# Tennessee Department of Safety

Professionalism • Integrity • Pride

Annual Report
Fiscal Year 2004-2005

State of Tennessee
Phil Bredesen, Governor

Department of Safety
Fred Phillips, Commissioner
Tom Moore, Deputy Commissioner
Lynn Pitts, Colonel

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TABLE OF CONTENTS

GENERAL INFORMATION

ENFORCEMENT SERVICES

TABLE OF CONTENTS

EDUCATION AND TRAINING SERVICES

MOTORIST SERVICES

ADMINISTRATIVE AND SUPPORT SERVICES

TABLE OF CONTENTS

APPENDICES

"Gone But Not Forgotten….You Will Be Remembered."

## Trooper Todd Michael Larkins

Trooper Todd Michael Larkins, 31, a loyal and dedicated Tennessee State Trooper, lost his life in the line of duty after being struck by a tractor trailer as he was making a traffic stop. Trooper Larkins had initiated a traffic stop on I-40 and had exited his marked vehicle shortly before the crash. He is survived by his wife and 12-year old daughter.

GENERAL INFORMATION
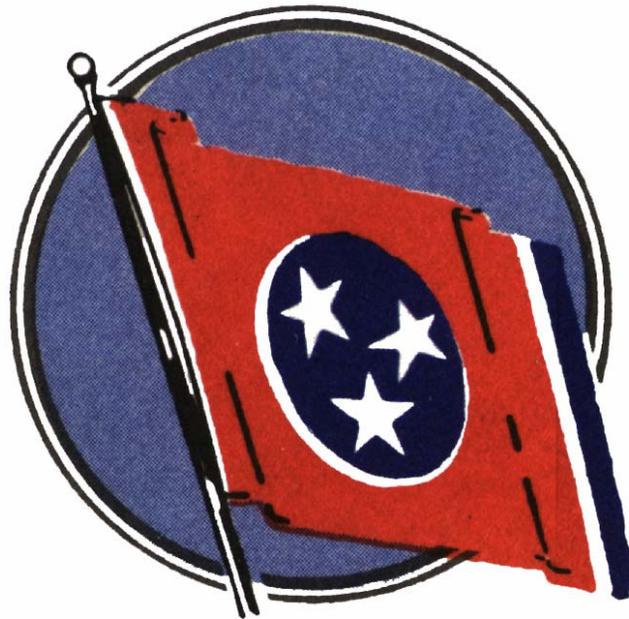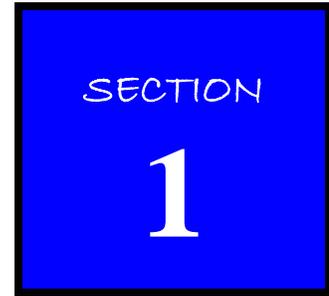
Agency Overview

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

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

1971	Driver License Issuance established as a function separate from the Highway Patrol
1990	Title and Registration moved from Department of Revenue to TDOS
1996	Commercial Vehicle Enforcement incorporated Public Service Commission function and staff related to commercial vehicle regulations
1996	Handgun Carry Permits moved from local sheriff departments to TDOS
1998	Remaining commercial vehicle title / registration functions moved to TDOS from Department of Revenue
2004	Commercial Vehicle Enforcement Division merges into Tennessee Highway Patrol creating a unified, state-of-the-art agency that is better prepared to handle any situation that arises on Tennessee's roadways

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

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

Headquartered in Nashville, the Department of Safety maintains a strong presence statewide with more than 50 field offices and employees in each of the state's 95 counties. TDOS is comprised of a highly professional staff of 1,883 employees. Approximately half of the department consists of commissioned law enforcement officers, while the remaining are civilian employees.

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

SECTION

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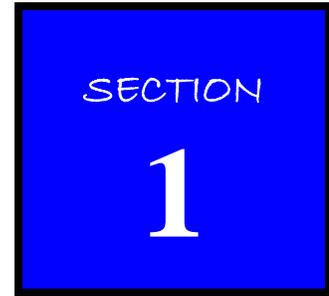
Services

TDOS responsibilities range from the enforcement of motor and commercial vehicle laws to the investigation of crashes, stolen vehicles, other motor vehicle crimes, and identity theft. In addition, the department also coordinates a variety of motorist services for residents of the state including the issuance of driver licenses, identification cards, and handgun carry permits. The department also performs all aspects related to the titling, registration, and related activities for motor vehicles statewide.

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

Financial Overview

During the past several years, the department has generated $300 - $345 million in revenues, with $355 million in revenues this current year. Approximately 87% of the revenue generated by the Department of Safety goes to the highway fund and the general fund.

The budget for TDOS for FY 2004-05 was $178,628,900. Of this amount, 72.2% is funded from state appropriations, 4.3% from federal funds, and 23.5% from current services and interdepartmental revenues. These latter sources of revenue are generated primarily from the sale of motor vehicle reports, driver license reinstatement fees, driver license application fees, handgun permit fees, highway safety grants through the Governor's Highway Safety Office and the Office of Homeland Security, and tuition fees from the Law Enforcement Training Academy.

Accreditation

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

Recently, a team of CALEA assessors conducted a comprehensive agency on-site assessment which is the next step toward the department's 2nd re-accreditation. The assessors are preparing their final report to the CALEA commission, and the department will go before the commission this November during the Nashville CALEA conference.

Dept. of Safety Organizational Structure
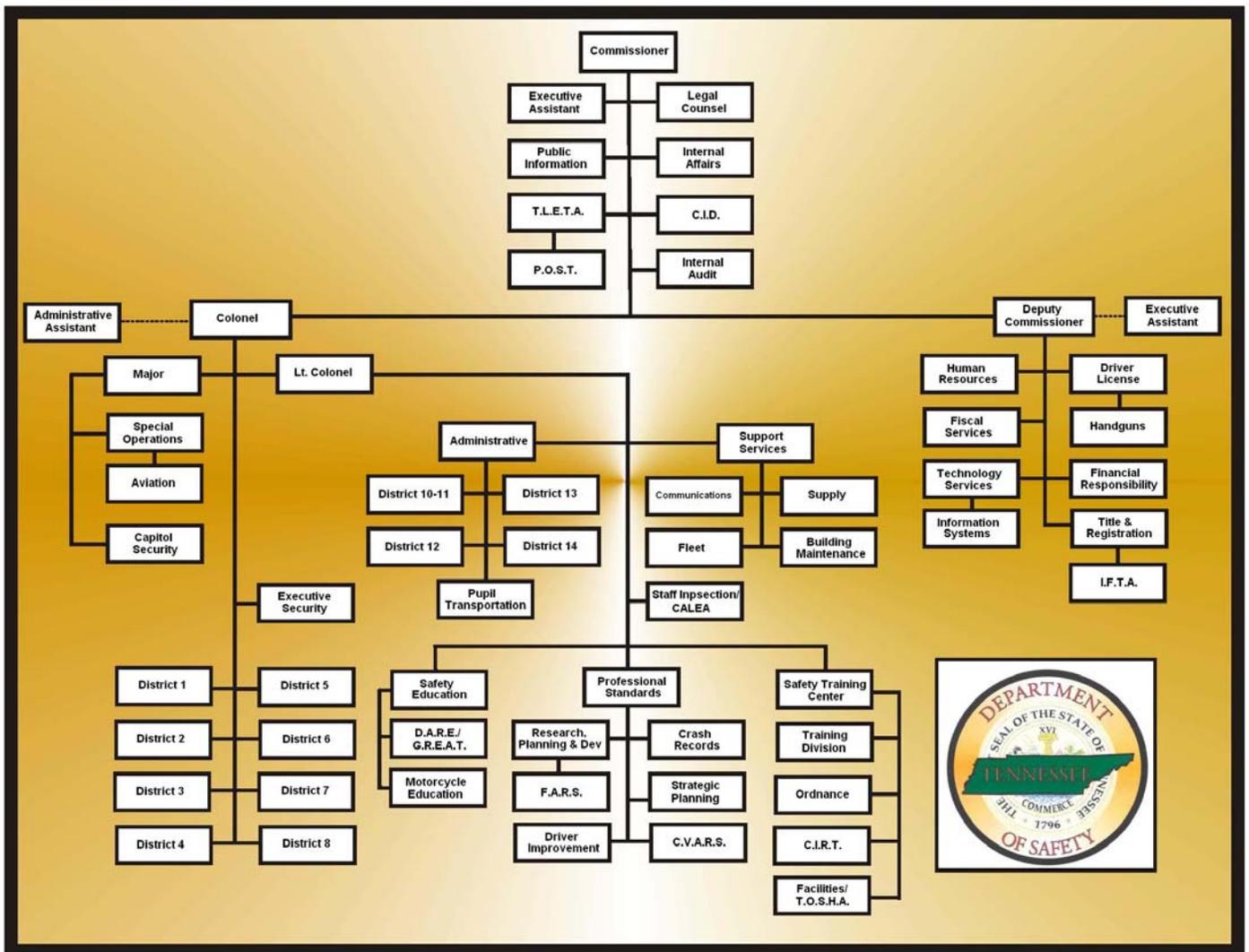
IACP Law Enforcement Challenge

The Tennessee Highway Patrol has been honored with two prestigious national awards. The Tennessee Highway Patrol was awarded two First Place State Police/Highway Patrol Awards in the 2004 International Association of Police Chiefs (IACP) National Law Enforcement Challenge. The awards recognize THP as one of the best in the nation for both its Traffic Safety Enforcement Program and its Commercial Vehicle Enforcement Program.

The Law Enforcement Challenge is a competition designed to recognize and reward the best overall traffic safety programs across the country as judged by the IACP, through a panel made up of more than 20 professionals from law enforcement, government and businesses familiar with highway safety issues. Similar sizes and types of agencies were judged on efforts to enforce laws and educate the public in three major areas: occupant protection, impaired driving and speeding. Agencies are judged on their policies and guidelines, how they train their employees, how they enforce safety laws, the effectiveness of their programs, and how hard they work to share information about safety efforts with the public. The winning safety programs combined officer training, public information and enforcement to reduce crashes and injuries within their jurisdictions.

The National Law Enforcement Challenge encourages law enforcement agencies to set comprehensive goals, strive to reach new heights and share their experiences," said Commissioner Fred Phillips. "Tennessee troopers work hard to save lives and reduce the frequency and severity of injuries on our nation's highways."

Through this program, agencies work to meet the comprehensive goals they have set and they are provided the opportunity to share their experiences with law enforcement agencies throughout the nation, so the best ideas can be utilized by others.

Before the national awards, the THP was also honored at the state level, as the Governor's Highway Safety Office hosted Tennessee's Law Enforcement Challenge. Awards in Traffic Safety Enforcement were presented to THP Memphis District, First Place; THP Knoxville District, Second Place; and THP Chattanooga District, Third Place.
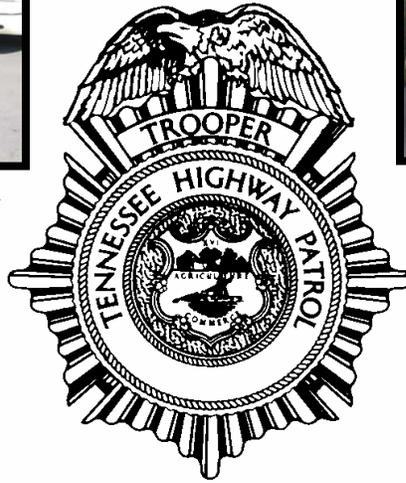
ENFORCEMENT SERVICES
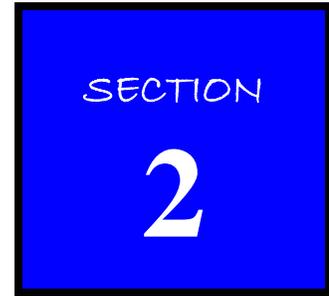
Tennessee Highway Patrol

Mandated to ensure the safety and welfare of the traveling public, the Tennessee Highway Patrol (THP) patrols highways to enforce all motor vehicle and driver license laws and to assist motorists. THP operates through patrol stations, posts, and fixed roadside scale houses in all 95 counties, organized into eight patrol districts. Each district is headed by a Captain, and each has a communications dispatch office. Heading the command structure is the Colonel and his staff, located in Nashville. District offices are located in Knoxville, Chattanooga, Nashville, Memphis, Fall Branch, Cookeville, Lawrenceburg, and Jackson. Scales are operated in Greene County, Knoxville, Manchester, Portland, and Brownsville. Specialized services operating under the direction of THP include Capitol Security, Executive Protection Detail, and Special Operations.

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

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

In recent years, the Tennessee Highway Patrol has done an excellent job in the areas of occupant restraint, impaired driving, and reducing speeding on Tennessee highways. The seat belt usage rate in Tennessee has increased each year. From 2003 to 2004, the State of Tennessee had a 4% increase in the seat belt usage rate. With the increase in seat belt usage, the state had fewer fatalities attributed to the lack of seat belt restraint use. The seat belt usage rate will continue to increase through THP enforcement and participation in national campaigns such as "Buckle Up" and "Click it or Ticket."

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

In order to reduce speeding on Tennessee highways, the THP started a program called Banning Aggressive Driving (B.A.D). The program was designed to reduce the number of motor vehicle crashes related to speed and aggressive driving. The first step of the program was to identify the areas having the highest number of speed related crashes and fatalities. Once the areas were identified, intensive enforcement was implemented to combat the problem areas. The department used marked and unmarked cars to maximize the efforts. From this program, thousands of citations have been issued and hundreds of lives have been saved.

SECTION

2

THP/CVE Merger

On July 1, 2004, the Commercial Vehicle Enforcement Division of the Tennessee Department of Safety officially merged into the Tennessee Highway Patrol creating a unified, state-of-the-art agency that is better prepared to handle any situation that arises on Tennessee's roadways. As a result of the merger, the THP has boosted its overall strength to more than 900 uniformed personnel, over 700 of which are patrolling Tennessee highways. Each commissioned officer has undergone additional training to ensure they are equipped with the skills necessary to enforce the laws and monitor the activities of both commercial and non-commercial traffic. The merger has enhanced highway safety by cross-training all parties to perform law enforcement for both commercial and non-commercial vehicles. Enforcement personnel are no longer focused on only one area of safety enforcement, they are now able to look at all aspects of highway safety, and are equipped with the training necessary to enforce all state and federal laws related to highway safety. All Troopers are now capable of performing commercial vehicle inspections which has dramatically increased the number of inspections performed. It is anticipated the number of commercial vehicle inspections performed annually will continue to increase as a result of the merger.
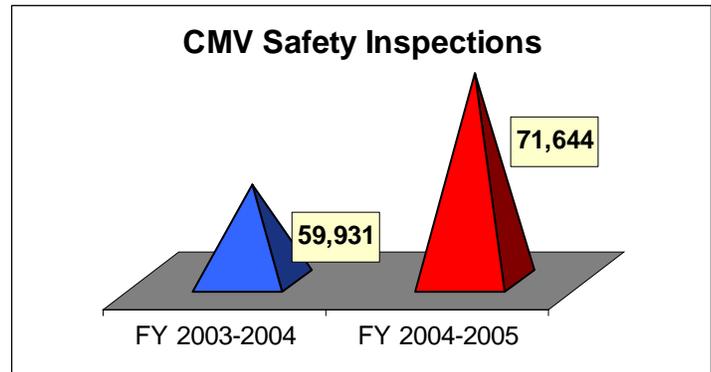
In addition, the department will eliminate duplicative efforts and realize valuable savings equaling over $1 million in the areas of equipment, training, and personnel, as well as improve the overall level of service the agency provides. THP response time to crashes will improve because of the increase in the number of Troopers on the road. Overall, the merger will improve highway safety in Tennessee ensure that the Tennessee Highway Patrol provides citizens and visitors of this state with the highest level of security on our roadways.

The graph below illustrates the increase in the level of service provided by the Tennessee Highway Patrol after the THP/CVE merger. As all officers become cross-trained, and more receive Level I commercial vehicle inspection certification, the numbers should continue to increase leading to safer roads and highways in Tennessee.

CMV Safety Inspections

FY 2003-2004	FY 2004-2005
59,931	71,644

Commercial Vehicle Safety Inspections FY 2004-2005		
Inspections	**All CMV's**	**CMV's – Hazardous Materials**
Level I	9,381	635
Level II	24,641	1,321
Level III	36,869	1,412
Level IV & IV	667	94
Motor Coaches	86	N/A
Total Safety Inspections	**71,644**	**3,462**

100 Days of Summer Heat

The statewide enforcement campaign was conducted by the THP to reduce the number of fatal crashes on Tennessee's highways. The campaign targeted drivers with aggressive driving habits, including speeding, impaired driving and lack of restraint use. Since the inception of the program, the THP has issued thousands of citations and written warnings to drivers who have disregarded the rules of the road. The campaign was conducted during the months of June, July, and August of 2004.

During the three enforcement periods of the 100 Days of Summer HEAT campaign, Troopers:

- ➢ Issued a citation every 27 seconds
- ➢ Cited a driver every 53 seconds for a hazardous moving violation
- ➢ Cited a driver every 55 seconds for a non-moving violation
- ➢ Arrested a DUI every 55 minutes
- ➢ Put a revoked driver in jail every 72 minutes
- ➢ Issued a citation to a speeding driver every 59 seconds
- ➢ Issued a citation to a driver committing other hazardous moving violations every 12 minutes (Reckless Driving, Improper Passing, Following Too Closely, etc.)
- ➢ Cited a driver for not properly restraining a child passenger every 27 minutes
- ➢ Issued a safety belt citation every 4 minutes
- ➢ Conducted a commercial vehicle inspection every 11.7 minutes, or slightly more than 5 per hour
- ➢ Assisted almost 12 motorists every hour

New Entrant Program

The New Entrant Program is responsible for conducting safety audits on new motor carriers. The purpose of this audit is to make certain the new companies are in compliance with all Federal Motor Carrier Safety Administration Rules and Regulations, before the company's U.S. DOT number is activated. For FY 2004-2005, the New Entrant Program's eight (8) auditors conducted 730 safety audits.

Motor Carrier Safety Audits

608 — FY 2003-2004

730 — FY 2004-2005
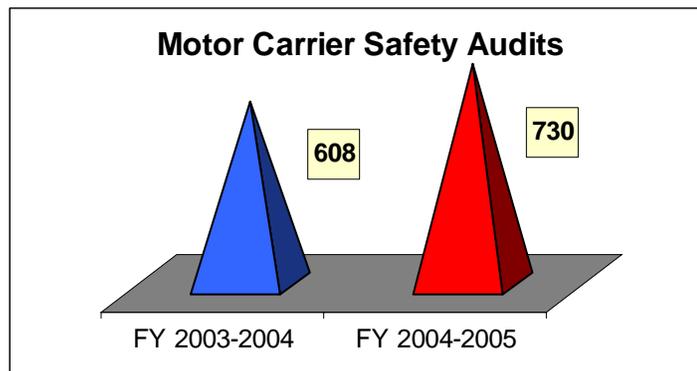
Compliance/Assessment Unit

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

Tennessee Highway Patrol Activity FY 2004-2005	
DUI Arrests	4,094
Speeding Trucks	7,085
Other Moving Violations	205,466
Child Restraint Violations	5,601
Seatbelt Violations	50,563
Other Non-Moving Violations	180,821
Total Citations	**453,630**
Property Damage Crashes Investigated	21,311
Injury Crashes Investigated	12,962
Fatal Crashes Investigated	607
Total Crashes Investigated	**34,880**
Felony Arrests	**2,176**
Warnings Issued	**11,934**
Total Trucks Weighed	10,784,799
Overweight Assessments	6,675
Safety Inspections*	**71,644**

* Includes figures previously reported under Commercial Vehicle Enforcement.

Executive Protection Detail

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

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

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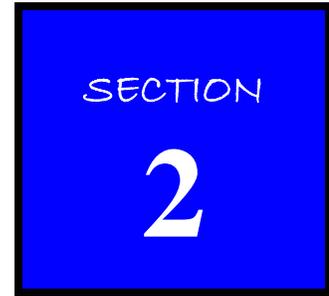
Capitol Security

Capitol Security consists of State Troopers assigned to Capitol Detail and the Capitol Police. Together, they are responsible for the external and internal security of the State Capitol, Legislative Plaza, War Memorial Building, and Department of Safety Headquarters. These services are also provided for other state owned or leased property within the Capitol Hill complex area and other areas throughout Davidson County.

Responsibilities include protection of:
- State legislators
- Legislative staff
- Other governmental officials
- Visiting dignitaries
- State employees
- Citizens visiting or conducting business on state property

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

Capitol Security Activity FY 2004-2005	
Larceny	20
Burglary - Building	3
Burglary - Auto	10
Auto Theft	1
Robbery	1
Vandalism	27
Other Investigations	17
Arrests	4
Armed Bank Escorts	884
Vehicles Towed	102
Warning Citations Issued	300
Parking Citations Issued	110
Safety Training Hours Completed	2,160
Traffic Crashes Worked	30
Court Time Hours	46

2004-2005 Accomplishments and Highlights

➢ During 2004, the transition began for integrating the Capitol Police Division into the Tennessee Highway Patrol. One reason for this transition was to strengthen our homeland security for our governor and State Capitol after recent events in the United States and other countries. Capitol Security is the successful result of this merger. Troopers and police officers work together as a team to accomplish the duties and responsibilities of this very important job.

➢ Also as part of Homeland Security, a room in the Capitol Police office suite has been converted into a security center. It contains the monitors for most of the security cameras for state buildings and property. Eventually it will become the security center for all current state monitors, and for cameras installed in the future. The new security center is already being manned 24/7.

Special Operations

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

Tactical/Bomb Squad

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

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

Special Operations Activity FY 2004-2005		
Activity	Calls	Hours
Explosives	111	1975.5
Protection/V.I. P. Security	7	397
Public Relations	2	13
Dive Assignments	2	80
Tactical Assignments	11	386
Class Instruction	7	39
Training	58	2,227
Marijuana Task Force	N/A	3,175
Other/ Miscellaneous	10	381

Explosives

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

Dive Team

Eleven of the Tactical/Bomb Squad officers are trained in search and rescue missions.   Four (4) of these officers are certified scuba divers. These officers respond to calls from federal, state and local agencies to search and recover drowning victims, evidence (guns, knives, weapons, vehicles, etc.) and other miscellaneous items.

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

Aviation

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

Canine Unit

The Special Operations Canine (K-9) Unit has three canine trainers that train and certify all the Department of Safety canines. The Unit consists of one service (patrol) dog, one human remains (cadaver) detector, five (5) explosives detector dogs and one bloodhound tracker dog.   There are 31 drug detector dogs working for the Tennessee Department of Safety. In FY 2004-2005, there were 62 requests for K-9 service, 40 related to explosives, 3 for cadavers, and 19 for other criminal and non-criminal activity. In addition, there were 5,169 drug detector calls, 14.3% of which resulted in drugs found.

Governor's Task Force on Marijuana Eradication

The Department of Safety is one of several agencies that make up the Governor's Task Force on Marijuana Eradication. Safety provides helicopters, ground personnel and bomb technicians to assist with the eradication of marijuana throughout the State. Other agencies on the Task Force are the Alcoholic Beverage Commission, Tennessee Bureau of Investigation, Tennessee National Guard, and the Tennessee Wildlife Resources Agency. This year the Task Force's activities in which the department was involved included eradicating 401,246 plants, locating 2,419 plots, and making 44 arrests.

Pupil Transportation

The Pupil Transportation Section ensures that school children throughout the state are transported safely to and from school. Currently, there are approximately 8,230 school buses in operation in the State of Tennessee. This section is responsible for overseeing all school bus inspections in the state and determining whether or not public school bus systems are in compliance with the safety requirements set forth in the Tennessee Code. Pupil Transportation duties are accomplished through five primary areas: Bus Driver Training, Bus Inspection, Records Administration, Child Care Vehicle Inspection, and Child Care Driver Training.

Bus Driver Training

Each year, the Pupil Transportation Section provides mandatory four-hour school bus driver training sessions to all individuals who have a school bus driver license endorsement. Following each training session, a test is given to all attendees. The results are maintained and distributed by this section. Certificate of Training Awards are completed, as proof of attendance, and sent to each system as the drivers complete the training. Downgrades are conducted whereby

School Bus Drivers Trained FY 2004-2005	
East Region	3,169
Middle Region	4,560
West Region	3,423
Total	11,152

the school bus endorsement is removed from a driver license for failure to attend a training session. During FY 2004-2005, 1,675 school bus drivers were downgraded. Downgrade information is forwarded to the Transportation Director for the county or school system in which the school bus driver employed.

Bus Inspection

School buses may receive two different types of inspections annually. School bus inspectors conduct annual and follow-up inspections on school buses in all school systems throughout the state during the school year (August through May). Extended utilization inspections are conducted during the summer months on buses at least 12 years old until they reach 15 years of age. At this time, they must be removed from service. Spot checks are conducted at the end of the school year before the extended utilization inspections begin. These inspections are conducted randomly to ensure that buses are being properly maintained.

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

During the 2004-2005 school year, school bus inspections were conducted in 137 systems statewide. (This does not include complimentary inspections.) As a result of these inspections, approximately 1,600 buses were placed out-of-service. Ninety-nine percent (99%) of those buses that were placed out of service were re-inspected within 30 days and cleared for safe operation.

School Bus Inspections FY 2004-2005				
Class	East Region	Middle Region	West Region	Total
#1 – Annual Inspection	3,440	3,502	3,399	10,341
#2 – Extended Utilization	366	349	382	1,097
#3 – Spot Inspection	44	40	44	128
#4 – Comp. Inspections	19	20	18	57
Total	3,869	3,911	3,843	11,623

Child Care Vehicle Inspections

Beginning January 1, 2004, our division became responsible for the inspection of child care vehicles. These vehicles range from 15 passenger vans to motor coaches. During FY 2004–2005, approximately 750 child care vehicle inspections were completed.

Child Care Driver Training

Beginning January 1, 2004, our division also became responsible for providing in-service training for child care vehicle drivers. During FY 2004–2005, approximately 1,180 child care drivers completed training.

Records Administration

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

Annually, Moving Violation Reports indicating individuals with school bus endorsements whose licenses have been revoked, suspended, or canceled, are sent to school superintendents with a letter advising them that drivers should not drive a bus until they have followed proper procedures to have the violation reconciled with the Department of Safety. Warning letters are sent to drivers for which Motorist Violation Reports (passing stopped school bus) are received. Files are maintained on all school bus inspections that have been conducted (annual, follow-up, extended utilization, complimentary). Files are also kept on all reported school bus crashes.

School Bus Inspections FY 2004-2005

0.5%

9.4%   1.1%

89.0%

☐ Class #1 - Annual Inspection   ■ Class #2 - Extended Utilization
☐ Class #3 - Spot Inspection   ☐ Class #4 - Comp. Inspections
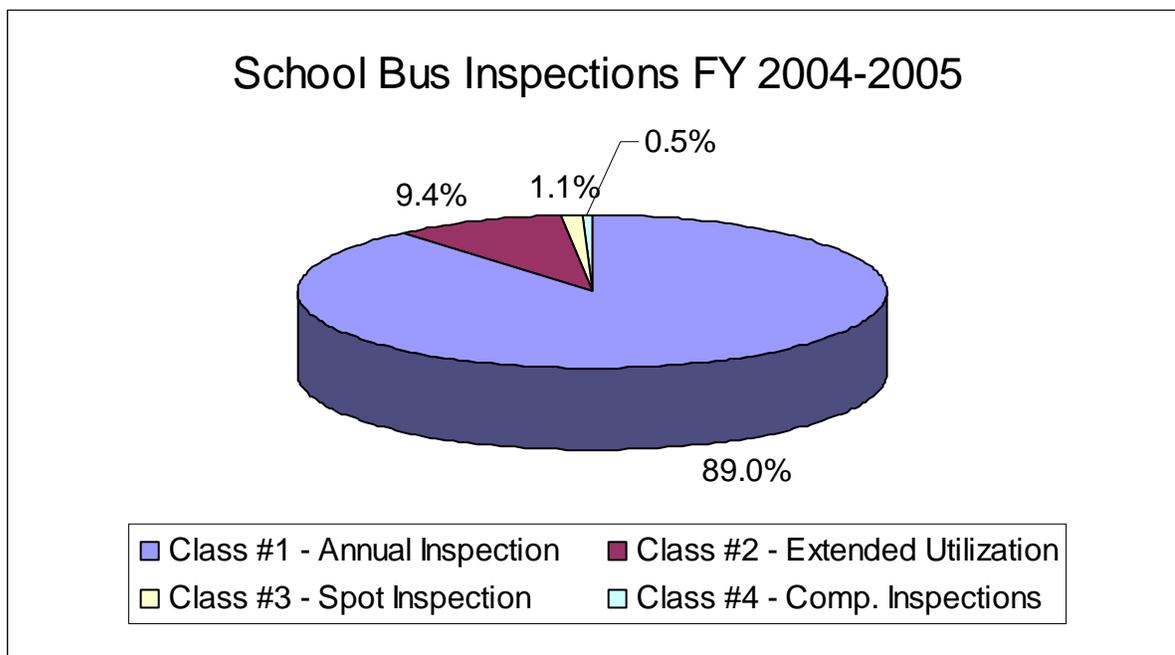
Accreditation/Staff Inspection

Accreditation

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

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

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

- Tracking TDOS compliance with CALEA standards
- Requesting, tracking, compiling, and filing CALEA proofs of compliance
- Tracking bias based profiling analysis
- Tracking required training for bias based profiling
- Tracking and assisting with use of force analysis
- Tracking required training for lethal and less than lethal weapons
- Tracking and assisting with pursuit analysis
- Tracking Incident Command procedures, training, and analysis
- Tracking recruitment efforts
- Tracking departmental surveys
- Conducting CALEA and Staff Inspection Training for Captains, Directors, Sections Heads, Recruits, Trooper In-service, CID In-service, Dispatcher In-service and D.L. In-service
- Assisting Research, Planning and Development in the development of departmental General Orders ensuring compliance with CALEA Standards
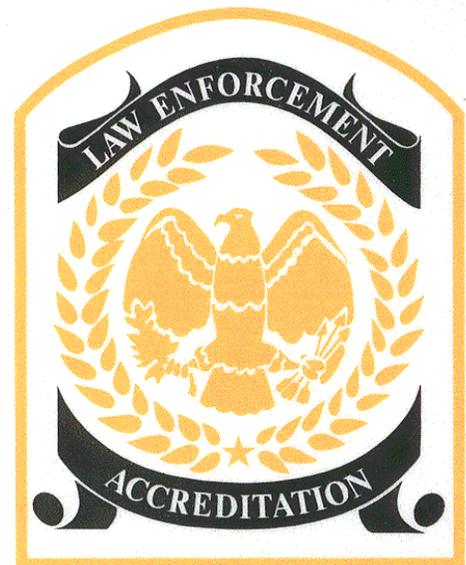
In summary, the Tennessee Department of Safety is one of the most visible arms of state government. Our programs touch virtually everyone in the state. The vital nature of our legislative mandates makes it especially important for TDOS to be at the forefront of responsive, effective public service.

Staff Inspection

The Staff Inspection Unit is responsible for conducting periodic inspections of personnel, equipment, facilities, programs and other elements that focus on the overall operation of the component being inspected. The objectives of the Staff Inspection Unit are:

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

2004-2005 Accomplishments and Highlights

➢ The Department underwent a stringent on-site assessment August 22-26, 2005 in an effort to be eligible for a second re-accreditation in November of 2005. At the time of this report, the assessors are preparing their final report to the CALEA commission, and the department will appear before the commission in November of 2005 during the Nashville CALEA conference.

➢ The unit conducted the following inspections from October 31 – November 4, 2004:
- THP District IV, Memphis
- THP District XIV, Brownsville Scales
- CID Region IV, Jackson
- DL District I, Memphis

➢ The unit conducted the following inspections from August 23 – September 2, 2004:
- THP District V, Fall Branch
- THP District X, Greeneville Scales
- THP District XI, Knoxville Scales
- CID Region I, Morristown
- DL District VIII, Fall Branch
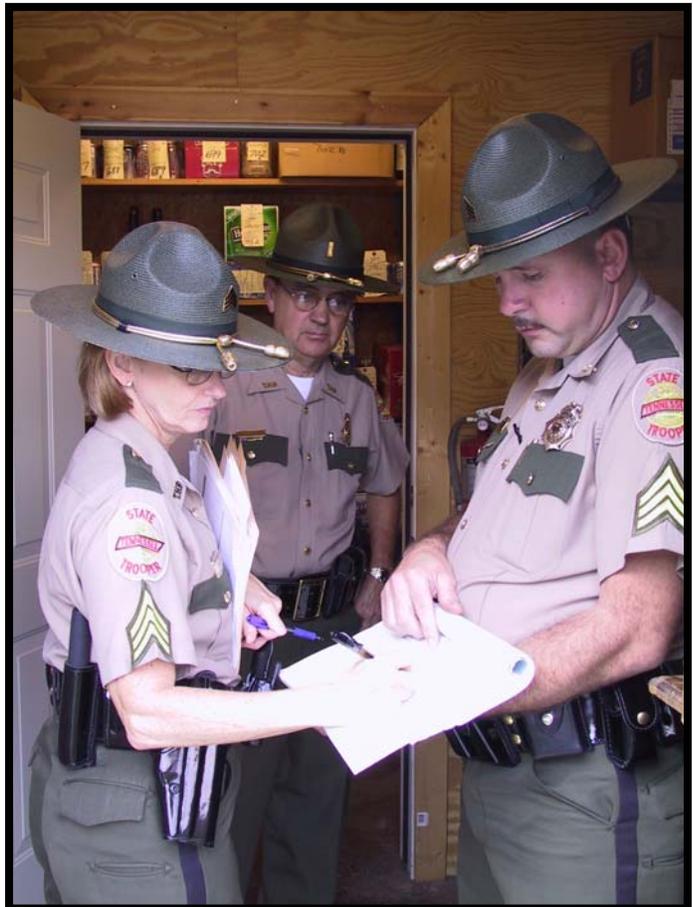
Criminal Investigations Division

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

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

CID Activity FY 2004-2005	
Activity	**FY04-05**
Regular Investigations Opened	474
Internal Affairs Cases Worked	1
Number Of Informants Registered	29
Number Of Individuals Arrested/Indicted	205
Assists to Other Agencies	1,152
Number Of Searches Executed	88
Intelligence Reports Submitted	700
Vehicles Seized - Auto Theft (Altered VIN, Stolen)	263
Seizures other than vehicles	24
Citations Issued	4
Regulatory Inspections Of Reconstructed Vehicles	3,828
Salvage Yard Audits	70
Drive Out Tag Audits	20
Odometer Complaints	11
Odometer Complaints Closed/Unfounded	50
Drivers License Complaints	482
Training Schools Taught by CID Investigators	15
Hours Used by CID Personnel to Instruct	400
Attended by CID Personnel	1,140
Officers Receiving Training	4,107

EDUCATION AND TRAINING SERVICES

Training Center

All of the Department's educational services are located at the Tennessee Department of Safety Training Center.   The center serves as the operations hub for the Training Division, Critical Incident Response Team (CIRT), Ordnance, Safety Education, Drug Abuse Resistance Education (DARE), Gang Resistance Education and Training (GREAT), Motorcycle Rider Education Program (MREP), T.O.S.H.A., Media Production unit, and Facilities Management sections.

2004-2005 Accomplishments and Highlights

➢ The Training Center has added a new display, located outside the "Shoot House," of patrol cars used in the 1970s and 1980s, including a 1974 Harley Davidson Motorcycle and two of the first vehicle weigh scales utilized by the department. We have also added several displays of uniforms worn since the Highway Patrol's inception in 1929. Uniforms worn in the 1930s, 1940s, and subsequent decades are currently on display in the lobby of the Training Center for all to view and enjoy our history.

➢ The Training Division has designed, developed, and continues to operate the Department's "SIMUNITION® Shoot House." This facility provides all commissioned officers Reality Based Scenario Training using both real and animated targets; and has been utilized by the U.S. Marshall's Office, the Tennessee Bureau of Investigation (TBI), and The Tennessee Law Enforcement Training Academy (TLETA). The use of FX Marking cartridges and actual live fire weapons provides officers with the most realistic training available in the country today. The "Shoot House" is equipped with video cameras to assist the Training Division with worthwhile critiques.

➢ The Training Center served over 3,100 participants in 115 training programs and specialized schools this year. Resources and space were provided for one THP Cadet School, as well as In-service training programs for THP Troopers, CID Special Agents, Driver's License Supervisors, and Title and Registration Supervisors. In 2005, for the first time, under the direction of Commissioner Phillips, all supervisors both commissioned and non-commissioned attended In-service together.

➢ Specialized schools held this year include two (2) Patrol Response to Active Shooter schools, a Glock Armorers School, THP Cadet School with fifty-two (52) graduates, a Radar/Lidar Specialists School, the School of Police Staff and Command, several APCO Communication courses, two (2) Methamphetamine Awareness Courses, and one (1) FMCSA Compliance Review course.

➢ Job specific training and courses offered in FY 2004-2005 included: Tennessee DA's Conference, Driver License Verbal Judo, Electronic Crash Reporting, TDOT Work-Zone Safety Pilot Course, Crime Scene Investigations, EMD/CPR Re-Certification, RADAR/LIDAR Recertification, and CAD database Maintenance.

Media Production

The Media Production Unit is responsible for production of audio-visual presentations for the Department of Safety. This includes video, audio, power point, print, and internet programs. Further responsibilities include the maintenance of classroom equipment and duplication of videos and posters.

This year's productions include:

- Class 505 Video, from firing range to gas masks, day one through graduation.
- Radiation Class training video
- Power point video roll-ins for instructors, defensive tactics, Bullet deflection video, and STOPS Video.
- CIRT court reconstruction videos
- Special Operations Explosives Training Video
- Memorial Day Service 2005
- Creation of departmental posters

Ordnance

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

SECTION

3

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

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

Firearms Activity FY 2004-05	
Handgun Qualifications	2,050
Shotgun Qualifications	968
Rifle Qualifications	871
Off-Duty Weapons	336
Special Schools Conducted	10
Handgun Annual Inspections	991
Shotgun Annual Inspections	975
Handguns Repaired	8
Shotguns Repaired	75
Rifle Inspections	871
Confiscated Weapons Received	90
Confiscated Weapons Destroyed	197

2004-2005 Accomplishments and Highlights

➢ Refurbished 75 shotguns for Cadet Class 505, saving the Department the expense of purchasing new weapons.

➢ In response to the passage of Federal House Resolution 218, the Law Enforcement Officer's Safety Act (LEOSA), we conducted 9 separate training schools across the state to accommodate 114 retired Troopers, CVE Officers, TBI Agents and TWRA Officers. This program is a first time program and will be maintained by the Ordnance Section of the Department of Safety to assist retirees in handgun training.

➢ We were called to seven separate shooting incidents involving departmental employees in an effort to assist CID with the investigation of the shootings. Our involvement here is to check for proper function of the weapon, ammunition, and adherence to policy and procedures as outlined in our General Orders. We further utilize these call-outs to review our training criteria.

Critical Incident Response Team (CIRT)

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

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

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

- Laser Total Stations for the expeditious and precise measuring of crash and crime scenes

- Accelerometers which are used to determine the coefficients of friction of roadway surfaces as well as vehicle acceleration rates

- Crash Data Retrieval systems to enable the collection and interpretation of information stored in a vehicle's air bag module

- Video, digital and 35 mm cameras for the documentation of evidence

- Generators and External Lighting devices

- Air compressors and tools to aid in the examination of vehicles

- Fingerprint equipment to lift both latent and inked prints

- Computers that collect, store, communicate, and retrieve all of the Unit's information

Since the inception of the C.I.R.T. Unit in April 2001, members have assisted in over 1,514 cases throughout Tennessee, including 359 this fiscal year. The table on the following page identifies the THP district location of calls for service during FY 2004-2005.

While primarily responsible for internal investigations, C.I.R.T. has also assisted many local and federal law enforcement agencies as well as other state agencies. C.I.R.T. is also responsible for the investigation of all criminal homicides investigated by the Highway Patrol. During FY 2004-2005, 75 (seventy-five) criminal homicide cases were opened and processed.

CIRT Cases by District	
THP District	**FY 2004-2005**
1	41
2	32
3	74
4	28
5	71
6	55
7	21
8	37
Total	**359**

C.I.R.T. CASES
July 1, 2004 thru June 30, 2005
by District
Total 359

8th - 37   3rd - 74   6th - 55   5th - 71

1st - 41

4th - 28   7th - 21   2nd - 32

2004-2005 Accomplishments and Highlights

During FY 2004-2005, the C.I.R.T. Unit provided instruction in CVE transitional crash training and crash investigation to the 2005 THP-Cadet class. The unit also obtained "Carlson Ranger" Data Collectors for all teams, spoke at numerous civic organizations, and assisted numerous federal, state, and local agencies. In addition, the C.I.R.T. Unit attended numerous specialized training sessions including:

- Advanced Computerized Collision Diagramming
- Investigation of Motorcycle Crashes
- Investigation of Pedestrian/Bicycle crashes
- Special Problems in Crash Reconstruction
- Specialized Data Collector Training
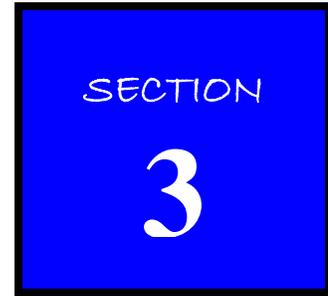
TOSHA

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

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

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

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

2004-2005 Accomplishments and Highlights

➢ Inspections of buildings by Safety Representatives
➢ Blood-bourne pathogens class #505
➢ Hazardous materials class #505
➢ Fire extinguisher usage class #505
➢ First Aid and CPR class #505
➢ Hepatitis shot series class #505
➢ Air quality complaint at Foster Avenue Complex – abated
➢ Inquiries from Labor and Workforce Division – 2
➢ Mold complaint at Driver's License Station – abated
➢ Completed statewide Injury and Illness log
➢ Participation in Annual Safety and Health Conference
➢ Air quality complaint – pending

TDOS TOSHA Facts and Figures	
THP District	FY 2004-2005
Number of Reportable Injuries	86
Number of Other Illnesses	8
Total Number of Days of Job Restrictions	570
Total Number of Days Away from Work	831

Safety Education

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

During FY 2004-2005, this division has sponsored, conducted, or participated in 3,343 programs promoting driver safety and serving 115,244 individuals in Tennessee and the surrounding areas. Safety Education is a critical component for improving highway safety. Working through the department's Public Information Officer, the Safety Education program uses the media, pamphlets, film, video tapes and other instructional materials to educate the motoring public in the safe operation of vehicles.

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

The Safety Education Division annually inspects the private driving schools and vehicles statewide that are licensed by the department. There are a total of twenty-six (26) driving schools statewide, with one hundred forty (140) instructors, and a total of seventy-two (72) vehicles. Related commercial driving school regulatory duties include processing applications and fielding calls from individuals who are interested in starting a private industry driving school.

Litter Control

Another responsibility of this division is the coordination of Litter Control educational activities and the THP's eight (8) Litter Control Officers. The Litter Control unit educates the general public about litter problems and the state laws related to this issue. Activities of the litter enforcement personnel are submitted to the Safety Education office each month to compile statistical data. During FY 2004-2005, litter enforcement personnel sponsored, participated, or conducted 3,925 programs that served approximately 18,970 people.

Alternative Commercial Enforcement Strategies (ACES)

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

The ACES program performs many functions, but its main priority is education of all interested parties. During FY 2004-2005, this division has sponsored, conducted, or participated in 3,444 programs promoting driver safety and serving 185,617 individuals in Tennessee and the surrounding areas.

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

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

D.A.R.E.

Mandated as the lead agency in Tennessee for Drug Abuse Resistance Education (D.A.R.E.), the Department provides a unit comprised of six (6) Troopers and a THP Sergeant to implement the statewide D.A.R.E. program and help educators reduce drug usage in young people and gang and individual violence through developing advisory guidelines and teaching in Tennessee's public schools. With administrative oversight from the Safety Education division, programs are able to provide representatives for each of the THP districts. Gang Resistance Education and Training (G.R.E.A.T.) is still being taught by the Department's D.A.R.E. unit, but due to a grant that expired with no departmental funding to replace it, only 1 Trooper is now certified to teach G.R.E.A.T. and does so only on a very limited basis. G.R.E.A.T. has not been a primary function of the unit since 2001.

The reputation of the Department's D.A.R.E. unit is well recognized and appreciated throughout the state, nation, and the world. Since January 1990, the number of officers trained by the D.A.R.E. unit has increased to approximately 1,020 statewide. The unit also is frequently called upon to assist D.A.R.E. America and D.A.R.E. International in its national and international training and certification.

By statute (TCA Title 49, Chapter 1, Part 4), the Tennessee Department of Safety, through the Highway Patrol, is the agency responsible for the continuing observation and evaluation of all certified D.A.R.E. officers within Tennessee. Currently, Tennessee has approximately 370 certified D.A.R.E. officers throughout the state. These officers are responsible for instructing some 51,000 fifth and sixth grade students, 6,500 junior high/middle school students, 2,000 senior high school students, and 20,000 K-4 students in 118 of the state's 139 school districts. Annually, the unit observes and evaluates city, county, and state D.A.R.E. officers while they are instructing in schools, thus assuring competency and faithfulness to the copyrighted D.A.R.E. curricula. The D.A.R.E. Troopers personally contact D.A.R.E. classroom teachers to see if the D.A.R.E. Unit could be of any assistance to them or their D.A.R.E. officer in Tennessee's elementary, middle, and high schools.

In FY 2004-2005, the basic D.A.R.E. training incorporates a new elementary and middle school curriculum as well as provides school-based law enforcement (SRO) training to the basic D.A.R.E. Officer Training. Because of the new curricula, all certified D.A.R.E. officers in Tennessee had to go through a recertification process in order to continue teaching D.A.R.E. The D.A.R.E. unit accomplished this complete revision and recertification in three phases.   Phases I and II have been completed for all certified Tennessee D.A.R.E. officers. The Phase III training, on-line testing through St. Petersburg College in Florida, is still in progress.

In this fiscal year, the unit again hosted the D.A.R.E. America National Conference and In-Service. Approximately 1,500 D.A.R.E. officers plus their families from around the world attended the conference. The conference took place July 6 – 10, 2004 at the Opryland Hotel. The last conference hosted by the Unit was at the Opryland Hotel in 2000 and the next will be in July 2007.

SECTION

3

2004-2005 Accomplishments (State)

- Two (2) 80-hour basic D.A.R.E. Officer Trainings (October 2004 and June 2005), resulting in a total of 49 new local city, county D.A.R.E. Officers being certified to instruct the elementary and middle school D.A.R.E. curricula. These officers were also trained as school-based law enforcement officers, commonly referred to as School Resource Officers or SRO's. Included in the newly trained officers were 3 military police officers that teach in the DoDDs (Department of Defense Dependent Schools) schools on US military bases throughout the world, 1 from the City of London Police, UK, and officers from Texas, Wyoming, and Indiana.

- Conducted a specialized, 32-hour D.A.R.E. Senior High School training in Gatlinburg, TN in April 2005. During this training event 16 instructors from Tennessee and North Carolina were certified to teach the D.A.R.E Senior High School curriculum in the public schools.

*Trooper Jerry Duncan handing out D.A.R.E. items at a D.A.R.E. display at Fort Campbell, KY

- Coordinated and supervised training for the Tennessee D.A.R.E. Officers Conference and In-service in Nashville from July 6-10, 2004. This training was included as part of the D.A.R.E. America National Conference and In-service held in Nashville this year.

- Instructed 11,765 fifth and sixth grade students, 4,438 middle school students, 310 senior high school students, and approximately 5,127 K-4th graders in the D.A.R.E program

- Instructed 6,046 seventh and eighth grade students in the G.R.E.A.T. Middle School program plus 108 K-5 students.

School Children Receiving D.A.R.E. Instruction
FY 2004-2005
(Total = 21,640 Tennessee Children)

1%
21%
24%
54%

- K-4th Grade
- 5th-6th Grade
- 7th-8th Grade
- 9th-10th Grade
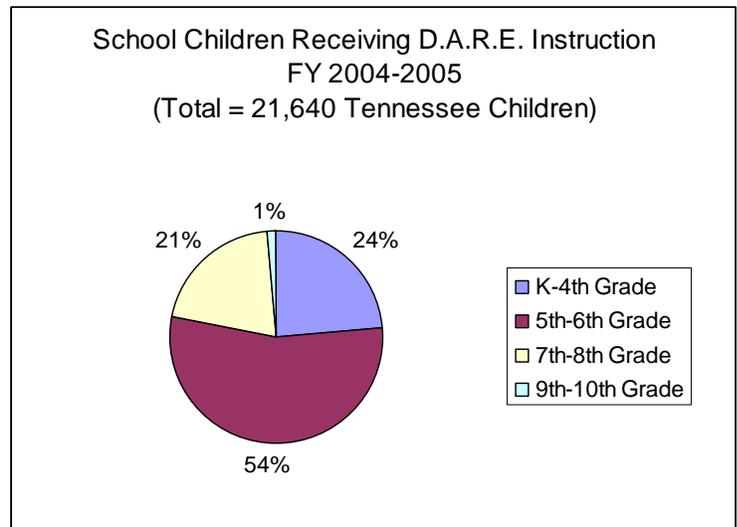
2004-2005 Accomplishments (National/International)

- One (1) 80-hour basic D.A.R.E. Officer Training was taught by 6 members of the D.A.R.E. Unit in Bangkok, Thailand at the request of D.A.R.E. International and the United States State Department. The training occurred in June 2005. 36 officers from the Royal Thai Police were certified to teach D.A.R.E. in their local provinces. During this training, the D.A.R.E. Unit also trained eight Royal Thai mentors to run their own trainings in the future.

- Provided 1 instructor to assist D.A.R.E. America in a specialized, 32-hour D.A.R.E. SRO/ Middle School training in Lake Charles, Louisiana. During this training event 30 instructors from Louisiana were trained.

- Provided one instructor to assist D.A.R.E. International at a 80-hour D.A.R.E. Officer Training in Wiesbaden, Germany. This training was for 36 military police officers teaching D.A.R.E. for DoDDs throughout the European Theater.
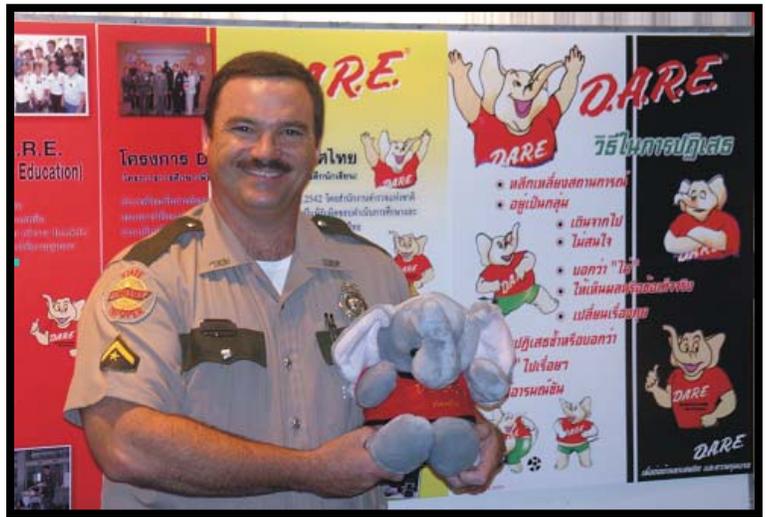
Trooper Scott Staggs at a D.A.R.E. display and training in Bangkok, Thailand

- Provided one instructor to assist D.A.R.E. America at a D.A.R.E. Mentor Officer Training in Boise, Idaho. This training was for 24 D.A.R.E. officers from throughout the United States, training them to be able to teach in D.A.R.E. Officer Trainings in their home states.

- Taught the following:
  - ➢ 80-hour D.A.R.E. Officer Trainings – 49 (US); 72 (International)
  - ➢ D.A.R.E. Middle School – 30 (State); 1 (International)
  - ➢ D.A.R.E. Senior High School - 16 (State & US)
  - ➢ D.A.R.E. America Mentor Training – 24
  - ➢ State D.A.R.E. In-service – 125
  - ➢ U.S. D.A.R.E. In-service – 1,500

SECTION

3

Motorcycle Rider Education Program (MREP)

The Tennessee Motorcycle Rider Education Program (MREP) is responsible for establishing standards and administering the motorcycle rider education program for Tennessee residents who currently ride or those interested in learning to ride motorcycles safely. Motorcycle rider safety courses are available to all persons 14 years of age or older. Continuing a four-year trend, the MREP experienced a significant growth in program participation. In FY 2004-2005, 6,887 Tennesseans enrolled in one of the two rider education programs across the state. This represents a 13.4% increase in program participation over the last fiscal year.

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

This program is also responsible for recruiting, training, certifying, and evaluating new instructors as well as developing new training sites. Currently there are 23 motorcycle-training sites available to the public.

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

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

2004-2005 Accomplishments and Highlights

➢ Trained and certified thirty-eight (38) new Rider Coaches across Tennessee this year. Continued to assist local and state law enforcement by providing any motorcycle related information requested.

➢ Conducted yearly update for all instructors across Tennessee as part of the annual requirements and continuing development for participation in the program. There were 156 rider coaches in attendance at Montgomery Bell State Park in January 2005. Continued to update the program web site with changes made by site coordinators throughout the year.

➢ Assisted military programs at Fort Campbell with the Site Coordinator/Instructor for that program being nationally recognized as Rider Coach Trainer of the year by the Motorcycle Safety Foundation. The program also assisted the military unit at Millington in starting their program to comply with U.S.D.O.D. requirements. Recently we were requested by the State Headquarters of the Tennessee Army National Guard to assist with a state wide program to achieve D.O.D. compliance and this will be further developed in the next year.

➢ The program is in the process of developing an Adopt a School participation in Murfreesboro with the assistance of Sloan's Motorcycle dealership there. In conjunction with this effort new sites will be set up at the schools involved to enhance training in the area. This is a development that could be expanded state wide in an effort to make training even more available.

➢ The program made a $15,000 grant to ABATE of Tennessee in order to enhance awareness of Motorcycle Safety Month in May 2005. Ads were purchased in the four largest cities mass transit companies and displayed on buses for the month. There were also several billboards used across the state to increase awareness.

➢ Purchased thirty six (36) new training motorcycles and distributed them to sites across the state to ensure safety and continued top quality equipment. Small training motorcycles are becoming harder to purchase as the companies have devoted production to larger better selling motorcycles.

Tennessee Law Enforcement Training Academy (TLETA)

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

TLETA strives to:
- Provide service to government agencies through police science and administrative education programs for officers at all levels of responsibility;

- Provide timely and relevant information to officers who attend these training programs, which increases their capabilities to better serve their departments and the citizens of the State of Tennessee;

- Be the center of law enforcement training for all law enforcement officers.

Annually, the Training Academy generally trains about half of the new police recruits in the state, provides in-service training, and assists the Peace Officers Standards and Training (P.O.S.T) Commission in maintaining records for approximately 17,000 certified officers in the state. Specialized school offerings by the Academy in mandated, requested, and emerging subjects provide an opportunity for P.O.S.T. certified officers to receive the required in-service training as well as learn innovative techniques in maintaining law enforcement services. The opening of the TLETA Annex building (pictured below) has enabled the academy to greatly increase its course offerings. TLETA also provides mandated consultative services to local law enforcement agencies and associations.   Associations and agencies such as the Tennessee Sheriff's Association, Association of Tennessee Chiefs of Police, and Tennessee District Attorneys benefit from the expertise of the TLETA staff on matters involving emerging law enforcement issues or methods of service.

SECTION

3

2004-2005 Accomplishments and Highlights

➢ **Basic Recruit Training** – The academy conducted five (5) basic police schools (420 hours, 10 weeks each) during which 335 recruits were trained.

➢ **Specialized Training** – Approximately 1,056 officers received specialized training and 515 were trained through different grants and local agency programs. TLETA plans to continue to meet the future needs of the law enforcement community by offering sophisticated training in more specialized areas, as well as in the basic classes. The academy conducted a total number of 63 specialized schools this fiscal year, including 11 through different grants and local agency programs. The opening of the TLETA Annex building has enabled the academy to greatly increase its course offerings.

➢ **Firearms Training** – Advanced firearms training was offered in addition to instruction for new officers. Firearms' training continues to be enhanced by the use of the Firearms Training Simulator (FATS). This fiscal year the academy was able to add Simunitions Training equipment to its basic and specialized curricula. This equipment allows instructors to measure the action and reaction responses of the officer.

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

➢ **Emergency Vehicle Training** – The extensive use of the TLETA driving track has allowed for more in-depth training in emergency vehicle operations training. The academy track is currently being used at its maximum capacity.

➢ **Gang and Domestic Violence Instruction** – The demand and need for instruction in the areas of gang and domestic violence continued to grow despite the expiration of the grant providing instructors for these programs in recent years. The Academy continues to commit resources for these programs to continue to be conducted at TLETA and throughout the state.

SECTION

3
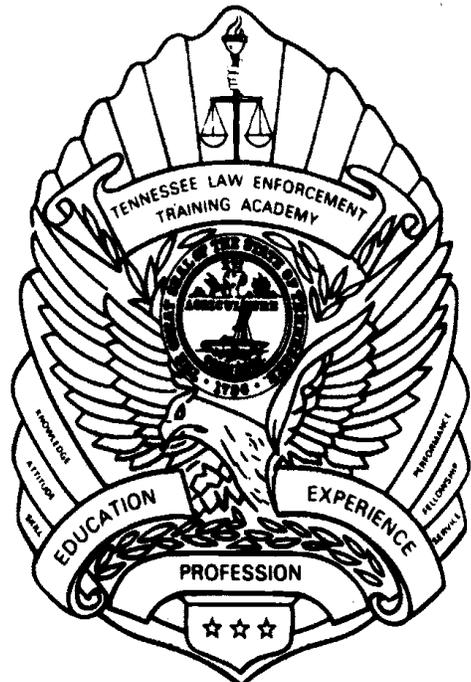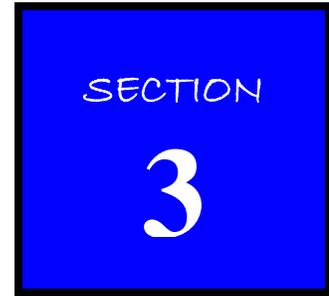
P.O.S.T. Commission

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

2004-2005 Accomplishments and Highlights

Certifications of Police Officers – During FY 2004-2005, 1,472 certification applications were processed.

Certifications Issued – P.O.S.T. certified 847 officers during fiscal year 2004-2005. P.O.S.T. decertified 30, suspended 16 officers during the same period.

Salary Supplement Pay – During the 2004 calendar year, salary supplement income for each officer was $518.70. Total amount paid to 11,819 officers was $6,130,597.00.

P.O.S.T. Certification Examination – The P.O.S.T. Commission Administrative Office proctors the examination. In 2004-2005, 65 officers took the examination, with an average score of 83 percent.

MOTORIST SERVICES

DEPARTMENT OF SAFETY DRIVER LICENSE
Tennessee

TENNESSEE DEPARTMENT OF SAFETY

TITLE AND REGISTRATION DIVISION

Driver License Issuance

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

- Offering voter registration (Motor Voter) applications,
- Over-the-counter issuance of MVR's (driving records),
- Processing of Handgun Carry Permit applications
- Financial Responsibility (FR) compliance reinstatements at selected field offices,
- FR reinstatement advice letters available at all offices.

The Driver License Division is staffed with 302 employees. Of this number, 277 work in the field at 44 locations across the state.

Examiner Workload

During FY 2004-2005, the statewide average number of customers served per examiner decreased slightly to just under 32 customers per day (31.6). This may, in part, be attributed to the expanded number of County Clerk sites that have now contracted with Driver License to provide express duplicate and renewal services. Also a factor is the inclusion of approximately 30+ temporary phone/camera clerks and summer interns in the calculation this year. Without these temporary positions the activity per examiner would have remained constant at approximately 34.4 customers.

However, 11 of the 44 locations (25%) still remain at higher levels between 38 and 55 customers per examiner daily. Cumberland and Sullivan Counties had the highest per examiner rate at 54.9 and 40.0 each respectively. We should note that there were a total of five other locations tied for "third place" with a per examiner average of 39.9 to 39.0. In descending order these counties were Montgomery (39.9), Carter (39.7), McMinn (39.7), Weakley (39.2), and Sumner (39.0).

Customer Volumes

Statewide the Driver License Issuance Division served approximately 7,000 customers daily during FY 2004-2005. Our "top ten" locations continue to average over 200 customers per day. A large percentage (35%) of this activity continues to be concentrated in the four major urban counties across the state. For the third year in a row, the two highest volume locations in the state are the Summer Avenue site in Shelby County with 340 customers per day and the Bonny Oaks site in Hamilton County at 300 customers daily.

County	Average # Customers Daily*	% of Statewide Average
Shelby	1,023	15%
Davidson	748	11%
Knox	333	5%
Hamilton	300	4%

The above table does not include customers served at County Clerk offices in these counties. Knox County Clerk averages another 202 customers daily at 3 Clerk locations (+3% for total 8%), while Hamilton County averages 34 customers per day at their single downtown location (+1% for total 5%). Shelby and Davidson County did not have County Clerk sites contracted with Driver License during FY 2004-05, although Shelby County did sign a contract and began providing express services at their downtown location September 1, 2005.

41

County Clerk Partners

The Driver License Division began FY 2004-2005 with a total of 19 active County Clerk locations through contracts with 16 County Clerks (Knox and Anderson Counties have multiple locations). During the year another 11 locations became operational in eleven counties providing a total of 30 alternate locations where citizens may obtain duplicate and renewal services in addition to the 44 state operated facilities. The County Clerk locations statewide average a daily total of 511 customers. This volume ranges from low averages such as 2 customers per day at rural clerk locations in Lake and Campbell Counties to a high volume of 136 customers daily at the Knox County mall location.

Issuance Rates

During FY 2004-2005 the division issued 1,351,241 driver licenses/photo ID's, an 8% decrease from the previous year. Among the total driver licenses/photo ID's issued about 78% or 1,054,581 of these transactions were conducted by field offices consisting of Driver Testing Centers and County Clerk sites. Of this amount the 30 County Clerk locations processed 106,196 customers or about 10% of the seventy-eight percent total.

All DL Customers FY 2004-2005
(Field and Central Office Transactions)

- 2%
- 5%
- 16%
- 29%
- 48%

Legend:
- Free
- Original ID
- Duplicates
- Renewals
- DL's with Tests
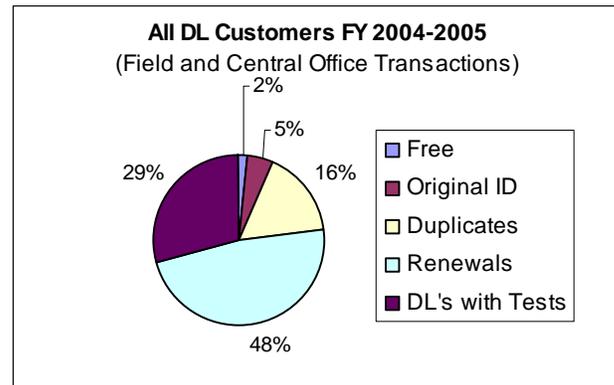
The Internet Renewal Program continued to grow with a steady 5% increase in usage. Approximately 75,571 Tennessee citizens renewed their driver licenses "on-line" instead of standing in line at a station. This encompasses approximately 11% of the 641,440 renewals processed last year.

A new expansion of Internet services that was launched during FY 2004-2005 was the ability to process a duplicate request on-line. During this first year of the program, 24,539 duplicates were processed via Internet. These duplicates included address changes and replacement of lost/stolen cards, however no significant informational changes such as name, date of birth or social security number is allowed by Internet. This activity accounted for approximately 9% of the 266,044 duplicates issued during the past fiscal year. Tennessee citizens were able to conduct over 27% of all non-test transactions outside a driver license office through the County Clerk sites and the Internet Services now available. This percentage reflects a small but steady increase of 4% over the previous fiscal year.

In an effort to help reduce wait times and examiner workloads, the Driver License Division began piloting the use of "self-service" computer kiosks where customers needing simple duplicate or renewal transactions (without significant information changes) may use their credit/debit card and process their own transaction using an on-line application that mirrors the Internet Renewal. The difference here is that even those customers who were "not eligible" for Internet Renewal because of needing an updated photo can do the "self-service" transaction in the testing center locations. The customer basically processes their own request and payment; then they are directed to the camera station where an examiner or clerk completes the transaction by obtaining a new photo and signature. Approximately 1,851 self-service transactions have been conducted at the six pilot sites. The Division plans to expand these kiosk installations to other high volume locations in the coming fiscal year.

Driver's License Issuance Activity FY 2004-2005				
Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet	% Field
1,351,241	1,054,581	137,592	100,110*	78%

*Includes Internet duplicates as well as renewals (renewals by Internet were 75,571)
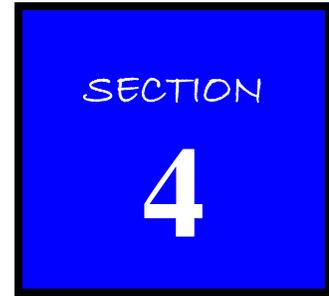
Activity Figures

As detailed in the appendices, total field activities provided during FY 2004-2005 exceeded the two million mark for the fourth year running. These activities include citizens taking vision, knowledge, and road skills examinations and receiving voter registration, MVR's, Handgun Carry Permit and reinstatement services in addition to the previously noted issuance rate. There was a slight 1% decrease in the total number of tests administered at 960,162. This included 844,560 Class D tests (-2%), 51,431 Class M (+14%), and 64,171 CDL tests (+6%). Seventy percent (70%) of our trained Commercial Driver License Examiners, 53% of our current regular Examiner staff, and over 97% of field supervisors have received American Association of Motor Vehicle Administrators (AAMVA) recognition as Certified Driver Examiners (CDE), a nationally recognized professional certification.

Motor Vehicle Records

The Division experienced a 6% decrease from the previous fiscal year in MVR's sold at field offices with 34,425 records generated. Driver License stations issued approximately 33,337 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges. This total is also a 15% decrease from the previous fiscal year. Both decreases may, in part, be attributed to the expanded Internet Services now available online through the DOS Financial Responsibility Section.

Voter Registration

Voter registration applications handled by field offices dropped significantly by 21% with a total of 102,865 applications processed by our DL offices. However with 2006 being an election year we anticipate this activity to take an upward swing during the coming fiscal year.

Reinstatements

Driver License field reinstatement offices provided Financial Responsibility reinstatement services to over 25,000 citizens at eight (8) selected offices located throughout the state in Dyersburg, Jackson, Columbia, Cookeville, Chattanooga, Cleveland, Knoxville and Blountville. This total includes both "fee required" reinstatements as well as "compliance only" and juvenile reinstatement activities. During FY 2004-2005, reinstatement activities decreased 7% from the previous year. Again, this may be a reflection of the Internet reinstatement services now available.

Online DL Renewals and Duplicates

(bar chart: values by fiscal year)

Year	Approximate Value
2000-01	~14,000
2001-02	~39,000
2002-03	~57,000
2003-04	~74,000
2004-05	~100,000

y-axis scale: 0 to 120,000 in increments of 20,000
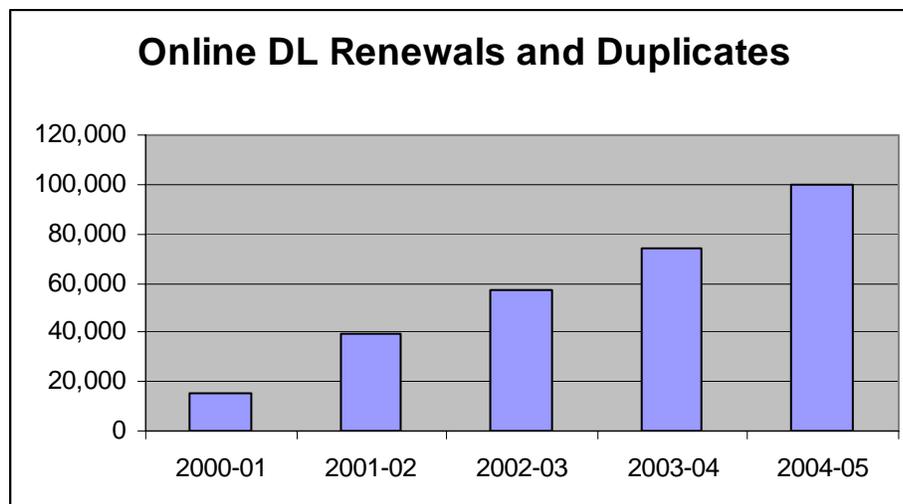
* DL duplicates were first available online in May 2004.

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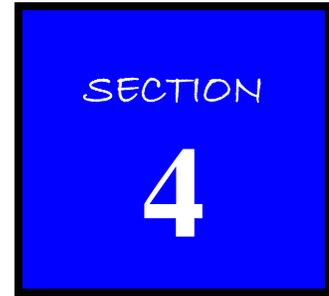
Commercial Driver License Third Party Testing

At the conclusion of this fiscal year, there were 56 Commercial Driver License (CDL) organizations consisting of 89 third party examiners authorized to conduct CDL skills tests. While this reflects an 8% decrease in the number of organizations, there was a 4% increase in number of actual third party examiners.

During FY 2004-2005 the Division's eight (8) CDL Centers conducted a total of 4,658 commercial skills tests. When compared to the 9,412 original-new CDL drivers licensed in Tennessee during the past year, this illustrates that approximately 50% of all CDL skills tests were conducted through our CDL Third Party partners. It also provides a glimpse of the large workload taken on by the division's twenty-three (23) CDL Examiner as opposed to the eighty-nine (89) Third Party CDL Examiners. Without the continued success of the Third Party Program the Division would be unable to meet the statewide demand for commercial driver testing solely with Division personnel. In FY 2004-05 the average wait for obtaining an available appointment time at one of the eight CDL Centers was thirteen (13) business days.

The CDL Program Manager routinely audits the CDL Third Party Testers with statewide audit teams comprised of specially trained CDL Examiners and CDL Branch Supervisors who have received audit team training. During FY 2004-2005 all 56 CDL Third Party Companies were audited by these teams.

Through the continued use of a federal grant awarded to the division in 2002, the CDL program has been able to greatly enhance the audit process for Third Party companies and schools by partnering with the Criminal Investigation Division (CID) to conduct covert audits. During the past fiscal year, 25 covert audits were performed by CID. Additionally, in December 2004 the CDL program manager conducted the AAMVA Fraudulent Document Recognition (FDR) Training Program with all Driver License Branch Supervisors.

Cooperative Driver Third Party Testing Partners

There are 42 Cooperative Driver Testing Programs (CDTP) in partnership with the Tennessee Department of Safety to administer Class D knowledge and driving tests as part of their driver education programs. There are 181 CDTP third party instructors. While the number of partner schools or agencies dropped by one, there was an overall increase in the number of authorized third party instructors by 9%. As with the CDL partners, all 42 CDTP agencies were audited by the Division's Audit Teams during the last fiscal year.

Handgun Carry Permits

During this past year, the driver license field offices processed 31,793 applications for Handgun Carry Permits, including duplicates, renewals, and originals. This represents a 1% increase over last year. The field offices continue to experience this consistent level in handgun application activity now that renewals of the handgun carry permit can be obtained by mail. During FY 2004-2005, 1.4% of all field activity consisted of handgun application processing. This represents a slight increase over the previous year's activity.

The Handgun Carry Permit Unit, headquartered in Nashville, reviewed and processed 38,518 applications. The Handgun Permit Office issued 35,738 handgun carry permits with 68% of these being renewal applications (24,157). The Unit also denied, cancelled, or revoked 348 permits. This unit is also responsible for certification of Handgun Safety Programs and Instructors. In FY 2004-2005, there were 164 valid schools and 615 valid certified instructors. Through the combined efforts of the Handgun Office and THP Inspections, 101 programs were audited last year, which included inspection of the program's classroom facilities and firing ranges.

2004-2005 Accomplishments and Highlights

➢ New DL Station opened in Whiteville to serve Hardeman and Fayette Counties.

➢ Relocated Tipton County DL Station into larger facility at the same location in Covington as the County Clerk.

➢ Added two new administrative positions to DL Central Office: Deputy Director and Assistant Director.

➢ Self-Service Kiosk units piloted in DL Stations in Shelby and Davidson Counties.

➢ Participated in Middle Tennessee Hispanic Community Forum providing information about new laws and CFD issuance.

➢ CDL Training Class completed for 3 DOS employees and 10 additional 3rd Party Examiners.

➢ 2-Way Radios provided thru CDL Grant purchase to all CDL Examiners for emergency use on CDL road tests.

➢ Relocated Sumner County DL and THP into newly constructed 5,500 square foot facility in Gallatin.

➢ Conducted Supervisor In-Service training for all Branch/District Supervisors at DOS Training Center.

➢ Paperless transactions for simple duplicate and renewal transactions expanded statewide with final programming to allow "paperless application number" to be generated by system.

➢ AAMVA conducted two extensive trainer certification classes with selected Branch/District Supervisors to certify them to train field staff in: Fraud Document Recognition and Customer Service Delivery.

➢ FedEx Review of DL processes and improvements began.

➢ Federal CDL Compliance Review conducted by FMCSA.

➢ Added DL Practice tests for Class D license to department's website

➢ Relocated Weakley County DL and THP into newly constructed 5,000 square foot facility in Dresden.

➢ During FY 2004-2005, the following county clerk's offices gained the capability to issue driver's license and are now operational:

- Anderson – Clinton
- Anderson – Oak Ridge
- Hamilton
- Hancock
- Johnson

- Monroe
- Obion
- Polk
- Robertson
- Weakley
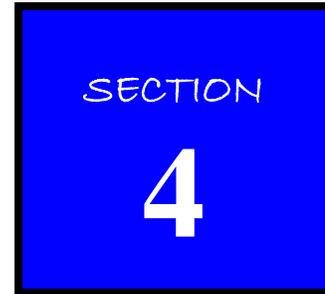
Financial Responsibility

With a staff of 93 positions, this division administers the Financial Responsibility Law. This involves canceling and restoring driving privileges, as well as maintaining all driver records. These services are based in Nashville, where teams of safety examiners handle public inquiries and reinstatements by means of correspondence, telephone, fax and email, and in-person. The Financial Responsibility Division also has one full time office in Memphis to carry out these duties, and works with the Driver License Issuance Division to support these services at 8 driver license stations.

The Financial Responsibility (FR) Division is required to cancel, revoke, or suspend driver licenses for traffic violations and a variety of other offenses, including: moving traffic convictions, truancy, drug free youth act, age 18-21 alcohol violations, weapons, child support, uninsured violations, and failure to appear in court. Once the driver is eligible to regain driving privileges, FR verifies eligibility, collects appropriate fees, and updates the driver's record. Reinstatements of cancelled, suspended, and revoked driver licenses are processed at the Memphis-Summer Avenue Office, Nashville-Foster Avenue Office, and select Driver License stations. Along with reinstating licenses, Financial Responsibility also maintains certified driving records and testifies in court regarding such records, issues restricted driver licenses to those found eligible, and maintains a 24-hour Law Enforcement Help Desk that provides information regarding organ donors and driving records.

The Call Center of the FR division answers telephone inquiries regarding revocations, suspensions, cancellations, reinstatements, and driver licenses. Last year there were 870,707 calls handled by this office. The automated system handled 412,966 (47%), leaving 457,741 to be answered by the examiners. The division also maintains information on out-of-state traffic violations by Tennessee licensed drivers, as well as offenses committed in this state. Records are constantly monitored to identify problem drivers and provide statistical data to the District Attorney General when the driver is subject to prosecution as a habitual offender of the motor vehicle laws.

Reinstatement fees can now be paid by credit card through the Department's web site. During FY 2004-2005, 14,005 drivers paid their fees online for a total of $2,285,628. These drivers were able to reinstate within one (1) business day of paying their fee online if all other requirements were on file or faxed to our office. In that same time period, 94,176 drivers obtained information through the web site on requirements needed for reinstatement. In June 2004, our Memphis Reinstatement Office began issuing driver licenses to those drivers who were reinstating after their driver license had been revoked, suspended, or cancelled if all that was required was an eye examination. This was to assist in reducing lines at the Driver License stations. During FY 2004-2005, there were 4,500 driver licenses issued from this office.

Following is a summary of the major fiscal activities and transactions conducted by the Financial Responsibility Division for FY 2004-2005. Details can be found in the appendices.

Financial Responsibility Activity FY 2004-2005			
Activity	**Total**	**Activity**	**Total**
Restoration Fees	$15,728,551.46	Total Non-Commercial Offenses	296,295
Fees from MVR	$9,913,443.85	Total Commercial Offenses	293
Total	**$25,641,995.31**	**Total**	**296,588**

Driver Improvement

Driver Improvement, a section within the Professional Standards Division, is required to evaluate the driving records of Tennessee drivers, based on crashes and/or convictions of traffic violations, in order to identify and keep track of high-risk drivers, as well as to establish procedures for their rehabilitation. Individuals who are found to be frequent traffic violators are sent a notice of proposed suspension and given an opportunity to attend a hearing. If they fail to request a hearing, their driving privileges are suspended for a period of 6 to 12 months.

DRIVER IMPROVEMENT
HEARING DISTRICTS
2005

District 1-Knoxville
District 2-Chattanooga
District 3-Nashville
District 4-Memphis
District 5-Fall Branch
District 7-Columbia
District 8-Jackson
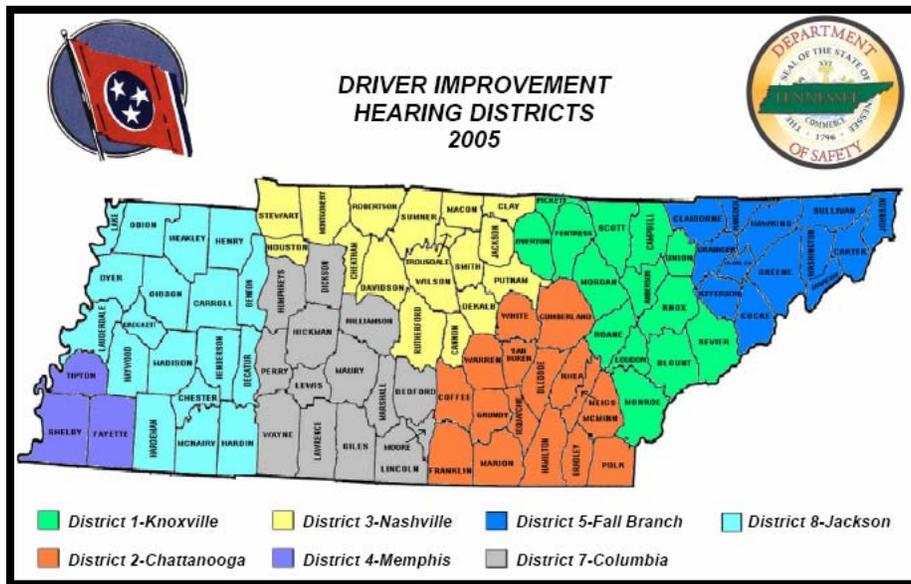
Hearing officers are located throughout the state in seven offices, and in addition to holding the hearings in person, offer phone hearings for out-of-state drivers. In most cases, when a driver attends a hearing, he or she is given the opportunity to attend a defensive driving class in order to either eliminate or reduce the suspension.

Driver Improvement is responsible for administering Tennessee's Ignition Interlock Program (TCA 55-10-412). Under the law, the department is to annually certify businesses and individuals to install, remove, maintain, repair, and audit ignition interlock systems mandated by law or courts for certain individuals who are convicted of DUI. In addition, this section establishes rules and policies pertaining to the business operations of Driver Improvement schools and their owners, instructors, and employees. Regulations regarding annual audits and annual recertification are also developed and implemented by Driver Improvement.

Hearing Officer Activity FY 2004-2005					
District	Hearings Scheduled	Hearings Conducted	Reinstatements	Phone Reinstatements	MVR's Issued
1	615	332	2,323	2,032	341
2	123	42	0	228	0
3	1,068	540	0	518	0
4	710	568	765	247	123
5	460	224	2,923	4,878	0
7	358	199	1,540	1,103	0
8	356	332	3,235	0	615
Total	3,690	2,074	10,786	9,006	1,073

Driver Improvement is also required to handle medical referrals regarding the capability of drivers involving physical, mental and substance abuse concerns. After seeing that a proper evaluation of the driver has been undertaken either by a medical professional or by a licensing re-examination, the officer may suspend the driver's license, add restrictions, or withdraw the proposed suspension. Other responsibilities include monitoring the Mature Driving Premium Reduction Program. This program, enacted by the legislature, assists our senior citizens with their driving habits. In addition to the above responsibilities, when no hearings are scheduled, Safety Hearing Officers assist the Financial Responsibility Section with processing reinstatements of cancelled, suspended, or revoked driver licenses. Once the driver is eligible to regain driving privileges, officers must verify eligibility, collect the appropriate fees, and update the driver records to show the driver's new status.

Medicals	Number	Re-Examinations	Number
Complaints Received	792	Complaints Received	404
Incoming Reports	967	Passed	320
Approved	467	Failed	102
Approved for Re-Examination	117	Passed After Failing Prior	30
Disapproved	182		

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

In FY 2004-2005, Safety Hearing Officers assigned drivers to 4,280 defensive driving courses and rescheduled 415 hearings.

Driver Improvement Activity FY 2004-2005				
Type Hearings	Upheld	Withdrawn	Failure to Appear	Total
Driver Imp. Points	1,436	55	1,274	2,765
Financial	309	193	331	833
Medical	41	5	1	47
Fraud	2	0	2	4
Other	27	6	8	41
Total	1,815	259	1,616	3,690

Title and Registration

The Title and Registration Division (T&R) is responsible for all aspects of the issuance of motor vehicle registrations, titles and related activities in regard to passenger and commercial motor vehicles, motorcycles, ATVs, trailers and mobile homes. Headquartered in Nashville, with a Motor Carrier field office in Jackson, and 173 full time positions, the Division has oversight for 95 county clerks who serve as the state's local agents.

The issuance of titles and the registration for all new and used vehicles within the state, continue as T&R's two highest volume services. Along with county clerks as agents of the Department, the T&R program registers vehicles in all 95 counties. The state office serves primarily to regulate and provide guidance and support to the clerks in these tasks, as well as to resolve problems beyond the resources of the county clerks. In addition, T&R is responsible for:

- Noting and discharging liens on the property
- Surrendering titles to other jurisdictions
- Serving as the central repository of all vehicular records for the state
- Coordinating the issuance of more than 244 types of registration plates, all personalized plates, and the specialty plate program
- Issuing disabled plates and placards, drive-out tags and temporary operating permit tags
- Evaluating title applications for salvage and abandoned vehicles
- Administering the base state quarterly fuel tax reporting (IFTA)
- Administering the Single State Registration (SSR) and the Intrastate Authority programs
- Registering freight motor vehicles
- Issuing USDOT numbers through the **Performance Registration Information System Management (PRISM)** program, designed to link a motor carrier's safety performance to their vehicle registrations.
- Daily uploading data to the FMCSA's Motor Carrier Management Information System (MCMIS) database through the **Commercial Vehicle Information Systems Network (CVISN)** program, a nationwide initiative designed to link all databases that relate to commercial vehicles, their owners, operators, drivers, and operation to similar databases in other states.

The following Motor Carrier statistics reflect totals for calendar year ending December 31, 2004.

The **International Fuel Tax Agreement (IFTA)**, an agreement among member jurisdictions within the U.S. and Canada, allows carriers to travel throughout jurisdictions without multiple licenses. Each member jurisdiction receives and disburses monies from collected taxes. There are 5,035 active accounts, 462 of which file electronically each quarter. Tennessee disbursed over $36.3 million and received over $26.8 million. **Single State Registration** (**SSR)** allows for-hire motor carriers to register in their base state and purchase permits for all states they wish to travel, each base state collecting fees. There are 1,767 active accounts. Tennessee disbursed over $4.1 million and received over $4.7 million. The **Intrastate Authority Unit** licenses for-hire vehicles whose whole route is within Tennessee, as well as for-hire and private wreckers and towing services. There are 3,003 active accounts that pay filing and processing fees of $58 each. The **International Registration Plan (IRP)** is an agreement among jurisdictions in the U.S., States, Canada and Mexico that provides for payment of license fees based on total distance in all jurisdictions, and allows for one registration plate and one cab card per vehicle. There are 8,004 active accounts, of which 1,196 file applications electronically. Tennessee disbursed over $67.7 million and received over $47.2 million.

In FY 1992-93, four county clerks began issuing titles locally from their offices. Today, 83 of 95 counties have that ability. While many are limited to issuing replacement certificates of title and noting of liens, others issue titles in most situations. In addition, 56 counties now issue temporary operation permits and 89 counties issue disabled person placards. These transactions provide expeditious service to the motorists in those counties.

SECTION

4

T&R has identified and prioritized issues to continue refining workflow processes through computerization, training and auditing procedures. These efforts are focused on quality and timely service with an overall objective of title integrity in Tennessee. Form revisions, such as creating a uniform 8.5"x11" size, and consolidating similar forms will facilitate an easy transition to full implementation of the imaging phase of the TRUST Project. Within the next twelve months all forms will be equipped with barcode technology to enhance this process even further. We continue to enhance training and audit functions, thereby increasing quality, while reducing errors, fraud and delays in service.

T&R implemented a procedural system, whereby bulletins are written to inform county clerks and other interested parties of changes in T&R policy and procedure, as well as changes or additions to Tennessee Law regarding titling and registration. Each bulletin replaces existing instruction provided in the clerk's manual, erasing the need for constant updates to the manual itself.

TRUST update: System phases are being continuously implemented. Refinements have been identified as focus areas and continue to receive priority attention. Efforts to develop an online real time information system for support of day-to-day operations of the Division and County Clerks remains a high priority objective. This project was divided into eight phases. The current development approach allows that the design and deployment of system functionality will occur in phases creating a process of incremental improvements that can build one onto the other until complete.

During FY 2004-2005, Phases 1-5 were in process, as follows:

Phase 1 – Imaging has been implemented at the Metro Center's T & R Division. Installation and training has been scheduled for TRICOR. Six counties now have the necessary hardware and software for retrieval of the imaging data.

Phase 2 – Telecommunication and Equipment installation - a vendor was selected and trained to conduct the necessary site survey visits to determine State and County needs and install equipment. Phase 2 completion is scheduled for the end of the FY 2005-2006.

Phase 3 – Conversion of the Legacy System and Interfaces has begun with completion by the end of FY 2005-2006.

Phase 4 – Web, Real Time Update, Bar Coding and Workflow has begun with completion during FY 2005-2006.

Phase 5 – Point of Sale, Warehouse, and Inventory has begun with completion in early 2007.

Title and Registration Activity FY 2004-2005	
Documents Processed	
Discharges of Lien	370,305
Salvage Certificates Issued	44,422
State Titles Issued	416,198
County Titles Issued	1,875,969
Total Titles Issued	2,287,038
Registrations	6,065,085
Fees Received	
Registrations	$168,359,851
Titles	11,435,188
Drive-Out Tags	5,192,523
Temporary Permits	41,016
Fines	300,297
Miscellaneous	182,647
Personal Registrations	376,325
Disabled Registrations	157,565
Inquiry Information Fees	47,929
Fleet Registrations	422,842
International Registrations	70,014,702
Over Weight Truck Fines	840,439
Trip Permits *	301,501
Total	**$257,672,825**
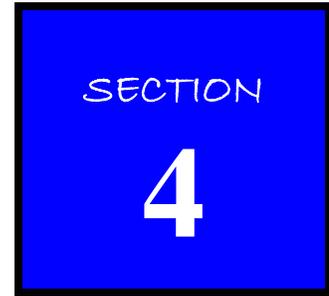
2004-2005 Accomplishments and Highlights

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

- **Digitized license plates –** T&R continues its transition to this manufacturing process, allowing on-site plate design, greatly increasing flexibility and efficiency, while reducing fraud and enhancing inventory control. It is cost effective and streamlines the entire plate production process. At right is Tennessee's new plate design. This digitized plate will begin statewide implementation January 1, 2006. In addition to its artistic depiction of Tennessee's rolling hills in the background, it is also equipped with barcode technology and holographic security features to better prevent counterfeiting.

- **Information and Audit Unit Reorganization –** In September 2004, the Audit Unit was relocated to a more secure area within the Division, free from public distraction and interaction. Heightened security measures included the purchase of a high security fireproof safe and a combination keypad lock on the door leading from the public into the Audit area.

  Staff from the Information Unit were cross-trained to assist customers with Temporary Operation Permits, Drive Out Tags, Disabled Placards, and Personalized Plates, to allow the Audit Unit to closely concentrate on budgetary functions of the Division's work. At close of business on June 30, 2005, the Audit Unit transferred all of its front counter responsibilities to the Information Unit. In the Spring of 2005, a bulk services drop box was installed in the Front Lobby to assist those customers who wanted to leave the work to be processed, and supervisors began periodic 'walks' in the customer area to ensure proper paperwork and to direct customers to other agencies if their request cannot be honored by the Division.

- **Electronic Technology –** We now electronically process rejected title applications, saving time and money. The use of scanning and barcode technology will expedite service, reduce errors and will more greatly prevent misrouted and/or lost documents.

- **Motor Carrier Division –**
  - Opened a West Tennessee satellite office at 225 Hwy 45W, Humboldt, TN, 38343 for IRP, IFTA and SSR registration.
  - The Motor Carrier Manual and processing forms were placed on the Department of Safety web site.
  - Made available titling of apportioned vehicles at the West Tennessee satellite office
  - Eliminated the use of preprinted multi-part IRP registration cab cards and replaced with 8.5"x11" paper.
  - Signed a five year contract with a vendor for a full service integrated turnkey solution for application processing and auditing including IRP, IFTA, SSRS and Intrastate Authority.
  - Successfully completed an IFTA Program Compliance Review conducted by member jurisdictions to ensure compliance for the administration and audit requirements of the agreement.

- **Abandoned Vehicles –** The turn around time for this process has decreased to seven days, reducing the incidents of fraud.

- **Increased Employee Focus** has occurred through training, recognition of performance, staff development and advancement opportunities. Increased employee involvement, through providing input and through committee participation, has boosted morale, improved the quality of service and is a step toward greater retention of skilled employees.

- **Emergency Plates and the Sale of Emergency Vehicles –** The Division transferred the approval authority of this Homeland Security measure to the County Clerks on November 1, 2004. County Clerks log the transactions and submit them to T&R for inclusion in a database which is reconciled against title and registration statistics.

- **IVTR –** The online subscription service for accessing vehicle and plate information has completed its second year. During FY 2004-2005, 128,586 inquiries were made online. This represents an increase of nearly 50,000 inquiries compared to last year's totals. In addition to increasing the service to customers, the T&R Division improved processes to include enhanced screening of applicants, streamlining of the application process and investigating ways to provide stronger controls in the renewal process.

Specialty Plates

The State of Tennessee offers more than 128 specialty license plates for Tennessee motorists to display on their registered motor vehicles. These plates represent colleges and universities, branches of the military, special interest organizations, professional organizations and other topics, with the most popular ones depicted below.

ADMINISTRATIVE AND SUPPORT SERVICES

Human Resources

The Human Resources Division is committed to providing a comprehensive collection of personnel services for all employees in the Department of Safety. This division, comprised of the Personnel Director and nine staff members, provides vital day-to-day human resource management for approximately 1,883 employees with 1,902 authorized positions. We have 969 commissioned positions and 933 civilian positions across the state of Tennessee in all 95 counties. The HR Division strives to ensure that the programs administered are available to each and every employee in the Department of Safety, and promote productive working relationships and effective communication between management and employees.

Commissioned vs. Civilian Positions

51%   49%

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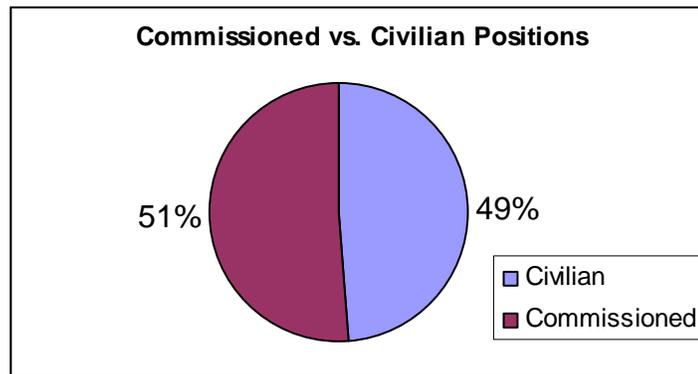
It is the charge of the **Classification / Compensation Unit** to establish and maintain authorized classes within the Department of Safety, based on similarity of duties, authority, assigned responsibilities, and other various factors. Knowledge of departmental program changes is vital to anticipate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

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

- EEO/AA (Equal Employment Opportunity and Affirmative Action)
- FMLA (Family Medical Leave Act)
- Sick Leave Bank
- Workers Compensation
- Tennessee Employees Charitable Campaign
- Employee Service Awards
- Employee Suggestion Award Program
- Title VI Compliance

- FLSA (Fair Labor Standards Act)
- Due Process / Grievance Procedures
- ADA (Americans with Disabilities Act)
- Employee Assistance Program
- Performance Evaluation
- Reduction in Force
- Supervisor In-Service Training
- New Employee Orientation (Commissioned and Civilian)
- CALEA compliance

SECTION

5

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

The **Transactions Unit** provides the department with all of the technical services required for appointing, promoting, demoting, transferring, or terminating any employee. This unit is responsible for the interpretation and implementation of the Department of Personnel's policies and procedures concerning civil service registers. This responsibility requires constant interaction with all divisions within the Department of Safety as well as the Department of Personnel.   During 2004-2005, the Transactions Unit pulled 368 registers. In addition, this unit is responsible for the coordination, scheduling and tracking of physical and psychological examinations, drug screenings, civil and commissioned retirement processing, Red Cross Blood Drives in Nashville, service verification, longevity and background investigations for new and existing employees. While strides in automation and batch processing continue to help do the job more efficiently, this unit still processed approximately 3,000 transactions.

# of Transactions

	2000-01	2001-02	2002-03	2003-04	2004-05
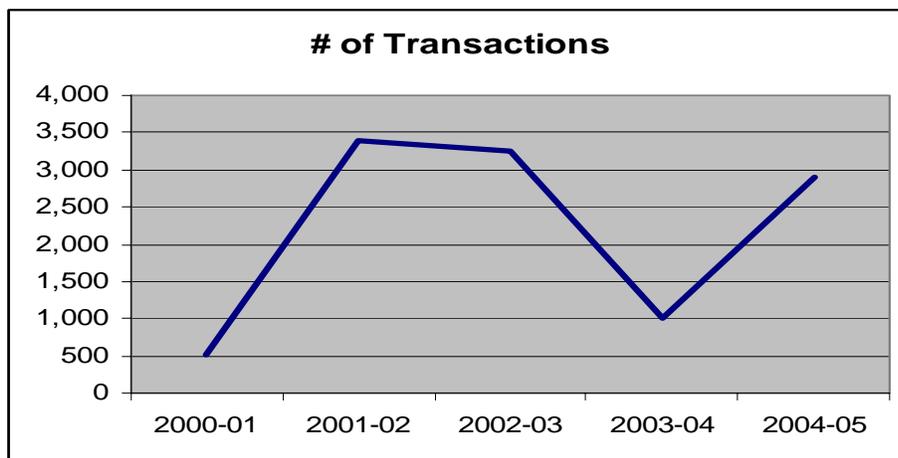
The Human Resources Division will continue to promote the best available personnel-related resources to the employees of the Department of Safety. Through constant improvement of our technical service abilities, and continuing to promote communication between management and employees, we can achieve the goals of the Tennessee Department of Safety.

2004-2005 Accomplishments and Highlights

- ➢ Summer 2004 – Summer Intern Program - 36 Interns (29 to DL)
- ➢ Summer 2004 – HR began scanning confidential files
- ➢ July 2004 – Commissioned Employees Raise
- ➢ July 2004 – CVE and THP Merge
- ➢ August 2004 – Monthly NEO begins
- ➢ Fall 2004 – Process begins for Trooper School
- ➢ November 2004 – One-time Christmas Bonus
- ➢ April 2005 – Trooper School-57 entered academy
- ➢ April 2005 – Sgt/Lt Written Testing

Fiscal Services

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

How the Money is Spent….
$157,440,350

- Education & Training 6%
- Admin,Support 5%
- Motorist Services 30%
- Enforcement 59%
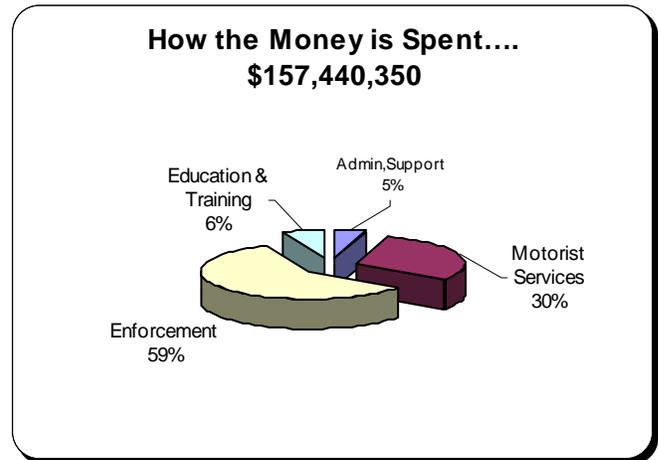
The primary objective of the Fiscal Services Section is to provide the highest degree of fiscal management to ensure that departmental resources are utilized for the maximum benefit of our taxpayers. Specifically, we strive to provide the highest degree of fiscal support to all sections within the department in order that their goals and objectives might be achieved. To this end, we feel that the fiscal support provided by this office has contributed to the overall success of the department in carrying out its mission of ensuring the overall safety and welfare of the public.

Budget-Accounting Section

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

Goods and services are procured in this division. All departmental expenditures are processed through this section. It is the responsibility of this office to ensure that all invoices and travel claims are audited and paid promptly in accordance with state law. Payroll and timekeeping functions are performed in this section. During the 2004-2005 Fiscal Year, this section processed $157,440,350 in payroll and operational expenses. This section also projects the fiscal impact of all legislation affecting the Department of Safety.

Tennessee Department of Safety Expenditures FY 2004-2005		
349.01	Administration	$6,515,784
349.02	Driver License Issuance	20,034,276
349.03	Highway Patrol	85,044,337
349.04	Motorcycle Safety Education	329,036
349.06	Auto Theft Investigations	76,709
349.07	Motor Vehicle Operations	7,382,030
349.08	Driver Education	194,583
349.09	Law Enforcement Training Academy	3,352,240
349.10	P.O.S.T.	6,272,082
349.11	Titling and Registration	18,722,294
349.12	Major Maintenance	59,061
349.13	Technical Services	8,771,285
349.14	CID Anti-Theft	686,633
Total Expenditures		**$157,440,350**

Cashier-Revenue Section

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

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

During the 2004-2005 Fiscal Year, this section processed revenues for $355,663,151, which included $9,242,217 in reimbursements from federal grants.

Internal Affairs

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

The Internal Affairs Division continues to utilize the IA-Trak for Windows computer program that produces statistics and summary reports of Internal Affairs cases and dispositions. In FY 2004-2005, the division investigated 128 complaints, of which 68 were not sustained, 49 were sustained, and 11 active investigations pending.

Where the Money Comes From….
$355,663,151
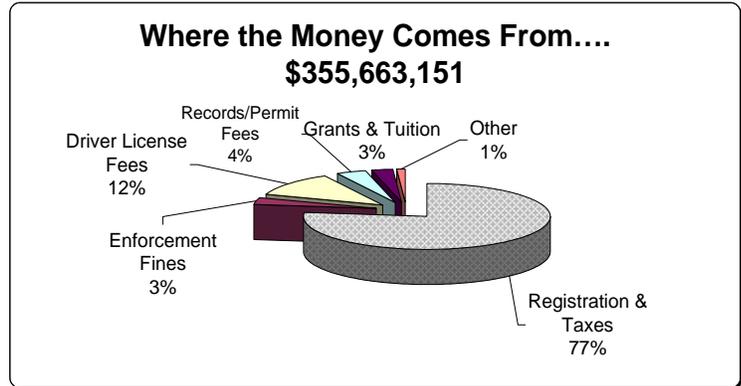
Tennessee Department of Safety Revenue Sources FY 2004-2005	
Motor Vehicle Registration Fees	$175,080,995
Motor Vehicle Title Fees	12,461,908
Motor Carrier International Registration Fees	70,014,660
Motor Carrier International Fuel Tax	11,931,075
Driver License Fees	23,711,997
Fines and Fees	10,679,706
Sale of M.V.R.'s	9,908,363
Restoration Fees	15,211,247
Application Fees	3,762,175
Handgun Permits	3,189,433
Motor Carrier Inspection Fees	4,210,494
Overweight Assessments	840,439
Trip and Fuel Permits	435,000
Sale of Accident Reports	143,725
Cost Bonds	519,561
Drug Fund	534,285
Sale of Vehicles	87,261
Law Enforcement Training Academy	787,640
Title and Registration Records	160,092
Overtime Reimbursement	940,911
Sale of Computer Records	16,333
Miscellaneous Current Services	220,630
Interdepartmental (Other)	270,189
Interdepartmental (Grants)	2,424,406
Direct Federal Grants	6,817,811
Driver Education Reserve Fund	292,560
Motorcycle Rider Safety Fund	326,548
Vehicle Salvage Fund	683,707
Total Revenue	**$355,663,151**
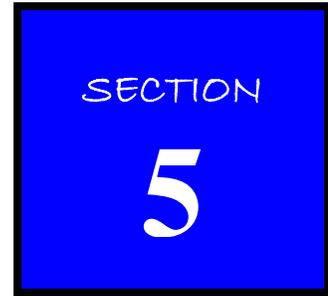
Internal Audit

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

For the 2004-2005 Fiscal Year, the Internal Audit Division audited the following:

- THP Trooper Ticket System
- Performance Based Budget data
- RACF User ID System
- Assisted the Finance and Compliance Auditors with their audit of the Department of Safety
- Observed and complied the annual inventory of supply items
- Performed numerous special projects during the fiscal year

IFTA/IRP Audit

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

Commercial Motor Vehicle Registrations		
	FY 2003-2004	FY 2004-2005
IRP Active Accounts	3,142	4,685
Vehicle Registered Power Units	43,067	45,667
IFTA Active Accounts	4,712	5,493
SRSS Active Accounts (Exempt Carriers)	856	909
SRSS Active Accounts (Intrastate)	649	643

For the 2004-2005 Fiscal Year, the IFTA/IRP Audit Section performed:

- 245 International Fuel Tax audits
- 208 International Registration Plan audits

IFTA / IRP Audits FY 2004-2005		
	IFTA	IRP
Accounts Available for Audit	4,563	5,757
Annual Minimum (3%)	137	173
Annual Audits	208	245
Completed Audit Percentage	4.55%	4.25%

Public Information Office

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

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

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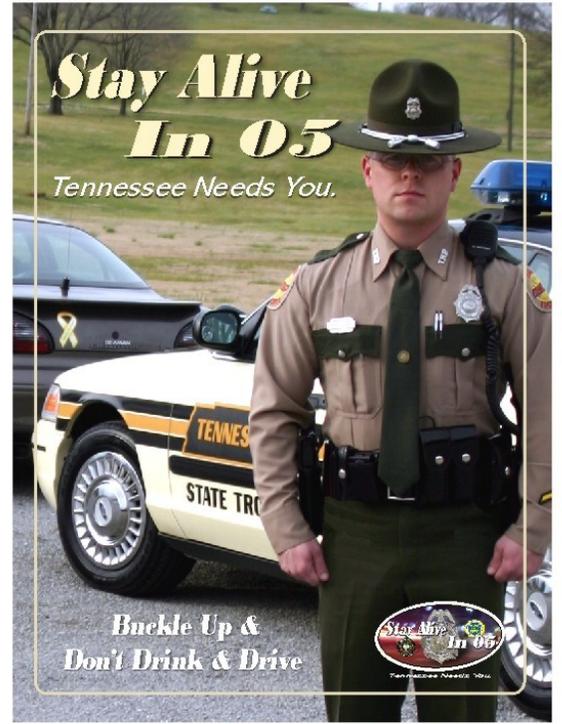
TDOS Website

➢ In May 2005, the Department of Safety launched a redesigned website. The new, easy to navigate website provides comprehensive information about the Department of Safety and the services offered.

➢ Online services are an integral part of the website. Tennessee Anytime provides the Department of Safety with several online services including driver license reinstatements, address changes, and the ability to renew or purchase a duplicate license. Online services give the public the opportunity to do business with the Department of Safety without visiting an office.

➢ Numerous forms have been posted to enable customers to have their proper documentation before visiting a Safety office.

➢ This year two new online services were added to better assist people with their driver licensing needs.
- The driver license practice test designed by Tennessee Anytime prepares first time drivers for the written test required to obtain a driver license.
- The driver license road test scheduling service allows applicants in select counties to schedule a road test in advance. This service will be expanded to include more counties state wide in the future.

➢ During FY 2004-2005, the Department of Safety Website received approximately 55,000 hits per month, and will continue making improvements to meet the needs of our customers.
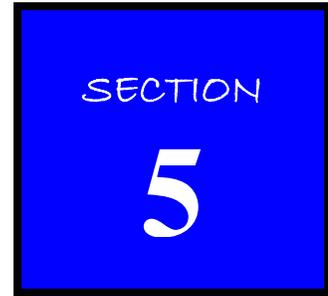
Legal

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

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

In FY 2004-2005, the Legal Division opened 10,356 cases and closed 10,484 cases.

Summary Of Asset Forfeiture Hearings FY 2004-2005		
Property/Money	Seized	Forfeited
Number of Cars	4,530	3,337
Trucks	2,296	1,484
Motorcycles	106	56
Boats	5	7
RV's or Vans	276	240
Aircraft	3	3
Miscellaneous (pagers, jewelry, etc.)	1,241	2,029
Real Estate	0	0
Other Major	94	52
Total	8,551	7,208
Money Seized vs. Forfeited	$16,803,5445	$16,729,358
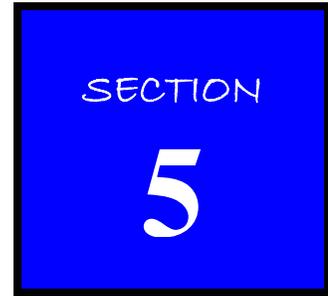
Information Systems

The Information Systems Division (IS) is staffed with an Information Systems Director, four (4) IS Managers and various section staff for a total of 53 positions. Responsibilities include system and platform design, product procurement, installation, maintenance, and all other computer related equipment activity. The division is also responsible for technology research to generate operational proposals for business needs, identify equipment and service requirements for acquisition, IT project management services, the oversight and implementation of new technologies, and for a wide range of data capture tasking for the different Departmental Divisions.

Mainframe/Production Support

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

This section's activities consisted of processing 79 requests for departmental applications and 172 requests for honoring data extracts for in-house and outside sources, as well as mainframe transactions as shown in the accompanying table.

Mainframe Transactions FY 2004-05	
Driver License Renewal Transactions	734,873
Driver License Original Transactions	148,085
Driver License Other Transactions	558,257
Trooper Citations Document	598,223
Court Abstracts	63,909
Crash Reports (Officer)	201,684
Crash Reports (Operators)	199,829
Other Driver & Misc. Documents	281,995
Correspondence Received and Prepared	624,220
Moving Violation Reports (MVR's)	2,044,518
Micrographic Documents	4,498,042
Subtotal	**9,955,634**
T&R Title Transaction	2,834,892
T&R Renewal Transaction	6,061,424
Grand Total	**18,851,950**

Network/Desktop Support

The Network and Desktop Support Section is responsible for the installation and maintenance of over 6,100 pieces of computer related equipment. At the end of Fiscal Year 2004-2005, this equipment was located in the following locations:

- Ninety-five (95) County Clerk Offices.
- Forty-two (42) permanent driver license stations.
- Thirty (30) County Clerks offices issuing Drivers Licenses
- Forty (40) Tennessee Highway Patrol Offices.
- Nine (9) Commercial Vehicle Enforcement inspection stations,
- Four (4) Criminal Investigation offices.
- Tennessee Law Enforcement Training Academy.
- Safety Training Academy.
- Title and Registration.
- Safety Main Headquarters.
- Three (3) Legal Offices.
- Nine (9) Driver Improvement Hearing Offices.

In addition to installation and maintenance, this Section provides a Help Desk service to all Department of Safety personnel. From the period of July 1, 2004, through June 30, 2005, our Help Desk technicians responded to 4,472 help desk calls. These responses are documented to create a history of repairs and trends.
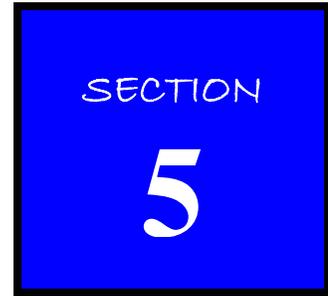
Title and Registration Support

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

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

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

T&R Support Activity FY 2004-05	
Maintenance Requests for Service	6
In-House Requests for Service	72
T&R Users Local	175
T&R Users (Statewide)	2,700
Business	235
Other Government Agencies	183
Ad-Hoc Report	158
Fund Accumulation Requests for Svc	5
Remote Access Control Facility (RACF) Updates/Resets	825
Legislative Review	68

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

Systems Development

The Systems Development staff works with Department of Safety computer users to design and develop computer systems to meet user's needs and to maintain and upgrade existing PC, client server, and AS400 based systems. This staff develops and updates technical documentation for newly developed and modified systems, creates user manuals for new systems and provides initial training for users of new systems. Once a new system is implemented, updates to the user manual become the responsibility of the users of the system for their own future staff training. The staff provides, after implementation, support through the Office for Information Resources (OIR) Help Desk for systems they design and develop. Support for purchased systems is provided through the OIR Help Desk by the division's (IRSS) Section.

CAD & GIS Support

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

Technical Support
- Twenty-four (24) hour management/administration of the technical operation of the CAD System.
- Responsible for regularly scheduled preventive maintenance work and necessary updating of the CAD system to ensure reliability and efficient performance.
- Design, develop, implement and modify information system technologies comprising CAD System

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

Geographic Information Services (GIS)
- Map maintenance and distribution
- AVL and GIS Integration
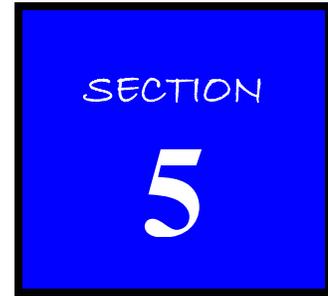
2004-2005 Accomplishments and Highlights

Mainframe/Production Support

- Awarded contract and implemented Queuing System in Driver License Stations.
- Installed 18 additional self service kiosks in DL Stations and improved functionality.
- Implemented finger print procedures with TSA for Hazardous Materials endorsements.
- Began specifications for MCSIA and Homeland Security changes to DL issuance.
- Implemented Internet Appointment System for Driver road tests.
- Relocated 4 Driver License Testing Stations into new facilities to better serve customers.
- Added Driver License Issuance at 10 new County Clerk sites.
- Participated in a Driver License Issuance study by FEDEX to improve efficiency.
- Implemented revocations of Hazardous Materials Endorsements.
- Preliminary analysis of Patriot Act law changes.
- Completed the analysis on Exam Data storage screens and database
- Completed the analysis on 3rd Party Tester implementation.
- Contract evaluation/award and implement Driver License Queuing System.
- Added 18 additional Driver License self-service kiosks.
- Enhancements to the centralized cashiering system at DL Stations.

Other Section accomplishments include:

- Enhanced printed MVR to include "as of" date.
- Added Court Trooper Ticket Repository File.
- Made program and process changes in response to Federal CDL Audit.
- Implemented CDL Hazardous Materials endorsement procedures per TSA.
- Added logon screen to provide added security to Driver License web inquiries.
- Improved efficiency and functionality of centralized cashiering system at DL stations.
- Added various new Driver History actions in response to state and federal legislation.

Network/Desktop Support

- Implementation of the Computer Assisted Dispatch system, 27 workstations installed across all 8, THP Districts.
- Implemented a LIST Authorized User Log-in for L.I.S.T.
- Installation of 42 of 44 DL Sites for Q-Matic – each site included the addition of a workstation.
- Implementation of the A2G application was consolidated with the Q-Matic rollout.
- New equipment installations included: 88 Desktops, 43 Printers, 5 Scanners, and 9 Laptops.
- Installation of 4 new ADT systems at DL locations
- Kiosk installation wiring is in place for all remaining sites; remaining hardware is currently being configured
- Established Department Administrative control of Crash Analysis and Tracking server from OIR: rebuilt hardware, redesigned client viewers, and database index structure to restore application platform to service

Title and Registration Support

- Annual vehicle purge files were placed on shared devices using two methods of access: one using the Internet, and the second using 3270 for the staff at Title and Registration and the County Clerks. This change eliminated the need to create CD's and loading on each PC at Title and Registration and a shared PC at the County Clerk's Office.
- Successfully completed two simulated Disaster and Recovery exercises of the existing T & R computer systems.
- Began research and development of Bar Coding technology to replace all forms in the existing legacy computer system to be carried forward into the new TRUST system.
- Began implementation of new communications capability and new computer equipment installation for the new TRUST System, the first county to benefit was Moore County and Sumner County is in process.
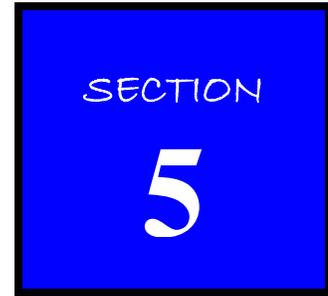
- Implemented Phase 1, Imaging, of the new TRUST System at Metro Center's Title and Registration Office. The installation and implementation of the imaging at TRICOR has begun. During the first months, T & R has imaging over 500,000 documents. Communications lines and equipment were installed in six counties for the purpose of Imaging retrieval, access to NADA, access to GroupWise, and access to the vehicle purge files. Those six counties were Moore County, Sumner County, Robertson County, Henry County, Morgan County and Knox County.
- Phase 2, Telecommunications and Equipment installation, of the TRUST System was contracted to Local Government Data Processing Corporation to provide services such as county site visits for review of the existing county operations, needs and documenting the results, installation of computer equipment in the counties, etc.
- OIR has approved Phase 2, Phase 3 and Phase 4 of the TRUST System to proceed. Phase 5 is currently being reviewed by OIR.
- Began research and development to reconvert all Legacy Computer forms to laser generated documents.
- Began preparation for the new metal standard state plates to be issued beginning January of 2006.

T&R Redesign Project
Technological and workflow refinements have been identified as focus areas and are continuing to receive priority attention. Efforts to develop an online real time information system for support of day-to-day operations of the Division and County Clerks remains a high priority objective. This project was divided into eight phases. The current development approach allows that the design and deployment of system functionality will occur in phases creating a process of incremental improvements that can build one onto the other until complete. During the 2004-2005 year, Phases 1-5 was in process.

Progress to date includes:
- Phase 1, Imaging, has been implemented at the Metro Center's T & R Division. Installation and training has been scheduled for TRICOR. Six Counties have had communications line and equipment installed for retrieval of the imaging data.

- Phase 2, Telecommunication and Equipment installation, a vendor was selected and trained to perform the necessary counties site visits to determine State and County needs and install equipment. Phase 2, completion is scheduled for the end of the fiscal year 2005-2006.
- Phase 3, Conversion of the Legacy System and Interfaces, has begun with completion by the end of fiscal year 2005-2006.
- Phase 4, Web, Real Time Update, Bar Coding and Workflow, has begun with completion during fiscal year 2005-2006.
- Phase 5, Point of Sale, Warehouse, Inventory, has begun with completion around the first of 2007.

Systems Development
Crash Data
- Eliminated Scanner Downtime
- In the past, Safety's server that housed crash data reached its maximum storage level, which caused Safety to stop the scanning process. Safety installed a new terabyte server enabling the scanner operator to continue the scanning process.
- Eliminated Keying Downtime
- The crash report keyers would incur errors while keying crash data, which caused all keyers to be temporarily locked out of the system. The programmers analyzed the problem and instituted a solution that eliminated keyer downtime.
- Increased Scanner Productivity
- Safety implemented a solution which increased the number of crash reports scanned 3000 per day.
- Implemented Error Checks For Scanned Data
- Before the scanned data is transferred to the SQL database, it must pass through a series of 40 edit checks. The process has increased the accuracy of Safety's crash data.
- Set up a CATS Test database on DI03WB05.
  - o Included evaluating CATS Production and identifying crash records requiring clean up. Documented a list of records requiring scrutiny
  - o Adapted versions of existing programs to work with the CATS Test, so development could be conducted without interrupting production
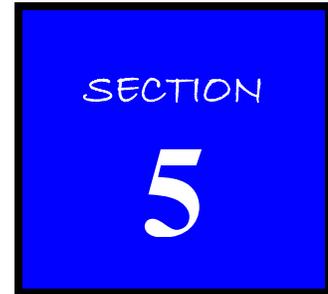
- Implemented Crash PDF Viewer
- The PDF Viewer builds a PDF document with data from the Crash Database.
- Developed the Prepare XML Program (Electronic Crash Reporting)
- The program automatically downloads a zip file (contains electronic crash reports) from the UT server, loads the xml data to the Work In Progress table and copies the jpg images to the network directory.
- Completed a version of 'The Load Program' that will handle both scanned and XML crash records.

Misc Programs
- Performed program updates and maintenance on the Criminal Investigation Division (CID) Case Management System and the Capitol Police Parking Ticket System

Mobile Computer Project
- The Mobile Computer Project's purpose is to install laptops in all Highway Patrol vehicles. The computers will allow the THP officers to print Commercial Vehicle Inspections, issue citations, and utilize the following software applications: I-Mobile, TraCS, Commercial Vehicle Software Applications. Mobile Computer Project accomplishments include:
- Acquired funding and purchased 466 Dell D610 computers and required accessories.
- Acquired funding for the purchase of an additional 120 Dell D610 computers and required accessories.
- Developed a training curriculum for the Troopers, which includes General Computer Skills, TraCS, I-Mobile, and CVE Applications.
- Prepared two trainers to conduct the computer training program.
- Developed and built a standard image for the computers.

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

TraCS
TraCS is a software application used by THP and Local Law Enforcement agencies to submit electronic crash reports to the State of Tennessee. Accomplishments include:

- Filled the two positions to manage the Electronic Crash Report Collection as per GHSO
- Currently have 32 agencies uploading crash reports to TennCars.net
- Set up an information booth for the Governors Challenge to promote TraCS
- Set up an information booth for the Lifesavers Conference to promote TraCS
- Data Dictionary review and accepted for THP Crash Report
- Designed new TraCS User Interface
- Secured Memphis and Knoxville using TraCS.
- Proof of concept using TraCS to interface with Cingular GPRS Wireless technology, SRA VPN, USB highspeed external hard drive and Trimble GPS Unit
- Organized the Pursuit Team to market and promote the TraCS software.
- Managed the modification and implementation TennCars.net website
- Contacted Agencies that report the majority of crash reports in TN to advise them about TraCS.

Computer Aided Dispatch
Implementation of the statewide Computer Aided Dispatch (CAD) system commenced in January 2005. As of April 2005, CAD system servers and workstations have been installed and made operational for the Nashville and Jackson Tennessee Highway Patrol districts. CAD system cutover to live operations for THP Districts 3 (Nashville) and District 8 (Jackson), which is comprised of a twenty-three county area, was completed on April 28, 2005. The CAD system is now scheduled to be in place and active in all eight THP districts (statewide) by the end of August 2005.

SECTION

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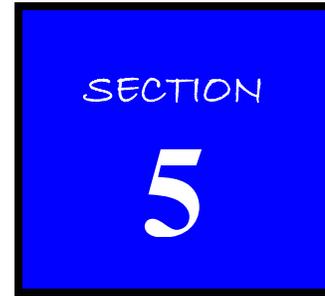
Professional Standards

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

Research, Planning, and Development (RPD)

The Research, Planning, and Development Section serves every facet in the Department of Safety. Analytical studies, report preparations and presentations, and policy and procedure development are only a few of the tasks performed by this section. This section manages Grant procurement and administration of funding as well. This unit supports grant applications by continually monitoring and reporting activities during grant periods. In FY 2004-2005 alone, the RPD Section was responsible for managing numerous federal grants allocating approximately $20 million to the Department of Safety. Grants managed by RPD have been used for special enforcement efforts, overtime pay, new traffic safety vests, flashlight wands, in-car cameras, mobile data terminals, and other essential enforcement equipment. Legislative Analysis is routinely performed to determine the effectiveness and feasibility of various laws and initiatives proposed by the State Legislature, as well as their potential impact on departmental operations. RPD prepares and designs the "blue prints" or framework for new programs that are mandated by legislation. The section serves as a repository and contact for both public and private entities. Duties performed range from assisting high school students with term papers to providing specialized reports to the federal government. In addition, this section is responsible for general planning and research, including the development and analysis of statistical reports and activity summaries regarding all operational aspects of the Tennessee Highway Patrol.

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

During FY 2004-2005, the RPD Section developed and implemented departmental policy and procedures regarding the administration of the Law Enforcement Officers Safety Act (LEOSA) program. In addition, RPD serves as the Southeast's central data collection agency for all holiday enforcement periods in compliance with reporting procedures for national enforcement programs. In the past year, RPD has continued to develop policies and enforcement procedures and guidelines for numerous nation-wide special enforcement efforts.

The table below is a brief summary of RPD activities over the past few years involving grant procurement and implementation, bill analysis, as well as development of and revisions to General Orders.

Research, Planning, and Development Activity			
Activity	FY 2002-2003	FY 2003-2004	FY 2004-2005
# of Grants Managed	19	12	31
# of Bill Analyses Conducted	75	51	54
# of General Orders Implemented	13	14	9

Crash Analysis Records System

The Crash Analysis Records System processes traffic crash reports forwarded to the Department of Safety in accordance with Sections 55-10-101 through 55-10-115 of the Tennessee Code Annotated. This includes traffic crashes investigated by the Tennessee Highway Patrol, city police departments, county sheriff offices, and all other public agencies that investigate traffic crashes occurring in Tennessee. Functions completed by this section include: communicating with agencies concerning incomplete or unacceptable reports, classifying reports by type, analyzing, verifying, and encoding information, data entry, correcting database records, and assisting other sections in research and data compilation for reports and studies.

Crash Reports Processed FY 2004-2005	
# of Reports Scanned	# of Reports Keyed
94,398*	167,130

*This figure is abnormally low this year due to equipment-related problems that persisted for much of the fiscal year. These issues have been addressed and resolved.

Fatality Analysis Reporting System

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

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

Fatality Analysis Reporting System (FARS) Activity FY 2004-2005	
FARS Forms Coded & Keyed	
Crash Level	1,189
Vehicle/Driver Level	1,791
Person Level	2,941
Data Gathered	
Driver Inquiries (In-State)	1,543
Driver Inquiries (Out of-State)	229
Driver Inquiries (Other)	15
Vehicle Inquires (In-State)	1,487
Vehicle Inquires (Out of-State)	194
Vehicle Inquires (Other)	110
Emergency Medical Services	51
Toxicology	2,198
Death Certificates	1,625
Roadway Location	1,189
Messages Received	1,530
Messages Sent	979

Commercial Vehicle Analysis Reporting System (CVARS)

CVARS gathers Tennessee crash data that involves commercial vehicles, buses, and vans with more than 9 passengers. The unit is responsible for ensuring the accuracy, completeness, and quality of the data it receives. Once the data has been verified, it is uploaded into Motor Carrier Management Information System database (MCMIS). The Federal Motor Carrier Safety Administration (FMCSA) uses the information to identify carriers that need compliance reviews. The FMCSA evaluates programs, measures trends, and identifies problems that will assist in reducing commercial vehicle crashes. The data gathered by the CVARS unit is also used to support funding for state and local traffic safety programs.

In February 2004, the unit began the aggressive approach to align all Commercial Vehicle Crash (CVC) reports into a workable flow, identifying data errors and executing solutions. In December 2004, CVARS staff began keying CVC data directly into the Federal SafetyNet data base reducing Tennessee's crash reporting timeliness to just over 50days.

Originally, CVARS supplied only the minimally required Truck and Bus data to identify causes. In order to provide more data to the federal government and allow for improved analysis of commercial vehicle crashes, in May 2005 the unit began uploading additional detailed vehicle, road, weather, and trafficway data.

The Department of Safety's comprehensive approach to assess crashes through complete, accurate, and timely reporting will be enhanced thru updated processes. New federally compliant criteria surrounding commercial vehicles were implemented into Safety's electronic crash reporting plans, with validations at the field level to ensure accuracy.

During FY 2004-05, over 12,000 Truck and Bus crashes were analyzed; with 38% of those meeting the Federal Motor Carrier Safety Administration's reporting guidelines. In the past year, the unit has also developed uniformed reporting agency identifiers, adopted federal standards for uploading CVC's, tested the effectiveness of reporting enhancements, developed evaluating procedures for monitoring the collection of all reportable crashes, and established outreach programs to inform investigators of new modifications.
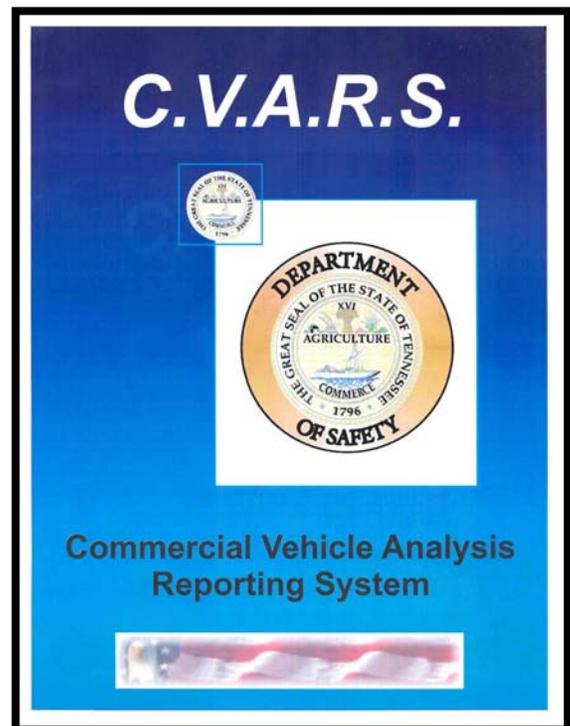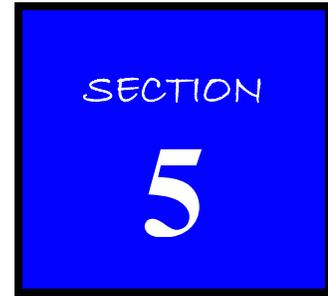
Strategic Planning

The Office of Strategic Planning (OSP) is primarily responsible for development of the annual TDOS Strategic Plan and the establishment and tracking of the department's performance standards, measures, and data used by TDOS leadership and policymakers to enhance public safety. Preparation, monitoring, and evaluation of the plan and its progress are part of a continual process throughout the year, working with the commissioner's office, budget staff, and program directors. The goal of OSP is to develop meaningful and useful performance measures for each of the department's program areas. Currently, 37 performance measures have been instituted and are tracked by this office. During the last fiscal year, the agency met or exceeded 76% of performance measure targets established in the strategic plan.

During FY 2004-2005, OSP staff compiled and developed the package submitted by the Tennessee Highway Patrol for the 2004 IACP Law Enforcement Challenge, and was thus instrumental in the THP's success in being honored as one of the top law enforcement agencies in the nation. In addition, OSP was responsible for the development of the department's annual report, including the collection of all pertinent data and related information. OSP also created and distributed strategic planning and performance-based budgeting (PBB) informational binders to all executive leadership and division directors. These packages contained information regarding the department's Strategic Plan, performance measures and data for all allotment codes, budget information, and the Tennessee Strategic Highway Safety Plan.

OSP staff gave informational presentations on strategic planning and PBB to DL Supervisors and Safety Education/ACES officers at their annual in-service training. In addition, OSP has completed improvements to the reporting tools used to collect performance measure data, thus improving the integrity, security, and reliability of the data reported to the Legislature. OSP also prepared detailed manpower and workload assessments for each of the 7 units of the Professional Standards Division. The office assisted Fiscal Services with the preparation of the annual Budget Request by providing data linking the budget with the department's performance measures, and by collecting and reporting activity data from all divisions throughout the agency. OSP also assisted with the development of two public information brochures: one involving drinking and driving, and the other providing information regarding the department's Graduated Driver License program, both of which will be distributed at schools and DL stations throughout Tennessee.

The strategic planning staff held numerous planning and review meetings throughout the year. OSP continues to serve as consultants and facilitators for various management initiatives, including feasibility studies, Internet applications, and customer service plans. In addition, the office continually works to integrate the Strategic Plan with the Budget and the Information Systems Plan. The Director of OSP currently serves as the TDOS representative on the Governor's Commission on National and Community Service.

In the coming year, the Office of Strategic Planning will be involved in a wide range of activities. Staff will serve on a panel participating in a training conference on Performance Measurement and Budgeting in Tennessee State Government, presented by The Performance Institute. Staff will also be attending the Tennessee Highway Safety and Incident Management Conference, hosted by TDOT.

In addition, OSP is currently in the process of developing a TDOS Goals and Mission poster to be distributed internally throughout the agency. A brochure intended for all TDOS employees outlining the department's strategic direction is also in the planning stages. Other projects include upgrading and improving the Strategic Planning portion of the department's website and leading the development of online customer service surveys which will touch on all primary services provided by the agency in an effort to gain valuable feedback from our customers and improve the quality of our services.

TDOS Performance Measure Report FY 2004-2005		
Performance Measures for Agency Wide Goals	**Target**	**Final**
Number of fatalities per 100 million Vehicular Miles Traveled	1.72	1.74
Number of key customer groups/stakeholders, for whom baseline survey information has been collected	3	3
Percentage of crash and Tennessee court records transmitted electronically rather than with paper	43%	44%
Turnover rate for all TDOS employees, including voluntary and involuntary separations, as well as retirements	10%	8.8%
349.01 Administration	**Target**	**Final**
Number of services available by Internet	10	10
Yearly volume of Internet service transactions	2,200,000	2,302,834
Percent of driver license address changes made without visiting office	28%	29.8%
Percentage of phone calls into the Financial Responsibility call center handled by the automated phone system	45%	47.4%
349.02 Driver License Issuance	**Target**	**Final**
Percent of non-test applicants issued license within 15 minutes after examiner pulls record	88%	93%
Percent of DL issuance transactions conducted via Internet, mail	27%	27%
Percent of non-test driver license field transactions conducted at county clerk offices	10%	14%
Average number of days to issue handgun carry permits	45	37
349.03 Highway Patrol	**Target**	**Final**
Number of highway fatalities in Tennessee	1,220	1,233
Percent of time that THP is able to respond to crashes within 15 minutes	50%	50%
Number of DUI arrests	4,250	4,108
Fatalities involving large trucks	129	144
Rate of fatalities involving large trucks per 100 million commercial vehicular miles traveled (CVMT)	2.10	2.26
Average number of days to upload commercial motor vehicle inspection data to Federal database	20	28
Average number of days to upload commercial motor vehicle crash data to Federal database	90	92
Ratio of school buses to school bus inspections	1:1.4	1:1.4
349.04 MREP	**Target**	**Final**
Number of students enrolled in a certified MREP course	6,450	6,624
Ratio of sites to site visits	1:1.5	1:2.17

TDOS Performance Measure Report FY 2004-2005		
349.06 CID Auto Theft	**Target**	**Final**
Percent of operational expenses for auto theft investigations funded through the sale of seized property	11.4%	13.7%
349.07 Motor Vehicle Operations/Fleet	**Target**	**Final**
Percentage of pursuit vehicles operating with mileage in excess of 85,000 miles	30%	18%
349.08 Driver Education	**Target**	**Final**
Number of public and media events held to promote safe highways	2,000	5,411
Number of law enforcement officers receiving safety education training and assistance	1,500	1,528
349.09 TLETA	**Target**	**Final**
Percent of new recruits trained within 6 months after application received by TLETA	95%	98%
Average number of points gained by class on pre- and post-tests, using the P.O.S.T.-certified Basic Police School knowledge test	30	33
Number of specialized training schools offered to law enforcement officers	40	52
349.10 POST	**Target**	**Final**
Percentage of time TLETA staff responds to a P.O.S.T. Comm. request for an investigation / field audit within 60 days	75%	88%
Number of officers qualifying to receive the salary supplement by completing required P.O.S.T. training	11,975	11,819
349.11 Title and Registration	**Target**	**Final**
Number of work units in which quality control has been implemented	4	4
Percent of titles issued locally by County Clerks	81%	82%
Percentage of abandoned calls to T&R operators	35%	34%
Percent of renewal registration errors	3%	1.8%
349.12 Major Maintenance	**Target**	**Final**
Number of communication sites maintained	45	40
349.13 Technical Services	**Target**	**Final**
Average elapsed time in calendar days between the Department's receiving mandatory convictions from the court and mailing the letter revoking the driver license	12	6.1
Percent of hearings held within 60 days of point-suspension letter	82%	99%
Percentage of Tennessee court records received electronically	57%	57%
Percentage of crash reports received electronically	10%	1%
349.14 CID Anti-Theft	**Target**	**Final**
Percent of salvage/rebuilt vehicles inspected within 28 days	80%	91%
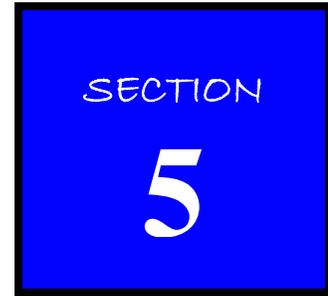
Support Services

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

Communications

The Communications Section is responsible for the design, procurement, installation and maintenance of the statewide 800-Megahertz Mobile Data System. The system now has eleven (11) data sites on the air in the mid state area and activation of twelve (12) West Tennessee data sites is expected by October 1, 2005. THP cars equipped with computers and modems now have secure roadside access to TCIC and NCIC files, departmental reports and car to car messaging.   The Communication Section maintains the primary vhf-low band, secondary vhf-high band, and mobile data radio networks and microwave systems. Communications personnel also maintain all mobile and portable radios, video systems, radars, and all other electronic equipment used by the Department of Safety. The Tennessee Highway Patrol has eight district headquarters and dispatch centers, which cover the entire geographical area of the state.

During FY 2004-2005, service was provided within the Department of Safety for:

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

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

The Communications Section is staffed with a Program Manager, Radio Systems Analyst, Radio Technician Supervisor, Administrative Services Assistant-3, Property Officer, seven (7) radio technicians in the Nashville Shop, and one radio technician in each of the district service shops located at Fall Branch, Knoxville, Chattanooga, Jackson, and Memphis.

SECTION

5

Supply

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

In addition, the Title and Registration warehouse coordinates the manufacture and delivery to each county clerk all license plates, validation decals and forms and documents necessary to properly register vehicles within the State of Tennessee. Along with these plates, all forms, titles, and envelopes required to issue license plates for over 6.2 million vehicles in Tennessee are also shipped.

In FY 2004-2005, the Supply Section switched and re-issued new uniforms for the 180 former Commercial Vehicle Enforcement Officers as well as the 270 Drivers License Examiners. New equipment and uniforms were issued to 68 new Troopers. In addition, all Troopers began receiving a new winter boot, high visibility rain gear and traffic vests.

Supply Section Activity FY 2004-2005	
Change of Location Forms Processed	2,575
Equipment Tagged and Assigned	2,100
Supply Request Orders Filled	40 per day
License Plates Shipped	2,700,000
Validation Decals to County Clerks	6,200,000

Facilities Management/Building Maintenance

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

Facilities Management Activity FY 2004-2005		
Project	Cost	Planning/Const. Stage
TLETA/Lab Renovating (Pending)	$2,200,000.00	Coffee County DL.THP Station
Roof Repair – Warf-Har.-Br. Bldg	$199,400.00 (completed)	Gibson County DL/THP Station
Roof Repair – THP Post, Chatt.	$76,000.00 (completed)	Anderson County THP Station
Storage tanks removed (Aetna Mountain)	n/a	Washington County DL/THP Sta.
Storage tanks removed (Polk County)	n/a	Campbell County DL/THP Station
Storage tanks removed (Fall Creek Falls)	n/a	Marion County DL/THP Station
Blount County DL/THP Station	$57,000.00 annually (lease)	Greene County DL/THP Station
Bradley County DL/THP Station	$71,896.00 annually (lease)	Roane County DL//THP Station
Sumner County DL/THP Station	$83,000.00 annually (lease)	Bedford County DL/THP Lic. Agr.
Weakley County DL/THP Station	$48,000.00 annually (lease)	Henry County DL Lic. Agr.
		I-65 Weigh Station Giles/Robertson

Fleet

The Fleet Section has been in existence since 1949. This section is responsible for acquiring, preparing, and delivering all vehicles to departmental personnel. After new vehicles have arrived, this section is in charge of detailing vehicles with the Tennessee Highway Patrol insignia. In addition, they install interior protective shielding, radar detection devices, video cameras, spotlights, antennas, and all required radio and communications equipment.

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

Vehicles Purchased FY 2004-2005		
	Number	Cost
THP Marked Pursuit	123	$2,667,685
Ford Explorer	40	$920,000
Lincoln Town Car	1	$19,000
Dodge Stratus	2	$23,400
Dodge Pickup Ext. Cab 4x4	3	$48,000
Dodge Minivan	7	$98,000
Chevrolet Extended Cab 4x4	6	$108,000
Chevrolet Impala	1	$17,000
Ford Pickup 2x2	1	$16,000
Ford 12 Passenger Van	1	17,900
Total	**185**	**$3,934,985**

2004-2005 Accomplishments and Highlights

➢ Reduced the percentage of pursuit vehicles operating at mileage greater than 85,000 miles from 31% to 18%. As a result, we have greatly reduced the maintenance fees charged by General Services. This has been a substantial savings to the Department of Safety.

➢ A request has been made to General Services to purchase enough vehicles for continued issuance of vehicles until November 2006. In doing so, we will be able to get closer to our goal of an 85,000 mile replacement schedule we are working towards.

APPENDICES

Federal Grants FY 2004-2005	
Motor Carrier Safety	$4,990,087
Marijuana Task Force	485,055
Motor Carrier Incentive	299,727
Commercial Driver License Improvement	326,750
Patrol Car Video System Project	69,300
Commercial Vehicle Analysis Reporting System (C.V.A.R.S.)	318,129
Commercial Vehicle Information System Network (C.V.I.S.N.)	5,247
Construction Accident Reduction (C.A.R.)	262,539
Seat Belts	81,093
Fatal Analysis Reporting System (F.A.R.S.)	150,572
Selected Traffic Enforcement Programs (S.T.E.P.)	191,140
Computer Aided Dispatch (C.A.D.)	639,862
Drug Abuse Resistance Education (D.A.R.E.)	59,710
Domestic Violence Training Project	33,549
Performance and Registration Information Systems Management (P.R.I.S.M.)	27,066
Domestic Preparedness	42,576
New Entrants Audits	522,308
Strike Three	234,078
Impaired Driving Enforcement	189,663
Homeland Security	25,376
Tennessee Association of Chiefs of Police	104,297
Urban Area Security	60,000
C.I.R.T. and Dispatch Training	25,035
Simunitions Phase 2	2,227
Crash Data Management	76,141
High Intensity Drug Trafficking Area (H.I.D.T.A.)	20,690
Total Grants	**$9,242,217**

Communications Infrastructure FY 2004-2005			
Fixed Equipment Dispatch Sites	State Total	Units Replaced	New Installations
Dispatch Consoles	21	6	0
Call Check/Recall Recorders	16	5	0
VHF Base Stations	102	20	0
VHF Mobile Relay Stations	68	15	5
VHF-UHF Control Stations	57	5	5
800-MHz. Data Stations	10	0	8
800-MHz. Voice Stations	Pending	0	0
700-MHz. Data Stations	Pending	0	0
Microwave Radio Stations	14	0	0
Communication Towers	40	0	0
Emergency Power Generators	39	7	0

Explosive Disposition FY 2004-2005	
High Explosives	
Dynamite	175 Sticks
Class C Fireworks	2 Items
Detonator Cord	515 Feet
Cartridge Power Devices/Explosive Bolts	4
Slurry Sticks	150 Pounds of ANFO 11 Chubs of Emulsion
Bomb Threats	6
Low Explosives	
Smokeless Powder	Nine Pounds
Devices	
Improvised Explosive Devices	9
Blasting Caps	250
Binary Explosives	
Kinestick Liquid (Bottles)	1,072
Kinestick Solid (Sticks)	695
Military Ordnance	
Grenades	3
Military Flares/Simulators	1
Military Ordnance	8
Suspicious Items	
Suspicious Packages	7
Hoax Devices	2

Mobile/Portable/Test Equipment FY 2004-2005			
Description	**State Total**	**Units Reinstalled**	**New Installations**
Mobile Radios Vhf-Low	1,223	142	38
Mobile Radios Vhf-High	873	142	38
Mobile Radios Uhf	873	142	38
Mobile Repeaters Vhf-High	873	142	38
Vehicle Warning Systems	1	142	38
Portable Radios Vhf-High	1,300	0	38
Vehicle Chargers	1,323	0	38
Portable Radios Uhf	100	0	12
Data Computers & Mounts	50	20	0
Data Modems 800-Mhz.	50	20	0
Portable Radios 800-Mhz.	65	10	0
Radar Detectors	130	0	0
Radar, Laser	56	0	0
Radar, Eagle VG-2	733	0	2
Radar, Hand Held	62	0	0
Radar, Stalker	328	0	0
Mobile Video Equipment	700	150	0
Suitcase Repeaters Vhf	3	0	0
Pagers (Leased)	150	0	0
Cellular Telephones	74	0	0
Nextel Phone/Radios	224	0	0
Analog Service Monitors	16	0	0
Digital Service Monitors	1	0	0
Phone/Microwave Circuit Tstr	3	0	2
Thruline Watt Meters	15	0	0
Bird Site Analyzers	3	0	0
Anritsu Cable Fault Analyzers	3	0	0
Fluke Multimeters	18	2	0
Vocar Radar Calibration Units	3	0	0
Selective RF Level Analyzer	1	0	0

Financial Responsibility Division Fiscal Statistics FY 2004-2005	
Restoration Fees Received	$ 15,759,551.54
Restoration Fees Refunded	$ 31,000.08
Accrued Money From Restoration Fees	$ 15,728,551.46
Officer Reports Fees Received	$ 145,364.34
Officer Reports Fees Refunded	$ 34.00
Accrued Money From Officer Reports	$ 145,330.34
*MVR Fees Received	$ 9,914,601.85
*MVR Fees Refunded	$ 1,158.00
Accrued Money From MVR	$ 9,913,443.85
Miscellaneous Fees Received	$ 8,391.00
Miscellaneous Fees Refunded	$ 465.00
Accrued Money From Miscellaneous Fees	$ 7,926.00
**F/R Affidavit Fees Received	$ 5,978.00
**F/R Affidavits Fees Refunded	$ 8.00
Accrued Money From **F/R Affidavit Fees	$ 5,970.00
$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	$ 171,625.00
$10.00 Fees Refunded to Court	$ 329,210.00
Contingent Revenue Received	$ 220,040.59
Contingent Revenue Refunded	$ 135,629.46
Driver License Fees Refunded	$ 8,561.86
Total Accrued Money from All Fees	**$ 25,300,386.65**

Financial Responsibility Division Revocations. Suspensions, and Cancellations FY 2004-2005			
Non-Commercial Offenses		**Non-Commercial Offenses (cont.)**	
*DUI 1st Offense	12,910	Failed to Appear for Re-examination	N/A
DUI 2nd Offense	3,025	Re-examination Failed	N/A
DUI 3rd Offense	1,021	Failure to Pay Child Support	2,901
DUI 4th Offense Felony	648	Susp. Installment Agreement Default	380
DUI Not Stated	5,582	Other Revocations/Susp./Cancellation	1,762
**DWI Adult 2nd of Subsequent Offense	1	Rev. Fatal Crash - GDL Program	7
Driving While Impaired (16-21)	275	Susp. For Crash/Seat Belt GDL	0
Implied Consent	2,158	Rev. Fraudulent Document GDL	0
DUI By Allowing	72	**Total Non-Commercial Offenses**	**296,295**
TOTAL DUI OFFENSES	25,620	**Commercial Offenses**	
Manslaughter/Vehicular Homicide	58	DUI	38
Driving While License Susp./Revoked	35,905	Manslaughter/Vehicle Homicide	0
Drag Racing	78	Driving on Revoked License	51
Leaving Scene of Crash	240	Drag Racing	0
Leaving Scene of Crash Death Felony	8	Leaving the Scene of a Crash	10
Fraud Applying For or Using DL	117	Fraudulent Use of a Driver License	0
2 Cases of Reckless Driving	69	Felony With an Automobile	0
Felony With An Auto	81	Allowing Intoxicated Person to Drive	0
Habitual Offender	566	Contributing to a Fatal Crash	0
Driving After Conviction Habitual Offender	799	Implied Consent	1
Crash Suspensions	7,592	Suspension on 2 Serious Violations	158
Crash Revocations	8,529	Suspension on 3 Serious Violations	25
Unsatisfied Judgment	2,314	Aiding or Abetting Prostitution	0
Contributing to Fatal Crash	3	Felony (CMV) Invlving Controlld Sub.	0
Failure to File Insurance After Mov. Viol.	N/A	Violated Out of Service Orders	4
Re-Revocation (Cancelled SR-22)	8,135	Susp.-Fail to stop at RR crossing	6
Conviction of Failure to Provide FR	25.881	Unatt. Veh. Cont. Med./Hz waste	0
License Cancelled in Lieu of Bail	2	**Total Commercial Offenses**	**293**
Failure to Satisfy Citation-Other State Crt	6,596	Total Non-Commercial Offenses	296,295
Failure to Satisfy Citation TN Court	86,152	GRAND TOTAL	**296,588**
Failure to Satisfy Citation-Non-Mov. Viol.	74,460	**Misc. Commercial Offenses**	
Child Endangerment By Vehicle	8	Serious Violations	1,685
Reckless Endangerment by Vehicle	103	Fail to stop school bus @ RR Cross	N/A
Vehicular Assault	59	Rail Road Crossing Violations	N/A
Cancelled/Withdrawn License-Other State	254	Other Violations in CMV	5,864
Truancy (Compulsory Attendance)	5,070	Rept. Of Violation Under CDL – CMV	28
Drug Free Youth Act	1,916	Rept. Of Violation under CDL - PV	5
18-20 Year Old Violation	466	Serious Offender Warning Letter	1,402
Juvenile Possession of Weapon	92		
Frequent Traffic Violations (points)	N/A		
Disability	N/A		

Financial Responsibility Division Other Activities Processed FY 2004-2005	
Driving While Impaired Adult 1st. Off.	124
Crash Reports (Operators)	199,829
Correspondence Received	519,773
Correspondence Mailed	104,447
Other Documents Handled	218,086
Notices Issued	547,467
Driver License Surrendered	20,658
Driver License Confiscated	13,397
Reinstatements (Fee Required)	187,561
Reinstatements (No Fee)	5,579
Reinstated Under Payment Plan	718
SR-96 Notice of Susp./Installment	665
# Fees-Failure to Surrender DL/Tags	41,916
# Certifications Fines/Cost Satisfied	32,983
Seatbelt Violation (Driver)	34,976
Seatbelt Violation (Passenger)	1,177
Seatbelt Violation (Minor 16-17)	86
Seatbelt Violation (Minor 4-15)	1,619
Seatbelt Viol. 2nd Off. (Minor 4-15)	0
Seatbelt Viol. Child Ticketed (16-17)	259
Seatbelt Viol. Child Ticktd 2nd (16-17)	1
Child Restraint Violation	2,359
Officer Reports Sold from HQ	36,173
MVR's Administrative (NO FEE)	61,886
MVR's Commercial ($5.00 Each)	64,288
MVR's Internet	1,918,344
Abstracts	63,909
Miscellaneous Documents Processed	110,937
THP Tickets (Citations)	382,358
THP Tickets (Dispositions)	215,865
Miscellaneous Suspension Filmed	163
Documents Microfilmed	4,498,042
# Calls Handled by automated system	412,966
# Calls Handled by examiners	457,741
Total # of calls handled	870,707
Misc. Other Tickets Processed	307,193
# Drivers Paid Reinstate Fee Internet	14,005
# Drivers Checked Req. Internet	94,176
# Drivers to T&R stop tag renewal	27,827
# Drivers to T&R to clear tag renewal	7,394
# Drivers Requiring Interlock Device	579
Drug Free Youth Act - Denials	2,461
Drug Free Youth Act - Withdrawals	1,661

Building Maintenance Expenditures FY 2004-2005	
Jackson THP Communications Upgrade	$5,413.34
Memphis THP Communications Upgrade	$2,980.95
Chattanooga THP Communications Upgrade	$2,322.08
Perry County THP Upgrade (pending)	$2,403.57
Jackson CID Communications Upgrade	$5,628.66
Brownsville Scales Upgrade	$697.33
Cookeville THP 6	$946.30
Ben Allen Communications	$630.00
Communications	$797.76
Fall Branch THP Aviation Pad Replaced	$275.00
Holston Mountain Communications	$225.61
Crestview Tower Site	$250.00
THP District 3	$322.13
Gallatin DL	$115.00
TLETA Training Academy (2 projects)	$2,121.57
Safety Training Center (4 projects)	$1,563.03
McMinn DL (County Clerk)	$155.00
THP Training, Ordnance Section	$280.00
Administrative	$2,889.84
Special Operations (2 projects)	$2,799.85
Communications Aetna Mountain Tower Site (2 projects)	$795.24
Communications Fall Creek Falls Tower Site	$209.92

MREP Enrollment FY 2004-2005		
Training Site	**Beginners Rider Course**	**Experienced Rider Course**
Austin Peay-Montgomery Co.	396	0
Bumpus / Rider's Edge - Memphis	297	0
Bumpus/H-D - Murfreesboro	246	0
Chattanooga - Cleveland	402	0
Chapel Hill	110	0
Columbia DMV	n/a	0
Cookeville	105	0
Crossville	n/a	0
Dyersburg	46	18
Fort Campbell, Ky.	475	98
Jackson State CC	266	0
Karnes High School - Knoxville	385	16
Kingsport	396	61
Motlow CC - Tullahoma	60	12
MTSU-Murfreesboro	498	104
Nashville Tech.	818	40
Nashville Super Speedway	183	0
Pellissippi-Knoxville	224	0
Pellissippi State 2	163	0
Southwest Community College	520	0
T.L.E.T.A.-Donelson	417	0
Walters State CC-Knoxville	331	0
Volunteer State	177	6
Total	**6,515**	**377**

Internal Affairs Complaints FY 2004-2005		
Primary Complaint	**Not Sustained**	**Sustained**
Absence from Duty		2
Abuse of Leave		1
Abusive Behavior	2	1
Acts that would endanger lives or property of others		1
Careless, Negligent Use of State Property		2
Damage or Destruction of State Property		1
Dispute of Accident Report		1
Discharge of Firearm	5	2
Excessive Force	1	
Failure to Appear In Court		1
Falsification of Official Document(s)	1	
Gross Misconduct or Conduct Unbecoming		1
Harassment	3	
Illegal Search	1	
Inappropriate Language		
Inefficiency or Incompetency	1	4
Information Only	3	
Misuse of State Time		1
Negligence in Performance of Duties		1
Patrol Vehicle Accident		3
Rudeness	16	6
Theft of Money		2
Unprofessional Conduct	18	24
Violation of General Order or TCA Codes	1	14
Total	**49**	**68**

D.A.R.E./G.R.E.A.T. Activity FY 2004-2005						
Classes/Meetings		**Year To Date**		**Time Acc.**		**Year To Date**	
		DARE	GREAT	DARE	GREAT	DARE	GREAT
Core Classes (7th/8th grade for GREAT)		542	138	989	368	11,765	6,046
Grades K-4		250	4	205	8	5,127	108
Middle School Classes		155		334		4,438	
Senior High School Classes		15		85		310	
Parent Education		13		44		70	
Principals/Teachers Meetings		208	4	388	14	705	4
PTO/PTA Meetings		3		9		39	
School Board		2	2	10	6	8	6
Civic/Community/Churches		22	1	95	3	2,529	18
City Police Departments		115		333		221	
Sheriffs' Departments		132	1	445	3	294	1
Preparation				723			
Training:	Instructor	97		1,247		1,591	
	Student	47		311			
	Other	26		447		523	
Observations: Elem.		96		332		178	
Junior High		7		22		7	
Applicant Interviews		45		149		47	
Other – DARE/GREAT		232		4,187		7,599	
Total		**2,007**	**150**	**10,355**	**402**	**35,452**	**6,183**
Other - Departmental				3,099			
Mileage - **116,825**							

<table>
<tr><td colspan="4">Driver License Activity
Summary of Licenses Issued by Document Type
FY 2004-2005</td></tr>
<tr><td></td><td>2004-2005</td><td>2003-2004</td><td>2002-2003</td></tr>
<tr><td>VALID PHOTOS ISSUED</td><td>94.8%</td><td>90.5%</td><td>82.2%</td></tr>
<tr><td>VALID NON-PHOTOS ISSUED</td><td>4.8%</td><td>4.6%</td><td>4.8%</td></tr>
<tr><td>VALID RENEWAL STICKERS ISSUED</td><td>0.4%</td><td>4.9%</td><td>13.1%</td></tr>
</table>

	CDL	Non-CDL	Total Drivers	Total Plus ID's	FY 2003-2004	% Overall Activity	% Change Prev Year
Driver License Activity							
Summary of Licenses Issued By Type Of Transaction							
FY 2004-2005							
NEW DRIVERS	13,392	132,591	145,983	177,278	186,637	13.1%	-5%
Originals, CDL Conv	9,412	41,446	50,858	79,584	76,311	5.9%	4%
New Residents	2,483	73,436	75,919	77,905	87,518	5.8%	-11%
Returning Residents	1,497	17,709	19,206	19,789	22,808	1.5%	-13%
RENEWALS	27,853	511,670	539,523	641,440	619,445	47.5%	4%
All Photo (minus Internet)				491,673	507,025	36.4%	-3%
Internet Photo				75,571	46,688	5.6%	62%
All Non-Photo (minus Internet)				56,007	62,609	4.1%	-11%
Internet Non-Photo				3,386	763	0.3%	344%
All Stickers (minus Internet)				4,446	46,805	0.3%	-91%
Internet Stickers				731	24,373	0.1%	-97%
DUPLICATES	7,089	205,329	212,418	266,044	263,343	19.7%	1%
PROBLEM DRIVERS	2,439	68,558	70,997	72,272	81,978	5.3%	-12%
Reinstatements-Adlt	2,383	62,211	64,594	65,819	74,676	4.9%	-12%
Reinstatements-Juv	0	1,467	1,467	1,508	1,922	0.1%	-22%
Rest. Licenses-Adlt	56	4,880	4,936	4,945	5,380	0.4%	-8%
CHANGE/ADD TO CLASS	5,696	131,161	136,857	168,815	213,373	12.5%	-21%
Reclass, Exch/Upgr	682	106,773	107,455	139,413	180,921	10.3%	-23%
Add permit, class end	5,014	24,388	29,402	29,402	32,452	2.2%	-9%
FREE	1,647	22,341	23,988	25,392	30,703	1.9%	-17%
Total Licenses Issued	58,116	1,071,650	1,129,766	1,351,241	1,467,303	100.0%	-8%

Driver License Activity
DL Applicant Services Received in Field
FY 2004-2005

LICENSE ISSUANCE ACTIVITY = 47%

			2004-2005	2003-2004	% Overall Field Activity	% Change Prev Year
Total Licenses Issued In The Field			1,054,581	1,237,425	47.0%	-15%

EXAM ACTIVITY = 42.8%

	CDL	Class D/H	Class M	2004-2005	2003-2004	% Overall Field Activity	% Change Prev Year
Vision	24,000	467,300	22,825	514,125	501,126	22.9%	3%
Knowledge	35,513	274,260	16,658	326,431	341,415	14.6%	-4%
Skills	4,658	103,000	11,948	119,606	122,948	5.3%	-3%
Total Exams	64,171	844,560	51,431	960,162	965,489	42.8%	-1%

SPECIAL PROGRAM AREAS = 10.1%

	2004-2005	2003-2004	% Overall Field Activity	% Change Prev Year
Handgun Carry Permits, Processed by Field Offices	31,793	31,392	1.4%	1%
Voter Registration Applications	102,865	129,516	4.6%	-21%
Motor Vehicle Records (MVR's) Sold Over the Counter	34,425	36,461	1.5%	-6%
360 Reinstatement Advice Letters printed	33,337	39,095	1.5%	-15%
DL Field Reinstatements	25,103	27,006	1.1%	-7%
Total Field Special Program Activity	**227,523**	**263,470**	**10.1%**	**-14%**
Total Services Provided in the Field	**2,242,266**	**2,466,384**	**100.0%**	**-9%**

TDOS Training Center Activity
FY 2004-2005

Activity	Participants	Dates
Trooper Annual In-Service #2	45	Jun 28 - Jul 2, 2004
School Of Police Staff and Command	43	July 5 - 30
Patrol Response to Active Shooter	33	July 7 - 9
Safety Education Meeting	20	July 12
Trooper Annual In-Service #3	25	July 12 - 16
Dispatcher Annual In-Service #2	15	July 14 - 16
Crime Scene Investigation #1	23	July 19 - 23
Trooper Annual In-Service #4	20	July 19 - 23
AR/15 Bushmaster/Glock 33 Make ups #1,Nashville District	10	July 21 - 22
AR/15 Weapons Service Ability	7	July 22
Crime Scene Investigation #2	26	July 26 - 30
Trooper Annual In-Service #5	27	July 26 - 30

TDOS Training Center Activity FY 2004-2005 (cont.)		
Activity	**Participants**	**Dates**
AR/15 Bushmaster/Glock 33 Make ups #2,Nashville District	4	July 28 – 29, 2004
Safety Education (AARP)	16	July 29
Level VI Recertification	5	July 29
Operation Lifesaver	16	July 30
School Of Police Staff and Command	43	August 2 - 31
Trooper Annual In-Service #6	32	August 9 - 13
FMCSA Compliance Review	20	August 11 - 12
Dispatcher Annual In-Service #3	15	August 11 - 13
Methamphetamine Awareness	43	August 17
Title & Registration Annual In-Service #1	13	August 17
Trooper In-Service #7	28	August 23 - 27
APCO EMD Instructor Course	18	August 23 - 27
EVOCH (National Guard) (We instruct)	16	August 31, 2004
CAD Evaluation	10	September 1 - 3
School Of Police Staff and Command	43	September 1 - 10
Trooper Annual In-Service #8	46	September 13 - 17
Dispatcher Annual In-Service #4	16	September 15 - 17
Trooper Annual In-Service #9	50	September 20 - 24
Sexual Harassment Class	16	September 28
Trooper Annual In-Service #10	52	Sept 27 - Oct 1
Methamphetamine Awareness	41	October 4
Trooper Annual In-Service #11	48	October 4 - 8
Trooper Annual In-Service #12	45	October 11 - 15
AR/15 Bushmaster/Glock 33 Final Make up	14	October 13 - 14
Weapons Service Agility	2	October 14
Trooper Annual In-Service #13	48	October 18 - 22
Trooper Annual In-Service #14	44	October 25 - 29
APCO Basic Telecommunicator Training	26	October 25 - 29
Training Committee Meeting	9	November 3
Weapons of Mass Destruction	25	November 4
Trooper Annual In-Service #15	44	November 1 - 5
Patrol Response to Active Shooter #2	28	November 8 - 10
Trooper Annual In-Service #16	42	November 15 - 19
Data Coordinator Meeting	24	November 17
Fraudulent Documents	4	November 18
RADAR / LIDAR Specialist	27	November 22 - 24
APCO Communications Training Officer	26	December 7 - 9
Drivers License Supervisors Annual In-Service	51	December 6 - 10
Computer Aided Dispatch	12	December 6 - 9
Trooper Annual In-Service NAS Part A - Retakes	7	December 14 - 16
Sgt./Lt. Testing & Developing Committee	15	January 6, 2005
RADAR Lead Specialist Recertification	14	January 10
CIRT Data Collector Training	8	January 12
Glock Armorer School	9	January 13
CAD Database Maintenance	21	January 11 - 13
Trooper Cadet School	57	January 30 - Feb 4
Trooper Cadet School	57	February 5 - 11
Communications Instructor Meeting	9	February 7
Trooper Cadet School	53	February 13 - 18,

TDOS Training Center Activity FY 2004-2005 (cont.)		
Activity	**Participants**	**Dates**
Work-Zone Safety Pilot Course	25	February 16, 2005
Compliance Review Refresher	11	February 14 – 18
Sgt/Lt Testing Committee	22	February 17 – 18
Trooper Cadet School	53	February 20 - 25,
Trooper Cadet School	52	Feb 27 - Mar 4
Supervisor Workshop	12	March 1
Trooper Cadet School	52	March 6 - 11
Dispatcher's Planning Committee	5	March 9 - 10
Child Restraint Technician Recertification	8	March 10
Trooper Cadet School	52	March 13 - 18
Compliance Review	20	March 14 - 18
Compliance Review	20	March 21 - 24
Trooper Cadet School	52	March 20 - 24
Trooper Cadet School	52	March 27 - April 1
Supervisor Workshop	8	April 4 - 5
Trooper Cadet School	52	April 3 - 8
Sergeants/Lieutenants Committee Testing	15	April 4 - 6
Supervisor Workshop	15	April 5
Entertainment Committee	20	April 7
CID In-Service	25	April 4 - 8
Trooper Cadet School	52	April 10 - 15
Basic Telecommunicator Class	9	April 11 - 15
MAC Committee	18	April 14
Electronic Crash Reporting	24	April 14
Trooper Cadet School	52	April 17 - 22
TN DA's Conference	23	April 18 - 22
Trooper Cadet School	52	April 24 - 29
Homeland Security	16	April 25
Trooper Cadet School	52	April 25 - 29
CID In-Service	19	May 2 - 6
Trooper Cadet School	52	May 2 - 6
TDOT Computer Lab	27	May 3 - 6
Supervisor In-Service	18	May 2 - 5
FTO Program Re-Trainer School	9	May 6
APCO Communciations Training Officer	27	May 9 - 11
TDOT Computer Lab	27	May 10 - 13
Trooper Cadet School	52	May 9 - 13
Trooper Cadet School	52	May 16 - 19
Supervisor Training	40	May 23 - 24
Entertainment Committee	18	June 3
THP Supervisor In-service	30	June 6 - 10
Supervisor Training	27	June 8 - 9
Advanced Collision Diagramming	13	June 13 - 17
THP Supervisor In-Service	27	June 13 - 17
Supervisor Training	19	June 15 - 16
Driver Improvement In-Service	13	June 20 - 22
Mobile Data Terminal Implementation Program Mtg.	11	June 23
TEMA EVOC	7	June 24
GRAND TOTAL	**2,963**	

Tennessee Department of Safety
FY 2004-2005 Annual Report