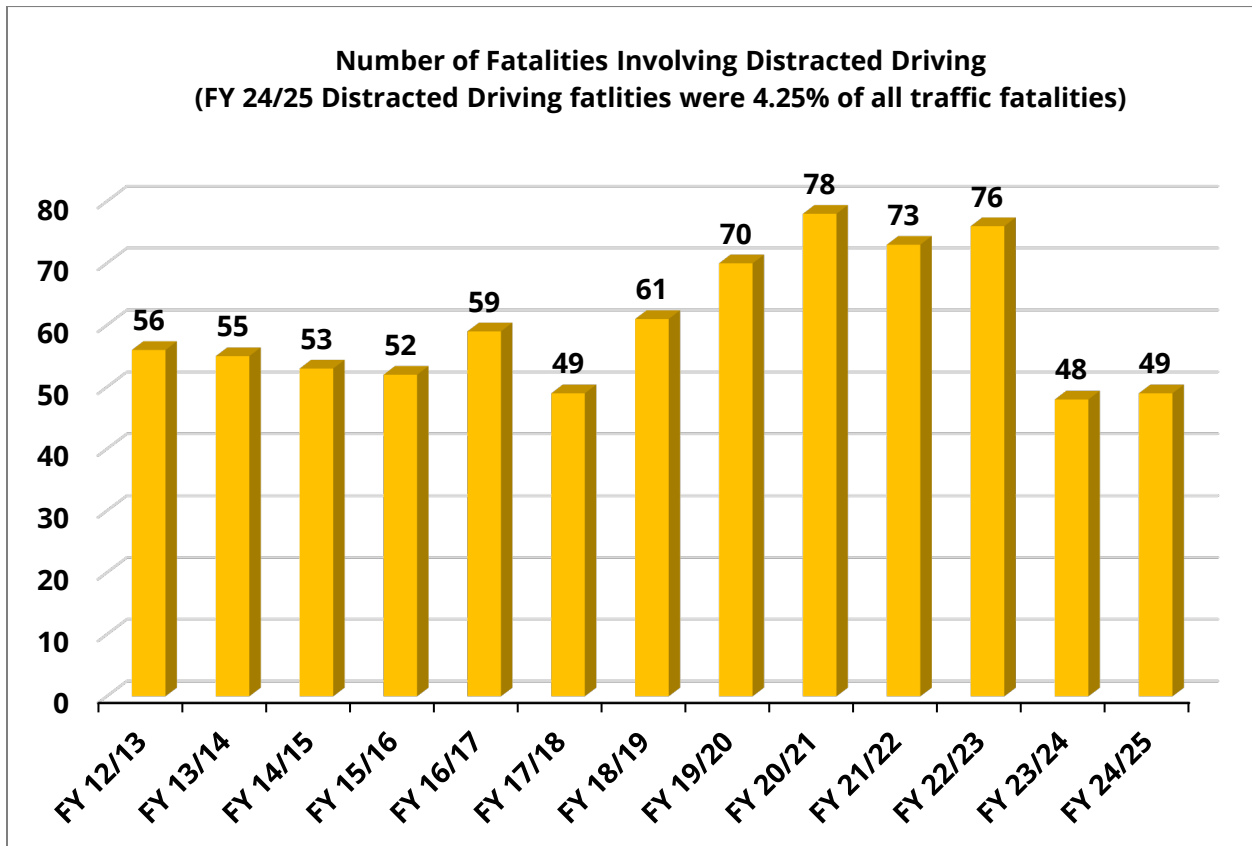


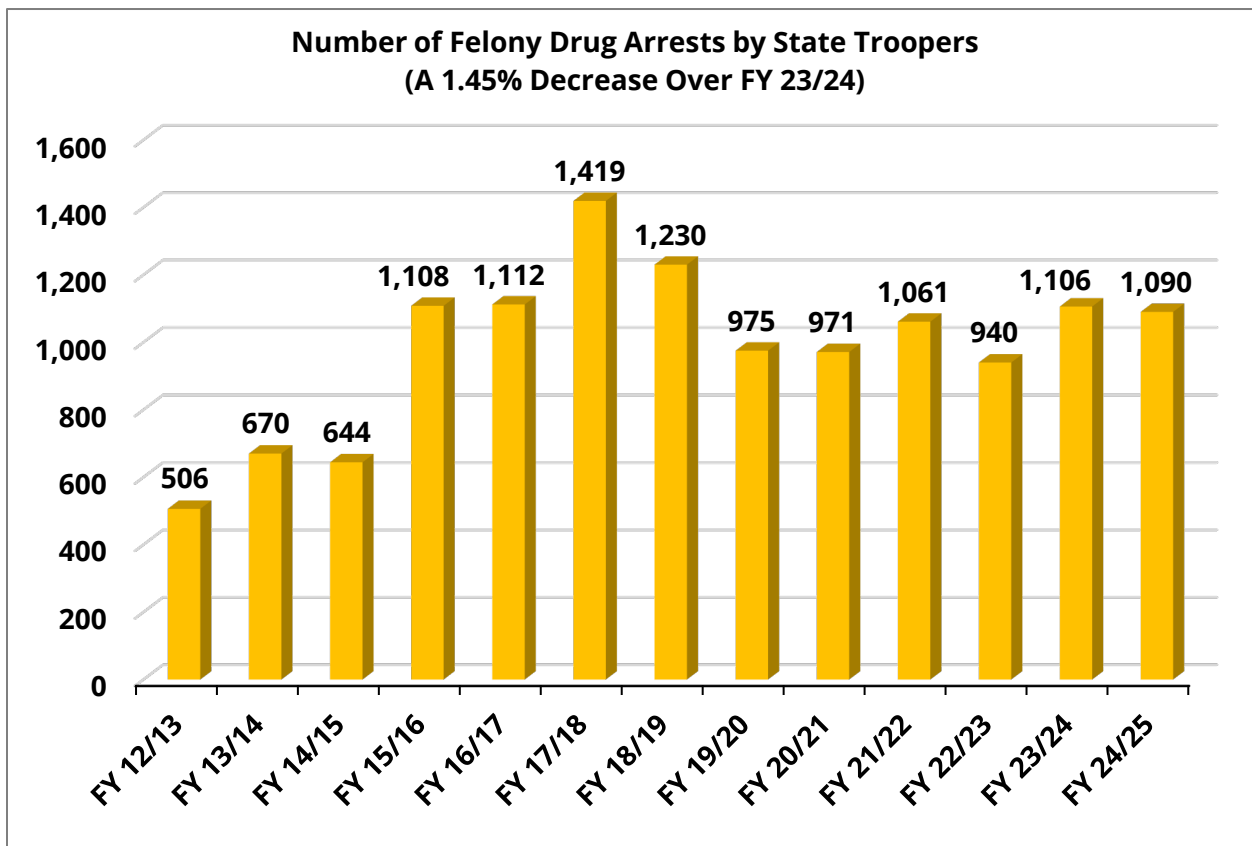
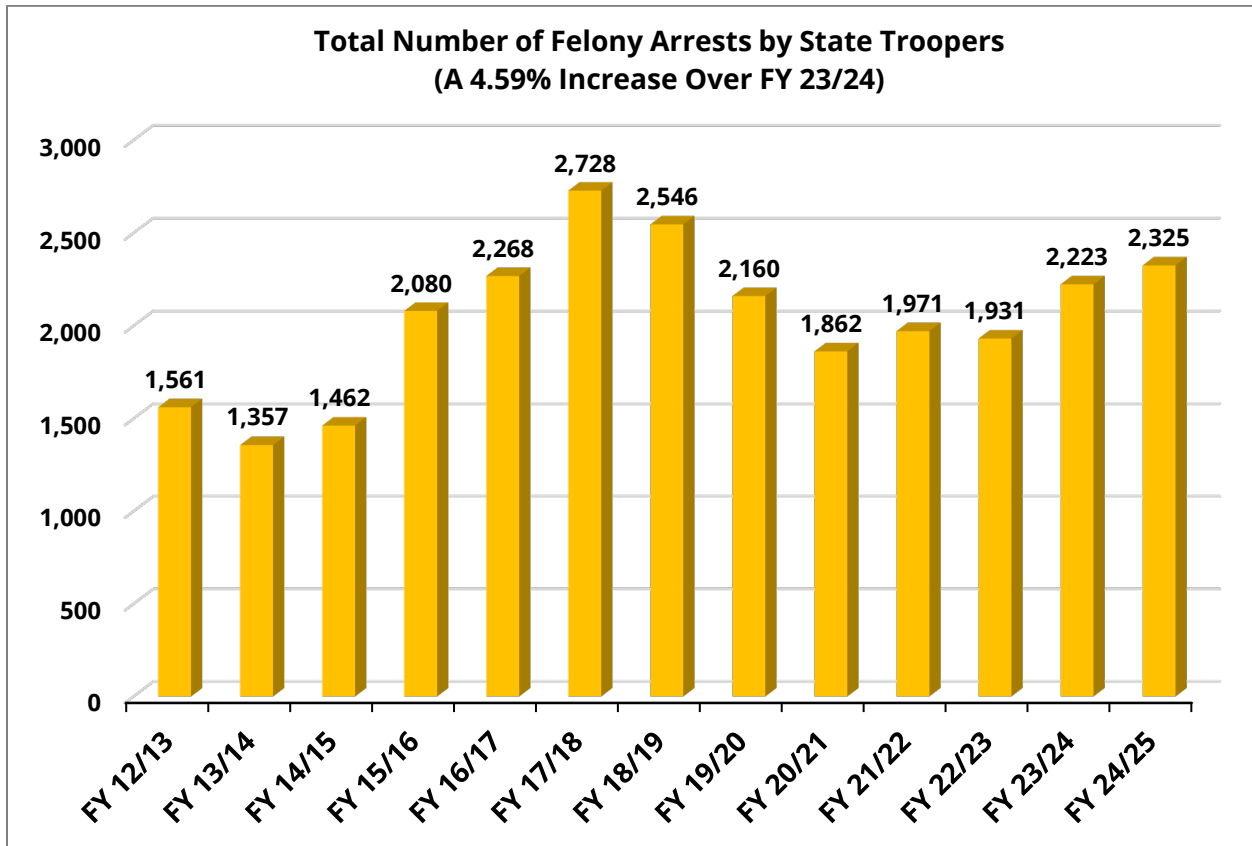
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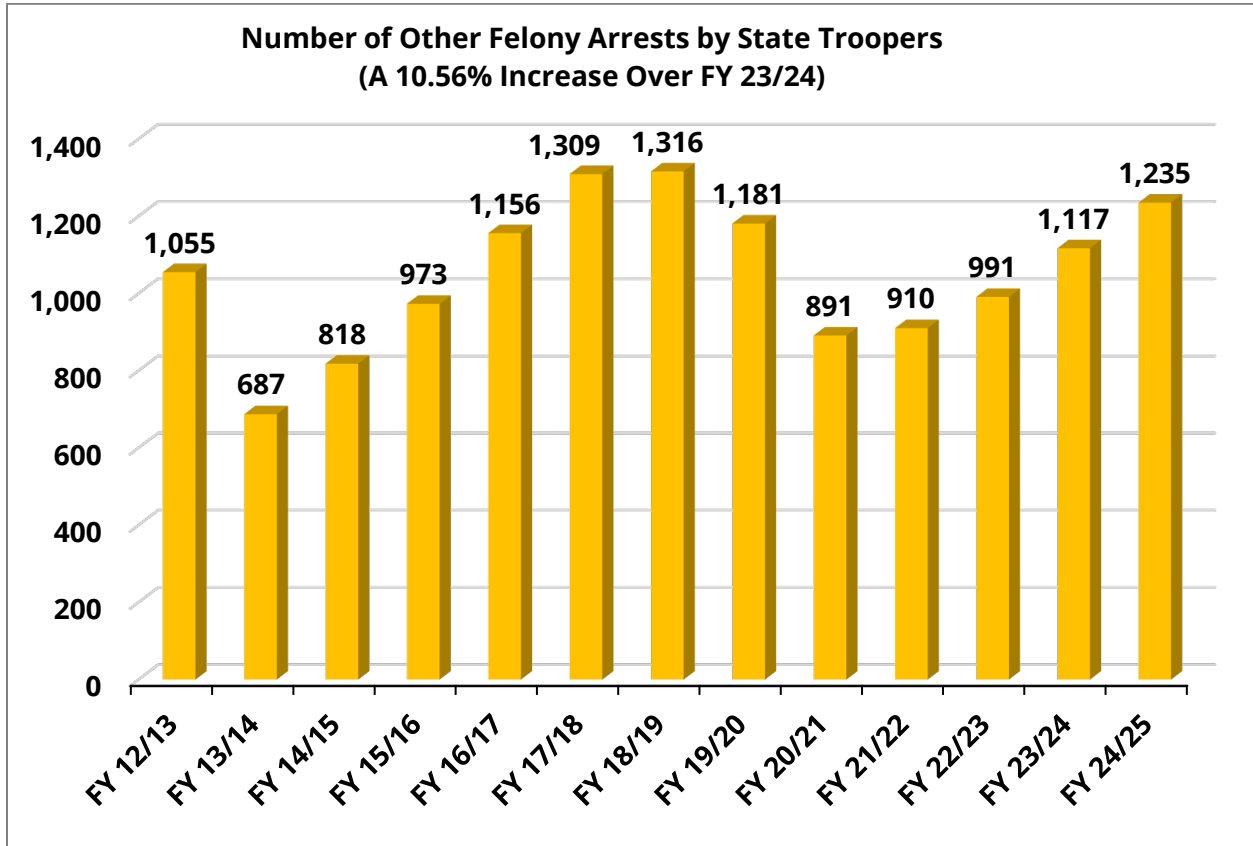




Note: Motor Vehicle Occupant (MVO) does not include motorcycle-type vehicles.

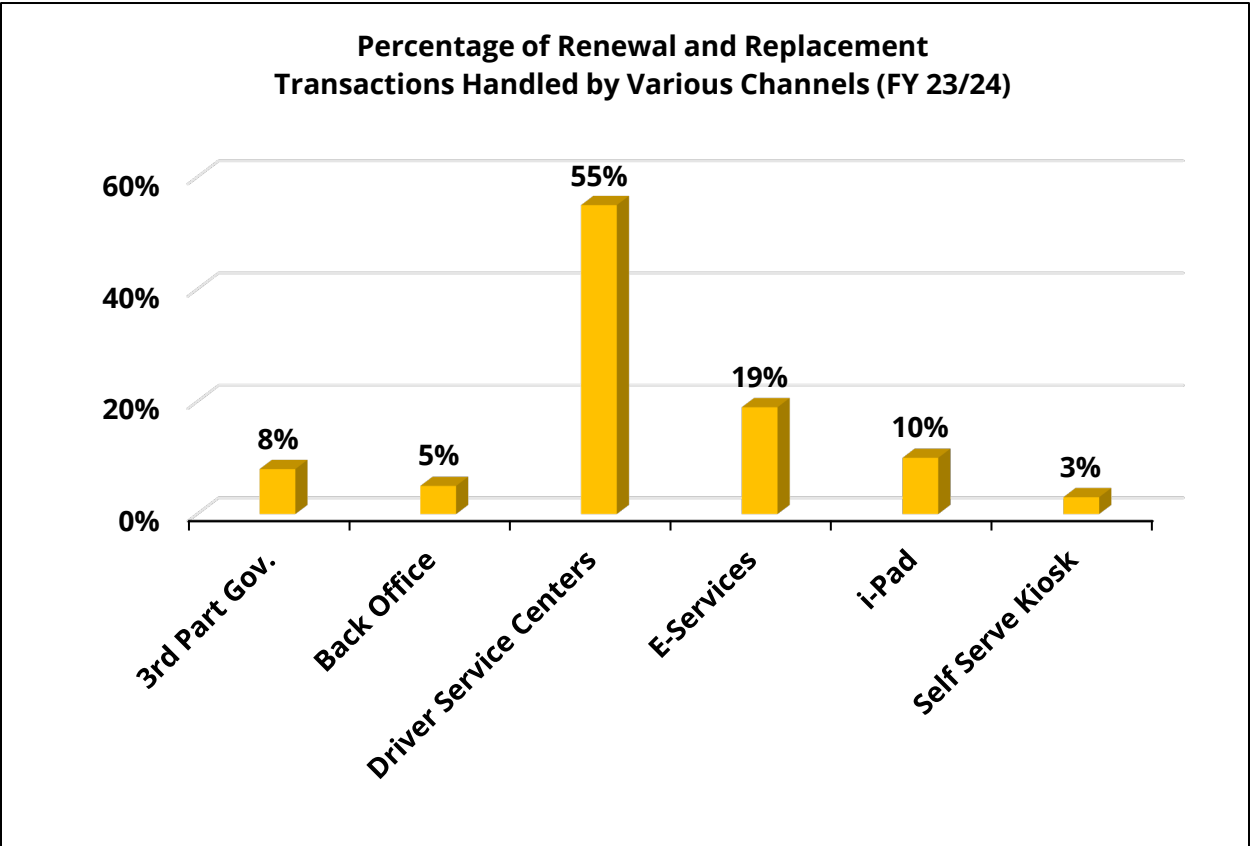
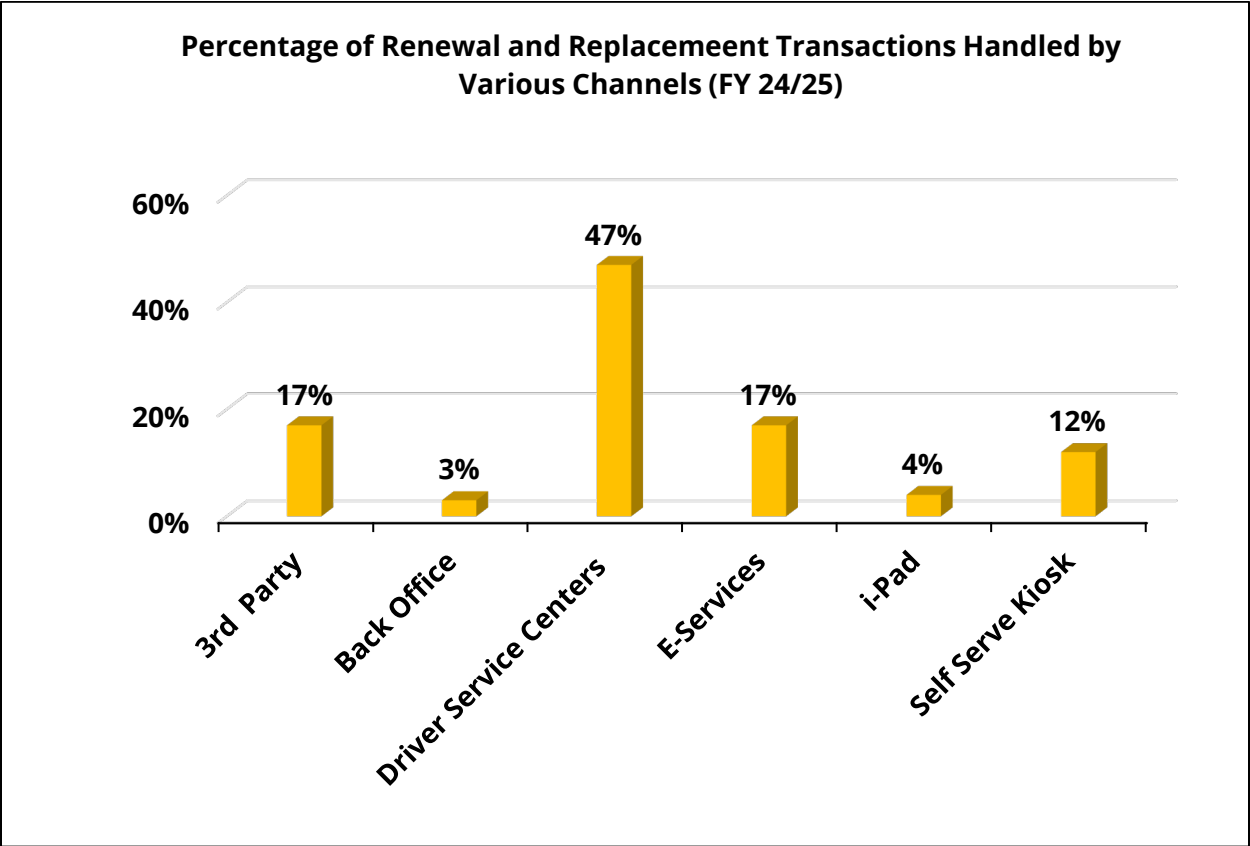






| Major Federal Homeland Security Grant Funding Received by Tennessee |                         |                        |                        |                        |
|---|-------------------------|------------------------|------------------------|------------------------|
| Year  | State                   | Memphis UASI*          | Nashville UASI*        | Non-Profit Security    |
| 2003  | \$40,058,000.00         | \$6,071,695.00         | \$0.00                 | \$0.00                 |
| 2004  | \$42,111,000.00         | \$10,008,079.00        | \$0.00                 | \$0.00                 |
| 2005  | \$28,070,941.00         | \$0.00                 | \$0.00                 | \$0.00                 |
| 2006  | \$8,260,000.00          | \$4,200,000.00         | \$0.00                 | \$0.00                 |
| 2007  | \$14,140,000.00         | \$4,590,000.00         | \$0.00                 | \$0.00                 |
| 2008  | \$12,880,000.00         | \$4,452,500.00         | \$1,783,500.00         | \$0.00                 |
| 2009  | \$11,844,500.00         | \$4,166,500.00         | \$2,836,900.00         | \$0.00                 |
| 2010  | \$11,036,637.00         | \$1,110,503.00         | \$757,545.00           | \$0.00                 |
| 2011  | \$5,518,319.00          | \$0.00                 | \$0.00                 | \$0.00                 |
| 2012  | \$2,801,316.00          | \$0.00                 | \$0.00                 | \$0.00                 |
| 2013  | \$3,459,364.00          | \$0.00                 | \$0.00                 | \$0.00                 |
| 2014  | \$3,978,000.00          | \$0.00                 | \$0.00                 | \$0.00                 |
| 2015  | \$3,978,000.00          | \$0.00                 | \$0.00                 | \$0.00                 |
| 2016  | \$3,978,000.00          | \$0.00                 | \$0.00                 | \$0.00                 |
| 2017  | \$3,962,000.00          | \$0.00                 | \$0.00                 | \$0.00                 |
| 2018  | \$3,980,000.00          | \$0.00                 | \$0.00                 | \$200,000.00           |
| 2019  | \$4,077,500.00          | \$0.00                 | \$0.00                 | \$350,000.00           |
| 2020  | \$4,287,500.00          | \$0.00                 | \$0.00                 | \$1,100,000.00         |
| 2021  | \$4,847,500.00          | \$0.00                 | \$0.00                 | \$3,450,000.00         |
| 2022  | \$4,847,500.00          | \$0.00                 | \$0.00                 | \$3,450,000.00         |
| 2023  | \$4,847,500.00          | \$0.00                 | \$1,500,000.00         | \$5,035,710.00         |
| 2024  | \$4,362,750.00          | \$0.00                 | \$1,346,340.00         | \$5,304,510.00         |
| 2025  | \$6,000,629.00          | \$0.00                 | \$12,131,222.00        | \$3,701,344.00         |
| <b>Total</b>  | <b>\$233,326,956.00</b> | <b>\$34,599,277.00</b> | <b>\$20,355,507.00</b> | <b>\$22,591,564.00</b> |

\*Urban Areas Security Initiative (UASI)



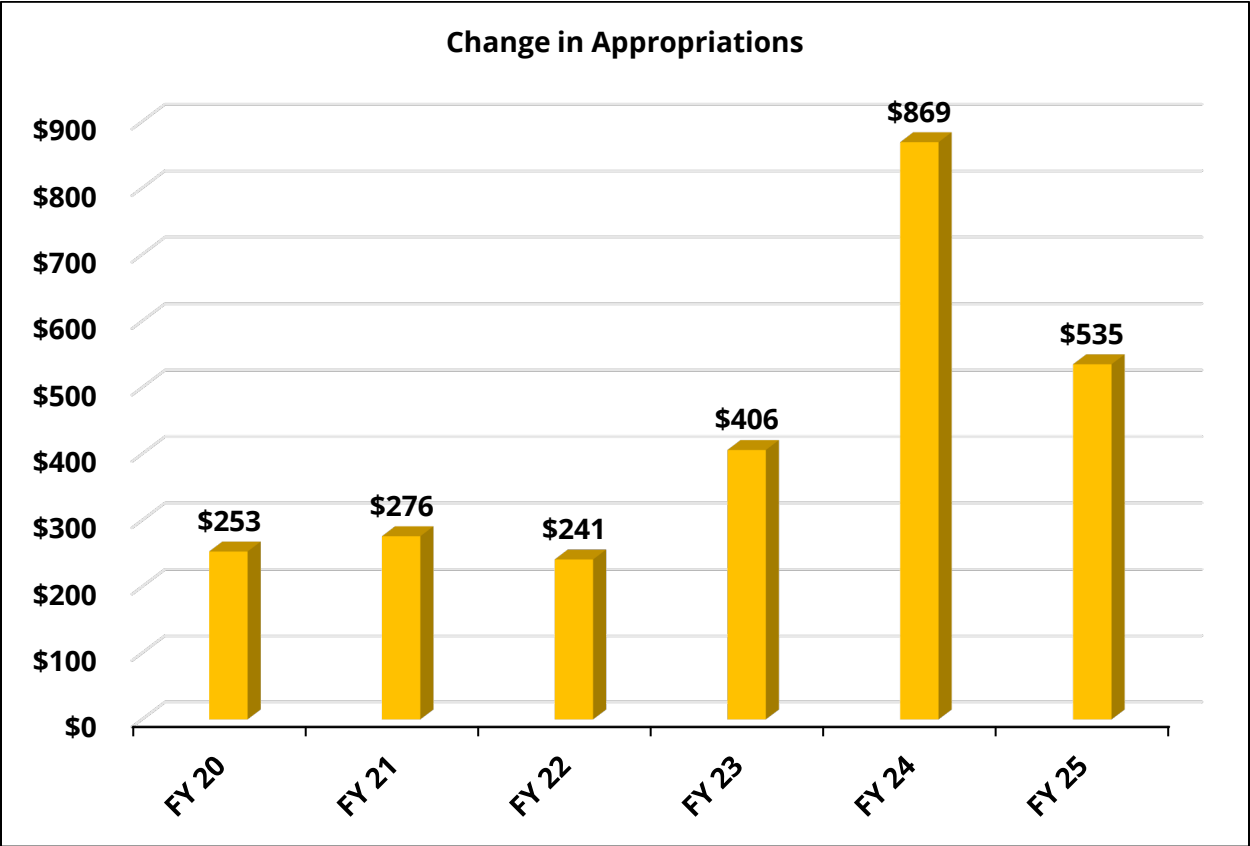
Tennessee recognizes that traffic crashes are preventable. Approximately 94% of crashes are behavior-related. The THSO and its partners are committed to reducing the number of fatalities, injuries, and economic losses resulting from these crashes. National, state, and county-level crash data, as well as other information, are utilized to ensure that projects are data-driven. A precise effort is pursued from problem identification to project selection to program evaluation. We strive for higher standards as planners, implementers, and evaluators, emphasizing accountability as we continue our strategy for allocating federal highway funds to state and local agencies.

The specific highway safety problems that grantees choose to address must be data-driven. Consequently, grantees are required to identify an intervention focus that represents a statistically demonstrable category of a heightened traffic safety problem. To assist agencies in this effort, they can request comparative analyses of various crash categories available through the Tennessee Integrated Traffic Analysis Network (TITAN) maintained by the Department. Since it is essential to determine the cause of injuries or fatal crashes, grantees are encouraged to carefully review the crash data and examine problems within their community to unmask the root causes for over-representation in the data-defined problem area. Both short and long-term performance goals evolve from the problem-identification process. Identified emphasis areas are selected from this process and reviewed to ensure consistency with the guidelines and emphasis areas established by the U.S. Department of Transportation and the National Highway Traffic Safety Administration.

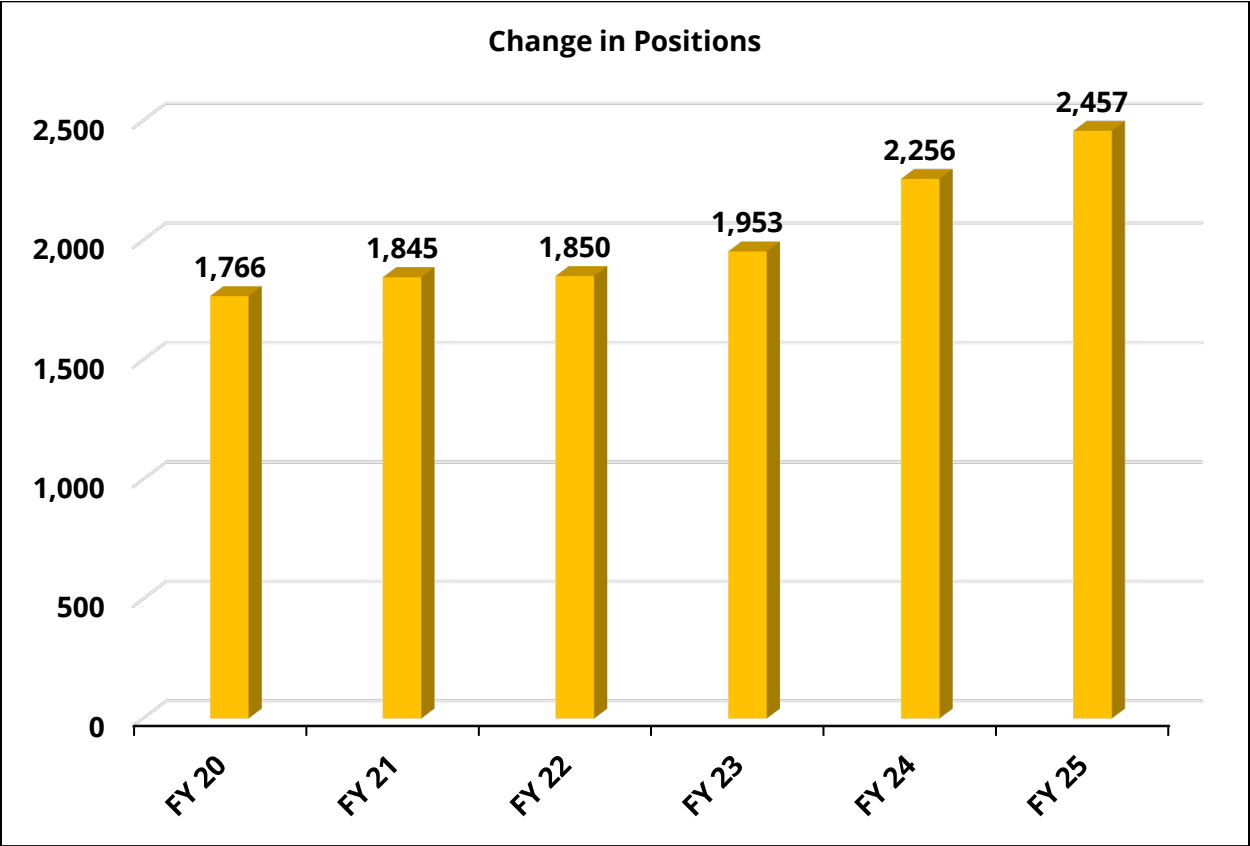
| Year    | Number of Grants | Total Funding   |
|---------|------------------|-----------------|
| FY 2017 | 409              | \$19,656,301.16 |
| FY 2018 | 393              | \$20,944,397.19 |
| FY 2019 | 363              | \$19,745,999.57 |
| FY 2020 | 341              | \$20,027,114.53 |
| FY 2021 | 383              | \$22,760,140.93 |
| FY 2022 | 367              | \$22,380,684.40 |
| FY 2023 | 364              | \$24,998,641.40 |
| FY 2024 | 373              | \$28,231,232.72 |
| FY 2025 | 402              | \$34,495,355.42 |

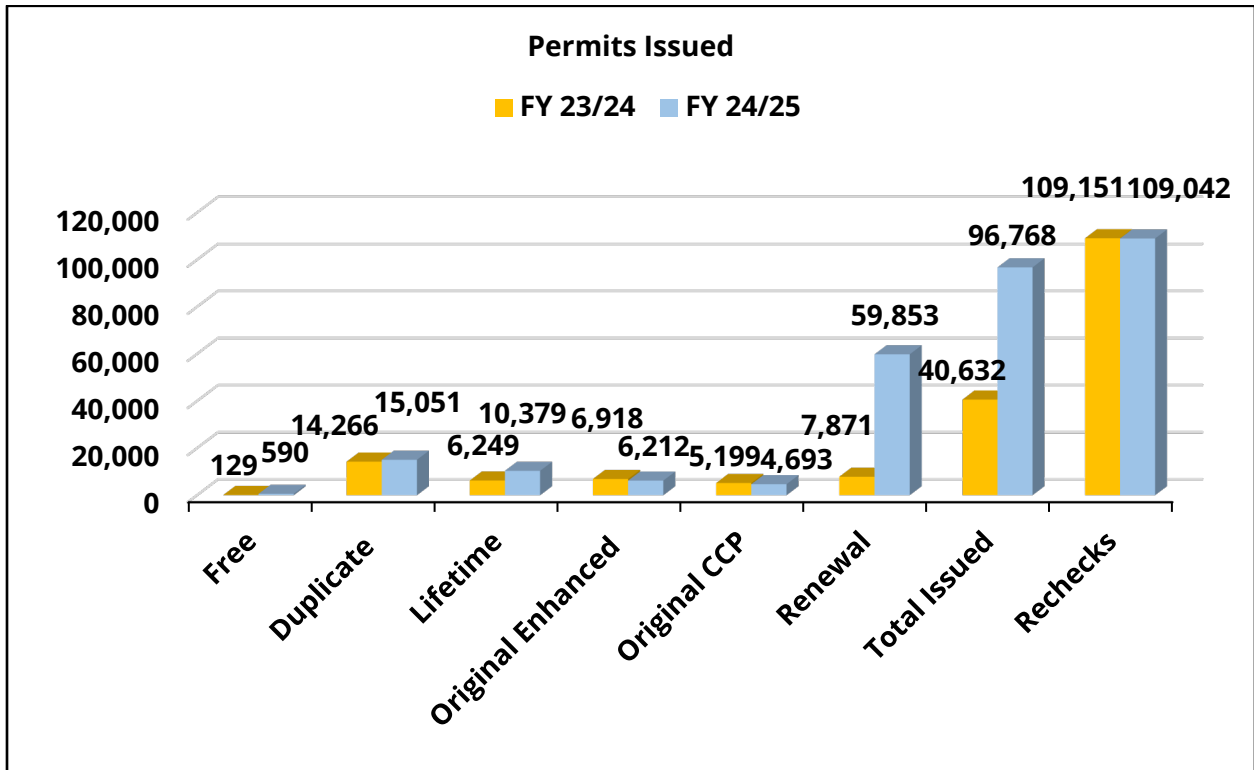
| <b>TACN Statistical Information Fiscal Year 2024-2025</b> |        |
|---|--------|
| Total Number of Tower Sites                               | 123    |
| Total New Subscribers FY 24-25                            | 4,396  |
| Total Overall Units, July 1, 2025                         | 78,466 |

| <b>TACN Vehicle Service<br/>Statistical Information Fiscal Year 2024-2025</b> |                           |
|---|---------------------------|
| East Tennessee: +74%  | From 390 to 678 tickets   |
| West Tennessee: +78%  | From 387 to 690 tickets   |
| Middle Tennessee: +127%   | From 727 to 1,651 tickets |



\*Note: Figures are represented in Millions.





| Handgun Permits Issued by Gender and Age |               |               |               |               |               |               |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
|  | FY 23/24      |               |               | FY 24/25      |               |               |
| Age                                      | Female        | Male          | Total         | Female        | Male          | Total         |
| 18-20                                    | 132           | 659           | 791           | 145           | 629           | 774           |
| 21-25                                    | 989           | 2,342         | 3,331         | 807           | 2,149         | 2,956         |
| 26-30                                    | 1,064         | 2,298         | 3,362         | 1,086         | 2,554         | 3,640         |
| 31-35                                    | 1,303         | 2,671         | 3,974         | 1,837         | 3,791         | 5,628         |
| 36-40                                    | 1,229         | 2,639         | 3,868         | 2,248         | 4,485         | 6,733         |
| 41-45                                    | 1,357         | 2,467         | 3,824         | 2,697         | 4,988         | 7,685         |
| 46-50                                    | 1,384         | 2,441         | 3,825         | 2,804         | 5,174         | 7,978         |
| 51-55                                    | 1,626         | 2,879         | 4,505         | 3,524         | 6,489         | 10,013        |
| 56-60                                    | 1,352         | 2,746         | 4,098         | 3,680         | 6,807         | 10,487        |
| 61-65                                    | 1,138         | 2,449         | 3,587         | 3,729         | 7,137         | 10,866        |
| 66-70                                    | 797           | 1,986         | 2,783         | 3,491         | 7,258         | 10,749        |
| 71-75                                    | 404           | 1,312         | 1,716         | 2,410         | 6,233         | 8,643         |
| 76+                                      | 225           | 1,036         | 1,261         | 2,142         | 8,484         | 10,626        |
| <b>Total</b>                             | <b>13,000</b> | <b>27,925</b> | <b>40,925</b> | <b>30,600</b> | <b>66,178</b> | <b>96,778</b> |

Tennessee Code Annotated (TCA) § 40-33-216 requires the reporting of asset forfeiture information based on the calendar year. The annual report covers a state fiscal year. Numbers may vary due to the reporting period.

| <b>Seizure Cases</b>   | <b>Calendar Year 2024</b><br>(Jan. 01, 2024 - Dec. 31, 2024) | <b>Fiscal Year 24/25</b><br>(July 01, 2024 - June 30, 2025) |
|--|--|---|
| Total Number of Cases Opened <sup>1</sup>  | 3,749  | 3,584   |
| Total Number of Cases Closed   | 3,930  | 3,715   |
| Total Number of Cases that Resulted in Forfeiture <sup>2</sup>                         | 3,498  | 3,278   |
| Cases Resulting in Forfeiture Because No Petition For A Hearing Was Filed <sup>3</sup> | 2,964  | 2,774   |
| Total Currency Seized  | \$ 10,291,427.92   | \$ 10,115,162.26  |
| Total Currency Forfeited <sup>4</sup>  | \$ 9,860,024.33  | \$ 9,000,596.10   |

1. The total number of cases opened is the number of cases entered into the case management system. A case may be opened during the period being reported, but may not be closed until a later year.
2. Cases resulting in forfeiture may have been opened prior to the period being reported but closed during the period being reported.
3. Of the total number of cases, this number resulted in forfeiture because no petition for a hearing was filed; the remaining cases of the total number of cases resulted in forfeiture through a contested case order (Administrative Law Judge Order) or Settlement Order (settlement between the parties).
4. The currency forfeited includes money from cases opened prior to the period being reported but closed during the period being reported.

| TOTAL Seizures by Vehicle Subtype |   |                         |                        |  |                          |                         |
|-----------------------------------|---|-------------------------|------------------------|--|--------------------------|-------------------------|
| Type of Vehicle                   | Calendar Year 2024<br>(Jan. 01, 2024 - Dec. 31, 2024) |                         |                        | Fiscal Year 24/25<br>(July 01, 2024 - June 30, 2025) |                          |                         |
|                                   | Quantity Seized 2024                                  | Quantity Forfeited 2024 | Quantity Returned 2024 | Quantity Seized 24/25                                | Quantity Forfeited 24/25 | Quantity Returned 24/25 |
| Aircraft                          | 0   | 0                       | 0                      | 0  | 0                        | 0                       |
| Boats                             | 0   | 0                       | 0                      | 0  | 0                        | 0                       |
| Campers/Motorhomes                | 1   | 0                       | 0                      | 1  | 1                        | 1                       |
| Motorcycles                       | 41  | 5                       | 48                     | 31   | 5                        | 31                      |
| Passenger Cars/Sedans             | 1,034   | 325                     | 764                    | 1,014  | 297                      | 752                     |
| Recreational Vehicles/ATVs        | 9   | 1                       | 10                     | 13   | 4                        | 7                       |
| Trucks/SUVs/Vans                  | 696   | 219                     | 479                    | 710  | 221                      | 497                     |
| Tractor Trailers                  | 0   | 0                       | 0                      | 0  | 0                        | 0                       |
| Trailers                          | 5   | 1                       | 6                      | 6  | 1                        | 2                       |

| TOTAL Seizures by Property Subtype  |   |                         |                        |  |                          |                         |
|---|---|-------------------------|------------------------|--|--------------------------|-------------------------|
| Type of Property  | Calendar Year 2024<br>(Jan. 01, 2024 - Dec. 31, 2024) |                         |                        | Fiscal Year 24-25<br>(July 01, 2024 - June 30, 2025) |                          |                         |
|   | Quantity Seized 2024                                  | Quantity Forfeited 2024 | Quantity Returned 2024 | Quantity Seized 24/25                                | Quantity Forfeited 24/25 | Quantity Returned 24/25 |
| Bank Accounts/Investment Accounts/Stocks/Prepaid Credit/Debit Cards/Cashiers' Checks/Money Orders/Gift Cards  | 14  | 12                      | 7                      | 2  | 10                       | 1                       |
| Building Materials (drywall, lumber, etc.) and Tools  | 0   | 44                      | 0                      | 27   | 20                       | 2                       |
| Camping/Hunting/Fishing/Recreational/Sports Equipment   | 10  | 10                      | 1                      | 19   | 19                       | 4                       |
| Communication Devices (cell phones, mobile phones, pagers, etc.)  | 15  | 19                      | 3                      | 8  | 14                       | 0                       |
| Clothes/Furs/Purses/Hand bags/Wallets   | 113   | 197                     | 6                      | 155  | 238                      | 5                       |
| Collections/Collectibles  | 11  | 8                       | 1                      | 11   | 16                       | 1                       |
| Computer/Hardware/Software and Recordings Audio/Visual (CDs/DVDs) and Radios/TVs/VCRs/Cameras   | 34  | 42                      | 4                      | 38   | 29                       | 2                       |
| Counterfeit Currency  | 0   | 0                       | 0                      | 0  | 0                        | 0                       |
| Documents/Personal or Business (affidavits, applications, certificates, pawn shop slips, patents, blueprints, bids/proposals, U.S. mail; no identity documents) | 4   | 4                       | 0                      | 1  | 1                        | 0                       |
| Drones/Remote Control Vehicles  | 0   | 1                       | 0                      | 0  | 0                        | 0                       |
| Firearm Accessories   | 13  | 19                      | 0                      | 1  | 17                       | 0                       |
| Firearms  | 13  | 9                       | 1                      | 16   | 10                       | 1                       |
| Gambling Equipment  | 0   | 0                       | 0                      | 0  | 0                        | 0                       |

| TOTAL Seizures by Property Subtype (continued)   |   |                         |                        |  |                       |                          |
|--|---|-------------------------|------------------------|--|-----------------------|--------------------------|
| Type of Property<br>(continued)  | Calendar Year 2024<br>(Jan. 01, 2024 - Dec. 31, 2024) |                         |                        | Fiscal Year 24-25<br>(July 01, 2024 - June 30, 2025) |                       |                          |
|  | Quantity Seized 2024                                  | Quantity Forfeited 2024 | Quantity Returned 2024 | Quantity Seized 24/25                                | Quantity Seized 24/25 | Quantity Forfeited 24/25 |
| Household Goods/Appliances   | 20  | 26                      | 54                     | 15   | 17                    | 3                        |
| Jewelry/Precious Metals  | 187   | 181                     | 78                     | 92   | 99                    | 90                       |
| Lawn/Farm/Construction Equipment   | 242   | 241                     | 9                      | 6  | 6                     | 1                        |
| Medical/Medical Lab Equipment  | 0   | 0                       | 0                      | 0  | 0                     | 0                        |
| Motorized Transportation Parts/Accessories (aircraft, vehicle, watercraft parts/accessories) | 5   | 0                       | 5                      | 3  | 0                     | 0                        |
| Musical Instruments  | 0   | 0                       | 0                      | 0  | 0                     | 0                        |
| Office Equipment/Safes/Digital Scales  | 0   | 3                       | 7                      | 5  | 1                     | 1                        |
| Trailers   | 10  | 4                       | 2                      |  |                       |                          |
| Weapons (other than firearms)  | 0   | 0                       | 0                      | 0  | 0                     | 0                        |

| Hearing Officer Activity FY 24/25 |                    |                    |
|-----------------------------------|--------------------|--------------------|
| District                          | Hearings Scheduled | Hearings Conducted |
| 1                                 | 289                | 348                |
| 2                                 | 169                | 248                |
| 3                                 | 248                | 55                 |
| 4                                 | 248                | 242                |
| 5                                 | 573                | 293                |
| <b>Total</b>                      | <b>1,527</b>       | <b>1,186</b>       |

| Medical and DL Re-Examination Referrals FY 24/25   |        |  |        |
|--|--------|--|--------|
| Medicals   | Number | Re-Examinations  | Number |
| Medical referrals on drivers received from officers, citizens, physicians, etc.              | 1,828  | DL re-examination referrals received from officers, citizens, physicians, etc. | 75     |
| Incoming medical reports received from drivers or their physicians                           | 1,832  | DL suspended for failure to appear for DL re-examination                       | 24     |
| Incoming medical reports approved by Driver Improvement - DL remains valid                   | 552    | Passed DL re-examination - DL remains valid                                    | 68     |
| Incoming medical reports approved by Driver Improvement subject to passing DL re-examination | 207    | Passed DL re-examination after failing prior DL re-examination - DL reinstated | 6      |
| Incoming medical reports disapproved - DL suspended  | 128    | DL re-examination failed - DL suspended  | 5      |



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Research, Planning, and Development Division



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